

# IHSS Public Authority Advisory Board Meeting

April 21, 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; Michele Mashburn; Natascha Walker; Joyce Felix-Builes, Michelle Findley (Ex-Officio)

**Members Absent:** N/A

**PA Staff Present:** Edith Gong; Leticia Sabadin

**Guests Present (Virtual & In-Person):** Steve Kline, Board Aide for Supervisor Ellenberg; Kavita Sreedhar, David Forderer's Friend & Assistant; Melissa Vasquez, Parent & Advocate of IHSS Consumer; Victoria Andrade, Case Manager for Life Moves

### **Announcements & Public Comment:**

- IHSS Process Concerns Discussion
  - Melissa Vasquez, a parent advocate, shared concerns about the IHSS process via a letter read by Chair, Joanna Kent, highlighting issues with dismissive and intimidating interactions with staff, particularly regarding documentation and appeals; intimidating interactions with supervisors and the excessive documentation required to prove her children's disabilities.
    - Michelle Finley assured Melissa that she would connect individually with her to discuss her IHSS experience and gather more details and assured her that accountability measures would be implemented, including discussing these concerns at an upcoming all-staff meeting. In addition, Michelle promised a report back in the future regarding the case.
  - Other board members also chimed in about inaccuracies regarding appeals and Board Member, Natasha Walker, offered support as a liaison for providers and consumers.
  - Several other board members provided comments suggested the following to IHSS:
    - Enhanced training for social workers and supervisors
    - Focus on concrete corrective actions and venues for formal complaints
    - Ombudsman visibility on PA website and IHSS website
  - Michelle Mashburn proposed a 30-minute presentation on ableism in public health and social services at the next advisory board meeting.
    - Motion by David Forderer to have Michele present at the next AB meeting; seconded by Janie Whiteford, vote was unanimous.

- Joanna Kent requested all advisory board members to submit written reports to Leticia (via email) prior to the next meeting for distribution at the 5/21 meeting.
- Matthew shared a personal story about an IHSS recipient and expressed concern about caregivers not being properly compensated for their work during end-of-life situations.
  - Also wanted to praise IHSS, because without the IHSS program, the recipient would not have lived such a fulfilling life.
- Narendra shared meeting attendance at Human Rights Commission, SCFHP and VTA Boards. He also commended the work of Joanna as Board Chair.
- The group focused on discussing gaps in IHSS coverage, particularly when recipients are hospitalized. Mathew shared a personal story about Adam Stassi, highlighting the need for support during hospital stays, which led to a broader discussion about policy gaps and potential solutions. The group explored options including legislative changes, alternative programs like WPCS, and the creation of educational resources about hospitalization procedures and available support services.
- Vanessa Merlano, Director of the Department of Aging and Adult Services, joined briefly to introduce herself to the board.

#### **Approval of Minutes:**

- Motion by Mathew Lubinsky to approve the March 17, 2026 meeting minutes; seconded by Michele Mashburn, vote was unanimous.

#### **Discussion on the Budget Hearing Meetings on March 25<sup>th</sup>:**

- Joanna reported on the recent trip to the State Capital with board members who met with legislators to advocate for IHSS funding and those who provided testimony at the Joint Assembly session.

#### **Update on the BOS Meetings:**

- Joanna discussed upcoming supervisor meetings and updates on various initiatives. The group discussed plans for two 45-minute meetings with supervisors; attendees included David, Michelle, Janie, Leticia, Edith and Natasha.
- They agreed to use a structured agenda and script during the formal portions of the meetings, reserving organic conversation for the end.

#### **Social Services Agency – IHSS Report:**

- Michelle Findley provided updates on operations, including efforts to improve response times and client intake processes. She stated that all reassessment cases, not just CFCO cases, would be seen on a timely basis. They are currently using overtime to stay in compliance.
- Michelle spent time shadowing a Social Worker (2 hour appointments); experience was eye opening. went out in the field last week to do an intake with a Social Worker.
- They continue working on the clerical side ensuring calls answering quickly and are shoring up some processes and allocating resources during peak times.
- County budget discussions are underway, but IHSS is not anticipating any staff cuts. They are creative and innovative to ensure they are responsive and supporting community needs.
- Michelle also stated that board members need not wait for monthly board meetings to share concerns or feedback; she is open any time for a call or email.

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

- Joyce shared an older adult health and wellness fair on May 16<sup>th</sup>. She will send out a notice to this group.
- They are hiring for a home and community-based services specialist position. (Marisela Perez was promoted).
- There is an increase in IHSS referrals, children applicants, specifically those with development disability diagnoses.

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

- Janie discussed ongoing monthly meetings and outreach efforts to other counties, while addressing concerns about a recent fraud event speaker's inappropriate language regarding disabilities.
- Janie may attend the May 7th budget hearing in Sacramento.

**SEIU 2015 Report:**

- Natasha mentioned the budget discussions and upcoming events. Natascha discussed ongoing negotiations with county management regarding the May revise and a planned trip to Sacramento on May 20th.
- Natascha will be on vacation July-Aug and will not be available to attend this meeting.

**PROGRAMS REPORT**

Highlights in yellow.

The PA is still not fully staffed. We have two openings for OCR Specialists, Training Specialist, Registry Recruiting Asst and Registry Specialist. A new Enrollment Specialist will start in April. Candidates for Public Authority Director are being vetted with interviews in April. Five members of the Advisory Board and the PA Director met with legislators and provided public comment at the Joint Senate/Assembly Budget Sub-committee hearing to reject cuts to IHSS.

**BENEFITS ADMINISTRATION**

There are **15,219** Providers (IPs) enrolled in the Valley Health Plan (VHP) medical insurance. **2,218** of those in the Classic Plan and **13,001** in the Preferred Plan. **15,951** IPs are enrolled in the Dental/Vision plans. There were **167** Smart Pass VTA bus pass Cards issued.

**Sick Leave:** **38,463** active IPs have accrued 40 hours of sick leave. **14,539** have claimed some hours and **10,029** have claimed all 40 hours.

**ENROLLMENT**

Number of Providers (IPs) enrolled: **723**  
 DOJ fingerprint reports delayed over 30 days: **4**  
 Group Orientation Meeting (GOM) attendees: **710**

There are **1,291** future IP enrollment appointments scheduled. Next appointments are available **43** days (**6.1** weeks) after an IP watches the online orientation videos.

**REGISTRY**

There are **1,497** active IPs on the registry and **3,478** active consumers.

**Regular Registry:**

- Completed **97** new consumer intakes
- Generated **446** referral lists
- Attained **80** matches (assignments)
- Provided **1,587** new interventions with over **647 hours** spent on the interventions

**Care Coaching:** The Registry received **39** referrals for Care Coaching

- **52** care coaching consultations were conducted
- Total active consumers **230**

**On-Call Registry (OCR):** There was **1** eligible request out of **21** calls to the On-Call Registry, however the client was still hospitalized, and an intake was unable to be completed. There are a total of **277** providers on the On-Call Registry.

**Outreach and Recruiting**

*Registry Introductory Training (RIT):* **7** remote RITs were held; **3** in English; **2** in Spanish, **2** in Vietnamese, and **0** in Chinese.

- **63** interviews were conducted
- **56** providers were invited to the eRITs
- **53** providers were added to the registry

*Outreach Activities*

Organization	Type	Reach/Individuals Assisted or Contacts Made
VASC	Once a month – 2 <sup>nd</sup> Friday	<b>6</b> IPs Assisted
Stanford Clinics	Online mtg w/ Social Workers	<b>2</b> Contacts
Foothill College	In-person presentation to student services, various depts	<b>15</b> Contacts/ <b>4</b> Caregiver interest
Eden Housing-Mt View	Low income housing	<b>14</b> Contacts/ <b>3</b> Caregiver interest
Eden Housing-Palo Alto	Low income housing	<b>2</b> Contacts/ <b>1</b> Caregiver interest

**EPG:** A total of **37** kits were picked up with **37** sets going to IPs and **0** to Consumers for a total of **350** masks and **740** pairs of gloves. **67%** of those who requested PPE came to pick it up.

**TRAINING**

**29** training classes were held. **230** individual IPs received an incentive with **397** seats filled. Incentive payments this month totaled **\$13895**. **27%** no shows this month.

Language	#	Location	#
English	17	Central – San Jose/Santa Clara	6
Mandarin	6	North - Milpitas	3
Spanish	2	South – Morgan Hill	2
Vietnamese	4	West – Sunnyvale/Cupertino	3
		Online	15

**Life Enhancement Fund (LEF) Payments:** **1** IP was paid a total of **\$500** this month.

**GENERAL INFO**

**Public Authority Phone Calls:** The PA received a total of **7,642** phone calls (2<sup>nd</sup> largest number in FY25-26). Breakdown of the calls:

- **Registry**           **2,466**
- **Enrollment**       **2,189**
- **Benefits**           **2,593**
- **Training**           **394**

## **CAPA REPORT**

Highlights in yellow.

CAPA fell victim to a sophisticated phishing scam. The CAPA team met with an IT Consultant, applied best practices, implemented additional security protocols and purchased Mac laptops. Crime reports were made with the FBI and Sacramento Police. A new cybercrime policy was put in place in the CAPA Operations Manual.

### Legislative Update

- Kim Rothschild, Thomas Johnson and Edith Gong met with the Legislative Analysts Office to discuss cuts to IHSS, specifically the BUPS funding. The LAO wanted more information on what PAs had backup programs before BUPS was introduced. Many larger counties had some type of program in place before, but most smaller PAs did not have a program. Data provided by PAs is not matching up with CDSS data.
- Public Authorities and their Advisory Boards/Committees were encouraged to provide letters to their legislators and budget sub-committee chairs if they couldn't be at the hearing in Sacramento. Legislators need to hear from consumers on how these cuts will affect their daily lives.
- The CAPA Bill tracker includes 24 bills. Most have a Watch position. The following having a Support position – **AB 259** (Rubio, Blanca): Open meetings; **AB 346** (Nguyen) IHSS licensed health care professional certification; **AB 353** (Boerner): Communications, broadband internet service providers, affordable home internet service; **AB 2324** (Gonzalez, Jeff) Vocational education – Youth Caregivers Career Pathway program; **SB 239** (Arreguin) Open meetings – teleconferencing, subsidiary body. Two bills where concern or pending position has been raised include: **AB 156** (Committee on Budget) Labor and **AB 283** (Haney) IHSS Employer-Employee Relations Act, respectively. For a full list of bills being tracked, go to: <https://ctweb.capitoltrack.com/public/publish.aspx?session=25&id=a6e4cdd6-bb65-4ccb-9bdd-575a0103d068&showimage=1>

### Miscellaneous

- CSAC requested input on how to train or make IHSS providers of minors now understand that “Grooming” or “Sexual Grooming” is a distinct criminal offense. New legislation states that manipulating a child for sexual purposes, even if the abuse is not completed, is a separate and distinct crime.
  - Feedback from many PA Directors was that CDSS should update the mandated reporter training found on the website. PAs and IPs are already mandated reporters, so new information should be shared/updated in these materials.
- A few Public Authorities have report that they have been receiving a large amount of requests from the DOJ, but they're not an official subpoena. Best practices were shared on what, if any information can be shared with DOJ staff. There are specific guidelines for information sharing, especially CORI.

**SIDE NOTES:**

- Advisory board: Discuss and decide on any budget line-item changes and possible donation of residual funds to CICA by May 14th.
- Go back to meeting in the Auditorium Conf. Room for next month, all future meetings.
- Janie/Joanna outreach event. May 13<sup>th</sup>, 4<sup>th</sup> Annual Resource Fair at Northside Community Center. Consider to table this event, AB and PA, our outreach department and possibly IHSS.

**Next Meeting:**

- **Tuesday, May 19, 2026, from 12 noon to 1:30 pm** via In-person/Hybrid.
- **Back to our usual location:**  
**Social Services Building; Auditorium Conf Room, 1st Floor @333 West Julian Street**