



PASC Board Meeting Monday, April 3, 2023 Minutes

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

PASC Board Clerk, Willis Oliver called the roll: Jorge Chuc, Rina Cruz, Steven Echor, Cy Estabrook, Donna Fields, Lyn Goldfarb, Janet Heinritz-Canterbury, Richard Hernandez, Carrie Madden, Lillibeth Navarro, Cynde Soto and Jennifer Stark were present.

Donna Fields was on the phone.

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

2. Per AB 2449, If any Board Member is participating remotely due to an emergency circumstance:

MOTION to approve the named board member(s) to participate via teleconference due to emergency circumstances as specified in AB 2449.

Debi stated that no motion was necessary as no board member was participating remotely due to an emergency circumstance.

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

Steven 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 read and went over the instructions for public comment.

PC - Sonia Miramontes commented on the registration zoom process.

5. Consent Agenda

- a) Minutes – Approval of the February 6, 2023 – Attachment – C
- b) Financial Report – Approval of February 2023 - ADMIN – Attachment – D-1
- c) Financial Report – Approval of February 2023 - NPER – Attachment – D-2
- d) Financial Report – Approval of January 2023 - ADMIN – Attachment – D-3
- e) Financial Report – Approval of January 2023 - NPER – Attachment – D-4
- f) PASC Activities and Outreach – Attachment – E (APRIL 2023)

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

Janet asked the Board if they have read and looked at item 5 Attachment (f). She proceeded to explain the new format and PASC's visibility and who is sponsoring the meetings.

Several Board members made comments and stated that they like the new format and links.

Carrie asked about the open and closed meetings and Janet explained the differences and Carrie asked if they are closed, and can the Board get a summary. Janet stated that if a PASC staff attended, they may be able to give a report.

Jorge commented on the links/websites and stated that one of them was not working and it was possible it could be their computer.

Jennifer commented on the supervisorial district section and stated that is a way to inform the Board of Supervisors of meetings in their districts. Janet stated that there are some meetings that would be helpful for them to be aware of.

Jennifer also acknowledged and recognized the PASC staff for the work they do to inform the PASC Board of the activities.

Greg added that we will try to make sure that the PASC board gets an e-blast of the meetings.

Richard suggested that the staff contact information be available if they have questions. Janet informed the Board about the chain of command for communicating with staff. Board members should email Greg and Greg would contact the appropriate staff person.

6. Board Chair's Report – Cynde Soto

a) Response to Recent Calls to Action

- 1) Board of Supervisor's Brown Act Motion
- 2) LA County Post Pandemic Response Team

Cynde called the Board's attention to the two above items and asked the Board if they were able to make comments, write a letter or do anything regarding the action alerts.

A few Board members stated that they were involved.

Jennifer stated that she met with Supervisor Solis' field representative and took the information to the supervisor.

Janet commented on the Brown Act and appreciated the bullets points that Debi created.

Cynde expressed her thoughts on the lack of Board participation on the action alerts.

Janet asked if anyone had any problem in doing it or if they have suggestions.

Cy asked how could he find out about this information. Janet stated that Greg sends out information to the PASC Board on calls to action and Janet explained the process on getting involved.

b) Upcoming Calls to Action

Cynde stated that the Board will be receiving more calls to action and they will always have "Call to Action" in the subject line of the email.

c) CICA Report

Cynde stated that Janet and she are on that Executive Committee of CICA (California IHSS Consumer Alliance).

She stated that they had a training on IHSS and she explained what it entailed. She also stated that they signed on to two letters regarding an Assembly Bill 817 by Assemblywoman Pacheco that has to do with the Brown Act.

7. Executive Director's Report – Greg Thompson

a) LA County Board of Supervisor Cluster Meeting

Greg talked about the cluster meeting and who is present at these meetings, including BOS deputies and DPSS. He stated that at the recent cluster meeting, he talked about PASC's accomplishments, challenges with finding providers, and the success of the campaign PASC had with DPSS. During the meeting, the 4th district expressed how important technology was. Greg also stated that PASC is looking at other types of technology to enhance the registry, provider recruitment and tracking.

Lyn asked about the new deputy for the 3rd district. Greg stated that there is a new PASC Board member being appointed but does not know who is appointing them. Greg also suggested that he and Lyn set up a meeting with the 3rd district.

Cy asked about relatives becoming an IHSS provider and getting paid. Greg stated that about 70% of providers are family members. Greg also talked about the social worker assessment process. Cy asked about providers in other counties and if that could be a resource if they are close to each other's county lines. Greg deferred that question to DPSS to better answer that. Cy also talked about an organization called the Triumph Foundation and how they have providers who live in other counties, and that he could speak to them about possible recruitment.

b) AB1672

Greg talked about AB1672 and its proposal to create a statewide public authority. With AB1672, the State will bargain for all IHSS providers in California and it is also called the Employer-Employee Relations Act. He also talked about the Union and the bargaining process as well as the funding. Greg also referred to the WIC which explains PASC's role in IHSS, and how this could possibly affect PASC as the public authority.

Jennifer commented on AB1672 and the funding and Greg commented on the county's contribution as well as the state and federal shares and draw downs.

Lyn commented and shared her thoughts on the collective bargaining and that PASC has a voice but no power in the negotiations.

Janet talked about a meeting that CICA had with SEIU in regards to the statewide public authority in which CICA talked about the concerns that we not lose consumer involvement in negotiations like we have here in LA.

Janet asked if it is possible to do a board motion to go to Haney as the author. Greg stated that LA County has not taken a position on it and CAPA is neutral and he recommends that we stay neutral.

Carrie shared her concerns on this bill and recommends writing a letter expressing the importance of the consumer voice at the bargaining table. Greg agreed.

Jennifer asked if there is a well-functioning state public authority and Greg stated that the State of Washington has one. She shared her thoughts about writing a letter and that it would be helpful.

Lyn asked if there is a way of advocating and Greg stated that it is in the bill. Debi added that when this bill proceeds to a committee hearing, they take written comments. The committee website has a link to provide position letters of support or opposition but PASC is not at that stage as of yet. She suggested writing a board letter expressing PASC's concerns about maintaining a strong consumer voice in the bargaining process.

Janet made a motion that PASC send a letter to Assemblymember Haney, as well as SEIU and UDW, voicing concerns that AB 1672 needs to include the IHSS Consumer voice in the wages and benefits negotiation process. She further stated that the letter would not take a position on the bill, but will address the board's concerns. Lyn amended the motion to add that strengthening the consumer voice also creates a better work environment for the providers.

Motion to approve writing a letter for Cynde's signature moved by Janet, seconded by Jennifer, motion passes unanimously via roll call.

- c) IT Dell Quotes – Attachment – F-1a & F-1b
- d) Motion to Approve IT Dell Quotes – Attachment – F-2

Greg brought to the Board's attention to above Attachments. Greg and Julie elaborated on them and explained what the IT upgrades are and why they are needed for the various security and hardware subscriptions.

Motion to approve the IT Dell Quotes, moved by Jennifer, seconded by Cy, motion passes unanimously via roll call

8. PASC Operations – Luis Bravo

- a. Call Center

Luis reported on the job opening and the difficulties of finding suitable candidates to work for PASC. He also talked about and explained the various trainings that the PASC staff has to complete per its contract with the County.

- b. PASC Performance Measures and Reviews – Attachment – G-1 (February 2023)
- c. PASC Performance Measures and Reviews – Attachment – G-2 (January 2023)

Luis brought to the Board's attention Attachment G-1 and G-2 and he expounded on them.

Donna asked about the incoming calls from consumers and the discrepancy between total calls answered and Luis explained what those differences were.

Donna also stated that the LA Times reported on issues with LA Care. Luis explained what PASC's role is with LA Care and how they handle various issues. Greg added that the article is talking about several different issues and not just health care providers and he stated that he will inform the PASC's Health Plan department to keep their ears open for any calls that they get from IHSS providers. Greg also reiterated PASC's role with LA Care and how PASC has 50,000 IHSS providers with LA Care. PASC does not oversee the LA Care Health Plan for the whole county.

Lyn shared her concerns about the LA Care article and if there is a problem with LA Care how can we make sure the providers are getting proper care? Luis talked about the Health Plan Advisory Committee with SEIU and how the committee would address issues and grievances with LA Care.

Lilibeth asked if LA Care can give a report once a quarter.

Janet asked if we know where these providers are located that are looking for work and Luis said yes and he explained that a report can be run in specific areas, zip codes and cities.

Jorge asked about the various reasons why a provider is not available to work and Luis addressed the difficulties in meeting everyone's needs. Luis talked about the provider's responsibilities to update their availability and he gave examples.

Steven asked if there is a way to identify the consumers that have had multiple provider referrals. Luis explained the referral process as to how many times a provider gets referred and they are looking at other ways to help with this issue.

Lillibeth asked if we use other registries and Luis stated that there are other resources but the first step is to use the PASC registry.

d. Live Chat and SMS Function – Stephanie Spicola

Stephanie gave a report on the Live Chat and SMS Functions and below is her summary:

March 1st the webchat feature was added to the PASC website.

- Consumer now has the option to request a referral list and/or an emergency back-up request.
- All BUAP consumers who have emails on file have been informed of the new chat feature on the website to request emergency back-up services and given a direct link to the chat.
- All other visitors have automated responses to direct them to the appropriate phone numbers, email addresses, or website links.
- demo of live chat interaction.

SMS text feature also began March 1st

- BUAP and BUPS providers given opportunity to opt in to the text messages to update availability, and receive text messages when back up referrals are in their area.
- For March there were 64 current BUAP providers
 - 55 of which have opted in to the text feature
 - 34 responded to the text to update their availability
- Currently, when a BUAP request comes in the providers who have opted in for SMS text messages will be sent a text informing them of an assignment in their area, while the other providers who have not been opted in are called one by one.
 - Approximately 60% of providers who are opted in will respond to the text message, which is slightly higher than providers who would respond to a traditional phone call.
- For March there were 16 BUPS providers who consistently updated their availability twice per week.
 - 15 of the 16 providers are opted in to update availability through text message

Lyn asked if there was a friendlier word than using the word "agent" on the chat and Stephanie said yes, there are adjustments that can be made.

Stephanie also stated that they were able to translate the E-Blasts.

Richard asked if the Live Chat and SMS Function can be done in Spanish and Jennifer asked if it could be done in other languages. Stephanie stated that yes, it is in English and in Spanish, but for other languages, they would have to use a translation service and if there is a PASC staff that can speak that language, that staff would be utilized.

Donna asked if a BUAP provider is able to get full time work and Stephanie stated that in some cases, some BUAP providers have been hired and she explained that process.

Janet asked if we know from CMIPS if a consumer hires a BUAP provider or if we still have to depend on the provider or consumer calling us. Stephanie stated that after the BUAP assignment is completed, a survey is done. The other way is speaking with the provider.

9. Legislative Update – Debi Hight – Attachment H

Debi brought to the Board’s attention Attachment H and she expounded on it.

Donna asked about the undocumented status of an IHSS provider in AB1387 and if it is going to be open to just family member or everyone. Debi stated that at this time, the bill is proposing a three-year grant-based program to educate and identify ways to increase the number of eligible providers with the end goal of allowing IHSS consumers to choose providers regardless of immigration status.

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

Wendy talked about the EVV changes beginning in July as well as the technology and challenges. Their call center has been receiving calls regarding the changes and they are also partnering up with other organizations and will be doing trainings. She talked about AB1672 and the problems around bargaining and how it impacts the workforce. She stated that it is important that the public authority continue to exist and noted its responsibility for overseeing orientations, the registry and training.

Wendy also addressed a comment made about reduction of hours and stated that the Union would never propose that in exchange for increasing wages that consumer hours be reduced.

11. DPSS: Ying Chan Reported:

TOPIC	UPDATE
IHSS Helpline Data	For the month of February 2023, the IHSS Helpline: <ul style="list-style-type: none"> • Number of calls received: 129,161 • Average Wait Time: 16:14 • 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 March 2023: <ul style="list-style-type: none"> • Recipients: 250,883 • Providers: 208,685
Important Information	<p>1. Public Health Emergency Lift</p> <p>On October 17, 2022, Governor Newsom declared that the COVID-19 State of Emergency would end on February 28, 2023. As such, all temporary changes and exceptions made to IHSS Policy and procedures due to COVID-19 also ended effective March 1, 2023.</p>

2. IHSS Wage Rate Increase Effective 3-1-23

Wage rate for all IHSS providers increased effective March 1, 2023:

- The wage rate increased from \$16.50 to \$17.25 per hour.
- The State Back-Up Provider System provider wage rate increased from \$18.50 to \$19.25 per hour.
- The Los Angeles County Back-Up Attendant Program provider wage rate increased from \$19.50 to \$20.25 per hour.

3. Dementia and Home Safety Webinar on 3-22-23

LA Found, in partnership with Alzheimer's LA and the office of Supervisor Hilda Solis conducted the "Making Home Safe for a Person Living with Dementia" webinar for the Spanish-speaking caregiver population on March 22, 2023. This was the 7th in a series of webinars on dementia and home safety.

IHSS Program launched a text campaign and social media campaign between March 16th to March 21st in an effort to help reach the targeted provider population.

4. Career Pathways Courses

I reported on new courses being added in the last governing board meeting. Since then, additional courses have been added to the Career Pathways training program for IHSS providers. Courses were added to the *General Health & Safety, Complex Physical Needs, Cognitive Impairments & Behavioral Health and Transition to Home and Community Based Living* catalogs.

5. Medi-Cal Renewal

The continuous health care coverage protections put in place during the PHE to ensure people retained health care benefits, ended on March 31, 2023. This means that the process for the annual renewal of Medi-Cal benefits resumed April 1, 2023. Over the course of the next 12 months, Medi-Cal beneficiaries will complete their renewal. When the renewal packet is sent, please complete and return it by your due date to ensure you retain your health care coverage. We are encouraging for the packet to be returned by U.S. Mail, dropped off at a district office or submitted online through BenefitsCal.

Jorge commented on the advertisement and asked if IHSS consumers will be impacted by the termination of Medi-Cal and Cal-Fresh. Ying stated that for Medi-Cal yes but not for Cal-Fresh.

Janet asked about a question she asked her in a prior meeting regarding what issues consumers raise when they call the Helpline. Ying stated that she had a discussion internally and she does not have an answer but it is on their agenda for an internal discussion and will update the Board when the information is available.

Jorge asked about Cal-Fresh and Ying stated that IHSS is not really related to Cal-Fresh, she does not have information on that and if he has questions, she can take and relay it to Cal-Fresh.

Steven talked about Hunger Action LA and stated that they are signing people up for Cal-Fresh and conducting seminars and passed out his business cards.

12. Unfinished/Old Business –

None.

13. New Business – Future Agenda Items:

None

14. Closed Session –

None.

15. Mission Moments –

Janet talked about a column that Steve Lopez wrote in the Los Angeles Times regarding caring for seniors and the personal stories of individual providers. She will share the link. Lyn added that his columns will focus on seniors and people with disabilities.

16. Adjournment – Steven made a motion to adjourned the meeting at 3:57pm.

Motion adjourned by Cynde.

Approved by: _____

Date: _____