

IHSS Public Authority Advisory Board Meeting

March 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; Janie Whiteford; Joanna Kent; Narendra Pathak; David Forderer (via Zoom); Michele Mashburn; Natascha Walker

Members Absent: Joyce Felix-Builes, Michelle Findley (Ex-Officio)

PA Staff Present: Edith Gong; Leticia Sabadin

Guests Present (Virtual & In-Person): Steve Kline, Board Aide for Supervisor Ellenberg; Kavita Sreedhar, David Forderer's Assistant; David Block, CEO & Founder of Building Blocks Pathways; Nimai Kumar, Community Relations Liaison for Successful Aging Solutions & Community Consulting

Announcements & Public Comment:

- Mathew discussed issues with caregiver sick time claims, noting discrepancies in the system where paper timesheets showed 40 hours available despite caregivers being unable to claim time online.
- Mathew also expressed concerns about participating in meetings remotely, particularly highlighting the need for better online engagement and the importance of being present for important discussions about fraud issues and system accessibility challenges.
- Michele Mashburn announced and covered an upcoming county Finance, Government, and Operations Committee meeting on March 20th at 2:30pm focusing on budget cuts and their impact on safety net services, including IHSS and mobile crisis, which several board members plan to attend.
- Narendra mentioned that he attended 3 meetings: Human Rights Commission, VTA Advisory Board Meeting and the SCFHP Advisory Board Meeting. There are many concerns, issues and challenges ahead of us. Most of the focus is on the disability population and Seniors. Narendra appreciates what this board is doing and all the advocating. He added that Joanna is doing a wonderful job as the AB Chair.
- Janie mentioned the focus on preparations for the upcoming budget hearings on the 25th in Sacramento. She discussed the importance of writing letters to legislators and making phone calls to advocate against budget cuts affecting disabled and senior people.

Approval of Minutes:

- Motion by Narendra Pathak to approve the February 17, 2026 meeting minutes; seconded by Natascha Walker, vote was unanimous.

Discussion on the Budget Hearing Meetings on March 25th:

- Joanna discussed the pre-planning for the Capitol SAC trip these members will make on March 25th.
 - The plan is to attend the hearing, with CAPA covering lunch costs, and discuss potential meetings with state assembly members and senators before or after the hearing. The group agreed to divide up potential meeting opportunities with legislators.
 - The group also discussed strategies for influencing state representatives regarding IHSS program funding. They debated whether to target supportive representatives or those opposed to the program, with some suggesting visiting unrepresented areas and using program data to make their case.
 - Also discussed were transportation arrangements for David Forderer and his assistant.
- The conversation ended with plans to discuss specific plans after the board meeting.

Discussion on Official Board "Signature Name":

- The board discussed standardizing their signature name for official communications. They agreed that the signature should include "Santa Clara County" and "IHSS" but debated whether to include "Public Authority" in the name. After discussion, the group decided to use the full name "Santa Clara County In-Home Supportive Services Advisory Board" in their official signatures, though this would result in a lengthy name. The final decision was made to drop "Public Authority" from the signature line to improve clarity for other counties, while acknowledging that the public authority aspect is implied in the full name.
- Motion by David Forderer to approve this official signature name; seconded by Narendra Pathak, vote was unanimous.
 - The board approved using "IHSS Advisory Board, Santa Clara County" in a two-line format as their official signature name for letters and documents.

Update on the BOS Meetings:

- Joanna has been working diligently on these meetings and plans to follow up via email and potentially coordinate visits on the same day.
- Commitments include: Supervisor Lee on April 17th at 11:30 AM at West Heading, and with Supervisor Abe-Koga on April 22nd. Steve Kline agreed to check Supervisor Ellenberg's availability for meetings on either the 17th or 22nd, and the group noted that they would have a 45-minute meeting with Supervisor Lee on April 17th, with 25 minutes allocated for the supervisor's presence.

Side notes:

- Joanna expressed concerns about being marginalized in contract bargaining discussions and felt that recent disability community town halls were focused on gathering information about potential cuts rather than meaningful collaboration. There was discussion about how disability and aging services are being separately categorized and tracked, with concerns raised about how this might affect perceptions of the total number of IHSS recipients.
- Michele mentioned disability advocacy and county services. IHSS discussed challenges in getting disability recognized as a priority population rather than just a service recipient group, citing limited mentions of disability in recent finance committee meetings.

Social Services Agency – IHSS Report:

- Michelle Findley was not in attendance as the meeting conflicted with the IHSS Social Worker Appreciation celebration. She stopped by to say hello and briefly mentioned:
 - They are maintaining compliance with CFCO.
 - They are working to hire some vacant social worker positions.

Santa Clara Family Health Plan Report:

- Joyce was not in attendance. No report.

California IHSS Consumer Alliance (CICA) Report:

- Janie mentioned upcoming events, including the CICA statewide meeting on Wednesday about fraud at the state level and advocacy strategies (letter writing to legislators).

SEIU 2015 Report:

- Natasha provided an update on bargaining efforts, highlighting challenges with insurance costs and wage supplements.

PROGRAMS REPORT

Highlights in yellow.

The PA is still hiring for several open positions. Offers were made for three positions: Registry Recruiting Assistant, Registry Support Specialist (OCR), and Registry Specialist. A current part-time employee will be taking a full-time position to fulfill a Support Specialist position. There is one part-time Enrollment Specialist position open. Two staff are currently still on medical leave.

-- Edith reported progress on hiring and mentioned a successful work experience county program (PWEX) that has helped bring on new employees.

-- Edith is doing fingerprinting once a week to help out with Enrollment appointments and doing fingerprints on-site.

BENEFITS ADMINISTRATION

There are **15,119** Providers (IPs) enrolled in the Valley Health Plan (VHP) medical insurance. **2,240** of those in the Classic Plan and **12,879** in the Preferred Plan. **15,851** IPs are enrolled in the Dental/Vision plans. There were **171** Smart Pass VTA bus pass Cards issued.

Sick Leave: **38,272** active IPs have accrued 40 hours of sick leave. **13,519** have claimed some hours and **9,102** have claimed all 40 hours.

ENROLLMENT

Number of Providers (IPs) enrolled: **697**

DOJ fingerprint reports delayed over 30 days: **5**

Group Orientation Meeting (GOM) attendees: **780**

There are **1,144** future IP enrollment appointments scheduled. Next appointments are available **46** days (**6.6** weeks) after an IP watches the online orientation videos.

REGISTRY

There are **1,430** active IPs on the registry and **3,432** active consumers.

Regular Registry:

- Completed **67** new consumer intakes
- Generated **349** referral lists
- Attained **55** matches (assignments)
- Provided **1005** new interventions with over **431 hours** spent on the interventions

Care Coaching: The Registry received **38** referrals for Care Coaching

- **31** care coaching consultations were conducted
- Total active consumers **214**

On-Call Registry (OCR): There were **0** eligible requests to the On-Call Registry. There were **8** calls in total, however 7 were not On-Call Registry related and the one call was not eligible for Backup Services. There are a total of **272** providers on the On-Call Registry.

Outreach and Recruiting

Registry Introductory Training (RIT): **7** remote RITs were held; **3** in English; **1** in Spanish, **2** in Vietnamese, and **1** in Chinese.

- **79** interviews were conducted
- **76** providers were invited to the eRITs
- **74** providers were added to the registry

Outreach Activities

Organization	Type	Reach/Individuals Assisted or Contacts Made
VASC	Once a month – 2 nd Friday	3 IPs/ 1 Consumer

EPG: A total of **35** kits were picked up with **35** sets going to IPs for a total of **330** masks and **700** pairs of gloves. **70%** of those who requested PPE came to pick it up.

TRAINING

10 training classes were held. **133** individual IPs received an incentive with **163** seats filled. Incentive payments this month totaled **\$5,705**. **24%** no shows this month.

Language	#	Location	#
English	6	Central – San Jose/Santa Clara	2
Mandarin	0	North - Milpitas	1
Spanish	3	South – Morgan Hill	0
Vietnamese	1	West – Sunnyvale/Cupertino	0
		Online	7

Life Enhancement Fund (LEF) Payments: **0** IPs were paid this month.

GENERAL INFO

Public Authority Phone Calls: The PA received a total of **6,399** phone calls. Breakdown of the calls:

- **Registry** **1960**
- **Enrollment** **1797**
- **Benefits** **2108**

CAPA REPORT

Highlights in yellow.

CAPA did not hold a meeting in the month of February, however the Central Region Public Authorities held a hybrid meeting at the Marin County Public Authority in San Rafael.

Attendees shared details about their PA's general structure, key tasks/activities and challenges, if any with the organizational structure. This helped other PAs in the region understand what additional activities each PA offered outside the state mandated tasks.

The group felt there were several areas of collaboration that were possible: Advocacy, especially amongst Advisory Boards and sharing expenses to travel to Sacramento; and regional training/webinars for consumers.

The conversation ended with discussions about future meeting logistics and the need for accommodations like lapel mics for accessibility (lapel mics, microphones, microphone stand).

Next Meeting:

- **Tuesday, April 21, 2026, from 12 noon to 1:30 pm** via In-person/Hybrid.
- Location: IHSS Building; Oak Grove Conf Room, 1st Floor @353 West Julian Street

****Add to next agenda May 19th:**

- Per Janie: Add to next meeting's agenda the discussion of having advisory board members present at IHSS orientation meetings (GOMs).