

**IHSS Public Authority Advisory Board Meeting  
January 21, 2025  
MINUTES**

**ZOOM VIRTUAL MEETING for All/Guests:**

Pre-Registration is required.

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***\*\*This meeting is being recorded for purposes of capturing the meeting minutes.***

**Members Present:** Mathew Lubinsky; Narendra Pathak; Joanna Kent; Veroncia Marquez-Hotham (Ex-Officio); Janie Whiteford; Joyce Felix Builes, David Forderer, Darcy McCann (via Zoom); Natascha Walker

**Members Absent:** n/a

**PA Staff Present:** Edith Gong; Leticia Sabadin

**Guests Present (Virtual & In-Person):** Marisela Perez, Home & Community Based Services Specialist, Santa Clara Family Health Plan; Stephen Chriest, Guest & Board Member of the Non-Profit Foundation "Adults Toward Independent Living"; Mary Pizzo, Guest & Parent of IHSS Consumer; Chris McGilvery, SEIU 2015 Union Steward; Angelina Soria, Guest & Public Authority Registry Manager; Wayne Glusker, Assistant to David Forderer; Moses Kingsly Davis, Assistant & Care Provider for David Forderer

**Announcements & Public Comment:**

- Janie announced new member Natascha Walker to the board. Natascha will fill the Union seat. Welcome & Glad to have you on the board Natascha!
- Mathew is concerned about the fires in Southern California. He expressed his concern for everyone affected by the LA fires. He has many questions for Edith, that she may or may not be able to answer.
  - How are the data centers are backed up in Sacramento; how are the dealing with IHSS services in that area – what about housing for displaced clients?
  - Edith may not have information about Southern California, but how is Santa Clara County is prepared for such a disaster?

Even though there are over 300 miles away, he believes they will have difficulty finding places disabled individuals like him. Is there a program that could offer compensation throughout the state for people to open their homes to these disabled individuals? Can the Santa Clara PA work with the counties affected by the fires? And finally, can we reach out the County Board of Supervisors to help facilitate this process?

- Narendra mentioned National Senior Independence Month is observed every year in February.
  - Narendra attended the Santa Clara County Human Rights Commission meeting and one of the topics was with Santa Clara Family Health Plan and quality improvements for 2025 with IHSS, Medicare, and Medi-Cal.
  - Narendra gave condolences and prayers and asked the board, all attendees, for a moment of silence in honor of the passing of former President Jimmy Carter.
- David made a comment about our new administration (Trump), and how everyone has to do all they can to advocate and stay strong with their beliefs.
- Joanna suggested that we invite the Office of Disability to one of our next meetings so they can perhaps speak to different topics such as Emergency Planning. There is also an Office of Emergency Services but not sure who the contact is at this time.
  - As much as has been announced and will be, we know that things are volatile but Joanna has a concern about the changes and possible cuts to the program and this is something that should be addressed.
  - Edith attended a county town hall meeting regarding information on ICE raids (people's rights) and undocumented individuals along with cuts to programs. In the Governor's budget, it stated that there would be no cuts to IHSS and Public Authority funding. There is a concern with federal funding. Edith can summarize what was reported.
  - Janie is very concerned with Medicaid and the IHSS program. She feels as though the Medi-Care and Social Security may be OK. Very diligent efforts by board members is essential.
  - David will work with Janie, as far as a political voice and a push for awareness.
  - Janie would like to ensure that this board meets with the Supervisors' board aides. The board would like the assistance of Steve Kline, as in the past to set up meetings in in May or June of 2025.
  - Janie says that the contract mode for IHSS is being looked at very carefully.

#### **Approval of Minutes:**

- Motion by Narendra Pathak to approve the November 19, 2024 meeting minutes; seconded by David Forderer, vote was unanimous. Janie and Narendra give special thanks to Leticia and Edith for an excellent job with the minutes.

#### **AB By-Laws Sub-Committee:**

- Joanna did a fine job at compiling all the by-laws edits into one document. After much discussion, the board decided to review Joanna's document in detail and be ready to vote on the changes at the next AB meeting. There is a lot to digest and definitely more time is needed!
- There was a reminder that all these changes have to go before the County Council. The AB must check that the changes are not in conflict with any statute/law; they should be reviewed against the Welfare and Institutions Code (WIC).

#### **PA Website Edits:**

- Leticia stated that the edits were completed by Edith and Leticia. There is some fine-tuning to be done regarding Zoom registration, sending reminders, asking for RSVPs, etc. Leticia will meet with Edith to get this finalized.

#### **Consumer Event Planning:**

- Edith suggested that planning for the event start soon and be completed before the end of the fiscal year. Her preference was not to have it in the month of June. Discussions included:
  - Set a date & time, location, scope, and discussions. Maybe 3 hours; suggested 11 am – 1pm.
  - Look at the end of April, beginning in May.
  - No food, possibly provide water and snacks.
  - Sub-committee: Joanna, Janie, Natasha, Edith.

#### **Santa Clara Family Health Plan:**

- Joyce did not have an update.

#### **California IHSS Consumer Alliance Report:**

- Janie announced the next meeting in February.
  - Highlight of the meeting is how to interact with the BOS board aides.
  - Steve Kline is the guest speaker, since he is a board aide.
- Berkeley Report regarding collective bargaining was released, interesting information.
- Last CICA meeting, Leora announced that at the State level there is a little bit of funding for IHSS infrastructure and that there are no cuts for IHSS or Social Services.
- CICA is still working hard and looking at consumer education.

#### **SEIU 2015:**

- Natascha's first time reporting as a member of this board. Looking forward to working together and collaborating.
- Natascha reported that as of 1-21-25 there are 15,605 SEIU IHSS members. Out of that 15,605, there are 9,767 members who are currently working and actively paying dues.
- Now that she is in a position to better assist, Natasha is working on getting better data from SEIU to share with this board.
  - She is focused on helping the Registry and trying to get more providers in the workforce. Collaboration between the PA and SEIU with having providers join the Registry.
  - SEIU is currently seeking a Data Analyst to help with more reporting.
  - SEIU will begin with their internal Bargaining meetings tomorrow, January 22<sup>nd</sup>.

#### **Report from Social Services Agency-IHSS:**

- Veronica stated that she did not have much to update
- The current IHSS hourly rate is \$20.04.
- Veronica and her staff are focused on their overdue reassessments/cases.
  - They are still not in compliance. IHSS has been offering overtime to staff since December 2024 and will continue through February 2025.
  - Bottom line, they need more staff. There are so many other factors to consider too, such as people retiring.
- MaryAnn Warren, DAAS Director retired. The new interim DAAS Director is Vanessa Merlano.

## PROGRAMS REPORT

See highlights in yellow.

The PA is fully staffed at this time. The tri-lingual training specialist started the first week of December.

- One PA staff, a Care Coordinator has gone on an extended leave of absence.
- We are currently utilizing the Community Connections Program with volunteers helping the PA in different departments. This has been very helpful.
- Edith is working the next FY budget and trying to get more staff.

Janie asked about peer mentoring. Consumers as peer mentors to other Consumers. Edith has thought about this but it would be a very time-consuming endeavor. Perhaps collaborating with the AB and doing some kind of pilot program.

Natashas added that the union needs to setup set up dates to offer providers, consumers to help train and give more information.

Edith mentioned that there are videos on “how to” complete timesheets and how to work the ESP- Electric Service Portal. There are PDFs that have been completed, videos.

## BENEFITS ADMINISTRATION

There are **13,962** Providers (IPs) enrolled in the Valley Health Plan (VHP) medical insurance. **2516** of those in the Classic Plan and **11,446** in the Preferred Plan. **14,663** IPs are enrolled in the Dental/Vision plans. There were **119** Smart Pass VTA bus pass Cards issued.

**Sick Leave:** **34,784** active IPs have accrued 40 hours of sick leave. **9959** have claimed some hours and **5793** have claimed all 40 hours.

## ENROLLMENT

Number of Providers (IPs) enrolled: **693**

DOJ fingerprint reports delayed over 30 days: **1**

Group Orientation Meeting (GOM) attendees: **848**

There are **1549** future IP enrollment appointments scheduled. Next appointments are available **61** days (**8.7** weeks) after an IP watches the online orientation videos.

## REGISTRY

There are **943** active IPs on the registry and **3185** active consumers.

### Regular Registry:

- Completed **99** new consumer intakes
- Generated **425** referral lists
- Attained **66** matches (assignments)
- Provided **1518** new interventions with over **385 hours** spent on the interventions

**Care Coaching:** The Registry received **43** referrals for Care Coaching

- **26** care coaching consultations were conducted

- Total active consumers **219**

**On-Call Registry (OCR):** There were **9** eligible requests to the On-Call Registry out of **17** total calls. **6** requests were fulfilled for a total of **94.15** hours utilized. There are a total of **135** providers on the On-Call Registry.

### **Outreach and Recruiting**

*Registry Introductory Training (RIT):* **5** remote RITs were held; **2** in English; **1** in Spanish, **1** in Vietnamese, **1** in Mandarin.

- **52** interviews were conducted
- **106** References were contacted
- **53** providers were invited to the eRITs
- **40** providers were added to the registry

### *Outreach Activities*

Organization	Type	Reach/Individuals Assisted or Contacts Made
VASC	Once a month – 2 <sup>nd</sup> Friday	<b>0</b> IPs
SCFHP	Teams Presentation	<b>8</b> contacts
Redwoods Post-Acute	Teams Presentation	<b>6</b> contacts

**EPG:** A total of **18** kits were picked up with **11** sets going to IPs and **7** to Consumers for a total of **160** masks and **360** pairs of gloves. **62%** of those who requested PPE came to pick it up.

### **TRAINING**

**11** training classes were held. **125** individual IPs received an incentive with **172** seats filled. Incentive payments this month totaled **\$5425**. **18%** no shows this month. One class was cancelled because the incorrect Zoom link was provided by the training partner and it was too late to reschedule the class for later in December; 25 Spanish IPs were registered for the class.

Language	#	Location	#
English	5	Central – San Jose/Santa Clara	2
Mandarin	1	North - Milpitas	0
Spanish	4	South – Morgan Hill	1
Vietnamese	1	West – Sunnyvale/Cupertino	1
		Online	7

### **Life Enhancement Fund (LEF) Payments**

**Two** IPs were paid this month for a total of **\$518.82**.

**Public Authority Phone Calls:** The PA received a total of **5580** phone calls. Breakdown of the calls:

- Registry 1917
- Enrollment 1609
- Benefits 1879
- Training 175

## CAPA REPORT

See highlights in yellow.

CAPA held a board meeting on December 5, earlier than normal because of the holiday season.

There are several senior leadership changes at CDSS and CWDA:

- CDSS – Jennifer Troia is the new Director of CDSS; Kim Johnson was promoted to California HHS Secretary.
- CWDA – Carlos Marquez III is the new Executive Director; Eileen Cubanski retired from CWDA after 16 years there, most recently as the Interim ED.

Janie mentioned that in case you did not know, Edith Gong is the current CAPA President.

David reminded Janie, all that he help with advocacy, support and back up this board with his political connections.

CAPA will be working closely with these two new leaders to ensure a strong partnership between the organizations and collaborate on legislative priorities that are important to the IHSS community.

### Legislative and CDSS Update

- The CDSS report on Statewide Collective Bargaining was expected to be released to the Stakeholder group for review in December but had not been released as of the end of December. Kim Britt and Kim Rothschild were ready to meet with CSAC and CWDA to provider comments. The team hopes to see the report in January.
- The Brown Act coalition met and CSAC will take the lead on the legislation; they are looking to gain more allies to advance the important changes.
- Some PAs expressed concern about IHSS Connect and were awaiting a response from CDSS. CDSS noted that they were looking at several issues: trademark, fee and subscription transparency, safety (are providers in their directory background checked) and information governance. CDSS' legal counsel will continue to research the issues and provide guidance on next steps.

Guest Speaker: Hagar Dickman Justing in Aging Hagar presented on “Breaking Down Barriers to Personal Care: Unlocking Vital Services for Those Who Need Them Most”.

- The project looked at how individuals access Medi-Cal services (IHSS, Wavier Programs, CalAIM). A few Public Authority Directors were interviewed as part of the project.
- IHSS is the largest consumer directed program in the nation and works well for those who can self-direct their care, but the study noted that many consumers who cannot self-direct their care face enormous barriers and are at serious risk of harm, if they cannot get personal care services. Individuals experiencing homelessness face even more unique barriers.
- High level recommendations included:
  - Expand Contract Mode
    - Differentiate Pay
    - Technical Assistance from CDSS
    - Reduce County Budget Impact
  - Reduce Access Barriers
    - Add Social Work Support

- Expedited Access
- Public Authority Investment, Increase access

**Next Meeting:**

Location: Social Services Building; Auditorium Conf Room , 1<sup>st</sup> Floor  
@ 333 West Julian Street

- **Tuesday, February 18, 2025, from 12 noon to 1:30 pm** via In-person/Hybrid.