

CHINESE-AMERICAN PLANNING COUNCIL (CPC) CHAMPIONS HOME CARE WORKERS

Join us in our fight to end 24-hour shifts and to make 12-hour shifts universal! The Chinese-American Planning Council Home Attendant Program, Inc. (CPCHAP) fully supports home care workers in their advocacy efforts.

Learn more about our fight here:



While CPCHAP complies with the State-regulated 13-hour rule (workers have 24-hour shifts and are compensated for 13 hours, while home care agencies are reimbursed for 13 hours), we agree that it is unsustainable and unfair to home care workers. CPC has been [advocating for home care workers to be fully compensated for every hour in their clients' homes and for better wages for home care workers for years at the State level](#). Our home care clients and workers deserve no less.

Home care in New York State is funded by Medicaid and regulated by State agencies. Municipalities and insurance companies have the authority to determine if a 24-hour shift can become two 12-hour split shifts. Only the Governor and State Legislature have the power to end 24-hour home care shifts. Like all home care agencies, CPCHAP does not have the power to split 24-hour shifts on our own.

OUR HOME CARE WORKERS ARE ESSENTIAL



Ensuring compensation for interruptions during 24-hour shifts: Our live-in workers receive 11 hours of sleep and meal time and are compensated for any interruptions. Nursing assessments are conducted for repeated interruptions, which could lead to split shifts.



Providing bonuses and overtime compensation: Our home care workers received over \$1.7 million in bonuses and over \$4.2 million in overtime in the last year. Work-related travel, PPE, and other expenses are also compensated.



Having a strong relationship with 1199SEIU, the union representing our workers: We signed an agreement that was ratified by workers to pay \$19.15/hour, which is more than the State mandated wage of \$18.50/hour.



Advocating for higher wages for home care workers: As a Steering Committee Member of the [NY Caring Majority](#), we have been leading the Fair Pay for Home Care Campaign to successfully increase wages for workers.

CPCHAP HAS A REPUTATION AS A "GO TO" AGENCY AMONG HOME CARE WORKERS

We uphold the rights and dignity of each of our workers. We provide home care workers with their preferred shifts to the extent that caseload and Medicaid allow.

100%

Audit rating by [NYS Office of Medicaid Inspector General \(OMIG\)](#) on 24-hour cases

100%

Audit rating by [NYC Human Resources Administration \(HRA\)](#) on worker compensation

8/10

Satisfaction rating by home care workers on CPCHAP

OVERVIEW OF CPC AND CPCHAP



CPC – Founded in 1965, the Chinese-American Planning Council, Inc. (CPC) is the nation's largest Asian American social services organization and serves over 80,000 individuals and families throughout New York City in the areas of education, family support, and community and economic empowerment. www.cpc-nyc.org



CPCHAP – CPC's subsidiary, the Chinese-American Planning Council Home Attendant Program, Inc. (CPCHAP), was licensed in 1998 by the NYS Department of Health. CPCHAP serves about 2,500 home care patients and employs over 4,500 home care workers throughout the five boroughs of New York City. www.cpchap.org

CPCHAP'S HOME CARE CASES

GOVERNMENT AND INSURANCE COMPANIES OVERSEE MEDICAID-FUNDED HOME CARE

All Home Care Services

Clients are assessed for eligibility for Medicaid-funded home care services by municipalities and insurance companies

Municipalities and insurance companies determine hours of service and assign client to home care agency

Clients receive 20 hours or more of home care per week

Municipalities and insurance companies reimburse home care agencies for hours of service

24-Hour Home Care

Clients approved for 24-hour care by municipalities and insurance companies

Workers have 24-hour shift and paid for 13 hours. Workers paid for additional 11 hours if there are reported interruptions

Home care agencies are reimbursed for 13 hours of a 24-hour case regardless of any interruptions

Through nursing assessments, municipalities and insurance companies determine 12-hour split shifts if there are repeated interruptions

24-HOUR CASES ARE A SMALL PART OF CPCHAP'S SERVICES

CPCHAP represents a small minority of all 24-hour cases, even though one case is too many. That is why CPC has been advocating for a State-level solution for years, including at our [6th Annual State Advocacy Day](#) with over 350 workers and community members in February 2024.

New York State

250,000

Number of patients who receive home care across New York State

CPCHAP

2,500

Number of patients who receive home care from CPCHAP

11,000

Number of 24-hour cases across New York State

39

Number of 24-hour cases that CPCHAP has

CPCHAP

4,500

Number of workers that CPCHAP employs

80

Number of CPCHAP workers that have 24-hour shifts

THE PATIENTS' BILL OF RIGHTS REQUIRES CPCHAP TO RETAIN 24-HOUR CASES



When presented with a 24-hour case, we strongly seek authorization for split shifts from the NYC Human Resources Administration (HRA) and insurance companies, yet these requests are repeatedly denied.



CPCHAP tries to decline accepting 24-hour cases. However, HRA and insurance companies threaten to terminate our contracts if we continue to do so. Terminated contracts mean the loss of services for clients and the loss of jobs for workers.

OTHERS IN THE FIGHT KNOW HOME CARE AGENCIES CANNOT SPLIT 24-HOUR CASES

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Managed Care Organizations (insurance companies)...love part-time CDPAP & home care contracts or, in extreme cases, 24-hour work, knowing they will only get paid up to 13 hours. They will do whatever they can to deny consecutive split-shift 24-hour care bc it will blow up their capitation payment algorithm. The negative outcome of this backward system is that families who need care the most (like home hospice) are denied services.

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Unfortunately, payment for home care services under Medicaid is based on the care that is authorized, not the care that is provided. The social services district or Medicaid managed care organization reviews cases and makes a determination that a person is in need of 24-hour care and whether live-in 24-hour personal care services (i.e., 24-hour shifts) or split-shift care (two 12-hour shifts) is appropriate.

Letter to City Council in support of No More 24 bill, March 29, 2024

