

PASC Board Meeting Monday, February 5, 2024

1. Call to order: The Personal Assistance Services Council (PASC) Board Meeting was called to order at 1:05pm.

Willis Oliver called the roll: JoAnn Cannon (phone-zoom), Rina Cruz (library-zoom), Steven Echor (phone-zoom), Dulce Garcia (phone-zoom), Lyn Goldfarb (phone-zoom), Janet Heinritz-Canterbury (phone-zoom), Richard Hernandez (phone-zoom), Carrie Madden (phone-zoom), Cynde Soto (phone-zoom) and Jennifer Stark were present. There was a quorum.

Board members absent: Wilma Ballew (unexcused/inactive), Kevin MacDonald (excused absent)

- a) Introduction of New PASC Board Member – JoAnn Cannon

Cynde introduced and welcomed JoAnn to the PASC Board. JoAnn talked about her background and stated that she was a former employee of the PASC and she spoke about her advocacy work with and for IHSS, CICA and PASC.

2. Debi confirmed that board members are participating remotely due to a declared state of emergency in Los Angeles County due to weather-related hazards to public health and safety.

Motion to approve holding the meeting via teleconference under AB 2449 due to a declared state of emergency that poses undue risks to board members as read, moved by Jennifer, seconded by Steven, motion passes with consensus.

No public comment.

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

Lyn 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

- b) Minutes – Approval of the January 8, 2024 – *Attachment – C*
- c) Financial Report – Approval of December 2023 - ADMIN – *Attachment – D-1*
- d) Financial Report – Approval of December 2023 - NPER – *Attachment – D-2*
- e) PASC Activities and Outreach – *Attachment – E (FEBRUARY 2024)*
- f) PASC Performance Measures and Reviews – *Attachment – F (DECEMBER 2023)*
- g) Public Comment

Motion to approve the consent agenda, moved by Jennifer, seconded by Carrie, motion passes with consensus.

6. Board Chair's Report – Cynde Soto

a) CICA Update

Cynde reported that CICA is sponsoring another Regional Meeting like the one they held in the South to connect PA Directors and Advisory Committee and Governing Board Chairs to learn about IHSS in the Counties. She stated that CICA is also supporting AB 817 and that the Assembly passed it and it will be going to the Senate. She also talking about various training ideas for the public and the statewide bargaining committee.

Janet talked about the Southern California region meeting in November and what was discussed in regards to public authorities and activities.

b) Communicating with the BOS/DPSS Representatives Updates – Cynde Soto/Richard Hernandez

Cynde reported that she and Richard had a great meeting with their district deputy Maral for Supervisor Hahn. Richard talked about their meeting and they talked about several issues, such as AB 817, funding for the PASC healthcare plan and provider background positions. They also talked about the long wait time when calling the DPSS help-line. He stated that Maral was in support and to reach out to her anytime and that she would also like to speak to Greg.

Rina asked for clarification regarding data that Maral was asking about. Richard stated that he believes it was in regards to her district. Janet added and referred to the PASC Board book and Janet suggested a training session for that particular section, DPSS at a glance and PASC. Greg added that PASC does track the limited data that is given with the PASC Registry and Homecare 2. Richard also stated that Maral has a newsletter and if there is something that PASC would like to add to it, to let her know.

c) Board Meeting Dates and Motion – *Attachment – G*

Willis talked about the PASC Board meetings and the process in obtaining a space with the CEC and the various issues that can happen when a space is not available at the CEC. He is asking for a motion to have the ability to change locations:

Greg added and stated that he wanted to get a consensus on what areas we would be searching for the PASC Board meetings.

Steven asked about meeting at the Hahn building and Willis explained the challenges in obtaining space and he stated that he will give them another call.

Janet asked about space in the PASC office building and Willis said no.

Greg asked for clarity for the month of April and Willis stated that he has a location reserved in Echo Park but there might be some AV issues so he and the IT team will be looking for additional locations.

Dulce asked what kind of criteria does PASC need in order to have a meeting, Julie explained the kind of AV equipment that PASC needs for a recorded zoom meeting.

