



IHSS Advisory Committee

October 3, 2024

1:00 PM – 4:00 PM

Hybrid/Zoom Meeting

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

MINUTES

Attendees

IHSS Advisory Committee (IAC): Donald Brock, Felice Connolly, Barbara Mitchell, Eric Devezin, Kristine Loomis

DPSS ASD IHSS: Michelle (Mimi) Bogdis, Garrett Bethel

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

UDW: Yvette Elam, Manuel (Manny) Reyes, Desmond Prescott

I. Call to Order

Donald Brock called the meeting to order.

II. Invocation

Donald Brock led the Invocation.

III. Pledge of Allegiance

Eric Devezin led committee members in the Pledge of Allegiance.

IV. Introductions

Introductions were made.

V. Adoption and Approval of Minutes from August 1, 2024 Meeting for the In-Home Supportive Services Advisory Committee.

Minutes approved.

VI. Board Secretary (*Felice Connolly*)

- No additional items added.

VII. Discussion Items and Reports

A. Executive Committee Update (Donald Brock)

- a. Gift basket – Caregiver Appreciation
The committee contributes a gift basket for providers.
- b. Digital holiday card
The committee agreed to have the Public Authority design a digital card for review and send out to the IHSS population (clients and caregivers).

Action Item: Public Authority to create and email holiday digital card.

c. Nominations

i. Nominations for Chair 2025

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

ii. Nominations for Co-Chair 2025

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

iii. Nominations for Secretary 2025

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

d. Elections

i. Voting for Chair 2025 – Barbara Mitchell

Majority of (5) Yes votes: Felice Connolly, Barbara Mitchell, Donald Brock, Kristine Loomis, Eric Devezin.
Nays none

ii. Voting for Co-Chair 2025 – Felice Connolly

Majority of (5) Yes votes: Barbara Mitchell, Felice Connolly, Donald Brock, Kristine Loomis, Eric Devezin.
Nays none

iii. Voting for Secretary 2025 – Eric Devezin

Majority of (5) Yes votes: Felice Connolly, Barbara Mitchell, Donald Brock, Kristine Loomis, Eric Devezin.
Nays none

No Discussion

B. United Domestic Workers Union Update (Yvette Elam, Manuel (Manny) Reyes)

- a. UDW held a recent membership meeting with 240 members. UDW is working heavily in elections sending folks to Nevada and Arizona, focused on key states and counties. We are partnering with the county for the caregiver appreciation events. We are now fully staffed and able to participate in sponsorship and other areas. For the caregiver appreciation events the union will sponsor lunch, have vendors, and bringing in gift baskets, too.

We continue doing timesheet workshops and due to a lower turn out on Fridays, are changing to Tuesdays which is showing a higher attendance of members coming in. We'll do messaging via text and an email blast with the new dates and times.

We have distribution of five-hundred turkeys scheduled on November 9, here at the office. We continue holding several trainings on activism and public speaking. It's important for members to understand the union and what we are doing.

We are going into bargaining with Riverside County soon. We have a three-year contract in which the agreement negotiated salary pay of .75 cents for the 1st year, .75 cents for the 2nd year and a dollar for the 3rd year, contingent that the state would participate. We are at the wage cap for the county of Riverside since the second year. The goal was for the union to work with the state to raise the cap so providers would gain the dollar increase. On January 1, 2025, it will be at \$18.50 with the dollar increase. It's currently \$18 and there is more to this calculation based off the contract.

Discussion: If the state does not agree to participate or the cap is negotiated, does these mean providers won't get an increase or only the .75 cents like in earlier years? The unions' role is to lobby the state to raise the cap so we wouldn't have to come back to the County. State, County and Federal all put in a portion. The state said no while only two counties are affected by this (San Diego and Riverside). This means only having portions from the county would total to about a .35 cents increase. In the contract, we must do a wage reopener as of October 1 to see what we can work with the County. Members spoke about their experience with negotiations and the importance of the influence by providers and clients. Riverside is the second largest IHSS county next to Los Angeles County.

Another comment by the committee was the setback experienced by providers over the overtime restrictions and if these have been considered for an increase. With the maximum 66 hours per week, they run into problems where they must tell clients they can't work more hours because they already have other client hours. Yvette appreciated the comments on how important it is to

have consumers involved. In closing today, we seem to have a good partnership in bargaining with the County of Riverside.

There is a proposition to raise the minimum wage to \$18 per hour. Will this be helpful to the union to encourage the cap? Yes, it can be helpful, but we want to raise the cap. We are trying to do this statewide, so then individual counties can raise the cap for individual workers.

Committee member spoke on introducing a bill to remove the requirement to change the ESP password every ninety days.

C. In-Home Supportive Services Update (Michelle Bogdis)

a. Call Center Statistics

45,924 calls for the month of August at 85%.

b. Provider Linking Timelines

Regarding provider linking, there are 4,878 providers in process. 2,267 processing within 30 days. In ticketing we have 2,439 tickets from 0-15 days; 1,063 tickets from 16-30 days; 1,308 tickets from 31-90 days; 67 tickets from 91-180 days; and 1 ticket over 180 days.

c. TeleHealth Assessments

Awaiting final word from the state on criteria. We believe it will apply to approximately one-third of all Riverside County cases. Allows for ESP document signing and a phone call. No home visits.

d. CSP/ESP Roll Out – October 1

The CMIPS services portal rolled out on Tuesday, Oct 1. We will sunset our electronic files and Adobe sign in favor of the CMIPS/ESP and CMIPS Services portal and e-forms. All field workers were issued iPads and training videos were sent to all clients and providers.

Discussion: Will Riverside County do telehealth assessments over the phone, and will these be visual or only auditory? The County doesn't have direction on this yet and will be creating a work group to review how the process can potentially look like. Once the group is established, we can provide updates. The state plans to allow social workers to do re assessments via telehealth. This would not likely include initial intake cases. The state gave an overview and are leaving it up to counties on how to administer. Will it only be 30% of clients? There is preliminary research to show this and there are other factors the clients must meet. During pandemic there were some facetime visits, but we don't know if the county is bringing a portion back. The state will have strict

regulations on who would qualify for telehealth and who would not. Members agreed that phone assessments can work as they did during Covid.

A comment was made on the importance of linking timelines and how providers many times are working hand to mouth and need their first paychecks quickly. It would help if we can do this quicker, especially when it's near the middle of the month or end of the month. There have been many problems with this in the past and great work is being done to improve the speed. The County is working constantly to improve this and identifying issues.

There are ESP portal issues in uploading seven-page travel forms and other issues uploading and scanning forms; not everyone has this capability. Also, feedback was provided on making changes to improve accessibility for low vision or color-blind persons and the use of webpage colors. Other issue mention is on where to mail forms.

Action Item: Email copy of IHSS update and links to YouTube training videos to Committee.

D. Public Authority Update (David Dai, Vanessa Johnson)

a. Performance Data

FLSA violations in the month of August are down to 130. This is a decrease from the previous month of 179 violations.

PA Registry Dispatch received 4,484 calls, an increase we expected during the summer. We have been able to retain our average wait time under ninety seconds.

The number of Registry referrals decreased. On the average number of days for social worker to make first contact, we've seen our median go down to 2.14. We are seeing social workers make contact on these referrals within one day. The total of applications we received for caregivers interested in enrolling in the registry is 938 for August, which is the highest number of applications we received. Previously it was about 797 as the highest we've ever received.

As each month trends up with the amount of registry provider applications, we also are accommodating that increase. In July, we enrolled 224 caregivers. In August, we were at 219, and for September, the preliminary total is about the same, showing we're able to maintain that volume. We have 200 caregivers that we're activating.

We can say that in Covid, we didn't have enough caregivers and so forth. When compared to 2019, pre Covid, our numbers were averaging about 60 per month. We're now activating 200 caregivers per month. Last year we reached our all-time five-year goal quickly. We activated 1,300 caregivers in 2023, and in 2024 we believe that these totals will be about 2,000 or potentially more. We are doing an amazing job with outreach, going out, finding caregivers, and more

given the opportunity to provide services to the clients in this community. The totals really speak about what Public Authority is doing this past year.

To share one more piece is to look at the caregiver distribution based off the five regional districts. The East had approx. 59 caregivers available to provide services in 2019. In 2024, there are 281 providers willing to do the work. We worked to focus on the Palm Springs area, which was one of the primary issue areas, because many in the Palm Springs area have a hard time getting caregivers. And comparing to 2019, is a better comparison than comparing to 2020 or 2021, when the pandemic was an external variable. Basically, our goal is to demonstrate what we are doing different and to be able to reap the benefits of what we do differently. We can show that there are more caregivers to support the clients in this community.

In October 2023, PA Registry had 2,200 caregivers and as of today, we are at 3,367, which is separate from the overall 46,000 IHSS caregivers. Not only are we supporting registry caregivers, but we are also supporting all caregivers with verification of employment, violations, any questions they may have, or assistance needed, and also the coordinating the caregiver appreciation events.

As for attrition, we are maintaining as well. We have caregivers who come and go, maybe they are no longer working for a client and seeking employment, or they no longer are caregivers because they found another job. We are stable at 1,435 fully employed caregivers.

Even though we have increased caregivers in the desert, we continue to target the desert for caregivers.

b. Upcoming Caregiver Appreciation Events

The Palm Springs event will be on November 19 and the Moreno Valley event will be on November 21 at the same venues as last year. Caregivers' check in begins at 9:00 am and the events run from 10:00 am – 2:30 pm. Caregiver registration opened this week and was sold out within two hours. We have additional seating with expected attendance of 200 in Palm Springs and 250 in Moreno Valley. UDW is covering lunch, and we are also adding continental breakfast this year. We anticipate up to thirty vendors for each location and are currently in possession of thirteen gift baskets. We are working on entertainment and have presentations by Office on Aging and Office of Health and Wellness along with an interactive one. The goal of the events is to thank the caregivers and how they do so much for many people in our community. We will have Spanish interpreters with assistance from the union in providing equipment. We really appreciate the efforts to increase attendance in the desert as well.

Discussion: Comments on Riverside being one of the largest counties regarding the number of caregivers. The Public Authority also did well in increasing available caregivers in the Mid-South areas. Thank you for working in the desert region.

We also still see other shortages based on our data. We spend resources to find caregivers in that area, marketing for caregivers. In addition, we're strategically trying to target other certain areas in the county. For example, Jurupa Valley and Temecula. There was mention on how applications were addressed in the Sunnymead/Edgemont zip codes in Moreno Valley. Data is showing lacking in Jurupa Valley and social workers communicate to us the needs of the areas. A strong point brought up by members is when areas do not have access to adequate transportation and how this affects the safety and livelihood of clients and providers. Transportation is also a huge issue in the heat and hotter climates, even when using public transportation.

Action Item: [Email copy of Save the date Caregiver Appreciation Events flyer.](#)

E. Follow-up Items from August 1, 2024

1. Follow up on outreach to underserved/marginalized communities (David Dai)
We are reviewing data and populations to target and how to address the opportunities to do outreach. Discussion included to review strategies and potentially creating a model that could extend throughout the county.
2. PowerPoint on Alzheimer's and Dementia (Public Authority)
Copy emailed on 8/16/2024.
3. [GotSneakers - A Zero-Waste Sneaker Recycling Company](#)
Link emailed on 8/16/2024.

F. Office on Aging Advisory Council Update (Barbara Mitchell)

New officers elected in June however with an issue we are redoing our elections. By-laws were approved. We have an excellent working committee from Office on Aging to work with. We are bringing forth different kinds of opportunities for us to be more hands on in the community at senior centers and events.

G. California In Home Supportive Services Alliance (CICA) & Networking Report Update

Upcoming general elections and encouraging voter registration was discussed. There are propositions and two bond issues on minimum wage and rent protections. Share of cost was also a topic discussed and one of the problems when providers are reporting hours they are not assigned and when there are multiple providers. That Share of cost is not understood by consumers.

CICA discussed a slate card. UDW also sends a voting guide to providers and the website is informative. It was shared that the CICA meetings are very informative and accessible.

H. IHSS Advisory Committee Budget

Fiscal 2024/2025 funding (\$5,976) and currently \$108.67 has been spent on mileage. Expected expenses include pens, tote bags, jumbo magnet clips, and magnifier bookmarks to be distributed at the Caregiver appreciation events.

VIII. Roundtable

- Qualification of SSI benefits and follow up for this including hearings. levels. IAC presented a training by SSA. There are information letters to explain these benefits. Consider asking on this topic at a CICA meeting.
- Outreach events and representing IAC in the community. We have a video and we are seeking to recruit consumer members in Districts 1, 3 and 5. We have submitted to BOS newsletters, spoken at district events and lets discuss this further. Setting up tables with the IAC swag. When there is a registration fee we can present it to the committee for approval.
- Garrett Bethel offered that IAC members can also participate at IHSS table at community events. Discussion around providing information on IHSS programs and IAC recruitment. Side by side tables are also a good possibility for set up.
- Kristine asked if the IAC Consumer Handbook and articles were uploaded to the website and expressed continued interest in consumer training.

Action Item: Provide update on IAC Consumer Training Handbook upload to website.

- David Dai shared a testimonial video on Public Authority Registry services And the IHSS program.

<https://vimeo.com/1014631998/33f109b985?share=copy>

IX. Propose new agenda items to discuss

- To update and finalize the IAC Member handbook to be approved by the legal department and Committee.

X. Next meeting

- Date: Thursday, December 5, 2024
1:00 pm - 4:00 pm
Hybrid/location: DPSS IHSS Public Authority
12125 Day Street, Ste 101, Moreno Valley CA 92557

XI. Adjournment

- Motion to Adjourn by Donald Brock. Seconded by Barbara Mitchell.
The meeting adjourned at 3:00 pm.