



PASC Board Meeting Monday, September 11, 2023

1. Call to order: The Personal Assistance Services Council (PASC) Board Meeting was called to order at 1:07pm.

PASC Board Secretary, Donna Fields called the roll: Jorge Chuc, Rina Cruz, Steven Echor, Cy Estabrook, Donna Fields, Dulce Garcia, Janet Heinritz-Canterbury, Richard Hernandez, Carrie Madden, Cynde Soto (phone), and Jennifer Stark were present. There was a quorum.

Board members absent: Wilma Ballew (unexcused), Lyn Goldfarb (excused) and Lillibeth Navarro (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 due to an emergency circumstance (AB 2449).

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

Janet 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 and in memory of 9/11.

Steven introduced his daughter who also works with him at Hunger Action LA.

4. Public Comment – **PC is used throughout these minutes to denote – Public Comment**

No comments from the public.

5. Consent Agenda

- a) Minutes (Information Session) – Approval of the August 7, 2023 – *Attachment – C-1*
- b) Minutes – Approval of the July 3, 2023 – *Attachment – C-2*
- c) Financial Report – Approval of July 2023 - ADMIN – *Attachment – D-1*
- d) Financial Report – Approval of July 2023 - NPER – *Attachment – D-2*
- e) Financial Report – Approval of June 2023 - ADMIN – *Attachment – D-3*
- f) Financial Report – Approval of June 2023 - NPER – *Attachment – D-4*
- g) PASC Activities and Outreach – *Attachment – E (SEPTEMBER 2023)*
- h) PASC Performance Measures and Reviews – *Attachment – F (JULY 2023)*
- i) Public Comment

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

6. Board Chair's Report – Cynde Soto

a) PASC Board Election Announcements

Cynde announced that the PASC Board officer elections are in October and the process was explained by Greg. Donna stated that she will not be running for secretary.

Cy asked for the definition of the Board positions and a Board book will be sent to Cy.

b) CICA and Regional Meeting Update

Cynde stated that CICA had two trainings pertaining to transportation and regional centers and she elaborated on them.

Janet explained the CICA regional meeting that will be on zoom and hopes that everyone can attend. She stated that the meeting will be on November 14, 2023 from 12:30pm – 4:00pm. The meeting is still being finalized and will include guest speakers. She asked the Board for suggestions on topics for the meeting:

Jennifer suggested hearing from the executive directors from ILC's throughout Southern California to discuss the different challenges.

Carrie wants to know what other areas are doing to find more providers and how they are addressing the wage differences.

Steven wants to know about emergency services and what is the different degree of emergency services that are available for people with disabilities.

Jorge asked if DPSS issues will be included and Janet said yes.

Dulce asked if other counties use a back-up system and Janet said yes, the statewide back-up system. LA County also has its own back-up system. Greg added that Riverside also has one that is administered through its health plan.

Cy suggested that people should be made more aware of services that are out there and he talked about a potential project called "Labor of Love" and he explained it.

Dulce suggested asking different counties about their provider process regarding fingerprints and signing up, as well as other issues unique to their county.

Jennifer suggested that we ask how EVV is going with other counties, acknowledge the inequity, and possibly do some kind of assessment.

Steven asked if we have a way to measure by percentage of how many counties are having more success than our methodology, and if it has to do with their size.

Dulce asked if they are aware that if their consumer is having surgery, they can ask for more hours.

Janet thanked everyone for their comments and to contact her with additional suggestions.

She also suggested that everyone go to the CICA website for the training sessions and discussions on various topics.

c) Annual Letter to the Board of Supervisors

Cynde talked about the PASC Annual Report that will be submitted to the Board of Supervisors and included in the report will be a letter she wrote as Chair. The report is due on September 30th.

Greg added that the report is going well and the staff is working on collecting the data and putting it together. He also stated that it will be presented to the Board of Supervisors in a cluster meeting and he will let everyone know when that meeting is scheduled. Each PASC board member will receive a copy of the report.

d) Public Comment

PC- Natasha commented on various issues with IHSS and her main comment was people need to be honest. Cy asked her to elaborate and she explained her comments.

7. Executive Director's Report – Greg Thompson

Greg congratulated and thanked the Board for their attendance at the meeting.

a) State Updates

Greg reported that the State is still working on the budget and trailer bills that follow it and will keep the Board updated. He also talked about the upcoming All County Fiscal Letter that will address additional funding, including PASC, and that a contract amendment will be necessary to reflect the funding increase. He also commended Mary Dileo, PASC's staff accountant, for all of her great work.

Greg also talked about the potential statewide public authority for collective bargaining and the budget ask for this proposal. He stated that \$1.5 million dollars has been awarded to CDSS to review this proposed collective bargaining process. CDSS will be pushing for consumer involvement in the committee. They are putting together a pre-planning meeting for October.

b) Tele Forums

Greg talked about the recent Tele Forum on consumer outreach and stated there were approximately 1,500 participants. As a follow-up, they are putting together a training outreach program on how to hire a provider and supervise them, as well as other relevant topics. PASC staff and a few members of the PASC Board are involved.

c) PASC Operations

Greg talked about the PASC expansion plan which included putting the right people in the right places, and to build up the infrastructure and leadership in all of the departments. He is very pleased with how it worked out and gave examples. He talked about Rebeca Douglas and the latest project she is working on with SEIU. She is coordinating efforts for the purchasing of PPE for delivery to SEIU. SEIU will distribute the PPE.

He talked about the Registry Engagement Coordinators (RECs) and how they have hired a total of 6 social workers who will work on both BUAP and the state BUP, as well as other tasks this department will be handling in a case management style to assist consumers.

He addressed the struggles of staff turnover and absenteeism, some of it due to COVID restrictions. He mentioned that in Luis Bravo's absence, other management in the registry and health plan has been able to handle the work flow and keep everything in check. He also stated that he is very pleased of the great job that the staff is doing.

He also talked about the PASC Annual Report which will be presented at the cluster meeting with the Board of Supervisors in October.

He stated that the Tele Forum in September will be the 4th Wednesday of the month on September 27th and they have a presenter from SEIU talking about caregiver career advancement.

He talked about Career Pathways and the various trainings and grants that they are working on and in September they will do a webinar on emergency issues. He will send out an invitation.

Cy commented on a type of information sheet that goes on your refrigerator in case of emergencies so the police and or fire department can easily see the information.

Donna asked if the Board can get feedback from the different questions the participants ask at Tele Forums. Julie stated that they do follow up calls.

Donna asked about the PASC Performance Measures and about the number of providers looking for work. Greg explained the timing issues and that it is a complicated process.

Donna also asked about the incoming calls from consumers and Greg explained the process and that the staff tries to answer 75% of the calls. They are looking at another phone system to make things better.

Jennifer asked if city agencies are being involved regarding emergencies. Greg reiterated when the webinar will take place. Greg also stated that CCA focuses on training and research and in their process, they may talk about emergencies. Jennifer also thanked Greg and the PASC staff for all of their hard work.

Cy asked if PASC has MOUs with the people we work with and Greg said yes.

Janet commented on consumers having difficulties finding a provider and it is a general perception that PASC should be finding providers for consumers. To respond to the criticism about why we're not finding providers for consumers, how can we answer without being defensive. We're doing so many things to improve the system and yet it persists. Greg stated that he feels that he's been trying for years and it comes down to consumer choice, the IP Mode it doesn't work for all consumers. Some consumers just need more help that may be provided through a contract mode in which the agency do the hiring, supervising, firing, etc.

d) Public Comment – None.

8. Legislative Update – Debi Hight

a) Legislative Report – *Attachment – G*

Debi brought to the Board's attention the Legislative report that is attached and she elaborated on it.

Dulce asked about the 50% that Molina Health Care is taking over from Health Net and do we know why. Debi explained that the State made changes in all counties and this was the managed care plan award for LA County. Rina added and explained about the bids on the health plans and she talked about the benefits and contracts. Rina suggests that people should call their health care plan for options.

Dulce also asked if there is an opt-out option and Debi stated that the State will be sending out transition letters as early as 90 days prior to January 1, and at 60 days and 30 days. Hopefully that letter will indicate any choice to opt-out.

b) Public Comment - None

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

Vernita reported on the high volume on the health care benefits and the union sponsored benefits. She stated that they had 212 individuals asks for health care benefits, and 168 for union sponsored benefits. They are continuing to assist consumers and providers with their timesheets and EVV. They have been receiving feedback on the new option system when they call the customer service line and she talked about the challenges of the wait time and dropped calls. She talked about multiples issues members are having, such as the application is freezing and other issues. She stated that the union has received 4,146 calls in the various languages and they have received complaints on a certain group being treated poorly.

No comments from the public.

10. DPSS: Ying Chan Reported:

TOPIC	UPDATE
IHSS Helpline Data	For the month of July 2023, the IHSS Helpline: <ul style="list-style-type: none"> • Number of calls received: 304,509 • Average Wait Time: 1:15 • 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 August 2023: <ul style="list-style-type: none"> • Recipients: 257,125 • Providers: 211,873
Important Information	<p><u>The IHSS Career Pathway</u></p> <ul style="list-style-type: none"> • On 9/1/2023, the California Department of Social Services (CDSS) added another 13 new courses to the Career Pathway course offering. There are unlimited seats available for these new courses as well as all other existing courses being offered. <p><u>Electronic Visit Verification</u></p> <ul style="list-style-type: none"> • <u>The State mailed EVV outreach letters last week Thursday, September 7th, to all live-in and non-live-in providers. The letter informs providers of the following:</u>

- 1) Live-in providers must self-certify or complete the SOC 2298 otherwise they are considered non-live-in providers and are required to check-in/out;
- 2) Check-in/out requirement for non-live-in providers;
- 3) Available options to check-in/out (Mobile App, ESP, TTS) for non-live-in providers; and
- 4) Additional information, webinar sessions and resources for non-live-in providers are located on the CDSS website.

LA FOUND Free Tracking Bracelet Distribution Event

The Aging and Disabilities Department (ADD) is hosting multiple Project Lifesaver Bracelet Distribution events throughout this month and has requested our assistance in sharing the flyers/information with IHSS consumers. These tracking bracelets help to ensure the safety of people who suffer from Alzheimer's, dementia, autism, or any cognitive impairment.

We have shared the event information/flyers with the PASC. Our public contact staff have been instructed to share this information with IHSS consumers who can benefit from the tracking bracelet. In addition, we have posted this to all our Departmental social media accounts. For more information and/or resources you may visit the ADD at:

<https://lafound.lacounty.gov/>

Volunteer Opportunity with IHSS

As you know, the State implemented the Electronic Visit Verification System changes on July 1, 2023. As a result, we are currently recruiting volunteers to assist our IHSS population with adapting to the new EVV changes. This volunteer opportunity has been posted to all our social media accounts. To find out more details and APPLY, you can visit the DPSS Volunteer Webpage at:

[Volunteer Services \(lacounty.gov\)](https://www.lacounty.gov/volunteer-services)

Donna asked about the 300,000 calls and the wait time. Ying talked about dropped calls but does not have the exact numbers. She talked about re-routed calls to other departments and agencies and the wait time.

Janet asked how many people got through to a Helpline person. Ying stated that around 60,000 calls got dropped but this is not an exact number.

Jorge asked what happened to the calls that are on hold at 4pm and he shared his experience. Ying stated that DPSS has been continuing to relay their concerns to the state. She talked about the increased number of calls they received in June and July and she reiterated what she stated from last month's meeting regarding the state not being prepared for the influx of calls. Several counties are being affected by these increased number of calls as well.

Dulce repeated Jorge's question about if a person calls at 4pm, will the call get answer after 5pm. Ying stated that she will check with the Helpline department and get back to us.

Cynde asked if the bracelet program is a statewide program. Ying said that it is in LA County.

Janet feels that PASC needs to send a letter regarding the wait time and asked Ying if there would be any downside to doing so. Ying said that she doesn't think there will be problem sending a letter and that they will continue to keep communicating with the state as well. Ying also stated that the call volume is going down.

Janet talked about drafting a letter to the state. Greg added that we can draft a letter but he would need the specifics.

The Board added comments. Jennifer suggested that Cal Matters get involved and write a letter to them and get media attention.

Motion to approve writing a letter to the state going to all of the state representatives, the legislature, CDSS and Kim McCoy Wade regarding consumers not being able to get their information and calls not being answered; moved by Janet, seconded by Donna, motion passes unanimously.

No comments from the public.

11. Unfinished/Old Business- none

12. New Business – Future Agenda Items:

Janet suggested Equity In IHSS with Justice In Aging and Greg stated that they have been scheduled for October and they are going to have Kim Selfon in November.

Dulce talked about issues regarding some relationships between consumers and providers, where the consumer refuses to sign the timesheet and if she can get answers on how to handle that. Greg stated that they can call PASC and DPSS for assistance.

13. Closed Session

- a) Potential Litigation (government code section 54956.9)

Open Session

Cynde reported out that no action was taken.

14. Mission Moments –

Carrie stated that on behalf of she and Cynde, they want to thank PASC for helping them advertise their Emergency Preparedness Evacuation/Transportation event and stated that they had over 100 people from the E-blast PASC sent out. They had great reviews and had several speakers from different organizations and companies. She stated that since this was a success, they are working on part two and it will be planned in late November or in December. They are hoping the next one will

involve the police and fire departments. They will send out another invite and keep everyone in the loop.

Carrie also stated that the Department of Public Social Services received an award for the work PASC did with them on the provider crisis text message campaign.

Board members added positive comments.

15. Adjournment – Cynde adjourned the information session at 3:21pm.

Approved by:

Date: