

Riverside County In-Home Supportive Services (IHSS) Advisory Committee Meeting

October 5, 2023

1:00 PM – 4:00 PM

Hybrid Meeting

UDW 1445 Spruce St, Riverside, CA 92507

MINUTES

IHSS Advisory Committee (IAC) Members: Felice Connolly, Donald Brock, Barbara Mitchell,

Kristine Loomis, Eric Devezin

DPSS IHSS: Ryan Uhlenkott, Erin Wolbeck

DPSS IHSS Public Authority: David Dai, Vanessa Johnson, Veronica Ortega

UDW: Rania Safi

I. Call to Order

Felice Connolly called the meeting to order.

II. Pledge of Allegiance

Barbara Mitchell led committee members in the Pledge of Allegiance.

III. Introductions

Introductions were made.

IV. Adoption and Approval of Minutes from August 3, 2023, Regular Meeting for the In-Home Supportive Services Advisory Committee.

Approved.

V. Board Secretary (*Denise Fleming - absent*)

- No additional items added.

VI. Tentative Riverside County Counsel presentation.

VII. Follow-up Items from August 3, 2023

A. Adoption and approval of the June 15, 2023, Regular meeting Minutes

Felice motioned and Barbara seconded. Unanimously approved.

B. Identified the IAC Handbook Committee Workgroup.

Donald motioned and Barbara seconded. Unanimously approved.

C. Contacted County Counsel - County Memorandum and Committee protocols.

David reported that the County Memorandum outlines the definition of the actual number of meetings that members can miss - a total of two per year.

Discussion: Kristine shared that it is difficult for her to attend without assistance from multiple providers. In the past she has publicly posted her residence as an alternative location for attendees. Barbara also mentioned Senate Bill AB2449 recently passed that addresses

limitations regarding mobility and access to transportation for meetings. David requested the legislation to share with County Counsel for review. Barbara requested that areas pertinent to ADA be addressed as well.

Action Item: PA to contact County Counsel and send email with copies of the (1) County Memorandum and (2) Barbara to forward Senate Bill legislation supported by the California Commission on Aging.

- D. Emailed copy of the Timesheet violations flier to IAC on 8/28/2023.
- E. Cal-Savers presentation to be uploaded to the PA website and is available at the CDSS website.
- F. Contacted State for budget questions.
<https://www.cdss.ca.gov/inforesources/ihss-statewide-authority/advisory-committee>
Discussion: Dr Brock brought up the approved mileage reimbursement for members and special reimbursement for Kristine Loomis/recipient with provider accompaniment.
- G. Emailed request for complimentary publication issues to American Brain Foundation
- H. Office On Aging Report – the goals for 4 year plan

VIII. Discussion Items and Reports

A. **Executive Committee Update (*Felice Connolly*)**

- a. Nominations
 - i. Felice Connolly asked if there were any reservations. No reservations were received.

- ii. **Nominations for Chair 2024**

Motion by Felice Connolly to nominate Donald Brock. Motion seconded by Barbara Mitchell. Nomination accepted by Donald Brock. No other nominations received.

- iii. **Nominations for Co Chair 2024**

Motion by Donald Brock to nominate Barbara Mitchell. Motion seconded by Felice Connolly. Nomination accepted by Barbara Mitchell. No other nominations received.

- iv. **Nominations for Secretary 2023**

Motion by Donald Brock to nominate Felice Connolly. Motion seconded by Barbara Mitchell. Nomination accepted by Felice Connolly. No other nominations received.

b. **Elections**

- i. **Voting for Chair 2024 – Donald Brock**

Majority of (6) Yes votes: Felice Connolly, Barbara Mitchell, Donald Brock, Kristine Loomis, Eric Devezin, David Dai.
Nays none

- ii. **Voting for Vice Chair 2024 – Barbara Mitchell**

Majority of (6) Yes votes: Felice Connolly, Barbara Mitchell, Donald Brock, Kristine Loomis, Eric Devezin, David Dai.
Nays none

iii. **Voting for Secretary 2024 – Felice Connolly**

Majority of (6) Yes votes: Felice Connolly, Barbara Mitchell, Donald Brock, Kristine Loomis, Eric Devezin, David Dai.
Nays none

c. **Caregiver Appreciation Speaker Contribution**

Discussion: The IAC committee agreed to make personal contributions for a gift basket for the Caregiver Appreciation event raffles. Felice asked about the status of speaker expense contribution Caregiver Appreciation event.

d. **Christmas Cards**

Discussion: Last year's design was shown. The Committee agreed to the distribution of a digital card sent through dot.gov and designed by Public Authority.

Action Item: PA to design and distribute digital card through dot.gov. to Riverside County providers and clients.

B. **United Domestic Workers Union Update (*Rania Safi*)**

Rania reported having returned recently. UDW holds timesheet training on a need's basis, servicing a rough estimate of new 150 members. Many calls and walk ins are related to timesheets and IHSS processes. Not too many violations issues currently.

