



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.)

August 5, 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. *****

I. Call to Order

Barbara Mitchell called the meeting to order at 1:07 PM

II. Pledge of Allegiance

Felice Connolly delivered the Pledge of Allegiance

III. Introductions

IV. Adoption and approval of the minutes from the 06/03/2021 Regular Meeting for the In-Home Supportive Services Advisory Committee *(Barbara Mitchell, Chair) 2 minutes*

V. Board Secretary

No commentaries

VI. Follow-Up Items from the June 3, 2021 Meeting

None

VII. Discussion Items and Reports

- **Executive Committee Update** (*Barbara Mitchell*)
- IHSS Training, Resource Fair & Appreciation
2021 Virtual event will be on 11/16/2021 and the resource event will be on 11/18/2021
- Recruitment Video During October IAC Meeting
The committee will discuss this item when in-person meetings resume.
- Assistances from SSP for Recruitment Efforts
The members are requesting assistance from IHSS & Public Authority social workers with recruiting additional members when in contact with consumers/providers. It will be helpful to get more exposure for the IHSS Advisory Committee.
- Approach for future Meetings (Virtual, Hybrid, In Person)
Kristine Loomis has concerns on posting her home address for future meetings and is having transportation issues. The committee agreed to meet in person for the next IAC meeting and everyone will have to wear a mask. If an extension of the COVID act gets extended the members agree to continue in zoom due to the delta variant.
Transportation – IHSS program is only approved for medical appointments and shopping for food. Don Brock and Kristine Loomis requested consumer training because there is a lot of confusion on parameters for transportation. Consumer education is needed to clarify what the services can and should be.

A. Elections

Agenda Item moved to the October 7th meeting.

B. In-Home Supportive Services Update (*Ryan Uhlenkott*) 20 minutes

- Call Center Data
In July APS hotline received 3,368 calls of those 96% were routed. IHSS hotline had 32,715 calls and answered at an 89.57%, 10 points greater than our average, wait times has decreased in the quarter on all 4 hotlines. The call back option solution is now piloted, and it has been positive. Outface ticketing will soon be piloted in the next couple of months and the public will be able to check on the status of their own ticket.
- Criteria for Assessments & Reassessments
Reassessment - Is an annual assessment that is mandated by the State. Anytime a consumer calls within the year they can call and request for a change assessment if the condition of the consumer has increased or decrease in service (no more than 20% of increase or decrease of hours). 90% of the time within two weeks the ticket is closed, 10% of the time if the hours are over 20% than the current authorized hours the request might require operation to conduct an in-person visit.
- In Person Service Reasons (when do social workers go out to the home?)
Its treated case by case and depending on the situation.
Intake, reassessment, change assessments or depending on the situation and when a social worker can't get information over the phone, behavior health, bed bound consumers.
Assessments are required to be held in person and during COVID-19 those were approved to be done by phone.

Committee Member Discussion on IHSS Updates (*10 Minutes*)

C. Public Authority Update (*Eva Krottmayr*) 15 Minutes

- County Fiscal Letter CFL0809-10.
Eva mentioned what are the acceptable vs unacceptable expenditures for the IHSS Advisory Committee. The membership dues, resources fairs and outreach materials are acceptable.
- Recruitment Efforts
Several efforts have been accomplished for recruitment in the months of July and August. Four (4) out of five (5) county supervisors included a message in their newsletter that IHSS is recruiting for caregivers.
A Podcast was recorded and will be posted on the DPSS website on the August 9th that included an interview with Kristine Loomis. An interview with KFRG-FM and mentioned the upcoming job fair on 8/3, on 8/16 Gene will have a second interview with ABC 7 to market the caregiver opportunity in Riverside County. On 7/29 the training and recruitment team (TRT) attended a job fair, and 28 people were interested, but 1 person applied. On 6/01 TRT attended a virtual event, and 10-12 applications were received. On 8/03 115 registered for a second virtual event and 55 attended, and 17 applications were received. 162 PEARS accounts were created in the month of July.
- Referral & Interview Process
Referral: It depends on the recipient needs and how severe the client is and the amount time the recipient was waiting for a provider. Social workers are referring 3-4 providers to clients unless it's a special circumstance and if it's a remote area.
There has been a 40% drop of providers for the registry throughout the county. Overall, the desert has been hit the hardest. The committee expressed shortages in the Beaumont and Banning area for providers. Renee Skidmore informed everyone that registry providers in Moreno Valley are willing to make the drive to the Beaumont and Banning area.
The committee wanted to hear the process for interview process: Depends if the consumer can advocate for themselves. PA provides recipients with the providers contact information to conduct a phone interview, following the interview it's the client's responsibility to make the decision to hire or not. Sometimes the client does not feel comfortable to inform the provider and asked the social worker to call the provider. If the provider has questions after the interview, they can contact the social worker regarding feedback from the interview. The committee stated the notice of appointments letters that are being sent out have no flexibility of appointment and is requesting the County to come up with a standardized letter for appointments.

Action Item:

1. PA to clarify what is the recipient's responsibility during and after the interview.
2. Lue to operations: County to come up with a standardized letter for appointments to be recipient friendly and have flexibility of appointments.
3. Eva – To report data of providers who applied to the registry but were never referred out.

Committee Member Discussion on P.A. Updates (10 Minutes)

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

- Election Results
Chair- Steve Melmen
Vice Chair- Javier

Secretary- Barbara

E. Advocacy for the Disabled Update (*Faustino Alvarez*) 5 minutes

F. California In-Home Supportive Services Consumer Alliance (CICA) & Networking Report Update (*Kristine Loomis/Denise Fleming/Felice Connolly*) 5 minutes

Sarah from The Scan Foundation discussed the Governors master plan of aging and emphasized that Scan Foundation is not the same as Scan Health Plan. Todd Bellanca shared information regarding the Master Plan for Aging, it outlines five bold goals and twenty-three strategies to build a California for all ages by 2030. The 5 bold goals for 2030 are:

- Housing for All Ages and Stages
- Health Reimagined
- Inclusion and Equity, Not Isolation
- Caregiving That Works
- Affording Aging

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

CCI is offering free transportation to medical appointments.

H. IHSS Advisory Committee Budget Update (*Barbara Mitchell*) 5 minutes

- Kristine Loomis Transportation
Kristine has two providers who are able to transport her to future IHSS Advisory Meetings. The providers are requesting payment of \$150.00 for each transportation.

Vote:

Barbara Mitchell made a motion to establish a \$900 budget for Kristine's transportation to attend in-person IHSS Advisory Committee meetings.

Dwight Solis seconded the motion

All

Carried

I. Training Committee Update (*Eva Krottmyer/Denise Flemings*) 10 minutes

- Kristine Loomis Proposal - IHSS Consumer Training
To utilize funds for consumer training to choose, train, hire and fire their IHSS provider(s), IHSS policies, rules & payroll
- Training Committee (members, subjects, competency)
Felice Connolly (NOA), Dwight Solis (NOA), Kristine Loomis (Consumer Training Committee), Barbara Mitchell (Consumer Training Committee)

VIII. Announcements 5 minutes

IX. Roundtable 5 minutes

X. Adjournment

XI. Next Meeting: October 7, 2021
 Zoom Meeting