

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

Date and time:	September 3, 2024, 3:00pm – 5:00pm
Location:	Meeting conducted in person and on Zoom. Recorded for minutes purposes.
Board Members Present:	Michael Harris, Roger Rose, Shelley Norris-Alvarez, Jonathan Frieman, Beth Gray, and Carolyn Shulman
Absent:	Eli Gelardin
PA Staff:	Dario Santiago and Julia Hansen
Special Guest:	None Present
Recorder:	Shelley Norris-Alvarez
Next Meeting:	December 3, 2024

Call to Order

Michael Harris chaired the meeting. It was announced that there was a quorum. The meeting was called to order.

Introductions

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

Approval for Agenda for September 3, 2024, and Board meeting minutes for June 4, 2024

Recommendations for Approval.

Ayes: 5
Nays: 0
Abstain: 0
Absent: 2

Motion Approved

Public Comment:

None

Executive Director Report, Dario Santiago

IHSS Wage and Projections:

Projected IHSS wages for Marin County shows an increase from \$16.95 in December 2023 to \$18.00 in February 2024, \$19.00 in August 2024, \$19.50 in January 2025, \$19.75 in February 2025, \$20.25 in January 2026, \$20.50 in February 2026, and \$21.00 in January 2027. These wages reflect Public Authorities agreement with SEIU. If Prop 32 passes this Nov. the minimum wage will increase to \$18.00 an hour, IHSS wage will increase to \$21.00 an hour. Since December 2023 up to 2027 there is a 24% increase in wages. Marin County wages are in the top 6 highest rates in California. Last year Marin County ranked #13 on highest wages in California and now it is #6. We are moving in right direction.

There is about a 13.5% increase in wages from last year to now. There is a 13.6% increase in number of providers. 20% or more are being retained.

Providers Added to Registry

Our goal is to recruit or add 10 providers per month to the registry. In March we added over 20 and April over 30, averaging 15 new providers per month. There are currently 448 active providers on the registry, up from 387 last year. That is a 15% increase in the registry number. Changes were noticed since wages increased. Also, applicants don't need to pay the upfront \$75.00 for fingerprints. Numbers last August through December were below the goal, between January and July the numbers were a lot higher, so wages are what made the difference. Public Authority stopped on-line marketing to recruit provider. This stopped when the acquisition committee started. We are doing less in marketing and our numbers are increased. Last year December wages were \$16.95 now \$19.00. This is about an 8.5% increase.

New Providers and Recipients

Aug 2023-July 2024

This is the first year we see more providers added than recipients. Growing trend of providers in the last few months. Also, growing number of recipients month to month.

Countywide Authorized vs. Worked Hours (90.4%)

August 2023-July 2024

IHSS social workers allocate a certain amount of hours for each recipient based on an assessment. On average there are 112 hours authorized per recipient. July 2023, there was 245,000 authorized hours county wide, with 220,000 hours that were actually worked. In July 2023, there were 2,160 recipients compared to June this year of 2,250 recipients. This is an increase of 90 recipients since last year and also an increase in authorized hours and work hours. There was a 6.74% increase in Authorized Hours vs 8.2% compounded increase in Worked Hours from July 2023 to June 2024. The worked hours are still not catching up with the authorized hours. The variables are out of our control, including, every month around 60 applicants are added to IHSS, and when approved, it is probably unlikely that the provider will start working right away and claim hours in same month as they are approved. The provider still needs to go through orientation and become active in the electronic time sheets. The provider can retroactively claim hours, but it does not show up in the hours worked. Someone can be authorized to work in July and start working but does things to become active. Then they may get a provider number in August. That provider can retroactively claim hours, but it will not show up in July but instead in August. There will never be 100% authorized vs. work hours. 90% is good, other counties are in the 80's, so overall the claiming of hours is ok. Variables may include clients not having a provider, clients not using all their hours, and clients looking for a provider.

Provider Lists Referrals

August 2023-July 2024

Graft updated from last board meeting. There is a decrease in requests for provider lists. Tracking is ongoing. We don't know exactly why. There was an increase in July 2024. All months were under 100 recipients that received referrals except August 2023, Oct 2023 and July of this year. Public Authority sent out more referrals than requested in July. More referrals may be a result of some consumers who may ask for another list later in the month. Another goal with staff is that a recipient has a provider within 2 months.

Emergency Back Up Provider

August 2023-July 2024

At our last meeting the State proposed to cut Emergency Back-Up funding but at the last minute the State decided to keep the funding. It is not the same amount as previously, but we are now able to continue to provide this service. This service is provided to recipients who don't have a provider because the provider may have left unexpectedly, or a recipient was released from a hospital or other facility and not having a provider poses a health risk to them. State language was loose and vague on purpose so we can utilize and tailor to our own county needs. The State projected 3 recipients needing back-up per month, however the last few months we served 9 recipients in May, 14 in June and 13 in July. The provider is paid an additional \$2.00 an hour. The amount of hours provided to the recipient needs to be approved by a county social worker or staff.

Map of Where Recipients live

986 recipients are currently active in our registry. There are a total of 2,200 recipients County wide. Some dots are overlapped on the map. There are a handful of recipients out in Bolinas, Stinson Beach, Lagunitas, and Woodacre.

