



COUNTY OF LOS ANGELES COMMISSION FOR PUBLIC SOCIAL SERVICES

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MEETING MINUTES via TELECONFERENCE

Thursday, November 21, 2022
12860 Crossroads Parkway South
City of Industry, CA 91746

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. A quorum was established.

Roll Call/Commissioners Present:

Adele Andrade-Stadler (Chair)	Mihran Kalaydjian
Yvonne Chan	Summer McBride
Pollyanna Lee	Booker Pearson
Sue ElHessen	Lori Stein
Raul Estrada	Dynasty Taylor
Michael Flood	

Commissioners Absent:

Joe Brown (U)	Paige Pelonis (U)
Veronica Lewis (E)	Mary Galvan Rosas (E)

Commission Staff:

La France Toliver
Tina Phan

INTRODUCTION OF GUESTS

Jackie Contreras, Ph.D., DPSS
Michelle Cervera, County Counsel

2.0 REVIEW AND APPROVE MINUTES FROM OCTOBER 2022 MEETING

Adele Andrade-Stadler, Chairperson

MOTION: Commissioner Estrada moved to approve the minutes and Commissioner Stein seconded the motion.

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

Adele Andrade-Stadler - Aye	Raul Estrada - Aye
Booker Pearson - Aye	Pollyanna Lee - Aye
Sue ElHessen - Aye	Summer McBride - Aye
Michael Flood - Abstained	Lori Stein - Aye
Mihran Kalaydjian - Aye	

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

Adele Andrade-Stadler, Chairperson

Written comments were received and sent to all Commissioners prior to the Commission meeting. There were no public comments for non-agenda nor agenda items.

4.0 SPECIAL PRESENTATION: COMMISSIONER LORI C. STEIN

Adele Andrade Stadler, Chairperson

The Chair, Commissioners and Dr. Contreras thanked Lori Stein for the contributions she made to the commission during her 7-year tenure. A special award was read and sent to Commissioner Stein for her excellence and leadership representing the Third Supervisorial District. Commissioner Stein is stepping down as a commissioner effective 12/31/22. Commissioner Stein thanked everyone and was very grateful for their comments. She will be taking on a new role advocating for the refugee population.

5.0 DIRECTOR'S REPORT

Jackie Contreras, Ph.D., Interim Director

Dr. Contreras provided updates on the following:

The Federal government continues to issue CalFresh Emergency Allotments (EA). The October allotment will be issued on November 27th. For the month of November, you also did not receive a Legislative Report. The Legislature is now in recess until after the November election. The new and returning members report back in session in December so we will resume the Legislative Report in January 2023.

Effective Monday, December 5, 2022, at 12:00 noon, Supervisor Janice Hahn becomes the next Chair of the Board of Supervisors.

As of today, the Third Supervisorial District Supervisor is still undetermined. Lindsay Horvath has a slim lead. Whoever wins, we stand ready to congratulate our new Supervisor and look forward to working with them as they transition into their official position in December.

The Board has proclaimed November as: Chinese American Film Festival and Chinese American Television Festival Month - commemorates E.D.I. Media's 18th annual Chinese American Film Festival and Chinese American Television Festival. Each year, the event lasts through November and is one of the most anticipated celebrations of the year for the Chinese American community. The festival includes a film and television summit, showcases, and the Golden Angel Awards.

National Native American Heritage Month - is an opportunity for Native American people to share their culture and traditions and is an opportunity for all people to dedicate time to learn about our shared history and celebrate and honor the contributions that Native Americans have made and continue to make to society. For more information and resources you can visit www.nativeamericanheritagemonth.gov.

November 13 through 19, 2022, is "United Against Hate Week" in Los Angeles County – This recognizes the LA County Commission on Human Relations for improving the quality of life for residents and their efforts to increase awareness of the hate line reporting and case management services available through the LA vs. Hate program and educate on the benefits of not normalizing hate.

November 11, 2022, was "Veterans Day." This proclamation supports Veterans in Los Angeles County reaffirming continued support of our nation's veterans and service members. Our Assistant Director of Human Resources, Derrick Robinson, who is a proud Army and Marine Veteran, sent a beautiful message out to our employees encouraging them to honor veteran's by letting them know they are seen, appreciated, and supported. I am also proud to acknowledge the 25 military reservists who are part of the DPSS workforce. Of this number, six are currently on full-time active duty.

The County of Los Angeles is looking into ways it can purchase student loan debt that is unpaid or defaulted on by County employees who earn less than the median income of the areas in which they live.

Introduced by Supervisor Hilda Solis and Chair Holly J. Mitchell during the November 1 public meeting, their motion instructed the CEO to report back in 120 days with recommendations on how to purchase employee student debt, what the most appropriate debt to purchase is, criteria that employees will have to meet, and ways to fill job vacancies by implementing the initiative. According to the Department of Consumer and Business Affairs, 9.8 percent of Californians have some form of student debt.

The Board motion states that "Black women, in particular, are most severely impacted" by student loan burdens.

Student loan debt also disproportionately impacts Latino undergraduate students, as 51 percent of Latino undergraduates who began their postsecondary education in 2012 borrowed funds and approximately 36 percent will owe more than the original amount, they borrowed 12 years later.

Observing October as LGBTQ+ History Month, a contingent from DPSS traveled to San Diego to provide an update to California's Welfare Directors Association (CWDA) members on the Department's implementation of the Sexual Orientation, Gender Identity and Gender Expression (SOGIE) Policy.

On the second day of the 3-day conference, representatives of the DPSS Civil Rights Section (CRS) explained how the policy provides all DPSS staff with information and guidance to promote an inclusive environment for DPSS LGBTQ+ customers.

The team presented outcomes to help state and county officials understand the disparities that exist in LGBTQ+ communities. This is another way we are demonstrating our committed to providing all residents with equal access to our programs and services. And, as I participated in the session, I am proud to say they did an excellent job.

DPSS was one of many County Departments recognized October 12 at the 35th Annual Productivity and Quality Awards Luncheon for achievements in improving quality service, productivity, generating savings, improving processes, and establishing beneficial collaborations across the County. The event theme, "Adapt, Create, Achieve," celebrated leadership and creativity in the wake of extraordinary challenges in the County.

DPSS was recognized with seven awards, including two project collaborations with other County departments. The projects included: This is Our Shot! Mobile Vaccine Team Fights COVID, Keeping County Employees Safe During COVID-19, CalWORKs Children and Youth Tutoring Program, Customer Service Center Expansion, Ergonomic Program Management System, and the Renewal Line Project.

DPSS staff representing a variety of programs and services, were among staff from 27 County of Los Angeles departments providing resources and services in the County Pavilion at the 17th Annual Taste of Soul Family Festival in the historic Crenshaw District of Los Angeles.

The October event is attended annually by up to 300,000 community members, dignitaries, and visitors from across the United States. L.A. County staff served as ambassadors, guiding attendees to the pavilion area to receive help from various departments. The event brought the community together after a two-year absence due to the pandemic.

You may recall that in April 2020, when DPSS lobbies were closed during the height of the Public Health Emergency (PHE), the CSC hours of operation were expanded to temporarily meet the demand for services. The CSC hours of operation were expanded from 7:30 a.m. to 7:30 p.m. Monday - Friday, and Saturday, from 8:00 a.m. to 4:30 p.m.

This change in operating hours allowed the Department to meet the ongoing and increasing demand for DPSS services while adhering to health and safety guidelines.

With the reopening of DPSS offices in October 2021, the Renewal Line in July 2021, and the enhanced self-service features implemented in BenefitsCal in April 2022, customers are no longer restricted to one point of access. They can use a variety of ways to report changes, check their benefits, request replacement cards, and apply for services. As such, I would like to share that the Department intends to return the CSC to pre-PHE operating hours on December 16, 2022, except for maintaining expanded hours Monday – Friday from 7:30 a.m. to 6:30 p.m., rather than 5:30.

6.0 **CONTINUED BUSINESS**

Adele Andrade Stadler, Chairperson

VOTE TO APPROVE: 2021-22 Commission Annual Report

The Chairperson opened the floor for discussion prior to the vote to approve the PSS Commission Annual Report for 2021-22. No discussion was ensued by the commission body. Discussion was closed. Commissioner Estrada moved to approve the Annual Report 2021-22 and Commissioner Chan seconded the motion. The PSS Commission Annual Report for 2021-22 was approved by unanimous vote as follows:

Adele Andrade-Stadler (Chair) - Aye	Mihran Kalaydjian - Aye
Yvonne Chan - Aye	Summer McBride - Aye
Pollyanna Lee - Aye	Booker Pearson - Aye
Sue ElHessen - Aye	Lori Stein - Aye
Michael Flood - Aye	Dynasty Taylor - Aye

7.0 **NEW BUSINESS**

Presentation: DPSS Collaborations / 2023-25 Commission Work Plan Goals
Jackie Contreras, Ph.D., Interim Director

Dr. Contreras provided the following information:

Over the past couple of months, I have received requests from you regarding presentations on DPSS Key Collaborations. Because DPSS is involved with so many very important collaborations across state, city, county, and the community, I thought it would be valuable to develop a list of all collaborations in alignment with your work plan goals. Many of these collaborations include contractual and financial agreements, and some are financial and non-financial MOUs.

As you begin working through your goals as a commission body beginning this upcoming year – January 2023, I encourage you to take a moment and review the list of collaborations being shared with you today.

Please let me know if you would be interested in having DPSS provide a more detailed information on any of these partnerships. Our plan is to provide program presentations throughout the year that include a program overview, information on key collaborations, legislative highlights related to the program and key program demographics and performance metrics so it would definitely be helpful for us to know where you would like us to focus as it pertains to collaborations.

As you can see, we have a number of collaborations currently taking place amongst all of the programs we administer. We have identified 74; however, it is possible that there may be more. I wanted to share this with you today as I think it's important that we continue to strengthen our partnerships and collaborations with other county departments and agencies to help improve outcomes for the individuals and families we serve. Today I will only touch on a few collaborations so please peruse the full list as you are able.

The CalWORKs Program is involved with 23 Collaborations. For instance, our Linkages partnership This is a partnership with DCFS to integrate/coordinate services between mutual DCFS & DPSS families by promoting best practices to meet the participants' Welfare-to-Work and DCFS Plans without duplication of services. We collaborate with a number of departments to provide subsidized employment opportunities to our customers, which enables them to earn income while gaining valuable work experience.

In the General Relief (GR) slides, you will notice various collaborations with the new Department of Economic Opportunity. We are working together to maximize our workforce resources, which includes, but is not limited to, streamlining, and enhancing business engagement and job development and developing career pathways for our DPSS customers. The GR Program has 25 collaborations.

One of the partnerships that has been quite successful in CalFresh (CF) Program has been our partnership with Compton College. We partnered with Compton College to execute a data-sharing agreement to identify students enrolled in Compton College who are potentially eligible to CalFresh, with the overall goal of increasing CalFresh participation amongst Compton College student body. We are in the process of evaluating this partnership for replication. The CF program has 8 collaborations.

For IHSS, we collaborated with PASC to increase the number of IHSS providers by launching a communication campaign with a focus on getting existing providers to take on more clients and working with CBOs, vocational schools, and employment agencies to attract new providers into the IHSS System. The IHSS program has 3 collaborations.

For Medi-Cal, through our CalAIM (California Advancing and Innovating Medi-Cal), we continue to build on our existing processes to ensure all eligible individuals are enrolled in Medi-Cal prior to release from County jails and juvenile facilities. The Medi-Cal Program has 11 collaborations.

Our CAPI & RCA Programs have 4 collaborations. Earlier this year, FEMA coordinated Welcome Centers for Afghan refugees and DPSS was invited to provide information on programs and services administered by the Department and to take applications on site, which we did. This is an example of how we collaborate with other departments/agencies to help refugees and immigrants in our community.

8.0 COMMISSIONER'S REQUEST FOR FUTURE TOPICS

The Chair opened the floor to learn if there were any future topics that commissioners would like to hear of from DPSS.

(1) Commissioner Flood stated thanks to Commissioner Lewis's invitation I attended the county's Poverty Alleviation Initiative. He thinks the commission would be interested to hear a presentation on this topic from Dr. Carrie Miller the Executive Director.

(2) Metrix & Customer Satisfaction: Understanding how it is measured by the department. Commissioner Pearson agreed with Commissioner Flood about learning about Metrix and customer satisfaction, and he wants a presentation on how this will be achieved.

(3) Commissioner Pearson want to hear more about the goal from the strategic plan to decreasing homelessness in the DPSS community by 20%. He would like to get a presentation to see the detail on how these efforts will happen and how it will dovetail with all the other agencies efforts within the county.

(4) Commissioner Chan stated an educational collaboration and integrated services linked to schools and community centers is the key. She is wondering as a future agenda item if we can see how DPSS can link with the educational system with MOUs to see how they can leverage access to 4 billion dollars released for community centers in Los Angeles County.

Chairperson Andrade Stadler: EBT Thief safeguards and authentication...she is hoping that our clients are allowed to have this type of authentication to safeguard their benefits. Dr. Contreras stated this is being looked in to by local law enforcement. This is a significant and the technology of the cards as you are describing is central to being able to resolve this challenge.

(5) Commissioner Taylor wanted to follow up with discussion from the last meeting about how we really don't know each other and how commissioners can accomplish this. Is this something we can accomplish this year or next year? Chairperson Andrade Stadler stated next year would be most likely since there is not a meeting in December this year. Can you send an email to Ms. Toliver, myself about the details? Commissioner Taylor stated yes, she would.

9.0 **CHAIR'S REPORT**

Adopt-a-Family Update – Ms. Toliver thanked Commissioners for their generosity and share how much what was collected (\$750). However we still need to make the mark of at least \$1000 to effectively distribute to 5 families.

December meeting is dark. Beginning January, we will start with having hybrid meetings. I conducted an unofficial survey with commissioners regarding their meeting preference. From those that responded, the majority preferred the virtual/in-person preference with no public access. Our in-person location will be sent to commissioners.

Chairperson Andrade Stadler thanked Commissioner Stein again for all her work with the commission. Commissioner Stein stated please include her for future Adopt a Family contributions and the Holiday Gala.

Michelle Cervera, Senior Deputy County Counsel, introduced herself to the commission body as she was sitting in for Julia Almanzan. She thanked everyone for their professionalism during the meeting.

10.0 **ADJOURNMENT**

The meeting was adjourned at 11:45 a.m.