



San Bernardino County  
In-Home Supportive Services Advisory Committee  
784 E. Hospitality Lane  
San Bernardino, CA 92415

## Minutes

Wednesday, July 1, 2026

### Committee Members' Present:

|                                                  |            |
|--------------------------------------------------|------------|
| Eileen Patterson,                                | Chair      |
| Jaqueline Quintana,                              | Vice Chair |
| Graciela Ybanez,                                 | Member     |
| Mariana Ybanez,                                  | Member     |
| Deborah Stokes,                                  | Alternate  |
| Sharon Bryant,                                   | Alternate  |
| Brenda Serna, Supervising Social Worker, DAAS-PG |            |

### Committee Members Absent:

|                  |        |
|------------------|--------|
| Rozalynn Fisher, | Member |
|------------------|--------|

**Members of the Public:** Mary Gillion  
Nancy Moering

### IHSS Public Authority Staff:

Roxanne J. Young, Executive Director  
Melissa Cardenas, Administrative Supervisor I  
Frank Leonard, Administrative Supervisor I  
Sandy Gonzalez, IHSSAC Secretary  
Romina Price, Office Specialist  
Rebecca Esparza-Castaneda, Supervising Office Assistant  
Ariana Hernandez, Supervising Social Worker  
Pamela Quezada, Senior Office Assistant  
Nayrovi Mendez, Office Assistant II

**Call to Order:** Eileen Patterson, Chair called meeting to order at 9:34 a.m.

**Introductions:** Introductions were conducted.  
Pledge of Allegiance conducted.

### **Approved Minutes from July 1, 2026**

Motion: Sharon Bryant  
Second: Brenda Serna  
Minutes Approved.

### **Advisory Committee Roles and Responsibilities: Roxanne Young**

Welcomed everyone and expressed appreciation for the committee's continued growth. I wanted to remind members that the Advisory Committee plays an important role in providing recommendations. Members are encouraged to use their experiences as recipients, caregivers, and community representatives to identify opportunities for improvement.

The chair serves as the committee's representative before the Board of Supervisors and other organizations. Members were also encouraged to:

- Promote the Advisory Committee within their communities.
- Participate in outreach efforts.
- Review the committee bylaws.
- Consider forming subcommittees when appropriate.
- Bring forward recommendations and concerns affecting IHSS recipients and providers.

The IHSS Public Authority staff can provide administrative support, program information, and financial reports. However, the Advisory Committee is responsible for leading its own outreach activities and event planning. You play a vital role and continue to bring your ideas forward.

### **IHSS Public Authority Overview: Ariana Hernandez**

Provided an overview of the IHSS Public Authority's responsibilities and divisions.

IHSS responsibilities include:

- Operating the provider registry.
- Serving as the employer of record for IHSS providers for collective bargaining purposes.
- Support providers wages and benefits administration.
- Providing access to provider training.

- Reviewing the background and qualifications of registry providers.
- Supporting the IHSS advisory committee.

### **Criminal Background Investigation**

All IHSS providers are required to complete the fingerprinting and criminal background check process.

Providers with certain Tier 2 convictions may be eligible to work if an approved waiver is signed by the IHSS social worker. Individuals with disqualifying Tier 1 convictions are not eligible to serve as IHSS providers.

Providers are responsible for paying the cost of fingerprinting.

### **Recipient Support and Registry Services**

The registry assists IHSS recipients who do not have family members, friends, or other individuals available to provide care.

A customized list of potential providers is prepared. Lists may be mailed, emailed, faxed, or provided by telephone under special circumstances.

Additional services include:

- Interview assistance.
- Help contacting potential providers.
- Telephone interview coordination.
- Problem resolution between recipients and registry providers.
- Home visits
- Education regarding IHSS and registry requirements.

IHSS Public Authority currently has six social workers assigned to registry recipients support, along with one additional social worker assigned to the back-up provider system.

### **Provider Registry**

Individuals interested in obtaining additional IHSS recipients may apply to join the IHSS Public Authority registry.

Applications may be submitted online, by mail, and in person.

Applicants must complete the IHSS enrolment requirements, pass the required background check, complete the registry forms, and meet Public Authority requirements to be referred out. Registry providers must update their availability and contact information on a monthly basis.

## **Provider Trainings**

We offer free training to IHSS providers.

Training topics may include:

- Basic caregiving skills.
- Personal care.
- Wheelchair use.
- Medication management.
- Infection control.
- Fall prevention.
- Fire safety.
- CPR, first aid, and AED training.

## **Back-Up Provider System (BUPS)**

The BUPS was established on October 1, 2022. It provides immediate temporary assistance to eligible IHSS recipients when their regular provider is unexpectedly unavailable.

Requests may be submitted through the recipient's IHSS social worker or online. BUPS providers currently receive an additional hourly differential. Planned provider vacations do not qualify as an emergency BUPS provider.

Additional IHSS-Public Authority Services:

- Provider enrollment packets
- Employment verifications
- Paycheck customer service
- Timesheet-related questions
- Workers' compensation claims
- Provider in-person training
- Health benefits

## **IHSS Public Authority Report: Melissa Cardenas**

IHSS Public Authority received a 2026 National Association of Counties Achievement Award for the registry and recruitment program. The award was one of 130 awards received by San Bernardino County recognized for innovation, dedication, commitment to public service, and improved access to community services.

The BUPS program had previously been at risk of elimination due to budget concerns. The program will continue operating, including the additional hours differential for

qualifying backup assignments. We recognize that the advocacy efforts of providers, recipients, counties, and community partners in preserving the program.

**Registry Report:**

- Approximately 18,600 provider enrollment packets have been processed during this year.
- 3,704 available registry providers

**DAAS-PG Report: Brenda Serna**

June stats are not available due to the meeting being held on the 1<sup>st</sup> of the month. Stats will be provided at the next meeting.

During July, the California Department of Social Services will conduct a civil rights review of several county programs, including IHSS. They will review how the county serves recipients who are blind, visually impaired, non-English speaking, users of American Sign Language and in need of other communication accommodations.

The state will select a random sample of cases based on accommodation and preferred-language information.

**Old Business:**

The purchase of tabletop displays and name badges was previously discussed. Formal committee approval was required before the purchase could proceed.

Motion: Jaqueline Quintana

Second: Sharon Bryant

Motion carried

**New Business:**

**Fiscal Report: Frank Leonard**

The budget report included projected expenses for the remainder of the fiscal year. Expenses may change based on committee attendance, mileage reimbursement, conferences and events or committee growth.

Remember that round-trip travel of 20 miles or less is not reimbursed. Mileage exceeding 20 miles round trip may qualify for reimbursement.

**Discussion/Resource**

**CICA Report:** None

### **Review of New Member Application**

- One application has been reviewed and approved for Nancy Moering as an alternate.

Motion: Sharon Bryant  
Second: Eileen Patterson  
Motion carried

### **Public Comment:**

Nancy Moering discussed the need for IHSS outreach in Big Bear and surrounding mountain communities.

**Adjournment:** Meeting adjourned at 11:08 a.m.

**Next Meeting:** August 5, 2026