Discussion: Inquiry on status of EVV questions. Kristine shared that it is difficult for consumers to get through the app.

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

a. **Call Center Statistics**

Erin Wolbeck initiated this report with IHSS Statistics. Call rates have been in the mid ninety percentile 90-94% with a universe of 40,000 calls. A high answer rate means a lower wait time. There was a struggle a while back with rates dipping into the eighties and seven the high seventies from the thousands of EVV calls. We are back to the mid-nineties.

b. **Hiring active providers at the Electronic Services Portal**

Erin and Ryan discussed this and there is an ability to select active providers through the electronic services portal which bypasses the SOC426 form process. The county still needs to verify the person is an active provider in Riverside County or not. Then you would call or submit a ticket to learn more and follow up.

Discussion: Kristine shared experiences of providers working for family members with trouble onboarding to their clients. This being a statewide issue and if this feature has been inactivated by the state, becomes a huge disadvantage to providers. Rania also noted that recipients and providers attempted, and it kicked them back to call the County. The question is whether this feature can be re-established. In response, Ryan stated that the County met with the State yesterday and this specific topic didn't come up, and there was no mention about it. The electronic services portal is from the State and not through the county, but we can reach out to the State and ask if there is an issue. One guess is that it may be some kind of outage. The other possibility is that some folks have been discontinued because of the medical re certification process. It could also be a situation that when a recipient is active, but the provider is new then the new pending provider needs to meet requirements in person and provide documentation. It's not 100% sure that this is the case. But we will certainly inquire into it. New persons are given a provider number, but there are requirements that need to be met to be linked. We recommend that they call the HOME line for assistance to learn more.

Action Item: Inquire on the ability to hire active provider at the Electronic Services Portal.

An item to report on the meeting with the state is on the implementation of the EVV process. With 400,000 providers across the state, only forty trainings of one thousand attendees were offered which resulted in reaching only about 40,000. We formed a new technology committee that includes the state to address issues and discuss/forecast future processes. 1. The State will be setting up the Electronic Services Portal to be used as a communication vehicle for providers and clients, including an increase in form applications. The County would likely follow suit to phase out our digital files to align with this. 2. Electronic Visitation Verification is optional and there are no current plans to make clocking in our out mandatory. The question is if the grace period will end and currently there are no plans. There is a fifty percent rate of EVV utilization. Discussion involves tracking issues, state compliance with federal requirements, geo-locating, whether it becomes mandatory or remains optional. The Committee thanked Ryan for assistance and shared their concerns and technical issues with compliance and the fear that tracking issues would become complex. Ryan stated that the primary request is to have the State provide clearer messaging and will keep the Committee posted on updates.

Riverside County rolled out the PAT team in October 2022, to address backlogs and issues with the provider enrollment process as one of the new innovative things we're trying to do. Provider assistance team staff that are dedicated to onboarding providers. With a random audit we went from 84% a year ago to a little over 90% of cases with a linked provider. So that's a big jump for us here in Riverside County. We decreased the number of clients who didn't have a provider from almost 12% to less than 10% of clients. A 2% change doesn't seem large but two times 47,000 is quite a number resulting in several thousand recipients that didn't have a provider last year.

The next issue is the Ticketing system. Provider linking tickets have decreased from 4,932 to 3,900, almost a thousand. We are always looking to reduce the number of open providers linking tickets. The amount of provider applications with a timeline of linking over 30 days has reduced from 40% in 2022 to 30% in 2023. Most linking tickets over 90 days reduced from October 2022 to 29 tickets in October 2023. Currently most providers are linked within thirty days. PA Customer Survey which reflects DPSS/ASD/PA/IHSS provider enrollment process also presents a 10% increase of favorable experience from October 2022 to October 2023. IHSS will be presenting at the CDWA with fifty-seven other counties of the PAT Team Year End review: our work initiatives and processes.

c. Ruling 2021 – Live In Self Certification

Ryan referred to the email for this provider's request.

Discussion: Tax status when wages are not taxable or being a live in provider without reported income or taxable wages. There are forms available on our website: SOC 2298 declaring the provider lives in the same residence as the client and SOC 2299 to report when they no longer live in the same residence. It also impacts EVV when a SOC 2299 is on file meaning they have the same address, but the provider states not living with the client. Every time they log in for the electronic visit verification they will be required to complete. For any tax related questions, it's a W2 process; a State or Federal process and not County. We emphasize the point of contacting a tax consultant to make individual decisions.

D. Public Authority Update (*David Dai*)

a. FLSA Violations

David presented that violations data remains flat with less than 83% of first violations and 14% of second violations. The third violations cost caregivers a 90-day suspension, which we are working to avoid by initiating Timesheet training.

Ryan shared that the County recognizes a technical gap for providers and recipients. Also, the flood of information for new providers including timesheets and EVV adds to the situation. So, we are working with our management team and our division resources, OPS, clerical and provider orientation teams set up service trainings. The goal is to hold 4-5 sessions per month with laptops to assist clients and providers with EVV log in across the county. These will be general sessions on website navigation, the intermediary areas; not to address individual or timesheet issues. The target timeline is within the next month or so.

David reported that as of July 2023, PA Registry has activated a 157% increase with 700 new Registry providers. In the last two months if we activate another two hundred, we may be at nine hundred. Our goal is to continue to activate caregivers, especially in areas that we know are in need, and hopefully we can at least address the gap that we currently have been facing for the past few years.

b. Provider Caregiver Appreciation Planning

David reported on the two-day events to be held at the Pavilion in Palm Springs and Moreno Valley Community Recreation Center in Moreno Valley. Presentation speakers, vendors, and lunch are solidified. DJ music is tentatively planned. The outcome to hire a high school band fell through from a scheduling conflict and a \$600 plus additional sponsorship cost. David suggested the Committee discuss expenses or IAC contribution at the next planning meeting.

- c. Membership Recruitment -Vacancies -District 1, 3, 5 and Advocate position.
Roll call of current IAC members along with the introduction of the appointment of Eric Devezin as Provider at Large by 5th District Supervisor Gutierrez. IAC Secretary member Denise Fleming resigned from this position.

Discussion: The Committee has consumer vacancies and additional providers can also be recruited when the majority of members are consumers. David also reported outreach on IAC information to IHSS social services practitioners and Board of Supervisors' offices.

Break

E. Office on Aging Advisory Council Update (*Barbara Mitchell*)

- Barbara reported new officers. Mark Cox, Chair; Debbie Franklin, Vice Chair and Parliamentarian – Cynthia Ramos. Gary Robbins has accepted the position with RCIT and his last day is October 4. The meeting could not be held, and this is an example of the Brown Act, where the meeting agenda was not posted within the 72 hours.

F. Advocacy for the Disabled Update (*vacant*)

- No Updates

G. California In-Home Supportive Services Consumer Alliance (CICA) Update (*Felice Connolly/Denise Fleming*)

- Discussed at the last meeting, an equity framework for evaluating California home and community-based services for other adults and people with disabilities. Program design, their availability, program awareness and enrollment assessment and authorization of services. And how to get services, programs and transportation services. And how to approach the medical. So that's interesting. CICA has the video presentation Southern Region CICA asking for IHSS provider involvement and best practices of Advisory Committees.

H. Enrollment Advisory Committee Update formerly CCI Stakeholder (*Felice Connolly*)

- The Advisory Committees have reported issues with the website. Discussion of Molina voucher system, transportation issues, and the IEHP requires medical certification. Webinars held bi-monthly from 1-2 pm.

I. IHSS Advisory Committee Budget Update (*Felice Connolly*)

- a. Budget Update
\$5,976.00 22/23

\$ 126.28 Spent to date
\$5,849.72. remaining balance

Discussion:

Estimated expense of \$3,738 of swag purchases ready for the November Caregiver Appreciation Events. These include IAC pamphlet cards, tote bags and items.

Additional anticipated expenses – CICA dues, mileage, and conference registration and speaker cost for the Caregiver Appreciation events.

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

- Kristine shared that CICA is organizing a Southern Regional organization meeting to have participation from providers and consumers. Potential Brown Act training from County Counsel and CICA as an alternative – no cost. Kristine and Felice discussed previous training held and materials.

Action Item: Contact CICA for Brown Act/Board training.

K. Announcements

- Felice announced HOPE Equestrian Center in Heme for persons with disabilities. There is an SSI bill for increases in Congress with bi-partisan support – change in assets. There is also an In-Service Help – benefits overview. This is changing from seven states to extend to all states. Shared flier: Feds warn Medi-caid programs against wrongly dropping beneficiaries.

L. Roundtable

- Barbara mentioned the Inland Empire Coalition developing a master plan on aging. With 250 attendees. Fifteen years since this process started. Three-year goal to develop the plan to include transportation. There is also a new website to address these the processes and gain community input on issues to address.
- Kristine discussed the experience of social services.
- Felice is looking forward to the next IAC meeting.
- Barbara welcomed Eric as the newest IAC member.
- Vanessa thanked everyone and looked forward to future meetings.
- Ryan thanked everyone.
- Erin thanked everyone and enjoyed the conversation.
- Eric Devezin enjoyed the conversation and is excited and willing to work to be part of the group.
- Andrea thanked everyone and found it good to see how everyone collaborated.

M. Adjournment

- Donald Brock motioned to adjourn. Felice seconded the motion.

N. Meeting adjourned.

Next Meeting: Thursday, December 7, 2023
Hybrid Meeting

Location: IHSS Public Authority
12125 Day Street, Ste 101, Moreno Valley CA 92557