

PASC Board Meeting July 12, 2021 Minutes

1. Call to order: The Personal Assistance Services Council (PASC) Board Meeting was called to order at 1:15pm.

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

Brandi Orton – 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 –

Janet Heinritz-Canterbury 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 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 for clarification in regards the minutes on page 4 regarding vaccinations with the outreach efforts of SEIU, and wanted to know the total number. Per the June 7, 2021 PASC Board meeting minutes, Willis Oliver went over the recording and they were stated correctly. **“Vernita stated that at the last vaccine event a few weeks ago at the local union office, there were under 100 participants who received the vaccine”.**

In regards to the PASC Activity Calendar, Janet asked Greg Thompson is it possible to get the number of participants for each outreach event and put them in a separate column on the June activity calendar and would like them going forward. Greg stated he will add it for the next meeting.

6. Board Chair Report - Janet Heinritz-Canterbury

- a) General Comments/Board Comments: Janet talked about a bill regarding SSI and that there is an effort to improve SSI benefits and she encouraged the Board to be aware of this bill. Debi Hight stated that she will briefly talk about it and this is not an actual bill.

Steven Echor commented and stated that it was his understanding that SSI was going to give a raise to its recipients.

Janet also talked about the conversation she had with Sherri Cheatham in regards to DPSS' responsibilities, roles and limitations to the Board's questions at the Board meetings as well as if they can work out some strategies or collaborations that would address the various issues that are raised.

Janet asked the Board for comments:

Steven commented and stated he would like some encouragement or assurance that their input would be taken seriously.

Lyn commented and stated she feels that the Board need to have more of a conversation about certain items and have a dialog versus having the answers put in the minutes for the next meeting.

Chris Otero commented and stated she likes the idea of a dialog and stated that for those who participate in the Board meetings from DPSS, she does not have a clear picture of what their area of responsibility is and it feels like when questions are asked, an answer can't be given on the spot and then she stated that if the Board were able to have their questions before the Board meetings in advance, the correct person from that department could answer that particular question.

Janet responded and stated that if the Board members want to have a dialog or have questions for DPSS, to please let her know and she would get that information to DPSS and the right representatives can participate in the meetings.

Jorge Chuc commented about certain items that could not be discussed with DPSS that were never resolved.

Donna Fields commented about the DPSS report and would like more of a dialog versus hearing numbers and would like to know where they came from so that the Board can also understand them and she asked about DPSS' chain of command.

Janet stated that Sherri and she had a conversation about the statistics and the numbers in the supervisorial districts and how the information is not up to date and Sherri gave Janet the link to the updated and current numbers and information for IHSS and Janet stated that she will send the link to the Board and they can use this information when speaking with their representatives.

Cynde Soto commented and said that she does not know which programs and services that are under which department so it is hard for her know what questions to ask to get information.

Lyn suggested that DPSS make a presentation about what DPSS is doing and what are the key issues that they are facing and how it relates to the work PASC is doing with consumers.

7. Executive Director's Report – Greg Thompson

a) Executive Director's General Board Discussion:

Greg Thompson acknowledged and stated that July 1st is when PASC starts its new fiscal year and PASC is starting its new contract with DPSS and finishing the 3-year PASC expansion plan. He commented on the responses from the Board and the importance of their role and LA County is providing oversight for IHSS.

Greg reminded the Board about the three-year PASC Expansion Plan and getting the right people in the right place and he feels that this was accomplished and doing excellent work yet challenging. He also stated that moving forward, the plan is to focus more on continuing to develop the PASC staff and provide them with more skills, responsibilities and more opportunities. He feels that if these goals are fulfilled, the staff can do more work and serve its constituents. He also stated that there are more goals to be completed. He talked about the re-opening of PASC and the uncertainties of the new variant, vaccines and COVID-19 cases.

Greg also talked about the last 3 months being the busiest for PASC in regards to the contract monitoring audits and the new federal guidelines as well as the COBRA Subsidies. He also stated that PASC has received notice from SEIU where they want to start talking about collective bargaining as well as he talked about that process. He stated that the SEIU MOU ended but will stay in effect until they bargain for a new contract and this will give an opportunity to try to improve conditions for providers. He also talked about the technology PASC has purchased and is using to be in compliance with the federal requirements for security and what it entailed.

Greg also reminded the Board that a few months ago he presents a report that was done by the California State Auditor Controllers about some of the struggles that people on IHSS are having. He stated that at PASC, they are hearing from consumers that they are unable to meet their needs and they are receiving multiple lists, as well as exhausting those lists of providers, yet still not able to find a provider which can result in hospitalization. He states that PASC is trying to find more IHSS providers and ensure that these providers are able to perform the tasks and are available that they claim to be and the consumers are able to hire providers which has been a complicated process. He also stated that other PA organizations are having the same issues and he talked about the difficulties of the BUAP. He also feels that PASC needs to focus on the mandate, the core responsibilities with the registry, the health plan and the NPER.

Greg also talked about the Board goals and the Annual Report that has to be turned into the County of Los Angeles on September 30, 2021 and it will include what the PASC goals are. He asked the Board in the August meeting they can have a conversation about what the Board would like to do.

Greg added and commented on a prior Board conversation regarding DPSS and he stated that a better working relationship would be great but a lot of the questions that are asked are beyond DPSS and the Board should broaden how DPSS is viewed and he encouraged them to keep this in mind and advocate outside of DPSS. He also reiterated about the Board going to either their DPSS representative or their BOS Deputy and speak and meet with them and share their concerns. He also stated that since we are coming out of COVID, he is seeing things from the federal government and the state government such as money for career development for IHSS providers, care giver training, and other organizations such as the South Central ARDC. He also talked about the governor's master plan on aging and what will be implemented as well as he stated that this will be the time to come together and strategically look at ways to advocate for the constituents PASC serves and the state will be looking for feed-back.

Lilibeth Navarro asked if there is a way PASC could broker an agreement or a working relationship between PASC's Registry and the Union with regard to consumer needs with PASC being the go-

between. Greg stated that PASC can try to do that and this would be time to asked these questions since PASC and the Union will be going in to collective bargaining. Greg also stated that the state is working in a state-wide back-up program and PASC needs to be part of those conversations. He also talked about the letter that PASC signed on to support the Union for career development and PASC is a stake-holder of the Resiliency Training Grant that the Union received.

Steven asked should he try to meet with his DPSS representative one on one or collectively. Janet stated that she will take of it and that her and the other DPSS appointees met with their representative last year and talked about what the meeting was about and believes that the appointees should meet with DPSS collectively and be clear about they convey.

Donna commented about putting ads in Santa Monica in the Santa Monica Daily and stated that it has all types of information for all over Los Angeles and feels that it is a good newspaper to advertise for providers. She also asked Greg about the PASC re-organization and he reiterated what he stated earlier and went over it and he stated that a new department was created (Provider Services) and provided more staff training on customer service and other elements such as security training as well as created more leadership roles in the different departments. He also added that there is a cost to run ads in the newspaper. He also stated that PASC is trying to recruit IHSS providers in the profession that are already certified but most of them are family members. He stated that this could be something the Board can speak with their representatives when they meet. Donna asked if PASC has brochures in Spanish and Greg stated that PASC's printing is translated in multiple languages but because of cost restraints, they will be focusing on a 5x8 card that has the basic information that will be given to DPSS which will be given to all new consumers as well as this card will be printed in multiple languages. Greg also stated that PASC is still developing its new website which will be in multiple languages as well. Greg also stated to Donna that if anyone needs the PASC brochure in Spanish, to contact PASC and it will be sent to them. Greg also stated that Spanish brochures will be sent to Donna.

Janet asked Greg about what he stated earlier regarding finding providers and the cost associated with newspaper ads and she stated that she is trying to understand the strategy to recruit new providers. Greg stated that they are working on a strategy and it is very costly to run a newspaper ad and he is trying to find other ways to do that than advertise in newspapers.

Donna asked if Greg received a response from the Star magazine and Greg stated that there were some responses but not a lot.

Lyn asked Greg if he is able to track the responses from the advertising and he stated that they can track based PASC technical capacity is but it is hard to track that information.

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

No Union representative.

9. DPSS: Ying Chan reported:

Maria Magallanes commented that she wants to reinforce what Sherri Cheatham told Janet that DPSS is here to assist and help in every which way they can. She also responded on a comment made by Chris Otero and stated that their department is large and they are broken up in different sections and explained what her section does. Her program is the IHSS Policy Section where they

get the instructions from the state on how to implement the IHSS program. The Policy Section writes the instructions for the DPSS staff to implement the changes in the program. The Policy Section

needs to answer all questions that are related to the implementation of IHSS programs and when and how the changes are implemented in the district offices who are the ones who implement the actual changes with social workers and their interaction with the recipients and the providers. She also stated that if the Board has questions and they are ready ahead of time, they would be better prepared with the individuals to answer those questions and Ying Chan can assist with answering some of the policy questions. She talked about changes that will be coming from the state budget and they will be able to present those changes. She stated she did not know that the Board needed data per supervisorial district, and since Sherri provided Janet with the link, DPSS can provide those numbers monthly and be added to Ying's report.

Janet asked Maria about DPSS line operations and would they have information on the changes to the IHSS program and Maria said, yes. Janet stated that she will ask Ying about a bill concerning the contract mode. Maria states that their department has a legislative section that just handles bills and legislation at the state level, she stated that she has not seen the bill on contracting in IHSS but it would also be concerning for DPSS and how it will impact the consumers. Janet shared her concerns about this bill and would like someone to investigate it and would like to know what DPSS is doing. Maria stated that she will look into it and if there is any information after the meeting, she will share it.

TOPIC	UPDATE
IHSS Helpline Data	IHSS Helpline call data for May 2021: <ul style="list-style-type: none"> • Number of calls received: 127,097 with Average Wait Time 17:31 minutes. • Recipient wait time: 12:45 - these calls are handled by Social Workers. • Provider wait time: 18:39 - these are calls handled by Senior Clerks. • General inquiries/calls: <ul style="list-style-type: none"> ○ Case updates/changes. ○ Payment/Timesheet issues. ○ Request for Provider Forms. ○ Request for Recipient Forms.
IHSS Stats	<ul style="list-style-type: none"> • IHSS Caseload as of June 2021: <ul style="list-style-type: none"> ➤ Consumers – 237,634 ➤ Providers – 191,903
IHSS Outreach	We were notified on June 7, 2021 by CDSS that over that weekend, CDSS emailed the Direct Deposit Outreach letters to providers who utilized the ESP and would start mailing out the letters to non-ESP providers on June 7 th , 2021. This letter was sent in English and Spanish and included a blank SOC 829 – Direct Deposit Enrollment Form for providers' convenience. The State has also posted the outreach letter on the Direct Deposit page of the CDSS website. I forwarded the information immediately to Mr. Thompson. On July 7, 2021, I further provided the forms to him in all threshold languages.
Electronic Visit Verification (EVV)	<ul style="list-style-type: none"> • 99.92% for the month of June 2021.

Governing Board Vacancies	<ul style="list-style-type: none"> • Denny Chan left in June. He was an appointee of the Department and we are in the process of opening the solicitation process. I will inform PASC and the Governing Board when the Public Notice is published. • Andre Green Term Expired in October 2021. We will also include this opening in the solicitation process.
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 asked about when will the public notice go out for new DPSS appointments and Ying stated that she is waiting on an approval and she will let Janet know when she has the date.

Janet asked also asked about the direct deposit and Ying stated that it is a state law change effective July 1, 2022, and she stated that CDSS has the notice and forms on their website. She also stated that providers have many options other than direct deposit. Janet asked if the Board can receive the letters that was sent to the providers and Ying stated that Greg has the letters but she will send it to Janet.

Janet commented on the waiting time for consumers and asked if there are efforts to decrease the wait time and Ying stated that the waiting time correlates with the number of calls and the amount of staff is limited but comparing to previous month, it has gotten better. Janet also asked if the helpline has a prompt that says “the best time to call is??” and Maria stated that there are several messages on the call while the constituents are waiting and she is not sure if that is one of the messages but they can check to see if it can be added and she will take it back to Cynthia Schmidt.

Lyn commented on the direct deposit for providers and the letter and this should be a conversation to have with SEIU.

Janet asked Maria if DPSS can speak to someone in the legislative department regarding the policy and politics regarding the direct deposit and Maria stated that she would have to look and provide a response but she believes that it is related to EVV but not sure and she stated that EVV is federal. Janet also stated that this information should be involved in the minutes in some type of way.

Lyn asked a follow-up question from last month and asked if DPSS has lobbyists and what are the issues the DPSS and CDSS are focused on. Maria stated that the county as a whole has lobbyists and DPSS has to go through the CEO for any issue that DPSS sees that need attention from their department and reiterated that the section in their departments at DPSS that looks at legislation from the federal and state and they provide the information to the various programs and at that point DPSS has input and she explained their process and the approval processes as well. Ying commented from a statement made earlier and stated that DPSS does not promise to provide responses to Board questions but has responded to questions and forwarded them to the PASC staff and Janet. Ying also stated that she gathers all of the questions asked from the Board meetings and provides a response and emails them to the PASC staff.

