

PASC Board Meeting June 7, 2021 Minutes

1. Call to order: The Personal Assistance Services Council (PASC) Board Meeting was called to order at 1:11pm.

Willis Oliver called the roll: Wilma Ballew, Jorge Chuc, Steven Echor, Lyn Goldfarb, Andre Green, Janet Heinritz-Canterbury, Richard Hernandez, Brandi Orton, Chris Otero and Cynde Soto were present.

Donna Fields – absent - excused.

Lillibeth Navarro – 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 –

Brandi Orton 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 former PASC Board member, Deborah Miles and all requested intentions.

4. Public Comment - None.

Mr. Thompson thanked the PASC Board, PASC Staff and the BOS for the recognizing him for his 10-year anniversary at PASC.

5. Consent Agenda

- a) Minutes – Approval of the June 7, 2021 Minutes – *Attachment C*
- b) Financial Report – Approval of May 2021 ADMIN – *Attachment D-1*
- c) Financial Report – Approval of May 2021 NPER – *Attachment D-2*
- f) Activity Calendar – Attachment E
- g) PASC Board Performance Measures May 2021 – *Attachment F*

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

Lyn Goldfarb asked in regards to the activity calendar, if PASC was getting more or less participation since it has been on line versus in person. Mr. Thompson stated the webinars the PASC staff does, the number of participants are higher as well as in the other trainings. He stated that the Tele-forums have definitely increased. Lyn also asked if this is something that will continue to happen as a hybrid model. Greg stated they will continue with the webinars and because the in-person meetings will be challenging we will continue with the Zoom meetings. Unfortunately, the Tele forums are not in the new budget. We were able to do 3 that are sponsored by the ADRC.

Janet Heinritz-Canterbury asked in regards to the activity calendar, if there is a way to see how many participants attend the various activities each month? Mr. Thompson stated that Julie Lieder tracks the number of participants and he stated that he will present the numbers next month.

6. Board Chair Report - Janet Heinritz-Canterbury

- a) General Comments: Janet Heinritz-Canterbury talked about former PASC Board member, Deborah Miles and her untimely passing and the memorial service that she attended. She and other Board members and staff shared their heart felt thoughts, experiences and feelings about their relationship with Deborah Miles.

Janet Heinritz-Canterbury also commented and thanked Sonia Miramontes on her new endeavors with the county but will not be working with PASC going forward, but Edgard Ramirez and Ying Chan will take her place. Sonia Miramontes thanked the PASC Board and stated that she will still be with the IHSS program but she will have a different assignment.

- b) Board Discussion:

Janet Heinritz-Canterbury talked about returning back to the Kenneth Hahn Hall of Administration to have the PASC Board meetings in person and she shared some of the challenges. She asked the for the Board's opinion about meeting at other locations around the county where they can connect with more consumers and providers and learn about the possible needs.

Several Board members commented and shared their thoughts and opinions about using other supervisorial locations for the PASC Board meetings as well as they talked about concerns on meeting structure, cost, space, availability, accessibility and does the Board need to meet monthly or quarterly. Greg Thompson brought to the Board's attention and briefly talked about the possibility of the Governor's taking away the relaxed rules on the Brown Act and we will return to in person meetings. Jorge Chuc commented and added that when he and Brandi Orton met with Supervisor Solis, they brought up the damaged sidewalk issue and he stated that they were told that it was fixed.

- c) Discussion of DPSS' Reponses:

Janet Heinritz-Canterbury thanked Ying Chan for responding to the questions the Board had at last month's Board meeting and wanted to have a conversation about them. Janet asked the Board if they had a chance to look at the comments that were sent to them. She stated that the Board wants to understand better what happens to a consumer in IHSS, (inaudible) and their interactions with their social workers, especially those who have challenges and cannot find a provider even after getting multiple lists of to find a provider.

The Board shared their comments about the topic at hand.

Steven Echor asked, what does the county do when a consumer is unable to find a provider that is not satisfactory to their needs after multiple tries.

Janet Heinritz-Canterbury asked Ying Chan if she was comfortable responding to the Board's questions and Ying stated that she can make a simple comment and stated that when the social worker does a home assessment, they do make certain referrals based on the need of the consumer and connect them with the appropriate agency. Janet Heinritz-Canterbury responded and asked about mental health and Ying stated that the social workers have a brochure that has multiple resources to connect the consumers to the various agencies depending on or if there is a need. Janet Heinritz-Canterbury reiterated Steven's question and Ying responded and stated that they make the necessary referrals including mental health as well as she reiterated the steps on how DPSS assists a consumer with possible mental health issues if necessary, APS gets involved and it all depends on the assessments as well as they refer the consumers to PASC. Petra Gonzalez added, if there are more specific questions, DPSS can take them back.

Lyn Goldfarb asked about the responsibility and who is checking on the consumer to see if they have a provider.

Steven Echor added and commented about the RECS at PASC and their assistance with helping consumers find a provider. Janet Heinritz-Canterbury stated that it would be helpful to know the numbers of the consumers assisted by the PASC RECS. Greg stated that it is clear by using Bachelor level social workers makes a difference, however, PASC is not budgeted to do that. He also stated that PASC is trying to advocate on a state level to bring attention to this issue of consumer that are not able to find a provider and PASC is trying to propose solutions.

Janet Heinritz-Canterbury stated that LA County has the lowest rate for consumers in the state and asked if DPSS has a notion about that and is that something that DPSS is trying to change and asked Petra Gonzalez to put that in a question for next month and she talked about PASC collaborating more with DPSS on some of these issues and feeling more empowered.

7. Executive Director's Report – Greg Thompson

a) New COBRA Subsidy – Debi Hight/Luis Bravo

Greg Thompson commented on the federal and state changes. He learned last month that the federal government is helping the IHSS providers with their COBRA supplement payments and he presented Luis Bravo and Debi Hight to talk more about this topic.

Luis Bravo acknowledged the PASC Health Plan staff for answering the phones and being involved in the mailing out 14,000 COBRA subsidy letters to IHSS providers that are potentially eligible and it all had to be done by May 31st as well as he acknowledged Debi Hight for her involvement. He talked about the incredible work that was done by a contract vendor and all of the associated costs and these letters were translated in the LA County threshold languages as well as additional letters will be sent out September to inform over 22,000 providers that the COBRA Subsidy will be ending.

Debi Hight added and explained what COBRA is for the IHSS providers and the benefits.

Greg Thompson commented on the great work that was done by Debi, Luis and the PASC Health Plan department staff. He stated the health plan has been operating under the same budget since 1999 with twice membership. He also stated that if these letters did not get mailed out on time, PASC would have been fined. He also stated that it is his understanding that the federal government will reimburse the county for those administrative expenses. PASC does not have the funds in the HP budget and he reported he has reached out the county and is hoping that the county will reimburse PASC.

Lyn Goldfarb asked if PASC was given funding to send out the COBRA letters. Greg stated PASC is always at the mercy of DPSS because our contract is with them. He has reached out to DPSS and the county CEO and it is his understanding that the CEO is working with DPSS to figure out how to draw down the federal money to reimburse PASC and he is confident that this will be done.

b) South Central Los Angeles ARDC Tele-Forum – Attachment – G

Greg Thompson brought to the Board's attention to the attachment included in the Board packet and he expounded on it.

c) State Budget (Motion) – Attachment – H-1 & H-2

Greg Thompson brought to the Board's attention to the attachment included in the Board packet and he expounded on it.

Motion reads:

Motion in support of \$200 million one-time funding in the State 2021-2022 budget for the IHSS Workforce Investment Plan to support the construction of a training program for IHSS providers.

Motion to approve moved by Cynde Soto, second by Chris Otero/Steven Echor, motion passes with consensus.

8. Report from SEIU 2015 – Wendy Duchon/Vernita Randall:

Vernita Randall thanked PASC for the its relationship they have together with SEIU. In regards to the EPG and trainings, she stated that the Union is sharing that information with the providers. She also stated that the Union has had a spike in calls and she stated they had a union supported benefits where they have 296 members who reached out about the benefits, such as, dental, vision and accidental death and life insurance and legal assistance. She also talked about the health care benefits and they had approx. 189 members who called in and inquired about it and they referred those calls to the PASC HP department. She also stated that they also had about 43 calls regarding COVID-19 inquiries which is a huge decrease and they are looking at assessing if they are going to move more towards educating as well if they will continue to vaccine events at the local union office. She also stated that they are also continuing their ETS work and on average, they union assists between 300-400 providers per month. She also asked if the county was still making paper timesheets and if so, has the county stopped issuing them to the providers. She also stated that some providers are still having issuing using the ETS portal and the union is assisting the providers as much as possible. They are continuing to have close relationships with St. Johns and Supervisor Hilda Solis and they are focusing more on education in the next phase. She asked a question and they are interested in partnering up with or collaborate with PASC or DPSS on they can do outreach targeting and would like PASC to provide data from LA Care about the 50,000 health plan members regarding the target areas that the union can focus on where there is a high percentage of providers that have not received the vaccine. She stated that they would like to use their resources to reach as many providers, consumers and family members as possible and they are not asking for personal information, just the areas.

Janet Heinritz-Canterbury asked for clarification on the union's work regarding vaccinations and Vernita reiterated and went over the union's outreach efforts. Janet also stated that last month the Board asked DPSS if they contacted people regarding vaccinations and the county stated that reached out to almost 20,000 people and Vernita stated that the union would like to be in those conversations and work together and at the last vaccine event at the local union office, there were under 100 participants who received the vaccine.

Lyn Goldfarb commented and stated that it would be a good idea to work together.

9. DPSS: Ying Chan reported: **Technical difficulties – sound has audible issues**

TOPIC	UPDATE
IHSS Helpline Data	<p>IHSS Helpline call data for April 2021</p> <ul style="list-style-type: none"> • Number of calls received: 147,804 with Average Wait Time 20:17 minutes. • Recipient wait time: 14:00 - these calls are handled by Social Workers. • Provider wait time: 21:44 - 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 ○ Following up on receipt of documents mailed to IHSS
IHSS Stats	<ul style="list-style-type: none"> • IHSS Caseload as of May 2021: <ul style="list-style-type: none"> ➢ Consumers – 236,778 ➢ Providers – 191,200
DPSS Outreach	<ul style="list-style-type: none"> • As of May 13th, LA County began offering the COVID vaccine for ages 12 to 17. As such, we are preparing a text campaign for recipients ages 12-17. Target date to launch the campaign is Monday, June 14, 2021. • Additionally, we have updated the COVID vaccine messaging on the IHSS webpage and the main DPSS page to include the 12+ information.
Electronic Visit Verification (EVV)	<ul style="list-style-type: none"> • 99.92% for the month of May 2021.
Response to Greg's Update	<ul style="list-style-type: none"> • Greg mentioned that he had not heard anything from the county on certain topics. Please note that the county takes its direction from the State/CDSS. Assembly Bills and Senate Bill proposals are being publicized and are not necessarily discussed with the county. At the point the county is looped in on items impacting IHSS or PASC directly, we often loop in Greg for feedback, although PASC may receive this information directly through CAPA/PEG pipeline for feedback. Please be assured that our goal is to work as partners for the benefit of LA County residents.
Sherri's Update	<p>COVID Outreach:</p> <ul style="list-style-type: none"> ➢ IHSS launched several text message, phone, email and social media campaigns to educate and inform IHSS recipients and providers of their eligibility to COVID-19 vaccine and provide them with registration information: <ul style="list-style-type: none"> ○ IHSS Provider COVID-19 Vaccine Survey – sent to 190,262 IHSS Providers ○ IHSS Recipients ages 65+ and Severely Disabled COVID-19 Vaccine Survey – sent to 54,301 IHSS Recipients ○ IHSS Provider COVID-19 Vaccination Eligibility – sent to 190,262 IHSS Providers ○ IHSS Recipients ages 16-64 COVID-19 Vaccination Eligibility – sent to 79,560 IHSS Recipients ○ All DPSS Program Participants, including IHSS Recipients ages 65+ COVID-19 Vaccination Eligibility – sent to 261,278 Participants ○ DPH MegaPOD Vaccination Site – sent to 35,286 DPSS social media followers. Social Media campaign only. ○ IHSS Homebound Recipients ages 16+ COVID-19 Vaccine Survey – sent to 19,685 IHSS Recipients

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.
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Janet Heinritz-Canterbury ask Ying Chan about if DPSS has lobbyist in Sacramento who participates in the debates that are going on. Ying Chan stated that she will not be able to answer that question and she stated that would like to take that question back and asked if Janet could put it in more detail. Janet also stated that she has not heard a lot about vaccines and Ying stated that if there are more questions, please feel free to send her an email and she will be able to provide responses as she has done previously.

Sherri Cheatham responded to Janet’s question about what DPSS learned from the 19,685 they polled about being vaccinated. Sherri stated that DPH has reached out to DPSS to help get the information out. DPSS would first get the data and then push the information out either through email, outbound calls or a text. She also stated that they did this as each group became eligible, first group which was the 65 year and older, then a special population 65 and older with severe impairment, then the 19-64 years old, and now they are pushing information out to the 12-17 years old group. She stated that DPSS doesn’t necessarily hear back from consumers but they gave them the “my turn” email address so they can register themselves. She also stated that DPH also set up a POD at Magic Mountain and they pushed that out as well. She talked about the severely impaired population, because DPH wanted to do home visits to that group. Janet asked if DPSS knew how many people connected to “my turn” and Sherri stated that she does not have that information, she stated that they asked but it is HIPPA protected. Information was sent out through social media for consumers and providers. Janet also asked if the social workers are mentioning it in the home-visits and Sherri stated that still doing home-visits via video and some physical home visits are done and Sherri said she can find out if social workers are mentioning vaccine information when they do home visits.

Lyn Goldfarb asked Sherri if she can answer the question that Vernita Randall asked in her report regarding what areas to target to do outreach. Sherri stated that she cautions her team about answering questions as she is a little uncertain about DPSS role in this meeting. It is her understanding that DPSS comes in for a specific reason to provide an update, they are not necessarily a participant in the PASC Board meetings--they just come to provide an update. She stated that Lyn and she can speak off line to get more clarification and she doesn’t want to step on anyone’s toes and she doesn’t want to look like DPSS is not being responsive or not responding directly to questions asked at the meetings. Sherri responded to Vernita and stated that DPSS does not know who has or has not been vaccinated because DPSS cannot get that information from DPH.

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.

11. Unfinished/Old Business – None

12. New Business – Future Agenda Items – None

13. Closed Session – None

Open Session – None

14. Mission Moments – Janet Heinritz-Canterbury commented on Greg Thompson’s 10-year anniversary and shared two videos of the Board of Supervisors, Supervisor Kathryn Barger and Supervisor Hilda Solis who congratulated Greg on his 10-year anniversary at PASC. Greg thanked everyone especially the PASC staff for their kind heartfelt words.

15. Adjournment – Janet Heinritz-Canterbury adjourned the meeting at 3:30pm.

Motion to adjourn the meeting, moved by Lyn Goldfarb and second by Chris Otero, motion passes with consensus.

Approved by: _____

Date: _____