



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

April 6, 2023

1:00 PM – 4:00 PM

In Person and Zoom Meeting

UDWA

1445 Spruce Street, Riverside, CA 92507

MINUTES

IHSS Advisory Committee (IAC) Members present: Denise Fleming, Barbara Mitchell, Felice Connolly, Donald Brock, Dwight Solis
DPSS IHSS: Ryan Uhlenkott, Rob Lough
DPSS IHSS Public Authority: David Dai, Veronica Ortega
UDWA: Rania Safi, Desmond Prescott

I. Call to Order

Donald Brock called the meeting to order. Felice Connolly arrived late.

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 February 2, 2023, Regular Meeting for the In-Home Supportive Services Advisory Committee.

Approved.

V. Board Secretary (*Denise Fleming*)

- Advisory Board concerns added.

VI. Follow-up Items February 2, 2022

- A. Resignation received from Maria Rojas, Community Access Center
- B. Ethics training instructions emailed to members
- C. Copies of Board of Supervisor's Proclamation received

- D. 2023 Elder & Dependent Adult Abuse Symposium
 - 5 members confirmed for complimentary tickets
 - Denise volunteered for IAC vendor table.
 - Barbara asked to request IAC and Office on Aging tables near each other.
- E. Inventory list of items to purchase
 - Send list and pricing of items to purchase swag.
 - Order up to 500 amounts.
 - Committee member logo shirts
- F. IHSS Advisory Committee Handbook
 - Includes AB1682, Brown Act, By-laws, 700 forms, member contact list
 - Collect forms to create this draft
- G. IHSS Advisory Committee pamphlet
 - Member feedback: request to include Spanish translation.
 - Request estimate printing cost for 5,000 copies
- H. Order IHSS Advisory Committee business cards.
- I. Advisory Board concerns
 - Outreach on meetings. Need to be open.
 - Send emails to announce meetings. Discussion: state emails are not an available option; realistic expectations on email notices.
 - Announce meetings at in person orientations
 - Make IAC pamphlets available for countywide distribution
 - Trainings need to be added to the agendas
 - Hybrid set up – technical issues
 - Staff transitions in the last year.
Discussion: Staff unknowledgeable of IAC history. Staff PowerPoint could be helpful.

VII. Discussion Items and Reports

A. Executive Committee Update (*Felice Connolly*)

- a. (District 1 Vacancy) Provider Application – Kathleen Crick. **Motion by Don Brock. Motion 2nded by Denise Fleming.** Unanimous vote in favor to approve.
- b. Feedback from 2/16/2023 meeting with UDW to discuss the 2023 Caregiver Appreciation Event. Barbara Mitchell reported that collaboration to continue. Discussion included the history, calendar of meetings. Coordination between DPSS, UDW and IAC. Determination of budget; co-sponsorship with agencies; site locations –two locations considered in Moreno Valley. Factors include accessibility and fees costs. Consideration of in person or drive thru for Indio. Don Brock asked Dwight Solis to find a location in the desert area ~ 150 persons for drive thru or building site.

- c. June 1 Committee Meeting – scheduling conflict with EDAA Symposium. Motion by Don to reschedule to June 15. Motion 2nded by Denise. Unanimous vote to reschedule. Hybrid meeting will be at IHSS PA office in Moreno Valley.

B. United Domestic Workers Union Update

Rania reported on the collaboration with Public Authority on the November events and refreshing the relationship. Events including the UDW desert membership meeting held in March. Contracts are in place to increase wages with negotiated health insurance. Still working on this at the statewide level. Denise asked about the incentive in Indio to reach 120 persons attendance. UDW replied by calling and having conversations with providers, lunch for members and raffles held. Events scheduled well in advance. Denise asked David what the outreach in the desert area is. PA has 130-150 caregivers. Resources are needed to make the calls and announcements. Discussion on event planning – staffing on Saturday. Denise asked about vendor tables and for IAC to partner with UDW. Rania answered positively and suggested identifying dates to distribute updates, developing a calendar. Denise asked whether there is a conflict of interest if IAC and UDW collaborate. The response was that there is not an obvious one and that various groups share tables all the time.

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

a. Call Center Statistics

Doing well, although February was tough with callers getting ready for taxes and the W4s. Rates of 84-85%. March showed dramatic improvement with 92- 95-97% range. 37,000-38,000 calls being higher than the average. The average being 95%. Wait times reported at 14 to 30 minutes. Not all calls are on hold. Mondays and Fridays are busiest. The 9/80 staff schedule can impact Friday rates. Tuesday, Wednesday, and Thursdays appear to receive lower amounts of calls. Participants can also submit tickets at ihssriverside.org that is running 24 hours, 7 days.

Discussion: Is the website successful – yes, during Covid the spikes brought on an increase in bandwidth. The site reaches over capacity with hundreds of hits. Ryan mentioned up to 500 hits on high volume days and explained the message on ticketing to log in for such document services and callers don't have to wait. The call back feature is currently disabled due to Cisco upgrades that impacted this feature, but the goal is to work on reconnecting. This is a popular feature, and we want to ensure there is no disconnections.

b. Legislative updates with impact on IHSS

Ryan spoke of an initiative passing for Adult Protective Services (APS) to gain access to financial records of clients on cases of financial abuse. The IHSS budget looks promising, with the same amount of funding as 2023 for 2024

which is a good indication, although, the governor's meeting occurs next month.

Discussion: How does APS gain access: Investigations contact the bank when there are unusual behaviors, and this legislation allows more efficient retrieval of reports. This only occurs on fraud cases. Denise mentioned the need to be aware of fraud transactions – offers asking for gift cards and asked how IAC can assist. Ryan stated that the legislation has almost passed. Effective July 2023, EVV log in procedures are required for providers who work outside the home. Questions on log ins were discussed.

c. Report on IHSS assessment process and home visits

Rob Lough reported that Riverside cases average 124.5 hours per month in comparison to other counties ~ 117.8 hours and the state average of 114.7 hours. Over 90% of the provider/client population is EVV registered, also similar with other counties. 68% of providers are live-in caregivers while other counties average 57-58% and state average is 48%.

d. Updates on IHSS social worker stats/staffing

Rob reported the ASD social services practitioners' (SSP) budget is 211 positions with 200 filled. 20 SSPs in Induction process.

Discussion: Questions on retention. ASD is strategizing by looking at attrition and retention. Includes 1) alternate work schedules 2) manager exit interview and 3) looking at veteran SSPs who offer so much to clients with their experience/expertise. ASD has the lowest turnover in SSPs in DPSS. Are clients assigned new SSPs annually? How are SSPs assigned to clients? Factors in assigning SSPs involve demand, zip code/geographical areas, staffing positions and when social services assistants are available. Ryan was asked about the EVV changes which go live July 2023 for non-live in providers to log in hours daily. This is mandatory but there are no penalties, and the state is rolling out training this month. Information should be sent to providers through webinars on how to record hours and upcoming changes.

IAC members asked for EVV training and if this could be added to next month's meeting. UDW was asked on trainings. Rania explained that training concerns over the overwhelming response and a series of sessions are needed. Ryan added that the state offers the EVV trainings and there are multiple opportunities and access across the state now until July. Ryan stated there is local county support. Committee asked if there is access to the trainings. Response is that the state hasn't offered materials for training, yet. There were general questions on signing out from locations. Ryan identified the locations from the home and community. As of now, the state stated there are no penalties if providers do not comply. Question on impact on violations. Violations would stay the same. This is a federal mandate.

Ryan also mentioned that Re-certifications for Medi-Cal are starting in June.

e. Updated DPSS website

Ryan reported that the website does not have new content and has been active with an updated format for six to nine months. The features are friendly and in line with other county websites.

D. Public Authority Update (*David Dai*)

a. Public Authority Annual Report – IAC page

David presented the 2021 PA Report and the proposed IAC page text. The page will be emailed for final input by Committee members. PA has a deadline to submit the report.

b. FLSA Violations

David reported on Violations from January (198) and February (54). First violations – 80% are the main issue and have decreased. 2nd violations decreased by 25%.

Asked if UDW has quick guides that exist for timesheet training. Rania replied that UDW looks at group trainings and is doing 1-1 assistance by appointment.

c. Program review

PA conducts Info Sessions in the community along with the Orientation sessions and outreach events. Last year we averaged 5 orientations per month and now we are averaging 14 events. We saw an increase by 6% in the East region. average of 14 persons per session.

d. Updates on PA social worker stats/staffing

PA is working to increase Registry providers by 12% in the desert regions There is a deficit of available providers for desert clients. Exploring marketing methods, ideas to increase providers, and an opportunity with Altura Credit Union to pursue outreach.

Break

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

a. Barbara indicated the report contained a lot of statistics and will forward to the committee.

[Action Item: Send report to the Committee](#)

b. Don reported that the Council is recruiting. Currently there are 8 out of 17 members. Barbara reported recruiting issues and changes due to geographical changes and some are moving into different districts. Also mentioned the outcomes of proposals funded. Don suggested to Dwight Solis to apply. Representatives are needed in Districts 1 thru 4. Barbara also mentioned they are seeking to reinstate the Ambassador program. BOS assigned liaison affected by district changes. CA Sr. legislator proposals has one vacancy.

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

- No Updates

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

- a. ARC established in the 1950's by a group of parent's association in Minnesota. Felice touched on the history through 1993.

ACTION ITEM: Contact ARC to recruit replacement for Advocate for Disabled.
2nd referral: Contact TASK 866 828-8275.

- b. CICA discussed new rules for Medi-Cal established in 2022. Changes and program updates, NOAs, services for 2024. Meetings are on the website and Felice suggested members attending.
- c. CICA invoice was discussed and an outreach to CICA to maintain timely billing cycle. The committee is current.

H. CCI Stakeholder Meeting Update (*Felice Connolly*)

- No Update

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

- a. Budget Update
 - \$5,976.00 22/23
 - \$ 959.70 Spent to date
 - \$5,016.30 remaining balance
- b. Spending before end of fiscal year to include purchase of committee shirts, business cards, and 500 pieces of swag. Mileage reimbursement forms have also been submitted.

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

- No update

VIII. Announcements

- SSI and Social Security Applications webinar on April 13, 11 am.
- Disability services bill introduced to reduce
- Medicaid – through July this year.
- Mention of the inception of the American Disabilities Act.

IX. Roundtable

- Don Brock brought up to reinstate lunch and meeting schedule. In the past members paid \$20 to order lunch. Denise mentioned that the meeting locations are alternating so this may be difficult. Don Brock to contact Veronica on this.

X. Adjournment

- Don motioned to adjourn. Denise seconded the motion.

XI. The meeting adjourned.

*Next Meeting: Thursday, June 15, 2023
Hybrid Meeting
IHSS Public Authority
12125 Day Street, Ste 101, Moreno Valley CA 92557*