



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

June 15, 2023

1:00 PM – 4:00 PM

In Person and Zoom Meeting

IHSS Public Authority

12125 Day Street, Moreno Valley, CA 92557

MINUTES

IHSS Advisory Committee (IAC) Members present: Denise Fleming, Barbara Mitchell, Felice Connolly, Dwight Solis, Kristine Loomis

DPSS IHSS: Todd Bellanca, Ryan Uhlenkott, Lue Thao

DPSS IHSS Public Authority: David Dai, Veronica Ortega, Tiffany Nelson, Jaquelyn Muller

I. Call to Order

Felice Connolly called the meeting to order.

II. Pledge of Allegiance

Barbara Mitchell led committee members in the Pledge of Allegiance.

III. Introductions

Introductions were made.

IV. Adoption and Approval of Minutes from April 6, 2023, Regular Meeting for the In-Home Supportive Services Advisory Committee.

Dwight motioned to approve. Barbara seconded the motion. The minutes were approved with corrections.

V. Board Secretary (*Denise Fleming*)

- No additional items added.

VI. Follow-up Items April 6, 2023

- A. ARC and TASK were contacted to recruit for Advocate vacancy. Residents' applicants were emphasized. Felice stressed the importance of representation.
- B. Advisory Board concerns

- Outreach on meetings: Meetings are posted at the website and onsite location minimum 72 hours prior to the meeting date according to the Brown Act.
- Send emails to announce meetings: Emails are sent for training dates with Eventbrite invitations for reservations to accommodate available space.
- Announce meetings at in person orientations: IAC pamphlets available.
- IAC pamphlets distributed countywide: distributed to IHSS regional offices.
- Trainings need to be added to the agenda.

ACTION ITEM: Committee to propose topics to schedule presenters.

- Hybrid set up: zoom and audio issues continue to be addressed.
Felice pointed out that the IAC minutes from the December meeting scheduled the next meeting at UDW for October 2023. Discussion asked to table this point until UDW can be contacted or available.

ACTION ITEM: Research will be done to confirm this schedule and follow up with UDW.

- Staff transitions in the last year.
- C. District 1 Provider Application – received denial from County Counsel. Committee must have a majority of Recipient members before considering a provider application.
- D. Website calendar updated for June 15 meeting change.
- E. Committee to follow up to contribute for individual lunch purchase at meetings. Tiffany recommended that a motion be added by the IAC to the next agenda.
- F. Inventory swag purchased.
- Committee member logo shirts distributed.
 - Recruitment swag ordered.
 - IHSS Advisory Committee pamphlet
 - 5,000 copies ordered. Available at In Person Orientations and regional offices.
- G. IHSS Advisory Committee business cards received and distributed.
- H. Office on Aging Report – to forward to PA for distribution.
- I. IHSS Advisory Committee Handbook
- Includes AB1682, Brown Act, By-laws, 700 forms, and member contact list forms.
 - Table of Contents created.

ACTION ITEM: Members will meet with Veronica in a workgroup to review the contents. Felice, Barbara, and Kristine volunteered.

VII. Discussion Items and Reports

A. Executive Committee Update (Felice Connolly)

- a. Medi-Cal Exemption Request
Felice described her enrollment situation involving her recipient daughter. This requires medical re-certification. Issue with non Medi-cal provider. Questions were asked to identify if this was the (SOC 873).
- b. Riverside County Elder & Dependent Abuse Symposium

Barbara reported that the event was well attended and the first time that the State was invited to participate. The director was very impressed. This was a good modeling of the state's philosophy to not have silos. David shared feedback that the event was well organized and recognized ASD for their coordination, including Todd's presentation. Todd included that the county does an excellent job at coming together. The IAC is a direct example of that. How we can problem solve some of these issues and make these complex processes a bit easier. Discussion details on this being the 6th annual. The first event had about two hundred and now close to 500 attendees. This is a good example of collaboration and integrated service delivery, and everyone focused on this. The event was a huge success across the board, and the State noted that this was the biggest event of this kind.

c. IAC Membership Recruitment

Felice stated that membership for consumers can be difficult, including transportation. Discussion included methods of recruitment: attending Board of Supervisor meetings, outreach events; training including SSI; training and reviewing forms i.e.. 700 exemption forms with new members; distribution of the IAC video - viewings via email or in person; Barbara mentioned a training workshop from the Riverside County EDA symposium. Per Todd's recommendation, Lou mentioned receipt of IAC pamphlets to be distributed to ASD social services staff to share with recipients. Todd added that consumer complaints are a good source of feedback on how to do better and oftentimes are also referred to the IAC. Kristine stated the importance of the IAC having a voice at the state level.

d. IAC meeting Training Topics

Listing of suggested topics: CICA encourages and is available for training; timesheet workshop to reduce first violations; Cal Fresh Fraud workshop; SSI – eligibility and benefits calculations; trainings on advisory committee roles/ involvement in state processes; outreach methods; overview of the AB1682; presentation by Office on health care options on rules/regulations; Office on Aging Family Caregiver Support programs – Care Pathways; Medi-Cal; Health Insurance Counseling and Advocacy Program; Cal-Savers. Follow up steps were discussed. Tiffany asked and the committee agreed to have the Public Authority begin adding trainings to the Committee meetings.

Action Item: Public Authority begin adding training presentations to the Committee meetings.

e. Cal Savers Presentation

Tiffany reported on the Cal Savers program for providers located at the cdss website, www.cdss.ca.gov/inforesources/ihss/ihss-providers/resources or at calsaunders.com. This is a retirement savings program that providers can opt to sign up to have automatic contributions. If the Committee is open scheduling a presentation on CalSavers, at an upcoming meeting in August or October. Discussion – questions on age limit, program requirements and defined as a state program; similar to a private retirement system with no matching funds.

Action Item: Forward Cal-Savers flier to members and work on scheduling a training.

B. United Domestic Workers Union Update

- No update. Members were in Sacramento.

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

a. Call Center Statistics

Doing about the same for the number of calls. The average remains about 35,000 calls. Last month, 36,143 were received. The rates decreased from 87-88% to 85% last month. This includes an increase of calls on Electronic Visit Verification (EVV) and timesheet changes. Time sheet questions take longer so we want to be sure all questions are answered. Sometimes callers get tired of waiting – will hang up and call again. Hang-ups are missed calls, resulting in 85%. Ryan spoke of the call back feature which has been offline for several months. Changes in CISCO software resulted in this and pilot testing which wasn't successful.

b. CA AB-1672 IHSS- Employer-Employee Relations Act

Todd presented that all 58 counties met with the State and CWDA and we talked about current legislation and any other changes related to our programs. At this point in time, the State is doing more research to pull together work groups to evaluate the Assembly bill. Possibly make determinations in February 2024. At hold on this time and we should get more updates at the beginning of the next calendar year.

Kristine stated that this is a CA IHSS Consumer Alliance concern. Where other states did statewide bargaining and gradually phased out programs. Also that State would take over as employer of record. Discussion was held on the support of the bill, including the Union, the importance of differences regarding pay benefits and other items from one county to the next. Also noted, the lack of consumer involvement and potential impact on Public Authorities and the role of PA, currently as the employer on record for bargaining purposes and negotiations only. The bill is in the process of being assigned through the Senate.

c. A question on EVV – electronic Visitation was asked on the training resources for this. Ryan informed that this is state led and webinars are scheduled for all including the 400,000 providers in California. Discussion included the CDSS website with links and material, the log in process and three methods for non-live in providers using the app or online applications to check in and report hours worked. Ryan offered to assist Kristine and to feel free to email him.

D. Public Authority Update (*David Dai*)

a. FLSA Violations

David reported on Violations from January – May 2023, total of 556 included 156 first violations in which 80 were upheld. 21 – 2nd violations and 19 were upheld. Training is provided on violations and the portal provides a warning when reporting hours of a potential violation before continuing. PA is working on developing a FAQ to better support providers. The first violation is a notice to avoid violations. The 2nd violation is still a warning with a notice and option to remove the violation. If a second violation occurs then it stays on the provider record. A third violation results in a 90 day suspension. A fourth violation results in a 365 day (one year) suspension. This causes a year of inactivity which then the provider needs to reapply through the application process to renew. Discussion: The request to use color coding or labeling envelopes to stand out to the provider. David will check with the FLSA staff on the actual process in regards to envelopes and the notice process/email sent and report back on this. David also reported that violations along with videos are presented in the provider orientation and how to refer back to the videos for assistance. Trends of violations continue ie. The month of February as well as the orientation contributing to reduce the number of violations.

Action: [Report on violation notification process.](#)

- b. Provider Caregiver Appreciation Planning
Tiffany reported on the planning meetings and recognized Barbara as attending. The last meeting on May 20th was held on zoom and the decision was made to hold future meetings in person. The next meeting is scheduled on July 20 at the PA Moreno Valley office. The committee decided on in person events at two locations. November 14 in the desert at the Palm Springs Pavilion and November 16 at the Moreno Valley Park and Recreation Center. Prior to the events, we expect for the Board of Supervisors to approve a Proclamation for the month of November for Caregiver Appreciation Month. Discussion continues for the cost of these locations and our partnership with UDW who will assist to cover the food catering costs. Other items include working on an electronic vendor form to plan for at least twenty vendors to help us appreciate caregivers and provide resources; the theme of the event (fun ideas were shared); presentations, agenda and timeline.

Break

- E. Office on Aging Advisory Council Update (*Barbara Mitchell/Donald Brock*)
 - a. Barbara reported that the new Chair is Nora Cox. The vice chair is Debbie Franklin, and the Parliamentarian is Cynthia Lemus. We also are in the process of having representatives from District 1, 2, and 4 in the process to be assigned to the Advisory Council.

- District 3 is pending. This will be on our September meeting. The Advisory Council is dark in July and August, so there won't be any meetings. We are re instituting the Ambassador program, which is an outreach program to the senior centers, which is basically the Members of the Advisory Council are assigned responses to outreach to certain geographic areas and report back. We are also re-establishing some ways on positions because they have been vacant, and then we will also be instituting the different committees. Don Brock's birthday was on Tuesday and he is 86 years old.

F. Advocacy for the Disabled Update (*vacant*)

- No Updates

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

- a. Felice reported that the monthly meeting on June 21 will discuss EVV. The last training covered training on AB 1672. Other committees are also experience difficulties recruiting members.

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

- Felice reported from the minutes of the March 2023 meeting that the name was changed. The agenda items included special supplemental benefits program, medi-cal terminations, and updates on the 4,000. Next meeting will be on July 18. There are new members and we are hoping to discuss the budget.

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

- a. Budget Update
 - \$5,976.00 22/23
 - \$ 2,943.14 Spent to date
 - \$3032.86 remaining balance
- b. This includes the CICA membership paid through July 2024. Mileage reimbursements are coming in.
- c. Spending before end of fiscal year
 - to include purchase promotional items – totebags, pens and the cost of the IAC two sided flier. We have a considerable inventory and will begin preparing for the Caregiver Appreciation Event.
 - Felice commented that CICA is working to restore the \$52,550 budget from the state for advisory committees. IAC is working to be resourceful to spend the allocated budget. Barbara asked if there will be enough swag for the November events. Five hundred items are on order.

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

- Tiffany reported that the Committee needs to establish a new schedule. The last item worked on was the Consumer Training Handbook that will be distributed through the division and PA, needs to be reviewed by the division level before we go to publish. Next items to work on will be video modules and website resources for consumers. Hard copies have not been discussed, considerations will include that updates may occur quite often and that not everyone has access. DPSS is doing more electronically. The final draft will be forwarded once it has been reviewed.

VIII. Announcements

- Felice requested the IAC pamphlets be placed at the reception lobby.

IX. Roundtable

X. Adjournment

- Felice motioned to adjourn at 3:02 pm. Barbara seconded the motion.

XI. The meeting adjourned.

Next Meeting: Thursday, August 3, 2023
Hybrid Meeting