



PASC Board Meeting Monday, July 7, 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, Jorge Chuc, Rina Cruz, Steven Echor (phone), Dulce Garcia, Lyn Goldfarb (phone), Janet Heinritz-Canterbury, Kim Hudson, Richard Hernandez, Kristy Madden, Cynde Soto (phone) and Jennifer Stark were present. There was a quorum.

Board members absent: Jorge Chuc (excused 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

Jennifer 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 – Cynde asked the members of the public introduce themselves and they did.

PC – **Kelly Takasu**, Senior Public Policy Manager from Alzheimer's Los Angeles made a comment on their organization and their relationship with PASC. She also asked to be connected to DPSS regarding working together in a three-way partnership. Willis stated that he will forward her information to DPSS.

5. Consent Agenda

- a) Minutes – Approval of the June 3, 2025 – *Attachment – C*
- b) Financial Report – Approval of May 2025 – *Attachment – D*
- c) PASC Activities and Outreach – *Attachment – E (July 2025)*
- d) PASC Performance Measures and Reviews – *Attachment F (May 2025)*
- e) Tele Forum – *Attachment G1 thru /G4*
- f) Public Comment

Motion to approve the consent agenda, moved by Jennifer, seconded by Janet HC, motion passes with consensus with the corrections mentioned above.

6. Collective Bargaining AB283 – Kim Rothchild – CAPA

Kim discussed the amendments to the bill, highlighting the expansion of the Advisory Committee from 13 to 17 members to include diverse perspectives. At least 50% are those on IHSS, past users, and representatives from specific communities like seniors and people with disabilities. She noted that the committee will now include cultural, ethnic, racial, linguistic, and other diverse lenses, with members

serving two-year terms and the possibility of reappointment and this would take effect January 2026. Kim also mentioned that the bill addresses county protections and ensures financial sustainability, but she expressed uncertainty about the committee's analysis of a statewide public authority. Jennifer asked if PASC has a position in this bill and Kim said no. Jennifer also asked if there was a way that the PASC board could become more educated and Kim said they have provided high level overview. Janet HC raised questions about the Advisory Committee's composition and the bill's implications, which Kim addressed by explaining the intended balance of consumer and organizational representation.

The discussion focused on a legislative bill aimed at addressing unmet consumer needs by increasing provider wages, as legislators believe this is the most effective way to attract and retain workers in the care sector. Kim explained that while the bill's primary goal is to help consumers, the advisory committees will play a crucial role in gathering input from diverse groups to ensure the program meets the needs of all consumers. Cynde inquired about CAPA's stance, to which Kim clarified that they are neutral but noted that CSAC and CWDA are likely to support the bill if amendments addressing fiscal protections are made.

Kristy asked who will be selecting the advisory committee, with Kim explaining that the department, likely DHCS, would handle the selection. Cynde encouraged attendees to contact Kim directly with further questions.

7. Board Chair's Report – Cynde Soto

a) IHSS Provider Orientation Visit – JoAnn Cannon/Debi Hight

The group also reviewed a recent IHSS provider orientation visit to the Torrance office, where JoAnn and Debbie observed a well-organized session with 65 participants. They noted the orientation included accurate information about the union and highlighted the efficient handling of union membership forms, though they did not hear it explicitly stated as voluntary.

b) Public Comment – None.

8. Executive Director's Report – Luis Bravo

- a) State and PASC Budget Update – Attachment – H
- b) Consumer Outreach Department
- c) Assistant Director/Executive Assistant Positions
- d) LA Care

Luis brought the board's attention to Attachment H and he expounded on it from a-d, he also stated that he would like to invite LA Care to the next PASC Board meeting.

JoAnn asked if certain employees are going to be assigned to a different department manager and Luis explained the outreach department and his plan to make one department and who will be in charge of it, as well as there are 10 employees.

Kim asked about if there was a conflict of interest of working with LA Care and Luis said no and explained the relationship between PASC and LA Care.

e) Public Comment

9. PASC Staff Presentations

a) Mary Dileo – Attachment I

Mary introduced herself and she talked about her tenure with PASC and position. She also brought the Board’s attention to Attachment I and she expounded on it.

b) PASC Financials

The meeting discussed PASC's accounting and financial processes, including its contract with DPSS, budgeting, invoicing, and internal controls. Mary explained that PASC follows several policies and guidelines, including separation of duties, and outlined the organization's responsibilities in managing program funding, tracking expenses, and reporting to the board and DPSS. She also mentioned that PASC cannot approve transactions, sign checks, or process payroll, and detailed the organization's financial activities, including budgeting, invoicing, and reporting.

Janet asked about raising funds for the PASC Open House and Mary explained that process and that PASC can no longer take donations and deferred to the PASC contract.

10. Legislative Report – Debi Hight

a) Legislative Report – Attachment J

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

Janet HC and Kristy asked if PASC could prepare a letter of support for AB 246 (temporary pause on evictions) and Debi stated she would prepare one for Cynde’s signature.

b) Public Comment - None

11. SEIU Local 2015 Report – No report given and no representative present.

a) Public Comment – None

12. DPSS’ Report – Christine Dauglash

TOPIC	UPDATE
IHSS Helpline Data	<p>For June 2025, the IHSS Helpline:</p> <ul style="list-style-type: none"> • Number of calls received: 110,614 • Average Wait Time: 0:53:37 <p>The top three inquiries for the month of June 2025 are as follows:</p> <ul style="list-style-type: none"> • General Helpline questions, such as provider eligibility status (pending or reactivating); completing timesheets, changing, or linking providers to recipient cases • Requests for regular or abbreviated provider orientations • Questions about the Electronic Visit Verification (EVV) notifications, sent 06/19/2025

IHSS Stats	<p>IHSS Caseload as of June 2025:</p> <ul style="list-style-type: none"> • Recipients: 292,164 • Providers: 245,999
IHSS Report	<p>Multi-Language Support Expansion (MLS)</p> <p>As of June 30, 2025, the State expanded their language support for the Electronic Services Portal (ESP), IHSS EVV Mobile App, Telephone Timesheet System (TTS), and the IHSS Service Desk to include Russian, Korean, Vietnamese, Cambodian, Farsi, and Tagalog. They previously only supported English, Spanish, Chinese, and Armenian.</p> <p>The changes to these systems include:</p> <ul style="list-style-type: none"> • ESP Users can now view the web content in your preferred language. Simply select it from the upper right-hand corner of the ESP login page. • EVV Mobile App Users will see the app's content in your preferred language automatically if your mobile device is set to one of the supported languages. • TTS Users will be prompted to choose your preferred language at the start of each call. • IHSS Service Desk now connects with an interpreter when calling them: 866-376-7066.

IHSS Report**State Budget Update**

The Governor recently signed the following budget agreements that impact IHSS recipients and providers. As you may recall, these were the proposals presented as part of the Governor's May Revise at last month's meeting. Additional budget agreements are expected, which may affect our program's participants. We will share them with you as they become available.

- **Proposal to Cap Provider Overtime Hours:**
The proposal to cap provider work hours at 50 hours per week (10 of which would be overtime) was rejected. IHSS provider hours of 66 hours per week and all exemptions to provider overtime rules remain as they are.
- **Proposal to Conform IHSS Residual Program with the timing of Medi-Cal coverage:**
The proposed automatic termination of IHSS cases when Medi-Cal terminated was rejected. Recipients can stay on the IHSS Residual program and keep their case open for up to six months when their Medi-Cal is terminated due to redetermination.
- **Proposal to make counties cover Late Penalties for cases with funding source Community First Choice Option (CFCO):**
Effective 7/1/25, CFCO penalty costs is split 50/50 between state and counties through FY 2025-26. Full penalty is passed on to the counties beginning 7/1/26. This means that when CFCO reassessments are not processed timely, federal funding associated with these cases will not be issued. 100% compliance in CFCO case processing is required to avoid this penalty.
- **Proposal to eliminate IHSS Benefits for Undocumented Adults aged 19 and older:**
Proposal rejected. IHSS benefits for undocumented adults aged 19 and older will continue.
- **Proposal to Reinstate Medi-Cal Asset Limit:**
Final budget restores the Medi-Cal asset limit to \$130,000 for individuals and \$195,000 for couples. Previous proposal aimed to reinstate the asset limit of \$2,000 for individuals and \$3,000 for couples to be eligible for Medi-Cal.

Janet raised the concern of the 53-minute wait time for the Helpline and DPSS agreed to look into it at a previous PASC Governing Board meeting and report back to us. A report was not given at this meeting.

This question was addressed after the PASC Board meeting and the reasons for the 53-minute wait time for the Helpline are listed below.

1. The IHSS Provider Orientation Hybrid Pilot, which began on 5-12-2025, requires Helpline (HL) workers to schedule applicant providers for an in-person abbreviated orientation. The Hybrid scheduling lengthens call times because the IHSS HL worker must now update both the online and in-person orientation systems. Additionally, HL workers are spending more time explaining the process and differences between the two options.
2. Provider timesheet inquiries: End of a pay period which is a known pattern at the start of the following pay period.
3. Office closure: Holiday, Monday, May 26th created a higher call volume on Tuesday, May 27th which is also a known pattern in call center environment.

b) Public Comment – None

13. Unfinished/Old Business – None

14. Closed Session

- a) Labor Negotiations (government code section 54954.5: 54957.6)
- b) Executive Director Performance Evaluation (government code section 54957(b)(1))
- c) Public Comment


Open Session: No business was conducted.

15. New Business – Future Agenda Items: Willis stated that the Board election announcements will on the August agenda.

16. PASC Board Advocacy Report: None

17. Adjournment – Cynde adjourned the Board meeting at 3:00pm.

Due to technical difficulties with audio echo and reception, the board decided to postpone both the executive director evaluation discussion and collective marketing topics to the next meeting. The meeting was adjourned early as the audio issues made further discussion impossible.



Approved by:

8-4-25

Date:

Action Items: