



## Riverside County In-Home Supportive Services Advisory Committee

*Members: Denise Flaming, Barbara Mitchell, Felice Connolly, Donald Brock, Kristine Loomis, Dwight Solis, and Faustino Alvarez*

### Meeting Minutes

of

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

**Thursday June 9<sup>th</sup>, 2022**

**1:00-4:00 pm**

**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 Christina Rios at (888) 470- 4477 or (951) 321-6160. Notification of at least 48 hours prior to meeting time will assist staff in assuring that 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. \*\***

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- I. **Call to Order** 1:15 PM
  - II. **Pledge of Allegiance** (Felice Connolly)
  - III. **Introductions**
  - IV. **Adoption and approval of the minutes from the February 3, 2022 and April 7, 2022, Regular Meeting for the In-Home Supportive Services Advisory Committee** (Denise Fleming)
    - A. **Barbara motion**
      1. **Felice and Kristine Second**

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

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

- A. Move IHSS update of Master plan and Support letter update before Share of Cost Presentation
- B. Resolution of the authorizing remote teleconference meetings
- C. Add Inland County Legal Services to Executive Committee Updates

**VI. Follow-Up Items from the February 3, 2022, Meeting**

FOLLOW-UP ITEM(S)	RESPONSIBLE PARTY	DUE DATE	ONGOING/COMPLETE
Approve 2/3/2022 Meeting Minutes	IAC	6/9/2022	complete
Newsletter release	IAC/PA	6/30/2022	Ongoing

**VII. Discussion Items and Reports**

**A. In-Home Supportive Services Update** (Todd Bellanca) *10 minutes*

- 1. Elder Abuse Symposium
  - i. The symposium had a great turnout with various agencies represented. There was panel discussion on leadership's vision for APS and IHSS as well as services to seniors and dependent adults.
- 2. Update on Advisory funding increase support letter
  - i. Todd reached out to the County's lobbyist and expressed support for increasing the IAC funding. IHSS drafted up a letter signed by Sayori to forward to Sacramento.

Action Item: Email Kristine Loomis a copy of letter Todd sent

- 3. Master plan for Aging
  - i. The Master plan on aging is a 10-year plan that improves the lives of seniors and dependent adults. It is led by the state and the state has workgroups that have members from Riverside ASD who provide feedback. There are 5 Bold Goals: housing for all ages, health reimaged, inclusive and equity not isolation, caregiving that works, and affording aging. There are 130 strategies that were outlined in the MPA on how to achieve the goals. Riverside County read and identified which strategies were pertinent and had priority to be addressed first. Some strategies Riverside adopted include explore opportunities to increase stability for IHSS beneficiaries through back-up provider system and registries, create a statewide California elder justice counsel, and assess APS capacity, age of people served, and services provided. The Office on Aging has taken lead for the County of Riverside plan.

- ii. If interested in learning more information, look up Master Plan on Aging local playbook and Master Plan on Aging data dashboard

Action item: Email MPA documents to IAC members after meeting

### **Committee Member Discussion on IHSS Updates**

#### **B. Resolution to approve hybrid for IAC meetings**

- 1. Need the resolution to authorize teleconference meeting without disclosing the address of IAC members.
- 2. Motion: Barbara
  - i. Denise: Second
  - ii. Vote: 5 Yes 5 Absent

#### **C. Share of Cost (SOC) Presentation (Brandi Weaver) 20 min**

- 1. Share of cost (SOC) is a monthly amount that is paid towards medical expenses before Medi-Cal will pay. SOC is based on countable income, which is different for everyone. Some people do not have a SOC and some do. There are ways to lower the SOC. One of the primary things that can be done is deducting premiums for monthly dental, vision, or prescription plans. Clients should call their Medi-Cal worker so that they can go over options. Another option is, if you are disabled, you may qualify for the 250 working disabled program.
- 2. Changes are not being made for Medi-Cal for at least the end of the year. Negative changes are still on hold. If you received a notice of negative changes, please call the Medi-Cal team to fix the issue.
- 3. The income limit for a single person is \$1,564 and for a couple is \$2,106
- 4. Asset limits will be going up 7/1/22 and will eventually be eliminated for seniors and others.
- 5. People 50 and older who are undocumented are now eligible for full scope Medi-Cal benefits.
- 6. The estate recovery program is a Medi-Cal program that seeks repayment from the estates of certain deceased Medi-Cal members. If there is a surviving spouse or someone in the home that is disabled, then the state will not take away the estate.

Action item: email handouts to IAC members by 6/20/2022

#### **D. Executive Committee Update (Denise Fleming) 15 minutes**

- 1. Elder Abuse Symposium Update
  - i. The symposium was very well attended. About 400 people attended and it was an enthusiastic crowd. There was good vendors and networking opportunities.
- 2. County COVID update
  - i. Children 5 years and up can get vaccine.

- ii. Moderna revised their vaccine to 1 shot but is not yet available.
  - iii. Riverside county numbers are growing, but not high enough to warrant restrictions.
  - iv. In the Riverside, 59% have completed vaccination and 29% have received a booster in the county.
  - v. Social workers are still wearing masks when visiting recipients.
- 3. Caregiver appreciation planning committee update
  - i. The training and recruitment team is leading coordination of the 2022 event.
  - ii. The planning team met and discussed dates, having a BOS proclamation on November 1<sup>st</sup> and to have virtual and in-person event.
  - iii. The TRT is researching presenters for the virtual event and met with the Office on Aging to discuss options. Teepa Snow, a keynote speaker and founder of Positive Approach to Care, was contacted regarding being a speaker.
  - iv. The team has been compiling a list of vendors for the drive-thru resource fairs.
  - v. Event marketing will begin earlier this year since participation decreased from 2020 to 2021, but we are hoping to increase in 2022.
- 4. Inland County Legal Services
  - i. Inland County Legal Services is a non-profit organization that is not associated with DPSS.
  - ii. It was proposed to have the organization present on the changes in Medi-Cal law and any other law services that affect elders and dependent adults at the next available meeting 10/6/2022 or 12/1/2022.

Action item: Check with county counsel if there is a conflict to have Inland County Legal Services present at the IAC meeting.

**E. United Domestic Workers Union Update (Rania Safi) 10 minutes**

- 1. Union cannot commit to participating in the appreciation events. The union will be having a representative sit in on the appreciation event meetings.
- 2. UDW contacted legislatures regarding getting their support for two budget priorities: Workers tax fairness credit and Natural disaster fairness for IHSS provider. The two priorities have passed in both houses and are awaiting signature from the governor. The Workers Tax Fairness Credit is asking for funding for credit to transform union dues from being a tax deduction to a tax credit. The credit will be set in the budget

annually but is not to exceed 33% of unpaid dues. The Union proposed a refundable tax credit for union dues equal to approximately 33% of union dues paid up to \$250. The tax credit will be refunded at the end of the tax year like the income tax credit. The proposal will cover all union workers, both private and public sector. The Natural Disaster Relief for IHSS Caregivers is requesting for IHSS providers to receive a wage differential of \$2 per hour above the current county wage applied to an automatic additional 20 hours of care in which a state of emergency is declared in that county.

3. UDW and the County of Riverside are still in consultation and there are no timelines set for it to be resolved.

### **Committee Member Discussion on UDW Updates**

#### **F. In-Home Supportive Services Update (Ryan Uhlenkott/Lue Thao) 20 minutes**

1. Call center update
  - i. In January, the call center lost 1/3 of its clerical staff, which resulted in a reduction in the call answer rate (AR) for the IHSS HOME line from about 95% to 75% in 3 weeks.
  - ii. The call center AR dramatically improved since March and is back up to 95% whereas last month (May) had an 87% answer rate.
2. Self-service options
  - i. The self-service option is still underway and in the final stages. The team is working with Kiteworks, an encryption company that handles the software. The contract with Kiteworks was signed and we are awaiting the final pieces of the contract by the DPSS contracts team.
  - ii. The self-service options will allow clients and providers to generate tickets online. They will also be able to check the status of existing tickets. When clients and provider call HOME, they will have a simplified menu that only asks for language and, if they are current provider or client, what is their provider number or case number. All calls will be go to a single call center, mitigating the elaborate phone tree. It will be easier for agents because they will not have to transfer calls from misrouted phone calls, as well as saves time having to research the caller's information. The same number of staff will be kept, due to the budget not changing. Staff will not be reduced rather, with the new technology, it will allow current staff to do more work in less time.

- iii. Tentative start date of 6/1/2022 was delayed due to software procurement.
- 3. Call center surveys update
  - i. Callers will have the option to participate in a survey after every call.
  - ii. This will also be implemented with the call center consolidation.

### **Committee Member Discussion on IHSS Updates**

#### **E. Public Authority (PA) Update (Eva Krottmaier) 20 minutes**

- 1. Violation's update
  - i. In 2021, first and second violations comprised 97% of all violations and is still the same for 2022. Volume count, on the other hand, had a 45% decrease from 2021 and continues within the violation subsets. Overall, we are going in a good direction with the reduction of violations. Auto messaging in the ESP have helped guide providers by flagging and warning them.
- 2. Caregiver pilot project update
  - i. PA secured \$1000 in Stator Brothers gift cards from the Foundation on Aging and PA is developing a distribution process.
    - a. Referring registry caregivers will receive \$25 gift card once the referral completes process.
    - b. Once the referred caregiver works for a client after 6 months, then the caregiver will receive another \$25 gift card.
    - c. Caregiver will pick up gift card at Public Authority in Moreno Valley, or if the TRT team is out in the field, then they will arrange drop off the gift card.
    - d. Target for pilot project launch is in July and is limited to 40 gift cards due to it being a pilot project.
- 3. Hours of Operation
  - i. The office at Day Street is open M-F 8 AM-5 PM, except county holidays.
  - ii. Staff continue to primarily telework, but there are staff in office as well. Appointments can be made when a certain person needs to be spoken to or for orientation.
- 4. Career pathways update
  - i. Career pathways is an opportunity for providers to receive payment for training hours.
  - ii. Five (5) pathways are available: 2 general and 3 specialized. When a provider completes a pathway, which is 3 to 4 classes, the provider can get paid for attending.

- iii. The PA is collaborating with the Office on Aging, who will be providing the trainings. PA will track, manage logistics, and assist with outreach.
- iv. Eight courses were approved by the state and will be adopted and available for anyone in the state to participate. Riverside County will be providing the following courses: caregiver basics (in-person and online), living with dementia (in-person and online), older adult sensitivity training (in-person and online), stress and caregiver burnout (in-person and online).
- v. The Office on Aging has some of the topics on the STARS program and is adapting it fit into the Career pathways program. The program is anticipated to start in October.

### **Committee Member Discussion on Public Authority Updates**

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

- i. New election: Cynthia Lemus is the Chair, Mark Cox is Vice chair, Secretary is vacant
- ii. Only 8 representatives out of 17
- iii. Down 4 Board of Supervisors
- iv. Recruitment will begin in the fall
- v. There is overrepresentation in district 5 and are trying to recruit in the other 4 districts

#### **G. California In-Home Supportive Services Alliance (CICA) & Networking Report Update** (Felice Connolly/Denise Fleming) *5 minutes*

- 1. At the last meeting, CICA addressed all the different bills affecting IHSS.
  - i. AB 1900, AB 2249, AB 1944, and SB 1100 are in the senate
  - ii. AB2262 and AB 661 are in not moving on
- 2. CICA now requires registration to attend Wednesday meetings

#### **H. CCI Stakeholder Meeting Update** (Felice Connolly) *5 minutes*

- 1. Medi-Cal asset elimination and older adult expansion is effective 7/1/22.

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

- 1. Available budget remaining: \$3,952.01
- 2. Purchasing period is over and will be open again on 7/1/22

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

- 1. Provider/Consumer Handbook Update
  - i. The handbooks are still in progress. PA is requesting Provider Handbook feedback internally and will request feedback from providers.
  - ii. June 30<sup>th</sup> will be the next review period for the draft handbooks.

**IX. Announcements – 5 minutes**

1. Veronica Ortega will be the new Secretary and replacing Christina Rios
2. IHSS PA annual report and IHSS Advisory Committee report was released in May.
3. New Medicaid waiver rules to take effect in 2023.

**X. Roundtable – 5 minutes**

1. Front desk at PA is not aware of IAC meetings and had Members wait in the lobby. PA will ensure the receptionist is aware of future meetings and refer visitors to the proper location.
2. Veronica Ortega will be primary contact for IAC members and Alexandra Cortez will be secondary contact

**XI. Adjournment – 3:56 PM**

**XII. Next Meeting**

*August 11<sup>th</sup>, 2022*

*ZOOM*