



Personal Assistance Services Council
Annual Report
Fiscal Year 2016-2017

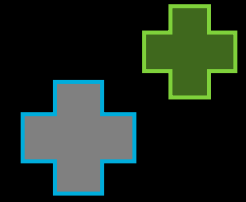
Mission Statement

PASC is committed to improving the IHSS Program and enhancing the quality of life for all people who receive and provide In-Home Supportive Services

Who We Are

The Personal Assistance Services Council (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 operates a Registry to provide referrals for IHSS consumers and providers, provides access to training for IHSS consumers and providers, operates the county back-up program, administers the PASC-SEIU Health Care Plan for eligible homecare workers, and provides an Issue Solving Unit, as well as an array of support services, to the IHSS Program.

In-Home Supportive Services



The In-Home Supportive Services (IHSS) Program helps pay for services provided to low-income individuals who are elderly, blind or disabled, enabling them to hire someone to help 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 care facilities.

Services Offered

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.

Eligibility

To be eligible for IHSS, you must reside in California, must have a Medi-Cal eligibility determination, must live at home or an abode you call home, and must submit a completed health care certification form.

Oversight

The program in Los Angeles County is overseen by the Department of Public Social Services, and the Registry is overseen by PASC.

PASC Services

Registry Referral

Maintain a registry of approved providers for recipients who are in need of new or additional regular providers



Back-up Attendant Program

Emergency providers for recipients who qualify and have no one else to provide services



Trainings

Free trainings for recipients and providers on IHSS services and legislative issues that could affect the IHSS Program



Criminal Background Investigation (CBI)

PASC manages the CBI process for IHSS providers in Los Angeles County, and operates a call center to address provider inquiries related to IHSS enrollment requirements and the status of fingerprint submission.



Information & Referral

Referrals for additional services such as transportation, housing and more



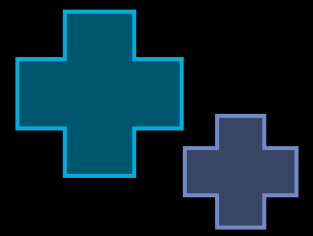
Health Benefits

PASC-SEIU Homecare Workers Health Care Plan is provided by L.A. Care, enrollment is administered by PASC.



Meet Randi Bardeaux

Board Chair



Every year at this time, I take a few moments to reflect on our accomplishments of the past year. The Personal Assistance Services Council (PASC) Governing Board is so intent on moving forward to make positive changes and improvements in the In-Home Supportive Services (IHSS) Program and in the lives of those who are in the program that we rarely indulge ourselves by looking back at our impressive achievements. Los Angeles County is unique to all other counties in California in that we cover an area of 4,751 square miles and service 40% of all IHSS recipients in California. The majority of our Board members are IHSS recipients, and we understand first-hand the many benefits, as well as the multitude of struggles, that everyone experiences in navigating the very complex and confusing IHSS Program. We are committed to serving each and every recipient and provider, and to their achieving and maintaining their independence in a safe environment within the community. We are proud of our achievements and are the model of success that other counties follow.

We wouldn't be as successful, though, were it not for the very dedicated, caring and knowledgeable PASC staff that operates under the capable direction of Executive Director Greg Thompson. As I've made contact with hundreds of recipients and providers throughout the county this past year, it's reassuring to hear how grateful people are for the help, guidance and understanding they've received from the PASC staff. With their diverse qualifications, they strive to inform, educate and empower our constituents to achieve their own successes in the IHSS Program, as well as in other aspects of their lives. Over 224 different languages are spoken in Los Angeles County, which presents quite a challenge for our staff as they make a concerted effort to help and accommodate every individual who reaches out to them.

We're also very proud of our working relationships with our liaisons and partners from the Department of Public Social Services (DPSS) and the Service Employees International Union (SEIU) 2015. We share the same challenges and goals and work together to improve, simplify and expand the IHSS Program. It takes our diligent teamwork to adapt to the frequent federal,

state and county rules, regulations and funding fluctuations that affect the Program.

Now, just as in all other years, our Governing Board is vigorously looking ahead to meeting their goals for the coming year. We will be expanding and improving the:

- Registry, which provides referrals to recipients who need providers
- Back-Up Attendant Program, that helps those recipients with the greatest need
- Training for provider enrollment and orientations, and changes in IHSS policies and procedures
- Outreach program that goes out into the individual communities to hold small group discussions on issues that affect recipients and providers
- Legislative advocacy activities
- Coalitions with other organizations that share the same interests and goals

We will also be monitoring, evaluating and seeking resolutions involving:

- Late payments
- The call center
- Electronic paychecks

With the enormous dedication, energy and determination of our outstanding Board members, we're looking forward to another year when we can simplify and improve the IHSS experience, continue to improve the quality of life for our recipients and providers, and enable them to secure and maintain their independence in a safe environment in their own communities.



Randi Bardeaux

PASC Governing Board Executive Committee



Randi Bardeaux

Chair



Bertha Poole

Vice Chair



Lyn Goldfarb

Secretary



Chris Otero

Treasurer



Andre Green

Member at Large

One of PASC's many roles is to provide a voice for all IHSS recipients in LA County. PASC operates under a 15-member Governing Board that provides guidance to PASC's activities, represents IHSS recipients in local and statewide issues, and is committed to improving the delivery of the IHSS Program and enhancing the quality of life of the people who receive and provide homecare services under IHSS. Members of the PASC Board are appointed by the county Board of Supervisors or by the Department of Public Social Services, and, in accordance with PASC's Ordinance, more than half are current or past recipients of IHSS services..

PASC Governing Board members



James Adler



Deborah Miles



Margaret Belton



Jorge Chuc



Lilibeth Navarro



Nancy Becker-Kennedy



Richard Hernandez



Willis Oliver

Clerk

PASC Governing Board Goals

Fiscal Year 2017-2018

01

Collaborate with DPSS to identify gaps in the new provider enrollment process causing delays for potential providers being authorized to provide IHSS.

- 1) Identify and diagram each step of the enrollment process
- 2) Attempt to determine how much time each step takes
- 3) Identify which agency is responsible
- 4) Request DPSS provide data on all steps
- 5) Identify problems delaying the process and send our findings to DPSS
- 6) Where possible, identify source of problem—CMIPS II, system problem, US mail, etc. and send findings to DPSS
- 7) Contact other agencies that are involved and request information and data
- 8) Request report from DPSS/CDSS on the status of the recommendations made in the Senate IHSS Payroll Audit Report
- 9) Demand accountability from all agencies involved in the new provider enrollment process
- 10) Strongly advocate for the elimination of the 426a form clause that endangers recipients by requiring them to sign a statement that if an ineligible provider has been working for them for months, they must go to the recipient for payment

02

Develop strategies to return the focus on IHSS recipients so they can continue to live safely in their homes

- 1) Ask recipients to identify the biggest threats to their safety and independent living
- 2) Ask recipients how late paychecks affect the quality of their provider services
- 3) Ask recipients how they feel about the current new provider enrollment policies and procedures, including criminal background checks

03

Provide DPSS with evidence regarding the effects of new IHSS Help Center on recipient's ability to get in touch with IHSS

- 1) Insist on return of date and time stamp at the IHSS offices
- 2) Request data from new Help Center on wait times and other metrics
- 3) Submit data collected from recipients on their experiences of wait time, and other issues
- 4) Request plans to be developed and shared with PASC describing accountability from DPSS on the Help Center

04

Collect data and stories from recipients and providers

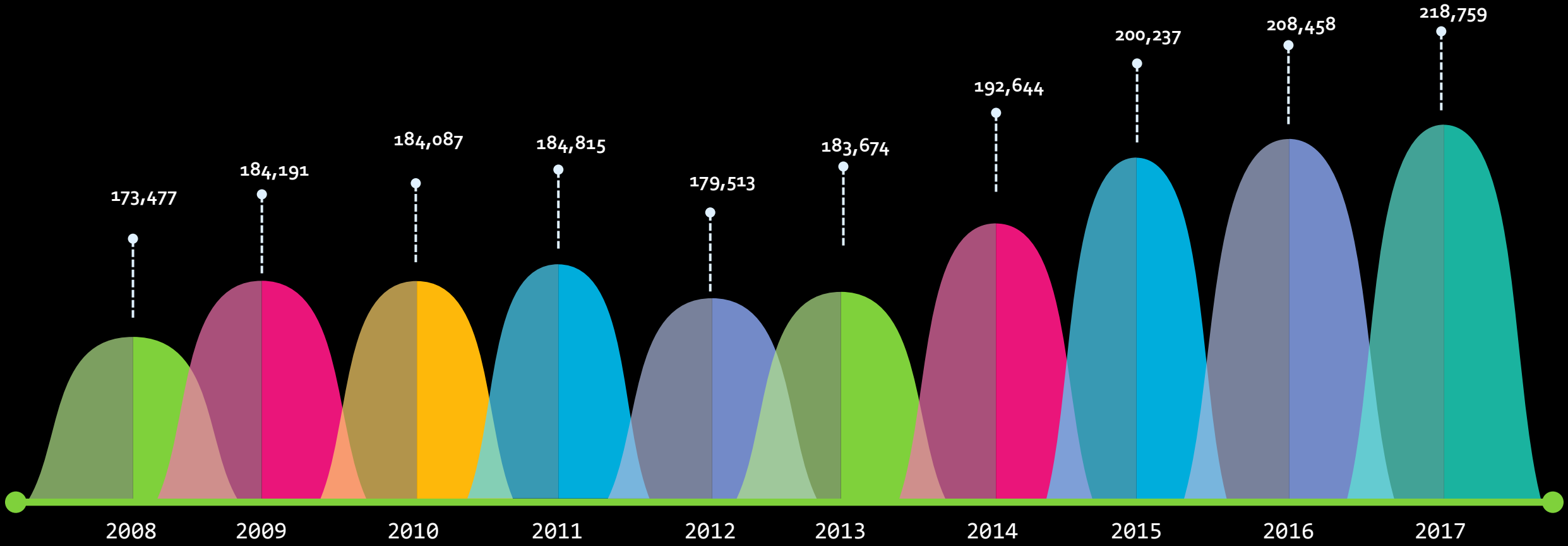
- 1) Use Tele Town Hall to collect stories from consumers and providers on payroll issues
- 2) Use Open House to collect stories from participants—have a video corner where people can talk about their situation for 2-3 minutes
- 3) Extract data from DPSS' existing 800 payroll help line to determine how many people call and ask about their timesheets
- 4) Bring more attention to the late pay issue through our Tele-Town Halls
- 5) Sponsor a public hearing at a public place with press, addressing how these issues affect recipients, quality of care, and providers
- 6) Make PASC website more user friendly and offer updated information on how to navigate the IHSS Program
- 7) Collect data from whatever sources PASC has available—Tele-Town Hall, Open House, recipient meetings, orientations, trainings, phone calls with providers, etc.

05

Acquire funding and partnership for 24/7 emergency backup services by entities qualified to administer safe help to recipients who are severely disabled

- 1) Demonstrate the need for a 24/7 emergency backup service
- 2) Explore multiple options for funding a 24/7 emergency backup service

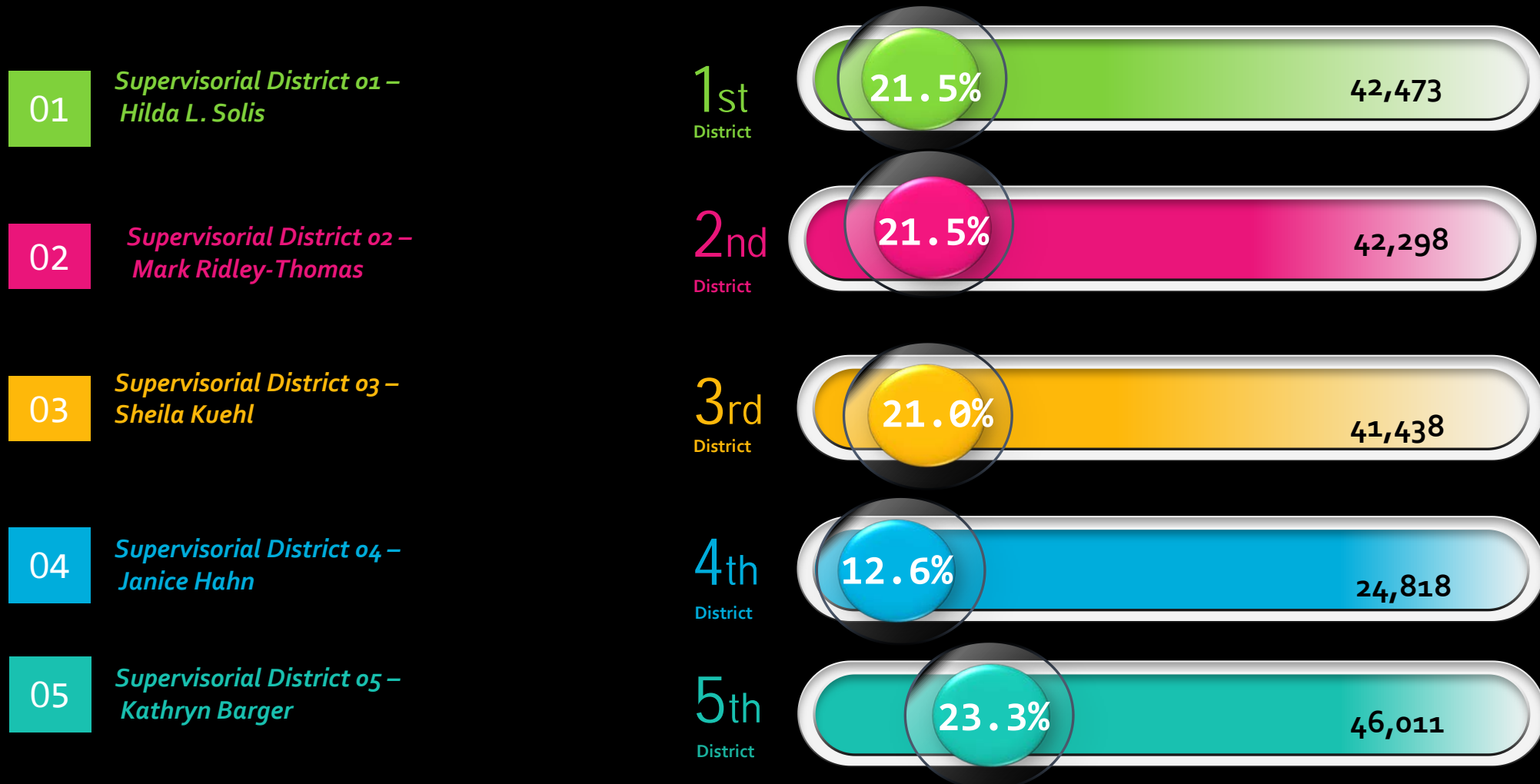
IHSS Recipient Caseload Growth



In December of 2001, there were 115,145 IHSS recipients in Los Angeles County. As of June 2017 the recipient caseload in Los Angeles County is 218,759, an 89.9% growth from 2001.

Board of Supervisors

IHSS Caseload by Supervisorial District





Meet Greg Thompson

Executive Director, MSW

This year there were more changes to the IHSS Program. In an effort to solve the problem of provider late pay, CDSS will be offering recipients and providers the option of electronic timesheets and telephone authorization. Providers continue to struggle with new overtime rules and complex levels of violations, including a one-year suspension for a provider's fourth violation. Another highly contested rule recently imposed on potential new IHSS providers is a 45-day time limit on completing the orientation process. Those providers who fail to complete the orientation process in 45 days must start over.

PASC will continue to supplement the information provided by DPSS, offering resources and referrals to our clients. We will also offer in-person education and training classes to help our clients navigate the IHSS Program.

PASC is very excited about the launch of our new program using Google Hangouts; a platform that will allow those living in remote or rural areas to participate in our IHSS tips classes and other informational classes via the internet.

This year, PASC has focused on customer service by improving our Registry and ensuring all providers on the lists we send out to recipients are ready to work. We also started a web-based job bank, to make it easier for providers and recipients to connect. Finally, we will continue to evaluate and make necessary changes to our call center to better serve our clients.

It is my hope that, as we move forward together, we are able to solve the problems with provider orientation, late pay, overtime, and timesheets, and eliminate the punitive nature of the violations. I feel strongly that it's time to remember why IHSS was created and focus on the people who rely on its service to live safely in the community. Seniors and persons living with disabilities deserve choices, independence, and a quality life. Most importantly, they are entitled to a safe living environment with the best homecare possible.

I am extremely grateful for the opportunity to work with so many great advocates who are dedicated to finding solutions to the many challenges facing the IHSS Program. I truly consider it an honor to serve as the Executive Director of PASC.

Warmest regards,

Greg Thompson, MSW

Greg Thompson

Future Projects

PASC will be working on the following projects for the 2017-2018 fiscal year:

Job Bank

Create a web-based job bank for providers and recipients to connect with each other. Beginning date July 2017.



Social Work Hotline

Implement an IHSS social work hotline for social workers to have direct contact with PASC. Beginning date July 2017.

Back-Up Attendant Program

Expand the PASC Back Up Attendant Program (BUAP) hours to meet service growth needs. Beginning date TBD.



Data Collection

Collect data and stories from recipients and providers on critical IHSS issues to use in PASC legislative advocacy. Ongoing.

Revised Orientations

Create a new PASC Registry Orientation designed to provide information to better prepare providers for homecare work. In progress.



Success with IHSS

Facilitate Success with Your IHSS discussions in all 8 County Service Planning Areas. Runs through November 2017.

Google Hangouts

Stream our workshops for recipients and providers in all 8 Service Planning Areas using Google Hangouts. Beginning date October 2017.



Marketing and Outreach Projects

Develop new marketing material with the Department of Social Services to inform the IHSS community of the availability of the PASC Registry services. Beginning date July 2017.

Registry Matching Service

The PASC Homecare Registry first began operations in June 2001. After a brief hiatus during the latter part of 2001 and the early part of 2002, it has operated continuously ever since. The Registry is a free service administered by PASC to match IHSS recipients and providers. Participation is strictly voluntary, and participants have the ability to accept or decline referrals, or to seek services from other sources. Referrals are made through the use of a customized database system, which compares (“matches”) the information of recipients who are seeking providers with the information of provider applicants who are seeking work, and creates a report (“referral list”), which is then forwarded to the recipients. It is the responsibility of the recipients to contact the referred providers and arrange for interviews and possible hiring. Recipients who authorize the release of their contact information while seeking providers are also referred to providers, so that the providers may initiate contact for employment consideration.

Registry Requirements

Approved IHSS recipients who wish to use the Registry are required to complete a one-time-only Registry application; providers are required to comply with California’s statutory requirements for IHSS providers (criminal background investigation, county orientation, and completion of certain mandatory forms), and complete PASC’s registration procedures: Registry orientation, completion of Registry application form, and submittal of valid proof of identity.



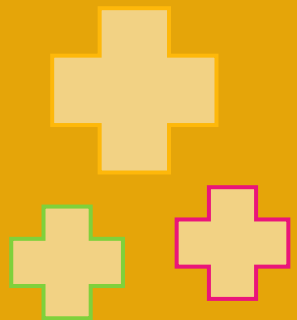
Goals

PASC’s Homecare Registry grew nearly 5% in fiscal year 2016-2017.

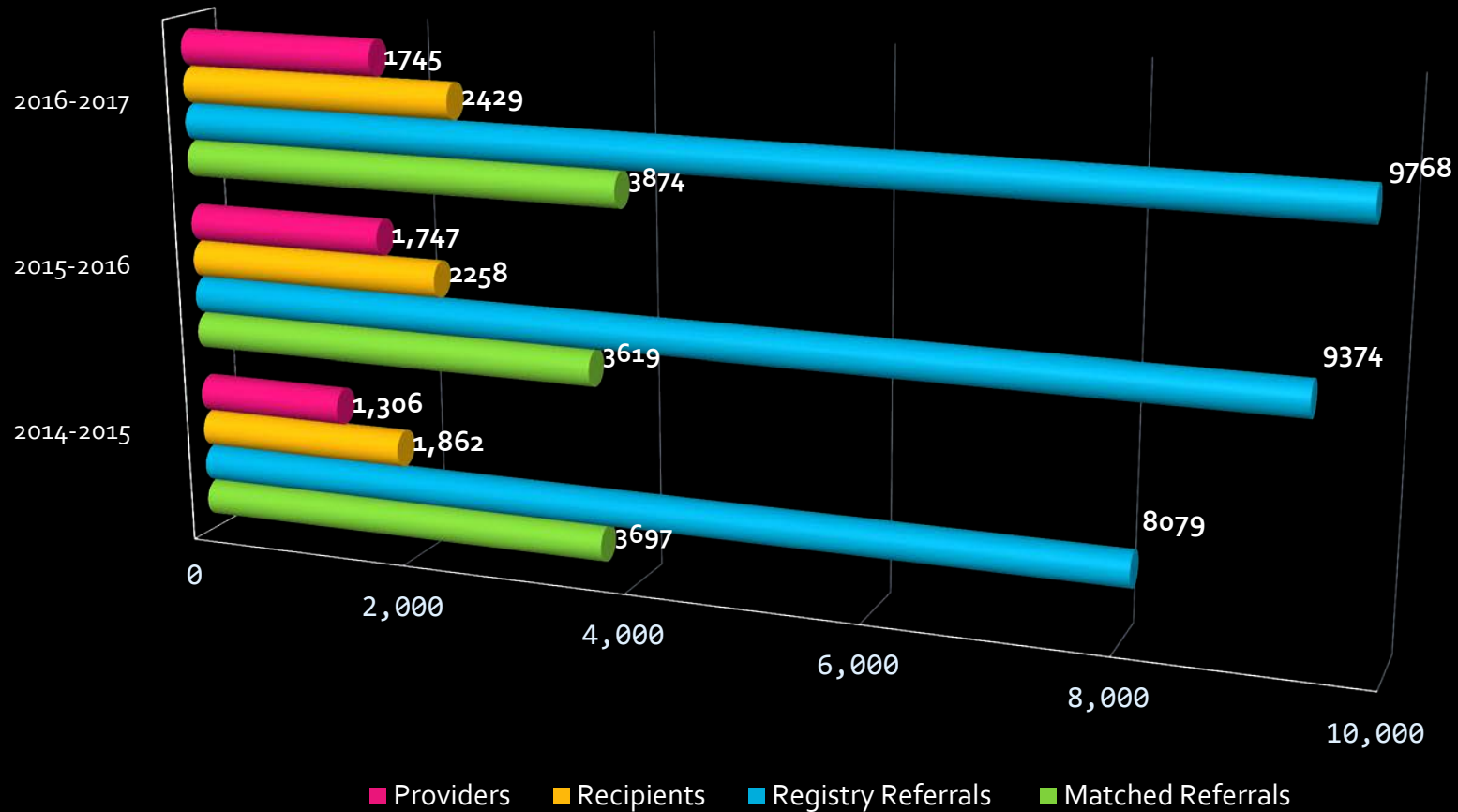
Our goal for fiscal year 2017-2018 is to increase the number of registry provider participants by 10%, to perform a semi-annual Registry survey of recipients who received a referral list, to find out if a match was made and rate our customer service. We will also review our provider Registry annually and remove or update information to aid in making viable matches.

PASC HOMECARE REGISTRY

This section of the annual report will elicit details of PASC’s IHSS consumer and provider matching services, including the Back-Up Attendant Referral Program. It also will showcase PASC’s role in the administration of the criminal background investigation procedures for IHSS providers in Los Angeles County, and its ongoing contribution to aiding in the resolution of IHSS participants’ enrollment and payment issues.

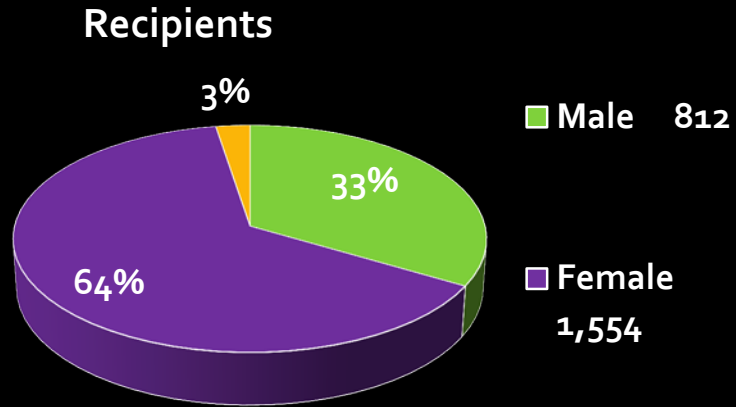


Registry Statistics for Fiscal Year 2016-2017

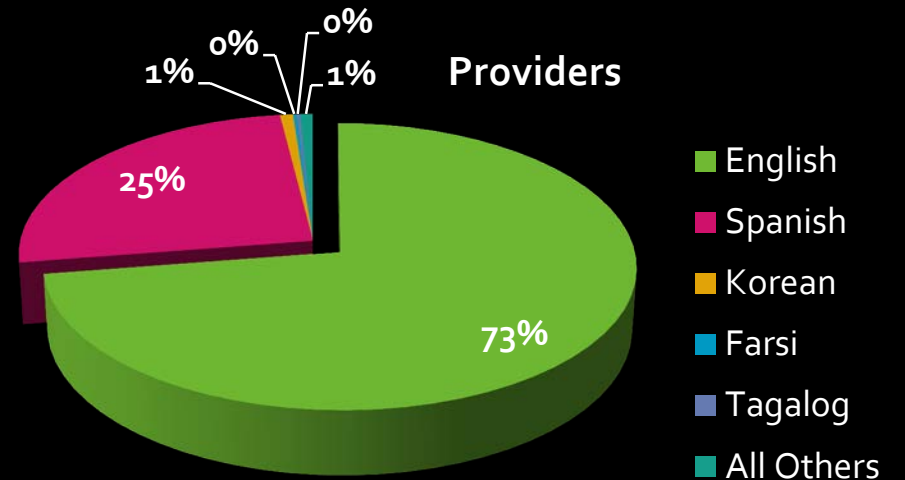
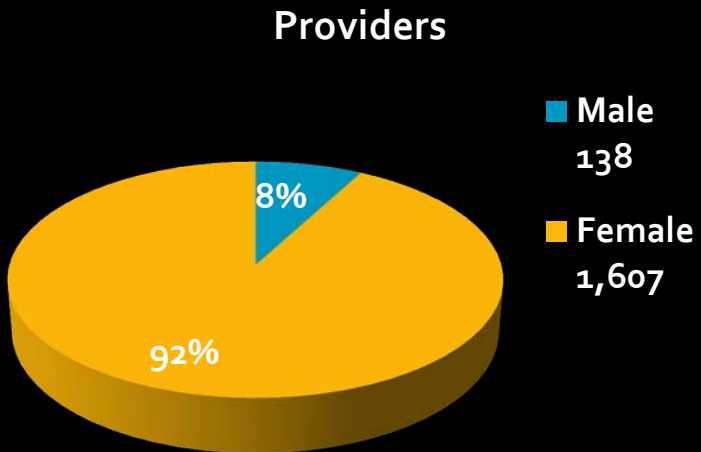
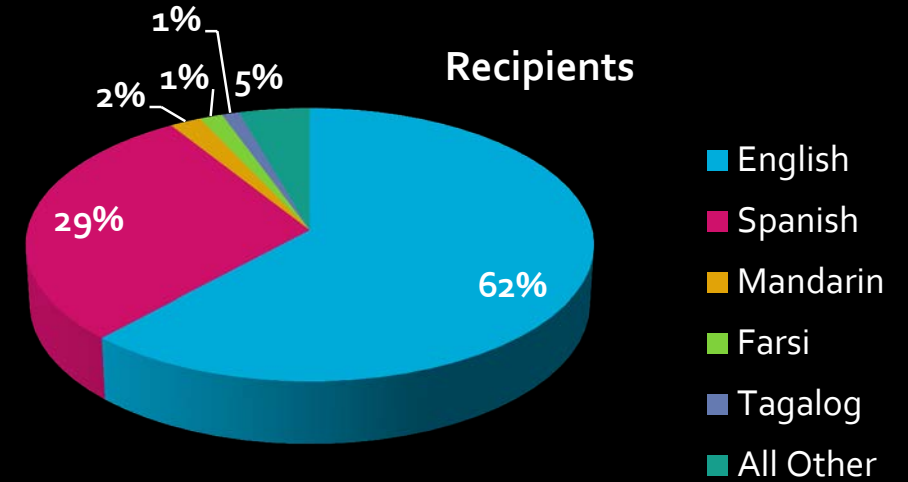


During fiscal year 2016-2017, PASC filled over **9,768** requests for provider referrals, up **4%** from the previous year. **3,874** verified consumer-provider matches were made, an increase of **7%** over the previous year. There were **2,249** new recipients and **1,745** new providers who joined the registry, a total increase of nearly **5%** over the previous fiscal year.

New Registry Enrollment for FY 2016-17



Top five languages spoken



PASC Registry Growth

July 1, 2007 through June 30, 2017



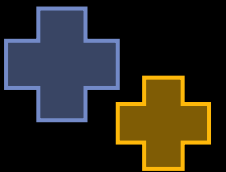
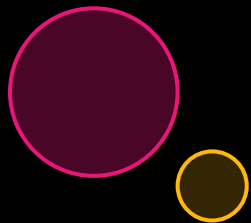
Back-Up Attendant Program

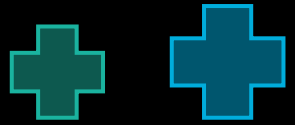
Established in 2007, the PASC Back-Up Attendant Program (BUAP) is a service that provides short-term homecare assistance to pre-enrolled IHSS recipients when their providers are unable to work due to an unforeseen or unplanned event, and the recipients do not have any back-up support of their own. To participate, recipients must be approved to receive at least 25 hours of IHSS personal care services per week and enroll in the service prior to a need for service, so that staff will have all necessary data on hand to make a referral. With very few exceptions—made on a case-by-case basis—BUAP services are limited to **20 hours per month**, and hours worked by the BUAP provider are deducted from the hours of the person who did not work or from the recipient's monthly IHSS hours of service.

BUAP providers have significant nursing background, training and/or experience caring for persons with high-level care needs such as wound care, catheter care and G-tube feeding. Additionally, BUAP provider applicants are required to participate in a **12-hour** back-up program **training** or take and pass a two-hour, hands-on, skill evaluation proficiency test. **Twenty-two** new providers and **290** new recipients joined the BUAP in fiscal year 2016-2017 and **1,109 hours were used for 136 completed back-up referrals**.

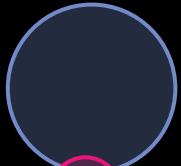
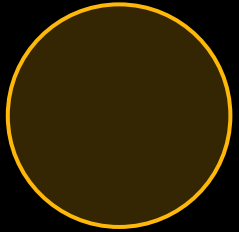
The Registry's goal of improving matching outcomes and service delivery was truncated once again in fiscal year 2016-2017, due to the impossibility of reestablishing the **\$3.00 pay differential** for back-up providers and our inability to eliminate the requirement that providers make a second visit to back-up recipients' homes for timesheet approval. Ongoing discussions with IHSS representatives regarding these two issues have not yielded any positive or meaningful results, so providers continue to join the BUAP, but either quit soon after or flatly refuse to accept assignments.

The goal for the program for fiscal Year 2017-2018 will be to continue working on reestablishing the \$3.00 pay differential for back-up providers. We are hopeful that electronic timesheets (going live in November 2017) will eliminate the need for a back-up provider to make a second visit to back-up recipients' homes for timesheet approval. PASC will also work to increase the number of back-up providers by 10% and to extend the hours of the program to better meet the recipients' need.



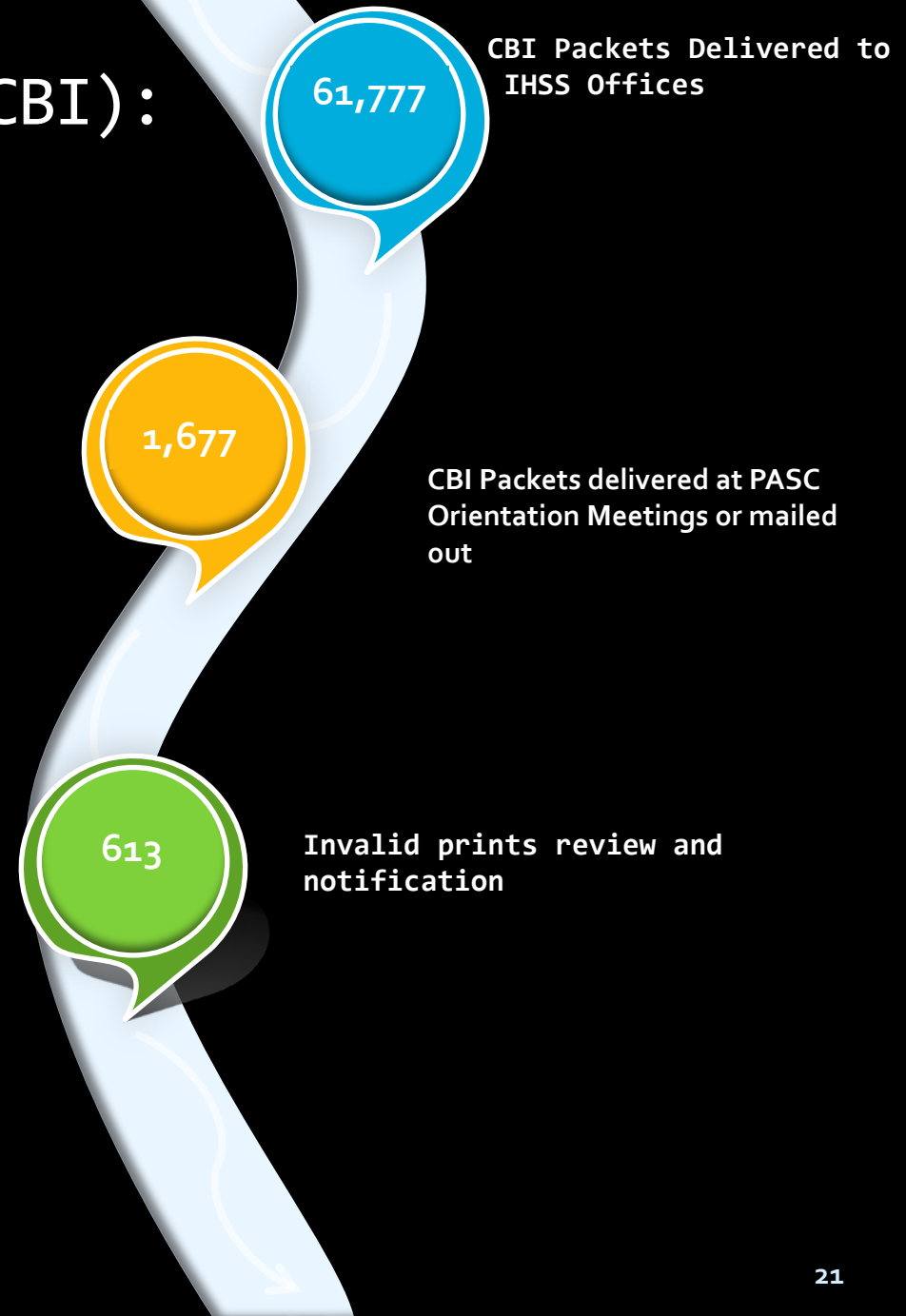


BACK-UP PROGRAM	16-Jul	16-Aug	16-Sep	16-Oct	16-Nov	16-Dec	17-Jan	17-Feb	17-Mar	17-Apr	17-May	17-Jun
New Enrolled Recipients	23	25	28	26	20	21	22	19	26	22	27	32
Recipients Requesting BUAP Services	29	27	28	23	17	21	25	25	20	21	23	24
BUAP Referrals Made	19	12	12	11	8	5	14	13	8	9	10	15
Requests Cancelled by Recipient	6	6	6	6	3	6	3	5	5	8	6	3
Provider No Show	1	2	1	0	0	1	0	0	0	0	0	0
Requests from Ineligible Recipients	0	0	0	1	0	2	0	0	2	0	0	0
Denied Request's	1	0	1	0	0	1	0	1	0	0	1	0
Unfilled Requests	2	7	8	4	6	6	8	5	4	4	6	6
Request Made Too Early	0	0	0	1	0	0	0	1	1	0	0	0
Service Hours Provided	151	99.3	112	71	69	38:45	136.3	105:15	47	65	112:30	101:30



Criminal Background Investigation (CBI): Review and Processing

PASC manages the CBI process for IHSS providers in Los Angeles County. This process involves multiple steps, including preparation of live scan submittal packets in various languages for the eight county IHSS District Offices, receipt, review, and determination of the outcome of CBI responses; notifying applicants of results, and storage of CBI information. PASC also operates a call center to address provider inquiries related to IHSS enrollment requirements and the status of fingerprint submissions. This call center responded to over **21,335** calls from IHSS provider applicants concerning these matters, as well as other IHSS enrollment procedures, during the reporting period.



