

IHSS Public Authority Advisory Board Meeting

November 18, 2025

MINUTES

ZOOM VIRTUAL MEETINGS 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; Narendra Pathak; David Forderer; Michele Mashburn; Michelle Findley (Ex-Officio)

Members Absent: Natascha Walker

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; Wayne Glusker, Assistant to David Forderer

Announcements & Public Comment:

- Narendra mentioned that he attended the Human Rights Commission meeting. All their hard work and focus on Seniors is very much appreciated.
 - Narendra also discussed that he attended a VTA meeting where he proposed no charge to ride the bus for Seniors and people with disabilities.

Approval of Minutes:

- Motion by Mathew Lubinsky to approve the October 21, 2025 meeting minutes; seconded by Narendra Pathak, vote was unanimous.

Santa Clara Family Health Plan Report:

- Joyce reported health plan updates effective January 1, 2026 with several changes due to budget reductions.
- Personal Care & Respite Program (IHSS Support)
This program provides temporary services for members waiting for IHSS approval and limited supplemental caregiving hours.
Starting January 1, eligibility will be limited to:
- Members transitioning from a facility (hospital, skilled nursing, or recuperative care) within 90 days, and
- Members approved for IHSS who are still waiting for a caregiver.
 - Respite Program
The respite program will continue, but annual hours will be reduced:
 - **Current:** 336 hours per year

- **Starting 2026:** 240 hours per year
- **Grocery Benefit**
The \$75 monthly grocery benefit for Dual Connect members has been discontinued due to high program costs and CMS funding cuts. Approximately 267 members are affected. Members will be referred to alternative food resources.

Edith asked if these cuts are across the board for CalAIM, or only Santa Clara Family Health Plans community supports.

Joyce: This is specific to Santa Clara Family Health Plan, but from what she heard, there are other health plans in California who are experiencing similar cuts or service reductions. It's different for each health plan, depending on the monies that they receive.

Janie asked how cuts were determined.

Joyce: They do not yet have an exact amount from the state. They were told the reduction will be very significant. Because of this, leadership initially considered eliminating the program entirely. However, program managers submitted proposals to preserve services for the most vulnerable members, specifically:

- Individuals transitioning from hospitals or skilled nursing facilities, and
- Members approved for IHSS who are still waiting for a caregiver.

Even this revised plan is pilot and depends on whether funding remains sustainable.

They also did not anticipate the high number of referrals, and without adequate state support, the organization cannot continue funding the program at previous levels.

Additional budget cuts are expected at the state and federal levels beginning in 2026 and continuing into 2027, which will likely create further impacts.

Regarding mental health funding, that is managed by a separate department. While they expect impacts, there are no details. She will request an update and provide more information at the next meeting.

California IHSS Consumer Alliance (CICA) Report:

- Janie announced that she attended the C4A conference in Anaheim, hosted by the Area Agencies on Aging. It was well attended and provided strong networking opportunities. A major focus of the conference was aging and its intersection with disability — a growing statewide priority.
- This focus is especially important for our IHSS work and the large number of seniors we serve. Increased public awareness of aging with disability will help reduce stigma and improve access to services. Many seniors still hesitate to acknowledge disability, which negatively affects their ability to receive support. There is strong momentum across the state — and likely nationally — to address this issue.
- The conference also included roundtable discussions with community and facility representatives on potential legislative actions to strengthen disability services.
- Christina Mills (C4A Exec Director) will be on the CICA call schedule for November 19th.

Both David and Wayne added:

- They met to discuss possible legislative improvements to disability services. One issue raised was the lack of accessibility in some state buildings, including missing automatic doors, which makes entry unsafe for people with mobility challenges.
- They plan to ask Senator Cortese's office to consider legislation requiring accessibility upgrades in all state buildings and are forming an ad hoc group to identify priority issues and proposals.

Michele Mashburn added:

- While she supports combining senior and disability services to increase awareness, the system remains confusing, especially for people with adult-onset disabilities who are often directed to senior programs that do not fit their needs. When services are placed under senior programs, funding priorities can become unclear.
- She would like stronger focus in this county on how people with lifelong disabilities, such as cerebral palsy, are aging — including whether their needs are being tracked, home services are available, and people are properly informed. This work continues through the Regional Center and remains essential.

SEIU 2015 Report:

- Natascha was not in attendance. No report.

Agenda Item was discussed: Presentation by Trudy Grable

- Logistics, format and date were discussed, including translation services needed. Proposed date would be December 16 from 12-2pm. Webinar will feature Trudy Grable as the key speaker. The team agreed to coordinate calendar schedules to plan the event logistics, with Janie and others offering support. They noted that while this would be their first attempt at a hybrid event.
- Edith suggested starting with a smaller, local event before planning a larger one with thousands of attendees, emphasizing the need for live translation services.

Social Services Agency – IHSS Report:

- Michelle reported that they have made strong progress on the CFCO backlog, which had major fiscal impacts. As of today, about 290 cases remain (98.6% compliance), the highest level they have reached. This is due to the hard work of our social workers and supervisors. They are also developing a plan to stay in long-term compliance.
- IHSS will now have Social Worker 3 positions for the first time. Currently there are 10 approved codes and will be building a new unit. Many IHSS staff already have master's degrees, so this creates new growth opportunities.
- They are hiring for the SSPM2 position (formerly held by Gus Gomez, who retired). They expect to fill the role by mid-December. Kingston is currently serving in this role.
- IHSS is also focused on supporting the community around SNAP cuts, sharing food resource information with providers and clients. Michele's and her team agreed to provide internal delivery.
- Finally, Michelle continues learning about the community and programs, including spending time with Public Authority, and she remains committed to strengthening IHSS for staff and clients.

Michelle Mashburn asked if the new federal requirement for twice-yearly Medi-Cal recertification affect IHSS eligibility or compliance?

Michele Findley: Not at this time. However, IHSS is closely monitoring the situation and waiting for further guidance. If implemented, it would significantly increase workload for staff.

PROGRAMS REPORT

Highlights in yellow.

The PA is not fully staffed; we have one new opening (Registry Specialist). A bi-lingual Support Specialist starts in early November. Teams are recruiting for four open positions based on the budget amendment awaiting BOS approval in November.

BENEFITS ADMINISTRATION

There are **14,697** Providers (IPs) enrolled in the Valley Health Plan (VHP) medical insurance. **2316** of those in the Classic Plan and **12,381** in the Preferred Plan. **15,432** IPs are enrolled in the Dental/Vision plans. There were **162** Smart Pass VTA bus pass Cards issued.

Sick Leave: **37,371** active IPs have accrued 40 hours of sick leave. **9,181** have claimed some hours and **5,364** have claimed all 40 hours.

ENROLLMENT

Number of Providers (IPs) enrolled: **942**

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

Group Orientation Meeting (GOM) attendees: **974**

There are **1,892** future IP enrollment appointments scheduled. Next appointments are available **60** days (**8.6** weeks) after an IP watches the online orientation videos.

REGISTRY

There are **1,382** active IPs on the registry and **3,392** active consumers.

Regular Registry:

- Completed **67** new consumer intakes
- Generated **433** referral lists
- Attained **65** matches (assignments)
- Provided **1050** new interventions with over **446 hours** spent on the interventions

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

- **32** care coaching consultations were conducted
- Total active consumers **173**

On-Call Registry (OCR): There were **7** eligible requests to the On-Call Registry out of **11** total calls. **2** requests were fulfilled for a total of **87.30** hours utilized. There was no response from two clients post referral, one client hired a permanent IP, one client was still at the SNF and two requests came late in the month. There are a total of **258** providers on the On-Call Registry.

Outreach and Recruiting

Registry Introductory Training (RIT): **4** remote RITs were held; **1** in English; **1** in Spanish, **1** in Vietnamese, and **1** in Chinese.

- **65** interviews were conducted
- **64** providers were invited to the eRITs
- **58** providers were added to the registry

Outreach Activities

Organization	Type	Reach/Individuals Assisted or Contacts Made
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VASC	Once a month – 2 nd Friday	5 IPs / 1 Consumer assisted
Regional Medical Center	Online Presentation	48 Contacts
Employment Connection of Santa Clara County	Job Fair/Resource Event	107 Contacts, 60 Caregiver Interest

EPG: A total of **90** kits were picked up with **58** sets going to IPs and **32** to Consumers for a total of **790** masks and **1,800** pairs of gloves. **65%** of those who requested PPE came to pick it up.

TRAINING

38 training classes were held. **237** individual IPs received an incentive with **426** seats filled. Incentive payments this month totaled **\$14,910**. **24%** no shows this month. **4** classes were cancelled due to low registration.

Language	#	Location	#
English	20	Central – San Jose/Santa Clara	3
Mandarin	5	North - Milpitas	9
Spanish	5	South – Morgan Hill	3
Vietnamese	8	West – Sunnyvale/Cupertino	10
		Online	13

Life Enhancement Fund (LEF) Payments: **1** IPs were paid a total of **500** this month.

Consumer Connection Newsletter: **36,731** newsletters were mailed to consumers. Topics included: Tap Water Safety, IHSS Reassessments, Preparing for Medicare/Medi-Cal Changes in 2026 and more. Electronic version is here: <https://www.pascc.org/resources/#Newsletter>

GENERAL INFO

Public Authority Phone Calls: The PA received a total of **8298** phone calls. Breakdown of the calls:

- Registry 2469
- Enrollment 2012
- Benefits 2052
- Training 410

CAPA REPORT

Highlights in yellow.

CAPA held a Board meeting via Zoom on October 23, 2025.

Legislative Update

Chaptered bills (bills that were signed into law) that CAPA has been monitoring include:

AB 338 (Ortega)	Local public employee organizations: notice requirements	The Meyers-Milias-Brown Act contains various provisions that govern collective bargaining of local represented employees and delegates jurisdiction to the Public Employment Relations Board to resolve disputes and enforce the statutory duties and rights of local public agency employers and employees.
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		This bill would require the governing body of a public agency, and boards and commissions designated by law or by the governing body of a public agency, to give the recognized employee organization no less than 45 days' written notice before issuing a request for proposals, request for quotes, or renewing or extending an existing contract to perform services that are within the scope of work of the job classifications represented by the recognized employee organization, subject to certain exceptions. The bill would require the notice to include specified information, including the anticipated duration of the contract.
AB 1415 (Bonta)	California Health Care Quality and Affordability Act.	<p>The California Health Care Quality and Affordability Act establishes within the Department of Health Care Access and Information the Office of Health Care Affordability to analyze the health care market for cost trends and drivers of spending, develop data-informed policies for lowering health care costs for consumers and purchasers, set and enforce cost targets, and create a state strategy for controlling the cost of health care and ensuring affordability for consumers and purchasers.</p> <p>This bill would update the definitions applying to these provisions, including defining a provider to mean specified entities delivering or furnishing health care services. The bill would include additional definitions, including, but not limited to, a hedge fund to mean a pool of funds managed by investors for the purpose of earning a return on those funds, regardless of strategies used to manage the funds, subject to certain exceptions.</p>
SB 129	Labor	Current law requires the state Department of Human Resources to designate positions of a high administrative and policy-influencing character for inclusion in or removal from the category of civil service appointment called "career executive assignments," subject to review by the State Personnel Board, as provided. Under current law, when an employee is disabled, whether temporarily or permanently, the employee is entitled, subject to certain conditions, to receive specified nonindustrial disability benefits, unless a memorandum of understanding conflicts with this requirement. Current law defines "employee" for purposes of those provisions as a permanent or probationary full-time, part-time, or intermittent state officer or employee, as specified. This bill would, effective October 1, 2025, for a disability benefit period commencing on or after July 1, 2025, additionally include a state officer or employee appointed to a career executive assignment in that definition of "employee."
SB 156	Labor	<p><i>Specific to IHSS and Public Authorities:</i></p> <p>Existing law establishes the In-Home Supportive Services (IHSS) program, administered by the State Department of Social Services and counties, under which qualified aged, blind, and disabled persons are provided with services in order to permit them to remain in their own homes. Under existing law, a county board of</p>

		<p>supervisors may elect to contract with 96 Ch. 110 — 3 — a nonprofit consortium or establish a public authority to provide for the delivery of in-home supportive services. If a public authority or nonprofit consortium and an employee organization fail to reach agreement on a bargaining contract with IHSS workers, existing law authorizes either party to request mediation, and if there is no settlement effected through mediation, existing law requires the parties to submit their differences to factfinding. Existing law authorizes, if both parties agree, the parties to bypass the mediation process and move directly to factfinding, and authorizes either party to request postfactfinding mediation, as specified. Existing law prohibits the findings of fact and recommended settlement terms from being made public until the mediation has concluded if either party elects postfactfinding mediation.</p> <p>This bill would instead authorize either party to opt to bypass the mediation process to move directly to factfinding, and would instead authorize both the parties, by mutual agreement, to request postfactfinding mediation. The bill would require the findings of fact and recommended settlement terms to be made public immediately if either party declines to elect postfactfinding mediation. Existing law subjects a county to a withholding of 1991 Realignment funds if, among other things, the county does not reach an agreement with the employee organization within 90 days after the release of the factfinding panel's recommended settlement terms. This bill would instead change that timeline to 30 days after the release of the factfinding panel's recommended settlement term.</p> <p><i>CSAC and CAPA both opposed changes to the WIC code in this bill.</i></p>
SB 412 (Limon)	Home care aides	The Home Care Services Consumer Protection Act requires a home care organization, as defined, to ensure that an affiliated home care aide completes specified training requirements prior to providing home care services, including annual training related to the aide's clients' rights and safety and how to provide for a client's daily living needs. This bill would, beginning on January 1, 2027, additionally require a home care organization to ensure that a home care aide completes, prior to providing home care and annually thereafter, training related to the special care needs of clients with dementia.
SB 470 (Laird)	Bagley-Keene Open Meeting Act: teleconferencing.	Existing law, the Bagley-Keene Open Meeting Act, requires, with specified exceptions, that all meetings of a state body be open and public and all persons be permitted to attend any meeting of a state body. The act authorizes meetings through teleconference subject to specified requirements, including, among others, that the state body post agendas at all teleconference locations, that each teleconference location be identified in the notice and agenda of the meeting or proceeding, that each teleconference

		location be accessible to the public, that the agenda provide an opportunity for members of the public to address the state body directly at each teleconference location, and that at least one member of the state body be physically present at the location specified in the notice of the meeting. This bill would instead repeal these provisions on January 1, 2030.
SB 707 (Durazo)	Open meetings: meeting and teleconference requirements.	Existing law, the Ralph M. Brown Act, requires, with specified exceptions, that all meetings of a legislative body, as defined, of a local agency be open and public and that all persons be permitted to attend and participate. This bill would, beginning July 1, 2026, and until January 1, 2030, require an eligible legislative body, as defined, 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, on or before July 1, 2026, 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.

John Youngs – Guest Speaker, Prodigy Health Insurance Services

John Youngs provided an update on health insurance trends, noting significant rate increases of 12-22% expected through 2026 due to rising costs of specialty medications and treatments, especially those directly marketed to consumers such as GLPs. He discussed strategies to manage these costs, including higher deductibles, HSAs, and gap plans, as well as the importance of directing care to centers of excellence. He also highlighted the potential of telemedicine and freestanding prescription drug programs to address access issues and suggested exploring these options for Public Authorities.

CDSS Update

- CDSS provided a brief update on the new provider orientation, which is still under development. Additionally, it was shared that in addition to videos, a new Provider Handbook was under development! CDSS hope to have videos and the handbook released by early next year. PAs expressed a strong interest in seeing the last few video modules to provide input. It has been several months since any outlines and slides/scripts were released for review. CDSS agreed to host a walkthrough call before any materials were released.

- There was general discussion regarding DOJ background checks and provider enrollment, specifically updated lists of Tier 1 and Tier 2 crimes (last updated in 2019). Directors were also concerned about not receiving subsequent arrest information for providers who only had a name check verification because the fingerprints were not readable. CDSS took down several action items for follow up with CAPA members.

Side Notes:

- Edith mentioned a special thank you to Joanna, David, Steve Kline and board aides, and their attendance at the IP Event. Very nice event and overall great attendance from many care providers.
 - PA was pleasantly surprised for the special commendation from Supervisor Duong; her staff presented the certificate to the entire Public Authority.
- Another donation this month for National Caregiver Month. Anonymous AB member gave a donation of 10, \$100 gift cards for randomly selected 10 providers. Round of applause please.

Next Meeting:

- *NOTE: No Regular AB Meeting on December 16th; proposed special presentation by Trudy.*
- **Tuesday, January 20, 2026, from 12 noon to 1:30 pm** via In-person/Hybrid.
- Location: Social Services Building; Auditorium Conf Room, 1st Floor @ 333 West Julian Street