



PASC Board Meeting Monday, August 12, 2024

1. Call to order: The Personal Assistance Services Council (PASC) Board Meeting was called to order at 1:20pm.

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

Board members absent: Steven Echor (un-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 July 1, 2024 – *Attachment – C*
- b) Financial Report – Approval of June 2024 - ADMIN – *Attachment – D-1*
- c) Financial Report – Approval of June 2024 - NPER – *Attachment – D-2*
- d) PASC Activities and Outreach – *Attachment – E (AUGUST 2024)*
- e) PASC Performance Measures and Reviews – *F (JUNE 2024)*
- f) Public Comment

Motion to approve the consent agenda, moved by Richard, seconded by JoAnn, motion passes with consensus.

No public comment.

6. Board Chair's Report – Cynde Soto – Report Suspended

- a) Introductions of PASC's new Board members – Kristy Madden, Janet Burt, and Lyn Goldfarb

Cynde introduced each new PASC Board members and they all gave a brief introduction of themselves and their backgrounds.

b) PASC Board Election Announcement

Cynde announced to the Board that the PASC elections for officers will be held in September and they will take their positions in October. She also stated that if anyone would like to run or nominate themselves to please her know.

c) Search Committee – Motion – *Attachment – G 1 / Contract – Attachment – G 2*

Motion to approve the selection of CPS HR Consulting to conduct the search for the PASC Executive Director in the amount of \$27,000. Further, Board Chair Cynde Soto is granted authority to execute the contract between the PASC Board and CPS HR Consulting. This approval will initiate the “active recruitment” period in accordance with California Government Code Section 20480, due to the Interim Executive Director, Luis Bravo, currently serving in an Out-Of-Class appointment under CalPERS, moved by Jennifer, seconded by Janet HC, motion passes with consensus.

Cynde also thanked Willis and Traci for vetting the executive search committee.

Willis introduced Pam Derby from CPS HR Consulting firm and talked about her experience working organizations like PASC and this is the firm that was recommended by Traci and Willis.

Pam thanked the Board for the opportunity to assist with the executive search for a new PASC executive director.

Lyn talked about the two agreements in the packet and asked if they are all in one document and Pam said yes, one document.

Janet asked how do they do their outreach and Pam explained their process, outreach and network as well as she talked about the background and functions of CPS HR Consulting and who they are currently working with. She also stated that there will be about a 4-5-week period of marketing and encouraging people to apply and they will apply directly to CPS and she explained that process as well as they will be working in conjunction with the sub-committee as well as the end of the vetting process, it will go to the full board.

Janet asked if at some point with CPS will be speaking to the Board and Pam said yes and they would be speaking individually with each board member at the beginning of the recruitment.

d) PASC Board Goals

Cynde stated that she has not heard from the full Board and she will be working on them. She also stated that if the board has some goals, to please contact her.

JoAnn asked if there is a deadline and Cynde stated that she would like to have it by the end of the week but can be flexible.

e) Public Comment – No public

7. Interim Executive Director’s Report – Luis Bravo

a) Integrate RTZ Systems’ HOMCare2 – Motion – Attachment H

Luis brought to the board’s attention to Attachment H, he and Julie expounded on it.

Motion to approve the expenditure of \$20,425 for PASC to integrate RTZ Systems' HOMCare2 with a newly upgraded telephone system. PASC received approval for this purchase request from the Los Angeles County Department of Public Social Services on July 31, 2024; Debi made an amendment with correction of the amount from \$20,425 to \$20,475, moved by Kevin, seconded by Dulce, motion passes with consensus.

b) DPSS Contract Monitoring FY 23-24 – Attachment I

Luis brought to the board's attention to Attachment I and he expounded. He also informed the Board that PASC passed the audit and in compliance with all contract requirements being this is the first contract under Luis being the Interim Executive Director. He also acknowledged the PASC staff for all of their hard work and efforts.

c) PASC and Board Outreach

1) CA for ALL Ages & Abilities

Luis reported and expounded on the following:

- Stakeholders met 8/8/2024 and a lot of discussion on lived experienced
- Agenda topics
- Hear from community/Lived Experienced
- Elevate MPA Stakeholder committee
- Engage with state leaders on progress, priorities and recommendations
- Converse with Policy and Budget staff
- networking
- Master Plan of Aging goals – equity and lived experienced – highlight progress made by state have registered and 418 registered in person. Mid way point
- PASC will host and provide breakfast or light lunch
- Reservation only 10/8/2024
- Public library Willis has more information
- Having other agencies, CICA Bet Zedet or REC with Registry

2) Open House

Luis reported and expounded on the following:

- Monday, April 21, 2025
- Haven't done one since 2019
- Nominate Caregiver of the Year (one by PASC one by SEIU)
- Nominate Consumer advocate of the year
- Have break out rooms with trainings and hiring a provider
- 30 vendors in big room
- Free lunch

3) Tele Forum

Luis reported and expounded on the following:

- With additional funds we can do Tele Forums for the remainder of FY
- CICA membership
- Any other agencies

d) PASC Annual Report

Luis reported and expounded on the following:

- Due September
- Cindy Soto report

e) CAPA

Luis reported and expounded on the following:

- Next meeting, he will be in Sacramento
- Will present on APS and provider referrals
- Will provide presentation at the next board meeting
- Goal is to have a training doc and policy

Jennifer asked if PASC has any funding to allow PASC Board members to attend the CA for ALL Ages & Abilities. Luis stated that he will need to speak to PASC's accounting department and will get back to the Board and member would come back with a report for the next meeting.

Janet talked about how PASC should do a Tele Townhall on waivers and explained the importance of it. She suggested that we contact DRC and Kim Selfon. Luis stated that he will speak with Julie and they will reach out and they will schedule a call.

Lyn suggested that we figure a way as Board members to help people navigate the IHSS program and put information on the PASC website. Luis responded and stated that PASC does a yearly training for its staff on the IHSS program and he talked about the training. He also stated that he will share the training with the Board to equip them with more resources to refer people who are asking for help. He also stated that if the Board needs his assistance, to please contact him and further discussion on this will continue.

Jennifer suggested that in regards to the PASC Open House, that we reach out to the Board of Supervisors and invite them or a representative. Luis stated that Willis will be reaching out to them as well as the PASC Annual Report.

Janet suggested to find another place to hold the PASC Open House on a different day. Willis stated that PASC has already secured the CEC for Monday, April 21, 2025 and no other dates was available. He also stated that the CEC has all of the equipment that is needed to have this event which will be free to PASC but will look into the senior centers that Janet recommended. Janet also asked if PASC will ask for donations from the various vendors like before and Willis said yes. Janet suggested that Lyn get one of the break-out rooms.

Dulce asked how will the PASC Open House to advertised. Luis stated that PASC would send e-blasts to reserve how many people would attend as well as a flyer.

Luis acknowledged Willis for his hard work over the past 24 years within his position and over the past six months, he's been doing a lot for PASC and has not been promoted to be in management but has been involved with managerial duties and support. Effective September 1, 2024, Willis will be promoted to be the Manager, Facilities.

f) Public Comment – No public comment

8. PASC Operations – Stephanie Spicola

a) Registry Engagement

Stephanie clarified that at the last board meeting, the RECs were called case management but the correct term is registry engagement and she explained the reasoning.

She stated that she currently has one registry engagement coordinator who is focusing on speaking with and helping consumers on multiple topics on the IHSS program. She also stated she may have more data to bring back to the board.

b) Job Bank – PASC Website

Stephanie stated that the Job Bank started on July 15th and they had 18 consumers who contacted them to utilize the job bank. She also explained the opening and closing dates as well as how many providers who are on the list who have updated their availability. She also brought to the Board's attention the PASC Newsletter and what it entails and where it can be found.

Janet asked if the RECs know anything about the waivers and Stephanie said yes and they do speak to consumers but haven't had the opportunity to advocate or give more detailed information on it but they do have interactions with consumer who are already on the waiver program or who has lost their access and trying to get back on. She also stated that it is challenging to contact the office that handles the waiver program.

Lyn asked what is the difference between the job bank and the PASC registry and Stephanie explained the differences in detail and gave examples.

Lyn also asked if the providers are signed up for both the registry and the job bank and Stephanie said yes, they are.

c) Public Comment – No public comment

9. PASC Home Care Registry – Klaris Shahbazian

a) Annual HOMcare Registry Review/Annual Consumer Satisfaction Survey for 2023-2024 – Attachment – J

Klaris brought to the Board's attention to Attachment J and she expounded on it in multiple sections.

Luis added that in PASC's contract with the county, the attached document is part of the audit process and PASC must do an annual review. He also expounded on Attachment J as well and he acknowledged Julie for creating this report.

Jennifer asked if the information on the document is just for the county or does PASC use it to flag the profiles for matches or mismatches and strategize how to address them better. Luis explained the process of the survey and the purpose and PASC does take all necessary actions and to improve the registry as well as it is used to be in compliant with the county.

Lyn share her concern on #3 about how long has a provider worked for a consumer. Klaris explained some of the reasons and difficulties why sometimes a consumer hires multiple providers and requests multiple lists as well as why they can't keep or find a provider.

b) Public Comment – No public comment.

10. Legislative Update – Debi Hight

a) Legislative Report Update – *Attachment – H*

Debi brought the to the Board’s attention to Attachment H and she expounded on it.

Debi elaborated on the criteria for Board remote participation.

b) Public Comment – No public comment

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

Vernita reported that they have a lot of activity around the sick time leave and on the various union benefits as well as activity around EVV and ETS. She also talked about the various meetings the union has where they speak to members regarding various topics including the upcoming presidential election.

Janet congratulated April of SEIU for her position as the International President of SEIU and Senator Laphonza Butler.

Luis stated that he would like SEIU’s help with nominating a provider of the year for the PASC Open House and that he will be in contact with Wendy and Vernita.

a) Public Comment – No comment

12. DPSS’ Report – Ying Chan

TOPIC	UPDATE
IHSS Helpline Data	For the month of July 2024, the IHSS Helpline: <ul style="list-style-type: none"> • Number of calls received: 222,698 • Average Wait Time: 00:56:41
IHSS Stats	IHSS Caseload as of July 2024: <ul style="list-style-type: none"> • Recipients: 270,741 • Providers: 227,392
	<p><u>New IHSS Program Human Services Administrator II: Sonia Miramontes</u> This is to inform you that Ms. Sonia Miramontes has become the IHSS Program Human Services Administrator II. Let's wish her the best on her new position.</p> <p><u>PASC Governing Board Vacancy</u> Congrats to Lyn and welcome back! That leaves us with only one vacancy to fill. We are currently preparing a social media campaign to solicitate candidates. Once we launch the campaign, the application forms will be available for download on the IHSS website. We will notify PASC when we launch the campaign.</p> <p><u>IHSS Agency Directory and Resources</u> On August 6, 2024, we/DPSS published the IHSS Agency Directory and Resources on our IHSS webpage. The resources are intended to help</p>

	<p>IHSS recipients and providers connect with various county agencies, community partners, nonprofit organizations and other institutions that may meet their needs in various areas including, but not limited to, financial, legal, housing, nutrition, health, and overall well-being. As a disclaimer, the Agency Directory and Resource Listing is only provided for informational purposes and should not be considered formal, legal, or professional advice, recommendations, or endorsement of any organization by DPSS. DPSS is not responsible for any services or activities provided by agencies listed in the Agency Directory and Resources Listing.</p>
	<p><u>IHSS Awareness Campaign</u> We also launched the IHSS Awareness Campaign on 6/20/24, across all our social media platforms. This campaign is available in four languages: English, Spanish, Chinese, and Armenian. The purpose of the campaign is to create awareness among seniors and disabled individuals of the availability of IHSS services.</p>

Janet commented on the wait time and Ying talked about the comparison from before. Janet also asked what is DPSS doing to reduce the wait time and are they giving people an opportunity to leave a message and Ying said yes. Ying also stated that she can come back to the next meeting and talk more about what they are doing. Janet suggested that they have someone from the line operations to come to a board meeting and speak to this subject. Ying stated that the IHSS help line has a chat feature that consumers and providers can use. Janet also asked if DPSS is informing people who are having difficulty getting in touch with the help line to use the chat feature and Ying said, that campaign is mainly to create awareness of the IHSS program, to let them know where to apply, what services they are providing. Ying also stated that the application and customer service lines are different.

Jorge shared his concerns on the wait time and Ying stated that there are many factors that can affect a call and waiting times and she gave examples and there are many ways to improve and she can bring it back to the helpline management and ask them to provide her with more detail information and bring it back next time.

Kristy asked if someone leaves a message, is there an actual time frame for the worker to return the call. Ying stated that she can bring back the answer next time on the message system.

Luis asked if there was a reason why the wait time increased. Ying stated that it depends and she can not really pin point anything and that's why she will bring back some kind of insight at the next meeting.

Lyn asked if there is away of informing the person calling, how long they are going to wait. She also asked about a return call. Ying stated that she believes that is one of the systems that are in place but she will double check and get back to the board.

Janet asked if Operations can attend the next Board meeting and Ying said she can send the message to them and request their attendance. Ying also stated that in customer service, there are many ways, sometimes the questions can take time and it would not be to the best benefit to rush the call.

There was a question in the chat: Ying read: Just in general, how are they held accountable, what Metrex do they report on every month. Ying stated that she will take that questions down.

- a) Public Comment – No public comment

13. Unfinished/Old Business

Jennifer commented on the wait time and in regards to the goals, it might be a good idea for us to develop a strategy to light the fire under the supervisors to get these wait time lower.

14. New Business – Future Agenda Items:

Dulce suggested in regards to the Tele Townhall that we contact the utility companies and invite them to talk about discounted rates, how to request and apply. Luis stated that PASC has them come out in the past in the PASC Open House and Julie will look in to it.

Jennifer suggested that we should have a Tele Townhall on political advocacy. Dulce added, we need to inform people how important for their voices to be heard.

Lyn suggested to have an elected official on a Tele Townhall.

15. Closed Session – None

16. Mission Moments –

Janet talked about the action level on our Board members on IHSS and other topics and we need to increase the level of activity and sign up for newsletters.

17. Adjournment – Janet adjourned the Board meeting at 3:07pm and Dulce seconded it.

Approved by:

Date: