

**Riverside County In-Home Supportive Services (IHSS)  
Advisory Committee (A.C.)  
QUARTERLY MEETING**

February 4, 2021

1:00 PM – 4:00 PM

Zoom Meeting

12125 Day Street, #S-101, Moreno Valley, CA 92557

**MINUTES**

**IHSS AC Members Present**

Felice Connolly  
Barbara Mitchell  
Denise Fleming  
Kristine Loomis  
Donald Brock

**Dept of Public Social Services (DPSS)- IHSS Program Staff**

Sayori Baldwin  
Todd Bellanca  
Ryan Uhlenkott  
Lue Thao

**DPSS Fiscal**

Not Present

**IHSS Public Authority**

Eva Krottmayer  
Rowena Concepcion  
Renee Skidmore  
Tiffany Nelson

**ASD Administration/Recorder of Minutes**

Christina Rios, Secretary II

**United Domestic Workers**

Yvette Elam  
Iley Whiting

**I. Call to Order**

Barbara Mitchell called the meeting to order.

**II. Pledge of Allegiance**

Eva Krottmayer led committee members in the Pledge of Allegiance.

**III. Introductions**

Introductions were made.

**IV. Adoption and Approval of Minutes from December 3<sup>rd</sup>, 2020 Regular Meeting for the In-Home Supportive Services Advisory Committee.**

Approved

**V. Board Secretary**

No additions were added to the current A.C. agenda

**VI. Follow-up Items December 3, 2020**

FOLLOW-UP ITEM(S)	RESPONSIBLE PARTY	DUE DATE	ONGOING/COMPLETE
<i>AC PA website</i>	Christina Rios	02/03/2021	Completed

<i>Brown Act Training – To Eva</i>	Barbara	12/7/2020	Completed
<i>Eva to follow up with UDW regarding invitation for Provider Appreciation</i>	Eva Krottmayer	02/04/2021	Completed
<i>Send BIO and picture to CR</i>	Barbara	12/3/2020	Completed
<i>Christina to get count of Incentives supplies</i>	Christina	02/03/2021	Completed
<i>Meeting with DPSS communications team</i>	Christina	04/01/2021	Ongoing

## VII. Discussion Items and Reports

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

- COVID-19 Vaccination Scheduling  
DPSS collaborative efforts with Office on Aging for vaccination efforts. DPSS and Office on Aging collaborated to send out notification to people 65+, IHSS consumers, and providers regarding the availability of vaccines and scheduling appointments. PA outreached to 30,000 consumers and providers that reside in Riverside County. To register for the COVID-19 vaccine the public may call 211 or 951-867-3895.
- Christmas Card Distribution  
IAC members voted on the Christmas card and it was sent out a week prior to Christmas to all 33,000+ providers. County will send future Christmas cards to the IAC members.



- IAC Outreach Media outreach (District 1, 2 & 5)
  - i. Focused Recruitments (Jeffries, Spiegel, Hewitt)
  - ii. Recruitment video – Angela Naso & Gene Kennedy  
Committee members would like to create a video for outreach purposes to recruit members to the IHSS Advisory committee and a video that the advisory members can use to talk about their experience as an IHSS advisory committee member. IAC members would like to be utilized as a resource for IHSS consumers and providers and have some type of permanent publication such as Facebook.

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

- Call Center Updates  
Monthly average is 45,000 incoming calls and answer rate at 80%. PACC dispatch line answer rate increased from 87% to 94% this quarter and the PA call center line from 89% to 95%. Call wait times are down from September 2020 to December 2020. HOME call center

went from 8 minutes and 17 seconds to 6 minutes and 51 seconds, PACC dispatch line went from 4 minutes and 30 seconds to 3 minutes and 6 seconds, PA call center went from 9 minutes and 48 seconds to 8 minutes and 22 seconds.

- **Adobe Sign**  
Adobe sign works like DocuSign. IHSS is actively working on getting this going. It will allow for the electronic signatures of important Adult Services Division documents and forms such as a verification of employment, change of address, and authorization of hours. It allows for the immediate receipt and return of important documents; it is also significantly better for the environment.
- **GIS Mapping**  
IHSS consumers who need a provider will be able to view providers in their area/community. This should be available around Spring of 2021
- **ESP/EVV**  
99% of consumers and providers are currently enrolled.

**C. Public Authority Update (*Eva Krottmayer*)**

- **Caregiver Gaps and Recruitment Efforts**  
PA is collaborating with DPSS communication team. Flyers are being posted on DPSS social media. PA participated in a virtual job expo. PA partnered with Supervisor Washington's office and posted recruitment flyers on their social media, flyers are being passed around in supermarkets, swap meets, and other locations. PA is also working on a recruitment video to be posted on DPSS social media. UDW offered to assist on sending out notifications for recruitment.
- **FLSA Violation**  
December 2019 PA had 365 1<sup>st</sup> FLSA violations and beginning in April 2020 violations were suspended due to COVID-19. and Violations were reinstated in September 2020. The total number of violations between December 2019-December 2020 were 1357.
- **W-2 Updates**  
The State simplified the process of the SOC 2298 form and now caregivers can go on the ESP and complete the certification.

**Break**

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

The advisory council was reinstated in August 2020 and have been meeting monthly via Zoom. The membership committee interviewed to fill open spots. Four(4) candidates were brought forward and submitted to the BOS for approval. The By-Laws are also being reviewed for revisions.

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

- No Update

**F. California In-Home Supportive Services Consumer Alliance (CICA) Update (*Denise Fleming/Kristine Loomis*)**

- No Update

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

- No Update

#### **H. IHSS Advisory Committee Budget Update (*Barbara Mitchell*)**

- Budget Update
  - \$5,976.00 20/21
  - \$3,440.08 Spent to date
  - \$2,535.92 remaining balance
- Incentives Purchases

No purchases

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

Moreno Valley college would like to develop a certificate program to providers. Providers will take classes and be taught some skills that are important to the type of work providers handle. Another partnership is with the Independence at Home they have several training topics and would like to offer them to IHSS providers. All trainings and certificate programs will be free to the IHSS providers.

#### **~~J. Networking Report (*Felice Connolly*)~~ – On Hold**

#### **VIII. Announcements**

#### **IX. Roundtable**

#### **X. Adjournment**

#### **XI. The meeting adjourned at 3:59 PM.**

**Next Meeting:** April 1, 2021  
Zoom Meeting  
In-Home Supportive Services Public Authority  
12125 Day Street, Suite S-101 Training Room  
Moreno Valley, CA 92557

Respectfully submitted,  
Christina Rios,  
Secretary II for Eva Krottmayer  
IHSS Public Authority