

PASC Board Meeting Monday, September 12, 2022 Minutes

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

Secretary, Donna Fields called the roll: Jorge Chuc, Rina Cruz, Steven Echor, Donna Fields, Lyn Goldfarb, Terrance Henson, Richard Hernandez, Lillibeth Navarro, Chris Otero, Cynde Soto and Jennifer Stark were present.

Board members absent: Wilma Ballew (unexcused) Janet Heinritz-Canterbury (excused) Carrie Madden (excused), and Chris Otero (excused)

2. Findings made at August 30, 2022 Board of Supervisor's Meeting to continue holding meetings via Teleconferencing (includes PASC Board meetings). Debi Hight referenced that the September 12th PASC Board meeting fell within the Findings made on August 30, 2022, and can continue the meeting via teleconference. – *Attachment B*

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

Terrance Henson 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 –**

Debi explained the Zoom procedure and process for public comment participation.

PC – Thomas Heverly – (consumer) He commented on how he is having difficulty finding and keeping a homecare provider and he expressed his concerns and personal challenges.

PC – Shamus Genosky – (consumer) He also expressed his concerns and his experience with being unsuccessful in finding a provider. He suggested that PASC create cards to pass out as well as he reiterated what he said last month in regards to new technology to assist with finding good providers.

5. Consent Agenda

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

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

Lyn suggested that the agenda be stated to the public. Greg recommended that the agenda be placed on the Zoom screen.

6. Board Chair's Report – Cynde Soto

a) PASC Board Election Announcement

Cynde announced the PASC Board elections and asked if the PASC Board members who would like to run for office to please contact her within the next two weeks, September 26th.

b) Career Pathways

Cynde talked about the Career Pathways webinar and talked about the classes and that it is moving right along and she stated that some of the people who were on the call were asking about consumer training.

Donna asked Cynde if Career Pathways talked about how they were going to roll out the program and Greg stated that he will discuss it in his report.

Steven asked regarding consumer training and commented on PC that was stated earlier. Cynde reiterated and stated that the training will be for providers and not consumers and she talked about the classes and when they will start.

c) Employer Trailer Bill

Cynde reported and stated that this bill was not approved. Consumer advocacy groups were successful in their efforts in preventing this trailer bill from being passed in August.

d) PASC Board Goals – Attachment H

Cynde brought to the Board's attention Attachment H (Board Goals) and stated that it was a group effort and thanked several Board members and staff for putting it together.

Greg asked that the Board goals be shared on the Zoom screen and the Board can make a motion and approve them.

Greg talked about the Board goals, explained and went over each of them.

Include PASC in the Department of Aging and Disability

Rina asked about the second bullet point and what departments are they referring too, and also to increase communication. Greg stated the Department of Aging and he explained it. Rina asked if bullet point one and two be merged and Greg said yes.

Rina also commented on bullet point three regarding the BOS agenda and make it a time sensitive goals possibly meeting with them every week or two times a month. Greg explained the BOS' agenda and when they meet and agreed with putting in dates and times. He also talked about the PASC Annual Report and possibly creating a panel.

Rina also asked if there is a way to give feedback and Greg stated that feedback will be given during the meeting unless there is an ADHOC committee that is formed and Greg asked for an approval.

Lyn stated that she agreed with what Rina stated above and suggested that we put the BOS meetings on the PASC agenda and at each of the PASC meetings then the Board can say what they would like to talk about and get on the BOS' agenda for their upcoming meetings and she suggested that someone be responsible in making sure PASC is on the BOS' agenda.

Jennifer stated that she was also in support of Rina's and piggy backed on Lyn's suggestion about getting on the BOS' agenda and have PASC staff coordinate with county staff. She also suggested an on-boarding process for PASC Board members and she elaborated on it and Greg deferred to the Board book that was created by Janet and Willis.

Donna share her thoughts and experience with regards to the BOS' meetings and PC.

Motion to approve the Board goals, moved by Jennifer, second by Terrance, motion passes unanimously.

Increase Community Awareness

Rina asked how will this goal be met based on the bullet points. Greg stated that he can include the specific steps that they do in the 1st bullet point regarding increasing community awareness and Rina said yes and that it would make it more targeted and if they need support to meet this goal, having volunteers could help to see it through.

Rina also asked about the 2nd BP and who or what its targeting.

Rina also asked about the 3rd BP and asked if Greg has a percentage in mind or a number of campaigns that they are thinking and feedback.

Reinstate Administrative funds \$56K

Greg briefly elaborated on this goal which is the public authority allocation from the state and federal government.

Lyn asked what is the state of it now and Greg stated that it did not pass and not sure that it got into the budget committee. Debi responded that she did not have an update at this time and she stated that CICA may put it as a legislative bill and they will be looking for partners for this bill. Lyn asked if they can get a clarification on the budget in January.

Eliminate IHSS Provider Shortage

In regards to the 2nd BP, Rina asked if the stakeholders can be named and do we know who they are. Greg said yes, they can list the organizations.

In regards to the 3rd BP, Rina asked to clarify Care First's name and it was determined that the correct name should be Blue Shield Promise Health Plan. She also asked what kind of relationship does PASC want. Greg stated that this is the 3rd month that these goals have been discussed and these are the goals from the PASC Board and he does not remember who presented this goal and he asked that the Board answer Rina's question.

Donna stated that she wanted the relationship between the providers and consumers with medical care, Medi-Cal and La Care.

Terrance talked about Cal Aim and that the medical providers are responsible for care coordination and stated that there is value that PASC can assist to help the community and building relationships with medical providers and have an open relationship to help consumers.

Expand Consumer Training

Greg stated that it is his understanding that they have been talking extensively about some kind of preparation or education for the IHSS consumers on how to be the employer and what it means

and he stated that PASC used to offer more trainings for consumers and it was asked to expand for more trainings and education.

Rina asked regarding the 2nd bullet point in regards to the hiring two part-time mentors and if there was a budget for it and Greg stated that he would have put a budget together to present to the BOS or build them out more. Greg has not found a target date for this goal and to increase the PASC mentors and he can possibly put a goal to the 3rd or 4th quarter of this fiscal year.

Terrance stated that they are requesting funds for the new tele-forums and provide more trainings and stated that he doesn't think that the Board needs to have any input on hiring. Greg talked about and explained the goals that go into the annual report and how the PASC Board is involved and what they would like to see accomplished for the budget and they are supposed to be specific and create possible new programs.

Lyn suggested that we put a budget together and she stated that she has some ideas that she would like to talk to Greg about.

Donna commented on the Tele-townhall and asked about the cost and Greg stated that the cost a few years ago was between \$3,000 - 5,000 or more per Tele-forum depending on how many people were dialed in. If this is something they are going to ask the BOS to pay for he will break it down. Multiple Board members enjoyed and made compliments on the Tele-forums.

Cynde asked Greg if PASC has staff working on consumer training and Greg said, yes, we do and the information is in the PASC Activity Calendar in the Board packet.

Greg also stated in the interest of time, the only thing they are asking is additional funding for the Tele-forums and they can continue to build the goals out and make them more specific and utilize them for the Board to direct the work that is done at PASC. He also stated that he will make the changes that were recommended and bring them back to next month's Board meeting and he also suggested that the Board can create a sub-Ad-Hoc committee who can build these goals out as well. He also explained who receives and reads the annual report.

Cynde asked the Board who would like to be a part of the Ad-Hoc committee to build out the Board goals. Rina, Donna, Lyn and Terrance agreed to be on this committee. Greg reminded the committee about the Brown Act rules regarding a quorum and to make sure they do not go over the limit.

7. Notice of Action – Pet Care as a Provider Task – Carrie Madden

No report at this time.

8. Executive Director's Report – Greg Thompson

a) Career Pathways

Greg stated that CDSS has had several listening sessions for stakeholders and he stated that days prior, several of the public authorities who have submitted for Career Pathways spoke with CDSS and it was extremely informative. He stated that Career Pathways is going to begin the 1st phase on October 1, 2022 thru December 2023 and there will be approximate 30 trainings. He also stated that they have identifies one state vendor but it may have not been announced officially and they are still working with other vendors. He also stated that they offered a separate opportunity for public authorities to apply for Career Pathways and PASC submitted 2 proposals: Specialty Trainings and Introduction to IHSS for providers. He also stated that PASC will apply for more in the 2nd phase and he talked about a website where providers will be able to log on to

see all of the courses. The providers would receive a certificate upon completion. He also talked about the IP Mode and hope that the PASC's opportunities will help.

Donna asked how are they going to roll it out. Greg stated that Career Pathways will notify all of the providers and a website will be available and there will be materials sent to the PAs and PASC will advertise it. He also stated that they will be working towards consumer trainings as well.

b) Permanent Back-Up System

Greg stated that this program is going to roll out in October and this has administrative funding from the state and it would be a great opportunity for PASC to do the state's new back-up system and he went over the program and explained the requirements and criteria. He also stated that with the funding, PASC can use technology to communicate with providers closer to real time when consumers need a back-up provider and he explained the types of ways of communication. PASC will continue to do the BUAP for LA County and he explained the differentials as well as the criteria and requirements.

Lyn asked if there was going to be a differential for the statewide back-up system and Greg said that the state will offer a \$2 differential.

Donna asked for clarification on the differentials and Greg went over the difference between the state and LA County back-up program wages. He also stated that both programs will be ran by Stephanie Spicola and the Registry Engagement department.

c) County Annual Report

Greg stated that this has been talked about and the annual report is due on September 30, 2022.

9. PASC Operations – Luis Bravo

a. Call Center Update

Luis reported that the Registry Engagement department will take over the LA County BUAP and the state back-up system that will launch in October. This has greatly helped the call center and he explained why. He also talked COVID and how it has affected the PASC staff's attendance. He stated that by having the transition with the RECS taking over the BUAP, it has been a huge help to the call center staff and it has made a difference in handling more calls from consumers and it is shown in the upcoming performance measures.

b. Provider Shortage Outreach Campaign Update

Luis wanted to clarify the confusion regarding the provider shortage campaign. He was told that DPSS was going to relocate 3-4 different offices and DPSS wanted to concentrate on messaging their IHSS providers and consumers informing them on the relocation of the IHSS offices and DPSS asked PASC to stop the campaign so they can concentrate on their relocations. He stated they are going to reconvene in October and the campaign will re-start next year and he stated that PASC is looking to enhance the technology for text messaging for the registry and the back-up programs.

He talked about the increase in numbers through the campaign and in August, they had the most providers applying to the PASC registry and there were over 500 applicants. He also talked about the actual matches and explained the break down of the data and how successful the campaign was and should have a report for the next meeting.

He also talked about the provider shortage and that they are trying to figure out different ways to make it better.

Terrance talked about technology for the registry and he said he was thinking about some kind of technology like Uber rather than a data base and jobs can be posted where providers can look. Luis stated that PASC used to have something similar called the Job Bank which was implemented prior to COVID and he explained that process and how it worked and it ended because of the pandemic. He stated that it will be brought back but they are trying to figure out how they are going to go about it.

Luis also stated that the Uber idea has been discussed and he explained the registry process for providers looking for work and he talked about the potential for the text message function.

Donna asked about if providers from the campaign were hired and Luis explained the process and criteria of the providers who were targeted in the campaign from District 1. He also stated that they are going to break down the data and find out how many providers were actually hired.

Donna also asked about the performance measures regarding the number consumers looking for providers. Luis talked about DPSS' case load and explained why it was 60,000. He also stated that PASC informs the consumers on different ways for them to contact the registry if they have hired a provider.

Luis also stated that he needs the case load totals from DPSS for the month of July 2022 for the PASC annual report.

10. Legislative Update – Debi Hight

Debi stated that the California legislature adjourned their 2022 session on September 1, 2022. 13 budget trailer bills associated with the budget adopted in June were passed. She also stated that the legislature reconvenes on Monday, December 5, 2022 to elect their new legislative leaders. She stated that the 2023 legislative session will officially begin in January 2023.

Debi stated that when the legislative finished their session, there was a piece of legislation that was highlighted called CARE Court and she described that legislation and it will be piloted in 7 counties and LA County not being one of them but all counties will be participating by December 2024.

Debi talked about the assembly bills that passed the legislature and waiting for a signature from the governor, AB2449 would allow local officials to attend meetings remotely if a quorum was present at the designated meeting place. SB1100 was passed and signed on August 22, 2022 and it authorizes the presiding member of the legislative body conducting a meeting to remove an individual who is disrupting the meetings. AB1900 was going to reduce Medi-Cal SOC and it did not get passed out of the suspense file but it could turn into a 2nd year bill. SB842 which is the reuse and redistribution of medical goods and SB861 which is the Dementia Care Navigator grant program both passed and are awaiting the governor's signature.

Debi also stated that there were bills that were not directly associated with IHSS but have significant impacts on the program. AB1951 allows for a full local exemption of sales and used taxes for manufacturing companies purchasing equipment not to exceed \$200,000,000 and she explained how it will reduce city and county revenue by potentially 2 billion dollars and IHSS funding could be impacted. Both CAPA and CSAC strongly opposed this bill and sent a letter to the Governor requesting a veto.

Terrance commented and shared his thoughts on AB1951 and CARE Court.

Jennifer asked if PASC reaches out and thank legislators or the governor and also to proactively ask to stay in the loop and to know how CARE Court goes through in the Orange County PA. We want to keep thinking about the provider shortage in light of CARE Court and she feels this is in line with the PASC Goals. Greg said yes that he can communicate with legislators and thank them for their efforts and write support letters. Greg stated that it will be easy for PASC to track CARE Court and he stated that he received some information and he stated that CAPA has been talking about it and he stated that he can initiate conversations and he feels that it crosses over in Los Angeles County and Project RoomKey. Jennifer also suggested a presentation in the next year. Jennifer stated that the thank you notes should come from Cynde.

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

Vernita reported from SEIU and stated they had a total of 3,222 calls and the majority in English, over 2,000 in English. 183 in Korean, 69 Armenian, 777 in Spanish, 38 in Mandarin, and 91 in Cantonese. She stated that they saw a spike in unemployment, and providers asking about union benefits and consumer needs. She reported the EPGs requests have gone down they have one on one on Fridays. They also have provider classes with ETA assistance and she talked about the timesheet changes that they were unaware of and they have been assisting consumer on how to register on the portal.

Donna asked about the lobby visits the union has done and Vernita stated that it is still a work in progress and she spoke about their interaction and advocacy work they did in Washington and they have great support from the legislators. Donna also asked about the fair wages and Vernita stated that the fair wage was part of their advocacy but haven't heard anything back but they are having conversations as well as lobbying multiple times in Washington and she stated that the will report on the victories.

12. DPSS: Ying Chan Reported:

TOPIC	UPDATE
<p>IHSS Helpline Data</p>	<p>For the month of July 2022, the IHSS Helpline:</p> <ul style="list-style-type: none"> • Number of calls received: 133,273 • Average Wait Time: 18:55 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 August 2022:</p> <ul style="list-style-type: none"> • Recipients: 244,561 • Providers: 202,446
<p>Important Information</p>	<p>1. Emergency Resources</p> <p>I just want to share that we have emergency resources under "Important Announcements" on our IHSS web page.</p>

- 1) Free COVID-19 Vaccine Now Available for All IHSS Providers and Recipients Ages 6 months And Older -

Free COVID-19 vaccination is currently being offered to all IHSS providers and recipients ages 6 months and older. Those who want to be vaccinated can schedule a free appointment or find more information regarding the COVID-19 vaccine on the Department of Public Health (DPH) website: [LA County COVID-19 Vaccine](#)

- 2) In-Home COVID-19 Vaccinations Available -

In-home COVID-19 vaccinations are available for homebound Los Angeles County residents. Recipients can request an in-home vaccination if they have difficulty leaving their home safely by themselves in order to get vaccinated against COVID-19. A recipient can request In-Home COVID-19 Vaccinations by either filling out an on-line form or by phone call. Information is available on our website.

Homebound Vaccination Program flyers in all threshold languages are available to view or download in our website.

- 3) **Free At-Home COVID-19 Tests for People Who Are Blind or Have Low Vision -**

The federal government launched a new initiative to expand the availability of COVID-19 testing options. The initiative provides free and accessible COVID-19 at-home tests for people who are blind or have low vision.

- 4) SB596-Power Shutoff Flyers -

The SB596-Power Shutoff Flyers continues to be posted under the "Energy Assistance Program" tab. The flyer provides the link for the public to sign up for power shut-off alerts.

2. Excess Heat – Emergency Preparedness

As a department, from August 29th thru August 30th we launched an outbound call to 27,938 recipients in impacted areas. In addition, our Social Workers did wellness checks by contacting 74 at-risk recipients during this period.

In addition, on September 1, 2022, CDSS mailed notices to all IHSS recipients and providers to share information on how to keep safe during the extreme heat. It also referred recipients/providers to the Centers for Disease Control and Prevention (CDC) and the California Department of Public Health (CDPH) for 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.

Steven asked about the accessible COVID-19 test for people who are blind or with low vision and if it is available on the DPSS website. Ying stated yes and she will post the link and she stated that she believes as of September 2nd the test for the general public has been suspended but for the blind and visually impaired, it is still available and it is free.

13. Unfinished/Old Business - None

14. New Business – Future Agenda Items:

Cynde asked for an update on Cal Aim and will affect the IHSS consumers. Terrance added that he thinks that Cal Aim will have big implications on IHSS and Medi-Cal and it will be good for the Board to know what it is and how it will affect the consumers. Debi stated that she will give an update.

15. Closed Session –

a. CalPERS Pay Schedule

Open Session – Cynde reported out that the motion to approve the CalPERS Pay Schedule was made and approved with a consensus. Motioned by Steven and seconded by Jennifer.

16. Mission Moments – None

17. Adjournment – Cynde adjourned the meeting at 3:45pm.

Motion adjourned by Cynde.

Approved by: _____

Date: _____