



Public Authority Services
by Sourcewise

Annual Report

2023-2024



LETTER FROM ADVISORY BOARD CHAIR

Dear IHSS Public Authority Governing Board:



On behalf of the IHSS Advisory Board of Santa Clara County, I am pleased to report the accomplishments of the Public Authority for fiscal year 2023/24. We are fulfilling our legal mandate to provide recommendations for IHSS program improvements.

This past year has been very busy and filled with changes to IHSS. The Board has diligently kept up-to-date with these changes and how they affect us locally. The inclusion of eligible non-resident individuals into the program will affect the growth of the program along with the changes to the Medi-Cal eligibility requirements. Our social workers already have extremely large caseloads, and this number continues to rise. It is essential that the County increase the number of social workers and support staff to provide adequate services to our IHSS consumers.

The Advisory Board has been very effective this year. We followed and supported AB 817 closely (Brown Act changes) - unfortunately it did not pass. We expect another bill this year and ask for your support as it rolls out. Allowing Board members to meet remotely will greatly help with membership. We also thank you for your support in meeting with us and your staff this past year. It was very helpful and encouraging. We will closely watch what happens with the statewide collective bargaining and will keep Board members and staff informed.

The Advisory Board and the Public Authority collaborated in providing a very successful one day in-person symposium for consumers and their providers. It was an excellent opportunity to share information and educate participants about IHSS with a consumer lens. We hope to do a hybrid or virtual event this year.

The IHSS Advisory Board is looking forward to this year's challenges and opportunities and keeping the Governing Body informed and accountable for the needs and priorities of the IHSS Program in Santa Clara County.

Thank you,

A handwritten signature in black ink that reads "Janie Whiteford". The signature is written in a cursive, flowing style.

Janie Whiteford, Chair
IHSS Public Authority Advisory Board

LETTER FROM SOURCEWISE BOARD CHAIR

Dear IHSS Public Authority Governing Board:



The Board of Directors of Sourcewise proudly presents the Public Authority Services annual report for FY 2023/24.

This year, the Public Authority (PA) saw a 7% increase in the number of consumers receiving IHSS, which in turn saw a 10% increase in the number of individuals enrolling to become an IHSS provider. The PA supported this increase in consumers and providers with nearly the same level of staffing as the previous year, however, they will not be able to maintain the level of service without adding additional staff in the next year.

The PA leadership team has been tapped to serve in the California Association of Public Authorities (PA Director is the Board President, Registry Manager is Co-Chair of Registry Managers Group); both individuals are sharing their knowledge, leadership, and subject matter expertise. The Care Coaching team increased home visits by 276% over last year and is working closely with Kaiser to pilot

interdisciplinary Care Team Meetings for complex cases. The team is also working closely with APS and IHSS to serve the most vulnerable consumers who have challenging mental health and home environment issues, and no or limited family support.

In the second half of the fiscal year, the On-Call Registry utilized over 670 hours; the success is primarily through a close partnership with Care Coordinators and the Registry Specialist managing the On-Call program.

We are excited to strengthen our partnership and continue working collaboratively to provide excellent support and services to IHSS consumers and providers.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jeff Tepper".

**Jeff Tepper, President
Sourcewise Board of Directors**

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INTRODUCTION

Public Authority Services (PA) in Santa Clara County is delivered through a management service agreement between the County and Sourcewise. Beginning in 1999, the partnership offers In-Home Supportive Services (IHSS) consumers and Independent Care Providers enhanced access to services.

2024 marks Public Authority Services' 25th year serving the IHSS population. In 1999, IHSS served 5,600 consumers. That number has now grown 580%, to over 33,400, and the PA has expanded from a team of 8 to 24 dedicated employees.

PA has always focused on innovation and quality delivery of accessible supports. We expect the PA to continue to be a model and innovator in IHSS for the next 25 years and beyond.

This report showcases a summary of activities, growth accomplished, and challenges faced during the Fiscal Year (FY) July 1, 2023 – June 30, 2024. All were accomplished through the valuable partnership between Sourcewise and Santa Clara County.

Recommendations are provided within this report from the IHSS Advisory Board to the Santa Clara County Board of Supervisors to enhance IHSS in Santa Clara County.

ACKNOWLEDGEMENT

Public Authority Services by Sourcewise would like to acknowledge Public Authority Advisory Board members Joyce Felix Builes, Emilio Carrillo, David Forderer, Joanna Kent, Mathew Lubinsky, Darcy McCann, Narendra Pathak, Terri Possley (Ex-Officio Member), and Janie Whiteford for dedicating their time to advocate and learn more about IHSS; as well as sharing insight and advice with PA, IHSS, and the County Board of Supervisors.

PA also thanks Sourcewise team members: Edith Gong, Shannin Prather, Ross Graham, Angelina Soria, Dulce Rojas, Ryan Gallagher, Reyna Pina, and Kayla Chen for their assistance in the completion of this report.

“My mother has dementia, and it has been very stressful for me. Thank you for your compassion and care for clients like my mother. I hired a provider from the Registry and she is wonderful.”

— Tillie, son of consumer

IN-HOME SUPPORTIVE SERVICES PUBLIC AUTHORITY MANDATES

Assembly Bill 1682 (1999-2000) requires each Public Authority to:

- Provide a registry to assist IHSS consumers in locating suitable independent providers
- Screen independent providers listed within the Registry
- Provide access to training for IHSS consumers and independent providers
- Act as the employer of record for collective bargaining
- Negotiate wages, benefits, terms, and conditions of employment for independent providers serving IHSS consumers

Public Authority Services by Sourcewise provides all the above in Santa Clara County in addition to managing the enrollment process for IHSS Independent Providers.

IN-HOME SUPPORTIVE SERVICES ADVISORY BOARD

The IHSS Advisory Board is a state mandate for Public Authorities, which advocates for consumers and independent providers of the IHSS program. The Advisory Board should consist of nine appointed members, 51 percent of whom are current or past users of IHSS or personal care assistance. Currently, there are eight members. The Advisory Board studies, evaluates, and provides recommendations to the IHSS PA Governing Board, PA staff, and IHSS County Administrative staff.

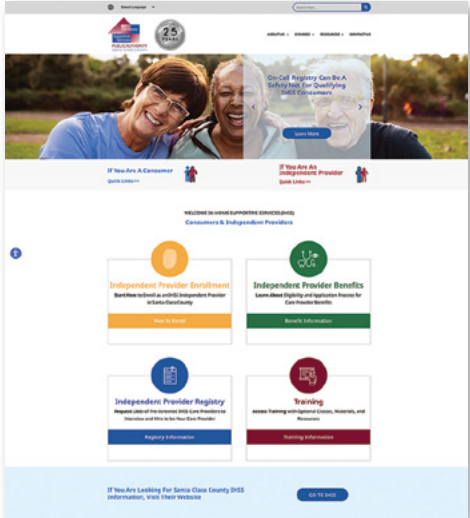
COMMUNICATIONS

In September 2024, PA launched a redesigned website (pascc.org). The modernized site allows visitors to view the pages in six languages, including English, Chinese, Korean, Russian, Spanish, and Vietnamese.

The updated website offers online forms to speed up processes, such as requesting a Health Benefits Application, the Registry Interest Form, and requesting Personal Protective Equipment (PPE). Prior to the new website launch, most requests had to be made via telephone.

The PA homepage, as well as each department page, includes a News and Updates section highlighting important information, updates, and resources specific to the department. During FY 2023/24, these sections included information about the On-Call Registry, information on obtaining PPE (masks and gloves), recruitment outreach for the PA Registry, Independent Care Provider (IP) training class registration, and more.

The PA website is a fundamental point of access for In-Home Supportive Services (IHSS) related information and services, supporting the IHSS population with provider enrollment into the IHSS program and educational information on all PA services. Over 51,000 unique users have visited the new site since its inception.

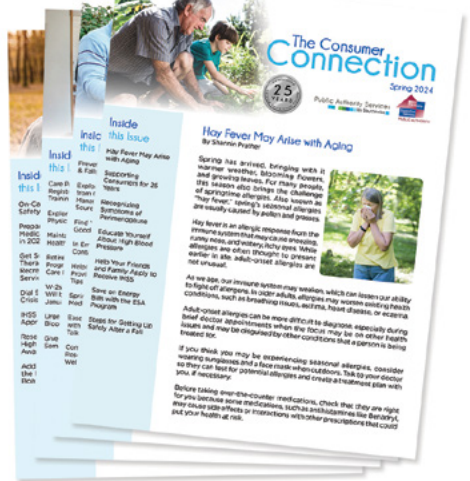


The website is continually updated to include new information and resources. In spring of 2024, important updates included step-by-step PDF training modules for consumers on how to use the Electronic Services Portal and information on the 2024 IHSS Consumer Symposium.

Newsletter

The *Consumer Connection* newsletter provides educational material for IHSS consumers. Articles share information on health and well-being, community resources, IHSS program updates, and more. The newsletter is mailed to all Santa Clara County IHSS consumers.

With access to this information, consumers can take full advantage of the IHSS program and enhance their ability to live safely at home. Published newsletters are available in the resource area of the PA website: pascc.org.

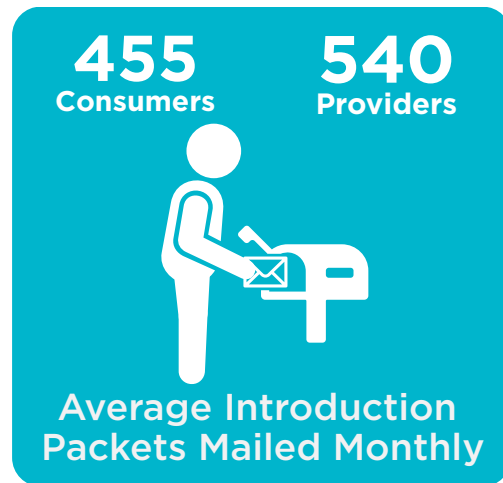




Program Introduction Packet

Every month, PA sends introduction letters via email and the mail to new consumers and IPs upon entry to the program. The introduction letter informs consumers and IPs about services provided by PA, including the On-Call Registry; IP Medical, Dental, Vision, and Valley Transportation Authority's SmartPass benefits; Training; and Registry assistance for hiring an IP.

In FY 2023/24, the monthly average of new consumers welcomed into the program with the introduction letter increased to 455 consumers; 5% more than the previous fiscal year. The average number of IPs welcomed increased 27% to 540 monthly.



Training Class Catalogs

Twice a year, PA assembles a schedule of free IP training classes and mails a class catalog to all IHSS IPs in Santa Clara County (SCC). For the fall 2023 semester, the class catalog was redesigned into a more attractive and digestible tri-fold format.

The class catalog PDF is also uploaded to the PA website and an email announcement with a link to the PDF is sent to all SCC IPs before registration opens. The class catalog is available on the training webpage: pascc.org/services/provider-training.

PROVIDER ENROLLMENT

Public Authority Services (PA) administers the enrollment process of Independent Providers (IPs) into the Santa Clara County In-Home Supportive Services (IHSS) program, as well as the fingerprinting and background checks for all Sourcewise employees and volunteers.

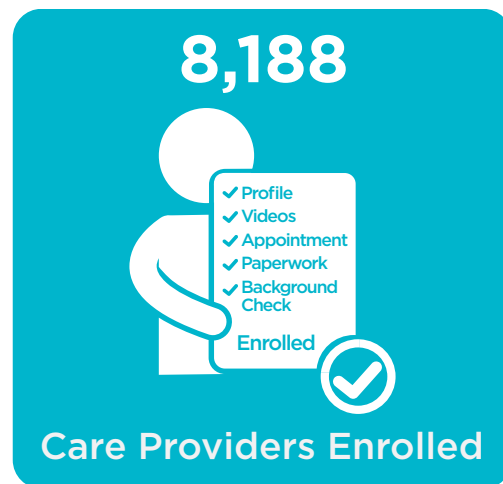
As required by law, several steps must be completed for IPs to be eligible for payment from IHSS. In Santa Clara County (SCC), the provider enrollment process begins on the PA website (pascc.org) using a computer, tablet, or smart phone. The PA Enrollment team helps IPs through all these requirements.

Online steps include:

- Creating an account to access the Enrollment Center website for SCC
- Completing and signing electronic IP enrollment forms
- Watching the IHSS IP training videos required by the State
- Scheduling an individual appointment

In-person requirements include:

- Attending a Group Orientation Meeting to learn about IHSS, PA, and Service Employees International Union (SEIU) Local 2015. PA staff travel to SEIU to facilitate these weekly meetings
- Completing an individual appointment held at the PA office, where IPs meet with an Enrollment Specialist to have their photo taken, review the IP's documents, and sign their finalized provider forms
- Being fingerprinted for a Department of Justice (DOJ) criminal background check



PA Enrollment staff are responsible for conducting a detailed review of any Criminal Offender Record Information (CORI) received after the DOJ submission.

Authorized staff members must review every initial DOJ criminal record, as well as all subsequent arrests and court dispositions of any actively enrolled IP. PA staff ensure that all current caregivers maintain the correct IHSS eligibility status, notifying the IP and consumers they work for if there is DOJ activity that falls under a Tier 1 or Tier 2 violation.

The increase in workload has been significant, evidenced by the 37% growth in the IP population over the past five years, while the growth in enrollment staffing has been limited to one part-time position becoming full-time.

Enrollment Growth, Progress, and Challenges

Accomplishments reached in FY 2023/24 include:

- Between 613 and 781 IPs enrolled each month. This is an average increase of 28% over last year
 - At the end of FY 2023/24, over 34,847 IPs made up the IHSS workforce in Santa Clara County
- Launch of modernized PA website, helping providers and consumers navigate the required enrollment steps more easily and enabling IPs and consumers to submit inquiries electronically
- The part-time Enrollment Clerk position transitioned to full-time Enrollment Specialist position for enhanced support
- Enrollment Satisfaction Survey conducted with recently enrolled IPs to review feedback on how to improve the enrollment process

Challenges faced in FY 2023/24 include:

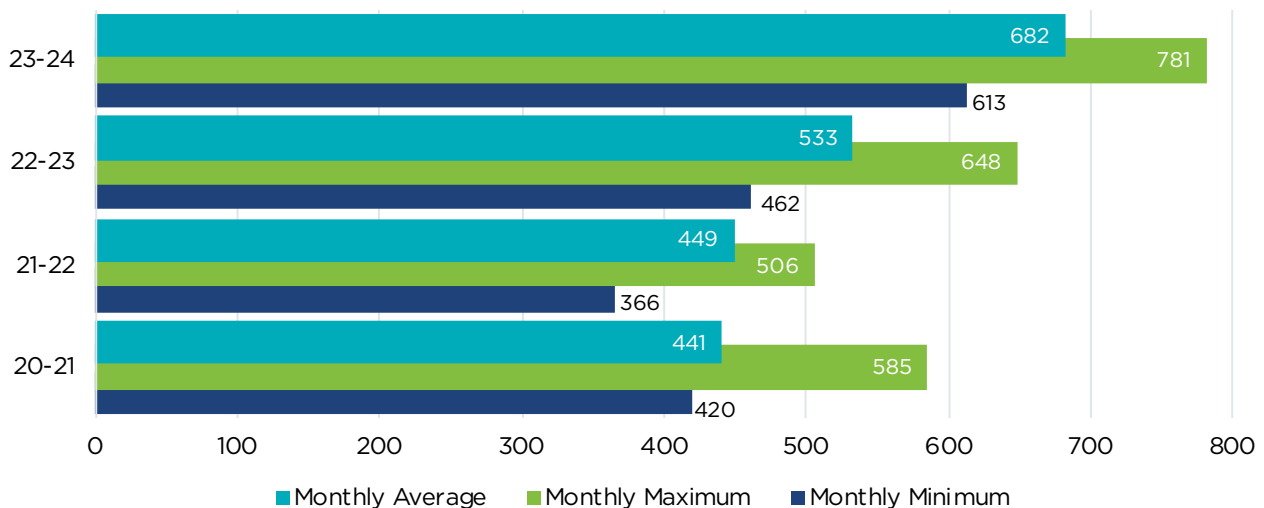
- Expansion of Medi-Cal eligibility has resulted in more consumers who are eligible for IHSS services, leading to an increase in enrollment of new and returning IPs to service the rising numbers of consumers

- IP wait time for individual appointments continues to increase, with waits up to six weeks, leading to frustration from providers and consumers
- PA Enrollment team struggles to answer live calls due to the high number of individual appointments. Providers are required to leave voice messages or submit electronic inquiries and wait to receive a response for 24-48 business hours

The ever-increasing workload for the Enrollment team has also impeded the opportunity for fingerprints to be done onsite. Most PA Enrollment staff are certified fingerprint rollers, ideally enabling IPs to have their fingerprints done during their individual appointment.

However, the need to address other necessary tasks—CORI review and communications, responding to telephone and email communications, coaching IPs through the enrollment process, etc.—restricts the ability for the small enrollment staff to offer fingerprinting services to IPs. Most often, IPs must travel to a separate location to complete the required fingerprinting.

Providers Enrolled Monthly





PUBLIC AUTHORITY REGISTRY

The Public Authority Registry is a vital resource for In-Home Supportive Services (IHSS) consumers in Santa Clara County, ensuring they feel safe and can live independently at home. The Registry, which is comprised of four crucial support programs, helps IHSS consumers, who may not have family or friends available to help them find and engage competent, pre-screened IHSS Independent Providers (IPs).

Regular Registry

The Regular Registry creates personalized lists of available IPs for consumers, based on the consumer's specific needs, considering factors such as:

- Availability to assist according to the consumer's desired work schedule
- Availability to travel to the consumer's residence
- Readiness to carry out authorized tasks as requested by the consumer
- Readiness to work in the consumer's environment (pets, smoking, etc.)

Required monthly check-ins keep IP profiles current. IPs who consistently fail to complete their check-in may undergo a suspension from being referred to consumers.

To qualify for referral, IPs undergo a rigorous screening process, including:

- An interview with PA staff
- Submission of two verified references
- Participation in a Registry Introduction Training
- Completion of the state-mandated enrollment process and background check

“Thank you, Olivia, for all your help, for encouraging me during my chemotherapy, and for directing me to the right departments when I needed help. You have no idea what a blessing the Public Authority Registry has been to me...I found an IP that went above and beyond to help me. She became part of my family.”

— Diana

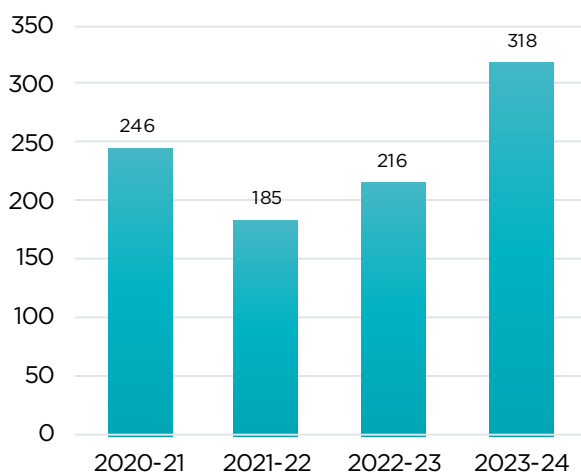
Staff in all Registry programs prioritize follow-up telephone calls to ensure service delivery as the volume of incoming calls continues to grow, averaging 1,985 monthly calls in FY 2023/24. This year, adjustments were made to processes to allow dedicated time to answering live telephone calls, despite leaves-of-absence for two essential members. Consumers who leave voicemails seeking support receive a response within 24 hours, or the next business day.

Care Coaching

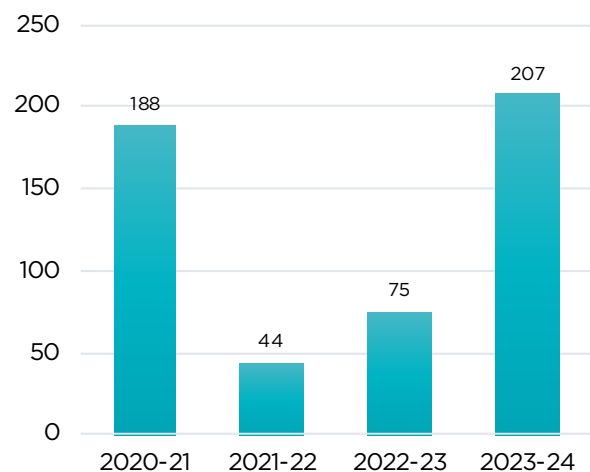
Care Coaching provides enhanced support to qualified consumers struggling with hiring tasks, including interviewing, recruiting, training, and supervising of their IPs. This service saw significant demand in FY 2023/24, with 318 new referrals from IHSS social workers, care managers, and healthcare facilities. This is a 47% increase over FY 2022/23.

Care Coordinators (CCs) visit consumers at home, offering one-on-one assistance. This program caters to a diverse range of needs, including those who may be bedbound, have hearing and/or speech impairments, have substance use or related issues, face psychological challenges, have mental health disorders, and more.

Care Coaching Case Referrals



Care Coaching Home Visits



On-Call Registry

The On-Call Registry (OCR) serves IHSS consumers with high personal care needs who lack a care provider due to emergency situations. The OCR is composed of IPs from the regular Registry who are available for short-term assignments with little notice. These IPs receive a \$2 per hour pay differential.

IHSS consumers can use up to 80 hours of temporary assistance per fiscal year, with exceptions of up to 160 hours for severely impaired consumers. Awareness of OCR services is increasing among consumers and social workers, leading to more requests.

By the end of FY 2023/24, 79 Registry IPs were available to provide on-call services.

Registry Outreach and Recruitment

Recruitment of Independent Providers (IPs) is crucial for the growth and success of the Registry. While all PA departments assist with pointing IPs toward the Registry for work, the sole focus of the Registry Recruitment & Outreach Specialist is to actively seek out qualified individuals to join the Registry.

Through attending community events, job fairs, and other networking opportunities, the Recruitment Specialist highlights the benefits of working as an IHSS IP, such as flexible schedules, rich benefits package, and the opportunity to make a meaningful impact.

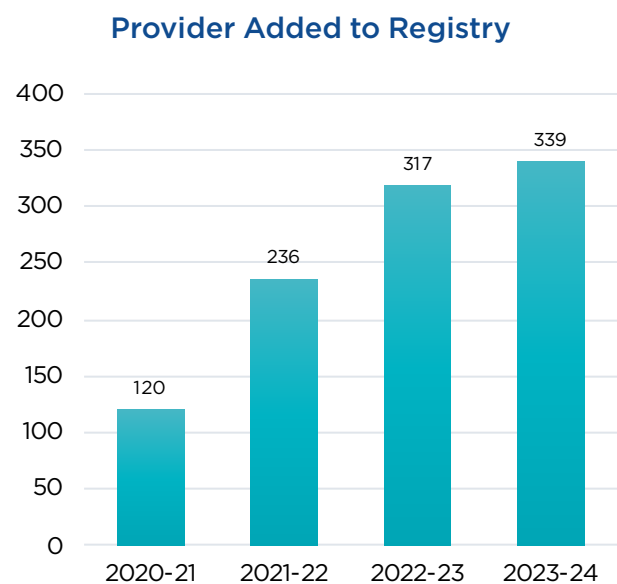
The Recruitment Specialist solicits feedback from the Registry team to learn which needs in the consumer population are going unmet or are underserved. In FY 2023/24, a specific focus was placed on recruiting Vietnamese speaking IPs, resulting in a 59% increase in recruited Vietnamese speakers over the previous fiscal year.

The Recruitment Specialist also ensures the screening of IPs applying to join the Registry is completed, including the Department of Justice background check, and educates them on the policies that must be adhered to in order to remain active on the Registry. These recruitment tasks can be completed by Registry staff in English, Spanish, and Vietnamese.

Registry Growth, Progress, and Challenges

FY 2023/24 has been one of consistent growth, evidenced by marked increase in most Registry services. Achievements reached in FY 2023/24 included:

- 339 IPs were added to the Registry in FY 2023/24, bringing the total IPs available on the Registry to 832; an increase of 31% from FY 2022/23
- 1,151 successful matches between consumers and IPs; an increase of 3% from FY 2022-23

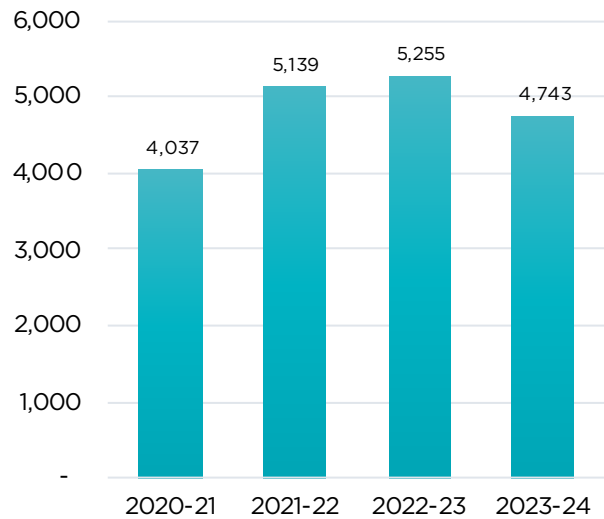


- 854 new intakes for consumers requesting Regular Registry services
- Interventions to address challenges between consumers and their IPs rose by 36%, from 9,179 in FY 2022/23 to 12,523 in FY 2023/24
- Care Coaching home visits conducted increased 276% during FY 2023/24 over FY 2022/2023
- The On-Call Registry fulfilled over 679 hours for qualified consumers; a 600% increase from FY 2022/23
- Distribution of Personal Protective Equipment (PPE) rose 20%, with 8,860 glove pairs and 4,230 masks distributed; 2,620 glove pairs and 1,270 masks given to IHSS consumers, and 6,240 glove pairs and 2,960 masks to IPs

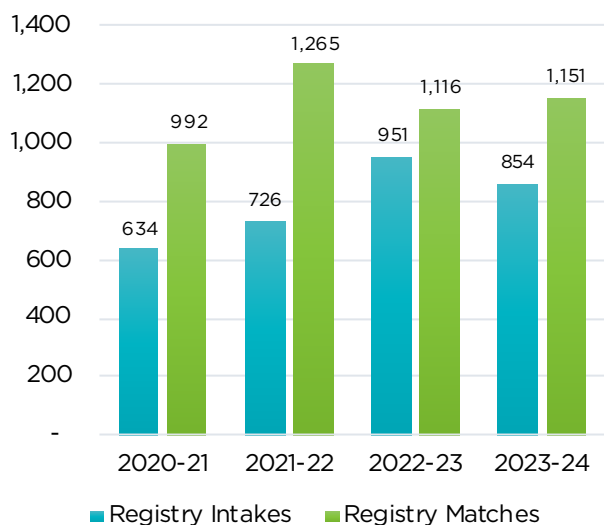
Challenges faced in FY 2023/24 include:

- Growing population of those qualifying for Medi-Cal led to a significant increase in Registry referrals from IHSS
- Long wait times for scheduled enrollment appointments resulted in frustration for IPs joining the Registry and delays in serving consumers
- Disparity between the ever-growing demand for all Registry services and the allotted staff positions, as well as non-competitive wages, resulting in staffing challenges
- Increasing Care Coaching referrals for consumers living with mental health disorders, which require focused and diligent effort to support, have resulted in delays for the overextended Care Coordinators to assist consumers in less urgent circumstances

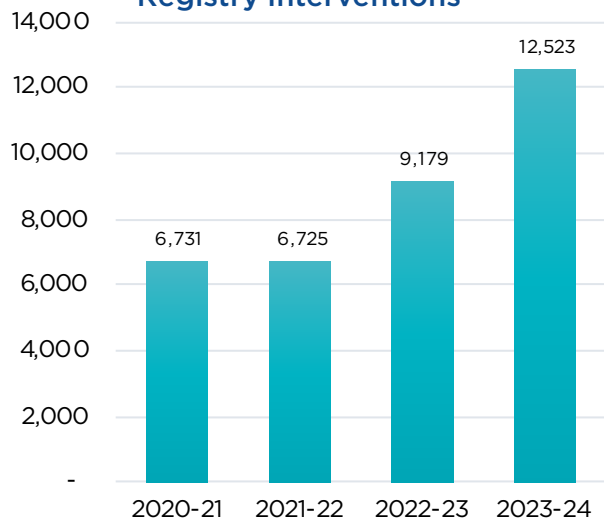
Regular Registry IP Lists



Registry Matches and Intakes



Registry Interventions



PROVIDER BENEFITS ADMINISTRATION

In-Home Supportive Services (IHSS) Independent Providers (IPs) in Santa Clara County are eligible for health and transportation benefits. Public Authority Services (PA) administers those benefits.

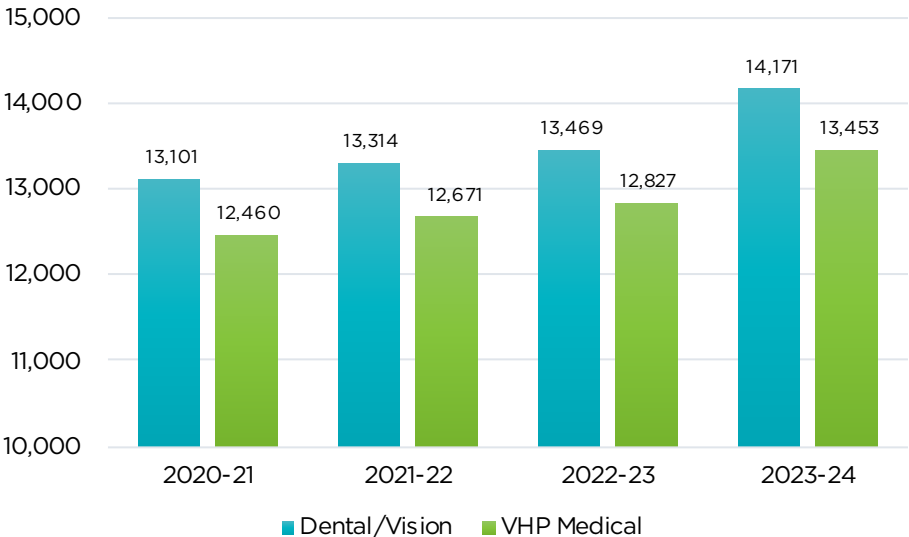
The medical benefits offered to IPs are a valuable part of their overall compensation and the PA Benefits department helps IPs understand their eligibility and gain access to those benefits.

Benefits administration is a complex process, which includes:

- Notifying all new IPs of available benefits
- Explaining benefit options
- Providing application forms
- Assisting with form completion
- Verifying eligibility requirements have been met
- Informing IPs, health plans, and IHSS payroll about newly approved benefits enrollment
- Ensuring benefits premiums are collected and reconciling collections with the County
- Monitoring eligibility and communicating with IPs in danger of losing benefits
- Assisting IPs needing health insurance coverage and employment verification when transitioning to Medicare

IPs are eligible for medical, dental, and vision coverage. To qualify, IPs must be paid by IHSS for working at least 35 hours each month for two consecutive months.

Provider Benefit Plan Members



Benefits available to IPs include:

- Medical services through Valley Health Plan (VHP)
- Dental and vision services through Liberty Dental and Vision Services Plan (VSP)
- Transit assistance with a Valley Transportation Authority (VTA) SmartPass

PA Benefits staff responded to more than 2,206 telephone inquiries each month from the growing membership illustrated in the “Provider Benefit Plan Members” chart.

PA Benefits staff manage more than 250 applications per month. In FY 2023/24 the process for requesting a benefits application was improved by implementing an online benefits application request form, reducing the number of telephone requests and the time between IPs making the request and receiving the application.

IPs enrolled in medical benefits pay \$25 monthly for their share of the VHP medical premiums. There is no premium cost for IPs who enroll in the Liberty Dental and VSP benefits.

Medical coverage is provided by VHP with a \$0 copayment for prescriptions, office visits, and most medical treatments. Currently, Santa Clara County IHSS pays more than \$929 per month for each IPs’ medical benefits. This is an increase of over 10% in premium cost from FY 2022/23.

There is no cost for IPs who request the VTA SmartPass, which is available to all Santa Clara County IPs for use on bus and light rail transit in Santa Clara County.

The collection of provider premiums is managed through a payroll deduction and billing process. Throughout FY 2023/24, premium payments via credit or debit cards simplified collections and provided better customer service for IPs.



“All of the information [during the enrollment process] was valuable and understandable, and every one of the personnel was professional. Thank you all for this opportunity; you have changed our lives. [Translated from Spanish]”

— Anonymous



PROVIDER TRAINING

Public Authority Services (PA) provides optional job development training specifically designed for IHSS Independent Providers (IPs) working under the consumer directed model of care. Paid for through the PA Job Development Fund (JDF), the classes have no cost for IPs.

PA's IP training curriculum consists of 15 online or in-person class subjects, most offered in English, Mandarin, Spanish, and Vietnamese. In FY 2023/24, updates were made to class presentations to ensure the information being shared is consistent with current practices and information.

PA classes are available through valuable partnerships formed with organizations and adult schools throughout Santa Clara County (SCC), including Fremont Union High School District Adult School; Milpitas Union School District Adult Education; Morgan Hill Community Adult School; Cancer CAREpoint; Santa Clara County Fire Department; and the Emergency and Health Training Center.

The Life Enhancement Fund (LEF) is also available to SCC IPs to reimburse them for pre-approved classes taken beyond those offered by PA.

In addition to classes available for SCC IPs, PA continues to partner with the California Department of Social Services (CDSS) to offer online classes to all IPs in California through the Career Pathways program. In spring of 2024, in-person CPR and First Aid classes were also made available from the Emergency and Health Training Center in San Jose.



“Great class [Vietnamese language Safe Lifting and Transferring]...I appreciate there are classes in Vietnamese to help exchange knowledge. I also appreciate Public Authority for having a Vietnamese speaker to help with class registrations and questions. [Translated from Vietnamese]”

— Ha

Training Growth, Progress, and Challenges

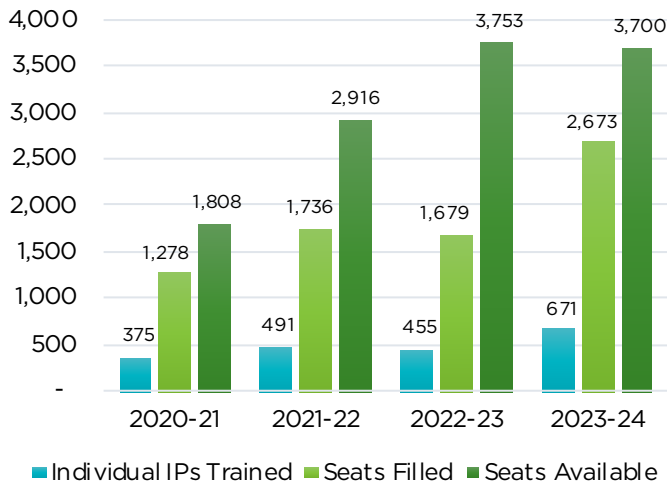
Accomplishments reached in FY 2023/24 include:

- Focused outreach effort between PA staff and SEIU Local 2015 resulted in a 79% decrease of classes cancelled for low registrations from the previous fiscal year
- IPs attending PA training classes increased to 671, an increase of 47% from the previous fiscal year
- Number of seats filled in PA classes increased 59%, to 2,673
- Per class incentive payments for attending IPs increased from \$25 to \$35, more than doubling the total paid from the previous fiscal year to \$86,705
- \$445 was reimbursed to a total of six SCC IPs through the LEF
- 5,160 IPs attended the 235 Career Pathways classes that were offered

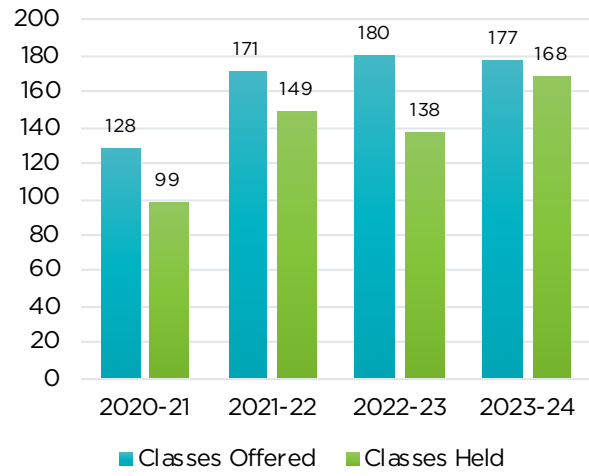
Challenges faced in FY 2023/24 include:

- 19% of IPs registered for PA classes failed to attend
- 31% of IPs registered for Career Pathways classes failed to attend
- The LEF continues to be underutilized by IPs who struggle to pay for classes themselves and wait for reimbursement after a class concludes
- Administration for Career Pathways continued to impact the significant workload for the two Training Department staff members, resulting in delays of PA's internal training development goals
- Though the classes are paid for by CDSS, the SCC Board of Supervisors must approve the Career Pathways classes being offered by the County. A delay in this approval resulted in these classes not being offered between January and May 2024

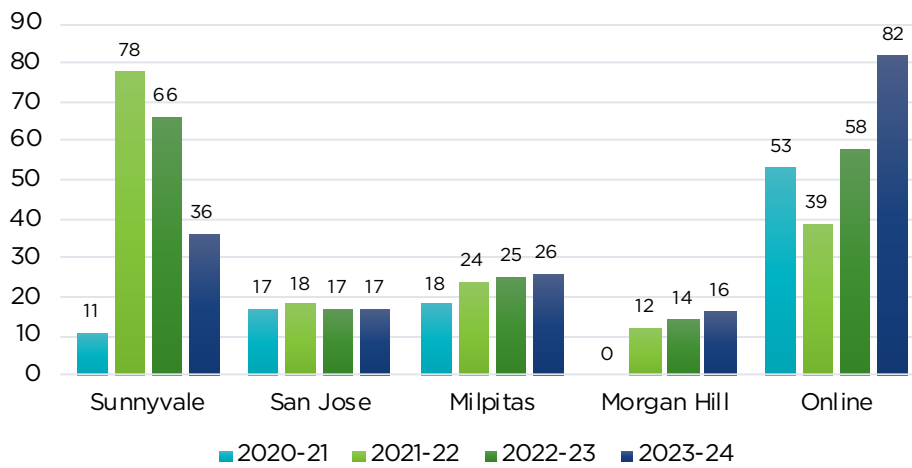
Number of IPs Trained



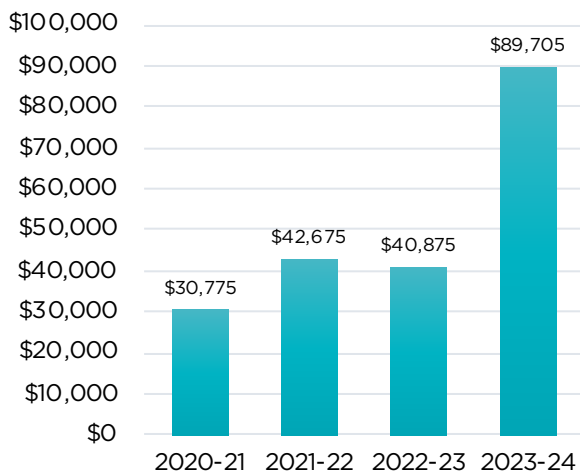
Number of IP Training Classes Offered vs Held



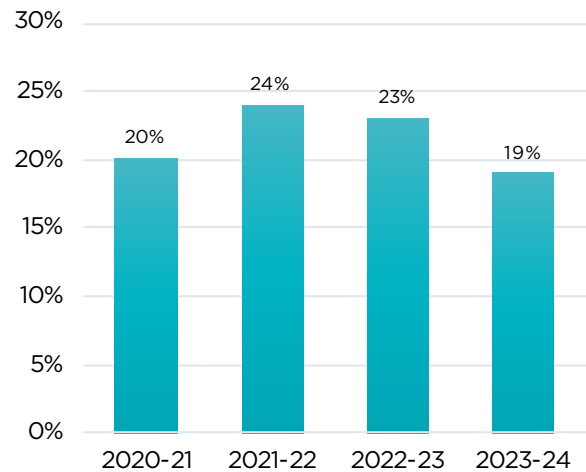
Number of Classes Offered by Location



Incentive Payments Made to IPs



IP No-Show Percentage



“Thank you for being kind and so helpful.”

— Susan



CONSUMER TRAINING

The PA website (pascc.org) contains resources and educational materials for consumers, including Consumer Handbook Modules developed by the IHSS Advisory Board. The modules are available in English, Mandarin, Vietnamese, and Spanish.

Responding to growing requests from consumers and IPs, in spring 2024 PA training staff began developing training to assist consumers to better understand how to register for and use the State’s Electronic Services Portal (ESP).

The ESP training is presented in five simple modules:

1. Registering for an ESP Account
2. ESP Overview
3. Updating Your ESP Account
4. Connecting Providers to Your Case
5. Reviewing Provider Timesheets Through the ESP

PDFs of the five ESP modules were made available in English through the PA website in June 2024. The modules will also be available in video format in the first quarter of FY 2024/25, with Chinese, Spanish, and Vietnamese PDFs and video subtitles available later in the Fiscal Year.



The Consumer Connection newsletter is a quarterly publication issued by PA. While PDF versions are available in the Resources section of the PA website (pascc.org), the majority of IHSS consumers struggle to bridge the digital divide to access resources online. To ensure all consumers can access the valuable information shared in the newsletters, physical copies are mailed to all consumers in SCC.

126,614 newsletters were mailed to IHSS consumers in FY 2023/24. However, the increasing cost of postage with no matching increase to the PA budget makes the ability to provide newsletters to every consumer unsustainable in the very near future and other distribution strategies need to be researched.



CONTINUOUS PROCESS IMPROVEMENT

Public Authority Services (PA) continuously reviews and updates processes to improve efficiency and quality support for those we serve. This applies to all aspects of effectively serving the needs of the growing IHSS consumer and provider populations in Santa Clara County.

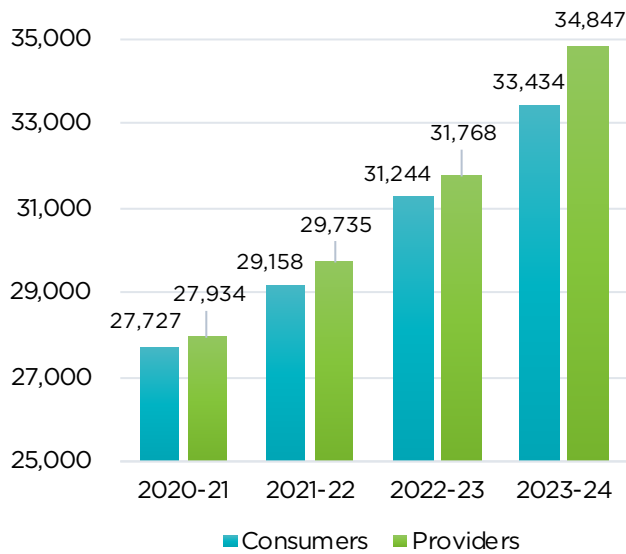
Growth in numbers—illustrated in the “IHSS Program Growth” and “Five Year Program Growth” charts—does not fully reveal the high workload of Public Authority Services and the IHSS program. Support for consumers hiring independent providers (IPs) goes beyond the number of IPs enrolled, number of IPs matched through the Registry, number of IPs eligible for benefits, and number of IPs eligible to register for training classes.

Monthly, the number of IPs who are newly connected and starting work with a consumer changes, as shown in the “Provider Turnover” chart. These shifts are caused by IPs beginning work with additional consumers, stopping work for one consumer and beginning with another, or being connected to a consumer’s case for the first time after enrolling. These scenarios trigger necessary work, such as benefits communications, Registry activity, training eligibility updates, and enrollment status notifications, as well as tasks for IHSS social workers and support staff.

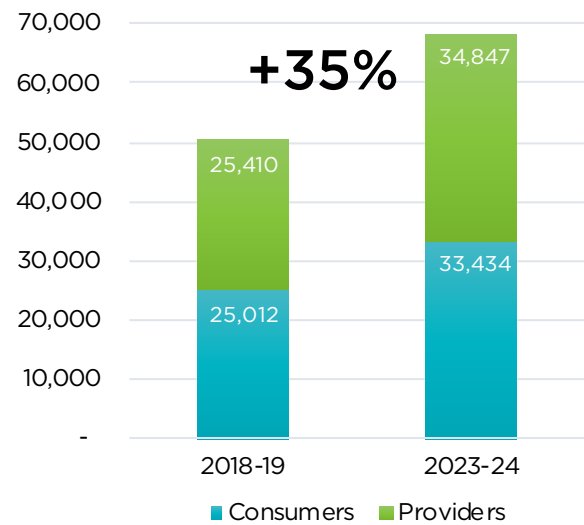
To accommodate the significant ongoing growth in the IHSS consumer and Independent IP population and PA workload, improvements to processes in FY 2023/24 included the following:

- PA website was updated and modernized, improving efficiency, readability, and engagement
- Survey of recently enrolled IPs conducted to assess satisfaction with the enrollment process
- New procedure for notifying providers about availability of health benefits and other benefits communications was implemented to improve efficiency
- Streamlined process for assisting IPs with Medicare application needs was developed through a collaboration between PA Benefits and IHSS
- Schedule created for Registry staff to ensure time was dedicated daily to answering live calls
- Electronic Services Portal (ESP) training modules were developed for IHSS consumers to improve understanding of electronic timesheets and services
- Multilingual online form to request benefits application, VTA SmartPass, or both

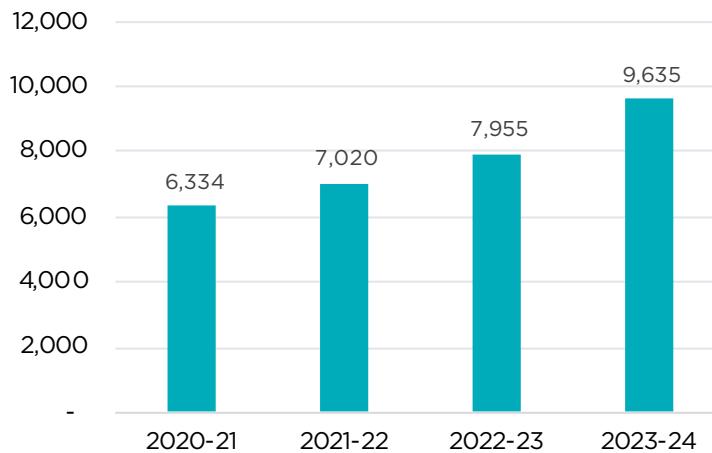
IHSS Program Growth



Five Year Program Growth



Provider Turnover



IHSS CONSUMER SYMPOSIUM

During the last week of June 2024, the Santa Clara County In-Home Supportive Services (IHSS) Public Authority Advisory Board hosted a 3.5 hour in-person symposium covering three topics:

- **Estate Planning and Trusts:** CalABLE Accounts, Special Needs Trusts, Power of Attorney, and Advanced Health Care Directives
- **CalAIM:** Program Objectives/Background; Enhanced Case Management and Community Supports; success stories of how the program has helped IHSS consumers
- **IHSS Panel Discussion:** How to Advocate for Yourself

Speakers from the Bay Area and southern California presented to 94 attendees comprised of IHSS consumers, their family members, and IHSS providers.

The symposium was very well received based on feedback throughout the event and in the post-event survey. The Advisory Board intends to continue to provide similar education and training in the next fiscal year and add a hybrid option for in-person and virtual participation.





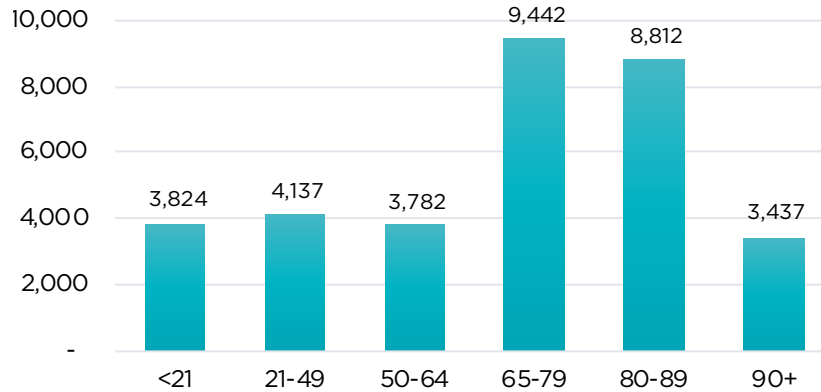
RECOMMENDATIONS TO THE BOARD OF SUPERVISORS 2024

The Advisory Board respectfully submits the following four recommendations to the Santa Clara County Board of Supervisors for its review and consideration:

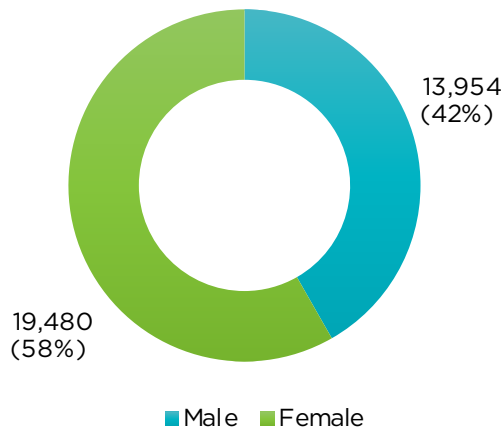
- **Brown Act:** Coalition building, outreach, and education to local media outlets regarding why the Brown Act needs to be updated to allow for remote attendance without the current limitations of Commission and Advisory Board members on a regular and on-going basis. The Attorney General's recent opinion regarding reasonable accommodations for Committees and Advisory Boards will assist with attendance and reaching a quorum, but does not go far enough.
- **Regular Contact with Board of Supervisors:** Meet with Board of Supervisors and/or their aides twice a year, either in-person or online, so IHSS consumer and provider issues of more than 34,000 individuals are represented.
- **Support IHSS by funding two to three more social worker units:** In 2022, IHSS Social Workers were completing 300-400 new intakes each month. In FY 2023/24 the monthly average exploded to more than twice that number to 700-800 per month. They are severely understaffed and unable to meet the statewide metric for annual reassessments.
- **Consumer Representation in Collective Bargaining:** IHSS consumers would like to be present and provide input in the collective bargaining process for wages, benefits, training, etc. The current agreement with SEIU 2015 has expired and consumers from the Advisory Board would like to participate in the new contract to ensure that all mandates of the Public Authority are addressed.

A PROFILE OF IHSS CONSUMERS

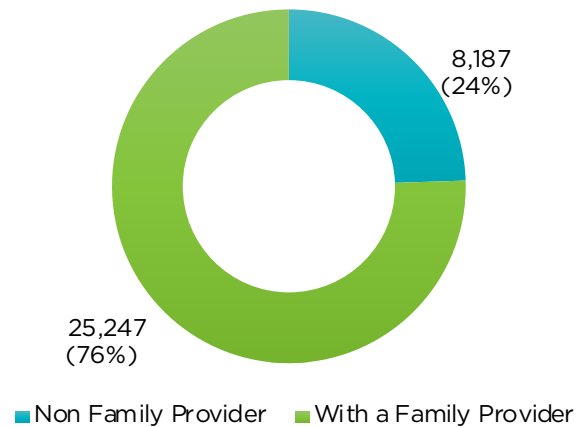
Consumer's Age



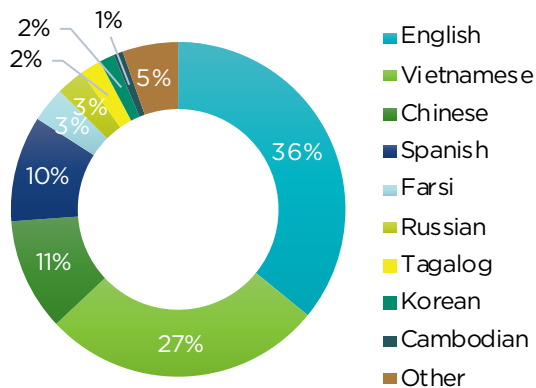
Consumer's Gender



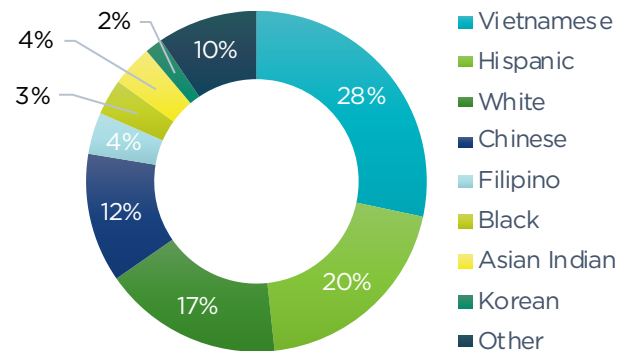
How Many Consumers have a Family Provider?



Consumer's Spoken Language

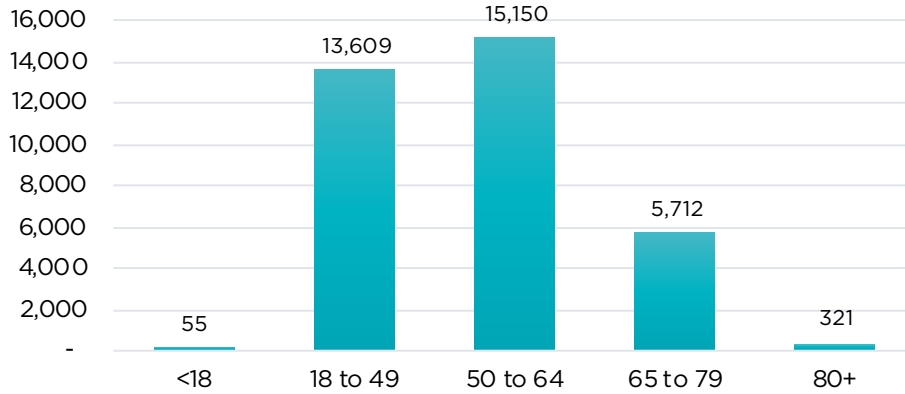


Consumer's Ethnicity

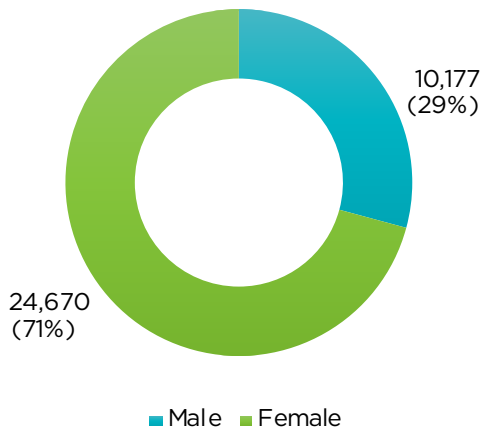


A PROFILE OF IHSS PROVIDERS

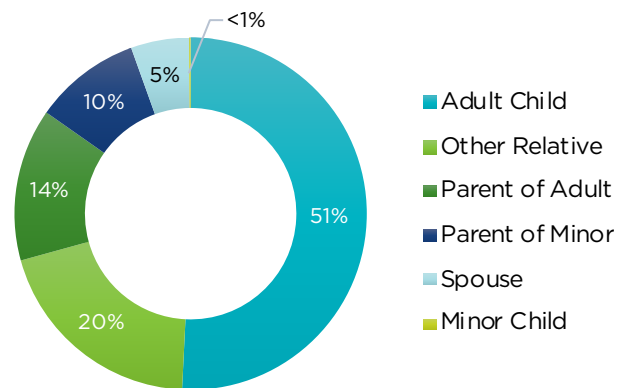
Provider's Age



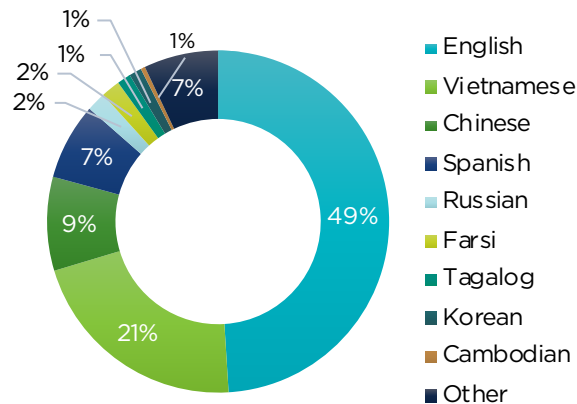
Provider's Gender



Type of Family Care Provider



Provider's Spoken Language



Important Contacts

Public Authority Services by Sourcewise

Information concerning provider benefits, provider enrollment, training or other services of the Public Authority.

P: (408) 350-3206

F: (855) 965-0952

info@pascc.org
pascc.org

Public Authority Services Registry

Call the Registry if you need help finding an IHSS care provider.

(408) 350-3251

IHSS Social Services

Information regarding authorized hours and services or to speak with a social worker.

IHSS.SCC@ssa.sccgov.org
(408) 792-1600

IHSS Payroll

Call for any payroll or timesheet matters.

(408) 792-1600

Sourcewise

Information & Awareness

Information on available services in Santa Clara County.

(408) 350-3200, option 1

Adult Protective Services

24-hour Hotline.

Call for help, if you or someone you know suspect abuse of a senior or dependent adult.

(408) 975-4900

(800) 414-2002

UNION SEIU Local 2015

Representing providers.

Call for information about the Union and payroll deductions.

(855) 810-2015

Members of the Public Authority Advisory Board

Joyce Felix Builes
Emilio Carrillo
David Forderer

Joanna Kent
Mathew Lubinsky
Darcy McCann

Narendra Pathak
Terri Possley
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Janie Whiteford



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3100 De La Cruz Blvd, Suite 310
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pascc.org