

## PASC Board Meeting Monday, August 1, 2022 Minutes

1. Call to order: The Personal Assistance Services Council (PASC) Board Meeting was called to order at 1:10pm.

Board Clerk Willis Oliver called the roll: Steven Echor, Jorge Chuc, Donna Fields, Lyn Goldfarb, Janet Heinritz-Canterbury, Richard Hernandez, Carrie Madden, Lilibeth Navarro, Chris Otero, Cynde Soto and Jennifer Stark were present.

Board members absent: Wilma Ballew (excused) Rina Cruz, (unexcused) Terrance Henson (unexcused)

2. Findings made at July 12, 2022 Board of Supervisor's Meeting to continue holding meetings via Teleconferencing (includes PASC Board meetings). Debi Hight referenced that the August 1<sup>st</sup> PASC Board meeting fell within the Findings made on July 12, 2022, and can continue the meeting via teleconference. – *Attachment B*

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

Jennifer Starks 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** – Willis Oliver read 3 public comments that PASC received for this Board Meeting:

**PC** – Bryan Sidler (email) – He commented on how he has been trying to find a provider through PASC's registry and the various complaints from providers on why they are not available. He talked about his ailments and the difficulties getting around and agrees with the provider shortage crisis. He also talked about the difficulties in getting more IHSS hours which were needed and asked if PASC can assist him in trying to get DPSS to respond to him and it has been 90 days since DPSS has signed his new hours in April.

**PC** – Kevin Im (email) – He is an IHSS homecare provider and commented on sick pay, vacation hours, pay rate increases because of cost of living. He stated that there needs to be more sick pay hours, vacation days and they providers should have 2 weeks every year.

**PC** – Shamus Genosky (email) – He suggested that PASC make a webpage where consumer can chat and send messages to potential providers and he gave function examples. He also suggested that PASC develop an app like Lyft and Uber and implement more digital technology to their system. He also suggested that PASC advertise on YouTube and other advertising outlets such as billboards, nursing schools and colleges.

**PC** – Kayla Shore (voice) – She works at Hand and Hand, Domestic Employer Network and she is the Southern California Community Organizer and she wanted to share a training opportunity geared towards IHSS consumers in how to use and raise their voices using Twitter. She also put a link in the chat. <https://tinyurl.com/IHSSTwitter>

**PC** – Gail Susler (voice) – A case manager who works for the LA County Mental Health Department and she stated that she likes linking her clients with IHSS. She stated that she has had difficulty in

reaching IHSS to open a case. She also commented that no matter what department, private or public, everyone is under staffed and working with IHSS is a vital component especially for the disabled and senior population.

**PC Questions in the Zoom Q&As – Greg Thompson read:**

1. Paula - Is it possible to keep Providers up to date on the CDC's current guidelines on Covid Vaccines and Boosters as well as the type of masks that are recommended?
2. Gayle - As a case manager for the Dept. of Mental Health, it is now more difficult to get in contact with anyone from our local IHSS, WHY, WHEN do we solve these serious issues with short on staff, all the while, the disabled, handicap and Older Adults population crumbles. WHY?
3. Shamus - Can PASC make website where we can chat with potential providers  
Shamus - Also like messenger where we are not calling all day every day  
Shamus - And providers have profile with picture and consumers  
Shamus - And or app like Lyft
4. Kayla Shore - Link for Twitter for IHSS consumer training: <https://tinyurl.com/IHSSTwitter>

**5. Consent Agenda**

- a) Minutes – Approval of the July 11, 2022 – *Attachment D*
- b) Financial Report – Approval of June 2022 ADMIN – *Attachment E-1*
- c) Financial Report – Approval of June 2022 NPER – *Attachment E-2*
- d) Activity Calendar – *Attachment F* (AUGUST 2022)
- e) PASC Performance Measurers *Attachment G* (JUNE 2022)

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

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

**a) Board Goals Update**

Cynde disclosed *Attachment – H*, Draft Board Goals and asked the Board if anyone has any additions.

Jennifer commented on PC and suggested that when it is received that it be sent to the Board members first and they can read it before the meeting and be part of the record.

Jennifer also commented on PC and when there are suggestions, to see if staff can follow-up with the PC and have it as an item for a future meeting.

In response, Debi stated that PC is often received the morning of the Board meeting and the best we can do is have them read into the minutes. Debi also stated that under New Business, Board members can request that PC suggestion/topic be added to the agenda for next month's meeting.

Greg explained the Brown Act in regards to PC and PASC is really trying to increase the number of public participation and takes PC very seriously.

Janet suggested that if we can get it down to three or four goals.

Lyn agreed with Janet and supports Jennifer's comments on PC and suggested in the beginning of PC, we stated that rules PASC has to follow and what the expectations are.

Janet suggested that if we can get the goals down to three or four goals. Lyn agreed with Janet and supports Jennifer's comments on PC and suggested in the beginning of PC, we stated that rules PASC has to follow and what the expectations are. Jennifer suggested some language regarding PC that she uses in council meetings that she can share where people can feel that they are being heard or responded to. Debi asked Jennifer to forward the language.

**Lyn offered to look at the goals and condense them and Cynde stated that we will wait for them and then send them out.**

- b) IHSS Employer Trailer Bill – Hagar Dickman, Senior Staff Attorney, Justice In Aging – Sample Consumer Letter – *Attachment – I*

Hagar Dickman shared what she does at Justice In Aging (JIA). Hagar talked about the IHSS Employer trailer bill and how CDSS argues that the language affirms that the state has never been an employer of IHSS providers. JIA disagrees with that assertion. She stated that the trailer bill is in attempt to overtake any further litigation that may expose the state to IHSS employment related liability. JIA believes that the bill is attempting to remove the responsibility and risk involved with employment relations from the state and put the entire responsibility on the IHSS consumers. She also stated that the state has not done an analysis how this change will interact with other employment laws. She also stated that there is a question on how the Public Authority (PA) will be affected by this bill in respect to the IP Mode as well as the PAs may be responsible for trainings. She also talked about how consumers find the IHSS program hard to navigate especially for those who are more severely disabled. She stated that LA County is already looking to support individuals whose disabilities are making it difficult for them to access the program and manage their relationship with their providers. She also stated that by adding this extra responsibility, will make IHSS potentially more inaccessible for those consumers who need it most.

Cynde brought to the Board's attention of the sample consumer letter that is attached.

Steven asked who was proposing this bill and expressed his concerns and dislike and Hagar stated that CDSS is proposing this bill.

**Janet asked Hagar can she give a timeline to let legislators know how they feel about this bill and who should they contact. Hagar stated that JIA is sending their letter to Kim Johnson, the director of CDSS and the consumer letter is addressed to her as well. She also stated that the timeline is imminent and if they are trying to get a letter out, do it A.S.A.P. because the legislative voting ends at the end of the month. She also stated that they can send a letter to CDSS, the senate and assembly budget committee and she will also send Janet a list of people to send a letter to and Janet will send it to Greg to be distributed to the Board.**

Hagar stated that the rumor is that the bill came from the governor's office and it was told to JIA by CDSS that it was to address some ongoing litigation against the state liability and employment issues.

Donna shared her concerns about this bill and asked is there a way to find out how did this bill come about and how do they expect consumers to do this. Hagar also stated that it would be a great idea to have consumers and providers write letters and she stated that UDW and SEIU are signing onto the letter as well.

Janet talked about the Attachment I, the IHSS Trailer Bill consumer letter and importance of this letter.

Steven commented and stated that it would make providers less comfortable to be hired into a situation where the consumer was the one responsible for their medical costs and believes it will make the consumer more fearful to hire anyone if the provider were to injure themselves.

Lyn asked how is the county involved in this as well as the state and is there a way that we should be dealing with our supervisors. Hagar stated that CWDA is supporting this and Lyn can communicate with them as well your state legislator. Lyn also ask if there was a timeline and Hagar stated that the session is ending on August 31<sup>st</sup> and letters should go out as soon as possible.

Cynde asked Donna is she proposing that PASC send out an E-blast and Donna said yes and that consumers and providers should be aware.

Steven suggested that PASC draft a letter where consumers and providers can add their signatures if they agree or disagree and Cynde stated that there is a sample letter for people to use.

Janet added that there is a CA IHSS Consumer Alliance (CICA) campaign and asked if we need a motion to do an E-blast with a short letter. Greg stated that he is not sure if PASC is the organization to do it and that CICA, the Independent Living Centers (ILCs) might be better. Greg also stated that he and Debi has been doing research and has been getting different information and from his understanding, workman's comp will not go away and he suggested that an analysis should be done before PASC goes on record. Debi added and recommended that PASC can do an informative type of E-blast through JIA or through CICA as opposed to taking a position and asked Janet if she can provide the CICA information and Janet said yes.

Motion to approve E-blast that will state: PASC will be sending an informative E-blast sending on behalf of CICA out to the consumers that have emails, moved by Janet, second by Donna, motion passes unanimously.

Greg talked about how consumers and providers have always been lacking in legal support or backing from the state on certain issues and he referred to the IP Mode.

**PC – Vernetta – SEIU 2015 (voice) –** She stated that she agrees and believes that an analysis does need to be done and she would like to know the name of the trailer bill number. Hagar responded and stated that she will put the link in the Q&A section.

**PC Question in the Zoon Q&A –** <https://esd.dof.ca.gov/trailer-bill/public/trailerBill/pdf/605>

**PC – Gail Susler (voice) –** She commented on the trailer bill, shared her concerns and passion as well as she asked who is the author of the trailer bill.

**PC – Lourdes (voice) –** She asked what is the bill number and asked if documentation that is so critical for a high Spanish speaking population to be available in the Spanish language as well as she asked if there can be at some point a live Spanish translator for the Board meetings. Greg stated that the links are in the Q&A and he will see if there is a Spanish version.

c) Notice of Action – Pet Care as a Provider task – Carrie Madden

Carrie explained the premise and she reads:

People with disabilities and seniors tend to live in some of the most isolated and restricted settings. By expanding IHSS to cover pet care, we help to provide for companionship and better mental health which adds to a higher quality of life.

Recommendation:

Small mammals such as cats, dogs, rabbits etc. Service and support animals, fish and birds, no snakes, insects and reptiles. Tasks such as feeding, grooming, toileting (cleaning) medications, walking etc. They recommend 12 minutes a day which is flexible.

She also stated that this could be statewide but they may want to apply it to the county to see how it works as a demonstration.

Janet recommends that it get some support from DPSS and the Board Of Supervisors (BOS) before it goes to Sacramento. Carrie added that she is more than happy to bring it to the BOS and look for partners with Animal Rights and other disability and senior groups.

Janet made motion to support the document that Carrie read for the Notice of Action – Pet Care as a Provider to be added.

Motion to approve the Proposed Notice of Action – Pet Care as a Provider, moved by Janet, second by Steven, motion passes unanimously.

Some Board members commented and shared their support.

Donna asked Carrie to repeat the task time and she reiterated the time as stated above.

**PC** – Gail Susler – She asked if there is a contact person with IHSS that she can be linked with. Greg stated Sonia Miramontes will put her contact information in the Q&A section and Sonia agreed.

7. Executive Director's Report – Greg Thompson

a) The New Department on Aging and Disability

Greg talked about the launch of the new Department on Aging and Disability and the individuals that spoke. He stated that Supervisor Hahn was there and supportive and had a taped message.

He also stated that he does not know where PASC will fit into that relationship. He has not heard if IHSS or PASC will be moving into this department but wants to work in collaboration with them just the same as collaborating with DPSS.

b) Update on Career Pathways

Greg stated that he and Rebeca submitted a course for Career Pathways called - Intro to Specialty Services which is the language that Career Pathways uses for what PASC calls "para-medical services". He stated, like the LA County PASC BUAP classes, it will be two days, four hours each day, eight hours total and they are proposing for it to be in English and Spanish and it will be online. The plan is for it to be available to the entire state so any PA that wants to host this training will be able to do that.

He also stated that as CDSS continues to tweak this program and get more information, they increase how much they are going to pay instructors. PASC will be using a company called FlexEd which teaches these courses. He also stated that they are hoping to do it four times a year and continue to train providers for the BUAP.

He also stated that Career Pathways increased the incentives to providers and he talked about the administrative funding for each county will be solely based on caseload. A portion of it will

allocated to the PAs and the rest will go to two vendors which they not yet chosen. He is hoping that Career Pathways will accept their class.

c) Update on State Provider Back-Up System

Greg stated that funding will be divided based on caseload and PASC will get the appropriate amount for caseload which will be a significant increase. He also stated that this will be a real opportunity on how PASC can improve their back-up program and figure out better ways to connect consumers and providers in real-time.

He also stated that the plan is to assign the four PASC Recs to this program and he explained what will be done.

Donna asked for more clarification about the PASC proposed courses with Career Pathways. Greg reiterated and went over it again and explained it. She also asked if there will be any training for the consumer. Greg stated that some of the PASC staff are currently doing various training for consumers and is hoping to have more with the various funding and do more consumer education.

Jennifer commented and commended the PASC staff on the work they have done. Greg responded and stated that even though there were some difficulties through the years, with the new state programs and bringing in money for the new back-up system, it will free up money that PASC can use to pay the PASC Recs and to expand the PASC call center and the registry as well as look as some new and exciting ways to improve the programs. Greg also stated that he has been looking at apps for a long time and even though that will take time, he is looking for more ways to connect with providers.

**PC** – Gail Susler (chat) – Thank you for your care, concern for our older adults, disabled community who depends on IHSS. This will provide new jobs but the consumer and provider need to feel safe and supported.

**PC** – Bryan Sidler (chat) I was having to only comment on Q&AQ and also reptiles can amphibians can be trained to eat non-live options.

8. PASC Operations – Luis Bravo

Luis also commented on Greg's report in regards to the apps and that they have been trying to find different ways to connect with providers.

a. Call Center Update

Luis commented on last month's report on how many consumers and providers that were in the IHSS program and he stated that from that report, it was over 200,000 consumers. He compared a report back in 2016, stating that 70% of consumers hire a family member to be their provider and 30% uses the PASC registry and from that, there are 60,000 consumers looking for a provider. These are the providers who call the PASC registry and are looking to work for a consumer as well as call the registry for various other reasons. He also stated that the PASC call center has 16 representatives who are either registry clerks or specialists. He stated that since the pandemic, there has always been 3-4 staff members out due to Covid-related issues and that has been a challenge but they do their best to answer all of the consumer and provider calls.

He also talked about a recent CAPA meeting and he stated that someone asked about how the PASC registry processes so many applications. He stated that the call center staff has dedication and strength and they have gone above and beyond to answer all calls and process consumer and provider applications and he understands the challenges.

b. Provider Shortage Outreach Campaign Update

Luis reported the numbers for the second DPSS campaign beginning June 15, 2022- July 15, 2022.

The number of **website** visits to the provider application page during the campaign.

- From June 15<sup>th</sup> to July 15<sup>th</sup> we had **3,981** views
- **537** new providers submitted a provider registry application from June 15, 2022 – July 15, 2022.
- **443** submissions came via website
- **94** faxed, mailed or office visit

Total provider applications received by month;

March 310  
April 323  
May 485  
June 488  
July 457 (to date)

**Carrie talked about the last meeting her team had with DPSS regarding the outreach campaign and she stated that they are putting the program on hold. She stated that DPSS moved some offices in October and that they want to do outreach to their consumers and providers who are served by those IHSS offices that are moving. She also stated that, by doing so, it shuts down the campaign and there is talk about restarting it next year. Greg added that he did not hear that, he stated that DPSS gave them the choice and they agreed to put the campaign on pause until around September/October when the permanent back-up program comes out. They will revisit using the text messages to recruit providers specific for the back-up program. Greg also stated that he will clarify what Carrie has stated.**

Donna asked about a PC from last month regarding submitting provider availability information and receiving closer locations. Luis explained the three ways that a provider can update their availability. He also stated the PC from last month was followed up and handled by the registry staff.

Cynde asked if PASC keeps track of the languages that different providers can speak. Luis stated that in the registry database it allows it to be filtered out by languages and he gave an example.

**PC – Gail Susler (voice) – She asked Luis if he does presentations and Luis stated that he will send her his email and they can talk more about PASC going to her facility to do a presentation.**

**PC – Patty (chat) – She asked about the Career Pathways and the two-day training and asked if there are any criteria for providers to be able to be a part of that training. Greg stated that once it is approved, the person has to be an IHSS approved provider. She stated that she is really interested in the trainings to make her more valuable as a provider.**

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

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

In regards to the Federal update on Justice In Aging; Debi provided a telephone number 202-224-3121. This is a federal number in Washington DC for people to contact their U.S. Senator.

**Jennifer asked if there is any way to send what she referenced in her report to staff and have it sent to the PASC Board and share it with their contacts and Debi said yes.**

**PC – Gail Susler (voice) – She commented and stated that she was impressed with her report and she wanted to highlight training and she shared her thought on the older adult populations**

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

Vernita reported that SEIU seen a spike in consumer cases for various reasons such as, NOA issues, timesheets, union sponsor benefits, healthcare benefit as well Covid and sick leave Issues. She also reported that the union had 4,571 calls and they were in many different languages asking for assistance on various topics.

Donna asked about the training that the union does for providers and Vernita stated that they do Zoom meetings on various topics and she explained their process and some of the challenges.

Donna commented on a Facebook post from the SEIU and they are behind fair wages for healthcare workers and asked if this is something that SEIU is involved in and Vernita stated yes.

The union has been in Washington DC for the past couple of weeks doing lobby visits and they have spoken to many of the senators on various issues for consumers and providers.

**11. DPSS: Sonia Miramontes:**

TOPIC	UPDATE
<b>IHSS Helpline Data</b>	For the month of June 2022, the IHSS Helpline: <ul style="list-style-type: none"> <li>• Number of calls received: <b>145,381</b></li> <li>• Average Wait Time: <b>18:00 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/Forms</li> </ul> </li> </ul>
<b>IHSS Stats</b>	IHSS Caseload as of July 2022: <ul style="list-style-type: none"> <li>• Recipients: 243,615</li> <li>• Providers: 201,232</li> </ul> There are 40,021 providers working for two or more recipients, this data is the follow-up request for the report month of June 2022, which was presented at the July 11, 2022, meeting.
<b>New Developments</b>	<ul style="list-style-type: none"> <li>• <b><u>Electronic Services Portal (ESP) Enhancements</u></b>            Providers with an ESP account can now view and download a copy of their W-2 Tax Form for the following tax years 2018, 2019, 2020 and 2021. The provider will be able to see a list of recipients they worked for and download a PDF version of their 2021 W-2 Tax Form which they can save or print at their convenience. Providers will continue to be mailed a paper W-2 form every year, the enhancement is for duplicate request. Providers who are registered for Telephonic Timesheet Submission will need to call the county to request a duplicate W-2.</li> <li>• <b><u>Keeping Home Safe – Spanish Webinar</u></b></li> </ul>



	We continue to collaborate with the Aging and Disabilities Department, LA Found Section. We recently promoted via the DPSS Social Media page a Spanish Webinar on, 'Keeping Home Safe', which was held on Tuesday, July 27, 2022, from 12:00 to 1:30 pm.
<b>How to Apply for IHSS</b>	IHSS Applications can be submitted by calling: 888-944-IHSS or 213-744-4477
<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.

12. Unfinished/Old Business - None

13. New Business – Future Agenda Items:

Jennifer wanted a statement regarding public comment and thinks this is something we should have in the minutes.

14. Closed Session – None

15. Mission Moments – None

16. Adjournment – Cynde adjourned the meeting at 3:26pm.

Motion adjourned by Cynde.

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Approved by:

\_\_\_\_\_  
Date: