

IHSS Public Authority Advisory Board Meeting

September 16, 2025

MINUTES

ZOOM VIRTUAL MEETINGS for All/Guests:

Pre-Registration is required.

Join Zoom Meeting:

<https://us02web.zoom.us/j/81533165955?pwd=8cXG1S1G7lm8pEGRpabdHggPQqaJb.1>

Meeting ID: 815 3316 5955

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

*****There were technical difficulties, so all information may not have been captured.***

Members Present: Mathew Lubinsky; Janie Whiteford; Joanna Kent; Joyce Felix-Builes; Natascha Walker; Narendra Pathak

Members Absent: David Forderer; Michelle Findley (Ex-Officio)

PA Staff Present: Edith Gong; Leticia Sabadin

Guests Present (Virtual & In-Person): Angelina Soria, Public Authority Registry Manager; Steve Kline, BOS Board Aide for Supervisor Ellenberg; Michele Mashburn, Guest, Potential AB Member and IHSS Consumer

Announcements & Public Comment:

- Narendara mentioned the various meetings he attended in the last month and announced he was recently appointed to the VTA committee to address transportation and mobility issues.
 - Narendra also highlighted 15 legislative bills that State Senator Dave Cortese is supporting for senior and disabled individuals.
- Steve Kline shared his insights from a Justice in Aging webinar on Medi-Cal, Medicare, and immigrants.
 - Concerns about federal and state funding cuts impacting seniors, IHSS, and social services. Immigrants are being excluded from Medi-Cal and Medicaid, effective December 2026 yet it will have an immediate impact in this county because it will affect the county's fiscal year 26-27 budget.
 - Other impacts are the dually enrolled in Medicare/Medi-Cal, and significant problems that were hidden from the public.
- The group discussed concerns about managed care plans' readiness to handle Medicaid and waiver recipients, with Janie emphasizing the need for state-level attention.
 - Both Steve and Janie strongly urged folks to attend and participate in the Justice in Aging webinars and Zoom calls. They are very informative and speak to the relevant current topics. Please join their email distribution.
- Leticia announced that the monthly stipends will now be done quarterly.
- Michele Mashburn reported on the County Board of Supervisors meeting where disability issues were largely omitted, despite ongoing advocacy efforts. The Federal response as it affects people of disabilities is not being heard.

- Janie asked Steve Kline if he can help set up meetings with the BOS and/or their aides. The BOS needs to understand issues and challenges impacting seniors, IHSS, and social services.
- Natascha announced the Town Hall Meeting in Milpitas. Hosted by District 3, Supervisor Otto Lee on September 18th.
- Natascha also mentioned that she met with the City of Sunnyvale's Mayor Larry Klein. They discussed a new program on Disability Awareness.
- Natascha also discussed concerns surrounding non-payment issues faces by providers.
 - Natascha made a motion to create a subcommittee to review payment protocols for non-payment issued faced by providers in this county, seconded by Mathew Lubinsky.
 - It was decided to have subcommittee research and bring findings to the AB. Then plan to meet with AB and IHSS to discuss further.
 - Subcommittee members include: Natascha, Joanna, Mathew and Janie.
- There were discussions including fraud concerns and challenges faced by consumers and providers. Edith mentioned having information included about providers and their rights with their clients. There is information shared at the provider orientations and there is involvement from the IHSS fraud unit as well.
- There were discussions regarding the general knowledge and agreement of AB expenses. It was decided to include budget expenditure reports in future board meeting materials.

Approval of Minutes:

- Motion by Narendra Pathak to approve the August 19, 2025 meeting minutes; seconded by Joyce Felix-Builes, vote was unanimous.

Changes to the By-Laws:

- Final overview of the red-line document; Edith edited and distributed. There were some edits and a few typos which will be corrected. Final version will be sent to County Counsel.
- Motion by Narendra Pathak to approve this final edition, seconded by Mathew Lubinsky, vote was unanimous.

Santa Clara Family Health Plan Report:

- The Community Resource Center in East San Jose will temporarily expand its hours to 9am-5pm Monday through Friday until the end of the year to address community concerns about upcoming Medi-Cal changes.
- The health plan is working with the Office of Supportive Housing on a third housing project to transition members from skilled nursing facilities to affordable housing units in San Jose, using designated board funds rather than CalAIM or HHIP funding. The program serves members aged 55 and over with special needs who require long-term services and supports, with partnerships including Silicon Valley Independent Living Center for community supports and enhanced care management services.

California IHSS Consumer Alliance (CICA) Report:

- Janie announced that Joanna confirmed her agreement to serve as a board representative, for the Santa Clara County IHSS PA Advisory Board within CICA.
- There have been organizational changes, including a new executive director role and the need to gather board member information from counties.

- Janie discussed the status of SB707, a bill awaiting the governor's signature that would allow for in-person and virtual meetings with translation services (Brown Act changes).
- Janie and Joanna mentioned that a presentation on IHSS was well-received by a Social Workers at SARC.
- Janie discussed an upcoming open meeting to address concerns and questions from advisory boards and encourage consumer participation. The group plans to create a paper detailing the benefits of joining CICA to increase membership.
- Janie encourages board members to go to the CICA website to get additional information and that the next CICA meeting is on September 17th.

SEIU 2015 Report:

- Natascha did not provide a written report. She provided information under public comment.

Social Services Agency – IHSS Report:

- Michelle was not in attendance; Edith gave her report.
 - CFCO Compliance continues to be a priority - we are enhancing our partnerships with the CQI Team implementing best practices to ensure compliance by Jan 1, 2026.
 - The Management Team is meeting regularly to look at process improvements for the program, overall.

PROGRAMS REPORT

Highlights in yellow.

The PA currently has the Registry Recruiting and Outreach Specialist on extended leave through end of September. In addition, we have an opening for a Support Specialist as the staff member on leave gave her resignation at the end of August. In-person Enrollment appointments for IPs are almost 10 weeks out. The CFL for PA Admin, BUPS and IHSS Advisory Board allocations was released by CDSS. For FY25-26, the PA Director secured an additional \$333K (PA Admin), \$14K (BUPS) and \$1K (Advisory Board); much higher than the standard 10% increase year over year. This very large PA Admin increase, along with the federal match helps to lower the County's costs for PA Admin and will allow the PA to add desperately needed staff in several departments.

Edith discussed the hiring of new staff members to support enrollment, benefits, and registry operations, with a focus on cross-training and utilizing the Paid Work Experience (PWEX) program to train individuals transitioning back into the workforce. The Public Authority received additional funding, which will be used for strategic planning, board development, and other initiatives.

BENEFITS ADMINISTRATION

There are **14,462** Providers (IPs) enrolled in the Valley Health Plan (VHP) medical insurance. **2,352** of those in the Classic Plan and **12,110** in the Preferred Plan. **15,194** IPs are enrolled in the Dental/Vision plans. There were **177** Smart Pass VTA bus pass Cards issued.

Sick Leave: **36,684** active IPs have accrued 40 hours of sick leave. **5,870** have claimed some hours and **3,277** have claimed all 40 hours.

ENROLLMENT

Number of Providers (IPs) enrolled: **697**

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

Group Orientation Meeting (GOM) attendees: **879**

There are **2,285** future IP enrollment appointments scheduled. Next appointments are available **69** days (**9.9** weeks) after an IP watches the online orientation videos.

REGISTRY

There are **1,274** active IPs on the registry and **3,336** active consumers.

Regular Registry:

- Completed **67** new consumer intakes
- Generated **484** referral lists
- Attained **81** matches (assignments)
- Provided **1,078** new interventions with over **451 hours** spent on the interventions

Care Coaching: The Registry received **31** referrals for Care Coaching

- **28** care coaching consultations were conducted
- Total active consumers **150**

On-Call Registry (OCR): There were **19** eligible requests to the On-Call Registry out of **42** total calls. **8** requests were fulfilled for a total of **48.50** hours utilized. Nine of the eligible requests were successful in hiring an IP from the registry referral list, which is why the total utilized hours is lower this month. There are a total of **255** providers on the On-Call Registry.

Outreach and Recruiting

Registry Introductory Training (RIT): **7** remote RITs were held; **5** in English; **1** in Spanish, **1** in Vietnamese.

- **99** interviews were conducted
- **91** providers were invited to the eRITs
- **88** providers were added to the registry (*a record for the PA*)

Outreach Activities

Organization	Type	Reach/Individuals Assisted or Contacts Made
VASC	Once a month – 2 nd Friday	3 IPs Assisted
Stanford Health Care	Online Presentation	14 Contacts Made

EPG: A total of **92** kits were picked up with **61** sets going to IPs and **31** to Consumers for a total of **690** masks and **1,840** pairs of gloves. **74%** of those who requested PPE came to pick it up.

TRAINING

The fall semester registration opened on August 25, with classes starting the week of September 15. **93** classes are being offered this semester. **38,350** training catalogs were printed and mailed to all active/eligible providers in the county. The PA has gone back to in-person classes for the three that are taught by PA staff. This is the first time PA has returned to the Sobrato Center since the pandemic.

Life Enhancement Fund (LEF) Payments: No IPs received LEF reimbursements this month.

GENERAL INFO

Public Authority Phone Calls: The PA received a total of **7,554** phone calls. Breakdown of the calls:

- **Registry** **2,597**
- **Enrollment** **2,244**
- **Benefits** **2,071**
- **Training** **642**

CAPA REPORT

CAPA held its board meeting on August 28 via Zoom.

The Napa County Director announced her retirement, which was a surprise to the Executive Committee and the CAPA Executive Director. There has been so much turnover in the last two years, that there is some concern that many Public Authorities have first time PA Directors and may need guidance and mentorship from more seasoned Directors. CAPA ended the fiscal year in good shape with small surplus, strong reserves and solid short-term, conservative investments to grow its reserves.

Legislative Update

CAPA continues to closely monitor two key bills that have direct impact on Public Authorities and IHSS Advisory Boards/Committees. AB 283 (Statewide Collective Bargaining) and SB 707 (Brown Act Modernization) were both on the suspense calendar because of the fiscal impacts and must be approved by Appropriations. There is a lot of momentum for AB 283, so it may likely pass out of appropriations. There continue to be concerns regarding SB 707 due to language access provisions that make it very costly for counties to translate agendas/materials and requirement for live language translation.

The CAPA bill tracker can be found here:

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

CDSS Update

- CDSS helped clarify the process for provider overpayments where the wrong IP received payment for services rendered by another IP (consumer should not have approved timecard hours). The process is long because the overpayment must be collected first, then the hours are restored so the correct IP can claim them. They suggested contacting Program Integrity for fraud-related cases.
- Questions also came up regarding immigration status and work authorizations given the recent changes in HR1 and eligibility for Medicaid/Medi-Cal. CDSS stated that the process and criteria has not changed for provider enrollment. Evidence of the ability to lawfully work in the US is still required.
- PAs discussed their challenges with being able to spend additional funds that are available mid-year or later and the long approval process by each county. CDSS will try to address with guidance in the coming weeks.

Miscellaneous Discussions

- Directors discussed and shared strategies where BUPS can or cannot assist with APS cases, consumers with behavioral health challenges, urgent requests. Some suggestions included referrals to CalAIM Community Supports and Enhanced Case Management.
- LA County shared their weekly meetings that bring together consumers, providers and the county to discuss conflict resolution.
- Provider recruitment challenges were also discussed.

Next Meeting:

- **Tuesday, October 21, 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