

## PASC Board Meeting Monday, November 6, 2023

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

PASC Board Secretary, Dulce Garcia called the roll: Jorge Chuc, Rina Cruz, Dulce Garcia, Lyn Goldfarb, Janet Heinritz-Canterbury, Richard Hernandez, Kevin MacDonald, Carrie Madden, Cynde Soto and Jennifer Stark were present. There was a quorum.

Board members absent: Wilma Ballew (unexcused), Steven Echor (excused), Cy Estabrook (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

Richard 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** – Parent provider spoke about how the younger disabled population needs more attention from the IHSS program. She shared her personal story and asked if there was something that can be worked on in IHSS for the younger disabled population separate from the older and senior population because the needs are different.

5. Consent Agenda

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

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

6. Board Chair's Report – Cynde Soto

- a) Introduction of PASC's Newest Board Member – Kevin MacDonald

Cynde introduced Kevin MacDonald and he talked about his past participation as a PASC Board members 8 years ago. He is now the Executive Director of the Senior Center in Santa Clarita and he is glad to be back with the PASC.

b) CICA and Regional Meeting Update – *Attachment – G*

Cynde talked about the last CICA meeting and stated that if people wanted to check it out, they can look on the CICA website.

Janet brought to the Board's attention the attached flyer and she talked about the upcoming zoom CICA regional meeting in November. She explained what it was about and who will be in attendance and encouraged board members to register.

c) PASC Governing Board Member Meetings (BOS/DPSS)

Cynde stated that she would like everyone to contact their BOS/DPSS representatives and talk to them about the various IHSS issues regarding provider shortages as well as the DPSS Help Line wait time.

Janet expressed to the board the reasons for why they should meet with their BOS/DPSS representatives. Greg talked about the DPSS/IHSS Essential Newsletter and informed the board that they can subscribe to it. He also stated that he asked if the DPSS call center can do a presentation at a future PASC Board meeting, possibly in January.

Carrie stated that although she is appointed by DPSS, should also like to meet with Supervisor Horvath's deputy since she lives in her district.

Janet also stated that if anyone need assistance with contacting their BOS/DPSS representatives, please let her or Cynde know.

d) Number of Board meetings Annually

Cynde talked about the PASC Board meetings and asked if our monthly meetings should be changed to meet quarterly or keep it the same.

Board members shared their opinions. Greg brought up the Brown Act and its rules about meetings and discussions in between meetings if they were to be less per year.

Janet asked Carrie about the DPSS Marketing Campaign and its status. Carrie stated that they are supposed to contact DPSS after the new year and Greg added that Luis will be reporting on this topic in his report.

Lyn shared her thoughts about having fewer meetings and stated that when the Board has questions for DPSS they will usually bring back the answer at the next meeting. This could be a challenge if we had fewer meetings.

Greg suggested that the Board be forward thinking and proactive when they ask questions for DPSS and he gave examples.

Lyn agreed about a follow up list and what needs to be addressed.

e) Public Comment

**PC** – Shamus express his thoughts about the frequency of meetings, the provider shortage and what he would like to see done and gave examples as well as shared his personal experiences.

7. Justice In Aging – Equity in Aging – Hagar Dickman and Archie Roundtree - Attachment – H (Power Point Presentation)

Hagar Dickman and Archie Roundtree brought to the Board's attention the Power Point Presentation in Attachment H and they expounded on it.

Janet asked how does equity fits into the wait time for the IHSS Help Line and who it affects. Hagar talked about the type of resources that one may have, such as having family member support to assist consumers with their various needs.

Lyn asked about their database and how it was obtained. Hagar stated their data comes from three different sources, (1) IHSS monthly numbers, which has a new equity tab, and tab having various fields. (2) LPSS Dashboard which provided information on authorized users for the IHSS program (3) Legislative Report from the LAO's office regarding the differences between the utilization and the authorization hours. Lyn also asked if they are able to see the numbers of people not being served. Hagar stated that she would like to see the discrepancy between authorized and utilized hours based on diagnosis codes and she gave examples.

Janet talked about the upcoming CICA meeting and how can they bring up these issues and Hagar talked about the roles and actions of the public authorities and gave examples. She also mentioned the need to prioritize provider recruitment.

**PC** – Parent provider expressed her thoughts on how important it is to have the PASC Board meetings monthly and she shared her experiences being a parent provider.

Janet asked Hagar and Archie if they had any specifics the board could ask when they meet with their BOS/DPSS representatives. Hagar stated that they should bring up funding, consumer personal stories and their challenges, how providers are finding it difficult to continue with the IHSS program, accessing data and the disparity regarding who is not able to access IHSS in the county.

Archie expressed his thoughts about intergeneration conversations.

8. Executive Director's Report – Greg Thompson

a) Registry Study – Stephanie Spicola - *Attachment – I*

Greg brought the Board's attention to Attachment I and he expounded on it as well as the provider shortage. Greg also corrected a statement made earlier, that it is not the responsibility of the public authority to train providers, it provides access to training and it is voluntary. He also stated that he and the staff will continue to try to work with what we have.

Jennifer shared her thoughts about provider training and asked if there is a pathway to move to a contracted model and or a study. Greg stated that it costs 17.2 billion a year to run IHSS and LA County has been in discussion with three task forces focused on people experiencing homelessness, and they have seen multiple contract models and recommendations on what a pilot would look like. Greg also acknowledged Stephanie and Luis for all of the hard work they put forth in obtaining this important information.

Lyn shared her thoughts about contract models. Greg talked about the RECs and explained what they do and some of the challenges.

b) 2024/2026 Contract Negotiations

Greg talked about the contract negotiations with DPSS on the 2024/2025/2026 contract and stated that PASC will ask for more money for the NPER and the health plan. He also talked about the amendment to the current contract that PASC is still waiting on.

c) ADRC COVID Informational Tele Forums

Greg talked about the ADRC and that they received a grant to do COVID education. PASC is going to host 3 Tele Forums for them in November/December. PASC will have their regular Tele Forum on November 27<sup>th</sup> with Bet Tzedek, presented by Kim Selfon.

d) Public Comment

**PC** – Jessica Jew from the 2<sup>nd</sup> District, Supervisor Holly Mitchell, stated that she hears PASC loud and clear about the need for contract mode and glad that PASC continues to raise these issues. She stated that she is open to have further conversations if there is anything that the Board of Supervisors can do and to please contact her to see if there is something they can do to collaborate.

9. PASC Operations – Luis Bravo

a) Staffing

Luis stated that the last two years were a challenge for hiring employees and he gave examples of the difficulties. He stated that instead of hiring clerk level employees, they decided to hire specialists which is a higher rate. He also that they have been able to fill all of their open positions and that this is the first time that they have been fully staffed. He also stated that there is one opening that was recently created and they are looking to hire another Registry Engagement Coordinator Case Manager in the Registry. Luis also acknowledged Stephanie for the report she compiled.

b) BUAP/BUPS and DPSS Marketing Campaign

Luis talked about the DPSS Marketing Campaign and he explained the purpose of the campaign and the need for IHSS providers. During the last marketing campaign, they were able to recruit over 2,000 providers from the 1<sup>st</sup> District. He also explained the BUAP and the BUPS programs. He stated that he has reached to DPSS to restart the DPSS Marketing Campaign for the BUPS and the BUAP and is waiting on a response from DPSS.

Luis also stated that PASC was recognized for the DPSS Marketing Campaign and he commended the PASC staff and the Board.

Carrie stated that she is on board with doing the DPSS Marketing Campaign again and very happy with the progress. Luis also acknowledged Carrie for the flyer she created.

Janet commented and talked about the zoom sessions that Julie has every Wednesday from 3pm - 4:30pm made up of consumers and providers titled "Consumer and Provider Relationships" and suggested that the Board check it out. She asked Julie to make sure that the Board gets the announcements. Cynde commended the staff on their work for these sessions.

Lyn commented that it would be great to have these meetings on the Activity Calendar.

c) Public Comment

**PC** – Shamus commented on BUAP providers and that they can sometimes can leave and to understand that the assignment is temporary.

10. Legislative Update – Debi Hight

a) Legislative Report Update – Attachment – H

Debi brought to the Board’s attention Attachment H which was presented as a slide presentation and she expounded on it.

Debi presented the idea of teleconferencing from a library under the traditional Brown Act teleconferencing requirements and asked if the Board has any interest in doing so.

Janet asked the Board if Willis should send out a survey or if people have a preference. Cynde stated that we can think about it and it was decided that Willis will send out an email. Greg asked Debi for clarification on a Board member posting their address. Debi stated that a Board member who had elected to teleconference from home or a library would need to inform Willis so that the address could be listed on the agenda that goes out the Wednesday or Thursday before the board meeting. It would require significant lead time.

b) Public Comment

No comments from the public.

11. SEIU-2015’s Report – Wendy Duchen/Vernita Randall

Union was present but was unable to connect to the Zoom.

a) Public Comment -

No comments from the public.

12. DPSS’ Report – Ying Chan

TOPIC	UPDATE
<b>IHSS Helpline Data</b>	For the month of September 2023, the IHSS Helpline: <ul style="list-style-type: none"><li>• Number of calls received: 210,550</li><li>• Average Wait Time: 1:04:09</li></ul>
<b>IHSS Stats</b>	IHSS Caseload as of October 2023: <ul style="list-style-type: none"><li>• Recipients: 259,486</li><li>• Providers: 213,919</li></ul>
<b>Important Information</b>	<b><u>Great News - e-hire is back</u></b> <ul style="list-style-type: none"><li>• CDSS has reactivated the e-hire functionality on the Electronic Services Portal (ESP). On October 23, 2023, recipients were once again able to hire their provider on the ESP. On October 31, 2023, CDSS sent/displayed a message to IHSS recipients registered on the</li></ul>

ESP informing them of the convenient option to use the "Hire Provider" tab in ESP to complete the Provider Assignment and initiate the hiring process for their providers.

**Provider wage rate increase - January 1, 2024**

- On January 1, 2024, there will be a \$0.75 increase to the IHSS provider wage rate, bringing the wage rate to \$18.00. Correspondingly, the BUAP and BUPS wage rates will also be adjusted to keep their \$2 and \$3 differentials.

No comments from the public.

13. Unfinished/Old Business – None

Lyn asked if we can reach out to SEIU on their attendance at the PASC Board meetings and Greg stated that we will reach out to them.

Jennifer asked if during PC, was staff keeping time and Willis stated that we always keep time and the secretary informs the Chair on the time.

14. New Business – Future Agenda Items:

Greg asked Willis to read back the future agenda items. Willis stated that: Possible Survey, reach out to SEIU, Ying will see if they can do a presentation on the chat feature, and communicating with the BOS/DPSS representatives.

Lyn asked if we can add a report on the CICA meeting for the agenda in January.

Janet stated that Willis will finish the Board book with a physical and electronic copy.

15. Closed Session - None

Open Session

16. Mission Moments –

Dulce stated that she has been approached and asked if different counties are paying their providers the same amount and Greg stated that providers are paid different in each county.

17. Adjournment – Janet adjourned the information session at 3:12pm.

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

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