



PASC Board Meeting Monday, June 5, 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 (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.

Board members absent: Wilma Ballew (unexcused), Steven Echor (excused), Donna Fields (excused), Lyn Goldfarb

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

Debi went over and explained AB 2449.

Cynde Soto participated by phone for just cause, no motion needed.

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

Carrie 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 June 5, 2023 – *Attachment – C*
- b) Financial Report – Approval of April 2023 - ADMIN – *Attachment – D-1*
- c) Financial Report – Approval of April 2023 - NPER – *Attachment – D-2*
- d) PASC Activities and Outreach – *Attachment – E (JUNE 2023)*
- e) PASC Performance Measures and Reviews – *Attachment – F (APRIL 2023)*
- f) Public Comment

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

6. Board Chair's Report – Cynde Soto

- a) CICA Report

Cynde reported that CICA will make an orientation video for IHSS recipients, including an introduction to the IHSS program. They will be working with Homebridge.

Cynde also reported that CICA will be having their next training on June 21, 2023 and it will be about EVV. Janet added that CICA has a meeting on the 3rd Wednesday of each month at 10am and reminded the board that they are on the email list which includes information on how and when to attend. She also talked about orientation training videos that CICA is developing with CDSS and Homebridge for consumers and she asked if anyone had any ideas as to what should be included in the videos.

Cy shared his thoughts about consumers hiring providers and the difficulties.

Jorge asked if Homebridge is providing training for consumers and Janet said yes they are very open to assisting the development of consumer training, at this point, particularly an orientation to IHSS video.

Dulce added her comments and talked about the NOA and the limits.

b) EVV – Electronic Visit Verification

Cynde asked if the Board know what EVV is and what they think about the transition that will be happening on July 1.

Dulce commented about the possible challenges of logging on, or needing assistance.

Carrie commented and gave her understanding of what EVV is and believes that more information is needed. She also shared the experience of her providers having challenges filling out the timesheets, having computer access and computer literacy, and how this will affect the consumer.

Lilibeth commented on the EVV compliance in California and how consumers are treated.

Janet suggested that if anyone has a question during the June 21st CICA meeting, they can share their concerns.

Cynde added that she attends the trainings and listening sessions and stated that they have different speakers and discussions that convey a variety of opinions on the issues.

c) Public Comment - None

7. Executive Director's Report – Greg Thompson

a) May Revise

Greg talked about the governor's May Revise and stated that there are no cuts to IHSS and there is an increase for caseload growth. Public authorities have received an increase as well and this will give PASC an opportunity to hire more staff.

b) Tele Forum – *Attachment – G*

Greg brought to the Board's attention attachment G and he expounded on it. He also stated that if the board would like a Tele Forum done monthly, they can be budgeted in the next calendar year. He also stated that they are scheduled to do another Tele Forum on June 28th and CICA will do one in July. He also stated that they are thinking about doing one on EVV, and possibly CalFresh but doesn't want to do too much on one call.

Jennifer commented on EVV and suggested that it would be empowering to let people know how to give feedback and to use that to turn it into direct advocacy.

Lillibeth commented about tackling the myths that consumers get about IHSS and she gave personal examples.

Janet suggested to do CalFresh on the next Teleforum versus EVV and on the CICA call, do EVV. Greg stated that he asked DPSS how many people on IHSS receive CalFresh but have not received a response.

Dulce suggested to add EVV in a portion of the Teleforum at the end of CalFresh and she also commented on food pantries and diet restrictions. Greg stated that Frank Tamborello would know what the options are and he can refer Dulce to Frank.

c) Provider Training

(1) Homebridge – *Attachments – H-1*

Greg brought to the Board's attention attachment H1 and he expounded on it.

(2) Center for Caregiver Advancement (CCA) – *Attachments – H-2*

Greg brought to the Board's attention attachment H-2 and he expounded on it. He also talked about the various grants they received.

Dulce asked if she can have the PowerPoint emailed and Greg stated that they will look at sending her the links.

Janet commented about consumers having difficulty in accessing Career Pathway classes and if anyone is having issues, they can contact Kate Norris for assistance.

d) State Report

Greg spoke about all of the organizations he's working with at the state level, in regards to funding, EVV, Career Pathways and consumer directed care.

e) Public Comment - None

8. PASC Operations – Luis Bravo

a) Call Center Update

Luis reported that the call center underwent a series of trainings, and he elaborated on them. He also stated that PASC is seeking to hire two more social workers and they will be starting the process next month. He commented that case management is invaluable in helping consumers and providers.

b) BUAP Report – Stephanie Spicola

Stephanie went over the numbers from the MMR. She gave an update on the texting, and utilizing them for updating provider availability. In May, 23 out of 34 BUPS providers updated same day through text and 38 out of 57 BUAP providers updated same day through text. She reported that in April, the BUAP had 40 requests and were able to fill 11; in May they were able to fill 44%. There were 76 requests in May for both BUAP and BUPS programs.

c) EVV – Electronic Visit Verification

Luis explained the April 17th letter from IHSS regarding EVV. He also reminded the Board that links were sent to them regarding EVV training. When new trainings are available, they will be sent this information as well.

Rina asked about the impact for non-live-in providers, and Luis stated that he will ask at the next CICA meeting.

Janet asked about overtime and penalties on EVV. Luis talked about the violations and the impact on consumers and providers and that this is brought up at every meeting he attends. Janet asked if he will track consumer calls compared to provider calls and Luis said yes. He also stated that the registry informs the providers of their responsibilities about overtime, possible penalties and violations.

Cy asked how this information is getting to the targeted person and do you receive feedback. Luis stated that the state notified the people that were going to be affected. Cy also asked how is this being logged and tracked. Luis explained the registry system and the access to CMIPS and they are waiting on more training. He also stated that they are waiting on the CICA meeting to get more clarification on additional questions.

Janet asked if it realistic for PASC to keep track of consumer and provider data and let the Board know what people are asking. Luis stated the he can look into that.

Cy asked if PASC has done any mapping of the voting registry to find target groups in the county. Luis stated that he was not part of that project but he is aware that there was some mapping done by PASC about 1 ½ years ago. Greg added that language and race is beyond the scope of PASC but the county has done mapping. PASC is limited only to what is in its registry. He also stated that LA County has 9 threshold languages and the state has four.

d) Public Comment – None.

9. Legislative Update – Debi Hight – Attachment I

a) Legislative Report – Attachment – I-1

Debi brought to the Board's attention attachment I-1 and she expounded on it.

b) Public Comment – U.S. Access Board – Attachment – I-2

Debi brought to the Board's attention attachment I-2 and she expounded on it.

c) Public Comment – None.

Cynde commented and added that the DRC and other advocates are working on a white paper regarding the Brown Act and tool kits to use.

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

Wendy reported that SEIU is preparing for EVV and it has created an influx of calls. She also stated that the union had to work with CDSS to look into developing comprehensive material and translating it in the other languages. She stated that they launched their EVV training at the end of April and they trained over 65 trainers. They are holding training throughout the county of LA five to six days a week in various different languages. She also stated that they are also having challenges with

computer literacy and will track the various concerns as well as they will concentrate on the various concerns and tracking. She stated that they are also monitoring the May Revise.

Dulce asked if this includes WPCS and Wendy said yes.

No comments from the public.

11. DPSS: Ying Chan Reported:

TOPIC	UPDATE
IHSS Helpline Data	For the month of April 2023, the IHSS Helpline: <ul style="list-style-type: none"> • Number of calls received: 137,440 • Average Wait Time: 21:53 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 May 2023: <ul style="list-style-type: none"> • Recipients: 253,580 • Providers: 210,086
Important Information	<ol style="list-style-type: none"> 1. IHSS Regional Boundary Realignment Project – Office Relocation <ul style="list-style-type: none"> • The IHSS El Monte Regional office has officially moved to its new location in Monterey Park today June 5th. We updated this information on our IHSS website and have had a banner announcing the move for our recipients and providers since last month. 2. Electronic Visit Verification (EVV) System Changes Outreach Campaign <ul style="list-style-type: none"> • The California Department of Social Services (CDSS) continues to provide live webinar trainings for providers and the schedule can be found on the CDSS website at: https://www.cdss.ca.gov/inforesources/ihss/ihss-providers/resources/evv-training • The EVV change will not affect the recipients and the live-in providers. The total number of non-live-in providers that are going to be affected by the EVV change is 98,360. • We have already updated our IHSS website with the new EVV changes and have begun to do our outreaching campaign to promote awareness of the EVV changes to our recipients and providers. We are in the process of releasing: <ul style="list-style-type: none"> ○ EVV web slider;

- Social media posts;
- Brochures on the new EVV changes for Non-Live in Providers; and
- Revision of the EVV How-To brochure for live-in Providers.

3. Vaccination Requirements for Providers

As you know, the COVID-19 State of Emergency ended on February 28, 2023. As a result, the State is no longer requiring that providers be vaccinated/boosted for COVID-19; however, the State did indicate that IHSS recipients can still require any IHSS provider who works for them to obtain a COVID-19 vaccination or booster as a requirement of employment as the recipient has the ultimate authority as the employer.

4. Medi-Cal Renewal

Just a reminder, 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 12 months starting April 1, 2023, Medi-Cal beneficiaries will need to 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.

Rina asked DPSS about the Medi-Cal renewal, and if they can provide totals of how many individuals are losing coverage. Ying stated when a consumer loses their coverage, they will receive IHSS within a certain period of time. Ying also stated that consumers will fall under another funding source if Medi-Cal is terminated and it might affect their hours. DPSS is encouraging them to complete their Medi-Cal renewal on time. Ying clarified that everyone has different termination and renewal dates.

Rina also asked how long this funding source will last. Ying stated that are encouraging them to turn them in on time and they will monitor the cases. She does not have a date on how long they can keep a case open.

Dulce asked about the reduction of hours and Ying reiterated and explained the funding and the possible reduction of hours.

Rina asked how the recipients are being notified if their hours are being cut. Ying stated that if they don't turn their packet in on time, IHSS will be notified because the Medi-Cal eligibility status will change. IHSS will be contacting the recipients as well.

Rina also has if DPSS can share with the Board how many recipients will be impacted. Ying stated that she can look into that but doesn't know if she can promise that information.

Cynde asked if with all the new changes, will DPSS be hiring more staff. Ying stated that she will need to bring back an answer.

Jorge asked if recipients have the option of the appeal process. Ying stated that they do not handle Medi-Cal but when it comes to IHSS, if there is a decision letter, yes, a recipient has the right to appeal.

Richard asked if providers have to sign up for a new account for EVV. Ying stated no, it is the same account.

No public comment.

12. Unfinished/Old Business –

None.

13. New Business – Future Agenda Items:

Cy suggested an event that PASC should do called, “A Labor of Love” which would occur on Labor Day. The purpose is to bridge the gap between the disabled community, the city, county, and other services and getting information distributed regarding IHSS and other services.

Janet and Cynde stated that this would be an operational suggestion and if there is a person who can talk to the Board at a future meeting, it can be agendized. She also explained what item 13 is used for.

Janet talked about a Justice In Aging representative who could come and talk about equity issues in IHSS and asked if the Board is interested in talking about that.

Cynde also suggested to have ADRC, CALIF come and speak and Janet suggested Homebridge.

Luis responded to Cy's comment regarding the “Labor of Love” suggestion and he stated that COVID put a stop to PASC's Open Houses and he talked about what the open house was and who was involved and that Cy's idea would be great and suggested we bring it back.

Cy asked how many ILC's are in LA County and Lilibeth stated that there are 6 ILC's in LA County and they are invited to the PASC Open House.

Lilibeth stated that if she was from the outside and a user of personal care, she would be interested in what are the resources for personal care in the city and how it compares to PASC and others.

14. Closed Session –

None.

15. Mission Moments –

16. Adjournment – Cynde adjourned the meeting at 3:18pm.

Motion adjourned by Cynde.

Approved by:

Date: