

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

Date and time:	December 2, 2025, 3:00pm – 4:30pm
Location:	Meeting conducted in person and on Zoom. Recorded for minutes purposes.
Board Members Present:	Michael Harris, Shelley Norris-Alvarez, Jonathan Frieman, Beth Gray, Carolyn Shulman, Brian Jacobson, Roger Rose, Maria Garcia, Kathleen Desmond
Absent:	0
PA Staff:	Dario Santiago, Julia Hansen
Special Guest:	Chua Chao, Aging and Adult Services Manage; Mary Theresa Dowling, Potential Board Member; Christopher Fallon, Legal Counsel at Liebert Cassidy Whitmore
Recorder:	Shelley Norris-Alvarez
Next Meeting:	March 3, 2026

Call to Order

Michael Harris, Board Chair, called the meeting to order.

Introductions

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

Swearing-In of New Board Members

Maria Garcia (in person), and Kathleen Desmond (via zoom), were sworn in by PA Executive Director Dario Santiago. Both completed the full constitutional oath and were welcomed as new Board Members.

Approval for Agenda for December 2, 2025, and Board Minutes from September 2, 2025

Recommendations for Approval.

Ayes: 9
Nays: 0
Abstain: 0
Absent: 0

Motion Approved.

Public Comment

Mary Theresa (Teri) Dowling shared her work experience and expressed interest in joining the Board. She mentioned she worked with the SF Department of Public Health for 35 years, was a former head of HIV counseling and testing, has 12 years' experience on Marin County Commission on Aging, and is an elected member of Ross Town Council. She further noted she is a member of Ross Age-Friendly Task Force, is a board member at Cedars, and has personal caregiving experiences through family and community.

Jonathan Frieman addressed his hearing accessibility needs, emphasizing that he relies on lip reading and therefore needs to see someone's face when they speak. He also noted that fast crosstalk and jokes are difficult to follow. He requested more structured speaking to include speaking so he can see someone's lips, as well as increasing print on captioning. Jonathan utilizes assistive device of the Roger Pen microphone. Chairperson Michael Harris affirmed the Board's commitment to ensuring communication access and noted staff will explore improved hybrid/assistive technology solutions.

Health and Human Services Report: General Updates from Aging and Adult Services Manager

Chua Chao reported that IHSS is fully staffed for the first time in years. She onboarded 3 social workers in September. Chua noted that State budget issues are shifting budget priorities. Community First Choice Options compliance is shifting cost of penalties from the state to counties. The Feds give a 6% enhancement in funding for high needs clients. When the county doesn't meet the monthly compliance (timely annual assessments) that they need to pay a penalty from the enhancement funding. In July 2026 the county is responsible for full penalties. IHSS team successfully reduced CFC overdue reassessments to no penalties from August through October 2025. Clients may receive letters warning of case closure after unsuccessful outreach attempts within a timeframe. Board members are encouraged to refer clients back to IHSS for follow-up.

A question was asked as to how to provide clients more support and to help client's feel less isolated. Chua noted that IHSS is not a case management program. She noted that although they don't do ongoing support they try to connect clients with services in the community and work with PA when issues arise. Also, CalAim's enhanced case management services allow for community programs to provide additional support. MCIL assists with approval of time sheets and can screen clients. IHSS is currently working on a Memorandum of Understanding with Kaiser and Partnership. IHSS works with MSSP and Information and Assistance to coordinate service and they also work with the HOPE program that provides case management services for older adults with mental health challenges. IHSS also has a drop-in support center at 10 N. San Pedro for assistance with Electronic Time Sheets, payroll troubleshooting, and appointment-based support.

Executive Director Report

Bylaws Revision – Resolution 2025-8

Dario Santiago yielded time to Christopher Fallon.

Christopher Fallon reviewed the proposed amendments to the bylaws.

Article 2.2 – Board Member Terms. Proposed change to remove the 9-year term limit to serve on the Board. The County Ordinance no longer requires it. With revisions, Board members may serve unlimited consecutive 3-year terms.

Article 4.2 – Officer Elections and Terms. Revise to clarify that officer elections will occur at every 3rd December meeting, beginning December 2025. Officer terms will be extended from 1 year to 3 years. If an officer vacancy occurs, Board elects a replacement to complete the remainder of the term.

Approval of Resolution 2025-8 to amend the Bylaws on Board Member Term limits and Officer elections and term.

Recommendations for Approval.

Ayes: 9

Nays: 0

Abstain: 0

Absent: 0

Motion Approved.

Survey Presentation – Provider and Recipient Surveys.

Dario Santiago presented survey results. Over 500 surveys were emailed to Providers and 1,200 sent to registry recipients.

Over 100 provider responses. Most caregivers reported having been IHSS providers for 1 to 6+ years. There was high satisfaction with PA staff professionalism (over 95%) Most Providers reported serving from 1 to 3 recipients currently. No one reported they were unsatisfied or very unsatisfied with their experience as an IHSS caregiver. Most caregivers expressed an interest in caregiver training. Close to 90% felt it was easy to reach someone at the IHSS Public Authority when needing help. Most Providers were satisfied with communications and support for IHSS Payroll regarding timesheets and payments (close to 90%). There was a language disparity regarding the ease in finding clients – Spanish speaking caregivers reported difficulty finding clients as compared to English speaking. English-speaking recipients often prefer English speaking caregivers. There was a significant difference in education levels between English and Spanish speaking respondents. All the English-speaking Providers had a minimum of a high school education. The majority of Spanish Speaking providers highest level of education were elementary, middle and high school.

Most of the recipients (191 responses) reported receiving IHSS services for from 1 year to more than 6 years. Over 92% of recipients reported currently having an IHSS caregiver. Most recipients (over 90%) felt their caregiver followed instructions and preferences. 93-94% of recipients were very satisfied and satisfied with the caregiver’s quality of care. Over 60% of recipients are unaware of a backup plan if their caregiver is unavailable. More outreach is needed in this area. Most recipients were not interested in training or educational sessions to better understand IHSS service and to manage role as employer.

Financial Report

Julia Hansen reported that Health and dental programs remain full. She noted that Kaiser premiums are increasing by nearly \$200 a month in January 2026. The wait list is increasing. The increase in premiums may require reducing available slots over time. The wait list in November was 23 for Kaiser (increased from 17 in October) and 26 for dental (increased from 22 in October). Insurance affordability worsened due to “Trump’s Big Beautiful Bill” reducing ACA subsidies.

Julia Hansen reported the overall budget tracking is on target. The annual audit was launched this week; expected completion by end of January and no later than March 2026 meeting. Auditors will present findings at the March meeting.

Oversight Committee

Beth Gray reported she and Michael Harris met with 4 of the 5 County Supervisors; the final meeting with Supervisor Moulton-Peters is scheduled for next week. The committee emphasized registry metrics, caregiver workforce issues and the need for Supervisors to reserve funding for increase in caregiver wages to be competitive.

Beth Gray reported on the 4-day Special District Leadership Academy she and Michael Harris attended.

Election of Prospective Board Member Theresa Dowling

Recommended Action: Approval for Theresa Dowling to become a Board Member

Ayes: 9
Nays: 0
Abstain: 0
Absent: 0

Motion Approved.

Election of Officers

Election of Board Chair: Jonathan Frieman withdrew his nomination.

Vote to approve Michael Harris as Board Chair:

Ayes: 9
Nays: 0
Abstain: 0
Absent: 0

Vote unanimously approved for Michael Harris to continue to serve as Board Chair.

Vote to Approve Beth Gray as Vice Chair.

Ayes: 9
Nays: 0
Abstain: 0
Absent: 0

Vote unanimously approved for Beth Gray to continue to serve as Board Vice Chair.

Vote to Approve Shelley Norris-Alvarez as Secretary.

Ayes: 9
Nays: 0
Abstain: 0
Absent: 0

Vote unanimously approved for Shelley Norris-Alvarez to be appointed as Board Secretary.

Vote to Approve Maria Garcia to be Treasurer.

Ayes: 9
Nays: 0
Abstain: 0
Absent: 0

Vote unanimously approved for Maria Garcia to be appointed as Treasurer.

Adjourn

Next Meeting on March 3, 2026



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.