

AGENDA

In-Home Supportive Services Advisory Committee Meeting

Wednesday October 9, 2024 – 10:00 a.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 and 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 and 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

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Meeting ID: 259 646 735 867

Passcode: sLu52K

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

Phone conference ID: 361 449 91#

Agenda- 10/09/2024

Call to Order:

Introductions/Roll Call:

Members Present:

Public Present:

County Staff Present:

A. Approval of Minutes – Chair

Approve September 11, 2024, regular meeting minutes.

Motion by:
Ayes:

Second by:
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. IHSSAC Business

Vacant Expired Term 07/03/17 District - 1
(Held by Gary Williams, Jr. New Term 01/04/27) **Consumer.**

John Fehr Expired Term 01/05/09 District – 2 New Term 01/06/25 **Consumer.**

Vacant Expired Term 05/29/24 District – 3
(Held by Cheryl Campbell New Term 01/06/25) **Consumer.**

Vacant Expired Term 01/03/11- District - 4
(Held by Colvie W. Bedford New Term 01/04/27) **Consumer.**

Vacant Expired Term 01/03/23 **At Large**

(Held by Lacey Lowry Provider New Term 01/04/27)

Nick Lutton Expired Term 01/03/23 **At Large**

New Term 01/04/27 Consortium Nomination

Vacant Expired Term 01/03/23 **At Large**

(Held by Ua Lugo) New Term 01/04/27 Consortium Nomination

No pending applications

D. Strategic Plan

- Corrective active plan progress

E. IHSS Updates

- Governor Budget Updates

F. Director's Report

PA Executive Director.

G. Next Meeting/Agenda Items

Discuss agenda items for the **11/13/2024** meeting. All agenda items must be submitted to the Chair or the IHSSAC Liaison via email no later than **Wednesday October 30, 2024**. The Chair's email is available upon request and the IHSSAC Liaison can be reached by emailing dssasu@fresnocountyca.gov and ihssadvisorycommittee@fresnocountyca.gov

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

H. Adjourn

Next Regular Meeting: **November 13, 2024, from 10:00am – 12:00pm**

Agenda- 09/11/2024- notes

Call to Order: 10:15 am

Introductions/Roll Call:

Diana Kenderian- Chair- remote attendance, Victoria Vang care provider

Karina Perez- remote attendance

Elsa Bustos

Erica Hartsfield

Bambi Heckman

Oralia Gomez

Pao Yang

Ulises Castellanos

Leandra Malveaux

Members Present:

Diana Kenderian

Karina Perez

Public Present:

Ulises Castellanos

County Staff Present:

Erica Hartsfield

Bambi Heckman

Oralia Gomez

Pao Yang

Elsa Bustos

Leandra Malveaux

I. Approval of Minutes – Chair

Approve July 10th, 2024, regular meeting minutes.

Motion by: Karina Perez

Second by: Diana Kenderian

Ayes: 2

Noes:

J. Public Comments/Announcements

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Ulises stated Ua would complete a recommendation letter.

I advised to call the BOS Clerk to verify an application was received. Ulises stated he would call.

Diana requested call in number is put on the agenda.

K. IHSSAC Business

- IHSS Flyer- last updated in 2018, need to update phone number, mailbox for IHSS AC Website/email mailbox.
- IHSS application for John Hung provider terminates in 10/2024. Applied for district 2.
- Attachment A lists John Fehr district 2 as expired term. New term now through 01/2025- Consumer
- Nick Lutton expired term, district at Large. Term seat through 01/2027- consortium nomination. Nick no longer in job as of July 2024. Have not been in contact since 04/2024.
- Vacant consumer district 1 expires 01/2027.
- Vacant consumer district 3 expires 01/2025.
- Vacant consumer district 4- expires 01/2027.
- Vacant provider at large- expires 01/2027.
- Vacant consortium Nomination at large – expires 01/2027.
- Remote access per Brown Act- Per Brown act reasonable accommodations need to be assessed for each person. To participate remotely the member using two-way live video and audio streaming. All adults present in the remote room needs to be announced.

Remote attendance was allowed for Karina, due to a 09/11 memorial event held on Wednesday during the time of the meeting. Building 3 has a memorial each year and parking is limited. In the future in the memorial is on Wednesday during

L. Strategic Plan

- Corrective active plan progress
 - Progress plan is going well. Overall goal is 3 months, July 2024 – Sept 2024.
 - On track to comply by Sept 30th.
 - All hands-on deck, overtime, pulled in non-program staff.
 - Cases that were overdue from 2022-April of 2024.
 - Ongoing cases to be kept at three months past due.
 - What was the cause of the back log?
 - Workers on LOA
 - COVID 19
 - Workings leaving for other employment.
- What was the findings?
 - Issues were uncovered.
 - More staff were needed.
 - Increased hours, lost contact
 - Any were terminated moved out of the county etc?
 - Requested cases were closed.
 - Reevaluating services
 - Overall positive, hope to meet goal of program.

M. IHSS Updates

- Governor Budget Updates

- i. AB 1005 Hospitals passed both houses, end of 09/2024 governor expected to sign.
 - ii. AB 2446 both have passed not sent to governor.
 - iii. Several bills in progress, no updates.

- CDSS- employment wage verification. Request form will information in ESP. Fresno form will be obsolete.

- IHSS Customer Survey based on July 19th responses.
 - 7,300, 10% of IHSS recipients answered.

- How many clients are highly satisfied?
 - Unknown
 - the state report notes recipients are unable to hire a care provider.
 - Did not know how to file a fair hearing.
 - Inquiry replies are delayed.
 - Individuals in the LGBTQIA2S Plus community, high unsatisfied.

- Clients did not like service received, Fair Hearing can be reported on the back of the NOA. Call in, visit county website, File on CA website.
- Social worker/Supervisor discuss case. Call the client and work to resolve at lowest level. If the issues can be resolved at the lowest level, it will not be required to escalate to Fair Hearing.
- If escalated chain is as follows: social worker, supervisor, division chief, deputy director.
- Long term options release telehealth letter good news to share.

N. Director's Report

- Advisory Committee Budget confirmed at \$3000 with the county matching the amount for a total of \$6000. Amount has decreased.
- 24 hr. home care through CalAIM
 - will fill gap for IHSS managed care plan to the county.
 - Refer to CalViva and Anthem members immediate support 90 days. Application and beneficial to clients/health.
 - Similar process with public authority with Back log and has been updated.
 - IHSS fully staffed, trained, and on boarded.
 - Full case load is 400.
 - Now full staff will bring cases down to 330 – 340 to maintain.

No more back log. Has been an increase in minor cases.

Increase in training in minor cases. Cross reference with CPS for active cases.

State has not issued final all member notice. No official letters to IHSS and APS.

Request for a clarification of acronyms.

Other updates from public authority.

Payroll is being restructured.

IVR is still being updated. Simple design

6 SAWS, recommend 2.

Building 3 planning is still occurring to have the lobby open.

Working on an online application for IHSS members to submit. Will allow for a specific person to work for them.

SEIU 2015

Reports office front has been under construction.

Office has not been closed building has been accessible.

Unsure of why there were issues.

Ended: 11:24 am

O. Next Meeting/Agenda Items

Discuss agenda items for the **10/09/2024** meeting. All agenda items must be submitted to the Chair or the IHSSAC Liaison via email no later than **Friday September 27, 2024**. 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.

P. Adjourn

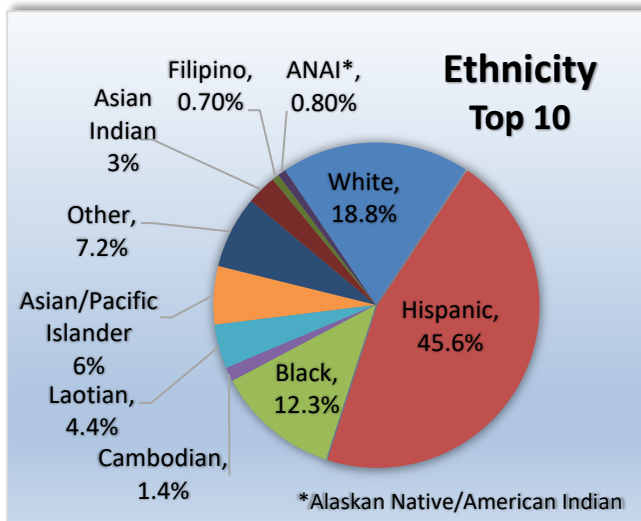
IHSS Caseload Statistics at a Glance – AUG 2024

CASELOAD COUNT (ELIGIBLE & LEAVE) = 27,082 (↑193) PENDING REFERRALS = 2,147 (↑195) NEW APPLICATIONS RECEIVED = 892 (↑113)

NEW APPS PENDING > 90 DAYS = 113 (↑59) DENIED APPS (0- 45 DAYS) = 33 (↑14) DENIED APPS (46-90 DAYS) = 313 (↑128) DENIED APPS OVER 90 DAYS = 70 (↑16)

REASSESSMENT RATE (ALL PROGRAMS) = 84.4% (↑1.2) OVERDUE REASSESSMENTS = 4232 (↓281)

AVERAGE AUTHORIZED HOURS PER CASE = 123.0 (↑.1) AVERAGE PER SI CASES = 167.6 (↓.2) AVERAGE PER NSI CASES = 97.8 (N/C)

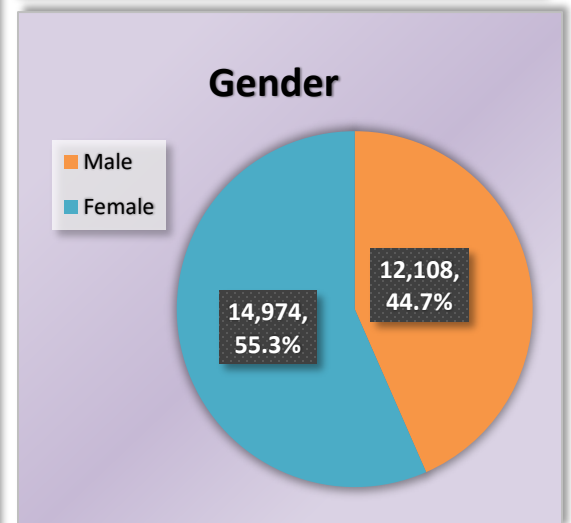
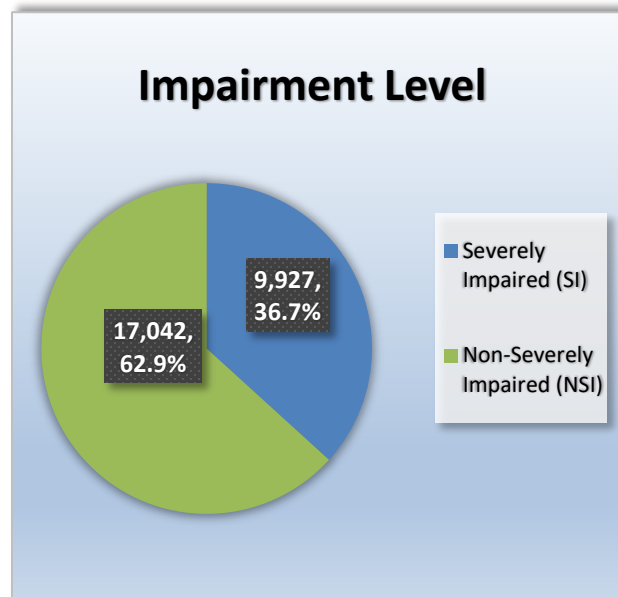
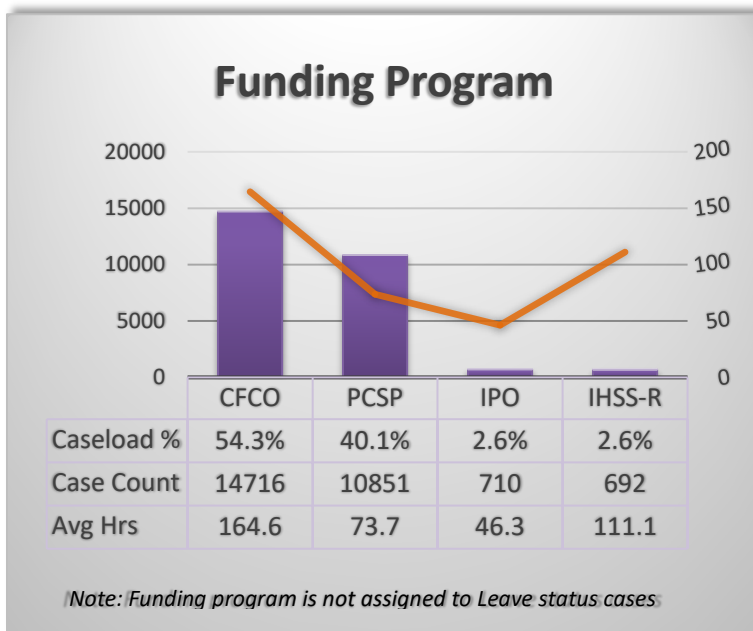


Selected Service Category Counts & Percentages

SERVICE TYPE	CASES AUTH	% OF CASELOAD
Meal Preparation	21,790↑	80.5%
Meal Cleanup	21,488↑	79.3%
Feeding	8,372↑	30.9%
Bowel & Bladder Care	19,617↑	72.4%
Bathing, Grooming & Hygiene	23,325↑	86.1%
Protective Supervision	3,578↑	13.2%
Paramedical	4,943↓	18.3%

Caseload Percentages by Age Groups

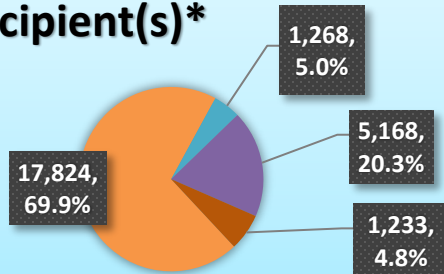
Age Group	Case Count	% of Caseload
Minors	3353↑	12.4%
0 to 17	3353	12.4%
Disabled Adults	10975↑	40.5%
18 to 44	4322↑	15.9%
45 to 64	6653↑	24.6%
Elderly	12754↑	47.1%
65 to 74	5713↑	21.1%
75 to 84	4543↑	16.8%
85+	2498↑	9.2%
Grand Total	27,082	100%



Of the Total Number of Providers (n=25,493)

- 14,693 (57.6%) Providers living with Recipient(s) – regardless of relationship
- 17,824 (69.9%) Providers are related to Recipient(s) – regardless of where they live
- 12,242 (48.0%) 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

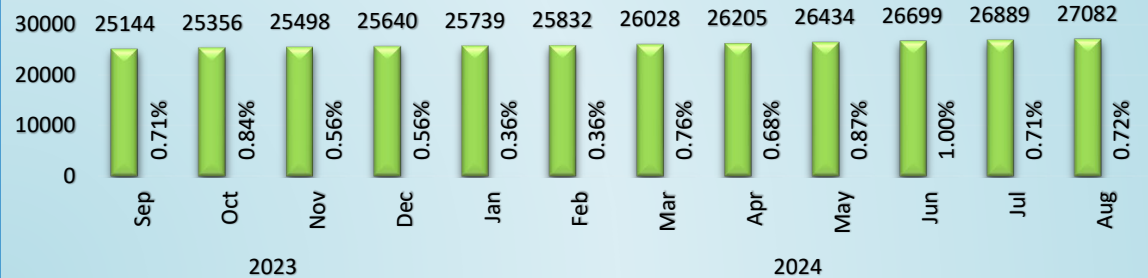
IHSS Caseload Annual Growth*

*based on FY caseload in July



Caseload Growth - Past 12 Months

Cumulative Growth: 8.14% / Cumulative Avg: .68%



Top 10 Spoken Languages

	RECIPIENTS	PROVIDERS
English	66.0%	82.1%
Spanish	18.5%	10.6%
Hmong	4.7%	2.0%
Lao	2.9%	.8%
Other Non-English	2.5%	1.4%
Cambodian	1.1%	.3%
Armenian	1.1%	.6%
Russian	.3%	.1%
Vietnamese	.4%	.2%
Arabic	.3%	.2%

Provider Health Care Benefits

Month & Year	Providers Receiving HCB	Cost to County
JUN 2024	2024	\$2,736,049.14
JUL 2024	2024	\$2,784,837.78
AUG 2024	2036	\$2,854,178.21
FY 24/25 Cumulative Cost		\$ 5,639,015.99

Data Source: Dublin Billing Statements

Monthly Caseload Hours

Paid & Expenditures

AUGUST 2024 (AS OF 9/24/24)

Cases	24,617
Hours	3,217,359:41
Gross Wages	\$ 52,911,633.92

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>) August 2024*

*Counts represent Eligible & Leave cases unless otherwise noted

Legislation Updates for IHSS Advisory Committee

September 11, 2024

To receive updates, create an account and add the bills to “My Subscriptions”

California Legislative Information website: <https://leginfo.legislature.ca.gov/faces/home.xhtml>

AB 1005 (Alvarez) <i>Signed by Governor</i>	IHSS: Terminal Illness (hospitals required to provide information about IHSS and support obtaining a SOC 873)
AB 2446 (Ortega) <i>Vetoed by Governor</i>	Medi-Cal: Diapers
AB 2074 (Zbur) <i>Vetoed by Governor</i>	IHSS: Criminal Background Checks
AB 1975 (Bonta) <i>Vetoed by Governor</i>	Medi-Cal: Medically supportive food and nutrition interventions

Other Items

SOC 840 Change Request (CR) – Fresno

- Submitted changes to the Change of Address/Phone form (SOC 840) to align with CMIPS changes by adding: email, phone (primary, cell, home) and checkboxes to indicate what is being changed on the form.
- Approved by the County Advisory Board (CAB) and has been shared with Long Term Care Operations (LTCOPs) for all county approval and Provider Enrollment & IHSS Payroll sub committee