Map of where Providers live

There are 448 providers currently active in our registry. 79% live in Marin County but some commute from Santa Rosa, Rohnert Park, Vallejo, and the East Bay. There is a lack of providers in the rural part of our County. We no longer provide mileage reimbursement. In the new MOU, after the contract was ratified, new providers who work in West Marin can get \$250.00 plus \$200.00 bonus if they work for a year. It is not as good as mileage reimbursement. The mileage reimbursement wasn't successful originally. It was more

work than people wanted to do. Marin Access provides reimbursement if recipients sign up, then the provider can get reimbursed if they keep a mileage log. Usually, the check goes to the recipient and the recipient reimburses the provider, but the check can also be sent directly to provider. They pay up to \$100.00 a month. There may have been some duplication of services when we provided mileage, people could use both Public Authority and Marin Access reimbursement. A provider can apply at Marinaccess.com, Star Program, for Marin Access mileage reimbursement. West Marin gets double the amount.

Financial Report: Julia Hanson, Finance Manager

IHSS Provider Health Benefits Report:

When the budget was reviewed it was unsustainable to have 186 providers per month on health benefits so reduced the number to 155. Now there is a wait list. The number on the wait list in July was 18 and in August 14. There were 15 on the wait list for dental in July and 11 in August. We are still getting providers disenrolled from dental. A lot of the providers on Dental don't have Kaiser but may have other insurance. Dental is pretty cheap. It is about \$46.00 a month to cover dental. Sometimes providers are kicked off of insurance because they didn't have enough hours to work for the month. Public Authority reaches out prior to disenrolling. Then the provider may go to the doctor and find out they don't have insurance or may be alerted when they get cobra packet. They may say they were working the hours. They may not have updated the time sheet on time. We can't really kick people off if they were actually working the hours. It may be a catalyst to scare enough so the time sheets get submitted on time. If over 30 days that don't hear from Provider, they are officially off, but if they call within a couple weeks, we can put them back on. Some people won't keep the job without insurance. We want to avoid this situation. Dario is consulted a lot to determine if there can be exceptions. We may see 157 enrolled rather than 155. Intercounty transfers may have insurance so we want to accommodate those people which is another reason why we may be over the 155 enrollees. We do everything we can to not take away insurance from people. It is difficult for people on wait list; a provider may take another job, move, or pass away, in order for there to be room to add another provider to benefits. We may help people fill in the application for Covered California. We offer to help someone if they can't make it onto our list. We can provide resources if the provider can't get Covered California. Eligibility workers with county can help.

We pay \$1,200 per person for Kaiser. It was \$944.38 in 2022, \$1016.47 in 2023, \$1,211.42 in 2024. Kaiser costs go up, but not the budget. We get a lump sum of money and need to stay within that amount. We can go with less expensive providers, but people prefer to go with Kaiser. People seem less enamored to go with other providers. Negotiated with union, MOU .82 cents of every hour that is worked by a provider is put aside for health benefits. 2.6 million hours last year divided by .82 cents. As our budget goes up a little Kaiser goes up more. Important for every recipient to work the hours, otherwise money is lost.

Budget versus YTD Actuals FY 2024-25

We are pretty much on track. We spent 17% of the budget this fiscal year. We used 14% of the salaries and benefits budget, 17% of the service and supplies budget, and 46% of the subscriptions budget (a one-time charge). 98% insurance liability is also a one-time charge so reflects 98% used. Insurance costs are \$2,311,193.84 for Kaiser, and \$92,536.00 for Dental.

Revised FY 24/25 Budget, increase \$36,162 budget transfer from County of Marin HHS

The Board needs to approve additional funding from Marin County Health and Human Services into our budget. The reason for the increase of \$36,162 is because at the last meeting in May the board approved the transfers in from the County of \$3,378,505.00, and with the additional funding that we were getting from the State from last year of \$243,832 to this year of \$303,400, we have about a \$60,000 increase this year. After the county did their calculations, the fiscal officer updated our projections and noted we would be getting a little more than was approved at the last meeting. The Board now needs to approve a resolution to add the \$36,162.00.

Recommendations for approval of Budget

Ayes: 6

Nays: 0

Abstain: 0

Absent: 1

Strategic Planning Committee Report: Shelley Norris-Alvarez

The Strategic Planning Committee is now meeting quarterly. The Committee reviews the Key Performance Indicators to determine what activities we are doing to meet our strategic objectives and goals. Dario created a spreadsheet which shows our goals, objectives, who did what activity, what the activity was, the reason for the activity and contact info. This is a good way for us to track strategic goals and objectives. Jonathan sent an email to Talia Smith to request she provide a budget training which is one of the objectives. We hope that the spreadsheet will help with the end of the fiscal year report. We can review what we have accomplished towards our goals, and this can provide information for Dario with his annual report. We already met a couple goals for this fiscal year, but we will continue to monitor for the coming years.

Adjourn for closed session: Public Employee Performance Evaluation: Executive Director

Open Session Resumes.

Resolution 2024-25 Executive Director Compensation Recommendation for Salary Step 4 to Step 5, and bonus of \$15 K.

Recommendations for approval:

Ayes: 6

Nays: 0

Abstain: 0

Absent: 1

Adjourn

Next Meeting on December 3, 2024



All In-Home Supportive Services (IHSS) Public Authority of Marin public meetings are conducted in accessible locations. If you require American Sign Language interpreters, assistive listening devices, or other accommodations to participate in this meeting, these may be requested by calling (415) 499-1024 ext. 104 at least 72 hours in advance. Copies of documents used in this meeting are available in accessible formats upon written request.