



# 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

### 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 25<sup>th</sup> 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

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.

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

- i. Andersen mentioned that it takes a long time to get a provider enrolled and the video on the IHSS website is challenging to find, would like it to be on the main page.
      - 1. Staff will look into this.
    - ii. Andersen inquired on fingerprinting.
      - 1. Staff reported that the department is currently in process to be licensed again to do fingerprinting for providers.
  - d. IHSS Providers
    - i. Arreola inquired on the live-in provider self-certification form she received via email on January 13<sup>th</sup>.
      - 1. Staff reported he was not aware of the form being sent out and would look into it.
  - e. IHSS Program and Public Authority Updates
    - i. Staff provided the following updates:
      - 1. Budget – the County has a deficit, HSD asked to reduce the budget by \$1.6 million, closely watching the state and federal budget, doing a status quo budget.
      - 2. Master Plan for Aging – close to releasing the final report on the Community Needs Assessment, next steps is developing a local playbook to set goals and come up with an action plan.
      - 3. Provider negotiations have concluded, they will be getting a \$1.25 per hour wage increase, we anticipate that this will be in effect as of March 1<sup>st</sup> and providers will earn \$20.50 per hour, a cap on provider PPE has also been added, the contract is good until June 30, 2027

## 9. Report Outs

- a. Legislative
  - i. Staff reported there is a bill that is being introduced to add virtual attendance for commission meetings.
- b. CICA Conference Calls
  - i. No report out.
- c. Commission on Disabilities
  - i. September 14, 2024 Meeting Minutes
- d. Seniors Commission
  - i. June 18, 2024 Meeting Minutes
  - ii. August 20, 2024 Meeting Minutes

## 10. Future Agenda Items

- a. The commission discussed having the following items added as agenda items to future commission meetings:
  - i. Recruitment for commission vacancies

- 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.

**Minutes approved by Commission on February 28, 2025; submitted to Board of Supervisors on March 3, 2025**

The logo consists of a solid green rectangle with a thin white border, positioned to the left of the title.

# 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

