

# IHSS Public Authority Advisory Board Meeting

January 20, 2026

## MINUTES

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### **ZOOM VIRTUAL MEETINGS for All/Guests:**

Pre-Registration is required.

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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); Natascha Walker

**Members Absent:** n/a

**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 several meetings last month: Human Rights Commission, SCFHP and VTA. Some of the main focus for these meetings are IHSS, human rights and transportation.
  - Narendra also mentioned how they are advocating for free rides for the disability community.
- Both David and Joanna attended the Self Determination Meeting last week.
  - Several key topics were discussed specifically the governor's proposed budget, which includes increased funding for regional centers but decreased funding for self-determination programs, raising concerns about impacts on IHSS services.
- Natascha mentioned concerns that have been going on. The situation in Gilroy has continued to worsen, with many families now concentrated in the northern part of the county. There is a large population of families with children who have special needs, enough to require a separate school.
  - An increasing concern is that some parents have become undocumented or live in fear, leading them to keep their children with special needs at home instead of sending them to school. This issue is growing and deeply concerning.
- Additionally, Natascha states that due to funding cuts, share-of-cost requirements have increased, resulting in higher state medical care costs. Recently, another individual came forward with issues related to share-of-cost collections by their provider and ultimately received an eviction notice after being unable to pay rent. Unfortunately, we were unable to secure assistance.

- The board also addressed concerns about share of cost requirements and asset limits for Medi-Cal qualifications, which have been reduced from \$20,000 to \$2,000, potentially affecting many IHSS recipients.
- Discussed the need to track the number of people falling off due to the asset test changes and the impact on undocumented immigrants, with plans to report on these issues when ready.
- The group agreed to schedule meetings with the Board of Supervisors in March, with David leading the charge and Steve Kline potentially helping with room arrangements.
  - Focus on the Supervisors that this group has not met yet: Duong, Abe-Koda, Lee.
- Janie announced the signing of the Justice and Aging letter (after review) from this board and coordinate use of the Public Authority Advisory Board logo if needed.
- The group discussed plans for an annual consumer listening session to collect experiences and stories that could be used for advocacy and education purposes. They explored ideas for making the event more inclusive and efficient, potentially incorporating phone banking and storytelling workshops. Janie emphasized the importance of facilitating people's participation and providing support for those who may find it challenging to share their stories.
- David, Janie and other AB members to schedule and conduct visits/meetings with state senators and assembly members in February and March to advocate IHSS budget issues.
- Email Joanna with more ideas and have conversations offline.

**Approval of Minutes:**

- Motion by Narendra Pathak to approve the November 18, 2025 meeting minutes; seconded by David Forderer, vote was unanimous.

**Social Services Agency – IHSS Report:**

- Vote to move Michelle's IHSS report on the agenda so she can present before her departure at 1pm. This will be for today and all future meetings. Motion by David Forderer to move IHSS report on the agenda; seconded by Michele Mashburn.
- Michelle reported updates on IHSS staffing, including new hires and recruitment for Social Worker III positions, as well as progress on compliance with state funding requirements.
  - They have hired a new Program Manager II. Kingston Lum is officially a SS PM2.
  - Starting recruitment for 10 Social Worker IIIs.
- Michelle also addressed IHSS' CFCO compliance. Goal was 100% compliance by December 31, and while they fell slightly short, only 23 cases were overdue at year-end. In July, when Michelle started, they had approximately 3,500 overdue cases. This reflects the hard work and initiative of the staff, who collaborated to ensure the community was served. While this focus created a temporary backlog in other funding sources, they are now actively working through those since achieving CFCO compliance.
- Regarding IHSS recertifications and new cases, IHSS continued completing intakes throughout this period, even when many counties paused. They remain in state compliance with intakes, (80%), and at 83%. They are also focused on process improvements to strengthen compliance overall. While competing priorities and sudden shifts—such as SNAP-related disruptions—can redirect staff efforts, they continue to adapt and remain committed to serving the community effectively.

**Other:**

Joanna: Organize an offline subcommittee meeting to compile information and resources on share of -cost, including trip points, allowable assets, and waiver application processes, for use in advocacy and education.

Michelle Finley: Provide information at the next meeting about IHSS fraud cases and, if possible, bring the fraud team members.

#### **Discussion/Planning for Trudy's Presentation:**

- Edith/Leticia: Send out mass email announcement for the upcoming special presentation/webinar (including registration link) and coordinate with I & A to ensure it goes out promptly; send follow-up reminders as needed.

#### **Santa Clara Family Health Plan Report:**

- Joyce gave a brief update on a housing program. They launched a new service through the health plan called **Transitional Rent** as of the first of January. The initial population of focus is individuals who are homeless or at risk of homelessness and have behavioral health needs. The program is available to Medi-Cal and Dual Connect members and provides up to six months of rent, funded by the health plan.
  - Referrals must come from county behavioral health providers, such as Full Service Partnership (FSP) programs. Eligibility requires identified housing (a lease or intent to rent), a housing support plan, required attestations, and completed navigation services prior to authorization. Interim housing, such as motels, may qualify if location, duration, and cost are specified.
  - This is a new program, and their current focus is on the behavioral health population. A second population—individuals transitioning out of institutions or congregate settings—will follow at a later date. She will share additional materials and updates as outcomes and outreach expand.

#### **California IHSS Consumer Alliance (CICA) Report:**

- Janie mentioned the CICA call tomorrow morning and the continued advocacy and coordination with Justice in Aging and CICA regarding the state budget and behavioral health funding, including participation in relevant calls and meetings.
- Janie asked everyone to review a letter from Justice and Aging before signing on. Janie will email all members.
- Discussions regarding changes in behavioral health funding and facility acquisitions at the county level, with concerns about how these changes might impact IHSS services. The conversation also covered recent reductions in asset limits for Medicaid eligibility, which could result in fewer people qualifying for benefits, leading to increased emergency room visits and potential loss of housing for affected individuals.
- Janie/Joanna: Follow up with Sourcewise (Aneliza) regarding inclusion of a Public Authority Advisory Board representative on the recruitment committee for Edith's replacement.

#### **SEIU 2015 Report:**

- Natascha shared an additional issue related to the Gilroy situation and its impact on IHSS applications. Many people who need benefits are not applying, largely due to fear within immigrant and farmworker communities, particularly around public charge concerns. Despite state and county outreach efforts, fear remains a significant barrier.
- Through orientations—especially with families of children with special needs—they continue to see confusion about where to start, eligibility requirements (such as Medi-Cal or Regional

Center), and how to navigate fragmented systems. An ADRC-style, one-stop resource could greatly help address these gaps.

- Recommendation that advisory board members attend and observe orientations at the Union to better understand what participants experience and identify opportunities for improvement.

## **PROGRAMS REPORT**

Highlights in yellow.

The PA is still short staffed with open positions in Training and Registry (Care Coordinator, Registry Specialist and Registry Recruiting Assistant). Enrollment continued to reach another record high of enrolled IPs (>1000) and due to this extraordinary feat, appointment wait time has dropped by almost two weeks. The Registry team also continues to increase the number of consumers served through the regular registry and care coaching.

Edith: the backup provider program (BUPS) remains funded through June, even though it is planned to be cut, though staffing transitions are underway. Utilization has dipped slightly, and we are assessing whether this reflects improved provider matching or outreach and communication challenges.

Additionally, please note that we are on the Children and Families consent agenda this Thursday, the 26th, at 1:30 p.m. Edith plans to attend in person and provide a brief public comment.

## **BENEFITS ADMINISTRATION**

There are **14,944** Providers (IPs) enrolled in the Valley Health Plan (VHP) medical insurance. **2,278** of those in the Classic Plan and **12,666** in the Preferred Plan. **15,670** IPs are enrolled in the Dental/Vision plans. There were **122** Smart Pass VTA bus pass Cards issued.

