



## PASC Board Meeting Monday, October 3, 2022 Minutes

1. Call to order: The Personal Assistance Services Council (PASC) Board Meeting was called to order at 1:03pm.

Secretary, Donna Fields called the roll: Jorge Chuc, Donna Fields, Lyn Goldfarb, Janet Heinritz-Canterbury, Terrance Henson, Richard Hernandez, Carrie Madden, Lilibeth Navarro, Chris Otero, Cynde Soto and Jennifer Stark were present.

Board members absent: Wilma Ballew (unexcused), Rina Cruz (excused), Steven Echor (unexcused).

2. Findings made at September 27, 2022 Board of Supervisor's Meeting to continue holding meetings via Teleconferencing (includes PASC Board meetings). Debi Hight referenced that the October 3<sup>rd</sup> PASC Board meeting fell within the Findings made on September 27, 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 –**

**Willis Oliver received a PC from Maxine Hayden via email and it stated: Please see Google Search Link Below for Detailed information on CA Governor COLLEGE CORPS.** Please Distribute Info and Link to All, for PASC Board Meeting Today. This is my Public Comment. Hopeful also to see that the College Corps can be utilized for IHSS Provider Recruitment.

<https://www.google.com/search?q=college+corps&ie=utf-8&oe=utf-8&client=firefox-b-1>

Terrance asked Greg is this is something that he could look at and Greg stated that he will defer it to the PASC staff that does the recruiting.

**PC-** Reginald Fagan agreed with the PC that was previously read and his comment was in regards to opportunities in functional medicine, holistic medicine where providers are given the opportunities and training in those areas of learning for consumers who eat differently.

5. Consent Agenda

- a) Minutes – Approval of the September 12, 2022 – *Attachment D*
- b) Financial Report – Approval of August 2022 ADMIN – *Attachment E-1*
- c) Financial Report – Approval of August 2022 NPER – *Attachment E-2*
- d) Activity Calendar – *Attachment F* (OCTOBER 2022)
- e) PASC Performance Measurers *Attachment G* (AUGUST 2022)

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

Lyn asked for clarification on Attachment E1, insurance, bonding, memberships and subscriptions and the dollar amounts spent. Greg explained the line item on insurance and what it covers. He also explained the PASC dues which covers CICA and CAPA. He stated that most of the companies want annual payments and per PASC's contract, we have to pay within that fiscal year and it cannot be carried over to the next.

6. PASC Board Elections:

a) Proposed Slate:

Chair: Cynde Soto

Vice Chair: Janet Heinritz-Canterbury

Treasurer: Carrie Madden

Secretary: Donna Fields

Officer At Large: Jorge Chuc

b) Self-Nominations: No self-nominations.

c) Nominations from the Floor: No nominations from the floor.

d) Vote on PASC Board: The vote was called and the new slate was approved. The new PASC officers are listed above.

Motion to approve the PASC Board election proposed slate, moved by Jennifer, second by Terrance, motion passes unanimously.

7. Board Chair's Report – Cynde Soto

a) Supervisor Hahn's Commission Reception

Cynde reported on the commission reception she went to and was able to speak briefly with Supervisor Hahn about the provider shortage. She also spoke to Supervisor Hahn's Deputy, Maral, who is very aware and supportive of PASC. Cynde spoke to her about the provider shortage, the text campaign with DPSS, and funding for the Tele TownHall. She stated that Maral might be able to assist with that, but needs more information. Cynde stated that she would ask Greg to follow up. Greg added and reminded Cynde that she also spoke to the deputy regarding PASC and IHSS moving into the new aging department. He also spoke to Maral and stated that she is a champion for PASC and very engaging and impressed with the work that PASC and the PASC Board is doing and that they will continue to talk.

Janet asked Greg if he can provide the Board with Maral's contact information and suggested that the PASC Board contact their deputies in their district and share with them Maral's contact information and they can communicate with her about the provider shortage and other topics or concerns.

Cynde added that she asked Maral about how PASC can get on the BOS' agenda and Maral stated to send her an email and let her know what the topics are and they can talk about it.

Richard stated that it was a great event but it was not accessible and difficult to move around.

b) Future of IHSS Systems Change – Cynde Soto/Carrie Madden

Carrie talked about LACA which is made up of LA County Independent Living Center Systems Change Advocates and it stands for Los Angeles County Advocates and it was put together by Carrie and Cynde. She stated that they had a discussion with Greg and he wanted to present to

the committee and talk about IHSS and they put together a round table discussion on the problems with IHSS. She stated that they had two meetings and identified issues people are facing in IHSS.

Janet commented on this topic and is appreciative of the discussions.

Jennifer commented on this topic as well and feels this is really important.

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

Carrie reminded the Board that in the August meeting, the PASC Board agreed to support the idea that IHSS should cover pet care. She stated that she and Cynde have been working on this idea and they have created a letter of support and a logo and they are calling this “Empowering Pets”. She also stated that she spoke to C.A.L.I.F. and they want to have a spot on the website to direct consumers where they can sign up and support this movement. She also stated she has reached out to Hand in Hand as a partner and they can bring in union members from SEIU and other groups. She also stated that they are eager to get started and build up the numbers so they can go to the BOS with this idea or create legislation if necessary.

Jennifer commented that the BOS made concessions to assure that there are places for pets like shelters and she was wondering if there is a way to copy and take what some advocates have done and ensure that the bond is maintained. Greg stated that it is always a great idea to collaborate with other community agencies and stated that a challenge with this ask is that this has to go into the (NOA) Notice of Action form that consumers receive and where all of the tasks services and hours are listed.

Donna asked if Carrie and Cynde are going to send something out to the consumers to sign up or show interest. Janet added that PASC does not have consumers contact information and suggested the Tele Townhall where it could be announced and they can sign up there.

Lillibeth talked about what is considered a pet and what is a companion and if they are prepared for those questions. Carrie stated that the larger issue is getting it moved ahead and those detailed will be worked out and she stated that by having SEIU and Hand in Hand working together with PASC they will find solutions.

**PC** – Bryan Sidler asked if reptiles will be included and he stated that ADA cannot discriminate. Cynde stated that they will work out about including reptiles later.

#### 9. Executive Director’s Report – Greg Thompson

##### a) State Back-Up Provider System

Greg talked about the State Back-Up Provider System which began on October 2, 2022 and explained the acronyms, BUPS is the state back up system and PASC’s back up program is BUAP. He stated that PASC’s LA County BUAP program is staying the same. He stated that BUP, the new program, is exciting for consumers who need a provider, such as consumers who are transitioning from a hospital or other facilities to help put them back in the community. He also talked about the pay differentials and monetary incentives and the criteria for that. Greg stated that the Registry Engagement Coordinators will be taking over both BUPS and the PASC BUAP and they are developing systems on how to know more about providers and their availability in real time.

He talked about Career Pathways and that they launched their website and he stated that there are a lot of training programs available for providers who may want to improve their skills and he talked about the benefits and incentives.

b) Annual Report

Greg stated that they have submitted the PASC Annual Report and it was sent to the Board of Supervisors as well as DPSS Contracts. He stated that he will email the PASC Board a copy and if the Board wants, they can agendaize it for the next Board meeting or they can review it and email him with questions. He commended PASC staff, Stephanie Spicola for all of the hard work she has done putting the PASC Annual Report together under Luis Bravo's and Rebeca Douglas' guidance.

Janet asked for clarification and asked if both BUPS and BUAP will pull from the same pool of providers. Greg explained the difference between the two and explained the pay differentials and which providers will be used for each program. He also reiterated that both programs will be handled by the RECs.

Donna asked for clarification for both BUPS and BUAP, the training and the pay differentials. Greg reiterated and explained the differences. He stated that there is no experience needed to qualify for the BUPS and there are no qualifications or requirements. For the BUAP, providers will have to go through a training with FlexEd and qualify for that program and he explained further qualifications and requirements. In regards to the pay differentials, the BUPS providers will receive a \$2 differential and the BUAP providers will receive a \$3 differential.

Donna also asked how would PASC know the different types of consumers who call in for back-up services and Greg stated that PASC has access to the NOA which will determine if they are a BUAP consumer or not and who has to have at least 25 hours of personal care a week and everyone will be assessed and assisted accordingly.

Lyn commented on filling the need and she is wondering if the new program will change and will Greg be able to do a comparison report. Greg explained the challenges of the BUAP and his goal is to use this opportunity to try a variety and creative ways to more quickly identify availability of the providers.

Lillibeth asked if a consumer was in another city or county and they lost their provider, would the state BUPS work. Greg stated that the state BUPS is run by each public authority and there is not a state number a person can call for a provider. If a case like this is presented, Greg is unaware of what would happen but he will look into this.

c) Consumer Training – Greg Thompson/JoAnn Cannon

Greg brought the Board's attention to Attachment H a Power Point presentation and he went over each slide and he expounded on each point. He stated that PASC staff JoAnn Cannon put this together along with input from the PASC staff.

Greg asked the PASC Board if they have any suggestions to let him know and email him.

Jennifer asked if there is a way this information for consumers can be received and accessed. Greg stated that JoAnn organized it and got a lot of feedback and he stated that CICA is very interested in a possible collaboration.

Greg stated that the most important thing to focus on is the timing and providers availability in real time. He also stated they are going to work more on the provider piece through the new

back-up program and figure out new ways to make it better. He also mentioned that PASC submitted proposals for classes to Career Pathways but the proposals were not accepted.

Lyn commented and suggested a website or a website page that has all of the information easily accessible in addition to a class. Greg stated that there is a video for providers to see in order to become an IHSS provider, but there is not a video for consumers to see and he agrees with creating a video for consumers.

Janet asked about Career Pathways turning down his proposals and if he is going to talk about it. Greg stated that they submitted two proposals and talked about what they were and stated that Career Pathways indicated that it did not fit into their categories. Greg also stated that he is excited about the BUPS and can see the opportunities there and they may revisit Career Pathways.

Lillibeth asked for clarification on the Union's win for higher wages. Greg stated that she is referring to a different matter that has nothing to do with PASC but PASC and SEIU are still in negotiations.

Janet talked about creating a safe workplace environment and Greg agreed that this is important and critical and he will add it in to the draft Consumer training document.

**PC-** Reginal Fagan stated that he is excited about the consumer training and the relationship between the consumer and the provider and believes that there is so much potential in getting people a fuller healthier life with education. He also stated that recruiting providers from community colleges is a great idea and will elevate the relationships.

## 10. PASC Operations – Luis Bravo

### a) Call Center Update

Luis reported on Career Pathways and how the training is all booked and the registry is getting a lot of calls asking for the schedule of classes. The providers are being referred back to the CDSS website for more information on the next schedule of classes.

Luis talked about the PASC BUAP and he explained the criteria and qualifications for BUAP and he also explained the new program called BUPS which was talked about earlier. He also stated that the registry has had a lot of calls but only consumers with more than 25 hours of personal care a week are qualified for the regular BUAP.

Luis also stated that in the month of August, the registry has had the most staff attendance in the office than they have had in the past two years and this is due to COVID cases being more controlled. They were able to answer 84% of the consumer calls and contributing to this high percentage was the RECs taking over the BUAP and having more staff in attendance in the office.

### b) Marketing Campaign

Luis stated that they are starting up the conversation with DPSS regarding the marketing campaign for the recruitment of providers. He stated that DPSS will try to bring back the campaign in January and the timing was due to their relocating offices.

Terrance commented on the reports from Luis and Greg.

Janet asked for clarification regarding the pause of the provider shortage crisis and Luis said yes and he and DPSS will speak again in November. Janet also asked how does he feel about the

pause of the campaign and Luis stated that with the halt, the registry was still able to recruit 500 more providers and he explained some of the challenges and gave examples as well as he talked about the text message campaign.

11. Legislative Update – Debi Hight – Attachment I

Debi brought the Board’s attention to Attachment I and she expounded on each point.

Janet commented and shared her concerns on CalAIM and Cal MediConnect and would like Justice In Aging involved. Debi strongly recommends that people go on to The Department of Healthcare Services [www.dhcs.ca.gov/calaim](http://www.dhcs.ca.gov/calaim) and people can sign up and receive notices and news alerts.

Terrance agreed with Janet’s concerns on CalAIM and Cal MediConnect.

Cynde stated that she and Carrie contacted CFILC and they are planning a townhall regarding CalAIM and Cal MediConnect on October 12<sup>th</sup> and waiting on confirmation and once she receives it, she will let everyone know.

Janet asked Greg what kind of outreach PASC is going to do. Greg stated that he agrees that it is important but noted that PASC has so much going on related to IHSS and is focusing on our contract scope of work requirements, including the registry and back-up program.

**PC-** JoAnn Cannon asks, does CalAIM affect people that have Cal MediConnect. Debi responded that Cal MediConnect is only in seven counties including Los Angeles, and CalAIM is statewide. Cal MediConnect will dissolve in December and members have already started receiving notices and next steps.

Jennifer suggests that versus PASC doing the work, PASC can link up with consumer advocacy groups to give a presentation during a meeting. Cynde stated that maybe when they find their speaker for their townhall they can ask that person to speak at a Board meeting. Greg stated that he and Debi will keep their eye out on lead organizations in LA County who can find someone who can present the information to the Board.

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

Vernita reported that SEIU received a good volume of consumer case information calls. She also stated that they receive calls regarding timesheet assistance where some people are having various issues. She also stated that they are getting calls regarding healthcare benefits and the union sponsored benefits and the paid classes for Career Pathways. Greg stated that from his understanding that in January they will be bringing on board two community agencies to provide additional training and he will speak to CAPA to get more information and will let her know.

13. DPSS: Ying Chan Reported:

TOPIC	UPDATE
<b>IHSS Helpline Data</b>	<p>For the month of August 2022, the IHSS Helpline:</p> <ul style="list-style-type: none"> <li>• Number of calls received: <b>142,736</b></li> <li>• Average Wait Time: <b>13:42 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> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>o Forms-Providers</li> </ul>
<b>IHSS Stats</b>	<p>IHSS Caseload as of September 2022:</p> <ul style="list-style-type: none"> <li>• Recipients: 245,617</li> <li>• Providers: 203, 517</li> </ul>
<b>Important Information</b>	<p><b>1. COVID-19 Messaging Update</b></p> <p>The Department of Public Health provided new information regarding the Fall 2022 COVID-19 booster shots. These updated fall boosters have been developed to target the most recent Omicron subvariants. Information regarding the updated boosters will be updated on the IHSS Emergency Resources webpage. The link to the DPH webpage is as follows:  <a href="#">LA County COVID-19 Vaccine - LA County Department of Public Health</a></p> <p><b>2. Statewide Emergency Backup Provider System (BUP)</b></p> <p>The new Statewide Emergency BUP System went into effect on October 1, 2022. DPSS and PASC are working on developing a process, and in the interim, we will continue with the existing referral process.</p> <p>The State BUP is available to all IHSS recipients who have an urgent need for back-up supportive services related to personal care services that cannot be met by an existing provider or the urgent need cannot be met because the recipient is transitioning to home-based care and does not yet have an identified provider. These recipients would be referred to the PASC for a back-up provider from the PASC registry. The back-up provider will receive a \$2.00 wage differential above the regular provider wage rate (\$16.00 LA County). To receive the wage difference, the back-up provider must be referred from the PASC registry.</p>
<b>IHSS</b>	<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>

14. Unfinished/Old Business –

Donna commented and congratulated Chris Otero on her many years on the PASC Board and serving as the PASC Board Treasurer. Chris thanked the PASC Board and staff and she stated that she will be resigning and retiring from the PASC Board.

15. New Business – Future Agenda Items:

Lyn asked if we can agendize the PASC annual Report.

Greg asked Cynde if she wanted to agendize Cal MediConnect or CalAIM.

Jennifer suggests that they defer to Greg when it will work out best to bring back a report.

Janet asked Cynde to make sure she sends out the meeting information and Cynde agreed.

16. Closed Session –

- a. Update on Contract Amendment-Extension Negotiation
- b. Executive Director COLA, Employee Action Form Approval

Open Session – Cynde reported out that the motion to approve Contract Amendment-Extension Negotiation.

- c. Cynde reported out that the motion to approve the Executive Director COLA, Employee Action Form Approval.

17. Mission Moments –

- a. CICA/Homebridge IHSS Consumer Focus Groups

Janet reported that CICA is working with Homebridge to design their training from a consumer point of view through their training. She stated that they are doing focus groups with IHSS consumers in the month of October and she is organizing the ones in Southern California and Janie Whiteford, CICA President, is organizing the focus groups north of the Tehachapi Mountains. She asked the Board if they know any consumers who would like to participate, to please send her their name and email, or number and she will contact them. She stated that there is a \$75 stipend for those who participate and the calls are 1 ½ hours on a Friday afternoon and they will be on October 7<sup>th</sup>, 14<sup>th</sup> and 21<sup>st</sup>. She stated that she has sent emails to all of the consumers on this Board and she is waiting on a few more people to respond.

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

Motion adjourned by Cynde.

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Approved by:

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