

Personal Assistance Services Council

ANNUAL REPORT

2017-2018



Introduction

Our Vision, Mission & Values

The Personal Assistance Services Council (PASC) is committed to improving the In-Home Supportive Services Program and enhancing the quality of life for all people who receive and provide In-Home Supportive Services (IHSS).

PASC is the public authority for IHSS in Los Angeles County. PASC was established by the County Board of Supervisors in 1997, and its main goal is to enhance the IHSS Program. PASC serves as the employer of record representing over 180,000 IHSS providers for purposes of collective bargaining over wages and benefits. It also operates a Registry to provide referrals for IHSS recipients and providers, provides access to training for IHSS recipients and providers, operates the county back-up program, administers the PASC-SEIU Health Plan for eligible homecare workers, has an Issue Solving Unit, and provides an array of support services to the IHSS Program in general.

The IHSS Program helps pay for services for low-income individuals who are elderly, blind or disabled to hire someone to help them with housework, meal preparation, and personal care. With help, individuals who receive IHSS can remain safely in their own homes and do not need to move into skilled nursing facilities. Some of the services that can be authorized through IHSS include: housecleaning, meal preparation, laundry, grocery shopping, personal care services (such as bowel and bladder care, bathing, grooming and paramedical services), accompaniment to medical appointments, and protective supervision for recipients who are mentally impaired.



Board Chair's Letter



When an idea, whose time has come, is suddenly implemented and continues to grow, it's bound to get into temporary snags that threaten its maximum functioning. With the advent of new technologies and the modern fervor for artificial intelligence, the In-Home Supportive Services Program (IHSS) has just recently upgraded many of its processes, especially regarding the vetting of new IHSS providers, the payroll and timesheet system and the interplay of many different government entities in the completion of those processes.

A case in point for me was last month, when, as part of my own reappointment to the PASC commission, I had to submit to the fingerprinting process. What I expected to be a very easy, no-big-deal process turned out to be an exhausting two hour exercise! The old technology which had you put ink on your fingers was a very messy process in comparison, but it was surprisingly quicker than this modern, computerized way. I was in for a big surprise as I was escorted to this room with a computer and something that looked like a laser light with slots for each finger that needed scrutiny. On my right hand alone, I had to try at least eight times before we could get an acceptable image! The same was true for my left hand. For some reason, my fingerprints were not registering as clear when my body temperature was too hot or there was some other problem. Richard, the nice county technician, was sweating, and I was completely puzzled, but we were not the problem—it was just the hypersensitivity of the machine to the images being produced. Finally, when we got the results he wanted, I thanked him and proceeded back to the office. But that singular experience was a lesson I needed to understand about these technical innovations. In a mad rush for efficiency, new technologies are put in place that might still need tweaking for perfection. With IHSS, the most frustration is in the submission of timesheets for timely pay. This is where people get most severely tested because “the Devil is in the details”.

Timesheets are bound to be subjected to the rigors of human nature and the complications of technology. When timesheets are late, pay is late. When they're not properly filled out, the system spits them out and no one gets paid. People with disabilities suffer the most: They lose their providers, often community caregivers who have families to feed and bills to pay. Recipients are abandoned and unattended for hours, and their cries for help pierce the heavens for concrete solutions. We know this pain, as many of us on the Board are recipients of personal care, and we push hard for urgent and permanent solutions. When we had manual timesheets, there were very minimal complaints for late or no pay. But with thousands of dollars already invested in new technology, it behooves us to stay with the system, work out its glitches and make it work for us. Computer glitches compel us to competence. They inspire us to demystify the computer and learn to do our own timesheets. PASC works very hard with its allied collaborators like the Department of Public Social Services, LA County and the Unions to iron out these technical as well as bureaucratic complications to get workers their timely pay. We get things resolved for the most part when we all communicate.

Written by: Lillibeth Navarro

PASC Board Chair

Executive Director's Letter



In 2017-2018, PASC managed to survive a 5% budget cut, which included a staff reduction and minor program cuts. However, with creative and cautious spending, we survived. Unfortunately, staff was forced to go without a COLA (Cost-of-Living Adjustment), but most remained dedicated and stayed the course.

We also lost a well-respected Board member and longtime IHSS advocate as well as our Chief Financial Officer; both will be missed terribly. We will have more about their contributions and legacies later in this report. PASC thought we would undergo more cuts in 2018-2019, although, after extensive negotiation, we were able to get back to a level equal to our 2014 funding.

Needless to say, we are ready to put 2017-2018 behind us and approach things anew. Oftentimes when windows are closed, doors are opened, and, for the first time in years, PASC has a full Governing Board that includes several new and motivated individuals with some great ideas for PASC. The Board has scheduled a planning retreat in November 2018, which I know will produce goals and solutions for the challenges to come.

We've all heard the term, "there's always something," and this holds true for us again. In the coming year, we will be working on ways to handle provider paid sick leave and implement a new Registry database to replace our current one, which is at least 15 years old. Counties and the State will be trying to solve the issue of how to fund an IHSS program that increases 5% a year, and what exactly the federal government's Reassignment of Medicaid Provider Claims, "The CMS Rule," will mean for the IHSS Program in California.

PASC has several goals we are working towards:

1. Recruit 5% more new providers.
2. Ensure our Registry providers are cleared and RTW (ready to work).
3. We also want to maintain our Registry database with updated and current provider information.
4. Finally, we know we have to do a better job of answering our phone calls, so we've set a goal of answering 70% of recipient calls.

Greg Thompson, MSW
Executive Director

Executive committee



Lillibeth Navarro
Board Chair

Supervisor Mark Ridley-Thomas,
2nd District
20 years



Bertha Poole
Board Vice Chair

Supervisor Janice Hahn,
4th District
7 years



Lyn Goldfarb
Board Secretary

Supervisor Sheila Kuehl,
3rd District
3 years



Chris Otero
Board Treasurer
Supervisor Kathryn Barger,
5th District
13 years



Andre Green
Board Member at Large
Department of Public Social Services
3 years



Greg Thompson
Executive Director



Margaret Belton
Director

Supervisor Kathryn Barger,
5th District
20 years



Deborah Miles
Director

Supervisor Mark Ridley-Thomas,
2nd District
6 years



Richard Hernandez
Director

Supervisor Janice Hahn,
4th District
2 years



Denny Chan
Director

Department of Public Social Services
1 year



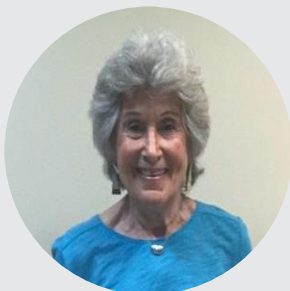
Brandy Orton
Director

Supervisor Hilda L. Solis,
1st District
1 year



Jorge Chuc
Director

Supervisor Hilda L. Solis,
1st District
3 years



Donna Fields
Director

Department of Public Social Services
1 year



Wilma Ballew
Director
Supervisor Sheila Kuehl
3rd District
1 year



Willis Oliver
Board Clerk

Fiscal Year 2018-2019 Board Goals

1. Governing Board Development

- Hold a retreat to discuss and elevate our process and practices.
- Discuss ways to conduct an effective Board meeting.

2. Registry development and sick time (BUAP)

- Collect data on the level of need for our Back-Up Attendant Program (BUAP).
- Continue to request the County reinstate the BUAP provider \$3.00 hourly differential.
- Study the effect of provider paid sick leave on current BUAP.

3. Increase partnerships & collaboration

- Increase partnerships & collaboration with partners and allies (SEIU, CICA, JIA, DPSS, CA4SSI, and others) on state, national, and local issues.

4. Active monitoring and advocacy

- Active involvement, monitoring, and advocacy in IHSS policies and administrative practices such as late pay issues, call center services, and other administrative issues.

5. Education

- Development and implementation of recipient outreach and training regarding hiring and supervising their providers, who to call for help, and engaging recipients beyond their specific personal issues.

They will be missed

This fiscal year, we lost two men devoted to making the IHSS Program work and fighting to ensure recipients have a voice in everything that affects them: James Adler, PASC Board Director and Gregory Wagstaff, PASC CFO. They will be missed.

Gregory Wagstaff



Generous. Generous not only with his personal monetary donations to good causes and with his financial expertise, but even more so with his time, his support, and his kindness.

That is how I will remember Greg Wagstaff, PASC's Chief Financial Officer for over 5 years.

When I was going through cancer treatment several years ago and continuing to work, Greg was one of the few people I knew who would ask me how I was doing and really wanted to know. He didn't want and wouldn't accept just a cursory, "I'm fine, how are you?" That is a generous gift from him that I will never forget.

A couple of years ago, after a co-worker's family member had passed away, Greg wanted to attend the funeral to show his support. But he said he was worried that maybe it wasn't his place.

Greg was a devout Catholic, and I told him, "Greg, when you get to heaven, St. Peter isn't going to mark you down for showing too much kindness."

After Greg passed away on January 12, 2018, I have no doubt that he found out from St. Peter that I was right.

Traci M. Davis
Manager, Human Resources
Personal Assistance Services Council



Jim Adler

After a full life lived with caring and passion, James Adler passed away on February 8, 2018. The message was eloquent and elegant -- like Jim. We were in the middle of two of our greatest struggles. I didn't know how I could proceed without him, but so many times in the last few years he told me I was doing just fine by myself. But he would give us the power of a brilliant legal mind behind the justice we all new intuitively should occur.

I suppose it's weird to be shocked when somebody who's 80 dies. But we all were. He was supposed to be at this meeting with me that day, and the next day he would be talking with me to the head of the State of California Department of Social Services. He had to make some adjustments though, because he would be out riding his bicycle and would call in on his cell phone.

Jim had a charmed life. He had a beautiful marriage, and one day when I called this year, he was white river rafting with one of his grandchildren! I told him "You have such a good life!" and he used the old Woody Allen joke "My only regret in life is that I wasn't born you."

He traveled all over the world -- to different countries sometimes in one year, but he would almost always schedule his travels around coming to our commission. He would come back from Iceland and send out an email showing beautiful pictures, sharing his awe of the beauty of nature. And he was deeply rooted in a loving family and a large circle of friends. The only time he really pushed me to do something in return was to circulate a video he made with his niece about Donald Trump with Abe Lincoln as the narrator.

Jim was a respected labor attorney, who spent an enormous amount of his time helping others, first on the commission for poor people on welfare, and then he found us -- people with disabilities struggling to keep the independence we had crawled out of nursing homes to achieve. Jim said, when he first came to one of the meetings he was asked to attend, he fell in love with us all. Jim had a passion for helping those who were struggling to find justice and live in peace and dignity.

We all depended on him so much. He was the voice of wisdom we all looked to when our sometimes bitterly contentious commission was torn apart. Jim would come up with a Solomon-like decision or the way to bring us together. In the beginning of our time together on the commission, before I had learned much from Jim about diplomacy, when I would bring up a motion that we all believed in, I couldn't get a second. Jim would reword it, put it forth and it would pass unanimously. That's how much we all respected him.

I'm afraid people with disabilities and poor people will be a little less safe now, but Jim did empower us to take care of ourselves. Maybe we will be able to do without him as a champion, because he made us strong when he taught us by his example and by his tutelage. But it's hard to imagine how we will do without his wisdom, his adorable laugh, and the delight and the pleasure of his company.

