# 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, November 20, 2026**
**Time:** **1:00PM to 3:00PM**
**Location:** **1400 Emeline AVE, Building K, Room 207. Santa Cruz, CA**
**Virtual (Public only):**

**Microsoft Teams Link:**
https://teams.microsoft.com/meet/224317108153835?p=6ny9cBxhL5SvVbRGr8
Meeting ID: 224 317 108 153 835 Passcode: oN6b5yV6
Telephone +1 831-454-2222 Phone conference ID: 720 404 055#

*This meeting is being made available to the public via Microsoft Teams as a courtesy and is being recorded. Please be advised, if remote technology does not work, the in-person meeting will continue. In addition, the recording will be posted to the commission's website as part of the public record.*

### Agenda

1. **Call to Order/Roll Call/Agenda Review**
2. **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.*
3. **Approval of October 23, 2026, Meeting Minutes**……**Page 3**
4. **Consent Agenda**
   - Commission Vacancies
     i. One (1) – Consumer Representatives (A)
     ii. One (1) – Provider (B)
     iii. One (1) – Representative of Advocate Organization
5. **IHSS General Operations Report**
   - IHSS Program and Public Authority Updates
6. **Regular Agenda – Action Items**
   - Discussion and possible action on potential impacts of federal deferral or withholding of IHSS funding and advisory commission recommendations.
   - IHSS Advisory Commission Vision, Goals, and Potential Recommendations to the Board of Supervisor
7. **Regular Agenda – Information Items**

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.

- Information Sharing
    - Public Authority form PA38 Resource for Finding a Caregiver……..**Page 6**
    - Medi-Cal Application Assistance Community Organizations Flyer…**Page 8**
- IHSS Consumers
- IHSS Providers
- Commission Budget……..**Page 10**
- Registry Data……**Page 11**

8. **Report Outs**
    - Legislative – (Gutiérrez Báez)
    - CICA Conference Calls – Volunteer Needed.
    - Seniors Commission (Sones)
    - Commissions on Disabilities (Molina)
9. **Future Agenda Items**
    - Public Authority Registry Presentation January 22, 2027.
10. **Correspondence**
11. **Adjournment**

**Next Regular Meeting:** January 22, 2027, 1:00 PM – 3:00 PM @ 1400 Emeline AVE, Building K, Room 207, Santa Cruz.

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## IHSS Advisory Commission Meeting Minutes

| | |
|---|---|
| **DATE:** | Friday, October 23, 2026 |
| **TIME:** | 1:00 PM to 3:00 PM |
| **LOCATION** | 1400 Emeline AVE, Building K, Room 207. Santa Cruz, CA |
| **PRESENT:** | Lois Sones (Chair, Seniors Commission), Foster Anderson (Consumer), Stephanie Auld (Consumer), David Molina (Disabilities, Commission), Brenda Gutierrez-Baeza (Consumer), Sasha Defoy (Consumer), Kathy Belle Barlow (Consumer), Maria Arreola (Provider) |
| **STAFF:** | Bertha Z. Paredez (Staff), Julie Gabriel (Staff) |

1. **Call to Order/Roll Call/Agenda Review**
    - Meeting was called to order at 1:03 pm. A quorum was present.

2. **Public Comment:**
    - No public comments.

3. **Approval of Sept 25, 2026, Meeting Minutes**
    - First/Second; Molina/Barlow
    - Motion passed unanimously

4. **Presentations -**

   **Project SCOUT Presentation by Eduardo Santana –** Mr. Santana provided an overview of the Project SCOUT program, including available tax preparation assistance, services, and outreach related to CalFresh enrollment. His presentation was shared on screen for attendees joining by Teams, and printed copies and information flyers were provided to attendees present in person. Presentation materials are available on the IHSS Advisory Commission public webpage with these minutes.

5. **Measure E Discussion by commissioner David Molina –** Mr. Molina provided an informational overview of Measure E and discussed key points related to the measure's potential impact on Santa Cruz County. Commissioners received a one-page informational handout for reference. Discussion followed. No action was taken by the Commission. The handout is available with these minutes on the IHSS Advisory Commission public webpage.

6. **Consent Agenda**
    - Current Commission Vacancies
        i. Two (2) – Consumer Representatives (A)

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ii. One (1) – Provider (B)
iii. One (1) – Representative of Advocate Organization

7. **IHSS General Operations Report**

- IHSS Program and Public Authority
  - Staff Liaison Bertha Paredez-read the IHSS Program and Public authority updates on behalf of program manager, Jessica Cirksena. Public Authority staff participated in recruitment events at Cabrillo College in September and the Access 2 Employment Job Fair in October. Both events were successful, and staff are conducting follow-up outreach with prospective providers. A Public Authority Registry presentation is also scheduled for the November Commission meeting.
  - Several Office Assistant staff members have returned from leave, bringing overall staffing levels to approximately 60 percent. Management continues to provide operational support while recruitment efforts continue. The program recently received a certification list to fill a vacant position and anticipates onboarding an additional team member within the next two months. One of two vacant IHSS Social Worker positions has been filled, and the new employee is expected to begin next month. Recruitment is underway for the remaining vacancy. In addition, the Public Authority Social Work team will have one vacancy beginning next month, reducing staffing to approximately 75 percent. Approval to fill the position has been requested from the CEO's Office.
  - Staff reported that the Electronic Services Portal (ESP) and IHSS Electronic Visit Verification (EVV) Mobile App have begun a six-month transition from password-based logins to a one-time passcode (OTP) login process. Users will transition to the new method as their passwords expire. CDSS has distributed informational materials and continues to provide online training resources and webinars to support the transition.
  - Staff also shared that the IHSS provider wage is scheduled to increase from $20.90 per hour to $21.40 per hour effective January 1, 2027.
  - Finally, staff reported that the Centers for Medicare & Medicaid Services (CMS) have continued to withhold federal funding from California while reviewing the validity of certain state-submitted claims. As a result, counties may receive audit requests related to IHSS and other Medi-Cal and Medicare-funded programs. The California Welfare Directors Association (CWDA) is working closely with CDSS and counties to monitor the situation and respond to audit-related requirements. State documentation must be provided to verify eligible expenditures before federal funding can be released.

8. **Regular Agenda – Action Items**

- IHSS Advisory Commission Visons, Priorities and Goals
  - Commissioners discussed questions to submit to Public Authority program leadership in advance of the January 22, 2027, meeting. Chair Sones will compile questions and forward to staff liaison, Bertha Paredez, who will share with program leadership. No action taken.

8. Regular **Agenda- Information Items**

- Announcements
- Commission Budget
- Registry Data

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- IHSS Consumers

9. **Report Outs**
    - Legislative – (Gutierrez Baeza) No Report out.
    - CICA Conference Calls- Volunteer needed.
    - Seniors Commission (Sones) – No quorum.
    - Commissions on Disabilities (Molina) – No agenda.

10. **Future Agenda Items**
    - Chair Sones requested that we keep the IHSS Advisory Commission Vision, Goals and Potential Recommendations to the Board of Supervisors as an ongoing agenda item.

11. **Correspondence**- No Correspondence.

12. **Adjournment**: Meeting adjourned at 3:01 pm

**Next Regular Meeting:** November 20, 2026, 1:00 PM – 3:00 PM @ 1400 Emeline AVE, Building K, Room 207, Santa Cruz.

**Meeting Minutes by, Bertha Z. Paredez, Staff to IHSS Advisory Commission.**

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# 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

RE: No Caregivers Available

Dear

Thank you for your request for a list of caregivers from the In-Home Supportive Services (IHSS) Provider Registry. Unfortunately, currently, we are unable to locate any caregivers on our Registry that match your needs and/or preferences.

We are constantly working to add caregivers to the registry. However, continuing caregiver shortages across the state of California have made recruitment a major challenge.

As we work to recruit more caregivers, we recommend that you continue your own search for a caregiver. To assist you in your search for a caregiver, we are including a list of tips and resources for your consideration.

As an IHSS recipient, you have the right to hire anyone to be your caregiver. This includes family members, friends, or neighbors. If you find a caregiver on your own and they have not enrolled as an IHSS caregiver, please let us know. A Public Authority representative will gladly assist them with the enrollment process to become an IHSS caregiver.

If in 30 days from the date of this letter you are still unable to hire anyone, please feel free to contact us again. We will be happy to conduct a new search to see if anyone meeting your needs and/or preferences has become available or recently joined the Registry.

Sincerely,

IHSS Public Authority Staff

(831) 454-4036

CC: Provider File

PA38 ENG – No Caregivers Available

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# Resources for Finding a Caregiver

The IHSS Public Authority maintains a Registry of caregivers for referral to recipients of IHSS. The availability of caregivers on our Registry varies and is dependent on several factors such as authorized services, location, and provider availability. When there are no Registry caregivers available to be referred to you, we suggest you use the following alternate methods to find a caregiver.

- Re-contact the caregivers from your previous Registry lists.
- Consider hiring more than one caregiver to meet your different tasks/needs.
- Re-examine your preferences and/or expectations in a caregiver and be as flexible as possible.
- If you live in a senior complex talk to your neighbors as they may know of caregivers who are looking for additional work.
- Talk with neighbors, friends, or relatives who might be interested in working with you.
- Check with your church or synagogue, as well as neighborhood organizations.
- Post on social media sites such as Facebook, Instagram or Nextdoor.
- Look on Craigslist or employment websites for people looking for work.
- Visit local Senior or neighborhood centers, they may have information on where to look for a potential provider.
- Post flyers around your neighborhood or housing complex.
- Consider placing ads in local newspapers.

# Tips for Screening & Hiring Providers

- Always start with a phone interview. Before the phone call, know how many hours per week & which task you will need them to do. This information can be found on the Notice of Action you received from IHSS.
- Prepare a list of questions. Be clear about your care needs, the work schedule, and any other details. Some examples: Can you tell me a bit about yourself? Do you have experience? Do you have reliable transportation?
- If the phone interview went well, scheduled an in-person interview. Have a polite way to decline the provider if you fell the provider is not a good fit for your needs, such as, “I still have another interview and will call you later with my decision”
- Once you have chosen a provider to hire, call the applicant to confirm their acceptance and decide on the start date & work schedule. Call us at 831-454-4036 and let us know the name of the provider you hired.
- When hiring a caregiver privately, please consider getting recent references from former clients and check each of them.

Do you need help applying or renewing **Medi-Cal** or **Covered California**?
Would you like to be screened or apply for **CalFresh**?
Certified Application Assistors can ANSWER your questions
and offer FREE application assistance.

Call an Application Assistor directly from the list below.

**Following agency provides Enrollment Assistance to families with children ages 0 to 5 and pregnant women.**
***And can assist anyone* who needs assistance with completing their Medi-Cal Renewal.**

| |
|---|
| **First 5 Santa Cruz County**<br>4450 Capitola Road, Suite 106 Capitola, CA 95010<br>(831) 465-2209 |

**Following agencies provide Enrollment Assistance to CHILDREN and ADULTS**

*North County Locations:*

| | | |
|---|---|---|
| **Live Oak Health Center**<br>1510 Capitola Road<br>Santa Cruz, CA 95062<br>(831) 427-3500 | **Santa Cruz Women's Health Center**<br>250 Locust St<br>Santa Cruz, CA 95060<br>(831) 427-3500 | **Live Oak Community Resources**<br>1740 17th Avenue<br>Santa Cruz CA 95062<br>(831) 476-7284 |
| **Mountain Community Resources**<br>6134 Highway 9<br>Felton, CA 95018<br>(831) 335-6600 | **Nueva Vista Community Resources**<br>711 E Cliff Drive<br>Santa Cruz CA 95060<br>(831) 423-5747 | |

*South County Locations :*

| | | |
|---|---|---|
| **La Manzana Community Resources**<br>521 Main Street, Suite Y<br>Watsonville, CA 95076<br>(831) 724-2997 | **East Beach Street (SPLG)**<br>204 E. Beach Street<br>Watsonville, CA 95076<br>(831) 763-3431 | **Clínica del Valle del Pajaro (SPLG)**<br>45 Nielson Street<br>Watsonville, CA 95076<br>(831) 763-3431 |

*CalFresh Assistance Only:* *Nutritional Program:*

| | | |
|---|---|---|
| **Second Harvest Food Bank**<br>800 Ohlone Pkwy<br>Watsonville, CA 95076<br>(831) 662-0991 | **Catholic Charities**<br>656 Main St<br>Watsonville, CA 95076<br>(831) 722-2675 | **WIC Watsonville Location:**<br>18 W Lake Ave A, Watsonville, CA<br>(831) 722-7121<br>**WIC Santa Cruz Location:**<br>1105 Water St, Santa Cruz, CA<br>(831) 426-3911 |

## Pajaro Valley Unified School District

**If your child's school is part of PVUSD you can obtain Enrollment Assistance at the following sites**

*Pajaro Valley Unified School District: Healthy Start*

| | | |
|---|---|---|
| **Children's Resource Center**<br>440 Arthur Road<br>(831) 761-6125 | **Pajaro Family Resource Center**<br>250 Salinas Road, P-1<br>(831) 761-6633 | **PV High Resource Center**<br>500 Harkins Slough Road<br>(831) 728-7892 |
| **Rolling Hills Resource Center**<br>130 Herman Ave. *(Inside Library)*<br>(831) 728-6341 ext. 4887 | **Teen Resource Center**<br>250 E. Beach Street, *Room #53*<br>(831) 761-6131 | **Family Engagement and Wellness Center**<br>530 Palm Ave<br>(831) 786-2384 |



Rev. 6/2026

¿Necesita ayuda en solicitar **Medi-Cal** o **Covered California**?
¿Le gustaría saber si califica o desea solicitar **CalFresh**?
Asistentes Certificados de Inscripción pueden CONTESTAR sus preguntas y ofrecerle asistencia GRATUITA.

Llame a un asistente bilingüe directamente de la lista de abajo.

**La siguiente agencia provee Asistencia de Inscripción para familias con niños entre las edades de 0 a 5 años y mujeres embarazadas.**
**Y puede ayudar a <u>cualquier</u> persona que necesite asistencia para completar su Renovación de Medi-Cal.**

**<u>First 5 Santa Cruz County</u>**
4450 Capitola Road, Suite 106 Capitola, CA 95010
(831) 465-2209

**Las siguientes agencias proveen Asistencia de Inscripción para NIÑOS y ADULTOS**

*<u>Agencias en el norte del Condado:</u>*

| | | |
|---|---|---|
| **Live Oak Health Center**<br>1510 Capitola Road<br>Santa Cruz, CA 95062<br>(831) 427-3500 | **Santa Cruz Women's Health Center**<br>250 Locust St<br>Santa Cruz, CA 95060<br>(831) 427-3500 | **Live Oak Community Resources**<br>1740 17th Avenue<br>Santa Cruz CA 95062<br>(831) 476-7284 |
| **Mountain Community Resources**<br>6134 Highway 9<br>Felton, CA 95018<br>(831) 335-6600 | **Nueva Vista Community Resources**<br>711 E Cliff Drive<br>Santa Cruz CA 95060<br>(831) 423-5747 | |

*<u>Agencias en el Sur del Condado:</u>*

| | | |
|---|---|---|
| **La Manzana Community Resources**<br>521 Main Street, Suite Y<br>Watsonville, CA 95076<br>(831) 724-2997 | **East Beach Street (SPLG)**<br>204 E. Beach Street<br>Watsonville, CA 95076<br>(831) 763-3431 | **Clínica del Valle del Pajaro (SPLG)**<br>45 Nielson Street<br>Watsonville, CA 95076<br>(831) 763-3431 |

*<u>Agencias para CalFresh solamente:</u>* *<u>Programa de Nutrición:</u>*

| | | |
|---|---|---|
| **Second Harvest Food Bank**<br>800 Ohlone Pkwy<br>Watsonville, CA 95076<br>(831) 662-0991 | **Catholic Charities**<br>656 Main St<br>Watsonville, CA 95076<br>(831) 722-2675 | **WIC Watsonville:**<br>18 W Lake Ave A, Watsonville, CA<br>(831) 722-7121<br>**WIC Santa Cruz:**<br>1105 Water St, Santa Cruz, CA<br>(831) 426-3911 |

## Pajaro Valley Unified School District

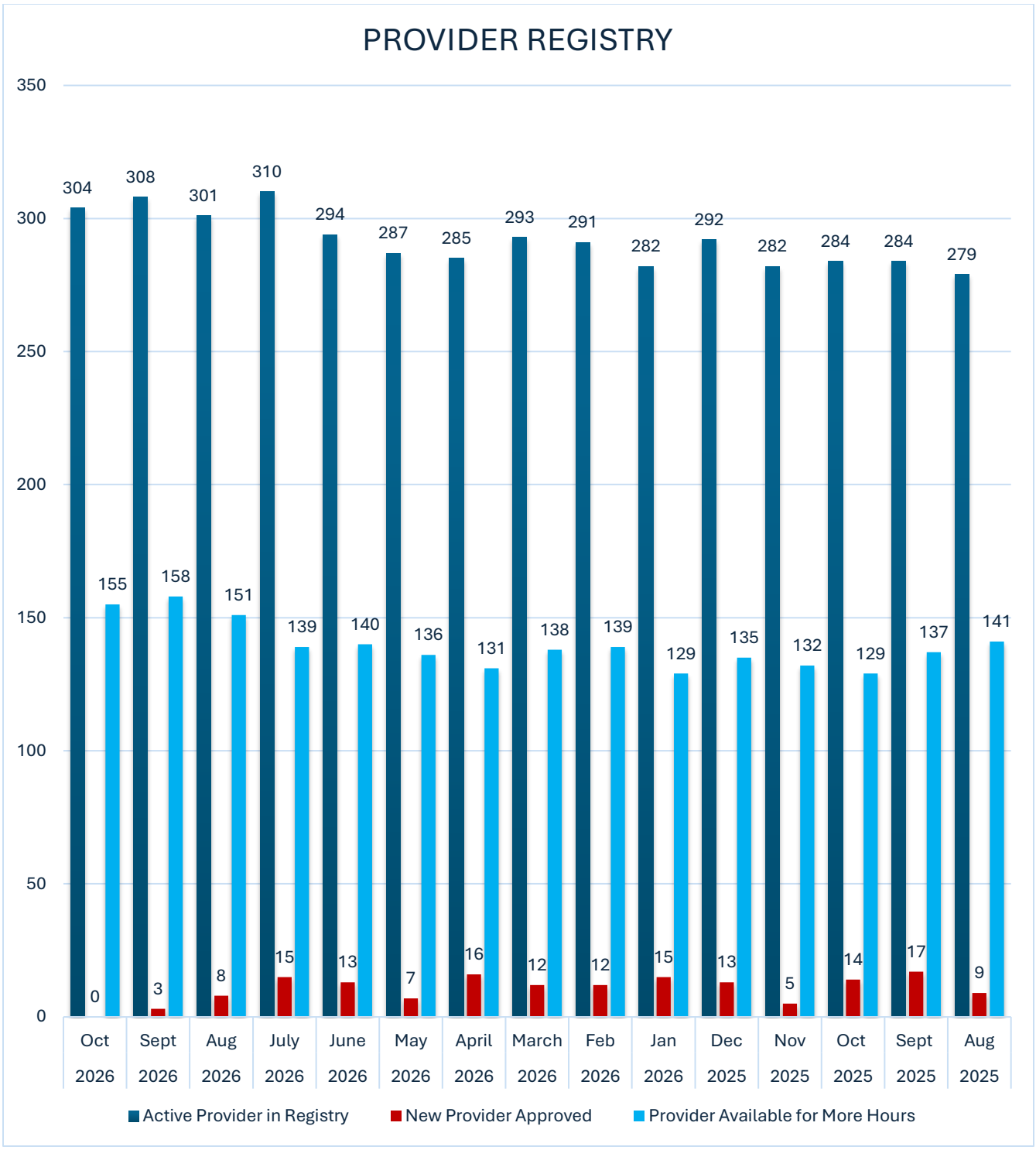
**Si su hijo/a asiste a una escuela de PVUSD, puede obtener Asistencia de Inscripción en los siguientes centros**

*<u>Distrito Escolar del Valle de Pajaro: Healthy Start</u>*

| | | |
|---|---|---|
| **Children's Resource Center**<br>440 Arthur Road<br>(831) 761-6125 | **Pajaro Family Resource Center**<br>250 Salinas Road, P-1<br>(831) 761-6633 | **PV High Resource Center**<br>500 Harkins Slough Road<br>(831) 728-7892 |
| **Rolling Hills Resource Center**<br>130 Herman Ave. *(Dentro de la Biblioteca)*<br>(831) 728-6341 ext. 4887 | **Teen Resource Center**<br>250 E. Beach Street, *<u>Room #53</u>*<br>(831) 761-6131 | **Family Engagement and Wellness Center**<br>530 Palm Ave<br>(831) 786-2384 |

| IHSS ADVISORY COMMISSION<br>ANNUAL BUDGET<br>FY 2026-27 | | BUDGET | $3,490.00 |
|---|---|---|---|
| | | USED | $1,275.00 |
| | | BALANCE | $2,215.00 |

| INVOICE DATE | EXPENSE | AMOUNT | PAYMENT DATE |
|---|---|---|---|
| 6/30/2026 | Q4 STIPENDS | $450.00 | 7/2/2026 |
| 8/31/2026 | Q1 STIPENDS | $375.00 | 9/3/2026 |
| 9/28/2026 | Q1 STIPENDS | $450.00 | 10/2/2026 |
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April 2026
March 2026
Feb 2026
Jan 2026
Dec 2025
Nov 2025
Oct 2025
Sept 2025
Aug 2025
Active Provider in Registry
New Provider Approved
Provider Available for More Hours

# Santa Cruz County IHSS Ratio of Paid Hours to Authorized Hours

