



**PERSONAL ASSISTANCE  
SERVICES COUNCIL**  
Supporting and Enhancing Independence

**BOARD MEETING**  
**WILL START ON TIME**  
**ALL AGENDA ITEMS WILL**  
**BE TIMED**  
**PLEASE BE RESPECTFUL OF THE**  
**TIME ALOTTED**

**Personal Assistance Services Council**

3452 E. Foothill Blvd., Suite 900  
Pasadena, California 91107  
(818) 206-7000 office (818) 206-8000 fax  
(866) 565-4477 (IHSS)

**www.pascla.org**

**EXECUTIVE MEMBERS of the COMMISSION**

*Cynde Soto – Chair*  
*Janet Heinritz-Canterbury – Vice Chair*  
*JoAnn Cannon – Treasurer*  
*Dulce Garcia – Secretary*  
*Kevin MacDonald – Officer at Large*

**MEMBERS of the COMMISSION**

*Janet Burt – Board Member*  
*Jorge Chuc – Board Member*  
*Rina Cruz – Board Member*  
*Steven Echor – Board Member*

**MEMBERS of the COMMISSION**

*Lyn Goldfarb – Board Member*  
*Richard Hernandez – Board Member*  
*Kristy Madden – Board Member*  
*Jennifer Stark – Board Member*

**COMMISSION EXECUTIVE STAFF**

*Luis Bravo – Executive Director*  
*Willis Oliver – Manager, Facilities/Board Clerk*  
*Debi Hight – Executive Counsel*

**IN-PERSON GOVERNING BOARD MEETING**

**Monday, April 7, 2025**

**1:00 PM to 3:00 PM**

**\*\*Meeting Site Location\*\***

**KENNETH HAHN HALL OF ADMINISTRATION  
500 WEST TEMPLE ST. LOS ANGELES, CA 90012  
ROOM 140B (FIRST FLOOR)**

**\*REVIEW INFORMATION SHEET AT END OF AGENDA FOR IMPORTANT INFORMATION  
REGARDING ATTENDING IN-PERSON\***

The board meeting will also be available on Zoom. To participate remotely via your electronic device, click on the link below:

<https://us02web.zoom.us/j/83214946280?pwd=atsNMONVLAMXP9RoSzZ6pkmQzFoJiV.1>

Then enter passcode: 894552

To join the ZOOM meeting by calling in, please follow the instructions below:

Dial: (888) 475-4499- Please enter the Webinar ID: 832 1494 6280

Then enter the passcode: 894552

To Provide Written Public Comment:  
You may submit written public comments by email to:  
[woliver@pascla.org](mailto:woliver@pascla.org)  
by no later than Sunday, April 6, 2025

To Provide Remote Live Comment:

Through Zoom, if you wish to speak, you may virtually select the “raise hand” button at the bottom of the ZOOM app, which can be seen by the PASC moderator. You will be called on in the order received to provide verbal comments for up to 3 minutes. You can also provide public comment using the Q&A feature on Zoom when the agenda item is open for public comment.

If you are dialing in by telephone and wish to speak, please press \*9. This will “raise your hand”. Once your name is called to speak, please press \*6 to unmute yourself.

Notice is hereby given that the Personal Assistance Service Council (PASC) Governing Board will hear, discuss, deliberate and/or take an action upon the following items listed in this notice. The public is invited to provide remote live and written comments as instructed on page 1-2 of the agenda.

**\*ALL AGENDA ITEMS WILL BE TIMED\***

**\*PLEASE BE RESPECTFUL OF THE TIME ALOTTED\***

**ITEMS:**

1. Call to Order / Roll Call ----- (3mins)
2. Per AB 2449, If any Board Member is participating remotely due to an emergency circumstance: MOTION to approve the named board member(s) to participate via teleconference due to emergency circumstances as specified in AB 2449 ----- (2mins)
3. Reading of the Mission Statement and Moment of Silence – *Attachment – B* --- (2mins)
4. A) Comments from the Public on Issues not on this Agenda: The PASC Board has set aside this time for members of the public who wish to comment on items that ARE NOT LISTED ON THIS AGENDA, but are within the jurisdiction of the Board.

**The Brown Act prohibits the Board from taking action on oral requests related to items that are not on the agenda.**

The Board may engage in a brief discussion, refer the matter to staff, and/or schedule the issue for discussion at a future board meeting.

When possible, written public comment received prior to the meeting has been distributed to the board and will be read into the minutes first before taking remote live public comment.

