



## PASC Board Meeting Monday, November 7, 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: Rina Cruz, Steven Echor, Donna Fields, Lyn Goldfarb, Janet Heinritz-Canterbury, Terrance Henson, Richard Hernandez, Carrie Madden, Lillibeth Navarro, Chris Otero, Cynde Soto and Jennifer Stark were present.

Board members absent: Wilma Ballew (unexcused), Jorge Chuc (unexcused).

2. Resolution to Continue Holding the PASC Board meeting via Teleconference pursuant to AB 361 – Attachment B

Motion to approve the Resolution to Continue Holding the PASC Board meeting via Teleconference pursuant to AB 361, moved by Jennifer, second by Lillibeth, motion passes unanimously.

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

Lyn Goldfarb 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.

Steven stated that he is able to read the mission statement as well and Cynde stated that she would have him read it next year.

4. Public Comment – **PC is used throughout these minutes to denote - Public Comment**

No public comment.

5. Consent Agenda

- a) Minutes – Approval of the October 3, 2022 – Attachment D
- b) Financial Report – Approval of September 2022 ADMIN – Attachment E-1
- c) Financial Report – Approval of September 2022 NPER – Attachment E-2
- d) Activity Calendar – *Attachment F* (NOVEMBER 2022)
- e) PASC Performance Measurers *Attachment G* (SEPTEMBER 2022)
- f) 2023 – PASC Board Meeting Calendar

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

6. Board Chair's Report – Cynde Soto

The PASC Board, Staff and DPSS made statements and gave congratulations on Chris Otero's retirement from the PASC Board and wished her a wonderful farewell. Chris responded and shared her heart felt memories and the work she has done with PASC, the IHSS community of consumers and providers and thanked everyone for their well wishes. Chris also stated that she is available if Carrie should have any questions in her new PASC treasurer's role.

a) December PASC Board Meeting (Motion) – Attachment – I

Motion to approve and to not hold a December 2022 PASC Board meeting, and also include future December PASC Board meetings, unless voted by the majority of Board members to convene in the month of December. It was moved by Donna, second by Janet. The motion was amended and it was stated by Lyn, all future December PASC Board meetings will not take place unless there is a majority of the Board wanting to set a meeting. It was moved by Lyn and second by Donna, motion passes by consensus.

Terrance brought up the first Monday in January will be a holiday and Willis responded that the PASC Board meeting will be on the following Monday, January 9<sup>th</sup>.

b) Presentation to the Board of Supervisors

Cynde talked about the PASC Board goals for the year and one of them is to do a presentation to the Board of Supervisors and inform them about the PASC and the state of IHSS in LA County. She has suggested that a committee be created. She also explained what it would entail and asked for volunteers.

Carrie asked if the meetings will be in person. Cynde stated that it will depend on how it goes and the emergency COVID protocols. In person would be better and during their regular public meetings. Carrie stated that she would like to volunteer.

Janet commented and talked about how she and Greg were working on getting a panel on IHSS and the provider shortage crisis at a Board of Supervisor's meeting. Janet also would like to volunteer in the work-group.

Jennifer shared her concerns about the Board of Supervisors' participation at the PASC Board meetings, that staff should be involved and that she would like to volunteer in the work-group.

Terrance stated that he would like to volunteer as well.

Willis added that all of the Board of Supervisors' deputies are emailed the PASC Board agenda and have the information on how to attend the Zoom calls. He also added that the PASC Board serves at the pleasure of the Board of Supervisors and he is the Board liaison and he has not received any information on any PASC Board members changing districts and until that is changed, all Board members will continue to serve in their current district.

Lyn commented about the PASC Board continuing to be proactive with the Board of Supervisor's deputies.

Janet talked about the PASC Board being redistricted, and stated that a Board of Supervisor can appoint anyone they want and does not have to live in that particular district. **Cynde suggested that this topic to place on the next agenda.**

Lilibeth asked if a consumer group could write a letter in support of a Board member to stay on in their district. She also asked if Board members could make a petition to the Board of Supervisors. Janet stated that it needs to be strategized and suggested that if a Board member would like to know what district they are in, they can go to the Board of Supervisors' website. She also stated that we should continue this discussion at future meetings.

c) Board Member Involvement - Homecare 4-1-1 Newsletter – Attachment – J

Cynde talked about the Homecare 4-1-1 Newsletter and that all of the PASC Board members will be added to the email list to receive it, which is produced by PASC staff, Rebeca Douglas.

7. Executive Director's Report – Greg Thompson (not present at meeting and report not given)

- a) PASC Annual Report
- b) New Provider Enrollment
- c) PASC/CICA/CAPA – Collaboration
  - 1. Advisory/Governing Board Funding – Attachment K
  - 2. CDSS IHSS Consumer Education/Training Video Links – Attachment L

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

Janet also commented and stated that PASC, CICA and CAPA are collaborating to understand and propose the kind of education video that focuses on the consumer point of view about IHSS. Janet stated that they are looking for existing videos and comments from consumers about what training would be useful. She asked if anyone has comments to give them to her or Greg or Chris Otero. She also talked about another collaboration to restore the funding for advisory committees and governing boards and stated that if people would like to get involved to let her know.

Janet also stated that if anyone has not participated in any of the focus groups to please let her know and Homebridge will do an individual meeting if needed.

Jennifer commented and stated that in regards to a budgetary ask, it is important to get those ducks in a row. Jennifer asked if there is a way for the Board to amplify this message. Janet stated that people should develop a relationship with their assemblymember and the state senators or a staff person and educating them is very important. Jennifer also asked if PASC has a lobbyist and Janet stated that they are working with CAPA and they have lobbyists and CICA has volunteers and Greg is the legislative chair of CAPA. She also stated that they have the same collaboration with Justice in Aging and Disability Rights California. She also stated that Greg created a budget and they are trying to get other counties to do the same thing.

8. PASC Operations – Luis Bravo

- a) Call Center Update
  - 1. BUPS

Luis reported on the Emergency Back-up Provider system which started on October 1<sup>st</sup> and he explained process, the new website, and the difference between the State Emergency Back-up Provider system (BUPS) and the PASC Back-Up Program. The PASC REC's department will be handling the BUPS.

2. Staffing

Luis talked about the staffing shortage and the different wages other companies are offering their employees. He also talked about the challenges within PASC and the cost of living wages and trying to hire an employee for PASC. He also talked about a new way of recruiting employees and bringing them in at a different rate and title to be competitive with the current inflation and the employment market. He also stated that due to COVID, there

were about 6-7 PASC employees out and about 5-6 employees to handle the call volume and even though it was a rough time, they were able to get through it.

b) Provider Shortage Crisis Marketing Campaign

Luis gave an update and stated that PASC and DPSS reconvened on November 10<sup>th</sup> and they will meet again to bring back the marketing campaign sometime in January 2023. He also stated that PASC has purchased a text message function and they are working out the details of the program.

Donna shared her concerns about the number of BUAP requests and the unfilled requests. Luis talked about and explained the BUAP recruitment process.

Donna also asked about the hiring process of a PASC employee in the registry. Luis explained the difference between a registry clerk and a specialist, and how they will be elevated to become a specialist from a clerk with additional training.

Terrance commented and talked about the health plans, the managed care programs, and other related programs where consumers can reach out to health plans for a referral for a back-up provider. He also talked about how he joined the PASC registry and shared his experience with PASC and IHSS process, and county orientation. He suggested different ways to make it easier to join and told Luis that he is open for a discussion. Luis responded and went over the IHSS requirements and process to become a provider. Luis was also pleased that Terrance went through the process of becoming a provider and is interested in his feedback.

Lyn commented on the difficulty of provider enrollment and pay. She also asked if Luis would promote Career Pathways and use it as part of the incentive to make it easier on the provider process. Luis stated that PASC sent an E-blast to about 30,000 providers regarding Career Pathways and how to apply and is also in the 4-1-1 PASC Newsletter. Luis also stated that PASC does not handle the calls for Career Pathways. Instead, they refer callers to the state website and PASC gives information on its registry.

Lyn asked about the BUAP and BUPS and if they are able to refer them to the right program and not get confused. Luis stated that PASC has the Registry Engagement Coordinator's department who will assess each situation to determine what services are needed. He also explained the difference between the two.

**PC** – Petra from DPSS clarified a statement made by Terrance regarding the county provider orientation. She stated that DPSS does the orientations, however, they are at the direction of the state. They are state mandated orientations, and all of the counties are required to do the orientations and they are not necessarily county orientations rather state mandated orientations done by each of the counties. Terrance responded and stated that he and DPSS can talk about it off line.

**PC** – Petra asked if PASC presented a new proposal for Career Pathways after their initial proposal was not accepted. Luis stated that PASC submitted a proposal and was told that it would be approved and therefore PASC was getting prepared to compose the outline, training etc. but PASC received a response that it was denied.

9. Legislative Update – Debi Hight

Debi reported that on October 17<sup>th</sup>, Governor Newsom announce that the COVID-19 state of emergency will end on February 28, 2023 and to prepare for the phase out. She stated that PASC has been operating out of AB361 which has been allowing PASC to meet via teleconferencing

during a proclaimed state of emergency. She also talked about AB2449 and this would allow for a hybrid type meeting not dependent on a state of emergency and she explained what it means and the criteria and elaborated on it. She also stated that the Board should prepare for a potential return to the Kenneth Hahn Hall of Administration in March 2023 but has not received any information from the county's commissions office. Willis is looking for a Board room to meet in and will give more of an update in January.

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

No report.

11. DPSS: Ying Chan Reported:

9TOPIC	UPDATE
<b>IHSS Helpline Data</b>	For the month of September 2022, the IHSS Helpline: <ul style="list-style-type: none"> <li>• Number of calls received: <b>141,021</b></li> <li>• Average Wait Time: <b>19:36 minutes</b></li> <li>• General inquiries/calls:               <ul style="list-style-type: none"> <li>○ Case updates/changes.</li> <li>○ Payment/Timesheet</li> <li>○ Assessment/Reassessment</li> <li>○ Provider Enrollment</li> <li>○ Forms-Providers</li> </ul> </li> </ul>
<b>IHSS Stats</b>	IHSS Caseload as of October 2022: <ul style="list-style-type: none"> <li>• Recipients: 246,309</li> <li>• Providers: 204,516</li> </ul>
<b>Important Information</b>	<p><b>1. COVID-19 Sick Leave Extension</b></p> <p>On October 7, 2022, the State extended the expiration date of the State COVID-19 Paid Sick Leave (SPSL) from September 30, 2022, to December 31, 2022. The State mailed notices to all In-Home Supportive Services (IHSS) providers and recipients informing them of the extension of time to submit claims for state COVID-19 SPSL benefit. For recipients and providers who are enrolled in the Electronic Services Portal, the notices were sent via email.</p> <p>Translations of the forms in all threshold languages are in the process. Once completed, these forms will be posted on our website.</p> <p><b>2. PASC Governing Board DPSS Appointees</b></p> <p>As of October 7, 2022, two of our appointees Janet and Steven have completed their first full term. Per county ordinance, we will be posting Public Notices in newspapers, Norwalk County Library, and the Hall of Administration to solicitate applications. Janet and Steven have expressed interest in continuing and are welcome to submit application.</p>

	<p><b>3. Outreaching</b></p> <p>LA Found has partnered with Alzheimer's LA, Department of Aging and Disability, and the office of Supervisor Hilda Solis to conduct a webinar for providers serving individuals with Dementia. The webinar will be on Wednesday, November 16<sup>th</sup> between 1-2 pm. We will post the information on the IHSS website. A text campaign will also be launched to promote the event.</p>
<p><b>IHSS</b></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>

Janet asked if there are in-person and online orientations and Ying said yes.

Lillibeth asked if there is any movement in IHSS regarding the creation on the Department of Aging and Disability. Ying stated that she in not aware of any change.

Ying also commented and congratulated Chis Otero for her contribution to the community and good luck and Chris said thank you.

12. Unfinished/Old Business –

None.

13. New Business – Future Agenda Items:

**Cynde talked about a discussion on the Board of Supervisor's appointments and redistricting.**

Steven asked about the December meeting and Cynde stated that there will not be a meeting in December and Steven wished everyone a Merry Christmas and a Happy New Year.

Terrance wanted to confirm the Sub Committee to address the Board of Supervisors and Cynde stated that she will email them and she will connect with Debi and Greg.

Donna wished everyone a Happy Holiday. She also congratulated Lyn for her PBS film. Lyn talked about her short film which can be seen on PBS.org. It is about the first attack ads on Upton Sinclair when he ran for governor in California in 1934 and she explained the importance of it and how he tried to end poverty in California. She also will put the link in the chat and send out an email.

Donna expressed the importance on voting.

**PC** – from the chat – DPSS wished everyone a happy holiday

14. Closed Session –

a) CalPERS Pay Schedule – (Govt. Code Section 54957) – Attachment M

Open Session

Cynde reported that the motion for the CalPERS Pay Schedule was approved.

15. Mission Moments –

Lyn shared her thoughts about PASC becoming a part of the Aging and Disability Department. Cynde stated that it is part of the PASC Board goals.

Terrance shared his thoughts and agreed with Lyn and expressed his experience with IHSS.

Cynde stated that when she spoke with Board of Supervisor representative, she stated that the Deputy would help PASC with it but it would take 1-2 years and Cynde suggested to create a plan.

16. Adjournment – Cynde adjourned the meeting at 3:07pm.

Motion adjourned by Cynde.

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Approved by:

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