

## **AGENDA**

### **In-Home Supportive Services Advisory Committee Meeting**

**Wednesday September 10, 2025 – 10:00 a.m. – 12 p.m.**

The In-Home Supportive Services Advisory Committee (IHSSAC) welcomes the public to this meeting and encourages participation. This agenda contains a brief general description of each item to be considered. If you wish to speak to an individual item, please do so during the time period and state your name for the record. If you wish to speak on a matter which does not appear on the agenda, you may do so during the Public Comments. Members of the public will have five (5) minutes per person to speak on each agenda item at that time. Requests for accessibility may be made at least three (3) business days prior to the meeting by calling (559) 600-2300 or emailing [dssasu@fresnocountyca.gov](mailto:dssasu@fresnocountyca.gov) and [ihssadvisorycommittee@fresnocountyca.gov](mailto:ihssadvisorycommittee@fresnocountyca.gov).

**Members of the public have the option of attending this meeting virtually or via conference call using the information above.**

Supporting documentation is available for public review on the committee's website:  
<https://www.fresnocountyca.gov/Departments/Social-Services/DSS-Administration/IHSS-Advisory-Committee>

---

**PROGRAM ACCESSIBILITY AND ACCOMMODATIONS:** The Americans with Disabilities Act (ADA) Title II covers the programs, services, activities, and facilities owned or operated by state and local governments like the County of Fresno ("County"). Further, the County promotes equality of opportunity and full participation by all persons, including persons with disabilities. Towards this end, the County works to ensure that it provides meaningful access to people with disabilities to every program, service, benefit, and activity, when viewed in its entirety. Similarly, the County also works to ensure that its operated or owned facilities that are open to the public provide meaningful access to people with disabilities.

To help ensure this meaningful access, the County will reasonably modify policies/procedures and provide auxiliary aids/services to persons with disabilities. If, as an attendee or participant at the meeting, you need additional accommodations such as an American Sign Language (ASL) interpreter, an assistive listening device, large print material, electronic materials, Braille materials, or taped materials, please contact the IHSS Advisory Committee staff as soon as possible during office hours at (559) 600-2300 or at [dssasu@fresnocountyca.gov](mailto:dssasu@fresnocountyca.gov) and [ihssadvisorycommittee@fresnocountyca.gov](mailto:ihssadvisorycommittee@fresnocountyca.gov). Reasonable requests made at least **48 hours** in advance of the meeting will help to ensure accessibility to this meeting. Later requests will be accommodated to the extent reasonably feasible.

#### **Microsoft Teams**

[Join the meeting now](#)

Meeting ID: 259 646 735 867

Passcode: sLu52K

#### **Dial in by phone:**

[+1 559-494-4226](tel:+15594944226)

Phone conference ID: 361 449 91

## **Agenda September 10, 2025**

**Call to Order:**

**Introductions/Roll Call:**

**Members Present:**

**Public Present:**

**County Staff Present:**

**A. Approval of Minutes – Chair**

Approve August 13, 2025, regular meeting minutes.

Motion by:

Second by:

Ayes:

Noes:

**B. Public Comments/Announcements**

This portion of the meeting is reserved for persons desiring to address the IHSSAC on any matter not on this agenda, which is within the jurisdiction of the IHSSAC. Presentations are limited to five (5) minutes per person and no more than fifteen (15) minutes per topic

## C. IHSS Advisory Committee Business

Name	position	appointed date	term date	nominated by
Diana Kenderian	Consumer and At-Large Appointment	1/26/2021	1/6/2025	Nathan Magsig, district 5
Vacant - Donyell Wilkins terminated	Consumer and At-Large Appointment			Nathan Magsig, district 2
Vacant- Cheryl Campbell terminated	Consumer and At-Large Appointment			district 3
Vacant- Colvie W Bedford terminated	Consumer and At-Large Appointment			district 4
Vacant- Gary Williams Jr. terminated	Consumer and At-Large Appointment			District 1
Karina Lopez	Provider	1/18/2022	1/5/2026	Brian Pacheco, district 1
Darla Nunes-Gonzales	Provider	05/20/2025	01/04/2027	Buddy Mendes, District 4
Vacant- Nick Lutton terminated	Consortium nomination	12/3/2024	1/4/2027	
Tony Chavez	Consortium nomination	07/08/2025	01/04/2027	Buddy Mendes, District 5

pending applicants:	Diana Kenderian	Consumer	District 3
pending applicants:			
pending applicants:			
pending applicants:			
pending applicants:			

## **D. IHSS Advisory Committee Strategic Plan**

Ideas to engage community, to recruit new members.

## **E. IHSS Updates**

## **F. Director's Report**

PA Executive Director.

## **G. Next Meeting/Agenda Items**

Discuss agenda items for the **October 08, 2025**, meeting. All agenda items must be submitted to the Chair or the IHSSAC Liaison via email no later than **Wednesday September 24, 2025**. The Chair's email is available upon request and the IHSSAC Liaison can be reached by emailing:

[dssasu@fresnocountyca.gov](mailto:dssasu@fresnocountyca.gov) and [ihssadvisorycommittee@fresnocountyca.gov](mailto:ihssadvisorycommittee@fresnocountyca.gov)

If submitting via email, please include a brief description of the item and include your name on the submission.

## **H. Follow up items:**

## **I. Adjourn**

Next Regular Meeting October 08, 2025, from 10:00am – 12:00pm

## **Agenda August 13, 2025 Minutes**

**Call to Order:** 10:12 am

### **Introductions/Roll Call:**

Diana Kenderian  
Karina Lopez  
Angie Stillwell  
David Tan  
Erica Hartsfield

Elsa Bustos  
Pao Yang  
Cheng Lee  
Leannadra Malveaux  
Annabel Torres

### **Members Present:**

Diana Kenderian  
  
Karina Lopez  
  
Tony Chavez

### **Public Present:**

Annabel Torres

### **County Staff Present:**

Angie Stillwell  
  
David Tan  
  
Erica Hartsfield  
  
Elsa Bustos

Pao Yang  
  
Cheng Lee  
  
Leannadra Malveaux

### **J. Approval of Minutes – Chair**

Approve July 9th, 2025, regular meeting minutes.

Motion by: Karina  
Ayes: 2

Second by: Karina  
Noes:

### **K. Public Comments/Announcements**

This portion of the meeting is reserved for persons desiring to address the IHSSAC on any matter not on this agenda, which is within the jurisdiction of the IHSSAC. Presentations are limited to five (5) minutes per person and no more than fifteen (15) minutes per topic:

No public comments

## L. IHSS Advisory Committee Business

Name	position	appointed date	term date	nominated by
Diana Kenderian	Consumer and At-Large Appointment	1/26/2021	1/6/2025	Nathan Magsig, district 5
Vacant - Donyell Wilkins terminated	Consumer and At-Large Appointment			Nathan Magsig, district 2
Vacant- Cheryl Campbell terminated	Consumer and At-Large Appointment			district 3
Vacant- Colvie W Bedford terminated	Consumer and At-Large Appointment			district 4
Vacant- Gary Williams Jr. terminated	Consumer and At-Large Appointment			District 1
Karina Lopez	Provider	1/18/2022	1/5/2026	Brian Pacheco, district 1
Darla Nunes-Gonzales	Provider	05/20/2025	01/04/2027	Buddy Mendes, District 4
Vacant- Nick Lutton terminated	Consortium nomination	12/3/2024	1/4/2027	
Tony Chavez	Consortium nomination	07/08/2025	01/04/2027	Buddy Mendes, District 5

pending applicants:	Diana Kenderian	Consumer	District 3
pending applicants:			
pending applicants:			
pending applicants:			
pending applicants:			

Announced Tony Chavez is a new member as of 07/2025.

Advised Darla was mixed up on the dates, needs a phone call reminder and mailed agendas

IHSS Business and Strategic Plan was blended as discussions regarding IHSS survey for Board of Supervisor was discussed along with phone call message.

### Accomplishments:

Revised the bylaws for the IHSS AC

Implemented budget structure for the IHSS Advisory Committee

Assisted in providing feedback regarding application updates.

Streamlined online application for recipients.

Goals for FY 25 – 26:

Increase membership

Phonte template-more creative ways to reach out

Reach out to SEIU to get involved in meetings

Hardship for IHSS AC:

Population attempting to engage is difficult due to varying levels of mobility.

Access to computers may be limited

## **M. IHSS Advisory Committee Strategic Plan**

Ideas to engage community, to recruit new members.

Tony- suggested presenting at Rotary Club and Sr. Group

Phone message was updated to note: We invite you to join the IHSS Advisory Committee.

Karina made the motion, Diana second.

## **N. IHSS Updates**

E-forms will be available soon.

Overdue applications update:

3464 previous month, 2930 overdue

5 overdue from 2024 and are scheduled.

Jan- March 468 due

April – June 1560

July- started 50/50 penalty split with state and Fresno Co. working to get penalty to zero. Fee is monthly with a quarterly due date.

Elsa- reports 10 new staff expected to be fully boarded next month.

Erica- 6 full staff – small application back log as there was only two staff. 4 staff filled OA vacancies. Staff came from child welfare and will be approaching 1 year mark.

Erica reports 15-minute wait time for call center.

Last month 10,000 phone calls were taken. 1,000 applications taken.

CFCO cases have been increased due to a federal audit by Centers for Medicare & Medicaid (CMS) noted that individuals ranked 3 or 6 in bowel & bladder care were not included in the CFCO funding criteria. 650 cases are over due to the audit.

CDSS Telehealth Reassessment letter ACL 25-55 noted counties can start with telehealth reassessments in their business processes. Individuals can opt out of a telehealth reassessment and have in person reassessments.

The questionnaire will be sent to the recipient via the same way they currently review/approve timesheets, either the ESP or they can respond by answering the questions in the TTS (if TTS they

will get a paper copy of the questions in the mail too). Responses to the questionnaire will assist the SW to determine whether a recipient is eligible. Questionnaire consists of the following questions:

1. Interested in a telehealth assessment?
2. Can use telephone/video calling devices independently or with assistance?
3. Emergency/urgent care visit within the last 3 months?
4. Admitted to care facility for 24 hours in the last 3 months?
5. Health/safety referral (APS, police, other) since last assessment?
6. Receives other case management services (like CVRC, MSSP, HCBA/WPCS)?

Important to know that the recipient must have opted to participate in a telehealth reassessment, have access to and able to use technology for a video or phone conference (or with some assistance from others), and must be able to provide responses on their own behalf.

Some education may be needed for Authorized Reps that have access to the recipient's ESP account and respond to the questionnaire affirmatively. If the recipient is dependent on the AR/DR to interact with IHSS, they are not eligible for a telehealth reassessment.

Telehealth eligible interviews will depend on a criterion. No minors, no hospitalizations in the last year. No changes to the IHSS worker. Not reported to APS in the last year.

Upcoming changes to Medi-Cal from HR 1 that will have an impact on some IHSS recipients

- 1/1/26 - Reinstating Asset Limits (\$130, 000 & 65,000 per household member (max 10)
  - DHCS has to submit a State Plan Amendment to reinstate asset limits but does not anticipate any issues. Activities to meet the implementation date are already occurring.
  - Persons receiving Medi-Cal through Pickle, Disabled Adult Child (DAC) or Widow/Widower will not be impacted until 1/1/27.
- 1/1/26 – Medi-Cal Expansion Freeze for Adults 19 & Older without Satisfactory Immigration Status (SIS)
  - Directly impacts Medi-Cal beneficiaries with a Medi-Cal Full Scope Expansion (M1 aid code) who do not have SIS
    - Will have to renew every 6 months
    - Does not apply to Newly Qualified Immigrants under the five-year bar, Qualified Non-Citizens (Title 8 USC §1641(b)), individuals claiming to be Permanently Residing in the US Under Color of Law (PRUCOL), the Medi-Cal Access Program, or the Medi-Cal Inmate eligibility Program.

## **O. Director's Report**

State wants to control the collective bargaining for IHSS. Hope to have the change effective in 2026 but may be in 2029 or 2030 realistically.

HR 1/ Medicare targeted eligibility not in President's Big Beautiful Bill.

Individuals receiving Medicare without satisfactory immigration status will pause as of 01/26.

Current individuals will remain aided. New individuals may pay a bill, has not been decided.



Medi-cal very limited. ACA was created to open to all people. New bill and admin working to restrict access.

## **P. Next Meeting/Agenda Items**

Discuss agenda items for the **September 10, 2025**, meeting. All agenda items must be submitted to the Chair or the IHSSAC Liaison via email no later than **Wednesday August 27, 2025**. The Chair's email is available upon request and the IHSSAC Liaison can be reached by emailing: [dssasu@fresnocountyca.gov](mailto:dssasu@fresnocountyca.gov) and [ihssadvisorycommittee@fresnocountyca.gov](mailto:ihssadvisorycommittee@fresnocountyca.gov)  
If submitting via email, please include a brief description of the item and include your name on the submission.

## **Q. Follow up items:**

Voice mail heat ticket  
Flyers

## **R. Adjourn: 10:47**

**Next Regular Meeting September 10, 2025, from 10:00am – 12:00pm**

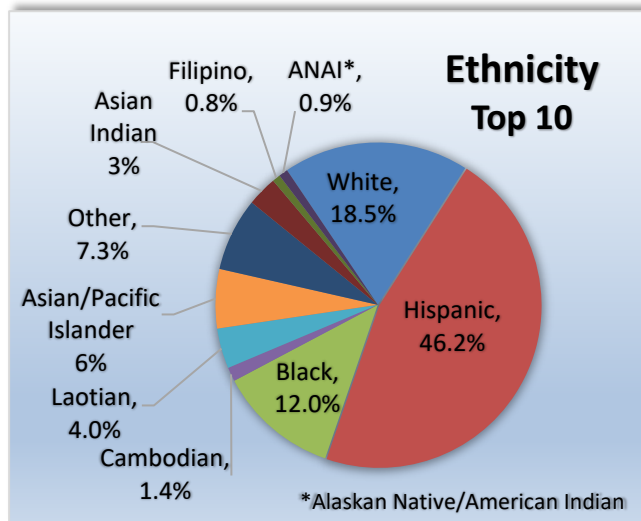
# IHSS Caseload Statistics at a Glance – JUL 2025

CASELOAD COUNT (ELIGIBLE & LEAVE) = 29,173 (↑131)    PENDING REFERRALS = 2,413 (↑63)    NEW APPLICATIONS RECEIVED = 736 (↓202)

NEW APPS PENDING > 90 DAYS = 186 (↑28)    DENIED APPS (0- 45 DAYS) = 30 (↑3)    DENIED APPS (46-90 DAYS) = 683 (↓426)    DENIED APPS OVER 90 DAYS = 56 (↑3)

REASSESSMENT RATE (ALL PROGRAMS) = 92.5% (↑.8)    OVERDUE REASSESSMENTS = 2,197 (↓222)

AVERAGE AUTHORIZED HOURS PER CASE = 121.7 (↓.1)    AVERAGE PER SI CASES = 167.2 (↑.1)    AVERAGE PER NSI CASES = 96.9 (↓.3)

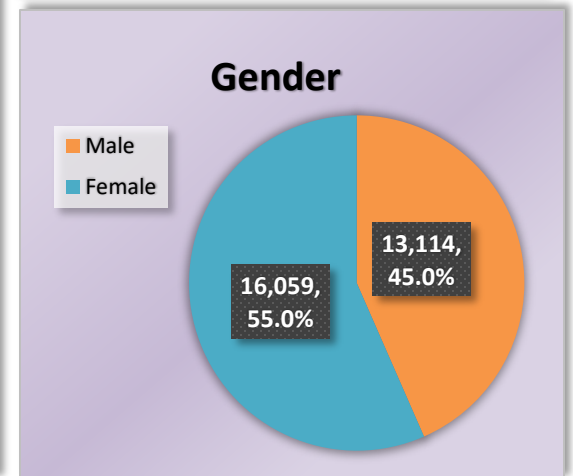
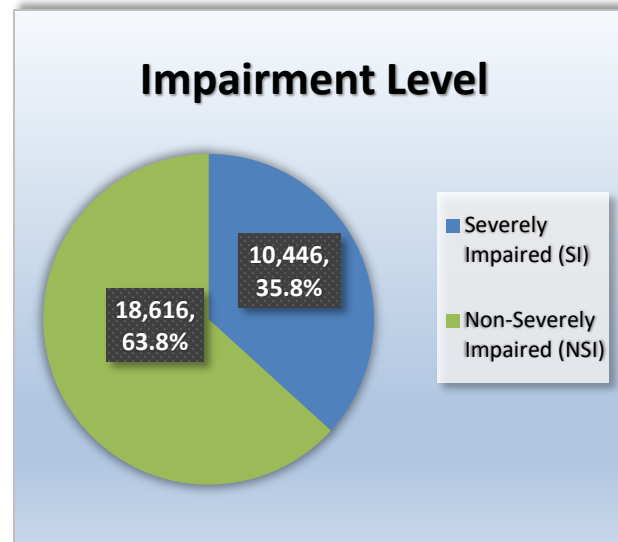
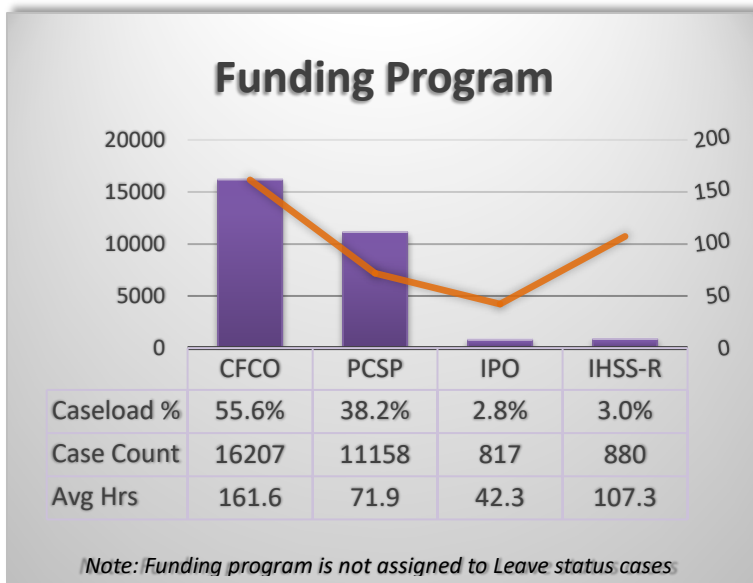


### Selected Service Category Counts & Percentages

SERVICE TYPE	CASES AUTH	% OF CASELOAD
Meal Preparation	23,077↑	79.1%
Meal Cleanup	22,767↑	78.0%
Feeding	9,191↑	31.5%
Bowel & Bladder Care	21,247↑	72.8%
Bathing, Grooming & Hygiene	24,954↑	85.5%
Protective Supervision	3,826↓	13.1%
Paramedical	5,080↓	17.4%

### Caseload Percentages by Age Groups

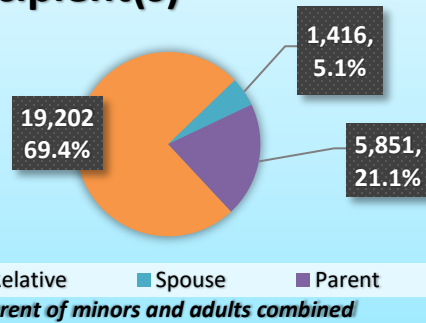
	Case Count	% of Caseload
<b>Minors</b>	<b>3,945↑</b>	<b>13.5%</b>
0 to 17	3945	13.5%
<b>Disabled Adults</b>	<b>11,442↑</b>	<b>39.2%</b>
18 to 44	4530↑	15.5%
45 to 64	6922↑	23.7%
<b>Elderly</b>	<b>13,677↑</b>	<b>48.3%</b>
65 to 74	6086↑	20.9%
75 to 84	4951↑	17.0%
85+	2739↑	9.4%
<b>Grand Total</b>	<b>29,173</b>	<b>100%</b>



## Of the Total Number of Providers (n=27,674)

- 16,142 (58.3%) Providers living with Recipient(s) – regardless of relationship
- 19,202 (69.4%) Providers are related to Recipient(s) – regardless of where they live
- 13,324 (48.1%) Providers are related and live with their Recipient(s)

## Provider Relationship to Recipient(s)\*

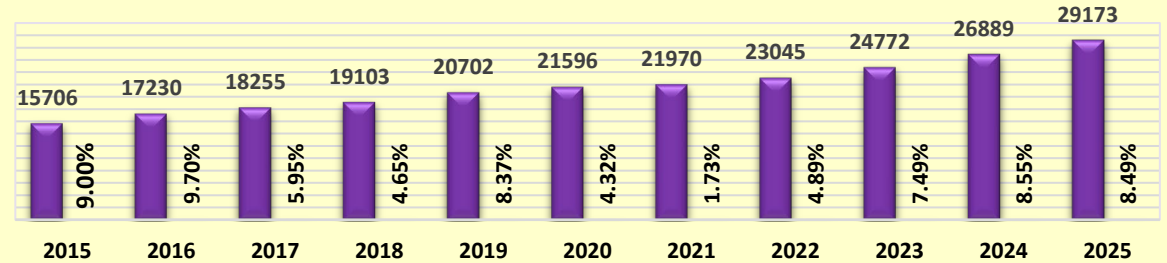


## Top 11 Spoken Languages

	RECIPIENTS	PROVIDERS
English	66.7%	82.7%
Spanish	18.5%	10.5%
Hmong	4.4%	1.8%
Lao	2.7%	.7%
Punjabi	1.7%	.1%
Other Non-English	1.8%	1.2%
Cambodian	1.0%	.3%
Armenian	1.1%	.6%
Russian	.3%	.1%
Vietnamese	.3%	.2%
Arabic	.3%	.2%

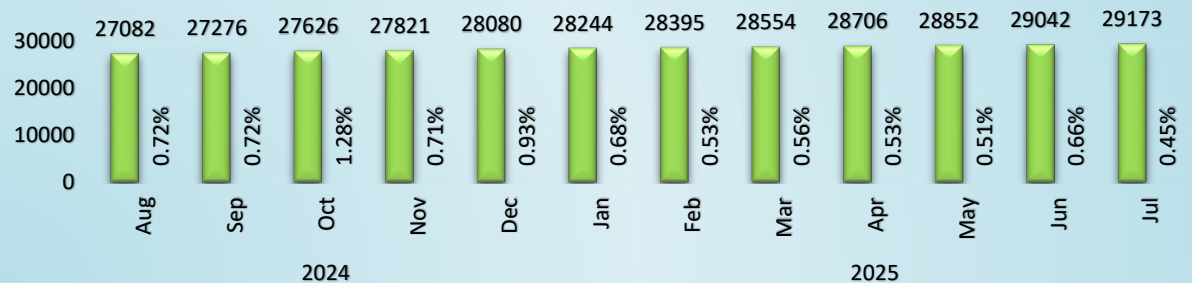
## IHSS Caseload Annual Growth\*

\*based on FY caseload in July



## Caseload Growth - Past 12 Months

Cumulative Growth: 8.247 | Cumulative Avg: .69%



## Provider Health Care Benefits

Month & Year	Providers Receiving HCB	Cost to County
MAY 2025	1903	\$2,019,823.90
JUN 2025	1863	\$3,006,593.35
JUL 2025		
FY 24/25 Cumulative Cost		\$33,979,151.74
FY 25/26 Cumulative Cost		\$ -

Data Source: Dublin Billing Statements

## Monthly Caseload Hours Paid & Expenditures

JUN 2025 (AS OF 9/5/25)

Cases	26,654
Hours	3,434,250:30
Gross Wages	\$ 66,018,738.16

Data Source: CMIPS II Reporting – Monthly Caseload,  
Hours Paid and Expenditures – Total Report

Data Source: IHSS Management Statistics Monthly Report and Program Data from CDSS (<https://www.cdss.ca.gov/inforesources/ihss/program-data>) July 2025\*

\*Counts represent Eligible & Leave cases unless otherwise noted