

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

Date and time:	December 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:	Chua Chao, Health and Human Services, Dennis Rodoni, Board of Supervisors, Brian Jacobson, Potential Board Member
Recorder:	Shelley Norris-Alvarez
Next Meeting:	March 4, 2025

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

Approval for Agenda for December 3, 2024, and Board meeting minutes for September 3, 2024

Recommendations for Approval.

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

Motion Approved

Public Comment:

Brian Jacobson introduced himself. He mentioned that Jonathan Frieman asked that he join the meeting in consideration of joining the PA board. Jonathan Frieman joined the meeting and introduced himself. Jonathan noted that Brian Jacobson is on the board of Inspirit with him. Jonathan mentioned that Brian would be an excellent addition to the board.

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

Chua provided an update on staffing as it impacts staff workload and ability to get the work done. She reported all leadership positions are full. There are now 4 Supervisors, and a Program Integrity person who investigates fraud, conducts quality assurance, home visits, represents agencies and fair hearings. Only one Social Worker position is left to fill. Chua reported that heading into 2025 IHSS is in better shape than the last 6 or 7 months. She reported that IHSS had an annual IHSS review in September, which is a state audit, to meet federal mandates. The review focuses on case files, to make sure IHSS staff are authorizing an appropriate level of service based on narrative descriptions of needs. The county did well with an 80% to 90% accuracy rate most of the time. IHSS got a certificate for meeting 90% of needs assessment rates for last year. Goal is making sure new allocations are processed timely, that they get monitored on a monthly basis and any needs assessments are completed including urgent needs. Overall agency in terms of compliance is doing well.

There was a discussion due to the suggestion that the Provider enrollment process is more secure for Providers when Recipient completes enrollment on-line vs. hard copy paperwork. With hard copy Recipient has access to providers social security number but this information is not on the on-line enrollment form. Chua mentioned that when the provider fills out the initial paperwork then they need to enroll with payroll and that piece may be missing when completing on-line. It was suggested that there be a notification in the system when the payroll piece is done. Chua mentioned that they are attempting to address approval and submission on timesheets. Chua noted that payroll time is taken up a lot by people not completing the time sheet or not approving timesheets correctly. Chua reported that staff need to train people on how to complete timesheets in order to be more self-sufficient and to use the system

appropriately every time period. Chua noted that staff sometimes take over an hour to train one person. One of the issues IHSS runs across is communication issues with Providers speaking other languages. It was suggested that identity theft issues could arise when Recipients complete hard copy paperwork as some personal identifying information on the hard copy is not on the on-line system. Getting people up to speed is difficult. There was a suggestion that IHSS provide computer classes. Chua mentioned the challenges with computer classes. Getting Providers registered is important so they can get paid.

Chua reported that her departments office is moving from upstairs to downstairs at 10 N. San Pedro. She mentioned that no one knows the impact from the new administration taking over in 2025. She believes some programs may be affected directly. She further stated that we don't know until we know. She is waiting for the Governor's budget. Home safe is going away which helps people at risk of homelessness. This program ends in June 2025.

Executive Director Report, Dario Santiago

Marin IHSS Provider Wages

Due to Prop 32 not passing on the ballot, the anticipated wage increases are not going to happen. Next month Provider wages would have been at \$21.00 an hour, if passed, but we now have to wait until 2027 for the wage to be at \$21.00. PA Marin has the 6th highest wage in the state at \$19.00 an hour. S.F. is the highest at \$21.50 an hour.

Providers Added to Registry

PA Marin's goal is to recruit or add 10 providers per month to the registry. Last year PA Marin average was a little below 10. In January 2024 and October 2024 there were 19 Providers added per month. There are 461 active registry Providers. Last year there were 180. That number has gone up pertaining to retention.

New Providers and Recipients

Aug 2023-October 2024

This graft compares how many Recipients were added to the registry vs. new Providers added to the registry. This does not represent all IHSS Recipients in the county, just those that contact us. This is the first time since Dario has been working for PA Marin that the Providers added to the registry is higher than Recipients added. Currently there are 1,024 active Recipients in the registry. Statewide about 70% have family or friends who are their Provider. Marin has about 57% more clients relying on public authority to find a caregiver.

The number of Recipients has increase but demand for Providers is decreasing. One reason may be that Recipients Providers are having higher retention rates. It may also be due to an increase in pay which could be related to retention. Will review further to see what's going on.

Countywide Authorized vs. Worked Hours

County wide. In July 2022 there were 235,000 hours authorized and approximately 208,000 hours worked monthly. There has been an increase month by month for authorized hours. Last month, October 2024, over 270,000 authorized hours vs. 240,000 worked. There is much growth in terms of authorized and work hours.

Program Growth: Map of Where Recipients Live

There are 2,300 IHSS active recipients in Marin County. This includes all recipients in Marin County. The visual map shows where recipients live across Marin County.

Training Survey

73 recipients responded to a training survey. PA Marin is trying to determine what kinds of classes registry providers may be interested in. PA Marin has contracted with an Independent contractor person who has provided trainings for providers in the past. The trainer has about 10 years' experience at Home Bridge with a Career Pathways contract. Based on discussion with the PA Board and Strategic planning committee, the plan is to prioritize ESL classes, infectious control, and CPR. After these trainings PA Marin will base additional trainings based on results of survey. There was a suggestion to video the trainings. Dario will discuss this possibility with the trainer. It may be good to have trainings on website for Providers in the County. Some of the classes are more hands on, but the ones that could be recorded may be recorded on

zoom, if trainer agrees. Computer skills may help Recipients and Providers. PA staff Aurora helps Providers on computers. A question arose as to whether we can partner with COM for computer classes. PA Marin has an agreement with Tam Adult School to provide trainings. In March there will be a 10-week course at the PA office taught by 2 RN's and an ESL teacher. PA Marin will see if they can include a computer class. There is a small fraction of IHSS people that don't have computer skills. People who come for computer help may have staff do it with them. The County partnered with MCIL to be their time sheet signatories. Marin County IST is partnering with Housing Authority to provide tablets, training, and internet support for residents. IHSS is working with IST to identify IHSS clients so they can benefit from this program. JCFS provides instructions at the Multipurpose Center and clients can go there for training. JCFS can provide one-on-one training. There are a good number of people with significant challenges. For those who have the capacity to learn, they can get help from IHSS staff up to 3 times. The first training is to demonstrate how to do it, second is for person to show staff and third is for support. Chua mentioned that this helps some individuals and some it doesn't. Providers prefer to come to PA office. There is a drawback to referring out. JFCS has a grant to train individuals on depression in older adults and suicidal prevention in older adults. Previously Providers were dependent on Career Pathways training but since it ended, we now want in-person training at the PA office. Bay Health will be providing in-service training starting February 2025. Regarding incentives to attending training, there is funding for anniversary, longevity and retention but we are not able to use for classes. PA sends texting services for reminders of classes. PA Marin only has funding until December 2025. Staff input attendees who complete classes for tracking.

Hearts at Home Event

There was a great turnout for this year's event. Supervisors Rodoni, Supervisor Sachett, and the new HHS Director attended. There were over 100 people that showed up. BOS provided certificates for Providers who worked for 5, 10, and 15 years. Staff collected over 50 raffle prizes. This was the largest Hearts of Home Event to date. Staff were acknowledged for all their work with helping out at the event. Funding was provided from Marin Transit, Marin Community Foundation and Ayawaska. All donation money paid for the event. There was a suggestion that possibly next year we could pair with the Senior Faire since space is already there and it would be free.

Registry Updates

Since the beginning of this fiscal year PA Marin has been paying for Provider's live scans. PA Marin paid for 38 Provider's scans. Of the 38, 31 were added to the registry. 10 of the 38 are active but not connected with recipients, and 20 are currently working with recipients. One was ineligible in CMIPS, a state system. 2 didn't pass the background check. We are tracking how many recipients don't have a Provider. Since 2021, 158 recipients didn't have any time sheet activity for 60 days which was steady throughout the year. In 2022, the number went down from 166 to 118. In 2023 the number went up and down, and now there are 166 Recipients with no time sheets for 60 days. We are trying to find out what's going on with each client rather than just look at the statistics. Staff and SW intern are calling each recipient. Not all 166 recipients are calling and asking for a Provider. Of the 166 recipients, we didn't heard back from 52 people, we were unable to contact 31, 27 had a Provider, and 22 are still looking for a Provider. 14 haven't been contacted yet, 15 said they don't need IHSS anymore, 3 have a share of cost, and 2 hadn't been called. PA staff were unable to contact about half of the Recipients. There are Recipients who don't want to hire Providers but don't want to close their case, just in case, as they don't want to start the process all over again, if needed. 20 + Recipients won't be on the next report but new ones may be added.

Financial Report: Julia Hanson, Finance Manager

IHSS Provider Health Benefits Report:

Julia reported that due to the increase in health care costs, we are now running a significant wait list for Kaiser. PA Marin used to have 200 slots for people to receive health care but since our funding remained static but cost of health care has gone up, we can't insure the same number of providers. We currently can cover 155 Providers, but PA Marin will be adjusting that number to 157. Julia mentioned she hopes the wait list will diminish. Dental and supplemental

insurance hasn't gone up. The Provider pays \$130.00 for Kaiser. People seem to prefer Kaiser. The monthly cost to cover IHSS Providers was \$944.38 in 2022, \$1,016.47 in 2023, \$1,211.42 in 2024 and \$1,275.10 in 2025. If a Provider isn't able to get on our benefits, Julia helps them fill out an application for Covered California. Most people whose primary job is a caregiver usually keep their benefits.

Budget versus YTD Actuals FY 2024-25

There is no financial budget report this meeting. Every agency has a certain date to enter their budget into Munis; ours is in March. Since there were so many changes, our budget needs to be entered into Munis by DOF. We have a persistent campaign helping get it updated. Until DOF enters into Munis we can't update. No budget will be accurate at this time, if presented. By the end of December DOF will have our budget entered into Munis and then we can update all the salaries. Numbers will change drastically so we are waiting until it is updated, then it can be emailed to all the participants. Munis keeps our books for us. Jonathan had to fill out a fraud questionnaire, possibly as Treasurer. There is very little or no chance for fraud. PA Marin has to have 3 people approve any expenses entered. This is the first time the County has updated our budget this late. It is possibly due to staff changes. This month it should be updated.

Strategic Planning Committee Report: Shelley Norris-Alvarez

The Strategic Planning Committee continues to meet quarterly. The committee has been meeting for about 2 years. The committee last met on November 18. We previously completed a Strategic Plan. The Committee mostly reviews the Key Performance Indicators to determine what activities are meeting our strategic objectives and goals. The plan has 3 goals. PA Marin met some of our objectives this fiscal year. The committee discusses which activities we want to focus on in the next quarter. At our last meeting we discussed implementing a PA Annual Report to publicize PA Marin's accomplishments. PA Marin hasn't completed an annual report. Dario hopes to finalize one by March 2025. Some objectives in the plan have been put on hold. The committee discussed upcoming trainings for Providers, including establishing an ESL class. We also discussed the objective to increase criteria for care givers. PA Marin wants to tighten up the criteria so we have more qualified caregivers. We now require a driver's license and discussed adding other training requirements. We plan to add trainings but need to see if we want to make it a criteria for employment. Next meeting we plan on updating our moto to express more clearly what we do as an agency, since no one really understands what Public Authority means. We are looking at changing our letterhead to include wording that represents what we do. The current moto is connecting people, creating independence. We discussed adding something about Provider recruitment and training. We also are looking at the website to make it clearer what we do.

Oversite Committee: Beth Gray, Vice Chair

Beth and Michael have been meeting with County Supervisors. There are 3 meetings scheduled this week and one next week. The meetings are to update the BOS as to how things are going, esp. related to the Provider rate increase impact. Lot of the charts in the board meeting are provided to BOS. The document shows the wage before the increase, changes since the wage increased and things we still need. They also express our appreciation to the BOS who have helped us with the wage increase. The Oversight Committee is constantly moving forward to keep our relationship with the BOS, which wasn't achieved before. The Oversight Committee only takes up a small period of time but it is very valuable. The BOS realizes the importance of the work PA does. We will continue to move forward, keeping BOS informed to give a better understanding of who we are. Supervisor Rice leaves Dec 31. New Supervisor is being sworn in on January 1.

Adjourn

Next Meeting on March 4, 2025



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.