



## PASC Governing Board Meeting Minutes May 4, 2015

### 1) **CALL TO ORDER/ROLL CALL**

Ms. Navarro called the meeting to order. Ms. Bardeaux called the roll:

Members present: Ms. Bardeaux, Ms. Belton, Mr. Davila-Castro, Mr. Magady, Ms. Navarro, Ms. Otero, Ms. Poole, and Ms. Remhild.

Members absent: Ms. Boonshaft, Mr. Adler, and Ms. Becker Kennedy.

Ms. Bardeaux was in attendance and Ms. Miles phoned in but could not participate due to Brown Act guidelines.

### 2) **READING OF THE MISSION STATEMENT AND MOMENT OF SILENCE – ATTACHMENT B**

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

### 3) **COMMENTS FROM THE PUBLIC ON ISSUES NOT ON THIS AGENDA**

Elba Guzman from the Policia Latina as well as she is a consumer reported that she is grateful for the services of the IHSS program.

Archie Sauder from the Long Term Workers Union asked where he can obtain Protective Supervision hours from IHSS. Mr. Sauder was instructed to speak to his IHSS social worker as well as he can have a conversation with the DPSS representative that was present at the meeting.

Sawako Nitao from the Aging Coalition and the Los Angeles County Client Coalition announced that there will be conference at the Los Angeles Convention Center on May 28, 2015 regarding the 14<sup>th</sup> Annual Conference on Mental Health and Spirituality, “Journey called Life”.

### 4) **MINUTES – APPROVAL OF THE APRIL 6, 2015 MINUTES – ATTACHMENT C**

April 6, 2015 minutes approved on motion of Ms. Belton, seconded by Ms. Remhild, it passes with corrections in the DPSS Report where Ms. Del Real-Gaspar stated that Ms. Gomez statement needed correction to state the following:

**VERBATUM STATEMENT MADE BY DPSS, CINTHIE GOMEZ:** The department has identified a customer service, the customer service is an area of inefficiency and that we need improvement. There is a new communications and training academy section that has been developed and they are currently working on developing customer training. IHSS program our section is working with to make sure that concerns and issues regarding IHSS and customer service are addressed through that training and once we have that training presentation available then we will share it the Board so that you can see the training material and I did take back the your request of wanting to be present during the training presentation.

Ms. Navarro commented to Ms. Miles and acknowledged her presents on the phone but there had to be prior notice given in order for her vote to be registered per the Brown Act procedures and rules, Ms. Miles acknowledged and therefore discontinued her call.

**5) FINANCIAL REPORT – APPROVAL OF MARCH 2015 – ATTACHMENT D-1  
FINANCIAL REPORT – APPROVAL OF MARCH 2015 NPER – ATTACHMENT D-2**

In accordance with California Government Code Section 53646(b)(1), Mr. Wagstaff reported on interest income for March 2015.

March 2015 report approved on motion of Ms. Otero, seconded by Ms. Belton, by consensus.

Ms. Remhild asked a question regarding if the expenditures where for the month and Mr. Wagstaff responded.

March 2015 report, NPER, approved on motion of Ms. Belton, seconded by Ms. Otero, by consensus.

**6) BOARD CHAIR’S REPORT**

Ms. Navarro reported on the communication with Ms. Bardeaux and the Board process and how to come with some rules to meet peaceably and to bring more order and cohesion as well as respect the time of everyone.

Side note: Ms. Miles discontinued her call at this point.

Ms. Navarro requested that Ms. Bardeaux present the rules that are being suggested but they were not available. Ms. Navarro then stated that CFILC has a sheet of rules that reminds people of Board conduct.

Comments were made about bringing rules from different organization and collaborate and put them together to be read at the beginning the each PASC board meeting.

Ms. Navarro also stated that PASC runs its Board meetings though the Robert Rules of Order and thinks that the Board needs to have a brush-up on the RRO and possibly make it a part of the Board meeting to put the Board on a better path.

Ms. Navarro stated that we should have a Sargent of Arms and have a timer and the committee chairs should have their report prepared and put them in bullet points for efficiencies as well as at the end of each meeting, the executive committee have a brief pow wow to look at the next 2-3 weeks to zero in on an executive committee meeting.

Ms. Belton stated that she feels uncomfortable in regards to the executive committee seems like they are taking over the role of what the Board does. Ms. Belton would like this to be agendized as an item for discussion.

Ms. Navarro responded to Ms. Belton’s concerns and stated that she would like to work with Ms. Bardeaux and Ms. Belton to come up with good guidelines.

## 7) EXECUTIVE DIRECTOR'S REPORT

### a) MMR – ATTACHMENT F

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

Mr. Thompson addressed Mr. Davila Castro question regarding how many provider cleared the CBI, and Mr. Thompson stated about 2,700 cleared in the month of March.

Mr. Thompson clarified Mr. Davila Castro's question regarding that PASC does not conduct that state orientation any more but the PASC has and does its own orientations for provider who want to join the PASC Homecare Registry and PASC continues to do the CBI's which also included in the MMR.

Ms. Remhild commented on the MMR and gave accolades to the structure and commended Mr. Thompson on all of the letters of support that were sent out, especially SB199. Mr. Thompson acknowledged Ms. Janet Hienritz-Canterbury for her writing the letters of support and congratulations from the PASC Board.

### b) ISSUE TRACKING CHART

Mr. Thompson called Board members' attention to the report in the Board packet and stated that he has made a couple of updates.

Mr. Thompson reported that PASC had another Tele TownHall on the issue of social security, SSI/SSP.

Mr. Thompson reported that the county contract will be presented to the Board of Supervisors. It will be a 2 year contract with a chance to renew it for a 3<sup>rd</sup> year extension which Mr. Thompson is pleased with and there were concerns about the role of the public authority when the Statewide Public Authority begins.

Mr. Thompson reported on the IHSS efficiency study and outcomes and PASC has a standing meeting with DPSS and ULTCW. It was brought at the meeting the issue of DPSS doing a study on how long it would take for a consumer to hire their 1<sup>st</sup> provider. Mr. Thompson stated that DPSS doesn't plan to do any studies but they have some individual data that Mr. Thompson can get from the program manager and will continue to explore that with DPSS.

Ms. Poole asked a question regarding restore state participation in the share of cost spend down and if there is anything we can do to increase the probability.

Mr. Thompson stated that he will get back to Ms. Poole regarding her question is the legislation.

Mr. Thompson stated that the Issue Tracking Chart is the 9 issues that the PASC Board voted on as priorities that PASC are to work on but it was decided to that PASC would work on 4 issues of the 9.

Mr. Thompson also reported that we are waiting to hear about the federal ruling regarding the overtime, which will happened in the 1<sup>st</sup> week of May as well as with the May revise.

Mr. Thompson also reported that we did 10 legislative visits this week that Mr. Heinritz Canterbury orchestrated.

Ms. Bardeaux asked a question regarding Attachment E, the Activity Chart, what does PASC do in the IHSS Tips class? Mr. Thompson stated that is taught by consumers and the PASC staff, regarding how to hire a provider and various difference topics to assist the consumer.

Ms. Bardeaux asks another question regarding Attachment E, the Activity Chart in regards to meetings with the help plans in regards to assisting on how to resolve IHSS issues. Mr. Thompson stated that what came out of the MOU's with the health places that PASC would do educational classes that would benefits the members.

Ms. Belton stated that she is please that she was how the charts are put together and shared her concerns about the GAIN workers.

Mr. Thompson explained that the GAIN locations are used to conduct PASC Orientations and not to recruit GAIN workers for the PASC Homecare Registry. The providers that are attending these orientations are already approved homecare workers but would like to join the PASC Registry.

Mr. Thompson stated that PASC's contract stated that for PASC employees we are supposed to give GAIN participants and opportunity to apply for the job. Mr. Thompson also stated that we have found a couple of good employees that are from GAIN but from a different resource and Mr. Thompson stated that he will double check.

Some concerns were raised regarding GAIN workers and the concerns were answered.

**c) LEGISLATIVE UPDATE**

Mr. Thompson called Board members' attention to the report in the Board packet, the letters of support.

**d) PROPOSED NEW IHSS TIMESHEET AND CBI PROCESS**

Mr. Thompson responded to Ms. Becker Kennedy's request at last month's meeting and Mr. Thompson reported regarding the investigation of the timecards being done on line and investigate the possibility of having a different timecard where certain people just check a box that their hours were the same and not keep track and fill out a timecard. Mr. Thompson stated that he is again this idea, that there is not a chance that this is remotely possible. The state handles the timecards and is contracted with Hewlett Packard and to make changes to this magnitude would be extremely expensive but DPSS was able to get one change to the time sheet which was they were able to place the IHSS hours back on the 1st timesheet. In a meeting one of the reasons why timesheets have been rejected is because the majority of providers in Los Angeles County are filling out the timesheet with 70% of their total IHSS hours on the 1<sup>st</sup> paycheck which is a provider issue and not a computer issue.

Mr. Thompson also looked at 3 websites that was given to him, the State of Florida which they do have an online timesheet and there was an independent company that you can purchase the services to have them help you with your payroll and what was learned is the federal government wants the paper trail no matter what you do and there was a website that Ms. Kennedy gave to Mr. Thompson which was a 26 page instruction manual on how to use

the online timesheet but you still have to keep track of the hours and you still have to have the paper backup as well as you have to be ready to give it to the DPSS social worker. Also, this was talked about multiple times that we don't know how many providers have access to computers or would be willing to do an online timecard and if we had the time and the manpower and this could be researched for a long period of time, collect a lot of data as well as persuade the state to change their time system, whether this is a good idea or not, this does not seem probable of happening in California and Mr. Thompson doesn't feel comfortable taking on an assignment based on 1 or 2 Board members and if we are going to really put resources in this, Mr. Thompson would like the entire PASC Board to support it and feels that this would not be a good use of Mr. Thompson's time.

Mr. Thompson responded to Ms. Becker Kennedy's request at last month's meeting and reported regarding the use of independent CBI companies to do the background checks. Mr. Thompson has reported in past meetings, the State of California mandates that a Department of Justice is to conduct the background checks. Before 2009 when they decided to do background checks for providers to be on the registry, the state was opposed to the use of the independent companies because they didn't prove to be as thorough as the DOJ. One of the issues is getting the subsequent arrest notifications and the subsequent convictions sent to you and PASC relies heavily on this information as well as you can look in the MMR and see how many subsequent arrest notifications we review every month and there are times when we find people that have been convicted of a disqualifying crime that are working and we have to disqualify them from working. This would be a non-starter for Mr. Thompson for the fact that there is this history with the CBI that the state was from the beginning against using these private companies and as well as we are contracted with the DOJ, just like the state has a contract with HP to process the time sheets and the a contract with the education department (EDD) to mail out the timesheets and right in the middle of the May revise and everything else going on, Mr. Thompson doesn't feel it is a good time to act upon this when there is so many other things that we can continue to do like the education on how to fill out the timesheets properly and get some changes to the existing time sheet like the IHSS hours being put back on.

**e) CAPA MEETING**

Mr. Thompson reported regarding the CAPA Board meetings. CAPA is an independent non-profit trade organization and its members are the directors of public authorities.

There were questions of can consumers attend these meetings and the answer is no. It is like any other trade organization, these meetings are for the directors but it has been reassuring that the consumer interests are being heard at the CAPA meetings around Sacramento as well as the State of California. CAPA is very well recognized, if you go on an IHSS coalition or a CICA call, the director of a PA (CAPA representative) will be giving the report on IHSS.

Mr. Thompson raised the question if the PASC Board would like him to peruse any of the items he reported on, the online timecard, the CBI from independent companies.

Ms. Remhild stated that she agrees with Mr. Thompson's assessments completely and feels that this was explained clearly and specifically and agrees with the assessment of the time management issues.

Ms. Navarro states that issues keeps bubbling up at these are brought up at the IHSS Consumer's Face Book page and from what Ms. Navarro remembers, Ms. Kennedy stated that the issue of the timesheets is something that we need to find an answer for when people are not being paid for months. Ms. Navarro feels that this issue needs a little bit of PASC attention and also on the timesheet and stated that she doesn't know what she doesn't know what DPSS and the Union is doing about it.

Mr. Thompson responded to Ms. Navarro and would like to be clear that PASC has spent several hours working on the timesheet issues since 2009 which time has been devoted to it and Mr. Thompson is simply stating that an online timecard is a non-starter and Mr. Thompson has already spoken to people up and down the State of California and it is not going to happen now and this may work in 26 other states but not in California as of now. In May we are facing the federal overtime issues and sever other items that are coming. If the federal overtime gets put back on the table, they are going to be worries about that piece of the timesheet and doubts that an electronic timesheet, or on line, or where you can check a box with all the paranoia with fraud and Mr. Thompson feels that these 2 suggestions are not the answer to the problem in his opinion right now but will diligently continue to work on the system. Mr. Thompson also stated the Union has already came out with a training video to help the providers to fill out their timecards out correctly. Again, Mr. Thompson stated that there are a lot of things that PASC can continue to work on.

Ms. Poole asked a how people would that actually help? She also stated that her experience with consumers and provider that many of them are not into computers that much and what experience they do have would be pedestrian at best. So the idea of going on line and submitting on the computer that way doesn't appeal to many people in her experiences.

Ms. Remhild states that if PASC would focus on the activity sheet of the PASC staff and it is filled with educational programs on how to do the timesheet and for providers and consumers educating them on the IHSS system and does see why PASC needs to do the educational part. PASC is not state legislators, we are not people who can change the state laws, we can advocate, we can write letters of support be we cannot change a state system all by ourselves and agrees with Mr. Thompson statement that this is a non-started because we are not as big and powerful as the State Assembly and the State Senate and all of the other 58 counties of California who also have public authorities.

Ms. Bardeaux asked if the Board need to make a formal statement stating that Mr. Thompson does not have to pursue this?

Ms. Navarro asked Mr. Thompson, what are you asking the Board to do? Mr. Thompson stated that in the future when it comes to item like this, a motion will be asked and would like to work at the pleasure of the entire PASC Board and not just 1 or 2 people and he gives his professional opinion based on experiences that when things are worth listening to and he spoke to people regarding this, he did not receive 1 ally and it was brought up at the DPS meeting, the Union was present, 10 people from DPSS were also present, and they stated that it wouldn't work because a barcode would be needed on the timesheet. You are talking about several millions of dollars changing a timesheet. Mr. Thompson stated that he toured the timesheet processing center. Ms. Navarro asked if this was brought up as a motion and Mr. Thompson stated that no, it was brought through a phone conversation with 3 Board members and Mr. Thompson stated in the future he will request that again that he works at the pleasure for entire Board and that he will keep his ear anything relating to online times

sheets or different ways to do CBI's, he will bring it back to the Board but doesn't want to do unnecessary work.

Ms. Otero made comment regarding consumer input that CICA originally started out as only being for governing boards or advisory boards and now has an individual membership which consumer can now join CICA which is an excellent grass roots organization. CICA is doing advocacy training in Sacramento before the DCAD meeting and Karen Keesler is considered one of the experts on the consumer issues and very pro-consumer.

Dr. Davila Castro stated that he would like to concur with Mr. Thompson, along with Ms. Poole, Ms. Remhild that we should utilize our time and concentrate on the changes that we are trying to get DPSS to change on the timesheet currently and he also concurred with Ms. Poole regarding computers that most providers are not computer savvy.

Ms. Navarro acknowledged the above statement but also stated that people have smart phones and to not lose sight of that despite the digital gap and that there is other technology available and has acknowledge that PASC has its priorities and Mr. Thompson is working on those and is appreciated by the PASC Board and that they are on grid and that we have to make it accessible to Ms. Remhild and to also make it color coded.

**Ms. Belton made a comment regarding looking at both the numbers and percentages of people that are getting mis-layed in this system and would like to know six months into the next fiscal year what are the absolute numbers are and what the percentages are regarding the timesheets issues and providers not getting paid on time.**

Mr. Thompson stated that HP has been obtaining that data and we were getting it but for the last couple of months HP has not provided but CAPA has been asking HP to provide PASC with that data.

## 8) DPSS REPORTS

Ms. Del Real-Gaspar reported that Ms. Gomez covered the actions item from that last Board meeting and the only thing she is reporting on is regarding the meeting that took place between IHSS and the Lancaster office where Ms. Heinritz-Canterbury responding to consumer concerns and it appears that the meeting went very well and some of the issues were indeed resolved.

Ms. Bardeaux commented that this was an excellent meeting and Ms. Gomez and the Lancaster office manager attended and they answered all questions that were presented. Ms. Gomez brought up a lot of procedures and policies that consumer and providers has questions about and was very impressed with the new Lancaster office manager and there will be another meeting in July and Ms. Bardeaux wanted to publically thank Ms. Gomez and the Lancaster office manager's name is Patrick Muro and Ms. Bardeaux gave credit and accolades to Ms. Janet Heinritz-Canterbury for her facilitation of the meeting.

Ms. Del Real-Gaspar is also responding to a motion made by Mr. Adler regarding PASC going on record supporting putting and 800 number from the website back on the timesheets and this information has been forwarded to the state and these are decision that DPSS doesn't make at the county level but at the state level.

Ms. Poole made a corrected comment to Ms. Del Real-Gaspar statement regarding putting the 800 number “back” on the timesheet, they were never on the timesheet but “putting on the back of the timesheet”.

**9) MANAGED CARE COMMITTEE**

No report given.

**10) SENIOR CONCERNS COMMITTEE**

Ms. Belton called Board members’ attention to the SCC report in the Board packet.

Ms. Belton also stated that the SCC is looking for new members to be a part of the committee and they are look outside of the PASC Board for members which will include people from the community. Ms. Belton stated that they are looking at Carol Lui’s office, USC and UCLA and to contact Oleeta Igar if anyone is interested. The committee will meet again in the next fiscal year.

Ms. Belton also informed the Board that the 50 Plus is having its Golden Age meeting at the conference center at the Pasadena Convention Center on May 9<sup>th</sup> and on the May 18<sup>th</sup> it will also be in Pomona at the Fair Plex.

Mr. Otero asked how often does the SCC meet and Ms. Belton stated that they meet every 2 months.

Ms. Belton commented on that PASC staff and how helpful the staff has been with the meetings.

Ms. Belton also stated that she is so pleased with the PASC staff that they have been so gracious with the outreach and kind to the constituents and Mr. Oliver has especially been kind and directive and making sure people get where they need to be.

Ms. Navarro and the PASC Board gave Mr. Oliver accolades for his work and services with the PASC Board.

**11) REGISTRY REVIEW COMMITTEE**

Ms. Poole called Board members’ attention to the report in the Board packet.

Ms. Poole also stated that RRC is also looking for new members to join the committee by the new fiscal year and the next meeting is scheduled for Wednesday, July 29<sup>th</sup>.

Ms. Poole stated that they are looking to fill Ms. Castano position and it would need to be an IHSS Consumer and they would like to 5 members.

**12) SEIU-ULTCW REPORTS**

No report given and no SIEU-ULTCW representatives were present.

**13) MISSION MOMENTS**

No mission moments.

**14) NEW BUSINESS – FUTURE AGENDA ITEMS**



Ms. Poole wanted to point out and to remind everyone that IHSS is a Medi-Cal program, SSI program and would like to see if there is a way to discuss or educate the consumers as to who will represent what is best for social security recipients.

Ms. Navarro stated that as long as it is in the realm of education and educational, the PASC Board can not endorse a political candidate belonging to a political party as well as an independent.

Ms. Belton stated that maybe the Board should invite AARP and CARA.

Ms. Remhild stated that the ADA, the main brunt of equal accessibility and does not simply apply to doorways and ramps etc., it also applies to accessible format for people who are legally blind and visually impaired.

Ms. Remhild also stated that anything that is passed out at the Board meetings needs to be in an accessible format and there are myriad of methods such as large print, emails which should be done ahead of time and it could be a person that could read the materials to Ms. Remhild.

Ms. Navarro agreed and stated that PASC will make a point to correct the accessibilities for Ms. Remhild.

**15) OLD BUSINESS – FUTURE AGENDA ITEMS**

Ms. Remhild stated that as the Chair of the Legislative Committee, Ms. Remhild has appointed 2 colleague members and they are Randi Bardeaux and Bertha Poole and meet via telephone conference once a month.

Ms. Remhild also stated that because of the May Revision, there will not be a lot of legislation for the rest of the year because the budget will be signed at the end of June and legislation starts in January until June. Ms. Remhild also thanks the PASC staff for doing outstanding business and commends Mr. Thompson and Ms. Heinritz-Canterbury for the hard work they do legislatively.

Ms. Navarro stated that we can find a bill and a sponsor and get ready for January 2016.

Ms. Remhild stated that she will have a meeting with the committee and make a report for the next month's PASC Board meeting.

**16) CLOSED SESSION**

No closed session.

**17) OPEN SESSION**

**18) ADJOURN**

Meeting adjourned by Ms. Belton.

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Approved by

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Date minutes approved

**ACTION POINTS**

**NONE**