

PASC Governing Board Meeting Minutes September 9, 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. Argenta, Ms. Becker Kennedy, Ms. Belton, Mr. Castano, Mr. Davila-Castro, Mr. MacDonald, Mr. Magady, Ms. Miles, Ms. Navarro, Ms. Otero, Ms. Poole

Members absent: None

II. READING OF MISSION STATEMENT AND MOMENT OF SILENCE

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

III. GENERAL PUBLIC COMMENT

Arnold Arbiso argued for full or partial pay for providers when consumers are hospitalized; Mr. Adler and Ms. Navarro responded that PASC agrees, and will continue to try to address this issue.

IV. APPROVAL OF AUGUST 5, 2013 MINUTES

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

V. JULY 2013 FINANCIAL REPORT JULY 2013 FINANCIAL REPORT – NPER

July 2013 Financial Report approved on motion of Mr. Castano, seconded by Ms. Argenta, by consensus. July 2013 Financial Report – NPER approved on motion of Mr. Castano, seconded by Ms. Belton, by consensus.

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

VI. PASC BOARD ELECTIONS

On nomination of Mr. Adler, Ms. Navarro was re-elected Chair, by consensus.

On nomination of Mr. Castano, seconded by Ms. Becker Kennedy, Mr. Adler was re-elected Vice Chair, by consensus.

On nomination of Mr. Magady, seconded by Ms. Becker Kennedy, Mr. Castano was re-elected Secretary, by consensus.

On nomination of Ms. Becker Kennedy, Ms. Otero was re-elected Treasurer, by consensus.

On nomination of Ms. Becker Kennedy, Ms. Miles was re-elected Member at Large, by consensus.

Mr. Davila-Castro and Ms. Argenta offered suggestions for running meetings more smoothly and keeping to the agenda.

VII. CHAIR'S REPORT

Ms. Navarro reported that she recently attended the first West Coast reception of the American Association for Persons with Disabilities.

Ms. Navarro urged PASC to continue to work closely with ADAPT on provider overtime issues.

Ms. Navarro has joined the Los Angeles Chamber of Commerce Healthcare Committee; Ms. Navarro reported on the Martin Luther King Jr. Hospital, which is scheduled to open in 2015.

Ms. Navarro announced that Ms. Becker Kennedy will receive a Community Service Award from the Hollywood Free Clinic.

Ms. Navarro participated in an emergency services training call for consumers and providers; Mr. Thompson added that he has a call scheduled to discuss PASC's involvement in this program.

Ms. Navarro suggested that a representative from Pasadena's MSSP be invited to speak at next month's Board meeting; Mr. Thompson agreed.

Ms. Becker Kennedy stated the following motion: It's in conformance with everything of the Personal Assistance Services Council to create a safe transition for people with newly disabling conditions to the community, and we applaud the Martin Luther King Hospital for adding this new part to a hospital, and recommend it to all who would serve those who have newly disabling conditions. Seconded by Ms. Miles.

Following discussion, Ms. Becker restated her motion: We applaud any effort to create a transitional living facility that facilitates movement to the community with long-term services and supports. Seconded by Ms. Miles. Approved by consensus.

Mr. Adler and Mr. Davila-Castro argued that further research is necessary; Ms. Belton volunteered to assist with this research.

VIII. EXECUTIVE DIRECTOR'S REPORT

Mr. Thompson reported that Mr. Oliver is researching improvements to the Board's call-in technology.

1. MMR

Mr. Thompson called Board members' attention to the report in the Board packet, and noted the significant increase in the number of consumers contacted through PASC's outreach efforts. Mr. Thompson has received calls from agencies interested in PASC's Tele TownHalls, and is currently working with the state, county, LACare, and Health Net to request funding to provide further trainings.

2. CCI

Mr. Thompson reported that the CCI has been postponed, is now scheduled to be implemented no sooner than April 2014, and has been de-linked from long-term and supportive services, Cal MediConnect, and mandatory enrollment for Medi-Cal recipients.

The first CCI Quarterly Stakeholder Meeting was held last month in Sacramento; Mr. Thompson presented as part of the Consumer Outreach panel.

The National Senior Citizens Legal Center has received funds to train professionals and advocates; Mr. Thompson has argued on behalf of PASC that this is not sufficient, and that more direct outreach to consumers and consumer participation in stakeholder groups is needed.

Mr. Thompson and Ms. Heinritz-Canterbury outlined HICAP/Center for Healthcare Rights services for LA County IHSS consumers.

3. OPERATIONS

PASC is working to connect its new telephone system with its Registry database, to more quickly identify callers and route calls more quickly and accurately. Average total inbound and outbound calls is 46,000 per month. Contacts by telephone, email, and PASC's website are closely tracked and analyzed.

Mr. Thompson reported on AB 485, which would implement a statewide public authority in January 2014, and on AB 1217, which would apply to homecare agencies.

Ms. Belton commended Ms. Gonzalez for a recent timesheet training she conducted. Mr. Castano commended Ms. Douglas for her work with the Registry Review Committee. Ms. Poole commended Ms. Douglas for her conducting of a recent training at SCRS.

IX. CONSUMER OUTREACH – JANET HEINRITZ-CANTERBURY

Ms. Heinritz-Canterbury reported that eight Medi-Medi consumers, including Ms. Poole, have been trained to lead conversations on Cal MediConnect with small groups of consumers, and distributed an FAQ sheet based on questions asked by consumers at these groups. Ms. Igar has obtained agreement from the LA Commission on Aging to inform its senior centers about these groups, and encourage them to offer meeting space.

Ms. Becker Kennedy objected that the Managed Care Committee was not included in the development of these groups, and stated her opinion that the FAQs misrepresent some information. Mr. Thompson responded that Cal MediConnect is only one component of the peer mentors' role in PASC's consumer outreach, and emphasized that the questions included on the FAQs are those asked by consumers, and the answers are updated as information continues to change.

Mr. Magady voiced his concern that the language used on the FAQs is not precise, is dissimilar from the writing style used in other PASC materials, and may not be accurate. Mr. Thompson emphasized that the FAQs are used by the peer mentors to lead discussion, but is not disseminated.

Mr. Adler recommended that the Managed Care Committee be involved in developing materials such as this, and stated his opinion that the FAQs are unbalanced toward participation in Cal MediConnect; Ms. Heinritz-Canterbury agreed with his suggestions.

Mr. Davila-Castro, Mr. Magady, and Ms. Becker Kennedy voiced their concerns that the FAQs were not reviewed by counsel.

X. DHCS MEDICARE – MEDI-CAL LETTER

Mr. Thompson called Board members' attention to the draft letter in the Board packet. Ms. Becker Kennedy and Mr. Adler outlined recommendations to the letter made by the Managed Care Committee. **Ms. Becker Kennedy suggested that the Committee review the letter again before sending; Ms. Navarro agreed.**

XI. DPSS REPORTS

Ms. Tostado-Hernández reported that the Board's request for an email field to be added to CMIPS II is being considered by DPSS' executive staff; Ms. Tostado-Hernández will report on their decision.

Ms. Tostado-Hernández reported that it is standard policy for social workers' outgoing voicemail messages to include contact information for their supervisors and provider clerks; these messages have been updated to also include PASC and Union contact information for training on the new timesheets. Ms. Becker Kennedy suggested that this information continue to be included for four-five months.

DPSS is currently reviewing new procedures for providers to notify DPSS of an address change, and researching policies required by the state's new form.

Ms. Tostado-Hernández distributed educational materials for consumers and providers developed by the CMIPS II Communication and Outreach Team. These materials will be mailed to every consumer and provider, and will be used at intake and reassessment homecalls.

DPSS participated with PASC and the Union at a recent "Fresh Start" event at Dodger Stadium, attended by over 20,000. Information was provided on Medi-Cal, CalFresh, and CMIPS II.

Arnold Arbisio reported that information on advanced pay has not been included in new timesheet materials. Ms. Tostado-Hernández confirmed that advanced pay consumers will receive the new timesheet, and outlined the process.

Mr. Adler requested that DPSS ask the state to include information on correction of errors on the new timesheet; Ms. Tostado-Hernández agreed to take the request to the CMIPS II Team.

Ms. Poole requested that consumers be able to leave messages for their provider clerk at the district office 800 number, because direct calls are toll calls for many consumers. Ms. Poole also requested that totals not be pre-entered on the timesheets.

Ms. Tostado-Hernández reported that DPSS is launching an outbound call campaign to providers and consumers regarding the new timesheets.

XII. MANAGED CARE COMMITTEE

Ms. Becker Kennedy reported on the Consumer Union's concerns regarding Cal MediConnect, and stated the following motion: That Cal MediConnect should not be permitted to begin without the three safety net provisions in place. One, that our lawyers are actively involved in the writing of protections, that the independent ombudsman office has already been operating for six months with the Medi-Cal managed care population, and that there be a triage ombudsman specially assigned for those who are mid-time-sensitive treatments for cancer, dialysis, scheduled surgeries, and in process regimens. Seconded by Mr. Adler. Approved by consensus.

Mr. Thompson requested that Board motions be for actions that are within PASC's control, such as writing letters and advocating.

XIII. SEIU-ULTCW REPORTS

Ms. Franco distributed a report from the union, and reported that the MAC received 16,057 calls from August 1st to August 31st, which generated 5952 cases; these cases have been resolved and

closed. The union plans to continue daily timesheet training classes until November. The MAC handled 1485 cases regarding CMIPS during the month of August, with the Hawthorne office generating the highest number: 90 paycheck cases and 145 timesheet cases.

XIV. MISSION MOMENTS

Ms. Becker Kennedy reported on a City of Hope patient who recently died because his treatment was delayed.

XV. NEW BUSINESS

Ms. Miles reported that she had requested that a recent LA Times article on caregivers be agendaized for this month's meeting; Mr. Thompson apologized for the oversight. Ms. Miles, Ms. Becker Kennedy, and Ms. Poole submitted letters to the editor in response to this article. **Ms. Miles suggested that PASC write a response; Mr. Thompson agreed, and asked Ms. Miles, Ms. Poole, and Ms. Becker Kennedy to send him their letters for inclusion.**

XVI. CLOSED SESSION

None.

XVII. ADJOURNMENT

Approved by

Date minutes approved

ACTION POINTS

- Ms. Navarro suggested that a representative from Pasadena's MSSP be invited to speak at next month's Board meeting; Mr. Thompson agreed.
- Ms. Becker Kennedy stated the following motion: It's in conformance with everything of the Personal Assistance Services Council to create a safe transition for people with newly disabling conditions to the community, and we applaud the Martin Luther King Hospital for adding this new part to a hospital, and recommend it to all who would serve those who have newly disabling conditions. Seconded by Ms. Miles.
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