



PASC Board Meeting Monday, October 6, 2025

1. Call to order: The Personal Assistance Services Council (PASC) Board Meeting was called to order at 1:03pm.

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

Board members absent: Jorge Chuc, (excused absent) Janet Heinritz-Canterbury, (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 accommodation under the ADA.

No public comment.

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

JoAnn 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**

No public comment.

5. Consent Agenda

- a) Minutes – Approval of the September 8, 2025 – *Attachment – C*
- b) Financial Report – Approval of August 2025 – *Attachment – D*
- c) PASC Activities and Outreach – *Attachment – E (October 2025)*
- d) PASC Performance Measures and Reviews – *Attachment F (August 2025)*
- e) Tele Forum – *Attachment G1 thru /G6*
- f) Public Comment - None

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

Lyn asked a question from the minutes on page four regarding the union's report, when Kevin asked Wendy Duchon about the \$400,000,000 wage increase for the collective bargaining agreement. Luis explained the dollar amount and how it was calculated.

6. Closed Session

- a) Labor Negotiations Update (government code section 54954.5: 54957.6) – Attachment – H
- b) CalPERS Pay Schedule (government Code Section 54957 – Attachment – I

c) Public Comment - None

Open Session: Cynde reported out that they discussed labor negotiations; and the CalPERS pay schedule was approved.

7. Board Chair's Report – Cynde Soto

a) Board of Supervisor Reception – Supervisor Janice Hahn

Cynde talked about the reception she went to for Supervisor Janice Hahn, and she reported on her meeting with Supervisor Hahn's deputy and mentioned plans for quarterly meetings.

b) The 2nd Annual Government and Disability Summit – Dulce Garcia and Kristy Madden

Kristy and Dulce reported on how they enjoyed the event; they spoke about the various services they learned about and gave highlights. They would also like to bring some of what they learned back to PASC. Dulce talked about a program called the "Blue Envelope" that is operated by the sheriff's department, and she explained what it is about, and she would like to bring to PASC. She also stated that she will send the information on the "Blue Envelope" to everyone.

c) Public Comment – None

8. Executive Director's Report – Luis Bravo

a) PASC Annual Report – Meeting with Board of Supervisor's Deputy Cluster Meeting

Luis presented the PASC Annual Report and went over some highlights. He stated that he is attempting to be placed on the agenda of an upcoming BOS cluster meeting to discuss the report. For those board members who were not present at today's meeting, the annual report will be mailed to them. He also thanked the PASC staff for putting it together.

Jennifer asked about the PASC/DPSS contract where PASC has a mandatory 10% increase to the registry. Luis addressed a mandatory 10% annual increase for IHSS providers, which was implemented in response to the provider shortage crises identified in independent studies. He also discussed efforts to improve efficiency in handling provider and recipient inquiries.

Steven asked for clarification on who he needs to speak to in order to get a definitive answer regarding whether recipients are to pay for provider's gas when used to take them to appointments. Luis and JoAnn went over the responsibility of who pays for gas, and they talked about the consumer Notice of Action, where it identifies what is and what is not covered for IHSS. Cynde suggested that DPSS answer this question.

b) Memorandum of Understanding Ratification

Luis talked about the MOU and the tentative agreement that was reached with SEIU Local 2015 and that the Board of Supervisors approved it on September 2, 2025. He talked about the new wage increase and the breakdown, with a tentative effective date of January 1, 2026. He also talked about the ratification vote process for providers and stated that they can vote online or called the member action center at 855-810-2015. The union will share the results before the end of the month with the county.

c) Teleforum – Attachment K 1-2

Luis brought the board's attention to Attachment K 1-2 and he expounded on it.

d) PASC Open House – Friday, June 5, 2026 – California Endowment Center

Luis reported on the next PASC Open House that will be held on Friday, June 5, 2026, at the California Endowment Center. PASC's assistant Director, Michael Vazquez, will be composing a committee and if board members have any suggestions, please let us know.

e) Staff Acknowledgement

Luis had a surprise announcement and recognized Willis Oliver's 25-year service anniversary at PASC, where he has worked across multiple departments, as well as the facilities manager and board clerk. Willis expressed his emotions and gratitude to the PASC staff and the Board.

Dulce asked about which providers qualify to vote, and Luis explained the process for the ratification. She also asked if the PPE is only for union members? Luis said he would find out.

f) Public Comment – None

9. PASC Staff Presentation

a) Michael Vazquez

1) Provider Recruitment – with a Motion to Approve – Attachment L 1-4

Michael brought the Board's attention to Attachment L 1-4 and he expounded on it.

Michael also asked for a motion for the provider recruitment letter. Luis added that because of the amount, we would need board and county approval, and this is within the PASC budget.

Motion to approve the provider recruitment letter mailing, moved by Jennifer, seconded by JoAnn, motion passes with consensus.

2) Consumer Survey and Home Visits – Attachment M 1-3

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

Rina asked what the goals are for the home visits. Michael explained the process as well as the time it takes to do home visits.

Luis presented findings from recent surveys indicating a demand for home visits, which Michael supported by highlighting their effectiveness in generating appointments and provider connections. They discussed operational challenges, including staff time constraints and the need for clear outreach protocols, while Jennifer emphasized the importance of creating efficient standards for vulnerable populations. Some of the Board members added comments and hope to see it succeed.

Kim raised concerns about immigration-related fears affecting participation, which Michael agreed to investigate further. Michael agreed to continue refining the home visit program to gather more feedback and improve service efficiency.

b) Walter Powell – PASC Job Bank

Walter Powell, the registry lead, presented on the job bank, a tool for consumers to find providers.

He explained that the job bank is currently in a pilot phase, opening every other week, with plans to expand to weekly operations in November, excluding the week before Thanksgiving. Walter shared that since reopening, they received five emails, with two responses, indicating a slow start.

He expressed hope for increased usage and discussed the possibility of reopening provider surveys in the future.

PC – Andy Miranda added that he is currently working on video instructions to accommodate all job bank users.

c) Public Comment

10. Legislative Report – Debi Hight

a) **Legislative Report:** Debi reported on SB 707 sponsored by Senator Durazo, a local Los Angeles State Senator, and announced that the Governor had signed the bill on October 3, 2025. She mentioned that the bill will expand the parameters for meeting remotely, allowing more opportunities to participate via teleconference. She stated that members of a legislative body with a disability as defined would be able to participate via teleconference and count toward the in-person quorum. She indicated that PASC has already been doing this via the State Attorney General's Opinion issued in July of 2024. This legislation now puts this into state statute.

Jennifer asked if the Health Plan SEIU \$1 is tied to federal insurance subsidies and if there is something that is going to go away. Debi stated that there wasn't any current or feasible threat to this health plan feature at this time.

b) Public Comment - None

11. DPSS' Report – Julia Stranges

TOPIC	
IHSS Helpline Data	For September 2025 (21 business days and holiday closure), the IHSS Helpline: <ul style="list-style-type: none"> • Number of Calls Received: 119,127 • Average Wait Time: 0:21:20 • Top 3 Call Reasons: <ul style="list-style-type: none"> • Provider enrollment (new provider scheduling and checking on enrollment status) • Request for interim assessment/ increase in hours • Providers requesting linkage to cases
IHSS Stats	IHSS Caseload as of September 2025: <ul style="list-style-type: none"> • Recipients: 298,019 • Providers: 250,438
IHSS Report	IHSS City of Industry Helpline (HL) Relocation: <ul style="list-style-type: none"> • On 9/15/25 the HL relocated from the City of Industry to the City of Monterey Park.

	<ul style="list-style-type: none"> • We are working on getting a Representative from the IHSS HL to attend a meeting and provide a presentation as they have in the past. • The IHSS HL chatbot feature was recognized by the Quality and Productivity Commission in the category of Productivity and Quality and received the Commission Service Award. This award recognizes significant customer service improvement in access, care and/or response.
--	--

Jennifer asked how the wait time was decreased. Julia stated that they are pending a response and will bring it back as soon as they receive that information.

Luis brought back the question from Steven regarding the gas situation. Julia talked about the authorized hours and authorized compensable tasks and the NOA and gave examples. She also stated that if there is a specific scenario, person, literature, to please share and they can look into it further and possibly provide more detailed information. Luis asked if Julia could share the links to the CDSS website so it could be shared with the PASC Board.

Dulce asked about the reimbursement for gas if the consumer has several errands to run and lunch is involved. Julia stated that if we can put all of those specifics and send them to DPSS, they can better research and they will look for specific policies that are applicable. She also went over a lunch time scenario.

JoAnn asked what a compensable task is and Julia explained what it means and discussed the NOA.

a) Public Comment – None

12. Unfinished/Old Business – None

13. New Business – Future Agenda Items:

14. PASC Board Advocacy Reports:

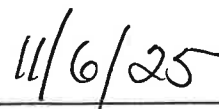
Dulce talked about her experience when she went to a DPSS provider orientation in Spanish at the IHSS office on September 9, 2025. She also talked about and shared her thoughts on the union's presentation.

Cynde stated that she serves on two different work groups with the department on aging regarding the master plan for aging. She talks about IHSS and the wait-time, and the provider shortage and will continue to bring these topics up.

15. Adjournment – Cynde adjourned the Board meeting at 3:16pm.



Approved by:



Date: