



## PASC Governing Board Meeting Minutes July 2, 2012

### I. CALL TO ORDER AND ROLL CALL

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

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

Members absent: Ms. Argenta, Mr. MacDonald

Ms. Navarro reported that Mr. Thompson is convalescing at home.

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

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

### III. GENERAL PUBLIC COMMENT

None.

### IV. APPROVAL OF JUNE 4, 2012 MINUTES

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

### V. MAY 2012 FINANCIAL REPORT MAY 2012 FINANCIAL REPORT – NPER

In response to concerns regarding costs for legal services, approval of May 2012 Financial Report postponed. **Mr. Adler requested that PASC's attorneys be invited to next month's closed session; Ms. Navarro agreed.**

May 2012 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), Ms. Otero reported on interest income for May 2012.

### VI. CHAIR'S REPORT

Ms. Navarro reported on disability rights activists' concerns regarding the states' options for the expansion of Medicaid, and the effect on healthcare quality and dual eligibles.

Ms. Navarro participated in a recent Caring Across Generations retreat.

Ms. Navarro reported that the Board will discuss the Board of Supervisors' decision on a wage increase for providers in closed session.

### VII. EXECUTIVE DIRECTOR'S REPORT

Ms. Douglas reported that the new PASC-DPSS amendment will be discussed in closed session.

1. MONTHLY MANAGEMENT REPORT
2. COORDINATED CARE INITIATIVE (CCI)
3. CAPA

## VIII. LEGISLATIVE REPORT

Ms. Douglas reported on AB 1496, which will establish a statewide public authority, to be governed by a five-member council appointed by the governor. A 13-member advisory commission will also be established, including IHSS consumers, union representatives, and caregivers.

## IX. LA CARE – LISA KODMUR

Ms. Kodmur, Director of Programs for Seniors and People with Disabilities, outlined LA Care's background, state funding, and programs for low-income individuals. LA Care currently has over 150,000 members who are seniors or people with disabilities.

Ms. Kodmur reported on upcoming concurrent healthcare-related changes in California and in LA County, including the Coordinated Care Initiative, the Affordable Care Act, and Healthy Way LA, and emphasized the importance of consumer protections and clear communication.

LA Care and HealthNet will be holding stakeholder meetings and consumer workgroups in the next few months; Ms. Kodmur asked PASC to assist by identifying consumers to attend these meetings and provide input.

LA Care has provided training to PASC staff members on LA Care's services and Medi-Cal managed care, and PASC staff members have provided training to LA Care care management teams on IHSS and PASC's role. PASC and LA Care have also collaborated to offer educational workshops for consumers and providers at LA Care's Family Resource Centers.

Ms. Kodmur reported that LA Care has been told that IHSS consumers will continue to hire, fire, train, and supervise their workers; the health plans will have no role in this. DPSS will continue to conduct assessments and authorize IHSS hours; health plans will have no ability to reduce a consumer's IHSS hours. The health plans and the county will share information. Consumers will decide whether or not care coordination teams include him/herself and/or their provider. Health plans will offer education to consumers and providers on how to navigate the new managed care system.

In response to a question from Mr. Castano, Ms. Kodmur outlined LA Care's Regional Community Advisory Committees (RCACs), comprising health plan members, family members, caregivers, advocates, and healthcare providers. Elected RCAC representatives sit on the health plan's board of governors. Ms. Kodmur invited Board members to suggest individuals to participate in and increase RCAC membership. **Ms. Kodmur will send more detailed information on RCAC membership to Mr. Castano.**

In response to a question from Ms. Miles, Ms. Kodmur confirmed that health plan members can opt out of care coordination at any time; the state's proposal does not allow for overall opting out of managed care for healthcare and long-term services and supports, except for a few limited populations.

Ms. Becker Kennedy reported that the health plans selected have been rated as poorly performing, that only 20% of specialist exemption requests have been granted, that treatment is being delayed, and that a Board motion at last month's meeting addressed these issues. Ms. Kodmur requested a copy of the motion, and emphasized that advocacy for the exemption process must be carried out by working together at the state level. Ms. Kodmur also stressed the incompatibility of plans measured together and rated as high or poor performing, and the importance of advocating for accurate measurements of health plan quality.

## X. DPSS REPORT

As requested by Mr. Davila-Castro at last month's meeting, Ms. Tostado-Hernández distributed a report of calls received regarding the IHSS data security breach. From May 15th through June 8th, 320 inquiries from consumers, 1043 from providers, and 62 from other parties were received. 922 referrals to CDSS and 198 referrals to the website were made. DPSS has received no reports of inappropriate use of consumer identity information.

## **1. IHSS STATISTICAL FACT SHEETS – JANUARY 2012 THRU APRIL 2012**

Ms. Tostado-Hernández called Board members' attention to the report of caseload data in the Board packet.

Ms. Tostado-Hernández reported that consumers will receive letters regarding the upcoming 3.6% hours reduction.

**Ms. Miles reported that she continues to feel disrespected by DPSS staff members and the IHSS Ombudsman when inquiring about provider timecards or pay; Ms. Tostado-Hernández agreed to speak with Ms. Miles directly to help resolve these issues.**

Ms. Douglas outlined the limited issues related to provider confidentiality that PASC staff members are unable to discuss with consumers, emphasized that staff members are able to assist with questions regarding timesheets and payment, and that PASC has established an issue-solving team to address these issues. Since March, this team has worked with DPSS to address over 400 cases of missing timesheets, late paychecks, inability to speak with social workers or provider clerks, and related issues; Ms. Douglas thanked DPSS for its cooperation with this effort. **Ms. Becker Kennedy suggested that the issue-solving team be more widely publicized; Ms. Douglas agreed.** Ms. Becker Kennedy also requested that DPSS send a mailing to all consumers regarding this team; Ms. Tostado-Hernández agreed to take this issue back to DPSS for consideration. Mr. Adler requested that this information be added to materials distributed during annual reassessment.

Ms. Belton reported on a recent quick response and positive visit from her social worker.

**Ms. Becker Kennedy requested that the issue of payment for providers while consumers are hospitalized be added to next month's agenda; Ms. Navarro agreed.**

## **XI. CONSUMER UNION**

**Ms. Becker Kennedy urged PASC to hire its own lobbyist to represent consumer needs and priorities. Mr. Adler requested that Mr. Thompson be asked to provide a written response to this proposal prior to next month's meeting, and that this issue be agendized for next month's meeting; Ms. Navarro agreed. Ms. Navarro requested that Ms. Becker Kennedy send the specific points of her proposal to all Board members; Ms. Becker Kennedy agreed.**

## **XII. UNION ISSUES**

Manuel Tapia from ULTCW reported that the union was able to secure a unanimous vote from the Board of Supervisors for a \$0.65 raise for providers; this is currently being negotiated with PASC.

Ms. Douglas reported that PASC receives repeated calls from providers who state that the union instructed them to request duplicate copies of their clearance letters; PASC budgeted for the mailing of only one letter per provider. Mr. Tapia responded that the union is required to obtain copies of these letters. Ms. Douglas emphasized that these letters are not valid if the provider has had no CMIPS activity for one year; Mr. Tapia responded that the union informs members of this issue, and agreed to re-emphasize to providers the importance of retaining their copy of the letter.

**Ms. Becker Kennedy requested that the one-year expiration of CBI results be agendized for next month's meeting; Ms. Navarro agreed.**

Mr. Tapia encouraged Ms. Miles to ask her provider to contact the union's Member Resource Center regarding problems with timesheets and payments.

**XIII. MISSION MOMENTS**

**XIV. NEW BUSINESS**

**XV. CLOSED SESSION**

Ms. Navarro reported from the closed session that the Board motion was discussed.

**XVI. ADJOURNMENT**

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Approved by

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Date minutes approved

**ACTION POINTS**

- Mr. Adler requested that PASC's attorneys be invited to next month's closed session; Ms. Navarro agreed.
- Ms. Kodmur will send more detailed information on RCAC membership to Mr. Castano.
- Ms. Miles reported that she continues to feel disrespected by DPSS staff members and the IHSS Ombudsman when inquiring about provider timecards or pay; Ms. Tostado-Hernández agreed to speak with Ms. Miles directly to help resolve these issues.
- Ms. Becker Kennedy suggested that the issue-solving team be more widely publicized; Ms. Douglas agreed.
- Ms. Becker Kennedy requested that the issue of payment for providers while consumers are hospitalized be added to next month's agenda; Ms. Navarro agreed.
- Ms. Becker Kennedy urged PASC to hire its own lobbyist to represent consumer needs and priorities. Mr. Adler requested that Mr. Thompson be asked to provide a written response to this proposal prior to next month's meeting, and that this issue be agendized for next month's meeting; Ms. Navarro agreed. Ms. Navarro requested that Ms. Becker Kennedy send the specific points of her proposal to all Board members; Ms. Becker Kennedy agreed.
- Ms. Becker Kennedy requested that the one-year expiration of CBI results be agendized for next month's meeting; Ms. Navarro agreed.