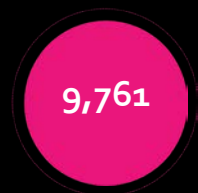
Providers who cleared CBI



Providers who failed CBI



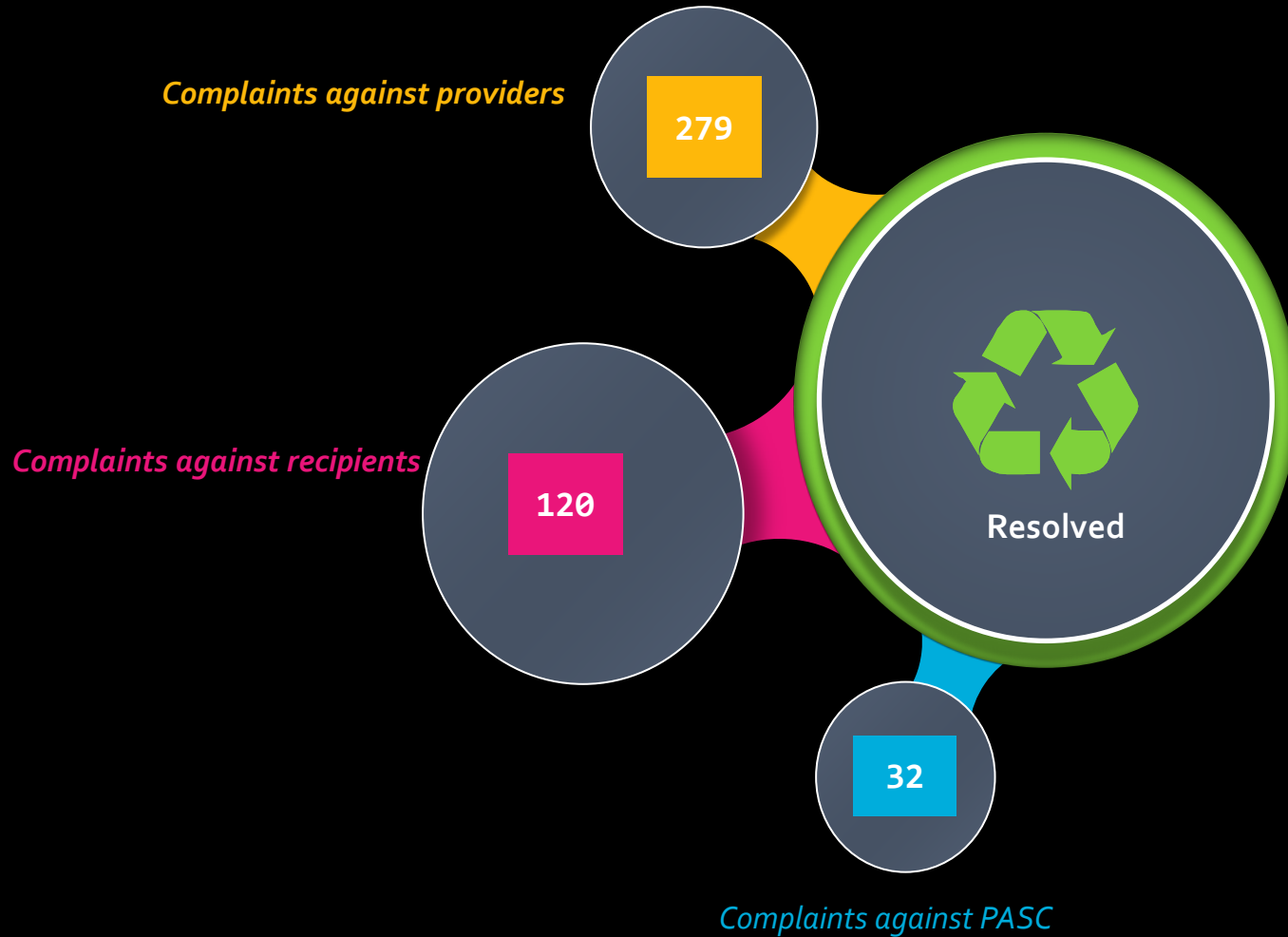
Subsequent arrest notifications reviewed



Delayed notification review and input

PASC Issue Solving Unit

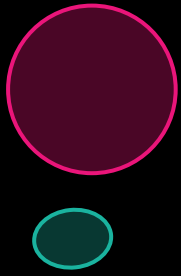
Complaints for fiscal year 2016-2017



PASC's Issue Solving Unit is a subsection of the Registry which renders assistance to recipients and providers in the resolution of IHSS enrollment and payment issues, minor recipient-provider disputes-- usually pertaining to discrepancies of authorized services and/or job performance-- and Registry participant complaints. During 2016-2017, the majority of claims handled by this unit related to IHSS enrollment problems and late checks or missing timesheets.

During the reporting period, staff in this unit filed 412 such claims at the different IHSS District Offices. Noteworthy is the fact that PASC and county officials have developed a procedure which allows PASC staff to send claims to specific individuals at IHSS offices for prompt resolution. This procedure has been highly successful in resolving the types of claims mentioned above.

In addition to enrollment and payment-related issues, the Issue Solving Unit also responds to recipient and provider work-related complaints, such as providers not keeping their appointments or performing duties adequately, recipients demanding unauthorized services or refusal to sign timesheets. Complaints against PASC were mainly about callers' inability to speak to a live person or calls not returned.



PASC is the Administrator of 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, 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. By the end of fiscal year 2016-17 enrollment grew from 47,000 to almost 49,000.

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 months, and, during the application process, the worker must continue working through the IHSS Program at least 74 hours per month.

In fiscal year 2016-2017, PASC Health Plan staff processed **11,525** applications, and mailed **9,515** termination notices and COBRA packets.

Fiscal year 2016-2017 Health Plan call center staff answered 97.2% of incoming calls within twenty-two seconds.

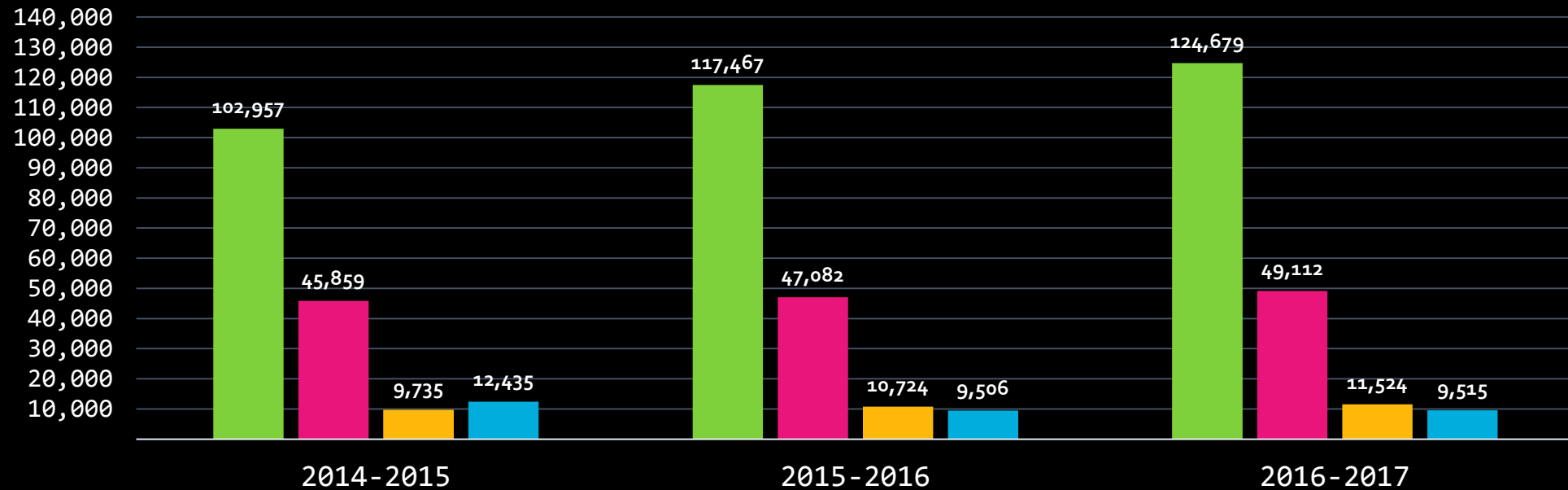
PASC-SEIU Homecare Workers Health Care Plan

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 a providers are not healthy, it is more difficult for them to help recipients.



PASC-SEIU Health Care Plan Statistics


Three-year comparison



 *Eligible Providers*

 *Total Enrollment*

 *Newly Enrolled Providers*

 *Terminated Providers*



Trainings

PASC offers trainings disseminate IHSS-related information to help both recipients and providers with IHSS issues. In FY 2016-17, we held **128** recipient workshops attended by **732** recipients, **17** provider workshops attended by **428** providers, and **177** advocates attended either the recipient or provider workshops. A great collaboration came about in the spring, when Alzheimer's Greater Los Angeles joined us for classes offered in English and Spanish, on early stages of Alzheimer's. All upcoming trainings can be found on our website calendar page, www.pascla.org/calendar.

Information & Referral

IHSS recipients are often in need of additional services, including legal assistance, healthcare, and housing. PASC has staff specialists who are able to assist with providing information on how to access these resources.

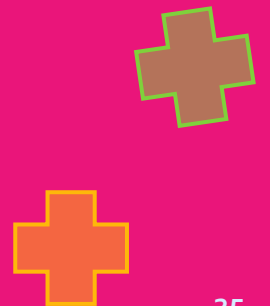
Goals

Our goal for the 2017-2018 fiscal year is to offer 168 recipient and 72 provider trainings. Trainings for recipients will cover employer of record responsibilities, such as hiring, firing, and duties required under the IHSS Program. Trainings for providers will include how to fill out a timesheet, communicating with recipients, and new FLSA overtime rules. Trainings will be available in all eight county Service Planning Areas, through the use of Tele Town-Halls and google hang outs.

We will also do informational presentations about PASC's Registry services for county and community-based organizations that have an interest in bettering the lives of seniors and persons with a disability.

Programs

Some of the benefits the PASC provides for its members, both recipients and providers, are free trainings, information and referral services and the many community partnerships PASC has made throughout Los Angeles County.



PASC Workshops

Tips & Info workshops will cover different topics each month



Rancho Los Amigos
National Rehabilitation
Center

Workshops are on the first and third Tuesday of the month, and one on one sessions are scheduled upon request.



Norwalk Senior Center

PASC is there to answer all IHSS related questions and help with enrollment issues on the first Friday of the month.



Pools of Hope

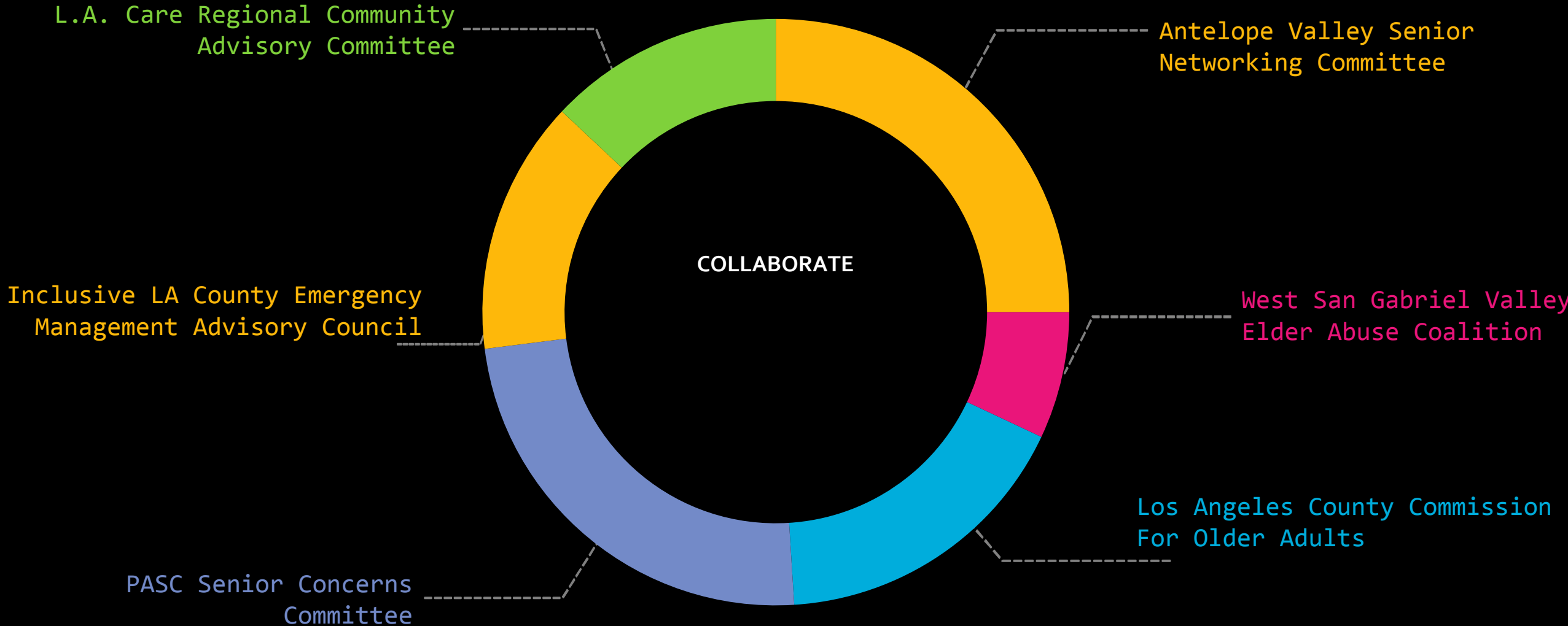
California Aquatic Therapy & Wellness Center workshops are held on the fourth Tuesday of the month.



Cal MediConnect Health Plans

Workshops are held at Health Net, CareMore, Care1st and L. A. Care every other month.

Community Partnerships



Consumer Outreach and Legislative Advocacy



In 2016-17, Consumer Outreach and Legislative Advocacy connected with hundreds of IHSS consumers to hear their individual issues and inform them of legislative and systemic IHSS changes. These conversations included new IHSS overtime rules and new provider violations policies. Access to healthcare and federal threats to Medicaid funding were also discussed, as well as, SSI/SSP, Medi-Cal Managed Care, Cal MediConnect, and other issues directly affecting IHSS consumers. These individual and group connections happen at senior centers, independent living centers, HUD buildings, monthly telephone town halls, consumer-to-consumer discussions, health fairs, referrals from community allies, phone calls and emails.

This outreach has made PASC the voice of IHSS consumers in Los Angeles County and, as such, an advocacy partner on critical issues affecting low income seniors and people with disabilities who are trying to live on very low fixed incomes. For example, on June 1st, IHSS consumers joined nearly two dozen individuals with limited options for housing and food, and, together with advocates from Hunger Action Los Angeles, participated in a four-hour "sit-in" at Senator de León's Los Angeles office to demonstrate the need for an increase to SSI/SSP funding in the California budget.



In another example, PASC IHSS consumers joined #fight4ourhealth activists at Congressman Knight's office in Palmdale to urge him not to vote on a bill that would severely cut billions of dollars in Medicaid funding to Californians. PASC consumer outreach volunteers receive weekly action alerts to call their elected officials, participate in webinars, and attend events on IHSS, health-care, food action, and other important issues.

Through PASC's consumer outreach efforts, powerful and effective relationships have developed with other advocacy agencies such as Hunger Action LA, Center for Health Care Rights, Bet Tzedek Legal Services, Justice in Aging, Coordinated Care Initiative Communications Workgroup, Neighborhood Legal Services of LA County, and California Collaborative for Long Term Services and Supports.

In FY 2016-17 **198** new recipients, providers and advocates joined the PASC Consumer Corps.



Consumer Survey

In discussions with consumers and PASC's Governing Board, PASC hears myriad comments, complaints, and suggestions about IHSS delivery, rules, practices, policies, and changes. To learn directly from PASC Registry users about their experiences with IHSS, PASC worked with UCLA Health Policy Researcher, Kathryn Kietzman, to develop and implement a 66-question telephone survey asking consumers about their IHSS usage, changes in IHSS, consumer direction, CBI process and effectiveness, delays in pay, training, independence and choice, living independently, PASC programs, and demographics. The survey process was to 1) sponsor focus groups of consumers and providers in every supervisorial district to identify IHSS practices and how they affect consumers; 2) develop and administer the survey to 650 randomly selected PASC Registry recipients (**500 English speakers** and **150 Spanish speakers**); and 3) analyze survey results and implement strategies based on recommendations.

CONSUMER SURVEY: PARTICIPANT CHARACTERISTICS		
Gender (N = 619)	(n)	(%)
Female	454	73%
Male	165	27%
Race/ethnicity (N = 614)		
White	218	36
African American	135	22
Latino	203	33
Asian/Pacific Islander	21	3
American Indian	9	2
Other	28	4
Age (N = 612)		
≤ 54 Years	102	17
55 – 64 Years	129	21
65 – 74 Years	162	27
75 – 84 Years	154	25
85+ Years	65	11
Education (N = 603)		
Less than high school	187	31
Completed high school	113	19
More than high school	197	33
Completed college/grad school	106	18

Survey Sample

Almost three-quarters (73%) of survey participants were female. Thirty-six percent were White, 33% Latino, 22% African American, while the remaining 9% were Asian/Pacific Islander, American Indian, or some other race/ethnicity. Most participants (73%) were between 55 and 84 years of age, 17% were under the age of 55, and 11% were 85 years of age or older. Close to one-third of participants (31%) reported completing less than a high school level education, about one-fifth (19%) were high school graduates, while slightly more than half (51%) had completed education beyond high school. Twenty-two percent of participants had been receiving IHSS for 17 months or less, about one-fifth (19%) between 18 – 35 months, one-third between 36 – 71 months, and more than one-quarter (26%) for 72 months or more. About two-thirds (65%) were receiving less than 100 hours per month, while one-third were receiving 100 or more hours per month.

Consumer Survey

SELECT FINDINGS

Independent Provider (IP) Model

86% of participants stated that it was “extremely important” to hire their own IHSS provider, and 80% indicated that it was “extremely important” to train them.

Training Employers and Providers

Half (50%) of all participants were interested in getting training as an IHSS employer. More Latinos were “extremely interested” in receiving this kind of training (34%) compared to Blacks (22%) and Whites (20%). Interestingly, when asked how well prepared they are to hire, fire, and train their IHSS providers, Latinos were more likely to say that they felt “extremely well prepared” (62%) as compared with 54% of Blacks and 48% of Whites. There were also differences in the degree to which consumers thought it would be helpful for their providers to get additional training: 43% of Latinos reported that it would be “extremely helpful” compared to 36% of Blacks and 29% of Whites.

CONSUMER SURVEY: EXPERIENCE WITH IHSS		
Duration of IHSS services (N = 648)	(n)	(%)
17 months or less	142	22
18 - 35 months	126	19
36 - 71 months	214	33
72+ months	166	26
Number of IHSS Hours per month (N= 649)	(n)	(%)
< 100 hours	421	65
≥ 100 hours	211	33
Don't Know/Refused	17	2

Communication of IHSS Changes

There were differences by race/ethnicity in participants’ evaluation of how well IHSS changes to policy and practice have been communicated to them. Sixty percent of Latinos indicated that IHSS changes have been communicated “extremely well” as compared to Blacks (36.3%) and Whites (29.3%). Latinos were also more likely to indicate that understanding IHSS changes was “extremely easy” (48%) as compared to Blacks (34%) and Whites (26%). Whites were less likely (50%) than Blacks (69%) and Latinos (70%) to report that they had enough time to understand and respond to IHSS changes. Finally, Latinos were more likely to report that they had “a lot of help” (56%) getting IHSS information as compared to 36% of Blacks and 29% of Whites.

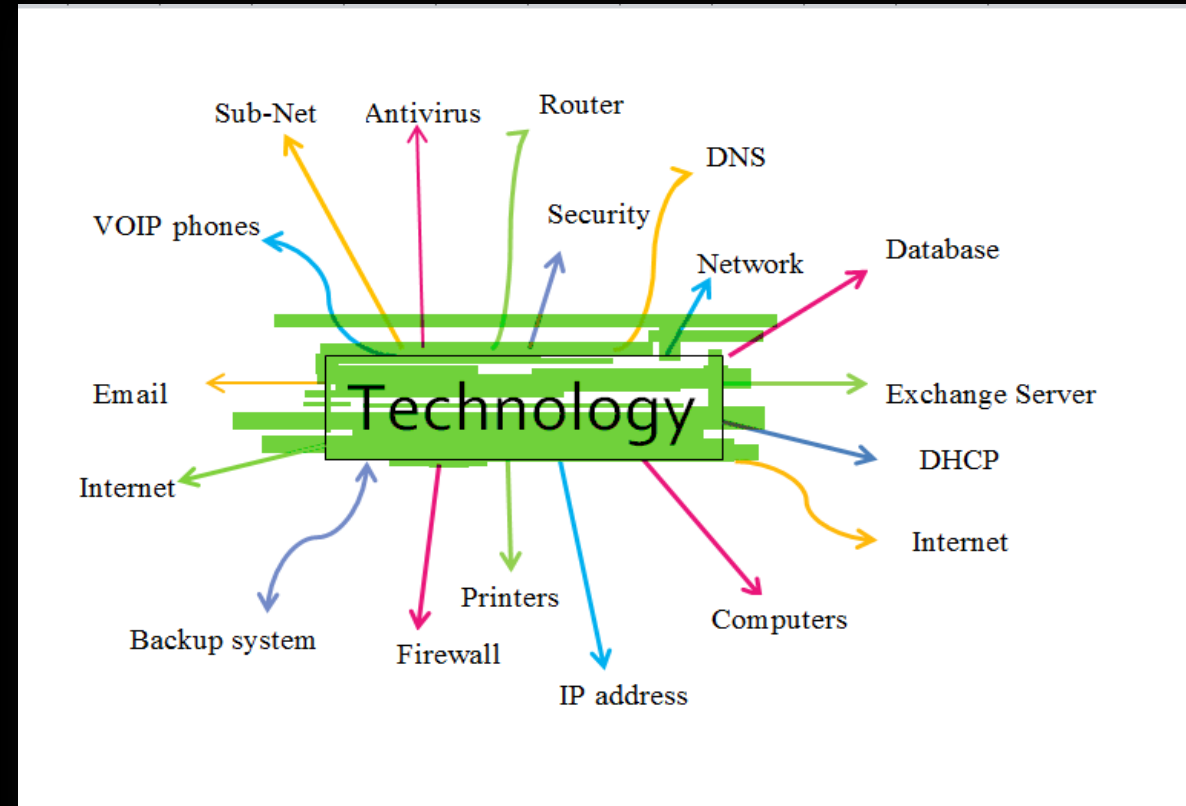
What we did in fiscal year 2016-17

The Technology department replaced one of the domain controller servers, moved our IP phones to a separate subnet, maintained the call center desktops and worked with the Registry manager to streamline processes and workflow. All computers, servers, laptops, externals and thumb drives were encrypted with a minimum cipher strength of 256 bit, to meet the Federal Information Processing Standard (FIPS) Publication 140-2, and the National Institute of Standards and Technology (NIST) part 1 c and part 2 d.

A new web and spam filtering service was implemented, along with policy endorsed encrypted email. Technology policies are being updated to reflect new standards and ensure we meet LA County policy standards.

Goals for 2017-2017

Implement a document and form library. Create a document management system for Registry applications and Health Plan applications. Restart the quarterly e-newsletter. Work with Registry management to streamline the Registry provider application and enrollment process for PASC. Assist HR with short videos employees can access for annual customer service training and refresher courses on computer basics.



Technology and Communications

INNOVATE

COLLABORATE

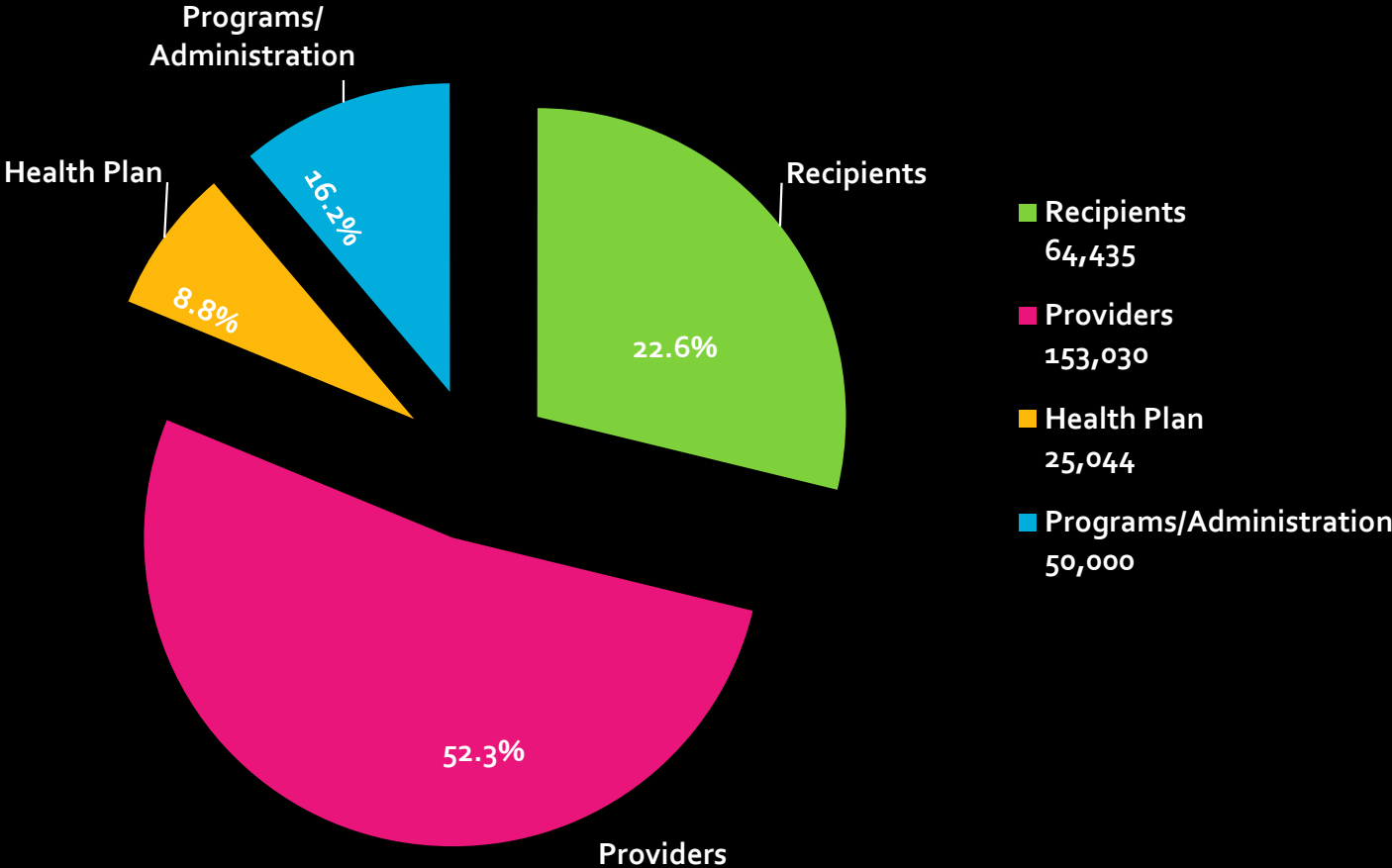
AUTOMATE

DEVELOP



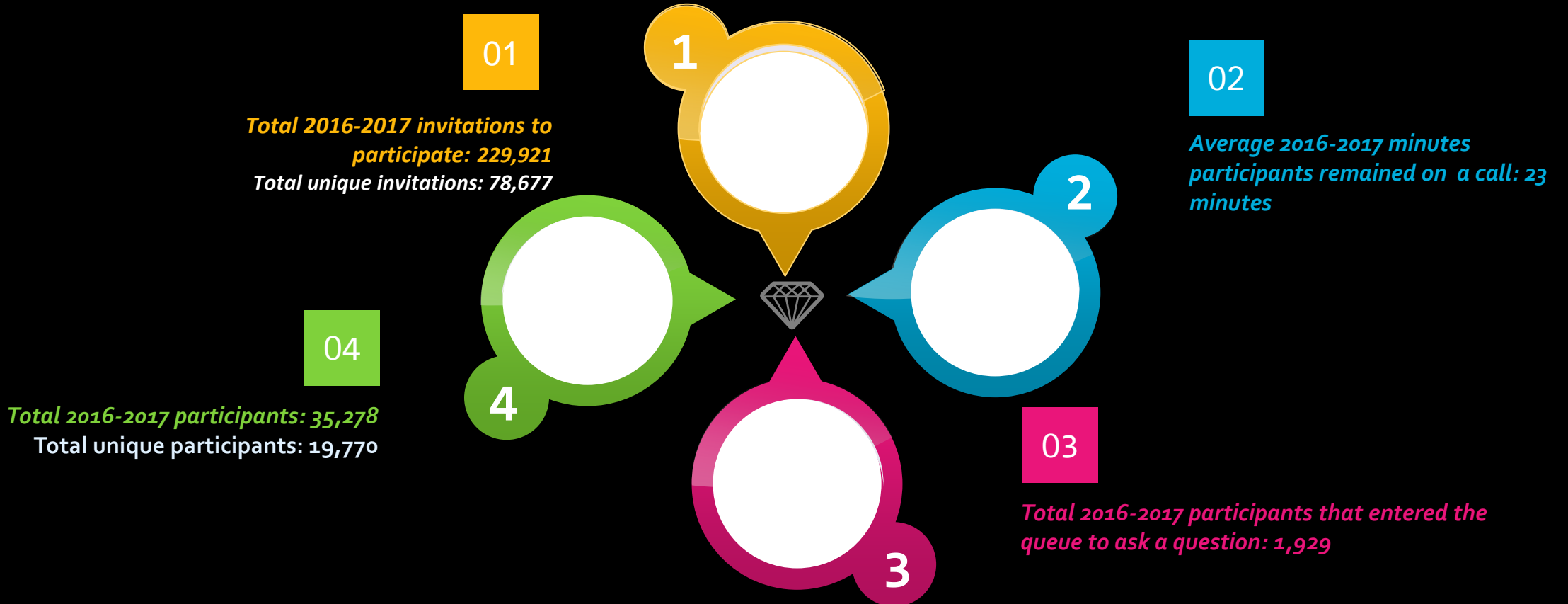
PASC phone data for fiscal year 2016-2017

Number of incoming calls per department for fiscal year



Tele Town Halls

In fiscal year 2016-2017 we continued to disseminate information through Tele-Town Halls. Tele-Town Halls are held on the 3rd Wednesday of the month from 6:00 pm to 7:00 pm, and if you do not get a call from us to join the call, you can do so by calling 877-xxx-xxxx and using id code 111563. Join us online for a PowerPoint presentation that follows along with the information being presented. In fiscal year 2016-2017 PASC held 11 Tele-Town Halls. We had guests such as Marty O'Moto, Director of California Disability Community Action Network(CDCAN), Frank Tamborello, Executive Director of Hunger Action Los Angeles, Senator Holly Mitchell, and Aileen Harper, Director of Center for Health Care Rights. Topics covered timesheet violations, Social Security, Medi-Cal and Medicare. "Just Ask Us", question and answer session started Summer of 2017. "Just Ask Us" gives participants the ability to ask a question and receive an answer from a Department of Public Social Services | In-Home Supportive Services Section staff.



Public Accountants/Auditors – Quigley & Miron:

PASC is fortunate to have a financial partner very knowledgeable in not-for-profit accounting, Quigley & Miron, which has been conducting our federal and state audits for seven years. Q & M has summarized the results of our audit by expressing an “unmodified opinion” complying with generally accepted accounting principles. Key reporting in this annual audit was Governmental Accounting Standards Board (GASB) requirements, which improve the quality of pension reporting and reserves reaching out 20 years in the future. This helps ensure that pension funds will be there for PASC (and all other government employers) when employees retire.

DPSS Audit – Our Financial Providers:

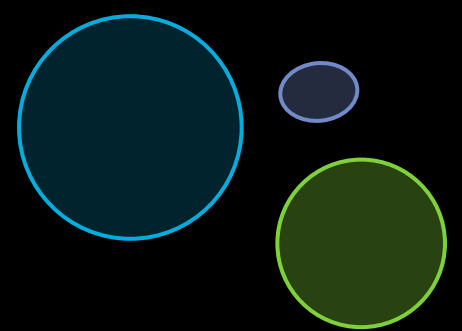
These are the folks that keep PASC in money! The audits performed by DPSS were very well-organized and completed in just over two weeks. DPSS auditors relied heavily on the pre-prepared audit schedules and public audit documents completed earlier for the Q&M audit. The financial results were also a “no-exception” report.

Auditor-Controller Audit-Exceptionally Professional Auditors:

Three weeks following the DPSS audit, the Auditor-Controller auditors arrived with a schedule covering all financial and many operational issues. This audit was supported by three auditors from the A-C Department, with two auditors dedicated to a complete payroll/personnel audit. These A-C auditors, along with an accomplished financial auditor, were exceptionally professional and knowledgeable and moved rapidly to their assignments and completed their work within four weeks. This was record time considering the amount of work and level of knowledge required. As a result of this audit, PASC accepted a recommendation by the audit team to reduce pre-paid expenses during year-end reporting, thereby simplifying the closing process.

Fiscal Year 2016-2017 Accounting and Finance Activity

Pasc had three full financial and operational audits in FY 2016-2017. It is normal for PASC to have an internal audit from DPSS, usually containing a general financial audit with a particular focus on ledger accounts and general financial reporting. This audit is conducted following the regular financial audit from our outside public accountants, Quigley & Miron. In addition to these audits, we received a full financial and operational audit by the LA County Auditor-Controller. This audit covered an extended 18-month period, July 2016 to December 2017, with the addition of an audit of the entire personnel/payroll system.



The Important Issue of Internal Control:

At the beginning of year FY2016-2017, knowing that PASC would be experiencing additional audits, a decision was made with the Senior Accountant, Executive Director and CFO to upgrade and expand PASC'S Manual of Internal Controls, which is the policies & procedures for accounting. This was not just to improve procedures already in the Manual, but also to add missing controls and new procedures, required by the new County Contract 15-01.

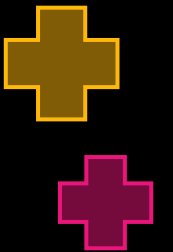
Shortly following the Manual update, Senior Accountant was performing an internal control which has always been part of the cash receipts and disbursements policy, matching actual cashed checks" from the online banking system with the voucher packages that had created the checks. In one instance, comparing the voucher name to the check name, she noted that they were different name, unusual to say the least! The check had just been cashed that day. Comparing the bogus check to the actual check, the only thing different was the payees' name. It appeared to be exactly the same check with a different payee. We filed a Crime Report with the Pasadena Police Department the following day. Not knowing if this was a one-time incident, the bank had a monitor examining all checks cashed. PASC mailed outgoing checks as certified mail until we setup a new bank account and received new check stock.

Had we not had our internal control set to immediately review cashed checks for all data, this fraud would probably not have been noticed until check statement reconciliation, and the fraud could have been much more extensive.

FINANCE

Statement of activity and changes in net assets for the ended June 30, 2016 and June 30, 2017

	2016 Audited	2017 Unaudited (*)
Revenue	\$4,079,735	\$4,271,579
Operating Expenses	\$3,829,297	\$4,279,381
Operating Surplus	\$250,458	\$1,541
Net Assets, End of Year	\$1,387,452	\$1,379,649



(*) Footnote - 2017 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. We do not expect the 2017 numbers to change.