

**IN-HOME SUPPORTIVE SERVICES  
PUBLIC AUTHORITY OF MARIN  
GOVERNING BOARD MEETING MINUTES**

Date and time:	March 5th, 2024, 3:00pm – 5:00pm
Location:	Meeting conducted in person and on Zoom. Recorded for minutes purposes.
Board Members Present:	Michael Harris, Beth Gray, Roger Rose, Shelley Norris-Alvarez, Jonathan Frieman and Carolyn Schulman
Absent:	Eli Gelardin
PA Staff:	Dario Santiago, Marta Villela and Julia Hansen,
Special Guest:	Chua Chao, Health and Human Services
Recorder:	Dario Santiago
Next Meeting:	June 4 <sup>th</sup> , 2024

**Call to Order**

Michael Harris chaired the meeting. It was announced that there was a quorum.

**Introductions**

Public Authority Board Members, Public Authority staff, and guests introduced themselves. It was noted that the ZOOM/PHONE meetings are recorded for minutes purposes.

**Consent Calendar:**

**Recommended Action: Approve**

**Motion to approve March 5<sup>th</sup> 2024 Board Agenda and December 5<sup>th</sup> Board Minutes**

Ayes: 5  
Abstain: 0  
Absent: 2

**Motion approved.**

**Public Comment:**

None

**Health and Human Services Report: Aging and Adult Services Manager, Chua Chao**

Aging and Adults Services Division Director has resigned and moved on to San Mateo County. Senior Social Worker in West Marin for APS/IHSS has resigned. Various vacancies within department. Currently recruiting 2 IHSS social workers. Creating a drop-in center at office. Goal is to have timeslots to help people with IHSS timesheets.

**Executive Director report, Dario Santiago**

- Last Quarter (November to January):
  - o This quarter we referred providers to **256** recipients (Last 3 quarters **270, 245, and 227**).
  - o **389** Interventions provided to recipients and providers.
    - **25** Urgent Emergency Providers requests.
    - Information and Assistance is the primary intervention at **46%**
  - o Provided orientation to **140** Providers.
  - o We changed our method of provider check-ins from automatic system generated to staff generated outreach via EZ TEXT SMS service. This is an effort to increase the accuracy of provider check-ins (current availability and name of current IHSS recipients)
- Provider Training:
  - o Career Pathways training has been extended to Dec. 31<sup>st</sup>, 2024, for IHSS providers.
  - o Providers can get between \$500 to \$2,000 dollar incentive for completing trainings.
  - o Providers get the IHSS hourly rate (\$18) for each hour of training.
- Staff Updates:

Aurora completed her second year at Public Authority doing case management for recipients and providers. Congratulations to Aurora! Also, Adriana completed her 4<sup>th</sup> year in November as our Registry Specialist. Congratulation to Adriana!

**Recruitment and Marketing:**

- We currently have a total of **380** active providers on our registry.
- We are revamping our marketing strategies with the formation of the new PA Board Committee titled Acquisition and Retention Committee.

Below are the results of staff efforts for adding more providers to our registry.

(Note: **49** recipients and **34** providers were added to our Registry this quarter)

MONTH	RECRUITED	ADDED
November	21	7
December	25	8
January	39	19

*(Recruited are people who showed interests to our Registry Specialists' outreach efforts. This includes people who applied for the Registry. Added are new providers in our Registry.*

**CAPA/Advocacy/Union:**

- Provider Wages increased to \$18 starting Feb. 1<sup>st</sup>, 2024, thanks to the Marin County Living Wage Ordinance.
- SEIU 2015 bargaining negotiations started on Feb. 7<sup>th</sup> and we had a second session on Feb. 16<sup>th</sup>. Negotiation discussions are going well. There are 3 dates scheduled in March.

**Looking ahead:**

- We are requesting approximately \$108,000 increase from Marin County General Funds for our Administrative Costs for FY 24/25. This will cover staff cost of living increases and increase in office expenses.
- PA Board Member Jonathan Frieman and I will pursue starting 501c Friends of Nonprofit.

**Senior Registry Staff Report, Marta Villela**

Recruitment process for all provider applicants reviewed. Presented data collected on people who did not complete process to become a provider. Most applicants (47) drop out of the enrollment process after first conversation with PA staff. 120 people dropped from the process between Aug. 2023 and Feb. 2024. Cost of fingerprints and wages are the primary reasons why people drop from the process. Other reasons are immigration status, no vacation pay.

**Financial Report: Julia Hanson, Finance Manager**

We have a new goal to reduce Kaiser and dental slots to 158 total, due to the increase in Kaiser costs. There are currently 168 providers enrolled in Kaiser and 180 providers enrolled in the dental plan. We have a waitlist of 4 people now. Presented proposed budget for FY 24/25 with increased costs to accommodate salary increases from previous fiscal years. Salary and Benefits budget has been the same for 3 years without issue. Now that staff are reaching Step 5 in their salary table, the budget needs to be adjusted to reflect the increases. Funds need to be approved by the county prior to PA Board approval. We have a fund balance that covers deficits to budget of about half a million dollars. Prior to using fund balance or asking PA board for budget approval, we are asking the county to approve an additional \$108,000 ongoing costs. We had an expensive legal year and are asking for additional funding from the county. We are on track this year with our budget except for the increase in legal fees.

**Strategic Planning Committee Report: Shelley Norris-Alvarez**

The committee meets twice a month since last May. We have a new Strategic Plan and Mission/Vision statement. Committee members are Shelley, Jonathan, Beth, Michael, Dario and Marta. Our committee meets quarterly and will review key performance indicators ongoing. Mission and Vision revised to include caregiver language. Strategic Priority and Strategic Goals presented. Quality of care and criteria language. Key Performance Indicator example reviewed as a template for future tracking.

**Motioned to approve and adopt the new Mission, Vision, and Strategic Plan:**

Ayes: 6  
Abstain: 0  
Absent: 1

**Motion approved.**

**Acquisition and Retention Committee Report: Carolyn Shulman and Dario Santiago**

Marta, Adriana, Carolyn and Dario are the committee members. The goal is to analyze data on recruitment and retention. The plan is to meet monthly, 4<sup>th</sup> Tuesday of every month. Board members were invited to join the committee. Social media campaigns were cancelled, and the committee will start with a new plan.

**Board Secretary Nomination:**

Shelley was nominated as secretary. Shelley accepted the nomination.

Board Voted:

Ayes: 6  
Abstain: 0  
Absent: 1

**Shelley Norris-Alvarez is now PA Board Secretary**

**Adjourn for closed session:** Updates on Labor Negotiations with SEIU 2015.

**Adjourn**

Next Meeting on June 4<sup>th</sup>, 2024



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