



## PASC Board Meeting Monday, February 6, 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. Findings made at the January 10, 2023 Board of Supervisors Meeting to continue holding meetings via Teleconferencing (includes PASC Board meetings) – Attachment B

Greg went over Attachment B and explained it to the Board.

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

Cy 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**

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

**PC** - Josephina McEvoy commented and thanked PASC for all that it does and the IHSS program.

5. Consent Agenda

- a) Minutes – Approval of the January 9, 2023 – Attachment D
- b) Financial Report – Approval of December 2022 ADMIN – Attachment E-1
- c) Financial Report – Approval of December 2022 NPER – Attachment E-2
- d) PASC Performance Measurers and Review – Attachment F (DECEMBER 2022)

Motion to approve the consent agenda, moved by Jennifer, seconded by Janet, motion passes unanimously.

6. Board Chair's Report – Cynde Soto

- a) PASC Activities and Outreach - February 2023 – *Attachment – G-1 (FEBRUARY 2023)*
- b) PASC Activities Calendar - January 2023 – *Attachment – G-2 (JANUARY 2023)*

Janet brought the Board's attention to Attachment G-1 and G-2 and explained the differences and explained the reorganization to give more pertinent information and PASC's visibility and outreach.

Several of the PASC Board members commented and agreed to the new calendar.

Donna asked about the open and closed meetings and which ones can she attend. Janet explained what to do and reminded her that she is getting emails and eblasts regarding most of these meetings and trainings that are on the calendar. Greg commented on the calendar and gave examples and explained what changes and updates were made.

Cy asked about a closed Access Services meeting and wanted to know if there was a way to be a part of that meeting. Greg recommended that he go to their website and see what committees they might have open or look for possible memberships. Greg also stated that he will speak to the PASC staff person that is connected to the Access Services meeting if he is interested.

Janet added and reiterated that this calendar is to make it more useful to the Board and to give them a picture of PASC outreach and visibility in the community and if the Board has an idea to please let Cynde know.

Rina asked about the mandate and member advisory councils and committees regarding stakeholder participation, and asked if PASC has been asked to be a part of those meetings. Janet stated that she does not know if anyone from PASC is still on those committees and she asked Greg if PASC has anyone serving on any of those committees. Greg responded and is not certain and if Rina wanted to know about a specific committee, he could look into it and Janet suggested that it would be best to talk off line.

c) Mission Statement – Ad Hoc

Cynde stated that this committee has been dissolved. They decided that there are more pressing activities that they will focus on. She also stated that they may recreate the committee towards the end of the year.

d) Board of Supervisor Discussion – Ad Hoc

Cynde stated that this committee has been dissolved but encourages the Board to communicate with the Board of Supervisors and if they need help, to please let her know. She also asked if anyone has contacted their Supervisor.

Jennifer stated yes, that she has.

Cy stated that he would like to know the protocol to contact their Supervisor. Cynde stated that everyone can make an appointment and talk to them about the various challenges that IHSS is facing.

Lyn commented about the redistricting of some Board members and how to best communicate with the Board of Supervisors when making appointments. Janet stated that this can be discussed off line and she will give Lyn more information.

Jennifer commented and agreed with Janet regarding the redistricting and offered her assistance if anyone needs help.

Terrance suggested that the Board talk about what the script would be when speaking with your Supervisor and what questions to ask.

e) CICA Report

Cynde and Janet are members of (CICA) California IHSS Consumer Alliance and serve on the Executive Committee. Cynde stated that they have been working to restore state funding for Advisory Committees and Governing Boards, like PASC's that was lost in 2011.

Janet mentioned that many counties are not developing their IHSS Consumer Advisory Committees and thus they are not spending the funds for consumer outreach that have been allocated. Given this, it is uncertain of the effort for restoration of the funds this year. She also thanked those Board members who met with their representatives.

f) Cancellation of March 2023 PASC Board Meeting

Willis talked about the reservation at Kenneth Hahn Hall of Admin and some of the challenges. He also stated that he has reserved space at the California Endowment Center from April thru November 2023. Greg talked about the logistics and recommended the cancellation of the March meeting and to reconvene in person in April.

Cynde asked if there was a cost associated with having a meeting at the CEC and Greg stated that the CEC provides a lot of the equipment at no cost.

Motion to cancel the March PASC Board meeting, moved by Janet, seconded by Steven, motion passes unanimously.

7. Executive Director's Report – Greg Thompson

a) CAPA Report

Greg gave an update on (CAPA) California Association of Public Authorities, and that he has taken a bigger role with CAPA. He is currently the chair of the legislative committee, a member of the finance committee and the consumer sub-committee. He talked about the committee and how it gives a voice at the state level. He also talked about the various things that he is working on with CAPA and he is trying to engage the PA directors to get move involved with the legislative process. He also stated that they are working with CDSS to develop and expand their consumer training and get them updated. They are also keeping an eye on the Brown Act and the rules and flexibilities about meeting in person and virtually. They are also looking at the governing board advisory funding and how it has impacted the Pas. The plan is to help educate the PA directors and to look at a different methodology on how spend the funding allocation.

Lillibeth commented on the budget for consumers and their needs. Greg stated that we have to continue to reach out to consumers and have them speak about the program as much as possible.

Janet suggested that people look at the CAPA website and talked about the public authority concept and thanked Greg for bringing this to CAPA and the PA directors.

Lyn stated that she was on a CICA call and agreed with Greg. On that call it was stated that CDSS is exploring whether the unspent Consumer Advisory funds can be reallocated to Advisory Committees or Governing Boards that request the funds. Lyn stated that she would be happy to work with Greg in helping to create material that would be clear about the directions.

Carrie asked if CAPA meetings are open to the public. Greg stated no and that it is not a Brown Act meeting. But if she had anything to she wanted Greg to bring up, to let him know and they meet on the 4<sup>th</sup> Thursday of the month.

b) Governor's Master Plan for Aging – Attachment – H-1

Greg brought to the Board's attention Attachment H-1 and he expounded on it.

c) Electronic Visit Verification (EVV) – Attachment – H-2

Greg brought to the Board's attention Attachment H-2 and he expounded on it.

Jennifer commented and thanked Greg on his approach to CAPA and the PAs.

**PC** – Josephina asked if the videos can be updated in Spanish. Greg stated that the videos on the CDSS website are in English and Spanish and they have been talking about them being translated in other languages but he will verify.

**PC** – Vernita Randal asked for clarification regarding a comment made about the Brown Act going away. Greg reiterated his comment and stated that the Brown Act is not going away and he referred to the governor and when he took some of the restrictions away from the Brown Act and allowed people to meet virtually. Those allowances are no longer available the Governor's COVID emergency order.

## 8. PASC Operations – Luis Bravo

### a. Call Center

Luis reported that they currently have 4 openings in the call center and he talked about the difficulties in finding people to fill those positions and the various sign-on bonus' other companies are offering. He also stated that he has been able to interview some possible candidates and it looks promising. He also stated that they have been using other departments for assistance and the idea was to have all departments cross trained.

### b. PASC Website Chat Function

Luis talked about the PASC website chat function and explained how it works and gave examples and a demonstration in test mode. He also thanked Alisha for all the work she put into this function and that it is scheduled to go live March 1, 2023. Luis also talked about DPSS Marketing Campaign and how it improved the PASC provider recruitment. Website visits went up by 400% and they were able to increase the PASC registry by 51% all within two months. He also stated that the text message is scheduled to go live for the BUAP and it will be tested and then possibly implemented in the registry.

### c. Text Message Software Pilot

This was discussed in the above report.

Lyn asked if we are able to match providers to consumers and if it is automated, will we be able to know that there is a match. Luis responded yes, and explained that process as well as the goals of the text message and website chat functions.

Donna asked what is a unique registry provider. Luis responded and confirmed that it is tied to how many times a provider and been referred, and he explained with examples.

Donna asked how does the process of the chat function and the text message work. Luis reiterated and explained the difference of the live chat and the text message process and how they work as well to track data.

Donna asked what is done with the complaints for consumer and providers and Luis explained that process, the various types of complaints, follow ups and he gave examples.

Donna asked about the discrepancy on the number of trainings between consumers and providers and Luis and Greg explained the differences about the trainings and county orientations. Greg will get back to her with more information.

Greg noted that as a point of order, that these questions are under the consent agenda and can be addressed next month.

Steven shared his concerns about how many providers are looking for work and he asked how many providers exist on the PASC registry. Luis deferred to the Board measures and explained the process of providers that are actively looking for work and those that are not.

Steven also asked if there can be a policy that can compel a provider to take an interview.

Greg called a point of order and suggested that the performance measures be taken out of the consent agenda and open for discussion.

#### 9. Legislative Update – Debi Hight – Attachment I-1 & I-2

Greg brought to the Board's attention Attachment I-1 & I-2 and she expounded on both of them.

Greg asked the Board members their opinion about meeting in person and some board members gave their comments and shared concerns about mask wearing and transportation/parking. Willis added that the room that has been reserved at the CEC is large enough to serve up to 50 people with social distance. He stated that the CEC has plenty of parking spaces for regular parking and disabled parking, as well as other transportation companies are able to access the parking lot with pick-ups and drop-off with ease.

Lyn asked if we could explore having a board meeting outdoors and Greg stated that we will look into it.

Lillibeth suggested consulting an attorney regarding meeting in person and she shared her concerns. Jennifer shared her concerns and support.

Lyn asked what happens if we don't get a quorum and Janet stated that, we do not meet and Greg added that PASC cannot conduct business.

Janet asked Greg if he knew what happened on the Board of Supervisor agenda regarding the Brown Act. Greg stated that it was partly public comment and partly to transition to AB2449 but it is not the Board of Supervisor's decision. The Brown Act is bigger than LA County and he was hoping that they would take a stand and go to the state and try to look for a carve out.

**PC-** Petra from DPSS stated that per the Los Angeles DHS, the DHE ends March 31, 2023.

**PC-** Josephina stated: The doctrine of Federal preemption supports the position that the ADA preempts the Brown Act, because people with disabilities are a recognized protected group, perhaps a hybrid format could be a nice voluntary compromise sanctioned by the State.

Greg suggested the Board look at Attachment I-2 if people would like to contact their legislators regarding the Brown Act.

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

Vernita reported that SEIU unanimously ratified the contract. She also complemented Luis on the new features for connecting consumers and providers together. She also stated that have had a high call volume regarding health benefits, tax inquiry, union sponsor benefits, and providers

concerns about EVV. The union stated that they will educate the providers on the various issues. She stated that they have been receiving calls regarding unsigned timesheets and unauthorized services.

Janet asked if Vernita has the number of calls to their call center and she stated that it was 3,788 calls and the majority of them were in English, Spanish 1,191, Cantonese 90, Mandarin 28, Armenian 85, Korean 75, Russian 20, Vietnamese 14.

Janet asked if providers are still having issues accessing health services. Vernita stated yes, and that there are various reasons why and she gave examples.

Lyn asked regarding their call center and if they take all inquiries. Vernita said yes, they take all calls on various issues as well in nine different languages. She also asked if they send providers to the registry and Vernita said yes.

Donna asked regarding their calls, were they taken care of, and Vernita talked about their phone system and how they do follow ups and she explained their process.

Janet commented that she would like more participation from providers on these calls and does the union advertise the PASC meetings. Vernita stated yes, and they will encourage their union stewards and get more involved.

11. DPSS: Ying Chan Reported:

| TOPIC                        | UPDATE  |
|------------------------------|---|
| <b>IHSS Helpline Data</b>    | For the month of December 2022, the IHSS Helpline: <ul style="list-style-type: none"> <li>• Number of calls received: <b>111,468</b></li> <li>• Average Wait Time: <b>8:58 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 Jan. 2023: <ul style="list-style-type: none"> <li>• Recipients: 248,810</li> <li>• Providers: 206,676</li> </ul>  |
| <b>Important Information</b> | <ol style="list-style-type: none"> <li><b>1. NEW Mailing Address for IHSS Applications</b><br/>             In addition to the IHSS moves reported at the last meeting, the mailing address for the submission of IHSS applications has been changed. Effective 1/9/2023, IHSS applications are now accepted at DPSS In-Home Supportive Services, PO Box 93730, City of Industry, CA91715-9608. This has been updated on our IHSS Webpage.</li> <li><b>2. 2022 Duplicate W-2 Requests and Information</b><br/>             The State issued a CMIPS II notification regarding W-2 information for providers. This notification has been shared with the PASC management team. The W-2 forms will be mailed prior to January 31, 2023. In addition,</li> </ol> |

providers with an Electronic Service Portal (ESP) account will be able to download their 2022 W-2 from their ESP account.

### **3. Issuance of Annual FICA Refund Payments**

On Saturday, January 28, 2023, the State Controller's Office (SCO) began processing the annual FICA refund payments for IHSS providers who qualify for the refund payment. Providers who signed up for the Electronic Funds Transfer will begin receiving their FICA refunds on February 3, 2023. The SCO will begin mailing the paper warrants for FICA refunds on a flow basis during the week of February 6, 2023. This information has been shared with the PASC management team. We are in the process of adding this information to the IHSS webpage.

### **4. Electronic Visit Verification (EVV) System Changes**

The CDSS is sending outreach letters to IHSS providers not living with their recipients, informing them of the upcoming July 1, 2023, system changes to the IHSS Electronic Visit Verification system.

The outreach letter states that beginning July 1, 2023, providers who do not live with their recipients, will have to check-in and check-out in real time at the beginning and at the end of each shift they work for an IHSS recipient. CDSS is developing three ways for those providers to be able to check in and out:

- Using a mobile application or "app",
- Using the current ESP website; or
- Using the Telephone Timesheet System via a landline phone.

### **5. Career Pathways**

Since the launch of Career Pathways in October 2022, new courses have been added to the Career Pathways General health & Safety, Complex Physical Needs and Cognitive Impairment & Behavioral Health Catalogs. Example of the course include: Alzheimer's Disease and Related Dementia, Food Safety, Infection Control, Medication Safety, Wound Prevention, etc.

### **6. Medi-Cal**

With the ending of the Medi-Cal Continuous health coverage on 3/31/2023, we are encouraging Medi-Cal beneficiaries to ensure the county has their most current contact information – address and telephone numbers. Also, because the IHSS data is in one system and the Medi-Cal case data is in another, both systems must have the updated information. The IHSS SW and MC Eligibility Staff do not share information in that way, so it's imperative that IHSS recipients who also have Medi-Cal report address changes to their workers. This is because April 1, 2023, we will resume normal business operations which include the termination of the Medi-Cal case for failure to complete a renewal. As we want everyone to continue to have healthcare coverage, we are sharing this information through various channels.

Greg asked for clarification, if someone falls off Medi-Cal, is it linked to their IHSS. Ying stated that it is not immediately and there would be a period of time that they would still be on IHSS and the state would need to give that clarification to DPSS.

Janet asked for the breakdown of consumers and providers on the 111,000 calls to the Help Line. Ying stated she reached out to line operations. She believes she did report on this one time in the last year. This is really because they are in transition from one computer system to another. The new system did not allow them to produce the breakdown. She also stated that when she started reporting at that time, they were still using the old system, so she was able to give the breakdown.

Cynde asked if a provider spends the night at a consumer's home for four days or more but does not live there, does the provider still have to do the checking in and out per EVV. Ying stated that she does not have the answer and will relay that to the state.

Donna asked about EVV and what devices can a provider use and Ying stated that they can use the mobile application, the ESP website, and the telephone time sheet system through a landline phone, not a mobile phone.

12. Unfinished/Old Business –

Cy asked about the protocol and tips as well as talking points to speak to the Board of Supervisors. Jennifer stated that she would be happy to introduce him to the field deputy of the 5<sup>th</sup> district.

13. New Business – Future Agenda Items:

Lyn suggested a resource bank of materials. Greg stated that the Brown Act has regulations against how board members communicate with each other outside of meetings and Greg will look into this. He also suggested adding an Ad-hoc committee so when they meet with their representative, they can give a report back to the board and not have informal meetings. Janet suggested having a short-term work group.

The new Ad-Hoc will consist of, Cy, Jennifer, Cynde, Terrance, and Steven.

Jennifer asked when was the last time for a Brown Act training. Greg stated we will look into it and asked Willis for assistance and he said he will contact the county commission's office.

14. Closed Session –

None.

15. Mission Moments –

Lillibeth suggested that we close the meeting in memory of Gordona Cardona's mother and she shared some fond memories of her.

16. Adjournment – Cynde adjourned the meeting at 3:50pm.

Motion adjourned by Cynde.

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Approved by:

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