

## **AGENDA**

### **In-Home Supportive Services Advisory Committee Meeting**

**Wednesday January 10, 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](mailto: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>

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**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](mailto: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 October 11, 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 (if necessary)

#### **D. Strategic Plan**

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

#### **E. Director's Report**

PA Executive Director.

#### **F. Next Meeting/Agenda Items**

Discuss agenda items for the **January 10, 2024** meeting. All agenda items must be submitted to the Chair or the IHSSAC Liaison via email no later than **Tuesday January 30, 2024**. The Chair's email is available upon request and the IHSSAC Liaison can be reached by emailing [dssasu@fresnocountyca.gov](mailto: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: **February 14<sup>th</sup>, 2024 from 10:00am – 12:00pm**

## **MINUTES**

### **In-Home Supportive Services Advisory Committee Meeting**

**Wednesday October 11 – 10:00 a.m.**

Microsoft Teams

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## **MINUTES**

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

**Attendance:**

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

County Staff Present: Oralía Gomez – Deputy Director for Adult Services, and Executive Director of the IHSS Public Authority; Erica Hartsfield – PM for IHSS, IHSS Public Authority, and IHSS Business Support; Leandra Malveaux – DSS Staff Analyst; Julie Watts – DSS Staff Analyst.

**A. Approval of Minutes**

ACTION: Approve September 13, 2023 regular meeting minutes.

Motion by: Ua Lugo  
Ayes: All

Second by: Karina Perez  
Noes: None

**B. Public Comments/Announcements**

Elsa Bustos will be the new IHSS Program Manager and will attend the next meeting. She previously worked in Quality Assurance and was also an IHSS SW and has a lot of knowledge about the program.

Julie's last day with DSS is October 12, and Leandra Malveaux will take over the committee assignment.

**C. IHSSAC Business**

Supervisor Brandau's office received two applications, but they did not fit the qualifications of either a consortium member (positions are filled anyway) or a consumer member.

Reminder to the committee that their funding will be returned and redistributed to other counties if it is not used by the end of the fiscal year. There is a dollar-for-dollar match to the \$4,000 received each year. Karina will work on the spending plan, including future stipends assuming the Board of Supervisors approves the ordinance change request.

#### **D. Strategic Plan**

The BAI requesting the Board of Supervisors to approve an ordinance change to allow members to receive stipends should be on the Board calendar within the next couple of months.

#### **E. Director's Report**

Erica is working on a plan to improve service delivery by allowing IHSS and IHSS PA clients to utilize the lobby in Building 3 instead of the much busier general lobby in Building 1 for in-person visits.

Career Pathways classes begin in Fresno next week. Homebridge will be offering training on CPR and first aid, heavy lifting, and care for consumers confined to a bed. Classes are full and waitlisted, and 74% of registrants reside in Fresno County. Additional classes will be offered in November and December including a class in Spanish.

Erica followed up on the discussion last month regarding complaints, and will work with the vendor to enhance the reports that are currently available to her and IHSS PA staff.

- 251 complaints received this year
  - 239 are provider-related, the remaining are recipient-related
  - Most are for providers not returning calls or showing to interviews

Two people have been excluded from the registry though it is not immediately clear if they are providers or recipients. Recipient removal is rare (there have been about five in the last eight years) and due to more extreme complaints such as sexual and/or physical abuse. IHSS PA staff work with the recipient extensively before such action is taken. Providers who are removed from the registry for cause are able to appeal, and that information is given to them at the time of removal.

#### **F. Next Meeting/Agenda Items**

- None submitted

#### **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

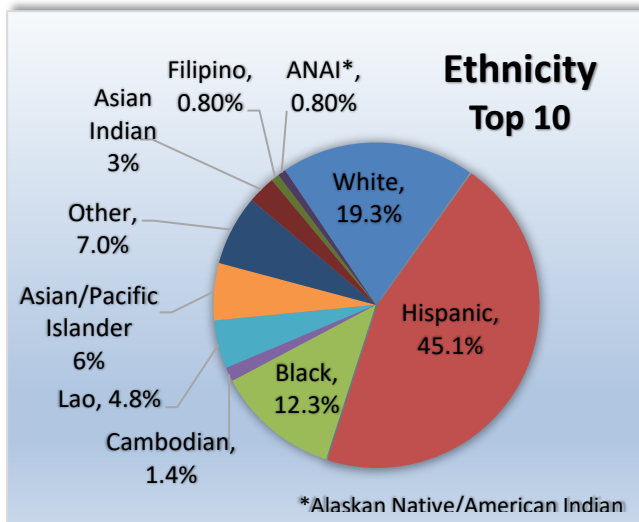
# IHSS Caseload Statistics at a Glance – NOV 2023

CASELOAD COUNT (ELIGIBLE & LEAVE) = 25,498 (↑142)    PENDING REFERRALS = 1,684 (↓39)    NEW APPLICATIONS RECEIVED = 579 (↓178)

NEW APPS PENDING > 90 DAYS = 152 (↑39)    DENIED APPS (0- 45 DAYS) = 20 (↓21)    DENIED APPS (46-90 DAYS) = 207 (↓48)    DENIED APPS OVER 90 DAYS = 49 (↑24)

REASSESSMENT RATE (ALL PROGRAMS) = 81.8% (↓.9%)    OVERDUE REASSESSMENTS = 4646 (↑267)

AVERAGE AUTHORIZED HOURS PER CASE = 122.5 (↓.2)    AVERAGE PER SI CASES = 168.1 (↓.1)    AVERAGE PER NSI CASES = 97.3 (↓.1)

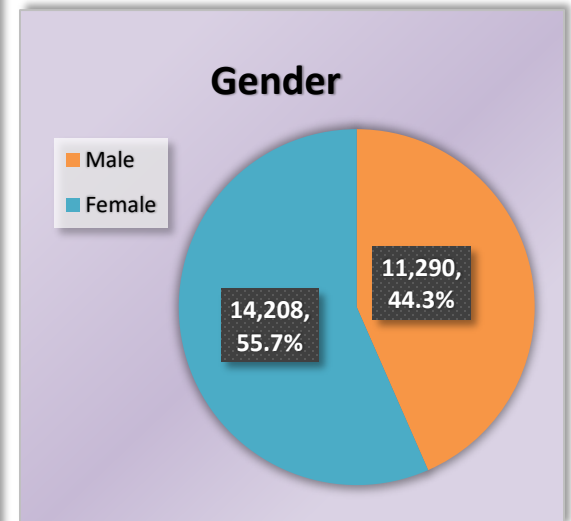
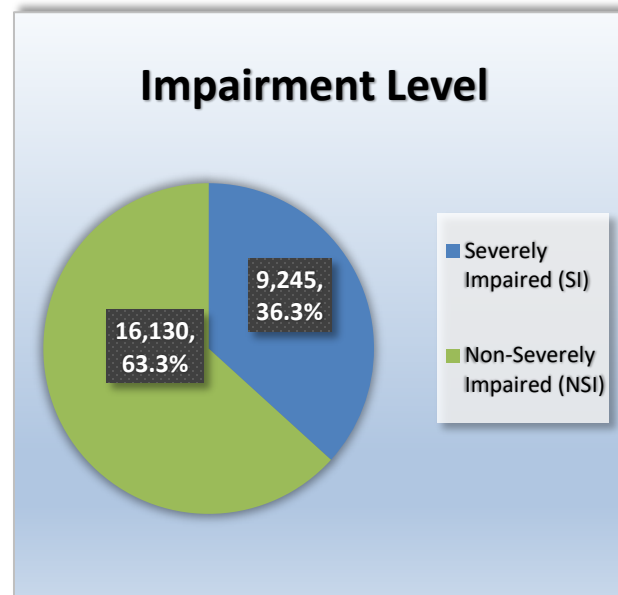
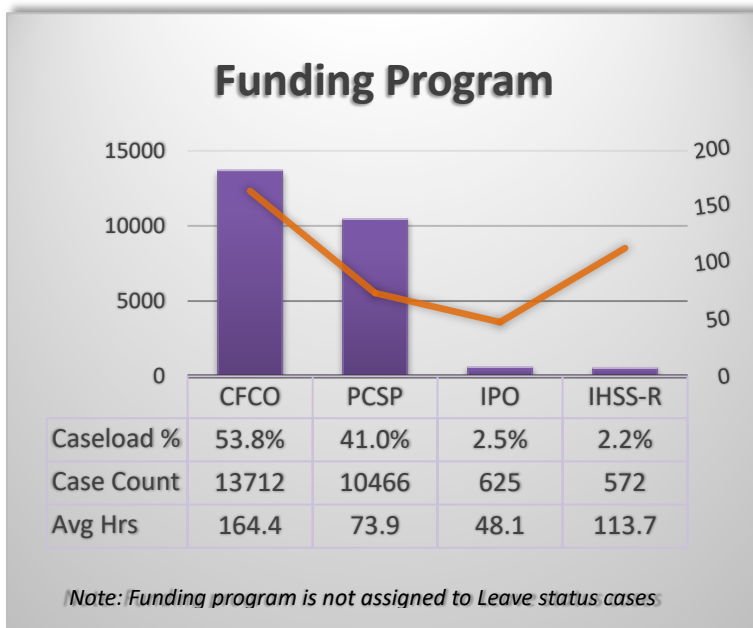


### Selected Service Category Counts & Percentages

SERVICE TYPE	CASES AUTH	% OF CASELOAD
Meal Preparation	20,746↑	81.4%
Meal Cleanup	20,489↑	80.4%
Feeding	7,655↑	30.0%
Bowel & Bladder Care	18,352↑	72.0%
Bathing, Grooming & Hygiene	22,094↑	86.6%
Protective Supervision	3,295↑	12.9%
Paramedical	4,889↑	19.2%

### Caseload Percentages by Age Groups

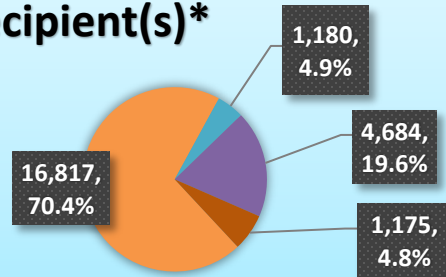
	Case Count	% of Caseload
<b>Minors</b>	<b>2888↑</b>	<b>11.3%</b>
0 to 17	2888	11.3%
<b>Disabled Adults</b>	<b>10620↑</b>	<b>41.7%</b>
18 to 44	4129↑	16.2%
45 to 64	6491↑	25.5%
<b>Elderly</b>	<b>11990↑</b>	<b>47.0%</b>
65 to 74	5326↑	20.9%
75 to 84	4243↑	16.6%
85+	2421↑	9.5%
<b>Grand Total</b>	<b>25498</b>	<b>100%</b>



## Of the Total Number of Providers (n=23,872)

- 13,420 Providers living with Recipient(s) – regardless of relationship
- 16,817 Providers are related to Recipient(s) – regardless of where they live
- 11,237 Providers are related and live with their Recipient(s)

## Provider Relationship to Recipient(s)\*

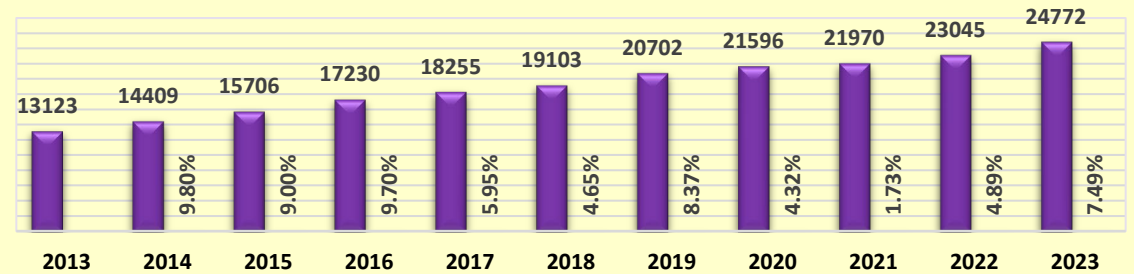


Relative Spouse Parent Not Related

\*Parent of minors and adults combined

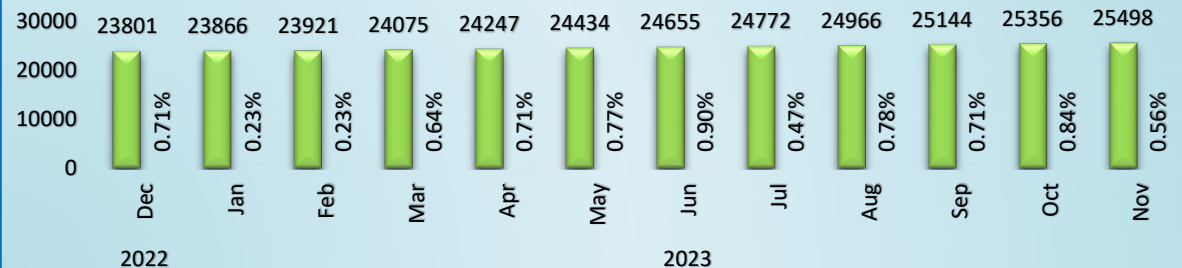
## IHSS Caseload Annual Growth\*

\*based on FY caseload in July



## Caseload Growth - Past 12 Months

Cumulative: 7.58% ↑ / Average per Mo: 0.63% ↓



## Top 10 Spoken Languages

	RECIPIENTS	PROVIDERS
English	66.2%	81.6%
Spanish	18.6%	10.7%
Hmong	4.9%	2.0%
Lao	3.0%	.8%
Other Non-English	2.8%	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
SEP 2023	2259	\$2,586,535.66
OCT 2023	2275	\$2,577,986.54
NOV 2023	2236	\$2,656,613.96
FY 23/24 Cumulative Cost		<b>\$12,899,198.65</b>

Data Source: Dublin Billing Statements

## Monthly Caseload Hours Paid & Expenditures

NOV 2023 (AS OF 12/19/23)

Cases	23,026
Hours	3,083,632:20
Gross Wages	\$ 53,279,452.95

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>) Nov 2023\*

\*Counts represent Eligible & Leave cases unless otherwise noted