



PASC Governing Board Meeting Minutes March 4, 2013

I. CALL TO ORDER AND ROLL CALL

Ms. Navarro called the meeting to order. Mr. Oliver called the roll:

Members present: Mr. Adler, Ms. Becker Kennedy, Mr. Davila-Castro, Mr. Magady, Ms. Miles, Ms. Navarro, Ms. Otero, Ms. Poole, Mr. Vasquez

Members absent: Ms. Argenta, Ms. Belton, Mr. Castano, Mr. MacDonald

II. READING OF MISSION STATEMENT AND MOMENT OF SILENCE

The mission statement was read by Ms. Miles, and a moment of silence was observed for all requested intentions.

III. GENERAL PUBLIC COMMENT

Arnold Arbiso requested information on upcoming impacts on his provider's level of payment. Mr. Thompson and Ms. Tostado-Hernández responded that no changes to advanced pay are expected.

In response to concerns from Ms. Becker Kennedy, Ms. Tostado-Hernández reported that providers will receive training on new timesheet procedures at the new provider orientations; consumers and providers will receive training at the homecall. Mr. Arbiso expressed his resentment of the intrusion of social workers providing instruction to providers at the homecall; Mr. Thompson emphasized that this is an optional service offered by the county, and not mandatory.

Mr. Arbiso requested information on his Board application; Ms. Tostado-Hernández agreed to check on his application status.

Victoria Emerick reported on a biased announcement of an event in support of Laura's Law in Orange County; Mr. Thompson agreed to research this law.

IV. APPROVAL OF FEBRUARY 4, 2013 MINUTES APPROVAL OF JANUARY 7, 2013 MINUTES

February 4, 2013 minutes approved on motion of Mr. Adler, seconded by Ms. Otero, by consensus.

January 7, 2013 minutes approved as amended with corrections submitted by Ms. Poole, on motion of Mr. Adler, seconded by Ms. Becker Kennedy, by consensus.

V. JANUARY 2013 FINANCIAL REPORT JANUARY 2013 FINANCIAL REPORT – NPER

In accordance with California Government Code Section 53646(b)(1), Mr. Wagstaff reported on interest income for January 2013.

January 2013 Financial Report approved on motion of Mr. Adler, seconded by Ms. Otero, by consensus.

January 2013 Financial Report – NPER approved on motion of Mr. Adler, seconded by Ms. Otero, by consensus.

VI. CHAIR'S REPORT

Ms. Navarro reported that she attended the recent Labor-Management Meeting, a meeting on the Coordinated Care Initiative sponsored by the Center for Healthcare Rights, and a benefits advocacy training that provided valuable information on work incentives for people with disabilities. Mr. Magady suggested that PASC invite a speaker from the Department of Rehabilitation to address this issue; Ms. Becker Kennedy disagreed that PASC must address more pressing issues.

C.A.L.I.F. sponsored an Advocacy Power Summit for Southern California ILC Systems Change Advocates; Ms. Navarro suggested that PASC work with a group formed by the Van Nuys ILC.

Ms. Becker Kennedy requested that direct contact with consumers be agendaized for next month's meeting.

Ms. Navarro reported that HealthNet will hold a stakeholder workgroup, and will forward information to Board members; Mr. Thompson reported that he is discussing with HealthNet the formation of IHSS consumer workgroups.

VII. EXECUTIVE DIRECTOR'S REPORT

1. MMR

Mr. Thompson called Board members' attention to the MMR in the Board packet.

2. PASC OPERATIONS

Consumer outreach remains PASC's number one priority. Ms. Heinritz-Canterbury is forming a group of consumers interested in doing advocacy work; she and other staff members are working to identify as many consumers as possible. Two IHSS consumers are employed by PASC part-time.

PASC is focusing on reaching consumers through electronic media, including YouTube videos in English and Spanish. The state has also produced videos on consumer and provider issues. PASC is rebuilding its website to be more interactive and easier to access information in real time.

In response to a concern from Mr. Magady, Mr. Thompson emphasized that mail has been an expensive, ineffective way to communicate with consumers, and that more consumers have access to the internet through their own computers, cellphones, and libraries. Mr. Magady suggested that PASC pursue funding for providing computers for consumers. Mr. Adler suggested that PASC work with DPSS to produce a consumer brochure on the advantages of the internet to be provided at the annual assessment. Mr. Thompson responded that PASC is discussing outreach to consumers and data sharing with DPSS, HealthNet, and L.A. Care. Ms. Navarro suggested that PASC work with the California Communication Foundation and the Assistive Technology Network. Ms. Becker Kennedy responded that the best way to reach consumers is through phone calls and teleconferences.

3. COORDINATED CARE INITIATIVE

Mr. Thompson reported that the contract with the State of California is scheduled to be finalized in March; detailed MOUs will be drafted in April. The enrollment period has been extended to 16 months, with a rollout date of September 13th.

4. LEGISLATIVE REPORT

Mr. Thompson will upload the Legislative Analyst's Office budget report to the Board website; Board members may also request a mailed copy from Mr. Oliver.

Mr. Thompson met with Assembly Member Holly Mitchell to discuss providing telephonic townhall meetings for IHSS consumers.

Ms. Poole requested an update on the five motions submitted by the Managed Care Committee; Mr. Thompson responded that these were sent to the requested parties. Assembly Member Mitchell recommended that PASC visit all legislators on the Assembly Budget Subcommittee, the Senate Budget Subcommittee, and the IHSS committees; Mr. Thompson will provide a handout on the motions to these legislators.

Mr. Thompson reported that he met with representatives from Harbage Consulting regarding consumer outreach.

Ms. Poole requested that the roll-out campaign be prioritized. Ms. Becker Kennedy urged PASC to form a coalition of organizations to coordinate a campaign to inform consumers about CCI. Mr. Thompson responded that county-level and state-level coalitions already exist, that PASC is continuing to provide teleconferences as a means to inform consumers, and that PASC works continuously to promote the Board's priorities.

VIII. DPSS REPORTS

1. IHSS NEW PROVIDER'S TIMESHEET

Ms. Tostado-Hernández called Board members' attention to the sample timesheet included in the Board packet.

Mr. Adler and Ms. Becker Kennedy voiced their concerns regarding implementation of the new timesheet. **Ms. Becker Kennedy offered the following motion: Until there's a certain percentage failure rate that's acceptable, perhaps the failure rate that's acceptable on the current timesheet program, for a period of three or four months in pilot counties, we do not think it should extend to Los Angeles County. Mr. Adler seconded the motion. Approved by consensus.**

In response to a question from Mr. Adler, Mr. Thompson reported that some improvements have been made in San Diego, but there are still problems. Ms. Tostado-Hernández reported that six additional counties have gone live on CMIPS II.

Mr. Adler requested a precise error rate for San Diego County, in addition to the information already forwarded by Ms. Sigala; Mr. Thompson agreed to contact San Diego County.

Ms. Poole suggested that PASC provide a video tutorial on completing the new timesheet; Mr. Thompson agreed.

Mr. Adler urged DPSS to gather data on providers who have cellphones and smartphones.

Ms. Becker Kennedy amended her previous motion to state: That we see a failure rate of no less than currently exists in the current IHSS timesheet proposal, or this does not go forward. PASC will take a look, if we need to hire counsel, if we need to file an injunction, we must protect people. Not enough people have technology, not enough people have DVD players, especially in the senior population, there needs to be a very easy-to-read timesheet. If the results show that people can fill these out and not have their providers paid late, and not lose their independent living and go into institutions, our position must be that there be an injunction until the current failure rate, or we will sue if this moves forward. Ms. Miles seconded the motion.

Mr. Adler responded that PASC cannot use its funds to sue on this issue; Ms. Becker Kennedy suggested that PASC partner with another organization.

Motion approved by consensus.

Mr. Adler stated the motion as: The state not implement in Los Angeles County until the error rate in the other counties is no higher than our current rate in LA County. The amended motion was that we investigate partnering with a public interest law firm to seek an injunction preventing the state from implementing in Los Angeles County, until the error rate in the demonstration counties is at a level equal to or lower than the current rate in Los Angeles County.

Ms. Navarro recommended that the Board immediately convene a group to work on this issue; Ms. Becker Kennedy agreed to make phone calls and send information to the Board by email.

In response to a request from Ms. Becker Kennedy at last month's meeting, Ms. Tostado-Hernández confirmed that Medi-Cal discontinued coverage of most dental procedures in 2009; some vision benefits are covered.

Ms. Becker Kennedy offered the following motion: Renewed attempts should be made in conjunction with consumer focus groups to see if timecards are sufficiently simple for a third-grade comprehension. Ms. Miles seconded the motion.

Mr. Adler offered the following amendment to the motion: That the state have consumer groups to determine if typical IHSS consumers and providers can complete the form without an excessive degree of error.

Ms. Becker Kennedy restated her motion: That renewed attempts to revamp the CMIPS form be made in conjunction with focus groups of consumers and providers, to see if they're sufficiently self-explanatory that they can be filled out by those with a fourth-grade education.

Mr. Adler and Mr. Davila-Castro opposed any mention of grade-level education in the motion.

Ms. Navarro and Ms. Becker Kennedy suggested mentioning the ADA in the motion.

Motion passed by majority, with one opposed.

IX. IHSS CONSUMER UNION

No report.

X. SEIU-ULTCW – UNION ISSUES

Darlisa Clegg distributed a report on late paycheck issues, which are being addressed with the Labor-Management Committee. DPSS has provided the union with training on the new CMIPS II system, and will be working with the union to provide regional and local trainings to workers.

Ms. Clegg also reported that the union has filed a grievance regarding the additional \$0.15/hour pay rate they believe is due their members.

In response to questions from Ms. Poole and Ms. Becker Kennedy, Ms. Clegg reported that the union's website and curriculum will include instruction on the new timesheet, and that Member Action Center staff members are available by phone to assist workers. Ms. Poole suggested that a 24-hour 800-number with audio prompts would be more accessible. **Ms. Clegg offered to provide at next month's meeting a report on the toll-free number currently available.**

In response to a question from Mr. Adler, Ms. Clegg agreed to provide information at next month's meeting on worker email and cellphone access.

1. STEVE DECKER, EDUCATION CENTER – PRESENTATION – PAID TRAINING FOR CONSUMERS AND PROVIDERS

Ms. Miles introduced Mr. Decker, Executive Director of the California Long-Term Care Education Center.

Mr. Decker outlined CLTCEC's goals for pushing IHSS forward into the managed care organization system.

The CLTCEC is providing training in partnership with health plans to 9000 pairs of consumers and providers as part of a \$11.7M, three-year grant from Medicare; current participating counties are Los Angeles, Alameda, Contra Costa, and San Mateo. Outcomes will be evaluated by UC San Francisco, using de-identified data. Training is offered in at least 10 languages, emphasizes consumer direction, and requires consumer approval. One day of co-training for consumers and providers together is offered, which includes employer-employee relations and managed care teams.

The CLTCEC will offer a five-year statewide certification for providers, using a curriculum that meets CCI requirements, and a free statewide registry of certified providers.

The CLTCEC supports mandatory training for IHSS providers, based on a model from Washington state in which consumers can waive this training requirement. Mr. Decker reported that CLTCEC training reduces worker turnover from 53% to 17%.

Providers are not currently paid for this training; however, stipends and prepaid debit cards are offered to participating consumers and providers.

As a CMS grantee, the CLTCEC has been provided with contact information for the 500,000 LA County dual eligible beneficiaries, which can be matched with provider information through the union's database.

Mr. Decker reported that, under managed care, providers can receive payment from the health plans to accompany consumers to the hospital or a medical appointment.

In response to concerns from Ms. Navarro, Mr. Decker reported that UCF will survey consumers and providers, in order to provide feedback to CMS.

Mr. Decker reported that PASC participated in the curriculum's development, in 2000. Mr. Thompson objected to PASC's listing as a community supporter of the grant and to CLTCEC informing health plans that PASC participated in the curriculum's development, when that participation was 13 years ago; Mr. Thompson emphasized that PASC was not involved in any way in development of the current curriculum.

Ms. Otero objected to the training's medical model.

Ms. Becker Kennedy objected to the training's undermining of the consumer's right to train their own providers, and to the grant's requirement of consumer approval for provider training.

Mr. Decker requested PASC's participation in curriculum development, welcomed PASC's comments regarding any CLTCEC activities, and suggested that PASC write a blog for CLTCEC's website.

XI. MISSION MOMENTS

Mr. Thompson apologized for the omission of a Managed Care Committee report from the agenda.

Ms. Becker Kennedy distributed information from Valley Legal Aid regarding denial of services by HealthNet for a metastatic breast cancer patient at City of Hope.

Ms. Becker Kennedy offered the following motion: Any people with dialysis, cancer, complex and co-morbid conditions, HIV, have their doctors and their treatments, that there must be an acknowledgement of their frail conditions, and that they should be treated under one roof with their oncologist or doctors, they cannot buy one-half of the plan, and not buy the treatments and surgeries as well.

Following discussion, Ms. Becker Kennedy restated the motion: That people with complex and co-morbid conditions who are waiting for appeals of their medical exemption request, or did not know they should be filing for medical exemption requests, because they had cancer, HIV, or end-stage renal disease, any mistakes made in these people, they should be returned to their fee-for-service providers.

Following discussion, Ms. Becker Kennedy restated the motion: People with complex and co-morbid conditions who have filed for a medical exemption request must be able to get their doctors' care and all services ordered by that doctor.

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Ms. Becker Kennedy suggested that she meet with a representative from HealthNet to discuss this motion; Ms. Navarro agreed.

Ms. Becker Kennedy reported that her provider was recently ill, and urged PASC to provide 24/7 emergency services.

XII. NEW BUSINESS

XIII. CLOSED SESSION

Ms. Navarro reported from the closed session that the PASC had a closed session regarding the response to ULTCW's demand for compliance with the salary raise implementation. It has been determined legally that the PASC is working within the specified conditions provided by the LA County Board of Supervisors as conditions for the provision of the salary increase. However, the final arrangements for full implementation of the salary increase is still being discussed in light of recent updates on the CCT and other factors.

XIV. ADJOURNMENT

Approved by

Date minutes approved

ACTION POINTS

- Mr. Arbiso requested information on his Board application; Ms. Tostado-Hernández agreed to check on his application status.
- Victoria Emerick reported on a biased announcement of an event in support of Laura’s Law in Orange County; Mr. Thompson agreed to research this law.
- Ms. Becker Kennedy offered the following motion: Until there’s a certain percentage failure rate that’s acceptable, perhaps the failure rate that’s acceptable on the current timesheet program, for a period of three or four months in pilot counties, we do not think it should extend to Los Angeles County. Mr. Adler seconded the motion. Approved by consensus.
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