

PERSONAL ASSISTANCE SERVICES COUNCIL

ANNUAL REPORT

2019-2020

Support

Independence



Advocacy



**PERSONAL ASSISTANCE
SERVICES COUNCIL**
Supporting and Enhancing Independence

Kindness

WHAT IS PASC

The Los Angeles County Board of Supervisors created the public authority to enhance the In-Home Supportive Services (IHSS) Program known as the Personal Assistance Services Council (PASC) in 1997. PASC was established to operate a Registry and provide access to free trainings for IHSS recipients and providers and serve as the employer of record for collective bargaining purposes for IHSS provider wages and benefits. Over

the past 23 years, PASC has expanded its services to include operating an online job bank to connect recipients with providers, and administering the PASC-SEIU Health Plan, County Back-Up Program, and Issue Solving Team.

WHAT IS IHSS

The IHSS Program was created to allow low-income seniors and individuals living with a disability to remain safely in their own homes with the help of a homecare worker in order to prevent institutionalization. When a homecare worker helps with meal preparation, personal care and/or housework, IHSS recipients thrive while living in their communities. The IHSS Program pays homecare workers to provide the following services for recipients:

-Laundry

-Meal preparation

-Cleaning

-Grocery shopping

-Accompaniment to medical appointments

-Personal care services (bathing, grooming, paramedical services, bowel and bladder care)

-Protective supervision

MISSION STATEMENT

The Personal Assistance Services Council strives to improve In-Home Supportive Services, support independence, and enhance the quality of life for all who receive and provide IHSS.

IN LOVING MEMORY OF MARGARET “MAGGIE” BELTON

Oh, will we all miss Maggie Belton, a comrade, fellow advocate, friend, mother, nurse, and mentor. Maggie was colorful, intense, and fashionable in her stylish hats and colorful outfits. She had a beautiful face with fine features and smiling, thoughtful eyes, and I imagine that she was an enigma to the men who must have found her irresistible. She was extremely astute, and served as a nurse during World War II.

When the County Board of Supervisors created the Personal Assistance Services Council in the mid-90s, Maggie was the perfect Board Chair to chart the virgin territory. She held the position for at least four terms, until finally PASC got itself on secure footing. After her successful tenure as Board Chair, she was still itching to continue to advocate and got herself established as a Commissioner with the Area Agency on Aging, and remained on the PASC Board as a Commissioner. Maggie just kept showing up and advocating in all things senior, disability, IHSS, and so many other issues. She had a meter that detected discrimination and marginalization in policy and practice, and she wasn't shy about sharing her observations of any injustices that she detected. Maggie saw her role as providing a sense of history and bringing a larger perspective to discussions, conferences, workshops, or Board meetings. She loved that role and, while she loved it when people paid attention to her concerns, she didn't hush when she was a lone voice on an issue.

Maggie said what she meant and was unapologetic about it. She always wanted you to deal with her and her message fair and square, often in context of her history and personal experience. She was comical sometimes and shocked you with rough humor, coupled with naughty giggling.



But the best part of Maggie was her warmth—she addressed her close friends with endearments, and a few others were “sweetheart”. She would scoot very close to plant a kiss on you or just a hug. At home, she always had a cat, whom she doted on and pampered.

Her achievements line the paths her scooter traveled, her contacts and admirers many. Maggie sat on the Boards of L.A. Care Health Plan, Area Agency on Aging and PASC, and in her spare time would mentor the few lucky ones. “You’ve got to ask the right question to get the results you want,” something Maggie was heard saying often.

Maggie had profound wisdom, for she lived modestly, and she leaves behind only that which made possible an extraordinary life! We love and miss you, Maggie, and deeply thank you for your contributions to the many causes that do affect our lives!

Janet Heinritz-Canterbury, Lilibeth Navarro & Julie Lieder

IN LOVING MEMORY OF RANDI BARDEAUX

A tribute to Randi...

Randi Bardeaux died on Saturday, May 9th. Randi was a dear friend of many years, and I loved her! She had the ability to shine a bright light in any situation. As a leader and as a person, Randi was kind, patient, smart, and caring. She was imaginative in strategizing issues and figuring out how to connect with more people on the issues. She was great in debriefing meetings when she would let her long blond hair down and, while sipping a margarita, would cut to the chase of what went on in the meeting.

Appointed by the DPSS Randi served on the PASC Governing Board as a member and then was elected unanimously to serve as Chair. Randi worked tirelessly to unite the Board and hear from all Board Members on the important issues before them. During Randi's time as Chair, she focused on DPSS customer service, what an IHSS worker can do if their paycheck is late, and state and national legislative issues.

Randi was involved in senior and disability issues for many years in Lancaster, including the Lancaster Senior Center, the CA Alliance of Retired Americans (CARA), and the CA IHSS Consumer Alliance (CICA). Her knowledge of issues and the legislative process helped carve positions, and she strongly encouraged alliances and collaborations with other organizations to advocate for these issues. IHSS issues are complicated, and discussions are not always easy. Through Randi's ability to engage people, her quiet manner and patience to respectfully listen to and hear often-differing positions from all Board Members, the Board was able to develop strategies, encourage collaboration, and reach out for more information when appropriate.



Although Randi lived with a significant disability and used a wheelchair, her commitment and sense of responsibility to PASC and IHSS were consistent and stunning! She would take a train from Lancaster at 7:00 am to get to Los Angeles around 10:00, and then take a bus from the train station to the PASC meeting site. Then, after the 3-4 hour PASC meeting, she would reverse the entire process and get back home around 7:00. To say the least, a full and arduous day, and she did it month after month for the entire time she was on the PASC Board!

Randi was simple, unassuming, patient, positive (glass half-full), and she had a quiet sense of humor. She loved her cats and her IHSS providers, and she never tired of looking at pictures of my two young granddaughters. She was delightful to work with, and she was my dear friend. I will miss her tremendously. May she rest in peace!

Janet Heinritz-Canterbury, MSW

Chair, PASC Governing Board

EXECUTIVE DIRECTOR

Greg Thompson, MSW



PASC began this year filled with hope and tremendous optimism. In January 2019, the Governor released his proposed budget for fiscal year 2019-2020, and we saw an opportunity to sustainably increase our public authority administration budget for the next budget year. We followed the State budget process closely through the May revise to the final approval and the Governor's signing of the budget in June 2019.

Once the state budget was signed, PASC was looking at a one-time increase of almost \$2 million, and we needed to be strategic in our planning to make sure we took full advantage of this opportunity. We were faced with two major challenges; The majority of the increased dollars had to be spent on one-time expenses, and we had to negotiate the approval process from DPSS to ensure the County would support our efforts to draw down the maximum State and Federal dollars.

Our leadership team began to meet weekly, and we developed a 3-phase plan which began in July 2019 and successfully ended in June 2020.

Our first step was to identify PASC's unmet needs, and, after an objective evaluation process, we determined the following areas we needed to improve:

1. We had failed to increase the Registry by **10%** the previous year
2. We had failed to increase BUAP provider registry by **10%**
3. We had limited capacity in our phone system
4. Our computer servers and software were at end of life
5. Our consumer outreach program needed to be expanded
6. Our Registry call center was extremely understaffed
7. Our call center was answering fewer than **75%** of incoming calls

EXECUTIVE DIRECTOR



After our evaluation, we began with a basic concept of putting “the right person in the right place.” We looked at the areas we needed to improve, and we set the following goals:

1. Workforce development
2. Design and implement an excellent call center
3. Upgrade our IT systems

We began by realigning our current leadership and clearly defining our vision for PASC. After we had the right people in the right place, our next step was workforce development.

In order to fully develop an adequate workforce, we knew we needed to focus on the following areas:

First was to design a comprehensive training program for our employees who use HOMCare2, to improve our customer service skills, and empower our employees to excel in their work. For PASC to do a better job we needed to increase our staff, and we did this by hiring an individual with a Master’s Degree in Social Work to create a new department. She created PASC’s Registry Engagement Department and hired 4 Registry Engagement Coordinators (RECs). These new RECs would office share and have the ability to work virtually.

Our next step included a workspace review and analysis to maximize the use of our current space. The result was a need for more office space, which led to us leasing additional space in our current building. A major priority for us was to create a call center that could consistently answer **75%** of all calls and resolve the caller’s issue at their first point of contact with PASC. For this to happen, we needed to redesign our call center and hire more staff. We also added to our call center training by implementing an ongoing “listen-in training” coaching component and developed a method to gather feedback from our consumers.

EXECUTIVE DIRECTOR

PASC has also wanted to increase the number of people we serve and decided to explore the utilization of social media to distribute information and events, and recruit providers to join the Registry. We hired a part-time media specialist to increase our presence on Facebook, Instagram and Twitter. We are currently redesigning our print material and building a new website.

Finally, one of the biggest challenges in our expansion plan was our IT systems upgrade. This included a move to a dedicated fiber connection, installing a coaxial connection for failover and configuring SD WAN. Next, we moved our call center to the cloud, allowing us to implement new technologies. PASC desperately needed new computers and operating systems. In the final stages of our expansion plan, we replaced our desktop computers and monitors, we purchased new Microsoft office products, and we purchased new servers. Part of our plan was to build a virtual workforce, and to accomplish this we purchased multiple laptop computers, and smart phones and provided internet connectivity to our virtual staff. Completing this system upgrade would prove to be extremely valuable.

Fortunately, PASC was well on its way to completing our expansion goals when in mid-March the world changed. As COVID-19 evolved into a global pandemic, PASC's diligent planning and good fortune paid off. We were able to move to a virtual operation by equipping our employees with the technology needed to work from home.

This was a daunting task, and each and every one of our staff accepted the challenge. There were a few bumps in the transition, and we continue to make the necessary adjustments. However, we are fully operational and continue to meet the goals we set in our expansion plan. At this time, I am pleased to report that we have met, and in some cases, far exceeded, the goals we established at the beginning of this fiscal year. Each Manager's report will detail these accomplishments and serve to illustrate our tremendous resilience and commitment to better serving the IHSS community.



BOARD CHAIR



Janet Heinritz-Canterbury

It's hard to believe how different the world is today than when I wrote my annual letter last August. Stunningly different! On this past March 20, driven by the threat of the COVID-19 virus, Governor Newsom issued an unprecedented stay-at-home order, leading to huge administrative changes in IHSS, changes in PASC's delivery of services, and changes for IHSS consumers and providers. Pre-COVID, workers provided services to a consumer in the consumer's home. The COVID stay-at-home order threw a huge monkey wrench into that situation. How could consumers get the services they need and still be safe? How could providers feel safe going into a home of a person highly vulnerable to COVID?

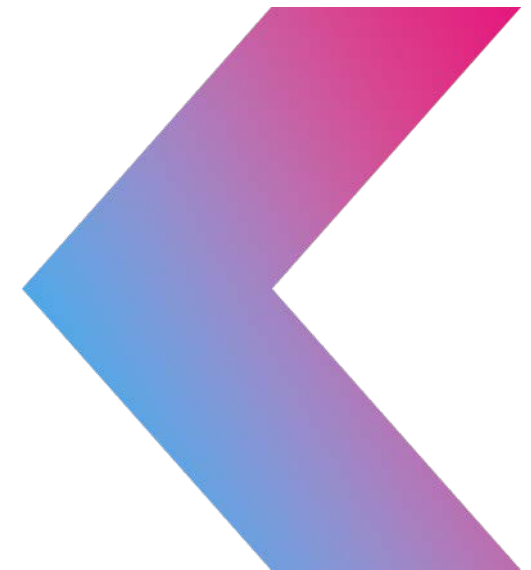
As COVID spread, it became blatantly clear how it disproportionately affects various constituencies, including seniors, people with disabilities, and people of color—the very people receiving and providing IHSS! PASC responded quickly to this alarming situation and reached thousands of consumers and providers through weekly and sometimes twice-weekly tele forum's, webinars, e-blasts, and distributed over 400,000 pieces of Essential Protective Gear (EPG). PASC engaged public health officials, advocates, and DPSS to talk about staying safe in homecare interactions, how to use EPG, and changes in policies and legislation due to COVID.

BOARD CHAIR



This COVID environment and the energizing Black Lives Matter movement are shining a bright light on disparities in every sector of our society—healthcare, housing, education, public safety, and employment. That light is showing that all constituencies are interconnected and interdependent on each other. PASC was founded on that same notion of interdependence. Years ago (without giving away my age), when public authorities, like PASC, were first being discussed as a way of improving IHSS, Ed Roberts, disability leader and then World Institute on Disability Director, said, if homecare workers and consumers don't care for and fight for each other, no one else will care for or fight for them! PASC manifests that interdependence. Our consumer majority board brings consumer input and concerns to decision makers, and, in our role as employer of record, providers are empowered to seek better wages and benefits.

The Governing Board continues to meet the challenge of our recently revised mission:—PASC strives to improve IHSS, support independence, and enhance the quality of life for all who receive and provide IHSS. Over the past year, Governing Board members met with the Board of Supervisors and DPSS, and we will continue those meetings over the next year. It is our legal mandate to bring IHSS concerns—ongoing concerns as well as those due to COVID—to these officials. To be sure, COVID adds a sense of urgency to our work: How can we help consumers stay safe? How can we reach more consumers? Can we increase our listening venues? Can we offer more help to consumers and providers to strengthen their relationship with each other? As I said last year, the members of our Governing Board are stunning in their diversity, expertise, age, ethnicity, years on IHSS and the networks they represent in the community. I look forward to working with this Board to continue to meet the challenges of our mission and the historical moment we are living in.



EXECUTIVE COMMITTEE



Wilma Ballew
Vice Chair
3rd District



Janet Heinritz-Canterbury
Board Chair
Department of Public Social Services



Lyn Goldfarb
Secretary
3rd District



Chris Otero
Treasurer
5th District



Jorge Chuc
Member at Large
1st District

OUR BOARD



Andre Green
Board Member
Department of Public Social Services



Bertha Poole
Board Member
4th District



Donna Fields
Board Member
Department of Public Social Services



Richard Hernandez
Board Member
4th District



Denny Chang
Board Member
Department of Public Social Services



Lillibeth Navarro
Board Member
2nd District



Steven Echor
Board Member
Department of Public Social Services



Brandi Orton
Board Member
1st District

FY 2020-2021 BOARD GOALS

Communication

Increase communication with LA County Board of Supervisors, with at least two meetings between PASC Governing Board members and their appointing Supervisor or DPSS Director.

Tele Forums

Sponsor at least **12** joint Tele Forums and/or advocacy webinars with CA IHSS Consumer Alliance (CICA) and other consumer groups to build a statewide base that communicates with policymakers and legislators about how their lives are affected by policies and laws being considered.

Performance Measures

Establish clear performance measures for PASC to develop evidence-based data on PASC operations to be reported at monthly Governing Board meetings.

Collaborations

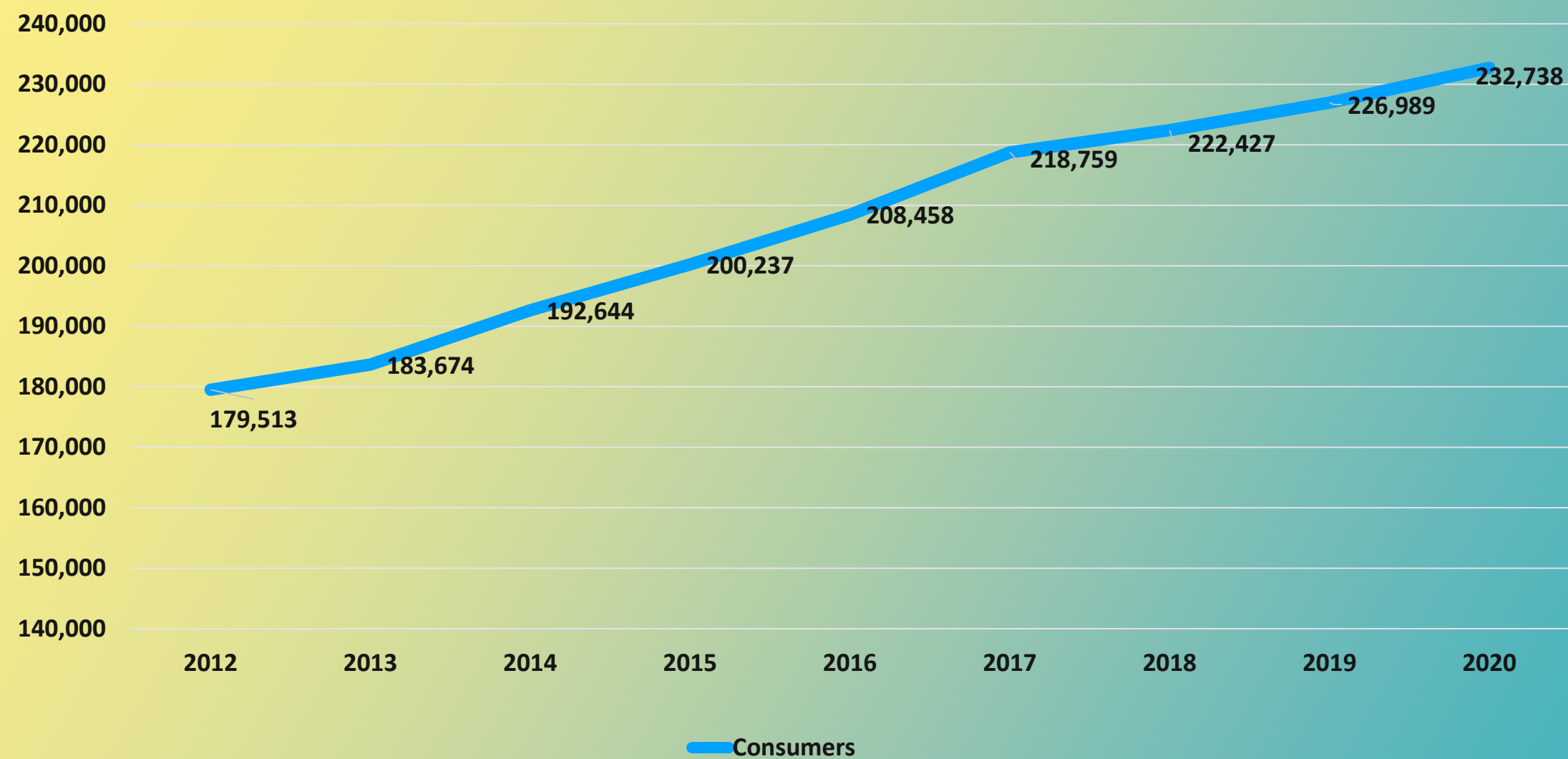
Strengthen collaborations with Justice in Aging, CA4SSI, Bet Tzedek and other IHSS advocates by sponsoring at least **6** joint issue webinars.

Social Media

Create PASC messaging, recommend topics for monthly Tele Forums, social media, advocacy webinars, and website usage, and develop consumer-friendly materials regarding IHSS changes.

The PASC Governing Board meets on the first Monday of each month, unless otherwise posted on our website at www.pascla.org.

Consumer Growth Chart



IHSS began in 2001 with 115,145 consumers in Los Angeles County. At the end of June 2020, there were 232,738 consumers in Los Angeles County, a 154.2% increase.

STATEMENT OF NET ASSETS

	2019-20 Unaudited*	2018-19 Audited	2017-18 Audited
Revenues	\$5,701,813	\$4,131,585	\$4,063,113
Operating Expenses	\$5,687,808	\$4,693,815	\$3,397,092
Operating Surplus	\$14,005	\$(562,230)	\$666,021
Assets, End of Year	\$2,108,673	\$1,533,701	\$2,095,931

*2019-20 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.

UNAUDITED FY 2019-20 BUDGET VS. EXPENSES

Programs	Budget	Expenses	Balance over/under	% Used
Administration	\$ 5,329,572	\$ 4,296,559	\$ 1,033,013	81%
Health Plan	\$ 500,000	\$ 499,672	\$ 328	100%
New Provider Enrollment	\$ 691,545	\$ 691,542	\$ 3	100%
EPG	\$ 23,500	\$ 20,002	\$ 3,498	85%
Total	\$ 6,544,617	\$ 5,507,775	\$ 1,036,842	84%

Registry

The Registry is an electronically-organized system to refer homecare providers to IHSS recipients. Through the 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 2019-2020 Annual Report will discuss Registry activities, provide a report on the Back-Up Attendant Program -which provides 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 discuss 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, which is an easy process of completing a Registry Application Form. The Registry Application Form is accessible online to recipients, and it can also be emailed, mailed or faxed to recipient applicants. Registry provider applicants can download the Registry Application form from PASC's website and email, fax or mail the form for processing. 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 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.

Registry Continued



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), 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.

REGISTRY EXPANSION

Through expanding and cross-training our staff, PASC's Registry call center has increased our answered calls by more than **2500** calls per month since September 2019. Prior to this cross-training, six Registry Specialists were assigned to recipient calls; now, **17** staff members assist both recipients and providers. With the goal of growing even more in the coming year, the Registry will add at least **10%** to our number of recipients and providers, and answer **75%** or more of our incoming calls.

REGISTRY GOALS

In FY 2018-2019, we set the following goals:

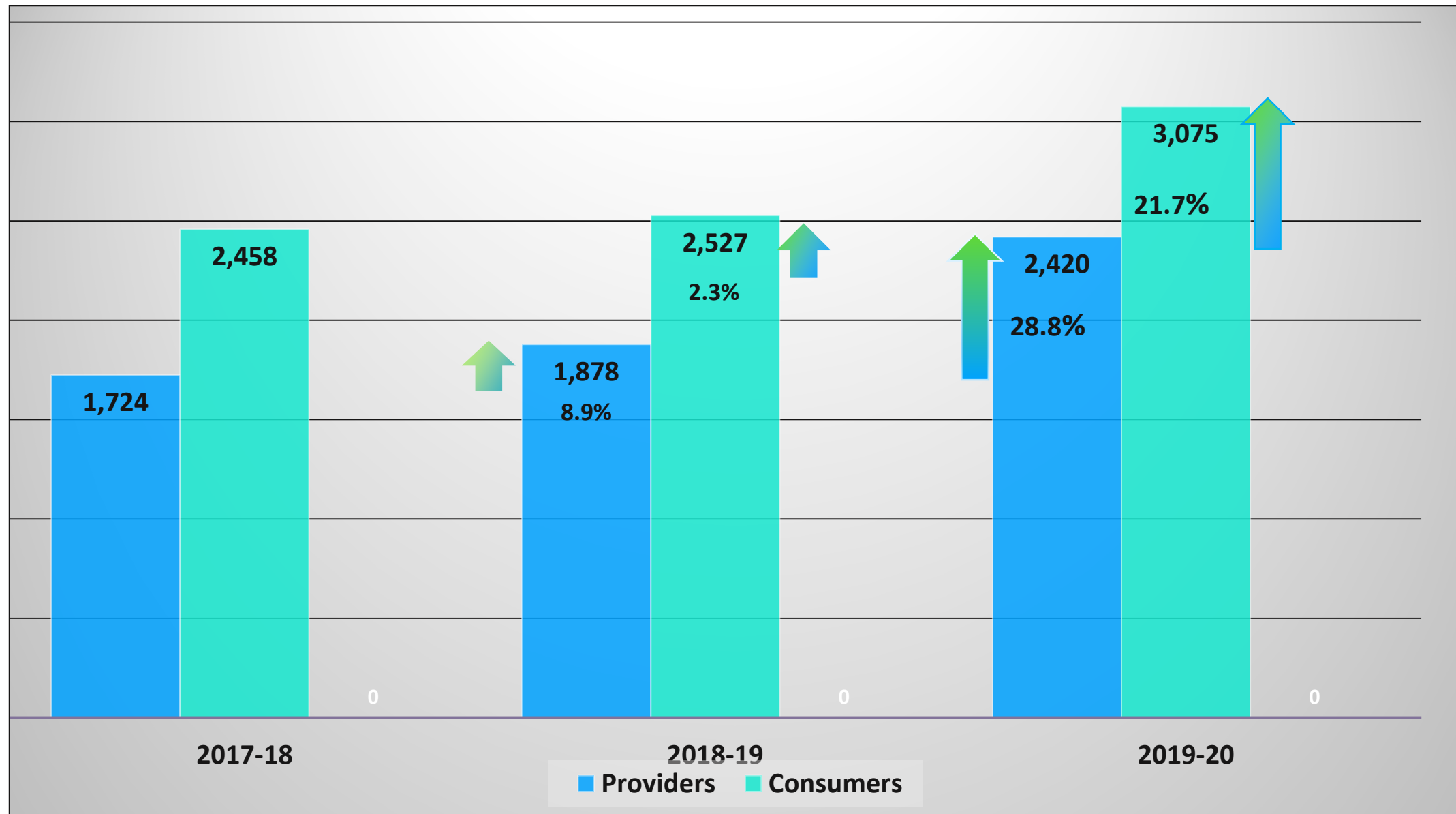
1. Increase Registry providers by **10%**
2. Increase Back-Up Program providers by **10%**
3. Answer **75%** of incoming consumer calls to the Registry call center

As depicted in the following graphs, all goals were met. In FY 2019-2020, Registry providers were increased by **28.8%**, enrolling **2,420** new providers.

Back-up Program providers increased by **55.7%**, enrolling **95** new Back-Up providers. Due to circumstances surrounding COVID-19, we ended the year with **68** Back-Up providers available to work.

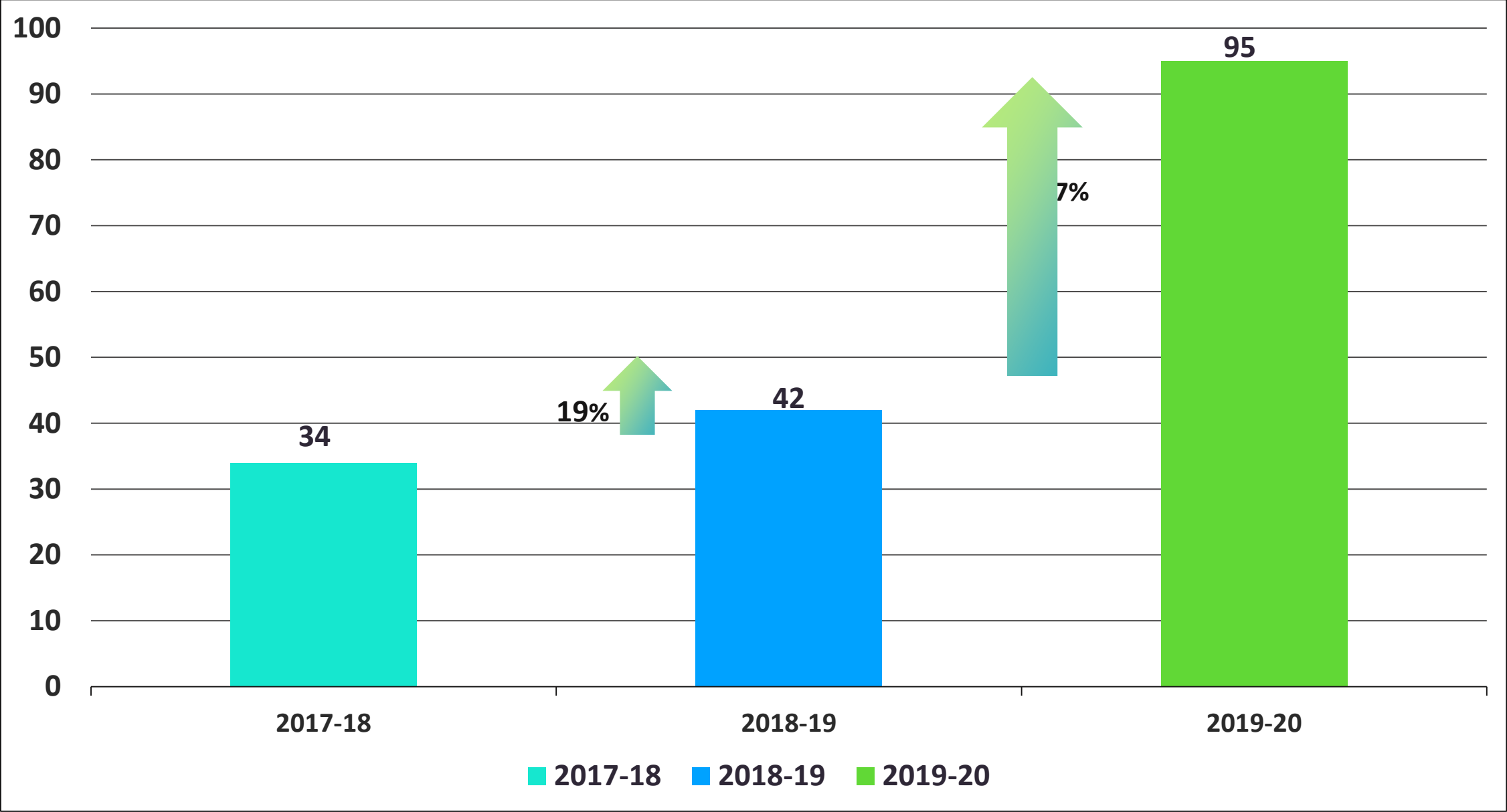
The Registry call center received **42,052** incoming calls from consumers and answered **31,598** calls, achieving the goal of answering **75%** of incoming consumer calls.

THREE YEAR REGISTRY GROWTH COMPARISON

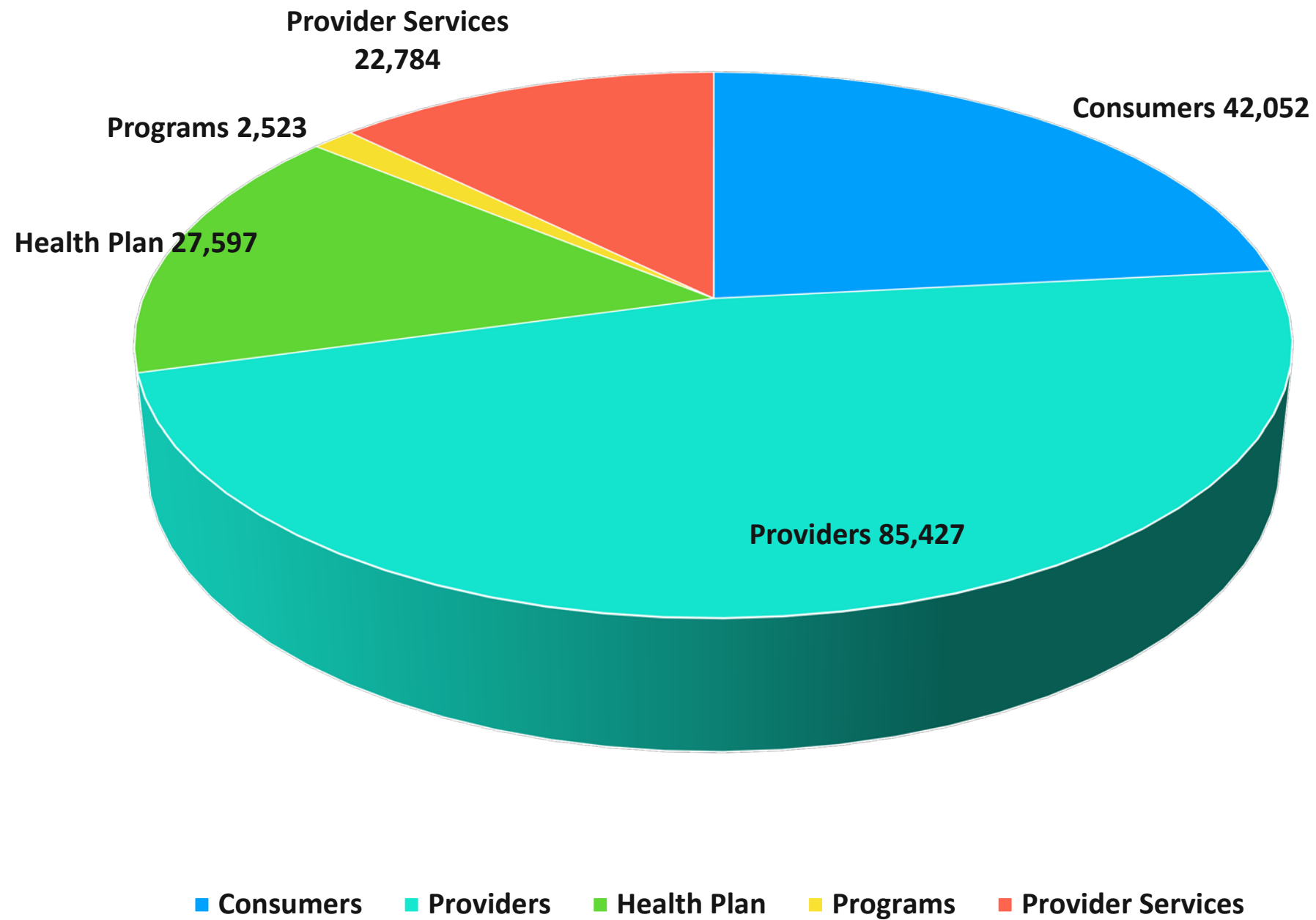


2,420 new providers joined the Registry in fiscal year 2019-20, an increase of 28.8% over the previous year.

**BACK-UP PROVIDERS THREE YEAR GROWTH FOR FISCAL YEAR
2017-18 THROUGH 2019-20**

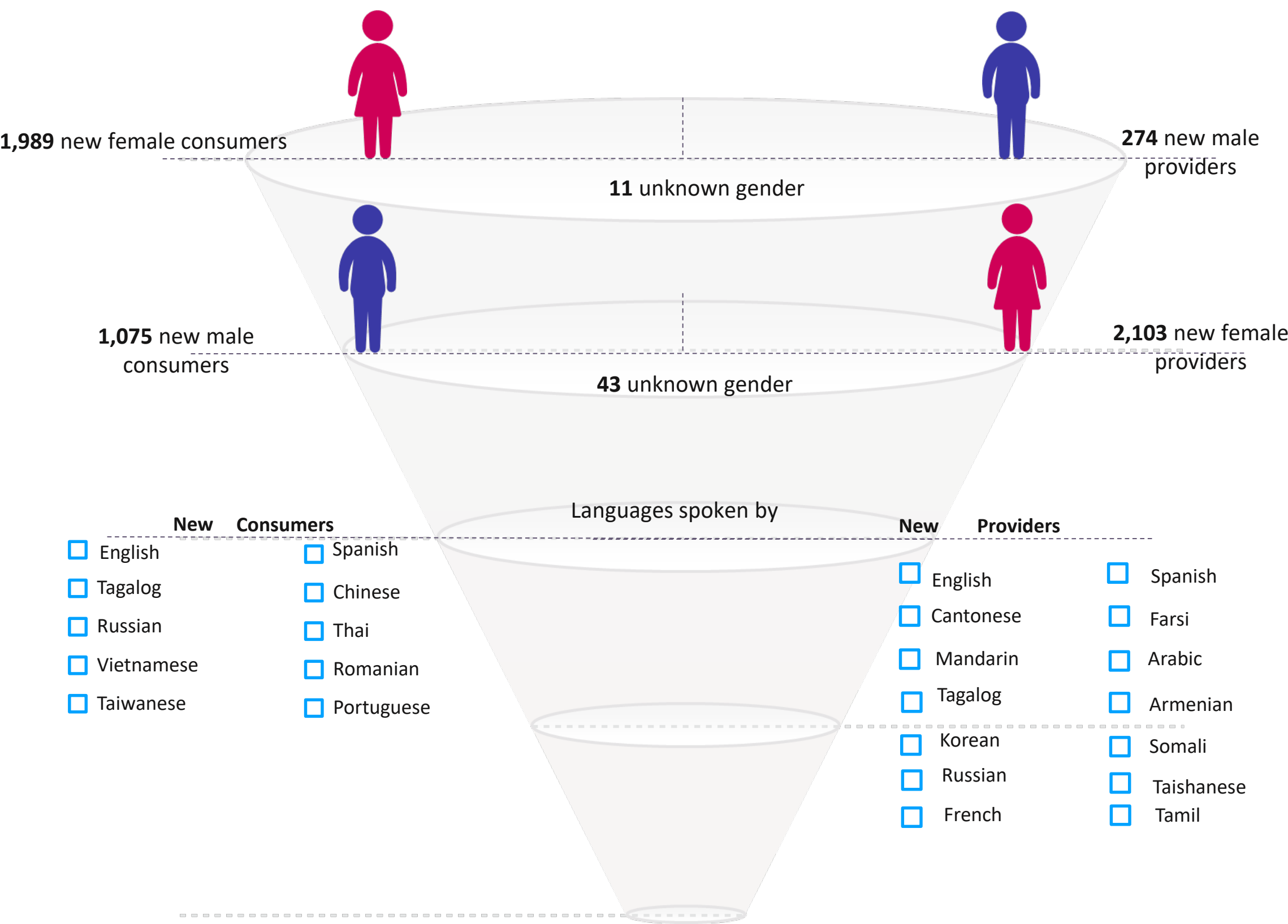


Incoming calls FY 2019-20



The above graph shows incoming calls by department for FY 2019-20. Our goal was to answer **75%** of incoming consumer calls. We received **42,052** calls from consumers and answered **31,598** calls, achieving our goal by answering **75.1%**.

NEW REGISTRY MEMBER STATISTICS 2019-20



Back-Up Program statistics for FY 2019-20

	# of requests	Filled	Cancelled by consumer	Denied/ ineligible	Provider no show	Unable to fill
July-19	16	8	2	1	0	5
Aug. -19	10	6	1	1	0	2
Sep. - 19	10	6	1	1	0	2
Oct. – 19	12	8	1	0	1	3
Nov. – 19	11	4	2	0	0	5
Dec. – 19	21	12	6	0	0	3
Jan. – 20	24	12	5	0	0	7
Feb. – 20	9	5	1	1	1	1
Mar. – 20	17	10	2	0	0	5
Apr. – 20	14	9	2	2	0	1
May – 20	11	7	0	0	3	1
Jun. - 20	23	10	4	1	2	6
Total	178	97	27	7	7	41

In FY 2019-20 there were **178** requests for Back-Up services. **97** of the requests were filled, a total of **801.2** hours. **27** of the requests were cancelled by the consumer, **7** requests were denied due to eligibility, for **7** requests the provider did not show up for work, and **41** requests were unable to be filled due to provider availability.

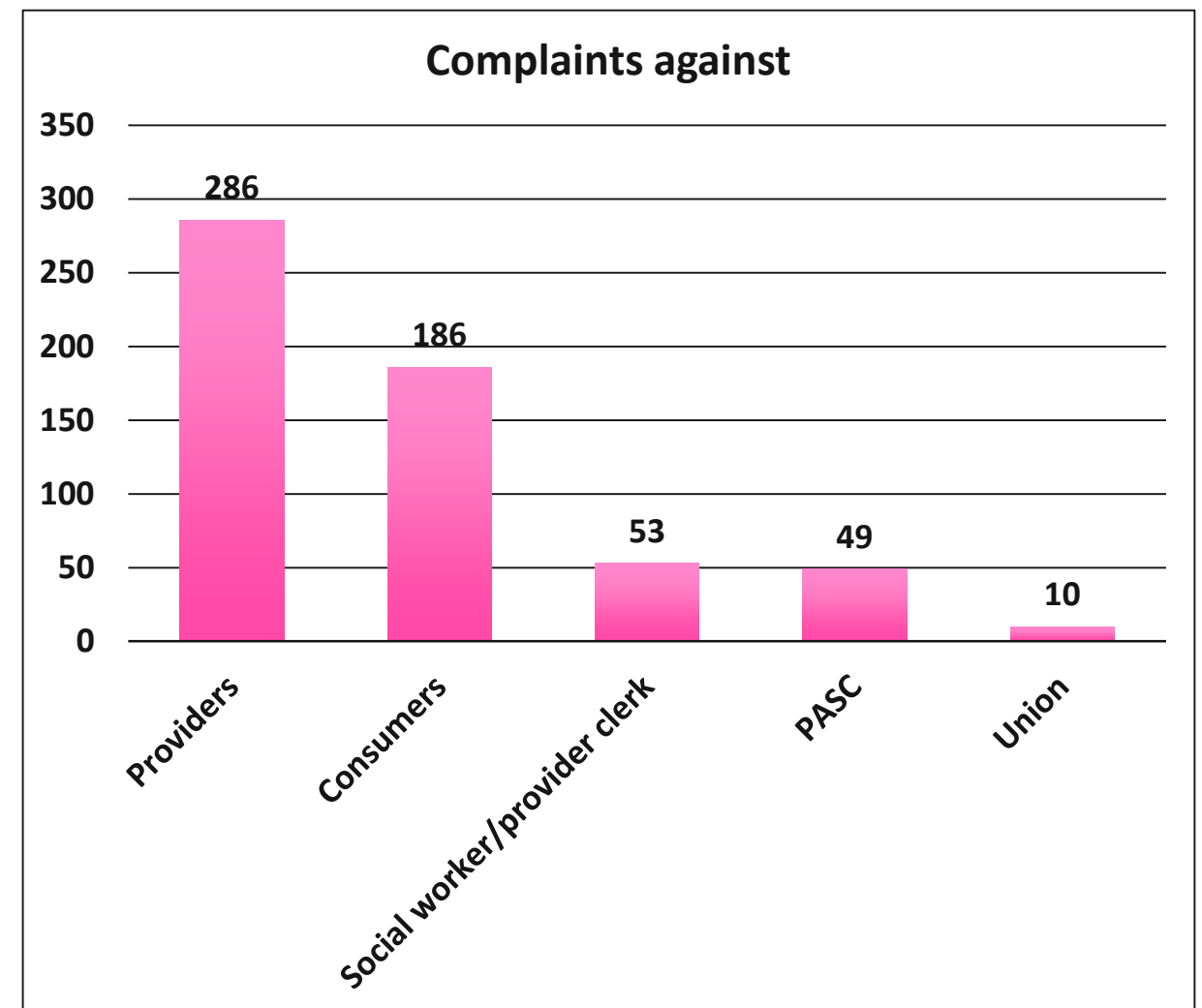
REGISTRY INFORMATIONAL MEETINGS (RIMS)

Registry Informational Meetings conducted this year helped make it convenient for providers to apply to the Registry, as well as inform them how the Registry works and what is expected of them. As of September 2019, Registry Informational Meetings were no longer a requirement to join the Registry. Providers who had already completed and passed a background check and completed the County orientation could fill out an application obtained on our website or in person in the office. However, COVID-19 immediately changed the way business was conducted. This affected the Registry Informational Meetings. After March 15th, the meetings were conducted via Zoom. The Registry has also used other sources to recruit providers, including internet job postings, job developers, and community colleges throughout the county. In FY 2019-2020, we held **55** RIMS that were attended by **302** providers.

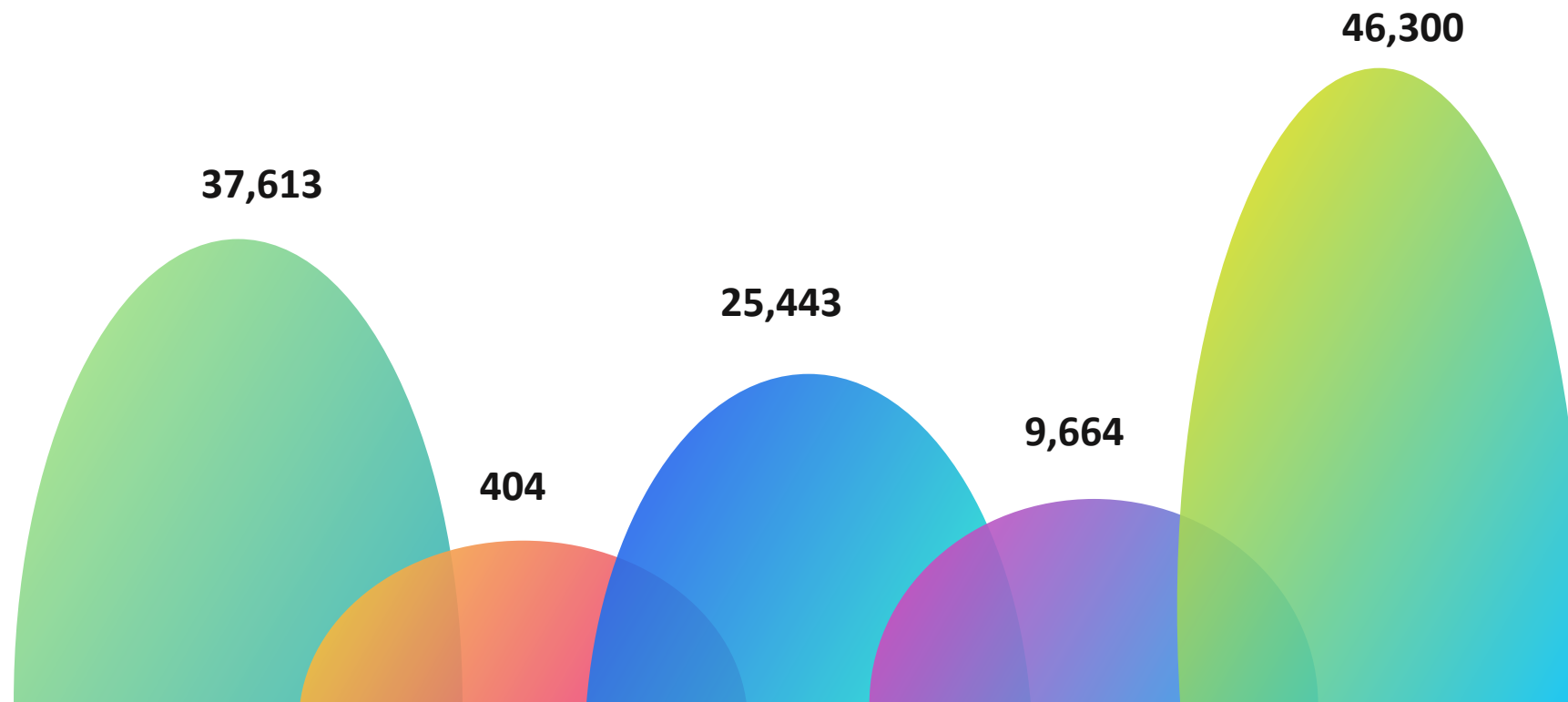
Issue Solving Team (IST)

PASC's Issue Solving Team helps recipients and providers to resolve minor IHSS enrollment and payment difficulties. PASC staff filed **83** payment/enrollment claims in FY 2019-2020. Additionally, staff received **584** complaints from recipients and providers.

The graph below shows the breakdown of claims filed not related to payment/enrollment issues in FY 2019-20.



CRIMINAL BACKGROUND INVESTIGATIONS FOR FY 19-20



- Number of providers who Passed CBI procedures, **37,613**
- Number of providers who Failed CBI procedures, **404**
- Total number of subsequent arrest/convictions reviewed, **25,443**

- CBI transactions delayed by DOJ, **9,664**
- Total number of Criminal Background Investigation (CBI) packets delivered to DPSS, **46,300**

REGISTRY ENGAGEMENT COORDINATORS



The Registry Engagement Department works alongside the Registry to provide support to PASC consumers who find difficulty with the Individual Provider (IP) mode. Registry Engagement Coordinators (RECs) assist consumers with verifying provider information, interviewing providers, and navigating the hiring process. RECs also provide information on PASC programs, upcoming PASC events, and locating resources within their communities. Registry Engagement also works with organizations throughout Los Angeles County to inform and educate community members.

Accomplishments

- **September 2019:** One MSW was hired to create and implement guidelines for Registry Engagement Department.
- **Mid 19-20 FY:** Four Bachelor-level coordinators joined PASC, bringing their background and expertise to support individuals navigate the IP mode.
- **From April – June 2020,** 87 consumers have asked for or accepted RECs' assistance. On average, each REC contacts 36 providers per day on behalf of the consumers they are working with.
- **Gave consumers the ability to build a more personal relationship with PASC,** communicating with RECs through phone and email.

- Registry Engagement has also established relationships with 86 different organizations and agencies throughout Los Angeles County to build connections to all 8 service planning areas within the County.

PASC was able to take part in Project Room Key, a first-in-the-nation initiative to provide temporary housing to individuals experiencing homelessness who are at a higher risk for contracting COVID-19. The Registry Engagement Department has been able to work in conjunction with the Department of Public Social Services (DPSS) and the Los Angeles Homeless Service Authority (LAHSA) to expedite the IHSS application process and assist these individuals with screening, scheduling, and hiring Registry providers.

Upcoming 20-21 FY

Work to support and unite consumers, providers, community advocates, and organizations to identify community needs.

Conduct consumer focus groups on a quarterly basis.

Facilitate meetings to encourage advocacy, promote independence, and impact change on a quarterly basis.

Increase community agency and organization connections by 5 percent.

Continue to assist consumers with the IP mode, increasing consumer reach by 5 percent.



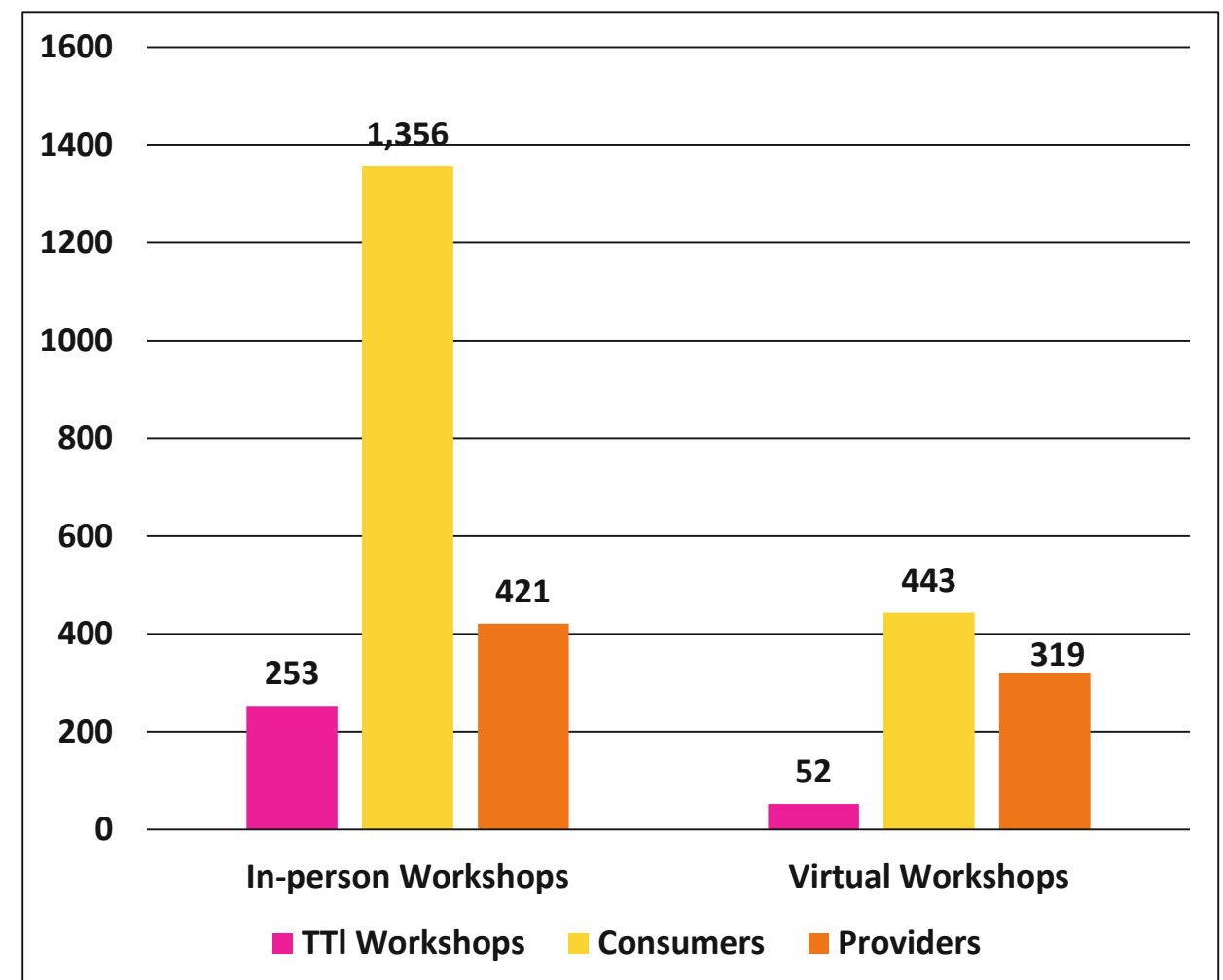
TRAINING AND OUTREACH

In FY 2019-20 the Outreach department held **304** trainings for consumers and providers on topics such as How to Increase Your IHSS Hours, How to Hire and Train a Provider, Communicating with Your provider, and IHSS Tips and Information, and partnered with Alzheimer's LA for a series about Alzheimer's and dementia.

In the reporting period, PASC held **253** in-person workshops attended by **1,356** consumers and **421** providers. When shelter at home went into effect, we began to offer our workshops on a virtual platform and through use of an 800 number. We had **52** virtual workshops attended by **443** consumers and **319** providers.

PASC continues to collaborate with other agencies and has employees who sit on the following Boards: Los Angeles County Commission on Aging (LACCOA), Rancho Los Amigos Member Advisory Board, Access Services, and Braille Institute. PASC is represented at Purposeful Aging Los Angeles (PALA), Office of Emergency Management's Access and Functional Needs Committee, Elder Abuse Prevention Coalition, Paratransit Riders Coalition and the Access Community Advisory Committee.

FY 2019-20 workshops and participation



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 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 Enrollment and Information Call Center.

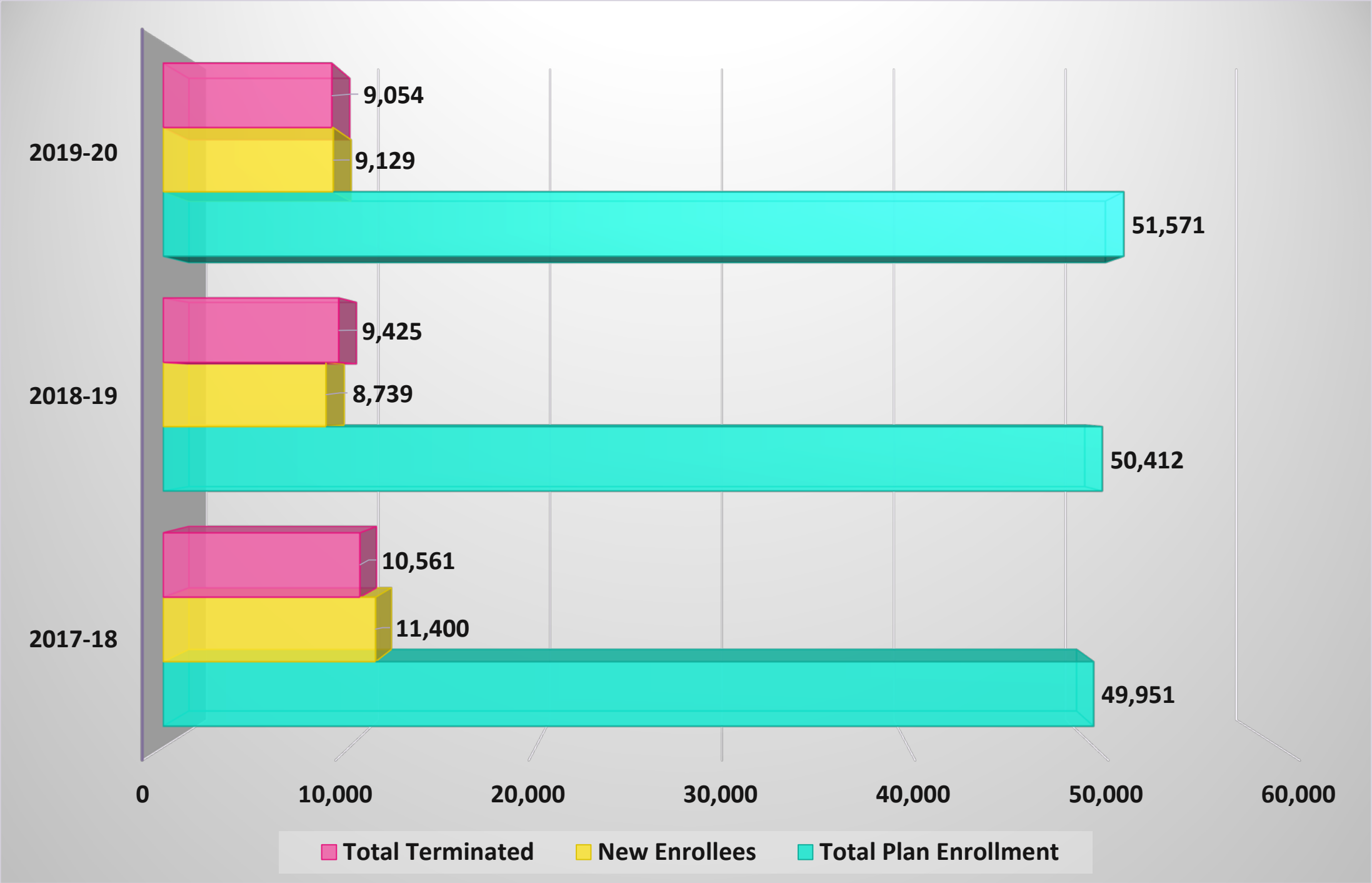
Health Plan call center representatives may be reached by calling (855) 727-2756 (855-PASC-PLN).

In FY 2019-20, the Health Plan call center received **27,596** calls regarding enrollment, services and eligibility issues, and answered **86%** of the calls within **30** seconds.

As shown in the following graph, in FY 2019-20 we enrolled **9,129** providers into the Plan, processed **9,054** terminations, and enrolled **1,926** providers into COBRA insurance.



Health Plan three-year comparison



PROVIDER SERVICES



In FY 2019-2020, PASC, and the other In-Home Supportive Services (IHSS) public authorities in California obtained an increase in funding to continue to provide and enhance their core functions. As a result, PASC's executive staff began to meet to develop a plan to not only improve its staffing levels and technological infrastructure, but also to enhance its service menu and service delivery mechanisms. Out of these planning meetings came the vision of establishing a department that could work on new outreach, educational, and recognition opportunities for providers. The Provider Services Department officially began operations in the first quarter of 2020. Following are details on the services available through this department.

Finding Workers for the Back-Up Attendant Program and Trainings

PASC's Provider Services Department is responsible for identifying and approving homecare providers for the Back-Up Attendant Program (BUAP). Applicants are required to participate in a one-hour information meeting, which explains the scope of the program, requirements, expectations, and payment process. When needed, applicants are also required to complete and pass a 12-hour in-person (or an 8-hour online) training conducted by Flex Ed to familiarize themselves with basic paramedical tasks. The department brought in **95** new BUAP providers in FY 2019-20.

In addition to BUAP trainings, the department coordinated and hosted 14 Electronic Visit Verification (EVV) trainings.

Responding to Inquiries Related to the Background Investigation Process

During the reporting period, **22,784** calls were made to the Provider Services Department to find out about the status of criminal background investigations, and to seek information on how to complete the IHSS provider enrollment process. When COVID-19 began to spread, and the IHSS district offices closed their doors and asked staff to work from home, this resulted in a very high increase in the number of inquiries coming through our department regarding an array of issues, such as how to complete the state orientation for providers, where to take fingerprints, how to obtain timesheets, where to send IHSS enrollment documents, and how to locate IHSS social workers. This department played a pivotal role in assisting providers with navigating a very wounded IHSS system.

PROVIDER SERVICES



EPG distribution

Annual Open House Event

The Provider Services Department conducted a very successful Open House event on November 13, 2019 at the California Endowment in Los Angeles. The event featured the participation of multiple organizations, such as Alzheimer's Los Angeles, Bet Tzedek, Hera Hospice, Inc., Access Services, Health Net, L.A. Care, Anthem Blue Cross, Blue Shield Promise, Center for Healthcare Rights, Harbage Consulting, the Braille Institute, and many others.

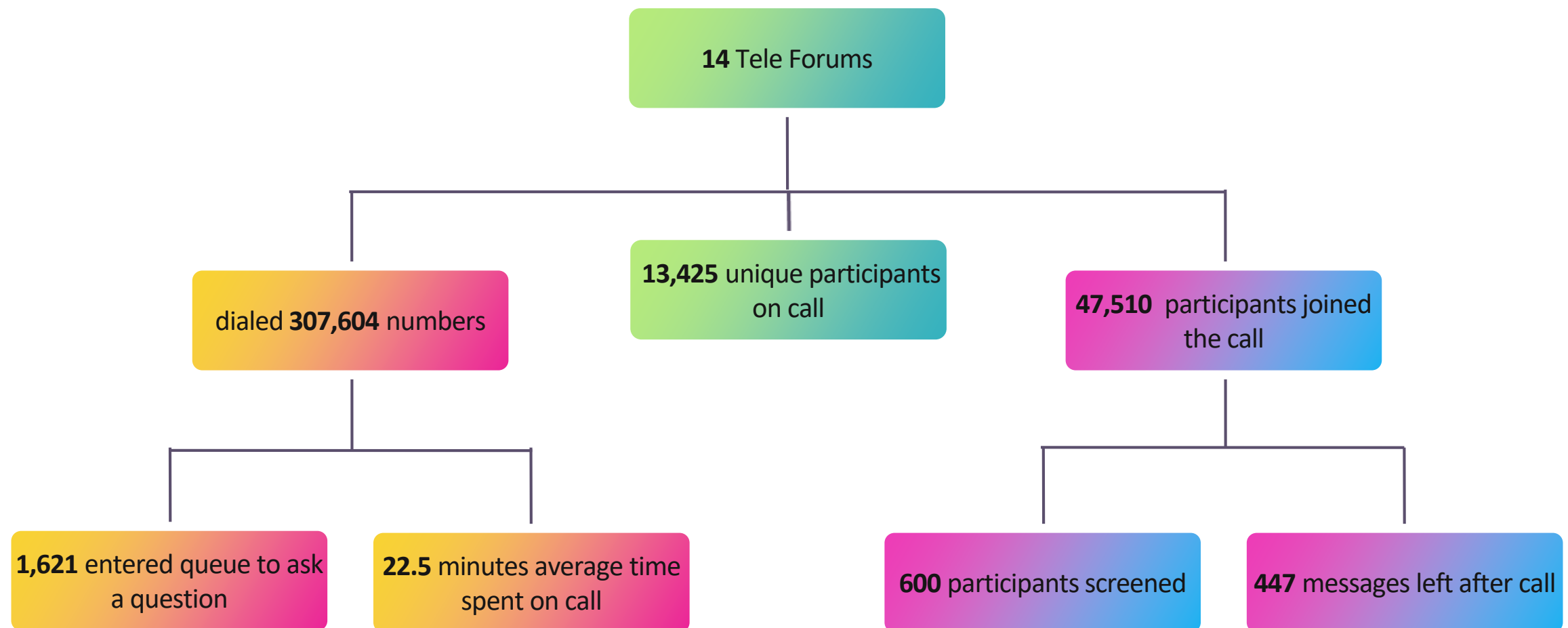
Distributing Personal Protective Equipment (PPE)

This is another core function of the Provider Services Department. The PASC-SEIU contract, initially earmarked funding over a 3-year period for the distribution of PPE exclusively to IHSS providers. The department began to distribute PPE in August 2019 and continued through April 2020. At that time, the department was given the added responsibility of distributing Essential Protective Gear (EPG), allocated by the state, first to IHSS providers and then to both providers and consumers, on a weekly basis. In FY 2019-2020, the department conducted a total of **24 PPE/EPG** mass distributions in different areas of Los Angeles County. In addition to these distributions, the department also delivered dozens of EPG kits one-on-one to providers and consumers, and mailed supplies when requested.

Despite the current state of affairs (i.e., the ravages and uncertainties caused by COVID-19), the Provider Services Department has the firm intention to continue providing its core services, and, when feasible, resume certain functions that were disrupted, such as *face-to-face troubleshooting assistance, open table talk meetings* to hear providers' suggestions on trainings they would like to receive, and our annual open house event.

TELE FORUM

In fiscal year 2019-20 PASC held 14 Tele Forums, with topics ranging from National Caregivers Month, Cal Fresh eligibility for SSDI recipients, Electronic Services Portal, Understanding Your Medi-Cal and Medicare benefits, and COVID-19. We dialed **307,604** phone numbers, and had **47,510** participants join the calls, of which **13,425** were unique participants and stayed on the call for an average of twenty-two and a half minutes. **1,621** callers entered the queue to ask a question, of which **600** were screened. **447** callers left a message at the end of the call. We answered **2,068** caller questions, the callers had either live or by calling back after the call.



INFORMATION TECHNOLOGY

IT DEPARTMENT FY 2019-2020

With funding available, FY started off by moving the phones to the cloud, which meant re-designing call routing, new outgoing recordings, ordering new phones and headsets, deployment and staff training. Upon completion of the phone project, we were tasked with opening an office on the first floor, pulling cable for internet, extending our internet from the ninth floor to the first floor, ordering new desktops, firewall and switches and configuring them for the January 2020 opening.

At the same time, we brought in an additional internet provider and installed SD WAN, allowing us to combine the connections and prioritize bandwidth allocation.

End of life desktops and laptops were replaced, and all Microsoft software was upgraded to the latest versions. Laptops and phones were purchased for the Registry Engagement Coordinators so they could work virtually. Wireless microphones and speakers were purchased, along with projectors for the outreach presentation kits.

When COVID-19 hit, we were tasked with how to make the call center work virtually. With the purchase of additional cell phones and laptops, and re-purposing older equipment on hand, the staff was working virtually by April 1, 2020.

Toward the end of the year, we began the installation and configuration of a software-defined network called VX Rail, a security analysis to ensure we were compliant with our contract, and installation of new antivirus, encryption and other security software.

A committee was formed to aid in the re-branding of our logo, brochures and website, and we are excited to show off our new look.

Moved phone system to the cloud

Increased bandwidth, brought in a second internet provider for failover and configured SD Wan

Expanded network to the first floor offices, replaced old desktops and outreach equipment

Installation of new network equipment – VX Rail

Re-branding – new logo, brochures and website

COVID-19

When the COVID-19 virus spread through LA County, forcing everyone to shelter in place, business as we knew it changed overnight. The IT department was tasked to with virtualizing staff with no disruption to the services we provide. We purchased cell phones, re-purposed old desktop computers and laptops, purchased additional laptops, installed, and configured equipment to meet contractual needs, trained staff to connect to the network using a secure connection, and how to use a new application that would route incoming calls to a phone located outside the office. By April 1, 2020, we had a virtual workforce up and running. There were a few bumps along the way; however, the call center remained open for business.

To keep everyone up to date on what was happening with the outbreak and provide resources to consumers and providers, we partnered with Dr. Jeffrey Gunzenhouser from the LA County Department of Health, Purposeful Aging Los Angeles, and Workforce Development, Aging and Community Services to host **7** Tele Forums. During this time, we reached **7,544** consumers and providers, and answered **998** COVID-19 related questions.

The Outreach staff converted workshops from in-person to virtual using the Zoom platform and/or an 800 number. From April 2020 through June 2020, **26** workshops were held, attended by **686** consumers and **321** providers. Two new discussion groups were introduced: “We are Relevant” and



COVID-19 CONTINUED

“Let’s Talk” meet weekly via Zoom and discuss IHSS services and how to advocate for yourself. Both were created to promote social engagement, and both, have been a success. We will continue to offer virtual webinars and discussions moving forward.

Our new department, Provider Services, held **9** EPG/PPE distributions throughout LA County, and distributed **287,900** units of PPE to **2,879** providers and consumers. For those unable to travel to a distribution site, kits were mailed out, or picked up at our Pasadena office.

The Back-Up Attendant Program was extended to consumers who were in need of a back-up provider due to their normal provider being unable to work because of exposure to or diagnosis of COVID-19. From late March through June 2020, we had **6** COVID-19 related requests.

EXPANSION

In the 2018-2019 Annual Report, we listed three goals in our Expansion plan: workforce development, excellent call center, and systems upgrade. Below are the results of each goal.

Goal 1 - Workforce Development

- 1.1 Training Program** - Develop a comprehensive training program to enhance HOMCare2, customer service skills, and empower employees to excel - **Ongoing**
- 1.2 Position Needs Assessment** - Realign current leadership and clearly define vision - **Done**
- 1.3 Expand and implement the employee step program** - **Ongoing**
- 1.4 Hire 8 virtual Registry workers** - Virtual employees strategically based in the community to aid PASC Registry recipients who have difficulty with the IP mode and ask for assistance with Registry services – **Hired 4**
- 1.5 Workspace Analysis Review and Upgrade** - Conduct a workspace analysis to determine the need for additional space – **Opened Provider Services on first floor**
- 1.6 Workforce and Succession Planning Program** - Develop an effective succession planning program, identify current and future business needs, create a process for identifying successors, and initiate a leadership development program to ensure successors are prepared to step into new roles - **Ongoing**
- 1.7 Collaborate with DPSS to determine ways we can work together** – **Project Roomkey**

EXPANSION

Goal 2 – Excellent Call Center

- 2.1 **Redesign Call Center** - Add 12 Registry call center staff with emphasis on call resolution at first point of contact - **Done**
- 2.2 **Further develop customer service by implementing ongoing training and “listen in” coaching program** - **Done**
- 2.3 **Identify changes in HOMCare2** - Work with RTZ to make necessary changes to HOMCare2 to meet reporting needs – **In Progress**
- 2.4 **Develop Ways to Obtain Customer Feedback** - Develop and implement a mechanism to gather feedback from customers, to identify areas for improvement, and drive change. Implement a procedure to receive and disseminate response to customer feedback - **Ongoing**
- 2.5 **Evaluate a Social Media Presence** - Explore the utilization of social media for distribution of information and events, and recruiting providers to join the Registry – **Hired 1 part-time staff**

EXPANSION

Goal 3 –Systems Upgrade

- 3.1 **Internet Connection** - Move to a dedicated fiber connection, install coaxial connection for failover and configure SD WAN - **Done**
- 3.2 **Additional Staff Training and Coaching** – In-person and on-demand videos covering phone features and use - **Done**
- 3.3 **Move Call Center to the Cloud** - Implement technology that assists with our goal of answering 70% of incoming recipient calls - **Done**
- 3.4 **Intelligent Call Routing** - **Done**
- 3.5 **Microsoft Upgrades** - **Done**
- 3.6 **Replace and purchase additional desktop computers** - **Done**
- 3.7 **PASC Brochure Refresh** - to include recipient annual evaluation handout, collaborate with DPSS - **In progress**



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