

IHSS Public Authority Advisory Board Meeting

February 17, 2026

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 (via Zoom); Janie Whiteford; Joanna Kent; Narendra Pathak; David Forderer; Michele Mashburn; Michelle Findley (Ex-Officio); Natascha Walker

Members Absent: Joyce Feliz-Builes

PA Staff Present: Edith Gong; Leticia Sabadin

Guests Present (Virtual & In-Person): Angelina Soria, Public Authority Registry Manager; Wayne Glusker, Assistant to David Forderer; Veronica Marquez-Hothem, IHSS QAPI Unit Program Manager, Yixuan Zhai, Guest

Announcements & Public Comment:

- Narendra shared positive feedback about IHSS staff performance as well as the AB board.
- Michele Mashburn announced her work on an IHSS and Public Authority history timeline, which will include a Google form for collecting photographs and be available in printed format. There will be an opportunity for this board to review this timeline before it is published.
- Edith requested an additional agenda item for planning an upcoming trip to the Sacramento State Capital for budget hearings.
- Michele Mashburn discussed a letter campaign with Assemblymember Alex Lee and asked the chair to consider organizing a spring event focused on collecting stories from IHSS recipients.
- Additionally, Janie suggested, and the board agreed to use approximately \$250 to send an email blast about an upcoming "How to Tell Your Story" Webinar, aimed at raising awareness about the impacts of cuts to home and community-based services. David Forderer made a motion to spend \$250 to do this, seconded by Narendra Pathak, vote was unanimous.
- Leticia agreed to compile a list of all board members with their email addresses, as there is no group distribution list available. This will be updated and distributed regularly.
- Joanna asked this board to consider and discuss the need to establish a consistent name for the Board when signing off on documents, etc. This will be discussed further at the next meeting.

Approval of Minutes:

- Motion by Narendra Pathak to approve the January 20, 2026 meeting minutes; seconded by Janie Whiteford, vote was unanimous.

Report Back “Becoming Person Centered” Presentation:

- The group reviewed a recent webinar on "Becoming Person Centered" hosted by Trudy Grable, where participants expressed concerns about the presentation's focus on developmental disabilities. Content was too narrow, not tailored to our population, to seniors (only focused on parents of someone with intellectual disabilities – regional centered oriented); examples were personalized, but could have been broader. The issues with registration and accessibility tools were learning lessons. The conversation ended with Janie and others suggesting improvements to future events, including using Zoom for registration and exploring alternative models to better serve the target audience.
- Stats:
 - 122 RSVPs
 - 32 Attendees (26% of RSVPs)
 - 8 Consumers, 9 Family members, 14 Providers, 1 Other
 - 14 RSVPs asking for live translation; 2 attendees (Spanish, Vietnamese)
 - Total Cost: \$2077.22 (\$500 Honorarium, \$257.22 – email to all consumers, \$1320 for live translation in Spanish, Vietnamese and Mandarin)

Social Services Agency – IHSS Report:

- Michelle Findley introduced guest Veronica Marquez-Hothem, IHSS QAPI Unit Program Manager. Veronica reported that the county reviews about 150 suspected fraud cases each quarter, with roughly 1% confirmed. The state handles cases involving overpayments above \$500 but has limited capacity to investigate all referrals.

The group discussed the need for stronger fraud education for both providers and recipients. Suggestions included adding fraud information to provider recertification materials and recipient newsletters. Veronica noted that many consumers lack the literacy skills needed to understand program rules and shared her own experience appealing to an hour reduction as an example of broader communication challenges.

They also discussed gaps in current fraud detection, including that providers can remain on the registry unless they are formally convicted. Additional topics included how to better protect consumers, improve assessment clarity, and address the financial struggles recipients face. Michelle Mashburn and Janie encouraged the board to develop clear, accessible education strategies—beyond brochures and orientations—such as outlining key fraud triggers and sharing recovery data to increase awareness and prevent unintentional fraud.

Santa Clara Family Health Plan Report:

- Joyce was not in attendance. No report.

California IHSS Consumer Alliance (CICA) Report:

- Ran out of time. Janie mentioned there were no pressing issues and will report next month. Plus reminder to get on the CICA Conference Call tomorrow, February 18th.

SEIU 2015 Report:

- Ran out of time. Natascha was asked to email her report to Leticia so she can include it in the minutes.

PROGRAMS REPORT

Highlights in yellow.

The PA hired a Care Coordinator and Registry Support Specialist for OCR; however two individuals resigned and two staff member are on leave. There are currently three open positions: Training Specialist, Registry Support Specialist-OCR and Registry Recruiting Assistant.

BENEFITS ADMINISTRATION

There are **14,988** Providers (IPs) enrolled in the Valley Health Plan (VHP) medical insurance. **2,259** of those in the Classic Plan and **12,729** in the Preferred Plan. **15,709** IPs are enrolled in the Dental/Vision plans. There were **169** Smart Pass VTA bus pass Cards were issued.

Sick Leave: **38,237** active IPs have accrued 40 hours of sick leave. **12,805** have claimed some hours and **8,504** have claimed all 40 hours.

ENROLLMENT

Number of Providers (IPs) enrolled: **810**

DOJ fingerprint reports delayed over 30 days: **3**

Group Orientation Meeting (GOM) attendees: **846**

There are **1,159** future IP enrollment appointments scheduled. Next appointments are available **43** days (**6.1** weeks) after an IP watches the online orientation videos.

REGISTRY

There are **1,402** active IPs on the registry and **3,414** active consumers.

Regular Registry:

- Completed **80** new consumer intakes
- Generated **364** referral lists
- Attained **60** matches (assignments)
- Provided **1,064** new interventions with over **435 hours** spent on the interventions

Care Coaching: The Registry received **41** referrals for Care Coaching

- **30** care coaching consultations were conducted
- Total active consumers **195**

On-Call Registry (OCR): There were **5** eligible requests to the On-Call Registry out of **12** total calls. **0** requests were fulfilled for a total of **0.00** hours utilized. Two clients were hospitalized or on leave, one found a permanent provider, one had their provider return and one case could not find an IP from the OCR Registry. **There are a total of 277 providers on the On-Call Registry.**

Outreach and Recruiting

Registry Introductory Training (RIT): **7** remote RITs were held; **2** in English; **2** in Spanish, **1** in Vietnamese, and **2** in Chinese.

- **62** interviews were conducted
- **59** providers were invited to the eRITs
- **57** providers were added to the registry

Outreach Activities

Organization	Type	Reach/Individuals Assisted or Contacts Made
VASC	Once a month – 2 nd Friday	4 IPs assisted

EPG: A total of **46** kits were picked up by IPs for a total of **390** masks and **900** pairs of gloves. **51%** of those who requested PPE came to pick it up.

TRAINING

The Spring semester class catalogue was mailed to **40,015** IPs. **86** classes are planned for the Spring semester.

Life Enhancement Fund (LEF) Payments: **1** IP was paid a total of **\$97.50** this month.

Consumer Connection Newsletter: **37,025** consumers received the Winter newsletter. Topics included new Respite and Home Modifications through CalAIM Community Supports from Sourcewise; Wage Increase for IPs (\$20.44 on 1/1/26); Preparing for Winter Disasters; Terminating Inactive IHSS Providers from a Consumer’s Case; Medically Tailored Meals from Project FoodBox and National Glaucoma Month.

GENERAL INFO

Public Authority Phone Calls: The PA received a total of **7,339** phone calls. Breakdown of the calls:

- Registry 2,345
- Enrollment 2,055
- Benefits 2,554
- Training 385

CAPA REPORT

Highlights in yellow.

CAPA held its board meeting on January 22, 2026.

Legislative and Budget Update

- PAs received an additional \$928K for the current fiscal year. PAs were given an additional 2.8% of their annual allocation if they stated they could spend the additional funds.
- The Governor’s Budget was released on January 9. Key highlights include:
 - Administration faces a \$3 billion deficit for FY26-27 (was \$18B in November)
 - LAO and the administration expect the state to face multi-year deficits with estimates ranging from \$20B to \$35B annually
 - While the Administration acknowledges the deficit challenges, it does not materially address them (H.R. 1 implementation impacts counties because of federal cuts in many areas; services still need to be provided, so counties will bear the burden of providing these services)
 - Items affecting IHSS and/or Public Authorities:
 - Elimination of BUPS program starting 7/1/26
 - Increases in existing IHSS case hours after the initial assessment would be shifted to Counties - they would assume the cost increases

- IHSS alignment with Medi-Cal changes (work requirements for 19-64 year old adults; re- introduction of asset test limits; consumers 19 and older with UIS (Unsatisfactory Immigration Status) can no longer enroll in full scope Medi-Cal starting in 2026.)
 - Many PAs expressed concern over the elimination of the BUPS program; several counties are not able to use the funding for BUPS or have found that the program is underutilized despite efforts to promote it. Larger counties are using the program extensively and feel consumers who need this safety-net program would be adversely affected. Ongoing strategies are being discussed and coalition building and advocacy will be forthcoming to save the program; data gathering from counties utilizing the program will be compiled and presented.
- Brown Act changes (SB 707) must be implemented by Advisory Boards by July 1, 2027. A summary of the requirements was sent to by Kim Rothschild.

Miscellaneous

- Homebridge presented their training programs for caregivers; shared their 40-year history and various training programs available if other counties wanted to utilize their training platform and/or have in-person training for a fee.

CDSS Update

- New Provider Orientation Slides and Scripts are completed and ready for final review from IHSS and PAs. CAPA will coordinate a small group to review the final set of materials rather than have all PAs give individual feedback. Members from the PEG group should be utilized for the review.

NOTES:

- Question for Michele Findley with regard to early reassessments. Addressing issues with early reassessments, where it was clarified that they are not entirely prohibited but require strategic planning. Michele emphasized the progress being made in compliance and acknowledged the hard work of the team.
- Due to running out of time. Possibly extending the meeting to 2pm. Discussions about streamlining this meeting are needed.
- BOS Meetings, planning phase now, need dates and Joanna is working on this.
- The group discussed logistical challenges for an upcoming trip to Sacramento, including transportation options for members with disabilities, and agreed to explore alternative solutions such as carpooling or public transportation. Janie will drive herself, can take someone. Michelle Mashburn will drive herself as well. David might have a transportation option though his agency.

Next Meeting:

- **Tuesday, March 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