

PASC Governing Board Meeting Minutes November 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, Ms. Belton, Mr. Castano, Mr. Davila-Castro, Mr. MacDonald, Ms. Navarro, Ms. Poole

Members absent: Mr. Magady, Ms. Miles, Ms. Otero

II. READING OF MISSION STATEMENT AND MOMENT OF SILENCE

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

III. COMMENDATION SCROLL FOR 15 YEARS OF SERVICE PRESENTED TO ROSALIE ARGENTA

IV. GENERAL PUBLIC COMMENT

None.

V. APPROVAL OF OCTOBER 7, 2013 MINUTES

Approved on motion of Mr. Castano, seconded by Ms. Belton, by consensus with one correction by Ms. Tostado-Hernández.

VI. SEPTEMBER 2013 FINANCIAL REPORT SEPTEMBER 2013 FINANCIAL REPORT – NPER

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

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

VII. CHAIR'S REPORT

Ms. Navarro reported that she conducted a presentation on independent living centers and the disability movement for the City of Los Angeles Area Agency on Aging management staff, and will be continuing these presentations for their case managers.

Ms. Navarro has been reappointed to the California Commission on Disability Access for a three-year term. **Ms. Becker Kennedy requested that Ms. Navarro address issues endangering consumers with the Commission; Ms. Navarro agreed.**

Ms. Navarro reported that C.A.L.I.F. hosted a recent exhibit of artists with disabilities.

Ms. Belton reported that she has been appointed to the Area Agency on Aging.

Ms. Navarro noted that there is no Governing Board meeting in December; committees may call their own meetings if they wish.

VIII. EXECUTIVE DIRECTOR'S REPORT

1. MMR

Mr. Thompson called Board members' attention to the report in the Board packet, and noted that consumer contacts continue to increase.

2. OPERATIONS

Mr. Thompson reported that PASC is tracking consumer and provider calls very closely, and is in the process of gathering data from its phone system and the Issue Solving Team.

3. LA CARE STAKEHOLDER FORUMS UPDATE

PASC and L.A. Care have tentatively agreed to conduct three initial focus groups, with six additional meetings of 15-20 IHSS or dual eligible consumers, for the purpose of obtaining input and feedback from consumers. L.A. Care is currently reviewing the preliminary budget. Two focus groups will be conducted prior to the January Board meeting; the final proposal will be submitted for Board approval at the January meeting.

Mr. Thompson emphasized that this agreement will provide PASC's only funding specifically for consumer outreach; PASC is currently encouraged by the county to conduct outreach, but no specific funding is allocated.

Ms. Belton requested that future Activities Calendars include additional information on events; Mr. Thompson agreed.

Ms. Becker Kennedy voiced her objections to PASC's agreement with L.A. Care, and to PASC's perceived endorsement of managed care. Ms. Navarro responded that the Board voted to pursue this agreement at last month's meeting. Mr. Thompson responded that Cal MediConnect legislation requires public authorities to sign MOUs with local health plans.

IX. CONSUMER OUTREACH

X. AMBER C. CUTLER, STAFF ATTORNEY – NATIONAL SENIOR CITIZENS LAW CENTER

Ms. Cutler outlined changes encompassed by the Coordinated Care Initiative, and how it will impact recipients in different circumstances. No major changes to IHSS procedures are anticipated in the first year. After the first year, changes to the public authority's role, the appeals process, and assessment tools are expected; no changes to the individual provider mode are expected.

Ms. Cutler detailed Cal MediConnect enrollment and disenrollment procedures. Ms. Cutler reported that only Health Net may be able to conduct passive enrollment in 2014 in LA County, due to a poor performance rating received by L.A. Care; additional direction on this issue from the state is expected. NSCLC is arguing for voluntary enrollment in LA County for the first year. 15 continuity of care protections were strengthened in Cal MediConnect's most recent policy documentation; NSCLC has submitted comments for additional protections. Plans are being made for educating medical provider front office staff about protections, as well as a state hotline.

225,000 individuals in LA County will receive Cal MediConnect notices. Enrollment will be capped at 200,000; this cap is not expected to be reached.

XI. DPSS REPORTS

In response to a request made at last month's meeting, Ms. Tostado-Hernández distributed the Timesheet Exception Report for October 1st-15th, reflecting a 15% exception rate. Reasons for timesheet rejection were receipt before the end of the pay period, duplicate timesheets, no remaining consumer hours, unreadable entries, and missing signatures. 2.4% of timesheets were returned because the provider claimed more than 70% of the total hours in the first pay period.

Mr. Davila-Castro requested that data from the October 16th-31st pay period be provided at January's meeting; Ms. Tostado-Hernández agreed.

In response to a concern from Ms. Belton, Ms. Tostado-Hernández clarified Back-Up Program timesheet procedures.

Ms. Becker Kennedy requested information on the failure rate in excess of the usual failure rate, and average time for issue resolution; Ms. Tostado-Hernández agreed to try to obtain additional data on exceptions, and stated that time for resolving exceptions is not tracked by the system.

XII. MANAGED CARE COMMITTEE

Ms. Becker Kennedy reported on her difficulty hiring new providers because of late pay problems.

XIII. SEIU-ULTCW REPORTS

Ms. Franco reported that, during the month of October, the MAC generated 4720 cases; of those, 4103 have been closed or resolved. LA County generated 85% of the caseload. The MAC generated 1206 timesheet and paycheck issues resulting from the CMIPS II transition. The Hawthorne, El Monte, and Metro offices generated the greatest number of cases.

Ms. Franco stated that these numbers underrepresent the problems providers and consumers are experiencing, and suggested that the union assist DPSS with answering phones.

Ms. Becker Kennedy requested that the issue of the union and DPSS working together be agendized for the next meeting; Ms. Navarro agreed. Mr. Thompson responded that PASC, the union, and DPSS meet regularly, and offered to provide a report of these meetings; Ms. Becker Kennedy agreed. Ms. Belton and Ms. Becker Kennedy requested information on attending the next meeting; Mr. Thompson asked Mr. Oliver to provide this information.

Ms. Poole voiced her concern over the requirement that providers pay for their own CBIs, and Ms. Becker Kennedy asked that this issue and disbursement of CFCO funds be agendized for the next meeting; Ms. Navarro agreed.

In response to a question from Ms. Poole, Mr. Thompson and Ms. Tostado-Hernández clarified CBI and subsequent arrest notification processes. **Ms. Belton requested that the Registry Committee provide a report on this issue at a future meeting; Ms. Navarro agreed.**

XIV. MISSION MOMENTS

Ms. Belton requested information on the number of LA County dual eligible recipients who are on IHSS; Mr. Thompson agreed to ask DPSS for this data.

XV. NEW BUSINESS

XVI. CLOSED SESSION

Ms. Navarro reported from the closed session that the Board has decided to review and implement the PASC Executive Director's evaluation and provide the Board with the chance for adequate input and consensus, ED review to be implemented in early 2014 with the assistance of former Vice Chair and Board member Kevin MacDonald.

XVII. ADJOURNMENT

Approved by

Date minutes approved

ACTION POINTS

- Ms. Becker Kennedy requested that Ms. Navarro address issues endangering consumers with the Commission; Ms. Navarro agreed.
- Ms. Belton requested that future Activities Calendars include additional information on events; Mr. Thompson agreed.
- Mr. Davila-Castro requested that data from the October 16th-31st pay period be provided at January's meeting; Ms. Tostado-Hernández agreed.
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