

AGENDA

In-Home Supportive Services Advisory Committee Meeting

Wednesday July 10th, 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 June 12th, 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
- CICA Membership Vote

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 **08/14/2024** meeting. All agenda items must be submitted to the Chair or the IHSSAC Liaison via email no later than **Friday August 2nd, 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: **August 14th, 2024 from 10:00am – 12:00pm**

06-12-2024 AGENDA- Notes/Minutes

Call to Order: 10:14 am

Introductions/Roll Call:

Diana Kenderian-Chair

Bambi Heckmann

Karina Perez

Erica Hartsfield

Oralia Gomez

Elsa Bustos

Pao Yang

Ulises Castellanos

Leandra Malveaux

Members Present:

Public Present:

Diana Kenderian-Chair

Ulises Castellanos

Karina Perez

County Staff Present:

Oralia Gomez

Bambi Heckmann

Pao Yang

Erica Hartsfield

Leandra Malveaux

Elsa Bustos

I. Approval of Minutes – Chair

Approve May 8th, 2024, regular meeting minutes.

Motion by: Karina Perez
Ayes: 2

Second by: Diana Kenderian
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

- Review and Approve IHSS AC Orientation Manual Changes
 - Need to add hot link push to be added online.
 - Attachment program fact sheets scanned in. Setting up bookmarks.
 - An accessible document can be on the website.
 - Positive reactions to updates. CDSS fact sheet approve next meeting.
 - Update functionality.
 - Motion to approve- Diana Kenderian. 2nd Karina Perez
- Update on members
 - Cheryl was accepted as an Advisory Committee member as of 05/07/2024.
 - As of 05/21/2024 Cheryl resigned due to personal matters.
 - As of 04/2024, we have not been in contact with Nick Lutton.
 - Two applicants are listed on the BOS Attachment A that is released each BOS meeting.
- CICA Membership
 - Informed of CICA membership needs renewal. Committee decided to review item in July.
 - Meetings are currently being done by phone, MS teams, or zoom.
 - Advocates, opportunities growing membership.
 - Zoom meeting with president to discuss membership.

L. Strategic Plan

SWS- all 6 have been added.

5 are taking calls; 1 is learning. New to process and how it is built out.

Any IHSS Changes. EW now with IHSS needs are being met. The EW has helped process and restore cases faster to keep IHSS benefits going.

2nd EW will be added soon, and positive updates will continue.

What resources given to IHSS approving and reviewing new applicants. Provider enrollment process from SEIU 2015 in person/virtual?

per MOU its required to be in person. due to regulations, they were virtual during COVID 19 period. In person classes were not allowed due to the health concerns.

Note next SEIU meeting was updated to July 16th due to a scheduling conflict. On agenda for SEIU meeting virtual meeting suggestion/conversation.

SEIU-Castellanos noted to be a provider meeting with SEIU is required. Unable to attend providers should contact SEIU or DSS

M. IHSS Updates

- IHSS updates released may revised gov bill is up for negotiations. Still waiting on outcomes.
- Some bills not moving forward, noted held on submission can be reviewed next year.
- Draft letters will be shared with IHSS AC when new proposals or updates will be given.
- New bill. Will allow a person that qualifies, a chance to opt out for an in-person visit. Clients will receive a questionnaire first.
 - i. First assessment in person
 - ii. Reassessment in person. No known APS involvement.
 - iii. Stable care needs and has a consistent provider.
 - iv. County will be able to move ahead will need to review data.
 - v. No questionnaire provided, follow up will be by telephone.
- A way to help case load no idea of caseload data assessment.

Proposals Governor- No longer allowing IHSS members to have medi-cal benefits.

60 individuals could be affected by the change.

Minors will be allowed to stay. But could affect 10 more cases.

FY July 24 – June 25. Noticing/requirements will be in place.

House has submitted an update to the governor unknown if it will pass.

N. Director's Report

New supervisor of quality assurance Victoria Foster

Initiative- IHSS has a back log and has been on reassessment quality improvement plan.

4 yrs. of back log, due to COVID 19. Some one year and other 2 years.

90% staffing coverage 1 staffing/ 2 PRE COVID

Safety of our clients is why back log was created.

Elsa tasked with plan to update the back log. The plan is quality assurance continues to check in with program review.

Hope to bring on 5 more social workers. Current caseload 400 per worker plus intakes.

Phase 2 prioritizing old cases first.

Phase 3- three to four months will not be overdue and load is manageable.

During phase 2 all hands-on deck work to be done during overtime/

afterhours/ Erica's team and any available workers.

Karina asked if overtime will be allowed for this project.

Yes.

Analyzing where tech can assist SWS helping with phone calls other duties.

Phase 3 is maintaining cases.

Social workers will have more time to discuss/help clients.

Can social workers provide resources?

Social workers can assist clients in reaching out to FMAAA.

Lots of resources guide online.

CalAIM will be able to assist soon.

APS has 50% budget cut. Hope some will be restored before final budget but unknown if this will happen. FMAAA has more funding.

CalFresh can be used to shop at Farmer's Market. California Food Bank 211.

In program development- how can we put in our input during outreach.

Redesign background of check.

Still working on lobby being opened. Lost and stolen checks for providers 10 days. Form sent state 4 to 5 months behind to get repaid. State has a deficit with workers and probably wont hire to cover those positions.

Checks if done with direct deposit can be up to 3 – 4 days.

DOJ fees for finger printing. Approved by executive team to have fingerprints covered no longer out of pocket expense for clients.

BUPS outreach 130-400 active back up.

Promo items are coming in. Billing should be out soon.

O. 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.

P. Adjourn: 11:46 AM

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.

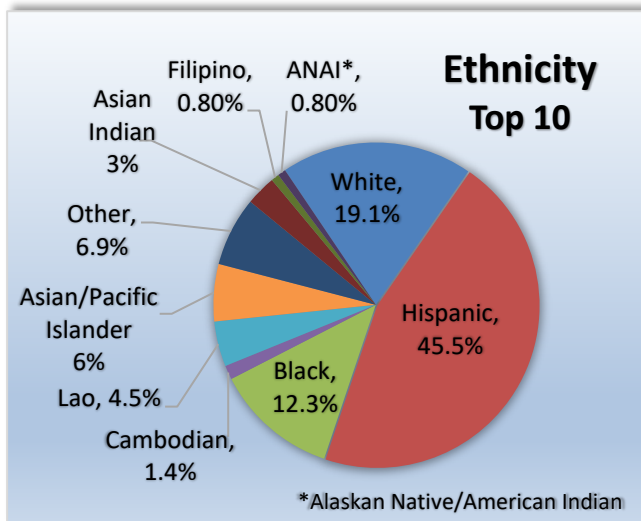
IHSS Caseload Statistics at a Glance – MAY 2024

CASELOAD COUNT (ELIGIBLE & LEAVE) = 26,432 (↑269) PENDING REFERRALS = 1,790 (↓203) NEW APPLICATIONS RECEIVED = 769 (↑11)

NEW APPS PENDING > 90 DAYS = 126 (↑5) DENIED APPS (0- 45 DAYS) = 18 (↓10) DENIED APPS (46-90 DAYS) = 420 (↑204) DENIED APPS OVER 90 DAYS = 49 (↑1)

REASSESSMENT RATE (ALL PROGRAMS) = 81.0% (↑.1) OVERDUE REASSESSMENTS = 5012 (↑8)

AVERAGE AUTHORIZED HOURS PER CASE = 122.9 (↑.2) AVERAGE PER SI CASES = 168.3 (↓.2) AVERAGE PER NSI CASES = 97.6 (↑.3)

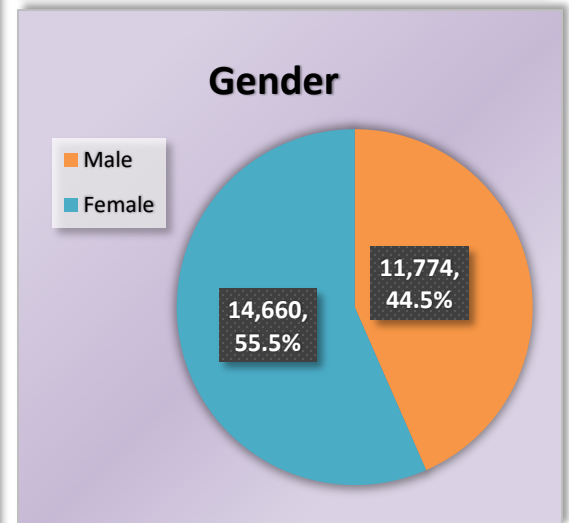
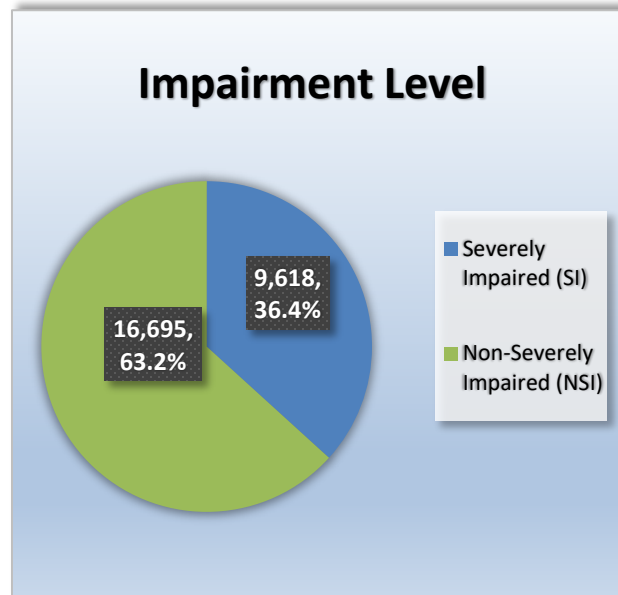
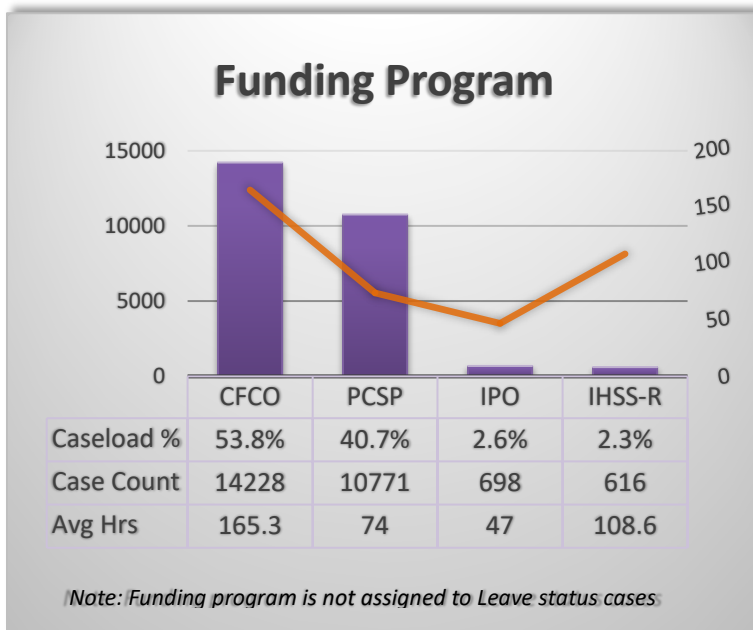


Selected Service Category Counts & Percentages

SERVICE TYPE	CASES AUTH	% OF CASELOAD
Meal Preparation	21,389↑	80.9%
Meal Cleanup	21,104↑	79.8%
Feeding	8,089↑	30.6%
Bowel & Bladder Care	19,087↑	72.2%
Bathing, Grooming & Hygiene	22,843↑	86.4%
Protective Supervision	3,463↑	13.1%
Paramedical	4,908↑	18.6%

Caseload Percentages by Age Groups

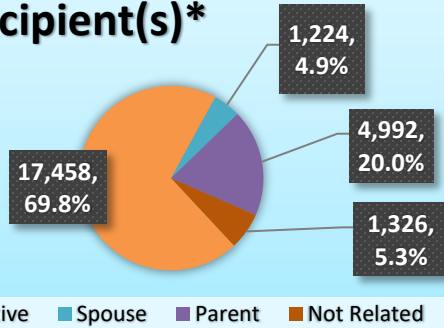
Age Group	Case Count	% of Caseload
Minors	3169↑	12.0%
0 to 17	3169	12.0%
Disabled Adults	10773↑	40.9%
18 to 44	4241↑	16.0%
45 to 64	6593↑	24.9%
Elderly	12,320↑	47.1%
65 to 74	5566↑	21.1%
75 to 84	4414↑	16.7%
85+	2451↑	9.3%
Grand Total	26,432	100%



Of the Total Number of Providers (n=25,000)

- 14,253 Providers living with Recipient(s) – regardless of relationship
- 17,458 Providers are related to Recipient(s) – regardless of where they live
- 11,880 Providers are related and live with their Recipient(s)

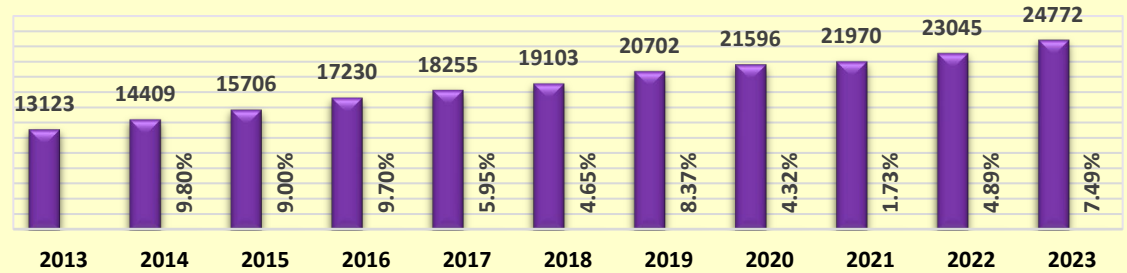
Provider Relationship to Recipient(s)*



*Parent of minors and adults combined

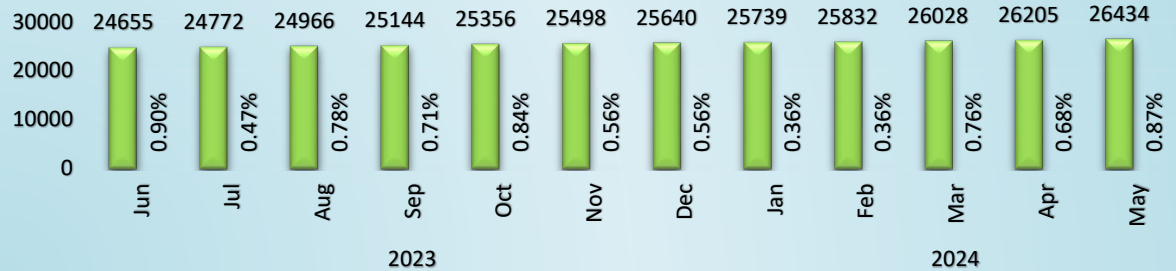
IHSS Caseload Annual Growth*

*based on FY caseload in July



Caseload Growth - Past 12 Months

Cumulative Growth: 7.86% / Cumulative Avg: 0.66%



Top 10 Spoken Languages

	RECIPIENTS	PROVIDERS
English	65.9%	81.9%
Spanish	18.5%	10.7%
Hmong	4.8%	2.0%
Lao	2.9%	.8%
Other Non-English	2.5%	1.4%
Cambodian	1.1%	.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
MAR 2024	2138	\$ 2,689,039.07
APR 2024	2120	\$ 2,701,241.93
MAY 2024	2102	\$2,700,475.14
FY 23/24 Cumulative Cost		\$ 29,048,195.63

Data Source: Dublin Billing Statements

Monthly Caseload Hours Paid & Expenditures

MAY 2024 (AS OF 6/25/24)

Cases	24,035
Hours	3,148,271:58
Gross Wages	\$ 56,503,223.28

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