

County of Santa Clara

Employee Services Agency

Employee Benefits Department

400 Race Street, Suite 201

San Jose, California 95126



DATE: May 20, 2020

TO: Honorable Members of the Board of Supervisors
Jeffrey V. Smith, County Executive

FROM: John P. Mills, Director, Employee Services Agency

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John P. Mills
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SUBJECT: Under advisement from May 12, 2020, Agenda Item No. 29: Off-Agenda Report related to Medical Insurance Benefits for In-Home Supportive Services Independent Providers

At the May 12, 2020 meeting of the Board of Supervisors, during the discussion of Agenda Item No. 29 (agreement for medical insurance benefits for eligible In-Home Supportive Services (IHSS) Independent Providers (IPs)), President Chavez requested that Administration ensure that no IHSS IP would lose insurance benefits due to lack of work hours resulting from COVID-19, dating back to late February 2020 when community members began to shelter-in-place; implement a self-certification exception process for IHSS IPs to maintain their health benefits, ensuring that no month during the Shelter in Place Order would be counted against the providers; distribute notices to the IHSS IPs who are at risk of losing their benefits; and provide an off-agenda report to the Board on date uncertain relating to outreach to IHSS providers. This memorandum provides the requested information.

The Board of Supervisors also sits as the Governing Board of the Public Authority for In-Home Supportive Services. The Public Authority contracts with Sourcewise to provide management services for the IHSS Public Authority. Sourcewise has sent a notice via U.S. Mail to IHSS IPs whose benefits were terminated or who are at risk of losing their benefits. The notice indicates that, if benefits were terminated or are at risk of termination due to loss of paid hours, IPs can call Sourcewise to verbally certify that the loss of paid hours was due to COVID-19. Sourcewise intends to include similar language in future warning letters/termination letters to IPs. Benefits can be reinstated in such a manner that it is seamless to the IP. Labor Relations has also notified SEIU Local 2015, the exclusive collective bargaining representative for IHSS IPs, and the union is working with Sourcewise and Labor Relations on outreach to its members.

cc: Chief Board Aides
Miguel Marquez, Chief Operating Officer
James R. Williams, County Counsel
Megan Doyle, Clerk of the Board of Supervisors
Rhonda Schmidt, Employee Benefits Director

Board of Supervisors: Mike Wasserman, Cindy Chavez, Dave Cortese, Susan Ellenberg, S. Joseph Simitian

County Executive: Jeffrey V. Smith