

Mendocino County Department of Social Services CEO Report

October 2025

I. Effective County Government



Department Procedures Released September 2025:

- PA 25-06 Petty Cash

Attention CalFresh Recipients: New Chip-Enabled EBT Cards Coming

As of April 2025, all CalFresh households should have been mailed a chip-enabled Electronic Benefit Transaction (EBT) card. Old magnetic-strip cards will stop working either when a new card is activated or six (6) months after issuance of the chip card, therefore, all pre-chip-enabled cards will be deactivated by October 25, 2025.

We strongly encourage all recipients to activate their new chip-enabled card as soon as possible, as it provides enhanced protection against theft and unauthorized use. The ebtEdge mobile app is also available, allowing recipients to check balances, report lost or stolen cards, and more.

Recipients who have not received their chip-enabled card by the end of October can request one via the ebtEdge app or by calling 877-328-9677. We also advise checking the [California Department of Social Services website](#) or using the verified QR code below to access the app safely, as there have been reports of fraudulent apps that could compromise benefits and personal information.



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II. Safe & Healthy County



In-Home Supportive Services Program Update

One of the largest programs within the Adult and Aging Services (AAS) Division is the In-Home Supportive Services (IHSS) Program. IHSS provides essential caregiving support for individuals who qualify for Medi-Cal, are elderly and/or disabled, and need assistance to safely remain in their homes. Caregivers may be family members, friends, or non-family providers referred through the IHSS Public Authority registry.

As the population of eligible individuals in Mendocino County grows, both AAS and the IHSS program continue to expand. Below are key statistics that highlight the scope of the IHSS program:

- 2,418 active IHSS recipients
- 90 program applications per month (average)
- 2,295 current IHSS care providers
- 53.3% of providers are relatives

Caregiver Compensation:

- Current County-negotiated IHSS wage rate: \$19.31/hour
- With the minimum wage increase on January 1, 2026: \$19.71/hour

These caregiving services not only support our vulnerable community members but also benefit the local economy. In the past calendar year, 2,437,375 IHSS caregiver hours were paid, totaling \$44,978,454.53 in State and Federal funds contributed to the local economy.

IHSS Recipients by Age

