



PASC Board Meeting Monday, February 3, 2025

1. Call to order: The Personal Assistance Services Council (PASC) Board Meeting was called to order at 1:07pm.

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

Board members absent: No one 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

Jorge 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. Members of the public that was in the room introduced themselves; Corrine Eldridge, Christine Leahey from Center for Caregiver Advancement and Liliana Aguilera from PASC.

5. Consent Agenda

- a) Minutes – Approval of the January 7, 2025 – *Attachment – C*
- b) Financial Reports – Approval of December 2024 – *Attachment – D 1 THRU 7*
- c) PASC Activities and Outreach – *Attachment – E (February 2025)*
- d) PASC Performance Measures and Reviews – *Attachment F (December 2024)*
- e) Tele Forums – *Attachment G1 & G2*
- f) Public Comment

Motion to approve the consent agenda, moved by Jennifer, seconded by Dulce, motion passes with consensus with the correction to Jessica Caloza's last name (Caloza).

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 once so far and they discovered that they needed some documents to review before they move forward. Recently, they did receive the requested documents and they will be meeting again via zoom to discuss those documents.

b) PASC Agenda Recommendations

Cynde and Luis spoke about the recent meeting they had regarding shortening the PASC Board meetings to two hours.

Dulce asked if DPSS and SEIU has been contacted about attending on a less than monthly schedule and Cynde stated that it will be addressed in another section.

c) Meeting with Senator Menjivar – Luis Bravo, Janet Burt and Kristy Madden

Janet B shared her thoughts and experience with Senator Menjivar on various topics and stated that since she lives in the Senator's district, she will be more involved and supportive.

Kristy also shared her thoughts and experience and was able to share her own personal story in relation to consumers and providers on IHSS.

Luis talked about his interaction and the various questions they asked, specifically recipient training. The Senator commented on how it would not be possible because it would remove funding for direct care. They also talked about Career Pathways and the funding around it and how it was overspent. The Senator was invited to the PASC Open House and she stated that she would send a staff member. They invited her to a PASC Tele Forum and the Senator invited PASC to her Tele Town Hall. Luis also stated that he sent the Senator the PASC Annual report with data. Luis stated that they talked about the budget and the Senator indicated that there were no budget cuts at this time. Luis also thanked Janet B and Kristy for their support and efforts in meeting with Senator Menjivar.

Janet HC asked for clarification on the ask on recipient training and Luis, Kristy and Janet B responded and explained the direct care issue. Luis stated that the Senator recommended to follow up with the executive director of the San Diego IHSS PA as well as a few other people and if there is anything that PASC needs, to please reach out to her.

Dulce asked what other topics were talked about and Luis stated that they talked about re-assessments and they will be having dialogues moving forward.

Steven share his thoughts about the necessity of consumer training and consumer needs.

d) PASC Board IHSS Office Visits

Cynde talked about the Board visiting the IHSS offices and attending an IHSS provider orientation. She asked the board who would like to attend a provider orientation. Dulce, Kristy and Rina stated that they would like to attend. Cynde asked Luis what the process was and he explained that it will be coordinated with DPSS when the board member indicates the IHSS office location they would like to go to.

Jorge and Jennifer shared their thoughts, experience, concerns, pro and cons as well as their appreciation about their visit at the Pomona IHSS office and the provider orientation.

Laura Andranigian, Human Services Administrator I from the Pomona IHSS office spoke and express her sincere apology to the board for the miscommunication and that they strive for excellent customer service. She asked Jennifer and Jorge if they have any free time, she would like to speak to them regarding their concerns.

e) Public Comment - None

7. Executive Director's Report – Luis Bravo

a) PASC Outreach During Wildfires

Luis talked about the recent wildfires around Los Angeles and how PASC, the staff and parts of Pasadena and Altadena were affected as well what PASC did to keep the staff safe. He also talked about how the Day of Observance for former President Carter gave the staff an extra day to get things in order. He also talked about working with PASC management on how they would respond to the PASC constituents they serve and were able to compose a report of anyone who was affected in those fire areas. They identified 585 consumers and providers in the PASC data base and they able to reach out to them and offer referrals, resources and other services that they may need. He also stated that PASC did not receive a lot of consumer calls regarding the need to be evacuated or not having a provider. He also stated that DPSS has multiple resources in their newsletter and he's been meeting with 211 and looking forward to continuing a partnership.

Jennifer asked if PASC is required to have a disaster preparedness or resources as a part of PASC or By-Laws or know about climate activity as well as she suggested that we possibly amend the By-Laws to state that. Luis stated he will look into it but it is not in the PASC contractual agreement with DPSS but we do have a disaster preparedness plan for the office.

Janet H-C stated that she assumed that DPSS called all of the IHSS recipients regarding emergencies as they have done in the past and asked how PASC coordinated with them. Luis stated that DPSS did their own type of outreach and did not connect with them on their efforts, but he wanted to see what PASC could do.

Cynde asked if the county or the city called PASC and asked if we could help them out and were they proactive or was it just PASC. Luis stated that the PASC did receive calls from other county PAs checking on PASC and the executive director in San Bernardino offered their assistance to PASC if needed but we were able to handle all of the calls.

b) Public Comment

8. Center for Caregiver Advancement – Corinne Eldridge

a) CCA Proposal and Motion – *Attachment – H 1&2*

Corinne brought to the Board's attention Attachment H 1&2 and she expounded on them in detail.

Lyn expressed her concern about not doing consumer trainings and feels that this is very important and doesn't understand why PASC can't allocate funding for consumer training as well.

Corrine asked if PASC's budget would allow consumer training. Luis stated that as PASC moves forward, one of the goals for PASC is to be able to compose some sort of consumer training and emphasized that the PASC staff does consumer training and tele forums on various topics. He stated that there will be future trainings independent from the provider trainings.

Lyn asked about the PASC budget and why can't it be allocated for consumer training. Luis talked about the PASC budget and how items are allocated from the set budget that has been created and approved in advance. Luis stated that there is money allocated for recipient training and went over what is being done. Lyn also stated that she would like

Luis to report at the next meeting how much money is being devoted to consumer training. Luis stated that he will look into it and he explained the budget process and what is involved.

Jorge shared his thoughts on the budget as well.

Rina asked if there is a budget, PASC can do consumer training, what has been suggested by Lyn and Jorge. Her 2nd question has to do with language in # 7 of the proposal regarding the translation team and if the trainings are being translated, is the person doing it in a particular language and how are they being translated. Luis stated that Cynde, Janie Whiteford and other agencies met with CCA and they received feedback from consumers. CCA is more focused on provider training and they are not the agency to compose consumer training but they are open to working with PASC. Corrine talked about their meeting that they had and explained what they do about their trainings and if there is funding, they would love the opportunity to create and a build a quality consumer training. Corrine explained their curriculum process and language process.

Luis asked Cynde for clarification regarding the meeting she had with Janie and Corrine regarding going to CAPA or CICA for consumer training. Cynde stated that Christine (CCA) is working on a draft document that describes what consumer training should be. Christine (CCA) talked about the document that was created as a collective and their suggestion was the CAPA or CICA should be the organization moving this ahead because they are the consumer voice and perspective but CCA is there for assistance if needed. Cynde also stated that as soon as Christine is finished with the document, they will share it. Christine stated that they are waiting for input from the next the meeting and Cynde will follow up with Janie and Nadine.

Motion to approve the CCA Proposal and Motion, moved by Jennifer, seconded by Kevin, motion passes by majority with one nay (Lyn Goldfarb).

Steven brought to the board's attention that he needs to leave but he wanted everyone to know that on behalf of Hunger Action LA that there is Cal Fresh disaster relief available and it will available to a list of zip codes for those acted by the fires. If anyone needs assistance, they can call Frank Tamborello at 213-361-2075.

b) Public Comment

9. PASC Community Outreach – Liliana Aguilera

a) PASC Open House Update

Liliana talked about the PASC Open House and the efforts getting the information to seniors, disabled and providers that are on the PASC data base and she explained what is being done to get the information out there. She also mentioned that DPSS will be promoting the open house. She stated that there are currently 110 registrations to attend the open house from consumers and providers and she named a few organizations and presenters that will be in attendance.

b) Community Outreach

Liliana talked about her efforts in reaching out to various senior agencies where she can schedule a presentation on IHSS and PASC. She also talked about the most recent health fairs that she has attended and she elaborated on future health fairs and presentations that she has scheduled. She also stated that she has been reaching out to the various organizations that the board has sent her and if they have more, to please email her. Luis added that DPSS has put the PASC Open House announcement in their newsletter and they are looking for other publications to

promote the open house as well, including promotional videos. DPSS will also be doing a presentation and if the board wants them to focus on a certain topic, please send an email to Luis.

Cynde stated that PASC's save the date flyer is on the CALIF's website.

c) Public Comment

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

Wendy report on the wildfires that happened around Los Angeles and also talked about reaching out to Luis regarding resources for consumers. She stated that they had approximately 35,000 providers in the Altadena area of which 3,000 were impacted by the fires and the union has a relief fund for providers that need assistance. In addition to that, they have been coordinating with SEIU state counsel and other branches to receive funds and she stated that through the LA Federation of Labor, they have been able to secure more relief funds. They have received over 127 inquiries regarding the relief funds from individuals in various cities that have been impacted and she explained multiple scenarios. She stated that she has been reaching out to the Board of Supervisors to make sure that no services are interrupted. She stated that the union has been able to assist over 50 providers through the three relief funds and they will continue to do outreach as well as partnering with their sister Local SEIU 121 RN in Pasadena. She stated that they held a town hall meeting 2 weeks afterwards and talked about the topics and following up. She stated that the next step is make sure that the consumers and providers who have been impacted do not lose any services. She will also reach out to DPSS and will share her findings with Luis. They will also be working on a campaign regarding Medicaid and its funding that is at risk and who will be impacted and she explained what they will be doing and who they will be teaming up with.

Cynde asked Wendy if SEIU provided any PPE for people affected by the fires. Wendy stated that they did and there were other agencies who were also providing PPE.

a) Public Comment – No comment

11. DPSS' Report – Ying Chan

TOPIC	UPDATE
IHSS Helpline Data	For January 2025, the IHSS Helpline: <ul style="list-style-type: none"> • Number of calls received: 201,053 • Average Wait Time: 0:50:31
IHSS Stats	IHSS Caseload as of January 2025: <ul style="list-style-type: none"> • Recipients: 282,810 • Providers: 237,525
	<p><u>PASC Governing Board Vacancy</u></p> <p>As I reported last month, we received two applications for our vacancy. We completed the interviews for both candidates. As soon as we receive our approval of our final selection, we will work with the</p>

PASC and Board of Supervisors office to get the candidate officially appointed.

Dementia Text Campaign

The Aging and Disabilities Department has partnered with Alzheimer's LA along with the office of Supervisor Lindsay Horvath to conduct a webinar regarding dementia and home safety. The targeted population is Spanish-speaking IHSS providers of Protective Supervision (PS) cases. The webinar is scheduled for 2/19/25 at 10 am.

To assist, our department will launch a text campaign to inform Spanish-speaking PS providers of this webinar. The text campaign is targeted to launch on 2/7/25 and 2/12/25.

Cynde asked Ying regarding those who were devastated by the fires, where any recipients' hours changed. Ying explained the reassessment process if there is a need and she explained their outreach efforts. She stated their outbound calls were 3,499 and the social workers called 209 consumers who were listed as critical. She also explained the assessment process and the IHSS individualized back-up plan and risk assessments and she explained what that is.

Wendy asked Ying in the event that a consumer didn't get any of the paperwork and they don't recall their social worker's contact information, what number should the consumer call to connect with the social worker to assess and make changes in their care. Ying stated that the IHSS Help Line.

a) Public Comment – None

12. Unfinished/Old Business – None

13. New Business – Future Agenda Items:

Kristy commented that some of the people who have passed away because of the fires were disabled and seniors and Supervisor Kathryn Barger is trying to set up a data base of people who are disabled and seniors who need help evacuating. She also stated that she and Cynde are a part of it and she asked if PASC will be willing to promote it. Luis said yes.

Lyn stated that she hopes that we can figure out some strategies with the possible funding cuts and hoping that we can be a part of those discussions in how to prepare and what to do.

14. Closed Session – None.

15. Mission Moments: None

Dulce stated that Rancho Los Amigos is putting on a fair on February 26th with various agencies and if anyone would like to go to please attend and she will send Willis a flyer to send out with information.

16. Adjournment – Cynde adjourned the Board meeting at 2:49pm.

Approved by:

Date:

Action Items:

- **Jennifer asked if PASC is required to have a disaster preparedness or resources as a part of PASC or By-Laws or know about climate activity as well as she suggested that we possibly amend the By-Laws to state that. Luis stated he will look into it but it is not in the PASC contractual agreement with DPSS but we do have a disaster preparedness plan for the office.**
- **Lyn asked about the PASC budget and why can't it be allocated for consumer training. Luis talked about the PASC budget and how items are allocated from the set budget that has been created and approved in advance. Luis stated that there is money allocated for recipient training and went over what is being done. Lyn also stated that she would like Luis to report at the next meeting how much money is being devoted to consumer training. Luis stated that he will look into it and he explained the budget process and what is involved.**
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