

PASC Board Meeting November 2, 2020 Minutes

1. Call to order: The Personal Assistance Services Council (PASC) Board Meeting was called to order at 1:05pm.

Donna Fields called the roll: Wilma Ballew, Denny Chan, Jorge Chuc, Steven Echor, Donna Fields, Andre Green, Janet Heinritz-Canterbury, Richard Hernandez, Brandi Orton and Chris Otero were present.

2. Introduction of others present (For those with vision impairment): The public announced themselves.

3. Reading of the Mission Statement and Moment of Silence –

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 – Moment of Silence was observed for all requested intentions.

4. Public Comment - None.

5. Consent Agenda

- a) Minutes – Approval of the October 5, 2020 Minutes – *Attachment C*
- b) Financial Report – Approval of September 2020 ADMIN – *Attachment D-1*
- c) Financial Report – Approval of September 2020 NPER – *Attachment D-2*
- d) Activity Calendar – Attachment E
- e) PASC Board Performance Measures September 2020 – *Attachment F*

Motion to approve the consent agenda moved by Steven Echor, second by Chris Ortero, motion passes with consensus.

6. Board Chair Report - Janet Heinritz-Canterbury

a) Comments: Chair asked that board members report on items they are working on that would be of interest to PASC. Andre Green is working with Medi-Cal Connect and has been selected for an interview. Steven Echor has also been selected to participate. Steven is also working with Hunger Action L.A. delivering prepared food bags to those in need. They started with 15 to 20 people and are now delivering to 250 people. Wilma Ballew is also participating in the Medi-Cal Connect and has an interview scheduled. She will report back at the next board meeting. Denny Chan reported the good news that the Federal Public Charge Rule has been vacated by a district court in Illinois.

b) Meeting in December: Brief discussion; Motion to not hold a PASC board meeting in December moved by Denny Chan, second by Wilma Ballew, motion passes with consensus.

7. Executive Director's Report – Greg Thompson

- a) Discussion of Upcoming Federal Electronic Visit Verification (EVV) requirements imposed on IHSS providers: Greg reported that as of October 4, 2020, 95% of IHSS providers and recipients have begun using electronic timesheet methods. California's current process does not meet federal guidelines and a new process is being developed. The new process will have providers checking in at the beginning and end of the day and will capture the provider's location. Stakeholder meetings will be held and the State has indicated they will not be implementing this new process in January as mandated by the federal government. The state will incur fines for non-compliance until they can determine a reasonable way to implement this process. After questions from the board, Greg clarified that discussions are still taking place but most likely the provider will use a portal and check in at the recipient's home and check out at the end of the day. GPS tracking has been a past concern of both consumers and providers. More details to come after stakeholder meetings.
- b) Project Roomkey Discussion: Greg stated he is a member of a homeless task force and that Brandi Orton recently gave an excellent presentation to the task force discussing the contract mode. Greg reported that the County has contracted with an outside private agency, Libertana, to provide case managers at various Project Roomkey sites. PASC's Registry Engagement is heavily involved in trying to connect with the Project Roomkey sites and to assist in finding providers for qualified people. Greg is continuing to advocate for a higher level of enhanced services and noted that the State COVID-19 funds allocated for emergency back-up providers is under-utilized and could possibly be leveraged for this purpose. Additional provider training will be needed as well as a plan to deliver Essential Protective Gear (EPG) directly to the Project Roomkey sites.

Greg also reported that state funding allocated to Public Authorities for EPG distribution has not been received to date by PASC. PASC is waiting for the County to do an amendment so that PASC can utilize approximately \$423,000 in EPG distribution funding. He noted that we are already 5 months into the new fiscal year and until the funding is received, PASC will have to limit distribution dates to twice a month at the PASC offices in Pasadena.

Greg stated that in order to slow any momentum toward using the contract mode at Project Roomkey sites, there must be an effort to leverage additional funding to pay higher wages to providers as well as to provide them with additional training.

Board member Jorge Chuc voiced concern for people who don't want to leave the streets and asked if they were part of Project Roomkey. Greg stated that he didn't think these individuals were receiving assistance through this program. Steven Echor mentioned an organization he is working with that provides services to the homeless population (Mutual Aid LA). He also voiced concerns about how a person who doesn't have an actual address could seek assistance and find a provider.

- c) Discussion of California Long Term Care Education Center (CLTCEC) MOU with PASC and consideration of necessary action taken by the PASC Board: CLTCEC is applying for a grant and is seeking support for PASC by way of in-kind services, such as participating on an advisory committee and helping to spread the word about their services and trainings. With more training opportunities comes a more skilled workforce, which leads to wage increases and service enhancements. A draft MOU with CLTCEC is included in the agenda packet and will be revised where necessary. Greg noted that an additional benefit will be to strengthen the IP mode.

Motion to direct PASC Executive Director Greg Thompson to research a partnership with the California Long-Term Care Education Center (CLTCEC), and after due diligence, give

permission to Mr. Thompson to enter into a MOU with CLTCEC supporting the partnership, contingent upon the CLTCEC being awarded a California Workforce Development Board High Road Training Partnership (HRTTP) grant; and after reviewing the terms of such grant, PASC determines it is not in conflict with any contractual obligations of PASC by Steven Echor, second by Chris Otero, motion passes with consensus.

8. Report from SEIU 2015 – Wendy Duchon: Wendy noted that the Union is grateful for the collaboration and cooperation they are continuing to build with PASC as well as the continued leadership of Greg Thompson. The Union is working with the State Administration on the EVV requirements and will continue to provide assistance and training to providers on EVV. Wendy commented that not all providers have access to the internet and with coffee shops and libraries closed, access is even more difficult. The Union is seeing an increase in the number of providers needing more training and help with timesheets, including how to use the portal and how to set up an email address.

Wendy reported that at the beginning of the Pandemic, the Union met with DPSS to discuss setting up an online provider orientation. Both sides agreed to exchange information and the Union would have the same access they had when they could speak directly to providers at a live orientation. DPSS then informed the Union that they should be discussing these issues directly with PASC. AB 79 was passed and an ACIN was issued giving counties very specific direction as to what information the Union was to receive as well as the frequency. To date, the Union has only received a small fraction of the required new provider information and 10,000 to 20,000 provider names and information have still not been given to the Union. Wendy stressed that this could mean that providers still think a paper timesheet is sufficient and haven't enrolled in the portal. This could impact services to consumers. Wendy is frustrated and wants to have a better partnership with the County. Greg Thompson was complimented for being instrumental in open communication and for trying to facilitate what had been previously agreed upon between the County and the Union, which was an online orientation format with the Union receiving information on providers who had signed up for the orientation.

As to EPG, the Union had advocated for the additional funding at the State level and she was disappointed to hear that PASC has not received any of the funds as yet and will not be able to hold more frequent EPG events.

9. Legislative Report – Debi Hight: Debi reported on two Social Security Overpayment Waiver bills at the Federal level. House bill was introduced in July and the Senate version was introduced in October. As background, back in March the federal government determined they were at fault for an overpayment of social security benefits and recipients needed to request a waiver to avoid having to reimburse the federal government for the overpayment. If the bill is passed, all overpayment reimbursements would be waived. Board member Echor commented that he had been sent a notice of having received an overpayment and was able to get it waived. However, this process didn't allow him to address the fact that he didn't believe he received an overpayment.

10. DPSS Report - Sonia Miramontes: Sonia introduced Sherry Cheatham from DPSS to comment on Wendy's report. Sherry indicated that some of the information Greg reported was news to her and that a public forum was not the appropriate forum for such a discussion. She stated that PASC has an agreement with the Union to represent the County's business with the Union. Although DPSS cannot speak officially to the Union she doesn't want to downplay the concerns presented. County hopes that the issues will be resolved.

Sonia Miramontes reported:

| TOPIC | UPDATE |
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| <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 October 31, 2020: <ul style="list-style-type: none"> ➤ Consumers (Active) – 236,120 <ul style="list-style-type: none"> ❖ Severely Impaired: 34% ➤ Providers – Data not available |
| <p>Electronic Visit Verification (EVV)</p> | <p>LA County EVV adoption rate as of October 26, 2020:</p> <ul style="list-style-type: none"> • 99.90% |
| <p>CDSS Electronic Visit Verification Stakeholder Update</p> | <p>In October, CDSS reported they have received guidance from the Federal government and that some changes must be made to the EVV system to become compliant with federal law and avoid having to pay penalties.</p> <p>Changes that will impact providers are:</p> <ul style="list-style-type: none"> • A provider who lives with their recipient will only need to report on the EVV the hours they worked. • A provider who does not live with their recipient will be required to check in and out, from their recipient's home, each day that they work. <p>CDSS scheduled a public comment meeting on October 14, 2020 and will be scheduling stakeholder meetings in the next couple weeks. They are asking for stakeholders to provide feedback on how to develop the system that will be the least intrusive as possible, in order to be compliant with federal law. The State will be in non-compliance as of the 1st of the year so they will be required to pay a fiscal penalty until they comply.</p> |
| <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 October 30, 2020: <ul style="list-style-type: none"> ➤ 38,495 providers have called to begin the provider enrollment process* ➤ 29,745 have watched the video <p>The provider enrollment video is available in English, Spanish, Korean, Vietnamese, Armenian, Farsi, Chinese (Mandarin), Chinese (Cantonese), Cambodian, Russian and Tagalog.</p> |

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| | *This number includes duplicates, which we are working on correcting. |
| PASC GB Vacancy | DPSS has one Governing Board vacancy. The Public Notice was published in 6 media outlets (online and newspaper) during the week of October 19, 2020. The deadline to submit an application is November 6, 2020. <ul style="list-style-type: none"> We have received 3 inquiries for the vacancy. |
| IHSS Helpline Data | IHSS Helpline call data for September 2020. <ul style="list-style-type: none"> Number of calls received: 121,487 Average wait time 12:29 minutes Recipient wait time: 9:52 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: 13:10, these calls are handled by Senior Clerks <p>Note: October 2020, data is not available for today's meeting.</p> |

Follow-up from last month's meeting:

Denny Chan, asked the number of IHSS cases for Los Angeles County that were adversely impacted due to the improper termination of Medi-Cal.

- Of the 75,000 impacted recipients, 677 were IHSS recipients in LA County. Not all 677 IHSS recipient cases were impacted because many had their Medi-Cal restored before IHSS could be terminated. Our Line Operations partners are working on a listing and we are waiting on an update.

Sonia gave a report that their offices remain closed with the helpline open Monday through Friday. EVV rate is 99% and consumer caseload is 236,120. She also reported that the State isn't in compliance with federal requirements pertaining to EPG and changes will be implemented to the process. Live-in providers will not have to comply. Providers who don't live with their recipient will be required to check in at the home where they begin their shift and would then check out when they are done. Stakeholder meetings are scheduled in order to get feedback on developing a system that will be the least intrusive and still compliant with federal law. There is a stakeholder meeting pertaining to live-in providers going on at the same time as this board meeting. The state will begin paying penalties for being non-compliant starting in January 2021. As of October 30, 2020, 38,495 people have called in to begin the provider enrollment process. She mentioned that there may be duplicates.

11. Unfinished/Old Business – None

12. New Business – Future Agenda Items: Janet requested if it is possible for Julie to post Marty Omoto's website regarding his newsletter and place them in the chat box. Mr. Thompson agreed that this is important information and stated that he will forward Marty Omoto's latest newsletter to the Board and at the bottom on the newsletter, the Board will be able to sign up to receive all future newsletters.

13. Closed Session – None

14. Mission Moments – None

15. Adjournment – Janet Heinritz-Canterbury adjourned the meeting at 3:04pm.

Motion to adjourn the meeting, moved by Denny Chan and second by Steven Echor, motion passes with consensus.

Approved by:

Date: