



# COUNTY OF LOS ANGELES COMMISSION FOR PUBLIC SOCIAL SERVICES

12860 CROSSROADS PARKWAY SOUTH, CITY OF INDUSTRY, CA 91746  
(562) 908-8669

<https://dpss.lacounty.gov/en/about/pss.html>



## COMMISSIONERS

**Chairperson**  
ADELE ANDRADE-STADLER

**Vice Chairperson**  
SUE ELHESSEN, Ed.D.

JOE BROWN  
YVONNE CHAN, Ed.D.  
MICHAEL FLOOD  
MARY GALVAN ROSAS  
SAM JOO  
MIHRAN KALAYDJIAN  
POLLYANNA LEE  
VERONICA LEWIS  
SUMMER MCBRIDE  
BOOKER PEARSON  
DYNASTY TAYLOR  
ANDREW YAM

## COMMISSION STAFF

**Executive Director**  
LA FRANCE TOLIVER  
**Commission Secretary**  
TINA PHAN

## MEETING MINUTES

**Thursday, July 20, 2023**

Location #1: Exposition Park District  
3833 S. Vermont Avenue, 3rd Floor, Conference Room B  
Los Angeles, CA 90037

Location #2: Home Office  
9433 Ives Street  
Bellflower, CA 90706

Please note this is a summary of the meeting not a “verbatim” transcription.

### 1.0 CALL TO ORDER / ROLL CALL / ESTABLISH A QUORUM

Adele Andrade-Stadler, Chairperson

Meeting was called to order at 10:30 a.m. The Chair opened the meeting stating the following, we acknowledge the First peoples upon whose land the County of Los Angeles now sits at public meetings is a first but meaningful step that we, as a County family, can take to build positive relationships and advance truth, healing, and transformation with the County’s local Tribes and American Indian and Alaska Native community.

Commissioner Sue ElHessen attended the meeting from alternate locations under the Brown Act Teleconferencing rules. A quorum was established at 10:35 a.m.

### Roll Call/Commissioners Present:

Adele Andrade-Stadler (Chair)	Mihran Kalaydjian
Sue ElHessen, Ed.D. (Vice Chair)	Pollyanna Lee
Yvonne Chan, Ed.D.	Veronica Lewis
Michael Flood	Summer McBride
Mary Galvan Rosas	Dynasty Taylor
Sam Joo	Andrew Yam

### Commissioners Excused / Unexcused:

Joe Brown (E)  
Booker Pearson (E)

### Commission Staff:

La France Toliver  
Tina Phan

### **Introduction of Guests**

Jackie Contreras, Ph.D., DPSS  
Laura Trejo, Ph.D., AD  
Greg Thompson, PASC

Nick Ippolito, DPSS  
Shawn Luna, County Counsel  
Angie Chea, DPSS

Ms. Chea, Director of the Customer Service Center (CSC) welcomed the Commission and guests at the Expo Park location. The building is in the Second Supervisorial District, where we provide services to applicants over the phone, for those who want to apply for GR, CalWORKs, CalFresh, as well as Medi-Cal health benefits. Our goal is to process applications the same day, preventing delays of benefits to the community. The office hours of operation for CSC 6 are, Monday through Friday, from 8:00 AM to 6:30 PM. Individuals can apply for DPSS programs by calling our toll-free number or online, without the need to go into the district office.

There are three operations housed in this building. CSC 6 is housed on the 2<sup>nd</sup> Floor; GAIN Region IV is on the 3<sup>rd</sup> Floor; and the Appeals & State Hearings Section on the 4<sup>th</sup> Floor.

The Chairperson Andrade Stadler and Commissioners thanked Ms. Chea for providing a warm welcome.

### **2.0 REVIEW AND APPROVE MINUTES FROM MAY 18, 2023, MEETING**

Adele Andrade-Stadler, Chairperson

The Chair called for a motion to approve the June 15, 2023, minutes. Commissioner Galvan Rosas approved, and Commissioner Kalaydjian seconded the motion. The Chair called for the vote by roll call and the minutes were approved by majority vote, with one abstention as follows:

Adele Andrade-Stadler (Chair) - Aye  
Sue ElHessen, Ed.D. (Vice Chair) - Aye  
Yvonne Chan, Ed.D. - Abstention  
Michael Flood - Aye  
Mary Galvan Rosas - Aye  
Sam Joo - Aye

Mihran Kalaydjian - Aye  
Pollyanna Lee - Aye  
Veronica Lewis - Aye  
Summer McBride - Aye  
Dynasty Taylor - Aye  
Andrew Yam - Aye

### **3.0 PUBLIC COMMENT (Non-Agenda Items) / (Agenda Items)**

Adele Andrade-Stadler, Chairperson

Mr. Xiang Li spoke about the security in the building, asking him for his ID, and that he would never show his ID whenever he comes into the building. Mr. Li spoke of his Lifeline phone cutting off, which limits his time to access the CSC. He spoke about CalFresh Eligibility for students; asking how come community college students don't receive same benefits as a 4-year college under the CalFresh program. He is a student at Pasadena City College, where they only have 200 slots for work study, while the 4-year college has 10,000 students applying for financial aid.

## **5.0 DIRECTOR'S REPORT**

Jackie Contreras, Ph.D., Director

In the interest of giving more time to guest presenters, the Director's Report from Dr. Contreras was omitted, however, her written report was made available to commissioners and attendees in-person and online.

## **6.0 CONTINUED BUSINESS**

Presentation: Aging and Disabilities Department  
Laura Trejo, Ph.D., Director

The information below is a summary of Dr. Trejo's presentation:

On July 1, 2022, the Board of Supervisors created a new county department dedicated to providing services to older adult, adults living with disabilities, and family caregivers. Los Angeles County is home to one of the nation's largest concentrations of older persons, 60 years and older, where 1 in 5 residents report living with a disability.

Our vision is, "Living with Dignity and Independence." Our commitment is to help older, dependent, and disabled adults to age in place with dignity and independence; ensure the safety and well-being of older and dependent adults in their communities; and create vibrant community centers that empower and connect residents. We have 132 sites and centers; working with 37 contracted agencies; a total budget of \$206.9M and 583 budgeted positions.

Our Commission (Los Angeles County Commission for Older Adults) advocates and provides advice regarding the needs and welfare of older adults in LA County. They make recommendations to the Board, the department, and other entities that provide services to older adults regarding their health, well-being, and rights. They also serve as the advisory council to the LA County Area Agency on Aging (AAA) as mandated under the Older Americans Act (OAA). AAA's core functions are advocacy, planning, and services.

Purposeful Aging Los Angeles (PALA) is an age-friendly initiative that seeks to prepare the Los Angeles region for a rapidly aging population through an innovative, sustained initiative that unites public and private leadership, resources, ideas and strategies that will improve the lives of older adults and Angelenos of all ages.

The Aging and Disabilities Department operates 14 Community and Senior Centers in LA County, that offer a wide range of services and social activities for the local community engagement, socialization, and healthy living for residents of all ages, such as: emergency food assistance programs, congregate meals, telephone reassurance, utility assistance program, fitness and exercise, referral services, public access computers, arts and crafts, seasonal giveaways, form assistance, educational classes, and workshops. In FY 22-23, 4.4 million meals were served to 38,614 clients.

Our Adult Protective Services (APS) investigates reports of abuse, neglect, and exploitation perpetrated against Elder and Dependent Adults. APS investigates approximately 4,500-5,500 reports each month. In FY 21-22, we received 55,186 APS reports. In FY 22-23 we received 59,301 APS reports.

For people experiencing homelessness or are at risk of experiencing homelessness, APS provides the Home Safe Program. The Home Safe program was established by the passage of Assembly Bill (AB) 1811, to support the safety and housing stability of Adult Protective Services (APS) clients, by providing housing-related assistance for homelessness prevention. In 2018, the California Department of Social Services allocated Home Safe funds to 24 out of the 36 counties who applied, including Los Angeles. There were 621 clients, who were already experiencing homelessness, that were referred to the Coordinated Entry System. There were 1,287 clients referred for prevention services and 564 clients enrolled into case management and/or financial assistance services.

There is a second commission under our department, called the Commission on Disabilities. They advise the Board of Supervisors on a range of issues, affecting the lives of people with disabilities, taking action to achieve a barrier-free County where people with disabilities have equal access to programs. The Commission on Disabilities focuses on issues of employment, education, diversity, health, housing, transportation, access, recreation; as well as monitoring the quality of municipal services, evaluating policy, and recommends improvements and other existing laws.

LA County AAA, City of Los Angeles AAA, 211LA, Independent Living Centers (ILCs), and a community network of public, private, and non-profit agencies are collaborating to establish an LA County Emerging ADRC. This partnership forms No Wrong Door (NWD) Systems that assist individuals in navigating the complex system of Long-Term Services and Supports (LTSS). Core components are 1) enhanced information and referral services, 2) options counseling, 3) short-term service coordination, 4) transition services.

The L.A. Found Initiative help caregivers of those living with Alzheimer's, dementia, or autism, or other cognitive impairments. If the person you are caring for goes missing, we are here to help. Los Angeles County has partnered with Project Lifesaver and the Sherriff's Department to help find these loved ones. Project Lifesaver provides a voluntary system of free trackable bracelets for at-risk individuals. When an individual wearing a bracelet goes missing, the LA County Sherriff deploys a specially equipped team to assist with search and rescue by tracking the device. There were 1,053 tracking devices issued and 26 successful rescues.

New Freedom Transportation provides transportation throughout the LA County Region to adults 65 years and older with disabilities. The Volunteer Driver Mileage Reimbursement (VDMR) is a client-centered transportation program that gives participants the opportunity to select one or more Volunteer Drivers for their transportation needs. Volunteer Drivers can be selected from a wide range of individuals including family, friends, caregivers, or neighbors. Enrollments since program launch is 639. There were 78,714 rides since program launch. Dr. Trejo completed her presentation and took questions from commissioners.

**Follow up Item:** Commissioner Yam requested a soft copy of flyers to share with the elders he encounters, such as APS Home Safe for individuals experiencing or at risk of homelessness, Aging & Disabilities and Volunteer Mileage Reimbursement from Aging & Disabilities.

Presentation: Personal Assistance Services Council (PASC)  
Greg Thompson, Executive Director

The information below is a summary of Mr. Thompson's presentation:

The Personal Assistance Services Council, also known as PASC, is contracted by and from DPSS to do several things: (1) We are the employer of record; for the purposes of wages, benefits, and collective bargaining, (2) we manage the enrollment for SEIU PASC Health Plan, and (3) we run a registry; which is the primary function, and the most important thing we do.

As mentioned earlier, there are about 250,000 people in LA County who are enrolled in IHSS for services, and 70% of those people have their own provider. They come into the program using a family member or someone they know. A small percentage of those contact us; and our job is to try to connect them with an IHSS provider, which is one of the biggest challenges, as IHSS is a self-directed model program, and is also referred to as the independent provider mode. The recipients receiving IHSS are responsible for finding, hiring, and training their provider. For some, these tasks are not difficult; but for the majority, it is extremely challenging, especially as we see many more people who are aging into disabilities, finding it much more difficult to go through this process.

Of the 250,000 recipients, there are 180,000 to 190,000 providers in LA County. PASC has 12,000 to 15,000 consumers in our registry. During COVID, we lost quite a few providers. But in 2021, we were fortunate last year in 21-22, to work with DPSS on a marketing campaign to try to recruit IHSS providers. What we did was to target the 1st District, and DPSS was able to run some data for us to identify all the providers who had not been actively working for six months or longer. DPSS sent text messages to inactive providers letting them know of the IHSS work opportunities and we were able to recruit quite a few people and providers. This was very helpful.

Our new registry member demographics for FY 2021-22 includes number of male and females; the top five languages for recipients are English, Spanish, Korean, Farsi, and Mandarin; the top five languages for providers are English, Spanish, Korean, Mandarin, and Armenian. Additionally, we try to accommodate for other threshold languages by having multiple staff that speak various languages and by using interpreter services.

One of the things LA County has done for many years is to provide a back-up attendant plan program for consumers that lose their providers unexpectedly. If you are a consumer and have more than 25 hours of personal care needs, you are eligible for the program. The providers we use are IHSS providers that we have trained through an agency call Flex Ed. Once they complete the 15-hour agency training, they are able to back up providers and LA County would offer an additional \$3 on top of their normal salary.

Over the years, there have been lots of changes in the IHSS program. We've gone through criminal background checks being required for providers. We are currently working with the electronic visit verification for providers. This year, we implemented a chat feature on our website which allows providers and consumers to speak to someone in real time.

In 2008, they passed a law that required all providers to go through a formal background check. It was piloted in 2009 and implemented in 2010. This is one of our functions at PASC, to review all criminal background checks that are done each month, to determine who qualifies to be a provider and who does not. Then, we are also charged with reviewing subsequent arrests and subsequent convictions. Last year, we processed 71,875 criminal background results, most were done by DPSS at their orientations. Some results were mailed out and others we delivered.

In FY 2021-22, we started our Registry Engagement Program. When a consumer is looking for a provider, we send them a list of five providers who live in the same geographical area, who have agreed to do the work that the consumer is looking for. Once matched up, it is the consumers responsibility to schedule interviews and go through the hiring process. We have started to hire Bachelor level Social Workers and their Supervisor is a LCSW.

Our Provider Services (PS) department is responsible for the recruitment of providers for the Back-Up Attendant Program (BAUP), trainings, educational activities, and other provider specific events. The department also responds to inquiries related to the Criminal Background Investigations and the IHSS enrollment procedures. Additionally, when COVID-19 became a worldwide pandemic, the department was charged with distributing over 1.1M essential protective gear units to providers and consumers throughout LA County.

LA County provides home care workers with a health plan administered through LA Care. PASC enrolls providers once they've worked 74 hours, for two consecutive months, and are eligible for health plan premiums at the cost of \$1 a month. Every month after enrollment, we must monitor to ensure the 74 hours a month requirement is met. If the hours fall below, a warning letter is sent. If the hours persist below 74, the provider will be terminated from the health plan. Currently, there are 50,000 providers enrolled in the health plan. What's interesting is we usually will have up to 7,000 new providers enrolled each month, as well as having to terminate up to 7,000 providers.

We have been working, each year, moving towards transitioning into technology. It helps us with the limited staffing and the understanding that the people accessing our program are not always tech savvy. We provide classes for our consumers and providers on how to use technology. Several upgrades and changes were made by the IT department during the FY 2021-22. We launched our new website which includes a complete overhaul and a much more user-friendly interface. The website includes electronic applications that providers and recipients can complete and submit on-line. They can join our registry on-line without having to speak with anyone. Consumers can request a provider on our website and use live chat, as mentioned earlier.

We have a social media presence on Facebook, Twitter, Instagram, and e-blasts; keeping the consumers and providers in the know. Mr. Thompson concluded his presentation and asked for questions.

Nick Ippolito, Assistant Director of Special Operations, added that Mr. Thompson and I, and our teams, work very closely together. The council that he reports to are Board appointed and are not shy. They are very strong advocates for consumers and really want to do everything they can to enhance the program. Mr. Thompson mentioned the work that we did to enhance and increase the provider registry. We do everything we can to increase that registry and ensure that there are a number of providers that consumers could potentially pick from. This was a big joint victory for both of us. We have also been talking about this “Uber type project” for providers concept, where a consumer could find someone that they needed immediately. We are in conversations to see how we can best support that.

Commissioner McBride stated she struggles with the way providers are put into this category of the “gig economy” and from that you get a “gig mentality” that leads to the lack of reliability and consistency. San Francisco versus LA County, in terms of pay, is only a \$2 difference for a livable wage. When people look for jobs that they can be consistent with, they look for a fair compensation, professional development, and opportunities for growth. Eventually, we’ll have to rethink this model that was developed in 1972. Today people are struggling. They want to take care of a family member, but also want to take care of themselves. It reminds me of the California Home Visitation Program for families with young children, that has been more legitimized because of the opportunity for certification, and for training and professional development.

**Follow up Item:** Mr. Ippolito stated there are state programs that have been recently designed over the past couple of years, and offered to provide the IHSS Career Pathways Program flyer from CDSS.

Dr. Contreras thanked Greg Thompson and Dr. Laura Trejo for coming to the meeting. She stated that there’s a lot of work that goes underneath it. This is also a state program, and the collaboration that we need to continue with the state to address some of the issues that have been raised. Dr. Trejo is fearless. No matter what the challenge is, whoever you bring to the table, I think that is something we must be able to do here as well.

## **7.0 CHAIR’S REPORT**

The month of August is dark. Our next meeting will be September 21, 2023. Our next topic is CalFresh Program.

## **8.0 ADJOURNMENT**

Meeting was adjourned at 12:00 p.m.