



## **Riverside County In-Home Supportive Services (IHSS) Advisory Committee Meeting**

February 2, 2023

1:00 PM – 4:00 PM

Hybrid – Zoom Meeting

IHSS Public Authority, 12125 Day Street, Ste 101, Moreno Valley, CA 92557

### **MINUTES**

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IHSS Advisory Committee (IAC) Members:

Denise Fleming, Barbara Mitchell, Felice Connolly, Donald Brock, Dwight Solis

DPSS IHSS: Ryan Uhlenkott, Garrett Bethel

DPSS IHSS Public Authority: David Dai, Michael Maniglia, Tiffany Nelson, Veronica Ortega, Naomi Lopez

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**I. Call to Order**

Felice Connolly called the meeting to order.

**II. Pledge of Allegiance**

Denise Fleming led committee members in the Pledge of Allegiance.

**III. Introductions**

Introductions were made.

**IV. Adoption and Approval of Minutes from December 1, 2022, Regular Meeting for the In-Home Supportive Services Advisory Committee.**

Approved.

**V. Board Secretary (*Denise Fleming*)**

No additions were added to the current agenda

**VI. Follow-up Items December 1, 2022**

A. 2023 Calendar of Meeting Dates Update

- Reported that the meeting dates are posted at the website

B. Inventory List of Items to purchase

- Request for a list of items and prices to order.

- To add six shirts of each size and include women's XL; tote bags and pens.
- C. IHSS Advisory Committee Handbook
- To include AB1682, Brown Act, By-laws, 700 forms, and Member contact list.
- D. Consumer Handbook and Training Workgroup Meeting Schedule
- Next meeting scheduled Monday, February 6, 2023, 1:30-3:30 pm.
- E. 2021-2022 Mileage Reimbursements
- Received requests were submitted for processing and W9s, request forms were sent to the members to submit for previous dates.
- F. IHSS Advisory Committee pamphlet
- A copy will be re-sent to members for feedback to print updated copies.
- G. 2022 Digital holiday greeting
- IAC members voted on a digital card greeting and Tiffany Nelson reported that the emails were sent to IHSS providers and IAC members on 12/21/2023 via govdelivery email.



- H. 2021-2022 Budget
- Discussion and review of expenditures and meeting CICA dues payment.

## **VII. Discussion Items and Reports**

### **A. Executive Committee Update (*Felice Connolly*)**

- New PA Executive Team - Appointed  
Newly hired leadership at IHSS Public Authority on January 12, 2023. David Dai, Executive Director and Michael Maniglia, Administrative Services Manager II. Members requested that new Public Authority staff schedule a meeting with UDW to discuss the coordination of the 2023 Caregiver Appreciation Event.
- 700 Forms discussion  
700 Netfile annual filing is due by April 2023 and available online.
- Ethics Training  
Members are required to complete 2 hours of Ethics training due in 2024. Public Authority staff to contact Board Aide for registration and deadlines.
- Seeking new community organizations/representation for IAC.  
Faustino Alvarez resigned by email on 12/22/2022 and Maria Rojas is the alternate representative from Community Access Center. Members

requested PA to contact Ms. Rojas to confirm her participation. Felice suggested contacting ARC, Ben Jauregui, if the Advocate representative position becomes vacant.

**B. United Domestic Workers Union Update**

- No updates

**C. In-Home Supportive Services Update (*Ryan Uhlenkott*)**

a. Call Center Statistics

IHSS receiving 35,000-40,000 calls with an increased answer rate of 90% in December. January with 86% answer rate of 40,000 calls.

b. Program Services Overview

Kristine stated that ticketing issues improved when providers and clients were notified. Violations continue to be a concern. Ryan stated that IHSS can inform the state of this in our communications.

Effective July 2023, EVV log in procedures are required for providers who work outside the home. Questions on log ins were discussed.

c. State Budget Updates

Don shared that there is a 2.9% increase in cash grants and that the amount of allocations for Workforce programs could be cut anywhere between \$20 to \$40 million.

d. COLA increase

Ryan mentioned that there are no COLA increases planned after the recent \$0.50 increase in January 2023.

e. CA Managed Health Care Plan (CMHC)

Felice discussed her recent experiences with new changes and how clients can get caught up in enrollment.

**D. Public Authority Update (*David Dai*)**

a. Program Role

David presented PA goals to address ticketing processes and timeliness in service. Denise asked about In person Orientation (IPO). Tiffany presented the update that IPO was implemented September 2022. UDW participates with a registration presentation and that providers who have completed requirements are linked. Providers are also completing state mandated videos through the PEARS portal and submitting enrollment documents online. There is an Incentive Program update approved by the Board for Registry providers referring new applicants. Felice requested looking into expanding the program. It was also mentioned that livescan costs are paid by provider applicants. Kristine stated that Registry has a shortage of providers, specifically in the desert areas and suggested contracting with provider groups as a solution.

- b. FLSA Violations  
Michael presented that in overall violations there are a small percentage of 3<sup>rd</sup> and 4<sup>th</sup> violations among the 30,000 providers. To control this influence the recommendation is to improve training on use of the Electronic Services Portal (ESP) and provide educational awareness at Training and Recruitment sessions. Questions on February-March violations were addressed.
- c. Labor Management  
Noted to schedule meeting with UDW.
- d. November Caregiver Month  
Tiffany provided PA update that Training and Recruitment alongside the IAC Consumer Workgroup, designated Community Program Specialist, Roxana Duarte to lead coordination. The committee stated that historically, UDW has alternated with PA to host and to request UDW's participation to continue with collaboration and/or alternate. Further points brought up were to review the budget and propose locations. Denise moved to table the discussion at this time. Don seconded the motion.  
The committee requested copies of the Board of Supervisor's Declaration.

#### **Break**

#### **E. Office on Aging Advisory Council Update (*Barbara Mitchell/Donald Brock*)**

- a. Don informed new PA staff of his role on the committee.

#### **F. Advocacy for the Disabled Update (*Maria Rojas*)**

- No Update

#### **G. California In-Home Supportive Services Consumer Alliance (CICA) Update (*Felice Connolly/Denise Fleming*)**

- a. Committee training – 1st Wednesdays of the month. Covered tools and training when requesting budget increase on items of interest. For example, funding for AC. Timing is very important, addresses meetings with Sub-committee members and testifying at hearing.
- b. CA deficit – CA is possibly facing a deficit of about \$22 billion for the coming fiscal year. Funding for IHSS is not affected.
- c. District distribution – Santa Clara County has more providers than recipients as compared to other counties. Promote lots of outreach activities via presentations; social media apps: Nextdoor; newspaper ads; PSA announcements and distributing registry flyers.
- d. Expenditures – Unspent funds by County PAs are returned to state and allocated to other counties that overspent and request more funds.
- e. CICA website is active and available again- <https://www.cicaihss.org/>; for video training -<https://www.cicaihss.org/on-demand-video>.

**H. CCI Stakeholder Meeting Update (*Felice Connolly*)**

- No Update

**I. IHSS Advisory Committee Budget Update (*Felice Connolly*)**

a. Budget Update

\$5,976.00 22/23

\$ 959.70 Spent to date

\$5,016.30 remaining balance

b. Business cards

Members requested purchasing business cards. Discussed mileage reimbursement for Kristine Loomis previously approved continuously. Make purchases of swag (committee shirts) and expected registration fees for conferences.

**J. Training Committee Update (*Kristine Loomis/Barbara Mitchell*)**

- a. Next meeting and schedule is contained. There has been low participation at meetings. The timeline for the Consumer Handbook was adjusted for deadlines and to increase participation. Appointments were resent. Tiffany announced the CAPA consumer training workgroup and encouraged IAC to attend.

**VIII. Announcements**

- Vaccines/testing – costs for the public
- SSI benefits – application is now available online to start the process
- Federal cuts – watch and observe effects on SSI and Managed Care

**IX. Roundtable**

- Garrett Bethel – requested IAC to reach out for any IHSS issues and provided his contact phone number.

**X. Adjournment**

- Don motioned to adjourn. Denise seconded the motion.

**XI. The meeting adjourned.**

*Next Meeting: Thursday, April 6, 2023  
Hybrid Meeting  
United Domestic Workers (UDW)  
1445 Spruce Street, Suite A Riverside, CA 92507*