

S E R V I N G

LOS ANGELES COUNTY



P A S C | PERSONAL ASSISTANCE SERVICES COUNCIL
of Los Angeles County



ANNUAL REPORT 2007




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





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to request an e-copy of the Report, please call PASC at 877.565.4477.



message from the board chair

Dear Friends,


As Chair of the Governing Board of the Personal Assistance Services Council of Los Angeles County (PASC), I am pleased to provide an update on PASC's activities this past year. Our efforts have, as always, been directed toward enhancing the provision of social welfare services vital to low-income seniors and persons with disabilities who receive assistance through California's unique In-Home Supportive Services (IHSS) Program, and the persons who provide their in-home care.

PASC's Governing Board is composed of Los Angeles County residents; over one-half of Board members are low-income seniors or persons with disabilities who are using or have been part of the IHSS Program or who have comparable experience with the use of homecare providers.

PASC will continue its mandate to operate a registry, serve as employer of record for collective bargaining purposes, and provide access to training for consumers and providers. In addition, there are other areas of achievement that I would like to spotlight in this report.

PASC has begun operation of a pilot Back-Up Attendant Program. Initially, this pilot program began serving the most disabled of IHSS consumers, based upon the number of hours of personal care services (35 hours per week) authorized by the LA County Department of Public Social Services. This group of consumers totals approximately 7000 individuals. Based upon the experience gained within the initial scope of program operation, we hope to expand the pilot to include more consumers with less severe disabilities and fewer hours.





The Back-Up Attendant Program is designed to meet a pressing community need. When a severely disabled consumer's regular homecare worker is temporarily unable to serve, and no one else is available to assist, the unattended consumer faces a stressful and isolated situation, with severe challenges to maintain even the basic essentials of food, health, and sanitation. While such situations arise infrequently for any individual consumer, when they do arise, the threats to health and safety can quickly lead to a decline in health and eventually the need to call for paramedic rescue services or hospitalization. By referring a "back-up attendant" to the consumer to fill in temporarily for the unavailable homecare worker, this new program is intended to meet such immediate needs, and avoid the use of emergency services and hospitals.

Another accomplishment this year resulted from PASC's working with the County Board of Supervisors and the United Long-Term Care Workers' Union, Service Employees International Union (SEIU) Local 6434, to improve wages. As a result, wages were increased to \$9 per hour effective April 1, 2007. As experience has shown, better compensation and benefits for providers not only helps the providers, but also directly benefits the consumers.

During this year, we have also experienced a significant increase in the number of providers who have benefited from the PASC-SEIU Homecare Workers Health Care Plan. This plan provides emergency, inpatient, outpatient, and follow-up care and prescriptions to over 25,600 homecare providers in Los Angeles County. Not only does this program benefit homecare providers by providing low-cost quality medical insurance and care to persons who would otherwise have no alternative other than the already stretched county emergency hospital system, this program also greatly benefits consumers by reducing turnover in the homecare workforce, thus giving consumers a better likelihood of finding and keeping experienced homecare providers.

In summary, PASC continues to be committed to its mission of improving the IHSS Program for seniors and persons with disabilities. PASC looks forward to another year of working with all of the stakeholders involved with the IHSS Program to secure this goal.

I trust you will find this annual report informative and enlightening.

James N. Adler





As Executive Director/Chief Operating Officer of the Personal Assistance Services Council of Los Angeles County (PASC), I am submitting this seventh annual report to the Board of Supervisors of Los Angeles County, with the concurrence of the PASC Governing Board. This report details PASC's ongoing activities for the period of July 2006 through June 2007.

PASC, as in past years, has continued to follow the direction set forth in Los Angeles County Ordinance 97-0053, Title 3, Chapter 3.45:



- * *function as the employer of record of In-Home Supportive Services (IHSS) workers for purposes of collective bargaining*
- * *develop and operate a registry*
- * *provide access to training*

Implementing these basic objectives, PASC continued its multifaceted program platform to facilitate various and specifically defined projects to further enhance the IHSS Program in LA County during fiscal year 2006-07. The following highlights this year's activities:

Registry

The PASC Homecare Registry continues to expand, and was augmented with a Back-Up Attendant Program designed to temporarily serve high-need consumers when a provider is not able to fulfill scheduled hours. Registry participation has also continued to increase. As of June 30, 2007, approximately 8000 IHSS consumers and 6500 providers have applied and been approved for Registry services, and over 9700 matches have been made since the inception of the Registry in June 2002.

Collective Bargaining

PASC's current collective bargaining agreement with Service Employees International Union (SEIU) Local 6434, which extends to June 30, 2008, was amended on January 26, 2007 to provide for a wage increase to \$9 per hour for IHSS workers, effective April 1, 2007.

Homecare Workers Health Care Plan

Following the Board of Supervisors' directive to provide healthcare for IHSS workers, PASC works with the LA County Department of Health Services, Community Health Plan, the Department of Public Social Services (DPSS), and SEIU Local 6434 to manage the plan's eligibility administration. In operation since April 2002, the PASC-SEIU Homecare Workers Health Care Plan serves over 25,600 enrolled workers as of June 30, 2007. Recognizing the plan's significance, PASC has continually studied its impact on worker retention and turnover, and, in December 2006, issued its fifth report demonstrating that medical benefits increase stability and continuity in this workforce.



County

PASC works closely with DPSS on IHSS Program enhancements. As referenced above, PASC developed and implemented a Back-Up Attendant Program to assist, on an emergency basis, the most severely in-need consumers when their homecare workers are not available. This program is a significant enhancement to PASC's Registry services and became fully operational in April 2007.

Community Outreach

PASC's outreach teams continue to work countywide to inform and educate persons about the IHSS Program and the availability of PASC to support them in their efforts to live independently in their communities. PASC publishes and distributes various informational materials to local organizations serving seniors and persons with disabilities throughout the county.

Fiscal Issues

PASC manages and is responsible for its own fiscal activities, as a statutorily defined independent public (government) agency. PASC complies with federally mandated accounting practices and audit standards. As in past years, PASC again passed its annual independent audit. Beginning with the initial audit of 2001-02 operations, no material deficiencies have been noted; all financial activities have been determined to be in compliance with applicable federal and state statutes. In October 2007, PASC will undergo its fiscal year 2006-07 audit.

Summary

Responding to the ever-growing number of consumers in LA County's IHSS Program, PASC is continuing to work on the broad range of new initiatives begun in 2006, offering resources not found elsewhere in the county, in order to enhance and advance the IHSS Program.

In conjunction with all PASC Board members and employees, I will continue building on our past accomplishments, while exploring and developing new enhancements to the IHSS Program and providing the highest level of service to both consumers and providers.

Ronald L.G. Osterhout



governing board



Board Chair:
James N. Adler

(from left to right)

Vice Chair:
Nancy Becker Kennedy

Board Secretary:
Ernie Castano

Board Treasurer:
Rosalie Argenta

Member at Large:
Margaret Belton

- Jerry N. Davila-Castro
- Janet Heinritz-Canterbury
- Terry Magady
- Lillibeth Navarro
- Jeanette Nishikawa
- Chris Otero
- Yungsohn Park
- Tad Tanaka



*Largest cities**Los Angeles 4,018,080**Long Beach 492,912**Glendale 207,157**Santa Clarita 177,158**Pomona 162,140**Torrance 148,558**Pasadena 147,262**Palmdale 145,468**Lancaster 143,818**El Monte 126,282**Inglewood 119,212**Downey 113,587**West Covina 112,953**Norwalk 110,040**Burbank 107,921*

Since 1997, the Personal Assistance Services Council of Los Angeles County (PASC), the county's public authority for In-Home Supportive Services (IHSS), has been serving consumers and providers in order to enhance the delivery of services within the IHSS Program.

PASC strongly believes its contributions to community-based, long-term care have helped develop a stable, experienced workforce, through negotiations for higher wages and benefits, and have helped improve the lives of consumers as they manage their health in their own homes. PASC's Registry operations and outreach efforts have helped to educate and inform the 165,000 consumers and 130,000 providers now participating in LA County's IHSS Program.

This annual report summarizes PASC's activities to support seniors and people with disabilities, our most vulnerable community members, during the period of July 2006 through June 2007.

PASC homecare registry

The PASC Homecare Registry has operated successfully since June 2002, functioning as a free and voluntary service through which consumers and providers are referred to each other so that they themselves can decide whether they wish to form an employment relationship. All Registry services are delivered within the parameters of the Individual Provider (IP) Mode of service delivery, which guarantees an IHSS consumer's right to hire, assign work, supervise, train, and, if necessary, fire the homecare provider.

Referral Criteria and Procedures

Referrals are made based on pre-established criteria such as a consumer's needs and authorized services, as well as scheduling and language compatibility between the consumer and the prospective homecare providers.

Upon receiving a request for referrals from an IHSS consumer, the Registry searches its database of available homecare providers and generates a report of providers who seem to best fit all or most of the consumer's requirements. Registry referral reports, usually consisting of five names of available providers, are made available to the consumer by mail, phone, fax, or email. It is then the consumer's responsibility to initiate contact with the providers to arrange for interviews and possible hiring. When requested, Registry staff will initiate contact with prospective providers on behalf of the consumer.

Other cities

Agoura Hills

Alhambra

Arcadia

Artesia

Avalon

Azusa

Baldwin Park

Bell

Bell Gardens

Bellflower

Beverly Hills

Bradbury

Burbank

Calabasas

Carson

Cerritos

Claremont

Commerce

Compton

Covina

Cudahy

Culver City

Diamond Bar

Downey

Registry Participation Requirements

Participating consumers and providers are required to submit a completed Registry Application as well as a Service and Release Agreement. Consumers must be approved for IHSS services, reside in LA County, and complete a Department of Public Social Services (DPSS) Authorization for the Release of Information. Providers are required to clear a Criminal Background Investigation as administered by the California Department of Justice, participate in a 2 1/2-hour Registry Orientation Meeting, show proof of identity, and submit three personal references and information on their employment history for the past five years. The Registry will not accept any provider applicant whose background indicates that the applicant is a habitual substance abuser, or has been convicted of or incarcerated for committing a sex offense, elder or child abuse, other crimes of violence, dishonesty, theft, robbery, burglary, or any felony.

Provider Recruitment

Provider recruitment is primarily conducted at Registry Orientation Meetings (ROMs). PASC also conducts special ROMs at the request and with the support of the LA County DPSS-GAIN Program and other such organizations. PASC schedules approximately 10 ROMs per month; meetings are held in different locations throughout the county to allow for better attendance by interested provider applicants. ROMs are typically conducted in English and Spanish. During fiscal year 2006-07, PASC conducted a total of 64 ROMs and received 1793 applications from provider participants.



Registry Outreach Activities

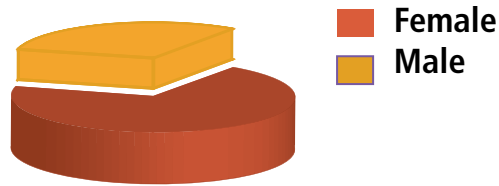
PASC has established procedures to publicize its Registry services and to identify and attract new consumer and provider participants. PASC has designed brochures, bulletins, flyers, posters, magnets, and other informational materials that are disseminated at senior and disability organizations, libraries, healthcare facilities, and community organizations. IHSS social workers also help to distribute PASC information to consumers at their annual assessment visits. PASC participates in health fairs, job fairs, conferences, seminars, networking meetings, and other community events to promote its services. PASC publishes a quarterly newsletter of information about the IHSS process, relevant legislation, and helpful programs and services that is widely distributed in the community, and maintains a website of information about the IHSS Program and PASC's services.



PASCLA.ORG



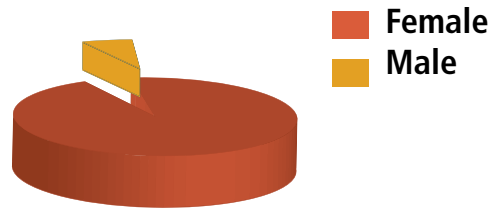
REGISTRY CONSUMER GENDER



Registry Statistics

The PASC Homecare Registry has enrolled 7937 IHSS consumers and 6686 IHSS providers. In fiscal year 2006-07, the Registry made 2885 verified matches. These charts show the Registry's consumer and provider gender ratios and languages spoken.

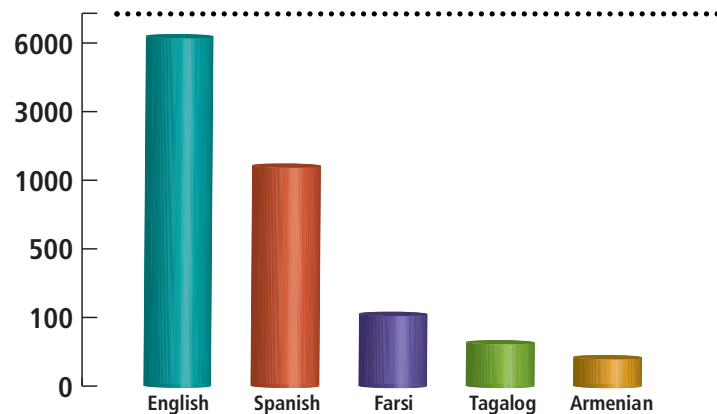
REGISTRY PROVIDER GENDER



Future Registry Enhancements

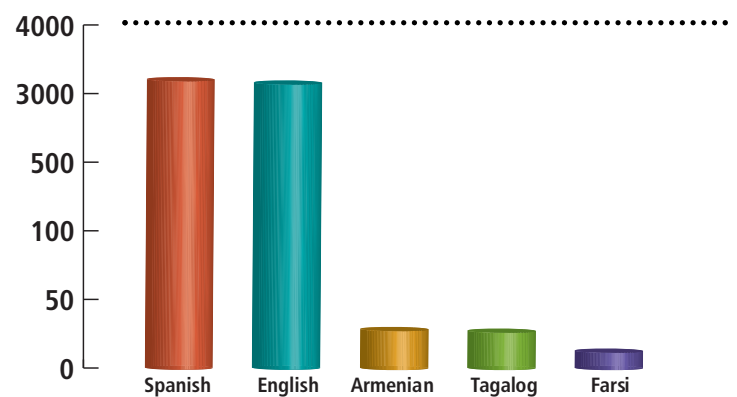
The past five years of experience will guide PASC toward what needs to be done in the future to meet the challenges of an ever-expanding Registry program. One of the most important challenges the PASC Homecare Registry faces is the recruitment of more English-speaking providers. Over the past few years, the Registry has experienced a very high influx of monolingual Spanish-speaking providers (and a dwindling number of English-speaking applicants), while the demand for English-speaking providers continues to grow. PASC believes that one of the ways to address this problem is to offer customized English as a Second Language trainings to non-English-speaking Registry providers, and will work to develop curricula to accomplish this goal.

REGISTRY CONSUMERS



Top Five Primary Languages Spoken

REGISTRY PROVIDERS



Top Five Primary Languages Spoken

Other cities

Duarte

El Segundo

Gardena

Glendora

Hawaiian Gardens

Hawthorne

Hermosa Beach

Hidden Hills

Huntington Park

Industry

Inglewood

Irwindale

La Cañada
Flintridge

La Habra Heights

La Mirada

La Puente

La Verne

Lakewood

Lawndale

Lomita

Lynwood

Malibu

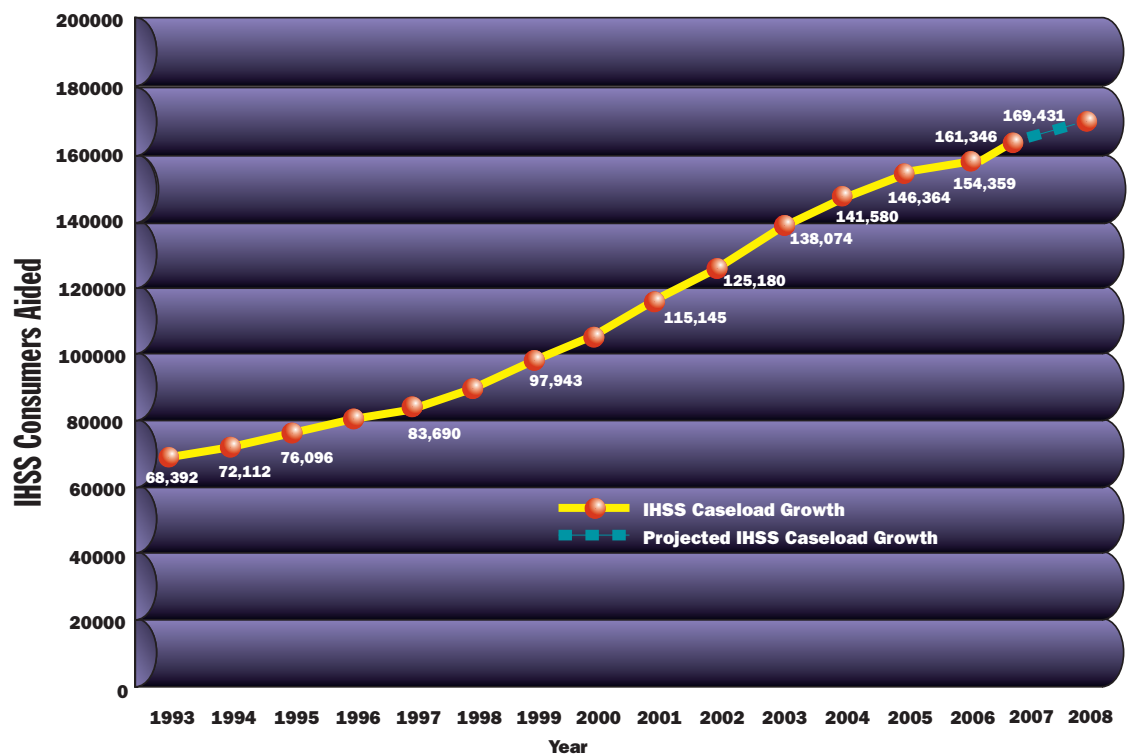
Manhattan Beach

Maywood

caseload growth

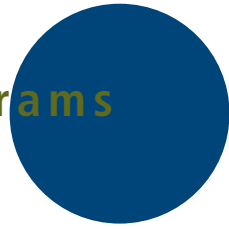


IHSS Caseload Growth and Projected Caseload Growth



The solid line indicates the number of IHSS consumers in LA County from 1993 through 2007; the dashed line indicates the projected number of IHSS consumers from 2007 to 2008.

programs



PASC Back-Up Attendant Program

Developed by PASC and DPSS, the PASC Back-Up Attendant Pilot Program began operation on April 18, 2007. This program is designed to refer replacement homecare attendants to certain eligible IHSS consumers when they have an urgent yet temporary need for back-up support. When their regular IHSS provider cannot work, and their usual substitute providers are not available, consumers can simply call the Back-Up Program, toll-free, to request a referral of a back-up attendant.

The Back-Up program serves those IHSS consumers who are most in need of a replacement attendant, based on their high need for personal care (i.e., assistance with bathing, eating, going to the toilet, dressing, walking, etc.). To be eligible for the Back-Up



Program, consumers must be authorized by DPSS to receive at least 35 hours per week of personal care services, as a part of their total monthly IHSS hours. In addition, they must be registered with the PASC Homecare Registry. PASC back-up attendants are individuals who have skills and experience working with consumers with severe disabilities. All back-up attendants are required to register with the PASC Homecare Registry (which includes clearing a California Department of Justice Criminal Background Investigation), attend a special orientation meeting, and either complete a 12-hour training course or pass a proficiency test to determine their skills in performing certain homecare duties such as lifting and transferring. Back-up attendants are paid \$12 per hour for the services they provide through this program.

Community Outreach

PASC has expanded its information, assistance, and referral services and trained additional staff to help seniors, individuals with disabilities, family caregivers, and homecare providers access resources which will enhance their quality of life. Such resources include independent living centers, senior centers, legal advocacy services, rehabilitation centers, home health services, housing resources, and organizations providing accessible transportation. Membership in the California Alliance of Information and Referral Services has enabled PASC to continually improve our coordination with other agencies and to update our resources as new services become available in the community. These resources are available through PASC by contacting the Information and Referral Specialists.

Other cities

Monrovia

Montebello

Monterey Park

Norwalk

Palos Verdes Estates

Paramount

Pico Rivera

Rancho Palos Verdes

Redondo Beach

Rolling Hills

Rolling Hills Estates

Rosemead

San Dimas

San Fernando

San Gabriel

San Marino

Santa Fe Springs

Santa Monica

Sierra Madre

Signal Hill

South El Monte

South Gate

South Pasadena

Temple City



Other cities

Vernon

Walnut

West Covina

West Hollywood

Westlake Village

Whittier

Unincorporated communities

Acton

Agoura

Agua Dulce

Alondra Park

Altadena

Antelope Acres

Athens

Avocado Heights

Baldwin Hills

Bassett

Big Mountain Ridge

Big Pines

Big Rock

Bouquet Canyon

Castaic

Castaic Junction

Charter Oak

Citrus



An additional outreach tool that has been developed is the Consumer Resource Guide, which includes senior, disability, and health-related resources, food programs, low-cost legal assistance, and housing services. This brochure will be distributed to consumers at a variety of outreach events as an enhancement to PASC's Information and Referral Program.

PASC has continued to provide monthly consumer trainings, in collaboration with DPSS, to inform consumers about the IHSS Program and the application process, as well as ways to navigate its system of policies and procedures. PASC's program staff participates in meetings with several LA County commissions, attends job and health fairs that serve seniors and persons with disabilities, and distributes informational materials about PASC's services at many events. PASC has also set up outstations at several senior centers to disseminate information about the IHSS Program and PASC's services.

PASC has continued its efforts to collaborate with discharge planners at hospitals, rehabilitation centers, and skilled nursing facilities, to inform them about the availability of IHSS as an alternative to institutional care.

