

PASC Board Meeting Monday, February 7, 2022 Minutes

1. Call to order: The Personal Assistance Services Council (PASC) Board Meeting was called to order at 1:03pm.

Willis Oliver called the roll: Wilma Ballew, Jorge Chuc, Steven Echor, Donna Fields, Lyn Goldfarb, Janet Heinritz-Canterbury, Terrance Henson, Richard Hernandez, Carrie Madden, Lilibeth Navarro, Chris Otero, Cynde Soto and Jennifer Stark were present.

Board members absent: All members present.

2. Findings made at January 11, 2022 Board of Supervisor's Meeting to continue holding meetings via Teleconferencing (includes PASC Board meetings). Debi Hight referenced that the January 3rd PASC board meeting fell within the Findings made on January 11, 2022, and can continue the meeting via teleconference. – *Attachment B*

3. Reading of the Mission Statement and Moment of Silence – *Attachment C*

Lilibeth Navarro read the mission statement. **The Personal Assistance Services Council (PASC) strives to improve In Home supportive Services (IHSS) support independence and enhance the quality of life for all who receive and provide In Home Supportive Services.**

Moment of Silence – None.

4. Public Comment – None.

5. Consent Agenda

- a) Minutes – Approval of the November 1, 2021 – *Attachment D-1*
- b) Minutes – Approval of the January 2, 2022 – *Attachment D-2*
- c) Financial Report – Approval of October 2021 ADMIN – *Attachment E-1*
- d) Financial Report – Approval of October 2021 NPER – *Attachment E-2*
- e) Activity Calendar – *Attachment F* (February 2022)
- f) PASC Board Performance Measures (December 2021 – *Attachment G (with stats)*)

Lyn asked for clarification from the November 1, 2021 minutes on page 4 regarding the process to speak on behalf of PASC as a Board member when they are speaking to their representatives. Greg stated that the November 1, 2021 minutes were accurate. Debi stated that we will seek clarification on this issue later in this meeting or a future meeting.

Terrance stated that Attachment H was not ready for distribution and was used just for the Board's references and Janet agreed. Greg stated that once an attachment is in the Board packet, it becomes a public document. Debi stated that the next step is to see if there are any additional questions regarding the consent agenda and if not, move forward with a motion and when we get to Cynde's section, we can address Terence's concern.

Janet referred to the PASC Activity Calendar and stated that she would like the PASC Board to get more information. She would like to see what meetings PASC is sponsoring and other

agencies are sponsoring on the PASC Activity Calendar. She also stated that she would also like to set a small work group.

Luis announced the PASC Board meeting rules process and procedure for a smoother flow.

Lilibeth asked if we have a list of committees and subcommittees. Debi stated that this could be brought up in Cynde's report.

Debi reiterated and explained the consent agenda and its purpose.

Motion to approve the consent agenda, moved by Jennifer, second by Steven, motion passes unanimously.

6. Board Chair's Report – Cynde Soto

a) Board of Supervisor Meetings - Outreach and Reports

Lilibeth commented on her BOS appointment, the confusion of qualifications to be a PASC Board member and she stated that it has been straighten out by the 2nd district.

Jennifer commented on the BOS districts and redistricting and the new district she will be in and wanted to meet with Jorge. There was some confusion on what district Jennifer and Jorge were in but it was clarified and Jennifer withdrew her request to meet with Jorge.

b) DPSS Meetings - Outreach and Reports

Greg introduced Nicholas Ippolito from DPSS. He talked about the history with Mr. Ippolito has had with himself and PASC when he worked for the former LA County Board of Supervisor, Don Knabe. Greg also stated that Mr. Ippolito coordinated the meeting between the PASC Board members who were appointed by DPSS and the DPSS representatives.

Mr. Ippolito commented about the initial meeting and that it was productive. He also stated that DPSS is meeting regarding the media campaign internally to look at the process to enroll providers and see what can be streamlined that is within DPSS' powers and looking how they can to move forward.

Mr. Ippolito also talked about his position with DPSS and that he over sees IHSS' line operations department and he works with the programs department as well. He also stated that he looking forward work with PASC and the Board to help the IHSS constituents.

Carrie talked about the meeting her group had with DPSS and they spoke about the provider crisis and how DPSS can help. The group also had a second meeting with other DPSS employees regarding a media campaign and all of the options that were available. She also stated that she and Terrance met and talked about a web base campaign. She also explained and elaborated on the three different web base sites that they came up with and how it would work with PASC and its website. She also stated that we need to get a list of community-based organizations to work with and whoever is interested, let them know that PASC is having the campaign and create a banner for their web presence. **Carrie also asked the Board to reach out to their contacts and share the information about the social media campaign which will also be submitted to the DPSS media team.**

Carrie also stated that DPSS will create tool-kits to make things easier for consumers and providers. She also stated that they have an upcoming meeting in a few weeks and she is hoping to have the list of partners. She asked again for the Board to send her the list of contacts to her and she stated

that DPSS will have the materials ready in about a month. Terrance added comments and complimented on the team that was provided for by Mr. Ippolito.

c) Update on Share of Cost Pilot – Terrance Henson – *Attachment – H*

Terrance updated the Board on the SOC Pilot and he listed the people and organizations that were involved in the work-group. He stated that Attachment H is a draft and it is not to be disseminated until it is complete and final.

Terrance asked the Board for any recommendations for the flyer.

Lyn asked if there was enough information on the flyer and Terrance stated that the simplicity is more to their advantage to have a balance where the information doesn't get lost.

Lyn also asked for clarification on the flyer and Terrance explained and clarified what it meant and will make the necessary changes.

Janet also added her comment on the flyer and stated that she gave her suggestions to Kim to re-arrange the content on the flyer and commented on how easy it is for people to follow now.

Jennifer asked if the flyer is not to be shared and Terrance reiterated, explained and stated that this flyer is in draft form and it is not to be shared.

Debi asked Terrance if he can place a draft watermark on the flyer so that it will be part of PASC' record and it will reflect that it is in draft form. Terrance stated that he will update it and sent it to Debi.

Janet stated that Terrance should speak to Kim Selfon from Bet Tzedek about changing the flyer. Greg added for clarification, this document will be distributed from Bet Tzedek and it is not a PASC document.

d) Review of the 2022 PASC Board Meeting Calendar and Proposed Changes – Motion to Amend the 2022 PASC Board Meeting Dates – *Attachment – I*

Willis Oliver brought to the PASC Board's attention to Attachment I. He explained the process that he does in order set up the PASC Board meetings and calendar for the next year. He explained the 2022 PASC Board meeting calendar and talked about the issues that we face with the new changes that the Tax and Treasurer's office has made since they are the department that controls Room 140 where the PASC Board meetings are held for in-person meetings. Due to the fact that the Tax and Treasurer's office has priority over Room 140, there are certain months in the year where we would have to move our normal meeting which is on the 1st Monday of the month and move it to 2nd Monday and there is one month where we cannot meet in Room 140 at all. The reasons for the changes are due to the fact that there will be election going on in Room 140. He also stated that if the Board continues to meet via Zoom per Debi, then the Board can still meet on the 1st Monday but if we are meet in person, then the Board has to decide on the calendar.

Janet made a motion:

Motion to keep the current calendar in place if we are still allowed to tele-conference during the health emergency, moved by Janet, second by Steven, motion passes unanimously.

Lyn asked for clarification for the in-person meeting requirements and Debi responded and stated that if the state of emergency is released, all of the Board has to meet in person unless we want to initiate the option of having tele-conference meeting with Board members releasing their location.

Greg asked Willis if there were any public comments and Willis said none at this time.

Greg also asked Luis to state the instructions in order to give public comment and Luis went over the public comment instructions as well as Q&A. Greg also asked if there were any questions in the Q&A section and Luis stated none at this time.

7. Executive Director's Report – Greg Thompson

a) Career Pathway Funding

Greg stated that the state is offering funding for training for IHSS providers and PASC has formed a committee and they are working to put together some training options. They have conducted surveys to providers on what kind of training would be available. CAPA is working on this at the state level but PASC is working independently to move forward and will be ready when the proposal comes out. He also stated that it might be handled like the EPG and have a certain amount of money designated for the Public Authorities to do the IHSS training and designate a certain amount to the counties.

Lyn asked for clarification if PASC will receive funding for providing training and Greg stated that we hope so. He explained that CDSS will determine who will get those training dollars and it is important for PASC to be ready.

Janet asked about the training that PASC does for the BUAP, and whether it is that eligible for the Career Pathway? Greg stated that they are working on a different program for a statewide backup program.

b) ADRC

Greg congratulated Lillibeth and CALIF for being an official ADRC. He talked about the meeting that happened where PASC participated.

Lillibeth stated that they intend to partner with PASC.

Board members commented and congratulated Lillibeth.

Lillibeth talked about the history of ADRC and stated that it is another way of providing health care in a more coordinated way. CALIF is a designated ADRC which covers about 40 zip codes where they can provide service. She also stated that it has an advisory Board which includes people with disabilities and organizations and she talked about the funding sources and they would like to grow it.

Greg added that last year, ADRC funded a few of PASC's Tele-forums.

c) EPG Distribution – Attachment – J

Greg stated that the State is going to extend funding for EPG for IHSS consumers and providers as well as the administrative funding for the PAs to provide distribution. Greg discussed Attachment J and he expounded on it.

8. PASC Operations – Luis Bravo:

Luis reported on the call center number and in the month December 2021, the call center received 15,000 calls and it went up to 19,000 calls for the month of January 2022. He explained the various reasons why the calls increased such as heroes pay, provider vaccine mandates, and he gave examples.

He also talked about the recent redirect prompts to PASC from the IHSS help-line and the effects that it has had on the registry call center. He projects that the calls will increase to about 20,000 to 25,000.

Steven asked if any of the hero pay has gone out and Luis responded and stated a notification went out and he deferred to DPSS. Steven also asked where can a provider find out their status and Luis responded and stated that the provider should contact the IHSS office and he deferred to IHSS.

Lillibeth asked about the rerouted calls and if there are any going to SEIU. Luis responded and explained the current telephone setup and he is unaware of any calls being directed to SEIU.

Janet asked how many people work in the PASC call center and Luis responded that there are 16 representatives. Luis also stated that there has been influx of calls in the health plan department and the provider services department.

Luis pointed out that if the main focus is consumers, the call center is getting calls related to items that are taking away from assisting consumers. He also reported that in one month, there was an influx of 5,000 more calls as well as being short staffed which has created an issue as to how to handle those calls.

Janet asked if Luis can provide the percentages of calls from consumers and providers. Luis stated that this is something he will look in to and bring it to the next meeting.

Lyn asked if PASC is getting any additional funds or support for handling these calls and Luis deferred to Mr. Thompson. Greg stated that PASC was unaware of the change DPSS helpline prompt. He also stated that there was no communication or any additional funding but in fairness to DPSS, their call center is overwhelmed.

Public Comment: Dulce Garcia commented in the chat box and stated that she is hearing that hero pay is being taxed and the providers are unaware.

9. Legislative Update – Debi Hight – *Attachment K* –

Debi reported that CDSS has issued an extension for IHSS providers to receive their COVID-19 Booster which has been extended until March 1, 2022 and the IHSS consumers and providers were notified.

Debi also brought to the Board's attention to Attachment K that was included in the Board packet and she expounded on it.

Janet added and commented regarding the CICA and CFILC bill to get more state support for consumer advisory committees and governing boards and explained what CICA is and what it does.

Debi also talked about and explained the COVID-19 paid supplemental sick leave for employers with 25 or more employees as well as for IHSS providers which it will be retroactive from January 2022 and effective through September 30, 2022.

Jennifer asked if there are any possibilities for PASC to lobby for the proposed CICA bill. Janet responded that we could look at different assembly members or state senators and she asked Jennifer if she could set up some meetings. Lyn added and stated that she will speak to Janet about Senator Maria Elena Durazo.

Lillibeth commented and talked about the right to life bills.

10. Report from SEIU 2015 – Wendy Duchon/Vernita Randall

Wendy reported on the influx of calls to the SEIU MAC Center for multiple reasons that was previously mentioned by Luis. The Union also did an outreach effort to 190,000 providers reminding them about the hazard pay and explained the process on when they will receive it. She also stated that they are receiving a high number of calls from providers who are having issues with getting their timesheets signed and issues with speaking to someone from IHSS, which has created some hardships. She also reported that the union is saddened by the recent loss of one of the IHSS Union stewards, Pamela Templeton, and will inform PASC of the service.

Sarah Gonzaga from SEIU 2015 reported on the Career Pathway Program. She shared her concerns about CDSS' proposal and implementation of the program and that they submitted comments about their concerns. She would also like PASC to submit a letter of support.

Lyn commented on the Career Pathway program and Wendy asked if the PASC Board would authorize Greg to send a letter support. The union can provide a template which can be enhanced.

Jennifer suggested that Greg draft a letter for the Board to discuss pending approval to make sure, the language about consumers are included.

Lillibeth shared her experience with assisting someone to become an IHSS provider and the difficulties in some areas of severely impaired consumer needs. She asked the Union how do they do the trainings, and how we can persuade more people to become providers with paramedical training.

Wendy stated that part of the union's training classes includes paramedical training.

Janet agreed with Jennifer's above comment and will review in the March meeting.

Jennifer brought up a timeline for the suggested letter and Cynde stated that she doesn't think they are ready to assign anything at this point. Greg stated that he likes the approach that Jennifer and Janet suggested and he can share with the Board one of the draft letters from SEIU's career academy. He thinks it is appropriate that PASC responds and they are having discussions with CAPA.

Steven asked is there any way of examining the instances of consumers being given multiple provider lists from the registry and its outcome. Greg responded and stated that PASC just completed a survey that he can share next month's meeting where several questions were asked related to Steven's specific topic and they are attempting to track the effectiveness of the lists.

Greg also added that one of the main functions is to hear from the public. PASC sends out eblasts and social media and he encouraged all of the Board members to invite the public to the PASC Board meetings

Terrance commented and stated that they are working with the provider crisis with DPSS and had identified the union is going to be an integral part in that outreach strategy. He asked Carrie if it is possible to invite SEIU to the DPSS meetings moving forward. Carrie stated that they would be an excellent partner but not sure at this point. Carrie is inquiring in the 2-week timeframe, if they can meet with SEIU and see if they can work together on this project. Wendy agreed and Greg will share her contact information.

11. DPSS: Ying Chan reported:

TOPIC	UPDATE
IHSS Helpline Data	For the month of December 2021, the IHSS Helpline: <ul style="list-style-type: none"> • Number of calls received: 114,457 • Average Wait Time 3:30 minutes, • General inquiries/calls: <ul style="list-style-type: none"> ○ Case updates/changes. ○ Assessment/Reassessment ○ Payment/Timesheet ○ Provider Enrollment ○ Forms-Recipient
IHSS Stats	IHSS Caseload as of January 2022: <ul style="list-style-type: none"> • Recipient: 241,375 • Provider: 195,840
Outreach Efforts	<p>COVID-19 Vaccine Booster Requirement</p> <p>On 12/22/21, due to the emergence of the Omicron variant, DPH issued an Amendment to the 9/28/21 Public Health Order. The Amendment requires <i>certain</i> IHSS providers to receive a booster dose of the COVID-19 vaccine after receiving all recommended doses. Providers who are eligible for the booster dose must comply by 3/1/22. Those not yet eligible for a booster dose must comply within 15 days after the recommended time frame for the booster.</p> <p>Our webpage for Provider and Recipients has been updated to include the details of the booster requirement.</p>
Care Payment	<p>As of January 21, 2022, the California Department of Social Services (CDSS) issued a one-time \$500 Care Economy Payment through the IHSS Case Management Information and Payrolling System II, to qualified IHSS and Waiver Personal Care Services providers. Providers were considered qualified for this payment if he/she provided services for an IHSS or WPCS recipient for a minimum of two months during the period from March 1, 2020 to March 31, 2021. The CDSS sent a notice to inform the qualified providers of the payment last month/January</p>

	2022. Our IHSS Helpline staff have been instructed to assist providers who may have questions regarding this payment.
In-Person Verification	<p>As you know, the temporary waiver period allowing providers to mail in their provider enrollment documents has expired. Effective February 1, 2022, when a prospective provider submits their IHSS Program Provider Enrollment Form (SOC 426), the prospective provider will be required to present their original identification (ID) and Social Security Card (SSC) in person.</p> <p>All providers who previously submitted photocopies of their ID and SSC during the waiver period will not be required to present original documentation to the IHSS office.</p>
IHSS	<p>As previously reported, our department effectively reopened on October 1, 2021. We continue to offer the provider enrollment/orientation online, until further notice.</p> <p>Recipients and providers can continue to contact the IHSS Helpline for assistance. The IHSS Helpline hours are Monday thru Friday from 8am – 5pm, 1-888-822-9622.</p>

Steven share an experience he is dealing with in regards to his provider's hero's pay and asked if his provider should call the helpline. Ying stated yes, the helpline representatives have been instructed to assist with these types of calls and she explained the process.

Lillibeth asked how far back can a provider be paid in arrears and how soon can the providers get paid. Ying stated that the provider needs to call the helpline and she explained the process.

Janet asked about the previous topic Luis brought up regarding the influx of calls the PASC call center has been receiving from the IHSS helpline. Ying stated that her and Luis and Greg have been in contact with each other and DPSS has realized that there is an issue and she explained her experience when she dialed the helpline. She also stated that they are working internally to resolve the issue.

Richard asked if the hero pay is coming from the stimulus package or something different. Ying stated that she believes it is a part of it. Richard stated, if the stimulus checks were not taxed and the hero pay is part is it, why are the providers being taxed. Ying stated that she does not have the answer and that this is from the state.

Ying also responded to a public comment regarding the providers not being informed about the hero pay and it being taxed and she stated that on January 20, 2022, a notice was sent out to providers who were qualify for the hero pay and the payment was released on January 26, 2022. She also stated that on that notice, it was clearly stated that the one time care economic payment is reportable as income and subject to income and payroll tax deductions based on your provider's tax status on file. She also repeated the IHSS helpline number 1-888-822-9622.

Janet asked Ying about the IHSS helpline wait time and would like the wait time numbers. Ying stated that she would say that it is a nonstop effort to try to achieve the best services and the helpline is doing

the best job they can to further improve and she will bring this back to remind the helpline that they need to continue to put effort in this area to improve.

Janet also asked if DPSS can identify out of the 114,457 calls the helpline received, which of them were providers and consumers as well as wait times for each. Ying stated that she will reach out to the helpline department and see if she can request that.

12. Unfinished/Old Business – None

13. New Business – Future Agenda Items:

Career Pathway letter.

Activity Calendar changes – Janet stated that she would like to talk about it with a small group and bring it back to the Board meeting and Cynde agreed.

Lillibeth asked for an update on the committees and subcommittees and a to-do list and Greg stated that we can provide a list of the committees at the next Board meeting.

Lyn asked if the Board can authorize Greg to send out anything in support of SEIU and the workforce training and do it without waiting for the next board meeting and poll the executive board members. Debi stated that the item was not properly agendized and fell under the general SEIU report and there isn't enough detail to direct Greg. It is recommended to do it as a draft letter for the next meeting so that everyone has an opportunity to see what the position is clearly going to be. Lyn shared her concerns regarding the timeframe and Greg stated that through CAPA, the work group and what PASC is doing, they are in communication and attending the stakeholder's meetings. He stated that it would be helpful if the Board members can submit their comments in the next 2-3 weeks.

14. Closed Session – None.

15. Mission Moments – Janet reminded the Board about the CICA meetings. She also reminded them that they are on the CICA email list and encourages the Board to read the emails.

16. Adjournment – Cynde Soto adjourned the meeting at 3:39pm.

Janet made a motion to adjourned, Lillibeth and Steven seconded.

Approved by:

Date:

Action Items:

- **Janet referred to the PASC Activity Calendar and stated that she would like the PASC Board to get more information. She would like to see what meetings PASC is sponsoring and other agencies are sponsoring on the PASC Activity Calendar. She also stated that she would also like to set a small work group.**

- Carrie also asked the Board to reach out to their contacts and share the information about the social media campaign which will also be submitted to the DPSS media team.
- Debi asked Terrance if he can place a draft watermark on the flyer so that it will be part of PASC' record and it will reflect that it is in draft form. Terrance stated that he will update it and sent it to Debi.
- Janet stated that Terrance should speak to Kim Selfon from Bet Tzedek about changing the flyer. Greg added for clarification, this document will be distributed from Bet Tzedek and it is not a PASC document.
- Janet asked if Luis can provide the percentages of calls from consumers and providers. Luis stated that this is something he will look in to and bring it to the next meeting.
- Jennifer suggested that Greg draft a letter for the Board to discuss pending approval to make sure, the language about consumers are included.
- Janet agreed with Jennifer's above comment and will review in the March meeting.
- Steven asked is there any way of examining the instances of consumers being given multiple provider lists from the registry and its outcome. Greg responded and stated that PASC just completed a survey that he can share next month's meeting where several questions were asked related to Steven's specific topic and they are attempting to track the effectiveness of the lists.
- Terrance commented and stated that they are working with the provider crisis with DPSS and had identified the union is going to be an integral part in that outreach strategy. He asked Carrie if it is possible to invite SEIU to the DPSS meetings moving forward. Carrie stated that they would be an excellent partner but not sure at this point. Carrie is inquiring in the 2-week timeframe, if they can meet with SEIU and see if they can work together on this project. Wendy agreed and Greg will share her contact information.
- Janet also asked if DPSS can identify out of the 114,457 calls the helpline received, which of them were providers and consumers as well as wait times for each. Ying stated that she will reach out to the helpline department and see if she can request that.
- Activity Calendar changes – Janet stated that she would like to talk about it with a small group and bring it back to the Board meeting and Cynde agreed.
- Lillibeth asked for an update on the committees and subcommittees and a to-do list and Greg stated that we can provide a list of the committees at the next Board meeting.
- Lyn asked if the Board can authorize Greg to send out anything in support of SEIU and the workforce training and do it without waiting for the next board meeting and poll the executive board members. Debi stated that the item was not properly agendaized and fell under the general SEIU report and there isn't enough detail to direct Greg. It is recommended to do it as a draft letter for the next meeting so that everyone has an opportunity to see what the position is clearly going to be. Lyn shared her concerns regarding the timeframe and Greg stated that through CAPA, the work group and what PASC is doing, they are in communication and attending the stakeholder's meetings. He stated that it would be helpful if the Board members can submit their comments in the next 2-3 weeks.