



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, March 28, 2025

Time: 1:00PM to 3:00PM

Location: 1400 Emeline AVE, Building K, Room 206. Santa Cruz, CA

The use of facemasks is recommended for all attendees of the IHSS Advisory Commission meeting.

Agenda

1. Call to Order
2. Roll Call
 - a. Welcome new commissioner – Charlie Walker – Provider Representative
3. Agenda Review
4. 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.*
5. Consent Agenda
 - a. Meeting Minutes
 - i. February 28, 2025 Meeting.....Page 3
 - b. Commission Vacancies
 - i. Three (3) – Consumer Representatives (A)
 - ii. One (1) – Representative of Advocate Organization (C)
6. Guest Speaker: Janie Whiteford, California IHSS Consumer Alliance
7. Regular Agenda – Action Items
 - a. Recruitment Strategies: IHSS Advisory Commission Vacancies
 - i. Draft Language for Shared Adventures Newsletter.....Page 21
 - ii. Update on Letter to Board of Supervisors
 - b. Public Participation
8. Regular Agenda – Information Items
 - a. Information Sharing
 - i. Announcements
 - ii. Topics & Speakers

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.

1. Tentative Schedule

- a. April 25, 2025 – IHSS Provider Trainings, Health Project Center
- b. May 23, 2025 - Senior Network Services: Caregiver Matching
- c. To be scheduled:
 - i. Goal Setting Facilitator/Data Collection
 - ii. Alicia Rodriguez, Golden PACE Health

b. Staff Updates:

- i. April 25, 2025, IHSS Advisory Commission Meeting
 - 1. Change in Location: 1020 Emeline AVE, Building B, Santa Cruz.
 - 2. Election of Officers
 - 3. Meeting Schedule 2025-2026

ii. Commission Staff Transition

- c. CICA Information.....Page 22
- d. Reappointment Process.....Page 30
- e. IHSS Consumers
- f. IHSS Providers
- g. IHSS Program and Public Authority Updates

9. Report Outs

- a. Legislative
- b. CICA Conference Calls
- c. Commission on Disabilities
- d. Seniors Commission

10. Future Agenda Items

11. Correspondence

12. Adjournment

Next Regular Meeting: April 25, 2025, 1:00PM – 3:00PM @ 1020 Emeline AVE, Building B, Room 259, Santa Cruz.



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IHSS Advisory Commission

Meeting Minutes

Date: Friday, February 28, 2025
Time: 1:00PM to 3:00PM
Location: 1400 Emeline AVE, Building K, Room 206. Santa Cruz, CA
Present: Becky Taylor (Chair, Commission on Disabilities), Foster Andersen (Vice-Chair, Consumer), Maria Arreola (Provider), Linda Campbell (Consumer), Stephanie Auld (Consumer), Lois Sones (Seniors Commission), Michael Molesky (Consumer)
Excused: None
Absent: None
Guests: Tracey Heggum, Sr. Social Worker Julie Gabriel (Division Secretary)
Staff: Juan Magaña (Staff), Elizabeth Byrd (Staff)

Agenda

1. Call to Order
 - a. Meeting was called to order at 1:01pm; a quorum was present
2. Roll Call
3. Agenda Review
 - a. Agenda reviewed; no changes made.
4. Public Comment:
 - a. Zack Johnson of the Seniors Council stopped by to invite members to the March 4, 2025 meeting.
5. Consent Agenda
 - a. Approval of Meeting Minutes
 - i. January 24, 2025 Meeting
 - b. Commission Vacancies
 - i. Two (2) – Consumer Representatives (A)
 - ii. One (1) – Provider Representative (B)
 1. To be filled – pending Board of Supervisors appointment
 - a. Staff reported that Charlie Walker was appointed by the Board on 2/25. Staff invited Charlie to the meeting, but he did not respond.
 - iii. One (1) – Representative of Advocate Organization (C)
 - c. Motion to approve Consent agenda was called by:

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- i. First/Second: Campbell/Sones
 - ii. Ayes: Taylor, Andersen, Arreola, Campbell, Sones
 - iii. Noes: none
 - iv. Abstain: Molesky
 - v. Absent: Auld (not present for vote)
 - d. Motion carried
- 6. Guest Speaker: Tracey Heggum, Adult Protective Services
 - a. Heggum presented information on Mandated Reporter
 - b. See attached presentation for information for information that was presented.
- 7. Regular Agenda – Action Items
 - a. Recruitment Strategies: IHSS Advisory Commission Vacancies
 - i. Strategies suggested:
 - 1. Have Zach Johnson recruit new commission members at his Senior’s Council work group.
 - 2. Sones to reach out to Senior Disability Providers group to let them know of the Advocacy seat.
 - 3. Staff to develop digital flyer for Commission’s social media page.
 - 4. Booth at “Day at the Park”, April 26th in San Lorenzo Park - Taylor and Campbell will be at the booth to recruit new commissioners.
 - 5. Taylor to compose a recruitment letter, Anderson will post it in Shared Adventures newsletter.
 - ii. The commission inquired on the appointment process for new commissioners.
 - 1. Staff provide info the application and appointment process. Informed that at times, Board of Supervisor staff have reached out to seek input from staff regarding an applicant, but this is rare as most of the time, staff is not aware of a new commissioner until after the Board has appointed them.
 - 2. The commission discussed the need to have more input on who is appointed to the commission. They would like to vet the applicant before they are appointed.
 - iii. Motion to write a letter to Board of Supervisors proposing that prospective commission members attend one commission meeting to have members judge their suitability; letter is to be written by Taylor.
 - 1. First/Second: Molesky, Auld
 - 2. Ayes: Molesky, Auld, Anderson, Sones
 - 3. Noes: Taylor, Campbell, Arreola
 - 4. Abstain: None
 - iv. Motion carried.
- 8. Regular Agenda – Information Items

- a. Information Sharing
 - i. Announcements- None
 - ii. Topics & Speakers
 - 1. Tentative Schedule
 - a. March 28, 2025 – Golden PACE Health
 - b. April 25, 2025 – IHSS Provider Trainings, Health Project Center
 - c. To be scheduled:
 - i. Senior Network Services: Caregiver Matching
 - ii. Goal Setting Facilitator/Data Collection
 - b. Staff Updates:
 - i. April 25, 2025, IHSS Advisory Commission Meeting
 - 1. Change in Location: 1020 Emeline AVE, Building B, Santa Cruz.
 - 2. Election of Officers
 - 3. Meeting Schedule 2025-2026
 - ii. Commission Staff Transition
 - 1. Elizabeth Byrd to take over staffing the commission in April.
 - c. Remote Participation Updates
 - 1. Staff provided info on recent legislative changes for remote participation for commission meetings.
 - 2. Auld suggested to add item to agenda for the commission to discuss how to allow public to attend remotely.
 - d. IHSS Consumers
 - i. No comments from consumers
 - e. IHSS Providers
 - i. Arreola reported on a presentation she did in Spanish.
 - f. IHSS Program and Public Authority Updates
 - i. Staff reported that there were no updates from program as they are waiting to see what happens with the executive orders; Alicia Morales plans to attend the next meeting.
9. Report Outs
- a. Legislative
 - i. No report out.
 - b. CICA Conference Calls
 - i. Campbell joined, reported on increasing hate crimes against disabled.
 - c. Commission on Disabilities
 - i. No report out

d. Seniors Commission

i. October 15, 2024, Meeting Minutes

10. Future Agenda Items

a. Public participation at Commission meetings

11. Correspondence

a. Email from S. Auld regarding Brown Act

b. Email from S. Auld regarding CICA Meeting Materials

12. Adjournment

a. Meeting adjourned at 2:58pm

Next Regular Meeting: March 28, 2025, 1:00PM – 3:00PM @ 1400 Emeline AVE, Building K, Room 206, Santa Cruz.



County of Santa Cruz

Adult Protective Services

Mandated Reporters Training

CA Welfare and Institutions Code 15630-15632
Updated 02/13/2025



Who we serve

Older or dependent adults who may be experiencing abuse, neglect, exploitation or self-neglect

- Over **age 60**
- Age 18-59 who are **unable to independently** meet basic needs due to physical/mental impairments
 - Protective issue **relates to the dependency**
- Residence within county and not in a licensed facility
- Consent to services

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Who makes APS referrals?

Mandated Reporters

- Medical providers
- Law enforcement
- Social Workers
- Financial Institution
- Caregivers
- Clergy
- Other county agency
- Social service providers

Non-Mandated Reporters

- Neighbors
- Family members
- Church community
- Self-referrals
- Landlords
- Business owner
- Concerned citizen
- Anonymous



Mandated Reporters

Any person with responsibility for care or custody of an elder or dependent adult

...any protective, public, sectarian, mental health or private assistance or advocacy agency providing health or social services to elders or dependent adults

Types of Abuse

Self-Neglect

- Residence
- Physical Care
- Financial



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Abuse by Others

- Physical Abuse
 - Assault
 - Over/Under Medication
 - Constraint/Deprivation
- Financial Exploitation
- Sexual Abuse
- Psychological/Mental Abuse
- Isolation
- Neglect
- Abandonment
- Abduction



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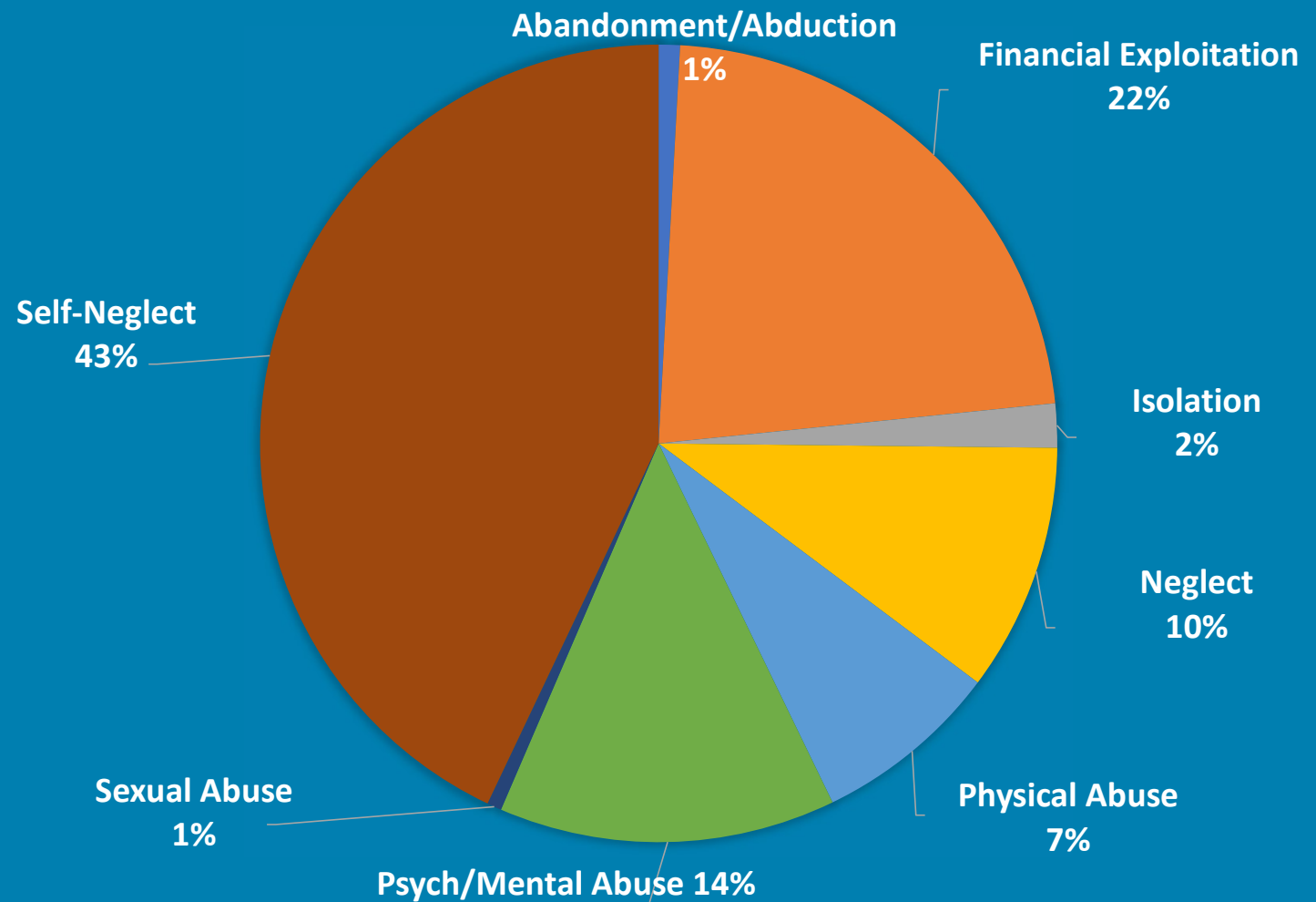
Indicators of self-neglect

- Extreme or sudden weight loss
- Missing appointments
- Hoarding
- Unpaid bills (even though they have finances)
- Frequent ER visits
- Wandering
- Failed housing inspection
- Multiple AMR calls
- Refusing necessary care
- Unsafe or unable to meal prep
- Failing to bathe or perform self-care (like they used to)
- Sudden shifts in values, desires, activities

Indicators of abuse

- Bruising or abrasions
- Medication or money goes missing
- Sexually transmitted infections
- Presents as fearful or withdrawn with person
- Not allowed at appointments alone
- Prevented from contacting loved ones
- Untreated pressure ulcers
- Unexplained changes to finances
- Demeaning language or text messages
- Skin exposed to feces/urine
- Others talk over them
- Suspicious financial transactions

Allegation Types Reported 2024



Who we are

➤ Roles in APS

- Senior Social Worker
 - Intake
 - Investigators
 - Longer Term Case Management
- Social Worker II
- PHN
- Supervisors

Referrals

APS Investigation Responses

- Ten Day
- Immediate
- No Ten Day
- Evaluate Out

COLLABORATIONS

Multi-Disciplinary Team (MDT)

- Healthcare
- Social services
- Behavioral Health
- Community Agencies

Home Safe

- CDSS
- Housing For Health
- CAB
- Abode

Financial Abuse Specialist Team (FAST)

- Law enforcement
- District Attorney
- Court Investigators
- Ombudsman

Longer Term Case Management (LTCM)

- Case Managers
- PHNs
- Public Guardian
- ECM/MSSP



Confidentiality and Privacy

- ✓ Identity of ALL reporters protected unless waived
- ✓ Adults have the right to privacy and client must consent to APS sharing information
- ✓ Participation in MDT does not entitle an agency to confidential information

Making an APS report

- Phone: (831) 454-4101
- Email: aps@santacruzcountyca.gov
- Fax: (831) 454-4676
- Online: ReportToAps.org
- Office visit

Consultations Encouraged!

Questions?

Thank You



IHSS Advisory Commission Recruitment

Draft Language for Shared Adventures Newsletter

Do you get In-Home Supportive Services? Are you interested in improving the system? The In-Home Supportive Services Advisory commission is looking for you. Come to a meeting and check us out. We meet the fourth Friday of the month at the Emeline Avenue Complex. For meeting info, visit our [Advisory Commission Website](#).

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**In Home Supportive Services Advisory Board
Report to Humboldt County Board of Supervisors
Fall/Winter 2023-24**

Background

The IHSS Advisory Board (AB) was established by County Resolution No. 2000-50 on June 6, 2000 and amended by Resolution No. 01-05 on Jan. 9, 2001. This was in response to and in compliance with Assembly Bill 1682, effective July 1, 1999.

The main duties and composition of the board are outlined in this resolution and its amendment.

The AB is composed of IHSS recipients and their families, care providers, elder and disability advocates, and a Department of Health and Human Services (DHHS) staff member. The Director of the IHSS Public Authority, IHSS Program Manager and other staff also attend meetings. The main function of the AB is to make recommendations to the Board of Supervisors on the preferred mode of service delivery and to advise the Board on matters pertaining to IHSS on an ongoing basis.

Other functions are to gather and distribute information on the IHSS program to the recipient and provider community and bring information from the community to IHSS staff; outreach to inform the public about the program; attend and host training for AB members; and form alliances with other advocate organizations.

Initially, the state provided a budget for Advisory Boards of \$56,000 a year. This provided funding for many projects, trainings and outreach activities. In 2011 that budget was reduced to \$6,000. Naturally, this limited our scope of activities.

There is a State requirement that Advisory Boards report annually to the Board of Supervisors. In the early years of the Humboldt County AB, there were only one or two reports made to the Supervisors. Many years passed with no reports being submitted. As Chairman, I am trying to rectify that and to that end I did report in the Spring of 2022. I intend to continue reports regularly so you may be informed of our concerns and activities.

After nearly two years of meeting virtually, we are now enjoying in-person/hybrid meetings. Our meeting venue has changed from the county professional building on Fifth Street in Eureka to the Silvercrest Residential Facility. This allows more members of the public and, especially, IHSS recipients, to attend. Many residents of Silvercrest are IHSS recipients and this venue gives them a chance to provide input regarding the program and to become more informed about our Board and its functions.

This year we produced a newsletter (attached) to inform providers and recipients about the recent Electronic Visit Verification required by the State.

We have been working closely with the California In Home Supportive Services Consumer Alliance (CICA). This statewide organization provides networking between Advisory Boards in all of California's counties. Their Executive Committee meets semi-monthly and they provide statewide training and informational calls to the public. They report on legislation that affects the IHSS program and partner with organizations such as CAPA (California Association of Public Authorities), California Agency on Aging, Independent Living Centers, and California Association of Retired Americans, among others. They are currently working with Homebridge Inc. to produce instructional videos for consumers on the IHSS program and on becoming effective managers of their care providers.

Two of our Board members serve on the CICA Executive Board. Vivian Deniston is a Regional Vice President and I am Secretary.

This winter, we will work with members from Butte County to provide a virtual Regional Conference for the Northern Counties. This will be patterned on the Southern Conference which occurred in October and included seven counties.

Our primary concerns as the IHSS Advisory Board are:

Care Provider shortage. This is a statewide crisis and there are thousands of IHSS recipients unable to get the care they need.

Advisory Board member recruitment. There is an eleven member limit imposed on Advisory Boards by the state. However, many counties, including Humboldt, are seldom able to fill all of the available seats and to muster a quorum for meetings.

We have developed some strategies for dealing with these concerns, but they have been only moderately successful.

(Last year, we took out ads in the Times Standard electronic version; The Lost Coast Outpost, also electronic; with Bicoastal Media on radio station KFMI and underwriting with KMUD radio.

In addition to these ads, the Public Authority put provider recruitment posters on ETA buses.)

This year, we would like to offer stipends to members for attending meetings, as many other counties do. We feel this would provide an incentive for attendance.

We would like to develop a more active relationship with you, our Board of Supervisors. To that end, we invite any or all of you to attend meetings, ask questions and familiarize yourselves more closely with our work. We meet on line and in person on the fourth Monday of each month at 2 pm at the Silvercrest Residential Facility, 2141 Tydd St., Eureka. Thank you for your time.

Respectfully submitted by
Margaret Lewis, Advisory Board Chairman

Board Members:	Jack Breazeal	Vivian Deniston	Alissa Norman
	Andrew Bushcamp	Sarah Mixon	Tim Such

**IHSS Advisory Board
Humboldt County**



Dignity • Independence

**IN-HOME SUPPORTIVE SERVICES ADVISORY BOARD
HUMBOLDT COUNTY, CALIFORNIA
MARGARET LEWIS, CHAIR**

Brigette Montgomery Wallman
Program Coordinator



Communities Actively Living Independent & Free (CALIF)

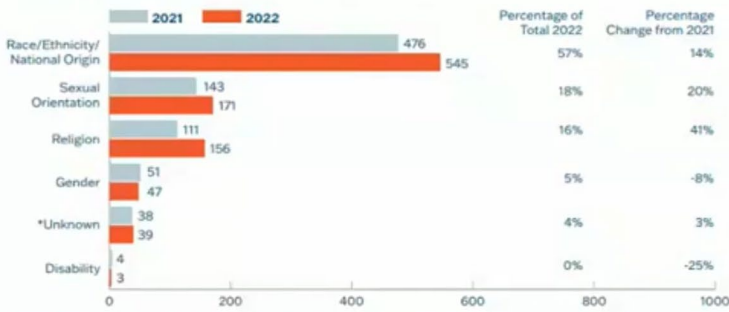
Brigette M. Wallman
WallmanB@calif-ilc.org
(213) 460-3766
www.stopthehateca.org
calif-ilc.org

Hate Statistics

Race/Ethnicity/National Origin is the biggest motivator of hate crimes.

According to the Department of Justice's 2022 Hate Crime in California, 6% of hate crimes targeted people with a disability.

Hate Crimes by Motivation



* These were primarily cases of vandalism that used hate symbols and the motivation could not be determined.
 Note: Some cases contained multiple motivations. The total number of motivations does not equal the total number of hate crimes.

CALIF
Stop the Hate
Mission:

- Increase access to resources for people who experience or witness a hate incident or crime.
- Promoting inclusivity, respect, and understanding through education, prevention, advocacy and dialogue.
- Report Hate = Care Counselor
 - Help navigate through resources ranging from legal aid, to financial assistance, to counseling and more.

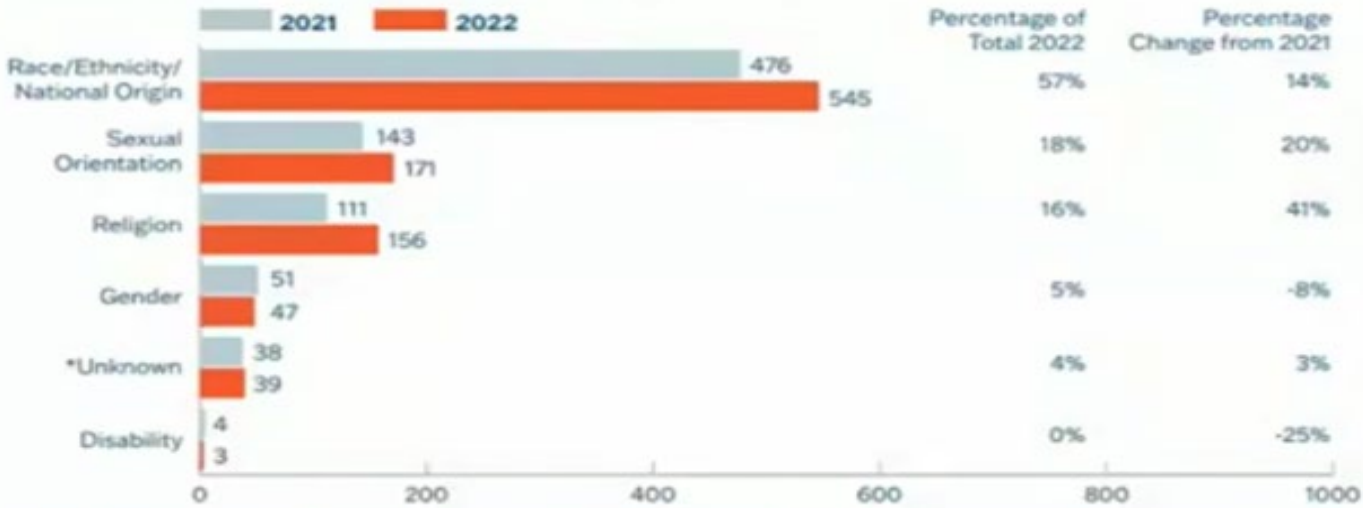
According to the U.S. Department of Justice:

Hate Incidents
A form of hatred or prejudice that is expressed through actions or words that are intended to harm or intimidate a person or group of people based on race, ethnicity, national origin, religion, sexual orientation, gender identity, or disability.

Hate Crimes
Offenses that are motivated by bias or prejudice against a person or group of people based on race, ethnicity, national origin, religion, sexual orientation, gender identity, or disability.

Commission on Human Relations 2022 Hate Crime Report

Hate Crimes by Motivation



* These were primarily cases of vandalism that used hate symbols and the motivation could not be determined.
 Note: Some cases contained multiple motivations. The total number of motivations does not equal the total number of hate crimes.

Bystander Intervention: The 5 Ds Approach By Right To Be

Right To Be Agency's Contribution:

- **Right To Be**, an organization dedicated to promoting bystander intervention, has developed the best training for the **5 Ds approach**.
- They offer **free training** resources to anyone interested in becoming more effective bystanders.
- For more information and access to their training materials, please visit their website at <https://righttobe.org/>.
- You can also find helpful videos on bystander intervention at <https://righttobe.org/guides/bystander-intervention-videos/>.

There are no innocent bystanders.

- William S. Burroughs

In the End, we will remember not the words of our enemies but the silence of our friends.

- Martin Luther King, Jr.

Most evil in the world is only partly because of an evil person. Most of it is because of the complicity of bystanders.

- Tim Kaine

The measure of a civilization is in the courage, not of its soldiers, but of its bystanders.

- Jack McDevitt

The only thing necessary for the triumph of evil is for good men to do nothing.

- Edmund Burke

What hurts the victim most is not the cruelty of the oppressor, but the silence of the bystander.

- Elie Wiesel

I swore never to be silent whenever and wherever human beings endure suffering and humiliation. We must always take sides. Neutrality helps the oppressor, never the victim. Silence encourages the tormentor, never the tormented.

- Elie Wiesel

Reappointment Roles

Commissioner:

- Responds to BOS inquiry
- Completes Oath of Office
- Completes Form 700* (if due)

Clerk of the Board:

- Publishes reappointment item on a BOS agenda
- Once approved, sends a welcome letter to the new commissioner via email
- Facilitates the Oath
- Updates local appointments, and vacancies lists

Board of Supervisors Office:

- Contacts commissioner and appointing Supervisor
- Enters reappointment agenda item
- Initiates reappointments

Liaison:

- Oversee required onboarding steps
- Provide
- Continuing communication and support