



Personal Assistance Services Council Board Meeting - August 10, 2020

1. Meeting was called to order at 1:09p.m. Donna Fields called roll. Wilma Ballew, Denny Chan, Steven Echor, Lyn Goldfarb, Andre Green, Donna Fields, Janet Heinritz Canterbury, Richard Hernandez, Lilibeth Navarro, Brandi Orton, Chris Otero were present. Bertha Poole was not present.
2. Introduction of others
 1. Gayle Tamber from Bet Tzedek
 2. Terrence Hanson from Aurrera Health Group, formerly known as Harbage Consulting
 3. Sonia Miramontes, L.A. County Dept. of Social Services, IHSS program
 4. Luis Bravo, Registry Manager, Personal Assistance Services Council
 5. Julie Lieder, Personal Assistance Services Council
 6. Stephanie Spicola, Personal Assistance Services Council
 7. Debi Hight - Executive Counsel for Personal Assistance Services Council

3. Mission Statement - 1:14pm

Lyn Goldfarb read the PASC mission statement.

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

4. Public Comment – No Public Comment

5. Consent Agenda - 1:15pm

The Consent Agenda consisted of

- a. Minutes from the July 6, 2020 Board Meeting
- b. Financial report from June 2020
- c. Financial report New Provider Enrollment Review (NPER)
- d. Activity Calendar
- e. PASC Performance Measure for June 2020

Motion to approve the consent agenda was brought forward by Chris Otero and seconded by Lilibeth Navarro.

Lyn Goldfarb had a small correction on the rebranding working group. Chris Otero's name was not listed as part of the committee.

Janet Heinritz-Canterbury asked to clarify if the financial report is always 2 months behind. Greg Thompson referred to Julie Lieder if the report was 2 months behind. Julie Lieder confirmed it to be correct.

The motion was put to a vote at 1:20pm. There were 12 ayes, none opposed and no abstentions. Motion passed.

6. Board's Chair Report - 1:22pm

- a. Zoom Meeting Overview

Janet Heinritz-Canterbury invited Greg Thompson and Julie Lieder speak to the Board about managing the Zoom platform. Julie Lieder explained the chat option and how it can notify staff to unmute the individual that wants to speak. Andre Green clarified that he was on a landline. Julie Lieder stated that she has unmuted both his

and Steven Echor's lines at the end of each section. Janet Heinritz-Canterbury inquired how she could send a private message to one individual. Julie Lieder gave her instructions on opening the chat box and changing the option from everyone to the specific person. Julie Lieder also explained that with some devices the option may be labeled more and have 3 little circles and that would allow the user access to the chat button. Julie Lieder proceeded to ask if everyone could use the chat box and confirmed that everyone did.

b. General Comments - 1:24pm

Janet Heinritz-Canterbury stated that she did not have many comments. She stated that this is a new way to communicate with each other and it is in the developmental stages. The quality in Board conversations and Board discussions would get better over time and could be very strained conversations. She asked for everyone to be patient.

c. PASC Proposed Board Goals 1:27pm

Janet Heinritz-Canterbury reminded the board that discussions on goals started 2 meetings ago and attachment G was the result of those owners' actions. She requested feedback from the Board. She referred to the first goal and stated that issues be conveyed to the Board of Supervisors as mandated. Donna Fields asked how people were to conduct or request meetings since most offices are closed due to COVID-19. Janet Heinritz-Canterbury stated that most have Zoom Meetings and that is what will need to be done. Lyn Goldfarb commented that meetings with her respective Supervisor or Supervisor's staff were most helpful. Janet Heinritz-Canterbury asked how Lyn Goldfarb thought it was helpful. Lyn Goldfarb stated that she was prepared with what she wanted to present and able to follow through. She stated that due to COVID-19 there are many things going on and felt that these types of meetings may not be appropriate at this time.

Wilma Ballew stated that when Janet Heinritz-Canterbury, Lyn Goldfarb and herself went to visit a county Supervisor she felt uncomfortable. She also felt at this point it is important to schedule regular meetings to advise the County Supervisor of what their needs are and felt more comfortable with the visits and work more as a team.

Brandi Orton stated that having the meeting was good and to state the very specific requests that the County can support the PASC Board and the organization in a meaningful way. She suggested that having a meet and greet meeting several times a year to be really effective and to request the specific action that PASC Board is seeking support on.

Jorge Chuc stated that the PASC Board should continue these meetings. He commented that he understands that the County Supervisor has a full agenda but feels that Board members should continue their efforts to meet with County Supervisors.

Richard Hernandez stated that he had a very good meeting with his Supervisor's representative and felt it was very helpful. He stated that the representative asked him what action the County Supervisor could take. He felt the staff was very supportive. He

went further to state that since the meetings are conducted through Zoom that Board members should get used to the platform.

Lilibeth Navarro stated that the meetings were conducted through Zoom. She stated that she has found it really effective because it creates room for the community to really be in touch with the County Supervisor. The key was to really articulate what the PASC Board wants the representatives to do.

Janet Heinritz-Canterbury asked for comments from Board members about the visits to DPSS.

Denny Chan stated that there was only one meeting and made a point that the Board owes DPSS a follow-up meeting. He commented that the Board would not be able to develop the relationship without more meetings.

Lilibeth Navarro stated that it was really important to make a statement to the county Supervisor about the real situation with COVID-19. The County representatives need to hear those stories.

Donna Fields emphasized the need to establish communication with DPSS.

Janet Heinritz-Canterbury stated that Greg Thompson usually has meetings with the Deputies of Board Supervisors and would like to start planning Governing Board member meetings after Mr. Thompson's meetings are done.

Lyn Goldfarb also stated that the PASC Board should also be meeting with elected officials, either state senate or representative because these are state issues. Lyn Goldfarb asked for this to be the first goal or added to another goal.

Brandi Orton stated that with these meetings the Board should concentrate not on going wide but going deep. She explained that in her profession, she determines who the power players are and builds relationships with those people first. She then proceeds to build relationships with secondary people, if they can influence the person with power. She only pursues building those relationships with those people if she has enough time and capacity to be intentional with those relationships. She suggested to have instead of one meeting a year, to have 3 a year or every 4 months. A minimum of 2 but a maximum of 3. Only when there are specific goals, such as trying to change a regulation or trying to increase funding. She explained that with state issues the Board would concentrate on state assemblypersons or senators. She continued and made the point that a state consensus would have to be reached and would be outside of the Board's scope. She felt that it would be more meaningful relationships with our county supervisors rather than try to spread the Board thin for the sake of just building relationships. She explained that she only has relationships with 3 of the County Board of Supervisors because she doesn't have the time.

Janet Heinritz-Canterbury stated that Goal #1 was in line with their legal mandate to meet with county Supervisors but when state issues arise the Board should definitely arrange meetings with state representative.

Goal #2 - Janet Heinritz-Canterbury stated that the California IHSS Consumer Alliance (CICA) is co-sponsoring PASC activities. She explained that CICA represents advisory boards like PASC in 38-member counties. CICA has a state legislative agenda and

federal legislative agenda. Janet Heinritz-Canterbury explained that joining together with CICA and Justice in Aging as PASC has done teletown halls with them. She explained that PASC has also had teletown halls with Harbage Consulting, now called Aurrera Health, and also with the Center for Health Care Rights.

Brandi Orton asked if the goal was to have more people informed so that more people can speak to issues. She asked what the name of the Tuesday group chat was called. Janet Heinritz-Canterbury asked Greg Thompson to please name the group. Greg Thompson stated that the group was called "We are Relevant" group. Brandi Orton mentioned the Kim Selfon from Bet Tzedek had asked how members could strategize around budget cuts as Denny Chan has demonstrated this is coming very quickly. Brandi Orton pointed out that Board Goal #2 and Board Goal #3 speak to this issue.

Janet Heinritz-Canterbury explained that the Tuesday Sessions are an opportunity for discussion. She went on to say that the Wednesday sessions are more information oriented. Brandi Orton stated that if Wednesday sessions are meant to be informational then building this base would require education. Janet Heinritz-Canterbury also explained that Goal #5 addressed PASC's education efforts to bring those education efforts towards that same goal of consumers that can advocate for themselves.

Denny Chan stated that Goal #2 does not seem like much of a stretch. He explained that it does not seem like it's increasing the teletown halls. Janet Heinritz-Canterbury stated that it is different because CICA is there. She went on to further explain that PASC has never had a formal arrangement with CICA before. They are a statewide group and would bring more people to the table. She explained that she has invited a member or 2 before, Charlie Bean, CICA's Executive Director, but now there is an exchange where it is posted on CICA's website. Denny Chan asked if there were ways to improve the teletown hall in this goal and into the new partnership.

Steven Echor had a question regarding communication effectiveness with legislators and asked if the Board is asking or making pleas or if the mentality was to create more effective meetings or if PASC was trying to "grow some teeth" in the things the Board is asking for to present a way that gets more people's attention rather than approaching on bended knee. Janet Heinritz-Canterbury stated that it was the goal. Steven Echor stated that he had an experience in Sacramento working with the Hunger Action Network where they were told that they would like to help but... and once they invoke that "but", that is their disclaimer, unless you can hold their feet to the fire.

Goal #3 - Janet Heinritz-Canterbury stated that Goal #3 is more issue directed rather than skill directed. Working with these organizations on webinars would be important.

Goal #4 - Janet Heinritz-Canterbury stated that Goal #4 is merely to continue the monthly reporting on PASC's performance measures.

Goal #5 - Janet Heinritz-Canterbury stated that Goal #5 was getting to what Lyn Goldfarb was asking about and building that group of advocates. Lyn Goldfarb asked to comment on Goal #5 and adapt it slightly. Regarding printing consumer friendly materials with IHSS changes.

#7. PASC Rebranding Working Group Update 2:07pm

Lyn Goldfarb explained that the workgroup has met every week for 2 hours. She explained that there will be more meetings ahead as well. The committee members have done a great job. The committee is comprised of herself, and Janet Heinritz-Canterbury, Chris Otero, Andre Green, Richard Hernandez and Jorge Chuc. She went further to explain that it was demanding work. The group has provided input into the development of the logo and the mission statement and will continue with all of the brochures that are being developed as well as the website which lies ahead. They were long meetings due to rewriting and decisions on photographs and responding to design decisions. Choosing photos had been a challenge because of COVID-19, photographers cannot be sent out to take the photos that would be required. The committee chose stock photos. Lyn Goldfarb explained that it has been difficult to find the right representation, diversity that really state who we are and the location look like it is from Los Angeles. Lyn Goldfarb has stated that Julie Lieder has been great pulling this together and Lisa, the designer, had been wonderful at most of the meetings. She went on further to explain that it had made a difference to be able to speak with the designer directly and to have her hear what the committee's concerns were. The ability to give input and see it materialize on the screen has been valuable. She added that Layla Gonzalez and Rebeca Douglas have attended the last meeting. Janet Heinritz-Canterbury thanked all for the committee members as it has been quite a process. She said that these meetings done in person would be a process and doing them on Zoom is even more challenging. Janet Heinritz-Canterbury explained that Julie Lieder would be contacting both Steven Echor and Andre Green about using AIRA software to assist with PASC Rebranding meetings and PASC Board meetings. Lyn Goldfarb added that having that service enables all of the members to participate and that visual description allows Andre Green to really participate in the committee in making decisions on the brochures.

#8 - Greg Thompson's Report - 2:13pm

1. Update on operations.

The office is still virtual. Successful in maintaining it. A date to reopen the office has not been set. He explained that Debi Hight and Traci Davis have kept track of state law and Pasadena law. Greg Thompson explained that Willis Oliver continues to go to the office daily to process the mail. He went on to explain that Rebeca Douglas and her team go to the first floor to work on Essential Protective Gear.

Greg Thompson explained that the state had developed a bill for long term care so that people in nursing facilities can come out of and still receive care due to COVID-19 and avoid people in nursing homes. He also explained that the program is similar to the money follows the person program. He explained that many advocates have mixed feelings on this proposal. PASC is currently following the bill.

Greg Thompson stated that the Board of Supervisors passed a motion to create a standalone department for seniors and adults with disabilities. It passed with 4 yes votes and Supervisor Barger abstained.

Greg Thompson stated that the county, through Supervisor Barger created a program to oversee Seniors and People with Disabilities. He explained that it would be a good idea to consolidate programs but funding would be an issue. He explained that Brandi Orton is also on top of this issue as well. PASC may want to have a position on this before the

Board begins talks with County representatives. He explained that the Board was given a report. Greg Thompson stated that although PASC was not mentioned but it did mention that DPSS along with IHSS would be folded into a bigger program. It would be assumed that PASC would follow. The CAO (County Administrative Officer) would need to discover how much it would cost and the report is due in 180 days.

Brandi Orton stated that because of the legal authorities there would be no threat to PASC. Greg Thompson agreed and reminded the Board that every county was mandated to have a public authority. Brandi Orton stated that it would be important to have these discussions with Supervisor. Lyn Goldfarb concurred with Brandi Orton's statement. She asked that a tutorial on PASC's role be given at the next meeting so that Board members are knowledgeable in what is to be discussed.

2. Registry Engagement Coordinators

Greg Thompson introduced Stephanie Spicola Manger with Registry Engagement Coordinators. Stephanie Spicola explained that the Registry Engagement Coordinators Department was created to be an extension to the Registry Department. The consumers that are experiencing difficulties with hiring a provider, training and firing consumers or the Independent Mode process. The coordinators would also be able to contact organizations in their SPA (Service Planning Area) that PASC may have lost contact with over the years or have not heard of PASC and reintroduce ourselves and begin to network. The department would also begin to develop focus groups and work more closely with the people who want to be more involved and as well as conducting home visits to develop methods of contact with the consumer. There are 3 methods of contact, directly, intermediate level and also with the county. The Registry Engagement has assisted consumers that have difficulty with the Independent provider mode. There are consumers that have received up to 10 lists of providers and have not hired a provider and then determine what is the obstacle. The department assisted those individuals that have requested additional assistance or have been referred by the registry. The REC's will develop an intervention plan. They will create 3-way calls and make the selection process smoother and less straining. Stephanie Spicola stated that the resources are also given to the consumers to assist with web links and phone numbers to different organizations in their community. Stephanie Spicola explained that she and 4 bachelor level social workers were hired and each coordinator was assigned to 2 SPA's to cover all 8 areas in the count. The department has successfully engaged with 112 consumers. Of the 112, 59 were confirmed to have a hired a consumer. On average, each REC contacted 36 providers daily on behalf of the consumers to set-up interviews and verify availability and confirm that the tasks the provider have indicated that they do is accurate to what they will do. The REC's have also made 86 connections with agencies.

Project Room Key is also another program the REC's have been involved in. Stephanie Spicola explained that this program has targeted at identifying people experiencing homelessness that were at a greater risk of contracting COVID-19. The individuals were housed in hotels or motels and if the person potentially qualified for IHSS, to assist the person in finding a provider. The REC's are also working with consumers that have signed up for the consumer corps to address their needs and visions for the community and their experiences. Stephanie Spicola pointed out the obstacles for hiring a provider on a chart that was distributed. She explained that since April the majority of consumers stated that availability and not showing up to interviews are the obstacles most stated.

Mr. Steven Echor asked if Stephanie Spicola could introduce herself. Mr. Andre Green explained that he has a person to refer to her. He requested she give him her phone number. Stephanie Spicola stated that she can be reached at (626) 737-7507. Ms. Lilibeth Navarro asked if the department has engaged to connect with 211 or 911 to the individuals that have been abandoned by their provider. Stephanie Spicola explained that the department has not worked specifically with 211. Greg Thompson explained that the county has planned to plug in APS into the new program being created.

3. Registry Department

Greg Thompson introduced Luis Bravo from the Registry Department to give a report. Luis Bravo stated that 12,600 calls were received. They were answered at 83%. At the beginning of the COVID-19 outbreak, the staff were getting accustomed to the phone application. Since then, it has become familiarized with the application and its uses. In July 2020, eight thousand inbound calls were answered. The contract currently stipulates that 75% of the calls be answered. The health plan has received 3200 calls at 85% well. Greg Thompson asked that Luis Bravo expand on the number of staff added. Luis Bravo stated that PASC has added 15 people prior to the pandemic. Many have been cross trained and instead of having 6 people to answer consumer calls, it has expanded to 19 people to address consumer issues. Greg Thompson asked Luis Bravo to develop people underneath him and has trained a registry manager and a health plan manager and has added 2 leads to the registry.

4. Legislative Update

Greg Thompson gave the floor to Debi Hight, Executive Counsel. Debi Hight explained that the Senate proposed the HEALS Act to counter the legislative proposal of the HEROES Act. She stated that Congress is still in negotiations and nothing concrete has passed. She went on to explain that President Trump passed 4 executive orders addressing the federal unemployment benefit and 3 other issues. She explained that these orders come with issues of legality. Debi Hight explained that Nancy Pelosi has stated that the act will have \$150 million for states and local government. She pointed out that the HEALS act didn't have any funding for the states and local government, which would imply that all of the budget cuts would be back on the table in January. Debi Hight asked the Board to please let her know if there are any requests on a specific bill, so that she may be helpful. Janet Heinritz-Canterbury explained that CICA is tracking legislation on making the Brown Act changes permanent and will inform her of those changes.

5. Greg Thompson acknowledged Julie Lieder's hard efforts on working on the servers and the equipment. Julie Lieder explained that efforts to the rebranding of PASC was halfway done. The logo was done. She went on to explain that the electronic equipment has been housed on one server and the phone system on another. She will continue to proceed with the project over the next 4 or 5 weeks. The process includes a switch from a hardware-based network to a software-based network. Julie Lieder explained that some people have been removed from the phone app and sent home with the desk phones. She mentioned the installment of security software. Greg Thompson acknowledged her efforts to coordinate with AT&T to assist employees with Wi-Fi as well as supply them with equipment needed to continue their work at home.

Sonia Miramontes gave the following update:

TOPIC	UPDATE
<p>IHSS</p>	<p>All DPSS offices continue to be closed to the public.</p> <p>The IHSS Helpline is available for recipients and providers to call M-F from 8am – 5pm, 1-888-822-9622.</p>
<p>IHSS Stats</p>	<ul style="list-style-type: none"> • IHSS Caseload as of July 31, 2020: <ul style="list-style-type: none"> ➤ Consumers – Not available <ul style="list-style-type: none"> ❖ Severely Impaired: Not available ➤ Providers – 186,831 (increase of 1,232)
<p>Electronic Visit Verification (EVV)</p>	<p>LA County EVV adoption rate as of July 6, 2020:</p> <ul style="list-style-type: none"> • 99.73%
<p>On-Line Provider Orientations</p>	<p>DPSS launched its Provider On-Line Orientation (POLO) on April 15, 2020.</p> <ul style="list-style-type: none"> • As of August 7, 2020, the number of applicant providers registered: 24,866* • As of August 7, 2020, the number of prospective providers who have watched the video: 18,866 <p>*The number of prospective providers includes duplicates.</p> <p>We have received positive feedback from providers enrolling on-line. The on-line provider orientation video is available in all county threshold languages:</p> <ul style="list-style-type: none"> • English, Spanish, Korean, Vietnamese, Armenian, Farsi, Chinese (Mandarin), Chinese (Cantonese), Cambodian, Russian and Tagalog.
<p>IHSS Helpline Data</p>	<p>IHSS Helpline call data for July 2020:</p> <ul style="list-style-type: none"> • Number of calls received: 152,791, Average wait time 16:43 minutes • Recipient wait time: 13:06, these calls are handled by Social Workers <ul style="list-style-type: none"> ❖ General inquiries ❖ Forms ❖ Add/Change provider ❖ Case changes ❖ Message for SW

- | | |
|--|---|
| | <ul style="list-style-type: none">• Provider wait time: 17:46, these calls are handled by Senior Clerks |
|--|---|

Sonia Miramontes explained that offices were still closed to the public. She explained that the helpline is still available to assist consumers and presenters with their needs Monday through Friday from 9:00am - 5:00pm. Sonia Miramontes explained that staff have been having issues with data downloads and does not have the data for the number of approved consumers. However, she did report 186,831 providers were approved in the IHSS program and that was an increase of 1200 from last month. The Electronic Visit Verification adoption rate is 99.73%. She went on to explain that they are still doing online orientations which launched on April 15th. As of August 7th, the number of applicants that have called to providers is 24,866. This number does include duplicate providers that I.T. is attempting to sort through. She stated that the number of providers that have watched the online orientation is 18,866. She explained that positive feedback was received concerning the online video and it is available in English, Spanish, Korean, Vietnamese, Armenian, Farsi, Chinese Mandarin, Cantonese, Cambodian and Russian.

Sonia Miramontes stated that in July, the number of calls received on the helpline was 152,791. She stated that the average wait time was 16 minutes and 43 seconds. The average wait time for consumers was 13 minutes and 6 seconds which is handled by social workers. The provider wait time was 17 minutes and 46 seconds, which are handled by senior clerks.

Janet Heinritz-Canterbury asked what the duration time of the consumer calls and providers calls were. Sonia Miramontes stated that she didn't have the data on hand but would send it to Willis to distribute the information. Jorge Chuc thanked Sonia Miramontes for assisting a provider so he could receive his timesheets. Lyn Goldfarb asked if there were any differences in the content of the call since COVID-19. Sonia Miramontes stated that there have been no significant changes to the needs of requests. Denny Chen asked if there was protocol in place for people that have tested positive for COVID-19 but do not require hospitalization and their provider is no longer needed to ensure their needs for home and community-based services are continued. Sonia Miramontes stated that the consumer must have a provider but it is up to the provider to continue and those cases are followed up by the Dept. of Health. Denny Chen followed up with a request for a contact to inquire further. Sonia Miramontes stated she would get him that information. Janet Heinritz Canterbury asked if the helpline received calls on issues related to COVID-19. She went on to inquire if DPSS kept a record of those calls. Sonia Miramontes explained that this type of inquiry would require a manual tracking and it would be difficult for staff to gather that. Janet Heinritz Canterbury asked if there was a sense of urgency from people that call in. Sherri Cheatham clarified that the initial thought was that DPSS would receive many calls from consumers. She went on to explain that there has not been a significant amount of calls coming in, out of fear. Sherri Cheatham explained that she has been working with Greg Thompson regarding the emergency back-up providers and there have not been any significant request. Janet Heinritz Canterbury asked if there has been any significant request. Janet Heinritz Canterbury and be provider enrollments due to COVID-19. Sherri Cheatham explained that there has been a steady stream of people wanting to be providers. She went on to explain that there are no clear numbers that show if family has been chosen over non-family providers. She went on to explain that is believed that family are not being paid to do the work. Donna Fields asked how does the number of providers joined balanced with the number of providers that were hired. Sherri Cheatham stated that it is not being tracked. Once

the provider finished the enrollment process, that is they enroll and return the SOC 426 and the information is entered into the system, we don't go back. IHSS is not aware of how many go unmatched and go to PASC. Lyn Goldfarb asked if there was a way to find out as it would be important data to have. Sherri Cheatham explained that the Case Management, Information and Payrolling System (CMIPS) is a state-owned system and when a report is requested, the counties must determine if it is a priority for all counties in the state. Sherri Cheatham stated that IHSS would get back to the PASC Board with that information. Ms. Cheatham asked for PASC to create a report with the justification for it. Sherry Cheatham asked if Greg Thompson could request this report through The California Association of Public Authorities (CAPA). Ms. Cheatham asked that Janet Heinritz Canterbury give a copy of the report to Greg.

Denny Chen asked if the if the issue that there aren't many calls related to COVID-19 was because many people were relying on informal supports. He also asked if there was more they could be doing and asking the consumers for Back-Up Referrals. Denny Chen asked if there could be a better understanding of what people are saying about the pandemic. He also asked if there was a need for more outreach to consumers about the importance of calling in for back-up providers. Sherri Cheatham explained that currently there are too many changes happening with the application process and stated that she would check with Cynthia Schmidt to get a sense of calls coming in. At the end of May, Social workers began making wellness calls. Reports to the state were made on a weekly basis and this maybe the reason why people didn't call in. Janet Heinritz-Canterbury asked if there was data available. Sherri Cheatham stated that she would email the reports. She also stated that the requirement to make those outbound calls ended in July. She stated that the calls included questions related to having a caregiver, if they had an emergency back-up plan in place, and resource information about meal delivery programs.

10. SEIU 2015

Greg Thompson stated that there would not be a report from the Union as Wendy Duchen had a family situation to take care of.

11. Unfinished/Old Business

Richard Hernandez, Board Member, stated that DRC partnered with PASC for the PPE distribution. The event went very well with over 100 people present and the director was pleased with the event. Greg Thompson stated that next month Rebeca Douglas will give a report on what the Provider Services Department will be doing. Donna Fields commented on how well Board member, Brandi Orton, wrote the letter on Project RoomKey.

12. New Business – None

13. Closed Session – None

14. Mission Moments – None

15. Meeting was adjourned at 3:33 p.m.