**Public Comment Limited to 3 Minutes Per Person**

5. **Consent Agenda ----- (3mins)**  
 All matters listed on the Consent Agenda are considered to be routine. The Board may act on these items by one motion following public comment. Only board members may pull an item from the consent agenda for separate discussion and separate vote. Comments taken from the board; comments from the public; motion to approve.
  - a) Minutes – Approval of the March 3, 2025 – *Attachment – C*
  - b) Financial Reports – Approval of February 2025 – *Attachment – D*
  - c) PASC Activities and Outreach – *Attachment – E (April 2025)*
  - d) PASC Performance Measures and Reviews – *Attachment F (February 2025)*
  - e) Public Comment
  
6. **Board Chair’s Report – Cynde Soto ----- (15mins)**
  - a) CCA Update
  - b) Disability Rights California GALA Update – Dulce Garcia
  - c) Meeting with Board of Supervisor’s Deputy – 4<sup>th</sup> District
  - d) Public Comment
  
7. **OMB Audit Report Presentation and Motion - Tony Fukuhara – *Attachment – G-1/2 (Motion)*----- (10mins)**
  
8. **Executive Director’s Report – Luis Bravo ----- (20mins)**
  - a) TeleTown Hall – *Attachment H*
  - b) Update Survey Feedback from the IHSS Community – *Attachment I*
  - c) PASC Open House Update – *Attachment J-1/2/3*
  - d) Outreach Promotional Video Presentation
  - e) Public Comment
  
9. **PASC Staff Presentations ----- (18mins)**
  - a) Cheryl Warner – *Attachment K*
  - b) Julie Lieder – *Attachment L*
  - c) Julie Lieder – Software Update - Redesign Proposal and Motion – *Attachment M 1&2*
  - d) Julie Lieder – Software Update - Vonage Proposal and Motion – *Attachment N 1&2*
  - e) Public Comment
  
10. **Legislative Report – Debi Hight ----- (5mins)**
  - a) Legislative Update – *Attachment O*
  - b) Public Comment
  
11. **DPSS’ Report – Christine Dauglash ----- (7mins)**
  - a) DPSS Update Report – *Attachment P*
  - b) Public Comment
  
12. **SEIU Local 2015 – Wendy Duchon/Venita Randal/Vanessa Pena ----- (7mins)**
  - a) Public Comment
  
13. **Unfinished/Old Business ----- (3mins)**
  
14. **Closed Session (Labor negotiations government code section 54954.5: 54957.6 (15mins)**
  
15. **New Business - Future Agenda Items: ----- (3mins)**

The Governing Board may discuss and set for action on future agendas, procedural and substantive items relating to the In-Home Supportive Services (IHSS) program, Commission policy and administrative matters.

**16. Mission Moments ----- (5mins)**

**17. Adjourn Meeting**

**The Governing Board meeting is operating under the requirements of the Brown Act set forth in Govt. Code Section § 94957.6. The Act generally requires the Governing Board to publicly notice their meetings, prepare agendas, accept public testimony, and conduct their meeting in public unless specifically authorized by the Brown Act to meet in closed session.**

**Note:** Public Comment time is established for the public to address the PASC Governing Board on any matter within its jurisdiction subject to appropriate decorum. The PASC Governing Board may respond to matters raised under Public Comment after all persons wishing to address the Board have been heard. Pursuant to provisions of the Brown Act, no action may be taken on these matters unless they are listed on the agenda or unless certain emergency circumstances exist. The Board may investigate and/or schedule certain matters for consideration at a future PASC Governing Board meeting. Supporting documentation to this agenda is available at the Personal Assistance Services Council, 3452 E. Foothill Blvd. Suite 900, Pasadena, CA 91107; or you can email Willis Oliver at [woliver@pascla.org](mailto:woliver@pascla.org). Assistive listening devices, and agendas in alternate formats are available upon request. In order to assist members of the disability community who would like to request a disability-related accommodation in addressing the board, please make your request at least **five business days** prior to the Board meeting. Please email Willis Oliver, Board Clerk, at [woliver@pascla.org](mailto:woliver@pascla.org). In consideration of persons who may experience chemical sensitivities, all attendees are asked to voluntarily refrain from wearing scented products to the meeting.

***\*\*To be respectful, have efficient discussions, and comply with the Brown Act\*\****

***\*\*Allow all presenters to finish their presentation before asking questions\*\****

***\*\*Raise your hand and wait for the Chair to call on you before speaking\*\****

***\*\*Do not speak if someone else is speaking\*\****

***\*\*Only discuss the issue on the agenda\*\****

**PLEASE SEE IN-PERSON MEETING INFORMATION SHEET  
ATTACHED BELOW FOR REQUIREMENTS OF THE MEETING LOCATION**



PERSONAL ASSISTANCE  
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## Information Sheet The Kenneth Hahn Hall of Administration PASC In-Person Board Meetings

### Location:

**500 West Temple Street, Los Angeles, CA 90012**

- PASC board meetings will be held in the **ROOM 140B (1<sup>st</sup> floor) unless otherwise noted on the agenda**

### Parking:

- **Park at the Music Center and PASC will pay for it or call me in advance if you need parking in the Nate parking lot**

### Requirements to Participate:

- **Mask are recommended, if not, please adhere to social distancing.**

### Accessibility:

- Meeting rooms and restrooms are wheelchair accessible

### Food/Beverages:

- A cafeteria is available on-site between the hours of 8am - 2pm
- Personal food containers and beverage vessels are not permitted

### Cellular Phones:

- Use of cell phones are restricted to the lobby and outdoor areas to minimize disruption to meetings and working staff

**Please contact Willis Oliver at [woliver@pascla.org](mailto:woliver@pascla.org)  
if there are any questions.**