

PASC Board Meeting Monday, July 11, 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: Steven Echor, Rina Cruz, Donna Fields, Terrance Henson, Janet Heinritz-Canterbury, Richard Hernandez, Carrie Madden, Lilibeth Navarro, Chris Otero, Cynde Soto and Jennifer Stark were present.

Board members absent: Wilma Ballew (excused) Jorge Chuc (unexcused), Lyn Goldfarb (excused)

2. Findings made at June 14, 2022 Board of Supervisor's Meeting to continue holding meetings via Teleconferencing (includes PASC Board meetings). Debi Hight referenced that the July 11th PASC Board meeting fell within the Findings made on June 14, 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 – **PC is used throughout these minutes to denote Public Comment**

PC – None at this time

5. Consent Agenda

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

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

Janet asked Greg regarding the May spending of the consumer training and why was it all spent in that month. Greg responded with an explanation and he stated that he will get back to her with a further explanation of what and why.

6. Board Chair's Report – Cynde Soto

- a) Board Goals Discussion and General Comments

Cynde asked the Board members if they have any ideas about Board goals to please voice them or put them in the chat. Greg responded and talked about the annual report that is given to the Board of Supervisors and what it entails. He stated that they can be specific or general goals and he gave examples, like the provider shortage crisis, consumer voice, consumer outreach, collaboration with other stakeholders and organizations. Greg also added that if a PASC Board member has a picture for the annual report, to please send them to PASC. Greg also stated that

he and the staff will be focusing on the new emergency back-up system and the registry services, data and accurate lists. He also talked about some PASC goals such as IT and security.

Terrance goal: Continue to work on the provider shortage crisis and partnerships with stakeholders and other organizations and Medi-Cal providers such as LA Care, Care First, Molina, Blue Shield and building relationships. Cynde recommended video calls with the providers.

Steven goals: Develop consumers to be more functional employees, he referenced the IP Mode to resolve and confront issues, training and education.

Jennifer goals: She talked about advocating for funding for facilitation for consumers. She also commented and gave praise on the new PASC website. She asked if the PASC staff sends out invites to the Board meetings with the agenda. Greg stated that E-blasts do go out before each Board meeting and a recent E-blast went out asking consumers to share their stories on multiple issues and concerns and they received 34 replies. Jennifer stated that getting meeting participation is important, public comment, being heard, which will have a broader and targeted outreach.

Janet goals: She would like to revive the Tele Townhall in terms of outreach with an interaction between PASC and consumers and other Board members agreed.

Donna goals: She also agreed with Janet in reviving the Tele Townhall and she asked about consumer training and what was cut. Donna stated that a goal should be to get more mentors for the consumers.

Carrie goal: She stated a goal would be to build a better relationship with the Board of Supervisor and get on the agenda every time they meet.

Lilibeth goals: She suggests that PASC enhance its relationship between the consumers and the Union. Greg asked for clarification and he mentioned the upcoming labor negotiation meeting with SEIU and the three committees. Lilibeth stated that she is talking about having a meeting that can see what changes that both groups need and want.

PC – Choice Joyce: Commented about the difficulty of submitting her provider availability information, receiving locations closer to her and gave examples. She also talked about the gas prices.

PC – Marsha: Commented on the homeless issues, medical and mental health. She stated that her neighborhood council in trying to put something on the ballot. She talked about her services that she provides and invited PASC to a Northridge neighborhood council meeting.

b) Provider Shortage Outreach Campaign – Carrie Madden

The county began part 2 of the social media campaign and targeting 3,000 providers in district 1. The campaign will end July 15th and they will be meeting at the end of the month to go over data to see if they want to do another campaign.

c) CICA Budget Ask Update – Janet Heinritz-Canterbury

Janet stated that they did not get any funding this year for the Budget Ask and will try next year and they may also do a bill. She talked about the ASK letter and the funding. She also talked about a letter that PASC was able to get from the Board of Supervisor in support of the Ask Letter. Jennifer asked if PASC has a lobbyist and Greg said that PASC does not have a lobbyist but LA County has several legislative lobbyists. She asked if that can be part of PASC's goal. Jennifer asked Janet if PASC has the bandwidth to write thank you letters or staff, Janet said this is a CICA campaign and they will be doing letters through their administrative staff and Jennifer

suggested if Cynde could sign on behalf of the PASC Board and Janet said that she will suggest it to CICA.

