

AGENDA

In-Home Supportive Services Advisory Committee Meeting

Wednesday April 13, 2022

**** Video Conference ****

Dial: (559) 494-4226

Conference ID: 710 347 502#

Or click [here](#) to join via Microsoft Teams Video

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.

Members of the public have the option of attending this meeting via conference call. The conference call telephone number is (559) 494-4226, and the conference ID is 710 347 502#.

Supporting documentation is available for public review on the committee's website: www.co.fresno.ca.us/IHSSAC.

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. 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.

AGENDA

Call to Order at 10:00am: Chair

Introductions/Roll Call:

IHSSAC members and County staff will provide introductions.

A. Approval of Minutes – Chair

Approve March 9, 2022 regular meeting minutes.

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. IHSSAC Business

Member vote: make a finding that State and local officials continue to impose or recommend social distancing measures and; it is still necessary to conduct virtual meetings due to the state of emergency declared by Governor Newsom on March 4, 2020 which continues to directly impact the ability of members to meet safely in person.

D. Strategic Plan

No items submitted.

E. Director's Report

PA Executive Director.

Update on PARCC wait times.

F. Next Meeting/Agenda Items

Discuss agenda items for the **May 11, 2022** meeting. All agenda items must be submitted to the Chair or the IHSSAC Liaison via email no later than **Monday May 2, 2022**. The Chair's email is available upon request and the IHSSAC Liaison can be reached by emailing dssasu@fresnocountyca.gov. If submitting via email, please include a brief description of the item and include your name on the submission.

G. Adjourn

Next Regular Meeting: **May 11, 2022 from 10:00am – 12:00pm via conference/video call.**

MINUTES

In-Home Supportive Services Advisory Committee Meeting

Wednesday March 9, 2022

Conference Call/Microsoft Teams

MINUTES

Call to Order 10:00am: Ua Lugo, Vice Chair

Attendance:

Members: Diana Kenderian – Chair; Ua Lugo – Vice Chair and Consortium Member; Lacey Lowry – Provider Member; Karina Perez – Provider Member.

County Staff: Joel Gurss – Program Manager for IHSS; Erica Hartsfield – Program Manager for IHSS Public Authority and IHSS Business Support; John Arbie – DSS Staff Analyst; Julie Watts – DSS Staff Analyst.

Guest: Hilda – SEIU 2015

A. Approval of Minutes – Vice Chair

ACTION: Approve February 9, 2022 regular meeting minutes.

Motion by: Lacey Lowry
Ayes: All

Second by: Karina Perez
Noes: None

B. Public Comments/Announcements

When a provider changes their name they need to provide updated copies of their Social Security card and drivers license to the PA. They can leave copies in the drop box at the Clovis Campus Building 1, use the kiosk in Building 1, or they can use the Secure Document Submission link on the PA website.

Hilda from SEIU (guest) asked why call wait times increase while callers are on hold. The PA PM said that the system recalculates wait times based on the length of time callers ahead of that person have been on hold, and sometimes they go up instead of down (for example, if someone has a more complicated question or requires a longer than average call time with PARCC). IT is aware of the issue and are working to determine if the outgoing message can say how many callers are waiting instead of giving confusing wait times. See Director's Report for more information.

C. IHSSAC Business

Member vote: make a finding that State and local officials continue to impose or recommend social distancing measures and it is still necessary to conduct virtual meetings due to the state of emergency declared by Governor Newsom on March 4, 2020 which continues to directly impact the ability of members to meet safely in person.

Motion by: Lacey Lowry
Ayes: All

Second by: Ua Lugo
Noes: None

Members would like to revisit meeting in person during the April meeting when DSS will have more information about when buildings are open to visitors again. Teams and a conference call line will still be utilized so the public can participate as they had in the past.

D. Strategic Plan

The Analyst reported that 5,000 flyers were ordered to be delivered to the IHSS PM, but they have not yet arrived. A PDF copy will be sent to members.

E. Director's Report

Reminder: Joy Moreno is retiring at the end of March. Recruitment for her replacement will most likely begin the following month. There are no other IHSS updates.

IHSS PA

W2s can be downloaded in the ESP portal. The State is in the process of making 2020, 2019, and 2018 W2s available as well.

Direct Deposit will be mandatory as of July 1. Providers and recipients who have not yet signed up are encouraged to do so prior to July 1. They can use either a bank account or a paycard. This is a State process, and the form can be accessed on the ESP portal or the PA website. The State Help Desk phone number is (866) 376-7066.

PARCC is still experiencing an increase in phone calls regarding W2s, the recent Care Economy payment, and the FICO reimbursement (excess taxes taken out that are returned by the State, usually a small dollar amount). There are currently three vacancies in the call center which, along with the unusual payments and inquiries about tax documents has led to longer wait times, though they seem to be shorter than they were last month. This is common this time of year and the PA hopes to fill the vacant positions soon.

PPE is still available for providers and recipients by calling PARCC at 600-6666, or the IHSS SW. Kits will be sent via U.S. mail. SWs also take kits with them on home visits.

F. Next Meeting/Agenda Items

- None submitted

G. Adjourn

List of Acronyms Used

Acronym	Definition
AB	Assembly Bill
ABD	Aged, Blind and Disabled
APS	Adult Protective Services
BBR	Board Briefing Report
BOS	Board of Supervisors
CAPA	California Association of Public Authorities
CAPI	Cash Assistance Program for Immigrants
CICA	California In-Home Supportive Services Consumer Alliance
CDSS	California Department of Social Services
CDPH	California Department of Public Health
CSUF	California State University Fresno
CVRC	Central Valley Regional Center
CWDA	County Welfare Directors Association
DOJ	Department of Justice
DSS	Department of Social Services
EPG	Essential Protective Gear
ESP	Electronic Services Portal
ETS	Electronic Timesheet System
EVV	Electronic Visit Verification
FMAAA	Fresno-Madera Area Agency on Aging
FY	Fiscal Year
HCBA (Waiver)	Home and Community-Based Alternatives Waiver
HICAP	Health Insurance Counseling & Advocacy Program
IHSSAC	In-Home Supportive Services Advisory Committee
MOE	Maintenance of Effort
OT	Overtime
PA	Public Authority
PARCC	Provider and Recipient Call Center
PACE	Program for All-Inclusive Care for the Elderly
PM	Program Manager
PPE	Personal Protective Equipment
QA/QI	Quality Assurance/Quality Integrity
SEIU	Service Employees International Union
SOC	Share of Cost (Medi-Cal)
SW	Social Worker
SWP	Social Work Practitioner
SWS	Social Work Supervisor
TTS	Telephonic Timesheet System