



COMMISSION FOR PUBLIC SOCIAL SERVICES

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MEETING MINUTES

Thursday, March 19, 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: Porter Ranch Library

11371 Tampa Avenue,
Porter Ranch, CA 91326

Location #4: Manhattan Beach Library

1320 Highland Avenue, Room B,
Manhattan Beach, CA 90266

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 11:06 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)

Andrew Yam

Booker Pearson

Christine Salazar

Genevieve Riutort

Joni Byun

Juan Leaños

Mihran Kalaydjian

Pollyanna Lee

Veronica Lewis

Yvonne Chan, Ed. D.

Commissioners Absent:

Adele Andrade-Stadler
Sam Joo
Dynasty Taylor

Commission Staff:

La France Toliver, Executive Director
Miguel Barrios, Interim Executive Director
Michelle Ung, Commission Secretary

Introduction of Guests

Nick Ippolito, Chief of Staff, Department of Public Social Services (DPSS)
Cheryl Blanchette, Chief, Strategic Initiatives Division

2.0 REVIEW AND APPROVE FEBRUARY 19, 2026, MEETING MINUTES

Summer McBride, Chairperson

Chairperson McBride opened the floor for comments on the minutes, and there were no corrections. Commissioner Kalaydjian moved to approved and Commissioner Lee seconded the motion. The Chair called for the roll call. The February 2026 minutes were approved by majority vote (10 -Ayes)as follows:

Summer McBride (Chair) – Aye
Sue ElHessen, Ed.D. (Vice Chair) – Aye
Booker Pearson – Aye
Genevieve Riutort – Aye
Joni Byun – Aye
Juan Leaños – Aye
Mihran Kalaydjian – Aye
Pollyanna Lee – Aye
Veronica Lewis – Aye
Yvonne Chan, Ed. D – Aye

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

Summer McBride, Chairperson

Miguel acknowledged there was public comment from Jacqueline Chavez.

Jacqueline Chavez explained that she is the Executive Director of Community Bridge Housing, and they provide interim housing and access to social services for highly marginalized residents in the San Fernando Valley. Most of the people we serve qualify for programs administered by DPSS, who previously have raised concerns with the Commission about DPSS's informal practice of denying housing

subsidies based on an arbitrary two-person per bedroom rule. This standard is not codified in law, regulation, or program guidance, yet it is being used as a categorical barrier to participation in the General Relief (GR) Housing Subsidy Program.

Miguel acknowledged that Paul Dumont also had a public comment to add.

Paul Dumont stated he is also with Jackie Chavez at Community Bridge housing in the San Fernando Valley. For a number of years, we partnered with the DPSS to connect people with benefits to stabilize them and move them on to more permanent housing. The problem is we can't get anything in writing, so we can't move forward when there are ample California code regulations and state law. What we're looking for is some real policy oversight.

Chair McBride thanked the public for their comments and reminded the Commissioners that they are not allowed to make comments or respond to items not on the agenda, but the message has been noted.

Julia Almazan, Senior Deputy County Counsel, acknowledged that people are making public comments in the chat online, but not everyone has access to that. For the benefit of the public, they are being asked to provide oral public comments only. Chair McBride stated that we are still in the Public Comment section of the agenda, so if anyone wanted to add a public comment, they may do so now and refrain from writing it in the chat. Specifically, because the Commissioners do not have access to the chat unless someone orally reads it to them. Chair McBride added that moving forward, it's going to be clear that if you want to make a public comment, you will have to raise your virtual hand virtually and get in the queue to make a public comment orally, and as a result, the chat will be turned off.

4.0 DIRECTOR'S REPORT

Nick Ippolito, Chief of Staff, DPSS

Mr. Ippolito provided the following update:

Jackie Contreras, Ph.D., was unavailable to attend this meeting because she was currently testifying before the California State Senate Budget Subcommittee 3 on Health and Human Services to advocate for resources to help DPSS implement all the changes coming.

Mr. Ippolito explained the changes coming to CalFresh (CF) eligibility requirements for certain non-citizens. Beginning April 1st, 2026, certain non-citizens, such as but not limited to asylees, refugees, paroles, individuals with deportation or removal withheld, conditional entrance, and victims of trafficking, will no longer be able to receive CF benefits. However, they may be eligible for CF if their immigration status changes to Lawful Permanent Resident (LPR) and they meet all other eligibility

requirements. If a non-citizen is currently receiving CF benefits, they will continue to receive benefits until their renewal if they meet all of their eligibility criteria. CF eligibility will be limited going forward. CF eligibility will be limited to individuals who reside in the United States and are citizens, U.S. nationals, LPRs, Cuban or Haitian entrants, or residing in the U.S. in accordance with the Compacts of Free Association (COFA).

Mr. Ippolito also provided Board of Supervisors updates. The Board made the following proclamations for the month of March 2026:

National Nutrition Month, National Reading Month, Women's History Month, Multiple Sclerosis Awareness Month, Colorectal Cancer Awareness Month, and American and American Red Cross Month, and March 6th as Latina History Day, March 9th as the 50th anniversary of the L.A. County Commission for Women, March 18th as Public Defense Day, March 24th as World Tuberculosis Day, and March 31st as International Transgender Day of Visibility.

Mr. Ippolito also shared some DPSS updates. March is National Nutrition Month in L.A. County, so DPSS is committed to helping amplify the message that good health starts with good nutrition. By providing helpful tips and tricks for our followers, customers can utilize the Restaurant Meals program and Market Match to stretch Electronic Benefit Transfer (EBT) benefits and utilize them further. This year's theme, "Discover the Power of Nutrition", will highlight the huge role nutrition plays in overall well-being. National Nutrition Month is also an opportunity for DPSS to highlight the benefits of the CF Program. Information can also be found on the [DPSS Food and Nutrition Webpage](#) or by subscribing to the weekly Essential DPSS newsletter on the [County of L.A. website](#).

Mr. Ippolito explained that there is also a new location for the public to access the DPSS e-policy. The new location on the DPSS website is for the public and advocates to access the DPSS e-policy and can be found electronically at [ePolicy](#).

Mr. Ippolito shared that you can also claim your cash by filing taxes at a Volunteer Income Tax Assistance (VITA) location. They provide free tax help for participants to file their taxes at a VITA location and receive free assistance from IRS-certified tax volunteers. Claim Your Cash L.A. is a collaborative of the County of L.A., the Economic Security Project, and Koreatown Youth and Community Center to educate working Angelenos about the tax credits they are eligible for, such as the federal and state of California Earned Income Tax Credit (EITC) and the Child Tax Credit. Each year, the federal EITC is worth up to \$8,046. To make an appointment, call 1-888-844-3276, or you can visit the [Free Tax Preparation Help website](#) for free tax preparation help for more information.

Mr. Ippolito lastly shared that the DPSS Toy Loan Program continues to expand. DPSS opened a new location in Carson at Foisia Park as of January 2026.

Commissioner Chan asked if there was any update on the Housing and Urban Development (HUD) regarding housing those with mixed status, where a family has someone who is not a citizen. Mr. Ippolito replied that he was not aware of any new updates, but that does not mean there are no new updates.

Follow-up Item: Mr. Ippolito said he would follow up and get back to everyone on that since he is not aware of any updates on the subject.

Commissioner Lewis asked Mr. Ippolito if DPSS has an estimate on how many in those different subgroups that he listed were no longer going to be eligible for CF. Mr. Ippolito answered that 22,000 people would be impacted statewide. Commissioner Lewis asked when the effective date was, and Mr. Ippolito explained that it would start in a few days, on April 1st, 2026. Mr. Ippolito added that DPSS has tried to make it clear to the public that not everybody is going to be cut off immediately. It will happen whenever their next reassessment date is. Commissioner Lewis asked if DPSS has mapped out the projected drop-offs over the course of the next year. Mr. Ippolito explained that we likely have that information, but not available at the moment.

Follow-up Item: Mr. Ippolito agreed to bring that drop-off information to a future meeting.

5.0 NEW BUSINESS

Presentation: DPSS Strategic Plan: Where We Go from Here.
Nick Ippolito, Chief of Staff

Cheryl Blanchette, Chief,
Strategic Initiatives Division

Mr. Ippolito thanked the Commissioners for the opportunity to talk about where things are with the department's strategic plan currently and how we will pivot to the future and plan out a five-year period from 2028 to 2032.

Mr. Ippolito acknowledged Cheryl Blanchette and explained that she oversees our newly formed Strategic Initiatives Division. She is involved not just with the strategic plan, but also involved in other strategic initiatives, such as our expansion into existing community engagement, etc., all of which will be encapsulated with our planning strategically for the future.

Mr. Ippolito explained that DPSS started planning for this five-year period in 2020. It was the middle of the pandemic. Everybody was still in lockdown. Despite all of those challenges, we persevered through that and managed to have involvement from executives, managers, and our own staff that shaped all the strategic priorities into the plan that's before us now. We want to frame the strategic plan as a living document, something that will change and evolve with the times. A great example of that is now that we are in 2026, and back in 2020

and 2022, we did not envision we would have the challenges of H.R. 1. We could never have anticipated the budgetary crisis that we're facing or some of the economic and social issues that are impacting the communities that we serve. We want to be able to move further into that, further operationalize some of our approaches to solving big issues, homelessness, poverty, and economic mobility.

The department's view has also expanded. Our department, and you can make an argument that many county departments are very focused on what Dr. Contreras likes to call their core function. We get X amount of dollars from the feds, and we get X amount of dollars from the state. The county matches those dollars to do XYZ, and that's what we're supposed to do. What we do is determine eligibility, issue benefits, and make sure we meet all those different rules and regulations, making sure all of our funding is in place effectively.

We wouldn't be able to do all of the aspirational stuff, if you will, if we didn't have our core function house in order. With that said, we have a department of 15,000 people and a \$6 billion budget. We're the largest social services agency in the nation in one of the largest jurisdictions in the nation. So, we have many of the issues that people are confronted with in this society now, and it's amplified in L.A. County. We have the ability, the talent, the know-how, and the resources to meet those moments. We just have to figure out the best way to do that and point it strategically, and have our strategic planning evolve from 2027 to 2032.

A major focus of our efforts over the past four and a half years has been on using our data in new and innovative ways. Data can be utilized in many different ways. Primarily, we use it to improve our operations, ensuring we meet our goals effectively. So, we primarily leverage our extensive data for that purpose. However, in the past five years, we've started to examine it more broadly to analyze the services we provide. We ask: who qualifies for our services but isn't receiving them, and why? What does this look like geographically? For example, to illustrate how we use data for CalWORKs (CW), we estimated 630,000 potentially eligible individuals in L.A. County in 2022, but currently, there are only about 276,000 participants. Where are these people? How can we reach them and encourage them to apply for benefits? This is a key area of focus. A similar example exists for CF in 2022: 1.7 million people were eligible, but about 1.46 million were enrolled, resulting in an 83% take-up rate. That's a good rate, but many more could still benefit from the program. Keep in mind, this data is from 2022. Next year or the year after, we might see whether H.R. 1 has impacted this. This example illustrates how we might influence and improve take-up rates across our programs.

We have some other interesting information on our other programs in terms of take-up rates. In Medi-Cal (MC), a 76% take-up rate is good. 3.5 million active participants out of 4.7 million potentially eligible. GR, 107,000 active participants, but potentially eligible, 428,000. And CAPI, we just talked about CAPI, 7,000 active

participants out of potentially 103,000 are potentially eligible. We also did some analysis on take-up rates for individuals 65 years old and older. For CW, there's a 1% take-up rate for an individual 65 and older, which makes sense from a certain level because you probably have a number of people 65 and older who might be taking care of young kids. The number of people, the number of families who have young children, is younger than 65, but there's still a population, and there's still 1% about that. CF, 86% of those 65 and older in L.A. County take advantage of CF. That's a good thing, but we'd like to get to 100%.

For MC, it's 27% of individuals 65 and older who take advantage of MC. 5% take advantage of GR, and 7% take advantage of CAPI. So, you can see where our work is cut out for us in terms of outreach, in terms of connecting, in terms of making sure that people are aware of the resource and have the ability to take advantage of it. We are also looking at not just qualitative data, but quantitative data. We are doing surveys, which is also something that we've started to do in the past five years of our surveys of our customers to collect, to connect data, and better understand barriers that prevent them from applying for CWs and CF. So, we have, over the past several years, deployed 80,000 surveys to CWs participants and 75,000 surveys to CF participants, and we've received 4,300 responses from CWs participants, and we also received 2,200 responses from CF participants. These responses might seem small, but what my data folks tell me is that a response rate of 10% would be considered incredible. So, 5.5% of the respondents and 3% of the respondents is something we can do with that information.

Mr. Ippolito said he would be remiss if he didn't mention some of the efforts we've made over the past five years to invest in our employees. We wouldn't have a department without the 15,000 people out there every day doing good work. We must create a place where people can grow professionally and engage personally. We've tried a few things, but these are just examples. At the last commission meeting, we honored some employees through your program. We're also running what we call our CARE values recognition program. CARE stands for collaboration, accountability, responsiveness, and empathy. These are our core values, developed by employees and included in our strategic plan. We launched this recognition program internally and honored our first recipients in December. We plan to continue doing this yearly to recognize those who are exemplary and deliver excellent work. DPSS strongly believes that for employees to feel engaged and appreciated, they need to be seen and to see themselves as well. Many of our communication efforts, like Dr. Contreras sending out director's messages on various holidays and special occasions, include a holiday video each year toward the end of the year. Until recently, viewership has been pretty low. With a department of 15,000, maybe 1,000 people watch, which seems like a lot, but for the full staff, we want everyone to see it. So, in the last couple of years, we've started featuring employees delivering the holiday message. For example, last

year, just over 2, 500 employees viewed our message. This year, nearly 5, 5000 employees watched it. This shows that people want to be seen and to see themselves doing the work. I also mentioned that we want staff to feel they can grow professionally and personally in our department. Our Human Resources (HR) bureau has led the effort to develop a comprehensive plan to keep staff informed and engaged about workforce development resources. We have career development resource centers in every office. They've updated the handbook and made sure everyone knows where to find opportunities for promotions or guidance on maximizing resumes and similar issues. It may seem small, but it makes a big difference for people to feel they can advance within our agency.

We're also looking at training opportunities. And it's not just training on a particular, maybe administrative function or things. It's also related to how to interact with folks, how to enhance your writing skills or communication skills, and how to have difficult conversations. They seem to be small, but in the day-to-day, they add up, and they enrich somebody's career experience.

Mr. Ippolito stated DPSS is looking at the broader issues impacting our communities and how we can leverage what we do. This is an ongoing conversation at the Commission and across the county about homelessness and how we can end it, and as with the rest of the county, this is also a key focus for us in the department because many of our customers either face the prospect of becoming unhoused or are currently unhoused so it's a very it's a greatly serious issue that that we must bring resources to. We have a couple of things that I want to highlight. We launched a pilot program, Service Enhancement Homelessness Prevention Effort, to test some efforts that use predictive analytics to determine if somebody is on the precipice of becoming unhoused, and that's helped more than 800 families, and hopefully, if we expand it, we'd be able to help even more. We have an outreach dedicated team capacity, and we make ourselves available to the to the outreach teams that are that are all across the county, not just in Skid Row, but also MacArthur Park and other areas so we've expanded that capacity to make sure that if somebody isn't on our benefits that they have the opportunity to apply or in some cases they might have dropped off and didn't reconnect.

Along the lines of surveys and data collection, we did a survey for the CW families to determine what challenges they may face, and as you might have imagined, the top three challenges are emergency food assistance, vehicle repair, and children's clothing. We had 2000 responses along those lines. So, we were able to gather potential resources that go beyond the resources we offer. We just make sure that our staff has the knowledge and the ability to connect someone to resources to help with that. I'd also be remiss if we didn't mention the safe parking program. We've also been able to work closely with different safe parking programs across the county and make sure that our folks have resources, have the

ability, and the knowledge to be able to access safe parking if they need it. And we're also working with other county departments. There was a new county department that addresses homelessness and housing, and we work hand in hand with them on an effort to enhance our approach to that particular issue.

Once again, it goes hand in hand with one of our underlying principles. One of our underlying priorities is to ensure that we expand and enhance our work around anti racism, diversity, and inclusion. It's not just pretty words and high concepts. When it comes to our department, and it comes to the customers that we serve, it is in our best interest to make sure that everyone who comes to us for assistance feels welcomed and seen and treated with respect. That's why we're moving even more forward. We're moving forward into that work even more deeply. Specifically, we are we are looking at is identifying specific programs with department and find a way of viewing them through a lens of anti-racism and then figuring out how we could redesign that program to be able to be able to adhere to those principles. Cheryl and her team are deeply involved in that work, and we will continue to see more developments in the future strategic plan.

Mr. Ippolito added that we have to go beyond 2027 and reiterated that this is a living document. It's something that we like to describe our strategic plan as a Bodhi tree. You just don't uproot it and plant another one. You look at it, you trim the leaves or make adjustments, and shape it for the current enrollments. Our increasing emphasis on data-driven activities, our outreach to communities that may not qualify for our benefits, but don't access them.

There were a lot of challenges during the pandemic in terms of reaching people and talking to them about what we wanted to accomplish for the next five years. We want to be able to do community engagement and stakeholder engagement about the next five years of this work on a much larger scale. I feel that despite all the challenges, we did the best we could. There were a lot of these opportunities to hear from people about not only how we're doing, but also some of the things that we should focus on going forward.

Chair McBride reminded the Commissioners that a topic such as the Strategic Plan can encompass a lot of things because it involves families or how things will work, but this is not an opportunity for us to dig deeply into the programs. We want to be sure that the questions asked remain at a higher level than the overall strategic plan and direction. She asked if Commissioners have specific questions about specific programs that they should let her know, and she will make a note of it so that it can be discussed in a future presentation as an agenda item and have a proper conversation about it. Chair McBride also shared that she wants to open it up for questions, but she would like to try a new strategy she learned at the Commission Services, where a topic may have a lot of questions. You start with one question and one follow-up for each person, and then we can go around

multiple times. But that'll give us an opportunity for everyone to have their questions asked, or at least one question asked.

Commissioner ElHessen asked Mr. Ippolito about looking at gaps in services when comparing the number of people who need services versus the number actually receiving the services. Is there a strategy for how you're approaching this besides the one you had mentioned about prevention and promoting programs? Mr. Ippolito replied that DPSS is starting to do that in a number of ways. DPSS has a significant presence on social media, including an essential services newsletter that is sent out. DPSS also has the ability to target our outreach in specific communities. One great example is we're really trying to move away from broader types of communications, such as an advertisement on a bus bench or a billboard. You put a lot of money into it, maybe a lot of people see it, but there's no real return there. We do have social local media outlets across the county, some of which you see in those little newspapers that are maybe at the Starbucks or different community places. For example, The Pasadena Weekly, The East Sider, The Argonaut, or many other small, hyperlocal ethnic media outlets that really want our content and want to work with us to put information in there on their websites, in their newspapers, etc. We've taken full advantage of that, and we've been able to capitalize on that, so our approach to get to those communities is going to be hyperlocal. It's going to be through those public things, such as those little newspapers and other things, but that's where we'll start. The other thing that we're doing is community engagement at large. We do community engagement to a large extent across our department and in our district offices, etc. One thing that we've started to do over the past several years is proactive outreach to Community-Based Organizations (CBOs) to talk to us on a regular basis. We have a community engagement unit, a unit of two that's overseen by Cheryl, that regularly engages with hundreds of CBO's. For example, we have team calls, and we exchange information, give updates, that sort of thing. That group gathering was instrumental in getting information about H.R. 1. We were able to and we were able to amplify that significantly. And it's interesting, the efforts for H.R. 1 have really allowed us to do not just to CBOs and faith-based organizations (FBO), but municipalities, the City of Long Beach, the City of L.A., and other groups whose constituents are our customers. For us to be able to utilize their communication outlets has been significant. The school districts as well, as we discussed before Dr. Contreras is appearing on Dr. Debra Duardo's new show on the LACOE Ed-Buzz, so we're outreaching not only to our traditional partners like public health, but also to the City of Long Beach, the City of L.A., other healthcare organizations, and advocacy groups to be able to push this information out.

Commissioner ElHessen asked a follow-up question regarding metrics for all these efforts. Mr. Ippolito stated that the most obvious metric would be for the number of applications to go up, but also include qualitative data. DPSS would want to

survey on a larger level to find out if more people are learning about the services that DPSS has to offer. Some of the information we've already received has been very informative. For example, the outreach webinars we conducted for H.R. 1 related to MC and CF. They were so in-depth, and they were conducted by the knowledgeable program staff to answer very detailed questions about what is going on and what will happen with MC and CF moving forward. They promoted these webinars, and they were done live. Despite promoting it, there was a significant drop-off in the other threshold languages, even though the live webinars were conducted in all our threshold languages. A lot of people participated in the English webinar, but not so much in the others. You would think that's terrible news, but we were able to grab chunks of those webinars in various languages and amplify the message on our social media and our essential DPSS after the fact, and the viewership exploded. We had people watch live, but it amplified through other channels, and it exploded. On social media, everything is short and fast, and you have to be able to talk about something very quickly and then click on a link so you can see everything else, and we're really pivoting towards that. We are trying to figure out what those metrics are, but that's one example of a metric that we can utilize.

Commissioner Lewis asked Mr. Ippolito if there will be a time when DPSS will share information about the strategies that were used, what plans in the strategic plan, or accomplishments with DPSS employees at any point? Or with participants? Is it packaged in a way that the language is easily readable and understandable to those stakeholders?

Follow-Up Item: Mr. Ippolito responded that DPSS has not done an overview document in the past, and it's an excellent idea.

Commissioner Salazar thanks Mr. Ippolito for all the information he provided and all the work DPSS is doing across the county. She added that community engagement is so important because of the stigma behind receiving social services and to mitigate mistrust in the community. Commissioner Salazar suggested that DPSS work closely with the school districts and local municipalities and take advantage of the community around those schools. She spoke of her own school district and how they have amazing community partners and specialists who have a presence on social media, too. Those types of partnerships can be utilized because the staff at school districts are at the forefront with children and their families. If DPSS can partner with effective communicators like community school resource people or others who could champion these resources to families and children, it would really amplify the services DPSS offers.

Chair McBride added that she believes public education is an underutilized resource in a lot of ways. She stated that she would take it one step further and would like these services to be communicated directly to high school graduates

or high school seniors. Given that they're leaving high school soon to go to college, they may need additional resources and services to do well in college. Others may enter the workforce, where they are likely not going to be making a living wage, but if they don't know these services exist, then they only come to DPSS as a last resort. This could help in families where there could be a language barrier to try to transform the way the public sees social services. Historically, in this country, it has been seen as an indictment against that person for the need to use any form of social services. Meanwhile, in places like Finland, it is widely accepted and not only widely accepted and supported, but it's seen as a shared public good.

Commissioner Leaños commented that he appreciates DPSS looking at the data. He believes DPSS will find out more information using data, which is critical, and it'll help make better decisions and enhance programs. He also agreed to the previous comments about outreach in public schools because of all the psycho-education, or just bringing in prevention-type services for students. I know there's a variety of other state programs that do that, at least on the mental health side of things, like programs like Bright Life Kids, which are in schools educating kids at a very young age to bring awareness and are integrated into students and families at a younger age, to know at least a name or services. Commissioner Leaños asked a follow-up question about whether DPSS had considered rebranding the strategic plan into maybe a model of some sort.

Follow-up Item: Mr. Ippolito replied that he likes the idea of coming up with a way to label the strategic plan to give it flexibility.

6.0 COMMISSION BUSINESS

Summer McBride, Chairperson
Work Plan Committee Update

Commissioner ElHessen, Committee Chair, provided an update that they have gone through the goals and looked at restructuring the goals and recording some of them to be more impactful and measurable to be in alignment with the DPSS Strategic Plan. When we look at a goal, we're going to be breaking it down to strategic objectives and Commission activity. We have a few goals set so far, and some commissioners will be working on them. We want to create an overall purpose statement since each of us will be working on some individual goals, so that we have the same values and mission regarding the alignment of how we want this presented to DPSS's mission and goals.

7.0 CHAIR'S REPORT

Summer McBride, Chairperson

I want to thank La France for the notification about the heat advisory.

And just to remind everybody, stay hydrated and stay inside if you can, but also check on your loved ones and your pets to make sure that they're staying hydrated and cool. And I also just wanted to take a quick minute to congratulate Commissioner Lewis. She is not joining us in person because she is away in Northern California receiving a well-deserved award. She is receiving the Housing Justice Award, which celebrates and honors individuals who embody the core values and principles of underpinning housing California's vision, creating a California with homes, health, and prosperity for all in thriving, sustainable communities. Congratulations to Commissioner Lewis for the work that you're doing tirelessly and for the recognition that you're receiving.

Chair McBride announced that La France Toliver is officially retiring as of April 30th, 2026. She added that she appreciated LaFrance from the moment she joined the Commission because of how much knowledge she was willing to share and how she helped her understand the process. She appreciates not only the knowledge, but also the demeanor that she brings, her calmness, her grace, her professionalism, all of those things, always also with a warm smile and hug. She also thanked Miguel and Michelle for all their work and for helping with the meetings.

La France Toliver spoke about how wonderful her 42 years of service have been and how grateful she is for the County of L.A., especially the people. She stated she has been in this role for a little over 14 years in this role as the Executive Director for the PSS Commission, and this is a place where she felt she truly blossomed and met so many different people. She added that she can comfortably retire knowing the Commission is in good hands, knowing Miguel will oversee the position. La France spoke about how fortunate she feels to have had a great boss through all this experience and how fortunate she is to have met all the Commissioners because they all have something to offer.

Commissioner ElHessen added that, as Vice Chair of the PSS Commission, knowing La France through all these years, it has been an honor to work with her and get to know her as a person, and she appreciates all her support.

8.0 ADJOURNMENT

Summer McBride, Chairperson

The meeting was adjourned by Chair McBride at 12:46 p.m.