



**PASC Governing Board Meeting Minutes
July 6, 2020**

ZOOM CONFERENCE CALL

1. CALL TO ORDER/ROLL CALL

Ms. Heinritz-Canterbury chaired and called the meeting to order at 1:07pm. Ms. Fields called the roll:

Members present: Wilma Ballew, Denny Chan, Jorge Chuc, Steven Echor, Donna Fields, Andre Green, Lyn Goldfarb, Janet Heinritz-Canterbury, Richard Hernandez, Lilibeth Navarro, Brandi Orton, and Chris Otero.

Members absent: Bertha Poole.

2. INTRODUCTION OF OTHERS PRESENT (FOR THOSE WITH VISION IMPAIRMENT)

Fran Serenseres, member of the public, greeted the members of the Board and all participants were silenced on the Zoom conference call.

Sonia Miramontes and Sherri Cheatham, from DPSS, and PASC staff were on the phone.

3. READING OF THE MISSION STATEMENT – ATTACHMENT B

The mission statement was read by Janet Heinritz-Canterbury at 1:12pm

Ms. Heinritz-Canterbury had a moment of silence in honor of those affected by COVID-19 and the many terrible things that are occurring in the world.

4. COMMENTS FROM THE PUBLIC ON ISSUES NOT ON THE AGENDA

No public comment.

5. CONSENT AGENDA

- a) Minutes – Approval of the June 1, 2020 Minutes – *Attachment C-1*
- b) Minutes – Approval of the June 15, 2020 Minutes – *Attachment C-2*
- c) Financial Report – Approval of May 2020 – *Attachment D-1*
- d) Financial Report – Approval of May 2020 NPER – *Attachment D-2*
- e) Activity Calendar – Attachment E
- f) PASC Board Performance Measures April 2020 – *Attachment F-1*
- g) PASC Board Performance Measures May 2020 – *Attachment F-2*

Janet Heinritz-Canterbury requested the number of Back-Up Requests PASC has had in the months of April and May. Greg Thompson stated that the combination of April and May, PASC had 33 total and 4 were filled. Janet Heinritz-Canterbury asked if PASC was currently receiving more than in April and are the requests being filled. Greg Thompson replied that PASC is receiving more requests than last year and the requests are being filled. He stated that the cumulative totals from April 1st

through June 30th, there were 53 back-up requests and all but 9 were filled. He clarified that there were 7 carried over from the last week. Prior to last week, all but 2 requests were filled. He also stated that there are 74 back-up providers which is 2.5 times what PASC had in the beginning. Janet requested that it be included in the performance measures under the Back-Up program section, as it would be helpful for comparison.

The consent agenda was approved on motion of Denny Chan and seconded by Lyn Goldfarb. The motion passed unanimously.

6. BOARD CHAIR'S REPORT

A. GENERAL COMMENTS

Janet Heinritz Canterbury stated that she watched a Crip Camp discussion of the intersections between workers and consumers in Long Term Care. She stated that Judy Heumann said that the disability community is the most broadly based community in the country as it includes every constituency, for example gender, ethnicity, age, and others. She said that Ms. Heumann explained there was a tremendous amount of power if it was possible to gather the people for action around their common issues. She stated that she would be happy to forward the link to other members of the board. She explained the importance of becoming involved now. Janet Heinritz-Canterbury stated that PASC is hosting Advocacy Sessions on Tuesday nights and recommended that the board members join and become activists and promote the PASC agenda. She mentioned that PASC is specifically dedicated to In-Home Supportive Services and is something that should not be forgotten in the larger discussions that are occurring. Topics like IHSS, CBAS and LTSS could easily get lost in light of larger health care issues. She also mentioned briefly that on Wednesday, July 8th, there was to be a meeting of the Healthy for All Commission. She explained that the advocacy group is actively seeking people to get on the call and make comments about the services that the people want. She reiterated the importance of topics, like IHSS and Long Term care should be in discussions revolving around health care. She stated that community-based care will save people from the horrors of nursing home care. She stated that she would forward the link to all board members and their agenda has several places for member comment.

B. BOARD MEMBER UPDATES

Brandi Orton stated that she was working with the Ombudsman office and other community stakeholders to start mobile testing for people with a disability. She stated that she connected one of the advocates with Greg Thompson for the next Teleforum call. She explained there was an advocacy strategy to activate constituents to contact their County Board of Supervisors. She stated that there will be an advocacy alert on Wednesday, July 8th that she could send to board members. She also explained that they are working on testing strategies with the Department of Public Health for adult residential facilities for the elderly.

Janet Heinritz-Canterbury announced PASC's Advocacy Training Call on Tuesday nights. She went on to explain that the calls were smaller than the Teleforum on Wednesdays and provide an opportunity to weigh in on how a person can become involved. She explained that Greg has sent out the Zoom invites for the Tuesday night calls and they will be held weekly. These trainings are called "We are Relevant" advocacy calls.

Board member Denny Chan asked Brandi Orton if the cities plan for mobile testing was adequate. Brandi Orton explained that it was a start and the meeting on Friday will ask for input and address

adequacies. Denny Chan also commented that he read the information sent by Greg Thompson about the Health for all meeting on Wednesday and addressed the need for people to comment on IHSS and Community Based Services to reducing health disparities.

7. PASC REBRANDING WORKING GROUP UPDATE

Janet Heinritz-Canterbury stated that the document that Lyn Goldfarb would use was sent in a separate email and not part of the packet sent to Board Members.

Lyn Goldfarb stated that the committee consists of Janet Heinritz-Canterbury, Andre Green, Richard Hernandez, Jorge Chuc and herself. They have met every week and will continue to do so on Tuesdays. She explained that the committee was working on the Mission Statement. She stated that the goal was to keep it concise and in connection with the logo and log line. She read the proposed mission statement.

The Personal Assistance Services Council strives to improve In-Home Supportive Services, support independence and enhance the quality of life for all who receive and provide IHSS.

She explained that the mission statement also went hand-in-hand with the log which states Supporting, and Enhancing Independence.

There was discussion as to the substitution of the word commits rather than strives.

Lyn Goldfarb moved to pass the motion to approve the mission statement as stated. Richard Hernandez seconded the motion. Two Board members opposed. One member abstained. The motion passed.

Lilibeth moved to pass the motion to approve the mission statement with the word commits to substitute the word strives. Jorge Chuc seconded the motion. Chris Otero, Richard Hernandez, Lyn Goldfarb and Denny Chan opposed. Wilma Ballew abstained. The motion did not pass.

8. EXECUTIVE DIRECTOR'S REPORTS

A. PASC OPERATIONS UPDATE

Greg Thompson, Executive Director, stated that all staff is working virtually. He stated that there were no plans to open the office soon. He commented that with the resurgence of cases of COVID-19 and DPSS not opening either, he was comfortable with the office operating as it currently stands. He explained that the budget passed without the cuts to programs. He stated that there was new legislation proposed such as increasing Medi-Cal eligibility requirement to 138% above the federal poverty level that was not adopted.

Greg Thompson mentioned the Tuesday, "We are Relevant" advocacy calls. He explained that there has been moderate success with 80 people on the call. He encouraged the Board Members to join those calls. Mr. Thompson stated that he would start the calls by inquiring about how people feel about IHSS. He would ask what is important that callers would like to remain and what is not working. He pointed out that the comment about the email that Janet Heinritz-Canterbury sent was on the subject of single-payer system and urged the members to become familiar before commenting on it.

Greg Thompson also stated that the State General Fund for Public Authorities will remain the same. CAPA started their allocation meeting but no one has spent any time to attempt to adjust the reallocation. In the same manner, no one has attempted to restructure the dues. He stated that Los Angeles is currently paying \$10,000 more in dues than Riverside County who receives a State allocation \$500,000 above what PASC receives. He stated that this will be brought back to the Board in August.

Greg Thompson stated that CDSS will continue distributing administrative funds for the EPG distribution and the administrative costs for the Emergency Back-Up program which is different than the current Back-Up program PASC has. He explained that the number stated previously is the total amount of back-up requests that PASC has received since April 1st. He stated that it is probable that of those requests only 5 qualify for the state program and therefore not many funds will come out of that program. He went on further to explain that many counties were not able to have active livescan vendors as a result of COVID-19. These counties were using a modified version of livescan which would conduct a search based on the person's name. However, in Los Angeles, many vendors were able to stay open and PASC was able to continue processing livescan results and didn't need that funding. He explained that the state allocated \$23,500 for the EPG and over \$200,000 for the back-up program. He stated that the funds would carry over into the new fiscal years and would be able to continue the EPG distribution. He explained the importance of these funds would offset the costs of postage to mail out the kits, securing insurance for the distribution sites. DPSS has agreed to assist PASC with billing the State to draw down the State and Federal funds. He deferred to Debi Hight for the update on the Contract Monitoring Exit Interview.

Debi Hight, PASC counsel, stated that the county finished their performance review of PASC's compliance with very specific performance requirements that are found within the contract. She explained that in the past the contract managers would go on site and meet with various managers and provide them the information. This time it was called a desk monitoring and all their requests were provided electronically, with the exception of some employee documents, which were hand delivered. She explained that this experience was very labor intensive and required a lot of teamwork and coordination on the part of the PASC management. She stated that everyone did a great job. She stated that on July 1st, the exit meeting took place which was the conclusion of the contract monitoring and they provided a very strong report. They did not find any performance issues in our fiscal or service delivery methods. She stated that there were only minor questions related to the administrative process related to background checks and confidentiality agreements. PASC is still waiting their written findings and once received, PASC will respond. She stated that it was very minor what they were asking. Perhaps the next time, the contract monitors will come in person.

Greg Thompson stated that he was pleased with how the audit went. He explained that for the fiscal portion there are 3 budgets, administration, health plan and new provider enrollment. He explained that the numbers were received and PASC spent 100% of the health plan dollars, 99% of the new provider enrollment which is exactly the way it should be. He explained that since the county was going to contribute this year and administrative budget was underspent by almost \$1 million. He stated that there was an increase of \$2.4 mil and the good news is the county share will be much less this year.

Lyn Goldfarb inquired about the criminal background checks, if during this time if it would have been better to do it online, when people are being urged to stay at home. Greg Thompson explained that from a health standpoint, that would be correct, however, from a procedural

standpoint those individuals that did the online name check would still be required to get their fingerprints scanned. He explained that it was to the advantage of the provider and hoped that no one contracted the corona virus. Lyn Goldfarb asked to clarify what the term EPG meant. Greg Thompson explained that EPG is Essential Protective Gear replacing PPE.

Janet Heinritz-Canterbury inquired about the phones and explained that she had difficulties with the phone when speaking with Layla Gonzalez. She explained that it was so bad that she decided to do a Zoom call. She asked for an update on that. Greg Thompson stated that there have been issues with that phone since the beginning but it has been greatly improved. Greg Thompson deferred to Luis Bravo to discuss Registry and Health plan operations and can speak to the issue about the phone application.

Luis Bravo, Manager of Registry and Health Plan Services, explained that staff have been working remotely since April. The registry is settling in and may have some answers as to why some calls are not going through or a call being dropped. He explained that the user was required to be signed in to the application and in the “online” status in order for the line to go through. The user may be on Wi-Fi and the call may not go though and this would have to be monitored. Luis Bravo stated that there have been 7700 calls and 6500 were answered at 83.4 percent. He explained that different features have been discovered and now that staff have settled in, the calls are answered at a better rate. Janet Heinritz-Canterbury inquired as to what happened to the calls that were not answered and if that was in the monthly management report. Donna Fields commented that she called the Helpline to change her password and only waited 5 minutes and wanted to compliment that person and was informed that IHSS would need to be notified. Luis Bravo stated the survey was completed and 90% of the people commented that the call was answered within 1 minute.

B. TELE-TOWN HALL REPORT & POLL QUESTIONS

Mr. Thompson called Board members’ attention to the report in the Board packet.

10. DPSS REPORTS - Sonia Miramontes

TOPIC	UPDATE
IHSS	<p>Due to the COVID-19 health emergency all DPSS offices continue to be closed to the public; however, our Department is committed to meeting our customers IHSS needs.</p> <p>The IHSS Helpline is available for recipients and providers to call M-F from 8am – 5pm, 1-888-822-9622.</p>
IHSS Stats	<ul style="list-style-type: none"> • IHSS Caseload as of 6/30/2020: <ul style="list-style-type: none"> ➤ Consumers – 232,738 <ul style="list-style-type: none"> ❖ Severely Impaired: 33% ➤ Providers – 185,599
Electronic Visit Verification (EVV)	<p>LA County EVV adoption rate as of July 6, 2020:</p> <ul style="list-style-type: none"> • 99.70%

IHSS Provider Wage Rate	Effective 07/01/2020, LA County Provider wage rate increased to: <ul style="list-style-type: none"> • Providers: \$14.00 • BUAP providers: \$17.00
IHSS Provider Sick Leave Hours	CDSS released an informational notice to inform provider that any unused sick leave hours as of 6/30/20 would be erased. The number of paid sick leave hours will increase from 8 to 16 effective July 1, 2020.
On-Line Provider Orientations	DPSS launched its On-Line Provider Orientation on April 15, 2020. <ul style="list-style-type: none"> • The number of prospective providers who have requested to become providers: 18,941* • The number of prospective providers who have watched the video: 14,044 *The number of prospective providers includes duplicates.
Video Assessments	DPSS has launched Video Conferencing for Initial Assessments at some of our IHSS offices. All offices are expected to have this option up and running by the end of July. The video assessment option is available to ensure that any unnecessary in-person contact is eliminated during COVID-19 response period. California Department of Social Services authorized this interview option only until July 31, 2020. Thereafter, from August 1, 2020 through December 31, 2020, the video conference initial assessment option will only be available for applicants with known exposure to, present symptoms of, or test positive for COVID-19.
Opening of DPSS Offices	The Department is in the process of preparing a reopening plan to submit to the Board of Supervisors. There is no target date for reopening. The Board of Supervisors must approve our reopening plan and will provide a us a date once approved.

June IHSS Helpline data:

Average wait time in June was 15:40 minutes (11:10 for SWs and 16:52 for Sr Clerks)
Call volume for June was 144,147 calls. Slight increase from previous month. Helpline did not see a noticeable increase in calls from recipients in June but had about 6,800 more calls from Providers received by our Sr Clerks.

Note - calls can cross over to cover both a recipient issue and then add an issue that involves their provider. As such, we track who handled call (SW or Sr Clerk). An IHSS SW can handle both recipient and provider calls/inquiries/issues, however the Sr. Clerk can only handle calls specifically with Providers.

Sonia Miramontes went on to further explain the comment Greg Thompson mentioned earlier that the change to livescan procedures of a name scan was not implemented in Los Angeles county. She explained that livescan vendors were contacted and they were open and practicing current health protocols that the state has asked to follow. It was preferred that the providers continue the livescan process rather than undergo the long process of the name check and afterwards undergo livescan later. They did not undergo the name check procedure unless requested by the provider but no provider contacted IHSS that there experiencing difficulties with livescan vendors in their area.

Sonia Miramontes stated that video conferencing was available until the end of July. Currently, this option is available for all recipients. She explained that since the initial release of this option, they were informed that after July 31st, it would only be offered to people that need an initial assessment with known exposure, presented symptoms or have tested positive for COVID-19.

Wilma Ballew, Board Member, inquired if the providers must use their sick time. Sonia Miramontes explained that on June 30th the sick hours are removed and effective July 1st, the system would start the fiscal year with the allotted time, if they worked hours requirement was met. She went on to explained that the 16 hours would have to be used by June 30, 2021.

11. SEIU 2015 Reports

None. No representative present.

9. BOARD GOALS - This item was skipped out of order.

Janet Heinritz-Canterbury drafted what was discussed in the previous month's Board Meeting and added a few more items.

1. Increase provider participation in the registry by 10% as per the contract requirements
2. To strengthen and expand the number of Back-Up Attendant providers and increase recruitment of consumers to the Back-Up Program
3. Improve the collaboration and cooperation with the Board of Supervisors
4. Increase consumer focused education and engagement efforts, including monthly telephone townhalls, social media and the website and issue advocacy related seminars, consumer friendly materials regarding changes due to COVID-19 and other program changes.
5. Build PASC's consumer advocacy network to inform consumers how they are affected by legislation and policies.
6. Establish and strengthen collaborations on IHSS policy issues with organizations like California IHSS Consumer Alliance (CICA), CA for SSI, Legal Aid Association of California (LAAC), Justice in Aging, California Foundation for Independent Living Centers (CFILC), Bet Tzedek and others.
7. Improve the reporting of evidence-based data on PASC operations.

Janet Heinritz-Canterbury expanded on the last point by stating that she hoped all the Board Members would be able to speak with their Board of Supervisor Member or DPSS as they did in the past year. Denny Chen asked if the points could be more specific and encouraged to be more measurable. He asked that point number 6 be separated into groups with one being establishing a relationship and another to strengthen the relationships. Donna Fields asked if PASC was going to advertise as it did in March 2020 in the Santa Monica Star. She also asked if anything came of it. Layla Gonzalez, Registry Outreach, stated that at the time call center staff was not able to collect data regarding inquiries due to training. Greg Thompson mentioned that currently Job Boards were currently being

used to increase applicants with moderate success as many have not completed IHSS enrollment requirements. Greg Thompson explained that there was much success in increasing the number of Back-Up Providers from 23 to 71 Back-Up providers. He explained that it is a struggle when PASC is required to recruit IHSS workers for our registry. If PASC recruits new IHSS Providers, it might make PASC look like the employer and PASC would still need to refer them to DPSS to complete the process. He stated that letting the public know what we do was not a bad idea. Lyn Goldfarb suggested that with points 4 and 6, a plan or strategy should be established with a method to accomplish these ends. Lyn Goldfarb asked about point number 7 as to whether PASC needed to extract data. Greg Thompson stated that the data would need to be improved because every month the board identified problems with the data and requested different data.

Donna Fields inquired about how people were enlisted to join the monthly calls. Julie Lieder, I.T. Manager, responded by stating that 432 people were added to the list from the last webinars that were held in June. She quantified the break down to 40% consumers, 40% providers and 20% advocates. She added that information was pulled from the database, the Tele-townhalls with new people.

Lyn Goldfarb asked what were the next steps with the goals. Janet Heinritz-Canterbury stated that she would finalize the goals with the comments received. Greg Thompson explained that only new plans needed to be stated in the Board Report.

12. UNFINISHED/OLD BUSINESS

NONE

13. NEW BUSINESS- FUTURE AGENDA ITEMS

NONE

14. CLOSED SESSION

NONE

15. MISSION MOMENTS

NONE

16. ADJOURNED

Janet Heinritz-Canterbury adjourned the meeting at 3:01p.m.

Approved by:

Date minutes