From the desk of the Executive Director:

I am delighted to talk to you about some of the services that PASC is now offering to LA County IHSS consumers. Our telephone town halls held on the 3rd Wednesday of the month from 6 – 7 pm are a big hit! Thousands of IHSS consumers join these calls and ask questions on IHSS customer service, overtime for IHSS providers, Cal MediConnect, and SSI/SSP. Our Registry continues to give provider lists to consumers; we offer assistance to resolve issues with late pay and the new provider orientation process, and we have been recruiting and training workers for PASC’s important Back-Up Program. Hundreds of IHSS consumers now participate in PASC’s Consumer Corps and Peer Mentor programs, both of which provide information, training, and ongoing support to connect and engage consumers in addressing issues that affect them.

With help from hundreds of you, PASC was active in educating our legislators and the governor on restoring the 7% cut in IHSS hours. We also advocated for increasing SSI/SSP grant levels. I am happy to report that the new budget will include restoration of the 7% of hours as of July 1st this year. But I am disappointed that, despite recommendation from the state legislature, the governor refused to increase the SSI/SSP payment or restore the state SSP COLA, denying relief for people on SSI/SSP. Alongside of hundreds of organizations representing seniors and people with disabilities who live in poverty and receive one of the lowest SSI grants in the country, PASC was well represented in hearings, calls and letters to elected officials on the crucial need for increasing SSI/SSP grant levels. PASC reached thousands of people in our March and April telephone town halls on SSI/SSP. Though we didn’t win on this issue, our efforts connected us with many more consumers who want to be involved in educating and advocating for issues that affect them. This is good news for all of us!

Be well,

Greg Thompson
Consumers Meet IHSS Staff

IHSS consumers, providers, advocates, and PASC staff participated in a standing-room-only meeting with Antelope Valley IHSS staff, to address customer service and consumer issues. Patrick Muro, the Lancaster IHSS Office Manager, talked about his commitment to consumers and said he welcomed the opportunity for the meeting. Randi Bardeaux, PASC Governing Board member, facilitated a lively discussion with questions, comments, and suggestions. Issues raised in the meeting included:

- Consumers have trouble getting a call back from their social workers.
- DPSS “IHSS Self-Service Line” 24/7 timesheet & paycheck questions # — 1-844-800-9095
- Consumers should call the phone numbers given on their IHSS contact list.
- Some providers wait for months to be paid while they wait for criminal background clearance.
- Participants agreed that providers and consumers who abuse IHSS decrease public support.
Organize a Meeting with Your IHSS Office!

- Talk to consumers about issues to share with IHSS staff
- Arrange a date and time for a meeting with IHSS Office Manager
- Get help to organize your meeting, call 1-626-737-7514

PASC Peer Mentors

PASC peer mentors are increasingly visible and relevant in IHSS advocacy. PASC peers facilitate dozens of discussions about state budget issues and Cal MediConnect, meet with state legislators, and are the “go to” consumers for input on Cal MediConnect materials. They also participate in media interviews. Their commitment to consumer direction, combined with their excitement for taking action on issues, create a powerful force for IHSS. Contact PASC consumer outreach today to participate!

1-626-737-7514

Tele-Town Hall Meetings

Join PASC’s Executive Director, Greg Thompson, thousands of consumers, and guest speakers as they bring you up-to-date information and take live questions pertaining to the IHSS Program.

When: 3rd Wednesday of every month, from 6:00-7:00 p.m.
How: Dial 1-877-229-8493, when prompted enter ID code 111563
State Budget News

From CDCAN, CAPA, CA4SSI, and other sources

The governor has signed the 2015-2016 state budget, comprising of AB 93, SB 97, and 17 budget trailer bills. The budget package contains some significant new spending increases including:

- **Restoration of the 7% across-the-board cut in service hours for all IHSS recipients beginning July 1, 2015 for at least a year.**
- Eliminates the current 10% reduction in rates for Medi-Cal dental providers effective July 1, 2015.
- Expands Medi-Cal for over 175,000 children regardless of immigration status and increases childcare slots and rates for low-income children.

While praising those actions, a broad-based statewide coalition of advocates, including PASC, CA4SSI, CFILC, Western Center on Law and Poverty, CA Association of Public Authorities, CA Alliance for Retired Americans, Justice in Aging, AARP, and many others, say the budget package falls far short of meeting needs for critical health and human services. The budget: does not increase SSI/SSP grants, does not increase Medi-Cal provider reimbursement, does not restore Medi-Cal optional benefits eliminated in 2009, does not include the 5% increase for regional center services, and does not include increases for CalWORKS recipients and grants.

After months of standing-room-only hearings, both houses of the legislature approved human service spending increases and sent them to the governor. But then in negotiations between the governor and legislative leaders Senator de Leon and Assemblywoman Tony Atkins, most of the human service increases were eliminated.

The budget—without the human service increases—passed the legislature on June 19th by a nearly party-line vote in the Assembly (1 Republican supported it), and bi-partisan support in the state Senate, where 5 Senate Republicans, including Senate Republican Leader Bob Huff, supported it.

Among Democrats in either house, only Senator Holly Mitchell (Democrat – Los Angeles), voiced opposition to the budget that included none of the increases recommended by the legislature. Mitchell abstained from the vote.
The BUAP is a program designed to refer temporary replacement providers to qualified consumers when the consumers’ regular homecare providers are unable to work due to an unplanned event. It is a safety net for consumers who rely on their homecare providers for their activities of daily living. Back-up services are limited to a maximum of 20 hours a month, which are subtracted from the consumer’s monthly authorized hours. Back-up attendants are homecare providers with significant experience in caring for consumers who are severely disabled. Twenty-three new homecare providers recently completed the requirements to participate in the BUAP.

For information and to sign up for the BUAP, please call 1-877-287-6789
IHSS Consumers as Employers

IHSS consumers are individual employers, and they have the right to hire, train, supervise and, if necessary, dismiss providers. These rights also entail responsibilities, such as:

- Explaining the services they need and authorized hours
- Reporting new provider hires and terminations in a timely fashion
- Reviewing and signing provider timesheets at the end of each pay period
- Treating providers with respect and dignity
- Refraining from discriminatory practices during hiring process

Important Reminders

- Homecare providers work only for the qualified consumer, not for family members.
- Services are placed on hold when consumers are in the hospital.
- Provider injuries must be reported promptly to the social worker.
- Report physical, financial, or emotional abuse to APS at 1-877-477-3646.
- To find a homecare provider, call 1-877-565-4477.

Join PASC Homecare Registry

Nearly 35,000 IHSS consumers and providers have joined PASC Homecare Registry. If you have not signed up yet, please contact us to find out about our Registry requirements. Generally speaking, Registry consumer applicants must reside in Los Angeles County, be approved to receive IHSS services, and complete our Registry application. Providers must participate in a Registry orientation and recruitment meeting, show proof of identity, clear a criminal background investigation (as administered by the state Department of Justice), and complete Registry application forms.

For additional information, please call 1-877-565-4477, or visit us on the web at www.pascla.org.
Homecare Providers as Employees

The IHSS Program is designed to provide homecare assistance to low-income seniors and persons with disabilities, to enable them to remain safely in their homes and avoid institutional care. In Los Angeles County, there are approximately 190,000 consumers and 140,000 homecare providers.

IHSS Consumer Rights:
- Hire and fire their homecare providers.
- Direct their providers and evaluate the quality of their services.
- Receive quality care.
- Track the number of hours providers work.
- Review and sign timesheets.
- Receive telephone calls and visits from friends in private.

What you need to do as a homecare provider:
- Provide care to the best of your abilities.
- Have good manners. Be courteous.
- Be punctual and reliable.
- Be honest and trustworthy.
- Avoid waste. Use the consumer's supplies in moderation.
- Follow instructions, and be understanding.
- Respect the consumers' privacy, property, and authority.
- Keep track of the hours you work.

Important Reminders:
Providers cannot claim hours when the consumer is in the hospital.
Providers should not ask the consumer to sign a blank timesheet.
Providers should not split paychecks with consumers. That is considered fraud.
To check status of last three timesheets/paychecks, call 1-844-800-9095.
For PASC
Provider Registry: Personal Assistance Services Council (PASC) .... 1-877-565-4477
PASC CBI Clearance Inquiry ......................................................... 1-877-565-4482
Consumer Outreach ................................................................. 1-626-737-7514

For IHSS
IHSS application, toll free.......................................................... 1-888-944-4477
IHSS application ........................................................................ 1-213-744-4477
IHSS Self-Service Line (timesheet and payment questions) ...... 1-844-800-9095
IHSS Ombudsman ................................................................. 1-888-678-4477
Report IHSS Fraud ................................................................. 1-888-717-8302

For Union
SEIU - United Long Term Care Workers Union (Member Action Center)1-877-698-5829

For Health
Center for Health Care Rights-HICAP (free phone help on health) .... 1-800-824-0780
Health Care Options (enroll or get Cal Mediconnect information) ...... 1-844-580-7272
Neighborhood Legal Services (consumer help on Cal MediConnect) 1-855-501-3077
Medi-Cal Ombudsman # EDI (consumer protection for Medi-Cal).... 1-888-452-8609

Hunger, Seniors, Housing, and Other
Hunger Action LA (SSI/SSP, hunger, homelessness, housing) ...... 1-213-388-8228
Adult Protective Services (APS) ................................................... 1-877-477-3646

Join Us at Our Annual Open House

Wednesday, September 23, 2015
9:00 am - 3:00 pm
Downtown Los Angeles

Obtain provider referral lists * Job referrals for providers * Network with other consumers * Talk with HICAP and Cal MediConnect health plans * Talk to IHSS regarding enrollment and payment issues * Meet and talk with union representatives

So that we can coordinate staffing and refreshments, and for more information,

RSVP today!

Call 1-877-565-4477, press 2, then press 5