



## **Riverside County In-Home Supportive Services Advisory Committee**

*Members: Barbara Mitchell, Denise Fleming, Felice Connolly, Donald Brock, Kristine Loomis*

### **Meeting Agenda of**

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

**October 7, 2021**

**1:00 P.M. to 4:00 P.M.**

### **Zoom Meeting**

### **IHSS Public Authority**

**12125 Day Street, 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. 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**

*Barbara Mitchell called the meeting to order at 1:04 PM*

#### **II. Pledge of Allegiance**

*Dwight Solis delivered the Pledge of Allegiance*

#### **III. Introductions**

#### **IV. Adoption and approval of the minutes from the 08/05/2021 Regular Meeting for the In-Home Supportive Services Advisory Committee (Barbara Mitchell, Chair)**

#### **V. Board Secretary (Felice Connolly)**

*Kristine: Provider Enrollment Process- Added at the end.*

#### **VI. Follow-Up Items from the 8/5/ 2021 Meeting**

Follow-up Item(s)	Responsible Party	Due Date	Ongoing/Complete
County to come up with a standardized letter for appointments to be recipient friendly and have flexibility of appointments	Lue Thao	12/2/21	Ongoing

Myrna: still in the process. Lue will follow up with Christina.

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

### **A. Executive Committee Update (Barbara Mitchell) 32 minutes**

- 2021 provider appreciation event update
  1. BOS Video
 

(Eva) Communications team will coordinate a video for the BOS to present the proclamation. Will be shared at IHSS Training Event. Request was sent to BOS aids. Will request Assistant CEO to join if BOS are unable to do it. 5 copies of the video will be created and sent. It is not a training video.
  2. Advertising
 

(Eva) Idea is to present at virtual training session. Use clips and incorporate into recruitment video.
- Nominations and votes
  - Chair: Denise Flemings
  - Co-chair: Felice
  - Secretary: Barbara Mitchell
- Brown Act- Committees Meeting Virtually
  1. 12/2/21 Meeting – Zoom vs in-person
    - (Don) Motion to be in-person - 12/2/21 meeting will be in-person
- IAC Recruitment Video
 

(Eva) Questions were sent out to the IAC members and the responses will be used to create a script. Next project following the proclamation. Completed video end of this calendar year. Proclamation video clips will be used for this video.

  - Denice: Third video of welcoming words by Barbara or someone from the advisory committee
  - Question's extension to be due next week Wednesday 10/13/21

### **B. In-Home Supportive Services Update (Ryan Uhlenkott) 48 minutes**

- Call Center Stats
 

Hovering at 90% answer rate. Call back feature was implemented. Sept was busier so 87% of IHSS home line was answered. APS hotline was at 97% answered.
- Office appointments & hours of operation
 

All DPSS offices are now open from 8-5. ASD and IHSS are by appointment. Drop off paperwork can be done through mail, email, or in-person. Appointments are encouraged to make sure the right people are there. Lake Elsinore office is closed due to fire. La Sierra office is closed to fire. People can go to self Sufficiency side of

the La Sierra building.

Model is changing to more online and over the phone to accommodate more people.

- Self Service Ticketing Update

Ticketing 3.0. Still have 85% being resolved in a day from the HOME line. 15% are being send out for mediation. DEMO for online portal. System will allow people to create their own tickets, schedule or cancel home visits, change of hours, status of application, etc. The system will direct the tickets to the right area rather than going through HOME, therefore resolutions can be done quicker. System is designed to flag duplicate tickets and inform user that the ticket is open. Estimated completion is end of year 2022.

- F2F Home Visits – Assessment & Reassessment

F2F home visits are resumed. If someone says they have active COVID or anyone in their home have it, then the state allows over the phone or video intake or assessment. Otherwise, Social Workers will resume F2F.

Active COVID= People in the 14-day window

Text notification for Reassessment Visits.

Letters are not being responded, so for a 3-month trial, texts are being sent out to the clients for a reminder of reassessments. Letter and phone call will follow up the text.

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

NONE

### **C. Public Authority Update (*Eva Krottmaier*) 27 Minutes**

- Self Service Registration for Providers Online

Previously started with PEARS. Providers wait 2 weeks to get into system. Our staff manually enrolls provider. Starting in November, providers can self-enroll.

- Recipient Responsibility During & After Interviews (*Eric Hernandez*)

Recipient responsibility overview

- Confirm availability of provider, discuss schedule, discuss experience and willingness to do tasks that are on the Notice of Action.
- Discuss preferences, personality issues, communication, and share of cost.

- Successful interview

- Must sign documents to link and to receive timesheets

- Recipient responsibilities

- supervise providers and make sure the tasks are completed in the time allowed.
- Log shopping expenses
- Safeguard valuables
- Fire provider if it is not working out

CDSS website has resources for both provider and recipient on how to act in their roles

- Vaccine Requirements

1. Recipient

Private Programs- may be requiring individuals to be vaccinated to participate. It is up to the programs to determine this. The State IHSS Requirements- does not

require it but is encouraged.

## 2. Caregivers

By November 30, 2021 all caregivers must have received full vaccination.

Exceptions: some caregivers may qualify for an exception. They cannot be providers for anyone else. Religious beliefs are also an exception. For medical exception, the caregiver will need proof from doctor. Caregivers who are not vaccinated must always wear a mask and get tested weekly.

## 3. County of Riverside Employees

Not required to be vaccinated, but when going into the home of the recipient, they must wear a N95 mask and goggles.

### **Committee Member Discussion on P.A. Updates**

- Establish recipient (consumer) training
- Monitoring of the COVID test: provider should be providing test results to recipient. PA and IHSS program do not track test results.
- Union website and IHSS website communicates COVID information

**BREAK- 10min**

### **D. Office on Aging Advisory Council Update** *(Barbara Mitchell/Donald Brock) 15 minutes*

- In person or video for meeting  
Oct and Nov meeting will be video zoom and discuss Dec. Interest in in-person meeting
- Continuing ambassadors to take questionnaires through end of oct. More surveys to reflect the 4-year plan for the office of aging
- Changes within the Council
- Transition from post-covid
- CSL
- Meeting in DEC. Not yet confirmed.
- Trying to fill the 3 vacancies

### **E. Advocacy for the Disabled Update** *(Faustino Alvarez) 14 minutes*

- Community access center is open 5 days a week from 8-4:30 by appointment only
- Great relationship with Department of Aging
- Biggest success is getting medical equipment and being able to give it out to consumers
  - Kaiser is refused to prescribe medical equipment to clients
- Seeing a 300% increase in section 8 housing applications that they are doing daily.
  - People are being given their notices to vacate due to no payment
  - Number of people they are seeing is going to increase because lack of knowledge or funded agencies are not operating the way they should be or are too busy
- Department of ageing and ABRC awarded them money to provide people to live in mobile park
- Assisting college students and making sure they are aware of the resources available to them

**F. California In-Home Supportive Services Consumer Alliance (CICA) & Networking Report Update**

*(Kristine Loomis/Denise Fleming/Felice Connolly) 5 minutes*

- CICA was a goodbye meeting to Karen
  - Brown act conversation and new legislature on state of emergency and how important it is to write to the legislature.
- History of IHSS presentation

**G. CCI Stakeholder Meeting Update** *(Kristine Loomis) 2 minutes*

- Keep pushing the difficulty of medical transportation.
  - People with transportation issues do not file a report

**H. IHSS Advisory Committee Budget Update** *(Barbara Michell) 6 minutes*

- Budgeted for transportation
- CICA dues due next calendar year
- Have not done anything this year
- Talked about paying for training
  - CICA training
  - Outside consultant training for the board
- Consider purchasing promotional items for the next resource fair
- Possible t-shirts to give out to caregivers for the drive-thru

**I. Training Committee Update** *(Eva Krottmayer/Denise Flemings)*

- Consumer training
  - Postponed to next meeting
- Provider training *(Kristine Loomis) 5 minutes*
  - Shortage of care providers
    - People are dropping out because they can't afford waiting 3 months for the first paycheck
  - No obvious link to sign up via adobe e-sign on website to become a provider
  - Adobe e-sign process does not a file upload.
  - Not a simple 1-2-3 direction
  - Forms are not individually available
  - Have very clear signs of the electronic registration process
  - Provider next steps video (Orientation)

**VIII. Announcements**

**IX. Roundtable**

**X. Adjournment**

**XI. Next Meeting:** December 2, 2021  
In-person Meeting  
12125 Day St, Suite S-101  
Moreno Valley, CA 92557