**Sick Leave:** **37,945** active IPs have accrued 40 hours of sick leave. **11,872** have claimed some hours and **7,681** have claimed all 40 hours.

## **ENROLLMENT**

Number of Providers (IPs) enrolled: **1,023**

DOJ fingerprint reports delayed over 30 days: **4**

Group Orientation Meeting (GOM) attendees: **735**

There are **1,157** future IP enrollment appointments scheduled. Next appointments are available **40** days (**5.7** weeks) after an IP watches the online orientation videos.

## **REGISTRY**

There are **1,405** active IPs on the registry and **3,400** active consumers.

### **Regular Registry:**

- Completed **75** new consumer intakes
- Generated **411** referral lists
- Attained **81** matches (assignments)
- Provided **1,146** new interventions with over **502 hours** spent on the interventions

**Care Coaching:** The Registry received **28** referrals for Care Coaching

- **31** care coaching consultations were conducted

- Total active consumers **175**

**On-Call Registry (OCR):** There were **5** eligible requests to the On-Call Registry out of **15** total calls. **2** requests were fulfilled for a total of **26.00** hours utilized. There are a total of **265** providers on the On-Call Registry.

**Outreach and Recruiting**

*Registry Introductory Training (RIT):* **5** remote RITs were held; **2** in English; **1** in Spanish, **1** in Vietnamese, and **1** in Chinese.

- **37** interviews were conducted
- **47** providers were invited to the eRITs
- **42** providers were added to the registry

*Outreach Activities*

Organization	Type	Reach/Individuals Assisted or Contacts Made
VASC	Once a month – 2 <sup>nd</sup> Friday	<b>3</b> IPs/ <b>1</b> Consumer assisted
Milpitas Adult Education	In-person Presentation	<b>50</b> contacts/ <b>16</b> caregiver interest

**EPG:** A total of **36** kits were picked up with **36** sets going to IPs for a total of **330** masks and **720** pairs of gloves. **55%** of those who requested PPE came to pick it up.

**TRAINING**

**16** training classes were held. **45** individual IPs received an incentive with **211** seats filled. Incentive payments this month totaled **\$7,385**. **22%** no shows this month. The Fall semester is now closed.

Language	#	Location	#
English	5	Central – San Jose/Santa Clara	4
Mandarin	3	North - Milpitas	0
Spanish	5	South – Morgan Hill	2
Vietnamese	3	West – Sunnyvale/Cupertino	2
		Online	8

**Life Enhancement Fund (LEF) Payments:** **2** IPs were paid a total of **\$282** this month.

**GENERAL INFO**

**Public Authority Phone Calls:** The PA received a total of **6,202** phone calls. Breakdown of the calls:

- Registry **2141**
- Enrollment **2005**
- Benefits **1889**
- Training **167**

**CAPA REPORT**

Highlights in yellow.

CAPA held its meeting via Zoom on December 4. The meeting was condensed to one hour because the Executive Director was attending a conference.

The Board approved the newly elected Officers for the next two-year term starting January 2026:

President: Thomas H. Johnson, San Diego  
President-Elect: Aaron Hogue, Orange  
Secretary: Eileen Norman, San Francisco  
Treasurer: John Kozitza, Sacramento

Southern Region VP: Luis Bravo, Los Angeles (filled remaining term due to Aaron Hogue's election as an officer)

There were general discussions around how AI is used within PAs, policies/procedures for this use; BUPS and WPCS recipients; and policies with respect to PPE distribution and Registry removal.

The remainder of the meeting was a closed session to discuss annual review and salary recommendations for the Executive Director and her contract renewal.

Note: Edith Gong, Santa Clara County PA Director, completed her two-year term as CAPA President.

**Next Meeting:**

- **Tuesday, February 17, 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