



County of Santa Cruz

IN-HOME SUPPORTIVE SERVICES PUBLIC AUTHORITY
500 Westridge Drive, Watsonville, CA; P.O. Box 1300, Santa Cruz, CA 95061
(831) 454-4036 FAX: (831) 763-8906

Notice of Public Meeting and Agenda

IHSS Advisory Commission

Date: Friday, February 28, 2025
Time: 1:00PM to 3:00PM
Location: 1400 Emeline AVE, Building K, Room 206. Santa Cruz, CA

The use of facemasks is recommended for all attendees of the IHSS Advisory Commission meeting.

Agenda

1. Call to Order
2. Roll Call
3. Agenda Review
4. Public Comment: *Anyone wishing to address the commission on any item within the jurisdiction of the Commission and not listed on the agenda may do so at this time. Comments are limited to three (3) minutes in duration.*
5. Consent Agenda
 - a. Approval of Meeting Minutes
 - i. January 24, 2025 Meeting.....Page 3
 - b. Commission Vacancies
 - i. Two (2) – Consumer Representatives (A)
 - ii. One (1) – Provider Representative (B)
 1. To be filled – pending Board of Supervisors appointment
 - iii. One (1) – Representative of Advocate Organization (C)
6. Guest Speaker: Tracey Heggum, Adult Protective Services
7. Regular Agenda – Action Items
 - a. Recruitment Strategies: IHSS Advisory Commission Vacancies
8. Regular Agenda – Information Items
 - a. Information Sharing
 - i. Announcements
 - ii. Topics & Speakers
 1. Tentative Schedule
 - a. March 28, 2025 – Golden PACE Health

The County of Santa Cruz complies with the Americans with Disabilities Act. This meeting room is accessible for people with disabilities. If you wish to discuss reasonable modifications or accommodations, please call 454-4036 prior to the meeting. For the comfort of those with allergies and chemical sensitivities, please do not wear perfume or scented products to the meeting.

- b. April 25, 2025 – IHSS Provider Trainings, Health Project Center
 - c. To be scheduled:
 - i. Senior Network Services: Caregiver Matching
 - ii. Goal Setting Facilitator/Data Collection
 - b. Staff Updates:
 - i. April 25, 2025, IHSS Advisory Commission Meeting
 - 1. Change in Location: 1020 Emeline AVE, Building B, Santa Cruz.
 - 2. Election of Officers
 - 3. Meeting Schedule 2025-2026
 - ii. Commission Staff Transition
 - c. Remote Participation Updates.....Page 20
 - d. IHSS Consumers
 - e. IHSS Providers
 - f. IHSS Program and Public Authority Updates
9. Report Outs
 - a. Legislative
 - b. CICA Conference Calls
 - c. Commission on Disabilities
 - d. Seniors Commission
 - i. October 15, 2024, Meeting Minutes.....Page 22
10. Future Agenda Items
11. Correspondence
 - a. Email from S. Auld regarding Brown Act.....Page 24
 - b. Email from S. Auld regarding CICA Meeting Materials.....Page 25
12. Adjournment
- Next Regular Meeting:** March 28, 2025, 1:00PM – 3:00PM @ 1400 Emeline AVE, Building K, Room 206, Santa Cruz.



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IHSS Advisory Commission

Meeting Minutes

Date: Friday, January 24, 2025
Time: 1:00PM to 3:00PM
Location: 1400 Emeline AVE, Building K, Room 206. Santa Cruz, CA
Present: Becky Taylor (Chair, Consumer), Linda Campbell (Consumer), Foster Andersen (Vice-Chair, Consumer), Stephanie Auld (Consumer), Lois Sones (Seniors Commission), Maria Arreola (Provider)
Excused: None
Absent: Michael Molesky (Consumer)
Guests: Anna Cerna (presenter, IHSS Public Authority), Elizabeth Byrd (Sr. Human Services Analyst)
Staff: Juan Magaña (Staff)

The use of facemasks is recommended for all attendees of the IHSS Advisory Commission meeting.

Agenda

1. Call to Order
 - a. Meeting was called to order at 1:04 pm
2. Roll Call
3. Agenda Review
 - a. Agenda reviewed; no changes made.
4. Public Comment:
 - a. No public comments were made.
5. Consent Agenda
 - a. Approval of Meeting Minutes
 - i. October 25, 2024, Meeting
 - ii. Discussion regarding the October 25th meeting minutes:
 - a. Commissioner Auld stated that the discussion around Commission goals was tabled.; a commissioner objected to items from an absent commission member being presented in the meeting; the commission did not go over statistics and goals; a commission member stated that they may consider resigning due to interpersonal dynamics in the Commission; several other items were tabled; stated that

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she felt that the entire agenda was dismissed – all these details were not reflected in the notes.

- i. Staff responded that the topic of goals was not discussed at the October meeting and was put on to the November agenda. The November meeting did not happen due to lack of quorum. Goal discussion is now on the agenda for today's meeting.
 - b. Commissioner Arreola inquired about meetings being recorded.
 - i. Staff informed that meetings are allowed to be recorded if it is announced. If some people feel uncomfortable with being recorded, they are advised to leave if they do not wish to be recorded. Staff also reminded everyone that commission meetings are recorded by staff as it is required to take notes at the meeting regarding motions, agenda items, and summary of discussion.
 - c. More discussion ensued regarding the last meeting and resolving the interpersonal dynamics between Commission members.
 - b. Commission Vacancies
 - i. Two (2) – Consumer Representatives (A)
 - ii. One (1) – Provider Representative (B)
 - iii. One (1) – Representative of Advocate Organization (C)
 - c. Motion to approve consent agenda as published called by:
 - i. First/Second: Sones/Campbell
 - ii. Ayes: Taylor, Campbell, Andersen, Sones, Arreola
 - iii. Noes: None
 - iv. Abstain: Auld
 - d. Motion carried
6. Guest Speaker: Anna Cerna – IHSS Public Authority
- a. Presentation to Commission regarding the IHSS Public Authority's function.
 - i. See attached presentation for information that was presented.
 - b. Questions from Commission Members throughout presentation.
7. Regular Agenda – Action Items
- a. Election of Officers
 - i. Chair
 - 1. Staff reported that the Chair resigned in October. Taylor is currently the Vice-Chair and the commission now needs to elect a new Chair. This election would only be until April as general elections will be held at that time. Staff also reminded that County Code requires a

1-year sit out period for individuals who have served as Chair/Vice-Chair for two consecutive terms. Due to this, Lois and Michael would currently be excluded from being able to take on the role of Chair.

2. Taylor expressed interest in taking over as Chair for the Commission.
 - a. Motion to elect Becky Taylor as Chair to the IHSS Advisory Commission was called by:
 - i. First/Second: Sones/Andersen
 - ii. Ayes: Taylor, Campbell, Andersen, Sones, Arreola, Auld
 - iii. Noes: none
 - iv. Abstain: None
 - b. Motion carries unanimously.

- ii. Vice Chair (open now as Becky is chair):
 1. Staff mentioned that since Taylor is now the Chair to the Commission, the Vice-Chair position is now vacant, and the commission would need to elect a Vice-Chair.
 2. Andersen expressed interested in taking over as Vice-Chair
 3. Motion to elect Foster Andersen as Vice-Chair was called by:
 - a. First/Second: Campbell/Sones
 - b. Ayes: Taylor, Campbell, Andersen, Sones, Arreola, Auld
 - c. Noes: None
 - d. Abstain: None
 4. Motion carried unanimously.

b. 2024 IHSS Advisory Commission Attendance Report

- i. Staff reported that the attendance report for 2024 is available for viewing on page 50 of the meeting packet and needs to be submitted to the Board of Supervisors by January 31. Staff is requesting the commission approve the report so it can be submitted timely.
- ii. Motion to approve the 2024 attendance report was called by:
 1. First/Second: Campbell/Sones
 2. Ayes: Taylor, Campbell, Andersen, Sones, Arreola, Auld
 3. Noes: None
 4. Abstain: None
- iii. Motion carried unanimously

c. Commission Goals

- i. Staff reported that this item was a carryover from the October meeting. A copy of 2024 Biennial report was previously sent to the commission for them to review. The report lists the current goals for the Commission.

- ii. A question was asked about the purpose of the commission.
 - 1. Staff read the information noted on the Role of the Commission as noted on the biennial report
 - iii. Staff reminded the commission that the purpose of this item was to check in on goals to assess what progress has been made on current stated goals.
 - iv. The commission discussed adding the following goals: recruitment strategies to fill current vacancies on the Commission, publicizing the Commission to the community, current Commission website, how to facilitate communication between the Commission and the community,
 - 1. Staff did a walkthrough of the IHSS Commission website to familiarize the Commissioners with the website and public facing communication
 - v. The commission discussed community involvement in Commission meetings in general and education around how to get more involved in this Commission.
 - vi. Elyzabeth Byrd suggested having a facilitated discussion on goals. The commission agreed on this suggestion.
 - vii. Motion to have staff set up a facilitated goal setting activity was called by:
 - 1. First/Second: Campbell/Sones
 - 2. Ayes: Taylor, Campbell, Andersen, Sones, Arreola, Auld
 - 3. Noes: None
 - 4. Abstain: None
 - viii. Motion carried unanimously
- d. IHSS Program Stats
- i. Staff reported that this item was a carryover from the October meeting.
 - ii. The commission discussed what the best way to retrieve these stats.
 - 1. Staff reported that to obtain program stats would likely need to come via a Public Records Act request. Staff reminded the commission of the presentation provided by the Human Services Department Public Information Officer, Adam Spickler, on Public Records Act requests. Requests cannot be generic, must be very specific in order for the department to determine if the data is available.
 - iii. The commission discussed tying the program stats conversation with the goal setting discussion, so that goals are tied to data.
 - 1. Byrd suggested that the department could coordinate this with the Business Analytics team.
 - iv. Motion to direct staff to coordinate data points in line with the Commission's goals after the goal discussion was called by:
 - 1. First/Second: Sones/Auld

2. Ayes: Taylor, Campbell, Andersen, Sones, Arreola, Auld
3. Noes: None
4. Abstain: None

v. Motion carried unanimously

8. Regular Agenda – Information Items

a. Information Sharing

i. Announcements

1. Anderson reported there was an event regarding Autism
2. Sones inquired about commissioners communicating via group email, wanted to know if this was in violation of the Brown Act.
 - a. Staff clarified that having group conversations outside of the commission meeting can be perceived as collusion amongst the Commissioners.
 - b. Working to have a secondary staff person for the Commission so that the Commissioners can reach out to them if Juan is out of the office
3. Auld inquired about online attendance at this meeting.
 - a. Staff reported that current law under AB 2449 does allow for remote participation, under certain circumstances. However, the commission would need to have a quorum at a physical location and we would need to have the technology in place to hold two-way video conferencing – which we currently do not. Staff will be looking into the ability to obtain the necessary infrastructure/equipment to have two-way virtual participation in the meeting. Staff will also explore having a call in capability for the community to attend commission meetings.

ii. Topics & Speakers

1. Tentative Schedule

- a. February 28, 2025 – Adult Protective Services
- b. March 28, 2025 – Golden PACE Health

b. IHSS Advisory Commission Budget

- i. Staff reported that the commission's budget was provided on page 52 of the meeting packet. To date, we have spent \$1200 on stipends; \$4,795.93 remains in the budget.
- ii. Auld inquired if the stipends were supposed to be paid out of the commission's budget.
 1. Staff reported that yes as that is one of the allowable expenses, per CDSS.

c. IHSS Consumers

- ii. Facilitated goal setting
- iii. Data for goals
- iv. How will immigration laws impact IHSS.

11. Adjournment

- a. Meeting adjourned at 3:01 pm

Next Regular Meeting: February 28, 2025, 1:00PM – 3:00PM @ 1400 Emeline AVE, Building K, Room 206, Santa Cruz.

