

IHSS Public Authority Advisory Board Meeting

August 19, 2025

MINUTES

ZOOM VIRTUAL MEETINGS for All/Guests:

Pre-Registration is required.

Join Zoom Meeting:

<https://us02web.zoom.us/j/81533165955?pwd=8cXGIS1G7lm8pEGRpabdHggPQqaJlb.1>

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

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

Members Absent: David Forderer

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 Forderer; Steve Kline, BOS Board Aide for Supervisor Ellenberg; David Greenebaum, Mentorship Program Manager, San Francisco IHSS Public Authority; Luis Bravo, Executive Director, Personal Assistance Services Council(PASC); Julie Lieder, Manager, Communications & Information Technology, Personal Assistance Services Council(PASC)

Announcements & Public Comment:

- Narendara mentioned an Independence Day celebration where IHSS providers received positive feedback, and shared information about an upcoming virtual town hall on unemployment protection for people with disabilities on August 28, 2025.
- Matthew shared a success story about IHSS quickly reassessing a tenant who initially received insufficient hours.
- Natasha announced a Labor Day rally in San Francisco on September 1st with transportation provided by SEIU. Natascha will send flyer and more information to Leticia.
- Joanna mentioned that her and Janie attended the San Andreas Regional Center Event "Super Hero Walk/Run" and it was great. Joanna was glad that they had an opportunity to speak to many families.
- Janie wanted to reiterate that it is really important to reach out to different organizations and to try to get involved in more outreach events.
- Wayne announced and apologized on behalf of David-Access VTA took David to the wrong location and then home.

Approval of Minutes:

- Motion by Narendra Pathak to approve the July 15, 2025 meeting minutes, seconded by Mathew Lubinsky, vote was unanimous.

Consumer Programs, Guest Speakers:

This advisory board meeting featured presentations from David Greenebaum of San Francisco IHSS Public Authority about their mentorship program that helps consumers navigate provider hiring, and from Luis Bravo and Julie Lieder from Personal Assistance Services Council (PASC; serves as LA IHSS Public Authority) about their outreach initiatives including tele forums, informational sessions, and educational resources.

Both programs aim to empower IHSS recipients to successfully manage their care providers through structured support, skills assessment, and training on topics like hiring, communication, and problem-solving. Included here are the actual links to their presentations and other informational links.

- **David Greenebaum**, Peer Mentor Manager, San Francisco IHSS. His PowerPoint was shared with all board members.
- **Luis Bravo, Executive Director, Personal Assistance Services Council (PASC):**
Shared information about LA County's tele forums and provided flyers and website links about LA County's tele forums.
 - https://pascla.formstack.com/forms/tele_forum
 - [Access Live](#)
 Shared the Consumer Corps meeting link with IHSS Advisory Board Public Authority.
 - [IHSS Consumer Corps - Personal Assistance Services Council](#)
- **Juliet Lieder**, Manager, Communications & Information Technology, Personal Assistance Services Council, (PASC). Her PowerPoint was shared with all board members.

Final Review of AB Recommendations for Annual Report:

- The board reviewed and approved the final recommendations which will be presented to the BOS in October.

Annual Report 2025 Advisory Board Recommendations

The Advisory Board understands the fiscal challenges the County is currently facing. However, with the population continuing to age and IHSS being a cost-savings safety net program that is far less expensive than hospitals and skilled nursing facilities, we respectfully submit the following recommendations to the Board of Supervisors for review and consideration:

1. **Reduce Non-Compliance Penalties:** Fund at least one IHSS social worker unit or hire temporary staff to meet reassessment compliance requirements and avoid paying penalties to the State for non-compliance of the federal mandate for Community First Choice Option (CFCO) consumers. Currently, the monthly penalty is over \$800,000, with the state sharing half the burden, but Santa Clara County will be liable for the entire penalty starting January 2027.
2. **Fully fund the Public Authority with additional staff:** Currently the wait time for an individual appointment to enroll as an IHSS care provider is over 10 weeks. In addition, PA receives over 150 registry applicants per month with only 1.5 staff members addressing requests and three staff members managing benefits for over 15,000 Independent Providers (IPs). To meet the growing demand of consumers and providers while minimizing wait time for services, PA

needs at least three additional staff members, one each for the Enrollment, Benefits, and Registry Recruiting teams.

3. **Simplify Independent Provider Enrollment:** Advocate for a statewide change to simplify provider enrollment by removing the need to show photo ID and SSN in-person. PA was able to successfully gather and verify identity and SSN information via video conference or secure email. Removing this in-person requirement will allow enrolling IPs in Santa Clara County to receive their electronic timesheets and pay more quickly.
4. **Consider a Fund (tax) for Social Services Programs:** Older adults will outpace the number of children in Santa Clara County by 2030. To prevent critical programs such as IHSS to be underfunded, establishing a Dignity Fund, similar to the one in San Francisco City and County, will ensure stable funding for key safety-net programs for older adults, adults with disabilities and their caregivers. This will ensure that programs supporting these vulnerable populations will have dedicated funding for better wages, administrative, and program staff.
5. **Consumer Program Training and Outreach:** Provide space, such as conference rooms or training rooms, translation services, and bilingual staff to assist consumers in understanding IHSS program requirements and their responsibilities as employers. Work with PA and the Advisory Board to set up regular training classes and mentoring opportunities.

Written Reports Submitted with Packet:

- Santa Clara Family Health Plan
- SEIU 2015 - (hand out at meeting, in packet)
- Social Services Agency--IHSS
- Programs Report
- CAPA Report

SCFHP Update:

SCFHP will be celebrating Hispanic Heritage Celebration on Saturday, September 27, 2025.

Location: SCFHP Blanca Alvarado Community Resource Center in San Jose

Joyce Felix Builes, LCSW

Home & Community Based Services Program Manager, (Community Based Programs)

IHSS Program Updates:

- CFCO cases continue to be our primary focus
 - we are addressing the backlog by the oldest cases (2024) and project that those will be done by the end of August.
 - we have utilized CQI to offer some tools for tracking our progress on CFCO cases
- Efforts are continuing to go forth with our Dashboard - we have had several meetings recently and are working on our build out and prioritization of items
- E Form meetings and planning are progressing, Veronica is taking the lead on this project
- SOC 873 will return to 45 days requirement before termination instead of the previous 90 days.
- There are a few IHSS vacancies and we are still awaiting the FERC approval process before we can move forward with hiring.

Michelle Findley, MSW

PROGRAMS REPORT

The Public Authority had two staff on leave in July [Support Specialist (Benefits and Enrollment) and Registry Outreach and Recruiting]. We continue to have one less Care Coordinator so existing caseloads are high for the remaining CCs. Wait time for enrollment appointments continues to be high, almost 11 weeks. A part-time PWEX worker will start in August, so there will be a little help with IP Enrollment.

BENEFITS ADMINISTRATION

There are **14,392** Providers (IPs) enrolled in the Valley Health Plan (VHP) medical insurance. **2,360** of those in the Classic Plan and **12,032** in the Preferred Plan. **15,122** IPs are enrolled in the Dental/Vision plans. There were **152** Smart Pass VTA bus pass Cards issued.

Sick Leave: **36,588** active IPs have accrued 40 hours of sick leave. The sick leave hours were reset for IPs as of July 1, so **4,023** have claimed some hours and **2,203** have claimed all 40 hours.

ENROLLMENT

Number of Providers (IPs) enrolled: **521**

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

Group Orientation Meeting (GOM) attendees: **652**

There are **2,176** future IP enrollment appointments scheduled. Next appointments are available **76** days (**10.9** weeks) after an IP watches the online orientation videos.

REGISTRY

There are **1,201** active IPs on the registry and **3,341** active consumers.

Regular Registry:

- Completed **83** new consumer intakes
- Generated **431** referral lists
- Attained **76** matches (assignments)
- Provided **1,016** new interventions with over **431 hours** spent on the interventions

Care Coaching: The Registry received **36** referrals for Care Coaching

- **33** care coaching consultations were conducted
- Total active consumers **137**

On-Call Registry (OCR): There were **12** eligible requests to the On-Call Registry out of **17** total calls. **5** requests were fulfilled for a total of **216.00** hours utilized. There are a total of **241** 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.

- **49** interviews were conducted
- **71** providers were invited to the eRITs (due to an emergency, 1 scheduled eRIT was cancelled)
- **46** providers were added to the registry

Outreach Activities

Organization	Type	Reach/Individuals Assisted
VASC	Once a month – 2 nd Friday	4 IPs assisted
Stanford HealthCare	Online Presentation	11 contacts
SARC	Event and Resource Fair	30 contacts
VASC	AAPI Health Fair	150 contacts/ 2 Caregiver interest

EPG: A total of **45** kits were picked up with **29** sets going to IPs and **16** to Consumers for a total of **390** masks and **900** pairs of gloves. **54%** of those who requested PPE came to pick it up.

TRAINING

No classes are offered in the summer, however fall semester classes have been finalized and the class catalog has been completed.

Life Enhancement Fund (LEF) Payments: No payments were made to IPs for the LEF.

GENERAL INFO

Public Authority Phone Calls: The PA received a total of **6,896** phone calls. Breakdown of the calls:

- Registry 2798
- Enrollment 2139
- Benefits 1847
- Training 112

CAPA REPORT

CAPA was dark in July, so there was no meeting.

Legislative activity continued with AB 283 (Collective Bargaining) and SB 707 (Local Government: Brown Act modernization) that required review and analysis and comment as to the effect on IHSS Public Authority Boards/Committees.

CAPA Executive Director, CAPA President (Edith Gong) and President Elect (Thomas Johnson) participated in an online meeting with the Legislative Analyst Office (LAO) to shed light on provider demographics/provider profiles to better understand the caregiving challenges that IHSS and Public Authorities with recruitment, retention and longevity with IHSS consumers.

Next Meeting:

- **Tuesday, September 16, 2025, from 12 noon to 1:30 pm** via In-person/Hybrid.
- Location: Social Services Building; Auditorium Conf Room, 1st Floor @ 333 West Julian Street

