



PASC Board Meeting Monday, March 7, 2022 Minutes

1. Call to order: The Personal Assistance Services Council (PASC) Board Meeting was called to order at 1:00pm.

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

Board members absent: Lyn Goldfarb (excused) Jennifer Stark (excused)

2. Findings made at March 1, 2022 Board of Supervisor's Meeting to continue holding meetings via Teleconferencing (includes PASC Board meetings). Debi Hight referenced that the March 7th PASC Board meeting fell within the Findings made on March 1, 2022, and can continue the meeting via teleconference. – *Attachment B*

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

Richard Hernandez 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 – Moment of Silence was observed for all requested intentions.

4. Public Comment – None.

5. Consent Agenda

- a) Minutes – Approval of the February 7, 2021 – *Attachment D-1*
- b) Financial Report – Approval of January 2022 ADMIN – *Attachment E-1*
- d) Financial Report – Approval of January 2022 NPER – *Attachment E-2*
- e) Activity Calendar – *Attachment F (MARCH 2022)*
- f) PASC Board Performance Measures (January 2022) – *Attachment G (with stats)*

Willis Oliver thanked Debi Hight for her tremendous help with creating and structuring of the PASC Board minutes and the Board concurred.

Cynde made a correction on item 5-E, Attachment F, for March 3, 2021, the meeting for Aging Disability and Transportation Network was a closed meeting and not an open meeting.

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

6. Board Chair's Report – Cynde Soto

- a) Introduce New PASC Board Member Rina Cruz

Cynde introduced the new PASC Board member Rina Cruz. Rina stated that she was appointed by Supervisor Holly Mitchell, District 2 and she talked about her background and experience and that she is happy to be a part of the PASC Board.

b) Board of Supervisor Meetings - Outreach and Reports

Janet stated that she has not had any meetings with her BOS representative but would like to get Rina involved in speaking with her BOS deputy. Rena stated that she would like to follow up with Janet and get more background information before reaching out to the 2nd district.

Donna stated that she and Janet and a few others were on a call stating that they were in favor of Supervisor Janice Hahn's motion to ensure County COVID response meets the needs of immunocompromised and disabled. She also talked about the provider crisis. Janet added that Greg sent a notice informing the PASC Board of this BOS agenda item and how to call in and participated.

Lillibeth made a statement in the chat and said that she formally emailed the 2nd district to ask for a date to meet with them in the next two weeks.

c) IHSS Share of Cost Update – Terrance Henson – *Attachment 11, 12, 13*

Terrance brought to the Board's attention the attachments and he expounded on the updates and the flyers. He also stated that questions will not be directed to PASC but to Bet Tzedek and the Health Consumer Center.

Janet asked what language will the flyers be in and Terrance responded, he has it in English but will see if they can be in other languages.

Rina asked how the flyer would be distributed and Greg stated that PASC can send out an E-Blast, post them in PASC's resources and the PASC website. Janet added that the flyers can be distributed out to the media campaign and Greg's and the Board member's lists as well.

7. Provider Shortage Crisis Media Campaign – Carrie Madden

Carrie reported that her team had a meeting with DPSS and they provided them with a document that is not to be shared so Carrie gave a summary of it. She talked about the marketing goals to register 500 new providers within 90 days and if not met, it would be extended out to 6 months. They will be looking at targeting existing providers and work with community-based organizations, look at vocational schools, employment agencies, DPSS social media followers, DPSS website visitors as well as a web-slider. They will also use, email, texting, social media tool-kit and advertising on the various DPSS platforms and digital bulletin boards at the DPSS offices, CBOs and creating posters as well. She also talked about the marketing themes for existing providers who can sign up for more work and hours by joining the PASC registry and calling the office. She also stated that for prospective providers, IHSS is hiring new providers with a starting pay of \$16-\$19 per hour and call the helpline. There will be posters at new provider orientations showing how to join the PASC registry as well as a newsletter with information.

Terrance commented on the campaign and complimented Carrie and DPSS and its endeavors.

Greg added that DPSS wanted to know what the goal would be for the registry and he stated that he told them that the PASC contract stated that the registry is to increase by 10% and that is how the 500 number was determined.

Janet asked for clarification on the how existing providers get more hours and Greg explained that process in regards to how they can apply with PASC.

Steven asked about a provider he is working with and what is the process for her to become a provider and Greg explained that process as well. Steven also asked for the referral phone numbers and to email them to him and Greg said he would send it to him.

Terrance clarified that the process to become a provider has not changed and he explained the reason behind the marketing campaign.

Rina asked if it's normal to have 4,500 providers that have not worked in the past six months. Greg stated that he does not know if it is normal or not and that they have not had the chance to study those numbers. He stated that PASC is supposed to receive a list every year from DPSS which is in our contract with DPSS and this is only the second time that PASC has received the list.

Janet asked about the outreach efforts and Carrie stated that she explained to DPSS that it is a good idea to reach out to the consumers because they know who may possibly need a job and she also reiterated about the emailing and text messaging to the consumers.

Cynde asked if Carrie has been collecting lists of contacts and Carrie stated that they need partners and if the board has partnership with organizations, they can put this information on their various platforms, please send them to her team.

8. Executive Director's Report – Greg Thompson

a) Statewide Emergency Backup Program Update

Greg talked about the trailer bill in regards to the State developing a permanent emergency back-up program.

He pointed out the eligibility and the requirements for the statewide permanent back-up program and he explained the process, the differential, operating business hours, recruiting and how similar it is to the PASC BUAP.

He also talked about the funding and how it will impact PASC and he stated that he believes it will start as early as July 2022. He informed the Board if they have any questions or feedback to let him know as well as he pointed out that there are no training requirements.

Terrance asked if this will supersede the county BUAP as well as for all counties and he asked about the personal care hours and will that be affected. Greg responded that there will be two separate backup programs and he explained the process, personal care hours requirements and differentials between the two.

Lillibeth commented about the statewide backup program and she suggested if we can link the BUAP to an emergency preparedness network and she gave examples. Greg responded and stated that he does participate in the statewide emergency back-up task force calls. He also talked about and explained San Francisco's back-up program and who they are affiliated with and he stated that he will continue to advocate.

Janet asked if we are in danger of losing the \$3 BUAP differential and Greg stated that this will be a county decision.

b) Career Pathway Update

Greg explained the Career Pathway program and what it is designed to do and he talked about the funding. He pointed out the concerns of consumers but he also pointed out the opportunities for the providers.

He also talked about his idea if there were a Career Pathway within IHSS and the statewide backup program when a provider completes training, they can get the higher differential where and can respond quicker to some of the more complicated cases.

Greg also talked about the categories of the Career Pathways and expounded on them, such as, training for cognitive impairment, behavioral health, complex physical care and needs, and transitioning into homecare. He also stated that the providers will be paid to attend these training classes and also given incentives.

Greg reminded the Board of a listening session and he will send an email to the Board and encouraged them to make comments.

Greg also explained some of the challenges of the Career Pathways program as well as the RFP process. PAs will be able to apply for funding and that they have been talking with the state and CAPA about submitting one proposal and one unified training system for all PAs as well as individual PAs applying for funding.

He also stated that CDSS was asking for further input and that they would meet with the PA directors individually which Greg has emailed them asking for a meeting and is still waiting on a response.

Greg's idea would be to have PASC put together a proposal to develop a curriculum focusing on relationships between consumers and providers, the IP Mode, and various provider training on consumer needs.

c) Enhanced Registry Services – Motion for the Executive Director to Explore Enhanced Model of Services to IHSS Consumers

Greg reiterated on a previous comment from a Board member in regards to the IP mode and asked the Board if he can explore the agency or contract model similar to San Francisco Homebridge. He stated that under the current statute, the county can take 5% of their IHSS funding and spend it on that model and he also talked about what Homebridge does. He also stated that the Board pre-Covid voted against any type of contract or agency model in LA County and before he starts talking with DPSS about options, he would need the Board to make a motion and approve so he can start to explore what other options there are for registry enhanced services.

Lillibeth commented on her support to explore other options. She asked about the training that Deborah Miles was involved in as well as nutrition. Greg stated that SEIU has the Center for Training Enhancement in Los Angeles County and they have multiple trainings which they have received funding.

Janet expressed her thoughts about the IHSS provider trainings and feels that PASC should deal with the trainings itself in these areas which will help the relationship between the consumers and providers. Greg responded and stated that the trainings have not been finalized and he encourages the Board again to make their comments on the stakeholder calls.

Carrie shared her concerns and commented on the training and how consumers need to be trained on how to treat their providers with respect.

Donna stated that she thought there was a program where providers can receive assistance with their timesheets. Janet responded and reiterated what she previous stated and PASC has a department that helps consumers and providers.

Public Comment/Chat box: Kayla Sore stated; could you share more about the incentives to stay with recipients after a certain amount of time, would this be a raise or a bonus. Greg responded and stated that it would be a one-time incentive but does not have the dollar amount.

Greg called for a motion:

Carrie made the Motion: to approve the Executive Director to Explore Enhanced Model of Services to IHSS Consumers; moved by Carrie, second by Lillibeth, motion passes unanimously.

Janet shared her concerns and stated that whatever PASC does is done through PASC as opposed to creating a different organization that consumers and providers have to re-learn. Greg stated that this is the direction he will go but there are no guarantees if the county decides to go to another direction.

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

Debi brought to the Board’s attention to Attachment H and she expounded on it.

Lillibeth commented about co-sponsoring for PASC, statewide registry and a back-up program. Debi responded and stated that the deadline to introduce a bill was in the beginning of February.

Janet commented on CICA’s efforts to get the state to require PAs to have consumer advisory committees and to fund them. They have tried to get a sponsor for a bill which did not happen and they are currently trying to get someone from the assembly budget committee to put a letter in and they are reaching out to different assembly members.

Lillibeth asked about access to Sacramento and how can they participate in the committee meetings. Debi responded and reiterated and deferred back to her report Attachment H, page 3, and she pointed out the websites.

10. Report from SEIU 2015 – Wendy Duchon/Vernita Randall – No Representative/No Report

11. DPSS: Ying Chan reported:

TOPIC	UPDATE
IHSS Helpline Data	For the month of January 2022, the IHSS Helpline: <ul style="list-style-type: none"> • Number of calls received: 155,228 <ul style="list-style-type: none"> ○ An increase of 42,771 from December 2021 • Average Wait Time 13:26 minutes, • General inquiries/calls: <ul style="list-style-type: none"> ○ Case updates/changes. ○ Payment/Timesheet ○ Assessment/Reassessment ○ Provider Enrollment ○ Forms-Providers
IHSS Stats	IHSS Caseload as of February 2022: <ul style="list-style-type: none"> • Recipients: 240,973 • Providers: 196,514

On-Going Campaigns	<p>Some of the items we have previously reported on are still part of our on-going campaigns and are continuously drawing attention and phone inquiries from the public:</p> <ol style="list-style-type: none"> 1. The COVID-19 Vaccine Booster Requirement for IHSS providers; 2. Provider Tax Information-Access W2 online; 3. The One-Time Care Economy Payment;
New Developments	<ol style="list-style-type: none"> 1. As of March 1, 2022, applicant providers have the option to attend the provider orientation in-person or online. The in-person orientations are only available in English and Spanish at this time. The online option will also continue to be available to applicant providers. Also, after the orientation applicant providers must present their original current/unexpired government issued photo identification, Social Security Card, and the required provider enrollment forms, in-person at any IHSS office. 2. The COVID-19 IHSS Emergency Back-up Provider System, which expired on December 31, 2021, has been reinstated. When a recipient hires an emergency provider to temporarily work the hours of his/her regular provider due to COVID-19, the emergency back-up provider will be paid \$19.00 per hour. The emergency back-up provider pay rate may be applied retroactively to February 1, 2022 and will be available through June 30, 2022.
IHSS	<p>As usual, IHSS 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> <p>Lastly, I would like to inform everyone that Cynthia Schmidt retired from the county effective February 28, 2022 and Aida Karapetyan will be the manager In-Charge until further notice.</p>

Lillibeth asked about the BUAP and the DPSS' process and Ying stated that the COVID-19 backup program is administered by IHSS and not PASC and she explained the difference between the PASC BUAP and the COVID-19

back-up program which was established in May 2020 and it has been extended several times and the latest extension is June 30, 2022. Lillibeth asked how are the calls handled and Ying stated that it is handled by the helpline agents and she explained the process which is not handled by PASC.

Greg asked Ying for clarification when a consumer calls wanting a provider, does DPSS identify a provider for them. Ying explained the process and the difference between the PASC BUAP and the COVID-19 back-up program where the helpline agents need to take care of the callers and IHSS does refer to PASC for providers.

Janet asked Greg about the state pay emergency backup and the PASC BUAP pay and is there a difference. Greg stated that there is a \$3 differential.

Lillibeth asked about unvetted providers for COVID-19 related backup and if DPSS can vet them right away and put them through. Ying responded and stated that they will need to meet all of the requirements and the consumers would need to submit a SOC426A and she explained that process.

12. Unfinished/Old Business –

Lillibeth stated that CALIF has applied for CAL AIM and she asked Greg if PASC can apply for it as well. Greg stated that he does not fully understand CAL AIM and does not believe that PAs can get directly reimbursed but CAL AIM does have funding for various services. He also stated that PASC directly cannot receive reimbursements from CAL AIM for IHSS services unless they can collaborate with multiple agencies and he has been having these types of discussions with the Department of Health Services and will also speak with DPSS to see if there is a way to partner.

Donna commented on an LA Times article about LA Care regarding a lawsuit. Wilma responded and stated that she could be a source of information.

13. New Business – Future Agenda Items: None

14. Closed Session – None.

15. Mission Moments – None

Cynde stated that she is now on the executive board of CICA and she is the Vice President for the southern region of the state.

Greg asked about May's Board meeting at the Hahn building and what did the PASC Board decide to do. Debi stated that the motion was to keep the meetings all the same and should the emergency order be lifted, we would address meeting location/dates at that time. Greg asked if it's possible that we would have to meet in person in April. Debi responded that it is possible but unreasonable and she will be tracking the BOS meetings and keep the Board abreast.

16. Adjournment – Cynde Soto adjourned the meeting at 3:19pm.

Motion adjourned by Cynde.

Approved by:

Date: