

PASC Board Meeting May 3, 2021 Minutes

1. Call to order: The Personal Assistance Services Council (PASC) Board Meeting was called to order at 1:06pm.

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

Jorge Chuc – absent - excused.

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

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

Steven Echor 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 April 5, 2021 Minutes – *Attachment C*
- b) Financial Report – Approval of March 2021 ADMIN – *Attachment D-1*
- c) Financial Report – Approval of March 2021 NPER – *Attachment D-2*
- f) Activity Calendar – Attachment E
- g) PASC Board Performance Measures March 2021 – *Attachment F*

Motion to approve the consent agenda with correction moved by Denny Chen, second by Steven Echor, motion passes with consensus.

6. Board Chair Report - Janet Heinritz-Canterbury

a) General Comments:

Janet Heinritz-Canterbury thanked all of the Board members who made comments to the BOS meeting on the motion for the aging department. She also stated that she found it very easy to comment on motions on line and she said that PASC needs to be at the table when the aging department is being developed and designed.

She asked the Board members their opinion about the on-line comment process and Donna Fields stated that it was easy after it was explained and she asked if there was any voting and Janet Heinritz-Canterbury stated that the motion passed and it will be a long time before it comes into fruition but what needs to happen is PASC does get involved in the conversations and they will be following up with some of the individuals who are involved in the process to make sure the things that PASC is talking about are being addressed as they design this agency.

Lyn Goldfarb commented and stated that she found it easy and helpful with information and the summary that was provided.

Cynde Soto also commented on how helpful it was and also stated that she contacted other non-Board members to submit comments.

Lillibeth Navarro asked about the que log time and how early should someone can call in to make a comment and Janet stated that she does not have that information but explained how to get to the section in the link as well as Chris Otero also explained her experience working with the link.

Greg Thompson asked Janet Heinritz-Canterbury about the public chat questions and he explained and reiterated about the motion that was passed by the LA County BOS meeting which they are creating a new department called Aging and People with Disabilities and this was a LA County Board meeting.

b) Board Discussion:

Janet Heinritz-Canterbury expressed her feelings about Denny Chan leaving the PASC Board to pursue a new role within his organization at Justice In Aging. She presented him with an appreciation award via Zoom and she read the inscription.

Several Board members have expressed their appreciation to Denny Chan and what he has done for PASC and his contribution to the IHSS community. Denny Chan also expressed his gratitude and thanksgiving to all of the Board members and he stated that he can still be reached by email as well as he commented on his seat on the PASC Board being filled.

Janet Heinritz-Canterbury acknowledged Steven Echor and Donna Fields for their birthdays.

Janet Heinritz-Canterbury reported on CICA and CARA and stated that CARA has an annual lobby day and the next one is May 21st which they will be virtually visiting every legislative office where they reside in all of California. She also explained what is done during "lobby day" as well as what the various topics and feedback. She also stated that the training is on May 14th and she sent the Board and email regarding it and if they wanted to sign up for it. She also expressed the importance of lobby day and encouraged the Board to participate.

Janet Heinritz-Canterbury reported on CICA, explained what it is about and explained PASC's advisory board and it functions. She also said that they are sponsoring a training called Empowered Elder Workshop and she explained what it was about and it will be June 2nd and June 21st. She also stated that she sent an email where the Board can sign up and participate.

Cynde Soto commented and stated that she has participated with CARA legislative visits and trainings and said it was worth it and powerful.

7. Executive Director's Report – Greg Thompson

a) Re-Opening Plans for PASC

Greg Thompson reported on and talked about the governor's statements on re-opening on June 15th. He stated that PASC management has been meeting bi-weekly and discussing the re-opening of the PASC office and what it will look like and bringing back employees. He stated that the focus is safety for the PASC employees as well who will work in the office and who will work virtual. He also stated that he is looking at it from a green environmental perspective, less

driving on the freeways, job sharing, and other scenarios that involve hours of operations. He stated that he is looking at a target date around July 1st and they also have to deal the IT equipment concerns and bring them back in the office gradually. He reiterated the re-opening of PASC on July 1st but will do it in stages unless there are changes.

He asked the PASC Board for their thoughts and Denny Chen asked if PASC plans to give the PASC employees an option to work from home and Greg Thompson stated yes and that everything is on the table and he will see what is best for PASC and he will also look those employees who may need reasonable accommodations.

Lyn Goldfarb asked Greg Thompson if he knew how many PASC staff have been vaccinated or has he asked those questions and Greg Thompson stated that he does not have the answer and he stated that PASC has been following the guidelines of the city of Pasadena and he doesn't believe that PASC can ask the staff if they have been vaccinated or make that a requirement. Debi Hight added that PASC is not asking at this time and stated that the HR Manager is doing an informal tally and it is unsure if an employer can ask their staff if they have been vaccinated. Lyn Goldfarb also asked will the staff still be wearing mask once they return back to the office and Debi Hight stated that all of the stringent protocol will be in place.

Steven Echor asked since California is starting to open, is there a thought of the Board meeting in person at the Kenneth Hahn Hall of Administration and Greg Thompson stated that this is the end goal unless it is decided that it is easier to continue to do meetings via Zoom and he stated that he has not heard anything about not returning back to Kenneth Hahn Hall of Admin but the county and certain cities have protocols such as opening up to 50% per office. Debi Hight added and stated that PASC is still under the emergency executive order that was issued last March 2020 by the governor and that is why PASC can relax their teleconferencing standards and once they are lifted, PASC will be going back to the Kenneth Hahn Hall of Admin building, and she will also speak on the Brown Act pieces of legislation that may allow PASC to continue with teleconferencing.

Donna Fields asked Greg Thompson if he has asked the PASC staff about their thoughts of returning the office and Greg reiterated his statement from a previous question on the same topic.

Willis Oliver added that in reference to going back to Kenneth Hahn Hall of Admin, he is in constant contact with the executive office and they are still closed to the public.

- b) County Auditor-Controller Audit Contract Monitoring
- c) Greg Thompson stated that on May 10th, PASC will be going through the LA County Auditor-Controller Audit Contract Monitoring and he stated that this is separate from DPSS Contract audit as well as separate of the OMB audit and Debi Hight will be assisting in coordinating this audit.
- d) ADRC Extended Partnership – Motion Attached – Attachment – G

Greg Thompson referred the Board to the Attachment – G and he expounded on it and believes that this will be a great opportunity to expand PASC and partner with ADRC and other agencies. He also stated that he would like to get Board approval for the ADRC Extended Partnership.

Motion reads:

Motion for PASC to become an Extended Partner with Emerging South-Central Los Angeles Aging and Disability Resource Connection (ADRC), and further recognizing the critical role PASC will play in helping the ADRC develop a strong network of Long-Term Support Services.

Motion to approve the PASC/ADRC partnership moved by Lyn Goldfarb, second by Steven Echor and Cynde Soto, motion passes with consensus.

Lillibeth Navarro talked about the partnership and stated that the state only fund one ADRC per county and LA County is the largest county and hopefully will bring down the federal dollars that it needs. She also stated that they will be supporting the PASC Tele-forums and will work closely with PASC that they are part of every component. She also stated that was please that they were able to help with the BOS motion as well.

Janet Heinritz-Canterbury stated that she has received multiple calls regarding the Tele TownHall forums and the community would like to have them back and she is excited that PASC and ADRC are creating a partnership.

Wilma Ballew commented on Denny Chan's departure.

e) SEIU-PASC Health Plan Dashboard – Luis Bravo

Greg Thompson commented to Denny Chan regarding the SEIU-PASC Health Plan Dash and its progress and completion.

Luis Bravo presented the SEIU-PASC Health Plan Dash document via Zoom which he expounded and elaborated on. He talked about and explained the Registry Advisor Committee and explained what its functions.

He stated that during their health plan committee meeting, it was brought up by SEIU that they wanted to know LA Care's outreach regarding vaccines.

He stated that in March LA Care provided data regarding the members and broke it down by the various demographics, such as age ethnicity, gender etc. and LA Care will provide the data monthly.

They also included data about their call center. The data included calls answered, calls abandoned, grievances and appeals.

He also stated that they are waiting to follow up with SEIU you during their committee meeting and they will go from there.

Lillibeth Navarro asked if the providers are only enrolled in LA Care or with other health care organizations and Luis Bravo stated that the only insurance offered to IHSS homecare providers would be LA Care.

Denny Chan congratulated, thanked and commented on Mr. Bravo's report and asked about the demographic section and that he would like to hear more from LA Care about the numbers declining and see if there is a way to improve those numbers by possibly working with SEIU. He also asked about the LA Care call center and stated that he thinks it would be helpful to get information on why people are calling in and if people got their issues resolved.

Luis Bravo stated that the demographics on race and ethnicity, this information is received from the state and PASC send it to LA Care and she stated the he will be looking in to Denny's concerns and questions and resolutions and LA Care stated that at the next meeting this information will be provided.

Janet Heinritz-Canterbury added that she would like to see PASC with this kind of data detail. Public Comment: A member of the public asked, how many are IHSS family members versus non-relatives and Luis Bravo stated that he does not have that information but will ask LA Care if there is a possibility to get that information.

Donna Fields asked if the Board can receive a copy of the SEIU-PASC Health Plan Dashboard document and Luis Bravo stated that this was intended for the PASC Board and that he will speak with Janet, Greg and Debi and Janet stated that she will get back to the Board on the if this document can be sent as well as sent to SEIU.

The Board also congratulated Luis Bravo on the birth of his son.

Greg Thompson stated that at the next PASC/LA Care meeting, he will get more update data and share that with the Board. He also stated that PASC has Metrex and studies its calls.

8. Report from SEIU 2015 – Wendy Duchon:

Vernita Randall stated that SEIU will be having another COVID vaccine event that was help on Wednesday, May 5th from 8am to 3pm and they have approximately 115 Pfizer vaccines available for the community and information was sent to PASC. She also stated that SEIU was having a Cinco De Mayo celebration and all are invited.

Vernita Randall also stated that the call volume to the MAC and most of the calls are regarding benefits and it is mostly COVID related and they have been receiving between 300-400 calls per month and 350-450 calls per month related to ETS. She also asked how can SEIU get assistance to help providers with the new timesheets.

9. DPSS: Ying Chan reported:

TOPIC	UPDATE
IHSS Helpline Data	IHSS Helpline call data for March 2021 <ul style="list-style-type: none"> • Number of calls received: 167,625 with Average wait time 25:19 minutes. • Recipient wait time: 16:20 - these calls are handled by Social Workers. • Provider wait time: 27:22 - these are calls handled by Senior Clerks. • General inquiries/calls: <ul style="list-style-type: none"> ○ Questions regarding communications received from CDSS regarding COVID Medical Accompaniment Form ○ Question regard to COVID Sick Paid Leave ○ Request changes to provider in the case ○ Question regard to W-2 ○ Following up on receipt of documents mailed to IHSS
IHSS Stats	<ul style="list-style-type: none"> • IHSS Caseload as of April 2021: <ul style="list-style-type: none"> ➤ Consumers – 236,144

	➤ Providers – 190,716
DPSS Outreach	<ul style="list-style-type: none"> California has enacted a Golden State Stimulus payment, and IHSS providers may be eligible to receive this payment. To get this information out, we have added a slider to our DPSS Main page for providers and linked it to our IHSS provider page. A new question was added to our Frequently Asked Questions "How do I qualify for a Golden State Stimulus payment?" with details and links for providers that have questions about the stimulus payment. DPSS continues to work with DPH on COVID-19 Vaccine outreach. Most recently, we have identified the 16+ IHSS homebound consumers to provide in home vaccination information to them.
IHSS	We continue in our efforts to support the public with their needs for DPSS assistance. We continue to primarily serve recipient and providers via phone at the IHSS Helpline. The IHSS Helpline hours are Monday thru Friday from 8am – 5pm, 1-888-822-9622.

Janet Heinritz-Canterbury asked for clarification on the homebound and Ying Chan repeated her statement.

Lyn Goldfarb asked that during the Board zoom meeting, would it be possible to bring the data in a written form and share it and Ying Chan stated that after the Board meeting, the data presented is sent to Willis Oliver and Lyn Goldfarb is asking for it in advance of the Board meeting and Ying Chan stated that she will get back with an answer.

Janet Heinritz-Canterbury stated that the PASC is concerned about the County Auditor's report on IHSS regarding consumers not being able to find a homecare provider in LA County and what is DPSS doing about this situation and Ying Chan stated that she will take the answer back and she explained the reassessment process. Petra Gonzalez added that she will look at that part of the report and follow up.

Denny Chan asked about the hold time and how does it compare to now and the previous months and is DPSS concerned and what is DPSS doing to reduce the amount of call and wait time that people are on hold and Sherri Cheatham interjected and stated that wait time may seem longer in comparison to previous month but keep in mind that DPSS is now dealing with medical accompaniment forms and those call are coming in and the COVID paid sick leave has been extended and these are some reasons for call volume and hold and wait time has increased due to a lot of questions. Sherri Cheatham also stated the medical accompaniment and the COVID paid sick is added work-load that was unexpected and is not funded to add more employees to answer the various calls to reduce the times but they are moving as fast as they can and in the languages they can to address the callers.

Janet Heinritz-Canterbury asked if the Board can get a detailed report on languages and times from the Line Operation for next month and Sherri Cheatham stated that she believes that has been an ongoing request and some of the request are already included in the DPSS monthly report and some of the requests, DPSS are not tracking and that would ne a new request to the vendor top create that report and she is not sure if the department has approved that and she will go back and make the request again and see if anything has changed. Janet Heinritz-Canterbury asked about a more up to date report with new factors and Sherri Cheatham stated that any new requests will take time and takes time from a call and she stated that she can't see that data being captured upfront, but what they may see is on the backend something from the state that is capturing the number of people who are calling in and

making those types of requests such as claims submitted, they may see those number my month and she will check and see if that data is available.

Donna Fields asked about the new orientation letter for the new providers and she asked why the Board didn't receive this information and Ms. Miramontes stated that she would send the website link

and she would like to receive it. Sherri Cheatham stated that Ying Chan and Petra Gonzalez will follow up on that. Lyn Goldfarb elaborated more on this topic.

Lillibeth Navarro asked how does DPSS handle calls from frantic consumers who has lost their providers and Sherri Cheatham stated that when DPSS receives calls what was describe, they try to calm the situation and get the information that is needed, and make sure that by the time they give a warm hand-off to PASC to help them to obtain a provider, there is not long at a frantic pace and PASC is the referral agency.

Public Comment: Connie asked about the PASC BUAP and Janet Heinritz-Canterbury stated that there were 34 requests, 23 were filled, 8 were cancelled, and 12 unable to fill. Mr. Thompson stated that there are various reasons why a BUAP was cancelled.

10. Legislative Update – Debi Hight – Attachment – H 1 & 2

Debi Hight brought the Board's attention to Attachment – H 1 & 2 and she expounded on it.

Debi also stated that she reached out Senator Blanca Rubio's office regarding AB703 and how it came about and she does not have an update at this time.

Donna Fields stated that she is in the district of Richard Bloom and asked, how would she go about getting in contact with him and speak to him and Debi Hight stated yes and if she wanted to voice her support for AB703.

Lillibeth Navarro asked for clarification on AB14 Internet for All and Debi Hight reiterated what was in her report that was included in the Board packet.

11. Unfinished/Old Business – None

12. New Business – Future Agenda Items – None

13. Closed Session –

a) PASC Contract/CAPA State General Fund Allocation Increase

b) PASC Gateway Metro Lease

Open Session – Janet Heinritz-Canterbury reported out and stated that the PASC Board gave the executive director, Greg Thompson authority to sign a new lease agreement.

14. Mission Moments –

15. Adjournment – Janet Heinritz-Canterbury adjourned the meeting at 3:21pm.

Motion to adjourn the meeting, moved by Steven Echor and second by Lillibeth Navarro/Wilma Ballew, motion passes with consensus.

Approved by: _____

Date: _____