

AGENDA

In-Home Supportive Services Advisory Committee Meeting

Wednesday September 13, 2023 – 10:00 a.m.

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 August 9, 2023 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

- Update on membership applications
- Update on Board Agenda Item requesting ordinance change to allow stipends for committee members

D. Strategic Plan

None submitted.

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 **October 11, 2023** meeting. All agenda items must be submitted to the Chair or the IHSSAC Liaison via email no later than **Monday October 2, 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: **October 11, 2023 from 10:00am – 12:00pm**

MINUTES

In-Home Supportive Services Advisory Committee Meeting

Wednesday August 9, 2023 – 10:00 a.m.

Microsoft Teams

MINUTES

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

Attendance:

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

Members not Present: Ua Lugo – Consortium Member.

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

A. Approval of Minutes

ACTION: Approve June 14, 2023 regular meeting minutes (no quorum, no vote).

Motion by: Karina Perez
Ayes: All

Second by: Nick Lutton
Noes: None

B. Public Comments/Announcements

IHSS Program Manager Joel Gurss retired in July. Erica is overseeing all of IHSS and IHSS PA activity for now.

Group would like to send Joel a card thanking him for his participation on the committee. Julie will coordinate.

C. IHSSAC Business

- Change time and/or location of future meetings: the group decided to meet on Teams for the rest of the calendar year due to the difficulty some have getting to the campus and due to scheduling. It was agreed that it is easiest for most to attend virtually and reduces the risk of cancellation. Members offered to assist the Chair in setting up Teams on her computer so she does not have to call in.

D. Strategic Plan

- BAI requesting ordinance change to allow members to receive stipends is under review.

E. Director's Report

EVV update: Providers are required to check in and out of recipient's home and/or community (for doctor's appointment, etc.) via ESP. Implementation of this process has led to an overwhelming number of calls, has increased wait times, and an increase in abandoned calls. There was also a significant increase in walk-in clients at Building 1 in July, mostly due to phone lines being tied up. Fresno County staff does not have any access to ESP and so do not have direct knowledge of the system and cannot provide assistance. These challenges are statewide, not just happening in Fresno.

Live-in providers do not have to participate in EVV (do not have to check in or out throughout their workday). There is a form available in ESP that allows them to attest to the fact they live with their recipient, thereby waiving their requirement to check in/out. It should be noted that if the provider completes and submits this form, taxes will not be withheld from their paycheck. Providers can also attest online they live with their recipient and not complete the form as a workaround to avoid not having taxes withheld.

As a reminder, recipients do not have to visit the DSS office in person. Documents can be submitted online, and the application process can be completed over the phone.

IHSS continues to make progress on overdue reassessments.

Negotiations with SEIU 2015 are ongoing.

Nick asked if the department has taken action regarding the high number of Medi-Cal clients who have been disenrolled due to not completing their redetermination paperwork. He states: of the 225,000 people in California dropped in June after redeterminations began again since the pandemic ended, about 88% were terminated for paperwork issues, more than half were Hispanic, and nearly 95% were 18 years old and under. The department is contracting with CBOs to provide assistance with renewal paperwork, and both call centers begin all incoming calls with a script explaining the importance of completing renewal packets.

F. Next Meeting/Agenda Items

- Status of pending membership applications (if any)
- Update on stipend BAI

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
CAP	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

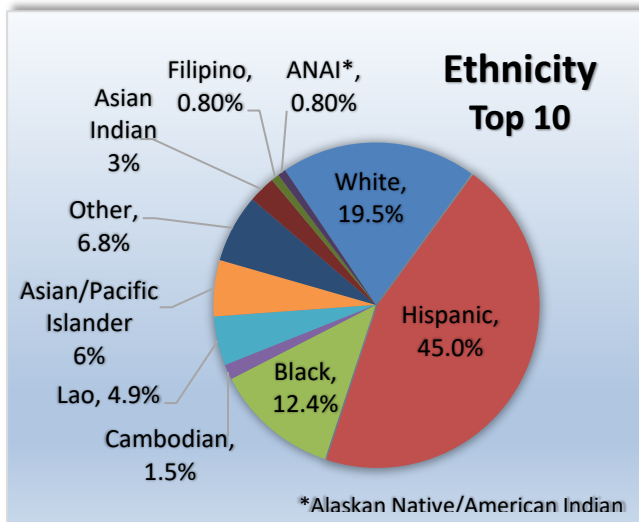
IHSS Caseload Statistics at a Glance – JUL 2023

CASELOAD COUNT (ELIGIBLE & LEAVE) = 24,772 (↑117) PENDING REFERRALS = 1,776 (↑94) NEW APPLICATIONS RECEIVED = 796 (↑17)

NEW APPS PENDING > 90 DAYS = 89 (↓5) DENIED APPS (0- 45 DAYS) = 34 (↓3) DENIED APPS (46-90 DAYS) = 257 (↓44) DENIED APPS OVER 90 DAYS = 45 (↑19)

REASSESSMENT RATE (ALL PROGRAMS) = 86.1% (↓.1) OVERDUE REASSESSMENTS = 3397 (↑37)

AVERAGE AUTHORIZED HOURS PER CASE = 122.6 (↑.1) AVERAGE PER SI CASES = 168.1 (N/C) AVERAGE PER NSI CASES = 97.1 (N/C)

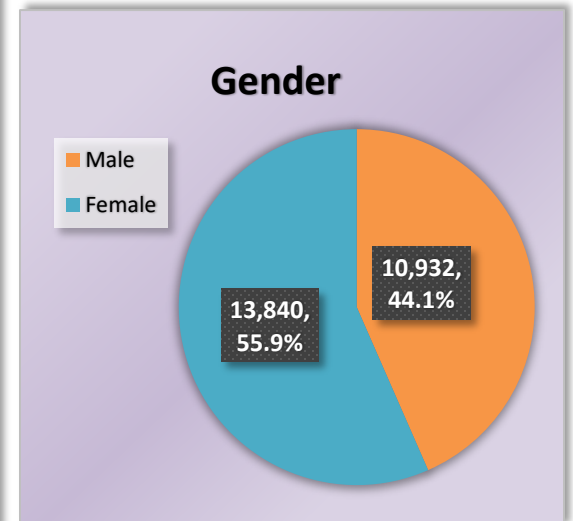
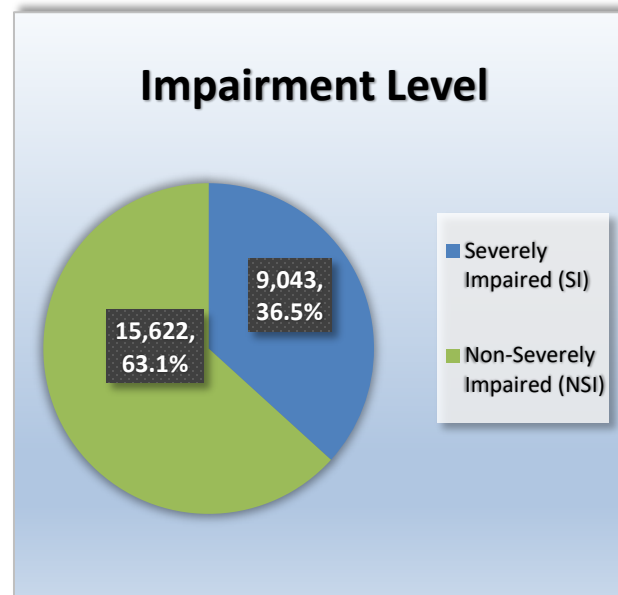
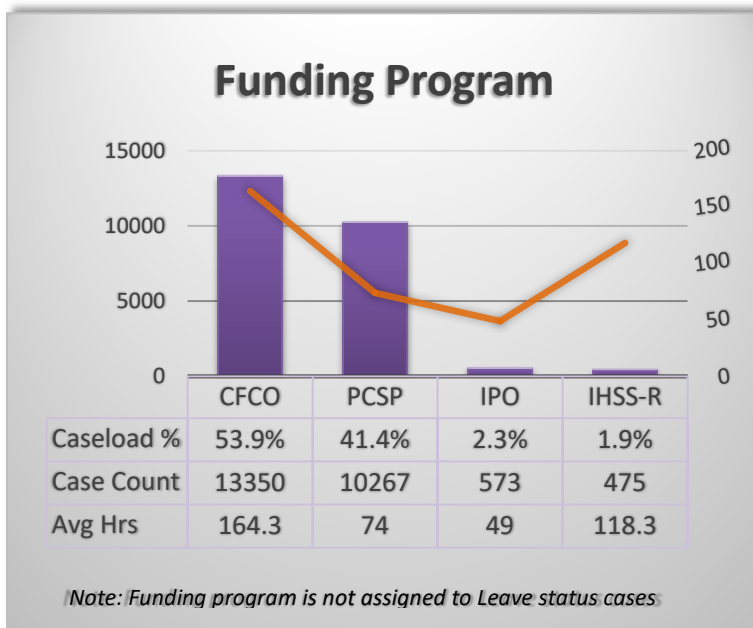


Selected Service Category Counts & Percentages

SERVICE TYPE	CASES AUTH	% OF CASELOAD
Meal Preparation	20,260↑	81.8%
Meal Cleanup	20,018↑	80.9%
Feeding	7,344↑	29.6%
Bowel & Bladder Care	17,860↑	72.1%
Bathing, Grooming & Hygiene	21,544↑	87.0%
Protective Supervision	3,170↑	12.8%
Paramedical	4,785↑	19.4%

Caseload Percentages by Age Groups

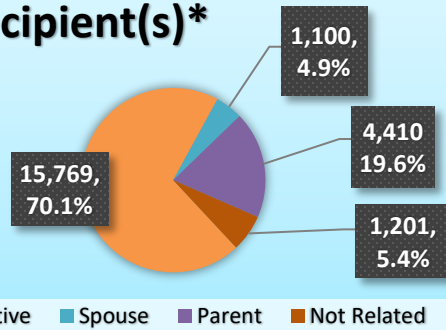
	Case Count	% of Caseload
Minors	2710↑	10.9%
0 to 17	2710	10.9%
Disabled Adults	10444↑	42.1%
18 to 44	4025↑	16.2%
45 to 64	6423↓	25.9%
Elderly	11538↑	47.0%
65 to 74	5141↑	20.8%
75 to 84	4130↑	16.7%
85+	2343↑	9.5%
Grand Total	24772	100%



Of the Total Number of Providers (n=22,480)

- 12,585 Providers living with Recipient(s) – regardless of relationship
- 15,769 Providers are related to Recipient(s) – regardless of where they live
- 10,500 Providers are related and live with their Recipient(s)

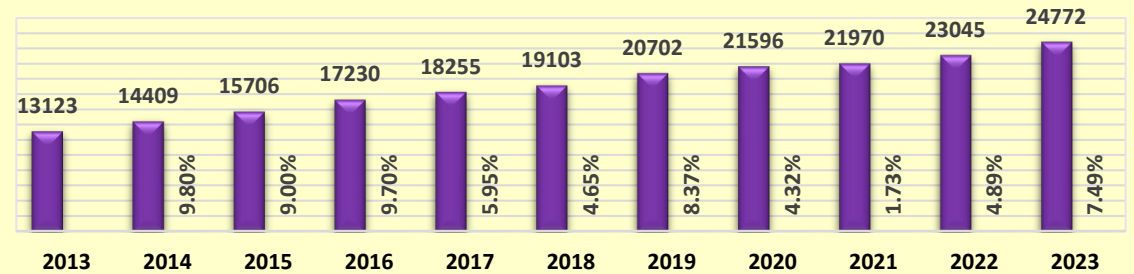
Provider Relationship to Recipient(s)*



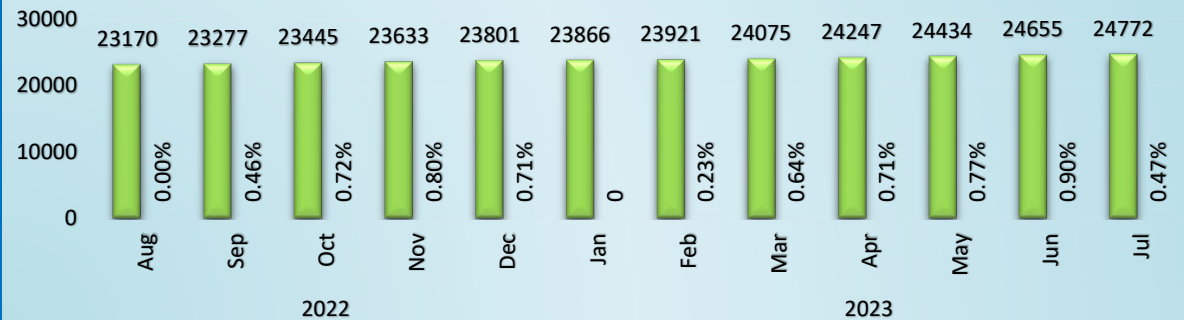
*Parent of minors and adults combined

IHSS Caseload Annual Growth*

*based on FY caseload in July



Caseload Growth - Past 12 Months



Top 10 Spoken Languages

	RECIPIENTS	PROVIDERS
English	65.7%	81.5%
Spanish	18.4%	10.8%
Hmong	4.9%	2.1%
Lao	3.1%	.8%
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
MAY 2023	2293	\$2,460,561.03
JUN 2023	2291	\$2,479,820.56
JUL 2023	2279	\$2,519,455.78
FY 23/24 Cumulative Cost		\$2,519,455.78

Data Source: Dublin Billing Statements

Monthly Caseload Hours Paid & Expenditures

JULY 2023 (AS OF 8/22/23)

Cases	22,188
Hours	2,869,239:15
Gross Wages	\$ 50,927,556.25

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 2023*

*Counts represent Eligible & Leave cases unless otherwise noted