

PASC Board Meeting Monday, May 2, 2022 Minutes

1. Call to order: The Personal Assistance Services Council (PASC) Board Meeting was called to order at 1:02pm.

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 April 26, 2022 Board of Supervisor's Meeting to continue holding meetings via Teleconferencing (includes PASC Board meetings). Greg Thompson referenced that the May 2nd PASC Board meeting fell within the Findings made on April 26, 2022, and can continue the meeting via teleconference. – *Attachment B*

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

Chris Otero 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 May 2, 2022 – *Attachment D*
- b) Financial Report – Approval of March 2022 ADMIN – *Attachment E-1*
- c) Financial Report – Approval of March 2022 NPER – *Attachment E-2*
- d) Activity Calendar – *Attachment F (MAY 2022)*

Motion to approve the consent agenda, moved by Richard, second by Lillibeth, motion passes unanimously.

6. Approval of the Office of Management and Budget (OMB) Audit Report and Resolution – Chris Otero

- a) PASC 2021 Audited Financial Statements - Attachment – G1
- b) Board Resolution Audit Report 2022 - Attachment – G2

Chris reported on the PASC OMB 2021 annual audit which was conducted by an outside external auditing firm, Quigley and Miron. She stated that there were no finding and PASC is in compliance and she also thanked the PASC staff for all of the work they have done to assist the auditors with this process.

Motion to approve the Office of Management and Budget (OMB) Audit Report and Resolution, moved by Lillibeth, second by Jennifer, motion passes unanimously.

Lyn asked if there is a summary of anything that stands out that the Board should be made aware of and Chris replied no and she stated that PASC is audited multiple times by the county and PASC's own external auditing firm and Greg agreed and explained what the audits look for and he as well thanks the PASC staff for an awesome job.

Jennifer commented on the (OMB) Audit Report and thanked the staff as well and Chris replied and stated that there is an executive summary which is important to read.

Donna commented and shared her concerns on the Health Plan.

7. Board Chair's Report – Cynde Soto

a) CICA Consumer Voice Budget Ask

Motion to direct the PASC Executive Director Greg Thompson to communicate with the Los Angeles County Board of Supervisors to solicit their support of the CICA Consumer Voice Budget Ask as outlined in Assemblymember Kalra's letter dated March 29, 2022, included for reference as Attachment H (Assemblymember Kalra's Letter)

Cynde asked the Board to send letters in response to the Kalra letter. Janet added that if anyone needs assistance writing their letters, she would be able to help and to send her an email.

Greg brought to the Board's attention to Attachment H and he elaborated on it and asked for a motion.

Motion to approve and to direct the PASC Executive Director Greg Thompson to communicate with the Los Angeles County Board of Supervisors to solicit their support of the CICA Consumer Voice Budget Ask as outlined in Assemblymember Kalra's letter dated March 29, 2022, included for reference as Attachment H (Assemblymember Kalra's Letter), moved by Janet, second by Lillibeth, motion passes unanimously.

Janet stated that either Senator Christina Garcia or Senator Rubio has signed on to this letter and they are still waiting on others to sign on as well. Jennifer added that she had a conversation with Chris Holden's field representative about how this should be navigated and she stated that she will keep working on her end. Greg stated that this is on CAPA's radar and hopefully he will have more information at the next board meeting.

Lyn asked when is the deadline and she had spoken to Maria Elena Durazo' legislative person and she stated that she was going to contact Calderon and look into it. Janet stated that the letter needs to get in as soon as possible but does not know of a deadline. Greg stated that the May revise is either May 10th or 15th and he encouraged the Board to reach out to other Legislators and Assemblymembers in their area. Lyn commented on Lillibeth's letter and stated that it is a good model and Lillibeth agreed to share her letter.

b) Media Campaign on the Provider Shortage Crisis – Carrie Madden

Carrie reported that their team has met twice and on Monday, May 2, 2022, the campaign went live and she explained and described the campaign. Carrie asked Greg if there was a counter on the PASC website to see the foot-traffic and Greg said no and he stated that PASC is anticipating more calls but they are going to be tracking the applications. She also read 7 examples of text messages that are being sent out to providers as well as there will be posters that will be seen in the IHSS offices. She also requested that these posters be sent to the ILCs in LA County with she has provided the addresses and contact information.

Jennifer asked if Carrie has reached out to Ability First and Carrie said that she has not and they are not targeting family members.

Janet asked if DPSS can send the posters to organizations like CARA, EPC so they can post it on their website and Carrie stated that the poster are physical, but she will ask if DPSS has a digital copy and then she can send them out. She also stated that they did not want to overwhelm PASC's ability to respond to all of the enquiries and they are trying to do it in a measured way. Janet then retracted her idea and Carrie stated that she liked Janet's idea but that will be later on in the campaign as they move along.

8. Executive Director's Report – Greg Thompson

a) Career Pathways

Greg reported that the RFP's where due from CAPA and other organizations on May 2, 2022. He stated that he sent an email asking for an extension and it looks like they have one until May 6th. He talked about the issue that he and other CAPA directors are having is that with the Career Pathways funding. He stated that the goal is to create videos, which can be viewed statewide by providers but does not recommend for PASC to get involved in because he does not know if PASC will be reimbursed for its efforts.

Greg also gave an update on the statewide back-up program and they are working on the trailer bill language which will be submitted to the finance department. He also stated that they are going to have a final stakeholder's meeting and it looks like they may push it back to 2023, and they are working out the details. He also explained the direct deposit for providers and talked about the various trainings that will be involved.

Greg also talked about the absence of Karen Keesler from CAPA and the public funding allocation which will be spit up between the PA's. He stated that he has a meeting with the CDSS finance department and CAPA to see if the LA County PA can receive an increase and he talked about the various funding that is going on in the state.

Donna commented on the OMB Audit report and asked if Greg had a conversation with the Union regarding the provider's health plan and expressed her concerns. Greg responded and said yes and has reached out and is still waiting on a meeting date and he also explained PASC's role in the health plan and appreciate Donna's concerns and passion as well as recommends that she can make public comment to the BOS. Donna also thanked Debi for her assistance.

Lillibeth commented on the health plan and its services as well as she shared a personal story.

Terrance commented and suggested to Donna that if she needs any assistance, she can call him and will be more than happy to help and Donna commented and agreed.

Janet commented on public comment to the BOS and explained how to use it and how important it is and asked Greg to send Donna the contact information.

b) PASC's Provider/Consumer Shortage Crisis – No report

9. PASC Operations – Luis Bravo

a) Call Center Update.

Luis talked about the PASC call center and the redirected calls from the DPSS help line and he explained what the issues were. He stated that they had a meeting with DPSS and as a result

from that meeting, per PASC's request, DPSS made some language changes to the help line phone options and how to direct providers calls.

Luis also talked about the various trainings that the PASC staff will be going through per the PASC-DPSS contract.

b) Provider Shortage Crisis Media Campaign

Luis stated that in regards to the PSCMC, they are looking at District 1 as a test pilot and he explained what the process will be. He talked about the current results of how many applications were received which was 20 applications within the first 2 hours from those providers who received a text message. He also stated that in order to see better results, he would need to look at a full day and after a few weeks, he can evaluate if they want to increase the numbers to 4,000 or leave it at 2,000 providers.

Luis also stated that there is an upcoming meeting with DPSS on May 26th and at this point, the committee can make changes if necessary. He also stated that all of the PASC staff will be utilized to help with the incoming calls.

Luis also acknowledge and thanked Alisha for launching the new PASC website and he explained how user friendly it is.

c) SEIU-PASC Health Plan Update

Luis talked about the concerns regarding the PASC-SEIU health plan and other reports. He also explained what PASC's role is in regards to the health plan as well as PASC meets with LA Care to talk about questions that may have, concerns, resolutions and he gave examples.

Luis also talked about the PASC-SEIU health plan oversight meeting where they discuss issues and ask questions which are later brought to LA Care. He also stated they have not had a meeting and he has reached out to SEIU and he is waiting on meeting dates.

Terrance commented on PASC-SEIU health plan oversight meeting and believes that it will solve Donna's concerns and he stated that if there is anything that he can assist with to please let him know. Luis responded and reiterated PASC's role with the health plan and LA Care.

Donna asked Luis if she could have providers call him directly and Luis said yes, but depending on the circumstances then he will facilitate and get LA Care involved and they will be able to answer questions and a possible resolution.

Lyn asked if there is a system being developed or developed in any way where providers can navigate and get the same assistance like non-providers. Luis commented about the provider shortage and workforce crisis and stated that LA Care was affected by it as well. He also reiterated and re-explained PASC's role with the health plan and LA Care as well as PASC can only handle certain issues with having over 50,000 providers in the health plans and only 4 health plan call center reps and then it is turned over to LA Care for the more difficult calls.

Lyn ask if there is a way to add something to the PASC website for providers to click on for assistance and this information would be given directly to LA Care. Luis stated that the new PASC website has been launched and they are making ways to make it more user friendly where providers can submit comments but the main focus has been the campaign to recruit more providers.

Terrance commented on provider issues and commended the health plan staff for the assistance that they give for the providers and was wondering if PASC can partner with ILCs, ADRC, or WEDAC where providers can have access to an advocate and help with health plan coordination. Luis responded and stated that PASC does not have enough staff to assist everyone with LA

Care related questions but the health plan staff does answer multiple questions and gives resolutions as well as route the appropriate calls to LA Care.

Jennifer commented and gave accolades on Terrance knowledge and expertise and Luis agreed.

10. Legislative Update – Debi Hight/Greg Thompson

Greg reported on AB1944 regarding the Brown Act and its procedures regarding Board meetings and posting and he explained what it is but does not where it currently stands.

Greg reported on AB2262 regarding the administration of the IHSS program which will add flexibility to the annual assessments for consumers and several organizations are sponsoring it.

Greg reported on AB2647 regarding the Brown Act and CAPA will be following this. If a Brown Act committee has a quorum; the rest of the members could conference in via phone or go to a public place.

Greg reported on SB1100 regarding disrupting meetings and CAPA is watching it. A bill that will give advisory and others the ability to remove a member who is disruptive in a public meeting. This is not something that CAPA wanted to support because it would make it harder for consumers to voice their opinions.

Greg talked a bill that was passed regarding undocumented individuals that would be eligible for Medi-Cal and how this would impact IHSS.

Greg also stated that if the Board has any questions or particular bill, he can take it back to Debi or Kim.

He also stated that CAPA wrote a supporting letter regarding the reinstatement of the original funding for IHSS Advisory Committees and Governing Boards.

Donna talked about SB1098 and she contracted Senator Stern and they stated that this bill is not going forward at this time.

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

No Report/No Representatives

12. DPSS: Ying Chan/Petra Gonzalez reported:

TOPIC	UPDATE
IHSS Helpline Data	For the month of March 2022, the IHSS Helpline: <ul style="list-style-type: none"> • Number of calls received: 163,062 • Average Wait Time: 20 minutes • General inquiries/calls: <ul style="list-style-type: none"> ○ Case updates/changes. ○ Payment/Timesheet ○ Assessment/Reassessment

	<ul style="list-style-type: none"> ○ Provider Enrollment ○ Forms-Providers
IHSS Stats	<p>IHSS Caseload as of April 2022:</p> <ul style="list-style-type: none"> ● Recipients: 241,845 ● Providers: 198,521
New Developments	<p>1. The In-Home COVID-19 Vaccination Flyers</p> <p>We added the In-Home COVID-19 Vaccination flyers in all threshold languages provided by the Los Angeles County Department of Health to our IHSS webpage. The flyers provide the instructions for home-bound residents to apply for In-Home vaccination services.</p> <p>2. Dementia and Home Safety</p> <p>I briefly reported on this last meeting but want to provide a detailed update on our campaign. 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. A webinar entitled “Making Home Safe for a Person Living with Dementia”, was held via Zoom between 12 to 1 p.m. on April 20, 2022. To promote the webinar, we launched a text campaign on April 15, April 18, and April 19, 2022. The target population we reached are 13,928 English-Speaking IHSS providers. We also launched a social media campaign starting April 12 to April 20, 2022 targeting English speaking IHSS providers.</p> <p>3. Medi-Cal Benefits for Californians Aged 50 or Older</p> <p>I reported on this last meeting. But I want to update you that we have added a web slider to the DPSS web page. 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. Full scope Medi-Cal benefits include, but are not limited to: medical, vision, dental, mental health, and alcohol and drug treatment services. With this change, the population may be eligible to IHSS services. For more information, please visit the DHCS website.</p> <p>4. Medi-Cal</p> <p>Under State direction, DPSS will soon resume normal Medi-Cal eligibility operations, which includes processing annual redeterminations. In preparation, the State and DPSS have implemented outreach campaigns to get the word out to Medi-Cal beneficiaries to ensure the County has the correct contact information on file and ensure benefits are not interrupted.</p>

	<p>5. Link to BenefitsCal.Com</p> <p>As of April 25, 2022, BenefitsCal has replaced Your Benefits Now (YBN) as the online portal to apply for, view, and renew benefits for health coverage, food, and cash assistance. We are updating our IHSS resource page to allow visitors to link directly to the BenefitsCal website when they click the tab "Apply for Calfresh".</p>
<p>IHSS</p>	<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>

Terrance asked Greg to forward In-Home COVID-19 Vaccination flyers and Greg agreed.

Janet asked Petra to explain more about the In-Home COVID-19 Vaccination flyers and Petra stated that they shared it with their line support staff to give to the social workers, when they are out in the field and if a consumer wants to get vaccinated and they need assistance to get out, the information is shared with them. She also explained what is on the flyer which is also on the DPSS website and the providers can also take advantage of it.

Janet asked if this flyer went to other organizations, Petra stated, no and that they hoped that the department of health would do that.

Lillibeth asked about Medi-Cal and for the individuals with disabilities who work, would they be finally eligible and qualify for IHSS. Petra stated that the only thing that she is aware of is the age and she has not seen anything more or changes to the other criteria regarding resources, income information that is required.

Richard asked if the county started doing in-person reviews or by the phone. Petra stated that they are doing both depending the consumer with some exceptions.

13. Unfinished/Old Business – None

14. New Business – Future Agenda Items: None

15. Closed Session – None

16. Mission Moments – Jennifer stated that she has been in contact with Aging Next in Clairmont who are a resource for people who are choosing to age in place and she communicating with the senior program coordinator and they working on opportunities for them to advocate.

She also has been in touch with Ability First and Additionally Skilled and she also had a meeting with Assemblymember Holden's office.

Janet stated that she met Supervisor Holly Mitchel at an event for Karen Bass where she spoke to her and talked about the need for increasing wages, and the provider shortage crisis.

Janet, the Board, PASC staff, and DPSS acknowledged Donna and Steven for their recent birthdays.

Lyn asked if there is anything PASC can do around the mayor's race. Donna commented on the mayoral race. Janet commented on Laura Trejo and stated that she thinks that with Lillibeth's

connection with her and with ARDC and others that Laura Trejo may have more influence in that area for IHSS.

Lillibeth asked if there is any PA in the state that is being helped by a city or receiving any city funds. Greg stated that San Francisco is part of their aging network but not sure about their county versus state and maybe Marin county is in the similar situation. He also stated PASC follows some of LA city aging committees and programs and one of PASC's staff may still be on one of the city Boards.

17. Adjournment – Cynde adjourned the meeting at 2:44pm.

Motion adjourned by Cynde.

Approved by:

Date: