



- PASC -

ANNUAL REPORT 2015-2016

# 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

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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 recipients and providers, provides access to training for IHSS recipients and providers, operates the Back-Up Attendant Program, administers the PASC-SEIU Health Plan for eligible homecare workers, has an Issue Solving Unit, and provides an array of support services to the IHSS Program in general.

The logo for In-Home Supportive Services (IHSS) consists of the letters "IHSS" in a bold, white, sans-serif font, centered on a solid black rectangular background.

### **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.

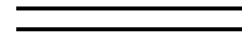
### **Oversight**

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

# In-Home Supportive Services

The In-Home Supportive Services (IHSS) Program helps pay for services provided to low-income elderly, blind or disabled individuals 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 care facilities.

# PASC Governing Board of Directors



On the first Monday of each month you will find the PASC Governing Board at the Kenneth Hahn Building, in downtown Los Angeles for the PASC Governing Board meeting. The PASC Governing Board completed a very successful retreat where the Directors had a great discussion which generated many good ideas we plan to implement in the coming year. The Board developed the following goals for PASC for the next year beginning July 1, 2016.

# Board Goals

**1. Increase the number of IHSS recipients and providers who use PASC services, including but not limited to, the Registry, the Back-Up Attendant Program (BUAP), educational classes, recipient and provider training, and Tele Town Halls.**

- a. Obtain necessary demographics of IHSS recipients from DPSS for the purpose of making them aware of PASC.
- b. Email quarterly newsletters to recipients and providers who are members of the PASC Registry and other stakeholders who are on our email list, (Currently we have 10,000 individuals on our list. Los Angeles County has over 200,000 recipients and 140,000 providers.).
- c. Email biweekly e-blasts to providers, recipients who are members of the PASC Registry and other stakeholders who are on our email list.
- d. Provide weekly recipient education and training classes at the Coordinated Care Initiative Health Plans and/or community agencies in all of the County Service Planning Areas.
- e. Conduct monthly informational Tele Town Halls for recipients, providers, and other stakeholders on our call lists, (Currently we have 36,500 recipients, providers, and other stakeholders on our lists.).
- f. Participate in health fairs throughout Los Angeles County.
- g. Conduct an annual PASC Open House for IHSS recipients, providers, and stakeholders. Offer educational workshops, help desks, and PASC Registry information and referral services, as well as the opportunity to join the registry
- h. Conduct PASC Registry orientations for the purpose of recruiting new providers.



**2. Strengthen our relationship with the Department of Public Social Services (DPSS) to enhance the quality of life for all people who receive and provide IHSS in Los Angeles County**

- a. PASC will conduct annual in-service trainings at each of the IHSS district offices. These trainings will aim to inform DPSS staff of the programs and services available from PASC.
- b. DPSS will provide annual in-service training at PASC's office. These trainings will aim to educate PASC staff on various aspects of the IHSS program and any changes in IHSS.
- c. PASC and DPSS will meet bimonthly to review, evaluate, and collaborate on ways to improve IHSS in Los Angeles County. Areas of discussion will include, but not be limited to, recipient benefits, new provider enrollment and orientation, provider timesheets, late payroll, and the BUAP.



**3. Improve and expand the PASC Back-Up Attendant Program (BUAP) to meet the increased need for back-up providers in Los Angeles County resulting from the State caps on provider overtime and future implementation of paid sick leave for providers (There are 65,000 recipients in Los Angeles County eligible for the BUAP.).**

- a. Increase the IHSS BUAP provider hourly wage differential back to \$3.00 as was the original agreement. This can be done within the existing BUAP budget at zero net cost to the County.
- b. Implement a policy where DPSS can sign the BUAP provider timesheet authorizing the hours worked. This will eliminate the need for the provider having to make a second trip to the recipient's residence.
- c. PASC will obtain the necessary demographic information of all IHSS recipients eligible for the BUAP from DPSS for the purpose of making recipients aware of the benefits of joining the BUAP.
- d. PASC will partner with California Long-Term Care Education Center (CLTCEC) for the purpose of recruiting providers for the BUAP.
- e. Offer free trainings to recruit IHSS providers in the geographical areas where recipients eligible for the BUAP live.



**4. Increase outreach to IHSS recipients to assess program needs, customer satisfaction, and determine relevant IHSS issues.**

- a. Conduct surveys of IHSS recipients.
- b. Conduct targeted focus groups of IHSS recipients.
- c. Conduct frequent telephone surveys.
- d. Provide monthly Tele Town Halls for the purpose of providing relevant information and to obtain feedback through caller comments, poll questions, and caller voicemail messages.

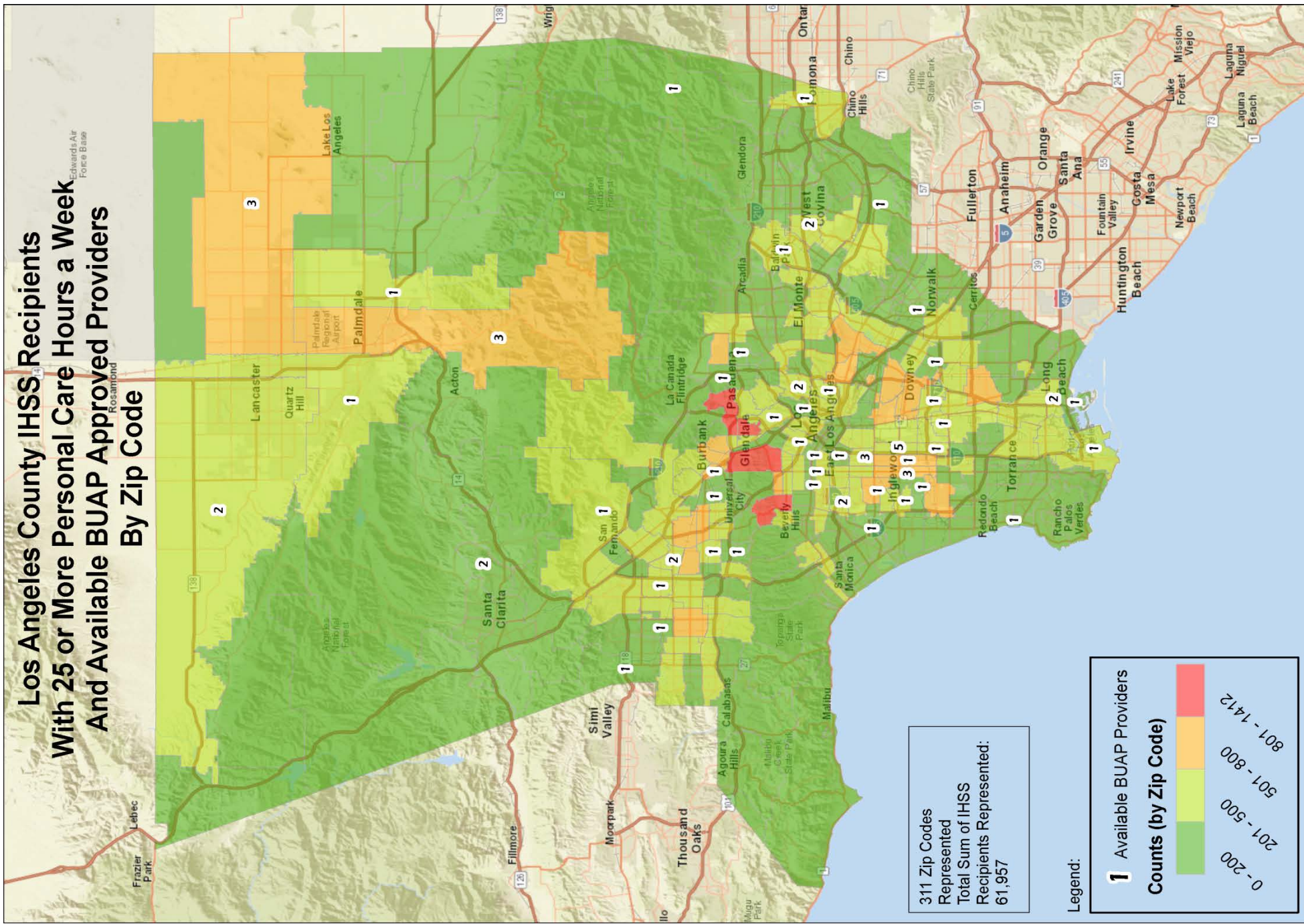
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**5. *Strengthen our relationship with state agencies to advocate for issues impacting IHSS consumers and providers.***

- a. Partner with DPSS to increase our presence as stakeholders in decisions about IHSS issues made at the state and federal level.
- b. Strengthen our relationship with SEIU 2015 to work together with state agencies to improve the lives of both IHSS consumers and providers.
- c. Increase our presence at legislative hearings on issues affecting seniors and people living with a disability.
- d. Organize and participate in legislative visits at county and state legislative offices.



Below is a map of recipients qualified to use BUAP services and the current available BUAP providers:





# PASC Governing Board



**Teddie-Joy Remhild**  
PASC Board Chair  
Board of Supervisors -  
1<sup>st</sup> District  
1 year



**Bertha Poole**  
PASC Vice Chair  
Department of Public  
Social Services  
5 years



**Chris Otero**  
PASC Board Treasurer  
Board of Supervisors -  
5<sup>th</sup> District  
11 years



**Randi Bardeaux**  
PASC Board Secretary  
Department of Public  
Social Services  
3 years



**Andre Green**  
PASC Board  
Parliamentarian  
Department of Public  
Social Services  
1 year



**Deborah Miles**  
PASC Board  
Member at Large  
Board of Supervisors -  
2<sup>nd</sup> District  
4 years



**James Adler**  
PASC Board Member  
Department of Public  
Social Services  
18 years



**Jorge Chuc**  
PASC Board Member  
Board of Supervisors –  
1<sup>st</sup> District  
1 year



**Lilibeth Navarro**  
PASC Board Member  
Board of Supervisors –  
2<sup>nd</sup> District  
18 years



**Lyn Goldfarb**  
PASC Board Member  
Board of Supervisors -  
3<sup>rd</sup> District  
1 year



**Margaret Belton**  
PASC Board Member  
Board of Supervisors -  
5<sup>th</sup> District  
18 years



**Nancy Becker-  
Kennedy**  
PASC Board Member  
Department of Public  
Social Services  
18 years



**Terry M.  
Magady, Esq.**  
PASC Board Member  
14 years



**Willis Oliver**  
PASC Board Clerk  
16 years



# Greg Thompson



Greg

Executive Director, MSW

## Executive Director's Message

Pursuant to Personal Assistance Services Council Ordinance 97-0053, Section 3.45.150, "The PASC shall submit annually a report to the Board of Supervisors detailing its functions, evaluating its operation for that year and detailing any specific goals and objectives for the coming year.

We respectfully submit this report for the period of July 1, 2015 through June 30, 2016. As I reflect on this past year, I find myself pleased with all that we have accomplished but at the same time anxious to begin work on the new challenges we are facing. All of us at PASC are very excited about several new programs we initiated this past fiscal year. One the staff worked especially hard on was our Open House in September at the California Endowment. I talked with many at the Open House, and all agreed it was a great event.

One of the most important things we do at PASC is recipient outreach, and last year we increased our efforts by talking with more people than we ever have. A big reason this is so important for us is because we want to learn from you what things matter the most to you. This is critical so we know what the issues are and what we need to be focusing on.

Keeping with our commitment to do outreach, we are conducting a recipient survey with an aim to interview 500 IHSS recipients. Our plan is to do the same survey in Spanish as well as maintaining a dedicated number people can call for information about the IHSS Program.

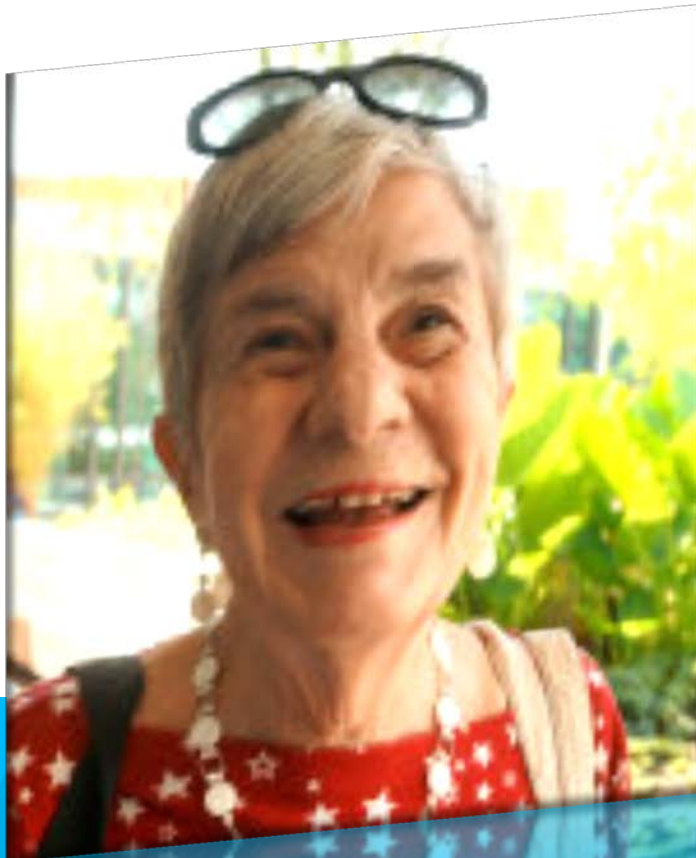
Our monthly Tele Town Halls were a huge success last year in providing many of you with important information. They were a great way for us to hear from you on a monthly basis. In fact, we have expanded our resources to enable us to better follow up with all of you who leave us messages.

We continued to work at improving our Registry and added an online feature where providers can update their information electronically. The Registry is one of our core functions, so we will continue to study data, develop best practices, and find ways to better serve our members.



# Teddie-Joy Remhild

## In Remembrance of



"You don't need to have sight in order to have vision." Teddie-Joy Remhild was a true visionary who fought tirelessly for the rights of people who are blind and visually impaired and those with disabilities. Besides serving as the Chair of PASC's Governing Board, Teddie also served on several other boards of directors on a statewide and local level, including Access Services.

STRONG opinions and was not shy at all about sharing them! She was also very fair and open-minded and always offered a shoulder to lean on! A rare and special gift to be so articulate and a great listener!

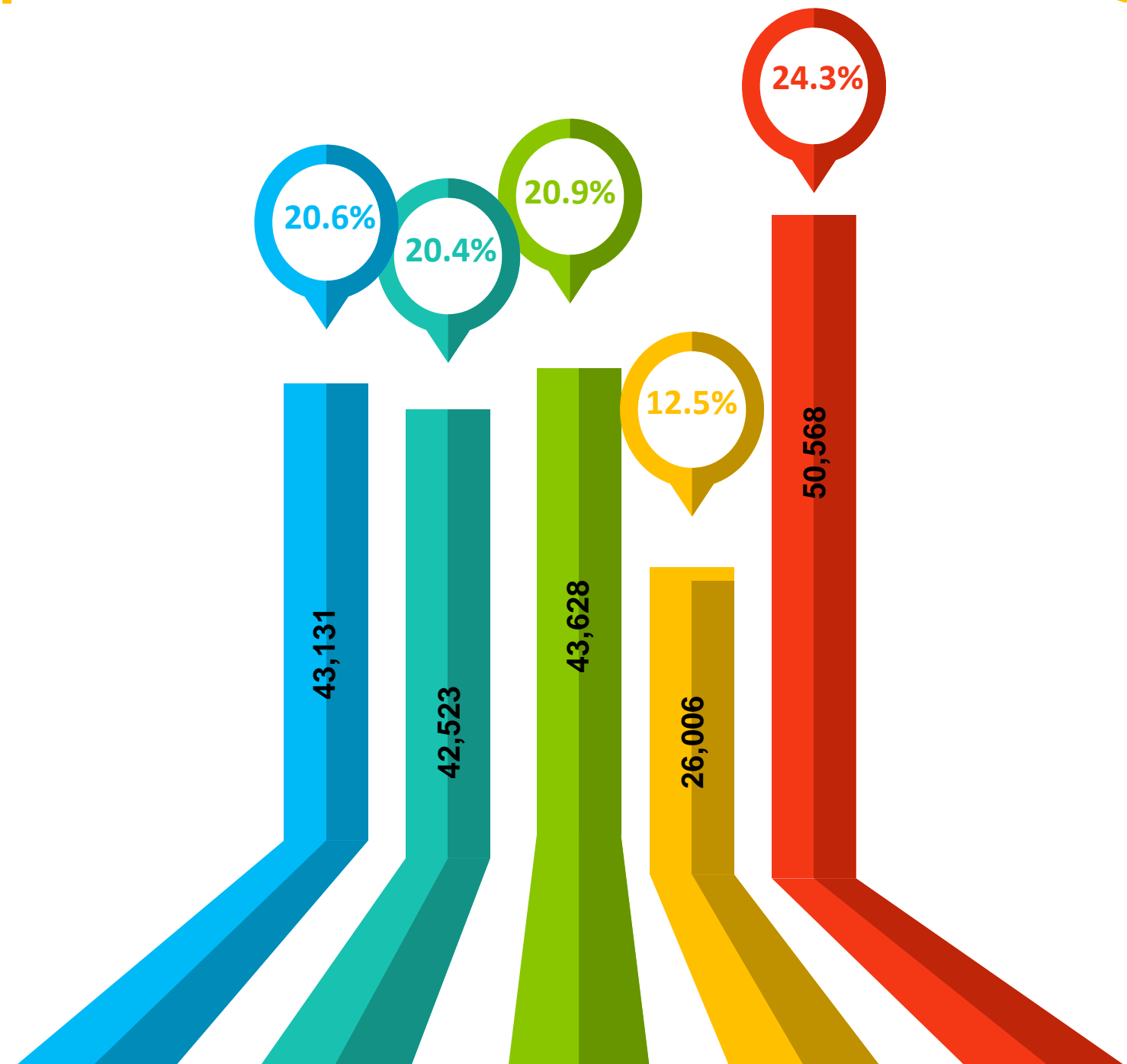
When we lost Teddie, we also lost a champion in the blind and disability communities. You were admired and respected by many! We will miss you Teddie!

Deborah Miles, BA  
Member at Large, PASC Governing Board

# IHSS Caseload By Supervisorial District

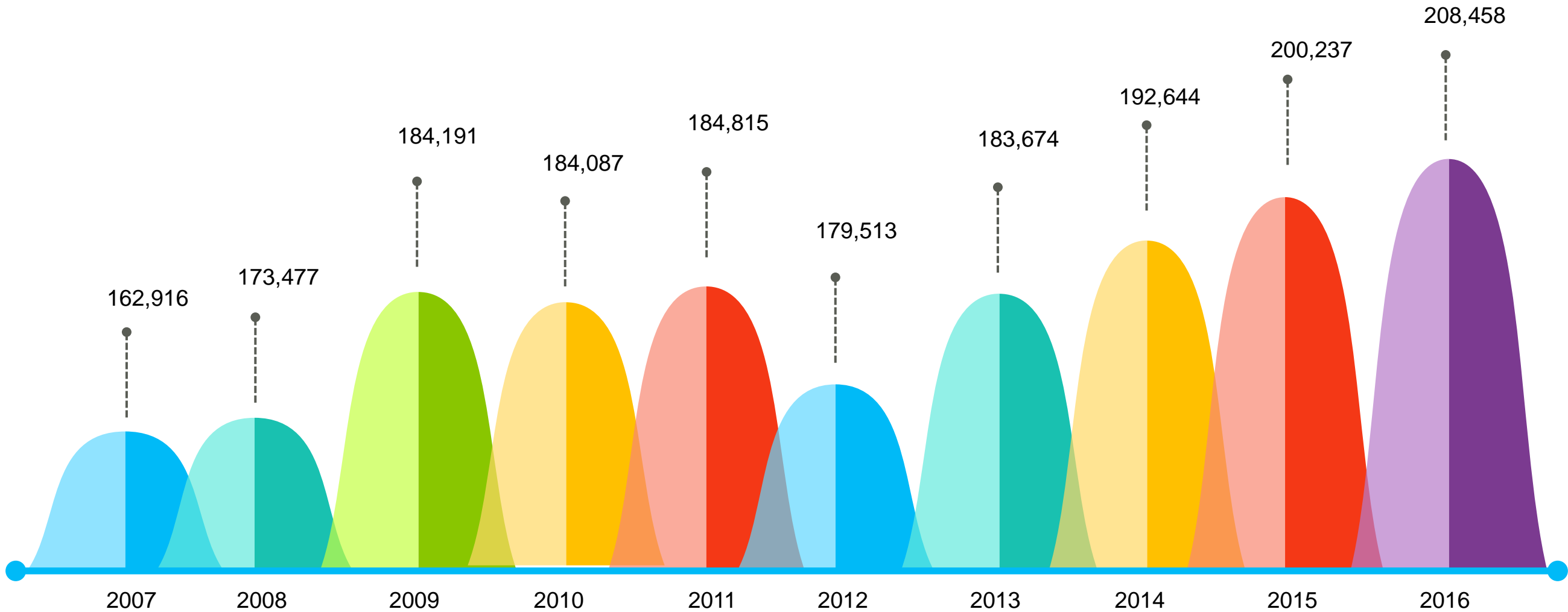
Data as of June 2016

- 01** *Supervisorial District 01 – Hilda L. Solis*
- 02** *Supervisorial District 02 – Mark Ridley-Thomas*
- 03** *Supervisorial District 03 – Sheila Kuehl*
- 04** *Supervisorial District 04 – Don Knabe*
- 05** *Supervisorial District 05 – Michael D. Antonovich*



\* 2,612 recipients had no district declared.

# IHSS Recipient Caseload Growth



In December of 2001, there were 115,145 IHSS recipients in Los Angeles County; In June of 2007, that number had grown by 41% to 162,916 IHSS recipients.

At the end of June 2016, the number of IHSS recipients has grown to 208,458, an 81% increase since 2001.



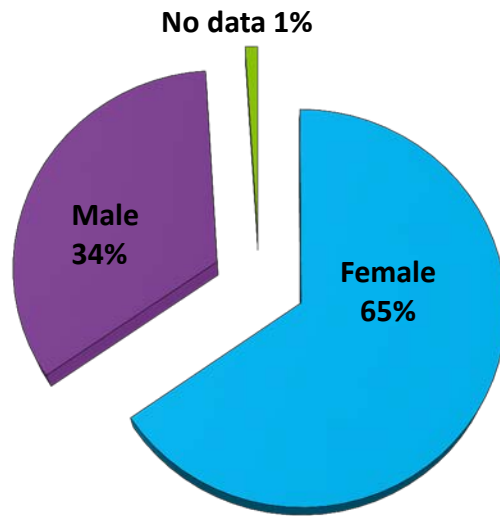
# Homecare Registry

The PASC Homecare Registry offers a free service to match IHSS recipients and providers. Using a customized database which compares (“matches”) the information of the recipients who are seeking to hire providers to the information of provider applicants, PASC is able to generate a report (“referral list”), which is then forwarded to the recipients for their consideration.

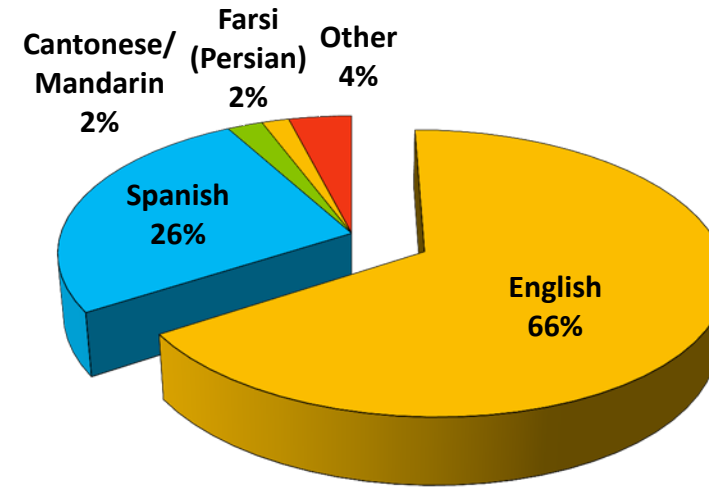
The Registry provides two kinds of matching services: Referral for permanent or **long-term placement** and referral for temporary, **short-term placements**. The temporary, short-term placement services are delivered under the PASC **Back-Up Attendant Program** described below. Registry services are entirely voluntary, and recipients are free to accept or refuse the referred providers and vice versa.

# New Registry Participants FY 2015-2016

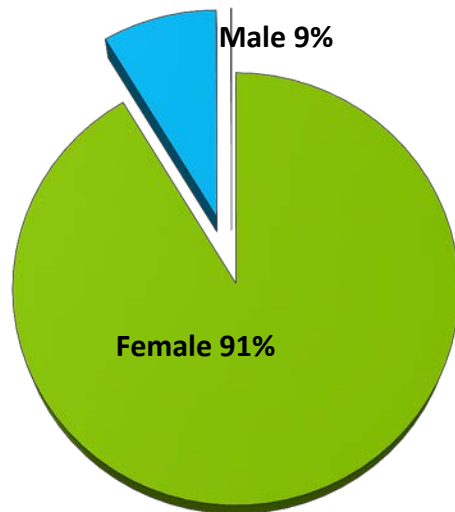
### Registry Recipient Gender



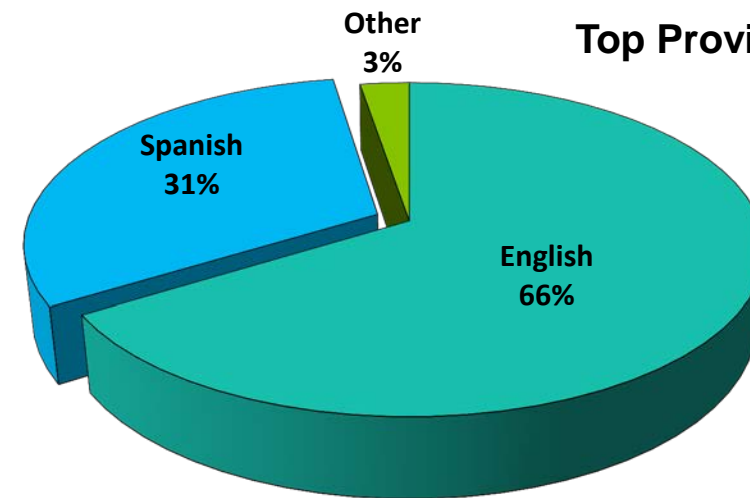
### Top Recipient Languages



### Registry Provider Gender



### Top Provider Languages

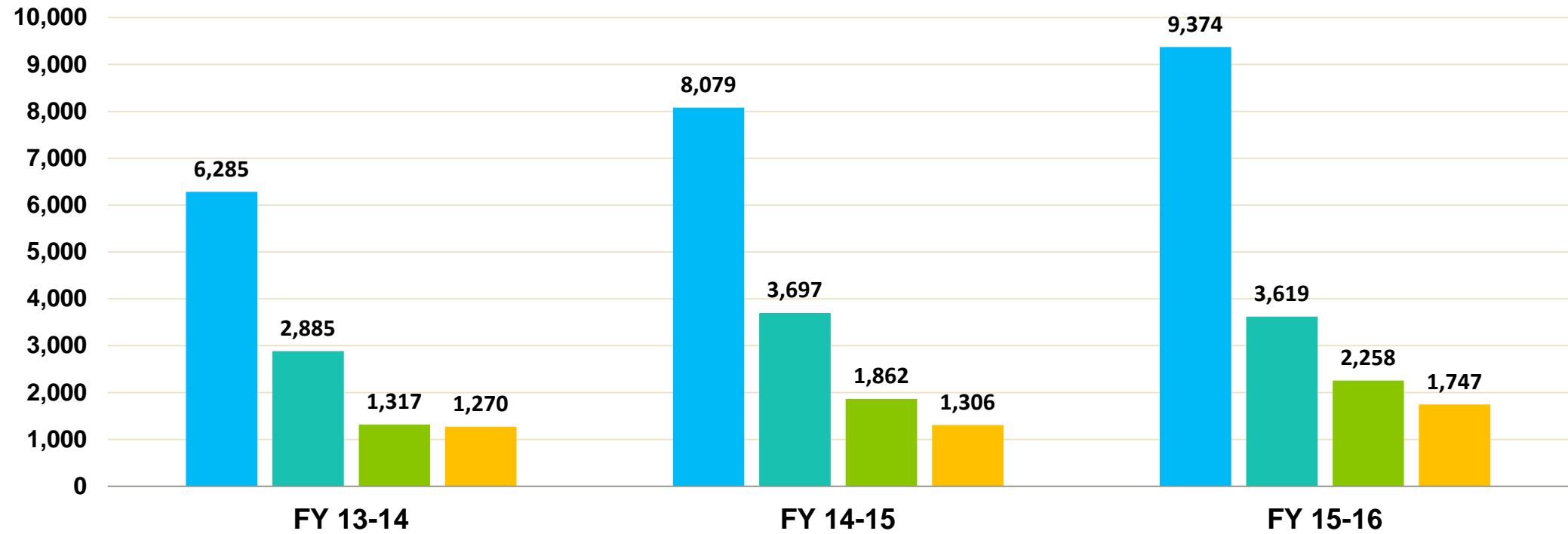


## Long-Term Placement Matching

The Registry matching service is only possible with the participation of both recipients and providers. Registry recipient participants are low-income seniors and persons with disabilities who are approved to receive IHSS services in Los Angeles County and require assistance from providers to remain safely in their homes and avoid costly institutional care. Recipients are required to complete a one-time-only Registry application process. Registry-approved providers are adult men and women who state that they wish to do homecare work and who have completed the Registry's application process, which includes participation in a Registry Orientation Meeting, clearing a criminal background investigation as administered by the State of California Department of Justice (DOJ) pursuant to prevailing statute for IHSS providers, submittal of valid proof of identity documents, and completion of Registry application forms.

In fiscal year 2015-16, PASC proudly boasted an across-the-board substantial increase in the Registry's activities and performance. **2,258** recipients and **1,747** providers joined the Registry — up **21.2%** and **33.7%** respectively from the previous reporting period. The Registry conducted **126** provider orientation meetings — **48** more than the number of meetings conducted in the previous reporting period. The Registry filled **9,112** requests and made **3,611** verified recipient-provider matches, up **13.5%** and **5.8%** from the previous year.

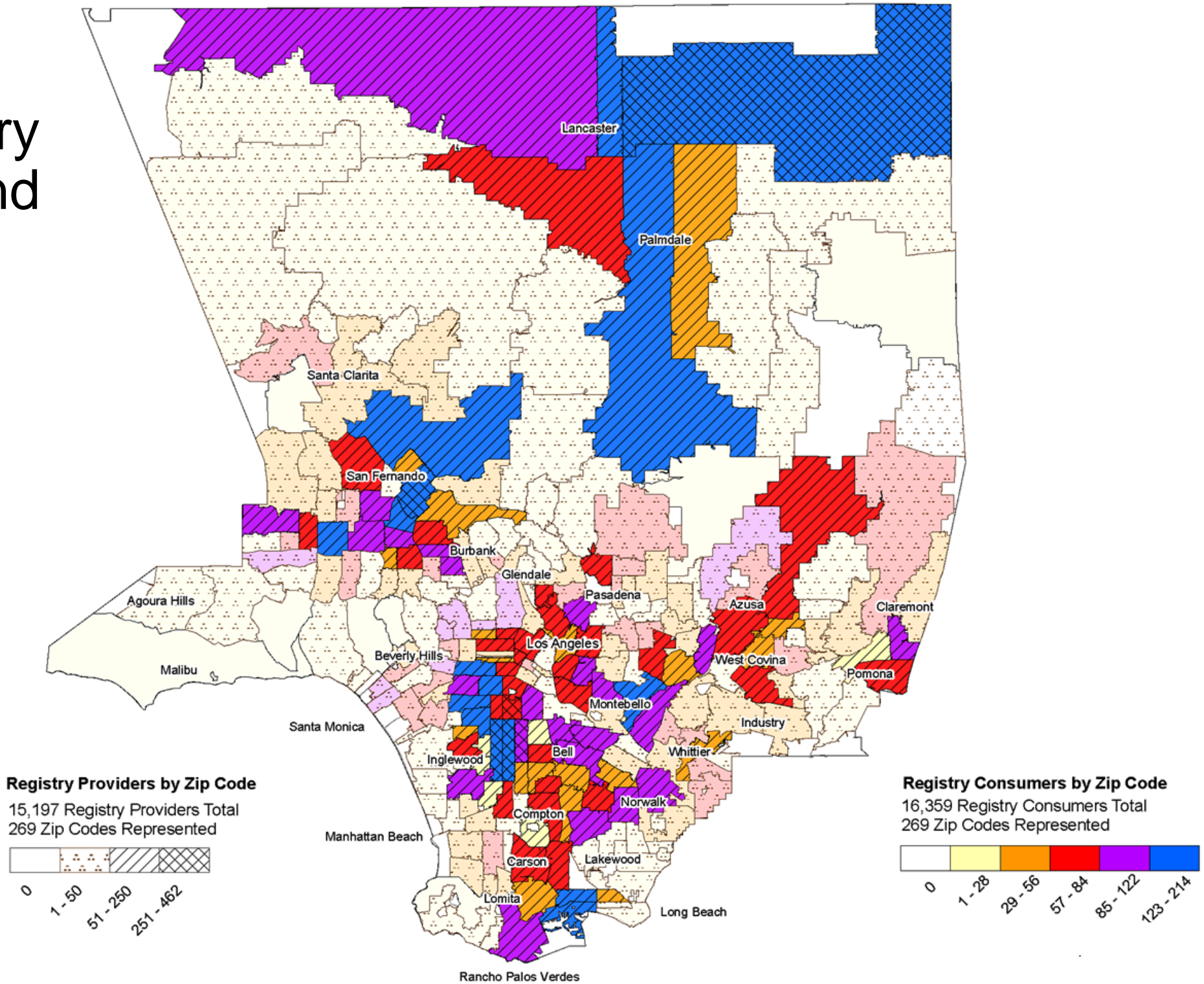
# Registry Referral and Enrollment Activity for the last 3 Fiscal Years



**Registry referral lists filled**      **Verified Registry referral matches**      **New recipients**      **New providers**

The graph above shows FY 2015-2016 Registry enrollment for both recipients and providers, along with Registry referral lists and verified matches.

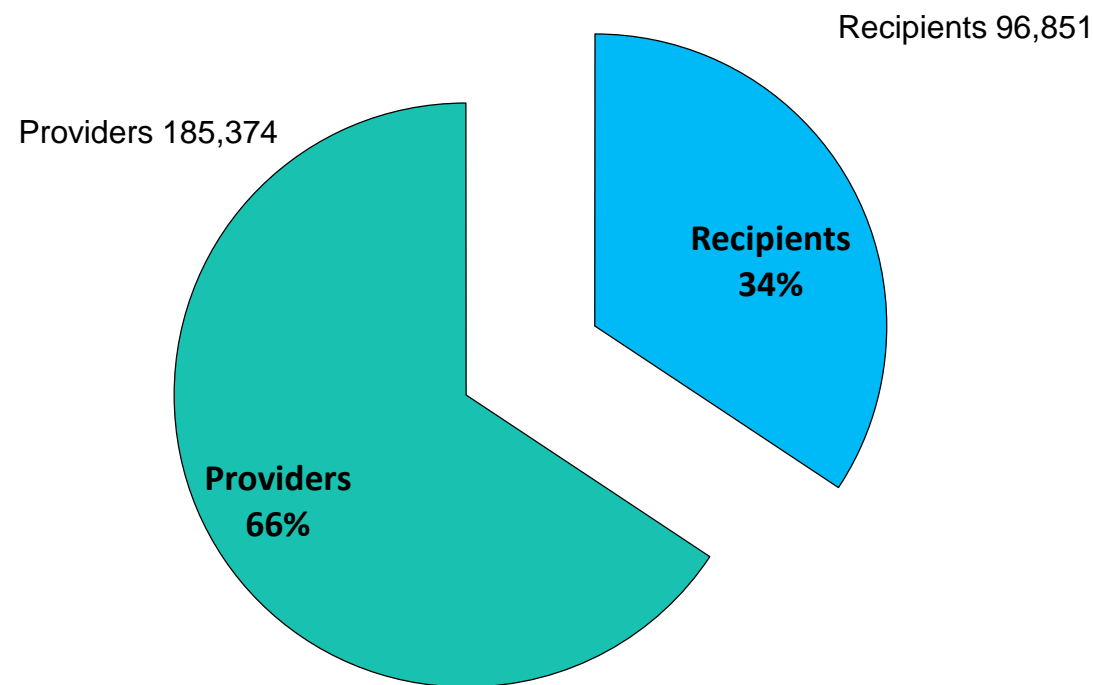
# PASC Registry Recipients and Provider



During this fiscal year 2015-16, all-around growth in our Registry services and performance was due in part to carefully planned in-person visits to 48 different low-income buildings, senior centers, and community organizations, to distribute brochures and information packets describing our Registry services in particular and PASC's services in general. We also conducted 17 presentations for case managers, social workers, and service coordinators, and participated in three health and job fairs. Registry staff worked with a software development specialist to make changes to its customized database and to PASC's website that enable Registry providers to update their availability for work and contact information from their smartphones or personal computers. This programming change was completed in June 2016. What a great year!

### New Provider Enrollment and Registry Call Center

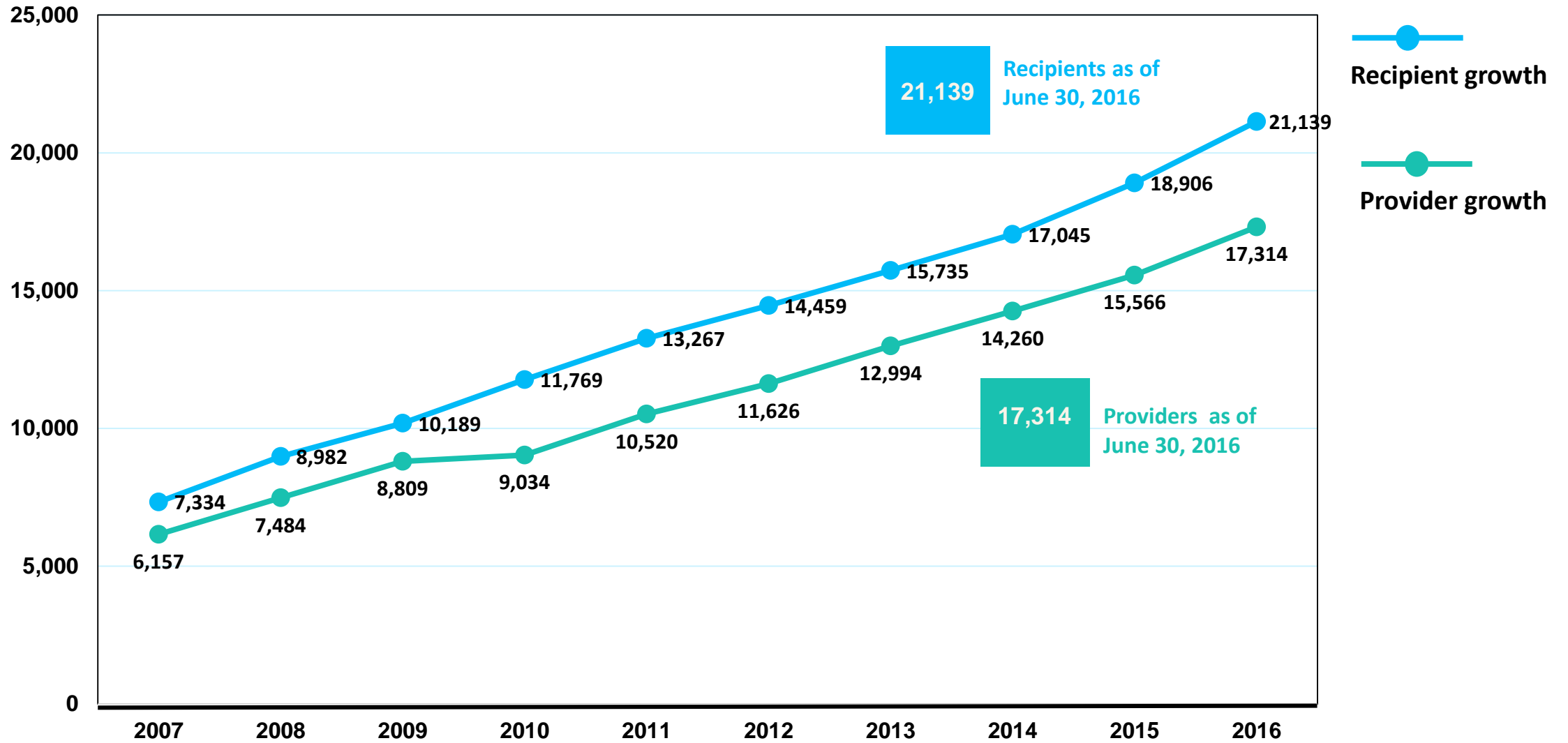
The graph below depicts the Registry call center for FY 2015-2016 (incoming & outgoing calls):





# PASC Registry Growth

The graph below shows PASC's Registry growth from July 1, 2007 through June 30, 2016:



# Back-Up Attendant Program

The PASC Back-Up Attendant Program (BUAP) is a limited service that provides short-term, temporary homecare assistance to prequalified IHSS recipients when these recipients' regular providers have to be absent from work due to an urgent, yet unexpected event, and the recipients do not have any back-up provider of their own. It is a service designed for recipients with a high level of daily care needs. BUAP provider participants are homecare providers who have a nursing background, training and/or extensive experience working for recipients with care need requirements as diverse, for example, as catheter care, bowel and bladder care, wound care, G-tube feeding, and transferring from bed to mobility device. **Ten** new providers joined the Back-Up Program during the reporting period.



The Registry set specific goals to improve service delivery under the Back-Up Program during fiscal year 2015-16: **Ease the operational requirements** triggered by the implementation of the new Case Management, Information and Payrolling System (CMIPS II); **negotiate the reinstatement of the \$3.00/hour pay differential** for BUAP providers, and try to **recapture the nearly 70% of BUAP-approved providers** who quit the program when the new requirements went into effect. These goals were not achieved during the reporting period. However, we have maintained ongoing conversations with representatives from DPSS and hope to make meaningful progress during the coming fiscal year.

# Back-Up Attendant Referral Program Activity for FY 2015-2016

The chart below shows the number of recipients approved for the Back-Up Program (a 28.5% increase over the previous reporting period), as well as requests for services and matches made during fiscal year 2015-2016:

Back-Up Program	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Enrolled Recipients	1,703	1,732	1,758	1,773	1,782	1,798	1,821	1,838	1,857	1,882	1,894	1,917
Requested BUAP Services	17	29	26	31	33	21	24	33	35	36	12	36
BUAP Referrals	8	17	13	21	21	13	17	21	24	21	8	11
Cancelled by Recipient	2	5	5	3	5	4	6	8	3	4	2	5
Provider No-Show	0	0	0	0	1	0	0	0	0	1	0	1
Ineligible Recipients	1	1	0	0	1	1	0	0	0	0	0	0
Denied Requests	0	1	0	2	1	0	0	0	2	0	0	0
Unfilled Requests	5	5	3	5	4	1	1	4	4	10	2	9
Request too early	1	0	0	0	0	1	0	0	2	0	0	0
<b>Service Hours Provided</b>	62:30	123.0	103.5	180.05	174.3	118.3	133.3	152.3	116.0	124.55	112.15	88.0

# Issue Solving Team

## PASC Involvement with Provider Enrollment, Payment, and Resolution of Employment-Related Discrepancies

PASC's Issue Solving Team (IST) responded to **372** requests for assistance in resolving a variety of IHSS-related issues (up **44.1%** from the previous reporting period). Among the most frequent issues were requests to assist providers in obtaining appointments to attend the state-mandated orientation for IHSS providers, to file claims on behalf of providers who encountered barriers to being "linked" to their recipients' cases and obtaining timesheets, to help providers who had late check problems, and to help recipients who experienced difficulties getting in contact with their Social Workers or Specialized Provider Clerks. For each of these **372** requests, IST staff filed a written claim with the corresponding IHSS office, and followed up on the status of each claim until a resolution was reached.

In addition to providing assistance to IHSS providers and recipients with problems pertaining to provider enrollment and payment, the Registry also received, documented, and responded to **313** recipient complaints, and **152** provider complaints. Recipient complaints ranged from providers not keeping appointments for job interviews to providers not completing IHSS authorized tasks (e.g. cleaning and running errands); provider complaints ranged from recipients who demanded non-IHSS services (e.g. free transportation) to recipients' refusal to approve timesheets. While the Registry offered assistance in the resolution of these employer-employee discrepancies, the claimants were also reminded of the Individual Provider Mode and how to resolve similar issues on their own in the future.

Payment and enrollment assistance

372

313

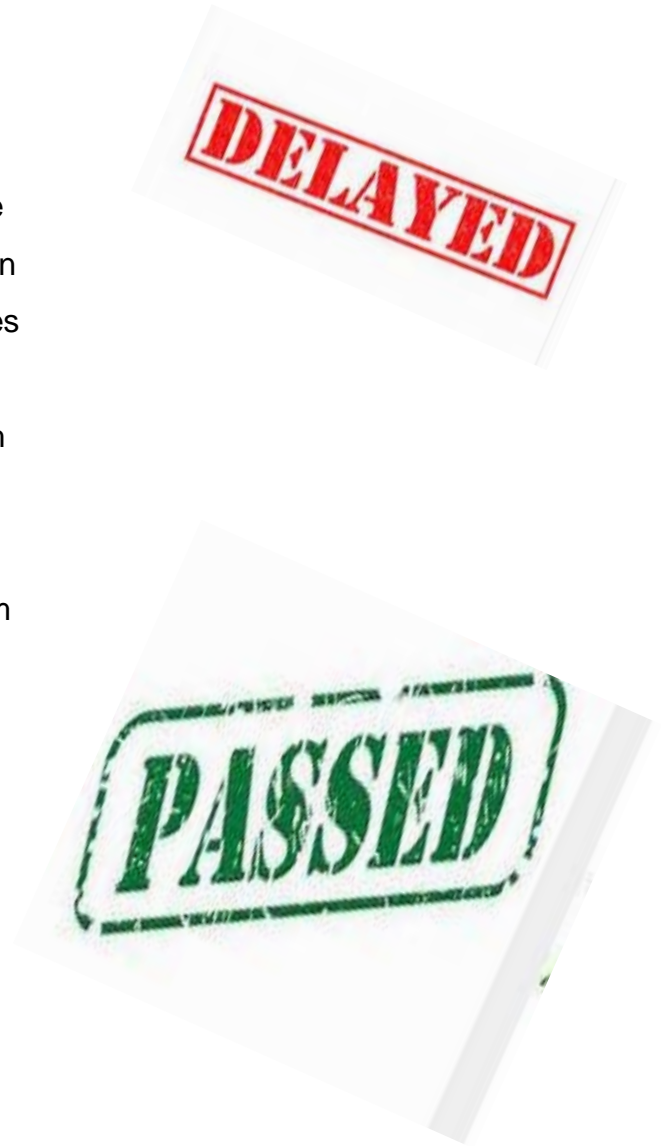
Recipient complaints

152

Provider complaints

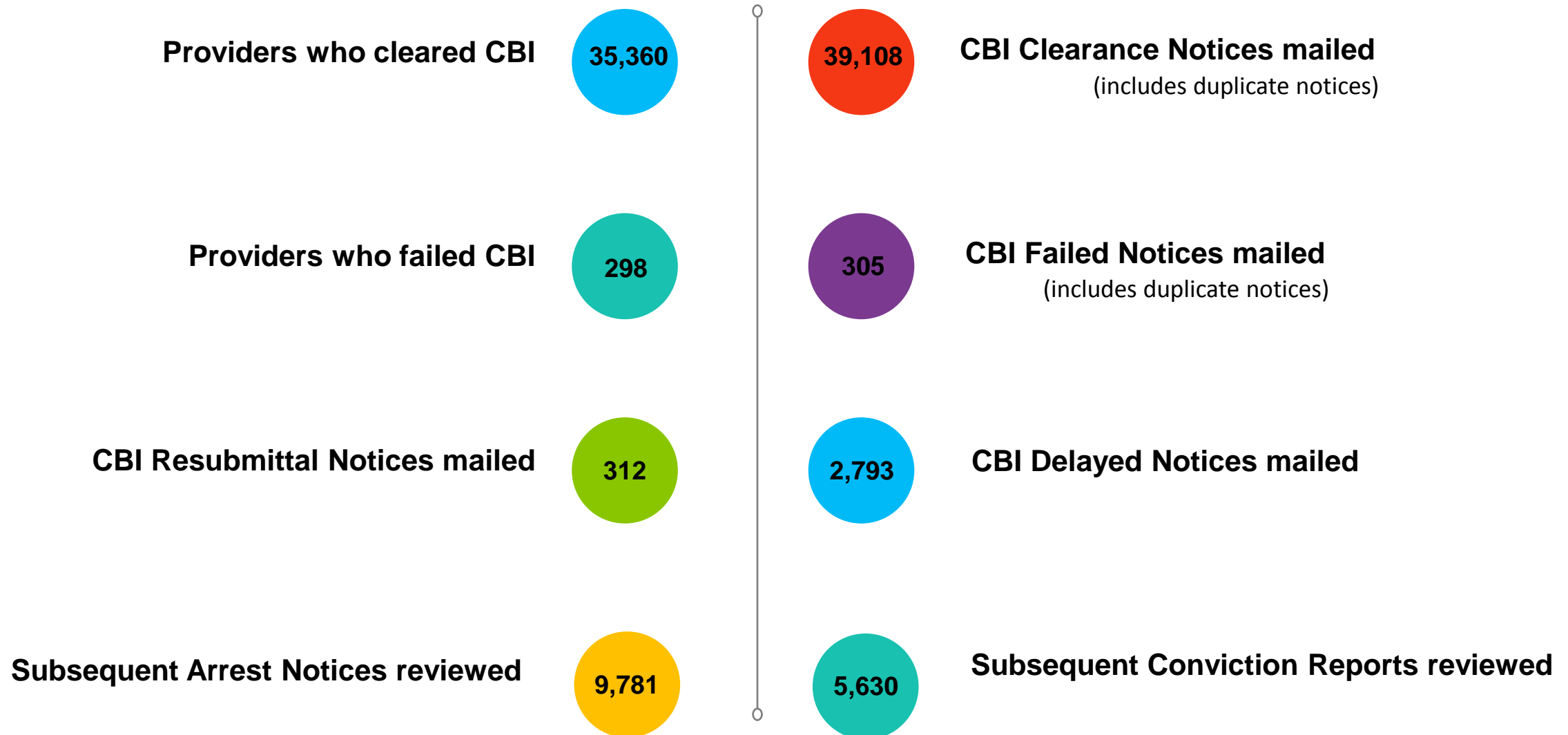
# Criminal Background Investigation (CBI):

PASC administers the CBI process for individuals who wish to work as homecare providers for the IHSS Program in Los Angeles County. PASC prepares live scan packets for fingerprint submission and CBI checks for the eight county IHSS District Offices. PASC receives, reviews, and determines the outcome of the CBI responses received from DOJ, and stores the information securely. PASC then provides appropriate notification to applicants and to IHSS personnel on the outcome of each transaction and about any subsequent notices received from DOJ. PASC also operates a call center to respond to provider inquiries related to IHSS enrollment requirements and the status of fingerprint submissions. During 2015-16, the call center responded to more than **26,156** calls from IHSS provider applicants inquiring about the status of their fingerprint submissions and/or about IHSS enrollment requirements. In FY 2015-2016, PASC processed **35,360** cleared CBIs and reviewed **298** failed CBIs. **39,413** cleared and failed notices were mailed out, along with another **3,105** resubmittal and delayed notices. **9,781** subsequent arrest notifications and **5,630** subsequent arrest convictions were reviewed.



# CBI activity for FY 2015-2016

Below are the activities related to PASC's handling of the CBI process for IHSS providers in Los Angeles County during fiscal year 2015-16:





# Programs

Some of the benefits the PASC Homecare Registry 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.

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## **TRAINING**

PASC regularly conducts free training classes for IHSS recipients, providers, case managers, and social workers in a classroom-style setting. The IHSS Tips and Information workshop, for example, is conducted by IHSS recipients, PASC staff members, and invited professionals, and addresses a wide variety of IHSS-related topics.

## **Information and Referral**

Recipients and providers who contact PASC often have needs that fall outside of PASC's services – such as locating meal and food programs, transportation, and mental health services. PASC offers assistance through its Information and Referral Department, which continues to grow, and this year created an inhouse database of community agencies accessible by all PASC staff members.

# *IHSS Tips and Information*

**128 recipient-focused workshops**

- 1,744 attended

**18 provider workshops**

- 114 attended

Below is a list of the topics covered in the “IHSS Tips and Information” workshops held throughout LA County. Each workshop is open to recipients, providers and health care professionals.



How to Hire and Train Your Homecare Worker



Understanding Your Notice of Action



How to Get the IHSS Hours You Need



How to Solve IHSS Problems



New Timesheets and IHSS Rules



How to Interview for an IHSS Job

# Community Partnerships

In fiscal year 2015-16, PASC partnered with many community-based organizations and community agencies for seniors and people with disabilities:



01

*Rancho Los Amigos National  
Rehabilitation Center*

02

*Health Plan Partnerships*  
L.A. Care, Health Net, CareMore,  
Care1st

03

*Family Rescue Center*

04

*Bet Tzedek-The House of Justice*

05

*Senior Concerns Committee*

06

*West San Gabriel Valley Elder Abuse  
Coalition*

07

*Office of Emergency Management/  
Access and Functional Needs  
Committee*

08

*Center for Health Care Rights (HICAP)*

# Recipient Outreach and Legislative Advocacy

*PASC's recipient outreach efforts bring recipients into shaping and implementing PASC's legislative advocacy. We connect with recipients on personal issues they bring to us – such as not being able to reach their social worker, getting their provider paid, and being billed by their doctor for what Medi-Cal should pay – and connect them to appropriate resources. From our initial contact with a recipient, we work to involve them in broader legislative issues, such as restoring the 7% IHSS cut, expanding SSI/SSP, opposing the elimination of HICAP, removing the threat of termination of IHSS providers who didn't return their SOC 846, and balanced billing.*

Recipient outreach staff, IHSS recipients who are working part-time with PASC, work to develop an ongoing connection with recipients on issues beyond the initial reason that brought them in contact with PASC, through regular action-oriented emails, monthly telephone town halls, e-blasts, small group meetings, and one-on-one phone conversations. When talking with recipients and providers, we problem solve, refer requests for lists and provider complaints to Registry staff, make referrals to other advocacy organizations, ask for their email, and ask if they would like to participate in telephone town halls.

Recipient outreach feeds our legislative advocacy and vice versa, to frame and implement PASC's legislative and policy priorities through recipient input. PASC has a reputation among coalition partners and allies for involving recipients in our issues. The strength and input PASC brings to coalitions come from the real recipient input we actively seek out.

PASC has established our role as a valued and informed partner, and is regularly invited to the table to discuss the impact of policies, possible barriers to reaching IHSS recipients, and ways to revise programs to serve IHSS recipients more effectively. Our major coalitional relationships include Neighborhood Legal Services, Justice in Aging, the Center for Health Care Rights (HICAP), the California Association of Public Authorities for IHSS (CAPA), the California In-Home Supportive Services Consumer Alliance (CICA), and the IHSS Coalition. We're also involved in the Los Angeles Aging Advocacy Coalition (LAAAC) and serve on advisory committees with several Cal MediConnect health plans, and on advisory boards evaluating Cal MediConnect and the Coordinated Care Initiative.

# PASC Consumer Corps & Peer Activities

Built over the last 3 years, PASC's **Consumer Corps** is a network of **500** IHSS consumers, providers, senior and disability building service coordinators, and advocates in long-term services and supports. We send timely action-oriented emails on PASC legislative priorities and activities to Corps participants, letting them know of opportunities to weigh in on the issue, to attend an event (such as PASC's annual Open House), or inviting them to a telephone town hall. The emails often include a request to let us know if they receive any feedback from their call to a legislator or if they attended an event, which helps us track who may be able to engage in other activities.

In the last 3 years, PASC has also built a network of **70 Consumer Peers**, IHSS recipients who are directly involved in PASC activities:

- Facilitated over **30 discussions** with recipients on overtime rules and regulations
- Met with a dozen state legislators on SSI/SSP and restoring IHSS 7% hours cut
- Provided input to California Department of Health Care Services and the Centers for Medicare and Medicaid Services on **revising Cal MediConnect materials**
- Participated in statewide coalitions including **CA4SSI, IHSS Coalition, and CICA**
- Provided recipient **feedback and interviews** to Kaiser Health News, The Wall Street Journal, Harbage Consulting, The Washington Post, and Justice in Aging
- Joined CA4SSI Coalition allies to rally in Sacramento about hunger and poverty and were included in a small discussion meeting with Governor Brown's staff on the importance of **raising SSI/SSP grant levels**

# PASC Peer Mentors

Peers receive training, both individually and in small groups, from staff and issue experts on issues that affect recipients of IHSS and on process skills.



Building a relationship with IHSS recipients is a very high priority for PASC. We want recipients to know they can get help from PASC, and we want to engage them in issues, by answering their questions or referring them to someone who can help them, by assessing their interest in specific issues, and by keeping an active, two-way dialogue with them. These recipient relationships are the way we build and implement PASC's legislative agenda. Our recipient relationships are our strength and foundation in the coalitional relationships that are needed to achieve our advocacy agenda.



# 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 provider isn't healthy, it is more difficult for them to help recipients.

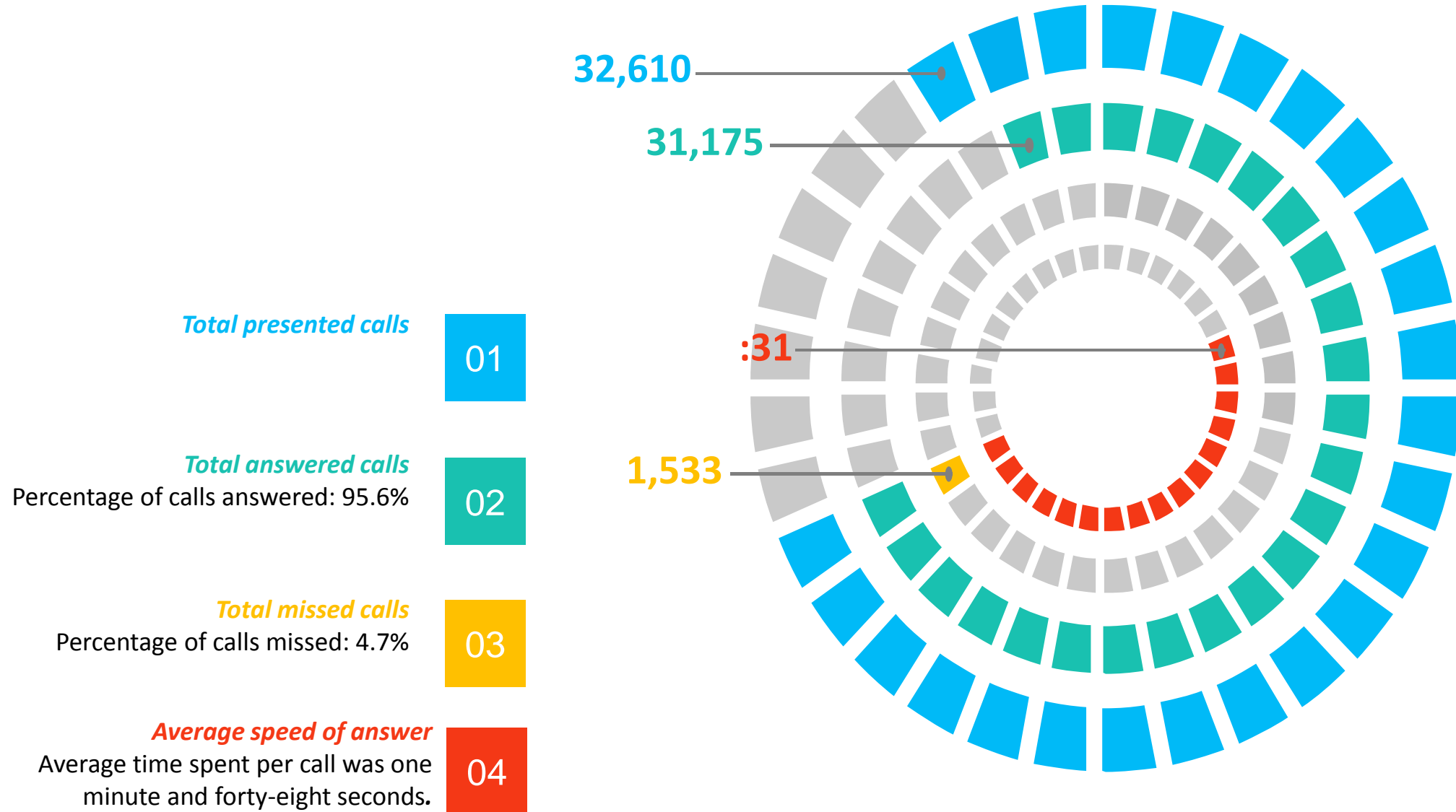
Since the Health Plan's implementation in April 2002, enrollment has grown to over **47,000** by the end of fiscal year 2015-16, making it California's largest medical benefits program for IHSS workers.

PASC operates an eligibility and enrollment call center at (855) 727-2756 (855-PASC-PLN). PASC also continues monthly mailings to newly-eligible providers, as well as eligibility warning and termination notices for enrolled members. Over the past fiscal year, the number of eligible IHSS providers has grown from **103,658** to **117,467** in June 2016.

PASC mails enrollment forms to newly-eligible providers when they first meet eligibility criteria, inviting them to enroll in the Plan. In the past fiscal year PASC processed **10,724** enrollment forms, and sent termination packets, including COBRA election forms, to **9,506** Plan members. Health Plan call center staff answered a total of **32,610** calls in fiscal year 2015-16.

# Health Plan Eligibility and Enrollment Call Center

Call center activity for FY 2015-2016:



# FY 2015-2016 Health Plan Activity

	<b>Eligible Providers</b>	<b>Newly Enrolled</b>	<b>Total Enrollment</b>	<b>%</b>	<b>Monthly Termination</b>	<b>COBRA Enrollees</b>	<b>Inquiries Received</b>
Jul-15	103,658	795	45,671	44.1%	983	118	2,517
Aug-15	110,856	710	45,587	41.1%	794	115	2,708
Sep-15	111,790	1,135	45,937	41.1%	785	114	3,079
Oct-15	112,553	1,082	46,267	41.1%	753	114	2,713
Nov-15	113,360	927	46,381	40.9%	813	114	2,405
Dec-15	114,040	895	46,518	40.9%	758	115	2,547
Jan-16	114,305	675	46,512	40.7%	681	108	2,724
Feb-16	114,614	1,042	46,775	40.8%	779	100	2,938
Mar-16	115,179	816	46,815	40.6%	776	111	3,135
Apr-16	115,976	868	46,926	40.5%	757	111	2,444
May-16	116,748	771	46,869	40.1%	832	125	2,612
Jun-16	117,467	1,008	47,082	40.1%	795	136	2,788
<b>Total</b>		<b>10,724</b>			<b>9,506</b>	<b>1,381</b>	<b>32,610</b>

# Technology

During FY 2015-2016, PASC's IT department focused its efforts on finding new ways to provide information to recipients and providers, along with keeping the network and computers running at all times.

We installed new computers and printers for the Registry specialists in the call center. The Microsoft windows 10 operating system was configured and rolled out to all computers. We replaced one of our production printers with one that will meet our needs at no additional cost, and a complete network analysis was performed. The findings in the network analysis led to the replacement of two network switches with two managed switches, and changing from a satellite ISP to a fiberoptic provider. We introduced the ability to sign up for upcoming workshops via our website, and implemented a new backup system to include duplication of nightly backup jobs both on- and offsite.

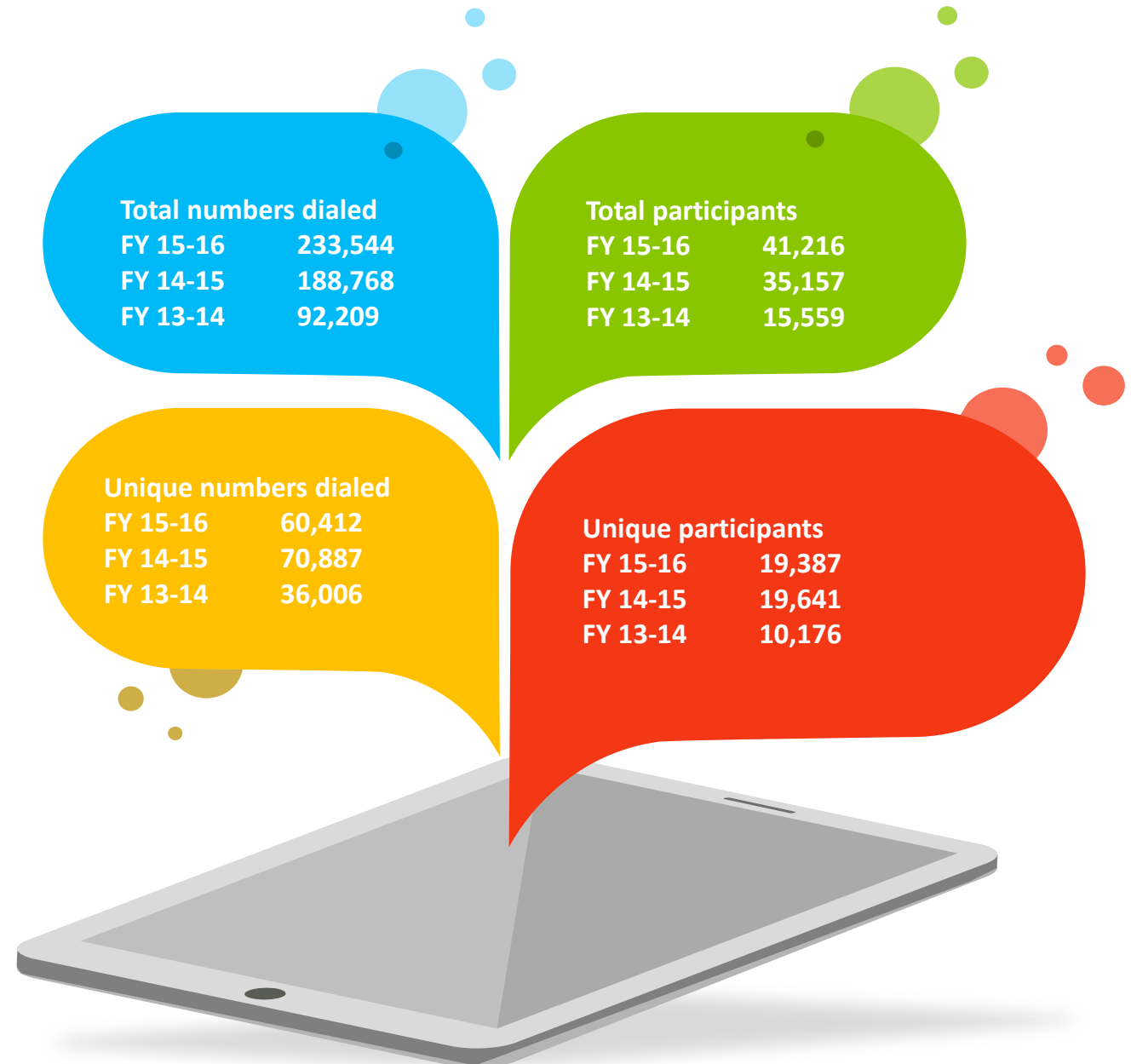
The goal for the coming fiscal year is to continue to improve upon ways to provide information to recipients and providers on **changes occurring** in IHSS and other relevant programs and services, through e-blasts, robocalls, town halls, social media and our quarterly e-newsletters. We also plan to introduce **short informational videos** for those unable to attend one of our workshops throughout LA County in person.

# Tele Town Halls

In FY 2015-2016 PASC held 13 Tele Town Halls, making our total to date **30**. The average time spent on a call is **22 minutes**. Callers heard from DPSS IHSS division, Assemblymember Cheryl Brown and Aileen Harper from HICAP, just to name a few. We have had **3,155** questions asked during the calls, of which **136** were answered live, and **3,019** callers received a call from a PASC Peer Mentor to answer their question. Topics ranged from AB1584, the SSI/SSP grant increase bill, to FLSA rules, regulations and forms, to the 2016-2017 proposed and revised state budget.

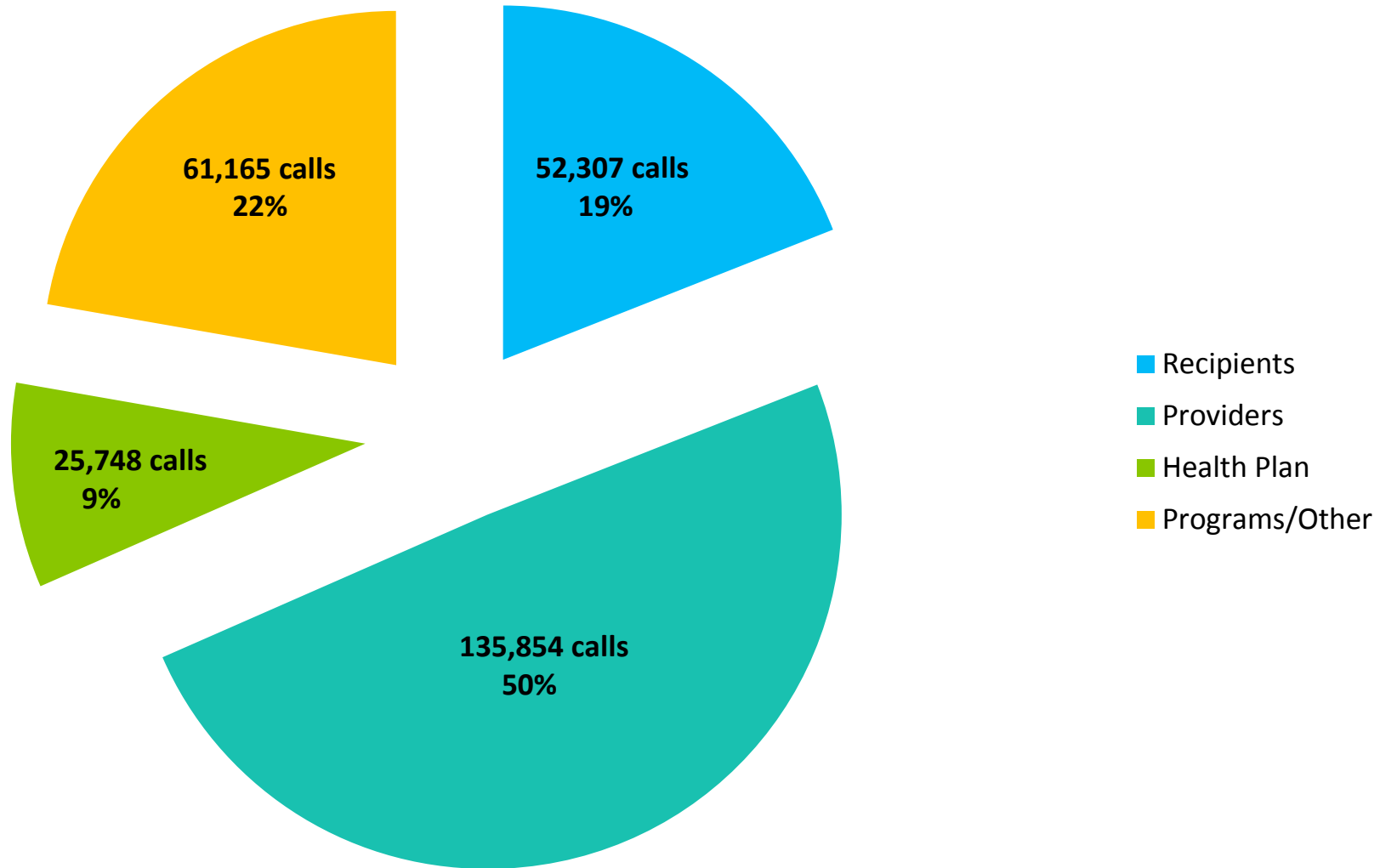
Although we did not make our goal of having one call interpreted in Spanish, we will keep that a priority for the upcoming year.

Below shows Tele Town Hall data for the last three years:



# FY 2015-2016 Presented Calls

In FY 2015-2016 PASC handled a total of **335,674** incoming calls, and **112,942** outbound calls. The chart below shows incoming calls per department for FY 2015-2016:



# Accounting



The following is the accounting activity for FY 2015-16. Audited financial report will be available upon request after December 2016.



# Finance

Statement of activity and changes in net assets for the years ended June 30, 2015 and June 30, 2016

	2015 Audited	2016 Unaudited (*)
Revenue	\$4,052,610	\$4,079,734
Operating Expenses	\$4,093,092	\$4,078,449
Operating Surplus	(\$40,482)	(\$9,414)
Net assets, end of year	\$1,137,014	\$1,138,300

(\*) Footnote - 2016 Unaudited: These statements have not been published to the State of California or the US Federal Government by our auditors Quigley and Miron CPA, pending detailed completion of the audit report itself. When the audit report is published we do not expect the 2016 numbers to change.

### Watson, CPAs:



Watson, CPAs was hired by the County of Los Angeles to fulfill the contractual agreement that an audit would be performed at the conclusion of our previous contract ending FY#2014-2015. Since the County's audit focus was primarily on the 2014-2015 year, over 80% of the audit requirements were already developed during the audit with Quigley and Miron. The only exception noted by the Watson auditors was that PASC posted the 2014-2015 Annual Report to the County, two months late.

### Quarterly Reporting:



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



### Quigley and Miron, CPAs

Quigley & Miron CPAs have been PASC's outside audit firm for six years. In the previous 14 years, we have been able to close our audit around mid-December. When we were near completion of the regular audit, Q&M notified PASC that we were required to comply with GASB 68, since we have a CalPERS defined benefit retirement plan for all employees. GASB 68 required PASC to record an underfunded liability for CalPERS covering the next 20 years. CalPERS actuaries calculate the 20-year period for each agency, and then provide this calculation for a fee. Booking this underfunded liability to our ledger increased our long-term liabilities by approximately \$1M. Since the statistics for this calculation were not available from CalPERS until February 2016, this added an additional seven weeks to the audit.

## FY 2015-2016 Accounting and Finance Activity

During the years prior to FY#2014-2015, PASC has had individual accounting policies for each accounting application, although not in any uniform manner, procedure, or place. Knowing that PASC was to have at least three audits in the FY#14-15 timeframe, PASC Accounting decided to develop a uniform procedure for writing, updating, and approving these procedures. The new format for the procedure has provided a standardized process for filing, finding, storing, and updating these procedures. In this review, the accountants noted several procedures were out of date, needed revisions, lacked proper sign-off/approval, and were not being stored in one common place. A concentrated effort was made, and on 7/15/2015, a new Manual of PASC's Accounting Policies & Procedures, Accounting Instruction from DPSS, and Dept. of Auditor/Controller Contract Accounting & Administration Handbook were issued, saving hundreds of hours for the CFO, Senior Accountant and staff.

