

AGENDA

In-Home Supportive Services Advisory Committee Meeting

Wednesday June 12th, 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.

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:

Introductions/Roll Call:

Members Present:

County Staff Present:

A. Approval of Minutes – Chair

Approve May 8th, 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

- Review and Approve IHSS AC Orientation Manual Changes
- Update on members
- CICA Membership

D. Strategic Plan

E. IHSS Updates

- Updates from Bambi

F. Director's Report

PA Executive Director.

G. Next Meeting/Agenda Items

Discuss agenda items for the **07/10/2024** meeting. All agenda items must be submitted to the Chair or the IHSSAC Liaison via email no later than **Friday June 28th, 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.

H. Adjourn

Next Regular Meeting: **July 10th, 2024 from 10:00am – 12:00pm**

AGENDA- 05/08/2024 – Notes

Call to Order: 10:16 – Diana Kenderian, Chair

Introductions/Roll Call:

Diana, Karina, Bambi, Elsa, Erica, Pao, Jesse, Leandra

Members Present:

Diana Kenderian

Karina Perez

County Staff Present:

Bambi Heckmann

Pao Yang

Elsa Bustos

Jesse Ocegueda-Abarea

Erica Hartsfield

Leandra Malveaux

I. Approval of Minutes – Chair

Approve April 10th, 2024, regular meeting minutes.

Motion by: Diana Kenderian

Second by: Karina Perez

Ayes: 2

Noes:

J. 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

K. IHSSAC Business

Cheryl Campbell approved on 05/09/2024. Letter of approval from an organization that covers in-home support.

- Clerk Update on letters
Two applicants, unable to call the applicants. Leandra will reach out to the BOS. Email sent to confirm if a new provider can be added.

- Review and Approve IHSS AC Orientation Manual Changes

Bambi notes PDF is difficult. Changed to word doc.

Pg. 6 frequently used terms.

Inside page of CDSS has actual pages specific IHSS Fact Sheets.

- Relevancy for people that are in the committee will be helpful for actual committee members.
 - Scaling back on frequent terms
 - Insert fact sheet.
 - Include in binder for new members.
 - More selective in pages for the binders.
 - Fresno Co specific slides will not update, continued work in progress.
- Proposed to add all funding sources.

In orientation packet add at a glance in orientation packet.

Diana- approved. No feedback

- Preview of IHSS AC Outreach Items

Preview of outreach examples

Pens-delivered.

Magnets and notepads ordered.

Quotes for other items are pending.

Ua has officially resigned her position.

Nick has not submitted letter of support no updates on application.

Letter of support required by IHSS AC.

Nick has been contacted.

No other letters.

Cheryl has been approved to be on the committee.

L. Strategic Plan

- SWAs will be starting.
 - 2 social worker aides started.
 - 1 more added.
 - 2 more in the future.
 - Will be taking calls 1 month from on.

IVR still being updated. Call waiting will be minimized.

10/15 minutes, IHSS wait times were 1 Hr.

M. IHSS Updates

- Updates from Bambi- refer to attachment.
- Sunsetting of Career Pathways set to end August/September. Final review in December 2024.

N. Director's Report

Reached out to registry to confirm contact – active providers.

Dozen were removed due to unresponsive will be receiving finalized numbers for back up providers.

No appointment changes to AC funds. Possible update next meeting.

O. Next Meeting/Agenda Items

Discuss agenda items for the **06/12/2024** meeting. All agenda items must be submitted to the Chair or the IHSSAC Liaison via email no later than **Friday May 31st, 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 11:40 PM

Legislation Updates for IHSS Advisory Committee

July 10, 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 1968 (Jackson) <i>No updates</i>	CalFresh Supplemental Nutrition Assistance for Seniors <i>5/16/24: In committee: Held under submission</i>
AB 2241 (Alvarez) <i>No updates</i>	Public Social services: Reporting and Verification <i>5/16/24: In Committee: Held under submission.</i>
AB 2446 (Ortega)	Medi-Cal: Diapers <i>6/26/24: Referred to Appropriations</i>
AB 2819 (Bains) <i>No updates</i>	IHSS: Collective Bargaining penalty <i>3/4/24: Referred to Human Services Committee & Public Employment & Retirement</i>
AB 2074 (Zbur)	IHSS: Criminal Background Checks <i>7/2/24: Referred to Appropriations</i>
AB 3079 (Ting)	IHSS: Undocumented related providers <i>5/16/24: In Committee: Held under submission.</i>
SB 1078 (Min)	Language Access <i>6/27/24: Referred to Appropriations</i>
SB 1355 (Wahab) <i>No updates</i>	IHSS: Redetermination <i>5/16/24: Held in committee and under submission</i>
SB 1245 (Ochoa-Bough) <i>No updates</i>	IHSS: Licensed Health Care Professional Certification <i>5/16/24: Held in committee and under submission</i>
AB 2800 (Kalra) <i>No updates</i>	Elders and Dependent Adults: Abuse and Neglect Definitions <i>4/9/24: In Committee: Set first hearing. Hearing canceled at the request of the author.</i>

Other Items

- Recent CDSS Letters
 - [ACL 24-26](#): Implementation of Provisions of Senate Bill 616 Relating to Sick Leave for IHSS Providers
 - Increase of paid sick leave from 24 hours to 40 hours per fiscal year to align with California labor laws
 - No change to accrual rules

- [ACIN I-25-24](#): Statewide Report of Program Integrity and Anti-Fraud Efforts in the IHSS Program for Fiscal Year 2022-23
 - The primary Sources of Fraud Complaints statewide remained County Staff and Data Matches, 38 percent, and 37 percent of the statewide total, respectively.
 - Counties reported 1,444 Fraud Investigations completed statewide: an increase of 14 percent from the 1,265 Fraud Investigations in FY 2021-22 and an increase of 57 percent from the 919 Fraud Investigations in FY 2020-21.
 - In FY 2022-23, counties reported 214,759 hours to be reduced or terminated from Early Detection Savings
 - In FY 2022-23, 56 counties reported conducting UHVs (a decrease from 57 counties in FY 2021-22).
 - In FY 2022-23, 56 counties completed Directed Mailings.

- [ACIN I-26-24](#): Statewide Report of County QA/QI Activities in the IHSS Program for FY 2022-23
 - In FY 2022-23, 35 counties met or exceeded the minimum case review requirements (both desk reviews and home visits), 11 counties met or exceeded one requirement and did not meet the other, and 12 counties did not meet either requirement. The number of counties meeting both requirements decreased from 42 counties in FY 2021-22.
 - Of the 234 cases where recipients have a Spouse identified, 96.51 percent met regulatory requirements regarding when there is an able and available spouse.
 - The Overall Percentage of Compliance (rate of authorized hours being assessed correctly) for the 12 service tasks with Hourly Task Guidelines (HTG) was 96.08 percent.
 - Of the 177 reviewed cases that authorized Protective Supervision, 92.13 percent had Memory, Orientation, and Judgement rank assessed and documented correctly, 96.63 percent had the Assessment of Need for Protective Supervision form (SOC 821) in the case file or documented as sent to a physician and 96.05 percent had the 24-hour plan in the case file and reviewed at the last reassessment.
 - CDSS regulations and policies were applied correctly in 95.98 percent of cases.
 - Areas for future improvement
 - When alternative resources are available, listing the types of alternative resources in documentation
 - Designation of Authorized Representative (SOC 839) missing, completed incorrectly or information not in CMIPS.
 - Remediation process not completed.

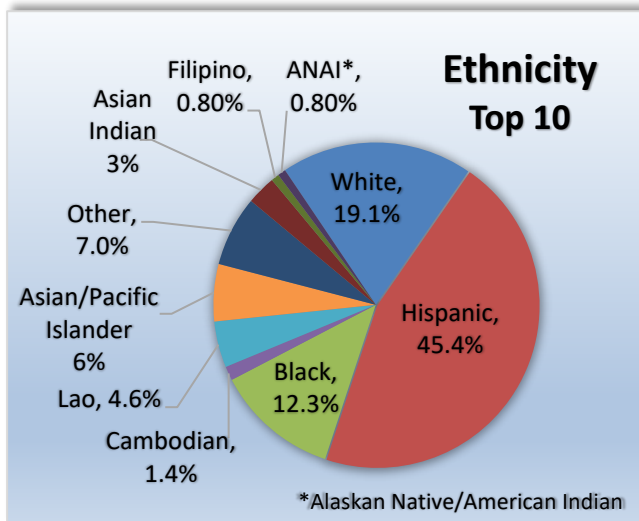
IHSS Caseload Statistics at a Glance – APR 2024

CASELOAD COUNT (ELIGIBLE & LEAVE) = 26,205 (↑177) PENDING REFERRALS = 1,993 (↑67) NEW APPLICATIONS RECEIVED = 758 (↓85)

NEW APPS PENDING > 90 DAYS = 121 (↓5) DENIED APPS (0- 45 DAYS) = 28 (↑25) DENIED APPS (46-90 DAYS) = 216 (↓35) DENIED APPS OVER 90 DAYS = 48 (↑24)

REASSESSMENT RATE (ALL PROGRAMS) = 80.9% (↓.5) OVERDUE REASSESSMENTS = 5004 (↑163)

AVERAGE AUTHORIZED HOURS PER CASE = 122.7 (↑.1) AVERAGE PER SI CASES = 168.5 (↑.2) AVERAGE PER NSI CASES = 97.3 (↓.1)

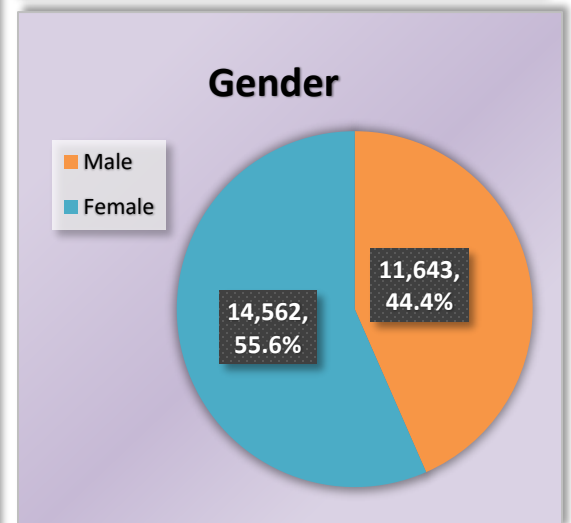
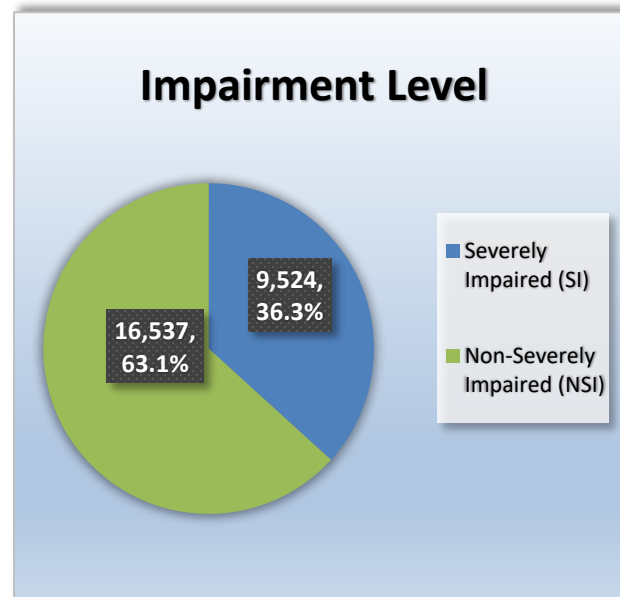
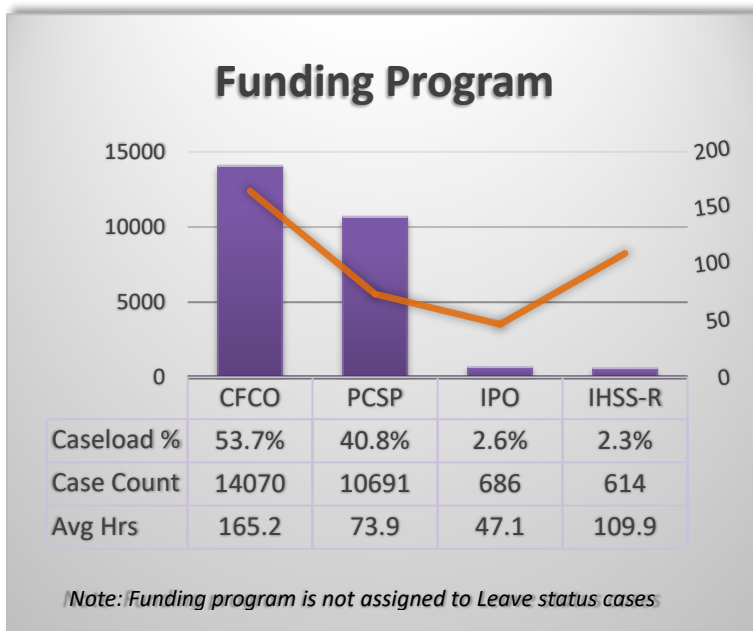


Selected Service Category Counts & Percentages

SERVICE TYPE	CASES AUTH	% OF CASELOAD
Meal Preparation	21,212 ↑	80.9%
Meal Cleanup	20,937 ↑	79.9%
Feeding	7,982 ↑	30.5%
Bowel & Bladder Care	18,891 ↑	72.1%
Bathing, Grooming & Hygiene	22,620 ↑	86.3%
Protective Supervision	3,422 ↑	13.1%
Paramedical	4,886 ↑	18.6%

Caseload Percentages by Age Groups

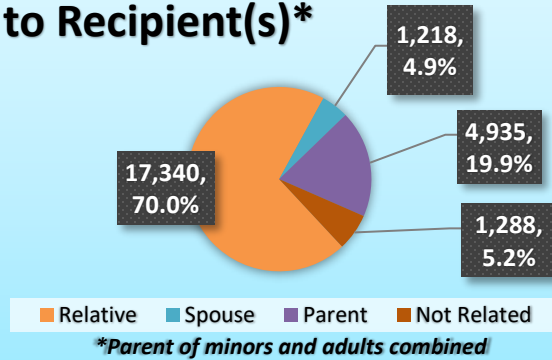
Age Group	Case Count	% of Caseload
Minors	3112 ↑	11.9%
0 to 17	3112	11.9%
Disabled Adults	10773 ↑	41.1%
18 to 44	4212 ↑	16.1%
45 to 64	6561 ↑	25.0%
Elderly	12,320 ↑	47.0%
65 to 74	5532 ↑	21.1%
75 to 84	4351 ↑	16.6%
85+	2437 ↑	9.3%
Grand Total	26,205	100%



Of the Total Number of Providers (n=24,781)

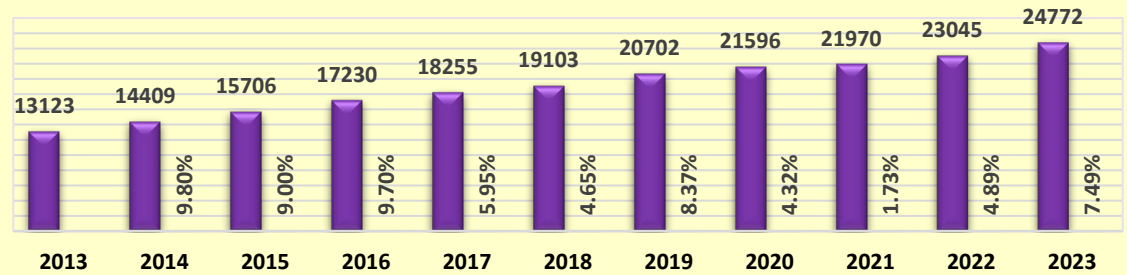
- 14,100 Providers living with Recipient(s) – regardless of relationship
- 17,340 Providers are related to Recipient(s) – regardless of where they live
- 11,759 Providers are related and live with their Recipient(s)

Provider Relationship to Recipient(s)*



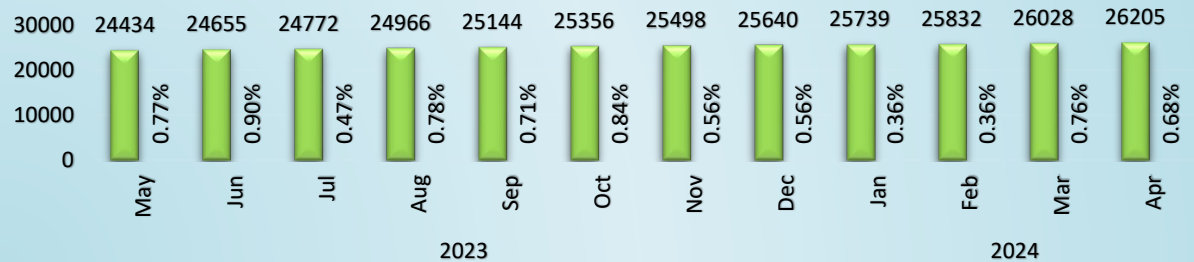
IHSS Caseload Annual Growth*

*based on FY caseload in July



Caseload Growth - Past 12 Months

Cumulative Growth: 7.77% / Cumulative Avg: 0.65%



Top 10 Spoken Languages

	RECIPIENTS	PROVIDERS
English	65.9%	81.8%
Spanish	18.5%	10.7%
Hmong	4.8%	2.0%
Lao	2.9%	.8%
Other Non-English	2.5%	1.4%
Cambodian	1.2%	.3%
Armenian	1.1%	.6%
Russian	.3%	.2%
Vietnamese	.4%	.2%
Arabic	.3%	.2%

Provider Health Care Benefits

Month & Year	Providers Receiving HCB	Cost to County
FEB 2024	2160	\$ 2,706,534.01
MAR 2024	2138	\$ 2,689,039.07
APR 2024	2120	\$ 2,701,241.93
FY 23/24 Cumulative Cost		\$ 26,347,720.49

Data Source: Dublin Billing Statements

Monthly Caseload Hours Paid & Expenditures

APR 2024 (AS OF 6/4/24)

Cases	23,836
Hours	63,111,138:08
Gross Wages	\$ 55,973,299.01

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