



PASC Board Meeting Sept. 14, 2020

1. The Personal Assistance Services Council (PASC) Board Meeting was called to order at 1:12pm

Donna Fields called the roll Wilma Ballew, Denny Chan, Steven Echor, Donna Fields, Lyn Goldfarb, Andre Green, Janet Heinritz-Canterbury, Richard Hernandez, Lilibeth Navarro, Chris Otero were present.

2. The public announced themselves. Debi Hight, Public Counsel for PASC, Terrence Henson, outreach specialist with Aurrera health Group, Alisha Shahbazian from PASC, Willis Oliver, Board liaison with PASC, Greg Thompson, Director of PASC, Julie Lieder of PASC, Rebeca Douglas of PASC, Sonia Miramontes, Petra Gonzalez and Sherri Cheatham of DPSS, Wendy Duchon of SEIU 2015, Nina of IHSS program, Cindy as a member of the public and part of Harbor Regional Center, Layla Gonzalez of PASC Outreach.

3. Mission Statement - 1:18pm

Donna Fields read the mission statement. The Personal Assistance Services Council (PASC) strives to improve In Home supportive Services (IHSS) support independence and enhance the quality of life for all who receive and provide In Home Supportive Services.

Moment of Silence - 1:19 pm

Janet Heinritz-Canterbury asked for a moment of silence in honor of Bertha Poole and for those that have died due to the devastating fires in California and all of the other events happening in the world.

4. Public Comment - There was none.

5. Consent Agenda 1:22pm

Janet Heinritz-Canterbury asked for a motion from the Board members to approve the consent agenda, which contained the financial report for July, the provider enrollment for July, the activity calendar and the performance measures for July. Chris Otero moved to approve the consent agenda and Andre Green seconded the motion. Lyn Goldfarb asked for clarification regarding the activities calendar and wanted to know if no addresses were provided meant they were conducted by zoom or if was otherwise at a location. Greg Thompson assured the board that if they are on the activities calendar then they would be happening via zoom. The motion was voted on. All consented no abstentions or opposition. Motion passed.

6. Board Chair Report 1:25pm

Janet Heinritz-Canterbury stated that she spoke with all of the board members over the phone to gather input as to how the Board is helping PASC and Greg Thompson. She asked if as a board were they providing a vision for PASC and challenging PASC to achieve more for IHSS consumers and providers particularly during these unprecedented times of so many pressures on the increasing numbers of vulnerable IHSS consumers and providers. She asked if the Board was responding above and beyond the traditional ways of being helpful. The Board Chair went on to say that she had wonderful conversations with all of the Board members. Janet Heinritz-Canterbury stated that she received feedback, great ideas, comments, and suggestions on how we can work towards the mission to improve the quality of life for IHSS consumers. She stated the ideas ranged from the simple to the complex and all were empowering. She stated that she only wanted to mention a few at this point in time. She stated that over and over she heard that the Board has come a long way in the Board meetings and

were working together and focusing more than ever before. There would always continue to be issues like transportation issues, helpline issues, the need for more data from DPSS and CDSS to improve the registry and Back-Up Services and wanting a more robust, cohesive strategy to build PASC and powerful advocate for IHSS consumers. She stated that most Board members felt that most people don't know about PASC and what can they do to get the word out about IHSS. She asked how the Board can take ownership of the entire IHSS population and not just those that use the registry and the Back-Up Services. Every board member commented on their interest in the staff reports particularly given the expansion that had taken place in the past year. Report from Registry, Back-Up and Registry Engagement work around the county are very welcome. She stated that board members were interested in knowing what improvements had resulted from all the money they had approved on the phones and computers. Is it really working to make PASC better able to answer phone calls and do the work. She stated that there was an interest in the action items that came up in the Board meetings and addressing them in the next month. Another suggestion was to put resource readings and other resources on the website for the members to have access at any time and not just at the time of monthly meetings when the board packet is sent out. She went on to say that she was particularly interested in speaking with the Board about empowering them and building on their credibility and visibility as Board members and being a force for advocacy.

Janet Heinritz-Canterbury stated that she feels the Board can do this by participating in PASC's Tuesday Night, We are Relevant Sessions. She viewed these sessions as an opportunity to introduce the Board to consumers and providers on the call and listen to the issues being raised and to weigh in with our sessions from 6 to 7. She stated that she heard many expressed an interest in these sessions and so many members are busy and its difficult but hopes that everyone tunes in at 6:00 pm on Tuesday nights. She explained that there are 20-30 people but that small group talks about issues. It's a wonderful opportunity to build up advocacy and strategy that creates PASC as the voice for IHSS consumers with elected officials and allies. Currently participants of the "We Are Relevant" group are planning meetings with elected officials to talk about budget issues that are coming in January. She stated that many Board members expressed enthusiasm with talking to their county supervisor regarding connections to the new agency being formed. PASC and its governing board model of the Public Authority must be part of those discussions and she stated that all members expressed that they were interested in meeting once again.

Janet Heinritz-Canterbury stated Board members were interested with having a PASC email so that consumers can stated their issues which can then be brought up with the appropriate person. She pointed out that PASC Board meetings are comprised of sharing information but not much in the exchange of ideas taking place. She feels that she can use her chair reports to facilitate this. She thanked the Board members for their commitment and passion. She stated that by speaking with each Board member, she was reminded of what great resource PASC has in its mission to enhancing the lives of consumers and providers.

Chris Otero stated that it was a good discussion. She noted that people are busy and can't always find time to share ideas. She felt satisfied to be able to have a conversation in that manner and stated that as a group could come up with ways to do that.

Steven Echor stated that in their conversation they spoke about LogistiCare and how many IHSS consumers are being affected with their medical transportation. He explained that there is a class action suit filed against LogistiCare and has been asked to join. Steven Echor also stated that even the insurance complained that contradicts tit them cannot hold them accountable for their actions. He went on to say that LogistiCare's plies override everyone and

even the coordinators at Anthem are failing to get LogistiCare to deliver services. He stated that he may contact his Congressman that helped him with another matter in order to get this resolved.

Janet Heinritz-Canterbury stated that issues like that, as Board Members and representing those issues with people who resolved those issues. One of the things she was interested in was the Tuesday Night, "we are Relevant" sessions. Both Steven and Chris, the idea that people really connect and were getting involved in those Tuesday night calls some people from agencies like Terrance from Aurrera.

Janet Heinritz Canterbury asked if Wendy Duchen from SEIU if she seemed interested from the people. Donna Fields stated that she found it interesting but she mentioned that she asked about having a flyer out to explain what they are involved in. She stated that she wanted to one person to join but he didn't understand what it was about.

Janet Heinritz-Canterbury stated that she heard from a few people about the meeting and to have link on the bulletin board and what that looks like and how to access them.

Terrance from Aurrera Group state that what he has heard from these discussions that you've had and from word of mouth. He stated that he has not received any distribution about them. He agreed that developing a flyer would be good to get the word out.

Janet asked for his input. He stated that he has not attended one because he doesn't have the information to even attend them.

Wendy Duchen from SEIU stated that she did receive notification of this training and their steward also received them and many members and advocates that I now and Layla whenever there is a training the PASC has really been very intentional in putting that information to us. We have stated with the Executive Board and send them a text message. Feedback overall has been very good one. Different topics on different days. It does give accessibility in terms of time to providers whether family or not but they may be traveling and gives them that flexibility.

The one feedback that we are getting is the accessibility of languages. Mainly the flyers go out in 2 languages. There is now the word of mouth going out and there is a need for Korean and that is one of the languages that is not so dominant but that is feedback from our members.

Janet Heinritz-Canterbury asked Wendy about the Tuesday session. Wendy confirmed that she did get that email. Wendy Duchen stated that feedback would be given to Janet form the stewards. Fran, member of the public, stated that she has been getting the list of meetings.

Julie Lieder sent her a list of Kristine Choulakian, as well. I went to the first one and will go to the next one. She stated that she found them informative and little more insight into what the group does to align itself with the clients and the public. She stated that she has learned a little bit and received more insight at what the group does and will attempt to attend the next meeting.

Steven Echor asked if there was a way to find out how many IHSS consumers have had problem with LogistiCare now and in the past. Donna Fields asked if she could get a list of what she spoke about to the different people on the list so that she can pick on what to work on.

7. Rebranding Committee 1:49pm

Lyn Goldfarb was given the floor. She stated that the committee was almost done she stated that the group had been meeting since May, once a week. It has been a huge commitment and would like to acknowledge Chris, Andre, Richard Jorge and Janet. From PASC staff, Rebeca, Layla, Julie, Greg, Debi and a few other people. It was a collaborative effort. We worked on the logo, several brochures and consumer post cards. She stated that they worked on the language and on the photos. It was a challenge to work on this during COVID-19 particularly without a photographer and a lot of the photos that were used before were not high enough quality for the brochures. She explained that they had to use stock photo and everyone had strong opinions on what worked and what didn't work. She stated there was one more meeting and we'll be finishing the health plan brochures. She was grateful for the work put into the group. Maybe the next meeting a packet with all of the brochures can be distributed.

Janet Heinritz-Canterbury stated that the input and the results are good. She appreciated the participation. She said that everyone e was wonderful and people stepped up and got involved.

8. Executive Director's Report 1:55pm

Greg Thompson state that there had to be a change in the Agenda. He left Rebeca out and she will be talking about Provider Recruitment. He stated that he has one comment and one action item to request of the Board. He thanked the Design committee as a result of its efforts. PASC got a new logo, a new mission statement and got colors and were able to grasp the concept to shorten the words on the brochures and make it more concise and moving forward. The PASC Board design ad hoc committee may continue to work however PASC staff will no longer attend those meetings. PASC welcomes the committee's feedback and that Feedback will come from Janet to Greg. PASC will not postpone or delay their work on re-designing and will move forward with finishing all of its brochures and new website as originally scheduled.

Greg Thompson state that the county has planned to create a stand-alone Aging and Adult Disability agency Department. He stated that the they are halfway done to the 120-day process. The CEO is looking at how this will be feasible and in charge of it. Greg Thompson's understanding is it will be a stand-alone and not under the WDAC department. He tasted that it is his understanding that IHSS portion would go into this department. The goal of the Board is to have a dept. that focuses specifically on again and adults with disabilities.

Greg Thompson stated that he felt the Board should have an opinion on this and if it was in support of this concept and it's a little too late because it is past the Board motion. He stated that governing board/public authority is currently attached to IHSS however it is on independent and created by a county ordinance and it remains to be seen when they move IHSS to this new department, will PASC remain as an independent public authority or attempt to change the statute and enfold PASC and make PASC county employees.

Greg Thompson recommends that we stay on independent public authority to protect the independent provider mode and protect the consumer voice. The Board should have a position on this because it's pretty big deal and it's going to affect how IHSS is ran in Los Angeles County. One of the roles of the Board has been to provide oversight and recommendations to county supervisors on how IHSS is working in Los Angeles County so if PASC is not and independent authority and we are county employees, the Board would be an advisory council. Greg Thompson asked if anyone had thoughts on that. Janet Heinritz-Canterbury sated that it was one of the points brought up in her conversations and there is an excitement of working in a

more ducted concept but the fear of losing our independence medal came out. Looking at all the other public authorities in the state that are in fact not independent, is pretty scare that it could happen to us. She was glad that Greg Thompson is asking for a formal position. She started that she did go over the back ground with many people. She stated that it was important to state that this is in the drawing board stage and PASC Board weigh-in. Chris Otero stated that it is important to strive to remain independent. Being part of CICA, it's car that counties with just advisory boards, they are not intended to and given lip service. They have very limited input and influence even though they are supposed to. PASC has formed a very strong organization, PASC has given very significant input to the Board of Supervisors. We have a lot of credibility on what we do and hat to see it diminished.

Chris Otero brought forward to the Board the motion that PASC remain as a separate entity and not become part of the county. That PASC remain independent organization with the mandates originally designated by the ordinance given by the county.

Janet Heinritz-Canterbury restated the motion. PASC stated the intent and recommendation that PASC remain a separate entity and not part of the county.

Lyn Goldfarb asked what it would mean if everyone else was part of the new entity but what would it mean if they were separate power wise or other relationship with the county if not part of this entity.

Greg Thompson stated that PASC would not be part of the new entity. IHSS would move to the new department and PASC would go along with it. The question would be does PASC maintain the same relationship as we have now in working with DPSS. DPSS contracts with PASC for our services or would then change the statue and make the Public Authority part of the Aging and Adult with disability department and everyone would be county employees and making the Board an advisory committee and you would report to the Pubic Authority and not the Board of Supervisor or the head of the new department.

Janet Heinritz Canterbury state that this kind of goes back to the history of public authorities. There are 2 models. There is the one that PASC is which is independent and have its own governing board for Los Angeles County, the other is an advisory committee and it can be listened to or not listened to dependent of the staffing of the Dept. of Public Social Services. It is a completely different dynamic.

Donna Fields stated that if PASC remains independent would PASC have more voice? She was unsure what benefit that would be for us.

Greg Thompson stated that it would be hard to predict if they could have more voice or not. This is the department specifically designed to focus on the needs of the aging and people with disabilities and would hope that is in fact what they would do and would hope they would be more receptive but here is no guarantee and if we do not stay as in dependent authority I can almost guarantee that you lose voice. They will hire the director and the staff and the budget and you will give them your opinions and you will lose a lot of control.

Donna Fields asked when it would take place.

Greg Thompson stated that the motion was made 2 months ago and given to the CEO. The CEO has 120 days to report back on what it would look like and how they will do it in more details. The transition could be a year or so away, however, we didn't want to wait until they

decide to change statutes. He stated that he felt that PASC should let them know it wants to remain as an independent authority.

Lyn Goldfarb asked if they should be in full campaign mode that we should be talking to our Supervisors on or is this something that you say you are empowered by the Board to state your position.

Greg Thompson's stated that people are deciding this and no one was talking to him or the PASC Board. He stated that he mentioned it to several people. It is a huge organization. He just wanted the Board's approval to continue forward with this. It would be completely appropriate for the Board to speak to the Board Deputies of what you think.

Lyn Goldfarb asked for talking points so that all were on the same page. Greg Thompson stated that he would confer with Debi and get some help to summarize the motion and give back the language on the current status in talking points.

At 2:13pm the motion was put to a vote. Janet Heinritz-Canterbury restated that motion. There were not enough members for a quorum. The motion was tabled for a future meeting.

Lillibeth Navarro also requested talking points. Janet Heinritz-Canterbury asked when this would come out. Greg Thompson stated that he was not sure. Lillibeth Navarro asked who the Board should talk to. Greg Thompson stated that the Board members should talk to the Supervisor that appointed them.

Greg Thompson gave the floor to Debi Hight. Debi Hight stated that the Board members were given an attachment. The Legislature ended their session close to midnight. The legislation that got the most news/attention was the rent moratorium which was extended to January 2021. There were 3 more in particular relevant to IHSS community. There was SB 596 that would increase the medical baseline programs that will promote safety and allows them to receive information from local electrical corp and advance notice of shut offs. The Governor has 12 days to sign it. If the governor doesn't sign it, it will become law automatically. There was AB2387 and it allows for telephonic assessments if the consumer meets the criteria. She included a CAPA support letter in her attachments for informational purposes. Even if the bill passes it is important to send a letter to the Governor he has the bill and it is just waiting to be signed. AB 1993 presented at 9/10. The bill expands the definition of employment under the unemployment insurance code to include services done by an individual employed by father or other or an individual employed by son, daughter or spouse, if providing services under the IHSS program. Prior to this bill these workers were excluded. This will allow them to apply for unemployment. This is also sitting on the Governor's desk. Bill SB1257 has the one that eliminates the household domestic services exclusion from state labor code. There was an amendment on 8/24 that excluded household domestic services cannot be refunded. SB14 on the Medi-Cal transition program from a skilled nursing facility to an outpatient facility that is sitting on the governor's desk as of 9/9. She stated that she wanted to give a summary to what passed.

Lillibeth Navarro stated that it was urgent but what options do people have for the warning of the electrical company shut down. Debi Hight stated that it is currently sitting on his desk and a call to the Governor's office may help.

Debi Hight stated that more information on Federal legislation would be brought to the Board next month.

Greg Thompson gave the floor to Rebeca Douglas but she was not available. He then gave the floor to Layla Gonzalez.

Layla Gonzalez gave a report on Outreach for Providers. She explained that Registry Informational Meetings were still being done. Contacts with Job recruiter es and job development offices, online job boards posting on school websites and social media posts. She also gave a verbal list of colleges that PASC has postings on.

She explained that all candidates through these sources are not work ready and must be guided through the IHSS eligibility process in order to be “work ready”. She explained that collaboration with the Union has also provided candidates for the regular registry as well as the Back-Up Program. She gave her email and direct phone number for questions.

9. DPSS Report - Sonia Miramontes

TOPIC	UPDATE
IHSS	<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>
IHSS Stats	<ul style="list-style-type: none"> • IHSS Caseload as of August 31, 2020: <ul style="list-style-type: none"> ➤ Consumers – 233,617 <ul style="list-style-type: none"> ❖ Severely Impaired: 34% ➤ Providers – 187,884
Electronic Visit Verification (EVV)	<p>LA County EVV adoption rate as of September 8, 2020:</p> <ul style="list-style-type: none"> • 99.83% • 747 paper timesheets users left to enroll.
Electronic Services Portal	<p>The electronic services portal has been upgraded with the following change:</p> <p>Authorized Reps will now be able to identify themselves as the timesheet signatories when performing actions on behalf of a recipient on the Electronic Services Portal.</p>
On-Line Provider Orientations	<p>DPSS launched its Provider On-Line Orientation (POLO) on April 15, 2020.</p> <ul style="list-style-type: none"> • As of August 31, 2020: <ul style="list-style-type: none"> ➤ 30,292 providers have called to begin the provider enrollment process ➤ 23,161 have watched the video

	The provider enrollment video is available in English, Spanish, Korean, Vietnamese, Armenian, Farsi, Chinese (Mandarin), Chinese (Cantonese), Cambodian, Russian and Tagalog.
CDSS Updates	As of September 1, 2020, CDSS has reinstated provider overtime violations. IHSS staff must now review violations incurred as of September 1, 2020 and determine if they meet a COVID criteria to be overturned.
IHSS Emergency Back-up COVID Provider	CDSS has extended the differential pay for emergency COVID back-up providers until next year. A recipient who require an emergency COVID back-up provider can hire a family member/friend or reach out to PASC for a provider. The differential rate the emergency COVID provider will be paid is \$17.
Project Room Key (PRK)	Since April 2020, DPSS has been collaborating with LAHSA and its coordinators at the PRK sites, to expedite the IHSS application process for PRK individuals who may be eligible to IHSS. LAHSA is working on expanding the expedited process to its transitional housing sites.
IHSS Helpline Data	IHSS Helpline call data for August 2020: <ul style="list-style-type: none"> • Number of calls received: 137,226 Average wait time 12:25 minutes • Recipient wait time: 8:42 these calls are handled by Social Workers <ul style="list-style-type: none"> ❖ General inquiries ❖ Forms ❖ Add/Change provider ❖ Case changes ❖ Message for SW • Provider wait time: 13:28, these calls are handled by Senior Clerks

Janet Heinritz-Canterbury gave the floor to Sonia Miramontes from DPSS for her report.

Donna Fields asked if she could clarify what was occurring on 9/25. Sonia Miramontes stated that the service portal was being upgraded and the representative can go to the website and be recognized. The website would ask if the person was the authorized representative signatory or the consumer.

Janet Heinritz-Canterbury asked how many have used that option. Sonia Miramontes stated that most of those cases were referred to DPSS by Maria Mendoza.

Richard Hernandez asked if the reassessment could be done online or if he could request it or should he wait for social worker.

10. Report from SEIU

Wendy Duchen from SEIU stated that in response to the California active fires, SEIU has provided resources for their members. She stated that there have been reports with respect to timesheets that accessibility has been difficult and more so with wi-fi. She also reported that Union is focusing all of their attention to the electoral vote coming up.

Item 8 (C) Report from Rebeca Douglas of Provider Enrollment Services.

Rebeca Douglas stated that she had scheduled distributions on a weekly basis for several months with hundreds of providers attending. She will now be scaling back the events and only have a few. She stated that there have been many requests for the equipment to be mailed to providers. She also spoke about the 6 trainings that they have scheduled for the Back-Up program in an effort to recruit more providers.

11. Unfinished/Old Business – None

12. New Business – None

13. Closed Session – None

14. Mission Moments – None

15. Adjournment – Janet Heinritz-Canterbury adjourned the meeting.