



**Riverside County In-Home Supportive Services Advisory Committee**

*Members: Barbara Mitchell, Denise Fleming, Felice Connolly, Donald Brock, Kristine Loomis*

# Meeting Minutes

of

**THE IN-HOME SUPPORT SERVICES (IHSS) ADVISORY COMMITTEE (A.C.)**

**December 2, 2021**

**1:00 P.M. to 4:00 P.M.**

**Zoom Meeting**

**IHSS Public Authority**

**12125 Day Street, Suite S-101**

**Moreno Valley, CA 92557**

## ***PUBLIC INPUT AT THE IN-HOME SUPPORTIVE SERVICES ADVISORY COMMITTEE***

*The meeting of the In-Home Supportive Services Advisory Committee is open to the public. Any member of the public may address this meeting of the In-Home Supportive Services Advisory Committee on any items appearing on the Agenda by filling out a speaker slip and handing it to the Secretary, or Acting Secretary, either before the item about which the member desires to speak is called, or at any time during consideration of the item. A three-minute limitation shall apply to each member of the public unless such time is extended by the Chair. No member of the public shall be permitted to “share” his/her three minutes with any other member of the public.*

ADA: In compliance with the Americans with Disabilities Act and Government Code Section 54954.2, if special assistance is needed to attend an IHSS Advisory Committee meeting, please contact Christina Rios at (888) 470-4477. Notification of at least 48 hours prior to meeting time will assist staff in assuring that reasonable arrangements can be made to provide accessibility at the meeting.

***\*\*Reminder to submit request to comment on an agenda item. Individuals may speak when the item is presented. Please limit comments to three minutes. \*\****

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**I. Call to Order**

*Denise Fleming called the meeting to order at 1:10 PM*

**II. Pledge of Allegiance**

*Donald Brock delivered the Pledge of Allegiance*

**III. Introductions**

**IV. Adoption and approval of the minutes from the 10/07/2021 Regular Meeting for the In-Home Supportive Services Advisory Committee (Denise Fleming, Chair)**

Felice would like to change the Meeting Agenda Minutes to Meeting Minutes.

Motion to approve to change for grammatical errors

1. Donald Brock – Motion

2. Felice – Second

**V. Board Secretary (Barbara Mitchell/Denise Fleming)**

**VI. Follow-Up Items from the 10/07/2021 Meeting**

<b>FOLLOW-UP ITEM(S)</b>	<b>RESPONSIBLE PARTY</b>	<b>DUE DATE</b>	<b>ONGOING/COMPLETE</b>
IHSS Advisory Committee Handbook for members	Christina Rios	06/02/2022	Ongoing
County to come up with a standardized letter for appointments to be recipient friendly and have flexibility of appointments	Lue Thao	12/02/2021	Completed

**VII. Discussion Items and Reports**

**A. Executive Committee Update (Barbara Mitchell) 32 minutes**

- 2021 Provider Appreciation Event Feedback
 

Providers were very appreciative and thankful. The IAC members requested to send thank you letters to vendors and everyone who helped. Kudos to Christina and Alex. This event is the best one yet. People were so happy. Denise timed the DPSS recruitment tent, and it took 2 minutes, which took long and held up the line. In the future, we should have a D.J. Everything was done well and we should continue to build on this success. Don Brock stated the line was being held up by DPSS recruitment tent. It is not a recruitment event; it is an appreciation event.
- 2022 Provider Appreciation Event Planning Committee
 

Denise requested to start the planning in April/May and incorporate the union this time. Vote for the next committee on the next agenda in February.

**B. United Domestic Workers (UDW) (Rania Safi )**

- Updates
 

UDW held several events during November and will continue into the new year.

  - 1) October 2021: Hispanic Heritage Month
  - 2) October 29<sup>th</sup>: Trunk or treat for caregivers that are union members (Harvest-fest)
  - 3) November 20<sup>th</sup>: Turkey giveaway – 550 turkeys were given away to union members.
  - 4) January 1: Provident Credit union is rolling out
- Coming Up:
 

\$500 bonus hero’s pay and a 1-time payment to all 500,000 caregivers to old, disabled, and blind, who worked during the pandemic. Starting January and being distributed by the state. Split cost by federal and state. **IHSS HCBS Care Economy Payment Funding:** \$137 million enhanced federal funding (\$275M TF) One-time Lead Department(s): DSS This funding would provide a one-time incentive payment of \$500 to each current IHSS provider that provided IHSS to program recipient(s) during a minimum of two months between March 2020 and March 2021 of the pandemic. The payment would be issued through the IHSS automated system (CMIPS) and would focus on payment for retention, recognition, and workforce development.

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

- HOME Flyer –Options for Appointments
 

Medical fragile kids have been very difficult to get nursing services. Only so many hours are authorized. Any discussion that maybe medical fragile kids can get more than 283 authorized hours? Anything over 283 hours goes to unmet need. Kristine mentioned the WPCS program is

an option and high medical needs especially for kids is included in the verbiage for WPCS.

- Reassessment Process
  - 1) Increase of IHSS Assistance/Lack of Medical Assistance  
WPCS Program through Medi-Cal can be combined with the IHSS program. The IAC members are interested in a presentation to learn about the WPCS program. Renee will give dates to lead pursuance of the training.
  - 2) Email Communication  
Denise would like to see a better communication tool where you can communicate with your social worker and mentioned emails are not being read and everything is delayed. Ryan suggested recipient should reach out to the social worker if they have not received a response regarding paperwork submitted via email. The social worker should check up with recipient and confirm that they received any email communication being sent to them. For security reasons, Social workers cannot give out their personal/work email to recipients. Social workers should send over packets when in communication to recipient to confirm they received it in real time. Recipients should also check spam/junk mail. IHSS has a general email as a communication option.
- Escalation Process for Issues/Concerns  
HOME number can be called, and a ticket will be created for any escalation or the public may also email the IHSS email address found online. Soon recipients and providers will be able to create their own tickets. Currently if the recipient or provider call and submit a ticket and do not hear back from county in a couple of days they may call back and escalate their ticket to the supervisor and manager.

**D. Public Authority Update (Jennifer de la Ossa-Ramirez for Eva Krottmayer)**

- Staffing Update
  - a) 66 positions authorized
  - b) 57 filled
  - c) 9 vacant – Currently in recruitment but have not been filled.
- FLSA Violations – See attachment B.
  - a) Monthly average over a 10-month period
    - (1) 111 level 1 violations, or 87% of violations
      - (a) Biggest cause: provider exceeded the 66 authorized hours
    - (2) 13 level 2
    - (3) 3 level 3
    - (4) 1 level 4

E-timesheets gives warnings to help reduce violations. There is a learning curve when it comes to claiming time. Timesheet trainings is a part of their orientation videos and outreach emails have links to resources that can help.
- Recruiting and Outreach Efforts  
Training and recruitment team will be attending three events. 1) Mead Valley on 12/1 2) Countywide job fair online 12/07, 3) Caregiver information and recruitment in Coachella Valley 12/13.
- COVID-19 Provider Process
  - 1) Sick Leave Pay

While caregiver is sick and on leave, they get covid pay at the COVID pay rate, which is \$2 per hour worked

2) Back Up System (BUS) – Temporary Caregivers

While primary caregiver is on leave, PA sends a BUS caregiver to care for recipient

### **Committee Member Discussion on IHSS Updates**

#### **Break**

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

Not a lot of senior centers open yet until January and the ones that are open have limited services. Next meeting is on December 13<sup>th</sup>.

**F. Advocacy for the Disabled Update** (Faustino Alvarez)

The center is doing good and open by appointment only. Numbers picked up and portable ramps are high in demand. Have provided meals for seniors and the funds are out now. Still working with the Master plan for the Seniors and currently handing out a lot of PPE via drive through. Currently handling a lot of section 8 housing applications for assistance and notice not a lot of caregivers because most of them are choosing to work privately. The mission this year is to make people more mobile.

**G. California In-Home Supportive Services Alliance (CICA) & Networking Report Update** (Felice Connolly/Kristine Loomis/Denise Fleming)

Update of the master plan of aging, housing, etc. Suggested local groups take over the master plan of aging.

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

No Discussion

**I. IHSS Advisory Committee Budget** (Denise Fleming)

The current budget is \$5,476

**J. Training Committee Update** (Jennifer de la Ossa-Ramirez for Eva Krottmayer)

- Consumer Training Committee Update  
Sonoma county is sending Denise an electronic version of their handbook. Members believe consumers would do better with a short video vs a handbook. Concepts of person-centered practices. Giving people authority within their home. A video on the philosophy of person-centered practices because it does not come naturally.
- CICA (Kristine Loomis)  
No discussion

**VIII. Announcements**

Felice provided a free subscription of Brain and Life magazine.

**IX. RoundTable**

Denise would like future meetings should have goals. Time frames should be on the agenda and presentations should also be included. Meetings should be publicized and at the next meeting members should create a membership committee. Would like a newsletter to be created and emailed to the recipients and providers.

Current Committees:

1. Membership Committee – Felice, Denise, and Don
2. Training Committee – Eva, Barbara, and Kristine
3. Planning Committee – Discussing at next meeting
4. Newsletter Committee – Discussing at next meeting

**X. Adjournment: 3:59 PM.**

**XI. Next Meeting:**

February 3, 2022  
Zoom Meeting  
12125 Day St, Suite S-101  
Moreno Valley, CA 92557