

**Riverside County In-Home Supportive Services (IHSS)
Advisory Committee (A.C.)
QUARTERLY MEETING**

December 3, 2020
1:00 PM – 4:00 PM
Zoom Meeting

12125 Day Street, #S-101, Moreno Valley, CA 92557

MINUTES

| | |
|--------------------------------|--|
| IHSS AC Members Present | Dept of Public Social Services (DPSS)- IHSS Program Staff |
| Felice Connolly | Ryan Uhlenkott |
| Barbara Mitchell | Angel Jaimes |
| Denise Fleming | Brandi Weaver |
| Kristine Loomis | |
| Donald Brock | |
| | DPSS Fiscal |
| IHSS Public Authority | Not Present |
| Eva Krottmayer | |
| Rowena Concepcion | ASD Administration/Recorder of Minutes |
| Renee Skidmore | Christina Rios, Secretary II |

- I. Call to Order**
Barbara Mitchell called the meeting to order.
- II. Pledge of Allegiance**
Eva Krottmayer led committee members in the Pledge of Allegiance.
- III. Introductions**
Introductions were made.
- IV. Adoption and Approval of Minutes from October 15, 2020 Regular Meeting for the In-Home Supportive Services Advisory Committee.**
Approved
- V. Board Secretary**
Additions to the current A.C. agenda
- VI. Follow-up Items December 3, 2020**

| FOLLOW-UP ITEM(S) | RESPONSIBLE PARTY | DUE DATE | ONGOING/COMPLETE |
|---|--------------------------|-----------------|-------------------------|
| <i>AC PA website</i> | Christina Rios | 02/03/2021 | Ongoing |
| <i>Brown Act Training – To Eva</i> | Barbara | 12/7/2020 | Completed |
| <i>Eva to follow up with UDW regarding invitation for Provider Appreciation</i> | Eva Krottmayer | 02/04/2021 | Ongoing |
| <i>Send BIO and picture to CR</i> | Barbara | 12/3/2020 | Ongoing |

| | | | |
|--|-----------|------------|-----------|
| <i>Christina to get count of Incentives supplies</i> | Christina | 02/03/2020 | Completed |
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VII. Discussion Items and Reports

A. Executive Committee Update (*Barbara Mitchell*)

- Caregiver Proclamation
The proclamation was presented from the BOS. The director of DPSS, Public Authority, UDW, and members of the IHSS Advisory Committee were present to accept the proclamation.
- Caregiver Training, Resource Fair, and Appreciation Event

| | |
|-------------------------|----------------------|
| <u>Virtual Training</u> | <u>Resource Fair</u> |
| 11/05 - 112 attended | 11/18 - 142 attended |
| 11/12 - 122 attended | 11/19 - 268 attended |

The invitations were sent via email to all 32,000+ providers who have an email listed with IHSS. UDW also sent out additional notification to providers.
- Efforts to Increase Membership
Dwight Solis, Faustino Alvarez, and Desmond Prescott are currently pending and are waiting to be pointed by the board of supervisors.
- 2021 Meeting Calendar
The committee agreed to keep the meetings as is. The first Thursday of every other month and the agenda setting meeting the Monday prior to the IAC meeting.

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

- Medical Reinstatements (Brandi Weaver)
Currently recipients are not being terminated and are being highly recommended to return any paperwork being sent out. Medi-cal is not taking negative actions on cases, SOC is not being implemented. New income limits significantly gone up on 12/01/2020, for one person \$1,488, 2 people \$2,003
- Inter County Transfers
Riverside County approves at a high rate of hours than neighboring counties. The same paperwork is required (e.g. doctor paperwork) when a case is being transferred in from another county and its not standard procedure to remove protective supervision.
- How has COVID impacted operations
Increase in calls to HOME due to office hours (statistics) – The call volume remained constant at 40,000 calls a month.
- Are consumers issues/concerns being resolved
85% - 87% of tickets are being resolved at first point of contact and 15% of tickets are sent on to an eligibility technician, social worker, or the district office for further appointments and resolution.

C. Public Authority Update (*Eva Krottmaier*)

- DPSS Director – S. Baldwin
Sayori Baldwin was promoted to Director for DPSS, and Jennifer Claar was promoted to Managing Director for DPSS. Sayori has been with the department for 30 years
- Presentation on Back Up System (BUS)
Renee Skidmore presented a PowerPoint presentation (see attached). PA developed and maintains a BUS registry of providers that are ready to respond to emergency requests

during regular and after business hours. Currently 150 providers are on the BUS registry list. PA had 25 BUS requests in September, 8 in October, and 16 in November.

- Recruitment Under COVID for new caregivers (Rowena Concepcion)
Currently Public Authority is not holding any face to face recruitments and instead attends virtual job fairs. On November 14th from 8-12:00 PA participated in a resource fair in Cabazon. On December 8th PA will present a presentation for the College of The Desert to students who are searching for a job while in school. Also, PA is working with Supervisor Washington's office to recruit in the Anza and Idyllwild area. PA is distributing recruitment flyers and posting flyer at the workforce development agency. PA is contacting community partners to assist. One weekend the flyer was being distributing at a swap met. Effective January 1, 2021 provider hourly rate will go up \$14.50. *57 caregivers completed all provider requirements in October and are ready to be matched.*

Break

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

- OOA appointed two to the Advisory Committee. Currently everything is on hold.

E. Advocacy for the Disabled Update (Valstino Alvarez)

- No Update

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

- Karen spoke about appealing the ruling that AC members have to publish their address when attending IAC meetings from a remote location. Sandy Hilton talked about EVV, Ryan Uhlenkott stated the State is going to receive a penalty from the federal government because of geolocating. CICA is asking IAC to share their best practices and will be consolidating and entering on one sheet. Janet in LA will be discussing best practices at their IAC.

G. CCI Stakeholder Meeting Update (Felice Connolly)

- Molina and IEHP are conducting outreach during COVID-19. Kristine will receive a copy of the presentation that was shown in the meeting regarding WPCS. Kristine shared an Electronic Visit Verification (EVV) PowerPoint presentation regarding the IHSS EVV web app.

H. IHSS Advisory Committee Budget Update (Barbara Mitchell)

- Budget Update
\$5,976.00 20/21
\$2,940.08 19/20 (posted after year end)
\$3,035.92 remaining balance
- Incentives Purchases
No purchases

I. Training Committee Update (Eva Krottmayr/Barbara Mitchell)

- STARS training with OOA. Eva and Barbara will get together to create some type of bulletin.

~~**J. Networking Report (Felice Connolly) – On Hold**~~

VIII. Announcements

IX. Roundtable

- Ryan Uhlenkott - IHSS Customer Service Surveys are available on-line at RIVERSIDEIHSS.ORG and the QR code will be available on a flyer for all intakes & reassessments.

X. **Adjournment**

XI. **The meeting adjourned at 3:33 PM.**

Next Meeting: **February 4, 2021**
Zoom Meeting
In-Home Supportive Services Public Authority
12125 Day Street, Suite S-101 Training Room
Moreno Valley, CA 92557

Respectfully submitted,

Christina Rios,
Secretary II for Eva Krottmayer
IHSS Public Authority