Nancy Becker-Kennedy
Former PASC Board Member

Statement of Net Assets

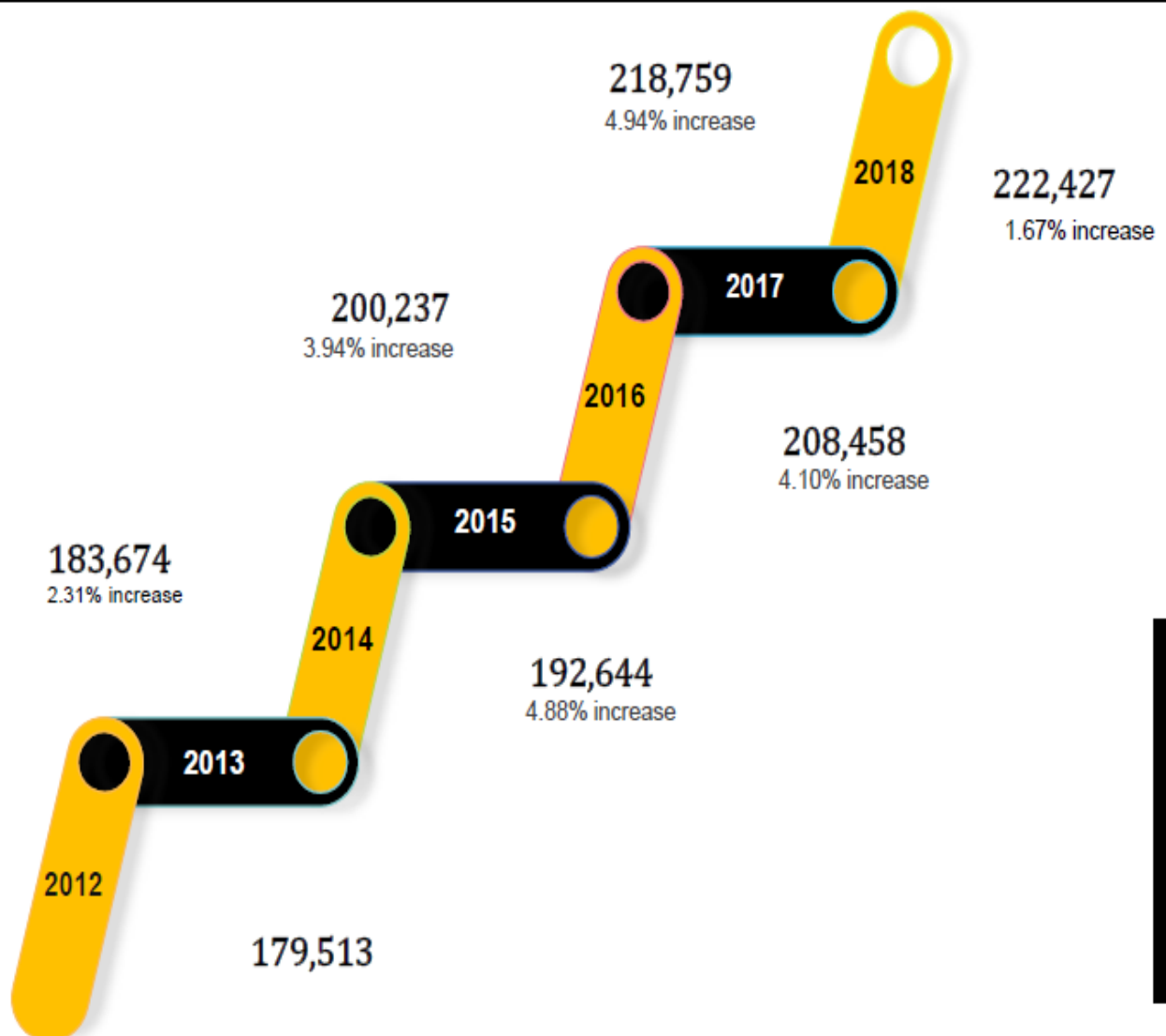
	2017-18 Unaudited*	2016-17 Audited	2015-16 Audited
Revenues	\$ 4,063,113	\$ 4,297,537	\$ 4,079,735
Operating Expenses	\$ 4,064,266	\$ 4,255,079	\$ 3,829,297
Operating Surplus	\$ (1,154)	\$ 42,458	\$ 250,438
Assets, End of Year	\$ 1,428,756	\$ 1,429,910	\$ 1,387,452

* 2017-18 Unaudited: These statements have not been published to the State of California or the US Federal Government by our auditors pending detailed completion of the audit.

Fiscal Year July 2017- June 2018 Budget vs. Expenses

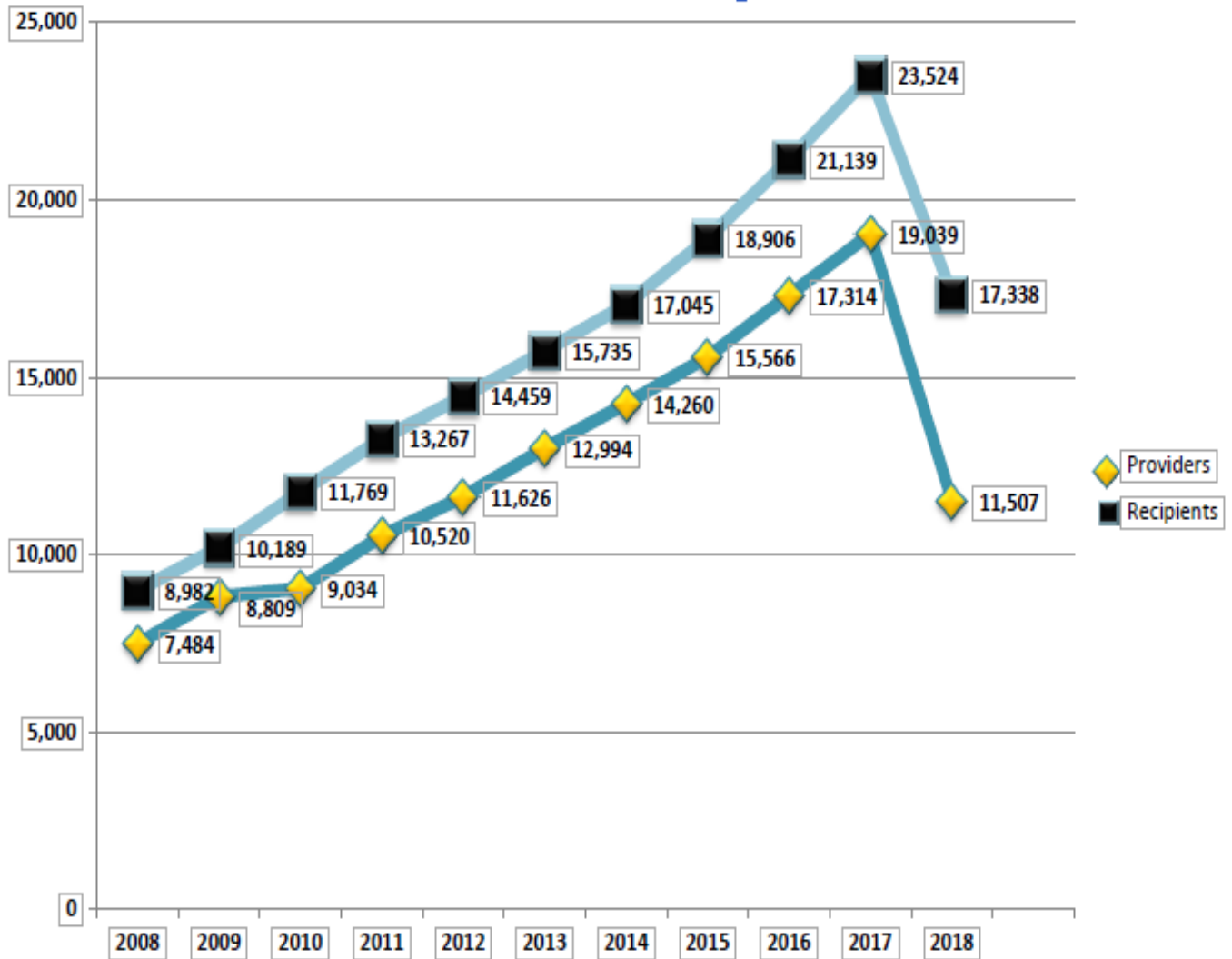
Programs	Budget	Expenses	Balance under/ over	% used
Admin	\$ 2,934,746	\$ 2,889,500	\$ 45,246	98.46%
Health Plan	\$ 500,000	\$ 493,357	\$ 6,643	98.67%
NPER	\$ 600,545	\$ 599,947	\$ 597	99.90%
Total	\$ 4,035,291	\$ 3,982,805	\$ 52,486	98.70%

IHSS Recipient Caseload Growth



Since the IHSS Program began in 2001 with 115,145 recipients in Los Angeles County, it has grown to 222,427 recipients as of June 30, 2018.

PASC Provider and Recipient Growth Timeline



In fiscal year 2017-2018, we purged the Registry database of duplicate records, those no longer approved for services, and those who are deceased.

PASC Homecare Registry

Introduction:

The establishment of an organized system to refer homecare providers to In-Home Supportive Services (IHSS) recipients was a watershed moment in Los Angeles County. Created in 2001, the PASC Homecare Registry facilitates the procedures through which IHSS recipients and homecare provider applicants are referred to each other, so that they themselves can decide whether to enter into an employment relationship. To enable ongoing provider-recipient referral and matching processes, our organization, the Personal Assistance Services Council (PASC), conducts year-round provider and recipient outreach and recruitment activities, and participates in a wide variety of health-, senior-, and disability-oriented fairs and events. From humble beginnings, the Registry has become the largest of its kind in the State of California. The following will highlight Registry activities, report on the Back-Up Attendant Program, and showcase the Criminal Background Investigation process for IHSS providers handled by PASC for Los Angeles County. It will also describe PASC's very important role in helping recipients and providers navigate the IHSS system and resolve quotidian provider enrollment and payroll issues.

Registry Matching Service:

IHSS-approved recipients who wish to use PASC's Registry services only need to complete a one-time Registry application, which they can download from PASC's website, or request that the application be mailed or faxed. When pressingly urgent, PASC also sends personnel to recipients' homes to assist with the Registry application process. By contrast, Registry provider applicants must complete the state-mandated requirements (i.e., county orientation and background check)

before applying to the Registry. Eligible providers can apply at regularly-scheduled PASC Registry Information Meetings or, as introduced in July 2017, on a one-on-one basis, in person, at PASC's offices Monday through Friday during business hours. Beginning in the last quarter of 2018, eligible providers will also have the option of downloading the Registry application from PASC's website and then mailing it to PASC for processing. PASC's Registry service is free and voluntary. Both recipients and providers can accept or refuse referrals, or seek services elsewhere. For matching purposes, the Registry inputs the information from its Registry application forms from both recipients and providers in a customized database, which helps to generate provider referrals for the recipients. Referrals are usually based primarily upon criteria such as geographical proximity between recipients and provider applicants, recipients' authorized tasks, and providers' willingness to perform those tasks, and the scheduling

4.5%

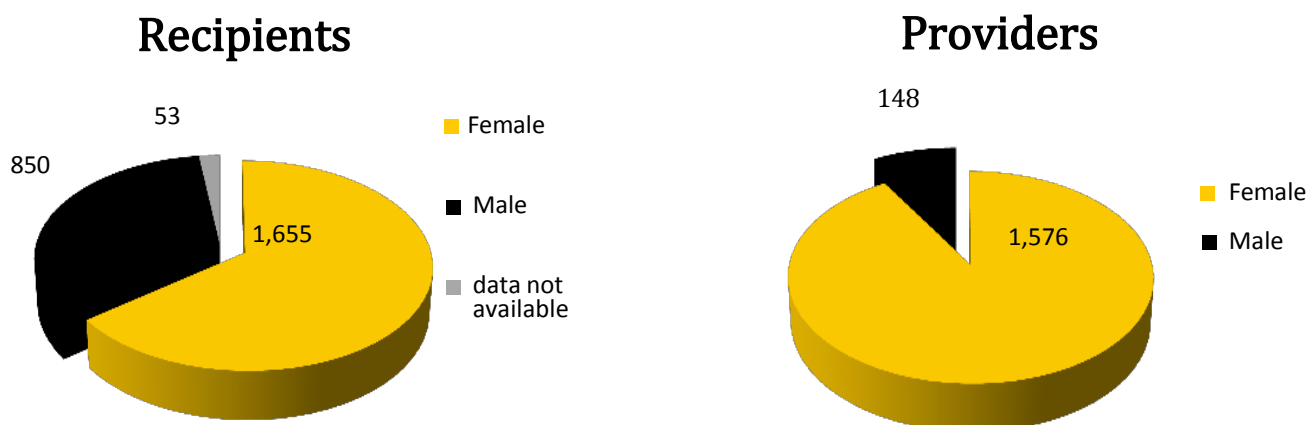


In fiscal year 2017-2018, there were 4,031 verified matches made, an increase of 4.5% over the previous fiscal year

preferences of both. Once a referral report is generated and made available to the recipient, it is the responsibility of the recipient to contact the referred providers to discuss service needs, work schedule, and other employment-related topics, before the final hiring decision. Upon request, assistance is given to recipients who prefer that the initial contact be made by provider applicants.

In fiscal year 2017-2018, the Registry signed up **2,458** recipients and **1,724** providers, filled over **10,700** referral requests, and made **4,031** verified recipient-provider matches in the process. Following are charts which depict the gender and languages of fiscal year 2017-2018 new Registry participants.

Gender Breakdown



Top Languages Spoken

Recipients			Providers		
<input type="checkbox"/>	English	1,556	<input type="checkbox"/>	English	1,054
<input type="checkbox"/>	Spanish	756	<input type="checkbox"/>	Spanish	634
<input type="checkbox"/>	Cantonese/Mandarin	65	<input type="checkbox"/>	Cantonese/Mandarin	8
<input type="checkbox"/>	Other	181	<input type="checkbox"/>	Other	27

Job Bank

As a part of PASC's projected Registry expansion efforts, in July 2017 PASC began a web-based program ("The Provider Job Bank Pilot") to advertise hard-to-fill homecare assignments among eligible providers, to increase the probability of a provider match. This pilot program enables approved IHSS providers who are registered with the PASC Homecare Registry, or willing to register with the PASC Homecare registry, and have internet access, to review a list of unfilled and available homecare assignments on PASC's website, and then complete a form requesting to be referred to up to five assignments. The provider job bank runs every other Friday at noon and stays open until Monday at noon. It can be accessed at <http://www.pascla.org/homecare-registry/job-bank/>. The response to this pilot has been overwhelming; on average, we receive 150 requests for referrals per job bank.

Online Provider Referral Service

In December 2017, PASC expanded the job bank by offering an optional procedure through which approved IHSS recipients who are either registered with the PASC Homecare Registry, or willing to register, can make an online request.

listing and ask that a particular provider(s) be referred. This service provides a list of IHSS Ready-to-Work ("RTW") providers who are currently available and looking for work. RTW providers have passed the criminal background check required by the state to become an IHSS worker, have completed the county orientation, and are already members of the PASC Homecare Registry, or willing to sign up. If interested in setting up an interview with any of the providers listed, a form can be filled out and submitted with the request(s). The recipient job bank runs every Monday at noon and ends Wednesday at noon.

Job Bank referrals made in fiscal year
2017-2018

870

Job Bank matches made in
fiscal year 2017-2018

267

Back-Up Attendant Referral Program

The PASC Back-Up Attendant Program (BUAP) began operations in 2007, with the goal of offering short-term homecare services to qualified IHSS recipients when the recipients' providers become unavailable due to an unexpected occurrence, and the recipient do not have back-up services of their own. To use the service, recipients must be approved to receive at least 25 hours of IHSS personal care services per week, and are encouraged to enroll in the program before the need for a substitute provider arises. BUAP provider participants have a significant level of experience and/or training caring for persons with high-end needs. Services are limited to 20 hours per month, and hours worked by the BUAP provider are deducted from the hours of the absentee provider, or from the recipient's monthly IHSS hours.

Fiscal year 2017-2018 was another year of stunted growth for the Back-Up Attendant Program, because of our inability to negotiate the reinstatement of the \$3.00 pay differential for back-up attendants, which would incent more providers to join and work for the program. Additionally, the second, and probably the most unattractive, requirement of the program (i.e., having to make a second trip to recipients' homes to have their BUAP timesheets signed) was not eliminated. Although there is a very viable alternative which can eliminate this second timesheet validation trip—a separate timesheet just for the BUAP—it could not be enacted due to current IHSS payroll handling restrictions. PASC will continue to advocate for a meaningful pay differential for back-up providers and for a solution to the “second trip” requirement.

To use the BUAP, a recipient must have 25 hours of IHSS personal care services per week .

In fiscal year 2017-2018, there were 299 requests for BUAP services made by 61 recipients.

1,191.4 hours were utilized by the Back-Up Program.

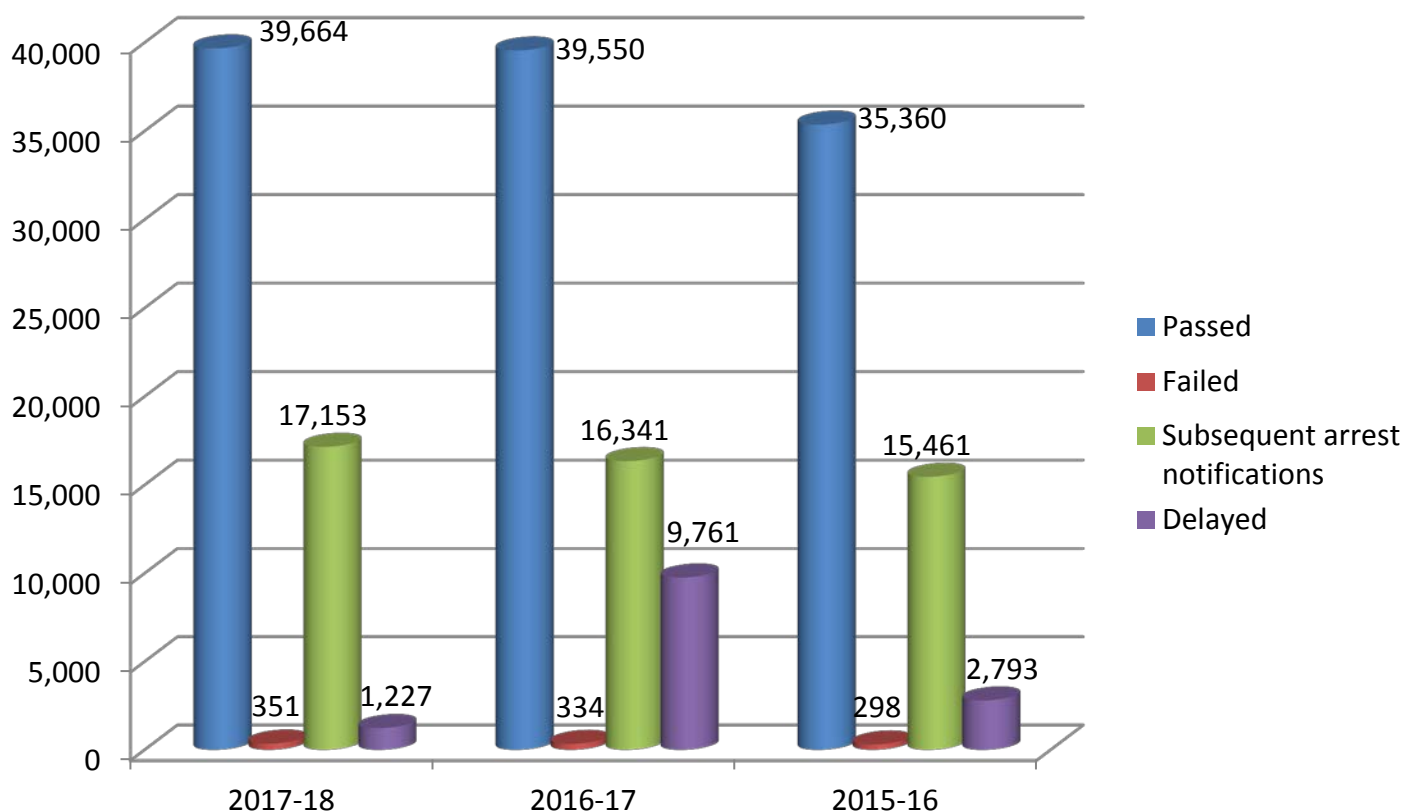
152 requests were filled by 18 providers.

Criminal Background Investigation (CBI) for IHSS Providers: Review and Processing

One of PASC's main functions is to manage the CBI process for IHSS providers in Los Angeles County. This function entails a variety of responsibilities, including the preparation of live scan packets in various languages for all IHSS District Offices in the county, receipt, review, and determination of the outcome of CBI responses; notification of results to applicants, and storage of CBI information for 10 years. PASC also operates a call center to respond to provider and recipient inquiries related to IHSS enrollment requirements and status of CBI checks.

In fiscal year 2017-2018, PASC's call center responded to over 14,450 inquiries regarding these items, as well as other IHSS enrollment procedures. Two areas which saw significant growth were the number of provider applicants who needed to obtain their IHSS provider identification numbers and applicants who needed information on how to secure an appointment for a county orientation meeting. 60,425 CBI packets were delivered to the eight IHSS offices throughout L.A. County in the reporting period.

The chart below illustrates CBI activities over three years.

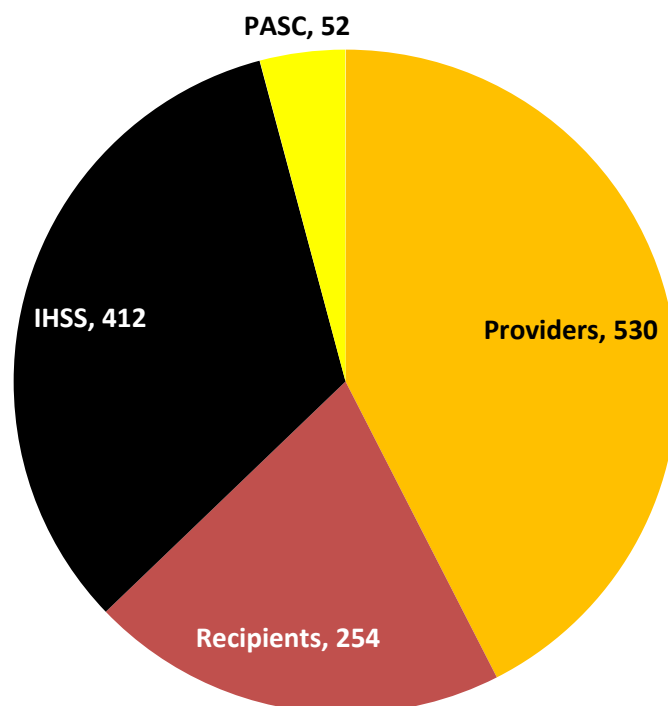


PASC Issue Solving Unit

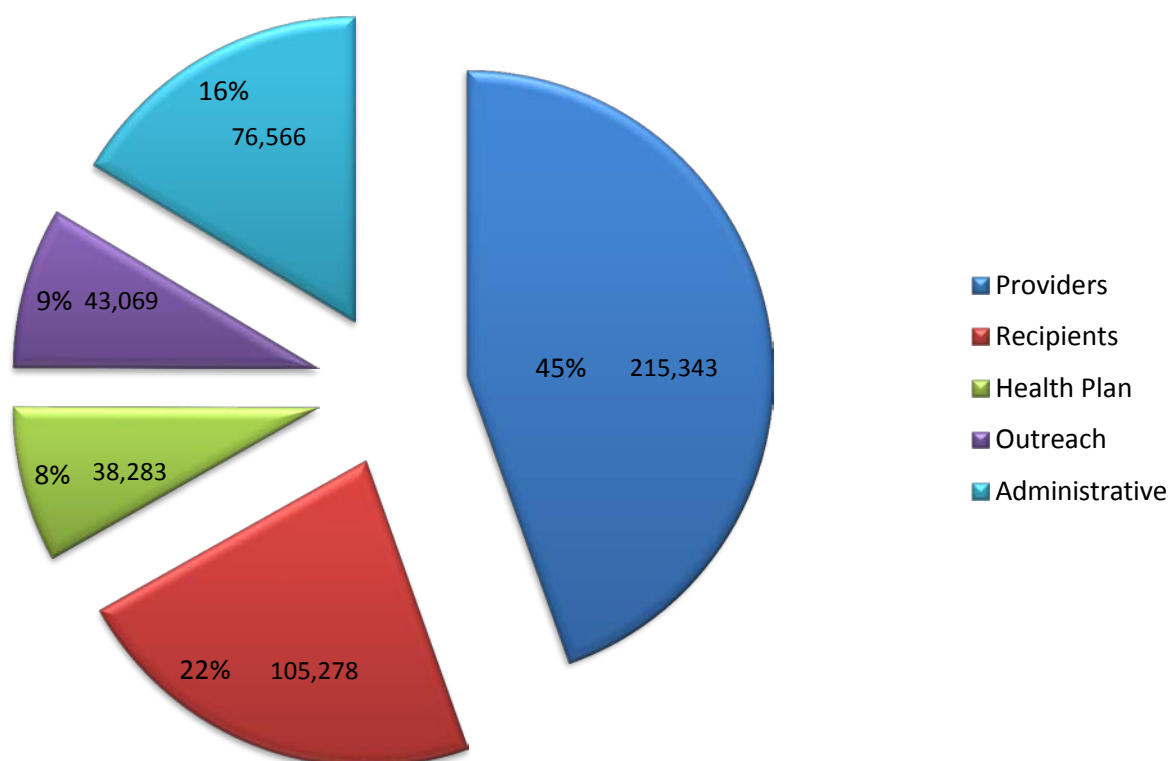
PASC's Registry Issue Solving Unit helps recipients and providers resolve IHSS enrollment and payment difficulties. As detailed in the previous Annual Report, PASC and county representatives have agreed upon a strategy which enables PASC to forward a report about a specific enrollment or payment problem to certain select staff at the district offices, and these staff members are responsible for addressing and resolving the issue. PASC staff filed **412** such reports during fiscal year 2017-2018. This strategy was highly effective in resolving the variety of IHSS enrollment and payroll issues that were brought to PASC's attention during the reporting period.

Other matters were also handled by the Issue Solving Unit, which can all be grouped into three categories: complaints against providers, complaints against recipients, and complaints against PASC. During the reporting period, the unit received and documented **1,248** such complaints—including the **412** IHSS-related reports described above. The five most common types of complaints against providers were attempted or perpetuated theft or fraud, unwillingness to do tasks, lack of punctuality, bad attitude, and verbal abuse. The highest number of complaints filed by providers against recipients dealt with demands for non-IHSS services, bad attitude/conduct, and sexual harassment on the job. Complaints against PASC related to constituents' inability to speak to a live person, calls not returned in a timely manner, and service delivery speed.

Number of documented claims/complaints against providers, recipients, PASC, and IHSS



Presented Calls by Department for Fiscal Year 2017-2018



In fiscal year 2017-2018 PASC handled 478,539 calls. Our goal for the upcoming year is to answer 70% of incoming recipient calls.

Community Partnerships

PASC has continued its community partnerships by adding memorandum of understanding with four health plans: L.A. Care, Health Net, Care1st, and CareMore. The health plan locations provide PASC with additional permanent sites for trainings on IHSS-related topics and Registry Information Meetings.

PASC continues to hold IHSS Tips and Information classes at locations countywide, but primarily partners with the health plans, Rancho Los Amigos, Senior Centers, and Independent Living Centers to provide information and answer questions for IHSS recipients and providers on an ongoing basis. Consumer-led IHSS Tips classes can be scheduled at any location within Los Angeles County.

PASC created a Senior Concerns Committee to address issues that impact the lives of LA County seniors. More than 60% of LA County IHSS recipients in Los Angeles County are 60 years old or older. This committee is made up of IHSS recipients, professionals who work with seniors and people with disabilities, Commissioners from the Los Angeles County Commission for Older Adults (LACCOA), and AARP advocates.

PASC has two representatives on LACCOA who were appointed by Supervisor Antonovich's and Supervisor Kuehl's offices. This commission represents diverse socio-economic backgrounds, and members come from all 88 cities in Los Angeles County.

PASC continues to be represented on elder abuse prevention coalitions, and continues to partner with the Office of Emergency Management's Access and Functional Needs Committee. This committee is all-inclusive and has input from IHSS recipients in the county disaster planning process.

In addition, PASC continues to update Information and Referral data and is in the process of reviewing over 1700 entries. In the future, this database will be available on PASC's website.

In the reporting period, PASC held **172** recipient workshops attended by **981** recipients. Topics covered included; "How to Get the IHSS Hours You Need", How to Hire and Train Your Provider", "How to Communicate with Your Recipient or Provider", and "Provider Overtime Rules and Violations".

In the reporting period, PASC held **200** provider workshops and Registry Information Meetings (RIMs) attended by **2,190** providers throughout Los Angeles County. Topics covered were "How to Interview as a Provider", "How to Resolve IHSS Issues", and "Provider Overtime Rules and Regulations."

In fiscal year 2017-2018, a total of **114** Registry Information and Registry Orientation Meetings were attended by **1,889** provider applicants.

PASC added a live simulcast training via Google Hangouts that broadcasts every other month to four sites: Pasadena, Claremont, Chatsworth, and Palmdale. Bet Tzedek partners with PASC and provides "Getting the IHSS Hours You Need" trainings in various locations county-wide and via Tele-Town Hall and Google Hangouts. In addition, PASC has partnered with L.A. Care to administer a grant to provide a series of "Diabetes Awareness and Prevention" to PASC staff, IHSS recipients and providers, professionals and the general public.

Finally, PASC's Facebook, Twitter, and YouTube pages continue to grow. The PASC Facebook page has over **268** likes since its launch and a **4.5** star rating. Go to: <https://www.facebook.com/PASCIHSS> and give us a like! By providing these training opportunities in many formats, PASC is fulfilling its mandate to provide access to training for recipients and providers as outlined in PASC's Ordinance.

The goal for next fiscal year is to increase the locations we stream to, and offer a toll-free number as an additional way to participate.

New Registry Information Meetings

In May 2018, PASC changed the name of its Registry Orientation Meeting (ROM) to Registry Informational Meeting (RIM), so as not to be confused with the IHSS County Orientation. A total of **114** Registry Information Meetings were conducted during fiscal year 2017-2018, for the purpose of recruiting more homecare providers. During these meetings, **1,889** applications were received. Individuals who have already completed an IHSS orientation and have passed a Criminal Background Investigation (CBI) may attend a RIM. The RIM will prepare individuals for the different types of recipient(s) they may work with and help them remain as stable providers.

Events

During fiscal year 2017-2018, PASC was proud to introduce the following events and changes.

1. Online Job Bank

July 2017 & January 2018

The job bank enables approved IHSS providers and recipients who are registered or willing to register, with the PASC Homecare Registry to review a list of unfilled and available homecare assignments, or ready to work providers who are currently available and looking for work. A form can be filled out and submitted asking to further explore employment with the job ids listed.

2. Visit IHSS & APS Social Workers

July -September 2017

PASC traveled to the IHSS and Adult Protective Services offices and spoke with Social Workers, informing them of the new online Job Bank, the Social Work Hotline (a direct line to PASC for social workers when in need of a permanent or temporary provider), the Back-Up Attendant Program, and new Google hangout trainings.

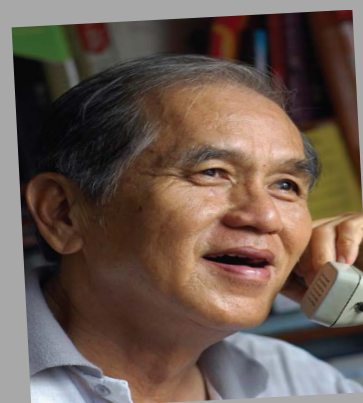
3. Live stream workshops

October 2017

In October 2017, PASC launched our livestream interactive trainings. Streamed from our Pasadena office to Lancaster, Chatsworth, and Claremont, trainings are completely interactive. We hope to offer more locations in the future.

4. Tele-Town Halls

In fiscal year 2017-2018, PASC held nine Town Halls covering topics such as, new Medi-Cal non-medical transportation benefits, Medi-Cal dental benefits, eating healthy on a low-income budget, electronic timesheets, and the Governor's proposed 2018-2019 budget. We called 40,190 unique numbers, and 8,231 people participated on one or more calls. The average time a person spent on a call was 23 and 1/2 minutes. We assisted 1,594 participants with IHSS-related questions, either live during the call or in a follow up call.



"Town Hall was very educational, thank you PASC. I look forward to be a part of the next one."

Dora W. (recipient)

PASC-SEIU Homecare Workers Health Care Plan

In order for IHSS providers to provide the highest quality homecare to IHSS recipients, it is important for providers to take care of their own health. If providers are not healthy, it is more difficult for them to help recipients.

PASC is the administrator for the PASC-SEIU Homecare Workers Health Care Plan, designed specifically for eligible IHSS providers in Los Angeles County.

PASC's administrative responsibilities include monthly analysis of IHSS worker eligibility, mailing and processing enrollment forms, mailing eligibility notices, warning letters, termination notices, and COBRA packets; and operating the Health Plan Information and Enrollment Call Center.

Health Plan call center representatives may be reached by calling (855) 727-2756 (855-PASC-PLN).

Enrollment in the Health Plan continues to grow. Current Health Plan Enrollment is **49,951**.

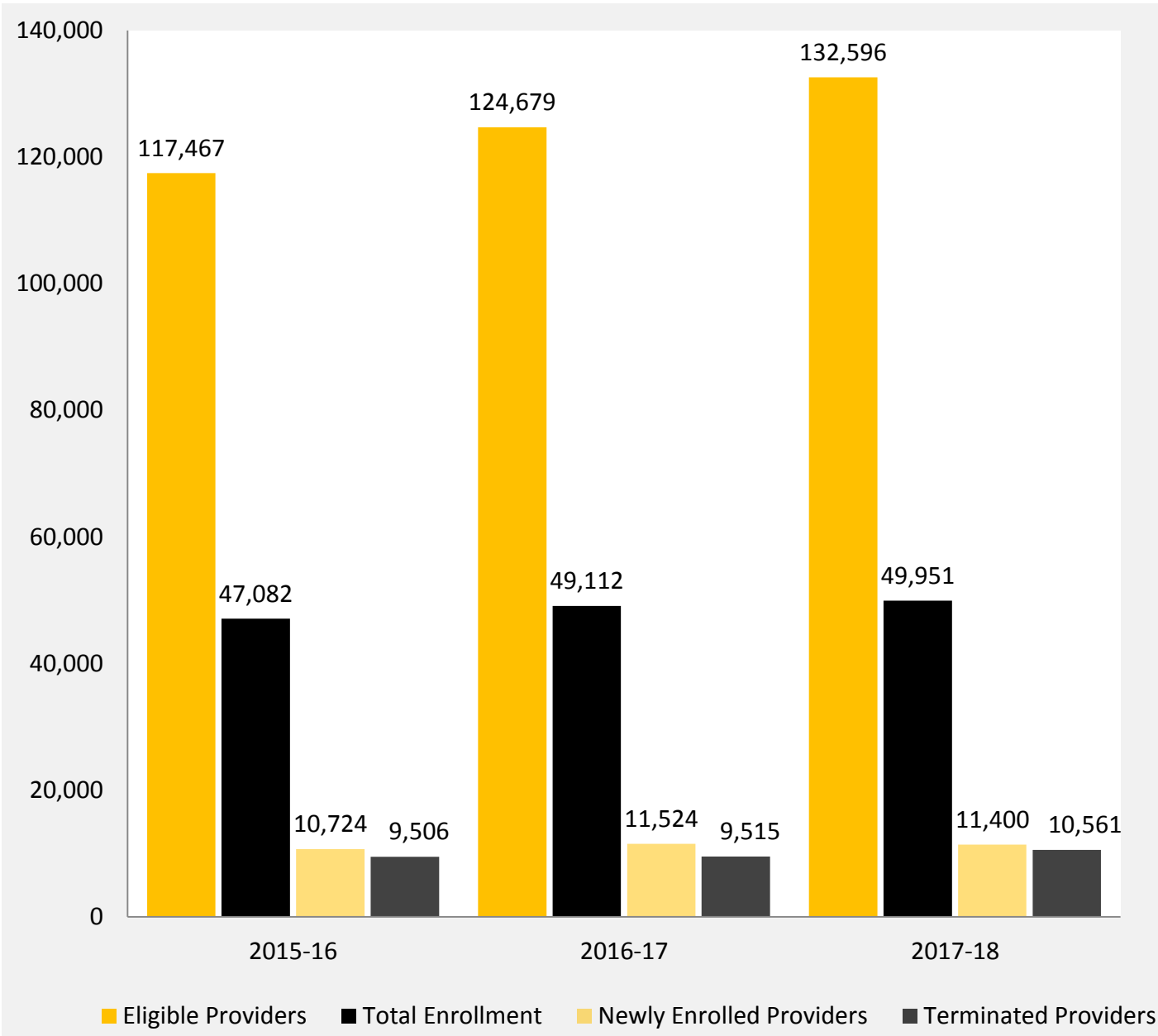
For an IHSS worker to be eligible to enroll in the Plan, IHSS data records must report that the worker was authorized to work in Los Angeles County **74** or more hours per month for the preceding two consecutive months. In order to continue coverage, the worker must continue working through the IHSS program at least **74** hours per month.

In fiscal year 2017-2018, Health Plan call center staff answered **93.6%** of incoming calls within **nineteen seconds**.

GOAL

The goal for the upcoming year is to increase homecare worker enrollment by **5%**, through distribution of Health Plan information at health fairs and other IHSS community events.

Health Plan Activity over a Three Year Period





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