



Public Authority Services
by Sourcewise

Annual Report

2024-2025



LETTER FROM ADVISORY BOARD CHAIR

Dear IHSS Public Authority Governing Board,

The In-Home Supportive Services (IHSS) Advisory Board of Santa Clara County is pleased to present our annual report on the Public Authority's accomplishments for Fiscal Year 24/25. This report fulfills our legal mandate to provide recommendations for improving the IHSS program.

This past year has brought significant changes to the IHSS program. The Advisory Board has diligently monitored these developments and their impact on program administrators, consumers, and independent providers.

As awareness of IHSS services increases and our population ages, we have observed a significant rise in eligible individuals applying for the program. This increased demand has created substantial operational challenges that require immediate attention. The current workload has made it increasingly difficult for staff to meet state and federal requirements for reassessments. We strongly recommend that the county increase both IHSS social workers and clerical support staff to ensure timely processing and compliance with regulations.

The Public Authority team has been significantly strained in providing its required services with their current resources. Providers are currently experiencing a three-month timeframe to complete onboarding, provider linking, and payment processing. In a challenging labor market, these extended timeframes make it nearly impossible to recruit and retain providers and processing delays are creating barriers to service delivery. We strongly recommend that the Public Authority receive additional funding in order to perform these critical duties effectively.

Our consumer-provider open house, featuring local community partners, was highly successful and we plan to host similar events in the future to further strengthen connections and enhance service coordination. In addition, the Advisory Board remains committed to maintaining regular interactions with board members and their staff.

The Advisory Board is actively monitoring potential changes to Medi-Cal, Medicare, and Social Security resulting from budget constraints at both the federal and state levels. We are also following legislation that may impact collective bargaining and are committed to protecting IHSS consumers and providers throughout this process.

We remain dedicated to keeping the Governing Board informed and accountable for addressing the needs and priorities of IHSS providers and consumers in Santa Clara County.

We appreciate your attention to these critical matters.



Janie Whiteford & Joanna Kent
IHSS Public Authority, Advisory Board
Co-Chairs

Handwritten signatures of Janie Whiteford and Joanna Kent. The signature on the left is 'Janie Whiteford' and the signature on the right is 'Joanna Kent'.

LETTER FROM SOURCEWISE BOARD CHAIR

Dear IHSS Public Authority Governing Board,

On behalf of the Sourcewise Board of Directors, I am honored to present the Fiscal Year 24/25 Public Authority Services Annual Report.

This year, the Board of Directors acknowledges the Public Authority's commendable achievements, particularly in navigating significant challenges while serving a growing population of IHSS consumers and independent providers (IPs) with limited resources. It is important to note that wait times for provider enrollment appointments have increased from 5.5 weeks to 10 weeks amid a 40% growth in consumers and providers over the last 5 years, highlighting the pressing need for additional staff support.

Despite these constraints, the Public Authority has seen impressive growth across several key performance metrics: a 42% increase in the recruitment of new registry providers, a 55% rise in Care Coaching home visits, an average of 712 providers enrolled monthly, and a remarkable 271% increase in the utilization of backup provider system hours.

This past year also saw the implementation of innovative strategies to better serve our providers and consumers, even with limited staffing. Initiatives such as group enrollment appointments, collaboration with temporary workers from the county's Paid Work Experience (PWEX) program to assist with IP enrollment, and Project Butterfly, which proactively connects consumers at risk of losing their IHSS hours with Care Coordinators and IPs, exemplify our commitment to enhancing service delivery.

We sincerely appreciate the ongoing support, collaboration, and partnership with the county. Together, we can continue to meet the diverse needs of our community's most vulnerable members during these challenging times when safety net services are critically important.

Sincerely,

Jeff Tepper
President
Sourcewise Board of Directors



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INTRODUCTION

Public Authority (PA) Services in Santa Clara County are delivered through a management service agreement between the county and Sourcewise. This successful partnership has existed for 26 years, beginning in 1999 and provides access to enhanced services for Consumers and Independent Care Providers of In-Home Supportive Services (IHSS).

This report highlights activities performed, growth accomplished, and challenges faced, throughout Fiscal Year (FY) July 1, 2024 - June 30, 2025; all of which were achieved through extensive collaboration with Sourcewise, Santa Clara County IHSS, and SEIU Local 2015.

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

ACKNOWLEDGEMENT

Public Authority Services by Sourcewise would like to acknowledge IHSS Public Authority Advisory Board members Terri Posley, (Retired IHSS Program Manager and Ex-Officio Member), Joyce Felix Builes, David Forderer, Joanna Kent, Mathew Lubinsky, Darcy McCann, Narendra Pathak, Natascha Walker 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, Ryan Gallagher, Ross Graham, Vi Lam, Angelina Soria, Dulce Rojas, Reyna Pina, and Kayla Chen for their assistance in the completion of this report.



Public Authority Staff (four staff members not pictured)



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 in the Registry
- Provide access to training for IHSS consumers and independent providers
- Act as the employer of record for collective bargaining of wages, benefits and terms/conditions of employment for independent providers serving IHSS consumers

In addition to the above services, Public Authority also manages the enrollment and orientation for new IHSS Independent Providers in Santa Clara County.

IN-HOME SUPPORTIVE SERVICES ADVISORY BOARD

The IHSS Advisory Board is a state mandate for Public Authorities that advocates for consumers and independent providers of the IHSS program. The Advisory Board surveys, evaluates, and provides recommendations to the IHSS PA Governing Board, PA staff, and IHSS County Administrative staff.

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, the Advisory Board has seven appointed members.

Public Authority Advisory Board FY 24/25

Joyce Felix Builes
David Forderer

Joanna Kent
Mathew Lubinsky

Darcy McCann
Narendra Pathak

Terri Possley
(Retired end of 2024,
Ex-Officio Member)

Natascha Walker
Janie Whiteford

“I truly appreciate and want to thank you for calling to follow up on my mother’s well-being and the outcome of the referral list that was provided.”

— Niraj

IMPACT IN FISCAL YEAR 2024/2025

8,544



Care Providers Enrolled

481



Care Providers Added to the Registry

1,849



Backup Provider System Hours Serviced

68,611



Consumer Connection Newsletters Mailed

14,322 
15,053  



Care Providers Receiving Health Benefits

178



Training Classes Held

COMMUNICATIONS

The Public Authority (PA) website continues to be the primary source of information and access to services for consumers and Independent Providers (IPs). Santa Clara County PA receives calls for services from all over California because of the high search engine ranking in Google when “IHSS Public Authority” is entered in the search bar.

Upgrades and enhancements to the PA website were made after working with a usability/user interface consultant to make content easier to find and understand, focusing primarily on the provider enrollment department.

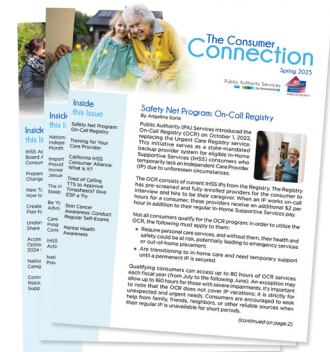
Each month, new consumers and providers receive letters about services available from the PA, including IP benefits (medical, dental, vision, VTA transportation pass), free IP training classes, assistance hiring a provider from the Registry, On-Call Registry, and 1:1 assistance from Care Coordinators.



Newsletter

IHSS consumers have access to *The Consumer Connection* newsletter. The newsletter is mailed to all Santa Clara County IHSS consumers. Each newsletter is filled with articles that contain information promoting health and well-being, community resources, IHSS program updates, and more.

The purpose of the newsletter is to provide educational materials to consumers in the IHSS program. Published articles can be found in the resource area of the PA website: pascc.org.



Training Class Catalogs

PA offers training classes twice a year. Each semester, a class catalog is created and mailed to all IHSS IPs in Santa Clara County. For the Spring 2025 semester, despite the growing number of providers and ever-increasing costs of postage and printing, over 36,500 catalogs were printed and mailed to providers. Next fiscal year, PA will be forced to reduce the number of catalogs printed and mailed out to providers due to a flat budget.

The class catalog is also available to IPs by email and on the PA website before training class registration opens. The class catalog can be found on the training webpage: pascc.org/services/provider-training.



IHSS INDEPENDENT PROVIDER ENROLLMENT

Public Authority Services (PA) is responsible for administering the enrollment process of new and returning Independent Providers (IPs) into the Santa Clara County In-Home Supportive Services (IHSS) program.

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

Online steps include:

- Creating an account to access the Enrollment Center website for Santa Clara County
- Completing and signing electronic provider enrollment forms
- Watching the State-required IHSS provider training videos
- Scheduling an in-person appointment

In-person requirements include:

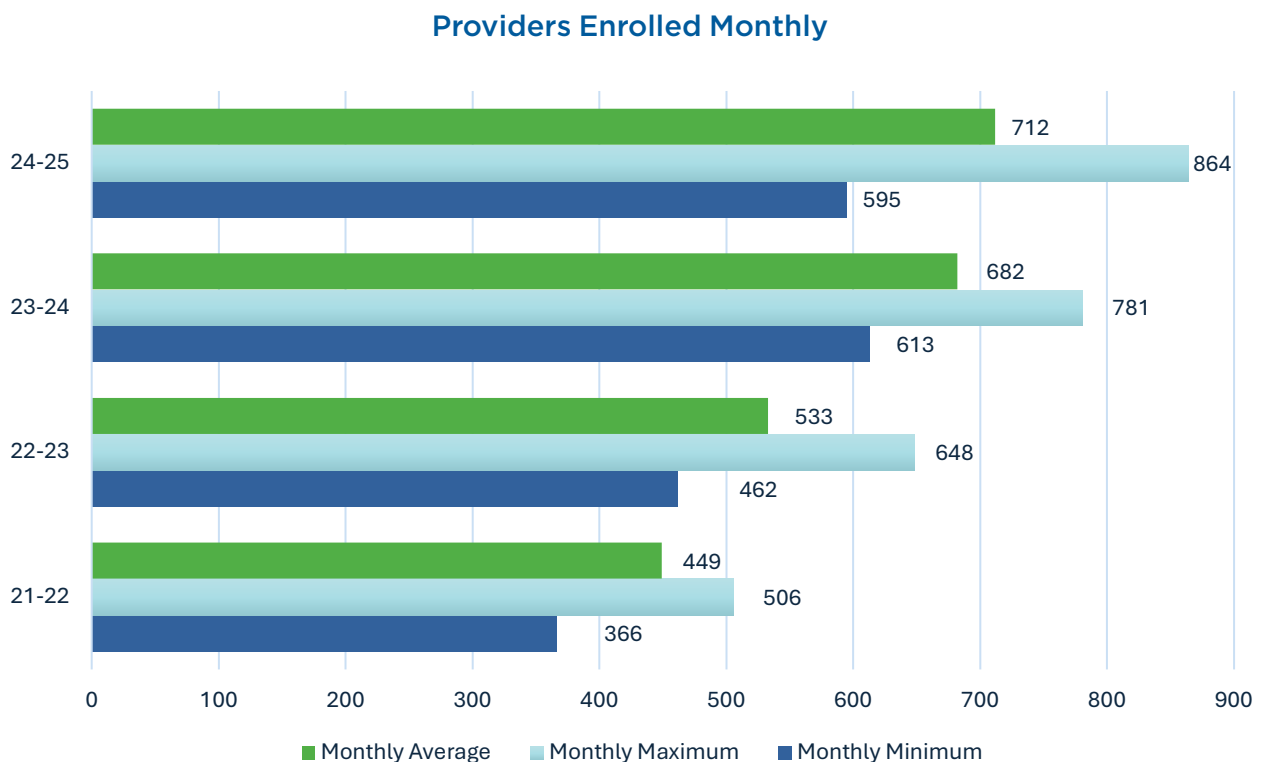
- Attending a group orientation meeting to learn about IHSS, PA, and Service Employees International Union (SEIU) Local 2015. PA staff travel to SEIU to facilitate these weekly meetings
- Completing an enrollment appointment held at the PA office, where IPs briefly meet with an Enrollment Specialist to review the IPs' documents and sign their finalized provider forms
- Getting fingerprinted for a Department of Justice (DOJ) criminal background check

In addition to helping IPs complete all online and in-person state requirements, the PA Enrollment team is responsible for conducting a detailed review of any Criminal Offender Record Information (CORI) received from the Department of Justice (DOJ). Authorized staff must review every single 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 and take action to notify the IP and any consumers if there is DOJ activity that falls under a Tier 1 or Tier 2 Violation.

Enrollment Growth, Progress, and Challenges

Accomplishments reached in FY 24/25 included:

- 8.6% growth rate over the entire year, resulting in 595 to 864 IPs enrolled each month
 - At the end of FY 24/25, over 37,830 IPs made up the IHSS workforce in Santa Clara County
- PA enrollment website enhanced to make it easier for IPs to use
 - PA collaborated with a Website Usability consultant and implemented key changes to create a more user-friendly website for IPs to navigate
- Paid Work Experience, a county program, was utilized to hire a part-time volunteer enrollment clerk for six months, dedicated to enrollment appointments which was a win-win for both organizations
- Hired a dedicated fingerprint clerk
 - Enabled IPs to be fingerprinted onsite during their enrollment appointment instead of going to a separate location





“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.”

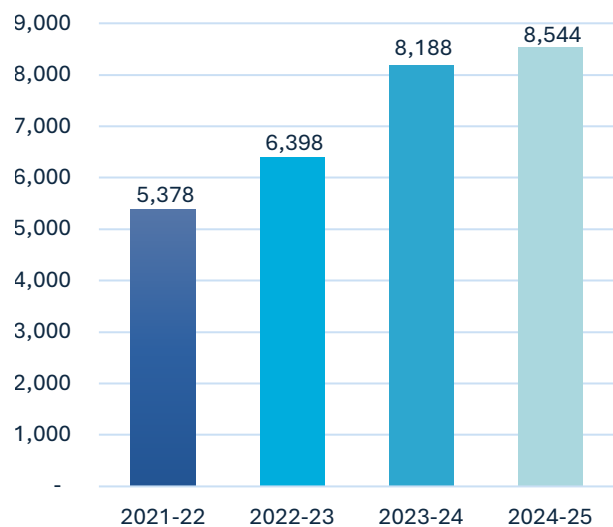
— Anonymous

Challenges faced in FY 24/25 included:

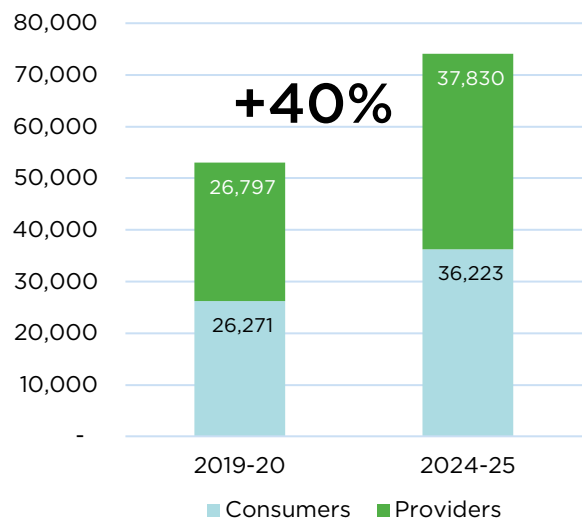
- IP wait time for enrollment appointments continues to increase, frustrating both providers and consumers
 - IPs may wait up to twelve weeks for an open appointment slot, which puts the Public Authority at risk of becoming non-compliant in enrolling IPs within 90 days
 - At the end of FY 24/25, there were 1,885 future enrollment appointments already scheduled
- The enrollment team struggles to answer live calls due to the high number of enrollment appointments. IPs are required to leave voice messages or submit electronic inquiries
 - Specialists are returning calls within 24-48 business hours
- PA back office and administrative workload continues to increase with the rise of IPs enrolling
 - The increase in workload is clear when comparing the over 40% growth in new IPs over the past five years (see 5 Year Program Growth chart)

The Enrollment team is doing amazing work with such limited staffing. With no change in staff size, PA Enrollment continues to hit new records in the number of IPs enrolled. Staff burnout remains a top concern, as the number of daily appointments has increased to accommodate the growth of IPs, with some enrollment days containing 66 appointments a day.

Number of IPs Enrolled



5 Year Program Growth





PUBLIC AUTHORITY REGISTRY

The Public Authority (PA) Registry remains a cornerstone of support for In-Home Supportive Services (IHSS) consumers. By connecting consumers in need with qualified, pre-screened Independent Providers (IPs), the Registry plays a critical role in promoting safety, independence, and overall well-being for some of the county's most vulnerable residents.

Fiscal Year (FY) 24/25 marked the most impactful and innovative year in the past five years for the Registry. Operating with a lean but highly dedicated team, the Registry achieved substantial progress in the following key areas:

- Expanded provider recruitment in diverse languages
- Improved service delivery with live Registry calls
- Increased engagement with consumers and IPs

These achievements were made possible through a commitment to efficiency, adaptability, and ongoing community engagement.

Regular Registry

The Registry specializes in creating tailored referral lists that match IHSS consumers with providers based on individual needs and preferences. Matching criteria include:

- Provider availability aligned with the consumer's schedule
- Provider willingness to travel to the consumer's home
- Provider capacity to perform authorized tasks
- Provider comfort working in specific home environments (e.g., with pets or in smoking households)

“I am grateful for the Public Authority Registry and for the support in finding a caregiver for my mother. Alma was an excellent caregiver and took such good care of my mother. I don’t know what I would have done if I had not found you. Thank you again.”

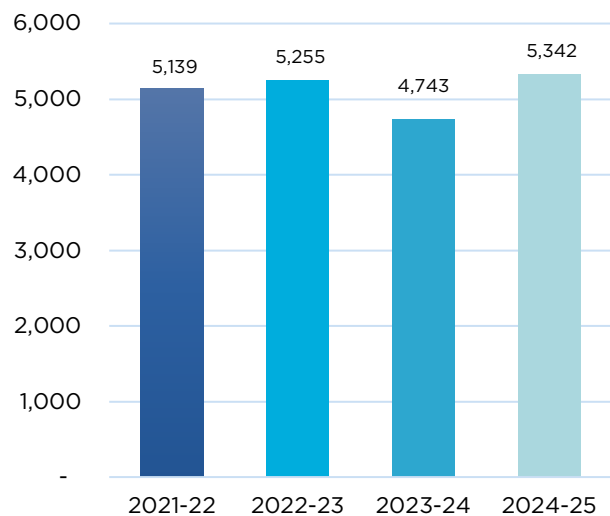
— Celia

This personalized process ensures that each consumer receives the most appropriate and compatible care possible.

Additionally, monthly check-ins with providers help maintain current records and ensure ongoing availability, engagement, and readiness to serve.

Registry staff prioritize follow-up telephone calls to ensure service delivery and satisfaction, even as the volume of incoming calls continues to grow, averaging 2,207 monthly calls for FY 24/25. The Registry team increased the number of live calls this fiscal year, however, many calls still reached voicemail. Consumers who left voicemails received a response within 24-48 business hours.

Regular Registry IP Lists

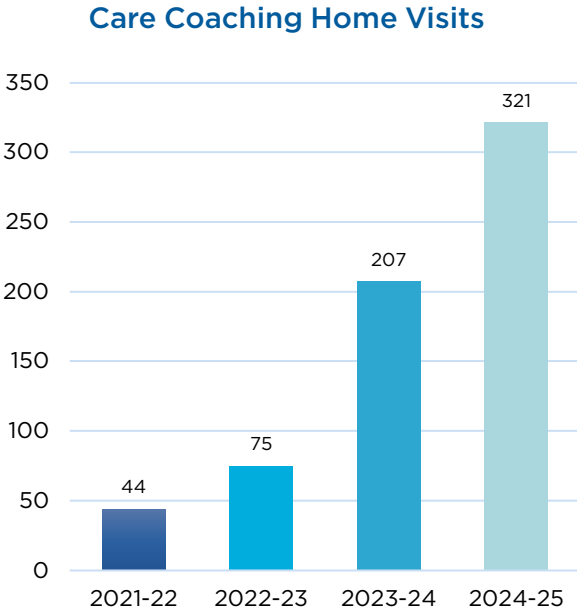
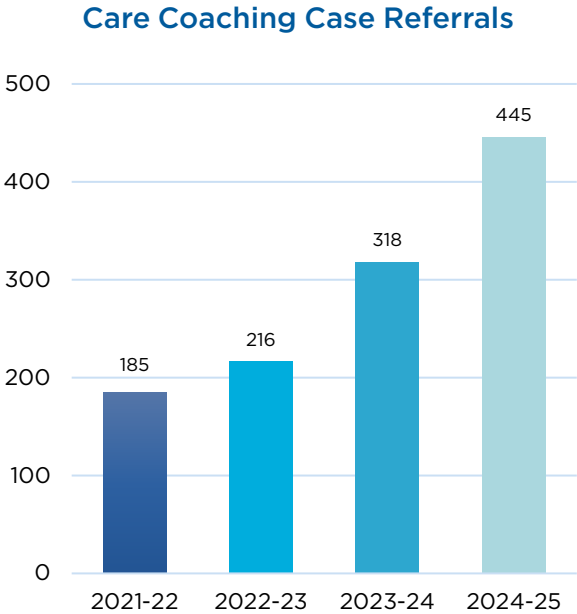


Care Coaching

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 24/25, with 445 new referrals from IHSS social workers, care managers, and healthcare facilities. This is a 40% increase over FY 23/24.

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 difficulties, substance use or related issues, psychological challenges, mental health disorders, and more. CCs also train IPs on using Electronic Visit Verification (EVV) and connecting consumers with additional Sourcewise resources such as Enhanced Care Management, Multipurpose Senior Services Program, and Meals on Wheels.

Home visits conducted by CC's increased 55% over the previous fiscal year, despite having one CC on leave for four months.



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 (known as Back-Up Provider System or BUPS by the state.) The OCR is composed of IPs from the regular Registry who are available for short-term assignments with little notice. For these short-term assignments, IPs receive a \$2 per hour pay increase.

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. By the end of FY 24/25, there were 233 IPs available in the On-Call Registry, up from 73 IPs in the previous fiscal year. 1,849 on-call hours were provided for qualified consumers, a phenomenal increase of 271% over FY 23/24. This increase is primarily due to outreach efforts to social workers, Adult Protective Services, senior living complexes, supportive housing, health plan providers, and other community-based organizations supporting IHSS consumers.

233



Backup Providers
Recruited

Registry Outreach and Recruitment

Recruitment of new IPs is essential to the continued growth and success of the Registry. While all PA departments contribute by referring potential IPs, the Registry Recruitment & Outreach team is solely focused on actively seeking qualified individuals to join the Registry.

The team engages directly with the community through job fairs, local events, and professional networking meetings to promote the benefits of becoming an IHSS Independent Provider. These benefits include:

- Flexible schedule
- Competitive compensation
- Comprehensive benefits package
- The opportunity to make a meaningful impact in the lives of consumers

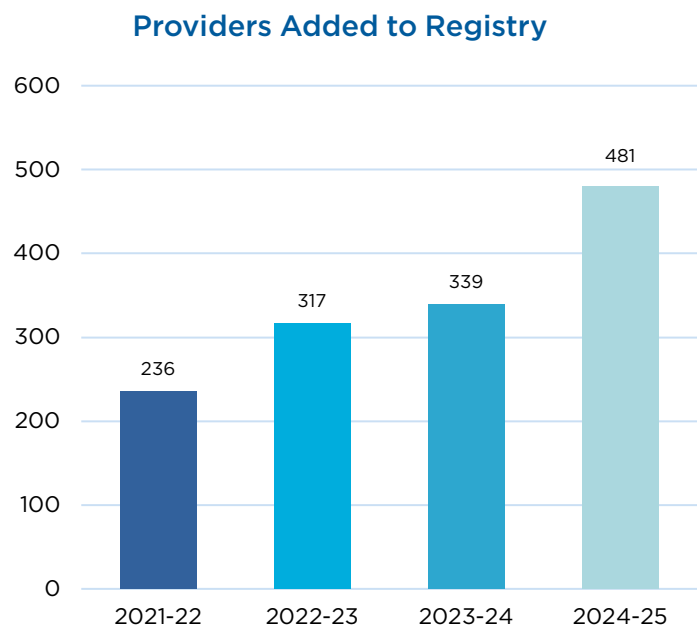
To ensure recruitment efforts align with consumer needs, the team regularly gathers feedback from Registry staff about gaps in service delivery including language, schedule availability and location. In FY 24/25, the team focused on increasing the number of Mandarin, Vietnamese, and Spanish-speaking IPs. This focused effort resulted in a significant increase in linguistically diverse providers compared to the previous fiscal year. When there is no bilingual staff member for a requested language, PA utilizes Language Line services to ensure no consumer faces a language barrier to entry.

All Registry IP applicants undergo a rigorous screening and onboarding process, which includes:

- 1:1 interview with Public Authority staff
- Verification of two professional references
- Completion of the Registry Introduction Training
- Fulfillment of IHSS state enrollment requirements and a DOJ background check

FY 24/25 also marked the launch of a new referral program, encouraging current providers to recommend individuals to join the Registry.

As a result of these combined efforts, 481 IPs were added to the Registry from referrals in FY 24/25, representing a 42% increase over the previous fiscal year.

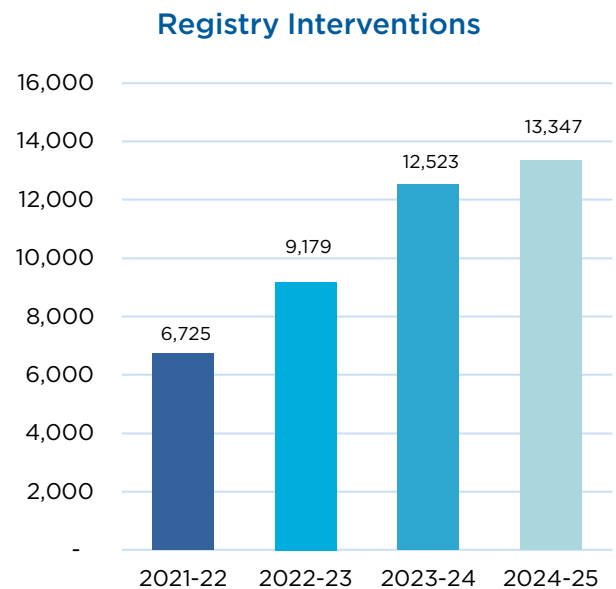
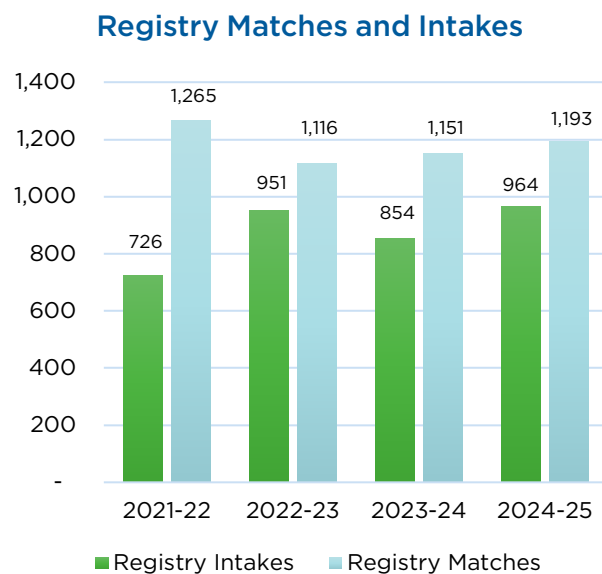


Registry Growth, Progress and Challenges

FY 24/25 has been one of steadfast growth, evidenced by marked increase in all Registry services.

Achievements included:

- 5,342 referral lists were created, a 13 % increase over FY 23/24
- 1,193 successful matches between consumers and IPs (3% increase)
- 964 new consumers requesting Registry services (12% increase)
- Interventions to address challenges between consumers and their IP's rose by 6% from 12,523 in FY 23/24, to 13,347 in FY 24/25



Challenges faced included:

- Increase in Medi-Cal eligibility led to a substantial rise in IHSS Registry consumers added and referrals generated
- Consumers with complex and high needs resulted in cases that required more time and specialized attention from staff, as well as the diversion of resources and delays in servicing clients with less urgent needs
- IP Enrollment delays caused frustration and slowed the onboarding of newly approved registry applicants
- Budgetary limitations affected the hiring of additional staff and put additional strain on staff retention
- Staff burnout due to high Care Coaching caseloads, high registry call volumes, and large number of IPs applying for the Registry
- Service quality is impacted because of the inability to increase staff

Program Spotlight: Project Butterfly

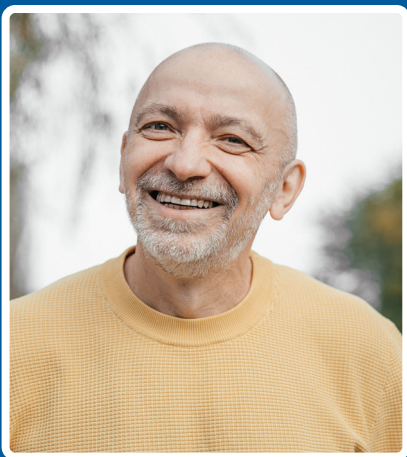
As part of our ongoing commitment to improving service delivery and addressing unmet needs within the IHSS community, Project Butterfly was launched as an initiative to reach IHSS consumers who have experienced long-term gaps without a caregiver.

