

## **PASC Governing Board Meeting Minutes**

### **August 5, 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, Ms. Belton, Mr. Castano, Mr. Davila-Castro, Ms. Miles, Ms. Navarro, Ms. Otero, Ms. Poole

Members absent: Ms. Argenta, Mr. MacDonald, Mr. Magady

#### **II. READING OF MISSION STATEMENT AND MOMENT OF SILENCE**

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

#### **III. GENERAL PUBLIC COMMENT**

Archie Souder from the Los Angeles County Client Coalition announced that a NAMI walk will take place in Santa Monica on October 5th

#### **IV. APPROVAL OF JULY 1, 2013 MINUTES**

Approved on motion of Mr. Castano, seconded by Ms. Belton, by consensus.

#### **V. JUNE 2013 FINANCIAL REPORT JUNE 2013 FINANCIAL REPORT – NPER**

June 2013 Financial Report approved on motion of Mr. Castano, seconded by Mr. Adler, by consensus. June 2013 Financial Report – NPER approved on motion of Mr. Castano, seconded by Ms. Becker Kennedy, by consensus.

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

In response to a question from Mr. Adler, Mr. Thompson confirmed that PASC's current contract with the county includes new provider enrollment services; there will be some procedural changes following implementation of CMIPS II.

#### **VI. PASC BOARD ELECTION ANNOUNCEMENT**

Ms. Navarro announced that Board elections will take place in September.

#### **VII. CHAIR'S REPORT**

Ms. Navarro reported that the 23rd anniversary of the ADA was recently celebrated with an event at Union Station. Ms. Navarro reported that recent changes by Metro have made access more difficult for individuals who use wheelchairs; C.A.L.I.F.'s Systems Change Advocates are working with Metro on this issue. **Ms. Navarro asked that a request for feedback on this issue be put on PASC's website; Mr. Thompson agreed to pursue this.**

Ms. Navarro reported that an IHSS provider was recently informed that the cost of her background check would be \$57. Mr. Thompson responded that the Department of Justice charges \$32 per background check; individual agencies add their own fees. Two years ago, PASC published a recommended list of agencies; however, due to threats of legal action, PASC ended this practice. PASC has not received a positive response to its requests for the state to fund these background checks, and labor did not identify this issue as an issue for collective bargaining.

## **VIII. EXECUTIVE DIRECTOR'S REPORT**

Mr. Thompson reported that PASC came in under budget for this past fiscal year. PASC slightly exceeded its New Provider Enrollment budget, and is negotiating with the county for reimbursement of these additional costs.

Mr. Thompson called Board members' attention to the activity calendar in the Board packet. PASC is conducting training classes for an estimated 800 providers on the new CMIPS II timesheet. ULTCW expects to provide trainings for 12,000 providers, and the county will train new providers.

The statewide public authority is expected to be implemented in January 2015; this body will oversee benefits and collective bargaining. The state is developing a statewide curriculum for provider training, which is currently voluntary; the union is calling for mandatory training.

### **1. MMR**

Mr. Thompson called Board members' attention to the report in the Board packet, and noted a large increase in the number of consumer contacts and Ms. Heinritz-Canterbury's focus on outreach and mobilization of consumers.

### **2. LEGISLATIVE REPORT**

Mr. Thompson called Board members' attention to the state budget report in the Board packet.

Mr. Thompson outlined dates and procedures for enrollment into managed care for Medi-Cal, Medicare, and dual eligible recipients. PASC has included informational interviews and materials regarding consumer protections on its website. PASC has signed onto a letter with other agencies in response to the LA County Readiness Plan.

### **3. PASC TELE TIMESHEET TRAINING**

PASC made 40,000 robocall invitations to this training. Over 6500 providers participated in the call, as well as state, county, and ULTCW representatives. At the end of the training, 84% of participants indicated that they felt able to complete the new timesheet successfully.

PASC collects extensive statistics on its robocalls, website visitors, and e-blasts, to determine the most effective ways to reach consumers and providers. Mr. Thompson emphasized that not all of these outreach efforts are reimbursed by the county, and that tele-trainings require funding and sponsorship from other organizations.

## **IX. CONSUMER OUTREACH – JANET HEINRITZ-CANTERBURY**

PASC worked with Harbage Consulting to conduct three focus groups in LA County; approximately 20 consumers attended each group. PASC will continue these focus groups, and is training four members of its Consumer Corps to conduct outreach, education, and legislative visits.

## **X. DPSS REPORTS**

Ms. Tostado-Hernández distributed the consumer and provider notices of new timesheets. The state began mailing consumer notices on August 2nd; provider notices will be mailed in the next few days. CMIPS II is now scheduled to go live on September 3rd. DPSS is discussing providing training on the new timesheets to current providers; new providers receive training at their new provider orientation.

In response to a question from Mr. Adler, Ms. Tostado-Hernández confirmed that DPSS has asked CDSS to add a field for email addresses to CMIPS II; **Ms. Tostado-Hernández will follow up on this request and provide a report at next month's meeting.**

Ms. Becker Kennedy recommended that each social worker's outgoing voicemail message include contact information for their provider clerk. Ms. Poole reported that many provider clerk phone numbers are toll calls, and that DPSS toll-free numbers often ask callers to call back at another time. **Mr. Thompson requested that these issues be agendaized for the next PASC-DPSS quarterly meeting; Ms. Tostado-Hernández agreed.**

**In response to concerns from Mr. Davila-Castro and Ms. Becker Kennedy that providers may be asked to appear in person at IHSS offices, Ms. Tostado-Hernández agreed to clarify new provider change of address procedures.**

**Mr. Adler stated the following motion: That, if Jerry is right, that the only way for a provider to change their address is to go into a DPSS office, that we ask CAPA and DPSS to raise this issue with their contacts with the state to try to get a more workable change of address system effected, as exists in practically every walk of life. Seconded by Ms. Becker Kennedy.**

**Mr. Adler restated his motion: That we ask CAPA and DPSS to use their contacts with the state to see if a more user-friendly way of changing address cannot be established for IHSS consumers.**

**Motion approved by consensus, with one abstention.**

**Ms. Becker Kennedy stated the following motion: That when there are changes that pertain to timesheets or procedures that affect consumers and providers, that a focus group of those using the program be involved. Seconded by Mr. Adler.**

**Ms. Becker Kennedy restated her motion: That when DPSS makes a change to procedures that impact consumers and providers, that a focus group be convened of those who use the program to consult.**

**Motion approved by consensus.**

## **XI. MANAGED CARE COMMITTEE**

Ms. Becker Kennedy reported that the Committee recommends that PASC collaborate with the state to reach a maximum number of consumers through robocalls and townhalls that include advocates from DREDF and NSCLC.

Ms. Becker Kennedy distributed the state's draft notice with the Committee's suggested changes; the Committee feels the notice is confusing and does not explain opt-out provisions.

Ms. Becker Kennedy reported that she met with Director Spiller, and discussed implementation of a toll-free DPSS helpdesk for timesheet and paycheck issues. Mr. Thompson responded that this has also been requested at the state level.

In response to a question from Ms. Navarro, Mr. Thompson confirmed that PASC continues to ask the state and county to fund its Tele TownHalls.

## **XII. IHSS CONSUMER UNION**

No report.

## **XIII. SEIU-ULTCW REPORTS**

No union representative was present.

## **XIV. MISSION MOMENTS**

## **XV. NEW BUSINESS**

## **XVI. CLOSED SESSION**

Ms. Navarro reported from the closed session that

## **XVII. ADJOURNMENT**

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Approved by

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Date minutes approved

## **ACTION POINTS**

- Ms. Navarro reported that recent changes by Metro have made access more difficult for individuals who use wheelchairs; C.A.L.I.F.'s Systems Change Advocates are working with Metro on this issue. Ms. Navarro asked that a request for feedback on this issue be put on PASC's website; Mr. Thompson agreed to pursue this.
- In response to a question from Mr. Adler, Ms. Tostado-Hernández confirmed that DPSS has asked CDSS to add a field for email addresses to CMIPS II; Ms. Tostado-Hernández will follow up on this request and provide a report at next month's meeting.
- Ms. Becker Kennedy recommended that each social worker's outgoing voicemail message include contact information for their provider clerk. Ms. Poole reported that many provider clerk phone numbers are toll calls, and that DPSS toll-free numbers often ask callers to call back at another time.

Mr. Thompson requested that these issues be agendized for the next PASC-DPSS quarterly meeting; Ms. Tostado-Hernández agreed.

- In response to concerns from Mr. Davila-Castro and Ms. Becker Kennedy that providers may be asked to appear in person at IHSS offices, Ms. Tostado-Hernández agreed to clarify new provider change of address procedures.
- Mr. Adler stated the following motion: That, if Jerry is right, that the only way for a provider to change their address is to go into a DPSS office, that we ask CAPA and DPSS to raise this issue with their contacts with the state to try to get a more workable change of address system effected, as exists in practically every walk of life. Seconded by Ms. Becker Kennedy. Mr. Adler restated his motion: That we ask CAPA and DPSS to use their contacts with the state to see if a more user-friendly way of changing address cannot be established for IHSS consumers. Motion approved by consensus, with one abstention.
- Ms. Becker Kennedy stated the following motion: That when there are changes that pertain to timesheets or procedures that affect consumers and providers, that a focus group of those using the program be involved. Seconded by Mr. Adler. Ms. Becker Kennedy restated her motion: That when DPSS makes a change to procedures that impact consumers and providers, that a focus group be convened of those who use the program to consult. Motion approved by consensus.