

IHSS Public Authority Advisory Board Meeting

May 13, 2025

MINUTES

ZOOM VIRTUAL MEETING for All/Guests:

Pre-Registration is required.

Join Zoom Meeting:

<https://us02web.zoom.us/j/81533165955?pwd=8cXGIS1G7lm8pEGRpabdHggPQgaJb.1>

Meeting ID: 815 3316 5955

Passcode: 430568

One tap mobile

+16699009128,*430568# US (San Jose)

Dial by your location

+1 669 900 9128 US (San Jose)

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

Members Present: Mathew Lubinsky; Janie Whiteford; Darcy McCann (via Zoom); Joanna Kent; Kingston Lum (Ex-Officio); David Forderer; Joyce Felix-Builes, Natascha Walker

Members Absent: Narendra Pathak

PA Staff Present: Edith Gong; Leticia Sabadin

Guests Present (Virtual & In-Person): Marisela Perez, Home & Community Based Services Specialist, Santa Clara Family Health Plan; Angelina Soria, Public Authority Registry Manager; Steve Kline, Board Aide for Supervisor Ellenberg's Office; Wayne Glusker, Assistant to David Forderer

Announcements & Public Comment:

- Janie expressed her concerns about the potential Federal cuts to health and human services, Medicaid, and MediCare and how the State does not have enough funding. Pay attention to the May Revise.
- Steve Kline said congratulations on an excellent IHSS Consumer Open House!
- David and Wayne mentioned a Life Connector Program run by Pragyna, a private, non-profit neurodiversity team, based out of north San Jose.
 - The agency advocates for any individual who might find that they're not getting enough support, or they want to have their support system reviewed.
 - The program assists people to receive maximum benefits from the regional center in their support system.
 - Pragyna assisted David in getting the maximum support needed for his 24 hour a day healthcare needs.
- Darcy announced her decision not to renew her term with this board due to her acceptance of a fellowship for her graduate program. She will be very busy with school but plans to stay active on this board until the AB finds a replacement.

Approval of Minutes:

- Motion by David Forderer to approve the March 18, 2025 meeting minutes, seconded by Mathew Lubinsky, vote was unanimous.

AB Chairperson's Term Start Date:

- The Advisory Board chairperson's term start date was discussed, with a vote to move it back to January. 12-month term from January to December. The decision was made to align it with the start of the year and the budget submission process. The chair will have the opportunity to review the budget before it goes to the county. The changes will be submitted as part of a package along with other items.
 - Yes votes=David, Mathew, Janie, Joyce, Joanna, Darcy
 - No votes=Natascha
 - Motion passed.
- Joanna and Mathew will work on rewriting the paragraph for the change in the by-laws submission.

Rally Day in Sacramento:

- Wayne and David discussed the upcoming Rally Day in Sacramento, emphasizing its importance in informing legislators about community concerns. There will be an early morning bus schedule and the provision of lunch by Senator Cortese.
 - There is an opportunity to go via bus but the deadline has passed. You can go independently.
 - The intent of the day is to meet with your local legislator and share your concerns. Most of the time you will meet with their staff, not the legislator, however, it is an opportunity to inform them of issues and concerns. Many advocacy groups will be represented and in attendance.
 - Darcy expressed her inability to attend the event.
 - Attendees who plan to go are David, Wayne, and Janie.

Consumer Open House Report Back:

The event was a success, and discussions highlighted high attendance and positive feedback. There was praise for Joanna, Edith, and Leticia for their work. Having Kingston and the IHSS staff with the clean up; putting tables and chairs back, was a tremendous help and much appreciated.

- Successes (includes email feedback from Joanna):
 - Organizations/vendors like the diverse nature of attendees
 - IHSS was happy to assist people 1:1
 - Consumers and providers want the AB to have another event next year
 - Attendees expressed satisfaction and appreciation for the snacks and water
 - There were many interactions between attendees and Advisory Board members
 - Attendees were able to learn about things they didn't know existed in our community
- Improvements for future events:
 - Make the event shorter and to start earlier to attract more people
 - Have QR Codes and an assigned photographer
 - Having a drawing to keep attendees engaged
 - Better advertising to IHSS Recipients; send to IHSS social workers to promote at home visits; share flyer with participating organizations
 - Event announcement needs to come from the IHSS Board email. Have little to no images as it's flagged junk mail.
 - Have the AB Table at the front greeting attendees informing that they are the event hosts; create a sign for the next AB meeting with the registration link
- Information/statistics shared by Edith via email to the Chair/Vice chair:
 - Vendors represented: 19
 - Vendors/volunteers present: 47

- Attendees: 84 officially, however, it was closer to 90 people as several people didn't check-in and entered from lobby directly to the conference room.
- Registered: 125
- RSVP Attendees: 40
- Walk-in Attendees: 44
- Attendee Breakdown

Family Member	7
IHSS Consumer	18
IHSS Provider	49
Other Attendee	10

Vendors + attendees = 137 (includes 6 additional walk-ins not noted)

- Matthew commented on addressing time sheet challenges. Suggested the possibility of providing a paper form to help them fill out their time sheets before going online.
 - Also mentioned the availability of volunteers at the Union to assist with these tasks.

Suggested Action Items for Future Events:

- Set up an email for the Advisory Board that could be monitored by the chair or vice chair. Could reduce emails from going to spam/junk filter.
- Host a resource fair and a symposium next year as a single event. Use smaller conference rooms for breakout sessions. The team agreed on the need for more volunteers to help plan future events and discussed the importance of effective communication and advertising. They also considered the idea of sending out reminders via text messages. The conversation ended with a discussion on the need to start planning for the next event immediately.

Peer Mentoring:

- No discussion/report, but keeping it as an agenda item. This will be called "Peer Support: Concerns & Support". The idea of having a support group for consumers.
- Edith reached out to San Francisco's PA requesting a presentation to include how to set up consumer peer mentors, successes and challenges of the program so the AB can learn and possibly implement.
- Janie will also reach to a contact in LA for their peer program and will contact someone from HomeBridge.
- Will try to set this up for the June 17th meeting.

Santa Clara Family Health Plan:

- Joyce reported that they have an older adult resource fair, with a focus on health and wellness, and a cooking showcase. The event will be held at the Blanca Alvarado Center in East San Jose, and the first 60 attendees will receive a free lunch.

California IHSS Consumer Alliance Report:

- Janie expressed concerns about the potential loss of consumer control and voice in statewide bargaining. They highlighted the need for local input and the importance of consumer control in provider hiring and management.
- Janie also discussed the Brown Act, which recently passed committee with a 11 vote, but noted that it would exclude those participating via Zoom from receiving a stipend. The team agreed that in-person meetings are more effective but also acknowledged the convenience of Zoom.

- Janie noted their upcoming statewide meeting, which is also their annual meeting with voting for officers and a bylaw change. She emphasized the importance of attendance and participation in the meeting, particularly for voting representatives from each county. She discussed the need for education on advocacy and self-advocacy for consumers, and the potential impact of statewide bargaining. She expressed concerns about the lack of transparency and the potential financial implications of such a move. The team also mentioned their ongoing efforts to support the greater good and make changes for the better.

SEIU 2015:

- Natasha reported the cost-effectiveness of a proposed rally for the Union, emphasizing that it should not come at the expense of providers or consumers. There is a model being considered in San Francisco to support wage increments through a small tax.
- Lobbying efforts with Zoe Lofgren and Ro Khanna and their political department's visits to DC to meet with Senators and Congressmen.
- Highlighted the international presence of SEIU, their resource challenges, and their reliance on volunteers.
- Expressed concern about the impact of a single individual in Washington, DC, and the need for a show of presence to demonstrate people care about the issues.
- Union trying to assist with a recent immigration case with mother and autistic son returning from Vietnam. Mother had a green card, but both were detained and separated from each other. Attorneys are working on the case, but the Union is trying to assist where possible.
- Large turnout from SEIU at the last Board of Supervisors meeting to share concerns about low wages and the need to support providers in addition to consumers.

Report from Social Services Agency-IHSS:

- Kingston reported the county budget proposal was sent out, with a slight increase of 6 million in terms of the county obligation. The number of consumers or recipients has increased by 9%, and the providers by 8.2%.
- There hasn't been any proposal of job cuts for the county workers except for vacant codes.
- 3 new social workers started this week; IHSS has 102 social workers overall.
- The program is behind in compliance (re-assessments), but measures are in place to get back on track.
- Electronic forms are being introduced to make the process more digital.
- Telehealth is being launched as an option for those who prefer it.

PROGRAMS REPORT

Highlights in yellow.

The PA is fully staffed. The IHSS Advisory Board held a Consumer Resource Open House on April 29 at the IHSS office. There were approximately 90 attendees with 47 resource table participants from 19 different organizations. The feedback from attendees was very positive with consumers and providers asking if his event will be held annually. Non-profit agencies and organizations felt the event was worthwhile for them.

Edith is asking the Advisory Board to consider making public comment to support the Public Authority and request more funding. PA budget is FLAT, again.

The team continues to do well, with 33 new providers signed up and ongoing outreach.

The governor's budget is expected to be released soon, and it is hoped that there will be no significant changes to IHSS.

Please read Edith's reports.

BENEFITS ADMINISTRATION

There are **14,223** Providers (IPs) enrolled in the Valley Health Plan (VHP) medical insurance. **2,426** of those in the Classic Plan and **11,797** in the Preferred Plan. **14,949** IPs are enrolled in the Dental/Vision plans. There were **147** Smart Pass VTA bus pass Cards issued.

Sick Leave: **35,766** active IPs have accrued 40 hours of sick leave. **13,434** have claimed some hours and **8,982** have claimed all 40 hours.

ENROLLMENT

Number of Providers (IPs) enrolled: **865**

DOJ fingerprint reports delayed over 30 days: **0**

Group Orientation Meeting (GOM) attendees: **620**

There are **1,737** future IP enrollment appointments scheduled. Next appointments are available **57** days (**8.1** weeks) after an IP watches the online orientation videos.

REGISTRY

There are **1,078** active IPs on the registry and **3,223** active consumers.

Regular Registry:

- Completed **79** new consumer intakes
- Generated **418** referral lists
- Attained **60** matches (assignments)
- Provided **1,018** new interventions with over **453 hours** spent on the interventions

Care Coaching: The Registry received **20** referrals for Care Coaching

- **10** care coaching consultations were conducted
- Total active consumers **154**

On-Call Registry (OCR): There were **13** eligible requests to the On-Call Registry out of **28** total calls. **6** requests were fulfilled for a total of **155.07** hours utilized. There are a total of **188** providers on the On-Call Registry.

Outreach and Recruiting

Registry Introductory Training (RIT): **2** remote RITs were held; **1** in English; **0** in Spanish, **1** in Vietnamese (1:1).

- **65** interviews were conducted
- **49** providers were invited to the eRITs
- **33** providers were added to the registry

Outreach Activities

Location	Type	Reach/Individuals Assisted
----------	------	----------------------------

VASC	Once a month – 2 nd Friday	10 IPs
Online	SARC Presentation	14 contacts
IHSS Office	AB Consumer Open House	40 contacts; 10 interested in registry

EPG: A total of **77** kits were picked up with **50** sets going to IPs and **27** to Consumers for a total of **630** masks and **1540** pairs of gloves. **75%** of those who requested PPE came to pick it up.

TRAINING

24 training classes were held. **240** individual IPs received an incentive with **358** seats filled. Incentive payments this month totaled **\$12530**. **20%** no shows this month.

Language	#	Location	#
English	14	Central – San Jose/Santa Clara	2
Mandarin	3	North - Milpitas	5
Spanish	3	South – Morgan Hill	2
Vietnamese	4	West – Sunnyvale/Cupertino	3
		Online	12

Life Enhancement Fund (LEF) Payments: **One** IP was reimbursed for \$64.18.

Public Authority Phone Calls: The PA received a total of **6,768** phone calls. Breakdown of the calls:

- Registry 2421
- Enrollment 2078
- Benefits 2013
- Training 256

CAPA REPORT

Highlights in yellow.

CAPA held a board meeting on April 24.

Legislative Update: Kim Rothchild provided an update on the collective bargaining report which outlines the costs and implications of transitioning to statewide collective bargaining, estimated around \$1.5 billion with projected caseload growth. Kim CAPA, CSAC, and CWDA submitted a note included at the end of the report, emphasizing the need to maintain current tasks and mandates for PAs and counties without adding costs.

Regarding AB 283 (Statewide Collective Bargaining, Haney), amendments are being negotiated with the Unions specifically regarding scope of representation which are the primary points of contention. Brandy Wolf from SEIU, was invited to attend a future CAPA meeting to discuss their registry concerns and potentially develop standards to address inconsistencies across counties. The bill is currently in Suspense File in Appropriations, but there is much momentum and support for the bill.

The full list of bills being tracked by CAPA can be found here:

<https://ctweb.capitoltrack.com/public/publish.aspx?session=25&id=a6e4cdd6-bb65-4ccb-9bdd-575a0103d068&showimage=1>

Guest Speaker: Jennifer Troia, New CDSS Director

Director Troia spoke about the potential cuts to programs based on the proposed blueprint for Federal program cuts. The state remains steadfast in its equity initiatives, however it cannot absorb all the cuts so there will be a downstream effect on statewide programs. Federal RIFS have already affected regional operations; CDSS is unable to reach federal counterparts in SF.

CDSS continues to work with CDA on the Master Plan on Aging and a whole approach to break down silos to be more streamlined. She highlighted three CDSS programs around Housing and Affordable Aging: Homesafe (APS) – 15,000 in the program; Housing and Disability Program and Community Care Expansion Program (housing for SSI, CAPI, SSPI individuals) – transition into long-term housing stability.

There are no significant changes to IHSS. The January budget shows significant increases (\$38 million in funding, increased caseload, increased \$\$ per hour and increased hours per consumer.) For Career Pathways, 59,000 IPs took classes totaling \$83K in earned incentives. CDSS is still working on closing out program.

CDSS Discussion/Update

- A few PAs would like to see certain CDSS forms updated and asked for the best way to provide feedback. CAPA will gather all the update requests and send to CDSS.
- IP confusion between the Home Care Registry (for Community Care Living) and IHSS PA Registries; asked CDSS to look at adding language to the CCL Home Care Registry web page that IHSS caregivers are not part of that registry; no need to pay and join.

Next Meeting:

**Location: Social Services Building; Auditorium Conf Room , 1st Floor
@ 333 West Julian Street**

- **Tuesday, June 17, 2025, from 12 noon to 1:30 pm** via In-person/Hybrid.