DRAFT



IHSS PUBLIC AUTHORITY

PA SWI role

- Registry management
 - Outreach and Recruitment
 - New provider interviews and probation review
 - Updating registry provider availability
 - Interventions (responding to complaints and issuing violations if appropriate)
- List requests
 - 1,111 in the last 12 months/ average of 93 monthly.
- SWI referrals
 - 175 in the last 12 months/ average of 15 monthly.
 - Conflict Resolution for all providers
 - Assistance Hiring

IHSS Provider Registry Applications

- Applications are received via online or paper application and assigned on rotation.
- PA SW will contact the provider and schedule in person onboarding interview.
- PA SW travels to location of interview. Interview is conducted to gather IP needed information, preferences, areas, tasks willing to complete, and availability.
- Provider references are contacted-- preferably two.
- Assessment is completed by the SW to determine if provider is a good fit for the Registry.
- Provider is notified in writing and via telephone on outcome of application.
- Registry providers must “check-in” monthly to update status of availability. Can check in via voicemail or online.

IHSS Provider List Request

- Request can be received from the client/AR/Family member, IHSS SWs, APS SWs, and other community partners.
- List request can be made by calling 831-454-4101 option number 3.
- List request are received and assigned on rotation to one of the four PA Social Workers. There are no assigned case loads.
- The PA SW will review request and update Nexus based on current needs of the client. Often a call is required to speak to the client regarding preferences, and current urgent needs.
- Often a conversation is had regarding task the client can do without (although they have approved hours for tasks), due to shortage of providers and tasks that providers are willing to complete.
- PA SW will contact the client 1-2 weeks after list was sent to follow up on outcome, and or generate a new list if any providers are available.
- When there are no providers available, the PA SW will continue to search once weekly for 30 days.

Nexus Registry

(System used by the Public Authority Registry)

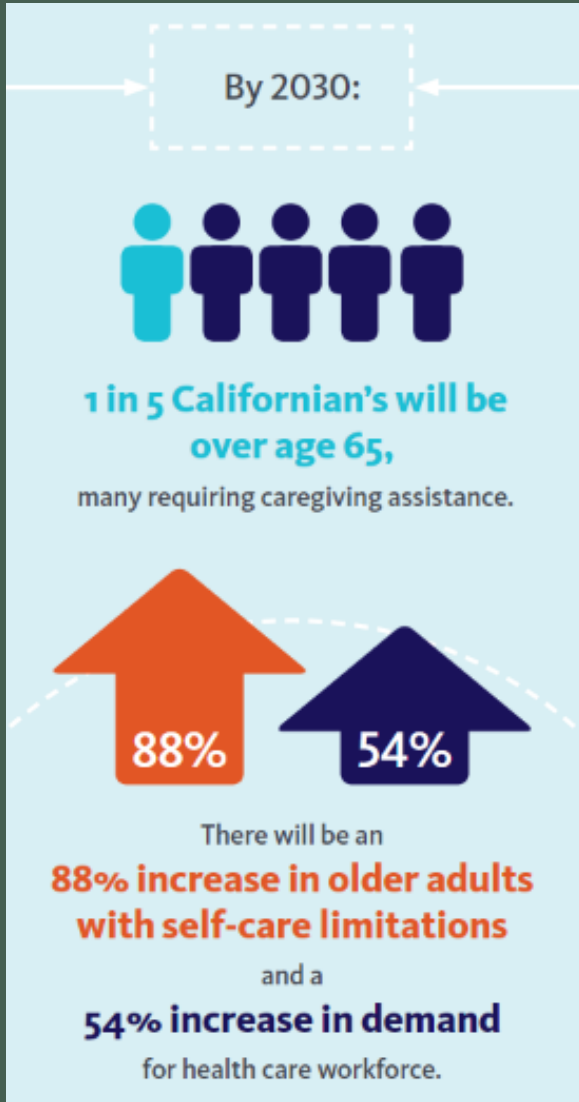


SWI Referrals for Assistance with hiring

- Referrals can be made by IHSS, APS SWs, client/AR/family, and community partners.
- The client is the employer and the PA is not responsible/required to hire, train, reprimand IP's.
- Client is contacted and must be willing to accept assistance with hiring.
- Can assisting the consumer and provider with understanding employer/employee roles, rights and responsibilities;
- Providing information on how to interview and hire providers;
- Calling potential providers and setting up interviews;
- Being present at interviews;
- Assisting with resolution of conflict between provider and client;
- Developing provider schedules and tracking of provider's hours;
- Explaining payroll, client timesheets overview and responsibilities, and workweek/monthly provider limits on hours worked per FLSA regulations; and
- Referring consumer and/or provider to additional services when appropriate.
I.e. referrals to Enhanced Care Management (ECM).

Employment Related Conflict Resolution

- Referrals can be made by IHSS, APS SWs, client/AR/family, and community partners.
- Education for clients on how to be an employer (e.g., hiring, firing, supervising, scheduling, timecard related conflict resolution).
- Contacting clients and providers to mediate and facilitate possible compromise on hours.
- Clients can receive violation from registry if they refuse to cooperate or sign timecards and may be removed due to repeated violations.
- Providers are directed to Labor Commissioner's Office and provided with forms if no resolution is found with client.
- If the provider is a PA Registry provider, we will determine cause for a minor or major violation if warranted.



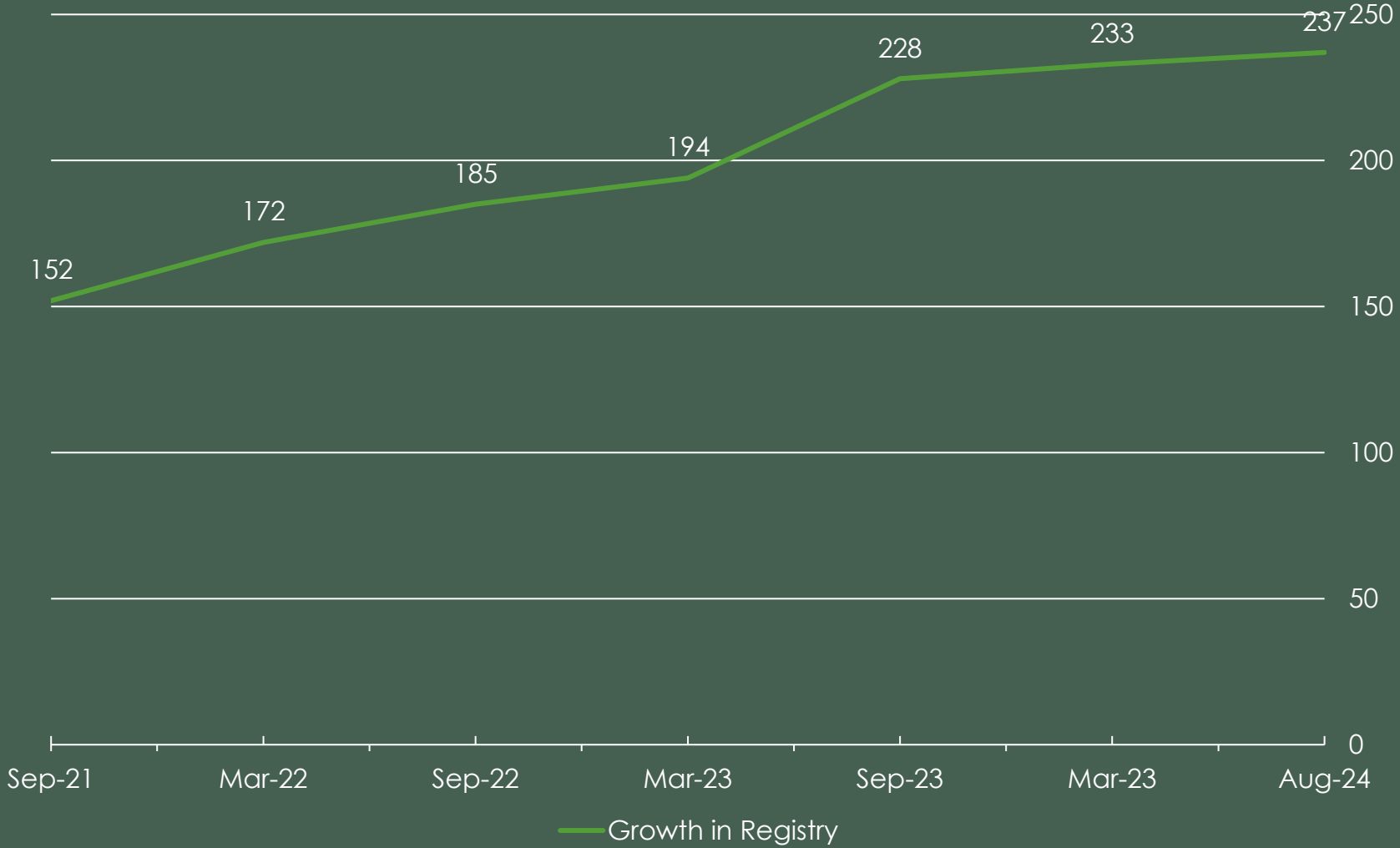
Bigger Picture: Statewide Provider shortage

- 17.6 caregivers per 1000 people in CA currently
- Projected labor shortage by 2030: 3.2 million caregivers (includes IHSS and those who don't qualify for IHSS)
- Barriers: Wages, Working Conditions, Job Security.

Current rates of Pay as of 1/1/25

County	Rate of Pay
Alameda	\$20
Contra Costa	\$19.33
Marin	\$19.50
Monterey	\$19.24
Napa	\$20.50
San Francisco	\$22
San Mateo	\$21.30
Santa Clara	\$20.04
Santa Cruz	\$19.25 (\$20.50 3/1/25)
Solano	\$17.70
Sonoma	\$17.85

Growth of Provider Registry



Remote Participation

Updated Restrictions

AB 2302 – Effective Jan. 1, 2025

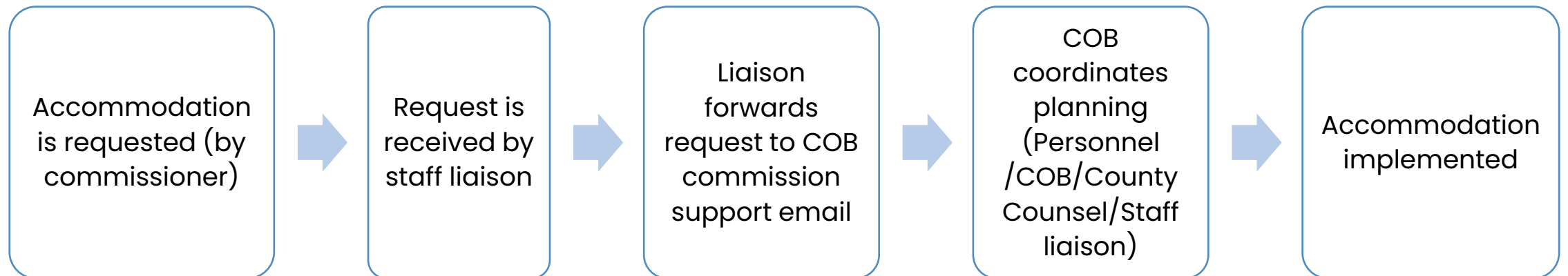
- Amends Gov. Code Section 54953(f)(3), raising limits on remote appearance caps depending on frequency of meetings
 - Defines “meeting” as any number of meetings held on the same calendar day

If regularly meets 1x monthly	If regularly meets 2x monthly	If regularly meets 3x monthly
2 meetings per year	5 meetings per year	7 meetings per year



Attorney General Opinion 23-1002

- [Opinion](#) released July 24, 2024
- Requires local agencies to accommodate remote participation as reasonable accommodation under the Americans with Disabilities Act (ADA) for member with qualifying disability which prevents in-person attendance
 - Provides specific provisions for how remote participation must be offered





Santa Cruz County Seniors Commission

701 Ocean Street, Room 510, Santa Cruz, CA 95060
P: (831) 454-2772 F: (831) 454-2411 TTY/TDD 711
commissions@santacruzcounty.us
www.sccseniors.org

Meeting Minutes

DATE: Tuesday, October 15, 2024
TIME: 12:30 PM
LOCATION: United Way, 4450 Capitola Road, Ste 106, Capitola CA 95010
PRESENT: Suzanne Doty (*Chair - 1st District*), Antonio Rivas (*2nd District*), Mark Johannessen (*2nd District*), Patricia Fohrman (*4th District*), Katie Limas (*Vice Chair - 4th District*), Carol Childers (*5th District*)
EXCUSED: Dena Taylor (*1st District*), Lois Sones (*3rd District*), Alicia Rodriguez (*3rd District*),
ABSENT: None
STAFF: Kaite McGrew (*Commissions Manager*)
GUESTS: No members of the public were present.

1. Call to Order/Roll Call/Agenda Review
Meeting convened at 12:32 PM.
2. **Motion to Approve August 20, 2024 Meeting Minutes**
Minutes revised to correct an error.
Motion to approve minutes as amended.
Motion/Second: Rivas/Childers
Motion passed unanimously.
3. Public Comment: None
4. New Business/Action Items:
 - 4.1. **Consider Participation Opportunities in Future Caregiver Resource Fairs**
Commission discussed options for helping to facilitate an event that provides senior resources. Ideally, an ad hoc subcommittee would be established during the December meeting with a view to approaching senior centers to determine if they would be interested in organizing and hosting a Senior Resource Fair in May 2025 to celebrate *Older Americans Month*. Topic will be placed on the December agenda.
5. District Reports
 - 5.1. District 1: No Report
 - 5.2. District 2
Johannessen reminded Commissioners that the Solutions Summit will be held on Wednesday, October 16. Rivas shared highlights from the second annual Senior Prom which included awards for Older Adult Services Volunteer of the Year (Renee Waide), and Older Adult Services Organization of the Year (Senior Legal Services), and Older Adult Services Lifetime Achievement (Irma Quintero).
 - 5.3. District 3: No Report

5.4. District 4

Fohrman shared her concerns regarding the proposed draft of the 2050 Watsonville City Plan which include affordable housing developments at both the airport, agricultural land, and some privately-owned land. Additionally, it seems that although traffic impact reports are included, they appear not be included in infrastructure considerations, though sewer and water infrastructure were considered in the planning.

5.5. District 5

Childers shared concerns about weather-related issues with the winter coming.

6. Senior Legislature Report

Rivas will go to Sacramento to advocate for legislation protecting senior centers throughout the state. On October 25th the CSL will select the top ten policies to prioritize in their advocacy efforts. The Commission will consider support for these ten priorities at the December meeting.

7. Staff Report:

Staff confirmed that Eva Holt-Rusmore will be invited to a future meeting to share information about compiling a “Senior Wellness Index” on the DataShareSCC health information website and is communicating with Alicia Morales on APS out-of-County SNF placement policy.

8. Correspondence: None

9. Emerging Matters and Commissioner Announcements:

Fohrman will forward additional information about County data collection to staff for further research. Childers encouraged Commissioners to attend a meeting at the Silver Spur to announce redevelopment plans for the property. Rivas alerted Commissioners to the presence of a measure on the ballot that, if passed, will allow for the Live Oak Senior Center property to be redeveloped.

10. Adjournment: Meeting adjourned at 1:46 PM.

Respectfully submitted by: Kaite McGrew, *Commissions Manager*

Juan Magana

From: STEPHANIE AULD
Sent: Friday, February 14, 2025 2:24 AM
To: Juan Magana
Cc: Michael
Subject: New interpretation of Brown Act's requirements for Remote Participation

******CAUTION:**This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email.****

Hi Juan,
Would you please send the following to the commissioners of the IHSS Advisory Commission?
Thank you.
Stephanie Auld

REMOTE PARTICIPATION – Committee Members (AB 2449)

This meeting is being held in accordance with the California Ralph M. Brown Act as amended by AB2449 of 2022 and AB2302 of 2024 and as interpreted by Attorney General Opinion 23-1002.

1. *Members of the committee may attend by teleconference if the location from which they are attending is open to the public to participate and the remote meeting location is listed on the agenda.*
2. *Members of the committee may attend via zoom up to two times per year due to an emergency or for cause according to requirements set forth in Government Code Section 54953, as long as a quorum of the committee is present in person at one meeting location within the county. The remote location from which the member is participating does not need to be listed on the agenda and does not need to be available to the public.*
 - *Government Code Section 54953(j) defines “just cause” as:*
 - *Care of a child, parent, grandparent, grandchild, sibling, spouse, or domestic partner;*
 - *a contagious illness that prevents a member from attending in person;*
 - *a need related to a physical or mental disability as defined by statute; or*
 - *travel while on official business of the RTC or another state or local agency*
 - *Government Code Section 54953(j) defines “emergency circumstances” as a physical or family medical emergency that prevents a member from attending in person. The committee member must provide a general description of the circumstances relating to your need to appear remotely at the given meeting (not exceeding 20 words). Medical condition does not need to be disclosed. The E&D TAC must take action to approve the request to participate due to an emergency circumstance at the start of their regularly scheduled meeting.*
3. ***Per Attorney General Opinion 23-1002, members with an Americans with Disabilities Act (ADA) qualifying disability that precludes their in-person attendance may participate remotely as a reasonable accommodation due to their disability.***
4. ***Under any circumstance that a member is participating remotely: The members must be connected in real time through both audio and visual means, and they must disclose the identities of any adults present with them at the remote location.***

Juan Magana

From: STEPHANIE AULD
Sent: Friday, February 14, 2025 2:31 AM
To: Juan Magana
Cc: Michael
Subject: Fw: CICA Meeting Documents
Attachments: ab report to supervisors 2023 final.odt; Annual23-24.pdf; Connecting with Your Board of Supervisors - K Laddish - CICA 2-5-25 - slides.pdf

******CAUTION:**This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email.****

Hi Juan,
Would you please forward this email to the commissioners of the IHSS Advisory Commission?
Thank you.
Stephanie Auld

[Sent from Yahoo Mail for iPhone](#)

Begin forwarded message:

On Wednesday, February 5, 2025, 2:48 PM, Tammy Willits wrote:

Good afternoon,

Thank you for registering for the CICA Statewide meeting today. I have attached the documents we discussed during our meeting.

Best,

Tammy

Tammy Willits

Olsen & Associates

949-681-8046



In Home Supportive Services Advisory Board
Report to Humboldt County Board of Supervisors
Fall/Winter 2023-24

Background

The IHSS Advisory Board (AB) was established by County Resolution No. 2000-50 on June 6, 2000 and amended by Resolution No. 01-05 on Jan. 9, 2001. This was in response to and in compliance with Assembly Bill 1682, effective July 1, 1999.

The main duties and composition of the board are outlined in this resolution and its amendment.

The AB is composed of IHSS recipients and their families, care providers, elder and disability advocates, and a Department of Health and Human Services (DHHS) staff member. The Director of the IHSS Public Authority, IHSS Program Manager and other staff also attend meetings. The main function of the AB is to make recommendations to the Board of Supervisors on the preferred mode of service delivery and to advise the Board on matters pertaining to IHSS on an ongoing basis.

Other functions are to gather and distribute information on the IHSS program to the recipient and provider community and bring information from the community to IHSS staff; outreach to inform the public about the program; attend and host training for AB members; and form alliances with other advocate organizations.

Initially, the state provided a budget for Advisory Boards of \$56,000 a year. This provided funding for many projects, trainings and outreach activities. In 2011 that budget was reduced to \$6,000. Naturally, this limited our scope of activities.

There is a State requirement that Advisory Boards report annually to the Board of Supervisors. In the early years of the Humboldt County AB, there were only one or two reports made to the Supervisors. Many years passed with no reports being submitted. As Chairman, I am trying to rectify that and to that end I did report in the Spring of 2022. I intend to continue reports regularly so you may be informed of our concerns and activities.

After nearly two years of meeting virtually, we are now enjoying in-person/hybrid meetings. Our meeting venue has changed from the county professional building on Fifth Street in Eureka to the Silvercrest Residential Facility. This allows more members of the public and, especially, IHSS recipients, to attend. Many residents of Silvercrest are IHSS recipients and this venue gives them a chance to provide input regarding the program and to become more informed about our Board and its functions.

This year we produced a newsletter (attached) to inform providers and recipients about the recent Electronic Visit Verification required by the State.

We have been working closely with the California In Home Supportive Services Consumer Alliance (CICA). This statewide organization provides networking between Advisory Boards in all of California's counties. Their Executive Committee meets semi-monthly and they provide statewide training and informational calls to the public. They report on legislation that affects the IHSS program and partner with organizations such as CAPA (California Association of Public Authorities), California Agency on Aging, Independent Living Centers, and California Association of Retired Americans, among others. They are currently working with Homebridge Inc. to produce instructional videos for consumers on the IHSS program and on becoming effective managers of their care providers.

Two of our Board members serve on the CICA Executive Board. Vivian Deniston is a Regional Vice President and I am Secretary.

This winter, we will work with members from Butte County to provide a virtual Regional Conference for the Northern Counties. This will be patterned on the Southern Conference which occurred in October and included seven counties.

Our primary concerns as the IHSS Advisory Board are:

Care Provider shortage. This is a statewide crisis and there are thousands of IHSS recipients unable to get the care they need.

Advisory Board member recruitment. There is an eleven member limit imposed on Advisory Boards by the state. However, many counties, including Humboldt, are seldom able to fill all of the available seats and to muster a quorum for meetings.

We have developed some strategies for dealing with these concerns, but they have been only moderately successful.

(Last year, we took out ads in the Times Standard electronic version; The Lost Coast Outpost, also electronic; with Bicoastal Media on radio station KFMI and underwriting with KMUD radio.

In addition to these ads, the Public Authority put provider recruitment posters on ETA buses.)

This year, we would like to offer stipends to members for attending meetings, as many other counties do. We feel this would provide an incentive for attendance.

We would like to develop a more active relationship with you, our Board of Supervisors. To that end, we invite any or all of you to attend meetings, ask questions and familiarize yourselves more closely with our work. We meet on line and in person on the fourth Monday of each month at 2 pm at the Silvercrest Residential Facility, 2141 Tydd St., Eureka. Thank you for your time.

Respectfully submitted by

Margaret Lewis, Advisory Board Chairman

Board Members:	Jack Breazeal	Vivian Deniston	Alissa Norman
	Andrew Bushcamp	Sarah Mixon	Tim Such



Public Authority Services
by Sourcewise

Annual Report 2023-2024



LETTER FROM ADVISORY BOARD CHAIR

Dear IHSS Public Authority Governing Board:



On behalf of the IHSS Advisory Board of Santa Clara County, I am pleased to report the accomplishments of the Public Authority for fiscal year 2023/24. We are fulfilling our legal mandate to provide recommendations for IHSS program improvements.

This past year has been very busy and filled with changes to IHSS. The Board has diligently kept up-to-date with these changes and how they affect us locally. The inclusion of eligible non-resident individuals into the program will affect the growth of the program along with the changes to the Medi-Cal eligibility requirements. Our social workers already have extremely large caseloads, and this number continues to rise. It is essential that the County increase the number of social workers and support staff to provide adequate services to our IHSS consumers.

The Advisory Board has been very effective this year. We followed and supported AB 817 closely (Brown Act changes) - unfortunately it did not pass. We expect another bill this year and ask for your support as it rolls out. Allowing Board members to meet remotely will greatly help with membership. We also thank you for your support in meeting with us and your staff this past year. It was very helpful and encouraging. We will closely watch what happens with the statewide collective bargaining and will keep Board members and staff informed.

The Advisory Board and the Public Authority collaborated in providing a very successful one day in-person symposium for consumers and their providers. It was an excellent opportunity to share information and educate participants about IHSS with a consumer lens. We hope to do a hybrid or virtual event this year.

The IHSS Advisory Board is looking forward to this year's challenges and opportunities and keeping the Governing Body informed and accountable for the needs and priorities of the IHSS Program in Santa Clara County.

Thank you,

A handwritten signature in black ink that reads "Janie Whiteford".

Janie Whiteford, Chair
IHSS Public Authority Advisory Board

LETTER FROM SOURCEWISE BOARD CHAIR

Dear IHSS Public Authority Governing Board:



The Board of Directors of Sourcewise proudly presents the Public Authority Services annual report for FY 2023/24.

This year, the Public Authority (PA) saw a 7% increase in the number of consumers receiving IHSS, which in turn saw a 10% increase in the number of individuals enrolling to become an IHSS provider. The PA supported this increase in consumers and providers with nearly the same level of staffing as the previous year, however, they will not be able to maintain the level of service without adding additional staff in the next year.

The PA leadership team has been tapped to serve in the California Association of Public Authorities (PA Director is the Board President, Registry Manager is Co-Chair of Registry Managers Group); both individuals are sharing their knowledge, leadership, and subject matter expertise. The Care Coaching team increased home visits by 276% over last year and is working closely with Kaiser to pilot

interdisciplinary Care Team Meetings for complex cases. The team is also working closely with APS and IHSS to serve the most vulnerable consumers who have challenging mental health and home environment issues, and no or limited family support.

In the second half of the fiscal year, the On-Call Registry utilized over 670 hours; the success is primarily through a close partnership with Care Coordinators and the Registry Specialist managing the On-Call program.

We are excited to strengthen our partnership and continue working collaboratively to provide excellent support and services to IHSS consumers and providers.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jeff Tepper".

**Jeff Tepper, President
Sourcewise Board of Directors**

CONTENTS

Letter from Advisory Board Chair	2
Letter from Sourcewise Board Chair	3
Introduction	6
Acknowledgement	6
In-Home Supportive Services Public Authority Mandates	7
In-Home Supportive Services Advisory Board	7
Communications	8
Provider Enrollment	10
Public Authority Registry	12
Provider Benefits Administration	16
Provider Training	18
Consumer Training	21
Continuous Process Improvement	22
IHSS Consumer Symposium	24
Recommendations to the Board of Supervisors 2024	25
A Profile of IHSS Consumers	26
A Profile of IHSS Providers	27





INTRODUCTION

Public Authority Services (PA) in Santa Clara County is delivered through a management service agreement between the County and Sourcewise. Beginning in 1999, the partnership offers In-Home Supportive Services (IHSS) consumers and Independent Care Providers enhanced access to services.

2024 marks Public Authority Services' 25th year serving the IHSS population. In 1999, IHSS served 5,600 consumers. That number has now grown 580%, to over 33,400, and the PA has expanded from a team of 8 to 24 dedicated employees.

PA has always focused on innovation and quality delivery of accessible supports. We expect the PA to continue to be a model and innovator in IHSS for the next 25 years and beyond.

This report showcases a summary of activities, growth accomplished, and challenges faced during the Fiscal Year (FY) July 1, 2023 – June 30, 2024. All were accomplished through the valuable partnership between Sourcewise and Santa Clara County.

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

ACKNOWLEDGEMENT

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

“My mother has dementia, and it has been very stressful for me. Thank you for your compassion and care for clients like my mother. I hired a provider from the Registry and she is wonderful.”

— Tillie, son of consumer

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

Public Authority Services by Sourcewise provides all the above in Santa Clara County in addition to managing the enrollment process for IHSS Independent Providers.

IN-HOME SUPPORTIVE SERVICES ADVISORY BOARD

The IHSS Advisory Board is a state mandate for Public Authorities, which advocates for consumers and independent providers of the IHSS program. 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, there are eight members. The Advisory Board studies, evaluates, and provides recommendations to the IHSS PA Governing Board, PA staff, and IHSS County Administrative staff.

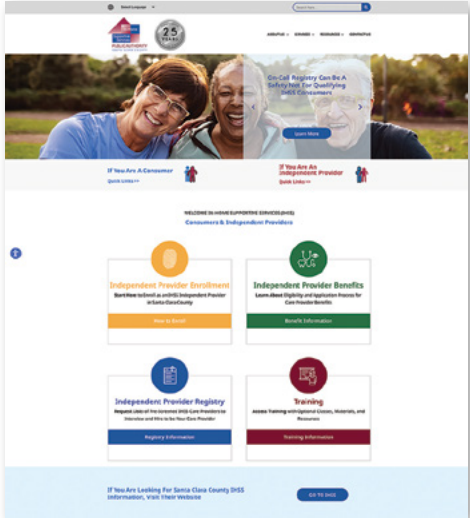
COMMUNICATIONS

In September 2024, PA launched a redesigned website (pascc.org). The modernized site allows visitors to view the pages in six languages, including English, Chinese, Korean, Russian, Spanish, and Vietnamese.

The updated website offers online forms to speed up processes, such as requesting a Health Benefits Application, the Registry Interest Form, and requesting Personal Protective Equipment (PPE). Prior to the new website launch, most requests had to be made via telephone.

The PA homepage, as well as each department page, includes a News and Updates section highlighting important information, updates, and resources specific to the department. During FY 2023/24, these sections included information about the On-Call Registry, information on obtaining PPE (masks and gloves), recruitment outreach for the PA Registry, Independent Care Provider (IP) training class registration, and more.

The PA website is a fundamental point of access for In-Home Supportive Services (IHSS) related information and services, supporting the IHSS population with provider enrollment into the IHSS program and educational information on all PA services. Over 51,000 unique users have visited the new site since its inception.

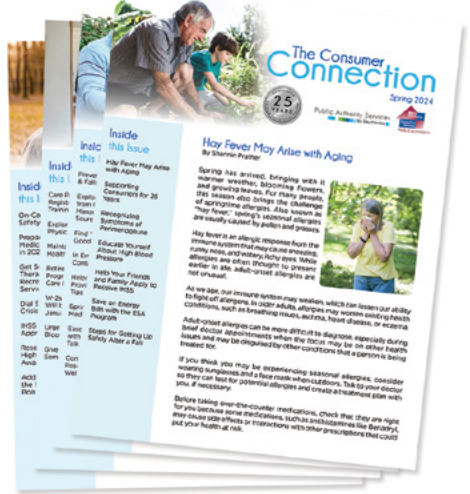


The website is continually updated to include new information and resources. In spring of 2024, important updates included step-by-step PDF training modules for consumers on how to use the Electronic Services Portal and information on the 2024 IHSS Consumer Symposium.

Newsletter

The *Consumer Connection* newsletter provides educational material for IHSS consumers. Articles share information on health and well-being, community resources, IHSS program updates, and more. The newsletter is mailed to all Santa Clara County IHSS consumers.

With access to this information, consumers can take full advantage of the IHSS program and enhance their ability to live safely at home. Published newsletters are available in the resource area of the PA website: pascc.org.

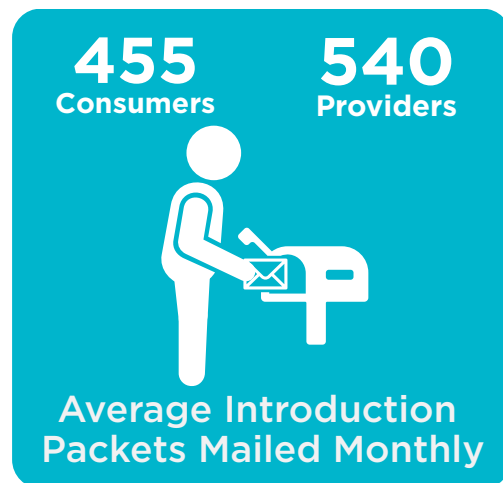




Program Introduction Packet

Every month, PA sends introduction letters via email and the mail to new consumers and IPs upon entry to the program. The introduction letter informs consumers and IPs about services provided by PA, including the On-Call Registry; IP Medical, Dental, Vision, and Valley Transportation Authority's SmartPass benefits; Training; and Registry assistance for hiring an IP.

In FY 2023/24, the monthly average of new consumers welcomed into the program with the introduction letter increased to 455 consumers; 5% more than the previous fiscal year. The average number of IPs welcomed increased 27% to 540 monthly.



Training Class Catalogs

Twice a year, PA assembles a schedule of free IP training classes and mails a class catalog to all IHSS IPs in Santa Clara County (SCC). For the fall 2023 semester, the class catalog was redesigned into a more attractive and digestible tri-fold format.

The class catalog PDF is also uploaded to the PA website and an email announcement with a link to the PDF is sent to all SCC IPs before registration opens. The class catalog is available on the training webpage: pascc.org/services/provider-training.

PROVIDER ENROLLMENT

Public Authority Services (PA) administers the enrollment process of Independent Providers (IPs) into the Santa Clara County In-Home Supportive Services (IHSS) program, as well as the fingerprinting and background checks for all Sourcewise employees and volunteers.

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

Online steps include:

- Creating an account to access the Enrollment Center website for SCC
- Completing and signing electronic IP enrollment forms
- Watching the IHSS IP training videos required by the State
- Scheduling an individual 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 individual appointment held at the PA office, where IPs meet with an Enrollment Specialist to have their photo taken, review the IP's documents, and sign their finalized provider forms
- Being fingerprinted for a Department of Justice (DOJ) criminal background check



PA Enrollment staff are responsible for conducting a detailed review of any Criminal Offender Record Information (CORI) received after the DOJ submission.

Authorized staff members must review every 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, notifying the IP and consumers they work for if there is DOJ activity that falls under a Tier 1 or Tier 2 violation.

The increase in workload has been significant, evidenced by the 37% growth in the IP population over the past five years, while the growth in enrollment staffing has been limited to one part-time position becoming full-time.

Enrollment Growth, Progress, and Challenges

Accomplishments reached in FY 2023/24 include:

- Between 613 and 781 IPs enrolled each month. This is an average increase of 28% over last year
 - At the end of FY 2023/24, over 34,847 IPs made up the IHSS workforce in Santa Clara County
- Launch of modernized PA website, helping providers and consumers navigate the required enrollment steps more easily and enabling IPs and consumers to submit inquiries electronically
- The part-time Enrollment Clerk position transitioned to full-time Enrollment Specialist position for enhanced support
- Enrollment Satisfaction Survey conducted with recently enrolled IPs to review feedback on how to improve the enrollment process

Challenges faced in FY 2023/24 include:

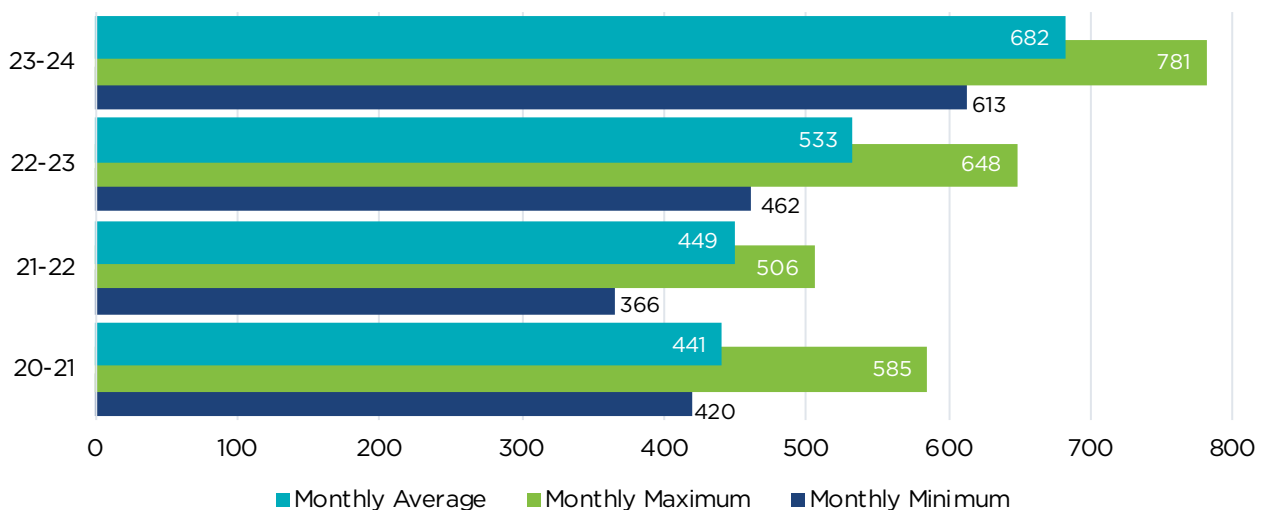
- Expansion of Medi-Cal eligibility has resulted in more consumers who are eligible for IHSS services, leading to an increase in enrollment of new and returning IPs to service the rising numbers of consumers

- IP wait time for individual appointments continues to increase, with waits up to six weeks, leading to frustration from providers and consumers
- PA Enrollment team struggles to answer live calls due to the high number of individual appointments. Providers are required to leave voice messages or submit electronic inquiries and wait to receive a response for 24-48 business hours

The ever-increasing workload for the Enrollment team has also impeded the opportunity for fingerprints to be done onsite. Most PA Enrollment staff are certified fingerprint rollers, ideally enabling IPs to have their fingerprints done during their individual appointment.

However, the need to address other necessary tasks—CORI review and communications, responding to telephone and email communications, coaching IPs through the enrollment process, etc.—restricts the ability for the small enrollment staff to offer fingerprinting services to IPs. Most often, IPs must travel to a separate location to complete the required fingerprinting.

Providers Enrolled Monthly





PUBLIC AUTHORITY REGISTRY

The Public Authority Registry is a vital resource for In-Home Supportive Services (IHSS) consumers in Santa Clara County, ensuring they feel safe and can live independently at home. The Registry, which is comprised of four crucial support programs, helps IHSS consumers, who may not have family or friends available to help them find and engage competent, pre-screened IHSS Independent Providers (IPs).

Regular Registry

The Regular Registry creates personalized lists of available IPs for consumers, based on the consumer's specific needs, considering factors such as:

- Availability to assist according to the consumer's desired work schedule
- Availability to travel to the consumer's residence
- Readiness to carry out authorized tasks as requested by the consumer
- Readiness to work in the consumer's environment (pets, smoking, etc.)

Required monthly check-ins keep IP profiles current. IPs who consistently fail to complete their check-in may undergo a suspension from being referred to consumers.

To qualify for referral, IPs undergo a rigorous screening process, including:

- An interview with PA staff
- Submission of two verified references
- Participation in a Registry Introduction Training
- Completion of the state-mandated enrollment process and background check

“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.”

— Diana

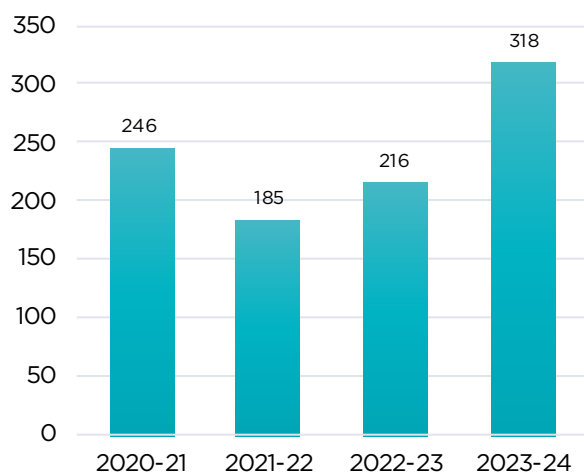
Staff in all Registry programs prioritize follow-up telephone calls to ensure service delivery as the volume of incoming calls continues to grow, averaging 1,985 monthly calls in FY 2023/24. This year, adjustments were made to processes to allow dedicated time to answering live telephone calls, despite leaves-of-absence for two essential members. Consumers who leave voicemails seeking support receive a response within 24 hours, or the next business day.

Care Coaching

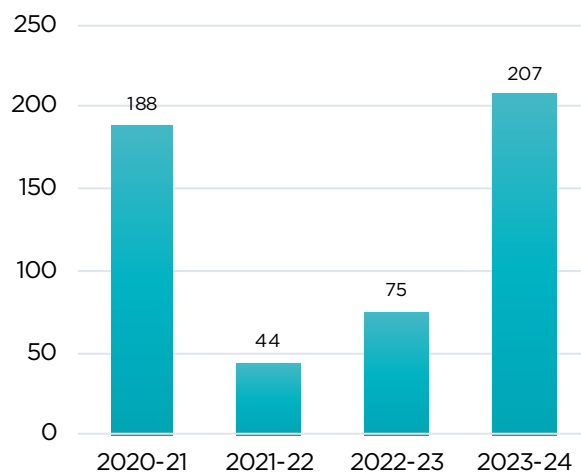
Care Coaching provides enhanced support to qualified consumers struggling with hiring tasks, including interviewing, recruiting, training, and supervising of their IPs. This service saw significant demand in FY 2023/24, with 318 new referrals from IHSS social workers, care managers, and healthcare facilities. This is a 47% increase over FY 2022/23.

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 impairments, have substance use or related issues, face psychological challenges, have mental health disorders, and more.

Care Coaching Case Referrals



Care Coaching Home Visits



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. The OCR is composed of IPs from the regular Registry who are available for short-term assignments with little notice. These IPs receive a \$2 per hour pay differential.

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. Awareness of OCR services is increasing among consumers and social workers, leading to more requests.

By the end of FY 2023/24, 79 Registry IPs were available to provide on-call services.

Registry Outreach and Recruitment

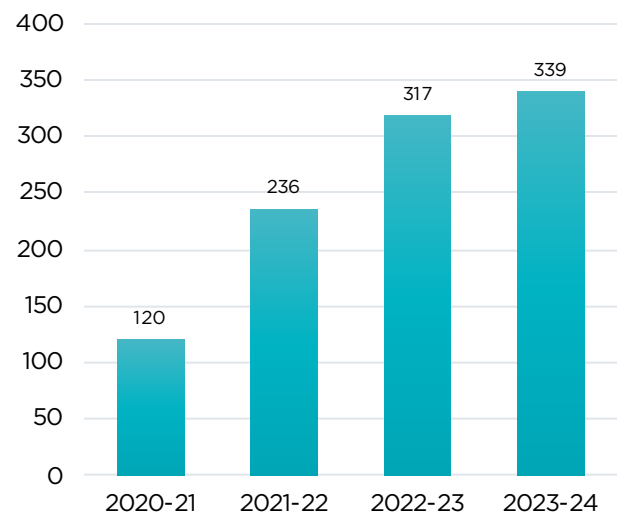
Recruitment of Independent Providers (IPs) is crucial for the growth and success of the Registry. While all PA departments assist with pointing IPs toward the Registry for work, the sole focus of the Registry Recruitment & Outreach Specialist is to actively seek out qualified individuals to join the Registry.

Through attending community events, job fairs, and other networking opportunities, the Recruitment Specialist highlights the benefits of working as an IHSS IP, such as flexible schedules, rich benefits package, and the opportunity to make a meaningful impact.

The Recruitment Specialist solicits feedback from the Registry team to learn which needs in the consumer population are going unmet or are underserved. In FY 2023/24, a specific focus was placed on recruiting Vietnamese speaking IPs, resulting in a 59% increase in recruited Vietnamese speakers over the previous fiscal year.

The Recruitment Specialist also ensures the screening of IPs applying to join the Registry is completed, including the Department of Justice background check, and educates them on the policies that must be adhered to in order to remain active on the Registry. These recruitment tasks can be completed by Registry staff in English, Spanish, and Vietnamese.

Provider Added to Registry



Registry Growth, Progress, and Challenges

FY 2023/24 has been one of consistent growth, evidenced by marked increase in most Registry services. Achievements reached in FY 2023/24 included:

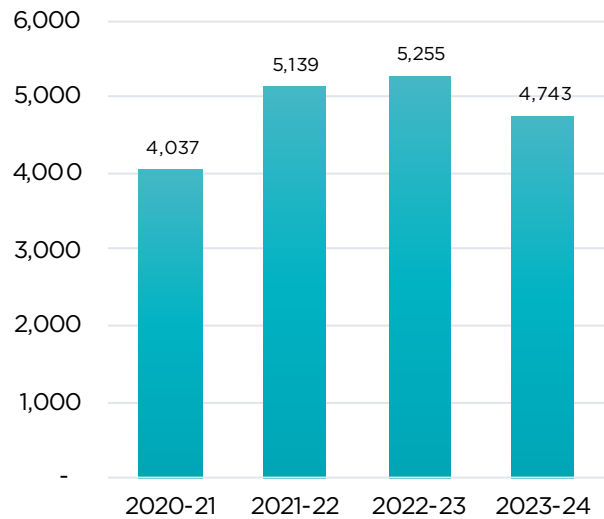
- 339 IPs were added to the Registry in FY 2023/24, bringing the total IPs available on the Registry to 832; an increase of 31% from FY 2022/23
- 1,151 successful matches between consumers and IPs; an increase of 3% from FY 2022-23

- 854 new intakes for consumers requesting Regular Registry services
- Interventions to address challenges between consumers and their IPs rose by 36%, from 9,179 in FY 2022/23 to 12,523 in FY 2023/24
- Care Coaching home visits conducted increased 276% during FY 2023/24 over FY 2022/2023
- The On-Call Registry fulfilled over 679 hours for qualified consumers; a 600% increase from FY 2022/23
- Distribution of Personal Protective Equipment (PPE) rose 20%, with 8,860 glove pairs and 4,230 masks distributed; 2,620 glove pairs and 1,270 masks given to IHSS consumers, and 6,240 glove pairs and 2,960 masks to IPs

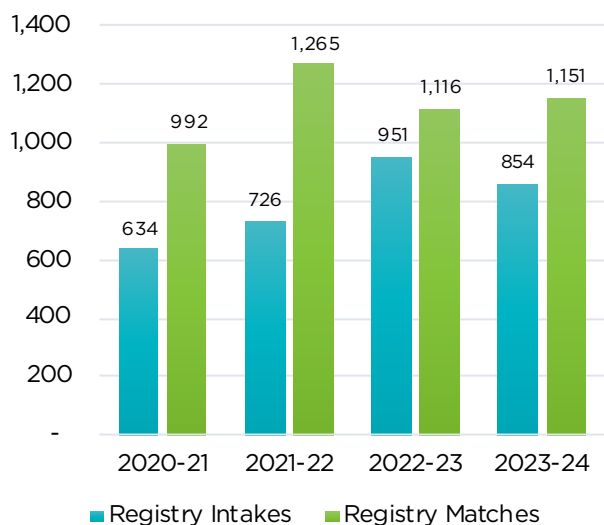
Challenges faced in FY 2023/24 include:

- Growing population of those qualifying for Medi-Cal led to a significant increase in Registry referrals from IHSS
- Long wait times for scheduled enrollment appointments resulted in frustration for IPs joining the Registry and delays in serving consumers
- Disparity between the ever-growing demand for all Registry services and the allotted staff positions, as well as non-competitive wages, resulting in staffing challenges
- Increasing Care Coaching referrals for consumers living with mental health disorders, which require focused and diligent effort to support, have resulted in delays for the overextended Care Coordinators to assist consumers in less urgent circumstances

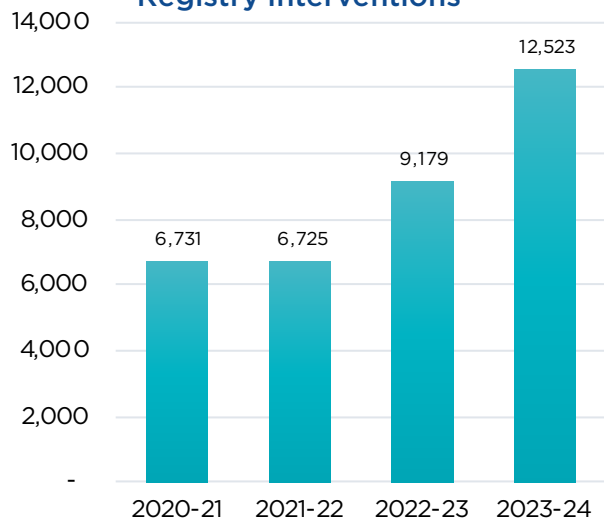
Regular Registry IP Lists



Registry Matches and Intakes



Registry Interventions



PROVIDER BENEFITS ADMINISTRATION

In-Home Supportive Services (IHSS) Independent Providers (IPs) in Santa Clara County are eligible for health and transportation benefits. Public Authority Services (PA) administers those benefits.

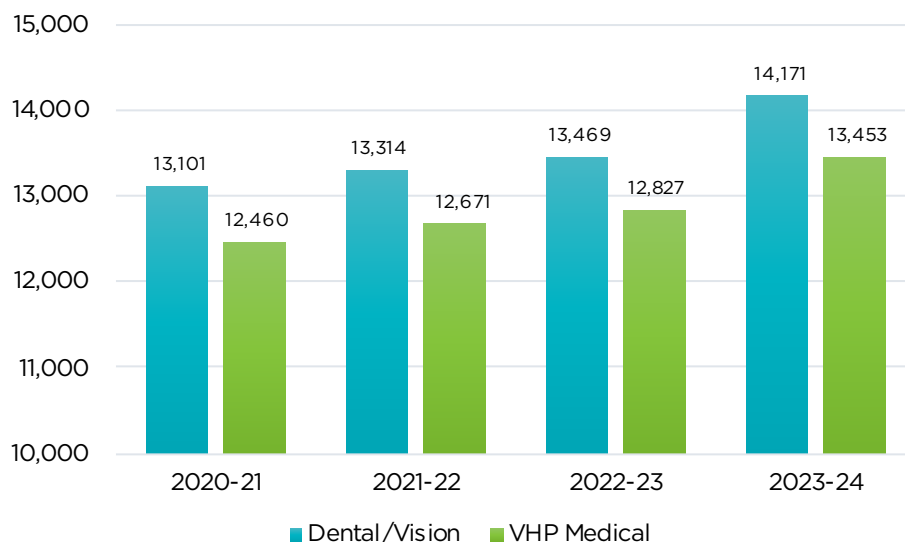
The medical benefits offered to IPs are a valuable part of their overall compensation and the PA Benefits department helps IPs understand their eligibility and gain access to those benefits.

Benefits administration is a complex process, which includes:

- Notifying all new IPs of available benefits
- Explaining benefit options
- Providing application forms
- Assisting with form completion
- Verifying eligibility requirements have been met
- Informing IPs, health plans, and IHSS payroll about newly approved benefits enrollment
- Ensuring benefits premiums are collected and reconciling collections with the County
- Monitoring eligibility and communicating with IPs in danger of losing benefits
- Assisting IPs needing health insurance coverage and employment verification when transitioning to Medicare

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

Provider Benefit Plan Members



Benefits available to IPs include:

- Medical services through Valley Health Plan (VHP)
- Dental and vision services through Liberty Dental and Vision Services Plan (VSP)
- Transit assistance with a Valley Transportation Authority (VTA) SmartPass

PA Benefits staff responded to more than 2,206 telephone inquiries each month from the growing membership illustrated in the “Provider Benefit Plan Members” chart.

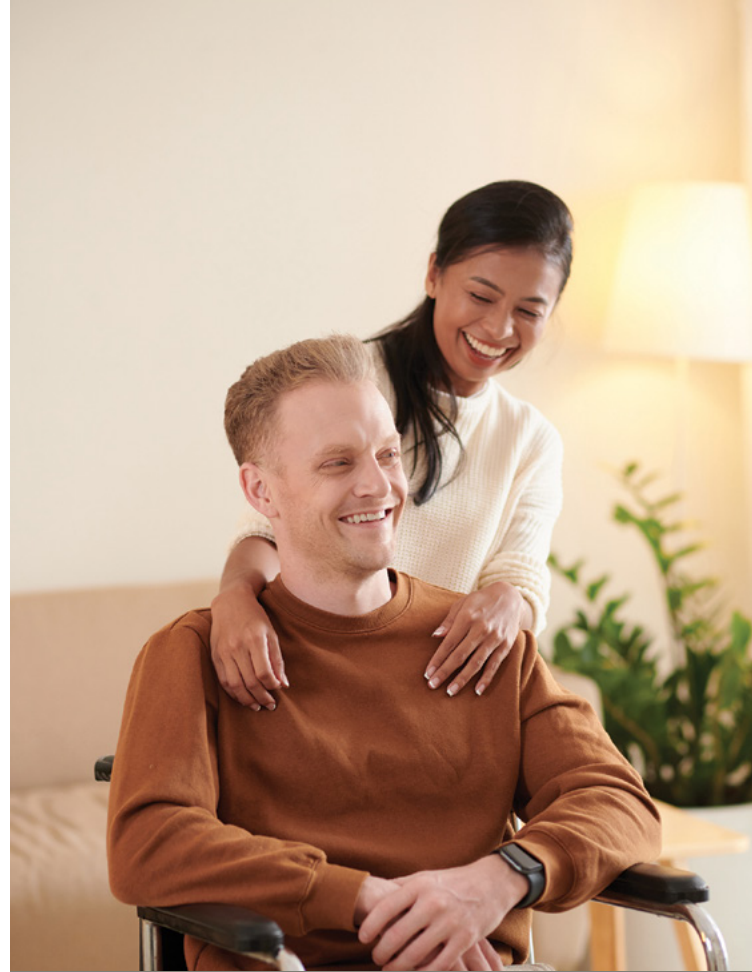
PA Benefits staff manage more than 250 applications per month. In FY 2023/24 the process for requesting a benefits application was improved by implementing an online benefits application request form, reducing the number of telephone requests and the time between IPs making the request and receiving the application.

IPs enrolled in medical benefits pay \$25 monthly for their share of the VHP medical premiums. There is no premium cost for IPs who enroll in the Liberty Dental and VSP benefits.

Medical coverage is provided by VHP with a \$0 copayment for prescriptions, office visits, and most medical treatments. Currently, Santa Clara County IHSS pays more than \$929 per month for each IPs’ medical benefits. This is an increase of over 10% in premium cost from FY 2022/23.

There is no cost for IPs who request the VTA SmartPass, which is available to all Santa Clara County IPs for use on bus and light rail transit in Santa Clara County.

The collection of provider premiums is managed through a payroll deduction and billing process. Throughout FY 2023/24, premium payments via credit or debit cards simplified collections and provided better customer service for IPs.



“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. [Translated from Spanish]”

— Anonymous



PROVIDER TRAINING

Public Authority Services (PA) provides optional job development training specifically designed for IHSS Independent Providers (IPs) working under the consumer directed model of care. Paid for through the PA Job Development Fund (JDF), the classes have no cost for IPs.

PA's IP training curriculum consists of 15 online or in-person class subjects, most offered in English, Mandarin, Spanish, and Vietnamese. In FY 2023/24, updates were made to class presentations to ensure the information being shared is consistent with current practices and information.

PA classes are available through valuable partnerships formed with organizations and adult schools throughout Santa Clara County (SCC), including 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 and Health Training Center.

The Life Enhancement Fund (LEF) is also available to SCC IPs to reimburse them for pre-approved classes taken beyond those offered by PA.

In addition to classes available for SCC IPs, PA continues to partner with the California Department of Social Services (CDSS) to offer online classes to all IPs in California through the Career Pathways program. In spring of 2024, in-person CPR and First Aid classes were also made available from the Emergency and Health Training Center in San Jose.



“Great class [Vietnamese language Safe Lifting and Transferring]...I appreciate there are classes in Vietnamese to help exchange knowledge. I also appreciate Public Authority for having a Vietnamese speaker to help with class registrations and questions. [Translated from Vietnamese]”

— Ha

Training Growth, Progress, and Challenges

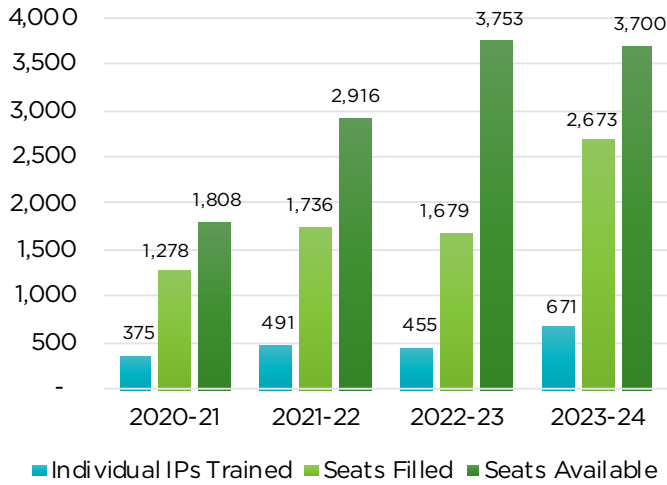
Accomplishments reached in FY 2023/24 include:

- Focused outreach effort between PA staff and SEIU Local 2015 resulted in a 79% decrease of classes cancelled for low registrations from the previous fiscal year
- IPs attending PA training classes increased to 671, an increase of 47% from the previous fiscal year
- Number of seats filled in PA classes increased 59%, to 2,673
- Per class incentive payments for attending IPs increased from \$25 to \$35, more than doubling the total paid from the previous fiscal year to \$86,705
- \$445 was reimbursed to a total of six SCC IPs through the LEF
- 5,160 IPs attended the 235 Career Pathways classes that were offered

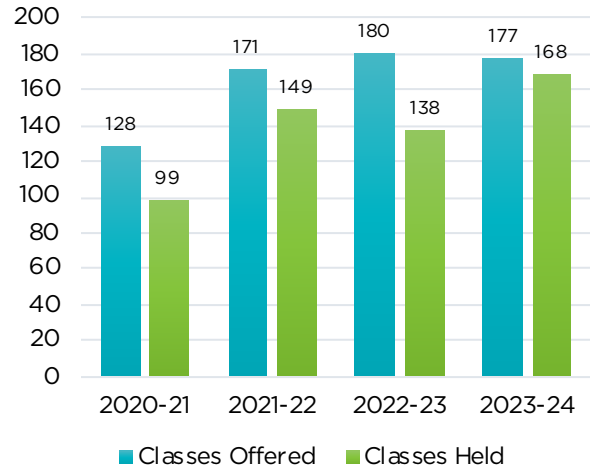
Challenges faced in FY 2023/24 include:

- 19% of IPs registered for PA classes failed to attend
- 31% of IPs registered for Career Pathways classes failed to attend
- The LEF continues to be underutilized by IPs who struggle to pay for classes themselves and wait for reimbursement after a class concludes
- Administration for Career Pathways continued to impact the significant workload for the two Training Department staff members, resulting in delays of PA's internal training development goals
- Though the classes are paid for by CDSS, the SCC Board of Supervisors must approve the Career Pathways classes being offered by the County. A delay in this approval resulted in these classes not being offered between January and May 2024

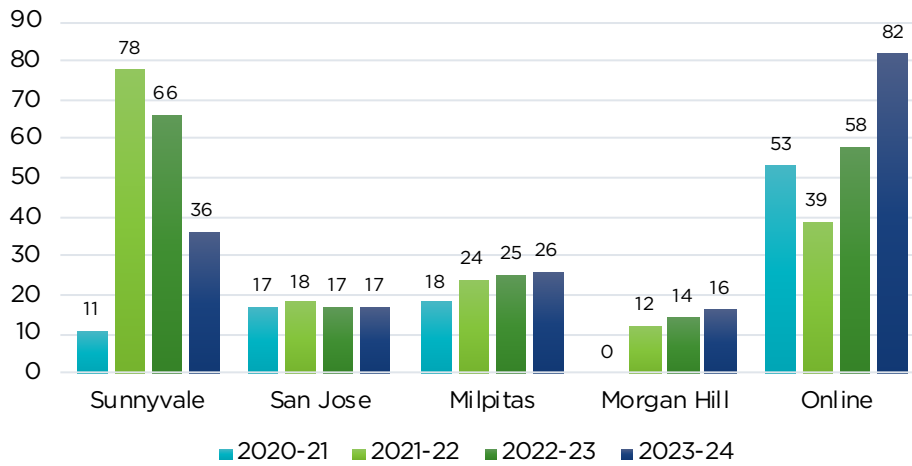
Number of IPs Trained



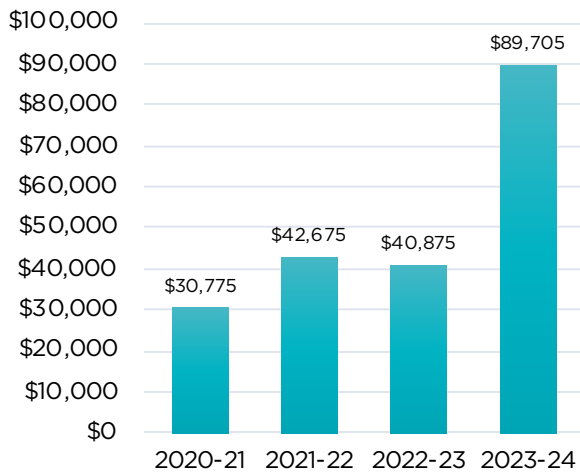
Number of IP Training Classes Offered vs Held



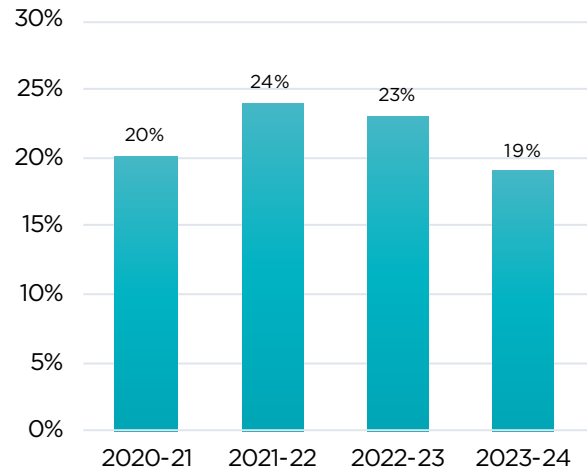
Number of Classes Offered by Location



Incentive Payments Made to IPs



IP No-Show Percentage



“Thank you for being kind and so helpful.”

— Susan



CONSUMER TRAINING

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

Responding to growing requests from consumers and IPs, in spring 2024 PA training staff began developing training to assist consumers to better understand how to register for and use the State’s Electronic Services Portal (ESP).

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

PDFs of the five ESP modules were made available in English through the PA website in June 2024. The modules will also be available in video format in the first quarter of FY 2024/25, with Chinese, Spanish, and Vietnamese PDFs and video subtitles available later in the Fiscal Year.



The Consumer Connection newsletter is a quarterly publication issued by PA. While PDF versions are available in the Resources section of the PA website (pascc.org), 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 mailed to all consumers in SCC.

126,614 newsletters were mailed to IHSS consumers in FY 2023/24. However, the increasing cost of postage with no matching increase to the PA budget makes the ability to provide newsletters to every consumer unsustainable in the very near future and other distribution strategies need to be researched.



CONTINUOUS PROCESS IMPROVEMENT

Public Authority Services (PA) continuously reviews and updates processes to improve efficiency and quality support for those we serve. This applies to all aspects of effectively serving the needs of the growing IHSS consumer and provider populations in Santa Clara County.

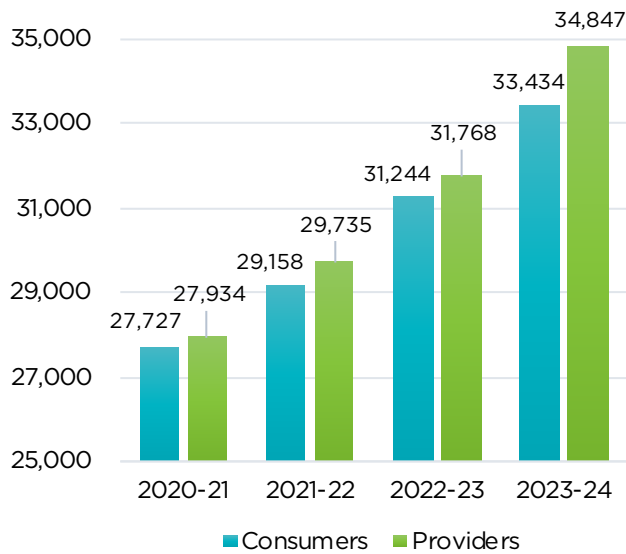
Growth in numbers—illustrated in the “IHSS Program Growth” and “Five Year Program Growth” charts—does not fully reveal the high workload of Public Authority Services and the IHSS program. Support for consumers hiring independent providers (IPs) goes beyond the number of IPs enrolled, number of IPs matched through the Registry, number of IPs eligible for benefits, and number of IPs eligible to register for training classes.

Monthly, the number of IPs who are newly connected and starting work with a consumer changes, as shown in the “Provider Turnover” chart. These shifts are caused by IPs beginning work with additional consumers, stopping work for one consumer and beginning with another, or being connected to a consumer’s case for the first time after enrolling. These scenarios trigger necessary work, such as benefits communications, Registry activity, training eligibility updates, and enrollment status notifications, as well as tasks for IHSS social workers and support staff.

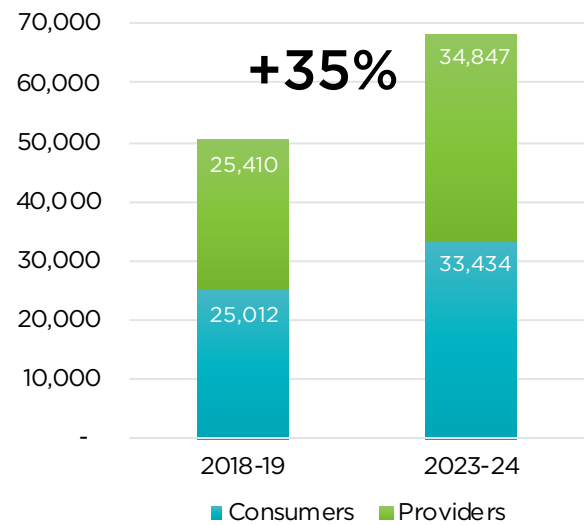
To accommodate the significant ongoing growth in the IHSS consumer and Independent IP population and PA workload, improvements to processes in FY 2023/24 included the following:

- PA website was updated and modernized, improving efficiency, readability, and engagement
- Survey of recently enrolled IPs conducted to assess satisfaction with the enrollment process
- New procedure for notifying providers about availability of health benefits and other benefits communications was implemented to improve efficiency
- Streamlined process for assisting IPs with Medicare application needs was developed through a collaboration between PA Benefits and IHSS
- Schedule created for Registry staff to ensure time was dedicated daily to answering live calls
- Electronic Services Portal (ESP) training modules were developed for IHSS consumers to improve understanding of electronic timesheets and services
- Multilingual online form to request benefits application, VTA SmartPass, or both

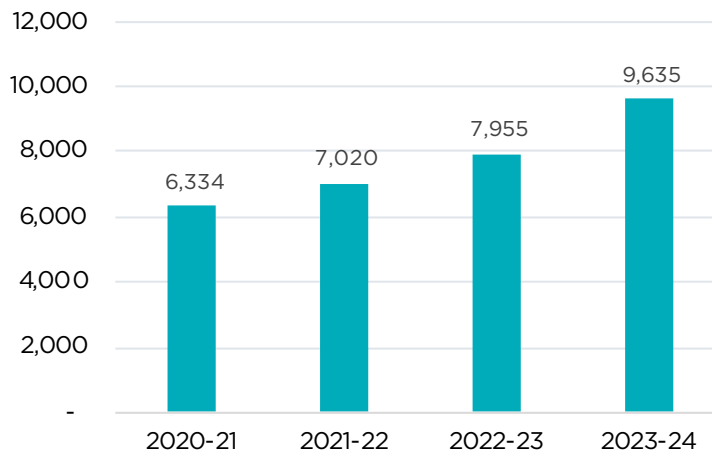
IHSS Program Growth



Five Year Program Growth



Provider Turnover



IHSS CONSUMER SYMPOSIUM

During the last week of June 2024, the Santa Clara County In-Home Supportive Services (IHSS) Public Authority Advisory Board hosted a 3.5 hour in-person symposium covering three topics:

- **Estate Planning and Trusts:** CalABLE Accounts, Special Needs Trusts, Power of Attorney, and Advanced Health Care Directives
- **CalAIM:** Program Objectives/Background; Enhanced Case Management and Community Supports; success stories of how the program has helped IHSS consumers
- **IHSS Panel Discussion:** How to Advocate for Yourself

Speakers from the Bay Area and southern California presented to 94 attendees comprised of IHSS consumers, their family members, and IHSS providers.

The symposium was very well received based on feedback throughout the event and in the post-event survey. The Advisory Board intends to continue to provide similar education and training in the next fiscal year and add a hybrid option for in-person and virtual participation.





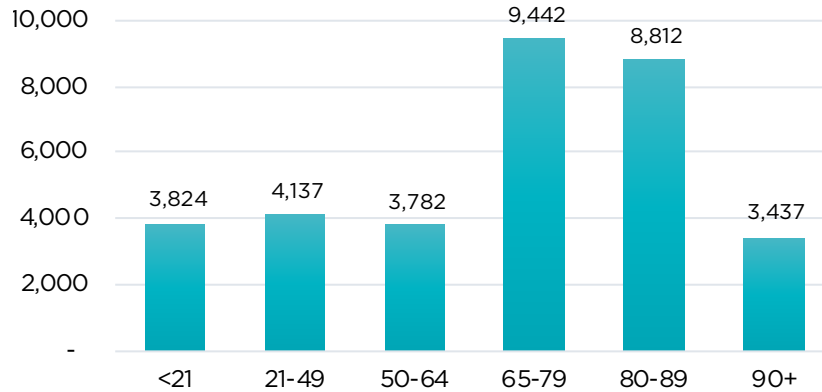
RECOMMENDATIONS TO THE BOARD OF SUPERVISORS 2024

The Advisory Board respectfully submits the following four recommendations to the Santa Clara County Board of Supervisors for its review and consideration:

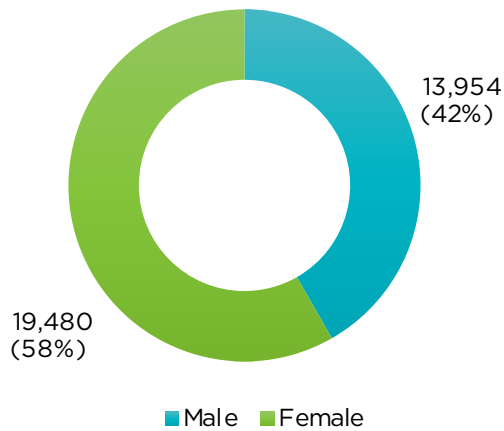
- **Brown Act:** Coalition building, outreach, and education to local media outlets regarding why the Brown Act needs to be updated to allow for remote attendance without the current limitations of Commission and Advisory Board members on a regular and on-going basis. The Attorney General's recent opinion regarding reasonable accommodations for Committees and Advisory Boards will assist with attendance and reaching a quorum, but does not go far enough.
- **Regular Contact with Board of Supervisors:** Meet with Board of Supervisors and/or their aides twice a year, either in-person or online, so IHSS consumer and provider issues of more than 34,000 individuals are represented.
- **Support IHSS by funding two to three more social worker units:** In 2022, IHSS Social Workers were completing 300-400 new intakes each month. In FY 2023/24 the monthly average exploded to more than twice that number to 700-800 per month. They are severely understaffed and unable to meet the statewide metric for annual reassessments.
- **Consumer Representation in Collective Bargaining:** IHSS consumers would like to be present and provide input in the collective bargaining process for wages, benefits, training, etc. The current agreement with SEIU 2015 has expired and consumers from the Advisory Board would like to participate in the new contract to ensure that all mandates of the Public Authority are addressed.

A PROFILE OF IHSS CONSUMERS

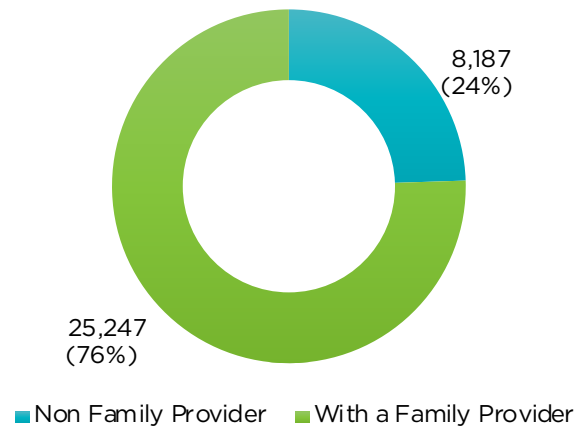
Consumer's Age



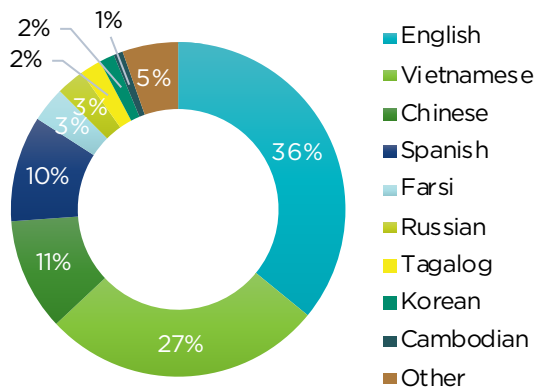
Consumer's Gender



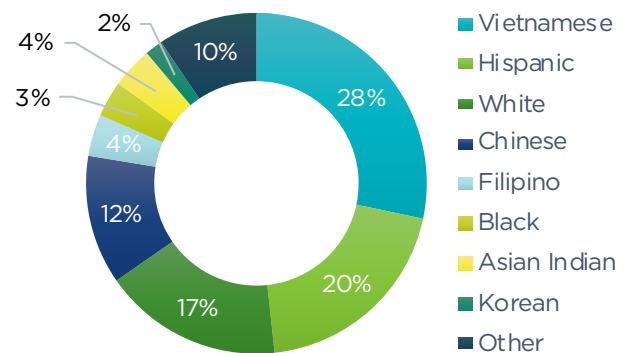
How Many Consumers have a Family Provider?



Consumer's Spoken Language

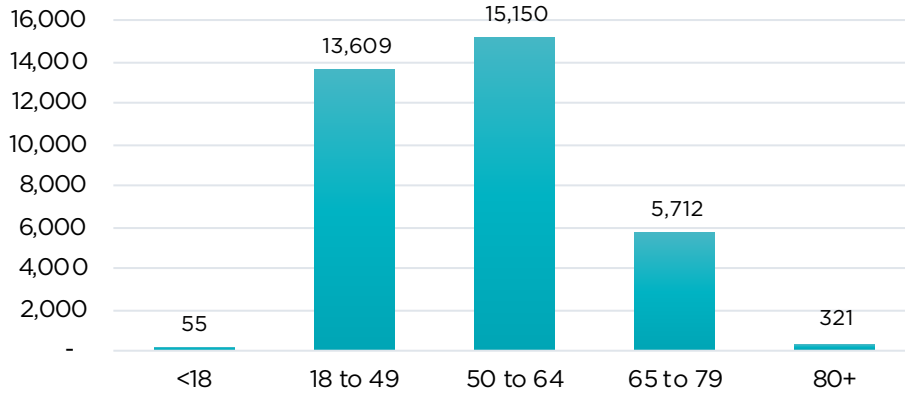


Consumer's Ethnicity

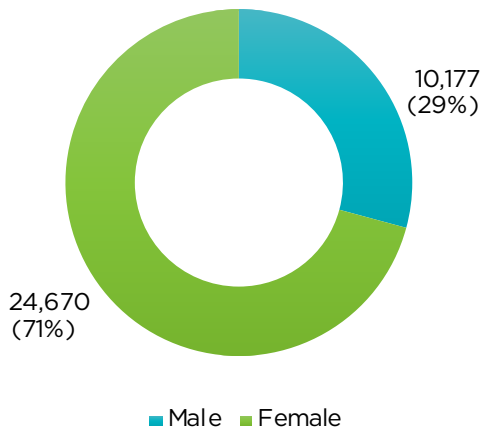


A PROFILE OF IHSS PROVIDERS

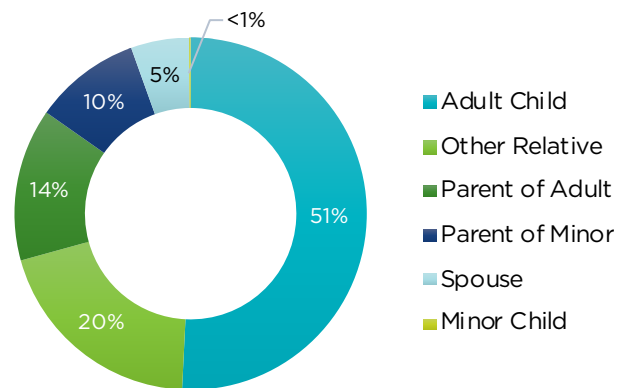
Provider's Age



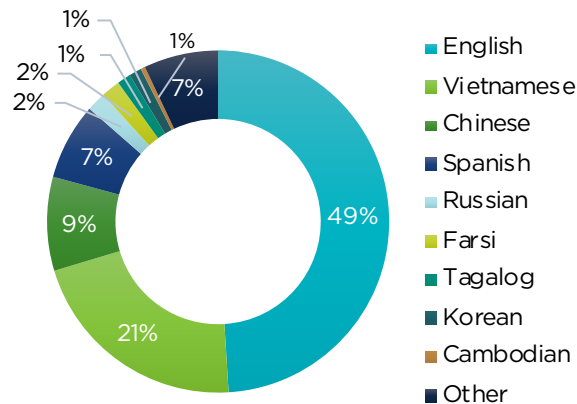
Provider's Gender



Type of Family Care Provider



Provider's Spoken Language



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

Members of the Public Authority Advisory Board

Joyce Felix Builes
Emilio Carrillo
David Forderer

Joanna Kent
Mathew Lubinsky
Darcy McCann

Narendra Pathak
Terri Possley
(Ex-Officio Member)
Janie Whiteford



Public Authority Services



3100 De La Cruz Blvd, Suite 310
Santa Clara, CA 95054

P: (408) 350-3206

pascc.org

CONNECTING WITH YOUR BOARD OF SUPERVISORS

Kate Laddish

Vice President, California IHSS Consumer Alliance

Chair, Yolo County IHSS Advisory Committee

CICA Statewide Meeting

February 5, 2025

GOALS OF ENGAGING WITH SUPERVISORS

- **Inform** supervisors about IHSS, Public Authority, and your IHSS advisory committee
- **Influence** board of supervisors decisions affecting IHSS and Public Authority
- **Build relationships** with supervisors
- **Increase understanding** of lived experiences
- **Increase visibility** of IHSS, Public Authority, IHSS advisory committee

OVERVIEW: COUNTY-LEVEL ADVOCACY OPTIONS

- **Give annual updates** to your county's board of supervisors
- **Meet** with individual county supervisors
- **Track and engage** on issues, budget

ANNUAL UPDATE TO YOUR BOARD OF SUPERVISORS

- **Goals:** Communicate information, make requests, keep IHSS on their radar
- **Yolo County IHSS Advisory Committee: 10 slides, 10 minutes**
 - Title Slide
 - Introduction to the Advisory Committee (“Yolo County IHSS Advisory Committee”)
 - IHSS Advisory Committee Mission
 - Defining Our Population
 - IHSS and Public Authority Program Overviews for Most Recent Fiscal Year
 - Community Partners
 - IHSS Advisory Committee Monthly Meetings
 - Committee Projects and Goals
 - Supporting Our Mission
 - Thank You

“SUPPORTING OUR MISSION”

- **These are your requests**
 - “The Committee has identified three ways the Board can support our mission.”
- **A key slide in your board presentation**
 - Make it easy for supervisors to take the action you want
 - Clear requests, brief background, possible options
 - Build on your earlier slides
 - Requests keep supervisors engaged beyond your presentation
- **Yolo County IHSS AC successes include:**
 - COVID-19 vaccination program for people unable to leave home
 - Funding paid professional development training for providers
 - State-level advocacy for Brown Act modernization
 - Working on Home Care Now after-hours ~~hotline~~

MEETINGS WITH INDIVIDUAL SUPERVISORS

- **Options**

- Scheduled meetings with supervisors or staff in office, online, in the community
 - Might include another committee member, key staff member
- Drop-in office visits, phone calls
- Invite to your advisory committee meetings

- **Goals**

- Communicate information
- Keep IHSS on the radar
- Build relationships, learn common interests

- **Tools**

- One-page information sheet about IHSS, Public Authority, IHSS advisory committee

ONE-PAGE INFORMATION SHEET (“ONE-SHEET”)

- **Information to include**

- IHSS, Public Authority, IHSS advisory committee overview and goals
- List committee members and key staff
- Basic contact information
- Optional: Current “Supporting Our Mission” requests

A PDF of Yolo County’s one-sheet will be available

Yolo County In-Home Supportive Services, Public Authority, and IHSS Advisory Committee

The goal of **In-Home Supportive Services (IHSS)** is to help people with disabilities remain safely in their own home. The program helps people avoid out-of-home placement or helps them return home after institutional care by helping to pay for authorized domestic and personal-care services for program-eligible individuals.

IHSS falls under the umbrella of the Medi-Cal program. To be eligible, consumers must be

- Medi-Cal recipients, and
- at risk of out-of-home placement due to a disability that’s expected to last more than a year.

As the employer, the consumer handles hiring, training, scheduling, and firing of their providers. To apply for IHSS, please call IHSS at (530) 661-2955.

The goal of the **IHSS Public Authority** is to make the IHSS program work better for IHSS consumers and providers/caregivers. The Public Authority meets this goal by

- creating a provider registry and establishing a referral system to connect consumers in need of a prescreened IHSS provider,
- helping consumers understand and manage their employer responsibilities,
- providing training for consumers and providers,
- managing health benefits for eligible providers, and
- giving consumers a voice in how IHSS services are provided via the IHSS Advisory Committee.


The IHSS PA serves as the employer of record for purposes of wage and benefit bargaining. Although the Board of Supervisors serves as its governing board, the IHSS Public Authority is not a Yolo County government entity. To learn about being a provider or to request a referral list of IHSS providers, please call IHSS Public Authority at (530) 661-2676. More information is available at yolohsspa.org.

The goal of the **IHSS Advisory Committee (IHSS AC)** is to give Yolo County’s 7,000-plus consumers and providers a voice in IHSS and Public Authority policy, program development, and operations. This is done by advising, advocating, and making recommendations for the enhancement, availability, and quality of IHSS, and by promoting services that support a positive and productive relationship between consumers and providers. The IHSS AC meets on second Fridays from 1 to 3 p.m. in the Gonzales Building (25 N. Cottonwood St., Woodland). More information is available at yolohsspa.org/yolo-ihss-advisory-committee. To learn about becoming an IHSS Advisory Committee member, please call (530) 661-2758.

*Kim Britt, IHSS Manager and Public Authority Executive Director
kim.britt@yolocounty.gov*

*Kate Laddish, Chair, IHSS AC
Stephen Streeter, Vice Chair, IHSS AC
Pieter Pastoor Secretary, IHSS AC*

*Krissie Matta, IHSS AC
Nunie Matta, IHSS AC
Valerie Vergara, IHSS AC*



The logo for the Yolo County IHSS Public Authority features a stylized house with a red heart inside, set against a background of a sun and clouds. The text "YOLO COUNTY" is written above the house, "IHSS" is written to the right, and "PUBLIC AUTHORITY" is written below the house.

TRACK AND ENGAGE ON ISSUES, INCLUDING BUDGET

- **Track issues**

- Read over board of supervisors agendas
- Subscribe to supervisors' e-newsletters
- Track related issues at the state and federal levels (e.g., Medicaid, Medi-Cal)
- Look for information related to IHSS and your "Supporting Our Mission" requests

- **Engage on issues**

- Letters to the board from your IHSS advisory committee
- Provide comments during board meetings (agenda items and general public comment)
- Contact individual supervisors

- **Engage on the county budget**

- Speak at meetings
- Letters

ADVOCACY TIPS

- **Build relationships**
 - Supervisors and staff members
 - Frequent formal and informal contact
 - Connect on a human level
 - Build relationships with other groups in the community
- **Express thanks, and offer help**
 - It's polite, friendly, and effective
- **Play the long game**
 - Don't give up if one advocacy attempt doesn't bear fruit
 - Find wins
- **You can be the voice for people with similar experiences**
 - Open the door to officials understanding constituents' lived experiences

QUESTIONS?

PDF copies of this slide deck, Yolo County IHSS AC's most recent Board of Supervisors slide deck, and the Yolo County IHSS one-sheet will be available after the meeting.

Kate Laddish

yoloihsspa.org

HHSA.IHSSAdvisoryCommittee@yolocounty.gov