

IHSS Public Authority Advisory Board Meeting

October 21, 2025

MINUTES

ZOOM VIRTUAL MEETINGS for All/Guests:

Pre-Registration is required.

Join Zoom Meeting:

<https://us02web.zoom.us/j/81533165955?pwd=8cXGIS1G7lm8pEGRpabdHggPQqaJJb.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 (internet), so all information may not have been captured.***

Members Present: Mathew Lubinsky; Janie Whiteford (on Zoom); Joanna Kent; Natascha Walker; Narendra Pathak; David Forderer; Michelle Findley (Ex-Officio)

Members Absent: Joyce Felix-Builes

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; Desmond John and Henry Fogbahwah, Assistants to David Forderer

Announcements & Public Comment:

- Narendra mentioned that October is Hindu Heritage Month - dedicated to recognizing and celebrating the contributions of Hindu communities to society and announcing their many achievements.
- Public Authority IP Event is on November 5, 2025. Evites have been sent out to all AB members.

Approval of Minutes:

- Motion by Narendra Pathak to approve the September 16, 2025 meeting minutes; seconded by David Forderer, vote was unanimous.

Social Services Agency – IHSS Report:

- Michelle was happy to report that they are under 1000 CFCO overdue cases as this time. Her team is working hard to get into and maintain compliance. They are on track to meet this goal by December 31, 2025.
 - There has been substantial progress based on extra work and audits. There has also been mandatory overtime issued.
 - The reassessments have not affected new intakes, which are approximately 640 a month.

Presentation Hosted by Trudy Grable:

- Joanna discussed the possibility of having Trudy do a visual presentation on Self Determination.

- Board discussed hybrid versus virtual meeting in December since no AB Meeting is scheduled. Need to extend to 2 hours to cover content. Suggested date is Dec 16. Joanna will confirm details with Trudy.
- Motion by David Forderer to schedule a virtual presentation, hosted by Trudy. Seconded by Mathew Lubinsky. Vote was unanimous.

Santa Clara Family Health Plan Report:

- Joyce was not in attendance. No report.

Joanna and Janie had discussions with regards to the managed care plans and the merging of waiver programs going into these managed care plans (specific to CAL AIM programs.)

California IHSS Consumer Alliance (CICA) Report:

- Janie mentioned the monthly CICA meetings/call. Leticia emails the information for attending. Strongly recommend everyone to attend.
- Janie is the Executive Director of CICA and does not sit on the board. Also, reminder that Joanna Kent is a board representative for Santa Clara County IHSS Advisory Board within CICA.
- There is a big push for continued Consumer education. Justice in Aging offers educational webinars on a regular basis; suggested that AB members connect with them.
- Janie mentioned a need to develop and provide IHSS outreach to Indian Tribes/Reservations.
- CICA is planning a major advocacy campaign on the affects of HR1 – the outlook is not great. Reaching out to state legislators in January 2026. They will offer advocacy training.

SEIU 2015 Report:

- Natascha reported that approximately 60-69% of providers that attend group orientation meetings on Fridays sign up to be Union members.
- She is doing her best to get information and data from resources at the Union but has not been successful. They are also short staffed.
- Bargaining meetings at a standstill. No known future date for resuming.
- The sub-committee for IPs non-payment issues is still in the planning stages and the committee has a to-do list that they are working on.
- On November 6th, LA County IHSS Advisory Board has a meeting, and it is open to the public.
- Natascha mentioned that SEIU has one minute for comment at the Board of Supervisors' meeting. It is not enough time, and she thinks this is a very big problem.

At this point, Janie mentioned that a lot of work to get your voice heard must be done “behind the scenes”. The one-on-one meetings that this board is planning with the BOS and the aides is where you discuss all the issues that need to be addressed.

Edith discussed the fact that this board has not met all the new board of supervisors. She suggested that the AB set up meetings very soon. Steve Kline has helped in the past with scheduling the lower level conference room at 70 W. Hedding. Janie suggested that she and Joanna meet offline to start scheduling 1:1 meetings with the BOS and aides. David requested to be on the planning committee. Joanna to send Steve 3 dates to check for conference room availability. Dates in late November and in December. Steve Kline suggested that the planning committee look at the BOS meeting schedule for 2026 and try to schedule around major meetings. Prioritize the three supervisors the AB has yet to meet (Arenas, Duong, Abe-Koga).

PROGRAMS REPORT

Highlights in yellow.

The PA currently has an open position for a Support Specialist and the Registry Recruiting and Outreach Specialist is on leave through end of October (extended an additional month). The amended budget will not be approved until November 18 by the Board of Supervisors, so the planned new hires cannot start until on or after November 18. A County PWEX member started in September and is assisting with Enrollment appointments.

BENEFITS ADMINISTRATION

There are **14,599** Providers (IPs) enrolled in the Valley Health Plan (VHP) medical insurance. **2,328** of those in the Classic Plan and **12,271** in the Preferred Plan. **15,329** IPs are enrolled in the Dental/Vision plans. There were **165** Smart Pass VTA bus pass Cards issued.

Sick Leave: **37,052** active IPs have accrued 40 hours of sick leave. **7,933** have claimed some hours and **4,488** have claimed all 40 hours.

ENROLLMENT

Number of Providers (IPs) enrolled: **838**

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

Group Orientation Meeting (GOM) attendees: **810**

There are **2,209** future IP enrollment appointments scheduled. Next appointments are available **65** days (**9.3** weeks) after an IP watches the online orientation videos.

REGISTRY

There are **1,347** active IPs on the registry and **3,381** active consumers.

Regular Registry:

- Completed **83** new consumer intakes
- Generated **419** referral lists
- Attained **62** matches (assignments)
- Provided **1,026** new interventions with over **476 hours** spent on the interventions

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

- **32** care coaching consultations were conducted
- Total active consumers **163**

On-Call Registry (OCR): There were **8** eligible requests to the On-Call Registry out of **29** total calls. **1** request was fulfilled for a total of **64.39** hours utilized. Two requests were not filled because the consumer was not yet released or went back into the hospital/SNF. Three consumers, or their social workers, didn't respond to the PA to schedule the IP. One request couldn't be filled because the consumer's requirements were too narrow/inflexible. There are a total of **254** providers on the On-Call Registry.

Outreach and Recruiting

Registry Introductory Training (RIT): **7** remote RITs were held; **3** in English; **2** in Spanish, **2** in Vietnamese, and **0** in Chinese.

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

Outreach Activities

Organization	Type	Reach/Individuals Assisted or Contacts Made
VASC	Once a month – 2 nd Friday, in-person	3 IPs, 1 Consumer assisted
Los Altos Senior Center	Resource Fair	130 contacts
Berryessa Community Center	Senior Farmer's Market	65 contacts

EPG: A total of **84** kits were picked up with **54** sets going to IPs and **30** to Consumers for a total of **680** masks and **1,680** pairs of gloves. **74%** of those who requested PPE came to pick it up.

TRAINING

13 training classes were held. **122** individual IPs received an incentive with **177** seats filled. Incentive payments this month totaled **\$6195**. **20%** no shows this month.

Language	#	Location	#
English	7	Central – San Jose/Santa Clara	2
Mandarin	2	North - Milpitas	1
Spanish	1	South – Morgan Hill	1
Vietnamese	3	West – Sunnyvale/Cupertino	2
		Online	7

Life Enhancement Fund (LEF) Payments: No IPs were paid this month.

GENERAL INFO

Public Authority Phone Calls: The PA received a total of **7,695** phone calls. Call breakdown:

• Registry	2698	• Benefits	2084
• Enrollment	2449	• Training	464

CAPA REPORT

Highlights in yellow.

CAPA held an in-person board meeting in Sacramento on September 25. The bi-annual in-person meeting was an opportunity to network, share best practices and get to know many of the new CAPA board members. There were curated discussions around innovative processes and programs, county advocacy strategies; collective bargaining best practices; creating efficiencies and reducing admin costs.

The prior day, the Registry Managers held a workshop in Sacramento, where the PA Director, Registry Manager (Co-Chair of the CAPA RM Group) and OCR/BUPS Specialist attended the event. The PA

Director (also CAPA Board President) was the facilitator and MC for the workshop. Agenda topics included:

- Outreach and Recruitment of Providers on a Constrained Budget
- BUPS: How to Navigate Challenges with Process, Matches and Recruitment of Providers
- Marketing Strategies for Provider Recruitment
- Breakout sessions to discuss provider-client conflict and registry complaints, timesheet issues (consumer refusing hours) and general registry processes and procedures

The OCR Specialist presented on the Backup Provider System (BUPS). He received high praise for the presentation/discussion and tools shared. The post-event survey named the BUPS presentation as one of the most valuable/important presentations at the workshop. Overall, the event was a big success.

Legislative Update

1. **AB 283 – Statewide Collective Bargaining** – became a 2-year bill as it went to the Inactive file.
2. **SB 707 – Open Meetings**: meeting and teleconference requirements. Chaptered (signed into law.) This bill would, beginning July 1, 2026, and until January 1, 2030, require an eligible legislative body, to comply with additional meeting requirements, including that, except as specified, all open and public meetings include an opportunity for members of the public to attend via a 2-way telephonic service or a 2-way audiovisual platform, as defined, and that the eligible legislative body take specified actions to encourage residents to participate in public meetings, as specified. The bill would require an eligible legislative body to approve at a noticed public meeting in open session a policy regarding disruption of telephonic or internet services occurring during meetings subject to these provisions, as specified, and would require the eligible legislative body to comply with certain requirements relating to disruption, including for certain disruptions, recessing the open session for at least one hour and making a good faith attempt to restore the service, as specified. This bill contains other related provisions and other existing laws.

Details of the bills can be found at the CAPA [bill tracker](#):

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

Next Meeting:

- **Tuesday, November 18, 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