7. Leora Filosena, Deputy Director Adult Programs Division, DSS – Presentation

Cynde asked the PASC Board to introduce themselves then she also introduced Leora Filosena.

a. Program Priorities, New Budget Impact and Training for Consumers

Leora introduces herself and talked about her past and present position and what programs she worked on as well as she replaced Debbie Thompson after she retired. She implemented CMIPS 2, IT, payroll, administration of the IHSS program. She talked about her goal to see how they can simplify and modernize the program at the county level. She stated that she would like to bring the social work back to IHSS. She talked about the feedback regarding the process of the consumer assessments conducted by the IHSS social workers and she is looking at how to simplify that process and she gave examples. She stated that her goal is to reach out to the community and the IHSS stakeholders about their ideas and experiences as well as solutions. She talked about Career pathways and they are planning to roll it out in September/October, with classes beginning in October and they are working on obtaining multiple vendors.

Terrance commented and agreed with bringing social work back into IHSS. He talked about the in order to bring that back is to lean on the partners of the community and he reiterated from an earlier conversation about building relationships with the HMO and Medi-Cal providers and the ARDC and he talked about linking them up with the consumers. Leora responded and explained what they do at the state level at best practices and help county's make connections in their own community and help them with tools to identify those resources as well as work with their partnerships.

Leora talked about the other items they are working on such as electronic forms and expanding language access. They will be reaching out to work on tele-assessments using video conferencing capabilities with consumers and find a balanced way and flexibility of using it as well as create a statewide policy.

Donna shared her thoughts about the social worker assessments and the NOA form and asked if that is something that they are looking into to change or improve to give the consumer more flexibility. Leora talked about the IHSS program, the size, the functional index and she elaborated on it and the NOA and she stated that she is looking to streamline the program and save money. She also talked about the IP Mode and how the consumer can manage their care and she also stated that providers also received a NOA Lite and she elaborated on that and when a consumer hours or services have changes, the provider is also notified.

Leora talked about the budget and the emergency back-up system and stated that they will be working on the implementation with the counties across the state. She talked about the increase to SSI and SSP and CAPI grants but does not know the increase amounts. She also talked about the funding for APS training for social workers.

Leora talked about training for consumers and again about Career Pathways. They will start to work with all of the consumer organizations, explore types of training needed, the scope of what it looks like, how to provide consumer training, and have focus groups to look at a plan of action.

Janet talked about PASC being an independent PA and asked about CMIPS 2 and the information on consumers that PASC does not have access to as well as she talked about the provider matches. She stated that PASC has asked to have access to learn more about how PASC is doing in making provider matches but to no success and PASC does not have a

mechanism to measure it accurately. Janet also stated that there should be a way to build a relationship between DPSS, Leora and PASC so PASC can obtain that information. Leora stated that it is not an easy process. She talked about and explained the structure of PAs, scope of work and how they are contracted with the county for specific services and she stated that it is between the county and the PA and they will need to have that discussion on what kind of support does the PA need and it is the county that controls the amount of level of access that the PA actually have to CMIPS.

Terrance asked Greg about PASC's CMIPS access and Greg stated that PASC has been having this discussion for the past 20 years. PASC does have access to certain parts and functions and he agreed with Leora that it is up to the county on how much access PASC has. He also stated that all PAs don't have the same relationship as PASC because PASC are not county employees and some of the other PAs are and it is a discussion that will continue to be done internally between PASC and DPSS. Luis added and stated that there are levels of access that PAs can have and he explained the levels and PASC has a level 1 which is the lowest access and in order for PASC to get higher access, PASC would need to talk to DPSS.

PC – Marsha commented and stated that they are not using benifitcal.com

PC – Janie Whiteford, President of CICA commented that CICA is interested in doing a video for consumers that will be a requirement for consumers to watch, similar to the video for providers. Leora stated that it would be a legislative act or a trailer bill and added as a statute and all of the provider videos are a part of statute.

She stated that if people have questions regarding benefit-Cal, or Medi-Cal, they should contact their county eligibility worker and if people have IHSS related questions, there is an email box they can go to.

8. Executive Director's Report – Greg Thompson

a) PASC Budget and contract update

Greg talked about the new fiscal year which started on July1 and he stated PASC will be working with DPSS to negotiate a new contract but before that is done, PASC has to amend the current contract. PASC was able to get a budget increase to the admin budget with an additional \$400,000. There will be also a health plan increase and BUAP funding as well. PASC will be able to draw down federal money and that could be as much as \$800,000.

b) State Permanent Backup System

Greg stated that there is a tremendous opportunity to look at the state emergency back-up system and be creative and redo PASC's BUAP. He also stated that the county plans to continue PASC's BUAP. Then he explained the differentials for PASC's BUAP and the state emergency back-up system. He also stated that he's been advocating for PASC's BUAP to help transition people from nursing homes to home or people who are hospitalized to home and he talked about and explained the ACL and Project RoomKey. He also talked about the PASC RECs who will run the PASC BUAP and they are looking for different ways to tract the availability of the providers to keep them current.

Greg also talked about Career Pathways and the funding the PASC can be a part of and offer the state programs and get reimbursed. When he gets all of the final numbers, he will bring it back.

Greg also stated that he is pleased with what has happened over the past 3 years with PASC's budget but there is still a ways to go.

- c) Letter of Support for 211 LA – Attachment – H-1
Motion – Attachment – H-2

Motion in support of sending Attachment H-1 letter to the Los Angeles County Board of Supervisors, indicating PASC support of maintaining 211 LA Information and Referral services.

Greg brought to the Board's attention of Attachment H-1 and he expounded on it.

Motion to approve letter of support for 211-LA, moved by Steven, second by Jennifer, motion passes unanimously.

Donna asked about the BUAP and if a consumer is in the hospital, the provider will not get paid and Greg explained that process. She also asked about the Career Pathway winners and how much they were getting and Greg stated that he has not seen any announcements.

9. PASC Operations – Luis Bravo

a. Call Center Update

Ever since we partnered with DPSS we've seen a significant reduction in the number of calls dealing with specific IHSS issues. Thank you to IHSS for working with us and changing up the prompts.

From June 1 to June 14 we had 795 views

From June 15 to June we had 2,183 views

488 providers submitted a provider registry application in JUNE 2022

1. 396 submissions came via website
2. 92 faxed, mailed or office visit
3. June 1 to June 14 - 192 applications were received
4. June 15 to June 30 - 296 total applications were received

b. Provider Shortage Outreach Campaign Update

Total provider applications received;

JANUARY 2022	-	201
FEBRUARY 2022	-	228
MARCH	-	310
APRIL	-	323
MAY	-	485
JUNE	-	488 – THE MOST CALLS THIS YEAR – 396 came from online

c. Encryption Process

Protect Personal identifying information
Started process 7/1/2022

We have an encryption training video on website and also sent out an email to registry members 40k +.

We're still working on the process and do not have all of the information.

Donna asked if a PC that was presented earlier, will it be addressed. Luis explained the registry and matching process and sometimes it is by a case by case situation. She also asked about MMR regarding unique providers and Luis explained what it means but he will confirm.

10. Legislative Update – Debi Hight – *Attachment – I*

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

Donna talked about and explained SB 1014.

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

Wendy stated that she will get back to Donna regarding SB 1014. She also stated that SEIU’s call center has received approximately 4,000 calls last month and she went over and explained what those calls entailed such as less calls for the PASC registry, calls regarding benefits and union sponsor benefits, and a lot of calls regarding sick leave and the eligibility. She also stated that the SEIU’s office is open and they are providing training and one on one services regarding their ETS and payment issues. She also stated that the Union is back to in-person assistance and they are setting up their ETS and paid sick leave orientations workshops throughout the county. She also stated that she has seen an increase of assistance in the SF Valley areas and in Korea Town. She also talked about EGP and stated that they are working with their partners to see if they can continue to recruit materials and equipment for the providers. She also stated that the union is spreading the word around the boosters-vaccines and working with Supervisor Solis regarding access to vaccinations and boosters especially for the bed-bound individuals on the consumer side.

Donna asked about housing and Wendy stated that they are getting a lot of calls regarding housing and elaborated on it and talked about the one-time emergency funds. Donna also asked about ETS and if the providers are new and Wendy stated that there is a mix of new and old providers and she explained some of the issues.

Janet talked about building the relationship with the Union with PASC. Wendy feels that the Union and PASC will continue a good collaboration.

12. DPSS: Sonia Miramontes:

TOPIC	UPDATE
<p>IHSS Helpline Data</p>	<p>For the month of May 2022, the IHSS Helpline:</p> <ul style="list-style-type: none"> • Number of calls received: 133, 636 • Average Wait Time: 11:16 minutes • General inquiries/calls: <ul style="list-style-type: none"> ○ Case updates/changes. ○ Payment/Timesheet ○ Assessment/Reassessment ○ Provider Enrollment ○ Forms-Providers
<p>IHSS Stats</p>	<p>IHSS Caseload as of June 2022: Pending</p> <ul style="list-style-type: none"> • Recipients: • Providers:
<p>New Developments</p>	<p>1. IHSS Remittance Statements and California State Controller’s Office Envelope Issue</p> <p>Due to a national paper supply shortage, effective July 1st, the State Controller’s Office will not be able to send the</p>

	<p>Remittance Advice (RA) statements (also known as the pay stub) in a timely manner to providers who receive their payments using direct deposit.</p> <p>This delay will not affect the provider payments. Providers can continue to view, download and/or print their RA statements/pay stub via the ESP.</p> <p>The State has posted a message on the ESP and they have mailed or emailed (for those enrolled in the ESP) impacted providers a letter regarding the delay. IHSS program will be including this message on our Provider web page.</p> <p>2. IHSS Provider Orientation Outreach Campaign 2nd Phase</p> <p>The second phase of the Provider Orientation Outreach campaign launched on June 15, 2022. This includes 7 text messages scheduled to be sent from June 15th to July 15, 2022. To date, we have sent three messages.</p> <p>3. Update to the IHSS Paid Sick Leave Program</p> <p>Beginning July 1, 2022, IHSS providers will get 24 hours of paid sick leave. Any earned sick leave hours they currently have will expire on June 30, 2022.</p> <p>CDSS mailed or emailed IHSS providers (for those enrolled in the ESP) a notice regarding this change.</p> <p>IHSS program will be including this notice on our Provider web page.</p> <p>4. Medi-Cal - Increased Property Limit</p> <p>Beginning July 1, 2022, due to the changes to the asset limits more individuals may become eligible for Medi-Cal. Call 1-866-613-3777 to obtain more information.</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>

Wendy asked about the numbers of consumer and the number of provider and asked how are the 43,000 cases being filled and she stated that the union has notice an increase of un-used hours. Sonia stated that it doesn't mean that there are 43,000 cases, or consumers without providers, they have providers who work for multiple consumers and she explained the match process. Wendy also asked if those numbers and data can be provided next month. Greg added that he doesn't know if PASC has access to that data but DPSS might want to look at the unpaid hours and Greg suggested to Sonia to talk off line to get a handle on it.

13. Unfinished/Old Business - None

14. New Business – Future Agenda Items:

Chris talked about a block party in Pasadena on July 23rd that is put on by Assemblymember Holden and invited people. Cynde asked if PASC can be a representative at the fair and Greg asked if PASC should attend and have a table and Chris said yes and it is good exposure.

15. Closed Session – None

16. Mission Moments –

Carrie talked about a Facebook post discussing consumers who have animals and how some providers are taking care of them but not being paid. She asked if there was a way PASC as a group can support expanding 15 minutes of time so consumers on IHSS can have their animals taken care of. She stated that taking care of an animal is not on the NOA of tasks.

Janet stated that in the past month, Hand in Hand had a webinar to celebrate the Olmstead Act and she talked about it and thanked Carrie and Cynde for setting it up.

Donna commented on Carrie's comment about animals and agreed with it.

Greg asked if the Board wanted to move forward with Carrie's suggestion which may required legislation and PASC can put it in their legislative discussions.

Janet asked about the about hours on a consumer NOA and if they can be used for pet care and Greg stated that his understanding is no. Sonia Miramontes stated that Greg is correct, animal care is not a service task and consumer can allocate the hours that are authorized to how they wish to use them but they can not be assigned for the care of an animal. Sonia also stated that in the provider and consumer videos, this is mentioned that this type of task is not an approved task but social workers can make referrals for certain assistance.

Jennifer feels like this is something the PASC should try to advocate for from a whole person approach.

Donna shared her thoughts about animal care for consumers.

Jennifer asked for direction and Debi stated if there is enough interest it can be placed on the August agenda.

17. Adjournment – Cynde adjourned the meeting at 3:40pm.

Motion adjourned by Cynde.

Approved by:

Date: