



## PASC Board Meeting Monday, May 1, 2023 Minutes

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

PASC Board Secretary, Donna Fields called the roll: Jorge Chuc, Steven Echor (remote), Cy Estabrook, Donna Fields, Dulce Garcia, Lyn Goldfarb, Janet Heinritz-Canterbury, Richard Hernandez, Carrie Madden, Lillibeth Navarro, Cynde Soto and Jennifer Stark were present.

Steven Echor was attending via teleconference, per AB 2449.

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

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

MOTION to approve Steven Echor to participate via teleconference due to emergency circumstances as specified in AB 2449. Moved by Janet, seconded by Lillibeth, motion passes unanimously.

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

Jennifer 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**

No public comment.

5. Consent Agenda

- a) Minutes – Approval of the April 3, 2023 – *Attachment – C*
- b) Financial Report – Approval of March 2023 - ADMIN – *Attachment – D-1*
- c) Financial Report – Approval of March 2023 - NPER – *Attachment – D-2*
- d) PASC Activities and Outreach – *Attachment – E (MAY 2023)*
- e) PASC Performance Measures and Reviews – *Attachment – F (March 2023)*
- f) Public Comment

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

6. Audit – Tony Fukuhara - Quigley & Miron

- a) Audit Report – Attachment – G-1
- b) Resolution – Attachment – G-2
- c) Public Comment

Greg talked about the PASC audit that is conducted every year and he introduced Tony Fukuhara from Quigley & Miron.

Tony Fukuhara brought the Board's attention to Item 6, Attachment G-1. He went through the audit and expounded on it, gave the final analysis of the report.

Lyn asked about the surplus, and Tony explained the calculations and how the numbers can change. She also asked if the surplus is real money and Tony stated that it is not real money, but it is something that is outside of PASC's control. CalPERS is managing PASC's pension plan and the surplus numbers will go up and down depending on the market. She asked for clarification if the surplus can be used for other services and Tony said no.

Lillibeth asked if there was a 401K plan for the PASC employees and Tony said PASC has CalPERS and explained the difference between CalPERS and a 401K plan. Greg added that the PASC employees have an option to enroll in a 457 agreement through CalPERS which acts like a 401K plan, which is in addition to the pension plan.

Janet asked about the interest earned and Tony stated that is \$5,968 for the year and he explained the interest earned.

Cy asked about the funding and Greg stated that the provider wages and benefits are a separate item and funded by federal dollars but administered by the state and county.

Jennifer commented on the report and CalPERS. Greg talked about the CalPERS annual payments and Tony talked about and explained liability and the cost as well as the net position.

Motion to approve the Audit Report Resolution, moved by Lyn, seconded by Steven, motion passes unanimously.

## 7. Board Chair's Report – Cynde Soto

### a) Introduction of PASC's New Board Member – Dulce Garcia

Cynde welcomed and introduced PASC's newest PASC Board member, Dulce Garcia. Dulce talked about her active role in the disabled and IHSS community.

### b) Board Activities Concerning IHSS

Cynde asked the Board for any activity updates that they have done are currently doing regarding IHSS.

Lyn stated that she, along with Greg, had a zoom call with deputy Susan Kim from Supervisor Lindsey Horvath's office serving the 3<sup>rd</sup> district. They talked about PASC, IHSS and other topics concerning consumers and there will be some follow up conversations.

Carrie talked about a letter that she sent out along with Cynde, to several representatives and they will be arranging some legislative visits on the statewide bargaining issues. They have been attending the Hand in Hand meetings where they are creating more awareness. She also stated that they participated in the CARA lobby day event and did 11 legislative visits.

Jennifer commented about elections for the 5<sup>th</sup> district and the assembly and she suggested that the board share their thoughts with the those who are running. Jennifer and others talked about their relationship with Supervisor Barger.

Lillibeth talked about how her organization is involved in the "End of Life Option". She stated that she would like this topic to be agendized at a future meeting.

Janet talked about the Justice In Aging fundraiser that she went to where she talked about PASC, IHSS and other issues. She also spoke to Claire Ramsey regarding CMIPS. She is interested in learning more about the issues and to follow up with her.

- c) New Career Pathways Training Video –  
Supporting Consumers with Mobility Challenges:  
<https://www.youtube.com/watch?v=Prqp0YPb4UU>

Cynde brought the Board's attention to the attached video and explained the process and the importance of it. Dulce commented on her role with the video and was pleased with it.

Steven asked if there were any trainings that work with the blind and who are paralyzed. Cynde stated that these videos address his concerns and she will ask regarding the videos for the blind. Janet commented on the video and that Career Pathways has multiple videos on several topics and suggests that he go on their website.

Lyn stated that it would be important for consumers to have access to the videos and Janet stated that CICA has asked.

- d) CICA Report

Cynde talked about CICA (California IHSS Consumer Alliance) and when they meet and encouraged the board to attend the meetings. Janet will add the board members that aren't currently receiving emails to the CICA email list.

- e) Public Comment - None

8. Labor Management Committee Update – Janet Heinritz-Canterbury – Attachment – H

Janet talked about AB1672 and its effects if it passes. She talked about the various committees PASC has with the union. She also brought to the Board's attention – Attachment – H and she expounded on it.

Greg talked about the MOU funding for EPG and that PASC will be meeting with SEIU to see how it will be distributed.

Donna asked who will be in communication with LA Care and Janet stated that PASC has the lead. Greg reminded the Board that PASC only handles the IHSS provider. LA CARE services many more people in their plan outside of just the provider.

Jennifer asked what EVV and EPG stand for. Greg and Janet stated, Electronic Visit Verification and Emergency Protective Gear.

There were concerns brought up by several board members regarding EVV, timesheets, checking in and out, and consumer login. Janet also stated that she asked SEIU if they would come and train PASC and the union said yes.

Public Comment – Reginald Fagan – he spoke about potential provider and consumer fraud. He also stated that he sits on the LA Care council and offered his services.

9. Executive Director's Report – Greg Thompson

a) PASC Registry – Provider Availability – Attachment – I

Greg brought to the Board's attention Attachment I and expounded on it.

A question was raised about inactive providers and Stephanie stated that some of the providers in the registry at some point did not update their availability which made them inactive. They potentially could become active if they called in to update their availability.

Jennifer asked if there is any type of partnership or grants to look into a pilot program that acts like a matching app that connects people with more unique criteria. Greg stated that there are apps out there and they are looking at other software programs as well as possibly working with DPSS on a one-time pilot program versus an agency model.

Janet asked if he knew the ethnic breakdown for consumers who have more than 100 lists of providers. Greg stated no, they have not looked at the ethnic breakdown but knows that language plays a part.

Jorge commented on the lack of training for providers. Greg stated that with Career Pathways, it is first come, first serve and he's unsure about how many providers they have trained so far. Greg also stated that with PASC's BUAP, it provides training and he explained the benefits and compensation of being with Career Pathways.

Lyn asked about active and inactive providers and if there is any reason for counting the inactive providers in the registry. Greg explained the total numbers before and after the campaign and why they count the total numbers of providers.

Donna asked about the consumer who asked for 50 or more lists and if these consumers are getting help. Greg deferred back to the attachment and talked about these unique situations.

Dulce talked about her experiences in finding a provider and talked about some of the difficulties. Greg explained the IP Mode and PASC's limited role.

b) Questions for LA Care for a Future Board Meeting

Greg reminded the Board of last month's request to have LA Care come and do a presentation to the board. With several ongoing issues, Greg stated that it would be best to resolve these issues before having LA Care do a presentation. Janet added that there are upcoming committee meetings and this request can be delayed for a future meeting.

c) Public Comment

**PC** – Reginald Fagan talked about his experience and difficulties in finding a provider. He also suggested using the community colleges and churches for recruitment of providers.

10. Legislative Update – Debi Hight – Attachment H

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

Steven shared his experience with the Medicare scam calls.

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

No report. No representative.

12. DPSS: Ying Chan Reported:

TOPIC	UPDATE
<p><b>IHSS Helpline Data</b></p>	<p>For the month of March 2023, the IHSS Helpline:</p> <ul style="list-style-type: none"> <li>• Number of calls received: <b>157,626</b></li> <li>• Average Wait Time: <b>20:30 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>
<p><b>IHSS Stats</b></p>	<p>IHSS Caseload as of March 2023:</p> <ul style="list-style-type: none"> <li>• Recipients: <b>250,883</b></li> <li>• Providers: <b>208,685</b></li> </ul>
<p><b>Important Information</b></p>	<ol style="list-style-type: none"> <li>1. <b>IHSS Website</b>            We recently updated the IHSS webpage to include the Medi-Cal renewal information on the recipient page to promote the need to renew their Medi-Cal case if they are required to do so. We also added a direct link to the DPSS Medi-Cal web page under the 'Basic Eligibility Requirements' section. In addition, the IHSS Brochure was updated and is available on our website.</li>   <li>2. <b>Suite Number Change for IHSS Hawthorne and Rancho Dominguez Office</b>            If you recall, we had two offices move on January 17<sup>th</sup> of this year to 20101 Hamilton Avenue, Torrance, CA 90502. I want to report that effective April 20<sup>th</sup>, the suite number changed from 250 to suite 150A.</li>   <li>3. <b>Electronic Visit Verification (EVV)</b>            This is just a reminder that the modifications to the existing EVV to collect the geo-location of the non- live-in IHSS providers will be taking effect on July 1, 2023. Approximately 98,360 IHSS non-live-in providers will be impacted in Los Angeles County by the new EVV requirement.</li>   <p>The California Department of Social Services (CDSS) notified counties that last week they sent out outreach letters to the IHSS non-live-in providers informing them of the new requirement and that they are offering 'EVV Location Services Informational Training.'</p> </ol>

	<p>The trainings began on April 25<sup>th</sup> and are scheduled thru May 11, 2023; however, additional training sessions will be offered each week. The sessions are available in English and Spanish only. The upcoming changes and the complete training webinar schedule are available on the CDSS website at:</p> <p><a href="https://www.cdss.ca.gov/inforesources/ihss/ihss-providers/resources/evv-training">https://www.cdss.ca.gov/inforesources/ihss/ihss-providers/resources/evv-training</a> .</p>
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Cynde asked about the fact sheet and if it is for the county or state. Ying stated that it is for the state and she will post it in the chat.

Janet asked if DPSS is offering to provide EVV training in other languages. Ying stated that the state is going to offer training in English and Spanish and she is going to post a link for people to see where they can sign up. This is on the CDSS website and Ying cannot say if CDSS will be offering the trainings in other languages. They will let DPSS know if they plan to offer additional languages.

Jennifer asked if EVV information from the CDSS website can be put on the DPSS website as well. Ying stated that DPSS has the EVV information on the DPSS website and she will post the link.

Lillibeth asked if EVV is implemented in all of the states and Ying said yes, this is a federal mandate program and the state is working toward compliance.

Janet asked about the wait time and if DPSS is separating consumers and providers. Ying stated that the wait time is in relation to the changes that are going on in the society in terms of policy, new implementation of EVV, as well as Career Pathways and other issues. They will not turn them away and will try to help them. Ying stated that there is no distinguishment between consumers and providers and she explained the help line system. Ying stated that she will take Janet's question back to the help line.

13. Unfinished/Old Business –

None.

14. New Business – Future Agenda Items:

Lillibeth talked about the end of life option.

Janet talked about the Justice In Aging event, and a person she met who could talk about equity in IHSS at a future PASC board meeting.

15. Closed Session –

None.

16. Mission Moments –

Lillibeth asked about the age of PASC and when it was created and its anniversary.

Cynde acknowledged Donna and Steven's birthday.

17. Adjournment – Steven made a motion to adjourn the meeting at 3:28pm.

Motion adjourned by Cynde.

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Approved by:

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Date: