

PASC Board Meeting Monday, March 3, 2025

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

Dulce called the roll: Janet Burt, JoAnn Cannon (phone), Jorge Chuc (phone), Rina Cruz, Steven Echor (phone), Dulce Garcia, Janet Heinritz-Canterbury, Richard Hernandez, Kevin MacDonald, Kristy Madden (phone), Cynde Soto (phone) and Jennifer Stark were present. There was a quorum.

Board members absent: Lyn Goldfarb (excused absent)

2. Debi confirmed that no board member was participating remotely due to an emergency circumstance (AB 2449) but for reasonable accommodations under the ADA.

No public comment.

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

Kristy 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 February 3, 2025 – *Attachment – C*
- b) Financial Reports – Approval of January 2025 – *Attachment – D*
- c) PASC Activities and Outreach – *Attachment – E (March 2025)*
- d) PASC Performance Measures and Reviews – *Attachment F (January 2025)*
- e) Tele Town Hall – *Attachment G 1&2*
- f) Public Comment

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

No public comment.

6. Board Chair's Report – Cynde Soto

- a) ED Performance Review and Mentorship Ad Hoc Committee Update

Cynde stated that the committee met and she named who is on the committee. She stated that she looked over Luis's goals and they decided not to evaluate him at this time. and felt that he needed more experience as the new PASC Executive Director. They will wait until the end of this fiscal year June 2025. She also stated that Kevin MacDonald was a fantastic mentor and assisted Luis with his goals and will continue to do so on an as-needed basis.

b) CCA – Consumer Advisory Committee

Cynde stated that they assigned several board members to be a part of this advisory committee. They will have their first meeting on March 17, 2025 with Christine Leahey from CCA.

c) SSI – Update

Cynde brought the Board's attention to Attachment H and she expounded on the FAQ.

Janet HC added her thoughts about SSI and legislative meetings and participation. Cynde added that she and Kristy has done about 10 legislative visits.

d) Public Comment - None

7. Executive Director's Report – Luis Bravo

a) Consumer Training – *Attachments I 1&2*

Luis brought the Board's attention to Attachment I 1&2 and he expounded on it.

b) Ability Expo – *Attachments J*

Luis brought the Board's attention to Attachment J and he expounded on it.

c) Open House Update

Luis gave an update on the PASC Open House-Resource Fair, including how many individuals have signed up, and who the exhibitors and presenters are that will be participating. He stated that he will have Willis send the Board the list of the exhibitors and presenters participating in the event. He also talked about nominations for the provider/consumer of the year and awards/raffles and explained the submission process. He also talked about the past donation goals and the current donations received by some of the exhibitors and Board members. Janet HC commented on the possibility of getting senior housing facilities to transport consumers on a bus and asked Kevin if his organization has a bus and he said no. Luis shared an occasion where he saw the Pasadena Senior Center using their bus taking their clients to a local Pasadena restaurant and he stated that we will follow up with this idea.

Janet B asked if we worked with the Los Angeles County Department of Aging and Luis stated that they have monthly meetings with them and other organizations but will speak to Julie about whether they will be participating in our event.

Jennifer asked if there is an "ask letter" that is being circulated and Luis stated that there is an "ask letter" and we will send it to the Board and if they would like, they can share it. She also suggested that the Board speak to their various representatives for possible donations.

Janet B suggested we send the Board a list of people who we sent the "ask letter", who has responded, what has been done so far, and who has already given a donation to so they don't duplicate the efforts and Luis stated that we will share our data with the Board. Willis added that he contacted the Board of Supervisors and the only Deputy who has responded and is attending is Monica Banken from the 5th District.

Luis also went over who will be the presenters and what topics they will be talking about. Janet HC suggested that DPSS talk about EVV and Luis stated that he will follow up with DPSS.

Cynde asked if the Ability Expo document will be available in Spanish and Luis stated that it can be translated, and there will also be bilingual staff at the Expo.

d) Public Comment

8. Software Upgrade – Julie Lieder

a) Motions – Attachments K1 (Vonage) K2 (Redesign Sophos) K3 (RTZ) K4 (Redesign Switch)

Julie brought the Board's attention to Attachment K1 and she and Luis expounded on it and answered questions from the board.

Motion to approve Attachment K1, moved by Jennifer, seconded by Kevin, motion passes with consensus.

Julie brought the Board's attention to Attachment K2 (Redesign Sophos) and she expounded on it.

Motion to approve Attachment K2, moved by Dulce, seconded by Janet HC, motion passes with consensus.

Julie brought the Board's attention to Attachment K3 (RTZ) and she expounded on it.

Motion to approve Attachment K3, moved by Jennifer, seconded by Janet HC, motion passes with consensus.

Kevin asked if all of these quotes are in the budget and Julie stated, yes.

Julie brought the Board's attention to Attachment K4 (Redesign Switch) and she expounded on it.

Motion to approve the Attachment K4, moved by Jennifer, seconded by Dulce, motion passes with consensus.

Julie also stated that these are contingent on county approval except for the RTZ quote. Janet B asked if these will be reimbursed by the county and Julie said yes.

b) Public Comment

9. PASC Staff Presentations

Luis stated that during the director's review, it was asked that the committee wanted to meet with the each PASC department heads and in each PASC Board meeting, a PASC staff will introduce themselves and what they do in their departments. Luis introduced Michael and Stephanie.

a) Michael Vazquez – PASC-SEIU Health Plan – *Attachment L*

Michael brought the Board's attention to Attachment L and he expounded on it. He also talked about himself, his department, employees and his journey with PASC.

Dulce asked if the insurance covers the WPCS and Michael said yes and it will depend on case by case and he explained the premiums and the monthly cost to the providers.

Kevin asked about the turnover rate and Michael explained the process and procedures and gave examples.

Dulce asked if the health plan covers mental health and Michael said yes and the providers can find the information in on the back of their health plan card.

Luis added that Michael is part of the Open House committee and he is also involved with the PASC Registry.

b) Stephanie Spicola – RECs (Registry Engagement Coordinator) – Attachment M

Stephanie brought the Board's attention to Attachment M and she expounded on it.

Stephanie also gave a Registry Engagement Summary (July 2024 – February 2025) and she expounded on it:

- Total Cases Assessed: 127
- Total Consumers Not Suitable/Declined: 35
- Total Consumers Newly Accepted: 79
- Total Consumers Hired Through PASC: 52
- Total Consumers Hired Outside PASC: 16
- Total Cases Discontinued: 11
- **Assessment breakdown** – Over 120 cases were assessed, with 79 being newly accepted into Registry Engagement.
- **Hiring** – 52 consumers hired a provider through PASC, while 16 hired outside of PASC.
- **Not suitable/Declined** – Around 28% (35 consumers) declined assistance or were determined not suitable for services, indicating they had the skills and knowledge to navigate the IP independently.

Stephanie addresses the continued 1 on 1 assistance with consumers.

Jorge commented on the need for consumer training. Luis reiterated on the continued assistance with consumers and training.

c) Public Comment

10. Legislative Report – Debi Hight

a) Legislative Update – *Attachment N*

Debi brought the Board's attention to Attachment N and she expounded on it. She also talked about the proposed cuts and other Board members commented as well.

Jennifer asked if staff can send the link to become a part of Justice In Aging and the answer was yes.

b) Public Comment

11. DPSS' Report – Christine Dauglash/Ying Chan

TOPIC	UPDATE
IHSS Helpline Data	For February 2025, the IHSS Helpline: <ul style="list-style-type: none">• Number of calls received: 175,963

	<ul style="list-style-type: none"> • Average Wait Time: 0:43:10
IHSS Stats	IHSS Caseload as of February 2025: <ul style="list-style-type: none"> • Recipients: 284,308 • Providers: 238,987
	<p><u>PASC Open House 2025</u></p> <p>The PASC Open House flyer will be sent out mid-March via Essential DPSS, which has 103,287 subscribers. Essential DPSS is a weekly e-newsletter that is emailed to its subscribers.</p>

Cynde asked if the new Board member appointed by DPSS has been approved and Willis said no and that the application was submitted to the commission's office and we are waiting on the BOS and that it will take some time and he will let the Board know when she is approved.

a) Public Comment – None

12. Unfinished/Old Business – None

13. New Business – Future Agenda Items:

Dulce mentioned the Olympics and Para-Olympics in 2028 here in Los Angeles and how certain organizations are working to make Downtown LA more accessible and if it is possible for our board members to be invited to come to certain committees. Cynde stated that we can look into it. Dulce reiterated her question and was wondering if a provider couldn't come to work because of the Olympics, what could we do and how soon could we get back-up provider to assist the consumer. Luis stated that he attended a Para-Olympic meeting at the CEC and he will start working on it.

Luis also asked if Cynde and Kristy could share if it is possible for people to attend these committee meetings, if it is open to the public, and they have any information. Cynde stated that she is aware that there is a no car zone and it will be 28 miles long from Long Beach and there will be an area where cars are not allowed.

Kristy suggested that she and Cynde write a letter to the person they communicate with regarding the Olympics and put this out with a feeler and get some advice and ask where PASC can fit in the picture.

14. Closed Session – None

15. Mission Moments: None

16. Adjournment – Cynde adjourned the Board meeting at 2:41pm.

Approved by:

Date:

Action Items:

- Jennifer asked if there is an “ask letter” that is being circulated and Luis stated that there is an “ask letter” and we will send it to the Board and if they would like, they can share it. She also suggested that the Board speak to their various representatives for possible donations.
- Janet B suggested we send the Board a list of people who we sent the “ask letter”, who has responded, what has been done so far, and who has already given a donation to so they don’t duplicate the efforts and Luis stated that we will share our data with the Board. Willis added that he contacted the Board of Supervisors and the only Deputy who has responded and is attending is Monica Banken from the 5th District.
- Kristy suggested that she and Cynde write a letter to the person they communicate with regarding the Olympics and put this out with a feeler and get some advice and ask where PASC can fit in the picture.