

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

February 7, 2019  
1:00 PM – 4:00 PM

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

**MINUTES**

**IHSS A.C. Members Present**

Felice Connolly  
Donald Brock  
Denise Fleming  
Barbara Mitchell  
Paul Van Doren

**IHSS Public Authority**

Veronica Hilton  
Stephanie Gartwaite

**IHSS Program Staff Present**

Ryan Uhlenkott  
Lue Thao

**ASD Administration/Recorder of Minutes**

Rocio McFadden, Secretary I

**Guests**

Alice Hill – IHSS Provider  
Iley Whiting – UDW

**I. Call to Order**

Felice Connolly called the meeting to order at 1:05 PM.

**II. Pledge of Allegiance**

Denise Fleming led committee members in the Pledge Allegiance.

**III. Introductions**

Introductions were made.

**IV. Adoption and Approval of Minutes from December 13, 2018 Regular Meeting for the In-Home Supportive Services Advisory Committee.**

Donald Brock motioned to approve.  
Barbara Mitchell seconded the motion  
All Carried

**V. Board Secretary**

o **Additions to the current A.C. agenda**

Felice asked to re-visit Share of Cost  
Added under IHSS Discussion

**VI. Follow-up Items**

FOLLOW-UP ITEM(S)	RESPONSIBLE PARTY	DUE DATE	ONGOING/COMPLETE
Send the new HOME flyer	R. Uhlenkott	February 7, 2019	Complete
Recommendation: To include the Vision Plan for America Phone Number on the SOC flyer	Policy	February 7, 2019	Ongoing

**VII. Discussion Items and Reports**

## **A. Executive Committee Update**

- **Proposed Schedule of Regular Meetings**

The committee agreed to keep the regular meeting schedule to every other month rather than quarterly.

## **B. Public Authority Update**

- **EVV/Electronic Services Portal**

Veronica reported that EVV is a system that collects information thru a secure network (mobile or laptop) for client and provider information. She stated they are teaming up with UDW in the planning process. Discussion ensued about the use and change to technology and ideas in preparation to EVV.

- **Caregiver Recruitment data**

Stephanie Garthwaite reported that since last meeting they onboarded 855 new providers to the registry. The average onboarding time for new registry providers is about 84 days. Barbara Mitchell asked how many people did the Recruitment unit had? Stephanie reported that they had 5 and has gone down to 3.

- **FLSA Violations**

Stephanie Garthwaite reported on the current FLSA violation statistics in Riverside County for 2018. Discussion ensued about the coding of envelopes. Veronica stated that the envelopes have already been ordered. Paul Van Doren also suggested coding them in Spanish.

- **Annual Report**

Veronica Hilton review the Advisory Committee section of the Annual Report for discussion. A final copy will be provided to the committee members at the next meeting.

- **Focus for Next Year**

Veronica Hilton reviewed the Advisory Committee goals for 2019/2020 that was included in the committee members' packet. Discussion ensued.

A committee member suggested to include a "How to be a good client" flyer. They mentioned this may help with mistreatment of providers.

- *Action item for Ryan Uhlenkott to look into.*

## **C. In-Home Supportive Services Update**

- **IHSS Call Center**

Ryan Uhlenkott reported that HOME (IHSS Call Center)

- **Share of Cost**

Lue will connect with someone from policy regarding having a training for Share of Cost for the committee along with clients and providers. Discussion ensued about informing providers who have an increase in their Share of Cost.

## **D. Office on Aging Advisory Council Update**

Barbara Mitchell reported the council has been tracking calls for a year now of how many the information and referral system is receiving and what type of calls they are getting. They have about an 87% resolution rate. Barbara mentioned that the Office on Aging is in the process of moving. Their tentative move is scheduled for the month of March. The administrative staff will be in one building and the rest of the staff will be building in another location. In their last meeting Barbara reported that they did a lot of strategic planning to align with the Office on Aging and their four-year plan.

**E. Advocacy for the Disabled Update**

Paul Van Doren stated that the term LTSS (Long-term Support and Services) are services/programs that allow people to live independently. He mentioned that IHSS is on the top of that list. He also mentioned that a study will be conducted for the state of California regarding where support is needed. Paul believes the state needs to support these programs more because of the growing population of people needing these programs. Veronica stated that the budget looks more promising for IHSS. Paul also reported that people who are on SSI will be able to receive CalFresh beginning July.

**F. California In-Home Supportive Services Consumer Alliance (CICA) Conference Call**

Paul Van Doren reported that on the CICA call on January 16<sup>th</sup>, they asked what are paramedical services. They discussed on ideas of what does get done, what can get done.

**G. CCI Stakeholder Meeting Update**

Paul Van Doren stated that Cal-Medi Connect is a part of CCI. They are promoting to be more efficient. They want to keep the program (Cal-Medi) in place instead of ending in less than a year. They are doing a study to compare CCI counties as opposed to other counties with the state to see what the quality of care is like.

**H. IHSS Advisory Committee Budget Update**

• **Expenditure Report**

Felice Connolly reviewed the expenditure report that was included in the committee members' packets. Discussion ensued about how to expend the budget; suggestions were made to use the budget for the symposium, provider holiday cards. Discussion will be continued and finalized by the next committee meeting.

**I. Training Committee Update**

- **Advisory Council Training**
- **Violation Training for providers**

The Advisory Council training will be tabled upon Kristine Loomis return. Discussion ensued about scheduling a meeting for the Violation Training for providers. The meeting will include the training committee, PA, and UDW.

**J. Networking Report**

Tabled for next meeting.

**VIII. Announcements**

- **Hilton Retirement**

Veronica Hilton stated that it is her last meeting the Advisory Committee. She thanked the committee for working alongside with her and embracing the role of advocacy.

**IX. Roundtable**

Felice reported that Cal-Able is now open for enrollment.

Paul shared an event that will take place at Cal State San Bernardino on March 26<sup>th</sup>. He will send the information the committee.

**X. Adjournment**

The meeting was adjourned at 3:35 PM.

**Next Meeting:**           **April 11, 2019**  
                                  **In-Home Supportive Services Public Authority**  
                                  **12125 Day Street, Suite S-101 Training Room**  
                                  **Moreno Valley, CA 92557**

Respectfully submitted,

Dr. Denise Fleming, Secretary  
IHSS Public Authority/IHSS Advisory Committee