



## PASC Board Meeting Monday, April 7, 2025

1. Call to order: The Personal Assistance Services Council (PASC) Board Meeting was called to order at 1:13pm.

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

Board members absent: Kevin MacDonald (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 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

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) CCA Update

Cynde reported on the recent meeting and the attendees and the upcoming meeting they will have.

Cynde also stated that they will have a great curriculum to come out.

b) Disability Rights California GALA Update – Dulce Garcia

Dulce reported on the DRC Gala and networking with other organizations and who they were honoring, (Dolores Huerta, a leader in the united farmworkers movement). Luis added that the LA County Board of Supervisors will be honoring her on their upcoming agenda.

c) Meeting with Board of Supervisor's Deputy – 4<sup>th</sup> District

Cynde reported on a meeting that she and Richard had with Supervisor Janice Hahn. Cynde stated that she talked about various issues that consumers are having with IHSS, such as the long wait time, and she stated that Supervisor Hahn will be inquiring about it. Cynde stated that PASC will be focusing on consumer trainings and Supervisor Hahn stated that perhaps her office could help PASC with that. Cynde also talked about legislation and if PASC could get their support and she indicated that PASC could send the information to her office and they will run it by their county council and let them know. Richard added that Supervisor Hahn stated that they have funding for a one-time project and could possibly help PASC with any special projects. Richard also added that the Supervisor stated that if there any issues, to please contact her office.

Janet HC asked if there were any specifics regarding the funding for the special project and Cynde mentioned consumer training and videos.

d) Public Comment

7. OMB Audit Report Presentation and Motion - Tony Fukuhara – *Attachment – G-1/2 and Motion*

Tony Fukuhara brought to the Board's attention Attachment G-1 and he expounded on it.

Lyn commented on the audit report and asked about concerns of future expenditures and Tony explained the way PASC is set up and its funding.

Jennifer asked if there was discussion to pay down the CALPERS liability. Tony explained how it can be change from year to year and he explained the requirements and liability balances.

Motion to approve the OMB Audit Report, moved by Jennifer, seconded by Steven, motion passes with consensus.

8. Executive Director's Report – Luis Bravo

a) TeleTown Hall – *Attachment H*

Luis brought to the Board's attention to Attachment G-1 and he expounded on it.

b) Update Survey Feedback from the IHSS Community – *Attachment I*

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

c) PASC Open House Update – *Attachment J-1/2/3*

Luis brought to the Board's attention to Attachment J 1-3 and he expounded on it.

d) Outreach Promotional Video Presentation

Luis brought to the Board's attention the promotional video presentation and he expounded on it.

Luis explained and talked about each video that has to deal with PASC services.

Luis stated that the promotional video presentations will be sent to the board and if they have any minor changes or suggestions to please let him know, and to also focus on consumer training. He also stated that he would like to reach out to DPSS and SEIU to see if they would like to show them at their facilities.

Lyn shared her thoughts about the videos and thinks that it is important to have actual consumers and providers in these videos and Luis agreed and hope to have board members involved as well.

Kristy asked if these videos will be on YouTube, and Luis said yes and if there were any updates, he would make the changes and share them on all of PASC's social media outlets, SEIU, DPSS and other entities.

Cynde asked if we could make videos for the IHSS social workers for their assessments. Luis stated that once he receives feedback from the board and the individuals we serve, then he could create videos for the social workers.

Steven asked if there are any provisions for miscellaneous hours for providers to do other tasks that are not on the notice of action or include them in the notice of action. Luis recommended Steven contact his social worker for a reassessment and this could lead into consumer training.

e) Public Comment - None

#### 9. PASC Staff Presentations

##### a) Cherryl Warner – *Attachment K*

Cherryl brought to the Board's attention to Attachment K and she expounded on it.

Lyn stated that she does not understand the data regarding the delays, failed, and passed in Cherryl's DOJ report and CBI report. Cherryl stated that there could be multiple reasons why a CBI would be delayed, failed or a subsequent arrest, and she explained and gave examples. She also stated that consumers will only be notified if a provider they are looking to hire has failed the CBI and is removed from on the registry.

Dulce asked what are some of the convictions that would disqualify a provider from IHSS and Cherryl explained what they are. Luis added that the state released requirements for all PA's to follow. Cherryl also talked about Joseph Melendrez, who is a paralegal staff member of PASC and she explained what his role is regarding the CBI and the DOJ.

Janet HC asked what the average wait time is to get the CBI results. Cherryl stated that it could take up to two months.

Lyn asked if the same CBI criteria rules that PASC has applies to other agencies. Cherryl stated that it is different and each agency has their own rules and criteria's

##### b) Julie Lieder – *Attachment L*

Julie brought to the Board's attention Attachment L and she expounded on it. Cynde complemented the PASC's Social Media staff person's hard work in keeping PASC out there to the public.

c) Julie Lieder – Software Update - Redesign Proposal and Motion – *Attachment M 1&2*

Julie brought to the Board’s attention to Attachment M 1&2 and she expounded on it.

Motion to approve the Software Update - Redesign Proposal, moved by Janet HC, seconded by Dulce, motion passes with consensus.

d) Julie Lieder – Software Update - Vonage Proposal and Motion – *Attachment N 1&2*

Julie brought to the Board’s attention to Attachment N 1&2 and she expounded on it.

Motion to approve the Software Update - Vonage Proposal, moved by Jennifer, seconded by JoAnn, motion passes with consensus.

e) Public Comment - None

10. Legislative Report – Debi Hight

a) Legislative Update – *Attachment O*

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

Cynde added that for those who were on the Statewide bargaining workgroup committee, they were supposed to turn in their comments and these comments will be attached to the final report.

b) Public Comment - None

11. DPSS’ Report – Christine Dauglash – Attachment P

TOPIC	UPDATE
<b>IHSS Helpline Data</b>	For March 2025, the IHSS Helpline: <ul style="list-style-type: none"><li>• Number of calls received: 168,567</li><li>• Average Wait Time: 0:38:23</li></ul>
<b>IHSS Stats</b>	IHSS Caseload as of March 2025: <ul style="list-style-type: none"><li>• Recipients: 285,932</li><li>• Providers: 240,942</li></ul>
<b>IHSS Report</b>	Moving forward, I (Christine) will be taking over as your IHSS Program contact. Ying (Chan) retired as of March 31 <sup>st</sup> . I will try my best to fill her shoes.  <b><u>ATT (Access To Technology) Program</u></b>  If you recall, DPSS partnered with the Aging & Disabilities Department to assist LA County’s senior adults and adult individuals with disabilities to acquire free tablets through the ATT program. The ATT program distributed 3,365 tablets including 830 to IHSS clients. All tablets were preloaded with County links, educational content, have video

conferencing capabilities, access to news, etc. Individuals in the program are being supported with a two-year unlimited 5G data plan through the ATT grant-funding. Digital literacy trainings were held in-person, via Zoom, and telephonically to 2,255 participants to help them use their devices effectively.

**PASC Open House**

The PASC Open House promo was added to the DPSS Essential and will run until April 21<sup>st</sup>.

Lastly, we know everyone has been hearing about the potential changes at the federal level that may impact our programs, such as impacts to Medi-Cal which may in turn impact IHSS; however, at this time we do not have anything concrete to report on. As we know more, we will share our updates.

Lyn shared her concerns about what's going on at the federal level and asked what is being done proactively. Christine stated that at this point they are keeping abreast of any news that may relate to IHSS and Medi-Cal but they do take other related news into consideration and will update PASC.

a) Public Comment – None

12. SEIU Local 2015 – Wendy Duchon/Venita Randal/Vanessa Pena

Vernita reported that SEIU has been on a national campaign “Hands off our Medicaid”, they will be doing specific actions on April 22, including lobby visits and townhall meetings. She also stated that they have partnered up with Hand in Hand and the Disability Advisories. She also talked about the governor's May revise. She also talked about the various trainings they are having across the state. She also talked about the collaboration with PASC regarding the IHSS orientations.

Janet HC asked Vernita if she knew their call center numbers and Vernita said no she has not received their report and she talked about who they have been reaching out to.

Lyn asked about the work SEIU is doing regarding “Know your Rights” and Vernita stated that they are doing trainings across the state for consumers and providers and other entities.

Cynde asked if SEIU will have any town halls or rallies in Los Angeles County and Vernita said that she will check with the political department. They will be going to congressional district 40 which she believes is in Anaheim, and they are targeting individuals who are not speaking up.

13. Unfinished/Old Business – None

14. Closed Session (Labor negotiations government code section 54954.5: 54957.6)

Open Session: Cynde reported out that they discussed PASC's MOU with SEIU.

15. New Business – Future Agenda Items:

Janet HC talked the lack of unification in Pacific Palisades and Altadena and if PASC has the capabilities of finding consumer and providers and to identify them by zip codes.

This would help to know where people are when tragedies happen. Luis talked about what PASC did during the wildfires and how many people they identified and the resources that was offered and he expounded on that. Cynde added that at the last Board of Supervisor's meeting, they voted unanimously to look into putting together a count-run registry list.

Kristy stated that Hilary Norton from Fast Link, who is the leader of their group, would like to speak to PASC and talk about accessibility for providers to get their clients during the Olympics.

16. Mission Moments: None

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

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Approved by:

\_\_\_\_\_  
Date:

**Action Items: None**