



## PASC Board Meeting Monday, October 2, 2023

1. Call to order: The Personal Assistance Services Council (PASC) Board Meeting was called to order at 1:03pm.

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

Board members absent: Wilma Ballew (unexcused), Jorge Chuc (excused), Rina Cruz (excused), and Cynde Soto (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

Donna 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 Lilibeth Navarro.

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

No comments from the public.

5. Consent Agenda

- a) Minutes – Approval of the September 11, 2023 – *Attachment – C*
- b) Financial Report – Approval of August 2023 - ADMIN – *Attachment – D-1*
- c) Financial Report – Approval of August 2023 - NPER – *Attachment – D-2*
- d) PASC Activities and Outreach – *Attachment – E (OCTOBER 2023)*
- e) PASC Performance Measures and Reviews – *Attachment – F (AUGUST 2023)*
- f) Public Comment

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

6. Board Chair's Report – Janet Heinritz-Canterbury (Acting Chair)

- a) Memoriam of Lilibeth Navarro – On 9/12/23 BOS Adjourned their meeting in her honor, video LA County BOS scroll presentation and Board Tributes.

Janet brought the Board's attention to a video from the LA County Board of Supervisor, Holly Mitchell where she adjourned their Tuesday, September 12, 2023 Board of Supervisor's meeting in memory of Lilibeth Navarro's passing.

On behalf of PASC, Janet presented and read a Memorial Scroll to Lilibeth's family and colleagues from the LA County Supervisor Holly Mitchell's office.

Lilibeth's family and colleagues from C.A.L.I.F. were present and thanked PASC for honoring her memory and shared their sentiments and gratitude.

The PASC Board members and staff commented and paid tribute to Lilibeth, told stories and memories and how much she meant to PASC, its creation and her contribution to the senior and disabled community.

b) CICA and Regional Meeting Update

Janet updated the Board on the CICA meeting of Southern CA Counties to talk about IHSS, the role of Public Authorities and Consumer Advisory Committees and Governing Boards and said she appreciated the suggestions from the PASC Board. She will be sending a flyer out indicating the date and time of the regional meeting which will be on November 14, 2023, as well as other upcoming CICA meetings.

c) Public Comment - None

7. PASC Board Elections

Debi read the proposed slate and they read as follow:

a) Proposed Slate

Chair – Cynde Soto

Vice Chair – Janet Heinritz-Canterbury

Secretary – Dulce Garcia

Treasurer – Carrie Madden

Officer at Large – Steven Echor

b) Self-Nominations

Cy nominated himself as Vice Chair.

Steven nominated himself as Officer at Large but he was informed that he was already on the proposed slate.

Running for Vice Chair is Janet and Cy, by a majority vote, Janet remains Vice Chair.

c) Nominations from the Floor

No nominations from the floor

d) Public Comment

No public comment

e) Vote on the PASC Board

Motion to approve the proposed slate, moved by Jennifer, seconded by Richard, motion passes by a majority vote.

## 8. Executive Director's Report – Greg Thompson

### a) PASC Operations

#### 1) Audit Report Summary

Greg announced that PASC passed its DPSS audit without any issues. He stated that he is pleased with this outcome and thanked Debi and the PASC staff for all of their hard work and coordination of the audit.

#### 2) Staffing Update

Greg talked about the hiring of new staff in the different departments as well as the vacancies in the registry, which he feels very strongly about building up and he's looking to fill these positions soon which is one of the priorities. He is optimistic that more staff will be hired once the Chief Financial Officer from the state controller's office comes out from the state and we have an official amount of our allocation. He also talked about the challenges of hiring staff with the current pay rates.

### b) CSAC/IHSS Work Group

Greg talked about CSAC and CAPA and who they represent. He also talked about AB1672 regarding a statewide public authority for collective bargaining, which did not pass. They did get a budget ask of 1.5 million dollars to form an IHSS work group to assess the feasibility and practicality of having a statewide public authority and he talked about making sure that there is consumer involvement the work group. He will be pushing for CICA to be one of those consumer groups. He also shared his concerns on the quality of care for IHSS consumers.

Lyn asked how many representatives and organizations will be involved and he mentioned CAPA, CWDA, CSAC and SEIU and EDW and two other consumer organizations. Lyn also asked about the previous statewide PA and Greg stated that it was started in 2012, formed in 2015, and ended in 2017.

### c) DHCS and IHSS Homeless Coalition Meeting

Greg gave an update and talked about the various IHSS task force groups he's on that are created for people who are experiencing homelessness and talked about a pilot program for Los Angeles. He will keep the board updated. He also talked about the contract mode and some of the difficulties.

### d) Tele Forum Reports – Attachment – (G1, G2, G3)

Greg brought to the Board's attention to the Tele Forums and he expounded on them.

Some Board members shared their thoughts on the Tele Forums and concerns on consumer training.

Jennifer commented and asked if anyone has quantified the expense of having consumers who are not prepared, and what is the cost to the system. Janet commented that possibly in the 1990's there was a study on the cost of turnover. She will try to track it down. Steven shared some consumer training issues as well as issues with the NOA. Greg commented on the NOA and the rules regarding the hours allocated for each task.

e) Public Comment

9. Legislative Update – Debi Hight

a) Legislative Report Update – Attachment – H

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

Donna commented and stated that this will be her last time being a PASC Board member and she talked about her advocacy and involvement with the PASC Board and being the Board secretary, her duties and working with the PASC staff.

Donna also asked about the PASC Board absences and term limits and Debi reiterated and explained the quorum rules, the process and legislation AB361 and AB2449. She clarified that a Board member would not be removed from the Board for absences unless the PASC Board voted to do so. There is no punishment for missing a meeting. Staff and Board expressed their appreciation for the time she served on the Board.

b) Public Comment

10. SEIU-2015’s Report – Wendy Duchon/Vernita Randall

No Union report and no representative.

a) Public Comment -

No comments from the public.

11. DPSS’ Report – Ying Chan

TOPIC	UPDATE
<b>IHSS Helpline Data</b>	For the month of August 2023, the IHSS Helpline: Pending <ul style="list-style-type: none"><li>• Number of calls received: 236,359</li><li>• Average Wait Time: 1:03:46</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>
<b>IHSS Stats</b>	IHSS Caseload as of September 2023: <ul style="list-style-type: none"><li>• Recipients: 258,269</li><li>• Providers: 212,946</li></ul>
<b>Important Information</b>	<b><u>Medi-Cal (MC) Renewal Outreach</u></b> <ul style="list-style-type: none"><li>• Medi-Cal Program will be hosting a series of webinars to help Medi-Cal recipients complete MC renewals. These webinar sessions will be available in English, Spanish, Mandarin,</li></ul>

Cantonese, Armenian, and Korean. The first webinar session is scheduled to start on 10/11/23. To reach the most MC/IHSS clients (excluding SSA/SSI) possible to inform them of the webinar sessions, Medi-Cal Program will launch a text campaign starting 10/4/2023. The webinars will be conducted via Webex; capacity is tentatively 150 per session.

### **PASC Governing Board Upcoming Vacancy**

- On September 25, 2023, I informed the Board that we are solicitating application to fill a board vacancy. I want to provide a clarification on that. Donna Fields' term is going to be up on 10/5/2023. County Ordinance requires the Department to solicit recommendations through a fair and open process, which includes providing written notice and a reasonable response time to members of the public, interested persons and organizations. While we invite Donna to submit her application, we also need to publish Public Notice on local newspapers and post the Public Notice in the Norwalk Library and the Hall of Administration. You are all welcome to submit your recommendation to me via email.

Ying reiterated and stated that Donna is more than welcome to re-submit her application if she would like to continue to be a PASC Board member and appreciated her contribution.

Janet commented on the call volume and how the numbers went down. Ying commented on EVV, the call volume and its implementation. She also talked about the suspension of the E-hire function in CMIPS by the State in April.

Lyn asked for clarification of the wait time of being more than one hour and will they get a message and Ying stated yes, the wait time is an hour. Dulce commented on her experience with the DPSS help line and her wait time and Janet explained that the wait time has to do with EVV but the times have gone down. Ying reiterated the call volume, the one and one-half hour wait time and that it did decrease.

Cy asked if a message can be taken and someone call them back and Greg stated that yes, it is possible but it would be costly and Board members have shared their experiences with the DPSS help line.

Dulce asked about providers being paid for wait time while consumers are at their doctor's appointments and is there a resolution. Ying stated that the client should call their social worker because this is an assessment question and each case is different. Dulce also asked if there is an option to email their social workers and Ying stated that, at this time, that is not an option but she can take the question back.

Donna asked about the EVV letter that was sent out and how it was going from last month's DPSS report. Ying reiterated and stated that it is a State letter informing the provider of the EVV program and she stated that DPSS does not track state letters and feedback on the letter.

Dulce asked about the vaccinations for COVID for the providers, are they supposed to stay on top for their boosters etc. Ying stated that this information is on the DPSS website and she needs to

check if there is additional information and can report next month but this information can be found on the DPSS and the state website.

Greg added that we can verify if providers are mandated to get the vaccination but he doesn't think so. Ying stated that she will verify as well and bring it back.

Greg also asked Ying if she can ask the call center if people have the option to get a call back instead of waiting on hold and Ying said yes, she will ask them.

No comments from the public.

12. Unfinished/Old Business - None

13. New Business – Future Agenda Items:

Donna brought up the idea of having PASC Board meetings every other month.

14. Closed Session - None

Open Session

15. Mission Moments –

Donna commented on how she liked when we had committees and that it was a way to get to know Board members.

Jennifer thanked the previous executive Board for their service and the newly elected members.

Board Members thanked Donna for her contributions, her passion on issues affecting consumers, and she will be missed.

Willis thanked Donna for all the work she has done as Secretary, working with Willis on the Minutes and she will be missed.

16. Adjournment – Janet adjourned the information session at 3:06pm.

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

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