



Riverside County In-Home Supportive Services Advisory Committee

IHSS Advisory Committee Members present:

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

DPSS-IHSS Staff: Todd Bellanca, Ryan Uhlenkott, Garrett Bethel, Julie Orozco

IHSS Public Authority: Eva Krottmayer, Jennifer De La Ossa-Ramirez, Tiffany Nelson, Veronica Ortega

United Domestic Workers (UDW): Moses Cuevas

Meeting Minutes

THE IN-HOME SUPPORT SERVICES (IHSS) ADVISORY COMMITTEE (A.C)

Thursday, Oct 6, 2022

Zoom/Virtual Meeting

IHSS Public Authority

12125 Day St, Suite S-101 Moreno Valley, CA 92557

PUBLIC INPUT AT THE IN-HOME SUPPORTIVE SERVICES ADVISORY COMMITTEE

The meeting of the In-Home Supportive Services Advisory Committee is open to the public. Any member of the public may address this meeting of the In-Home Supportive Services Advisory Committee on any items appearing on the agenda by filling out a speaker slip and handing it to the Secretary, or Acting Secretary, either before the item about which the member desires to speak is called, or at any time during consideration of the item. A three-minute limitation shall apply to each member of the public unless such time is extended by the Chair. No member of the public shall be permitted to "share" his/her three minutes with any other member of the public.

ADA: In compliance with the Americans with Disabilities Act and Government Code Section 54954.2, if special assistance is needed to attend an IHSS Advisory Committee meeting, please contact Veronica Ortega at (888) 470- 4477 or (951) 413-5295. Notification of at least 48 hours prior to meeting time will assist staff in assuring reasonable arrangements can be made to provide accessibility at the meeting.

*****Reminder to submit request to comment on an agenda item. Individuals may speak when the item is presented. Please limit comments to three minutes. *****

Call to Order

- I. **Pledge of Allegiance** (Felice)
- II. **Introductions**

III. **Adoption and approval of the minutes from the Aug 11, 2022, Regular Meeting for the In-Home Supportive Services Advisory Committee** (Denise Fleming)

- a. Denise motioned to approve the minutes.
- b. Seven members approved the minutes – unanimous

IV. **Board Secretary** (Barbara Mitchell)

Items that need to be added to the agenda during this time of the meeting would need to be voted on and approved by the Committee.

V. **Follow-Up Items from the August 11, 2022, Meeting** (Denise Fleming)

a. IHSS Caregiver Appreciation Planning Meetings

- Tiffany Nelson provided an overview and schedule of the planning meetings. Low attendance and next meeting scheduled for 10/20. Meeting schedule will be revised to weekly sessions.
- Speakers are confirmed (Laughter Yoga) and Office on Aging to present (Finding your Superpower). The event theme is “Caregivers are Heroes”. Virtual presentation on 11/15 and drive thru events in Indio and Moreno Valley on 11/16 – 11/17.

b. Committee handbook

- Tiffany Nelson provided an overview and schedule of the planning meetings. Low attendance and next meeting scheduled for 10/20. Meetings are held every two weeks now. Denise suggested scheduling meetings once a week up to the event. Tiffany to revise the schedule.
- Speakers are confirmed (Laughter Yoga) and Office on Aging to present (Finding your Superpower). The event theme is “Caregivers are Heroes”. Virtual presentation on 11/15 and drive thru events in Indio and Moreno Valley on 11/16 – 11/17.

c. Newsletter draft and distribution

- Executive Chair asked for an update.

d. Nominations and Elections

- Denise Fleming asked if there were any reservations. No reservations were received.
- **Nominations for Chair 2023**
Motion by Barbara Mitchell to nominate Felice Connolly. Motion seconded by Donald Brock. Nomination accepted by Felice Connolly. No other nominations received.
- **Nominations for Vice Chair 2023**
Motion by Denise Fleming to nominate Donald Brock. Motion seconded by Dwight Solis. Nomination accepted by Donald Brock. No other nominations received.
- **Nominations for Secretary 2023**

Motion by Denise Fleming. Motion seconded by Don Brock.
Nomination accepted by Denise Fleming.
No other nominations received.

- **Election Voting for Chair 2023**

Majority of (6) Yes votes: Felice Connolly, Barbara Mitchell, Dwight Solis, Don Brock, Denise Fleming, Todd Bellanca.
No Response: Faustino Alvarez. Nays none

- **Election Voting for Vice Chair 2023**

Majority of (6) Yes votes: Felice Connolly, Barbara Mitchell, Dwight Solis, Don Brock, Denise Fleming, Todd Bellanca.
No Response: Faustino Alvarez. Nays none

- **Election Voting for Secretary 2023**

Majority of (6) Yes votes: Felice Connolly, Barbara Mitchell, Dwight Solis, Don Brock, Todd Bellanca, Denise Fleming.
No Response: Faustino Alvarez. Nays none

e. Inland Counties Legal Services Training

- Discussed during Executive Committee Update.

f. Becoming a parent provider

- These discussions were held at the last meeting.

g. Items for Caregiver Appreciation

- Discussed during IHSS Advisory Committee Budget Update

VI. Discussion of Items and Reports

A. Executive Committee Update (Denise Fleming)

a. IHSS Advisory Committee Training – Inland Counties Legal Services

- Great participation and Denise thanked the members who participated. ICLS did a wonderful job. Felice stated that the presentation provided lots of good information on topics including share of cost. The presentation was not taped. Many providers asked questions, but it was mentioned that program fee schedule wasn't clear.

b. IHSS Caregiver Appreciation update (11/16 and 11/17)

- 11 Vendors are secured for Moreno Valley and 7 for the Indio event with staff making solicitation calls.
- Giveaways to be presented by IAC members – providing groceries gift cards to each car entering the resource fair. Donations supported by UDW and Foundation on Aging and cards from the previous year. Gift cards valued at \$10 along with \$25 gift

cards from UDW. The cards will be alternated among participants. Distribution will be coordinated and determined at the next planning meeting on 10/13.

- Fine Food bank is donating 500 food boxes for caregivers between both events. Discussion included food giveaways and if perishables will need refrigeration. Office on Aging has a refrigerated truck. Discussion was held on logistics and distribution of food details.
- Theme for this year: Caregivers are Heroes. Banner signs in English and Spanish will be posted with the theme and words of kindness received from surveying providers.
- Request for UDW input on their participation. UDW reported providing turkeys with follow up on locations, dates and participation from UDW for the Caregiver events. Suggestions were made to have turkeys distributed at the events with UDW previously participating.

c. Caregiver Proclamation

- Eva announced that a Committee member to be present at the 11/1/22 Board of Supervisors' meeting to receive the Proclamation.
- Barbara Mitchell nominated Felice Connolly to be present.
- Denise Fleming seconded the motion and Felice Connolly accepted to participate. No Nays.
- Members may participate by standing, while the proclamation is received. Felice Connolly to say a few words (2-3 minutes).

d. December Meeting – Virtual or In Person

- Decision to have a Zoom meet.
- Majority of 4 votes for Virtual -Dwight Solis, Kristine Loomis, Denise Fleming, and Todd Bellanca.
2 votes by Felice Connolly and Donald Brock for In Person. Future in person meetings to be discussed by committee members next year.

e. By-Laws Discussion

- Stated that another provider could be appointed to the Committee. Based on receipt of applications and recruitment/marketing suggestions were made. Districts 1 & 2 are open with vacancies for consumers with these listed at the IHSS website including the invitation for the public to apply.

Action Item: Provide District vacancies update. Add to future meetings.

- Discussion on difficulty in recruiting active consumers and the option to appoint providers to bring another perspective. Bylaws refer that if a consumer is not available to fill a vacancy, the committee can secure a provider. No more than 3 providers can be provided to the committee.
- A special request is needed to proceed with a provider application and if there are any recommendations. Clarified that appointees must be a previous or current IHSS

provider. Discussion to seek recommendations from Board aides. Board aides are aware, and the committee can reach out to Districts with vacancies. Supervisors may be changing with the outcome of elections on 11/8.

- Todd Bellanca asked to be included in those conversations

Action Item: Committee to research Provider member applications and Vacancies

B. United Domestic Workers Union Update (Moses Cuevas on behalf of Yvette Elam) 10 minutes

- The Governor signed a historical tax benefit for workers. Union members can receive a minimum of \$100. Questions were asked on the tax effect for providers. Moses referred providers to speak to tax consultants.
- UDW continue to assist providers on the Career Pathways that was recently launched. Classes to improve their skills are filling up quickly. Shared UDW chart of the self-paced courses, incentives, schedules and the cdss website for follow up. UDW is promoting these online courses that can result in a paid stipend.
- Discussion was held on the certification of this program and the stipend. The Career pathways catalog was newly released and participation from Office on Aging and IHSS seeking to add more trainings. Other counties participating include San Diego and San Bernardino. The state is charged with processing outreach to providers on this first come first serve program.
- Discussion on outreach included providing state documents with state contact information to providers to assist in diverting calls from the IHSS HOME call center. That flier data has been shared with providers and the state has engaged two vendors statewide in a mentoring capacity through the website in anticipation of fielding inquiries.
- UDW is coordinating a Harvest Festival on Friday, 10/20 to be held at the local office.
- UDW will begin bargaining soon with the County on the contract expiring at the end of the year.

Action Item: Send Career Pathways course schedule and stipend structure PDF.

C. In-Home Supportive Services Update (Ryan Uhlenkott/Janine Hayes) 20 minutes

- a. Call Center Statistics
 - The Provider Assistance Team (PAT) 15 staff working on provider enrollment linking. Having lost clerical staff earlier this year, created a backlog and the purpose for this team was to address the linking process. The ticketing system has been consolidated to facilitate the process for provider enrollment and includes outreach by PAT to recipients to verify the provider with SOC426A on file.
 - The Next Steps flier provides guidance on how to proceed with enrollment. PAT are also giving their phone numbers to providers to divert the calls from the HOME Call Center and give that personal approach to assist the provider through enrollment. Positive

feedback from the committee and providers has been received on these results. With the institution of PAT, provider linking tripled to 150 per week and working to reduce the backlog to have providers linked to their recipients. Providers gain access through the Intake process. It was noted that the process has vastly improved. Weekly productivity is at 98-102%, meaning the staff are processing at a maximum to meet the needs and support the client.

- Discussions held on the effect on provider retention and measures used to monitor. The process is too new to determine retention, however, data is being collected for quarterly reports. Measures including feedback and follow up procedures on a timely basis, are more likely to increase referrals.
- The PAT program is implemented and expected to become the permanent method of service for provider enrollment. Riverside County is growing at 5-7% every year with IHSS. Todd added that rate of success is monitored by also adding a component of customer survey to the Call Center. This will be a huge resource of data moving forward. Barbara summarized that with the data this could be a model that could be adopted by other counties.
- HOME Call Center and Public Authority Call Centers were consolidated, and the menu streamlined to two options: English and Spanish. The unintended consequence was an increase in call volume. The monthly average went from 38,000 to 50, 251 calls (an increase of 12,00 calls) and this decreased the daily answer rate. Wait times have increased up to 20-25 minutes with staff staying after to answer the calls, but resources are dedicated to handle the workflow by adding 10 staff.
- Through the provider enrollment process discovery showed the inability of providers to connect with the program. Work is being done to track these efforts. The survey that is now available at the end of the calls, has quadrupled. Last month we received 648 surveys.
- The 24/7 menu of self service options available at www.riversideihss.org. Services include service requests, reporting updates, and the most popular feature of submitting forms. Ticket status updates can also be retrieved by clients and providers. The goal is to increase users at the website and reduce call volumes for the Call Center to be able to service callers who need the extra assistance apart from the online services.
- Discussion held regarding online ticket prompts. The ticket number is identified online. Comments included compliments on the dynamic changes of the Riverside County IHSS program as a model. There is a need to utilize efforts and technology to provide services with less resources.

b. Lobby Hours and Visits

- Hemet and Day Street offices are open Monday – Friday, 8 am to 5 pm. Lunches are staggered to keep hours available. For other offices we can make appointments. Discussion included comments on the accessibility of online services, the process to move out of pandemic restrictions and increase services by providing hybrid and multiple formats in Riverside County. Riverside County has conducted presentations with other counties who are trying options.

c. SB 882

- Discussion involved questions on law enforcement training role to avoid unnecessary confrontation with persons with disabilities. It was confirmed that this is public safety training that does not involve IHSS and is specifically for law enforcement.

D. Public Authority Update (Eva Krottmayer) *15 minutes*

a. FLSA Violations presented by Jennifer De La Ossa-Ramirez

- Tracking FLSA violations month to month, a downward trend continues. The eighth month average was 131 violations in 2021 and in 2022 there is a 39% decrease to 87 violations.
- Larger volume of violations being 87% for first violations and 10% for second violations with the onset of the Electronic Services Portal assisting with these reductions to prevent third and fourth violations.
- Discussion included the March month in which higher amounts of violations exist due to the shortness of February and how to avoid. The state has this knowledge. The state opted to move away from issuing violations during this period and the request has been to provide standardized guidance or training. In discussions to change the payroll cycles, the state was not in support of changing the configuration.

Action Item: Send FLSA Violations handout

b. COVID Sick Leave

- Extended through 9/30/22. The latest bulletin states that sick leave would be approved through this date. No additional information to indicate any extension past 9/30/22. To clarify, regular sick leave is separate and remains available. Discussion included that the extended sick leave has not been made official.

c. ESP Timesheet Changes

- Providers can submit timesheets before the end of the pay period, but the state will not process until after the pay period ends. This inquiry can also be presented to CAPA to confirm any such changes we may not be aware of.
- The ESP portal will be revised to accommodate Career Pathways. Fields will be added for providers to verify their participation and training/service providers to do the same.

E. Office on Aging Advisory Council Update (Barbara Mitchell/Donald Brock) *5 minutes*

- Membership is needed in Districts 1, 2 and 3.

F. Advocacy for the Disabled Update (Faustino Alvarez) *5 minutes*

- No updates. Faustino Alvarez is not present.

Action Item: Contact Maria Rojas/Faustino Alvarez for this update.

G. California In-Home Supportive Services Alliance (CICA) & Networking Report

Update (Felice Connolly/Denise Fleming) 5 minutes

- The meeting discussion was on advocacy and networking. Key points included: increase speaking on issues to increase changes; we must be visible; recipient voices are vital; follow budget processes to request funding sources; and to contact local supervisors and representatives.

H. CCI Stakeholder Meeting Update (Felice Connolly/Kristine Loomis) 5 minutes

- No update

I. IHSS Advisory Committee Budget (Denise Fleming) 5 minutes

- Eva reported that the Budget was not available before the meeting.
- The budget year began July 2022 and two types of expenditures will reflect this year. The CICA dues of \$750 and Kristine Loomis mileage.
- Discussion on the timeline of the CICA dues and suggestion to make a calendar reminder. No other expenditures have been made.
- Caregiver appreciation items exist, and it was noted to purchase items in the coming year. This can be discussed at the Caregiver Planning Committee meeting on 10/13 from 2:30 – 3:30 pm.

Action Items: Send out current Accounting Statement

Set Calendar Reminder of CICA dues

Develop Inventory list of Items to purchase

J. Training Committee Update (Kristine Loomis/Barbara Mitchell) 5 minutes

- Presented by Tiffany. No update due to the meeting rescheduled. Began reviewing the survey feedback. Suggestion was made to request a draft during the first quarter of 2023. This timeline was received appreciatively and confirmed as doable. A draft that can also be revised to be submitted.

VII. Announcements 5 minutes

- Eva Krottmayer announced her retirement from the county and thanked the Committee for the opportunity to work with them. The committee expressed their gratitude.
- Linn Ramirez, Interim Director, IHSS Public Authority will serve.
- County Health Department will be doing a presentation on Monkey Pox on 11/4. Capacity for up to 250 participants.

VIII. Roundtable 5 minutes

- The American Disabilities Act website with strategies to support family caregivers. Anticipated 345 actions between government agencies, state, community and other stake holders in the next three years. 1. increasing awareness and outreach. 2. building partnership and engagement with family caregivers. 3. strengthening services and support. 4. ensuring financial and workplace security. 5. enhancing data and evidence-based practices.
- A request was made to send a get-well card and plant to Yvette Elam. Denise asked, if possible, for the Committee to personally contribute. All committee members present in favor. Dwight Solis, Donald Brock, Barbara Mitchell, Felice Connolly, Denise Fleming. Asked Public Authority to follow up.
- Comments were made looking forward to working with everyone and thanking the past Board for their leadership.
- The committee congratulated Eva on her retirement.
- Donald Brock was ill recently and glad he was participating today.

IX. Adjournment

Next Meeting December 1, 2022, 1:00 pm on ZOOM