When the Registry identified that over 300 Registry consumers had been without a provider for more than a year, this project was developed. The Care Coaching staff and On-Call Registry Specialist worked together to proactively assist Registry consumers to find temporary help while searching for a permanent IHSS caregiver.

This project not only addressed service delays but also aimed to uncover and resolve key barriers preventing successful provider matches such as:

- Authorized hours
- Share of Cost complications
- Transportation difficulties
- Challenges understanding or navigating the IHSS system, particularly for those in rural or underserved areas

This innovative person-centered program will be expanded to non-registry consumers who have gone too long without a provider as over 4,000 consumers have been identified. The goal is to improve access to care and help consumers get the support they need through cross-functional teamwork within the Public Authority, IHSS and Adult Protective Services.



“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.”

— Anonymous

*“You’re so sweet,
you always help me
whenever I call. I’m so
glad that you’re here to
help our [Vietnamese]
community.”*

— Kim



PROVIDER BENEFITS ADMINISTRATION

Public Authority Services (PA) is responsible for administering benefits to eligible In-Home Supportive Services (IHSS) Independent Providers (IPs) in Santa Clara County.

PA Benefits staff receive and process an average of 280 benefit enrollment applications and respond to more than 2,000 calls per month. The small, but efficient, Benefits staff is unable to respond immediately to the growing number of IPs enrolling in benefits. The desired goal is to respond to inquiries within 24 business hours, but without additional resources, this service level is currently impossible. Providers may have to wait 48 hours or more to receive a return call.

In addition to enrolling IPs in benefits, the team also manages the collection of Valley Health Plan (VHP) premiums for over 14,000 IPs. IPs have found the option of paying first time and overdue premiums via the phone to be easier and more convenient. Benefits staff also noticed faster processing times and lower costs compared to previous methods of processing check payments.

Every month, PA Benefits staff help IPs by:

- Notifying new consumers and new IPs of eligibility for benefits
- Providing personalized application forms (minimizing typing errors)
- Assisting with form completion
- Explaining benefit options
- Telephone assistance on various topics and general services offered by IHSS-related agencies

Benefits for Independent Providers

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

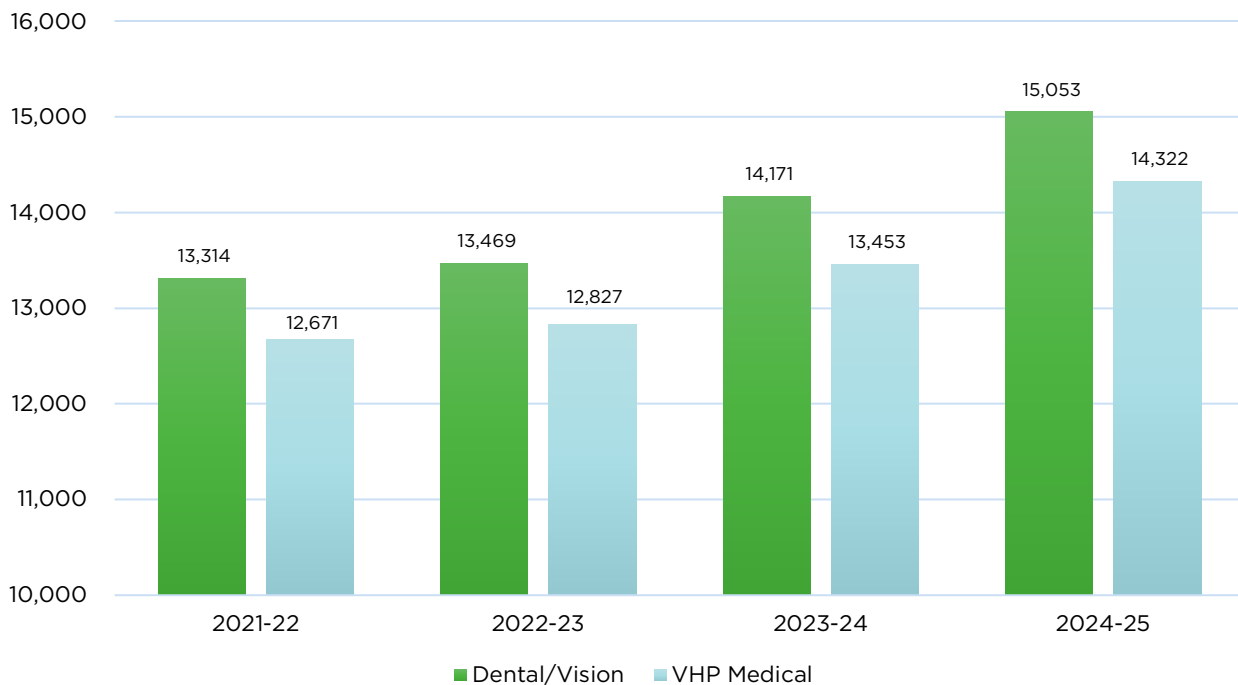
Benefits available to IPs include:

- Medical coverage through Valley Health Plan (VHP)
- Dental and vision coverage through Liberty Dental Plan and Vision Services Plan (VSP), respectively
- Free transportation on bus and light rail transit through Valley Transportation Authority (VTA) SmartPass

IPs enrolled in medical benefits pay \$25 monthly as their share of the VHP premium. There is no premium cost for IPs enrolled in Liberty Dental Plan and VSP. In addition, there is no cost to IPs for the VTA SmartPass.

The medical benefits offered to IPs are a valuable part of their overall compensation package. Medical coverage is provided by VHP through the Preferred Plan and Classic Plan with a \$0 co-payment for prescriptions, office visits, and most medical treatments. Currently, Santa Clara County IHSS pays \$1,085 per month for the Preferred Plan and \$1,421 for the Classic Plan for each IP's medical benefits. This is a 23% increase in premium cost over FY 23/24 for both plans. The Classic Plan stopped being offered to new or returning medical enrollees in 2014. Based on the annual number of IPs disenrolling in the Classic Plan, we expect this grandfathered plan to disappear in approximately three years.

Provider Benefit Plan Members





INDEPENDENT PROVIDER TRAINING

Through valuable partnerships with organizations and adult schools throughout Santa Clara County, Public Authority (PA) Services offers optional job development training at no cost to IHSS Independent Providers (IPs).

PA offers 15 training classes that help upskill IPs for their caregiving duties, available in English, Mandarin, Spanish, and Vietnamese. Classes are delivered in partnership with 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 & Health Training Center. Classes are offered in-person and online via Zoom.

IPs can also utilize the Life Enhancement Fund (LEF) to pay for classes that are not currently offered by the PA. The LEF can be used by IPs to learn a skill relevant to the wellness or job functions of an IHSS care provider.

Training Growth, Progress, and Challenges

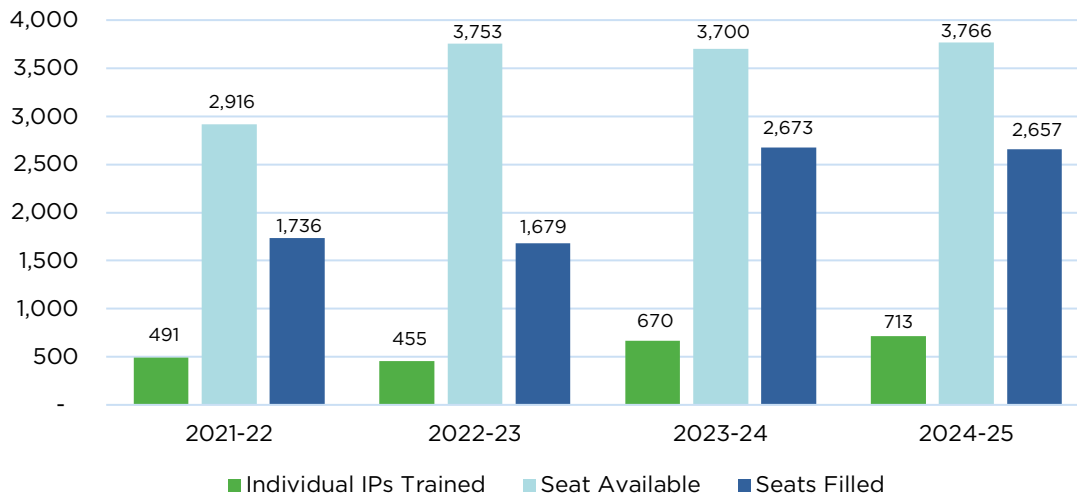
Accomplishments reached in FY 24/25 included:

- Classes for IPs increased by 10 over the last fiscal year (6% increase)
- Class seats available for individual IPs increased by 66 (2% year over year)
- \$87,990 in incentive payments were paid to SCC IPs for completing classes
- \$3,665 was reimbursed to a total of 9 SCC IPs through the LEF
- The training team audited 6 classes to streamline class guidelines for instructors and IPs
- In response to growing requests from IPs, PA training staff began developing materials and videos on how to register and use the Electronic Services Portal (ESP) for timesheets
- With the continuous growth of IPs being added each year, and with no additional budget, the training team created a plan to reduce printing costs while allowing the class catalog to continue being mailed out in the upcoming fiscal year

“This additional support [Life Enhancement Fund] is invaluable in furthering my studies. Your continued support means a great deal to me, and I am very grateful for the opportunity to continue to pursue my educational goals through this additional assistance.”

— Sophia

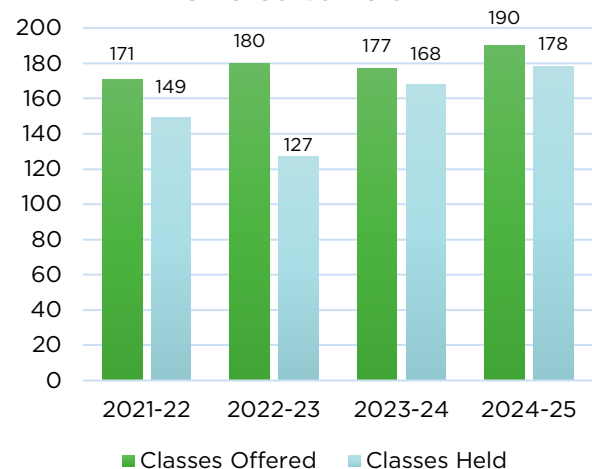
Number of IPs Trained



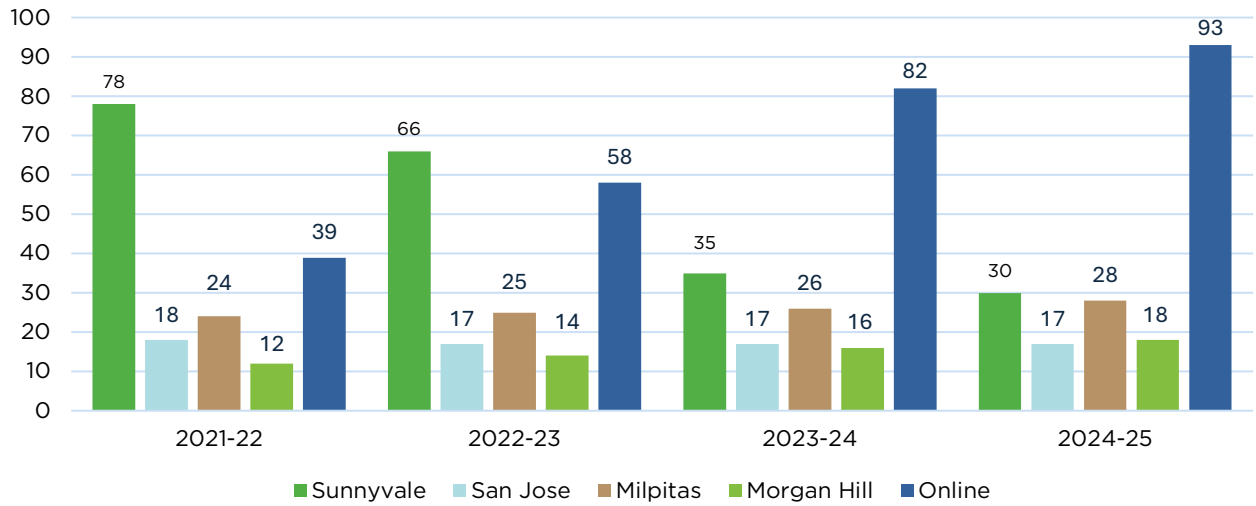
Challenges faced in FY 24/25 included:

- 21% of IPs registered for classes failed to attend
- 8 out of the 12 classes were canceled, due to low enrollment, with Vietnamese classes having the most significant rate of cancellation
- LEF continues to be underutilized by IPs
- Due to budget constraints and an increase in class cost, the training department was unable to address the findings from the Training Satisfactory survey, which indicated a need to identify new classes on current topics, add additional classes at the San Jose location, and provide more online courses

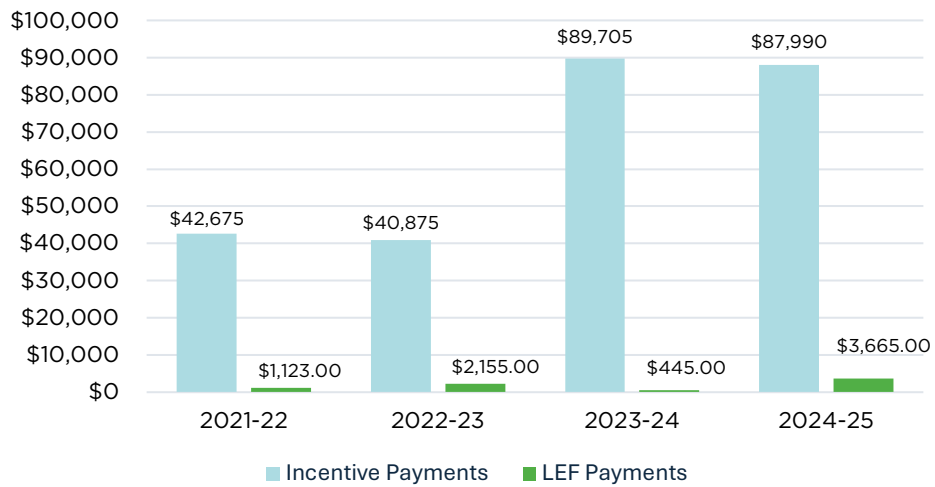
Number of IP Training Classes Offered vs Held



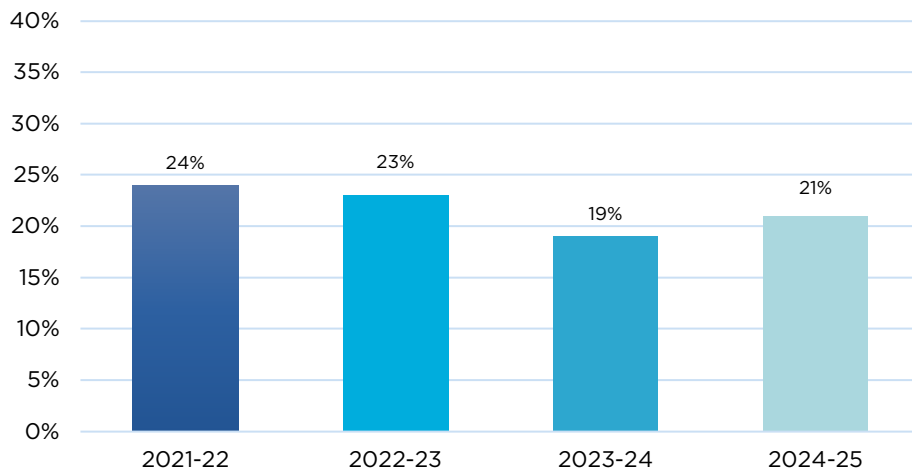
Number of Classes Offered by Location



Payments Made to IPs



IP No-Show Percentage



“Please accept my deep appreciation for your time and great service.”

— Alex



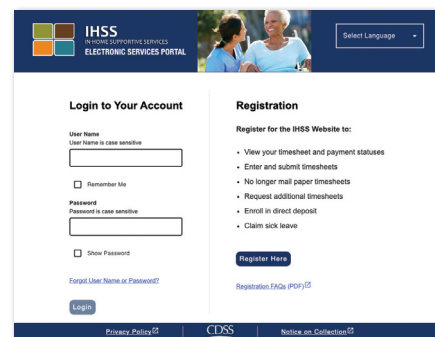
CONSUMER TRAINING

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

PA staff continue to develop training materials to assist consumers in better understanding how to register for and use the Electronic Services Portal (ESP). In January of 2025, the following videos were created and added to the PA YouTube page (<https://www.youtube.com/@pascorg>). The transcript for the videos was later added to the Mandarin, Vietnamese, and Spanish versions. In April of 2025, PDFs of the five ESP modules were made available in Mandarin, Spanish, and Vietnamese.

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



The Consumer Connection newsletter is a quarterly publication created by the PA. While PDF versions are available in the Resources section of the PA website, 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 also mailed to all consumers in Santa Clara County.

A total of 68,611 newsletters were mailed to IHSS consumers in FY 24/25. With the increasing cost of postage and printing and no corresponding increase in the PA budget, three newsletters were created, but only two newsletters were mailed out during the fiscal year. Consumers with email addresses received the digital version of the Consumer Connection. PA will research additional distribution strategies for the upcoming fiscal year.

ANNUAL REPORT 2025 ADVISORY BOARD RECOMMENDATIONS

The Advisory Board understands the fiscal challenges the County is currently facing. However, with the population continuing to age and IHSS being a cost-savings safety net program that is far less expensive than hospitals and skilled nursing facilities, we respectfully submit the following recommendations to the Board of Supervisors for review and consideration:

1 Reduce Non-Compliance Penalties: Fund at least one IHSS social worker unit or hire temporary staff to meet reassessment compliance requirements and avoid paying penalties to the State for non-compliance of the federal mandate for Community First Choice Option (CFCO) consumers. Currently, the monthly penalty is up to \$400,000, with the state sharing half the burden, but Santa Clara County will be liable for the entire penalty starting Fiscal Year 2026-2027.

2 Fully Fund the Public Authority with Additional Staff: Currently the wait time for an individual appointment to enroll as an IHSS care provider is over 10 weeks. In addition, PA receives over 150 registry applicants per month with only 1.5 staff members addressing requests and three staff members managing benefits for over 15,000 Independent Providers (IPs). To meet the growing demand of consumers and providers while minimizing wait time for services, PA needs at least three additional staff members, one each for the Enrollment, Benefits, and Registry Recruiting teams.

3 Simplify Independent Provider Enrollment: Advocate for a statewide change to simplify provider enrollment by removing the need to show photo ID and SSN in-person. PA was able to successfully gather and verify identity and SSN information via video conference or secure email during the pandemic. Removing this in-person requirement will allow enrolling IPs in Santa Clara County to receive their electronic timesheets and pay more quickly.

4 Consider a Fund (tax) for Social Services Programs: Older adults will outpace the number of children in Santa Clara County by 2030. To prevent critical programs such as IHSS to be underfunded, establishing a Dignity Fund, similar to the one in San Francisco City and County, will ensure stable funding for key safety-net programs for older adults, adults with disabilities and their caregivers. This will ensure that programs supporting these vulnerable populations will have dedicated funding for better wages, administrative, and program staff.

5 Consumer Program Training and Outreach: Provide space, such as conference rooms or training rooms, translation services, and bilingual staff to assist consumers in understanding IHSS program requirements and their responsibilities as employers. Work with PA and the Advisory Board to set up regular training classes and mentoring opportunities.

IHSS CONSUMER RESOURCE OPEN HOUSE

Following the IHSS Consumer Symposium last year, the IHSS Advisory Board hosted a Resource Open House in April. The event was primarily for consumers, but many providers attended on behalf of their consumers or were consumers' family members.

The Advisory Board and Public Authority Director engaged with over 19 agencies and community-based organizations that offered services, assistance, or resources for IHSS consumers. Participating organizations included: All Things Disability Equity, Alzheimer's Association, California IHSS Consumer Alliance, De Anza College Adapted Physical Education, Disability Rights California, Hearts and Minds Activity Center, In-Home Supportive Services, IHSS Public Authority Advisory Board, Office of Supportive Housing, Parents Helping Parents, Project Food Box, Public Authority Services, San Andreas Regional Center, Santa Clara Family Health Plan, SEIU 2015, Silicon Valley Independent Living Center, Sourcewise, State Council on Developmental Disabilities, and Vista Center for the Blind and Visually Impaired.

Nearly 100 individuals attended the open house. Many consumers asked if another Open House would be held in the fall. The IHSS Advisory Board is committed to hosting additional educational and informational in-person and/or hybrid events next fiscal year, given the need and success of past events.



Over 19 organizations participated in the Open House

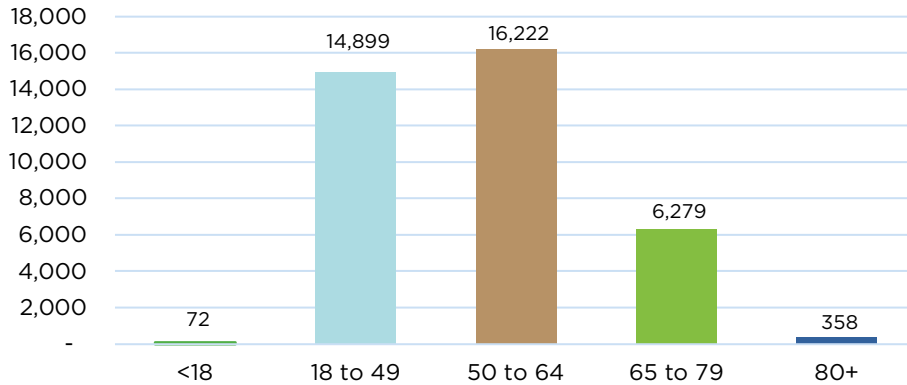


Seated Left to Right:
IHSS Advisory Board Members:
Joyce Felix Builes, Narendra Pathak, Mathew Lubinsky, and David Forderer.

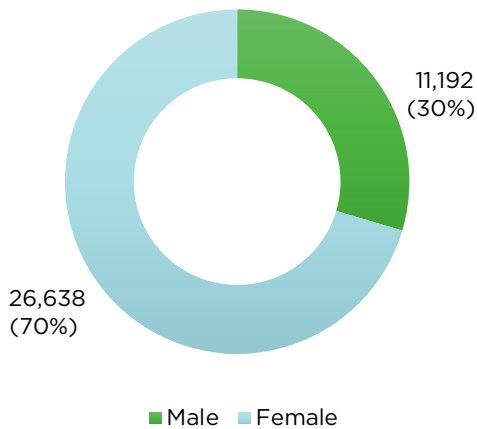
Standing left to right:
Edith Gong (PA Director), Aneliza Del Pinal (Sourcewise CEO), IHSS Advisory Board Members Natascha Walker, and Joanna Kent.

A PROFILE OF IHSS PROVIDERS

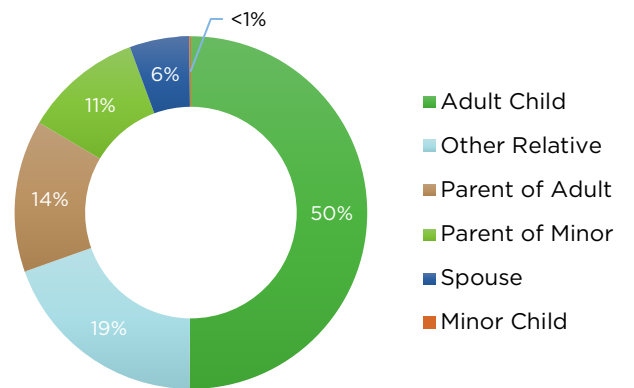
Provider's Age



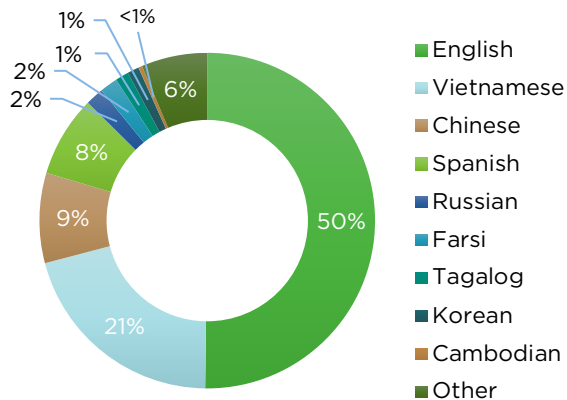
Provider's Gender



Type of Family Care Provider

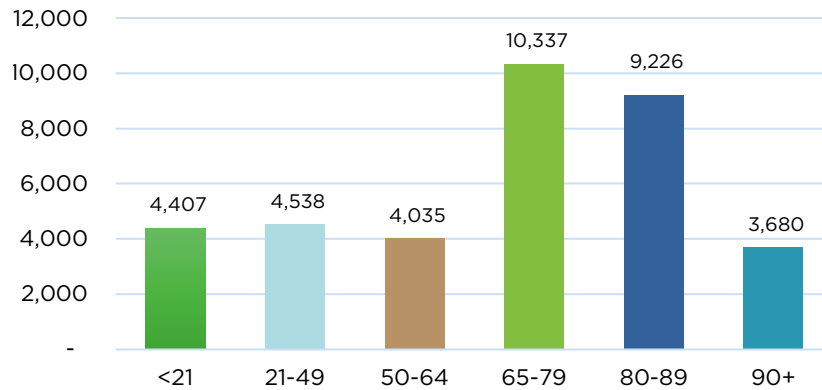


Provider's Spoken Language

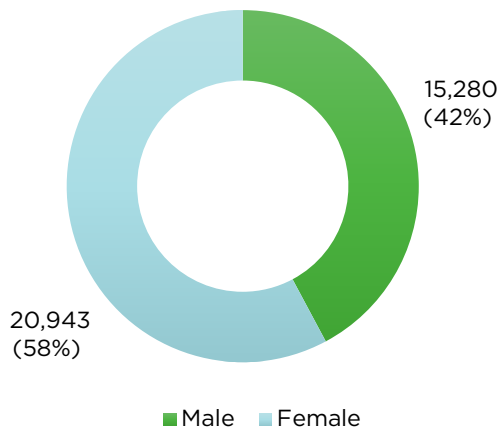


A PROFILE OF IHSS CONSUMERS

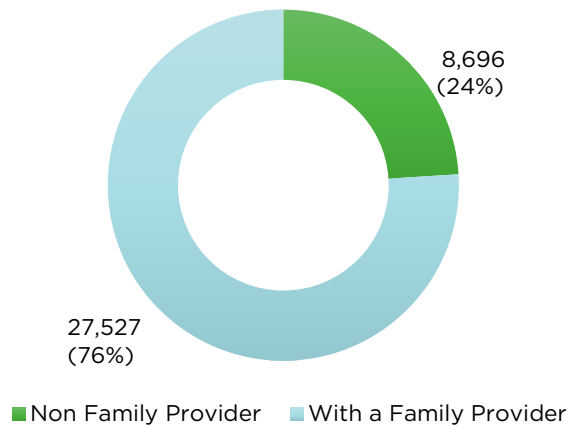
Consumer's Age



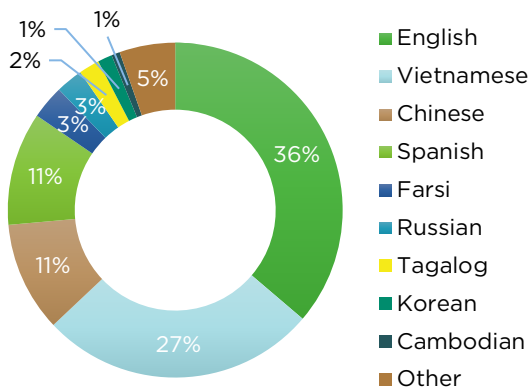
Consumer's Gender



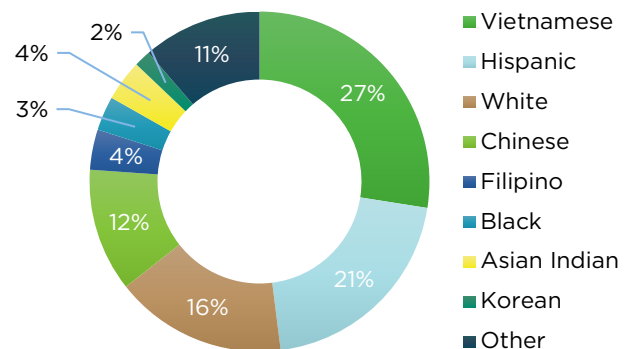
How Many Consumers have a Family Provider?



Consumer's Spoken Language



Consumer's Ethnicity



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



Public Authority Services
by Sourcewise

3100 De La Cruz Blvd, Suite 310
Santa Clara, CA 95054
(408) 350-3206
pascc.org