



In-Home Supportive Services Advisory Committee

December 4, 2025

1:00 pm – 4:00 pm

Hybrid/Zoom Meeting

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

MINUTES

Attendees

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

DPSS ASD IHSS: Ryan Uhlenkott, Samatra Thomas

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

UDW: Rosa Beltran, Felicia Benedicto

Guests: Kady Crick, Cynthia Brown

I. Call to Order

Felice Connolly called the meeting to order.

II. Invocation

Dwight Solis led the Invocation.

III. Pledge of Allegiance

Vanessa Johnson led committee members in the Pledge of Allegiance.

IV. Introductions

Introductions were made.

V. Hold motion for quorum to adopt and approve Minutes from the October 2, 2025, meeting for the In-Home Supportive Services Advisory Committee.

VI. Board Secretary (*Barbara Mitchell*)

VII. Discussion Items and Reports

A. Executive Committee Update (Felice Connolly)

a. Recruitment Subcommittee

Vacancies in districts are posted at individual Board of Supervisor websites. The Committee application applies to committees across the districts. Eric explained that

there are multiple potential websites and County Board of Supervisors websites to promote the IAC.

Action Item: Contact RCIT about adding committee application link to IHSS websites.

- b. Sponsorship discussion – EAS
Consider identifying events for caregivers and clients that IAC can sponsor.

Action Item: Identify sponsor cost for 2026 Elder & Adult Abuse Symposium

- c. Caregiver Appreciation Report
Members reported on attending the events in Moreno Valley and Palm Desert. Overall satisfaction with the presentations, healthy food served and abundance of gift raffles. Members also enjoyed the ability to meet other caregivers and the sponsors and said that both events were enjoyable. Good attendance was reported at both events. PA thanked UDW for the partnership and effort in promoting caregiver attendance. County Supervisors from 1st and 5th Districts attended the events and provided positive feedback.

Discussion: The intent to consider consumer affiliated websites and social media links to promote recruitment.

Several members commented on the strong partnership between UDW, Riverside County IHSS/Public Authority and the Board of Supervisors as a good example across the state. In response to a question, it was made known that the Caregiver Appreciation Event applies for CID funding and the Board of Supervisors also contribute to making our event a success. UDW also expressed the joint efforts in working together.

B. United Domestic Workers Union Update

UDW reported a successful turkey distribution of 500 turkeys along with support from Senator Sabrina Cervantes helping at the event. There was a successful Prop 50 campaign. The union also had a contract win with Riverside County and are scheduled to ratify the contract on December 16 at the Board of Supervisors meeting. We encourage caregivers to come out. UDW is holding a No degree required Hiring Event on January 24 from 10 am – 2pm at the Riverside office.

Discussion: Questions on where to find an online health insurance application at the UDW website. Caregivers can reach Goldman & Walker insurance at 800-883-0902 or 949 545-0163 to apply for health insurance coverage. Caregivers who work 80 hours a month are eligible. Costs are \$30 per month with Kaiser.

Contract update on caregiver hourly pay raises: Starting January 2026, pay increased to \$18.90 per hour. In May 2026 the hourly rate increases to \$19.90. Are there opportunities to reopen negotiations for the year after? Priorities lately have been on

protecting program funding. There have been many attempts at different levels, so we must keep fighting to protect funding.

C. In-Home Supportive Services Update

a. Call Center Statistics

95.43% of calls answered, which is a high volume for the HOME call center. In general, we are ending the weeks in mid to high 80% and that is with a higher-than-average call volume. Over the last five months, the IHSS HOME hotline has averaged 40,000 – 40,332 calls a month. In June, we had 49,199 calls; July we had 48,497 calls and in August – 49,363 calls. In September we topped at 50,037 calls; October we answered 48,514, so we are averaging about 10,000 more calls per month. With the same amount of staff, we seem to be doing well answering calls. Call center hours are 7:30 am-5:30 pm and staff stay after 6:00 pm to answer all calls in the queue.

b. Caregiver Linking Timelines

Now covered by the Public Authority

c. Role of IHSS in IAC literature distribution

Checking on this, specifically for the IHSS Advisory Committee, anything through the in-home supportive services system, is not possible. We're not allowed to do any kind of advertisements for any agency, through our resources or information that we have for either clients or caregivers. The only exception to that is when there is a safety issue. When there's a fire, an evacuation, or a flood or something of that type, we are allowed to work with CAL FIRE, with law enforcement, to make sure that people who are medically indigent get the resources that they need. That's the only means that we're allowed to use the system, other than for the purposes of the procurement of IHSS and the administration of in-home supportive services.

D. Public Authority Update

a. Performance Data/Budget

On FLSA violations, we had a slight increase in August and went back to normal numbers of around 179 per month for the end of October. Most are first violations – 82% with no 4th violations.

Call Center for Public Authority Registry had over 4,000 calls which was an increase. Average wait time is below the 90 seconds, so we are succeeding with only 30 seconds. We had a restructure and have great social workers on the call line, they are just the sweetest and kindest. We also received 98% of all calls as well.

Matching client caregiver referrals for October equaled 663. The average number of calendar days for social worker to make first contact is 1.2, which is decreasing. We have done some studies and are seeking to find additional ways to improve our contact time and it appears that we are seeing results. This has been sustained at less than 2 days.

This includes holidays and weekends. This means getting back to our customers to ask them potential questions so we can find the right caregivers to match them. In October, 95% of our referrals were contacted within 3 days and on average being 3 calendar days. For business days it is 2.4 days.

Public Authority receives close to 800 applications a month, but not everyone ends up completing the process for the Registry. From these 800, we were able to enroll 223 caregivers and are working to increase our average of enrollees per month.

Total active caregivers available is 2982 compared to 500 available in 2020. In 2021 – 2023 the numbers were still low. In 2024 we increased and today we have a higher number of caregivers. Our current challenges are that sometimes caregivers outnumber clients. Fully employed caregivers have also increased over the years. Total overall caregivers at PA Registry are 4,600. We have increased by 24% in a twelve-month period due to the good work of PA and Training and Recruitment. For individual IHSS caregivers, there is a 10% increase. The caregiver enrollment team, PER who handles individual family caregivers is now part of the Public Authority.

There are 55,067 caregivers in the county which also includes the 4,600 Registry caregivers. Registry caregivers can also be caregivers for family clients. Caregivers can apply by calling HOME 888 960-4477 and applying online at riversideihss.org. Clients are required to have medi-cal and if not, we can help them apply. There are 61,000 active IHSS clients. Individual clients make up 11.2% of Registry clients.

Discussion: What does it mean when caregivers call the Registry and are told there aren't any clients and to call back in two weeks? Where are caregivers who are already on the Registry and their client passed away and are looking for a new client and told to keep calling back. This depends on the location and area. In Moreno Valley, Hemet, where we have a high number of caregivers, that is likely to happen. But in areas such as Blythe or the eastern/desert region, there will be more clients and work because the caregivers in that area are less than compared to the demand.

The Public Authority is working on increasing caregivers. We are exceeding with 4,600 caregivers. Caregivers also need to be flexible with schedules and locations, while clients also have required preferences when hiring caregivers. Caregivers at the meeting also shared their experience with clients from the Registry.

The need to having versatile solutions when a client needs a caregiver replacement or in urgent, short notice situations was brought up. The Public Authority has a Back UP System (BUS) for this with 180 caregivers who must respond within two hours. Active clients can contact the IHSS social worker to put in a referral. If it's an APS case, the APS worker will submit. This program pays caregivers an incentive of \$5 extra per hour to be on call for this list.

Caregiver W4s: It is difficult for caregivers to find the W-4 forms on the website, and they need instructions on how to fill out and where to send. We recommend caregivers to print the current form and sign with a wet signature to be processed. The forms are given to caregivers at the in-person orientation, and they mail the form to the county for review. It is then forwarded to the state for processing. Caregivers should call the HOME Call Center for additional assistance.

E. Follow-Up Items from the October 2, 2025, Meeting

1. Reach out to District 1, 3 and 5 on IAC vacancies
Public Authority reaches out to Board aides in the districts, and we've spoken to Supervisor Medina in District 1. We are looking to have the IAC be actively seeking members in the community. We are changing our approach since 2023 to recruit caregivers which we would like to do here, too.
2. Submit IAC By-laws revision to County Counsel
This was completed.
3. Contact Riverside County Board of Supervisors to inquire how this impact's Riverside County: Executive Order 14321 Ending Crime and Disorder on America's Streets
This is in progress.
4. Contact CICA to designate Eric Devezin as Riverside County IAC liaison
This was completed.
5. Inquire on email vote for Caregiver Appreciation sponsorship
Item covered in the Executive Committee update.

F. Office on Aging Advisory Council Update (Donald Brock)

The Council is moving forward with elections and the meeting is next week.

G. California In Home Supportive Services Alliance (CICA) & Networking Report Update (Felice Connolly, Eric Devezin)

Felice attended the 12/3 training. Steve Kron from Santa Barbara County addressed the group and stated that he learned about IHSS by being an IAC member. Felice related to this and spoke on personal experiences in requesting the county position statement before a hearing, which was very helpful. The new CICA Chair presented how CICA worked to request funding.

Eric reported that the September meeting focused on membership and building coalitions to strengthen consumer voice in Sacramento. In October, the topic was training and compliance. Interacting with county boards and how CICA supports consumers activity. In Riverside County we are looking forward to building relationships with supervisorial districts. In November the budget was discussed and working to maintain that funding is dedicated to Medi-Cal and IHSS.

Discussion: Questions on the role of CICA and their funding with responding comments on their educational and consumer advocacy statewide. Eric to send an email to Vanessa with suggestions on IAC updates for the websites.

H. IHSS Advisory Committee Budget (Felice Connolly and Veronica Ortega)

FY 26: \$5,976.00 budget allocation and balance to date: \$4,837.39. Expenses to date include \$315.11 mileage and \$847.50 for tote bags. Expect to purchase promotional items for 2026.

VIII. Proposed Agenda Items

- Discuss IAC membership in CICA
- Explore individualized transportation for consumers – supported by comments from IAC members
- How to expedite consumers increasing hours after hospitalization and surgeries. Currently clients must wait for appointments for reassessment. This is not conducted in the hospitals as needed.

Comments from the group: Approach the hospital case managers and social workers. Providers, clients and hospital personnel can call IHSS HOME to start the process. The hours can be increased when the client goes home.

IX. Roundtable

IEHP Community Advisory Committee is recruiting IEHP Medi-Cal members for the committee. For more information, please contact IEHP CAC, Program Manager, Jannette Zito at Jannette.Zito@iehp.org

X. Next meeting

- Date: Thursday, February 5, 2026
1:00 pm – 4:00 pm
IHSS Public Authority, 12125 Day St, Ste 101, Moreno Valley CA 92557 - Hybrid

XI. Adjournment

- Motion to adjourn by Donald Brock and seconded by Felice Connolly.
Meeting adjourned.

Respectfully Submitted, Veronica Ortega, Executive Assistant II