



COUNTY OF LOS ANGELES COMMISSION FOR PUBLIC SOCIAL SERVICES

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MEETING MINUTES via TELECONFERENCE

**Thursday, July 21, 2022
500 West Temple Street
Los Angeles, CA 90012**

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 10:36 a.m. A quorum was established.

Roll Call/Commissioners Present:

Adele Andrade-Stadler (Chair)	Mary Galvan Rosas
Veronica Lewis (Vice)	Mihran Kalaydjian
Joe Brown	Pollyanna Lee
Yvonne Chan	Summer McBride
Sue ElHessen	Booker Pearson
Raul Estrada	Dynasty Taylor

Commissioners Absent:

Michael Flood (E)	Paige Pelonis (U)
Lori Stein (E)	

Commission Staff:

La France Toliver
Tina Phan

INTRODUCTION OF GUESTS

Jackie Contreras, Ph.D., DPSS	Sherri Cheatham, DPSS
Julia Almanzan, County Counsel	Cheryl Ward, DPSS
Nick Ippolito, DPSS	Magali Williams, DPSS
Petra Gonzalez, DPSS	Edgar Ramirez, DPSS

2.0 REVIEW AND APPROVE MINUTES FROM MAY 2022 MEETING

Adele Andrade-Stadler, Chairperson

MOTION: Commissioner Chan moved to approve the minutes and Commissioner Brown seconded the motion. Correction to change ...standard approved caseload from 279 to 249 on page 6. No further discussion.

CALL FOR VOTE: Minutes were approved by majority vote with one abstention as follows:

Adele Andrade-Stadler - Aye	Mary Galvan Rosas - Aye
Veronica Lewis - Aye	Mihran Kalaydjian - Aye
Joe Brown - Aye	Pollyanna Lee - Aye
Yvonne Chan - Aye	Summer McBride - Aye
Sue ElHessen - Aye	Booker Pearson - Aye
Raul Estrada - Abstained	Dynasty Taylor - Aye

4.0 PUBLIC COMMENT (Non-Agenda Items)

Adele Andrade-Stadler, Chairperson

There were no written nor verbal comments from the public on Agenda/Non-Agenda Items.

5.0 DIRECTOR'S REPORT

Jackie Contreras, Ph.D., Acting Director

Dr. Contreras provided updates on the following:

Extension of Public Health Emergency - Health and Human Services Secretary Xavier Becerra formally renewed the COVID-19 Public Health Emergency (PHE) effective July 15, 2022, for up to 90 days.

Emergency Allotments - The Federal government continues to issue CalFresh Emergency Allotments. As of July 19, 2022, \$2.9 Billion in CalFresh Emergency Allotment benefits have been issued to individuals/families in LA County.

Pandemic Emergency Assistance Fund to CalWORKs Families (PEAF) - This week, CalWORKs families received a one-time \$47 Pandemic Emergency Assistance Fund payment as part of the American Rescue Plant Act of 2021. You may recall that last year, on July 10, 2021, families received a payment of \$640. This \$47 payment is the result of unspent PEAF funds intended to help address increasing costs in winter energy, rent, and consumer goods, for example.

Effective July 1, 2022, Los Angeles County has three new Departments: Aging and Disabilities Department – The Department was launched to the public yesterday and Dr. **Laura Trejo** has been appointed the Director of this Department. She and I met recently to discuss collaboration related to services to seniors, and I believe there are many opportunities to align our work. Department of Economic Opportunity – The Department launched to the public today, at 10 a.m., and **Kelly LoBianco** has been appointed the Director of this Department. Director LoBianco and I have met a few times as we had extensive partnerships with the former Department of Workforce Development, Aging and Community Services, so we are excited to continue to move this work forward. Department of Youth Development – I have not received information on when this Department will be launched to the public. **Victor Holmes** will function as Interim Director of this Department.

Customer Service Center Update - At our May PSS Commission Meeting, there was a request for the Department to provide quarterly CSC updates at these meetings. Today, will mark the beginning of these updates. You may recall that the Department's CSCs manage two operations, one is our General Inquiry Line, and the other is our Intake Line, that accepts applications for our four primary programs (Medi-Cal, CalFresh, CalWORKs, and General Relief).

Calls Received by EWs - In April 617,799; May 593,173; June 624,206. Average Wait Time - In April 18:39; May 15:08; June 25:22. Average Handle Time – In April 16:46; May 16:59; June 17:34. Forced Disconnects (Dropped Calls) - In April 16,284; May 10,102; June 5,420.

In March we instituted two options for our callers. Option 1 for Self-Service and Option 2 to Apply for Benefits. As a result, we were able to reduce our forced disconnect calls from a high of 354K in January, to 5,420 in June of 2022.

Applications Received (Overall) - In April 116,643; May 121,687; June 129,286. Same Day Disposition Rate by Program (Overall) - In April 53%; May 52%; June 55%. Applications Processed by CSC Intake / % - In April 48,795 / 42%; May 51,370 / 42%; June 47,872 / 37%. Generally, CSC Intake processes approximately 40% of the overall applications received by the Department. This was slightly down in June due to required trainings and increases in COVID-19 related absences.

DPSS Hires TSEs to Permanent Positions - As a follow-up to the question asked on whether DPSS has hired any TSE's to permanent positions, the answer is yes. DPSS has hired 218 TSEs to permanent positions through the GAIN/GROW programs as Intermediate Clerks. Hirings occurred from 2018 through 02/09/2022.

Follow up: Chair Andrade-Stadler asked Dr. Contreras if the Commission could get the CSC data in writing to look at moving forward with the quarterly updates.

6.0 CONTINUED BUSINESS

IN-HOME SUPPORTIVE SERVICES (IHSS) UPDATE (CONTINUED DISCUSSION)

IHSS Program / Line Operations
Nicholas Ippolito, Assistant Director
Sherri Cheatham, Division Chief
Cheryl Ward, Division Chief
Magali Williams, Human Services Administration I

The following information was shared with the Commission:

The IHSS Program and Line Operations teams addressed comments, questions, and feedback related to the IHSS Program administered by DPSS, as discussed from the June meeting. Sherri Cheatham provided an introduction of her team members and introduced Cheryl Ward, Division Chief over IHSS Line Operations and prefaced what would be covered and the team would answer additional questions.

Ms. Magali Williams discussed mandatory provider orientation training which focuses on the importance of the social workers' role and how to submit time sheet. The Public Authority provides trainings as well on a voluntary basis. Ms. Magali provided more clarification regarding the 5-day contact period when the social workers receive the IHSS application and clarification concerning the 2-day expedited application process.

Ms. Cheryl Ward discussed seniors and their disabilities, and the social workers assessing them. Social workers receive state training. This training is mandated by the state. It addresses program regulations, service assessment hours, and disability awareness. Social workers have an educational background. Included in the senior's assessment are providers/caregivers' observations, input from family members, and their physician. Social Workers receive one-on-one annual refresher trainings by the state. Ms. Ward discussed suspected fraud with provider timesheets and the reporting process once social workers are made aware. Consumers are asked to provide an individualized back-up plan for the continuity of services, as well as other options. Ms. Ward also discussed the QC process for social worker case reviews.

Mr. Nick Ippolito and Ms. Sherri Cheatham discussed the role of PASC with providers and PASCs collaborative efforts and relationship with DPSS and outreach to providers within the Public Authority. Further discussion included vetting process, provider's hourly rate, and back-up emergency providers. The Chair thanked DPSS for their presentation.

DISCUSSION / VOTE TO APPROVE: WORK PLAN GOALS

Dr. Sue ElHessen, Committee Chair

Commissioner ElHessen briefly discussed the revised work plan document with the commission. She asked if there were any questions. There were none. **MOTION:** Commissioner Chan moved that the PSS Commission Goals/Work Plan be adopted as modified by County Counsel.

The motion was seconded by Commissioner Galvan Rosas. The Chair called for the vote to adopt the PSS Commission Work Plan Goals. The Commission Work Plan Goals were adopted/approved by roll call with a unanimous vote as follows:

Adele Andrade-Stadler - Aye	Pollyanna Lee - Aye
Yvonne Chan - Aye	Summer McBride - Aye
Mary Galvan Rosas - Aye	Sue ElHessen - Aye
Mihran Kalaydjian - Aye	Booker Pearson - Aye

The Chair thanked and acknowledged Commissioner ElHessen for her leadership as Committee Chair, all the committee members, Dr. Yvonne Chan, Vice-Chair Veronica Lewis, Dynasty Taylor and Mihran Kalaydjian for their contribution and work towards the completion of the Commission Goals and Work Plan.

7.0 COMMISSIONER'S REQUEST FOR FUTURE TOPICS

Commissioner El Hessen would like to see presentations from the new departments on Aging and Disabilities and Economic Development.

Commissioner Galvan Rosas would like a quick update on the impact/challenges of COVID-19 on the department.

Chair Andrade-Stadler asked that commissioners look at the report on the Bills of Interest to DPSS which is received monthly in your commission packets to stay up to date on what was passed that may affect the department.

8.0 CHAIR'S REPORT

Adele Andrade-Stadler, Chairperson

August is dark. Next meeting is in September.

9.0 ADJOURNMENT

The meeting was adjourned at 11:55 a.m.