

## PASC Board Meeting Monday, June 6, 2022 Minutes

1. Call to order: The Personal Assistance Services Council (PASC) Board Meeting was called to order at 1:05pm.

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

Board members absent: Rina Cruz (excused), Terrance Henson (excused), Chris Otero (excused)

2. Findings made at May 17, 2022 Board of Supervisor's Meeting to continue holding meetings via Teleconferencing (includes PASC Board meetings). Debi Hight referenced that the June 6<sup>th</sup> PASC Board meeting fell within the Findings made on May 17, 2022, and can continue the meeting via teleconference. – *Attachment B*
3. Reading of the Mission Statement and Moment of Silence – *Attachment C*

Carrie Madden 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 – **PC is used throughout these minutes to denote Public Comment**

**PC** – John Matthews and Debi read his comment - PC attached.

Steven asked what are the procedures for PC and Debi explained the process.

**PC** – Maria asked if there is an opportunity to provide to people who are undocumented to become a caregiver.

Jennifer asked if the PASC staff can respond to the PC and give that information. Greg responded and explained the DPSS provider process and requirements and he will also speak with DPSS for an answer.

5. Consent Agenda

- a) Minutes – Approval of the May 2, 2022 – *Attachment D*
- b) Financial Report – Approval of April 2022 ADMIN – *Attachment E-1*
- c) Financial Report – Approval of April 2022 NPER – *Attachment E-2*
- d) Activity Calendar – *Attachment F* (JUNE 2022)
- e) PASC Performance Measurers *Attachment G* (APRIL 2022)

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

Donna asked about an Item that was not in the consent agenda and Debi stated that her question can be answered in Luis Bravo's report.

Janet asked about John Matthews PC and asked if staff can answer it and Greg deferred to Debi and Debi explained the process and rules of PC. Greg added and explained the Brown Act and its rules.

## 6. Board Chair's Report – Cynde Soto

### a) CARA Budget Action Day – Cynde Soto

Carrie reported that she and Cynde attended the CARA Budget Action Day and during her discussion on legislation, she made comments regarding the funding for the IHSS PA Boards. She also talked about the four legislative visits that she attended and stated that all were receptive to including her concerns into their policies.

Cynde also elaborated on the Kalra letter and explained the purpose of the letter. She also stated that they made 10 legislative visits and that multiple people were asking about the funding for the IHSS Public Authority Consumer Advisory Committees and Governing Boards.

### b) Provider Shortage Crisis Campaign – Carrie Madden

Carrie talked about the campaign which has been active for a month and she reported on the stats and success rates of six different types of text messages that went out to the IHSS Providers. She also talked about the second campaign that will still cover the 1<sup>st</sup> district and this will be launched on June 15<sup>th</sup> and it will end on July 15<sup>th</sup>. They will be targeting 3,000 providers and they are targeting providers who work less than 120 hours per month with no repeats. She also mentioned the new posters, they are currently delayed and they should come out after the holiday.

### c) CICA Budget Ask – Janet Heinritz-Canterbury

Janet talked about the Kalra letter and other letters that went to the governor and the CICA Budget Ask. She indicated that Marty Omoto did not see any monies in the documents that are being considered by the legislators and they may have to do this again next year.

Cynde asked the Board if they have Twitter and stated that she will send out some tweets that the Board can use and they can send to the governor on this issue.

### d) Leora Filosena, Deputy Director Adult Programs Division, DSS – Presentation

This item was not presented

**PC** – Jennifer asked, who is the decisionmaker for allocating funds for advertising to solicit for providers? Greg responded and talked about the Media Campaign and the collaborative effort between PASC and DPSS and explained the process and criteria.

**PC** – Jennifer also asked regarding the Performance Measure, funding support and asked who does she need to speak to about the provider shortage. Janet addressed the PC and talked about the great progress of the media campaign and explained the process and the target areas. Greg addressed the PC and stated that PASC is underfunded. He highly recommends that she make public comment and write to the LA County BOS' and she can also look up her state senate or assembly representative and she can write letters and make comments as well about increasing the PA funding which will approve the registry services. Greg also asked if PC – Jennifer has specific questions or recommendations on how PASC should conduct operations, such as the media campaign, she can email PASC at [www.info@pascla.org](mailto:www.info@pascla.org) with her suggestions and they will take a look at it.

## 7. Executive Director's Report – Greg Thompson

### a) General Announcements

Greg talked about the efforts and progress of the media campaign. He also talked about his participation in the Capital Action Day with the California Collaborative. He also talked funding and trailer bills that are coming up which will give PASC a chance to support the bills that they like and bills that are not so favorable.

Greg stated that he would like the Board to think about, our goals for next year and he talked about the annual report that is due in October. He would like the Board to agendaize a Board Goals discussion the Board goals at the July meeting. He talked about the current goals at PASC, especially the registry on making good matches, being efficient and meeting the consumer needs as well as with the BUAP as well as he talked about the provider shortage.

He talked about another goal which deals with consumers with more complex needs who need a provider which could mean a higher level of IHSS services and could involve another agency or contract mode which consumers could benefit from. He is continuing to talk to the county and on the state level to get some traction.

He talked about the importance of the consumer voice, and he is pleased with the relationship that has been built with CICA and CAPA. He also talked about the IP Mode and hoping that PASC can get back into more of a consumer dialog and training.

### b) State Permanent Back-Up Provider System

Greg talked about the trailer bill for the State Permanent Back-Up Provider System which was approved in last year's cycle and could roll out possible in October. PASC will focus on the administrative funding where the Public Authorities can receive and administer this program effectively.

### c) Career Pathway

He also talked about Career Pathways and that they should be announcing the winners for the people who applied in June. He talked about CAPA and Homebridge which does a lot of work with Project Roomkey who provide IHSS services under the agency model and they will be collaborating with PASC when they need information on different types of training. He also talked about the Center for Career Advancement (CCA) in Los Angeles which is a 501 C (3) arm of SEIU, and they have the experience and history in provider training.

### d) PASC State Allocation Update

PASC has been able to make progress to leverage additional funding each year through a formula that the state created two years ago. He also stated that they are projecting an additional \$100,000 of state funds that would draw down approximately another \$100,000 of federal funds which will give PASC an additional \$200,000 for the PASC health plan and the general admin fund. Per caseload, PASC is still the lowest PA funded but progress is being made compared to five years ago.

### e) PASC DPSS Contract Update

Greg talked about the fiscal year ending on June 30<sup>th</sup>. July 1<sup>st</sup> will be the beginning of the second fiscal year of PASC's contract which has an option for a 3<sup>rd</sup> year renewal. PASC will start to negotiate that renewal next month and that the focus of the discussion will be around the new

provider enrollment funding. He also stated that PASC has been able to work within the health plan and admin budget but struggling on the funding for the NPER.

Jennifer asked about the consumer education and training and if it comes with facilitated support that's funded. Greg stated that it will be funded, and hopefully with the extra funding, some of it can go towards the consumer training.

Jennifer also asked if there is consumer training right now. Greg stated in LA County we have 6 or 7 mentors, and we have done several types of consumer training but a lot of it had to be cut. He added that the specific training he is referring to is how to find a provider, how to interview, how to supervise and he would like to redevelop what was done in the past.

Lyn asked about the Center for Career Advancement and if it is possible to work directly with them. Greg stated that working directly with them would depend on what that means and PASC has yet to share or co-write a grant with them. Corinne Eldridge, President & CEO of the CCA consults with Greg periodically. Lyn stated that she can volunteer and work with Greg on some of the material.

Lillibeth asked about PASC's funding and asked about the additional funding from the state and federal. Greg reiterated and explained the state and federal funding that PASC will be receiving and talked about the maintenance of efforts and the funding the PAs get and how CAPA decides how much money goes to each PA. Greg also explained the methodology of how the funds will be divided between the PAs.

Lillibeth talked about issues that some consumers are having with high gas prices. She asked if PASC can look into this and ask for some emergency assistance for the severely disabled consumers. Greg stated that he has been asking the state for incentives for the providers.

Cynde added that there are advocates talking about this issue and she will reach out to Lillibeth.

Janet stated that before her retirement, Debbie Thompson from CDSS had committed to doing a film for consumers on how to train their provider and manage their care. Her replacement, Leora Filosena, can hopefully attend next month's meeting and we will raise the issue of consumer training.

Donna asked Greg to elaborate on Career Pathways and asked if they decided on what the amount would be for the providers. He stated that they had a large dollar amount that they were going to distribute to people who applied for the grants. He also stated that PASC did not apply because we did not see any way to do this without knowing what the funding was.

Donna talked about how she helps multiple consumers with their care and needs with their providers.

Lyn suggested to Janet if it helps to have a call with Leora Filosena regarding media, she would be happy to do it.

Steven commented on how it has been difficult for some consumers to get a reputable provider from the PASC registry after receiving multiple lists and asked if there is any way to determine if the problem is with the consumer or are there other factors. Greg stated that PASC has conducted surveys in the past and he explained the IP Mode and the consumer's responsibility and if there were trained providers, we would hold that person accountable and the consumer will still direct their care.

## 8. PASC Operations – Luis Bravo

### a) New PASC Website Update

Luis talked about the launch of the new PASC Website which was rolled out in the middle of April and he shared his screen and showed and demonstrated the different links and ways to use the website which is user friendly. He also talked about the new encryptions that will be in place as of July 1, 2022 and explained what it will entail and he will report on this next month.

### b) Provider Shortage Crisis Media Campaign Update – Attachment – H1 (April 11 thru May 1, 2022)

Luis brought to the Board's attention and he elaborated on it.

### c) Provider Shortage Crisis Media Campaign Update – Attachment – H2 (May 2 thru May 31, 2022)

Luis brought to the Board's attention and he elaborated on it.

### d) Call Center Update

Luis talked about the prompt that DPSS put in place on their helpline which would direct the IHSS providers to PASC and he stated what the recording said. He stated that after discussions and meetings with DPSS regarding the reconfiguration of that recording and order, it was successfully changed and the registry is receiving less calls about the DPSS helpline. He talked about some of the calls PASC received and gave examples.

Board members complimented Luis on his report and the website.

Lyn asked if the consumer/provider matches are recorded and Luis stated that in order to find out if there is a match, the consumers or the providers have to notify the registry and he explained that process. He also stated that there are more matches being made but if the consumers or providers do not inform the registry, it is difficult for them to know.

Lyn asked if there can be a requirement on the application or some other way, automate it to inform the registry that there is a match. Luis explained the process of what is said to the consumers and the providers regarding if there is a match and to inform the registry and he talked about some of the challenges. He also stated that they are trying to find other ways like text messages and this will help out the other areas of the registry.

Jennifer asked if there is a way to use analytics as a way to data prove either successes or shortcomings. Luis explained and talked about the new PASC website, the media campaign and how the PASC staff and Board members took a part in the efforts and he is pleased with the outcome.

Jennifer asked in regards to the analytics, for the Board report, if there is any way to get an abstract that helps the Board understand and to enter a discussion. Luis stated that it is possible but it would be a decision made by either by Cynde and or Greg and if they agree, it can be done.

Donna thanked multiple people for their reports. She asked about BUAP and the Performance Measurers and Luis explained the process and the challenges.

Janet asked how we announced the launch of the new PASC website. Luis stated that the original launch was for July/August but because of the media campaign, the new PASC website launched earlier than planned. He will look into how to better advertise the new website.

Greg acknowledged Alisha for all of the work she has done with the new PASC website, eblasts etc. and Board agreed.

9. Legislative Update – Debi Hight – Attachment – I

Debi brought to the Board’s attention and he elaborated on it.

Lyn asked about the asset limit and if there is anything in that legislation that addresses it. Debi stated that Justice in Aging only quoted 18,000 to become newly eligible for Medi-Cal which seems low and she explained some of the requirements.

Greg stated that regarding PC, he put the PASC website in the chat: [www.pascla.org](http://www.pascla.org)

**PC** – Marylou asked if PASC has a mentorship for consumer and providers that are part of the program and would love to help. Greg asked Marylou to go to the PASC website and look for the consumer core link and Alisha explained where to find it and the link was put in the chat as well as she can email PASC at [info@pascla.org](mailto:info@pascla.org).

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

No Report/No Representatives

11. DPSS: Ying Chan:

TOPIC	UPDATE
<b>IHSS Helpline Data</b>	For the month of April 2022, the IHSS Helpline: <ul style="list-style-type: none"> <li>• Number of calls received: <b>135,378</b></li> <li>• Average Wait Time: <b>11:40 minutes</b></li> <li>• General inquiries/calls:               <ul style="list-style-type: none"> <li>○ Case updates/changes.</li> <li>○ Payment/Timesheet</li> <li>○ Assessment/Reassessment</li> <li>○ Provider Enrollment</li> <li>○ Forms-Providers</li> </ul> </li> </ul>
<b>IHSS Stats</b>	IHSS Caseload as of May 2022: <ul style="list-style-type: none"> <li>• Recipients: 242,325</li> <li>• Providers: 199,564</li> </ul>
<b>IHSS</b>	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.

Lillibeth asked when providers call, do they ask for sources of food, health or other assistance from DPSS. Ying stated that she is not aware of those askings.

Cynde asked when to social workers go to the consumer’s home, do they have information or resources like that in case they see that they need food or they say I need food. Ying stated that when the social workers make home calls, they do provide a list of agencies where consumers can

contact to ask for help and when it comes to food, there is the CalFresh application line.

13. Unfinished/Old Business – None

14. New Business – Future Agenda Items: None

15. Closed Session – None

16. Mission Moments –

Steven commented on his experience regarding the 19<sup>th</sup> Annual Leadership Conference “People First: Expanding Possibilities” that was on Wednesday, June 1, 2022 that he was invited to. He expressed his concern of not having anyone to assist him in the venue. He also stated that he was given advance notice of no one being able to assist him, but he felt that an accommodation should have been made to assist a person with visual disability.

Greg stated that he and Willis will do some research on this issue possible write a letter.

Lilibeth shared her experience of going to the 19<sup>th</sup> Annual Leadership Conference “People First: Expanding Possibilities” that was on Wednesday, June 1, 2022 that she was invited to as well. Lilibeth also mentioned that she was able to meet Supervisor Holly Mitchell and talked to her about the various IHSS, PASC, funding and the budget issues.

Donna stated that she called in to the BOS and she stated that the number has been changed. She stated that she was limited on time and was disappointed. Janet added and gave some tips on how to get on the call and pointed Donna to the BOS website. Greg shared his experience and he stated that he and Debi go through the BOS agenda prior to their meeting.

Janet commented on the voting election that is coming up and the various offices that are up for election and asked everyone to vote.

Lilibeth shared a happy mission moment and talked about a wedding that she went to and her fun experience on a cable car.

17. Adjournment – Cynde adjourned the meeting at 3:17pm.

Motion adjourned by Cynde.

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Approved by:

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Date: