



# COUNTY OF LOS ANGELES COMMISSION FOR PUBLIC SOCIAL SERVICES

12860 CROSSROADS PARKWAY SOUTH, CITY OF INDUSTRY, CA 91746  
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<https://dpss.lacounty.gov/en/about/pss.html>



## COMMISSIONERS

### Chairperson

ADELE ANDRADE-STADLER

### Vice Chairperson

VERONICA LEWIS

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

## COMMISSION STAFF

### Executive Director

LA FRANCE TOLIVER

### Commission Secretary

TINA PHAN

## MEETING MINUTES

**Thursday, June 15, 2023**

Location #1: DPSS Administration – Human Resources  
12851 Crossroads Parkway South – CR 201  
City of Industry, CA 91746

Location #2: Manhattan Beach Library  
1320 Highland Avenue Room B  
Manhattan Beach, CA 90266

Location #3: 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.

Commissioners Booker Pearson and Sue ElHessen attended the meeting from alternate locations under the Brown Act Teleconferencing rules. A quorum was established at 10:45 a.m.

### Roll Call/Commissioners Present:

Adele Andrade-Stadler (Chair)	Summer McBride
Veronica Lewis (Vice Chair)	Booker Pearson
Michael Flood	Andrew Yam
Mary Galvan Rosas	Sue ElHessen
Pollyanna Lee	
Sam Joo	

### Commissioners Excused / Unexcused:

Joe Brown (E)	Mihran Kalaydjian (E)
Yvonne Chan (E)	Dynasty Taylor (E)

**Commission Staff:**

La France Toliver  
Tina Phan

**Introduction of Guests**

Jackie Contreras, Ph.D., DPSS  
Cheryl Ward, DPSS  
Edgar Ramirez, DPSS

Tracy Kenton, DPSS  
Angelica Minton, DPSS  
Julia Almanzan, County Counsel

**2.0 INTRODUCTION OF NEW COMMISSIONERS**

Andrew Yam stated he was grateful to be a part of the commission. He was appointed to serve in the First District, under Supervisor Hilda Solis. He's been a lifelong resident in the city of Monterey Park.

Sam Joo stated it was a pleasure and honor to be at the meeting. He was appointed by Supervisor Janice Hahn in the Fourth District. He's been a resident of Torrance for about 13 years. He is with an organization called Los Niño's as the Vice President of Student and Community Services.

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

Adele Andrade-Stadler, Chairperson

There were no comments from the public.

**4.0 REVIEW AND APPROVE MINUTES FROM MAY 18, 2023, MEETING**

Adele Andrade-Stadler, Chairperson

The Chair called for a motion to approve the May 18, 2023, minutes. Commissioner Flood approved and Commissioner Lewis seconded the motion. The Chair called for the vote by roll call and the minutes were approved by unanimous vote.

**5.0 DIRECTOR'S REPORT**

Jackie Contreras, Ph.D., Director

Dr. Contreras provided Board, Federal, and Departmental updates on the following topics: Lesbian, Gay, Bisexual, Transgender and Questioning (LGBTQ) Pride Month, Creating and Establishing an LGBTQ+ Commission in Los Angeles County, Refugee Awareness Refugee and Immigrant Heritage Awareness, Elder and Dependent Adult Abuse Awareness, Silicosis Awareness Month, National Gun Violence Awareness Day, Philippine Independence Day, Women Veterans Day, World Elder Abuse Awareness Day, Play Day in Los Angeles County, the Fiscal Responsibility Act of 2023 (HR 3746), DPSS CALWORKS Home Visiting Program Offering Free Home-Based Support and Resources for Parents, Celebrate World Refugee Day in L.A. County, and 2023 National Association of Counties (NACo) Achievement Awards. A handout was provided.

## **6.0 CONTINUED BUSINESS**

### **GOAL 3: Evaluate In-Home Supportive Services (IHSS) Program**

#### Presentation: Program Services to IHSS Customers

Edgar Ramirez, Human Services Administrator II  
IHSS Program Section

#### Mr. Ramirez provided the following information concerning the IHSS program:

IHSS helps pay for services provided to eligible aged, blind, and/or disabled individuals, including children, so they may live safely in their own homes. It pays for health and safety-related services, such as personal care and domestic services. It does not pay for comfort-related services, such as friendly visits and pet care; and it is an alternative to costly out-of-home care, such as a nursing home or board and care facility.

Examples of IHSS services are placed in 3 categories: (1) personal care services which includes feeding, dressing, bathing, oral hygiene and grooming, bowel and bladder care, rubbing skin, repositioning, transfer, and ambulation. (2) Domestic & related services includes housework, meal preparation, clean-up, laundry, and food shopping. (3) Other services include accompaniment to medical appointments, protective supervision, and paramedical services.

All IHSS applicants must physically reside in the United States; be a California resident; live in their own home that is not a nursing home or other out of the home care facility (licensed or not); apply for Medi-Cal if they are not already receiving; either have or apply for a Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN) and submit a completed Health Care Certification form (SOC 873).

Applicants can apply by phone, secure fax, and mail. IHSS offices and locations are in Burbank, Chatsworth, El Monte, Hawthorne, Lancaster, Metro, Pomona, and Rancho Dominguez.

Upon approval of IHSS, the recipient must hire a provider to perform the authorized IHSS services. The recipient, as the employer, is responsible for hiring, training, scheduling, supervising, and, if necessary, firing the IHSS provider.

Any individual who completes the State-mandated IHSS provider enrollment process, such as: a family member, friend, or someone from the provider registry that is operated by the Personal Assistance Services Council (PASC), the public authority for IHSS in L.A. County. Providers on this registry are available for immediate hire. PASC telephone number: (877) 565-4477.

To become a provider, a completed IHSS Program Provider Enrollment form must be submitted, present a current photo ID and Social Security card, attend provider orientation session, complete and submit an IHSS program Provider Enrollment Agreement form, and undergo and pass a criminal background check.

IHSS providers must submit semi-monthly timesheets online or by phone, and recipients must approve or reject their provider's timesheets online or by phone. As of March 1, 2023, the provider wage is \$17.25/hour. Payments are processed and issued from the State Controller's Office. Provider pay may include overtime, travel time, and/or paid sick leave.

There are additional resources on our DPSS Website at [dpss.lacounty.gov](https://dpss.lacounty.gov) with important announcements, informational videos and IHSS resources. Other resources are on the CDSS Website at [cdss.ca.gov/in-home-supportive-services](https://cdss.ca.gov/in-home-supportive-services) which includes program information, educational/training videos, and IHSS resources.

The Personal Assistance Services Council (PASC) offers a registry referral services for IHSS consumers in need of a provider. They also offer free trainings as well. Mr. Ramirez concluded his presentation and opened for questions.

Commissioner Lewis expressed concerns about the timeframe of 30-45 days to process IHSS applications from application to approval. Commissioner Galvan Rosas asked how can the commission help the Department become more integrated with the community? Dr. Contreras stated there is advocacy around the resources that we need to administer this program, that the caseloads are extremely high, we did get some additional funding through this latest budget cycle, some additional resources that we want to use strategically. The timeframe of 30-45 days, are long times and this team of folks, they meet those timeframes on a consistent basis and that with very limited resources. To your question, in most of our areas, any connections that you can make to our stakeholders, to communities, to resources, those kinds of things are helpful to us. There is an intentional effort to make sure that we're getting the word out developing those relationships so that we can enhance. Whenever you run into folks that say, "I didn't know about that?" that's a gap in our getting information to them and it's not for a lack of trying, but that's the reality.

Ms. Cheryl Ward, Chief of IHSS Line Operations stated, convalescent homes, rehab centers, and senior centers are potential target areas for the program to access. We are giving presentations to inform targeted facilities of our program services and resources available.

Commissioner ElHessen asked in reference to the social worker caseload, what is the number of cases per social worker? Ms. Ward stated the caseload on average is 400 to 450 per social worker. Commissioner ElHessen asked what can we do as a commission to advocate for lower caseloads back to the 200 range? Dr. Contreras stated we continue to advocate as a State administered program and we continue our advocacy for the resources.

**Follow up Item:** The Department will do an analysis with the increased funding. It is not significant to meet the need that you are describing, but it will help some. Once we are done with the analysis of what those resources will impact, we can provide you this information.

Commissioner Andrade-Stadler suggested that commissioners review the monthly Legislative Report received, which includes potential IHSS legislation and suggested that commissioners can support what is already making its way to the Governor's desk. The fact that funding is increased is incredibly important.

Commissioner ElHessen expressed concern about consistency with social workers and assessing hours for meeting critical needs.

**Follow up Items:** (Lee, Lewis, Yam) expressed interest learning more about PASC. Questions for PASC: (1) What is the language capacity of PASC when matching consumers with language specific needs. (2) Is PASC outreaching to the community? (3) What does that process look like? (4) What is the timeline to match a recipient with a provider? (5) Is there an intentional strategy to ensure language coverage?

**Follow up Item:** (Lee) 70% of the patients in her organization have Medi-Cal. She would like a presentation at her facility for patients and community. Ms. Ward will connect with Commissioner Lee.

**Follow up Item:** (Joo) Would like a breakout of data that shows the various IHSS application sources.

**Follow up Item:** (Lewis) There has been discussion for several years on trying to figure out how IHSS can attach themselves to shelters. She wanted to know if the Department is talking to the Homeless Initiative. She encouraged the Department to do so. There are thousands of unhoused in temporary housing. Have you received clearance from the State on providing IHSS services to participants in interim housing?

Ms. Ward stated we have a meeting setup with county departments in the second or third week of July to discuss the elderly and homelessness. She will give an update at the next meeting. Mr. Ramirez stated that, Assembly Bill 210, added transitional housing for IHSS consumers.

Dr. Contreras stated she has upcoming meetings with CDSS and will put this on the top of the list to do and discuss.

**Follow up Item:** (McBride) expressed concern about elder abuse and the Department providing a quick way for consumers to report any abuse with providers. She suggested a link on the department's website to provide them with that information. Mr. Ramirez stated the website was recently updated; however, he will review to ensure consumers can quickly access if they need to report exploitation of any kind. Ms. Ward stated one of the goals is to create a resource flyer to be shared with IHSS consumers. Reporting abuse and the agency to report to, are one of the many resources that will be listed and made available to them.

**Follow up Item:** Dr. Contreras stated the Department of Aging and Disability is a significant partner in this space. I believe there is a request, but if you are interested, we can invite them to share about their services provided at a future meeting.

**Follow up Item:** (Lewis) asked if there were language needs of the consumer that are not being met by PASC. Can the Department track this information? If not, she suggested that the Department tracks this information.

**Follow up Item:** (Flood) is interested to learn how many/percentage of the IHSS consumers are approved to receive CalFresh benefits.

**Follow up Item:** (Lewis) would like to get information or IHSS marketing materials to share with others.

## 7.0 **COMMISSION BUSINESS**

Andrew Yam, Nomination Committee

### ELECTION OF OFFICERS FOR CHAIR & VICE CHAIR EFFECTIVE JULY 1, 2023

Commissioner Andrew Yam, Nomination Committee, opened the floor to receive nominations for the position of Vice-Chairperson. Commissioner Michael Flood nominated Veronica Lewis for Chairperson. Commissioner Lewis accepted the nomination. Commissioner Yam asked if there any other nominations. Commissioner ElHessen nominated herself and accepted. No other nominations were received, and Commissioner Yam closed the floor for with the two nominations received. Commissioner Lewis stated she would like to forfeit her acceptance for nomination as Vice Chair. She appreciated the opportunity serving over the past 2 years.

Commissioner Yam called for an approval and a second to move forward with the roll call vote since there were no competing nominations. Commissioner Rosas Galvan approved and Commissioner Flood seconded. Executive Director proceeded with roll call as follows:

Adele Andrade-Stadler - Aye	Summer McBride - Aye
Veronica Lewis - Aye	Booker Pearson - Aye
Michael Flood - Aye	Andrew Yam - Aye
Mary Galvan Rosas - Aye	Sue ElHessen - Aye
Pollyanna Lee - Aye	Dynasty Taylor - Aye
Sam Joo - Aye	

Commissioner Sue ElHessen was unanimously voted in as the next Vice Chairperson beginning July 2023. Commissioner ElHessen thanked commissioners for their vote of confidence, and she looks forward to working with the Chair over the next two years.

Commissioner Andrew Yam opened the floor to receive nominations for the position of Chairperson. Commissioner Michael Flood nominated Adele Andrade-Stadler for Chair. Commissioner Andrade-Stadler accepted the nomination. Commissioner Yam asked if there any other nominations, hearing none, the floor was closed with one nomination.

Commissioner Yam called for an approval and a second to move forward with the roll call vote. Commissioner Joo approved and Commissioner McBride seconded. Executive Director Toliver proceeded with the roll call as follows:

Adele Andrade-Stadler - Aye	Summer McBride - Aye
Veronica Lewis - Aye	Booker Pearson - Aye
Michael Flood - Aye	Andrew Yam - Aye
Mary Galvan Rosas - Aye	Sue ElHessen - Aye
Pollyanna Lee - Aye	Dynasty Taylor - Aye
Sam Joo - Aye	

Commissioner Adele Andrade Stadler was unanimously voted in as the Chair beginning July 2023. She thanked the commission body for their vote of confidence.

Chairperson Andrade-Stadler thanked Commissioner Lewis for everything she brought to the table and is looking to more of her leadership in the future. She also thanked Commissioner Andrew Yam for conducting the nomination process to a successful voting process.

**VOTE: TO AMEND MEETING START TIME / LENGTH OF MEETING**

Ms. Toliver provided history concerning commission's normal meeting time and previous start time. Commissioners discussed and agreed to return to the normal start time at 10 a.m. and the meeting will end at 12 noon. Beginning July, our new meeting location is at 3833 S. Vermont Avenue, Los Angeles. The Chair called for an approval and a second to vote on the change. Commissioner Galvan Rosas approved, and Commissioner Yam seconded the motion. The Chairperson called for the roll call vote to return commission meetings back to a 2-hour format from 10am – 12 noon. The vote proceeded as follows:

Adele Andrade-Stadler - Aye	Summer McBride - Aye
Veronica Lewis - Aye	Booker Pearson - Aye
Michael Flood - Aye	Andrew Yam - Aye
Mary Galvan Rosas - Aye	Sue ElHessen - Aye
Pollyanna Lee - Aye	Dynasty Taylor - Aye
Sam Joo – Aye	

Meeting changes were approved by unanimous vote to go into effect immediately.

**8.0 CHAIR'S REPORT**

None.

**9.0 ADJOURNMENT**

Meeting was adjourned at 12:10 p.m.