

PASC Board Meeting Monday, January 9, 2023 Minutes

1. Call to order: The Personal Assistance Services Council (PASC) Board Meeting was called to order at 1:00pm.

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

Board members absent: Wilma Ballew (unexcused)

2. Introduce New PASC Board Member Cy Estabrook

Cynde introduced Cy to the PASC Board and he talked about his background, being a resident of Pasadena. He just finished serving on and talked about the Pasadena Accessibility Disability commission, and he is an avid tennis player and he teaches wheelchair tennis at Pasadena City College.

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

Debi brought this motion to the Board's attention: Motion to approve the Resolution to Continue Holding the PASC Board meeting via Teleconference pursuant to AB 361, moved by Jennifer, second by Janet, motion passes unanimously.

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

Richard 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.

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

Debi went over the PC procedure on calling in on Zoom or telephone.

No public comment.

6. Consent Agenda

- a) Minutes – Approval of the November 7, 2022 – Attachment D
- b) Financial Report – Approval of November 2022 ADMIN – Attachment E-1
- c) Financial Report – Approval of November 2022 NPER – Attachment E-2
- d) Financial Report – Approval of October 2022 ADMIN – Attachment E-3
- e) Financial Report – Approval of October 2022 NPER – Attachment E-4
- f) Activity Calendar – *Attachment F* (JANUARY 2023)
- g) PASC Performance Measurers *Attachment G-1* (OCTOBER 2022)

Janet ask about the activity calendar and suggested that the word zoom be placed in a column to tell what kind of meetings it is. She also suggested that we separate meetings that PASC sponsors from meetings that PASC attends that are sponsored by others.

Donna agreed with Janet's suggestion and she asked how can the Board participate in meetings that are on the activity calendar.

Greg stated that some of the meetings are not public and the public meetings are sent out in an E-blast for those who would like to join.

Greg clarified the calendar and stated that we will work on the activity calendar to reflect what Janet requested.

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

7. Board Chair's Report – Cynde Soto

a) PASC Board Meeting Location

Willis reported how the room reservations are handled at the Kenneth Hahn Hall of Administration and the challenges of reserving a meeting room as well as Room 140 is still not ready. He also stated that he was able to reserve meeting spaces from April thru November 2023 at the California Endowment Center which is accessible.

Lyn asked about accessibility to the CEC and Willis stated that yes, it is accessible for everyone, it is located next to Union Station Downtown Los Angeles, and parking is free.

Greg stated that we would like the Board's approval to reserve the CEC from April to November 2023.

Janet made a motion to reserve the PASC Board meeting at the CEC for as long as we can.

Motion to approve the reservation of the CEC for the PASC Board meetings, moved by Janet, second by Steven, motion passes unanimously.

No public comment.

Greg also added that we will continue to find a location for March and there may be a possibility that we will continue to be remote in March. Debi added that in February, we will have a better update and she will address it in her report. Willis reminded the Board that PASC does have a room reserved in March at the Kenneth Hahn Hall of Administration.

b) Advocacy Action Alerts

Cynde stated that a sub-committee was formed and they met once and decided that Greg and Debi will monitor the Board of Supervisor's agenda. If there is an item that the Board should be aware of, they will bring it back with talking points and address it at a Board of Supervisor's meeting.

Jennifer stated that her and Jorge have on-going meetings with Supervisor Solis' office and she suggested that if anyone needs help with talking points, she would be happy to assist.

Janet added and referred to the Board book and the document that explains how to make public comment at the Board of Supervisor's meetings by email or phone. Greg added that he and Debi did review the agenda and there weren't any items that needed PASC's attention and he stated that he will speak about advocacy in his report.

Donna asked if anyone can get on the Board of Supervisor's call and that she would like to participate and Cynde said yes, everyone can participate. Donna also stated that there is a new supervisor and the list should be updated.

c) CICA Report

Cynde and Janet explained what CICA is (California In-home Supportive Services Consumer Alliance) and what it does for consumers regarding changes and improvements to the IHSS program. Janet also encouraged the Board to find their representatives and speak to them about IHSS and develop relationships. Cynde also stated that they have been doing legislative visits to talk about funding.

PC – Vanessa Ramos, a Disability Rights Advocate who is an organizer with DRC shared her experience calling in to speak to IHSS social workers and the language and cultural barriers. She also talked about digital literacy and the difficulties. Cynde thanked her for her comments.

PC – Jay talked about time sheet and violations issues that he is having and asked for assistance. Greg suggested that he contact DPSS and PASC. DPSS also responded and asked for his information to assist him. He also talked about the work he does for the homeless.

8. Executive Director's Report – Greg Thompson

a) Director's Update

Greg talked about advocacy from a fiscal year standpoint and the state budget to be announced on January 10, 2023. He reiterated what Jennifer stated about meeting with the Board of Supervisors and how important it is. He went over the timeline of the governor's budget and explained each line displayed on the zoom screen.

Greg stated that he will continue monitoring the Board of Supervisors meetings. He also talked about the funding for each public authority and their advisory council or governing board and explained the difference between the two. He expressed how important the funding is for PA's and how IHSS is a self-directed program.

Jennifer asked if there is a way of asking the staff to rethink the PASC Mission Statement and bring the ideas at a future meeting and Cynde agreed. Jennifer reiterated and explained her thoughts on the current mission statement.

Cy suggested an Ad-Hoc committee for the change of the mission statement. Cynde agreed and would like to set up a special time.

Lyn agreed with having a sub-committee and commented that it would need to be only Board members involved in the changing of the mission statement. She and Janet also reminded the Board that this was done once before as well as a new logo.

Cynde asked who would like to be on this committee: Steven, Jennifer, Cynde, Janet, and Lyn agreed to be on this committee. Cynde also stated that she will send a meeting notice and Greg offered PASC's assistance in setting up the meeting.

b) CAPA Report

Greg reported that all the directors of CAPA meet monthly to discuss state issues. He is the chair of the legislative committee at CAPA and explained what they do for IHSS consumers. He stated that they will be meeting in January to talk about the governor's budget.

Donna asked about the PASC Performance Measures and Greg stated that Luis will report on it.

Janet commented on getting in touch with state representatives. In the chat, she provided the website information that the Board needs in order to know who their representatives are and contact them. She also stated that, as soon as they have a document on the CICA Ask, the Board will receive it and it can be shared with their representatives.

Greg also gave the website address to find your representative.
www.findyourep.legislature.ca.gov/ and asked Luis to repeat it in his report.

Jennifer asked about the CICA Ask regarding the restoration of funds and Greg responded that they will be asking for the \$53,000. She also asked if it is possible for the PASC Board to collectively make a statement of support and reach out with a Board statement to help advocate and possibly agendize it. Greg responded that we write support letters often and deferred to Debi and possibly make a motion to write a support letter. Debi stated that it would be appropriate to make a motion from PASC as a collective Board to support the CICA Ask reinstating the \$53,000 to each public authority. Janet moved the motion and Lillibeth/Jennifer seconded it. Motion passes by consensus.

9. PASC Operations – Luis Bravo

a) PASC Performance Measures and Review – G-2 (NOVEMBER 2022)

Luis brought to the Board's attention to Attachment G2 and he expounded on it in each section.

b) DPSS Marketing Campaign

Luis shared the zoom screen: DPSS started a campaign to recruit providers and the most need was in district 1. Campaign started in May and ended in July 2022. Per DPSS, they were going to relocate offices and wanted to focus on relocation and stopped the campaign. The agreement was that the campaign would begin in 2023. The committee met in November to discuss the next set of providers to target. The main focus was BUPS providers.

Prior to campaign we were receiving about 200-300 registry applications but during the campaign it was close to 500.

Website views before campaign: 795

Website views after campaign: 3,981 (6/15-7/15)

The new BUPS campaign is on hold until we receive final approval from the DPSS executive team.

c) Electronic Visit Verification (EVV)

Talks started in 2020 and will launch 7/1/2023

The Provider will check in before work and after they're done. Only three options available for check in, ESP, new app being developed and consumer LAND line. No check in available via mobile device.

Donna asked about the Performance Measure's section on calls to PASC and why is there a difference between incoming and total answered. Luis stated that prior to 2019, PASC registry specialists would only work with consumers and clerks would only work with providers. In 2019, PASC cross-trained the staff to answer and work with both consumers and providers and based on that, they were able to minimize the amounts of voice mails and answer more calls. He also talked about abandoned, hung-up calls and explained what they are and the differences.

Terrance asked if PASC can work with SEIU in terms of recruiting more providers to the BUAP and the BUP. Luis stated that this is something he will be looking in to.

Greg introduced Nick Ippolito from DPSS and Interim DPSS Director, Dr. Contreras.

Nick introduced Dr. Contreras and talked about her background with the county and DPSS. Dr. Contreras thanked Nick for his contribution, his work, efforts, partnership and resources that are needed with IHSS. She also talked about her career journey with the county and how she is pleased with the numbers she has seen in terms of recruitment. She also acknowledge the challenges.

Greg opened the floor for comments and questions from the Board.

Janet talked about the DPSS strategic plan and expressed her thoughts on why PASC was not involved and would like to be involved. She also talked about the CEO's study on the provider shortage crisis and she stated that PASC should have been involved in that study. She asked what data is DPSS is looking at and if PASC can be included in the conversations.

Dr. Contreras stated that she inherited the strategic plan and she has been working with Nick on it to make changes and improve it. She understands and recognizes that engagement with stakeholders, consumers and providers is very critical. She also stated that they do not have a strong mechanism to make that happen and PASC is at the top of the list and they want PASC's feedback. They are looking at a final version at the end of the month and it is a working draft so they can make changes. Nick agreed with Dr. Contreras and stated that there are IHSS factors significant in their first strategy to reimagine social services and looking at IHSS to identify ways to enhance the resources and services they offer to consumers. He thought that when the strategic plan was first conceived, they sent out surveys to stakeholders and believes it was sent to PASC and they released it again in draft form within the last 2 months to multiple media outlets. He would be remiss if PASC did not receive it and he takes responsibility, but it is a living document and he stated that changes can be made accordingly. He also stated that the plan is engaging stakeholders and they will make a considerable effort to in the next 5 years and he welcomes the feedback.

Terrance talked about care coordination and about his being an IHSS homecare provider. He shared his experiences with the IHSS online community in regards to contacting their social worker.

Lyn commented about DPSS presence at the PASC Board meetings and would like to be able to have discussions and ask questions versus giving just a report and taking questions back. She suggested that we have a separate meeting to talk about the strategic plan.

10. Legislative Update – Debi Hight – Attachment H

Debi gave an update on the status of continuing to meet via teleconference if Governor Newsom lifts the state of emergency at the end of February. She has requested input from County Counsel on the use of AB 361 if the emergency order is lifted. She also discussed using AB 2449 as a means to continue with teleconferencing and its limitations. She also brought to the Board's attention Attachment H and expounded on it.

Lyn asked about the PASC Board meeting and possibly making an appeal on behalf of the PASC Board. Debi stated that she can be more assertive in why it is important for the PASC Board to have a teleconference versus meeting in public and she talked about the Brown Act.

Janet asked who the senator is and Debi said it was Caroline Menjivar and she serves the 20th senatorial district in the San Fernando Valley.

Cy asked about some members who have underlying conditions and meeting in person, are those considered? Debi referred to AB2449 which made allowances for governing Board members who would be unable to attend for certain reason and it cannot be all of the time and it could be only 20% of the year.

Jennifer asked if there is a way for a member to opt in to being only virtual and Debi referred to the Brown Act and explained the scenario and talked about the posting process.

Cy added that it was difficult parking at the Kenneth Hahn Hall of Administration when he was getting sworn in.

Lyn reiterated that if Debi can make an argument in favor of why PASC needs to be remote for various reasons. Greg added that we are under the Brown Act and its rules.

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

No report.

12. DPSS: Ying Chan Reported:

TOPIC	UPDATE
IHSS Helpline Data	For the month of November 2022, the IHSS Helpline: <ul style="list-style-type: none"> • Number of calls received: 120,198 • Average Wait Time: 16:47 minutes • General inquiries/calls: <ul style="list-style-type: none"> ○ Case updates/changes. ○ Payment/Timesheet ○ Assessment/Reassessment ○ Provider Enrollment ○ Forms-Providers
IHSS Stats	IHSS Caseload as of November 2022: <ul style="list-style-type: none"> • Recipients: 247,191 • Providers: 205,546
Important Information	<p>1. IHSS Office Move</p> <p>The IHSS Hawthorne and Rancho Dominguez offices will both be moving to a new address in Torrance: 20101 Hamilton Ave, Ste 250, Torrance, CA90502. IHSS Staff will report to the new site after the Martin Luther King Jr holiday on Tuesday, January 17, 2023. The last day for the public to drop off documents at the old offices will be Friday, January 13, 2023. Notices are posted at both the Hawthorne and Rancho offices and on our website. IHSS Line Operations is also running a text campaign to inform the IHSS</p>

	<p>population of the office changes. The first text went out on 1/3/2023, and the next one will go out on 1/13. Updated IHSS liaison lists will be provided to the PASC once they are finalized.</p> <p>2. PASC Governing Board DPSS Appointees As of December 5, 2022, we received three applications and interviewed all three candidates. We have submitted the biography of the three candidates for our director to make a final decision. We will be notifying the selected candidates once the decision is made.</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>

Janet referred back to a PC made earlier about how difficult it is to reach their social worker and if there is an alternate method. Ying stated that if a person calls the Help Line, the issues can be resolved there and if they can't, the help line will issue a ticket and the social worker will receive the information and will contact the person to resolve the issue. Janet also asked how long it takes. Ying explained the process and she also said that she can bring this question to line operation. Janet also asked for the breakdown of consumer and provider calls for the help line. Ying responded that she does not have that number anymore and that they changed the telephone system so they will not be able to provide that breakdown anymore. Ying stated that she will relay this to line operations to see if there is a possibility of doing that and she will get back to her.

Lillibeth asked what is the process of helping the homeless to get IHSS. Ying stated that they have established procedures for applications. Ying stated that they also work with Project RoomKey and she explained that process and the requirements and they are working with CDSS for more guidance from the state. Greg added and explained the breakdown of Project RoomKey.

Terrance commented on the Help Line wait time, closing out the ticket and being able to talk to a social worker. Ying stated that she will bring the points to line operations to see if they can improve services.

Jorge asked if they have more information on IHSS for immigrants with sponsors. Ying stated whenever they have any policy, they will disseminate that information and if there is someone with a sponsor, they follow the same application process and procedure. He referred to an article and Ying stated that refers to undocumented applicants and she explained the requirements. Ying asked Jorge to send her an email regarding his questions and Jorge stated that he will send her the article.

Janet commented that she assumes that there is an internal analysis of the help line being done and she would like the PASC Board to have some input in that evaluation and to include PASC in the findings, and review of collected data. Ying stated she is not aware of that but she will take her comments and suggestions to the management for them to consider and to find out if there is indeed an analysis going on.

13. Unfinished/Old Business –

Donna referred to the minutes from the November meeting regarding Janet's comment on supervisorial districts and she would like to have this agendized. Greg responded that this was discussed and he explained the redistricting. Janet stated that this is a conversation that can be had with individual Board members if there is a concern.

Donna wanted to wish Janet and Willis a Happy Birthday.

14. New Business – Future Agenda Items:

15. Closed Session –

- a) SEIU – Collective Bargaining
- b) Amendment Two to the Contract between DPSS and PASC

Open Session

Cynde reported out that the Board has approved two motions for Greg to sign the MOU with SEIU as well as Amendment Two of the PASC contract with DPSS.

16. Mission Moments –

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

Motion adjourned by Cynde.

Approved by:

Date: