

IHSS Public Authority Advisory Board Meeting

July 15, 2025

MINUTES

ZOOM VIRTUAL MEETING for All/Guests:

Pre-Registration is required.

Join Zoom Meeting:

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

Members Present: Mathew Lubinsky; Janie Whiteford; Joanna Kent; David Forde; Joyce Felix-Builes (via Zoom); Natascha Walker; Narendra Pathak; Michelle Findley (Ex-Officio)

PA Staff Present: Edith Gong; Leticia Sabadin

Guests Present (Virtual & In-Person): Marisela Perez, Home & Community Based Services Specialist, Santa Clara Family Health Plan; Mary Pizzo, Guest & Parent to IHSS Consumer; Angelina Soria, Public Authority Registry Manager; Wayne Glusker, Assistant to David Forde; Chris McGilvery, SEIU 2015 Union Steward

Announcements & Public Comment:

- Welcome newly appointed IHSS Program Manager Michelle Findley!
- Mathew reported two cases of potential overpayment notices received by clients, noting that the system showed no flags on their accounts despite their concerns. He mentioned that the letters were from the county and had been forwarded for review.
 - Michelle planning to investigate further to understand how the notices were generated to prevent similar issues in the future.
- Narendra Pathak shared information about Medicare benefits and potential cuts, explaining that if cuts were implemented, the general fund would temporarily cover benefits for senior Medicare recipients in California.
 - With Narendra's permission, Joanna shared updates about Narendra's hospitalization and recovery, since he cannot speak very loudly, noting he is receiving home services but continues to make Dr. visits.
- Janie discussed concerns about federal budget cuts, particularly for Medicaid and Medicare, and mentioned that Governor Newsom will call a special legislative session in late August or early September to address these cuts.
- Edith announced that the HICAP (Health Insurance Counseling Advocacy Program) team will be moving into the Public Authority/Qume office space, requiring office reconfiguration and remote work for staff from August 24-30, during which Enrollment appointments will not be available.
- Natascha and Chris discussed the recent introduction of fraud awareness presentations by IHSS at the GOMs (Group Orientation Meetings), which some providers found intimidating.

She noted that while fraud prevention is important, the timing and delivery of these messages could be improved to avoid scaring away potential providers.

- Michelle will be discussing this with the QA (Quality Assurance) Supervisor and agrees that the delivery of the fraud presentations could be improved.
- Joanna also mentioned that Department of Disability Services (DSS) is experiencing significant delays in processing background checks, with a 4-6 week backlog affecting the entire recruitment and onboarding process.

Approval of Minutes:

- Motion by Narendra Pathak to approve the May 13, 2025 meeting minutes, seconded by David Forderer, vote was unanimous.

Nominate Vice Chair:

- Janie announced that Joanna would become the sole Chair on January 1st, and David was nominated as the Vice Chair.
 - Currently both Janie and Joanna are leading the meetings as Chair.
 - Mathew nominated David as Vice Chair and Joanna seconded, vote unanimous.

Peer Discussions:

- The group discussed the need for consumer involvement in peer support and mentoring programs.
 - Both Edith and Janie will confirm guest speakers, they are slotted for next month's agenda. Edith to arrange for Erin Gutierrez from San Francisco to present at the next meeting.

Review first draft of AB Recommendations for Annual Report:

- Edith shared the draft recommendations for the annual report, which she edited live during the meeting. General themes included:
 - Reduce Non-Compliance Penalties
 - Fully fund the PA
 - Simplify Independent Provider Enrollment
 - Consider a Fund (tax) dedicated for Social Services Programs for Older Adults
 - IHSS Support for Consumer Outreach/Education
- Joanna asked about the need to include information about the current wait times for orientation and PA processing in the draft recommendations. Edith mentioned it would make sense for this to be addressed in the Chair's letter to the Board.
- Edith noted that the AB typically includes 3-6 recommendations per year.
- Finalize it this week:
 - Edith to send out the draft of the annual report recommendations to board members for review and feedback.
 - Joanna and Janie to finalize the wording of the annual report recommendations.
 - Edith to send out the draft of the chairman's letter for the annual report to Joanna and Janie for review.

Santa Clara Family Health Plan:

- Joyce announced that Santa Clara County had proposed moving to a single-payer healthcare system, combining the three current medical plans into one county-operated system. She explained this change would streamline communication and potentially shift focus towards

social services, though many details were still unknown and would require further approval. There is concern about reduced consumer choice.

California IHSS Consumer Alliance (CICA):

- Janie announced the upcoming CICA call on 7-18-25 featuring Marty Emoto, who will speak about federal and state issues.
- CICA is carefully following the proposed federal cuts to Medicaid and Medical and how it will affect IHSS Consumers.

SEIU 2015:

- Natascha provided updates on SEIU's general orientation meetings, including average attendance and membership numbers. She also mentioned an upcoming "Good Trouble" event and her involvement in labor management meetings. Natascha shared insights from a recent trip to Washington D.C., where she and others advocated for Medicaid funding, noting the challenges faced by staff and the disconnect between policymakers and the impact of their decisions.
- Natascha discussed plans to create a Facebook group for non-members to keep everyone informed about events and initiatives, emphasizing the importance of citizen engagement.

Social Services Agency--IHSS:

- Michelle provided updates on the IHSS program, which were written by Kingston as Michelle had just started as the IHSS Program Manager.
- With CDSS imposing a 100% statute on CFCO cases, all counties (including SCC) will have a focus on meeting this compliance in the coming months again.
- IHSS has continued to work on tools to maximize efficiency: IHSS has launched a self-approval process for workers to have their cases approved more promptly. IHSS will be embarking on an e-forms project and thank you Joanna Kent for offering to provide feedback.
- Lastly, we have been using telehealth assessments for eligible recipients.

Janie mentioned that a trailer bill containing important changes for social workers did not pass, but her organization plans to pursue similar legislation in the next year.

Programs Report:

Read report that was distributed. [See highlights.](#)

The Public Authority had to lay off a staff member (Care Coordinator) because of increased expenses and another flat budget for FY25-26. Wait for an enrollment appointment is the longest it has ever been at 12 weeks. The Enrollment team continues to find ways to increase the number of appointments but without additional staff, it's almost impossible. The team is considering all options for FY25-26. Registry Recruiting had the highest number of IPs added at 63. In all respects, the PA exceeded all its goals despite challenges with staff turnover and multiple individuals on family/medical leave. Using workers from the PWEX program has proven successful, for the most part, but training new individuals every six months is taxing.

BENEFITS ADMINISTRATION

There are **14,322** Providers (IPs) enrolled in the Valley Health Plan (VHP) medical insurance. **2,381** of those in the Classic Plan and **11,941** in the Preferred Plan. **15,053** IPs are enrolled in the Dental/Vision plans. There were **173** Smart Pass VTA bus pass Cards issued.

Sick Leave: **36,257** active IPs have accrued 40 hours of sick leave. **293** have claimed some hours and **174** have claimed all 40 hours. Sick leave balances are reset on July 1.

ENROLLMENT

Number of Providers (IPs) enrolled: **691**

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

Group Orientation Meeting (GOM) attendees: **797**

There are **1,885** future IP enrollment appointments scheduled. Next appointments are available **84** days (**12.0** weeks) after an IP watches the online orientation videos.

REGISTRY

There are **1,162** active IPs on the registry and **3,292** active consumers.

Regular Registry:

- Completed **68** new consumer intakes
- Generated **446** referral lists
- Attained **73** matches (assignments)
- Provided **985** new interventions with over **431 hours** spent on the interventions

Care Coaching: The Registry received **26** referrals for Care Coaching

- **19** care coaching consultations were conducted
- Total active consumers **127**

On-Call Registry (OCR): There were **10** eligible requests to the On-Call Registry out of **27** total calls. **6** requests were fulfilled for a total of **251.32** hours utilized. There are a total of **233** providers on the On-Call Registry.

Outreach and Recruiting

Registry Introductory Training (RIT): **6** remote RITs were held; **3** in English; **1** in Spanish, **1** in Vietnamese, and **1** in Chinese.

- **93** interviews were conducted
- **87** providers were invited to the eRITs
- **63** providers were added to the registry

Outreach Activities

| Organization | Type | Reach/Individuals Assisted or Contacts Made |
|--|---------------------------------------|---|
| VASC | Once a month – 2 nd Friday | 3 IPs assisted |
| New Directions/Peninsula Health Care Connections | Online – Teams Presentation | 15 contacts |
| Almaden Senior Center | Resource Fair | 62 contacts/ 3 CG interest |
| AACI | Resource Fair | 65 contacts/ 5 CG interest |
| HomeFirst | Online – Teams Presentation | 22 contacts |

EPG: A total of **87** kits were picked up with **51** sets going to IPs and **36** to Consumers for a total of **720** masks and **1,640** pairs of gloves. **79%** of those who requested PPE came to pick it up.

TRAINING

The Spring semester ended and there were no classes held in June. The Fall semester will start in September.

Life Enhancement Fund (LEF) Payments: 5 IPs were paid a total of \$1,101.21 from the LEF fund.

GENERAL INFO

Public Authority Phone Calls: The PA received a total of **7271** phone calls. Breakdown of the calls:

- Registry 2786
- Enrollment 2353
- Benefits 2015
- Training 117

Edith discussed the upcoming SARC event, where the IHSS Advisory Board will participate as a logo sponsor and set up a canopy shared with the Public Authority. She noted that the event will take place at Lake Park, which has limited parking and can be challenging to access, so she suggested arranging transportation. Edith mentioned that her team will bring materials, including a Plinko game, and will set up the day before the event.

Edith to confirm with Joanna and Jeannie about the flyer for the SARC Superhero event.

The team is doing the best that they can with the limited staff that we have.

CAPA Report:

Read report that was distributed.

CAPA held its board meeting on June 26.

Two CAPA directors have retired or left their positions (Glenn and Calaveras counties). There continues to be some concern that there is a large body of institutional knowledge or historical context that no longer exists within the Public Authorities across the state due to the number of seasoned Directors who have retired within the last 2-3 years.

Legislative and Budget Update

The budget bill and subsequent trailer bills had surprising language added at the last minute as the race to approve the budget by June 30, 2025, was fast approaching. The advocacy by various disability rights, aging collaboratives, and worker's unions helped mitigate the initial cuts to IHSS and Medi-Cal programs that were first introduced in the May Revise. In the end, the budget reflects the following:

- Medi-Cal Asset Limit (AB 116 – health trailer bill) restores the Medic-Cal asset limit to \$130,00 (individuals) plus an additional \$65,000 for each additional household member starting 1/1/26.
- Freeze Enrollment for Full-Scope Medi-Cal Expansion for Adults 19 years and older starting 1/1/26.
- Medi-Cal premium for Adults with Unsatisfactory Immigration Status (UIS) – Establishes a \$30 per month Medi-Cal premium for individuals 19-59 with UIS, effective 7/1/27 (exemption from premium for pregnant women). May Revise had the premium at \$100/month.

- State-only Long-Term Care Benefits and IHSS for Adults 19 and Older with UIS – Final budget restores May Revision proposal to eliminate LTC benefits and IHSS for adults with UIS.
- Overtime cap at 50 hrs/month rejected; current cap of 66 hrs/month remains.
- 2025 Budget act includes \$3.3M for operations and staffing for IHSS Statewide Collective Bargaining (AB 283). AB/SB 129 (Labor Trailer Bill) specifies that the operational funding can only be utilized when AB 283 or a bill providing for an appropriation for using this funding is passed. SEIU and UDW were very concerned over last minute language that was added regarding creation of a statewide bargaining advisory committee that would issue a series of reports and could not transition to collective bargaining earlier than 1/1/30. The final language had this stricken from the bill.
- IHSS Late Penalties: AB/SB 118 (Human Services Trailer Bill) has modifications to the May Revise that shifts the costs of certain IHSS late assessment penalties from the state to counties. These penalties affect CFCO (Community First Choice Option) that have an enhanced federal match. Trailer bill requires the state and counties to split the cost of penalties in FY25-26, then counties pay the full penalties starting in FY26-27.

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

Janie expressed concerns about statewide bargaining, stating that it might not be effective and could dilute the consumer voice. Janie mentioned that the advisory boards would be involved in supporting providers' benefits and that the next meeting would include presentations from various programs, with a focus on consumer engagement.

Narendra commented and thanks Janie for doing an excellent job as the Chair.

Side Note:

Leticia clarified that Mary Pizzo announced herself as an IHSS AB Member but that is not correct. She is a guest, an IHSS Provider for her daughter who is an IHSS Consumer.

Next Meeting:

- Location: Social Services Building; Auditorium Conf Room, 1st Floor @ 333 West Julian Street
- **Tuesday, August 19, 2025, from 12 noon to 1:30 pm** via In-person/Hybrid.