

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

June 3, 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
Dwight Solis
Kristine Loomis
Donald Brock

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

Ryan Uhlenkott
Lue Thao

IHSS Public Authority

Eva Krottmayer
Tiffany Nelson
Jennifer de la Ossa-Ramirez

DPSS Fiscal

Not Present

ASD Administration/Recorder of Minutes

Christina Rios, Secretary II

United Domestic Workers

Rania Safi

County Counsel

Sarah Moore

I. Call to Order

Barbara Mitchell called the meeting to order.

II. Pledge of Allegiance

Dwight Solis led committee members in the Pledge of Allegiance.

III. Introductions

Introductions were made.

IV. Adoption and Approval of Minutes from April 1, 2021 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 June 3, 2021

| FOLLOW-UP ITEM(S) | RESPONSIBLE PARTY | DUE DATE | ONGOING/COMPLETE |
|--|--------------------------|-----------------|-------------------------|
| <i>Eva to ask Fiscal about Don's proposal. "propose COVID-19 stimulus emergency pay in</i> | Eva | 06/03/2021 | Completed |

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| lieu of mileage pay for board members" | | | |
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VII. Discussion Items and Reports

Sarah Moore (Deputy County Counsel) presented The Brown Act training.

VIII. Discussion Items and Reports

A. Executive Committee Update (*Barbara Mitchell*)

- Welcome Back Dwight Solis
Everyone welcomed back Dwight Solis
- Elections in August (official in October)
No Commentaries
- Other Proposed Training
The IAC committee would like to discuss some training for the members that covers topics such as advisory council, education, and leadership training.
- Manual for IHSS Advisory Council
The IAC would like to develop a manual for future and existing members.
- IHSS Advisory County Video (about recruitment)
Gene Kennedy is currently working on the recruitment video.

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

- District Office Reopening
Walk-ins are available at 5 locations throughout Riverside County - Perris, La-Sierra, Spruce, Hemet, and Indio from 8:00-10:00 AM. and 1:30 -3:30 by appointment only, walk-ins are very low about 3 a day. The primary reason for walk-ins is to deliver forms.
- Available Online Services
IHSS has 31 forms available in Adobe Sign. 85% of staff are fully trained with the remaining 15% scheduled to be trained by the end of June. Adobe Sign is optional to our recipients and providers.
- Telework for Employees
75% of IHSS/APS employees are full-time telework, 15% of staff come in part-time and 10% are in the office full-time.
- Call Centers Data
APS answer rate is 96% on average and 4% of the calls dropped off (caller choose not to wait) and IHSS HOME answer rate is 89% on average. APS/IHSS call centers receive about 35,000 calls per month.
- Additional Information: on July 8th IHSS is piloting the Call Back Solution in the Spanish speaking queue- If the computer determines a wait time of more than 5-10 minutes the computer will offer the caller a call back solution or continue to hold.

C. Public Authority Update (*Eva Krottmaier*)

- Recipient/Provide COVID-19 vaccine data
The County is not tracking recipient/provider vaccine data.
- Recruitment Efforts

PA has attended several virtual job fairs, having discussions with internal units with DPSS, and with workforce development. PA partnered with workforce development and posted a virtual job fair. 56 people registered, 12 showed up and 9 applied. PA posted an ad in craigslist and about 5 applications come in per day. PA has sent several advertisements to a list of vocational schools to target health care students.

Coming up: Public Information Specialist with DPSS is working with PA for billboards ads and other marketing tools. 120 applications are received per month with an outcome of 84 new active providers.

- Resuming IHSS Advisory Council Meetings in Person
The governor will announce an update on July 15th regarding in person meetings.

D. Office on Aging Advisory Council Updated

Elections are completed and results will be available at the end of June. September's meeting will be in person.

E. Advocacy for the Disabled Update

No update

F. California In-Home Supportive Services Consumer Alliance (CICA) & Networking Report Update - (Kristine Loomis/Denise Fleming/Felice Connolly)

No Update

G. CCI Stakeholder Meeting Update (Felice Connolly)

No Update

H. IHSS Advisory Committee Budget Update

Budget was presented to the members

I. Training Committee Update

Barbara and Denise would like to be part of the committee. This agenda item will be on the August 5th meeting for further discussion.

IX. Adjournment

X. The meeting adjourned at 3:53 PM

Next Meeting: **August 5, 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