IHSS Public Authority Advisory Board Meeting
August 18, 2026
MINUTES

ZOOM VIRTUAL MEETINGS for All/Guests:
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This meeting is being recorded for purposes of capturing the meeting minutes.

Members Present: Mathew Lubinsky; David Forderer, Janie Whiteford; Joanna Kent; Narendra Pathak; Michele Mashburn (via Zoom); Joyce Felix-Builes Michelle Findley (Ex-Officio), Natascha Walker

Members Absent: None

PA Staff Present: Leticia Sabadin, Estella Castillo

Guests Present (Virtual & In-Person): Steve Kline, Board Aide for Supervisor Ellenberg, Wayne G., Assistant to David Forderer, Cynthia Chan, member of the public (online)

Announcements & Public Comment:

- Narendra shared participation in a City of Sunnyvale celebration. He also shared information about a new $2 wheelchair accessible ride service available across multiple counties. Contact information for this resource is www.onwardrides.com and (800) 700-4797.
- Janie reported on a positive 45-minute interview with a strategic planning consultant who will be conducting further interviews with board members.

Approval of Minutes:

- Motion by Narendra Pathak to approve the July 21, 2026 meeting minutes; seconded by Michele Mashburn, vote was unanimous.

Chair (Joanna) Updates:

- In-Person Training for September Meeting: The meeting participants discussed scheduling challenges for an upcoming meeting and training session. They agreed to start the public meeting at 11:00 AM instead of 11:30 AM. All reports are expected to be submitted prior to the meeting for transparency and review. The meeting will include Introductions, Call to Order, Public Comments, Approval of Minutes, and Adjournment. Lunch will be provided.

- Joanna will look into booking a companion/therapy pup as a possible icebreaker during the 9/15 workshop
- Proposed Changes to By-Laws: Proposed changes are still under legal review.
- Annual Report ’26 AB Recommendations: Seven recommendations submitted to PA. Final version should be ready for presentation to the AB by the next meeting.
- Discussion on stipends: the group voted on $75 per meeting, Janie abstained, majority vote wins. Janie and Joanna declined stipends.

Social Services Agency – IHSS Report:

- Michelle provided operational updates, reporting a 45% increase in new applications over two months, bringing the total to about 700 applications per month
- Staffing: 10 Social Worker codes were filled; 16 new codes approved, including Social Workers and 2 Supervisors
- IHSS is experiencing increased state oversight and clarification on ACLs, including the 90-day limit for retroactive compensation claims.
- Significant progress in reducing penalties for CFCO cases, achieving 99.9% reduction from an initial $156,000 penalty.
- Call times were reduced to two minutes through manager support and overtime work.
- IHSS plans to create a public-facing dashboard to provide transparent information about client demographics and geographic distribution across the county, while also exploring automation and process improvements to address staffing challenges without additional financial resources

Side Note: Michele M. recommended the availability of an acronym list for meetings.

Public Authority Report

- The PA report was provided in the meeting packet
- Estella shared program goals of reviewing current systems and processes for automation opportunities that might support current operations while experiencing an increase in enrollments
- The PA budget was shared, including current expenses and balance. Starting balance for FY 26/27 $11,842, current expenses include CICA membership dues $1,000, and $570 fees for Facilitator. Ending balance $10, 272. The AB budget will be added to the monthly reports.

Santa Clara Family Health Plan Report:

- Joyce provided updates on preparing for the upcoming Medi-Cal fee-for-service transition for undocumented members effective January 1, 2027, which will affect access to certain benefits like community supports and enhanced care management.

California IHSS Consumer Alliance (CICA) Report:

- Janie shared an upcoming event with San Andres Regional Center (SARC), October 1, 3:30 pm – 5:00 pm, inviting IHSS and PA to support a Q&A for attendants.
- CICA meetings are held on the first and third Wednesday, 10:00 am – 11:00 am
- Upcoming meeting with Los Angeles Public Authority, Personal Assistance Services Council (PASC), which will be a presentation of a consumer handbook; this presents potential for advocacy of a universal handbook for IHSS consumers throughout the state.
- Statewide bargaining is back on the table; Janie is advocating for consumer input in these discussions.

SEIU 2015 Report:

- Natascha shared status of the current MOU; tentative agreement in place, needs to be voted on by members. A vote for these changes includes a $2 total raise over two years and increased medical plan contributions of $41
- Steve Kline confirmed the MOU will be appearing on the board agenda August 25th as item 33.
- The new agreement will also impact benefits enrollments, capping available slots to 15,800.
- Concerns discussed on the impact of the benefit cap on IHSS providers.
- Concerns discussed with Electronic Timesheet glitch, as mentioned in a prior meeting. The appropriate response for technical issues should be escalated to the state, not IHSS nor PA.

Programs Reports

A new Registry Specialist started in July. BUPS positions continue to be on hold pending final budget. The Registry Manager accepted the Innovation Award for Project Butterfly at the USAging Conference. New PA Director announced.

BENEFITS ADMINISTRATION
There are 15,638 Providers (IPs) enrolled in the Valley Health Plan (VHP) medical insurance. There are 2,145 of those in the Classic Plan and 13,493 in the Preferred Plan. 16,375 IPs are enrolled in the Dental/Vision plans. There were 164 Smart Pass VTA bus pass Cards issued.

Sick Leave: 39,526 active IPs have accrued 40 hours of sick leave. 4,578 have claimed some hours and 2,849 have claimed all 40 hours.

ENROLLMENT
Number of Providers (IPs) enrolled: 921
DOJ fingerprint reports delayed over 30 days: 0
Group Orientation Meeting (GOM) attendees: 999

There are 1,016 future IP enrollment appointments scheduled. Next appointments are available 41 days (5.9 weeks) after an IP watches the online orientation videos.

REGISTRY
There are 1,585 active IPs on the registry and 3,541 active consumers.

Regular Registry:

- Completed 96 new consumer intakes
- Generated 512 referral lists
- Attained 61 matches (assignments)
- Provided 1,146 new interventions with over 537 hours spent on the interventions

Care Coaching: The Registry received 43 referrals for Care Coaching

- 61 care coaching consultations were conducted
- Total active consumers 236

On-Call Registry (OCR): There were 12 eligible requests to the On-Call Registry out of 35 total calls. Two (2) requests were fulfilled for a total of 95.00 hours utilized. There are a total of 282 providers on the On-Call Registry.

Outreach and Recruiting
Registry Introductory Training (RIT): 5 remote RITs were held; 2 in English; 1 in Spanish, 1 in Vietnamese, and 1 in Chinese.

- 64 interviews were conducted
- 57 providers were invited to the eRITs
- 57 providers were added to the registry

Outreach Activities
Organization Type Reach/Individuals Assisted or Contacts Made
VASC Once a month – 2nd Friday 3 IPs were assisted
Santa Clara County Resource table at Community Event – BoS Office 40 contacts/10 Caregiver interests
San Andres Regional Center Resource table @ Community event – Almaden Lake Park 300 contacts/15 Caregiver interests

EPG: A total of 44 kits were picked up with 44 sets going to IPs for a total of 39 masks and 880 pairs of gloves. 75% of those who requested PPE came to pick it up.

TRAINING
There were no training classes offered during the summer. The Fall semester class catalogs will be circulated mid-August. No payments were made to IP's for LEF.

GENERAL INFO

Public Authority Phone Calls: The PA received a total of 7,232 phone calls. Breakdown of the calls:

- Registry 2,655
- Enrollment 2,053
- Benefits 2,411
- Training 113

CAPA REPORT

CAPA did not meet in July. However, the following updates were shared with the CAPA Board of Directors:

Legislative Update. CAPA signed the sign-on letter asking Governor Newsom and Attorney General Bonta to join a national statement reaffirming states' commitment to Olmstead and community integration for people with disabilities.

CDSS Update. CDSS shared a Program Manager's Letter (PML) that reemphasizes provider Union rights during provider orientations and clarifies County responsibilities and engagement related union activities. CDSS also released a revised In-Home Supportive Services Orientation Training video.

Next Meeting:

- **October 20, 2026, from 12:00pm – 1:30pm** via In-person/Hybrid
- **Meeting Location:**
  Social Services Building; Auditorium Conf Room, 1st Floor @333 West Julian St