



# **Personal Assistance Services Council**

## **Annual Report**

### **2018-2019 Fiscal Year**

Love and compassion are necessities,  
not luxuries.  
Without them humanity cannot survive.  
Dalai Lama



**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).**

## Our Vision. Mission and Values

PASC is the public authority for In-Home Supportive Services (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 free 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, an online job bank for recipients, and provides an array of support services to the IHSS Program in general.

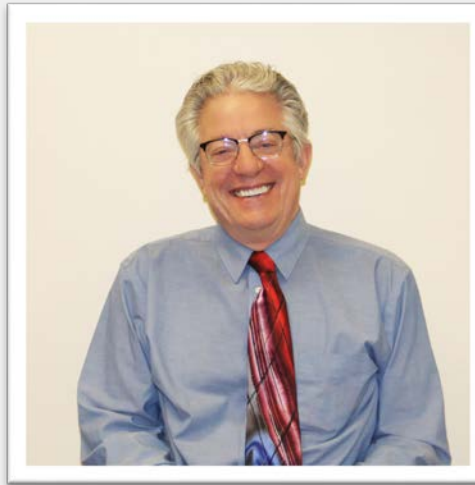
The IHSS Program helps pay for services for low-income individuals who are elderly, blind or disabled to hire someone to help them with housework, meal preparation, and personal care. With help, individuals who receive IHSS can remain safely in their own homes and do not need to move into skilled nursing 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.

# Greg Thompson

## Executive Director

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As I begin to write my 10th letter for the PASC annual report, I am thrilled by the possibility of expanding our services to IHSS recipients and providers living in Los Angeles County.

As a result of the revised County IHSS Maintenance of Effort (MOE), there will be a more sustainable fiscal structure for counties to manage IHSS costs. SB 80 (Chapter 27, Statutes of 2019), the human services omnibus budget trailer bill, enacted several major changes to the IHSS MOE structure. These changes are made possible through an increased State General Fund commitment for IHSS. One major change is that the public authority funding will now be divided between the State general fund and matched by Federal funds. This will increase PASC's overall funding, allowing us to expand the services we provide as Los Angeles County's Public Authority.

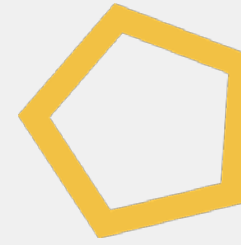
This funding could not have come at a better time for PASC. The IHSS Program has grown significantly in Los Angeles County over the past 10 years, whereas our public authority funding has remained the same. We at PASC are excited for this opportunity to fill many of the unmet needs resulting from a lack of resources. I realize there is much work to do, but remain confident that PASC is up to the challenge. We are fortunate to have many talented staff dedicated to the work we do and an experienced Governing Board providing us with a clear vision of the future for PASC.

As we move forward, PASC will be addressing several of our unmet needs, such as updating our phone system so we can answer more calls and mastering our new Registry database to increase the quality of our Registry referrals. We plan to continue providing our community outreach program, monthly Tele forums, and our new job bank. We recognize the importance of technology and plan to expand our other web-based services.

PASC would like to acknowledge the support we receive from the Department of Public Social Services and the County Board of Supervisors, who have provided us with the opportunity to serve as the county public authority for the past 20 years. We look forward to working together towards improving the lives of the individuals we serve.

## Board Chair's Letter

### Janet Heinritz-Canterbury



As I reflect on the PASC Governing Board's work over the past year, I am reminded that our mission to improve IHSS and enhance the lives of people who receive and provide IHSS is a profound and serious challenge. With nearly 250,000 seniors and people with disabilities receiving IHSS in LA County (over 40% of California's IHSS caseload), PASC and its Governing Board work toward this mission with constant vigilance, passion, and advocacy. Our efforts are manifested in the programs of PASC under the capable leadership of Greg Thompson and in continuous and purposeful collaboration with the Department of Public Social Services (DPSS). Within this context, we are able to chip away at the challenges of fulfilling our mission—sometimes slower than we would like, but making progress nonetheless.

The Governing Board work is conducted through open meetings held monthly on the first Monday of each month at Hahn Hall in Room 101 and through Board Committees including the Registry Review Committee, Senior Affairs Committee, Ad Hoc Business Development Committee, and Ad Hoc IHSS Help Line Committee. Each Board Member is appointed by a member of the Board of Supervisors or by DPSS by virtue of their advocacy in the community around any number of issues such as IHSS, SSI, housing, transportation, senior, and disability issues. Governing Board Members maintain a relationship with the office that appointed them, and they meet with elected officials, community groups, and allies on common issues.

The Governing Board is stunning in its diversity in disability, age, ethnicity, years of receiving IHSS, number of monthly IHSS hours, issue expertise, and the variety of networks that each Member is connected to. The majority of Governing Board Members are IHSS consumers. They provide “on the ground” real-life experiences and feedback on the benefits and struggles of navigating IHSS. Governing Board Members continuously interact with their networks and bring the concerns and issues back to PASC. This consumer focus is manifested in PASC programs—the Registry, back-up attendant program, its outreach and education programs, and the monthly tele forum. PASC is the voice of consumers regarding IHSS, and with this voice we work to elevate consumer perspectives issues, problems, concerns, and experiences to the forefront of PASC programs and discussions with DPSS. Within the legal structure of a public authority, we have a unique opportunity as well as a mandate to influence the county and state agencies who provide IHSS.

As the world we live in becomes more and more technological, so too the system for delivering IHSS is becoming more and more technological. Recent changes in IHSS, motivated in part by technological changes as well as substantial growth in the program, legislative changes, and fiscal concerns, are massive. CDSS has implemented electronic timesheets (ETS) and the federally mandated electronic visit verification (EVV)—both of which follow on the heels of complicated rule changes for overtime pay and violations. At the same time, DPSS is implementing a new phone system for consumers to communicate with their social workers—the IHSS Help Line. Consumers must now call the Help Line for reassessment requests, hours questions, overtime questions, and other issues formerly handled by a direct call to their social worker.

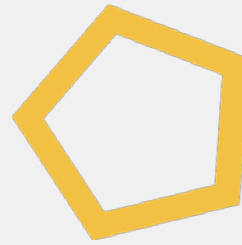


## Board Chair's Letter cont.

The procedures that accompany program changes affect every aspect of consumers' lives and can be confusing and create unsafe situations for consumers.

The Governing Board works with PASC staff and DPSS to highlight how program changes are affecting consumers and suggest ways of addressing the unintended consequences. The Governing Board helps develop topics for PASC's popular monthly telephone town halls in which dozens of IHSS consumers and providers talk about their concerns and questions. DPSS and other advocates field questions from callers and provide resources for consumers.

DPSS provides updates and caseload data that help us work together to address and monitor problems and solutions. The benefits of the DPSS relationship are a lifeblood for PASC programs. In the last year, with DPSS assistance, PASC's New Provider Enrollment Program gained access to data that will cut processing time for providers to hear back on the results of their criminal background check. In another striking victory, because of DPSS advocacy with the California Department of Social Services (CDSS) and in an effort to cover the additional training and experience required for back-up providers, CDSS approved that PASC's Back-Up Attendant Program, which provides emergency services to eligible consumers who are unable to find a provider, is now able to offer \$3 more an hour for providers who provide these back up services. Thank you DPSS for your constant help!



The Governing Board's most important responsibility is to consider PASC's future and help carve priorities, goals, and strategy for a sustainable and vibrant organization that serves our mission.

Through looking at the data PASC has on current programs, we want to ask and answer a number of question. How effective are the matches that we make through our Registry? Do we have enough back-up providers to meet the demand that is growing with implementation of sick time for IHSS providers? What type of training will help consumers in their responsibilities as employers? Is it possible to provide more assistance to consumers who have difficulty managing their care? How can PASC build its outreach to consumers? How can PASC's monthly telephone town hall be used to build the Registry and the back-up attendant program?

With help from PASC staff and working with DPSS, these goals aim to build and strengthen PASC and improve IHSS and the lives of consumers and providers. We know "it takes a village" to improve this unique program that is the foundation of California's community-based long term care system. We are looking ahead to continued work and collaboration with DPSS, SEIU 2015, and other advocates with whom we share values and goals. The energy and passion of our Board Members will drive our efforts to improve the quality of life for IHSS consumers and providers so they can live safely in the community.

## PASC Executive Board Committee



Janet-Heinritz-Canterbury  
Board Chair  
Department of Public Social Services



Wilma Ballew  
Vice Chair  
3<sup>rd</sup> District



Chris Otero  
Treasurer  
5<sup>th</sup> District



Denny Chan  
Secretary  
Department of Public Social Services



Jorge Chuc  
Member at Large  
5<sup>th</sup> District

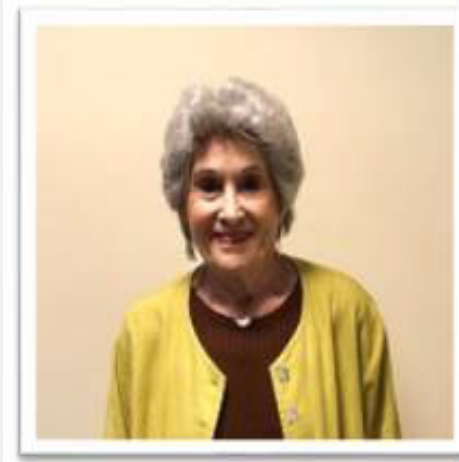
## Board Members



Bertha Poole  
Board Member  
4<sup>th</sup> District



Brandi Orton  
Board Member  
1<sup>st</sup> District



Donna Fields  
Board Member  
Department of Public Social Services



Margaret "Maggie" Belton  
Board Member  
5<sup>th</sup> District



Andre Green  
Board Member  
Department of Public Social Services



Richard Hernandez  
Board Member  
4<sup>th</sup> District



Steven Echor  
Board Member  
Department of Public Social Services



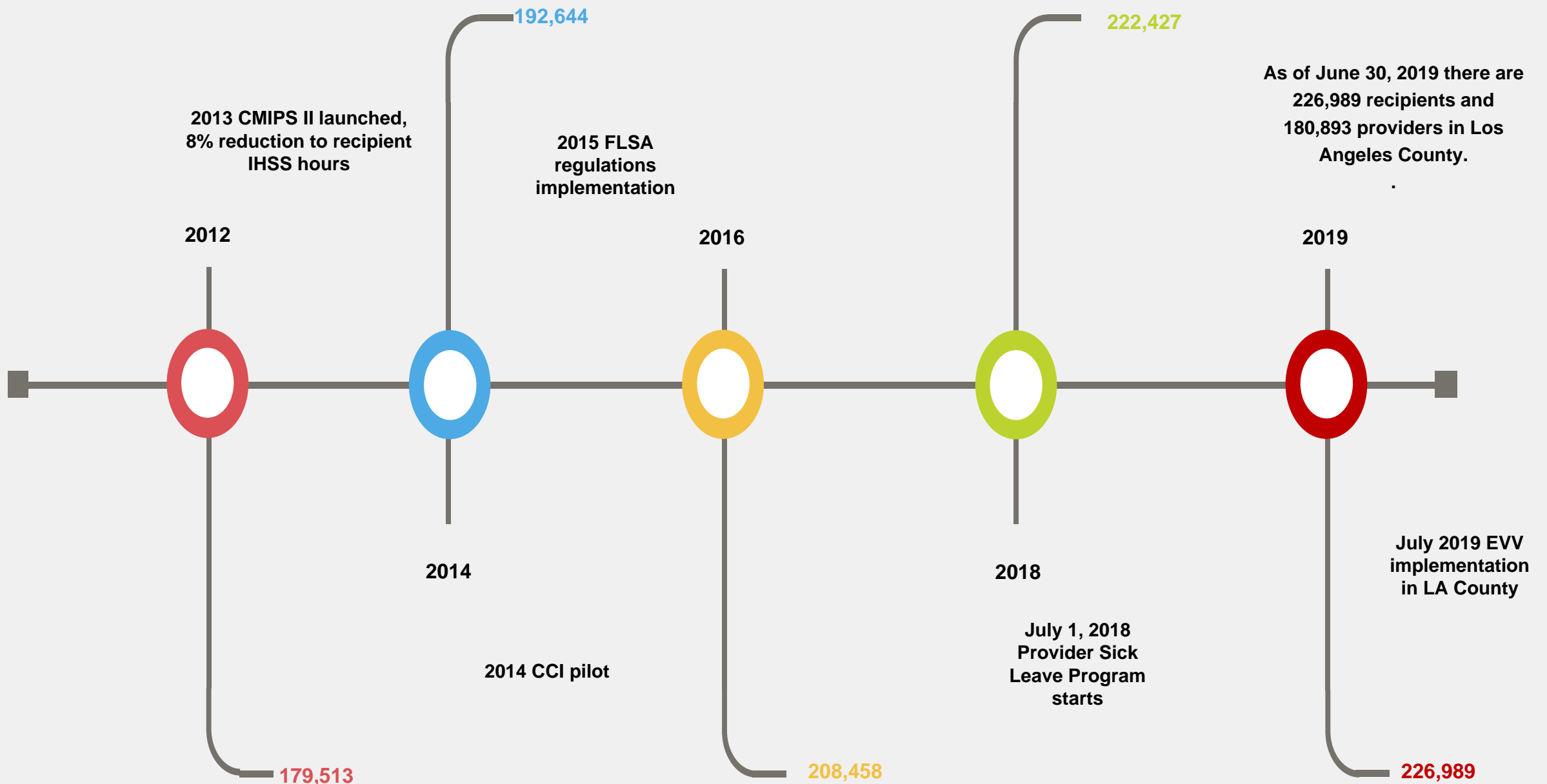
Lillibeth Navarro  
Board Member  
2<sup>nd</sup> District



Lyn Goldfarb  
Board Member  
3<sup>rd</sup> District



# IHSS Recipient caseload Growth



The IHSS Program began in 2001 with only 115,145 recipients.

# Statement of Net Assets



	2018-19 Unaudited*	2017-18 Audited	2016-17 Audited
Revenues	\$ 4,130,708	\$ 4,063,113	\$ 4,297,537
Operating Expenses	\$ 4,109,607	\$ 3,397,092	\$ 4,255,079
Operating Surplus	\$ 21,102	\$ 666,021	\$ 42,458
Assets, End of Year	\$ 2,117,032	\$ 2,095,931	\$ 1,429,910

\*2018-19 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 2018-June 2019 Budget vs. Expenses

Programs	Budget	Expenses	Balance under/ over	% Used
Administration	\$ 2,934,746	\$ 2,874,422	\$ 62,324	97.94%
Health Plan	\$ 500,000	\$ 499,948	\$ 51.66	99.99%
New Provider Enrollment	\$ 691,545	\$ 682,115	\$ 9,430	98.64%
Total	\$ 4,126,491	\$ 4,056,485	\$ 69,806	98.31%

## Our services



### Registry



A **referral** service to assist recipients with locating suitable homecare workers.

### Training



Free trainings for IHSS recipients and homecare workers to help them maintain good working relationships and understand the IHSS Program.



### Back-Up Attendant Program



A back-up provider database for recipients who have an urgent need for a temporary worker, and have 25 or more personal care hours

### Criminal Background Review



Read the provider live scan and determine results.



# PASC Homecare Registry

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## **Introduction**

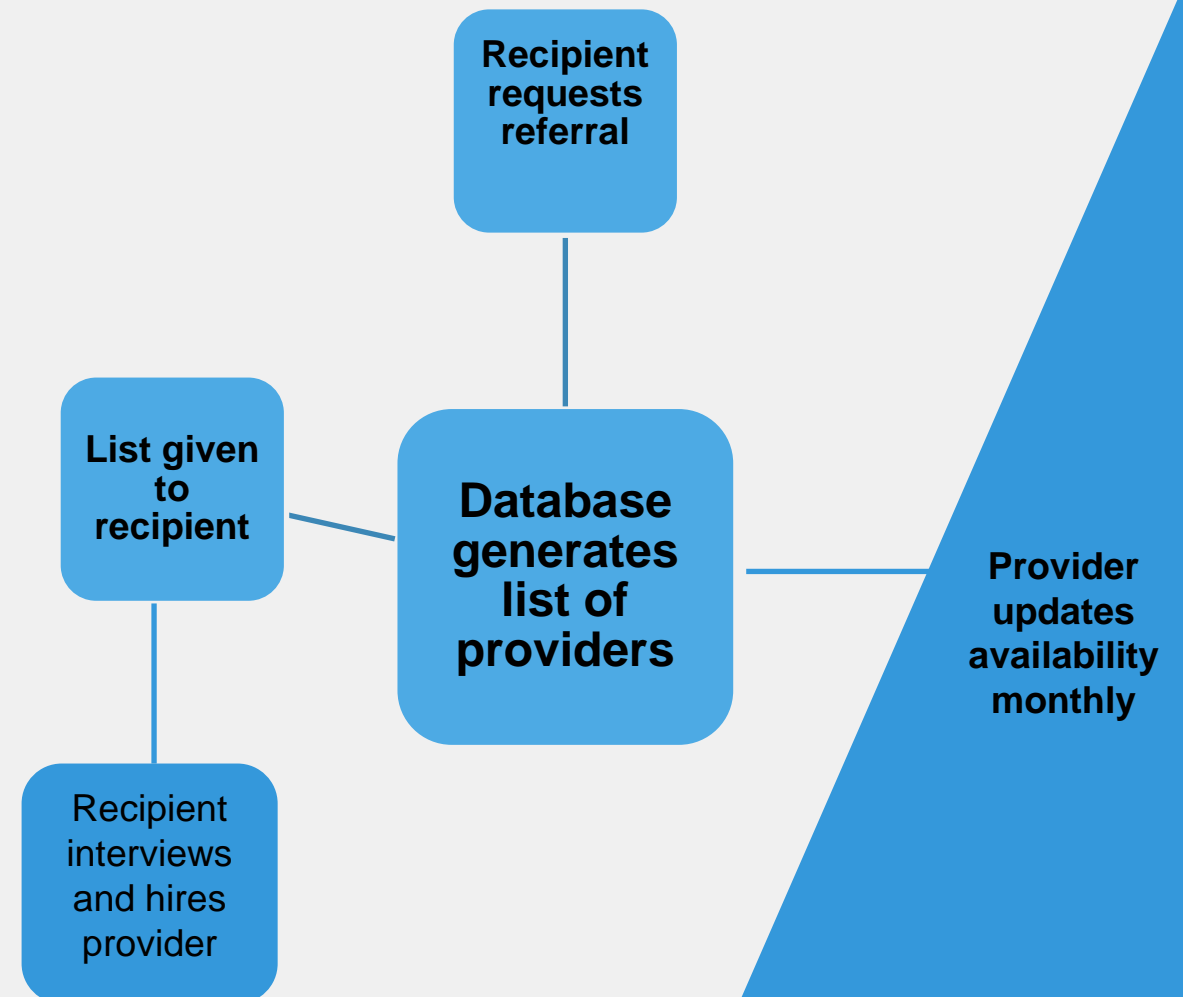
The Registry is an electronically-organized system to refer homecare providers to In-Home Supportive Services (IHSS) recipients. Through its homecare provider referral process, IHSS recipients and homecare provider applicants are referred to each other, so that they themselves can decide whether to start an employment relationship. To identify potential homecare providers, PASC conducts year-round provider and recipient outreach and recruitment activities. This section of the FY 2018-2019 Annual Report will discuss Registry activities, provide a report on the Back-Up Attendant Program --a process to render short-term assistance to consumers with high-end needs when their regular providers are unable to work due to an unplanned or unexpected occurrence-- and delineate the criminal background investigation process for IHSS providers handled by PASC for Los Angeles County. Additionally, this section will detail PASC's involvement in helping recipients and providers to resolve minor provider enrollment and payroll issues.

## **Registry Matching Service:**

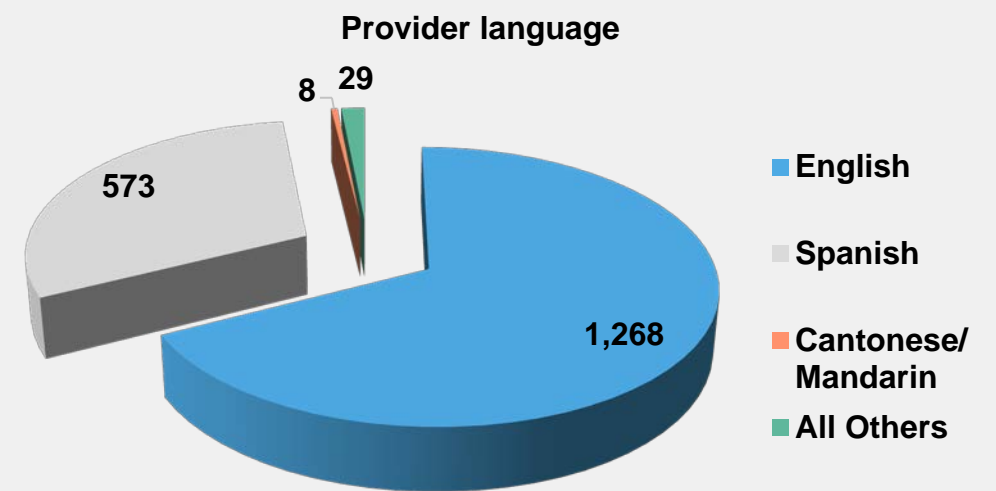
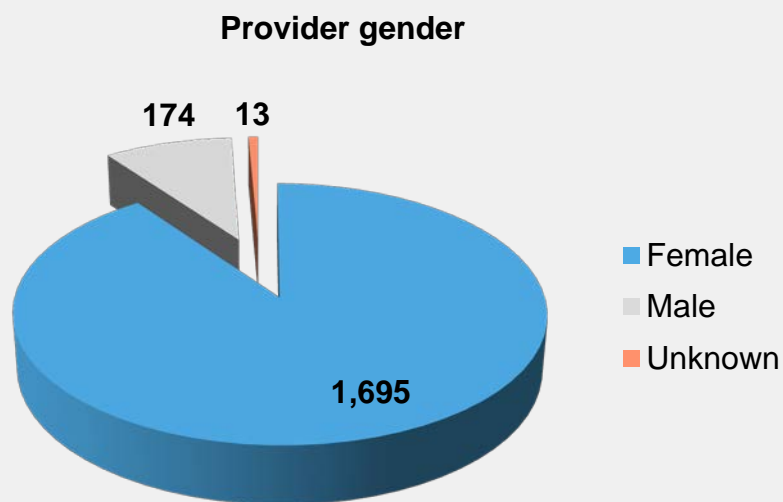
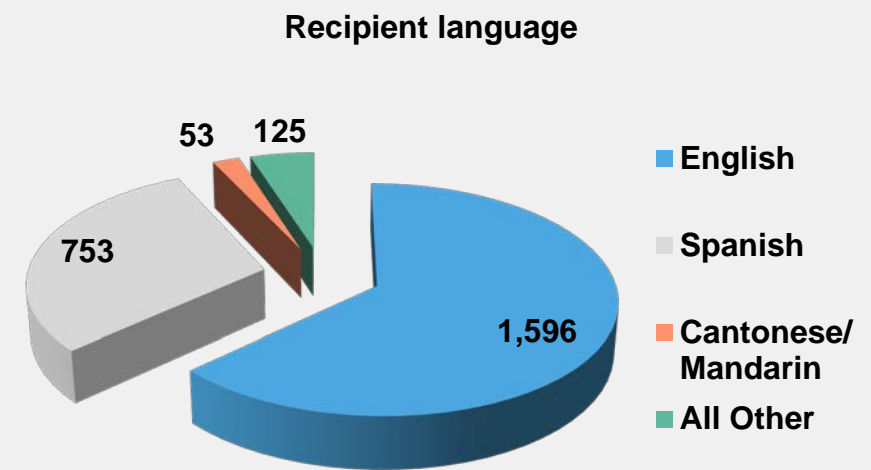
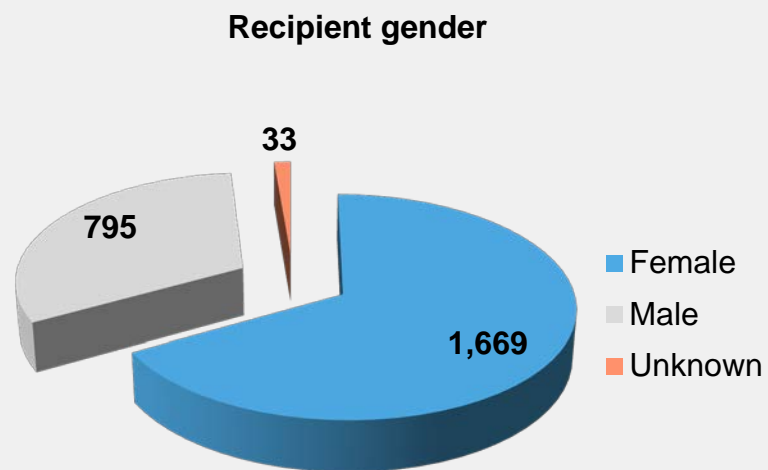
All Registry participants are required to sign up with the Registry. Signing up with the Registry is an easy process, which consists of completing a Registry Application Form. The Registry Application Form is accessible online to recipients, and it can also be mailed or faxed to recipient applicants. Additionally, in special circumstances, the Registry will dispatch a staff member to the recipient's home to help with completing the application. Registry provider applicants have three different ways in which they can join the Registry. First, provider applicants can sign up for the Registry in person at PASC's main office in Pasadena during regular business hours. Secondly, provider applicants can sign up at a Registry Information Meeting (RIM). RIMs are meetings in which a presenter explains the importance and meaning of consumer-directed care and participants share tips on good caregiving approaches. RIMs are held throughout the year in different cities. And, as a brand new option, announced in our previous Annual Report, Registry provider applicants can download the Registry Application Form from PASC's website.

## PASC Homecare Registry cont.

PASC'S Registry service is free and voluntary. Both recipients and providers can accept or refuse referrals, or seek services elsewhere, and both must assume and accept the risk of all employment decisions and responsibilities. To facilitate the matching process, the Registry inputs the information collected from its Registry application forms from both recipients and providers into a database, which helps to select referrals based primarily on criteria such as geographical proximity between recipients and providers, consumers' authorized tasks and providers' willingness to perform those tasks, and the scheduling preferences of both. Other criteria such as language, gender preference (especially in cases where personal care is involved), and previous experience with similar cases are also considered when possible. The database generates a referral (i.e., a list of names and contact information of homecare providers who match the criteria described above), which is made available to the recipient by mail, email, fax, or over the phone. It is the responsibility of the recipient to contact the referred providers to schedule interviews and to discuss service needs, work schedule, and other employment-related topics, and determine whom to hire. Upon request, the Registry will initiate contact with providers on behalf of the recipient.

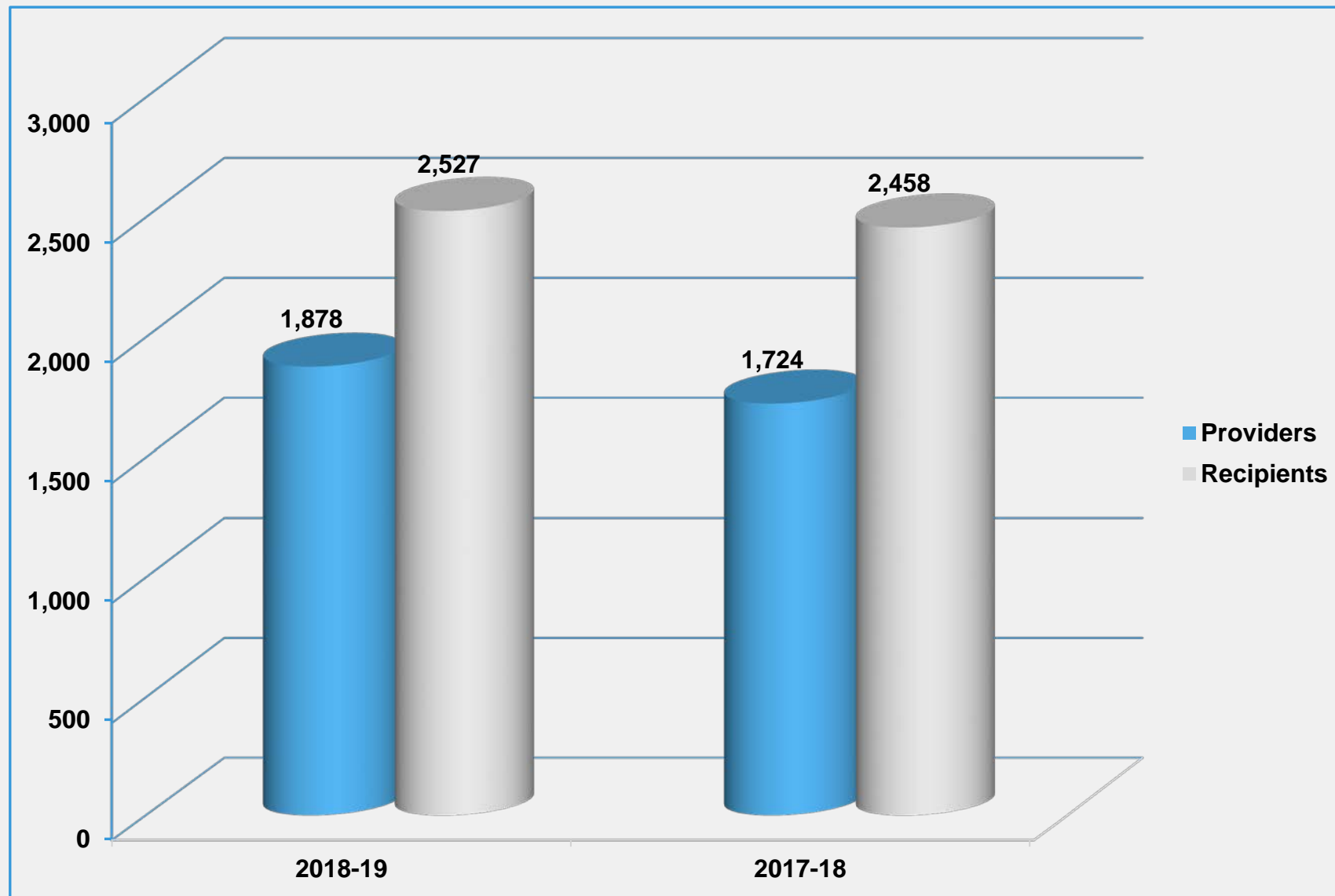


# 2018-19 New Registry Participant Statistics



During FY 2018-19, 2,527 recipients and 1,878 providers signed up for the Registry. The Registry filled 18,797 referral requests and made approximately 2,158 verified matches between recipients and providers. After moving to the new database software, Homevare2, we lost full reporting options for 2 months, so it is safe to say the matches made would be higher than 2,158. The charts above show the gender and linguistic characteristics of the new Registry participants.

## FY 2018-19 Registry Statistics



PASC increased the provider registry 8.9% over last fiscal year. This was short of our goal to increase the providers in the registry by 10% over last fiscal year. With multiple ways to join the registry now available, increasing the providers in our registry by 10% in FY 2019-20 looks promising.



# Online Job Bank

M=Monday, T=Tuesday, W=Wednesday, TH=Thursday, F=Friday, SA=Saturday, SU=Sunday  
AM=Morning, PM=Afternoon Evening

Job ID	Language	I am a ....	Hours Needed	City	Zip	Driving	Accompany DRS	Errands	Cleaning	Bathing	Cooking	Schedule
IH4157144	Spanish	Provider	60	AZUSA	91702	No	Yes	Yes	Yes	Yes	Yes	M-AM, W-AM, F-AM
IH4281460	English	Provider	120	AZUSA	91702	No	Yes	Yes	Yes	Yes	Yes	M-AM, M-PM, T-AM, T-PM, W-AM, W-PM, TH-AM, TH-PM, F-AM, F-PM
IH4593561	Spanish	Provider	200	AZUSA	91702	No	Yes	Yes	Yes	Yes	Yes	M-AM, M-PM, T-AM, T-PM, W-AM, W-PM, TH-AM, TH-PM, F-AM, F-PM, SA-AM, SA-PM, SU-AM, SU-PM
IH5238201	Spanish	Provider	130	AZUSA	91702	No	Yes	Yes	Yes	Yes	Yes	M-PM, T-PM, W-PM, TH-PM, F-PM, SA-PM
IH7092003	Spanish	Provider	168	AZUSA	91702	No	Yes	Yes	Yes	Yes	Yes	M-PM, T-PM, W-PM, TH-PM, F-PM, SA-PM, SU-PM
IH7805891	Spanish	Provider	200	AZUSA	91702	Yes	Yes	Yes	No	Yes	Yes	M-AM, M-PM, T-AM, T-PM, W-AM, W-PM, TH-AM, TH-PM, F-AM, F-PM
IH8070524	English	Provider	90	AZUSA	91702	No	Yes	Yes	Yes	Yes	Yes	M-AM, M-PM, W-AM, W-PM, TH-AM, TH-PM, F-AM, F-PM, SA-AM, SA-PM
IH9518038	English	Provider	180	AZUSA	91702	Yes	Yes	Yes	No	Yes	Yes	M-AM, M-PM, T-AM, T-PM, W-AM, W-PM, TH-AM, TH-PM, F-AM, F-PM
IH1121151	Spanish	Provider	120	BALDWIN PARK	91706	No	Yes	No	Yes	No	Yes	M-AM, M-PM, T-AM, T-PM, W-AM, W-PM, TH-AM, TH-PM, F-AM, F-PM
IH2161878	Spanish	Provider	264	BALDWIN PARK	91706	No	Yes	Yes	Yes	Yes	Yes	M-AM, M-PM, T-AM, T-PM, W-AM, W-PM, TH-AM, TH-PM, F-AM, F-PM, SA-AM, SA-PM, SU-AM, SU-PM
IH2797371	English	Provider	200	BALDWIN PARK	91706	Yes	Yes	Yes	Yes	Yes	Yes	M-AM, M-PM, T-AM, T-PM, W-AM, W-PM, TH-AM, TH-PM
IH3373146	English	Provider	100	BALDWIN PARK	91706	No	Yes	Yes	Yes	Yes	Yes	M-AM, T-AM, W-AM, TH-AM, F-AM
IH7515802	Spanish	Provider	80	BALDWIN PARK	91706	No	Yes	Yes	Yes	Yes	Yes	M-PM, T-PM, W-PM, TH-PM, F-PM
IH7882611	Spanish	Provider	100	BALDWIN PARK	91706	No	Yes	Yes	Yes	Yes	Yes	M-AM, M-PM, T-AM, T-PM, W-AM, W-PM, TH-AM, TH-PM, F-AM, F-PM
IH8685176	English	Provider	186	BALDWIN PARK	91706	Yes	Yes	No	Yes	Yes	Yes	M-AM, M-PM, T-AM, T-PM, W-AM, W-PM, TH-AM, TH-PM, F-AM, F-PM

In April 2017, PASC created a web-based provider referral program or “Job Bank” as a pilot, to advertise hard-to-fill homecare assignments among eligible providers. The Job Bank makes it possible for Registry providers and recipients with internet access to view descriptions of both the homecare job options and available providers in their particular area. At the time of this publication, recipients continue to have access to the listings of available providers online Monday to Wednesday, and can determine whether they would like to contact or to be contacted by a particular provider from the online listing. However, the branch of this referral approach which also allows providers to see listings of available homecare assignments has been put on hold. Job bank referrals are done exclusively by email. In FY 2018-2019, the job banks were accessed and utilized by hundreds of providers and recipients. Postings for the recipient job bank are located at [www.pascla.org](http://www.pascla.org). We hope in the near future to expand the technology used to run the job bank and expand it to providers looking for work.

# Registry Provider Recruitment (RIM)

There were a total of 106 (RIMs) during fiscal year 2018-2019. The meetings were held in various locations throughout the county. There were meetings in all 8 Service Planning Areas (SPAs) to attempt to reach a broad range of potential applicants throughout the county and comply with county requirements. During the fiscal year, a total of 997 applications were received at these meetings. The Registry also opened its doors to accept walk-ins and allow interested parties to fill out an application in person. During April 2019, there were 99 applications received from walk-ins, and in May 2019 there were 112 applications received from walk-ins. These numbers are in addition to the applications received at the RIMs. In June 2019, for the first time, the Registry application was also posted on the PASC website. This allowed potential applicants who live in remote locations to be able to apply without having to wait to attend a RIM. Although it is still fairly early, this may be the easiest option for people to join the Registry. We hope that, in the coming months, more data will be available to show how valuable this option will be for PASC.

## Three ways to join the Registry

**1. Attend a Registry Information Meeting**

**2. Online application**

**3. In person at PASC**

## FY 2018-19 BUAP Statistics

BUAP requests  
237

BUAP filled  
requests  
145

BUAP hours used  
1,126

The PASC Back-Up Attendant Program (BUAP) is a service which was established by PASC in 2007. The purpose of the BUAP is to offer short-term homecare assistance to qualified recipients with high-end needs when their regular providers, and their usual back-up personnel, become unavailable due to an unplanned or unexpected event. To qualify for this service, recipients must be authorized to receive at least 25 hours of personal care services per week, and are highly encouraged to enroll in the program before there is an actual need for service. BUAP provider participants are individuals who have extensive experience and/or training caring for persons with disabilities, and who are not working the maximum allowable IHSS hours per week. BUAP services are limited to 20 hours a month, and hours worked by the BUAP provider are deducted from the recipient's total monthly authorized hours.

For most of FY#18-19, the BUAP struggled with the two major hurdles explained in our previous Annual Report: the lack of a pay differential for the providers and the need for the providers to return to recipient's home for timesheet validation. Luckily, three months short of the conclusion of the fiscal year, the \$3.00 pay differential for back-up attendants was reinstated, and there is a good possibility that, with the Electronic Visit Verification requirement, back-up providers may be able to submit their timesheets electronically as well. Due to the difficulties explained above, dozens of BUAP providers quit the program, so the Registry will have to recruit new providers, while continuing to advocate for the resolution of the "second trip" requirement.

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

PASC manages the CBI process for IHSS providers in Los Angeles County. PASC prepares live scan packets in various languages for all of the IHSS District Offices in the county; receives reviews, and determines the outcome of the CBI responses; does follow-ups on pending transactions; sends out notifications to provider applicants about their CBI outcomes; and stores the CBI information for ten years. Additionally, PASC operates a call center to respond to provider and recipient inquiries related to IHSS enrollment requirements and providers' background checks and IHSS eligibility status. The chart shows statistical data on the CBI process and call center activities for FY#18-19.

In addition to the above activities, PASC received 26,500 calls regarding new provider enrollment and live scan results, and prepared and delivered 57,700 live scan packets (in 6 threshold languages) to the different IHSS offices in FY 18-19.

As a goal for the new fiscal year, PASC will increase the number of call center staff, resume the practice of sending out notifications and next-step guidelines for providers who clear the background check clearance status in the *Case Management, Information and Payrolling System (CMIPS)*.

Month	Cleared	Failed	Sub Arrests/ Convictions	Resubmittals	Total
7-2018	3,085	25	1,376	54	4,540
8-2018	3,689	32	1,904	83	5,708
9-2018	3,002	17	1,443	66	4,528
10-2018	3,039	18	1,544	60	4,661
11-2018	3,305	23	1,445	79	4,852
12-2018	2,980	37	1,462	56	4,535
1-2019	3,356	28	1,513	57	4,954
2-2019	3,186	23	1,517	61	4,787
3-2019	3,097	27	1,583	51	4,758
4-2019	3,143	25	1,338	26	4,532
5-2019	3,599	31	1,531	42	5,203
6-2019	3,261	41	1,403	25	4,730
<b>Total</b>	<b>38,742</b>	<b>327</b>	<b>18,059</b>	<b>660</b>	<b>57,788</b>

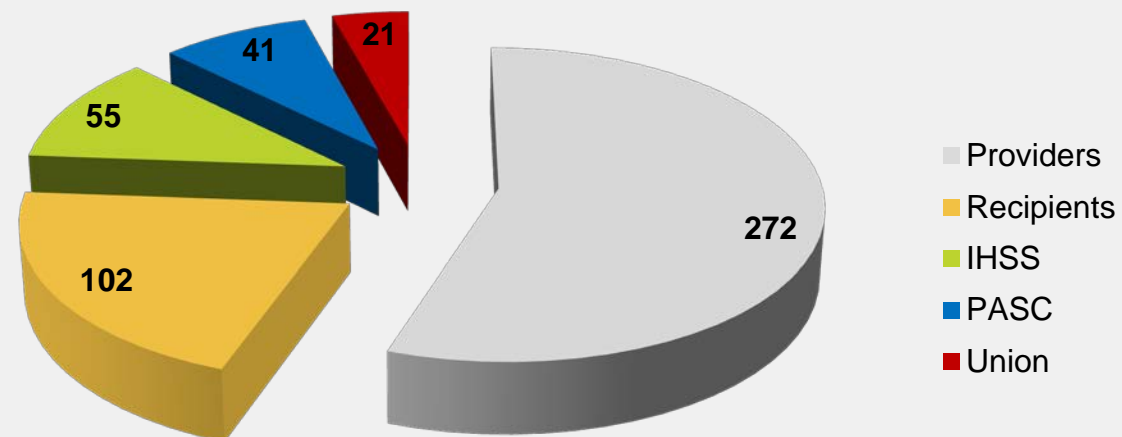


# PASC Issue Solving Unit

PASC's Issue Solving Unit helps recipients and providers to resolve minor IHSS enrollment and payment difficulties, PASC staff filed 185 payment/enrollment-related claims in FY#2018-2019.

Additionally, the staff received 491 complaints from recipients and providers. Complaint types varied from caller to caller, but the most common types of complaints filed against providers were about their lack of reliability, attempted or perpetuated theft or fraud, unwillingness to do tasks, bad attitude, and verbal abuse. Complaints against recipients generally with the demand for non-IHSS services such as free transportation, refusal to sign timesheets, bad attitude/conduct, and, to a much lesser degree, sexual harassment on the job. Complaints against PASC and IHSS were mainly about the inability to speak to a live person, calls not returned in a timely manner, and services delivery time. Callers who wanted to complain about the Union that represents homecare providers were asked to file their complaints with the Union directly.

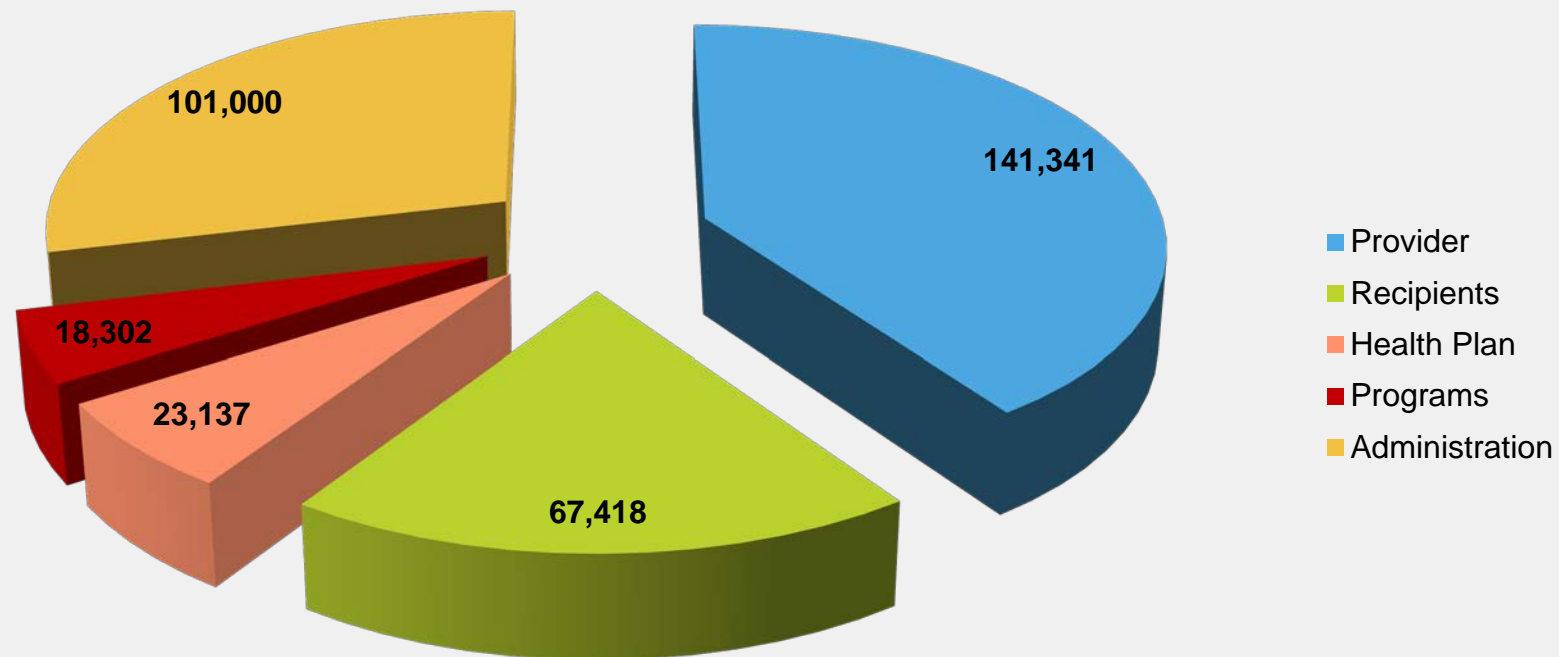
The chart below shows the number of documented claims/complaints against providers, recipients, PASC, IHSS, and the Union in FY 2018-19.



# PASC Incoming calls FY 2018-19

In FY 2018-19, PASC successfully added options for consumers and providers to join the Registry, got the \$3.00 pay differential for BUAP providers reinstated, and conducted its first wide-range consumer satisfaction survey. For the new fiscal year, the goal is to grow the Registry and the BUAP program, expand our outreach and provider recruitment efforts, offer more training opportunities for Registry participants and the IHSS community, and introduce the kind of technology that will help to improve and expedite services.

Below is a chart of PASC's incoming calls broken down by department for FY 2018-19.



# PASC-SEIU Homecare Workers Health Care Plan

The PASC-SEIU Homecare Workers Health Care Plan is provided by L.A. Care and is administered by PASC.

In order for IHSS providers to provide the highest quality homecare to 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, and warning letters, termination notices, COBRA packets; and operating the Health Plan Enrollment and Information 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. The current enrollment in the Health Plan is 50,459.

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 2018-19, the Health Plan call center staff answered 95% of their incoming calls and were able to resolve 987 urgent or special cases.

## GOAL

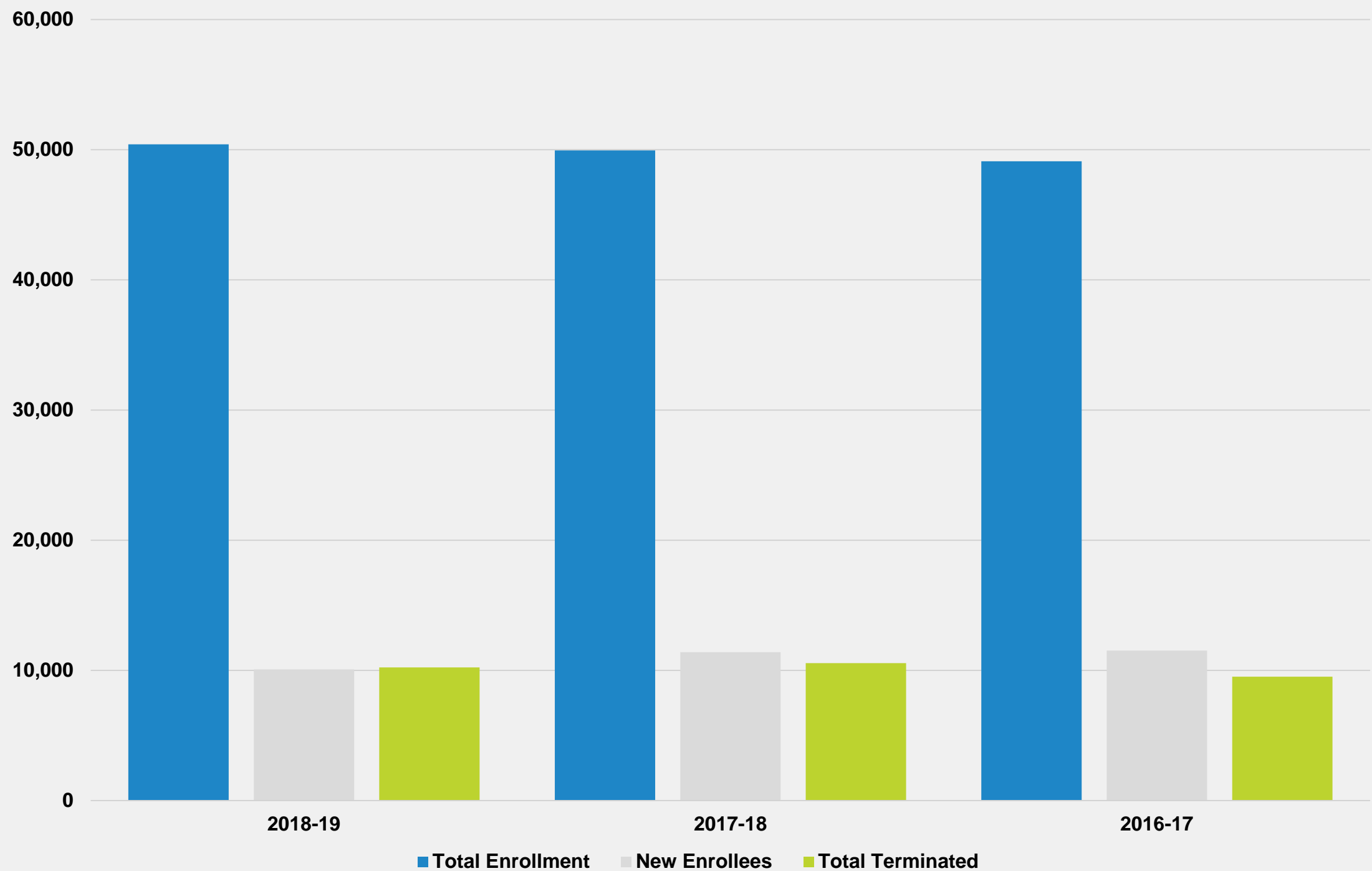
The goal for the upcoming year is to increase PASC'S assistance with urgent or special cases, by 5% through follow up calls to members to ensure the issue has been resolved.

In FY 2018-19, 10,080 providers joined the Health Plan, 10,226 providers were terminated due to not meeting requirements to remain in the Plan, or they left voluntarily, and 944 providers signed up for the COBRA plan.

The graph below depicts Health Plan activity for FY 2018-19.

# Health Plan Statistics

## 3 Year Comparison





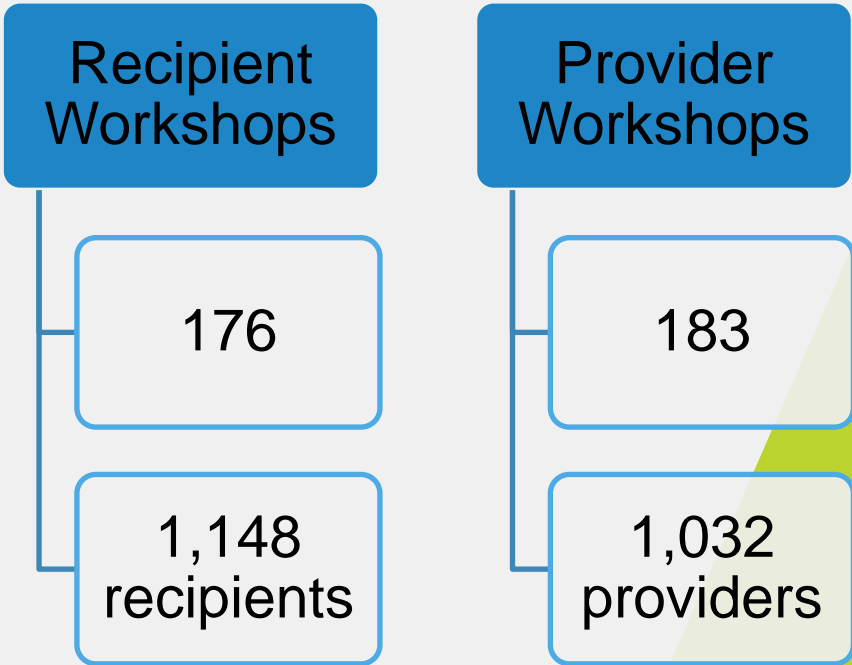
# Outreach and Training

PASC continues to hold IHSS Tips and Information classes at locations countywide, 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. Topics covered were Electronic Visit Verification, electronic time sheets and the portal, telephonic time sheets, how to communicate with your recipient/provider, how to make the most of your IHSS hours, and how to prepare for your home visit.

PASC's Senior Concerns Committee continues to meet quarterly to address issues that impact the lives of LA County seniors.

PASC has staff who sit on the Access Community Advisory Committee, Rancho Los Amigos Patient Advisory Council, Elder Abuse Coalition, and the Area Agency on Aging Board.

Last year we were able to offer a training to recipients and providers whom for some reason were unable to physically attend by offering a live stream viewable on a computer, laptop, tablet or smart phone with an internet connection. Although attendance went up for these trainings, our goal is to offer the training through other outlets. In FY 2018-19 there are now several ways one can join and participate in this training; on site at 4 different locations, Palmdale, Chatsworth, Claremont or Pasadena, you can watch the live stream, or you can join by calling an 800 number. This has been such a success that we will be rolling it to other locations and trainings in the next fiscal year.



## FY 2018-19 Tele Forums

**203,696 phone numbers  
were dialed to join a call**

**25,735 people  
participated on a  
call**

**6,962 unique  
participants joined  
a call**

**The average time  
spent on a call  
was twenty-three  
minutes**

**Average time  
online viewers  
spent was  
thirty-five  
minutes**

PASC is known for our monthly Tele Forums with speakers from DPSS IHSS Program Division, Cal-Fresh Division, Hunger Action LA and more. This platform allows us to disseminate information about the IHSS Program or issues that could affect those receiving or providing IHSS. What makes this a success is we call members of our Registry to join the call, so all one has to do to participate is answer their phone. Participants are able to ask questions to the presenters and get answers on the spot, and we can poll the participants throughout the call. Participants can also join us online and view a PowerPoint.

In FY 2018-19 PASC held 10 Tele Forums. Subjects included Electronic Visit Verification, SSI cashout, the Governor's 2019-20 proposed budget, how to maintain a positive working relationship with your provider, and understanding your Medi-Cal and Medicare benefits. See statistics of those calls above.

We would like to thank all of you who participated on these calls and hope to hear from some new listeners this upcoming year.

# IT

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In FY 2018-19 the IT department had the following accomplishments;

- Implementation of the new database software Homecare 2.
- Automate processes
- Elimination of 2 documents in the Criminal Background Investigation packets saved \$15,000 per year.
- Automated the Criminal Background Investigation results into our new database, saving both time and money.

## GOALS

- Moving the phone system to the cloud
- Upgrade end-of-life operating system software on all servers
- Replace end-of-life Microsoft office software on all desktops
- Update website and Facebook so they are more “user” friendly
- An employee intranet
- Wall Boards in call center
- Priority routing of calls



*Personal Assistance  
Services Council*