

PASC Board Meeting Monday, January 8, 2024

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

Cynde informed everyone that the PASC meeting is 2 different locations. The actual Board meeting is being held at the California Endowment Center and PASC Board Member: Rina Cruz is at an alternative public meeting site: Library. A C Bilbrew Library. 150 E. El Segundo Blvd. Los Angeles, CA 90061.

Cynde also stated that there is a change in order of the agenda and that they will be going into closed session after roll call and will return and resume the regular Board meeting.

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

Board members absent: Wilma Ballew (unexcused/inactive), Jorge Chuc (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).

Closed session conducted early in meeting.

14. Closed Session

- a) CalPERS Pay Schedule – (Govt. Code Section 54957) – Attachment – I-1 & I-2

Open Session

Cynde reported out that the CalPERS Pay Schedule was approved.

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 – No public comment.

5. Consent Agenda

- a) Minutes – Approval of the October 2, 2023 – *Attachment – C*
- b) Financial Report – Approval of November 2023 - ADMIN – *Attachment – D-1*
- c) Financial Report – Approval of November 2023 - NPER – *Attachment – D-2*

- d) Financial Report – Approval of October 2023 - ADMIN – *Attachment – D-3*
- e) Financial Report – Approval of October 2023 - NPER – *Attachment – D-4*
- f) PASC Activities and Outreach – *Attachment – E (JANUARY 2024)*
- g) PASC Performance Measures and Reviews – *Attachment – F (NOVEMBER 2023)*
- h) Public Comment

Steven asked if there were any obstacles with a consumer hiring multiple providers and splitting the IHSS hours. Several people answered and said no. Greg stated that a consumer can have multiple providers as long as they do not exceed their IHSS hours and not go over the overtime regulations and he deferred this question to DPSS and that they can answer Steven’s question in their report.

Motion to approve the consent agenda, moved by Jennifer, seconded by Lyn, motion passes unanimously.

6. Board Chair’s Report – Cynde Soto

a) CICA and Regional Meeting Update

Cynde stated that there was no CICA meeting in December but they distributed a list of legislation that they have been following in regards to IHSS. She also stated that CICA is now planning their Northern Regional meeting. She stated that she and Janet met with members of the San Diego Public Authority Advisory Committee to talk about funding and the handling of its meetings. She also stated that the Southern Regional meeting addressed challenges, practices in each attendee’s county, and how they can coordinate and make things better for the Southern Region. Both Janet and Cynde stated the importance of having meetings of members of Consumer Advisory Committees and Governing Boards and do the meetings at least quarterly if possible.

b) Communicating with the BOS/DPSS Representatives

See discussion in c)

c) 2024 PASC Board Calendar – *Motion to Cancel the March Meeting – Attachment – G*

Cynde brought the Board’s attention to attachment G and stated that we are unable to get the Lombard meeting room on the first Monday of March and we are looking to go dark. She stated that instead of a meeting, we will plan to have every PASC Board member make appointments with either their Board of Supervisors or DPSS representatives and if anyone needs help or have any questions, to please contact her, Janet or Greg. She also stated that at the next meeting, they can give a report.

Steven asked if the DPSS appointees can contact their Board of Supervisor representative as well. Janet stated that he should meet with Lyn and Carrie and they can plan that meeting with the third district as well as set up meetings with DPSS. Janet also asked Greg to assist them with talking points. Greg said yes and that it is very important for there to be a consistent message and help with scheduling appointments with the right representatives. Cynde stated that she and Richard have an appointment with their representative on Thursday.

Willis added that there is an issue with the scheduling for the PASC Board meeting in April. He stated that the California Endowment Center is closed on Monday, April 1st in observance of Cesar Chavez day but he was able to reserve the meeting room for the following Monday, April 8th.

Rina stated that she will not be available for the May 6th meeting and she asked if she can let Willis know now and Cynde said that will be fine.

Motion to approve the cancellation of the PASC Board meeting for the month of March 2024, moved by Richard, seconded by Steven, motion passes unanimously.

d) PASC Board Book 2024

Cynde brought to the Board's attention the Board Book. Janet brought the Board's attention to page 6 of the board book where they can find the Board of Supervisor's information on the numbers of IHSS recipients in each district. Janet stated that they can use this page when speaking to their representatives and how important this program is in their district. Willis also acknowledges Alisha for her assistance with the Board Book.

e) Public Comment

7. Executive Director's Report – Greg Thompson

a) PASC/DPSS Contract Negotiations

Greg talked about the current contract amendment between PASC and DPSS and the increase in the state allocation. He also stated that he will be sending DPSS the revised budgets for this amendment.

Greg also stated that PASC is negotiating a two-year contract with DPSS and once this contract is settled, it will be for FY2024/2025 and 2025/2026, with the option of third year extension. PASC has meetings with them weekly and they have asked the county for a slight increase for the Health Plan Department to cover one additional fulltime employee and asked for the same thing in the New Provider Enrollment. He also stated that PASC is getting an increase from the state allocation and hopes to have the contract wrapped up in a couple of months. He also stated that he will come back in February to ask for a motion to sign the contract between PASC and DPSS.

b) State Updates

Greg stated the legislature was on break but they are back in session and the expectation is the governor will release his new budget which will be for the next fiscal year. He also talked about some concerns regarding possible cuts to existing programs or cuts to items that are in the current budget as well as he talked about the one-time spending that was approved but could get delayed or deferred. He also stated that they are not expecting any cuts to the IHSS program and PASC is in a good position to move forward.

Greg talked about AB102 regarding a statewide public authority for collective bargaining. A 1.5 million budget ask was approved and CDSS has been directed to form a work group to talk about how statewide bargaining would affect IHSS. He also described the types of groups that would be involved. He stated that he received an email from DPSS asking PASC and CICA for volunteers for the workgroup and he explained what they are looking for as well as the interview process. He feels that this is great opportunity for PASC to be represented on the workgroup.

Carrie asked about volunteering process for the work group. Greg stated that the Board can let him know at the meeting or email him. Carrie, Steven, Dulce and Cynde all stated that they are interested in being a part in the workgroup.

Lyn asked Greg about his thoughts on the statewide public authority. Greg stated that his concerns were with some of the language that was proposed in regards to the registries and he

also talked about the wages and bargaining. His recommendation is that they continue to look at the language that talks about registries. He also talked about the county's concern regarding the country share that goes into wages.

c) Public Comment

8. PASC Operations – Luis Bravo

a) Tele Forums – *Attachments H-1 & H-2 (December 2023) – H-3 (November 2023)*

Luis brought the Board's attention to Attachments H-1 & H-2 (December 2023) – H-3 (November 2023) and he expounded on them in detail and gave examples. He also stated that there is another Tele Forum that is scheduled in January.

b) DPSS Marketing Campaign

Luis talked about the DPSS Marketing Campaign and described what the objective was and who they wanted to target. He also stated that he was in talks with DPSS about bringing the marketing campaign back but the new focus was the BUAP/BUPS, and he described those two programs and the wages. He talked about the text messages to providers about earning more money and he gave examples on what would be sent out as well as who is in charge.

c) BUAP/BUPS

Luis stated that in the month of December, the BUAP/BUPS received the most requests and it was over 200 requests. He also talked about recruiting back-up providers and giving them the option to join the PASC registry and receive text messages.

Steven asked what the difference is between the BUAP and the BUPS. Luis explained the differences as well as the duties and he talked about the various trainings involved.

d) Public Comment

9. Legislative Update – Debi Hight

a) Legislative Report Update

Debi reported that as of January 1, 2024, California has expanded full-scope Medi-Cal eligibility to undocumented immigrants ages 26 to 49.

She also updated the board on AB 817. This bill would authorize a subsidiary body, as defined, to use alternative teleconferencing provisions similar to the emergency provisions indefinitely and without regard to a state of emergency. No need to post addresses; must use audio-visual. There is an effort to send letters of support prior to the hearing January 10, 2024, 1:30pm in the Assembly Committee on Local Government. CICA will be providing testimony. Chair is Assembly member Juan Carrillo who serves parts of Los Angeles and San Bernadino Counties. Debi asked if the board or board members as individuals wanted to support this effort.

Jennifer asked if it can be an either/or and Cynde submits it on behalf of the Board. Staff can send information to the Board so they can do it as individuals. Debi stated that in order for Cynde to do it, it would need to be a collective consensus.

Janet shared her thoughts on the importance of AB 817 and is in agreement to do both and urged the Board to share their comments.

Lyn asked about sending the letter out in advance and Debi said yes and she will speak to Willis after the meeting.

Motion to approve drafting a letter from Cynde to send as chair and the board will get language and a link from staff for the Board to do it independently, moved by Jennifer, seconded by Steven, motion passes unanimously.

Kevin is in support of the letter but he would like to see the legislation and the letter in advance.

b) Public Comment

No comments from the public.

10. SEIU-2015's Report – Wendy Duchen/Vernita Randall

Vernita Randal reported that a lot of their members have been reaching out about health care assistance and the MAC Center has had an increase in inquiries as well as other various situations such as sick leave. She stated that last month they saw a decrease in EVV. Vernita shared the different hardships that the union assists their members with and what is required.

Greg asked in regards to health benefits, if she has any specifics, she can email Greg or Luis. Vernita stated that if any members have questions about the PASC-SEIU Health Plan, they are referred to the PASC Health Plan Department to give them information on how to sign up but it seems like it's been for dental and medical care benefit overview. She stated that she will go into the MAC Center and ask them to go into details and she will send Greg the information.

Lyn asked about the high level of sickness, and is that affecting the number in terms of providers being available. Vernita stated that it was for the month of December and they are only tracking individuals who are calling the MAC Center for assistance. She stated that some of the providers are unaware that they have insurance for \$1 and there have been new providers joining IHSS and inquiring about their benefits.

Lyn asked if the union feel that the numbers of providers are increasing and Vernita stated yes, and that she goes to the IHSS meetings and providers are joining the union every month.

Steven added that Homebridge is offering training session for new providers and he has sat in on some classes.

Luis added the PASC has seen an increase of providers who have joined or have been calling or interested in becoming and IHSS provider and PASC reviews the inquiries and the CBIs. Luis stated that since there has been a significant difference in calls, it would be helpful to see any data Vermita can provide. Vernita stated that she receives a report from the MAC Center and will ask for more detailed information.

a) Public Comment

No public comment.

11. DPSS' Report – Sonia Miramontes

TOPIC	UPDATE
IHSS Helpline Data	For the month of December 2023, the IHSS Helpline: <ul style="list-style-type: none">• Number of calls received: 140,418

	<ul style="list-style-type: none"> • Average Wait Time: 24:08
IHSS Stats	<p>IHSS Caseload as of December 2023:</p> <ul style="list-style-type: none"> • Recipients: 261,076 • Providers: 216,637
Important Information	<p><u>Provider Wage Rate</u> Great News, as of January 1, 2024 the provider wage rate increased to \$18.00. The BUPS and BUAP wage rates were also adjusted to keep their \$2 and \$3 differentials (\$20.00 and \$21.00 respectively).</p> <p><u>Medi-Cal Updates</u> As of January 1, 2024:</p> <ul style="list-style-type: none"> • Adults between the ages of 26-49 now qualify for full-scope Medi-Cal, regardless of immigration status. This new Medi-Cal eligible group may also qualify for IHSS if otherwise eligible. • Assets are no longer counted when determining MC eligibility. Assets consists of items such as bank accounts, cars, homes. <p><u>IHSS Satisfaction Survey</u> On December 13, 2023, the California Department of Social Services launched a Consumer Satisfaction Survey for recipients of the IHSS Program. The purpose is to gather valuable feedback and experience from IHSS recipients. The survey opened on December 15, 2023, and will be available until January 31, 2024. Survey sent via email (if available) and by mail (no email) and it may be completed online or by telephone.</p>

Janet asked if she can see the survey and Sonia stated that she will send it to Willis so he can share it with the Board.

Rina asked about the wait time. Sonia stated that it depends on their call volume and what kind of questions and compared to the wait time before, 24 mins is better. It depends on what is going on in the state and the wait time will vary from month to month.

Janet commented on past wait times under 10 minutes and Sonia stated that they can also go back and look at the data regarding past wait time.

Rina asked if there was a way for questions to be submitted. Sonia stated that she doesn't think that email is available for security reasons but the help line will be presenting the chat feature that is available.

Steven asked for clarification if there is an issue with a consumer hiring more than one provider. Sonia stated that a consumer can hire as many providers as they like as long as they do not exceed the weekly authorized hours and the provider has to keep in mind the limitations they can work for multiple consumers.

Lyn asked about asset elimination for consumers to receive IHSS. She stated that she will get this information and send it to Willis and he can share with the Board.

Rina asked if DPSS will receive an increase in consumers and Sonia stated that that is for Medi-Cal and she is not too familiar with Medi-Cal stats but she will pose that question to them and get back to her.

a) DPSS Call Center Presentation

Paul Nguyen, IHSS Help Line Supervisor reported on the IHSS Helpline Community chat via slide presentation. He talked about when it was introduced, language availability and operating hours. He demonstrated how it works using a slide presentation and noted that this is an alternative method to communication with one of their helpline representatives. He also stated that there is a You Tube video tutorial on how to use it which was shown.

Steven asked if this website and the details can be accessed for the visually disabled. Paul stated that he is not sure and he would have to look more into that and Sonia added that they will get back to him.

Carlos, DPSS Manager of the Helpline, stated that he will have to get back to the Board about the community chat being accessible to the visually impaired.

Rina asked if the Helpline Community Chat is available in other languages. She also asked how DPSS is tracking the requests coming in through the chat, and can the chat be used on your mobile device. She also asked how was this being promoted or other methods of distribution.

Carlos responded that any web browser available through the internet should support this community page. He also stated that as far as the languages, for right now it is in English and Spanish and they are looking into adding other languages. Carlos stated that it is one of their hold messages, and they are doing text campaigns to try to increase registration to the portal. In addition, their media page has a media campaign on it and they also promote it on the actual DPSS website. He also stated that the video is on YouTube as a stand-alone video when you search DPSS or IHSS. Carlos stated that they have reports that they can pull to see how many people have registered, chatted, how many chats were taken in a day. He does not have those stats at the moment but can bring the information back at the next meeting.

Greg asked if people are given the option to leave their phone numbers and be called back. He also asked if they are notified on a wait time and can then choose the call back feature. Carlos stated that if an individual is trying to reach via phone, they have a courtesy call back feature. Carlos also stated that he believes that they are not given a wait time, they are told that if they wait time is longer than a certain range, they are offered the call back option. If the caller decides to wait, the call back feature will be offered again depending on how long the person has been on hold.

12. Unfinished/Old Business

13. New Business – Future Agenda Items:

Janet suggested some type of outreach from the Board and consumers can talk about their IHSS experiences.

Greg stated that PASC has already been doing that and Janet clarified that it would come from the board members and not the staff.

Steven asked if the PASC Open House can be revisited and Greg stated that he doesn't think we have anything planned this year. It is something we can talk about and if the Board is interested, Greg can take it back to the staff.

Janet added that at the Open House, Lyn interviewed consumers and Lyn stated that we have a short film on the PASC website. She will send it to Willis and he can send it to the Board. Janet added that she would like to set up a committee with Lyn and anyone who is interested and Lyn expressed interest.

15. Mission Moments –

Janet brought the Board's attention to the Board Book and at the back of the book which is a memorial page of PASC Board members who have passed on. She stated that these were leaders, passionate and informed advocates and the we are honored by their commitment and we have the responsibility to follow in their footsteps in advocating to strengthen PASC and IHSS.

Jennifer suggested that the elected officials page be updated and sent out and an addendum notification be included whenever updates are made.

16. Adjournment – Cynde adjourned the Board meeting at 3:19pm.

Approved by:

Date: