

PASC Board Meeting Monday, September 13, 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, Steven Echor, Donna Fields, Andre Green, Janet Heinritz-Canterbury, Richard Hernandez, Lilibeth Navarro, Chris Otero, Cynde Soto and Jennifer Stark were present.

Board members absent: Jorge Chuc (excused), Lyn Goldfarb (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 acknowledged Charlie Bean.

Donna Fields read the mission statement. **The Personal Assistance Services Council (PASC) strives to improve In Home supportive Services (IHSS) support independence and enhance the quality of life for all who receive and provide In Home Supportive Services.**

Moment of Silence – Moment of Silence was observed for all requested intentions.

4. Public Comment – Evada Galda commented and stated that she works for the Westside Regional Center and she explained her position and role and what her agency does. She also shared her thoughts and personal experience about provider wages and services.

5. Consent Agenda

- a) Minutes – Approval of the August 9, 2021 Minutes – *Attachment C*
- b) Financial Report – Approval of July 2021 ADMIN – *Attachment D-1*
- c) Financial Report – Approval of July 2021 NPER – *Attachment D-2*
- f) Activity Calendar – *Attachment E*
- g) PASC Board Performance Measures July 2021 – *Attachment I*

Jennifer asked if she was a voting member of the PASC Board and Willis Oliver stated that she was. She also asked since she is new, can she abstain and Greg asked Debi Hight for clarification and Debi stated that Jennifer has the authority to participate on any agenda item but if she prefers to abstain, yes, she can.

Motion to approve the consent agenda, moved by Richard Hernandez, second by Lilibeth Navarro, motion passes with one abstention.

Janet welcomed Jennifer Stark, PASC's newest Board member who was appointed by the 1st District, Supervisor Hilda Solis to the PASC Board and Jennifer thanked the Board and expressed her gratitude and she shared about who she is, who she works for and what she does.

Several PASC Board members asked questions and welcomed Jennifer to the PASC Board and Jennifer stated that she would like to serve as a bridge and help with IHSS in any way she can.

Janet announced that this meeting was Andre Green's last Board meeting as a PASC Board member and several Board members and PASC staff thanked Andre for his time he served as a Board Member. Andre thanked everyone and shared his gratitude.

Janet also announced that Brandi Orton has resigned from the PASC Board and shared her gratitude about what Brandi has contributed to the PASC Board and the IHSS Program.

6. Board Chair Report - Janet Heinritz-Canterbury

a) General Comments/Board Comments:

Janet stated that then number one purpose of the PASC Board is to inform elected officials and policy makers about IHSS and the issues and problems facing IHSS consumers. She expressed how important it is that in order to do that job, they need to understand the information that Greg is giving them in regards to PASC operations and financing. She reminded the Board about previous Board discussions regarding IHSS and PASC becoming a part of the new aging agency and that Greg and PASC need to be in discussions as the agency is being designed. The Board needs to convey this message and information to the Board of Supervisors member who appointed them.

Jennifer asked about the new agency and Greg stated that it is called The Department of Aging and Disability. He talked about the BOS passed a motion a year ago for this new department and he explained what it is about and how it would benefit PASC and IHSS and how it would be more focused on people living with a disabilities and seniors. Jennifer also asked if information can be sent to her and Greg agreed.

Janet reminded the Board about the motion that they passed last month to send a letter to the BOS regarding the new agency. The letter is Attachment F in the Board packet. She also stated that the Board members needs to contact their BOS or county representative and bring this letter to their attention and she gave some key points on how to present this letter to the BOS. She also stated that the BOS acknowledged that they received the letter and she has yet to receive a response.

Janet stated that the PASC Board is more than welcome to contact Greg via email or phone to speak about any questions they may have as well as they can contact her.

Janet talked about the Board binder that will be created by Willis Oliver with various information and materials and it will be sent out.

Donna asked what will be her part in speaking with DPSS regarding PASC, the new agency etc., and Janet stated those who were appointed by DPSS should develop a strategy to speak to DPSS.

Lillibeth asked about approaching the BOS regarding the new aging department and what the BOS might be thinking, how is the county department and the city set up and she talked about CalAIM. Greg talked about the CalAIM and the Governor's Master Plan on Aging and the various federal dollars. He also talked about how important the restructure in Los Angeles and stated there are other PA's who are in the department of aging and a lot of attention is focused on the registries and consumers finding providers. He also talked about the emerging ADRC that Lillibeth has established and stated that the other counties include ADRC's in their department of aging. Combined services with the ADRC is another avenue that PASC can utilize by becoming a part of their No Wrong Door System.

Cynde asked for clarification on the letter and the new department and if Greg is a part of the discussions. Greg explained the new department and the purpose of the letter was to get PASC included in the discussions. Cynde also asked how can some of the Board members put pressure on this department to include IHSS and to be a part of their planning long term. Janet stated that Cynde should educate the BOS that she was appointed by and work with that staff person and Janet explained the reasonings why IHSS and PASC should be in the aging department. Greg added we should approach them by emphasizing the reality that there is a critical provider shortage and thousands of IHSS consumers cannot find a provider. He also stated that Cynde can speak to two different reports, the California Auditor Controller Report which clearly identified consumers who cannot find a provider. He stated that in 2016 DPSS requested the CEO of LA County to do a report the problem of retention and provider shortage in Los Angeles. We should ask what has been done to address the problems identified in these reports. Janet added that she will get the reports to Cynde.

Jennifer asked if PASC attended the BOS meetings where everyone one can put in a speaking card and Janet stated no. Jennifer also asked that it would really be helpful to have talking points from staff so that each individual doesn't have to figure all of this out and if the staff has the bandwidth to help provide with the talking points and if not, that would need to be addressed as well. Greg stated the PASC staffing bandwidth is limited but they can put something together. He also stated that he and Debi monitor the BOS' agenda each week looking for items related to IHSS and when this is on the agenda, he will encourage testimonies. He also stated that we are working on our annual report which will be submitted to BOS by September 30th. He stated that in his report, he's going for a motion to write a letter to the BOS so we can present the PASC Annual Report to BOS deputies cluster meeting. By doing this, it will be another way of sharing thoughts and opinions to the board deputies. Jennifer suggested that the Board go straight to the board clerk and request to be put on the agenda to present the annual report. Greg stated that the Board deputy of the Board Chair is the one who coordinates the meetings and it is currently Supervisor Solis. Jennifer stated that she would be happy to work with Greg and help in any way possible.

Wilma asked for clarification about where will the Board meetings will be held and Janet stated that we will continue with Zoom meetings. Wilma also expressed her interest in going to the BOS and educating them regarding consumers and navigating their needs with IHSS.

b) Announcement of the PASC Board Elections in October 2021:

Janet announced that there will be Board elections and all positions are available.

c) Future PASC Board Meetings:

Janet talked about future PASC meetings and deferred to Debi Hight to talk more about it. Debi stated that it looks like the PASC board will be able to continue with Zoom conference calls and she referred to AB361 which was passed with last minute amendments to get it potentially extended for a full year and it is sitting on the governor's desk and she also attached a coalition letter in the Board packet and it may get signed by the end of the month due to an urgency clause attached to the bill.

d) PASC Letter to BOS:

Janet addressed this above.

7. Executive Director's Report – Greg Thompson introduced Layla Gonzalez to talk about the IHSS Provider Recruitment.

a) IHSS Provider Recruitment – Layla Gonzalez – Attachment G

Layla brought the Board's attention to Attachment G along with a Power Point presentation as well as she elaborated and expounded on it. She also explained her role in the PASC registry.

Wilma commented and talked about how she went to a DPSS orientation and she shared her experience. She also shared her experience about the PASC Registry Information meeting which she enjoyed.

Donna asked about the numbers in the report and asked Layla if she thought about writing a letter to the providers to see if they were still interested in the registry. Layla replied and stated that most of the people who applied on line are usually through the website and its either through email of phone and she cannot get their addresses unless they state that they are interested or they asked her to mail them an application.

Janet asked Layla about the CBI and if they were paid for, how big an affect would it have on people being interested. Layla stated that working with GAIN and American Job Cops, they have funding to help with their clients for reimbursed.

Jennifer asked about the of the CBI and if there was a difference between CBI and a background check and what is the cost. Layla stated that it could vary between \$45 and \$70 depending on the vendor. Jennifer asked if there has ever a social media campaign and funding and Layla stated that PASC has on staff an employee who runs all of the PASC social media platforms and this employee posts all of the PASC events and PASC IT department assists with e-blasts as well about trainings and recruitment for the registry. Jennifer also asked about tracking to see where the potential providers come from to evaluate the success and this is something Layla addresses at her various meetings.

Donna commented about PASC's social media and asked if she has received any responses from them and Layla stated that she gets most of the responses from the E-blasts.

Janet asked Layla about the provider shortage, the report and what were her thoughts about why some provider don't want to do the work. Layla responded and stated that she thought it had to do with them not wanted to get sick because of COVID and possible exposure, transmission or catching it and possibly bringing it home, and now that vaccinations are available, she feels people shouldn't hesitate but she has seen the resistance.

Lillibeth commented and asked if we have an alliance with similar services in the community that PASC can collaborate with and funding?

Wilma commented and talked about provider wages and she shared her thoughts about getting quality providers.

b) PASC Re-opening Updates – Luis Bravo:

Luis talked about the re-opening for PASC and he stated that the process started in May and the leadership team met which included all of the managers of each department. He explained why it was necessary to bring back the staff, there were technical challenges, and financial reasons.

He also talked providing a safe environment, the guidelines, social distance as well as he explained the phases and time lines when the staff are to return back the office although PASC is still closed the public.

Janet asked Luis about the staff working remotely and Luis stated that he himself enjoyed it and he feels excited to come back to the office as well as the staff is excited to return.

Janet also asked about vaccination rules for the staff and Luis stated that this is a question for the PASC's HR department but at the current moment, it is not mandatory. He also stated the BOS will be voting to possibly make vaccinations mandatory for the county and its contractors so PASC is not making it mandatory for the staff to get vaccinated. He stated that the staff was advised to inform the HR department if they were vaccinated.

c) Executive Director's Updates – Greg Thompson:

Greg clarified we monitor the state and federal guidelines as well as the LA County guidelines but because PASC is in Pasadena, we also follow the Pasadena guidelines as well and where PASC get its directions.

Greg reported PASC has not been reimbursed for the EPG administration costs for passing out protective equipment for June, July, August and September DPSS has not reimbursed PASC because they are waiting on the CFL from the state. CDSS will send the counties the CFL which has the allocation amount to reimburse PASC for the EPG admin costs and will include the increase for the public authority from the state and the federal government. Greg stated that once this is done, DPSS will do an amendment, then PASC will get reimbursed. PASC will be doing an event in September and will not schedule any more in person distributions until funding is approved by DPSS. PASC will continue to mail EPG and people can come to the PASC office by appointment and pick them up.

Janet asked if there were any new on the Tele-forums and Greg stated that they were unable to budget for them and other trainings due to the lack of funding.

Donna asked if Greg if he planned to discuss PASC being harassed and the multiple audits closed session. Greg stated he wished he would not have used the term harassed last meeting and he will not be discussing that in closed session. He stated DPSS audits during COVID have been excessive. PASC has been under contact monitoring throughout the entire COVID pandemic and PASC is still waiting on the results of the county audit controller's report. He stated DPSS has hired an outside agency to conduct another audit which will start soon. Donna also asked why it is being done multiple times and Greg replied he does not have an answer for do that but assumes it is part of the county process.

Cynde asked if this was a usual thing and Greg stated that yes, per the PASC contract, DPSS can audit the contact multiple times. PASC also pays for an outside company to an audit which is submitted to the federal government.

8. Legislative Update – Debi Hight – Attachment H-1 & H-2

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

Donna commented and stated that she feels that people should call and write their congress person or senator and tell them to make sure they pass that package that President Biden wants

regarding funding for providers. Debi pointed out that it is the Better Jobs, Better Cares Act and talked about what was included in last month's Board packet.

Janet suggested that people go to the Justice In Aging site to read more about the Better Jobs, Better Cares Act and get involved.

9. Report from SEIU 2015 – Wendy Duchon/Vernita Randall: No Representative Present

10. DPSS: Ying Chan reported:

TOPIC	UPDATE
IHSS Helpline Data	For the month of July 2021, the IHSS Helpline: <ul style="list-style-type: none"> • Received 140,208 with an Average Wait Time 18:47 minutes. • Calls handled by a Social Worker had average wait time of 15:47 minutes. • Calls handled by a Senior Clerk had an average wait time of 19:29 minutes. • General inquiries/calls: <ul style="list-style-type: none"> ○ Case updates/changes ○ Payment/Timesheet issues ○ Assessment/Reassessment ○ Provider Enrollment
IHSS Stats	IHSS Caseload as of August 2021: <ul style="list-style-type: none"> ➤ Recipients (239,006) ➤ Providers (193,164)
Governing Board Vacancies	As you may know, we have/will have two upcoming Governing Board member vacancies that must be filled by October 5 th . We have made all of the necessary advertisements announcing and requesting applications and for the applications we have received: <ul style="list-style-type: none"> • We have completed the interview process for all six candidates, and the • Recommendation for appointees in under review.
Vaccination Outreach	We continue in our effort to share information about vaccination opportunities with IHSS consumers. Our recent weekly text campaign that started on June 14, 2021 to IHSS recipients ages 12-17 informing consumers of their eligibility for the Pfizer COVID-19 vaccination was completed on 8/16/2021. This text campaign provided the website and phone number for recipients to schedule an appointment and reached a total of 7,304 recipients. We continue to have vaccine information on available on our website.
CalSavers Retirement Savings Program	A new retirement savings program is available! It's a new optional retirement program designed for all California individuals, including IHSS and WPCS providers. It offers automatic retirement contribution options. All IHSS/WPCS providers, including live-in providers, can

	choose to enroll in the CalSavers Retirement Savings Program to save their earnings for retirement. Enrollment and access to an individual's account is available online, over the phone or via an app. Flyers containing CalSavers information are currently available on the CDSS Website and DPSS Website. We also shared the flyers with PASC to post on their website and they have informed us they would do so.
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.

Cynde asked about Aid Paid Pending and if it was printed on the back of the Notice of Action and Ying stated that she has not seen one either and explained what it is but she will get back with some answers. Cynde also asked about tasks for a new consumer and can they understand those tasks for the provider and Ying explained the interview or assessment process of a new consumer as well of the NOA and what services the consumer is entitled to and she also gave examples. Cynde also asked about training for providers and consumers so they can understand the NOA and the tasks and Ying stated that the consumer should refer to the NOA to know what are the authorized tasks. Ying also stated that providers are also sent an NOA which explains their duties as well as she gave examples and she pointed out the helpline for more help and clarity and understanding the NOA.

Steven asked about the NOA and tasks in regarding paramedical services and the wages a provider gets and not prepared to do. Ying reiterated the assessment process that social worker does and the tasks that are performed and designed according to the IHSS program. She also stated that when a consumer has certain types of tasks that need to be performed, the consumer should find a provider who can perform those types of tasks and she referred to the Individual Provider Mode.

Jennifer asked about the call times and for a consumer who needs help from the helpline regarding the NOA and if the average wait time is 18 minutes and Ying stated yes. Jennifer also asked if that wait time is evaluated and what is an appropriate time for a consumer to receive services from the helpline. Ying clarified her report and she stated that DPSS always tries to provide excellent customer service to people but the call number is correlated to the wait time and there are frequent changes because of the pandemic and every time the policy changes from CDSS, the calls change and she gave examples. Ying also stated that DPSS is trying to improve the wait time and they do their own study.

Public Comment: Evada Galda asked about the CalSavers and if they went to the provider as well or are they just posted? Ying stated it is posed on the DPSS website. Evada Galda asked how will the providers know that it is posted and Ying stated that DPSS has informed their staff that so anytime they make a visit, the social worker will let the consumers know. Evada Galda commented on the helpline and the experience she has had. She also stated that she posted information on the chat line on services for consumers.

Janet commented on the wait time and language issues and asked Ying if we can get a presentation from the Line Operations department next month and Ying stated that she will relay the message to Line Operations.

11. Unfinished/Old Business – None

12. New Business – Future Agenda Items – None

13. Closed Session –

- a) Labor negotiations (Govt. Code Section 54957.6): Discussion/recommendations on collective bargaining negotiations between PASC and SEIU Local 2015 currently in process.
- b) Personnel Performance Evaluation (Govt. Code Section 54957)

Open Session –

Janet reported out that the Board approved a motion for the collective bargaining ground rules and the side letter for PASC's bargaining with SEIU 2015.

Janet reported out that the Board approved a motion to reconfigure the executive director's salary and the Board approved a 3% COLA starting next pay period for the executive director.

14. Mission Moments – None

15. Adjournment – Janet Heinritz-Canterbury adjourned the meeting at 4:18pm.

Motion to adjourn the meeting, moved by Richard Hernandez and seconded by Wilma Ballew, motion passed with consensus

Approved by:

Date: