

AGENDA

In-Home Supportive Services Advisory Committee Meeting

Wednesday August 9, 2023 – 10:00 a.m.

250 West Pontiac Way – Building 3

Clovis, CA 93612

Fluorite Conference Room

Dial: (559) 494-4226

Meeting ID: 66 661 159#

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 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. 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 June 14, 2023 regular meeting minutes (committee did not meet in July).

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

- Members to discuss changing the time and/or location of future meetings and vote on change
- Discuss spending plan for fiscal year 2023-24: Including a federal dollar-for-dollar match, committee will have up to \$8,000 to spend.

D. Strategic Plan

Discuss options to recruit and fill the four vacant recipient member positions, as well as recruiting for public participation.

E. Director's Report

PA Executive Director.

Update on group of contracted CBOs that will assist clients with renewal paperwork (if available).

F. Next Meeting/Agenda Items

Discuss agenda items for the **September 13, 2023** meeting. All agenda items must be submitted to the Chair or the IHSSAC Liaison via email no later than **Monday September 4, 2023**. 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: **September 13, 2023 from 10:00am – 12:00pm**

MINUTES

In-Home Supportive Services Advisory Committee Meeting

Wednesday June 14, 2023 – 10:00 a.m.

250 West Pontiac Way – Building 3, Fluorite Conference Room

Clovis, CA 93612

and

Microsoft Teams

MINUTES

Call to Order 10:20am: Diana Kenderian, Chair

Attendance:

Members Present: Diana Kenderian – Chair; Karina Perez – Provider Member.

Members not Present: Ua Lugo – Consortium Member; Nick Lutton – Consortium Member.

County Staff Present: Joel Gurss – PM for IHSS; Erica Hartsfield – PM for IHSS Public Authority and IHSS Business Support; Julie Watts – DSS Staff Analyst.

A. Approval of Minutes

ACTION: Approve April 12, 2023 regular meeting minutes (no quorum, no vote).

Motion by:

Second by:

Ayes:

Noes:

B. Public Comments/Announcements

None.

C. IHSSAC Business

- Change time and/or location of future meetings: This item will be pushed to the next meeting as all members need to be present and coordinate their schedules.
 - Members present asked to cancel July meeting
- Analyst reported there is a federal dollar-for-dollar match available to all IHSS Advisory Committees; committee will have up to \$8000 to spend FY23-24 including the match.
- Analyst did not receive any additional feedback on BAI and will move forward with it.
- Meeting Owl equipment will be set up and used during August meeting.

D. Strategic Plan

Karina attended the CVRC Board meeting on May 23 and was also invited to attend their Program Manager meeting on June 6. She shared the purpose of the committee and the recruitment flyer at both meetings and provided follow up information in response to questions asked in the meetings regarding process and accessibility.

CICA information was shared with members present. They were encouraged to attend those monthly meetings if they are able, as many of the topics include recruitment and participation strategies.

E. Director's Report

The Department's website and individual program pages have been updated. It is now easier to use, has more accessibility features, and can be found using search-friendly terms.

A proposal is in process to begin holding hybrid IHSS provider orientations (part in person, part virtual).

F. Next Meeting/Agenda Items

G. Adjourn

List of Acronyms Used

Acronym	Definition
AB	Assembly Bill
ABD	Aged, Blind and Disabled
APS	Adult Protective Services
BAI	Board Agenda Item
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
CMIPS	Case Management Information and Payrolling System
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

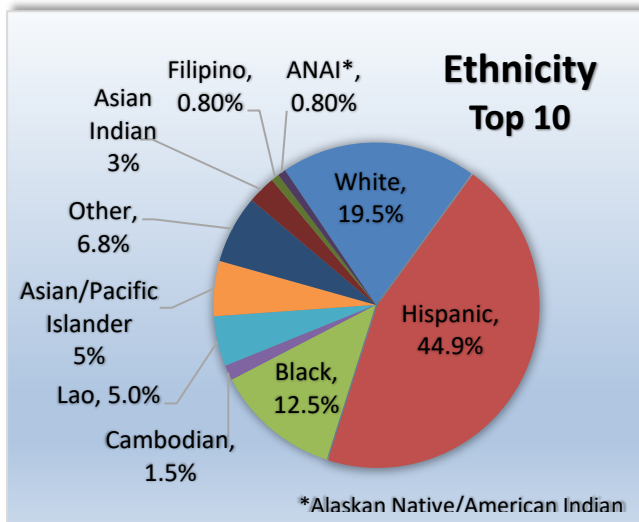
IHSS Caseload Statistics at a Glance – APR 2023

CASELOAD COUNT (ELIGIBLE & LEAVE) = 24,247 (↑172) PENDING REFERRALS = 1,697 (↑42) NEW APPLICATIONS RECEIVED = 736 (↓73)

NEW APPS PENDING > 90 DAYS = 101 (↑34) DENIED APPS (0- 45 DAYS) = 25 (↑3) DENIED APPS (46-90 DAYS) = 284 (↓33) DENIED APPS OVER 90 DAYS = 24 (↓6)

REASSESSMENT RATE (ALL PROGRAMS) = 84.8% (↑.8) OVERDUE REASSESSMENTS = 3684 (↓77)

AVERAGE AUTHORIZED HOURS PER CASE = 122.5 (N/C) AVERAGE PER SI CASES = 168.1 (↓.2) AVERAGE PER NSI CASES = 97.1 (↑.1)

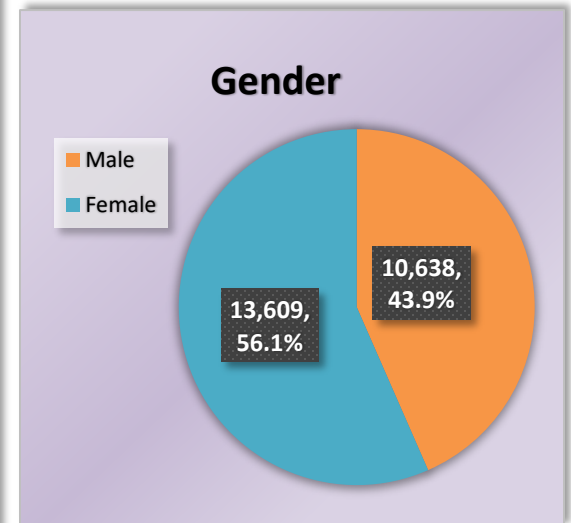
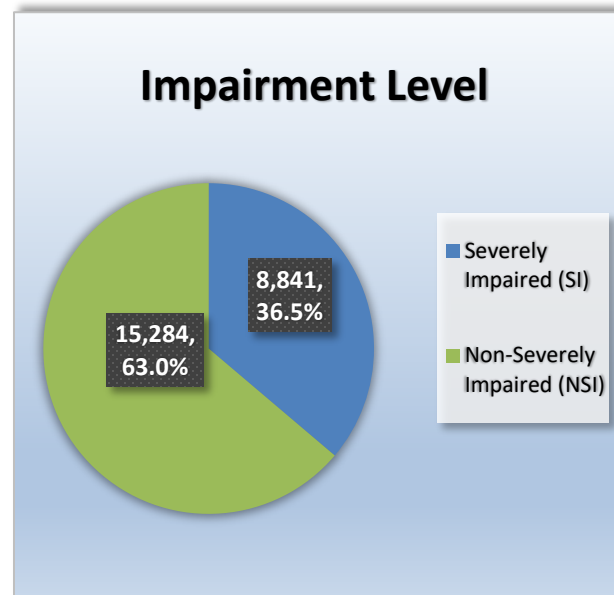
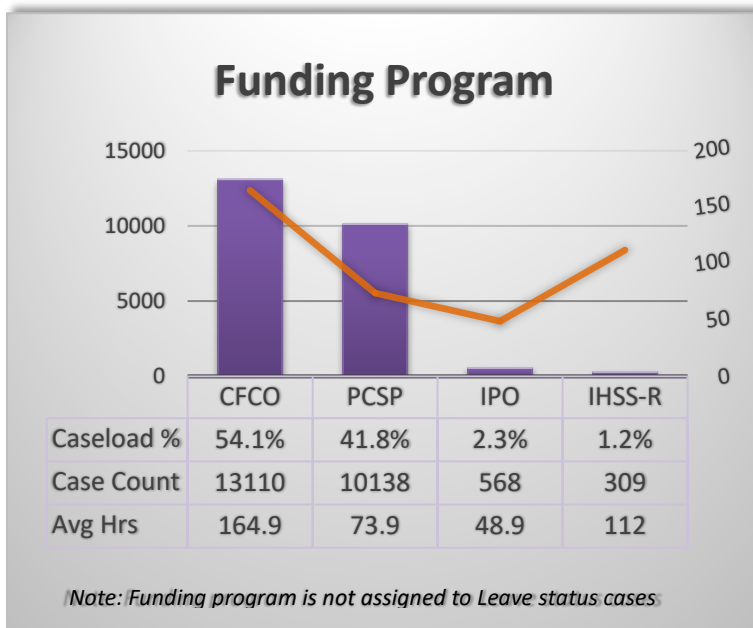


Selected Service Category Counts & Percentages

SERVICE TYPE	CASES AUTH	% OF CASELOAD
Meal Preparation	19,898↑	82.1%
Meal Cleanup	19,667↑	81.1%
Feeding	7,163↑	29.5%
Bowel & Bladder Care	17,471↑	72.1%
Bathing, Grooming & Hygiene	21,124↑	87.1%
Protective Supervision	3,064↑	12.6%
Paramedical	4,740↑	19.5%

Caseload Percentages by Age Groups

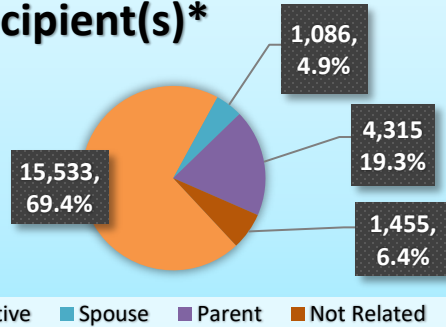
	Case Count	% of Caseload
Minors	2585↑	10.7%
0 to 17	2585	10.7%
Disabled Adults	10319↑	42.5%
18 to 44	3982↑	16.4%
45 to 64	6337↑	26.1%
Elderly	11343↑	46.7%
65 to 74	5006↑	20.6%
75 to 84	4025↑	16.6%
85+	2312↓	9.5%
Grand Total	24247	100%



Of the Total Number of Providers (n=22,389)

- 12,281 Providers living with Recipient(s) – regardless of relationship
- 15,533 Providers are related to Recipient(s) – regardless of where they live
- 10,215 Providers are related and live with their Recipient(s)

Provider Relationship to Recipient(s)*



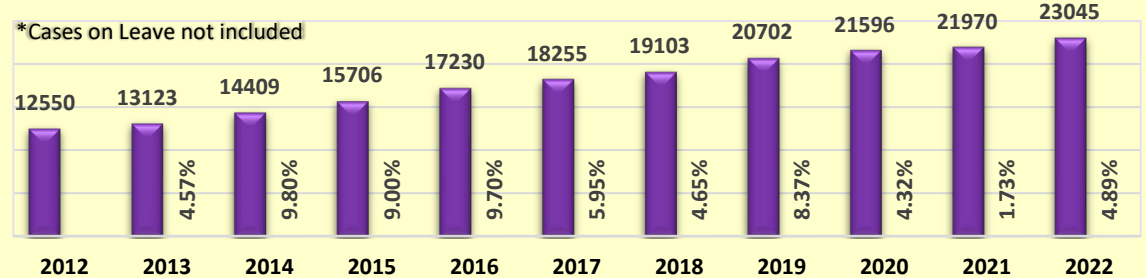
*Parent of minors and adults combined

Top 10 Spoken Languages

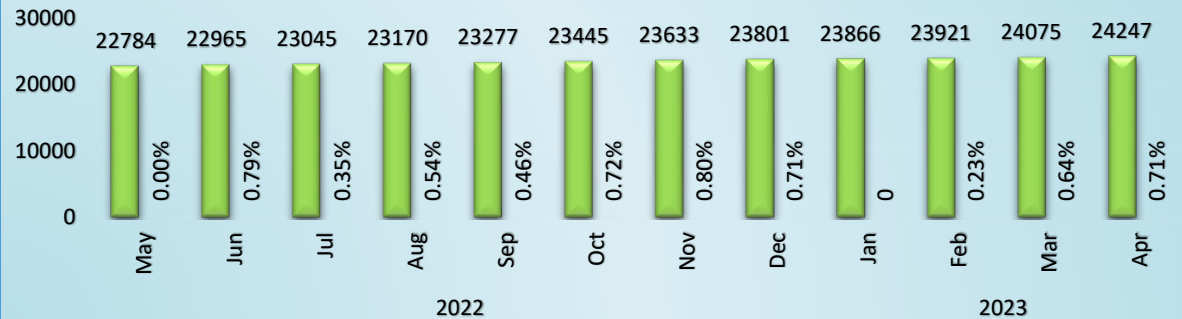
	RECIPIENTS	PROVIDERS
English	65.5%	81.3%
Spanish	18.5%	10.9%
Hmong	4.9%	2.1%
Lao	3.1%	.8%
Other Non-English	3.0%	1.4%
Cambodian	1.2%	.3%
Armenian	1.1%	.6%
Russian	.4%	.2%
Vietnamese	.4%	.2%
Arabic	.3%	.2%

IHSS Caseload Annual Growth*

*based on caseload count at start of FY (July)



Caseload Growth - Past 12 Months



Provider Health Care Benefits

Month & Year	Providers Receiving HCB	Cost to County
FEB 2023	2211	\$2,459,121.07
MAR 2023	2219	\$2,467,181.78
APR 2023	2270	\$2,479,140.55
FY 22/23 Cumulative Cost		\$24,087,348.00

Data Source: Dublin Billing Statements

Monthly Caseload Hours Paid & Expenditures

APRIL 2023 (AS OF 6/20/23)

Cases	21,808
Hours	2,798,066:41
Gross Wages	\$ 48,834,553.93

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>) April 2023*

*Counts represent Eligible & Leave cases unless otherwise noted

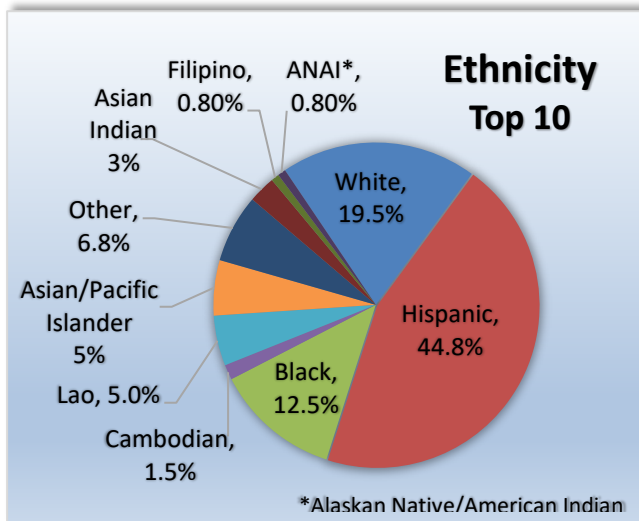
IHSS Caseload Statistics at a Glance – MAY 2023

CASELOAD COUNT (ELIGIBLE & LEAVE) = 24,434 (↑187) PENDING REFERRALS = 1,735 (↑38) NEW APPLICATIONS RECEIVED = 852 (↑116)

NEW APPS PENDING > 90 DAYS = 77 (↓24) DENIED APPS (0- 45 DAYS) = 35 (↑10) DENIED APPS (46-90 DAYS) = 300 (↑40) DENIED APPS OVER 90 DAYS = 38 (↑12)

REASSESSMENT RATE (ALL PROGRAMS) = 85.7% (↑.9) OVERDUE REASSESSMENTS = 3497 (↓187)

AVERAGE AUTHORIZED HOURS PER CASE = 122.6 (↑.1) AVERAGE PER SI CASES = 168.2 (↑.1) AVERAGE PER NSI CASES = 97.1 (N/C)

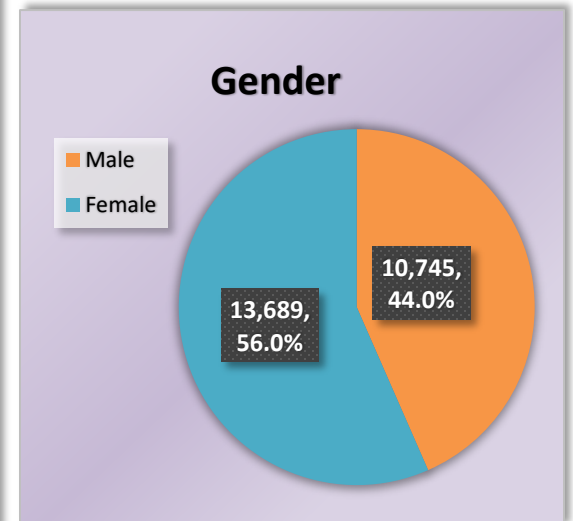
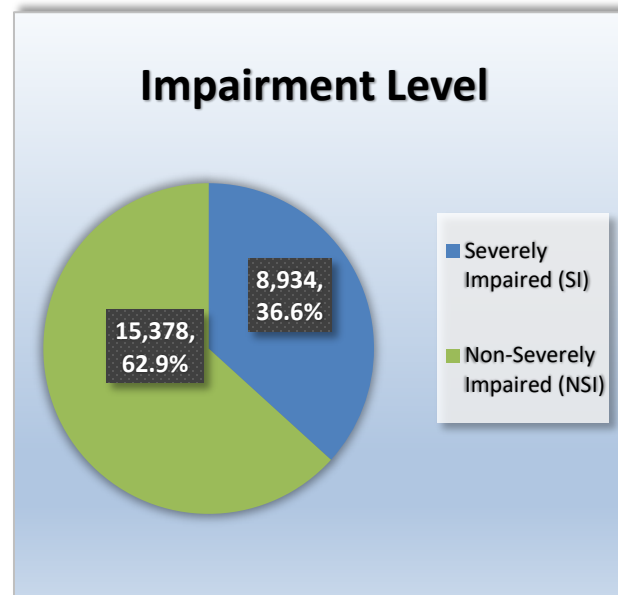
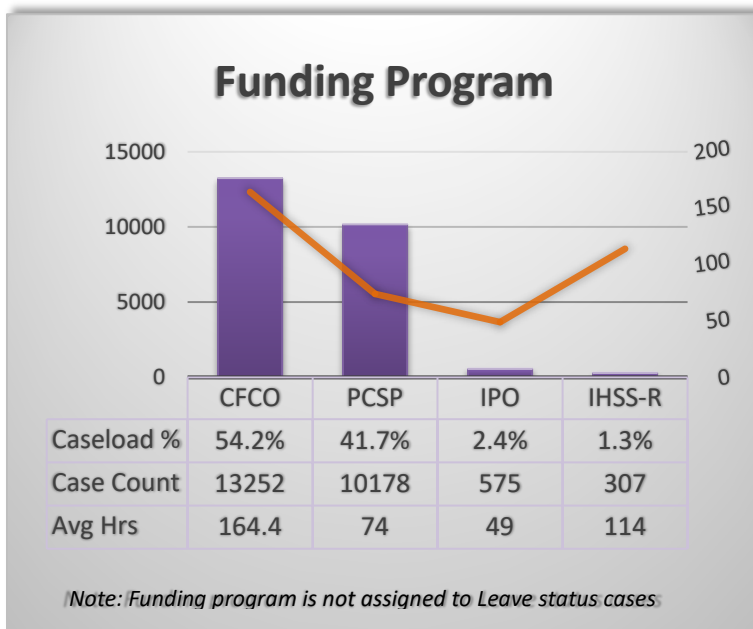


Selected Service Category Counts & Percentages

SERVICE TYPE	CASES AUTH	% OF CASELOAD
Meal Preparation	20,017↑	81.9%
Meal Cleanup	19,792↑	81.0%
Feeding	7,257↑	29.7%
Bowel & Bladder Care	17,615↑	72.1%
Bathing, Grooming & Hygiene	21,225↑	87.0%
Protective Supervision	3,096↑	12.7%
Paramedical	4,762↑	19.5%

Caseload Percentages by Age Groups

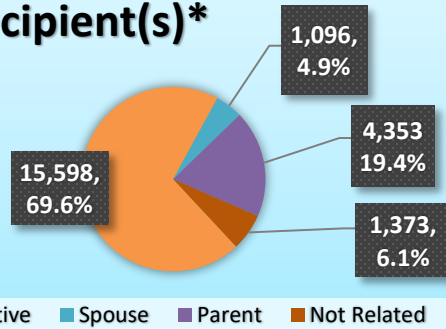
	Case Count	% of Caseload
Minors	2638↑	10.8%
0 to 17	2638	10.8%
Disabled Adults	10370↑	42.4%
18 to 44	3999↑	16.3%
45 to 64	6371↑	26.1%
Elderly	11343↑	46.8%
65 to 74	5049↑	20.7%
75 to 84	4057↑	16.6%
85+	2320↑	9.5%
Grand Total	24434	100%



Of the Total Number of Providers (n=22,420)

- 12,320 Providers living with Recipient(s) – regardless of relationship
- 15,598 Providers are related to Recipient(s) – regardless of where they live
- 10,266 Providers are related and live with their Recipient(s)

Provider Relationship to Recipient(s)*



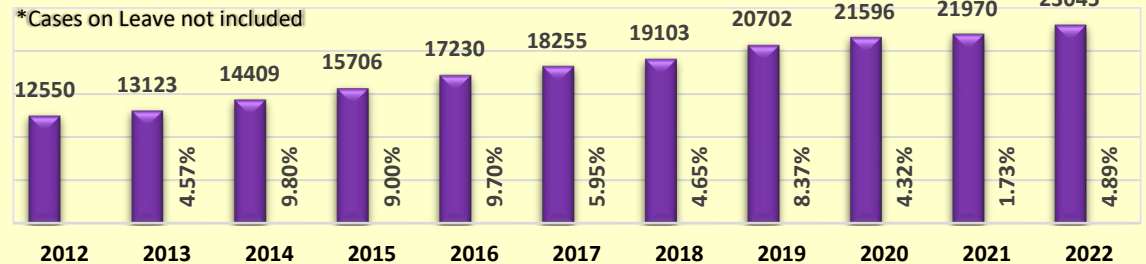
*Parent of minors and adults combined

Top 10 Spoken Languages

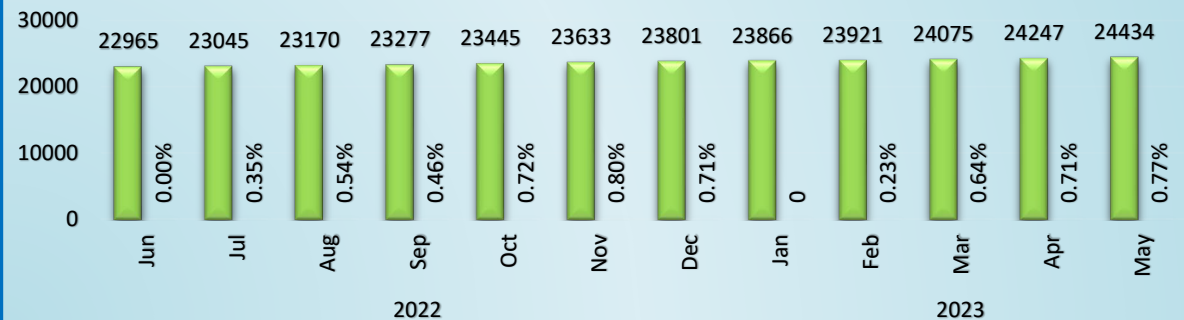
	RECIPIENTS	PROVIDERS
English	65.6%	81.4%
Spanish	18.5%	10.9%
Hmong	4.9%	2.1%
Lao	3.1%	.9%
Other Non-English	2.9%	1.4%
Cambodian	1.2%	.3%
Armenian	1.1%	.6%
Russian	.4%	.1%
Vietnamese	.4%	.2%
Arabic	.3%	.2%

IHSS Caseload Annual Growth*

*based on caseload count at start of FY (July)



Caseload Growth - Past 12 Months



Provider Health Care Benefits

Month & Year	Providers Receiving HCB	Cost to County
MAR 2023	2219	\$2,467,181.78
APR 2023	2270	\$2,479,140.55
MAY 2023	2293	\$2,460,561.03
FY 22/23 Cumulative Cost		\$26,547,909.03

Data Source: Dublin Billing Statements

Monthly Caseload Hours Paid & Expenditures

MAY 2023 (AS OF 6/22/23)

Cases	21,948
Hours	2,852,146:38
Gross Wages	\$ 49,544,512.35

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>) May 2023*

*Counts represent Eligible & Leave cases unless otherwise noted

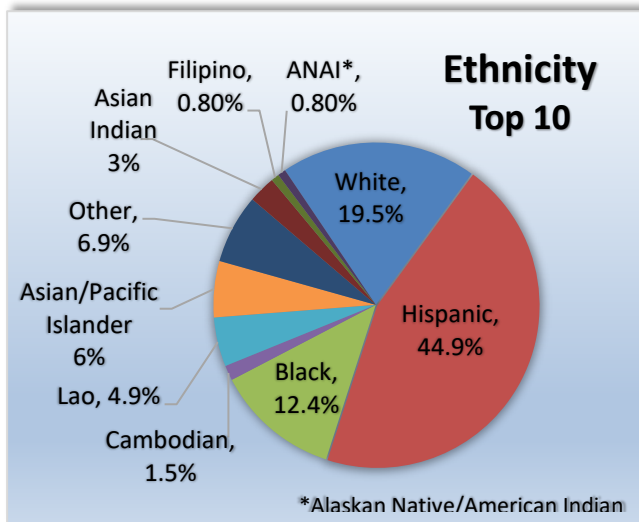
IHSS Caseload Statistics at a Glance – JUN 2023

CASELOAD COUNT (ELIGIBLE & LEAVE) = 24,655 (↑221) PENDING REFERRALS = 1,735 (↓53) NEW APPLICATIONS RECEIVED = 779 (↓73)

NEW APPS PENDING > 90 DAYS = 94 (↑17) DENIED APPS (0-45 DAYS) = 37 (↑2) DENIED APPS (46-90 DAYS) = 301 (↑1) DENIED APPS OVER 90 DAYS = 26 (↓12)

REASSESSMENT RATE (ALL PROGRAMS) = 86.2% (↑.5) OVERDUE REASSESSMENTS = 3397 (↓100)

AVERAGE AUTHORIZED HOURS PER CASE = 122.5 (↓.1) AVERAGE PER SI CASES = 168.1 (↓.1) AVERAGE PER NSI CASES = 97.1 (N/C)

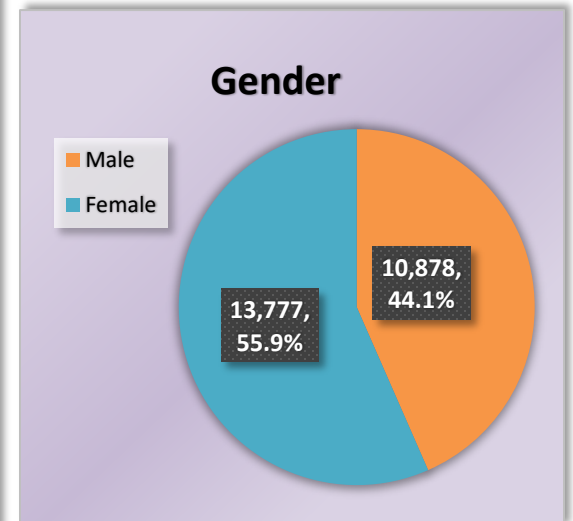
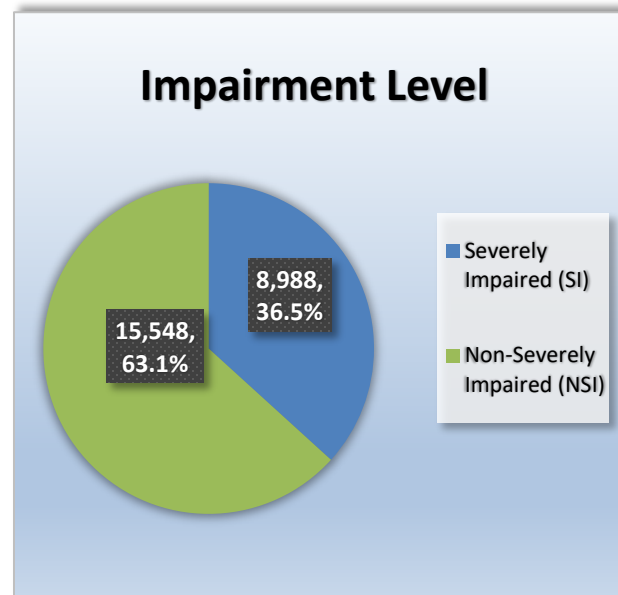
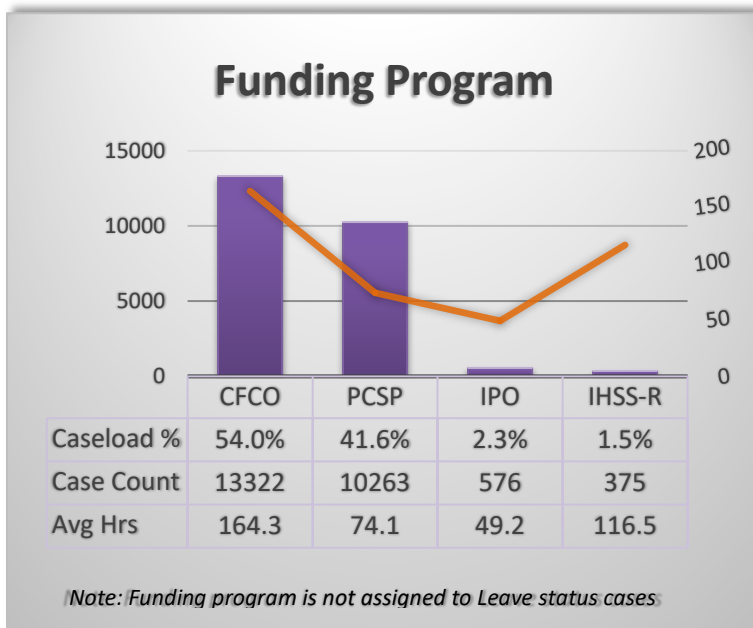


Selected Service Category Counts & Percentages

SERVICE TYPE	CASES AUTH	% OF CASELOAD
Meal Preparation	20,189↑	81.9%
Meal Cleanup	19,954↑	80.9%
Feeding	7,306↑	29.6%
Bowel & Bladder Care	17,758↑	72.0%
Bathing, Grooming & Hygiene	21,443↑	87.0%
Protective Supervision	3,128↑	12.7%
Paramedical	4,783↑	19.4%

Caseload Percentages by Age Groups

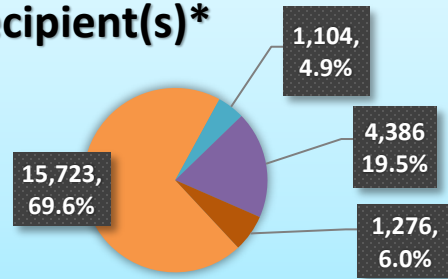
	Case Count	% of Caseload
Minors	2673↑	10.8%
0 to 17	2673	10.8%
Disabled Adults	10444↑	42.4%
18 to 44	4017↑	16.3%
45 to 64	6427↑	26.1%
Elderly	11538↑	46.8%
65 to 74	5115↑	20.7%
75 to 84	4085↑	16.6%
85+	2338↑	9.5%
Grand Total	24655	100%



Of the Total Number of Providers (n=22,489)

- 12,446 Providers living with Recipient(s) – regardless of relationship
- 15,723 Providers are related to Recipient(s) – regardless of where they live
- 10,395 Providers are related and live with their Recipient(s)

Provider Relationship to Recipient(s)*

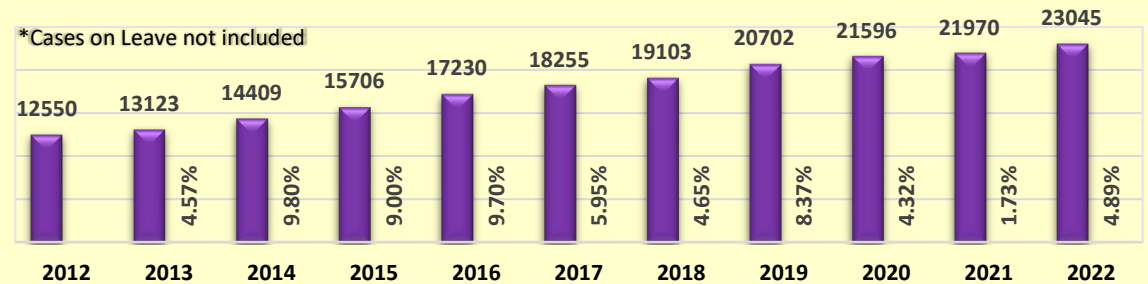


Relative Spouse Parent Not Related

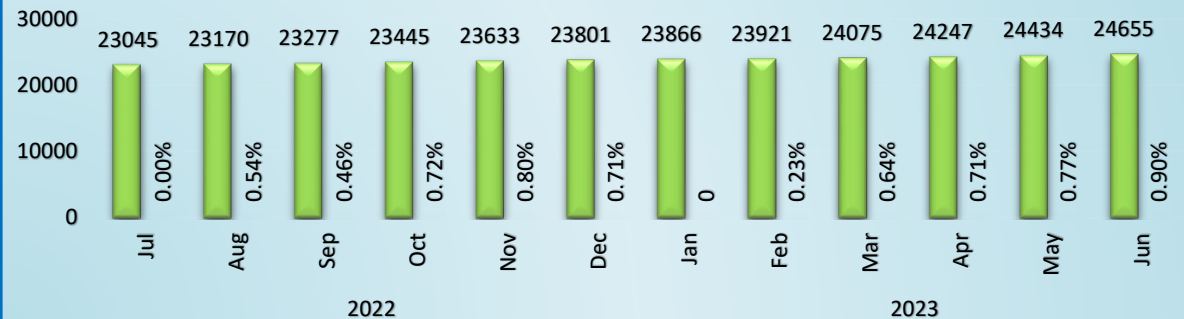
*Parent of minors and adults combined

IHSS Caseload Annual Growth*

*based on caseload count at start of FY (July)



Caseload Growth - Past 12 Months



Top 10 Spoken Languages

	RECIPIENTS	PROVIDERS
English	65.7%	81.4%
Spanish	18.4%	10.8%
Hmong	4.9%	2.1%
Lao	3.1%	.9%
Other Non-English	2.9%	1.4%
Cambodian	1.2%	.3%
Armenian	1.1%	.6%
Russian	.4%	.2%
Vietnamese	.4%	.2%
Arabic	.3%	.2%

Provider Health Care Benefits

Month & Year	Providers Receiving HCB	Cost to County
APR 2023	2270	\$2,479,140.55
MAY 2023	2293	\$2,460,561.03
JUN 2023	2291	\$2,479,820.56
FY 22/23 Cumulative Cost		\$29,027,729.59

Data Source: Dublin Billing Statements

Monthly Caseload Hours Paid & Expenditures

JUNE 2023 (AS OF 8/1/23)

Cases	22,114
Hours	2,886,755:59
Gross Wages	\$ 50,443,523.20

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>) June 2023*

*Counts represent Eligible & Leave cases unless otherwise noted