Lyn shared her concerns and suggests that we speak to various county entities and libraries and community buildings and she will reach out to some and let us know. Greg stated we will reach out to DPSS and other county agencies.

Steven asked if the meeting locations have to be county or a city or can it be private. Greg stated that it can be private as long as it meets all of the requirements and he and Debi will look into the details. Steven suggested the Braille Institute.

Motion to approve alternate PASC Board meeting location that meet all required criteria, when necessary, moved by Steven, seconded by Janet, motion passes with consensus.

d) Outreach Talk About Consumer's IHSS Experience's – Ad Hoc Committee – Janet Heinritz-Canterbury

Janet stated that the committee had a meeting and they discussed the need to increase PASC's visibility and contact with consumers and she gave examples. She also stated who the committee members were and she talked about possible future meetings and additional topics.

Jennifer shared her thoughts about the board is not acting on behalf of staff and that the talking points should be consistent.

Steven expressed his thoughts and the work that he does with Homebridge as a consumer to sit in on their provider training sessions to share his opinions.

e) PASC Open House/Provider Recognition

Cynde talked about provider recognition in October and the PASC Open House that was done annually and she asked the Board for their comments and thoughts of having these activities.

The Board indicated that they would like to have them if the PASC staff has the bandwidth. Greg stated that depending on the size and where PASC lands on funding will determine what PASC is able to do. Greg also explained what the PASC Open House was about and the thought was to combine the open house and provider recognition. He also shared the COVID concerns of meeting in a large group in person.

Luis reminded the Board that in regards to the Open House to please keep in mind that in the month of October is when flu season starts.

Jennifer reiterated on having the staff bandwidth and plan ahead strategically as well as the funding. She also suggested that feedback from Greg regarding the staff's bandwidth.

Willis added that he spoke with Sue from the CEC and the only date they have available is on Monday, October 14, 2024 and there are no other dates. Greg added that we will bring it back in the April meeting.

f) Public Comment – No public comment.

7. Executive Director's Report – Greg Thompson

a) Director's Report – Attachment – H (Power Point Presentation)

b) State Report

1) Governor's Proposed Budget

2) AB 102 Update

c) County Report

1) DPSS Contract Negotiation

2) Motion to Sign the New PASC/DPSS Contract – Attachment – I

Greg brought to the Board's attention his power point presentation and he expounded on each section and attachments.

Jennifer asked about the \$16,000 funding and suggested with that funding, if it is possible sending some advocates to Sacramento. Greg responded about the funding and that it is for the NPER and the Health Plan and that it is a local issue. In response to the contract negotiations, Greg stated that we need to make a decision before the next Board meeting and needs to get the board's permission to push back on the contract regarding the NPER.

Lyn asked about the budget and the NPER phone lines, if there is any down-side for not doing some of the functions of the NPER. Greg responded and explained what would no longer be done for NPER, the advantages and alternatives, but his preference is not to off load this program.

Debi read and explained the motion which is attached for reference.

Motion to sign the New PASC/DPSS Contract, moved by Jennifer, seconded by Steven, motion passes with consensus.

d) Public Comment – No public comment

8. PASC Operations – Luis Bravo

a) DPSS Marketing Campaign – Carrie Madden

Luis talked about the marketing campaign and that it started in the First District and he explained the process and how it worked in the recruitment of providers. He stated that it will restart but they will target the BUAP/BUP providers. He wanted to share the information but it was not available and is in hopes of getting them soon. He also mentioned that Carrie was involved in these meetings and asked her if she had anything to add. Carrie stated that she is excited to see how it goes for the next month and that she will be reaching out to all of the ILC's to help advertise the new campaign. Luis stated that they should be receiving the new posters that will be posted on the PASC website and the new slogan as well as the new text messages. He also stated that the RECs department will be in charge in recruiting these providers as well as the PASC IT department will be assisting in the application process and that the proposed launch date is March 6, 2024 and he will give more updated in the next meeting.

b) CAPA Registry Meeting Presentation

Luis talked about the CAPA meeting for the managers that he went to and they asked him to be a presenter in person. He talked about the presentation that he will be talking about and the current PASC trainings on various topics and he gave examples.

c) Public Comment - No public Comment

9. Legislative Update – Debi Hight

a) Legislative Report Update – Attachment – J

Debi brought to the Board's attention on Attachment J and she expounded on it.

Lyn asked for clarification for the disability rights education defense fund letter and Debi talked about the letter, the link and when the email was sent for those who were interested.

Janet made a motion that PASC send a letter of support for the Bonta opinion, the reasonable accommodation for boards and commissions regulated by the Brown Act.

Motion to approve the letter of support, moved by Janet, seconded by Jennifer, motion passes with consensus.

Greg explained the process of signing on certain letters of support and motions.

Jennifer asked if the motion needs to be renewed annually or can it be long standing. Greg commented on how it should and how often it should be done. Debi stated that it should be tailored to a time frame and be placed on the agenda for a vote.

Lyn asked about polling the executive committee when something was pressing and it couldn't wait. Debi is unaware of that and Greg stated that we had something in place years ago and explained that process of having Ad-Hoc Committees.

b) Public Comment – No public comment.

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

Wendy reported that the union has been averaging approximately 200 walk-ins a month and increasing around EVV, ETS, payment and timesheet issues. She also stated that she will be reaching out to Cheryl Warner from PASC's Provider Services Department in regards to the DPSS Provider Orientation which is outdated and creating a lot of confusion. Wendy also stated that they are going through a transition in their call center and upgrading to a web-based system and they are currently in the process of recruiting language operators/organizers on their Spanish lines due to longer wait times. She also stated that her system was down and could not give a status report at this time. She also talked about the current PPE purchases and that it is almost done and she commended Rebeca Douglas on the great job she has been doing and SEIU will be distributing the PPE's soon. She also talked about the SEIU convention and there were over 800 participants. She also shared her thoughts about the lack of funding that PASC is not receiving, the elimination of the help line and the impact on DPSS and SEIU and she stated that if there is anything the SEIU can do to coordinate efforts to please reach out to her.

Greg stated that PASC is not proposing to eliminate the health plan or the call center.

a) Public Comment – No public comment.

11. DPSS' Report – Ying Chan

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 • Average Wait Time: 24:08
IHSS Stats	IHSS Caseload as of January 2024: (Pending) <ul style="list-style-type: none"> • Recipients: 262,128 • Providers: 218,094
Important Information	<u>IHSS Career Pathway</u> On January 2, 2024, CDSS officially extended the Career Pathway Program until December 31, 2024. The course catalog on the Career Pathways Webpage will continue to be updated with course

availability. Courses will be offered through September 30, 2024. IHSS and WPCS providers must submit training and Incentive claims by November 30, 2024. The CDSS staff will process claims in the order in which they are received. All claims will be reviewed and processed by December 31, 2024.

Annual FICA/MEDICARE/SDI Refund Payments

The State Controller's Office began processing the annual Federal Insurance Contributions Act (FICA) refund payments on January 27, 2024. IHSS providers who qualify for the refund payment will begin receiving their FICA refunds on February 2, 2024 via direct deposit and if not enrolled in Direct Deposit, paper warrants will be mailed the week of February 5, 2024.

Lyn talked about last month's presentation regarding consumer surveys and asked if they can see the actual report. Ying stated that she wasn't present in the last meeting but she will go back and speak to her colleagues. Sonia Miramontes stated that the state said that they would not be sharing the findings and the results with the counties. Lyn asked what are the surveys being used for and Sonia stated that she believed they are being used to enhance the service and she will go back to the state if they can be shared. She also stated that DPSS has asked the state to share the data and the state denied the request. She also asked if it could be brought up at CAPA and see if it could get escalated. Greg agreed and will take it back to CAPA.

Jorge asked about the 140,000 calls and the waiting period and asked what was the percentage and a breakdown. Ying reiterated her report and talked explained the average wait time and that she will take it back and see if they can get that kind of breakdown on the calls.

a) Public Comment – No public comment

12. Unfinished/Old Business – None.

13. New Business – Future Agenda Items:

15. Mission Moments – None.

16. Adjournment – Cynde adjourned the Board meeting at 3:21pm.

Approved by:

Date: