

PASC Board Meeting Monday, August 9, 2021 Minutes

1. Call to order: The Personal Assistance Services Council (PASC) Board Meeting was called to order at 1:07pm.

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.

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

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

Wilma Ballew 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 - Jennifer Newman from The People Concern talked about her organization and what they do. Her public comment was about a client she serves with ASL and other disabilities and she talked about the cases this consumer has had with IHSS as well as a recent claim that she states that IHSS wants to close again. She also talked about the difficulties in finding and keeping a provider for this client which is also deaf and from the lists she has received from the PASC registry as well as she shared her concerns and frustrations and is reaching out for help.

Janet Heinritz-Canterbury commented and responded to the public comment and referred to Stephanie Spicola, Manager of the RECs from PASC and explained what that department does and how it helps consumers. She also stated that she would like Ms. Newman and Stephanie to get in touch with each other.

Lyn Goldfarb commented and asked if someone from DPSS could address this concern and Sherri Cheatham commented and stated that her team does not want to give misinformation but she suggested that the issues related to possible case termination, that Ms. Newman sends DPSS the information so they can do some research regarding this case. She also stated that DPSS cannot address PASC's database, listing or timing and she deferred to PASC.

Greg Thompson clarified and stated that PASC will take full responsibility for its lists but PASC does not close IHSS cases which is a DPSS function.

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, moved by Steven Echor, second by Donna Fields, motion passes with consensus.

Janet called the Board's attention to attachment F in the Board packet item G, the Performance Measures for June 2021 and stated that she appreciated the information and stats that were included. She also suggested that Lyn Goldfarb speak to SEIU for clarification regarding their report from two meetings ago.

Lyn asked for clarification on the Performance Measure regarding the number of consumers looking for a provider versus number of consumers requesting a provider list. Janet explained and clarified the differences.

Chris Otero made a point of clarification and information and stated that regarding the end of the year, PASC over extended its budget due to a number of circumstances, such as, with COVID-19, PASC had to work off site and employees had to work from home, the upgrade of the IT security, and some other unexpected expenses that were unforeseen. PASC did this with the help of DPSS, they assisted PASC in making a balanced budget by using unused funds from a previous budget with the exception of an over run with the health plan but PASC was able to use money from the TZ3 account to cover the health plan.

Donna Fields asked how much is in the reserves and Greg stated that there is 1.2 million dollars and PASC tries to keep it at that level. When we use these funds, we try not to exceed the interest earned.

audible issued

Brandi Orton asked was it a one-time thing for the health plan to go over budget and does PASC expect to be over budgeted again this coming fiscal year. Chris stated that PASC has not had an increased in the health plan budget for many years. Greg responded and stated that, no, PASC does expect to be over budgeted in the health plan and he stated that PASC will get a small increase once the state releases the CFL, then PASC will go to county contracts and amend the budget and they have agreed to increase in PASC next contract 2% one year and 1% the next year. He also stated that this is the first time that there has ever been an increase in the health plan since its existence.

6. Board Chair Report - Janet Heinritz-Canterbury

a) General Comments/Board Comments:

Janet briefly talked about who the PASC Board is and what it wants and how it represents the IHSS program but would like to be more visible and be more connected with consumers. She stated that she wants the Board to be more involved and would like to know what is going on with them between board meetings as they network with different entities, advocacies, and she stated that it is important to learn more from those networks of the needs people have with IHSS. She talked about the PASC RECs department and how the Board should be talking about them with consumers and as they network. She talked about how the Board needs to expand their ability to communicate as well as if they read the reports in the PASC Board packet, especially Greg's report and make sure they study it and understand it. She asked the Board for comments:

Steven Echor commented and talked about a consumer that was having issues finding a provider and other issues that the consumer is dealing with. He also stated that he was able to assist this consumer in finding a provider which they are both happy as well as he helped this consumer get connected with the REC's department and he stated that he does speak to his network about the PASC REC's department and the services they provide.

Janet commented on Steven's comment and encouraged the Board to continue to do the work even if it is just one person because this work is important.

Donna Fields stated that she was very active prior to COVID-19 and advocating and gave out information about the PASC registry and the REC's department.

Cynde Soto stated that she works for CALIF and runs their Face Book page and she hears from IHSS recipients and she assists them with their questions and various issues and situations. She asked how to report it to the Board and Janet asked Cynde to elaborate and she gave examples and Janet asked Cynde if she needs assistance from the REC's department and Cynde stated yes but does not know how to get in touch with the REC's department. Greg stated that Stephanie will be doing a report on the REC's department and will answer any questions in her report.

Wilma Ballew expressed her frustration on why consumers in these situations can't get assistance. She stated that she would like to have flyers, and business cards so consumers can get in contact with PASC for assistance.

Janet commented about the PASC brochures and asked Donna if she received them and Donna stated that she received the English brochures in color and the Spanish was printed and sent to her. Janet stated that she will have PASC brochures sent out in English, Spanish and in an electronic format. Donna also asked if PASC can mail brochures to various senior buildings and Janet said yes and to give her the information and she will pass it on to Greg.

Brandi Orton stated that from open house, and other outreach events with consumer we continue to hear the same concerns. Consumer are telling us that they are not happy with the "product", meaning when they call PASC for assistance, the list we provide them are not meeting their needs. She is not sure where PASC is at with its software updates and staff training but she feels strongly that PASC need to focus on improving its "product" and the registry services that PASC provides to consumers. This needs to be done so that PASC is not continuing to hear from consumers, that the list PASC sends out are not accurate, consumers struggle trying to reach providers, and this is extremely frustrating to the consumers. She understands that providers move around and this is challenging to keep track of. However, if PASC want to increase the number of consumers in the registry, PASC needs to make sure the "product" the list PASC sends out are accurate. PASC needs to get the new consumers to sign up to the PASC registry but it is important that the lists PASC sends out are accurate so it can meet their needs. She recommends that PASC spends the next year focusing on improving provider recruitment and insuring that their database, software systems are functioning appropriately. Brandi goes on to say that in the second year PASC would be better prepared to conduct consumer outreach. It is important that PASC broaden its outreach efforts to include larger agencies who have far more direct contact with IHSS consumers than PASC. Brandi feels like PASC should consider hiring a fulltime staff person whose responsibility would be to focus on making contacts and building relationships with community agencies in order to improve PASC's recruitment process. This staff member would be able to let the community know all of the improvements PASC has made to its process. Brandi reemphasize the importance that PASC insures the "product", registry software and staff works sufficiently at all levels. She wants to make sure that Stephanie and the REC's are not overwhelmed with cases that could be handled by the registry specialists. (include one consumer at a time)

Janet thanked Brandi for her comments. She wants to acknowledge Luis and his team for the work they have done to improve registry services. Janet stated that "the reality of our world, at this point and time, that there is a provider crisis, it is a statewide crisis and it is a crisis in Los Angeles". This is something that is not going to be fixed by software upgrades alone.

Janet states that the current provider wages are not sufficient enough to recruit enough people who are willing to do this work. She also stated that Vernita can speak much better about this in the Union's report. Janet stated that people need to know that there is a provider crisis.

Janet states, that there was the California Auditor Controllers report on IHSS services which I sent you over a month ago. I strongly encouraged you to read that report because the information it contains is crushing. Brandi, I agree with all of your recommendations, however, I feel that this board's advocacy needs to be directed at the Board of Supervisors and other elected officials. She also stated that there is a lot of new money coming in from the state and the federal government for home and community-based services including IHSS. I feel that it is important that we have a strategic plan including a strong voice in how this money will be allocated.

Donna Fields commented more about the PASC Brochures.

Lyn Goldfarb commented and added to Brandi's comments and stated that provider matches can't be verified and it is hard to know the success of the matches. She also stated that she believes that it is an infrastructure problem but she thinks it needs to be solved.

Jorge Chuc stated that if PASC knew the areas where there are issues or areas where there is lack from the lists, or why a provider didn't show up or why a provider wasn't hired, or is it a pay issue and once we learn about those issues then we can look at them.

Janet reiterated about the provider crisis, the pay and multiple other issues in LA County and all over the state.

Janet also stated that she has asked several PASC Board members to be on the PASC/SEIU 2015 negotiating committee who have agreed to serve and she stated their names. Greg stated that there will be no closed session.

7. Executive Director's Report – Greg Thompson introduced Luis Bravo and he will talk about the re-opening of the PASC.

a) PASC Re-opening Updates – Luis Bravo:

Luis talked the re-opening outline for PASC and he stated that there were discussions with the leadership team this past May about bringing the PASC staff back into the office. He reiterated what Chris stated earlier and talked about unexpected expenditures, funding and safety due to COVID-19 and the new Delta Variant and how the staff had to move from working in the office to working from their homes as well as he talked about what was involved to make that happened. He also talked about the decision of bringing the staff back to the office and how many should return with a time table and on July 19th, six employees returned back to the PASC office with safety guidelines. He also talked about the 2nd wave of staff that were to return and because of the hospital rates going up and the new Delta Variant, the leadership decided not to bring the additional staff back into the office for the month of August and will revisit the idea in September as well as look at what the counties are doing and the data that is being recorded. He also stated that for those that are currently in the office, the staff is spaced out and safety measures have been put in place, i.e. county guidelines, masks, hand sanitizers, etc.

Greg introduced Stephanie Spicola from the Registry Engagement Coordinator's Program.

b) Registry Engagement Coordinator Report – Attachment G - Stephanie Spicola:

Stephanie brought to the Board's attention to REC report in the Board packet and she expounded on it.

Janet asked Stephanie if she had an answer to Lyn's question regarding unverified matches and on-going monitoring of the relationships and Stephanie stated that the REC's do not do on-going monitoring but they do reach out to the consumers after a few days of sending out a list and ask the consumers if they were able to contact the providers from the lists and what was the outcome. She also stated that about ¼ of the consumers they will not hear from and for these consumers, they will reach out to them and leave voice mails and when there is no answer or a return call, the case is closed from the PASC registry.

Janet also asked Stephanie if the RECs participate in the interview process if the consumers need help and Stephanie stated that if the consumer request assistance, they will and they inform the consumers that it is completely voluntary as well as the RECs will do an assessment to see what are the obstacles if any where they can gage in how to best assist the consumers.

Lyn asked about the difference between the Performance measures and her report on verified matches and Stephanie stated that on her report, she reiterated the numbers and she verifies the matches to see if the consumers gave the RECs or if they have contacted the registry. She also stated that it is sometimes difficult to get in touch with the consumer to verify a match or if the match was maintained. Lyn asked if the RECs are able to call the consumers to see if there is a match and Stephanie said yes. Lyn also asked if there was an issue with staffing to do more follow-ups and Stephanie explained the role of the RECs and the process and she stated that each coordinator works with between 10-20 consumer at a given time and they also contact 35 providers on behalf of the consumers daily.

Jorge Chuc suggested that the RECs report be added to the Board packet.

Donna complimented the RECs for the work that they have done. She also reminded the Board about this new department that was started a year ago.

Janet reminded the Board about people who have difficulty navigated the Independent Provider Mode and there has been discussion on the state and federal levels and other PA and using contract agencies to provide these services and she briefly explained that. She also stated that the registry is important to Stephanie's department. She also commented about PASC not being able to have certain types of data which is an important issue.

Cynde Soto asked what is the best way to get assistance from Stephanie's department if someone needs extra help and Stephanie stated that consumers can contact the registry and they will link them with the RECs department as well if a consumer is working with a case manager or a coordinator working with a consumer, they can send Stephanie an email or call her but the quickest way is contacting the PASC registry as well as she stated that she can provide her contact information.

Wilma Ballew stated once things are more open can Stephanie or her staff be able to conduct meetings to explain the RECs department at different locations and she can assist with finding locations.

Janet asked Luis if would talk about the PASC registry and Luis talked about the challenges of the pandemic and how it has affected the registry and the CAPA meetings that he attends monthly and what they have discussed. He stated that a lot of the registries are having similar issues with provider availability because of the pandemic. His hope is, once the pandemic gets better, the providers will be out there working but there are a lot of variables such as pay and trainings.

c) Executive Director's Updates and Board Discussion – Greg Thompson:

Greg started off by apologizing to the Board for not being as clear with the information he has been providing to them and how it can be sometimes difficult to understand. He spoke to the PASC Ordinance and the Board's responsibilities and how it talks about oversight for IHSS in LA County. He stated that he thinks the Board is thinking way to small and he has been trying to share with them the bigger picture and the landscape that they need to look at and the changes that might be happening from the state and in LA County.

Greg stated that the Board should not be concerned about distributing flyers and recruitment, what we need is someone in LA County who cares about IHSS services. This is what has been talked about for year. He stated that LA County is the 3rd highest funded Public Authority in the state of California. Although we have 200,000 more consumers than any other county there are counties who receive more State and Federal funding. **(audible issues)**. He stated that by micro managing things that PASC has no control over, and PASC does not have any control over the "product" the IHSS provider. He stated that PASC can't change the IP Mode, can't train the providers, PASC does not pay the providers and has no say in how much they are paid and cannot enforce the providers to tell the truth when they tell us their availability. He talked about the Board's role and that they have been appointed by either the BOS or DPSS Director. These are the entities the Board needs to be talking to if they want to improve IHSS, someone in the county needs to care about IHSS.

Greg stated that he has reviewed the BOS minutes every week and he stated that IHSS is not mentioned in those minutes, as well as the quality of the providers are not discussed there. He stated that last year, he gave the PASC Board the California Auditor Controller's report and the stats are listed in this report **(audible issues)**. He talked about the number of consumers in LA County who cannot find a provider. He talked about the registry and stated that the "product" and will only get improved if we elevated it to a higher level. He stated if you go on Joie Riley's or Nancy's IHSS CONSUMER Face Book page, multiple people will tell you that they are unhappy with the provider lists. He stated that we need to get those people and those voices to speak to the BOS. They are the ones who have chosen to put PASC in the position it is currently in regards to our funding, including the health plan funding that has not changed even though the health plan membership has doubled.

Greg stated that the Board goals should be to try to find a champion in the county someone who is willing to speak up for IHSS. He talked about a motion that was passed last year for him to get involved with the Department of Aging and to be part of those discussions. He stated that he has spoken to multiple people throughout the county and he is still not a part of any of the discussions. He also stated that they posted the position for the director of that department. He stated the PASC Board should be involved in these discussions if they truly want IHSS and PASC in a smaller department. This way they will actually look at what is going on and focus on why some consumers can't find or manage a provider that PASC sends them. He stated that there over 200,000 providers in the county and PASC has 12,000-15,000 providers in its registry. They all cannot be called daily to get updates on their availability and it is not PASC's job to make matches but to send out lists so consumers can make the matches.

Greg suggested that a motion be made that this Board write a letter to The BOS if they want to see IHSS in this new department. This letter to the BOS should also request that PASC be included in those discussions. He stated they have not listened to him but the PASC Board has the power and authority and the BOS will listen to them. He also stated that if they really want to know how PASC is doing, they should request DPSS report back to the Board on the three audits that were conducted last year during the pandemic. PASC has not heard any results about them. He stated that last month PASC was notified they will be audited again, this time by an outside agency. If DPSS does not give feedback after these audits, how can they improve. He stated that DPSS will not respond to him but they will respond to the Board because they are the governing Board.

Greg reiterated about the Board requesting for flyers and micro-managing (**auditable issues**). He stated that he questions himself about why is PASC being harassed by DPSS and why are they going through all of these audits. Are they are going to show documentation about how PASC that they could have done better as a county department. He also stated that if he was on the Board, he would want to know what the future is for the PASC Governing Board because there is only 4 independent PA Governing Boards in the state of California. If this Board does not pay attention, this Board could possibly become an advisory committee and that reports directly to a county department.

Janet asked the Board for comments and questions and she stated that she will entertain a motion that this Board emphatically wants the IHSS and PASC to be included in the new Department of Aging, similar to then motion they drafted before and they will each get a copy of the motion and letter that they can take with them to the BOS and DPSS. Greg added that his request is to write a letter to the BOS stating that they do want to be included in the talks, they want IHSS in the new department and recommend the BOS take a look at the California Auditor Controllers report. He stated that it should be on the BOS agenda and they should be talking about it. Janet stated that Lillibeth and she had that conversation with Supervisor Holly Mitchell's staff and they appeared to glaze over during the discussion. Greg reiterated about writing a letter and making it a public document.

Janet asked the Board for other comments and Lyn Goldfarb moved the motion and added that they are requesting to be able to speak at the next BOS meetings as well as it can be followed up and Janet stated that yes, the request can be done on line. Cynde Soto seconded the motion.

Janet asked the Board for other comments or concerns and Sherry Cheatham from DPSS interjected, during the motion and stated, "Janet, this is Sherry, I know you and I have talked about DPSS' role in these meetings and Greg stated, Janet, with all due respect, I'm not sure this is a time for comments and I don't appreciate her being allowed to speak during my report. Janet asked Sherry if she can hold that because she is in the middle of a motion and Sherri stated that she was sorry, she thought it passed and Janet said no we have not passed it yet. Janet asked the Board again for any comments or questions regarding the motion.

Hearing none, Janet Heinritz-Canterbury made a motion to approve:

That this Board emphatically believes and wants the IHSS and PASC to be included in the new Department of Aging.

The PASC Board write a letter to the Board of Supervisors or their DPSS representative stating the PASC Board wants to be included in the talks and the Board wants IHSS to be included in the new department.

The PASC Board write a letter to the BOS and ask them to take a look at the California Auditor Controllers report.

Lyn Goldfarb added to the motion: The PASC Board is requesting to be able to speak at the next BOS meetings.

*Janet Heinritz-Canterbury made the motion

*Lyn Goldfarb/Cynde Soto seconded the motion

*Motion passes unanimously

8. Legislative Update – Debi Hight

Debi brought the Board’s attention to the legislative report that is included in the Board packet and she expounded on it.

Janet added that PASC is part of the CA4SSI coalition and there are members of the Board and PASC staff that are members of this coalition.

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

Wendy commented on what Vernita Randal had spoken about from a previous Board meeting that was held in July regarding the attendance at the union office regarding vaccine testing. She also talked about the Better Cars Better Adults Act, she stated that the Union has been advocating for the 400 Billion dollars that was mentions in Debi’s report and the Union launched their campaign and they need to start investing in human infrastructure which will take care of the most vulnerable in LA County. She talked commented on the struggles with the registry and she talked about how the pandemic affected the labor shortage. She reiterated on the advocating for the 400 billion dollars and how there needs to be one voice so it can ensure that more can be delivered to the homecare workers and their clients. She stated that the union has been calling congress and writing letters and they are having town hall meeting and one with Senator Padilla and another one with Congressperson Varga and introduce them to the people they represent and letting them know how the pandemic has impacted them. She also talked about the 7% restoration celebration and how it took 10 years for that victory to happen and she gave a brief history about it and the advocacy efforts behind it. She stated that in the union, in the month of July, they have seen an increase of calls regarding union sponsored benefits and they have received 600 calls and out of those calls, 156 calls are health care related benefits which they have transferred to Luis Bravo and his team. They also have been doing wellness checks to see if their members need any assistance via text, email blasts as well as phone calls. She stated that the other increase of calls regarding consumer case information with includes refusing to sign timesheets, authorized services, social worker information, and claims that has been shared with Greg and DPSS regarding the Metro IHSS office which needs to be resolved. She also stated that they have seen an increase in call regarding the PASC registry and how to find different consumers. She also stated that in the month of July, the union has received approximately 7,000 calls to their MAC center and this accounts for as a statewide and LA County counts for 57% of the call volume which is tracked. She also talked about the mandates regarding the vaccinations and the new Delta Variant and the effect it is having on healthcare, they want to learn more and exploring in making vaccination more mandatory for all healthcare providers and that will include IHSS providers and from a union standpoints, they want to know what that means and what is the enforceability, the application and what will be the requirements so that they can inoculate their members. She stated that the union has done a lot of work regarding vaccination and providing equality access to everyone regardless of where they live, number of hours they worked gender, and color, not only for themselves but their families as well and through these efforts, the union has contributed to approximately 30,000 vaccinated

individuals. She also stated that the state nor the county can provide them with the data that would allow them to assess pockets of areas in the county where providers are still low in vaccinations and it is hard for them to do their part and would like a better dialog to understand the implication and possible mandate and the impact it could have on the homecare providers. She shared a concern regarding shortage of labor that exists in nursing homes. She also wanted to share that SEIU 2015 as of July 12, they have resumed their activity in terms of in-person meetings, house visits and training as well as following the CDC guidelines with restrictions. She stated that she is sharing this is because they are working close with PASC

and DPSS and they can continue to work together in doing orientations. She stated that as it pertains to the union own operations, they are not open yet formally but they will open September 7, 2021. She also talked about ETS and how they are behind 3-4 month in timesheets and she talked the timesheet violations and they are seeing a huge increase and potential suspension or termination. Vernita added that she has seen some providers that have up to a year's worth of back timesheets which is major concern.

Lyn asked regarding the mandatory vaccination and the union being part of the dialog, and she doesn't know if PASC is part of that dialog, Wendy stated that she reached out to Greg and he was unaware as well and they just became aware over that weekend and they have been contacted contacts to be included in these dialogs and conversation. Greg added that this is on the BOS' agenda to discuss vaccines and county employees.

Donna asked Wendy about what kind of violation are they getting and Wendy went over the various violations and how many a provider can get in regards to timesheets and Vernita added a comment as well.

Public Comment: Jennifer Newman asked if a provider receives a violation, what happens to the consumer, and Wendy went over what the union does to assist providers who have gotten a violation and to help prevent additional violations.

10. DPSS: Ying Chan reported:

TOPIC	UPDATE
IHSS Helpline Data	IHSS Helpline call data for June 2021: <ul style="list-style-type: none"> • Number of calls received: 152,149 with Average Wait Time 22:02 minutes. • Calls handled by Social Worker who handle Consumer and Provider- had average wait time of 17:05 minutes. • Calls handled by Senior Clerks who only handle Provider call, had an average wait time of 23:11 minutes. • General inquiries/calls: <ul style="list-style-type: none"> ○ Case updates/changes. ○ Payment/Timesheet issues. ○ Assessment/Reassessment ○ Request for Provider Forms.
IHSS Stats	IHSS Caseload as of July 2021: <ul style="list-style-type: none"> ➤ Recipients (238,290) ➤ Providers (192,530)
Electronic Visit Verification (EVV)	<ul style="list-style-type: none"> • 99.94% for the month of July 2021. State will no longer provide this report starting September, 2021 because we already have achieved a high adoption rate.

<p>Governing Board Vacancies</p>	<ul style="list-style-type: none"> • The Public Notice for GB vacancies were run at five local newspapers starting the week of 7/25/21. The Notice was also posted in the Norwalk County Library and the Hall of Administration. • A solicitation Letter to the PASC Governing Board was emailed to PASC board members on 7/15/21 providing instructions of submitting application.
<p>Vaccination Outreach</p>	<p><u>IHSS Homebound Recipient Postcard</u> DPSS mailed out the IHSS Homebound Recipient Postcard on COVID-19 home vaccination during the weekend of July 31, 2021.</p> <p>The target population was IHSS Homebound recipients age 16 years and older who did not receive the text message or speak a language other than English. The postcard informs our homebound recipients that appointments to vaccinate in their own homes are available and provides a toll-free Department of Public Health appointment line. Assistance in other language is available through 211.</p> <p>The postcard outreach was developed before individuals age 12-15 were eligible for the COVID-19 vaccine.</p> <p><u>Weekly Text Notifications</u> Through August 16th, all IHSS recipients ages 12-17 are receiving weekly text notifications regarding vaccination and are being referred to the same Department of Public Health homebound appointment number.</p>
<p>IHSS</p>	<p>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.</p>

Janet asked if anyone from DPSS wanted a comment and Janet asked Sherry if she wanted to make her comments and Sher stated that no, she thinks she rather have an off-line conversation with Janet.

Donna asked Ying for her email and Ying put her email address in the chat.

Lyn asked if Ying can talk about DPSS, PASC and SEIU collaboration regarding the provider shortage crisis and Ying started that she is not directly involved in these conversations but she stated that she can bring it back. Sherry added that she thinks Wendy touched on what they are working together which they are trying to create a hybrid during the pandemic and they are trying to make available an in-person option for people who have a need to hear and see people in person to ask questions to get on-boarded and all 3 entities are working together to make that happened and as far as vaccinations, she commented

on the union's efforts and she stated that DPSS has been working with DPH to get the word out on vaccinations who's

eligible at what stage and where they can go and she commented on Ying's report regarding home-bound consumers. She also talked about a conversation DPSS and SEIU had a few months ago regarding about possible collaboration, she stated that it is not that DPSS does not want to collaborate with anyone and everyone, it is about the confidentiality issues that they have to navigate. She also stated that the SEIU membership was notified as apart of the collaboration come January until now and is not sure if there is still a need to move things forward. She also stated that DPSS is open to anything collaboration to help get the word out about clinics, where people can go or home-bound will partner with you to get that word out to your membership, to the public to you the families, to anyone because it is very important and they understand and recognize that it is important.

Lyn asked are they able to identify the areas or parts of the city where there are still unvaccinated providers and Sherry stated that she wished DPSS did but DPH does not share that information with them and they do not know where the pockets are unless they say where they will do a pop-up clinic in particular city and DPSS responds to that request about getting the word out. Lyn asked if DPH is accelerating the frequency and Sherry stated that until June 15th, the larger vaccinated sites started closing down and they started to move them to smaller areas until the variant hit and now there is more advertisement and seems to have more urgency to it for people to really understand that they really need to become vaccinated. She stated that DPH has not reached out to them lately, however, the Department of Healthcare Services recently sent out notification to managed care plans that they will partner with them and they will fund them and give them incentives for creating opportunities and places where people can become vaccinated which was an effort that wasn't there before and DPSS is not involved in that but they are seeing this information being put out there. Lyn also asked of DPSS is able to map the areas with SEIU and PASC and Sherry stated that she hopes that she was not giving the impression that they were getting information of areas where they can map but she reiterated on what she stated earlier about what DPH does for vaccination sites and how it related to DPSS and what they do.

Steven Echor commented and stated that he is involved with an organization called Mutual Aid LA and they are specifically trying to get information out offering to go into peoples homes who are not able to get to a clinic or vaccination site in order to vaccinate them in their homes and he asked if DPSS is aware of this organization and Sherry stated that no she is not aware and Steven sated that he will share their information with her.

11. Unfinished/Old Business – None

12. New Business – Future Agenda Items – None

13. Closed Session – None

Open Session – None

Donna asked about the Tele-forums and the budget for them and Greg stated that there is no Teleforum for this month and he stated that the last three were sponsored by ADRC and PASC does not have the money for Tele-forums but they will look for more sponsorships but until then, there are none scheduled. Greg stated that they are very successful but very expensive and it been very clear that over the past year that the PASC registry is under the gun and trying to improve the registry so the majority of the funding went toward managing the registry and the RECs department and outreach has suffered because of it. Janet commented on that this might be something to talk about in the future if PASC gets into the development and functioning of the new agency.

14. Mission Moments – None

15. Adjournment – Janet Heinritz-Canterbury adjourned the meeting at 3:12pm.

Approved by:

Date: