



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

August 3, 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: Felice Connolly, Kristine Loomis

DPSS IHSS: Ryan Uhlenkott, Garrett Bethel

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

UDW: Rania Safi

Cal-Savers: Johnathan Herrera

I. Call to Order

Felice Connolly called the meeting to order.

II. Pledge of Allegiance

Kristine Loomis led committee members in the Pledge of Allegiance.

III. Introductions

Introductions were made.

IV. Adoption and Approval of Minutes from June 15, 2023, Regular Meeting for the In-Home Supportive Services Advisory Committee.

No quorum – no vote.

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

- No additional items added.

VI. Cal-Savers Presentation

Presented by Johnathan Herrera

Cal Savers program for providers located at the cdss website,

www.cdss.ca.gov/inforesources/ihss/ihss-providers/resources or at calsaivers.com. This

is a retirement savings program that providers can opt to sign up directly with automatic contributions. Discussion included questions on age limit, program requirements and defined as a state program.

VII. Follow-up Items June 15, 2023

- A. Committee compiled list of proposed topics for training.
- B. Calendar of Scheduled meetings and locations confirmed with UDW and PA. 8/3/23 – PA, Moreno Valley. 10/5/23 - UDW, Riverside. 12/7/23 - PA, Moreno Valley
- C. IAC Committee Handbook - Members are meeting with Veronica from PA to review the contents. The draft is intended to be presented at the October meeting. Discussion included the printing styles. IAC Volunteers include Felice, Barbara, and Kristine.
- D. Tiffany Nelson reached out to schedule the Cal Savers presentation for this meeting. PA will begin scheduling training topics to the meeting agendas. Kristine mentioned CICA training for committee members and the role of CICA was discussed.
- E. PA reported back on the violation notification process on the question of color-coded envelopes. Envelopes are not color coded but are considered priority mail when addressed/sent by the County.
- F. Cal-Savers fliers were re-sent to Committee members.

VIII. Discussion Items and Reports

A. Executive Committee Update (*Felice Connolly*)

- a. IAC motion for lunch purchase – No quorum – no vote.
- b. Identify the IAC Handbook Committee Workgroup – No quorum – no vote.
- c. Summary of AB 2449 New Brown Act Hybrid Meeting Rules
Discussion of in-person attendance requirements and maximum exceptions allowed during the year and the impact on Committee members' attendance or and absences. To ask County Counsel if the IAC is waived or how the requirements apply to committee attendees.

Action Item: [Public Authority to contact County Counsel to inquire on this document.](#)

d. Membership Recruitment

Discussion: Garrett Bethel shared that Region 5 distributed IAC pamphlet cards during client assessment visits. David asked about the IAC methods to recruit members. Kristine mentioned attending events. Tiffany brought up reaching out to Board of Supervisor staff and aides and discuss how to plan outreach. Other points discussed: events attended by providers; take an active role and increase efforts; market to recipients; Board of Supervisor newsletters; update visuals for marketing IAC; consider emails, Ids, FB; review the IAC member application process; and that the IAC needs to decide on how to go to the direct source.

B. United Domestic Workers Union Update (*Rania Safi*)

Rania reported that EVV training sessions held weekly on Zoom in July, resulting in 90 sessions in English and Spanish. Timesheet training (twice a month and as needed) and CPR trainings held. The Childcare Program ratified their contract. Planning meetings held with PA on the Caregiver Appreciation Events. At In person orientations – 4 sessions with 100 attending -resulted in 71%. PPE Supplies distribution with scheduled dates. Questions included EVV-timesheet topics. CPR training is free to members with a fee for non -members. Also reported that calls on EVV have reduced.

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

a. Call Center Statistics

First update – EVV has negatively impacted the HOME call center. Two weeks ago, we received 3,000 more calls than we normally get during the week, and that is largely because of EVV and time sheet issues including the app crashing. Calls to the 800 State numbers were put on hold and are told to directly call the county. The call center rate is up to 74% and we are still receiving a higher volume of calls.

The callback feature has also been reinstated and offered a couple hours before closing. Staff are working extremely hard to answer calls and some are working overtime to answer all the calls in the queue.

b. EVV statistics and utilization activity

Reports that several providers are experiencing issues with the app and ES portal. Questions around timesheets, the portal and logging in from client's home, came up. Ryan mentioned that currently there are no penalties for not doing EVV and that timesheet reporting is required. We have a representative at CDSS, and we hope that the State uses the EVV roll out and changes they are planning to improve this. The number of webinars that were offered, although full, was disappointing. The one thousand attendee cap limited attendance to only a tenth of the portion of providers. Kristine discussed her experiences with the EVV requirement with technical and language issues, long call waiting periods, the red flags and requested that the County provide feedback on the app.

D. Public Authority Update (*David Dai*)

a. FLSA Violations

David reported a total of 133 as of June 2023. Tiffany reported that PA developed a flier on violations overview with definitions and resources and how to avoid violations. This is distributed at in person orientations, will be posted on the website, given at the lobby, and sent out quarterly. David brought up the

increase in July of 238 violations and stated that there is also a larger portion from first time providers.

Discussion over timesheet errors – that training videos and websites are available and new providers getting accustomed to timesheet reporting. Felice suggested using a template for the month to track worked hours. The ESP also prompts potential violations and errors. PA to continue to offer education and training. Question on the percentage of pending violations that become active violations – dependent on situations and what the State allows to be written off. PA TRT flier on Violations as mentioned is available.

Action Item: Send copy of the Violations flier.

Action Item: Can we find out if clients can still hire active providers at the Electronic Services portal?

b. Caregiver Recruitment Efforts and Outcome

Provider enrollment has increased since 2019. David presented a power point to show that active available providers are currently at the highest in the last five years. The number of fully employed providers has also increased.

Activated providers have increased. From March – June 2023 there has been an increase in comparison to the previous months and the year before. Jan-Feb averaged 200 applications and starting March through June, there are 400 applications. Through the efforts of TRT and the PA there has been a gain in enrollments to report.

c. Provider Caregiver Appreciation Planning

Tiffany reported that planning meetings are now bi-weekly. Next meeting is August 10. There will be two in person events – without drive through, November 14 in Palm Springs at the Palm Springs Pavilion and November 16 at the Moreno Valley Park and Recreation Center. PA Staff made submissions and the theme is western, “Most Wanted”. The committee is working to tour the locations and securing speakers from planning committee organizations for opening remarks, and a Board of Supervisors representative for the Proclamation. Vendor registration is under way to secure twenty per location. To date, nine are listed for Palm Springs and ten for Moreno Valley. Discussion: mainly thirty-minute presentations, topics including caregiver stress and self-care, trauma informed care giving. Inland Caregiver Resource Center and Office on Aging provide presentations. Garrett offered a training on Mindfulness presented to their region by Starla Porter who is also a yoga certified instructor. This would also be good training topic at a future IAC meeting.

Break

E. Office on Aging Advisory Council Update (*Barbara Mitchell*)

- a. No updates.

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

- No Updates

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

No updates: meeting was held in July.

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

- Felice reported that this group is renamed the **Enrollment Advisory Committee** and meets bi-monthly. Last meeting on July 25 with the topic of transportation. Kristine commented that the medical emergency transportation issue is important – with vendors changing.

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

- a. Budget Update

\$5,976.00 22/23

\$ 66.81 Spent to date

\$5,909.19. remaining balance

A breakdown of item allocations was requested but this is a spending report provided by Fiscal Accounting.

Discussion:

- The events the IAC will attend and other events aside from the Caregiver Appreciation events where swag distributed. The second is the Elder and Dependent Abuse symposium. Swag purchases were submitted before June 30 as decided by the committee.
- Kristine informed that the IAC budget is state allocated. Some Public Authorities contribute but that varies by county. The requirement for me to attend four meetings in person would also be a budget expense and from my own resources. This goes to the difference between a line item and cash flow when allocated transportation expense is not fully spent. IACs were basically defunded in 2011-2012 from 66,000 to the current totals. The process to increase funding is legislative and CICA works on this.
- Tiffany asked if IAC could contribute to speaker costs at the Caregiver Appreciation events. Kristine supported the suggestion and depended on if there were speakers with costs as opposed to groups who would donate their time. Felice also said there would be support to this type of potential request. CICA dues paid through July 2024 and Felice asked that the CICA dues be allocated.

Action Item: Contact State for budget limitations, ability to pay for speaker stipends and the budget allocations process.

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

- No updates.

IX. Announcements

- Felice

X. Roundtable

- Felice mentioned a free publication from the American Brain Foundation available in English and Spanish.

Action Item: Request publication copies to distribute at Caregiver Appreciation.

XI. Adjournment

- Felice motioned to adjourn at 3:58 pm. Barbara seconded the motion.

XII. The meeting adjourned.

Next Meeting: Thursday, October 5, 2023
Hybrid Meeting

UDW location 1445 Spruce Street, Suite A Riverside, CA 92507.