

## PASC Board Meeting Monday, July 10, 2023 Minutes

1. Call to order: The Personal Assistance Services Council (PASC) Board Meeting was called to order at 1:30pm.

PASC Board Clerk, Willis Oliver called the roll: Rina Cruz, Steven Echor, Cy Estabrook, Dulce Garcia, Janet Heinritz-Canterbury, Richard Hernandez, Carrie Madden, and Cynde Soto were present.

Board members absent: Wilma Ballew (unexcused), Jorge Chuc (excused), Donna Fields (excused), Lyn Goldfarb (excused), Lillibeth Navarro (excused) and Jennifer Stark (excused)

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

Debi confirmed that no board member was participating remotely and thus no need for a motion.

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**

**PC** – Rosaline George shared her employment history with former LA County BOS Sheila Kuehl and she spoke about her experience and expressed her thoughts and challenges about the IHSS program and Medi-Cal.

Steven would like to share his contact to assist her and Greg stated that Julie will get Rosaline's information.

5. Consent Agenda

- a) Minutes – Approval of the July 10, 2023 – *Attachment – C*
- b) Financial Report – Approval of May 2023 - ADMIN – *Attachment – D-1*
- c) Financial Report – Approval of May 2023 - NPER – *Attachment – D-2*
- d) PASC Activities and Outreach – *Attachment – E (JULY 2023)*
- e) PASC Performance Measures and Reviews – *Attachment – F (MAY 2023)*
- f) Public Comment

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

6. Board Chair's Report – Cynde Soto
  - a) EVV – Electronic Visit Verification

Cynde asked the Board what was their experience on EVV since it started on July 1, 2023.

Carrie talked about the roll-out and commented and shared her experience and the difficulties of the check-in and check-out features and other challenges.

Dulce suggested that if people are having difficulties from the app, they can go to the website and check-in and out.

Steven also shared a consumer's experience and challenges that he is assisting them with. Cynde suggested that this should be documented.

b) PASC/CICA Collaboration (Motion) – *Attachment – G*

Cynde brought Attachment G regarding collaboration with CICA to the Board's attention and she elaborated on it and stated that that CICA would like to work with PASC in having regional meetings or a state meeting.

Carrie read motion: Motion to approve PASC collaboration with the California In Home Supportive Services Consumer Alliance (CICA) to Co-Sponsor a State and/or Regional Conference to promote consumer voice in the IHSS program. Moved by Carrie, seconded by Janet/Steven, motion passes unanimously.

Janet explained the idea of having regional meetings of IHSS consumers, members of Advisory Committees and Governing Boards, and Advocates would strengthen the consumer voice and visibility in IHSS.

Greg talked about CICA's memberships and stated that if anyone would like to join, they can join on the CICA website. He explained that there are individual members in addition to the Public Authority Consumer Advisory Committees and Governing Boards. He also mentioned that by co-sponsoring a regional or statewide meeting, PASC would be willing to be responsible for some of the costs associated with such a meeting.

Rena asked if the members are listed on the CICA website and Greg stated that he would check. Janet stated that the website does show the counties Consumer the Advisory Committees and/or Governing Boards that are members and that CICA is working to increase membership to at least 50% of the counties.

c) Consumer Voice and CICA Membership (discussed in item 6 b)

d) Public Comment - None

7. Executive Director's Report – Greg Thompson

a) Approval of Mary Dileo – Accounting Manager as Contract Officer to the new US Bank Accounts (Motion) – *Attachment – H*

Greg brought Attachment H to the Board's attention and elaborated on it.

Motion to add Mary Dileo, PASC Accounting Manager, as a Contract Officer to the two new US Bank accounts. Moved by Carrie, seconded by Steven, motion passes unanimously.

b) California Budget Update

Greg reported on the budget and stated that the governor has to sign the budget by the end of June. He also that there are no real cuts to IHSS for the PAs and the state BUPS funding. He also talked about the PASC allocation and caseload funding and that PASC will be receiving more funding. PASC will receive \$450,000 from the state and when the federal funds are drawn down,

that's almost \$900,000. He stated that funding for the statewide BUP will remain the same. He also talked about the reinstatement of the \$53,000 for the advisory committees and LA is going to go from \$6,000 to approximately \$12,000. He stated that this increase will go towards to increase it efforts in case management in the IHSS consumer-provider relationships. He also stated that with the PASC funding increase, the PASC staff will be given a 5% COLA increase. He also

brought to the Board's attention if they would like to give him the 5% COLA increase as well, it would need to come from the PASC Board. He talked about merit increases and as well as yearly evaluations.

Motion to give the Executive Director, Greg Thompson to receive the 5% COLA increase. Moved by Carrie, seconded by Steven, motion passes unanimously.

Janet talked about consumer participation and their presence and how we can make it happen.

Steven asked for clarification and Janet explained consumer participation, such as phone calls, PASC's annual open house in the fall, and community meetings.

Cynde asked for clarification as well about hiring an organizer and Janet stated that we need to talk about it and see if it is a useful strategy.

Cy suggested that PASC start with agencies that we already know can assist.

Greg reminded the Board that PASC will return to doing the Tele Forums monthly as well as partnering with CICA, which will help to increase the consumer voice as well statewide advocacy.

c) PASC Funding (discussed in 7 b)

d) Public Comment – None

#### 8. PASC Operations – Luis Bravo

a) Tele Forum – *Attachment – I-1 & 2*

1. Cal Fresh
2. EVV – Electronic Visit Verification

Luis brought to the Board's attention Attachment I-1 & 2 and he expounded on it.

b) Call Center Update

Luis talked about the hiring of additional case workers that will work directly with consumers and that a case worker was hired in July and another will start in September.

Rina asked about the market matches, and Luis and Steven explained the market match and talked about the process and who can participate. Dulce added that there is a website showing a list of participants and who accepts the market match program.

Janet asked if Frank Tamborello's information was given in the Teleforum and Luis said, yes. She also asked what other kinds of questions were asked at the Teleforum other than EVV and Cal-Fresh and Luis stated they asked about the emergency back-up program, and the automated chat features. She also asked how many calls were left and Julie stated that there were 52 voice mails, 170 people who entered the queue to asked questions, 97 were retrieved.

Steven also passed out his Hunger Action business cards and if anyone has any question, to call either him or Frank. Greg added and thanked Steven for his efforts with setting PASC up with Hunger Action Los Angeles and Cal Fresh.

Rina asked if she needed Hunger Action to do a presentation and Steven stated that Karen Heron would be the contact.

c) Public Comment – None.

9. Legislative Update – Debi Hight

a) Legislative Report – *Attachment – J*

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

b) Public Comment

**PC** – Julie read PC from Juan and he stated: With this new money for PASC, how can this money improve more providers for the weekend. Greg stated that it is not an easy answer but there is money for the two Back-up programs in LA County and we are continuing to build those programs out. He recommends that Juan continue to participate in the PASC meetings, the Tele forums and suggested to join CICA. He could go to the PASC website anytime to pose a question.

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

Vernita reported the effects of EVV on SEIU and they have been conducting training over the past few months and have trained over 4,000 people. She stated that this month, the MAC center has received 820 calls and they have had trainings in different locations from Pomona to Lancaster. She also stated that their Armenian attendees are over 300. Over 500 people to come to the SEIU office for various services such as timesheet issues, health care benefits and EVV. She stated that they will be continuing to have meetings.

Cynde asked if there was a meeting in the South Bay and Vernita stated that they are across the state of California.

Vernita stated that if anyone needs training or assistance to please call the MAC Center and they will direct an organizer to call.

She also talked about the overload of calls into the system for EVV and she expressed the difficulties and she talked about the long wait times.

Janet asked how long the Union's EVV training session is and Vernita said 45 mins and they are in person and not virtual. They also hand out a step by step booklet which is in nine different languages and in order to receive this booklet, you must come to an EVV meeting. Vernita will send an electronic copy to Willis.

Dulce commented on how some providers have approached her about how the SEIU has contacted them about being a union member and are there ways to not be a member. Vernita responded and said they if a person does not want to be part of the union, they can call the MAC center 855-810-2015. SEIU represents union and non-union members.

Steven asked about the password issues and Vernita explained the process and that their trainings go over all topics regarding EVV.

No comments from the public.

11. DPSS: Ying Chan Reported:

TOPIC	UPDATE
<p><b>IHSS Helpline Data</b></p>	<p>For the month of May 2023, the IHSS Helpline:</p> <ul style="list-style-type: none"> <li>• Number of calls received: <b>170,717</b></li> <li>• Average Wait Time: <b>33:28 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 June 2023:</p> <ul style="list-style-type: none"> <li>• Recipients: <b>254,970</b></li> <li>• Providers: <b>210,291</b></li> </ul>
<p><b>Important Information</b></p>	<p><b>Electronic Visit Verification (EVV) System Changes Effective 7/1/2023</b></p> <p>As you know, the EVV system changes were officially implemented on July 1, 2023, by the California Department of Social Services (CDSS). The new IHSS EVV Mobile App is available for free download on the Apple App Store for iOS devices, or Google Play for Android devices. To install the App, providers can search:</p> <ol style="list-style-type: none"> <li>1. IHSS EVV Mobile App, EVV, EVV App, IHSS App, CDSS, or EVV Mobile,</li> <li>2. Select <i>California's</i> IHSS Program EVV Solution for IHSS Providers</li> </ol> <p>To assist, we have developed an IHSS EVV Mobile APP download guide for both iPhone and Android users. We are in the process of getting them translated and we will be posting on our IHSS website to help our IHSS population with downloading the mobile app.</p> <p>Additional updates on EVV include the following:</p> <ul style="list-style-type: none"> <li>• CDSS released additional training webinars and has confirmed that these webinars will continue to the end of the year. The training link: <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>.</li> <li>• A link to the YouTube recording of a training webinar has been added to our IHSS EVV page: <a href="#">EVV Location Mobile App &amp; ESP Informational Sessions for Non-Live-in Providers - YouTube</a></li> <li>• We are working on developing a recording of the CDSS training webinar to translate it into our threshold languages.</li> </ul>

- We initiated a text campaign to all providers that may be potentially impacted by the system changes. The 1<sup>st</sup> text message went out on June 22<sup>nd</sup>, 2023, and an additional message went out on June 29<sup>th</sup>, 2023.
- Our Electronic Services Portal brochures for IHSS providers are being updated to include the new EVV requirements.
- A press release was done and released on June 22, 2023, via GovDelivery.

Lastly, it was brought to our attention at the PASC Board meeting on May 1<sup>st</sup> that there was an issue when searching for EVV information on our webpage. At that time, **(Thanks Jennifer 😊)** if you searched for EVV on website it did not yield any information. I am happy to report, that this is now fixed and if you search EVV on the DPSS website you will see this information.

### **World Elder Abuse Awareness Day and Month**

Last month, on June 6<sup>th</sup>, 2023, the Board of Supervisors proclaimed June 2023 as “Elder and Dependent Adult Abuse Awareness Month” and June 15<sup>th</sup>, 2023, as “Elder Abuse Awareness Day” throughout Los Angeles County. As a result, the Director of Aging and Disabilities provided outreach and educational materials to all County Departments about prevention, reporting, and elimination of elder and dependent adult abuse in the County. To support this outreach campaign DPSS shared related material with our Social Workers and had this posted on our social media pages.

### **Medi-Cal Renewal**

As I mentioned in my June report, the process for the annual renewal of Medi-Cal (MC) benefits resumed on April 1, 2023, and July is the first month MC cases will be discontinued for failing to submit the required renewal packet. In these instances, if the MC case is discontinued, the IHSS case will be reviewed for ongoing IHSS eligibility. We continue to encourage recipients, at all points of contact, to return their renewal packets either by U.S. Mail, dropping off at a district office or submitting online through BenefitsCal.

Cynde expressed her concerns about the customer service line regarding EVV and she asked if there were more staff answering phones. Ying stated that they have been having conversations regarding the increase of calls and that CDSS was not prepared for the influx of calls. She also stated that they have been communicating with CDSS leading up to the July 1<sup>st</sup> implementation of EVV and letting them know that there is not enough training and resources. This has effected all counties. She also shared her sentiments on the wait time and asked for patience and understanding on these issues.

Cynde stated that since there are mistakes with EVV, should people contact CDSS and not DPSS? Ying stated that people can contact DPSS and she reiterated about the wait time and call capacity.

Carrie commented on the EVV app and asked if there will be any updates or problem solving. Ying stated that before the app was implemented, there was no county or public testing of the EVV app prior to it going live. Once the changes went live, CDSS and its vendors were inadequately staffed to handle to initial large surge of calls to the state's IHSS service desk which has caused the increase of calls to counties. At some point, CDSS will need to go back to the EVV app and make changes and she stated that she will keep us updated.

Steven commented on an EVV password issue with a consumer he is working with as well as this consumer's provider payment issues and asked if the consumer can go back to the paper version or do the process by phone. Ying asked that Steven send her an email with the consumer's information and they will assist them.

Public Comment - None

12. Unfinished/Old Business –

None.

13. New Business – Future Agenda Items:

Cynde talked about the PASC Board report and PASC Goals that the Board would like to achieve next year and she would like to create an AdHoc Committee.

Greg explained what the PASC Annual Report entails and that it goes to the Board of Supervisors by September 30<sup>th</sup>. He stated that objective is come up with Board goals, general things that the Board would like to see PASC work on during the fiscal year, which is a very helpful tool. He went over the FY 2020-2021 Board goals and noted that some of the goals are still ongoing.

Rina asked about the prior Board goals and has a status been provided from the previous year. Greg explained the process of coming up with goals which gives the Board an opportunity to ask for additional funding, programs, etc. He talked about the goals that have to be done as well as what is in PASC's contact with the county that have to be completed. He also explained the process of what Cynde was talking about regarding creating an AdHoc Committee for the PASC Board goals and he asked for a motion. Rina asked if there is someone whom she can speak with to get a better understanding. Janet suggested she look at the prior year's annual report to the Board of Supervisors and she explained that the report outlines what directions the PASC Board wants to go in certain areas. Greg added that he can email Rina the past PASC Annual Reports.

Janet made a motion: Motion for Cynde to create an AdHoc Committee of no more than five members given the Brown Act requirements to discuss the possible PASC Board goals for next year. Moved by Janet, seconded by Carrie, motion passes unanimously.

Public Comment - None

14. Closed Session –

None.

15. Mission Moments –

Steven talked about Hunger Action Los Angeles and he passed out his business cards.

Richard talked about an award recognition event they are having on July 27<sup>th</sup> at the Grand Hotel in Long Beach at 7pm and you can buy your tickets on the DCR website: [www.DRCINC.org](http://www.DRCINC.org)

Dulce asked about Union trainings and will there be diabetic trainings. Janet stated that this may be a Career Pathways question and that she may want to contact them. Dulce stated she would have to

look at her emails. Greg stated that (CCA) Center for Caregiver Advancement does Career Pathways training and other types of training and he suggested to possibly have them do a presentation at a future Board meeting and she can check their website.

Steven asked if there is that kind of training being offered in the BUPS. Greg stated that he is unsure if PASC touches on the topic of diabetes but he would have to check.

16. Adjournment – Cynde adjourned the meeting at 3:51pm.

Motion adjourned by Cynde.

Approved by: \_\_\_\_\_

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