IHSS Public Authority Advisory Board Meeting
September 15, 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); Natascha Walker Michelle Findley (Ex-Officio)

Members Absent: Joyce Felix-Builes

PA Staff Present: Estella Castillo

Guests Present (Virtual & In-Person): Monique Parrish, Facilitator for Life Sourcing

Announcements & Public Comment:

- Narendra mentioned and wanted to acknowledge the upcoming workshop with Monique Parrish, thanking Joanna for coordinating it.
    - Narendra shared meeting attendance at Human Rights Commission, SCFHP and VTA Boards. Discussions on the collaborative work and the excellent service provided by the county IHSS providers for the disabled and seniors.
- Janie commented on Joanna's great job with regard to the cover letter she wrote for the Annual Report.
- Estella gave a brief update on Leticia and her absence. Estella shared that Leticia is doing well and plans to return next week. Leticia does so much for the Public Authority and the Advisory Board, and she is truly missed! In the meantime, if anyone needs assistance, please don't hesitate to reach out to Estella.
- Joanna thanked Estella for providing lunch today.
- Michele Mashburn shared her experience as a panelist at the Disability Voices United Conference in LA, on Medi-Cal, discussing barriers and solutions in the system.
- Members suggested creating a troubleshooting guide to help others resolve common issues like echo and multiple devices being active during meetings.
- AB members discussed the importance of expressing public voice to the county and state

regarding services for seniors and disabled individuals, including concerns about the Olmstead settlement agreement and potential changes to HCBS waivers.

- Joanna reported that a new applicant applied to the IHSS Advisory Board. He plans to attend in person next month and his application went to all board offices for review and qualification.
- Joanna mentioned the BOS county training on September 21st, an in-person or Zoom training regarding updates on board applications and training opportunities.
- Michelle Mashburn announced the upcoming "Women's Leadership and Policy Summit" on October 10th.
    - It is an all-day, free event. You must register (actually, you can usually get in if you do not register, but if you register, you get a name tag and a swag bag). Please put it on your calendar. This year, instead of doing something on inclusion and accessibility, the panel title that Michele is facilitating, or that she is creating is "Disability Leadership Beyond Access to Power".
- Janie reported that she attended two conferences.
    - The first one was in the County of Ventura, "The Government Disability" on September 1-3. There were two people in two sessions. There were a lot of people in attendance. It was a really good conference. This was their second conference, and Janie thinks that this conference will be bigger and better in the future.
    - The second conference was in Sacramento, yesterday, September 14. "The Power of Partnership—Transforming Ideas into Action." Janie sat on this board and there were a lot of discussions on aging with disability. This is a really hot topic, aging with disability, how that impacts the organizations that we work with and how we partner with folks on that issue.

Approval of Minutes:

- Motion by Narendra Pathak to approve the August 18, 2026 meeting minutes; seconded by Mathew Lubinsky, vote was unanimous.

Next Meeting and Agenda Items:

- Janie would like to have discussions on HR1 and its implications.
- Michelle Findley suggested a debrief from the Life Sourcing Training that will be conducted today.
- Go dark in December? There were discussions going on but no definitive answer.
- Need further attention: Access needs anyone?

Regular AB Meeting ended at 11:30am; Closed Session 11:30-2:00pm.

- No other reports given.
- Programs & CAPA reports listed here in the minutes and also included in the hard copy packet.

PROGRAMS REPORT

Project Butterfly session proposal was approved. The Registry Manager will present the project at the C4A Conference in Southern California this November.

The Santa Clara County Board of Supervisors approved the Memorandum of Understanding (MOU) between Santa Clara County In-Home Supportive Services (IHSS) and SEIU 2015. The County will work with the State to adjust wage rates, and the PA will partner with the State and health benefit vendors to adjust health benefit rates as needed to align with the new agreement.

BENEFITS ADMINISTRATION

There are **15,759** Providers (IPs) enrolled in the Valley Health Plan (VHP) medical insurance. **2,131** of those in the Classic Plan and **13,628** in the Preferred Plan. **16,496** IPs are enrolled in the Dental/Vision plans. There were **176** Smart Pass VTA bus pass Cards issued.

Sick Leave: **39,965** active IPs have accrued 40 hours of sick leave. **7,548** have claimed some hours and **4,551** have claimed all 40 hours.

ENROLLMENT

Number of Providers (IPs) enrolled: **807**
DOJ fingerprint reports delayed over 30 days: **0**
Group Orientation Meeting (GOM) attendees: **632**

There are **1,010** future IP enrollment appointments scheduled. Next appointments are available **36** days (**5.1** weeks) after an IP watches the online orientation videos.

REGISTRY

There are **1,598** active IPs on the registry and **3,590** active consumers.

Regular Registry:

- Completed **93** new consumer intakes
- Generated **508** referral lists
- Attained **63** matches (assignments)
- Provided **1,193** new interventions with over **673 hours** spent on the interventions

Care Coaching: The Registry received **28** referrals for Care Coaching

- **40** care coaching consultations were conducted
- Total active consumers **259**

On-Call Registry (OCR): There were **7** eligible requests to the On-Call Registry out of **21** total calls. **4** requests were fulfilled for a total of **320.00** hours utilized. There is a total of **282** providers on the On-Call Registry.

Outreach and Recruiting

Registry Introductory Training (RIT): **8** remote RITs were held; **3** in English; **1** in Spanish, **4** in Vietnamese, and **0** in Chinese.

- **44** interviews were conducted
- **44** providers were invited to the eRITs
- **44** providers were added to the registry

EPG: A total of **34** kits were picked up with **34** sets going to IPs for a total of **310** masks and **680** pairs of gloves**. 65%** of those who requested PPE came to pick it up.

TRAINING

The August classes were cancelled because of a staff emergency. No payments were made to IP's for LEF.

GENERAL INFO

Public Authority Phone Calls: The PA received a total of **7,503** phone calls. Breakdown of the calls:

- **Registry 2,736**
- **Enrollment 2,254**
- **Benefits 2,068**
- **Training 445**

CAPA REPORT

- The meeting was held via Zoom. The Santa Clara Public Authority Director was approved as the CAPA Registry Manager's Meeting Liaison. The Orange County Director was approved as Chair of CAPAs Data Analysis and Research Committee.
- Homebridge presented its Training curriculum and provided an overview of their services.

- New orientation videos have been released in English, Spanish, and Chinese. Scripts for additional language versions are currently in development.
- CDSS was asked to clarify the validity of electronic signatures, including those collected through systems such as REVA and Nexus. CDSS confirmed that electronic signatures are acceptable and may be used for required documentation and processes.

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.