Janet also asked if there was any new information on EVV and Maria stated no.

Donna thanked DPSS for their reports and that they are clear to understand.

10. Legislative Update – Debi Hight

Debi Hight reported on the future PASC Board meetings and the executive order that was issued in March 2020 that suspended some of the open meeting requirements to the Brown Act and the

executive order was to expire on June 15, 2021 but on June 11, 2021, a new executive order was issued extending the public meetings exception through September 30, 2021 until this is time, PASC will still meet via Zoom conference.

She also stated that the Kenneth Hahn Hall of Administration is still not open to the public. She also stated that October 2021 is a possible date for the next in-person meeting at the Kenneth Hahn Hall of Administration once we get that verification.

Debi also brought up a topic for next month's or the September Board meeting regarding if the Board wanted to continue to provide remote access to the public and this is what some local agencies are looking at.

Janet talked about having the PASC Board meeting in other locations other than the Kenneth Hahn Hall of Administration, does the Board need to do anything and Debi stated that if the Board wants to start by October, the Board should instruct Greg to look into it and identify the various factors and have sufficient access, the technical components in place and she reminded the Board that the Kenneth Hahn Hall of Administration is already reserved a year in advance. Janet asked if there needs to be an open discussion or a motion and Debi said she doesn't think so and it was not a specific agenda item and she recommended that it be an agenda item for the August meeting and have potential site locations in mind and create a motion if necessary. Janet also stated that brought this idea up to the Board and waiting to hear from them and asked the Board again to let her know if they have any potential locations.

Lyn commented regarding offsite locations and talked about a possible hybrid forum and remote access and that PASC has to make sure that there is access to it to be filmed for and available to for people to see and attend remotely. Debi responded and agreed and stated that those types of logistics have to be considered.

Cynde commented and stated that she thought there was a piece of legislation talking about if the majority of committees meeting in a single location, then not everyone would have to attend together and people could be remote and Debi responded and said that she has not heard of this legislation but once the Brown Act is back in place, PASC can always do a tele-conference but the requirements PASC can not get around of having to notify the public of where the meeting locations are and giving the public access to a person's site. She also stated that an emergency has to be declared either at the state or the local level to be able to go back to this form but she will keep an eye out and see if something new develops as well as she will look at CICA and CAPA's website for any information.

Debi talked about AB371 and is sponsored by the California Council for the Blind and co-sponsored by Disability Rights of California and it pertains to shared mobility devices such as, motorized scooters and e-bicycles, that are on the sidewalks obstructing pedestrian. She stated that this bill was supposed to be heard in the insurance committee on July 8th, unfortunately that meeting was cancelled, but it has already passed through the Assembly and it's in the Senate insurance committee and the Chair of that committee is Senator Susan Rubio and she's out of the 22nd district in West Covina and she described the bill and said that the Board can reach out to Senator Rubio regarding this bill. Janet added and stated that if anyone would like to reach the senator, her telephone number is 626-430-2499.

Debi commented on the state budget and said that it is going through various changes and there could be trailer bills throughout the summer. She also talked about a 7% penalty if a county IHSS MOU for county failed to reach a collective bargaining agreement and she will keep the Board on any IHSS related budget trailer bills.

Debi also clarified on a statement she made earlier regarding supplemental security income, and stated that there has been and SSI Restoration Act that has been introduced and see improvements to SSI in the next economically recovery plan, she also gave examples as well as she will send Janet the article.

Lyn asked Debi if she is following what the county is following in legislation and Debi stated that she is following what CAPA is following and she is not privy to the county's lobbyists and what they are keeping their eyes on but PASC does get information that comes from CSAC and their information affect counties and CAPA affects IHSS and she is mainly looking at these two sources for more of her information along CICA and CWDA.

Janet reminded the Board that they will receive an email regarding the CICA statewide call for Wednesday, July 21st at 10am and Karen Keesler will be on that call to make a report.

Donna asked about the Tele-Forums not being included in the new budget and inquired about how many Tele-forums did PASC have and Janet stated that Greg is not on the call to answer this question, she also asked Lillibeth how many Tele-Forums did ADRC sponsor but Janet stated that she will ask Greg and that there may be new information on the budget and Greg will talk about that at the next meeting.

Debi asked Willis Oliver if there were any public comments and Willis stated there were no public comments.

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

15. Adjournment – Janet Heinritz-Canterbury adjourned the meeting at 3:00pm.

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

Approved by:

Date: