



COMMISSION FOR PUBLIC SOCIAL SERVICES

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



[PSS Commission Webpage](#)

MEETING MINUTES

Thursday, January 15, 2026

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

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

Location #3: Manhattan Beach Library
1320 Highland Avenue, Room B,
Manhattan Beach, CA 90266

Location #4: Adele Andrade-Stadler Home/Office
2956 West Shorb Street,
Alhambra, CA 91803

Please note this is a summary of the meeting, not a "verbatim" transcription.

1.0 CALL TO ORDER/ROLL CALL/ ESTABLISH A QUORUM/COUNTYWIDE LAND ACKNOWLEDGMENT

Summer McBride, Chairperson

The meeting was called to order at 11:03 a.m. A quorum was established. The Chair read the countywide land acknowledgement.

Roll Call/Commissioners Present:

- Summer McBride (Chair)
- Sue ElHessen, Ed.D. (Vice Chair)
- Adele Andrade-Stadler
- Andrew Yam
- Booker Pearson
- Christina Salazar
- Genevieve Riutort
- Joni Byun
- Juan Leaños
- Pollyanna Lee
- Sam Joo

COMMISSIONERS

Chairperson

SUMMER MCBRIDE

Vice Chairperson

SUE ELHESSEN, Ed.D.

ADELE ANDRADE-STADLER

ANDREW YAM

BOOKER PEARSON

CHRISTINE SALAZAR

DYNASTY TAYLOR

GENEVIEVE RUITORT

JONI BYUN

JUAN P. LEAÑOS

MIHRAN KALAYDJIAN

POLLYANNA LEE

SAM JOO

VERONICA LEWIS

YVONNE CHAN, Ed.D.

COMMISSION STAFF

Executive Director

LA FRANCE TOLIVER

Commission Secretary

MICHELLE NGO UNG

Veronica Lewis
Yvonne Chan, Ed. D.

Commissioners Absent:

Dynasty Taylor
Mihran Kalaydjian

Commission Staff:

La France Toliver
Michelle Ung

Introduction of Guests

Nick Ippolito, Chief of Staff, Department of Public Social Services (DPSS)

Julia Almanzan, County Counsel

2.0 REVIEW AND APPROVE NOVEMBER 20, 2025, MEETING MINUTES

Summer McBride, Chairperson

Chairperson McBride opened the floor for comments on the minutes, and there were no corrections. Commissioner Joo moved to approved and Commissioner Lewis seconded the motion. The Chair called for a vote by roll call. The November 2025 minutes were approved by majority vote (9 – Ayes) with 6 abstentions as follows:

Summer McBride (Chair) – Aye
Sue ElHessen, Ed.D. (Vice Chair) – Aye
Adele Andrade-Stadler – Abstained
Andrew Yam – Abstained
Booker Pearson – Aye
Christine Salazar – Abstained
Dynasty Taylor – Abstained
Genevieve Riutort – Aye
Joni Byun – Aye
Juan Leños – Aye
Mihran Kalaydjian – Abstained
Pollyanna Lee – Aye
Sam Joo – Aye
Veronica Lewis – Aye
Yvonne Chan, Ed. D. – Abstained

Christine Salazar was appointed by Supervisor Hilda L. Solis. She stated the following: I am a single mom with two kids and a former school board member. I

know governance for the most part. But I've also been through the social services aspect of it. I grew up with undocumented parents, and then eventually they became citizens. We had to seek those services, and so I'm well averse with what we had to go through. Even as a newly single mom, it was tough, so I relied on them. I am very fortunate that social services exist within our communities and in our county. For the most part, this is an avenue to give back as much as I can, as we are obviously going through some very tough times right now. This is just a great opportunity. I'm very thankful for the opportunity to continue serving my community.

Chairperson McBride responded welcome, and I look forward to working with you.

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

Summer McBride, Chairperson

Jacqueline Chavez is the Executive Director of Community Bridge Housing. I am here to respectfully ask this Commission to direct DPSS policy staff to bring forward clear information and an informal report on the department's informal Two persons per bedroom occupancy limit. As it is being applied in the general relief housing subsidy and case management program, this limit is not written in statute, regulation, or published program guidance. Nonetheless, it is being used as a decisive basis to deny housing subsidies to otherwise eligible people with disabilities, in our case. These decisions result in people remaining unhoused, people that we care about deeply, not because housing is unavailable, but because an unwritten policy is applied rigidly, without transparency or process. We are not asking this Commission to decide the policy today. We are asking for facts, clarity, and accountability.

Paul Dumont is the manager of Community Bridge Housing. We're a low-budget operation, so my apologies for the technical squealing there. I have also prepared written comments on the same subject. I think first, I wanted to give an overview for those who are not familiar with the housing subsidy program.

We take people in who have absolutely nothing, and we help them to get benefits. Several of our participants that we help are eligible for disability benefits while they're applying. For disability benefits, the department offers a housing subsidy program for people who are waiting to get approved for Social Security disability benefits. It takes only about six months to get the decision from the Social Security Administration for people who are gravely disabled. We do house them with or without that funding, so we have people in beds now. We're limited to two people per bedroom, according to the department's unwritten policy. We're not asking the Commission to set policy; we're respectfully asking for transparency in alignment with disability rights law. We ask that you direct DPSS to explain the legal basis for this practice and to consider reasonable modifications when necessary.

Chairperson McBride stated thank you so much for your public comments. I just want to remind everyone that we're unable to make comments or respond to items that are not on the agenda, but your comments have been noted.

4.0 DIRECTOR'S REPORT

Nick Ippolito, Chief of Staff, DPSS

Mr. Ippolito provided the following update:

Effective Tuesday, December 2, 2025, at 9:30 a.m., Supervisor Hilda L. Solis became the Chair of the Board of Supervisors.

On January 6, 2026, Maral Karaccusian was appointed to serve as Director of the Aging and Disabilities Department. Ms. Karaccusian is an accomplished community leader with over 22 years of experience in the public sector. Since September 2025, Ms. Karaccusian has been serving as the Interim Director of the Aging and Disabilities Department.

The Board made the following Proclamations for the month of January 2026:

Human Trafficking Prevention Month, January 12 - January 31, as "Los Angeles Youth Homeless Count – LA Youth Count, Week of January 19, as "Homeless Count Week 2026." January 21, as "Monterey Park Tragedy Day of Remembrance," and January 24, as "Robert Vargas Day."

We are pleased to announce that the Los Angeles Homeless Services Authority (LAHSA) has opened its registration for the annual Greater Los Angeles Homeless Count. The 2026 Count will be conducted January 20, 2026, through January 22, 2026. The Count will help paint a picture of the progress, trends, and shifts in the fight to end homelessness.

In January 2025, DPSS employees and friends volunteered to count 72,308 homeless individuals across Los Angeles (L.A.) County, which showed a decrease in homelessness of 4% from the previous year. The results from the 2025 Greater Los Angeles Homeless Count can be found at www.lahsa.org.

LAHSA depends on an enormous volunteer base. You and your team can register to participate as DPSS volunteers on the Greater Los Angeles Homeless Count website at <https://www.theycountwillyou.org>. When completing the volunteer registration form, please specify that you are participating on behalf of the DPSS.

H.R. 1 Update:

The Department recently received much-anticipated guidance from the State as to the new CalFresh work requirements, which will impact approximately 211,000 CalFresh recipients. These new provisions will be implemented effective June 1, 2026.

The new Medi-Cal "community engagement" requirements will go into effect on January 1, 2027, and we are awaiting guidance from the State. Over 1.5 million Medi-Cal beneficiaries will be subject to these new requirements.

We continue to keep our customers and the community informed as to the significant changes resulting from HR 1. Our social media posts relative to the CalFresh and Medi-Cal changes have been viewed over 560,000 times across all platforms, and our Essential DPSS email newsletters – which reach over 450,000 people and have often featured information on HR 1 changes - have averaged an open rate of 160,000 (39%).

DPSS Updates:

Our update today provides you with information on the five different operations managed under our Bureau of Customer Service Centers. This includes the CSC General Inquiry Line, CSC Intake Line, Renewal Line, IHSS Helpline, and IHSS Application Line.

CSC General Inquiry – July 2025 to September 2025

Type of Interaction	July	August	September
Calls Received by EWs (JC Note: Includes Courtesy Calls & Abandoned Calls)	415,618	457,284	474,024
Calls Handled by EWs	239,600	227,770	238,839
Average Wait Time	0:47:12	0:53:58	1:01:47
*Non-Serviced Calls	14,532	13,879	33,568

CSC Intake – July 2025 to September 2025

Type of Interaction	July	August	September
Calls Received by EWs	103,020	97,516	103,756
Calls Handled by EWs	74,282	67,366	71,179
Average Wait Time	0:22:24	0:24:32	0:23:35
*Non-Serviced Calls	1,653	1,400	4,330
Same Day Disposition Rate by Program	58%	58%	57%
Applications Processed	39,471	39,193	41,188

*Please note that non-serviced calls represent customers who reached the call queues that are currently at max call capacity. Customers receive a high call volume message and are offered to return to the self-service portion of the IVR or

end the call. Customers can call us back later to attempt to reach a worker once again.

Renewal Line – July 2025 to September 2025

Type of Interaction	July	August	September
Calls Received by EWs	80,859	81,343	74,564
Calls Handled by EWs	45,479	41,719	40,536
Average Wait Time	1:01:36	1:03:25	1:10:27
Non-Serviced Calls	1,930	1,632	3,752
RE's Processed	27,172	30,987	28,736

IHSS Helpline – July 2025 to September 2025

Type of Interaction	July	August	September
Calls Received	117,145	109,421	119,127
Calls Handled	41,572	40,377	69,302
Average Wait Time	0:54:11	0:47:24	0:21:20
% Consumer Calls Received	47%	48%	48%
% Provider Calls Received	39%	38%	39%
% Other Calls Received	14%	14%	13%

IHSS Application Line – July 2025 to September 2025

Type of Interaction	July	August	September
Calls Received	14,511	14,250	15,035
Calls Handled	11,279	10,339	11,117
Average Wait Time	0:06:02	0:08:25	0:07:36
Applications Initiated	8,170	7,936	8,449

The DPSS Lancaster district office's START Program proudly hosted its 2025 Fall Community Resource Fair, welcoming 250 registered families for a day dedicated to connection, support, and accessible services.

The event brought a wide range of critical resources together in one location, including housing assistance, mental health and wellness services, employment

support, educational programs, legal aid, free vaccination and health screenings, and activities for children and families. Designed to reduce barriers and streamline access, the fair provided residents with direct engagement opportunities and immediate guidance from on-site service providers.

The event was made possible through a partnership with the Department of Mental Health (DMH), Department of Children and Family Services (DCFS), L.A. County Office of Education (LACOE), and Antelope Valley America's Job Centers of California (AJCC). The 50 vendors included representatives from local municipalities, nonprofit organizations, and community-based partners.

The DPSS Anti-Racism, Diversity, and Inclusion (ARDI) unit helps guide and lead the Department's planning, implementation, and review of policies, procedures, and practices (PPPs) through an equity lens.

Operating within the DPSS Civil Rights Section, under ARDI Officer and HSA II Magali Williams, this unit coordinates the Department's efforts in developing and implementing annual equity action plans and ARDI-specific Strategic Plan goals and deliverables.

DPSS is committed to working towards eliminating structural racism and building a more equitable and inclusive Department that strengthens belonging, acceptance, and inclusion in the workplace so that our employees and community members can thrive. This work aims to strengthen organizational capacity for cultural competency and vigilance to reduce racial stigma, inequality, and implicit bias.

DPSS hosted a delegation of 10 councilmembers from Cheongju City, South Korea, on November 4, 2025. The delegation made this special visit to learn about the L.A. County DPSS refugee employment programs, working to incorporate ideas into the immigrant support and integration policies in their city. DPSS collaborated with the L.A. County Department of Consumer and Business Affairs' Office of Immigrant Affairs (OIA) to make this event a noteworthy success.

The DPSS Office of the Chief of Staff coordinated the meeting. I provided the delegation with a warm welcome. This was followed by an overview by the Intergovernmental Relations Section, a presentation by OIA Executive Director Rigo Reyes, and a briefing by CalWORKs and GAIN Program Division, Refugee Employment Program managers.

DPSS Civil Rights Section, Korean translator, Michelle Chung, provided support to the delegation's own translator. Media Services photographer Cuauhtemoc Reyes was on hand to document the event with great photographs, and Hannah Yang from the Information Technology Section lent a hand in providing technical

support. The delegation was appreciative of the information provided by the knowledgeable presenters.

The DPSS Toy Loan Program & Volunteer Services has invited all staff to celebrate the life and legacy of Dr. Martin Luther King, Jr. by walking as a Department in the City of Long Beach's 38th Annual Parade and Celebration on Saturday, January 17, 2026.

Family and friends are welcome to join. We have asked that folks RSVP by January 15 at 4 p.m. to DPSSVolunteers@dpss.lacounty.gov. Details of the time and gathering point will be mailed by the end of the day today.

Commissioner Lewis stated thank you all for incorporating the CSC data for the previous quarter before last. Is this what we should expect, like a 90-day look-back period? This is 90 days old, if you will. So, this is what we should expect even more in terms of how far back or how recent the data will be?

On the non-handle calls for all of the different programs, the number of calls coming in minus the non-handle calls does not amount to the calls handled. If you can explain this, that would be helpful. And then I noticed. And again, we are 90 days out of that technique over 100 days. So maybe it's gotten better, but I see a couple of programs where there's an hour-long wait time. So, can you talk through how you all are trying to reduce that amount of time for folks?

Follow-up Item: Mr. Ippolito stated we will write your request down and report back to you. But as far as waiting times go, there are different types of call centers and particularly call centers that handle public assistance, and the degree of detail that call center folks get involved in every county to county really varies. We try to do full service in one call to the greatest extent possible. There are other jurisdictions I know that have waiting times that are seconds or minutes. People come to us to apply, but also to ask questions and to provide information to keep their benefits. Our staff spends admittedly a lot of time with our customers to be able to do that.

I think we can also, as far as the technical question about the number of calls not answered versus the volume. We can provide more information on that. I don't want to speak on the details around that, but I think in an ideal world we would want as many people as possible answering our calls and that of course would reduce the wait time, or look at other ways we can respond on the calls, but for now we feel strongly that we want to be able to serve people in one call as much as possible and that's a contributing factor.

Chairperson McBride stated we do have two hands raised online, but I will also say and request that when there are topics that come up in the Director's report that we want to explore more, if we can make an explicit request for it to go on the

agenda, and as we. Start to build out our agenda for the next few months. These are items that we can add to the agenda and allow staff to be prepared to answer the questions that are really important questions that we're asking, but may not be able to give us an answer in the moment, and it will allow us to all participate in that discussion more robustly.

Follow-up Item: Dr. Sue ElHessen stated her question has to do with your report on ARDI expansion. Is it open to community members for them to be involved? Mr. Ippolito responded that the ADRI Unit is made up of DPSS staff. In terms of community engagement and expanding community engagement, this is something that is always of interest to us. Dr. Sue ElHessen added, I wanted to be sure that moving forward, we looked at issues of disability brought up through public comment.

Commissioner Andrade-Stadler spoke a little on the issue of CalFresh and our clients' rights using DPSS services, and I'm looking at our At a Glance as I do each month. I see we still have a large number of documented and undocumented people. Perhaps this is something we can look at in the future regarding those who are undocumented or even those who are documented but not quite citizens yet. What types of security do we have in place to protect customer data? We hear a lot of things about data in all kinds of systems that are not necessarily protected. Mr. Ippolito stated, just to be clear, our department abides by every State and federal law with regard to protecting the data of our customers. We are asked what we're required by the state and the federal government to share certain data with them, which we do. You've seen, obviously, in the media, there were words that information has been used by the federal government in unique ways, let's say. So, I mean, that's unfortunate. But as far as our county department, we are absolutely committed. We're committed to protecting the personal information of all of our customers.

5.0 COMMISSION BUSINESS

Summer McBride, Chairperson

The bulk of today's meeting is under Commission Business, and it pertains to the establishment of our 2026 through 2029 Work Plan. On the agenda, there are three items that we have to get through. And we have a little over an hour, but we want to make sure that we do this in an efficient way so that we can be out on time. But it's the establishment of the Commission Work Plan Committee and the Committee Chair, as well as setting the work plan parameters, and then developing a schedule for the committee to meet over the next several months.

I just wanted to remind everyone that I kind of did some homework before coming here today to make sure that I was able to effectively guide us through this process. It's not complicated, but I think there are some things that we have to really be

mindful of. The purpose of this discussion right now is to really set the structure, scope, and process for the development of the work plan and committee.

We are not at all building the work plan today, but this is to provide an opportunity for broad feedback from the Commissioners to guide or give directions to whoever is on that committee. Starting with the Work Plan Committee, the scope of the committee will be to draft, synthesize, and bring forward recommendations that will go into the work plan, and the full Commission retains authority to renew, amend, review, and adopt the final work plan.

Whatever comes out of the committee will come to the larger body, and we will all have a say in the result. The committee, of course, does not speak for the Commission independently, and that's per our bylaws. I would really encourage you all to read the Bylaws. I reviewed them, and the bylaws are helpful. Our annual report from last year is also helpful, and I think the committee can use that as a guide to determine what we've done and where we want to go next.

I'm just going to open it up to the floor for you to self-nominate. According to the bylaws, the Chair can appoint, but I would really love this process to be a participatory decision. If anyone is interested in being on that committee, please let us know.

Chairperson McBride asked for lessons learned from previous committee members. Dr. Sue ElHessen, Dr. Yvonne Chan, Adele Andrade-Stadler, and Veronica Lewis provided input on committee size, personal commitment, the process, and how long it took to complete the work plan.

Chairperson McBride stated that there are commissioners of different commissions serving in different ways. Some of them are governance commissions. Some of them are advisory, and we're an advisory commission, which means we can advise the directors, but we don't vote on the operations of DPSS. So, it's important that our work plan really uplifts where we can be most effective. I think now, especially, that is most critical. This work plan may have the same template and many of the same elements, but going into 2026 and what is the foreseeable future, who knows what will make it onto that work plan that will make this body relevant to the work that we do in relation to LA County and the Board of Supervisors, and how we can support the directors of DPSS.

Dr. Sue ElHessen added I think it's important that we look at the strategic goals of DPSS because part of our advisory group is to look at what they're doing and really question and support the direction, and where we can provide guidance or advice as mentioned. So, I think that would be helpful when working on this project.

Follow-up Item: Commissioner Lewis stated that maybe a year and a half ago, the department discussed overarching categories of their strategic plan. Would it be

possible to get a presentation about the strategic plan, inclusive of a summary of what has been accomplished already and what they're working on? Chairperson McBride stated I think that would be great.

Commissioners Chan and Joo suggested having work plan committee meetings an hour before the commission meeting. Ms. Toliver agreed it was possible and would make plans for the meeting to be in person and hybrid before commission meetings. Ms. Toliver stated that for the February meeting, she asked that the work plan meeting be deferred to another date since she and her staff would be preparing for the PSS Commission Award Ceremony. She would contact committee members for their first meeting and schedule ongoing meetings one hour before the Commission Meeting.

The work plan committee volunteers are as follows: Summer McBride, Yvonne Chan, Sue ElHessen, Sam Joo, and Christine Salazar. The committee chair will be decided by the committee members.

6.0 CHAIR'S REPORT

Summer McBride, Chairperson

Chairperson McBride stated I'm going to start by turning it over to La France to give an update on the Adopt-a-Family families we adopted this year. Ms. Toliver stated that this year was awesome. Oftentimes, I'll choose families that I think are the neediest and fit the profiles of this Commission. Thank you so much for your donations. First District commissioners raised \$200. The Second District commissioners raised \$200. Our Third District commissioners raised \$800. Our Fourth District commissioners raised \$200, and our Fifth District raised \$300 for a total of \$1900.

For our District 3 family, I don't know how it just worked out, and maybe it was just the Adopt a Family gods that the amount of money raised was for a single mom with a special needs child. I believe that the funds and the gifts that were provided were necessary. The mother said that they were very much in need, and she brought her son with her, and we were able to see him based on visual sighting. He had some disabilities, so I know that your donations went to a good place. She was very thankful and called back and expressed her gratitude. Most of our families choose to do the same.

I think this is the largest that we raised that we've raised. We even traveled to Lancaster. Our Lancaster family was very appreciative. We often meet our families at a neutral place of their choice. I've learned over the years that it's best to deliver what you need to deliver and return to the office. So that's my report.

Chairperson McBride expressed her appreciation to all participating commissioners on the Commission's Day of Service on Thursday, December 19.

Commissioners volunteered at the LA Regional Food Bank and the Westside Food Bank. This was a very successful event, and I encourage you to volunteer at both locations.

Follow-up Item: Commissioner Chan suggested it was more cost-effective for commissioners to receive direct deposit. Ms. Toliver stated she would initiate the process for all commissioners.

7.0 ADJOURNMENT

Summer McBride, Chairperson

The meeting was adjourned by the Chairperson at 1:05 p.m.