

PASC Board Meeting Monday, April 4, 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: Jorge Chuc, Rina Cruz, Steven Echor, Donna Fields, Lyn Goldfarb, Janet Heinritz-Canterbury, Terrance Henson, Richard Hernandez, Carrie Madden, Lillibeth Navarro, Chris Otero, and Cynde Soto Jennifer Stark were present.

Board members absent: Wilma Ballew (excused)

2. Findings made at March 29, 2022 Board of Supervisor's Meeting to continue holding meetings via Teleconferencing (includes PASC Board meetings). Debi Hight referenced that the April 4th PASC Board meeting fell within the Findings made on March 29, 2022, and can continue the meeting via teleconference. – *Attachment B*
3. Reading of the Mission Statement and Moment of Silence – *Attachment C*

Janet Heinritz-Canterbury 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 – A person made a public comment in the chat stating that they were having a hard time speaking with someone in the registry. Luis responded and requested their contact information for someone to return their call.
5. Consent Agenda
 - a) Minutes – Approval of the March 7, 2021 – *Attachment D*
 - b) Financial Report – Approval of February 2022 ADMIN – *Attachment E-1*
 - c) Financial Report – Approval of February 2022 NPER – *Attachment E-2*
 - d) Activity Calendar – *Attachment F* (APRIL 2022)

Jennifer made a correction to attendance for last month's meeting where she was absent.

Carrie made a correction on item 5-E, Attachment F, for the April Activity calendar, 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 Carrie/Lyn, second by Donna, motion passes unanimously.

6. Board Chair's Report – Cynde Soto
 - a) Marketing Campaign – Carrie Madden

Carrie stated that the committee had a meeting and their focus going forward is getting in touch with the providers who have left IHSS in the past 6 months and bring them back in. She talked about what outreach methods they will be using and they will be holding off on the other projects for now.

Greg added they were going to query all of the providers in Los Angeles County and identify those providers who have worked 100 hours or less and he stated that PASC will do its best to tract the calls but will refer them the website application.

Terrance added that DPSS has the four templates set up and DPSS is asking for feedback before they are to be finalized. Carrie added that their workgroup should meet and go over it.

Janet asked how extensive is the application, Greg stated that PASC is launching a new website this month and it will have a fillable application where consumers and providers can fill out and it will be sent to the PASC registry.

Lyn asked for clarification for the new PASC's website and Greg responded and said, yes PASC will be launching a new website and will be using the logos and suggestions that the PASC Board put together and once the website is up and running, PASC will have the ability to make enhancements.

b) CICA/CFILC Action Plan on Restoration of Funding for IHSS Consumer Advisory Committee/Governing Boards – *Attachment G*

Janet brought to the Board's attention to Attachment G and she expounded on it in each section and gave examples and stated what to do and what needs to be done.

Lillibeth asked if the SEIU 2015 was involved and Janet stated no but expecting UDW and SEIU to sign on.

Lyn talked about the letter she wrote the Senator Durazo and that she will go back and do it again after April 6th and she talked about the difficulties when a person doesn't have a relationship with their representative.

Donna asked for clarification on the subcommittee and Janet reiterated and explained the process.

c) IHSS Share of Cost Update – Terrance Henson

Terrance stated that the flyer has been finalized and asked Greg if he received it and Greg stated no and as soon as he gets it, it will be put on all of PASC's platforms.

Kim Selfon added and thanked the Board for working with Bet Tzedek regarding the share of cost issues for IHSS consumers.

d) PASC Board Discussion – Update from Board Member's on IHSS Activities/Issues

Lillibeth stated that she is working with CFILC on the emergency plan for Los Angeles County and was wondering if they can partner with PASC and make them a part of that network and what they can ask the state to provide in terms of support for IHSS consumers and providers in case of an emergency. She also talked about the equipment that they will receive. Greg responded is stated that PASC is always excited to collaborate with CALIF and ADRC and will be ready and he asked her to reach out to him.

Cynde asked the Board if they have attended any of the one hour zoom meetings or webinars that were sponsored by various agencies on different topics. Janet added about upcoming webinars put on by Justice in Aging on various topics and the Provider Table Talk. Cynde encourages the Board to be informed and up to date.

7. Executive Director's Report – Greg Thompson

Greg stated that if the Board is not already receiving the PASC E-blast or following PASC on social media, he would appreciate if the Board would do so and help get the word out. He also stated that he would like consumers and providers to join as well.

a) Career Pathways

Greg reported on Career Pathways and stated that the request for proposal has gone out to the general public. He stated that the public authorities will have an opportunity to present a training plan in a separate process. He also stated that PASC has been talking about it and had ideas and would like to propose a demonstration project format where PASC can design a training but doesn't think that's the direction the state is going. He also stated that he will keep the Board updated and let them know if PASC will be involved and support and advertise for the Career Pathway and he also explained the benefits.

Donna commented on the listening session and asked for clarification and if they are still negotiating on the dollar amount. Greg stated that they are trying to figure out the financials but he has not heard any specific information on how much the vendors will get to design the training but they may have put a dollar amount on the incentives but he does not have that information at the moment.

Donna talk about the importance of the communication between the providers and consumers. Greg stated that he understands and will convey that. He talked about the training and what it will be geared for providers and he stated that it is possible their trainings will provide assistance or recommendations on how providers can communicate with consumers and build relationships.

Lillibeth commented and agreed that it would be a great idea if PASC has the opportunity to train providers and if possible bring, their consumers.

b) Statewide Emergency Back-up Program Update

Greg reported that they are moving ahead with the statewide back-up program which will be implemented this calendar year. He also stated that he spoke with DPSS to see if PASC will continue with its BUAP and the county stated that they had no plans in stopping the PASC BUAP, in LA County, there will be two back-up programs and will go simultaneously.

Greg also talked about the struggles of the BUAP as well as they are talking about how to find a more efficient way to have work available and he will continue to raise this at the state level.

Lyn asked how does Greg envision both programs and she asked if it's too early to address issues. He stated that the PASC staff will have their work cut out for them and he also welcomes suggestions from the Board.

Greg also talked about a previous request from the Board to talk to DPSS regarding an agency, contract or a hybrid model and he stated that DPSS said that there is no plan to us an agency for IHSS in LA County at this time.

Lillibeth asked soliciting the help of nursing students who need allowance while they are in school and working with the university on academic points. Greg stated that Layla goes to various locations to recruit for providers and they are looking at that.

Janet asked about PASC's BUAP training and if PASC provides it or did the county say PASC has to provide special training. Greg stated that he does not know how it was originally

decided but it was up to PASC to develop a training program. He also stated that a conversation or a negotiation would need to be done with DPSS if the training would be eliminated.

c) Building Consumer Participation

Greg stated that main purpose of building consumer participation and get them more involved. He believes that it is the role of the Board to hear from consumers. He also suggested that anything that PASC sends to the Board, please re-circulate them in your various platforms to get the word out so the public can comment at the PASC Board meetings.

Janet thanked Greg for doing the outreach for these meetings. Greg stated that it was a team effort of the PASC staff as well.

Jennifer piggybacked on what Lillibeth stated earlier regarding nursing students and she asked how can she help to move that forward by including program directors in the mailing list or a letter from PASC explain the emergency back-up program. Greg stated that her suggestion is very helpful and what they are trying to do is in order to get the people, we have to have jobs for them which has been the problem and he asked her if she can provide the information and he will give it Layla and she can give a presentation on the program.

Lillibeth commented on consumers and technology at day programs and possible do presentations on site.

Public Comment: Kim Selfon asked has LA County looked at home health care agencies as a provider source.

8. PASC Operations – Luis Bravo

a) PASC Registry Call Center

Luis reported that:

FEBRUARY 2022 – we started receiving calls from providers and consumers saying they had called the IHSS helpline and they were being transferred over to PASC.

Sometime in January/February the helpline prompt was changed to include a direct transfer to PASC. We were never notified and it created a lot of confusion for the providers and consumers.

December 2021

Total Calls – 14,208

Total Answered calls – 11,239

Total Missed Calls – 3,106

February 2022

Total Calls – 24,737

Total Answered calls – 17,543

Total Missed Calls – 7,573

March 2022 (March 1st to March 29th)

Total Calls – 24,642

Total Answered calls – 16,809

Total Missed Calls – 8,205

New language:

“If you do not have a provider and would like to receive information on how to hire a provider, or if you are already a provider and want to be added on the PASC registry, press 2”

Terrance commented and shared his thoughts on what Luis just reported and he wants to be mindful the social media campaign. Greg stated that his recommendation that we don't give them the phone number and to direct them to the PASC website. He agreed that a dialog is needed in a smaller group because PASC would not be able to handle the calls.

Luis agreed with Greg's recommendation and added that the new PASC website is user friendly.

Donna sends her condolences on the passing of Luis' father.

Donna asked for clarification on the numbers Luis reported and asked what were they calling about and Luis reiterated and explained the reasons why the calls were high.

Donna also asked how many people are answering calls and Luis stated that 16 people that are on the phones.

Donna asked if Luis handles the insurance and Luis stated that PASC administers the health insurance for the IHSS providers and they check eligibility and then LA Care takes over.

Donna asked if the BOS is doing anything about the LA Care lawsuit and she expressed her concerns about the welfare of the providers and their insurance. Greg stated that from his understanding and he wants to make clear that the article that Donna is referring to was not specific to the PASC-SEIU provider plan.

Lyn shared her concerned about the prompts and calls and what is DPSS doing and how they are handling it as well as she feels that a dialog needs to happen. Luis added that DPSS stated in that chat that they will take it back.

Lyn stated that she would like to hear an answer now since DPSS is present versus waiting another month. Terrance added and stated that he thinks this will be addressed.

Carrie stated that she is very interested in this and shared her concerns about the flyers and someone need to get in contact with Christine Hajar to make the correction on the flyers. She also stated that there needs to be a subcommittee with DPSS to figure out a plan on how to address this.

Greg explained the differences and the issues between what Luis reported on and the social medial campaign and he will reach out to DPSS.

Jorge commented and shared his concerns about the insurance issues and that we need to follow through. Greg reiterated and stated that LA Care article was speaking to the entire county that is an LA Care member not specifically PASC-SEIU and he will bring this up. He also reminded the PASC Board that PASC is contracted to insure eligibility for the health plan and monitor eligibility as well. PASC is not responsible how LA Care provides the care and he is not trying to downplay it and he stated that everyone deserves health care. He also stated that LA Care is under DHP and not DPSS and suggested the PASC Board make public comment to the BOS. He also stated that this can be discussed in the PASC-SEIU committee.

9. Legislative Update – Debi Hight

Debi reported the Brown Act bills are sitting on the committee of local government currently without a hearing date as of yet.

Debi talked about AB 1900 where is talks about the Medicare SOC program and there will be a hearing on April 6th in the assembly appropriations committee.

Debi talked about AB 2069, the California Caregivers Training Act and she explained what it will do and provide.

Debi talked about SB 1098 which pertains to IHSS and the waiver personal care services providers and the bill would allow a \$2 pay differential over the county's current hourly rate when there has been a declared state of emergency or a local emergency caused by a natural disaster. She also stated that this has a hearing on April 19th with the Committee of Human Services.

Debi talked about AB 2262 which will require counties to establish alternative reassessment process for IHSS recipients with stable needs.

Debi talked about AB 1355 and this would require the state department of public health to establish an independent medical review system for the Medi-Cal program and she explained the process and is waiting on an assignment in the senate.

Lillibeth asked for for the list of the representatives and Janet stated that Willis sent everyone a Board book with all of the information she is asking for.

Janet informed Donna that if she is interested in talking to Stern, that she can talk to him about consumers as well.

Jennifer suggested that as advocates, that we hear from our lobbyist early in the season so we can advocate for bills as they are coming down the pike.

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

Vernita reported that SEIU has seen a shift in issues similar to the pro COVID times and the majority of the calls that they are receiving are about the Union benefits and healthcare benefits, which has always been the norm, but they have seen a high volume in their Korean members in the MAC Center. She also reported on the multiple calls they are receiving regarding various issues from providers.

Donna asked if the Union has a list of medical providers that they can give providers and what does the Union do. Wendy explained the Union's process when a provider calls regarding healthcare questions, because the Union does not administer the health plan, they are unable to provide them information as to doctors, networks, etc. and the Union transfer those calls to the PASC health line. Wendy also stated that they have been receiving a lot of calls complaining of not getting access to a doctor of their languages and various other complaints and she also explained their process. She also stated that they are now having in person meeting with providers and they are seeing more issues and feels that a meeting with PASC is needed and a meeting with LA Care and she stated that the Union and PASC are limited on what they can do and she stated that LA Care can provider the answers and solutions. Donna commented and shared her concerns on keeping the providers healthy and thanked Wendy for providing this information.

Terrance asked for clarification and stated that he doesn't believe that PASC has anything that involves medical providers for IHSS homecare providers and they should call their managed care provider. Greg stated that he will reach out to SEIU and schedule a meeting and they will take their concerns to LA Care and Greg thanked Donna for her passion.

Wendy also stated that the Union is contemplating in having direct access to LA Care and would like to have a meeting with PASC and LA Care and give them the space to answer questions.

Lillibeth asked for a clarification and asked if LA Care has a monopoly in providing health insurance to providers. Wendy explained the contract they have with LA Care. She also talked about the cost to change and LA Care is the most affordable health plan and the current negotiation, they have not made a proposal to change the healthcare carriers. Greg agreed with Wendy and asked to schedule a meeting.

Richard commented and stated that he and Wilma are advocates for LA Care and he stated that they have not been having meeting due to COVID. He also talked about that LA Care has consumer advocates and they will work with you on an issue to completion.

11. DPSS: Ying Chan reported:

TOPIC	UPDATE
IHSS Helpline Data	For the month of February 2022, the IHSS Helpline: <ul style="list-style-type: none"> • Number of calls received: 152,729 • Average Wait Time: 13:52 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 March 2022: <ul style="list-style-type: none"> • Recipients: 241,223 • Providers: 197,512
New Developments	<ol style="list-style-type: none"> 1. The <u>Seniors and Older Adults Services</u> resource hub We added this link to our IHSS webpage under ‘Resources.’ This link leads to a one-stop centralized resource hub for Older Adults in LA County. Older adults, families, and caregivers can now easily navigate and access a wide-range of age-friendly County services within this hub. 2. IHSS Provider Orientation Outreach Campaign We launched a Provider Orientation outreach campaign on 3/17/22 to promote the in-person and online provider orientations. This campaign included a web slider on our DPSS webpage and social media messaging. 3. Electronic W-2 for Providers on the Electronic Services Portal (ESP) Starting March 5, 2022, providers with an ESP account can view and download a copy of their 2021 W-2 Tax Form from ESP. We created a web slider and have posted this information on our website just in case some providers did not read the message on the “What’s New” screen of their ESP account. 4. Web Slider for the Direct Deposit Requirement for Providers

As you know, effective July 1, 2022, IHSS providers will be required to receive their paycheck by direct deposit. All providers were notified by the CDSS in June 2021 of the direct deposit requirements. To provide an extra reminder for the IHSS providers, we will be releasing a web slider on the direct deposit requirements soon on our website.

5. Dementia and Home Safety

As you may recall, LA Found has been partnering with Alzheimer's LA and the office of Supervisors to conduct a series of webinars regarding Dementia and Home Safety. The next webinar is entitled "Making Home Safe for a Person Living with Dementia", and will be held via Zoom between 12 to 1pm on April 20, 2022. We are going to launch a text message campaign as well as social media campaign to inform our IHSS providers of the upcoming webinar.

6. www.prepareforpowerdown.com

This new website was created jointly by the three utilities companies: The Pacific Gas & Electric (PG&E), Southern California Edison (SCE) and San Diego Gas & Electric (SDG&E). This website contains links to resources to help prepare before and during a Public Safety Power Shutoff (PSPS) and a support center for community-based organizations to access.

7. Medi-Cal Benefits for Californians Aged 50 or Older

Beginning May 1, 2022, all California residents who are 50 years of age or older and who meet all Medi-Cal eligibility criteria will qualify for full-scope Medi-Cal. Immigration status does not matter. Call 1-866-613-3777 to obtain more information.

IHSS

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.

Public Comment from the chat box Ereida Galda asked if a copy of the DPSS report be sent to her and Ying stated that she will be providing a copy to Willis and he will share it with PASC Board. Greg stated that the general public can call PASC to get a copy of the report once we have it as well as request a copy of the minutes.

A request from the chat asked if the website link for older adults be repeated. Ying stated go to the DPSS website under resource and there is a link titled Seniors and Older Adult Service and once they click that link, it will take them directly to the website.

Janet asked what is the DPSS website. Ying stated that it is www.DPSSLACOUNTY.GOV

Terrance posted the website links in the chat.

<https://dpss.lacounty.gov/en/senior-and-disabled.html>

Petra from DPSS also posted the DPSS web link in the chat.

<https://lacounty.gov/residents/seniors-and-older-adults-services/>

Janet also asked about the IHSS social workers consumer assessment process and if they are still giving consumers information on PASC and Ying stated yes and they do have an IHSS brochure that they share with the consumer and on it there is contact information for PASC and other agencies and she explained the assessment process. Janet suggested that we have a document that can be given to consumer talking about PASC so it can build its outreach efforts. Ying explained that functions of the social workers when they do a consumer assessment as well as they promote PASC. Ying also stated that Janet is more than welcome to send her an email.

Petra from DPSS commented in that chat stating:

All Call Centers have a list of resources for consumers needing assistance and LA County also has the 211 line with resources.

12. Unfinished/Old Business –

Lilibeth asked if we can add Donna's concerns to next month's agenda. Greg stated that we can put it on next month agenda and he will report back and what we were able to do and reach out to SEIU and LA Care and open up the communications related to the SEIU provider's issues not being able to get specialty care and wait time.

13. New Business – Future Agenda Items: None

14. Closed Session –

- a) Labor negotiations (Govt. Code Section 54957.6): Discussion/recommendations on collective bargaining negotiations between PASC and SEIU Local 2015 currently in process.

Open Session – Cynde reported out that PASC Executive Director, Greg Thompson gave an update on the Union negotiations and there was no action taken.

15. Mission Moments – None

16. Adjournment – Cynde Soto adjourned the meeting at 3:46pm.

Motion adjourned by Cynde.

Approved by: _____

Date: _____