Training

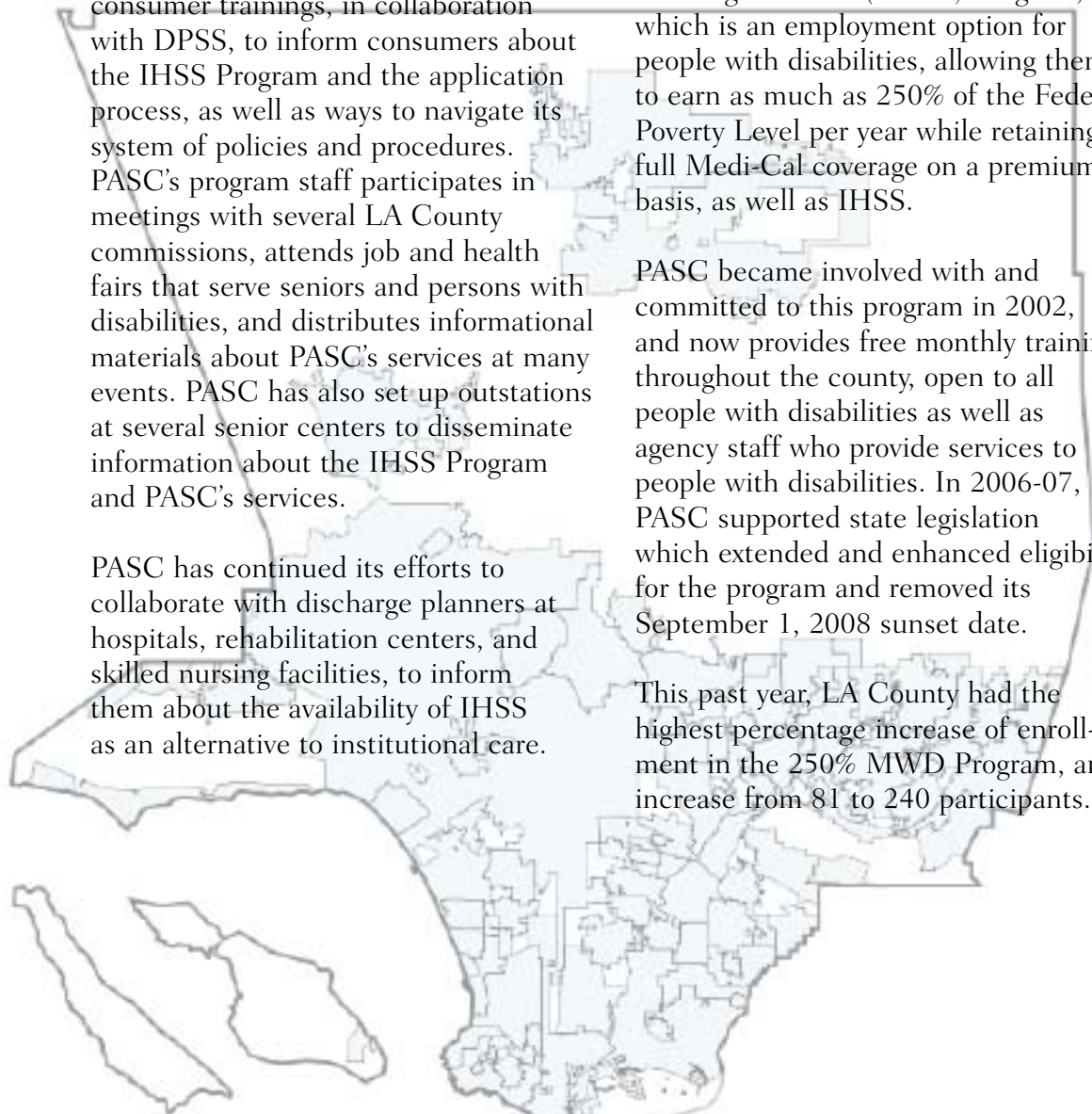
As mandated, PASC conducts trainings for IHSS consumers and providers throughout LA County in such areas as infection control and CPR. PASC has partnered with the Alzheimer's Association to co-sponsor educational events related to the diagnosis of Alzheimer's disease, hiring of caregivers, and self-care for caregivers. In addition, trainings are planned for consumers and providers in the areas of disaster preparedness and recognition of the signs and symptoms of elder abuse and neglect.

250% California Medi-Cal Working Disabled Program

PASC continues its participation in trainings on the California Medi-Cal Working Disabled (MWD) Program, which is an employment option for people with disabilities, allowing them to earn as much as 250% of the Federal Poverty Level per year while retaining full Medi-Cal coverage on a premium basis, as well as IHSS.

PASC became involved with and committed to this program in 2002, and now provides free monthly trainings throughout the county, open to all people with disabilities as well as agency staff who provide services to people with disabilities. In 2006-07, PASC supported state legislation which extended and enhanced eligibility for the program and removed its September 1, 2008 sunset date.

This past year, LA County had the highest percentage increase of enrollment in the 250% MWD Program, an increase from 81 to 240 participants.





Board Initiatives

The PASC Governing Board has developed initiatives which PASC is implementing to improve the quality of life for seniors and persons with disabilities. Over the past year, PASC has focused on improving pre-discharge planning procedures to enhance the transition of those IHSS consumers who are leaving institutional care to return to independent living situations, working with DPSS, Rancho Los Amigos National Rehabilitation Center, and other institutions.

Efforts are also continuing to inform consumers about the many community services available to them, especially home- and community-based Medi-Cal waivers to augment the IHSS Program, as well as community-based services related to the US Supreme Court's Olmstead decision.

PASC is also actively participating in the development of policies and procedures to implement California's new "Money Follows the Person" Rebalancing Initiative Demonstration Program, as well as supporting legislation that will increase the availability of transportation and affordable housing, two areas impacting the success of the IHSS Program.



Unincorporated communities

Cornell

Del Aire

Del Sur

Del Valle

Desert View Highlands

East Compton

East La Mirada

East Los Angeles

East Pasadena

East San Gabriel

Florence-Graham

Hacienda Heights

Juniper Hills

Kinmeloa Mesa

La Crescenta-Montrose

Ladera Heights

Lake Hughes

Lake Los Angeles

Lennox

Leona Valley

Littlerock

Llano

Marina del Rey

Unincorporated
communities

homecare workers health care plan



Implemented in 2002, the PASC-SEIU Homecare Workers Health Care Plan now has over 25,600 members who otherwise would be medically uninsured, and this total is expected to continue to trend upward, as longitudinal studies have shown that healthcare benefits are among the most critical factors in retaining employees in this workforce, increasing the pool of skilled, experienced workers for IHSS consumers.



Last year's RTZ Associates research study, commissioned by PASC, on the impact of health benefits on retention of IHSS workers continued to clearly demonstrate that implementation of a health benefits program tends to produce a larger, more stable workforce, contributes to longer worker tenure and more consistent work patterns, and further increases the provider pool.

In addition, the re-enrollment rate for members who had left the plan due to changes in their eligibility status has risen over the past year, and continues to be nearly as high as the enrollment rate for the newly eligible. In the coming year, PASC will continue to work with its partner agencies to boost targeted plan outreach to ensure that all workers understand benefit offerings.

Mayflower Village

North El Monte

Pearblossom

Quartz Hill

Rowland Heights

South San Gabriel

South San Jose Hills

South Whittier

Stevenson Ranch

Topanga

Val Verde

Valinda

Valyermo

View Park-Windsor Hills

Vincent

Walnut Park

West Athens

West Carson

West Compton

West Puente Valley

West Whittier-Los Nietos

Westmont

Willowbrook



legislation

PASC continued its legislative efforts in 2006-07, supporting state legislation on statewide standards for consumer training, medical accompaniment services, designated reading assistance services, and state funding for criminal background investigations. PASC supported the continuation and expansion of the Medi-Cal Working Disabled Program, and worked to ensure that the IHSS Plus Waiver be protected, urging the federal Centers for Medicare and Medicaid Services to renew the waiver.

PASC strongly opposed the Governor's Supplemental Security Income/State Supplementary Payment Program cost-of-living suspension proposed in his May 2007 budget revision proposal, as well as his efforts to freeze state participation in IHSS provider wages and benefits.

At the federal level, PASC supported a House bill which established a consortium to conduct a study of all matters relating to the potential use of new technology to assist older adults and their caregivers, and a House bill which would provide states with necessary

funds to give private direct support workers assisting people with disabilities more appropriate compensation. PASC also supported legislation to reverse Medicare's "in-the-home" restriction on durable medical equipment, especially with regard to wheelchairs.

PASC continues to monitor legislative actions that could impact the IHSS Program, enabling PASC's staff to educate and inform our constituents and to assist in developing strategies to support positive impacts and oppose adverse effects of such actions.

In all its efforts, PASC continues to work closely with DPSS, and organizations such as the County Welfare Directors Association of California (CWDA), the California State Association of Counties (CSAC), and the California Association of Public Authorities (CAPA) to collaborate on efforts to strengthen the IHSS Program.



california association of public authorities

CAPA was created for the exchange of information and ideas, and to stimulate collaboration and cooperation among its public authority membership, which includes PASC. CAPA provides a forum for public authority directors to regularly meet and discuss consumer concerns, union relations, project funding, legislation, training, registry services, and other common issues.

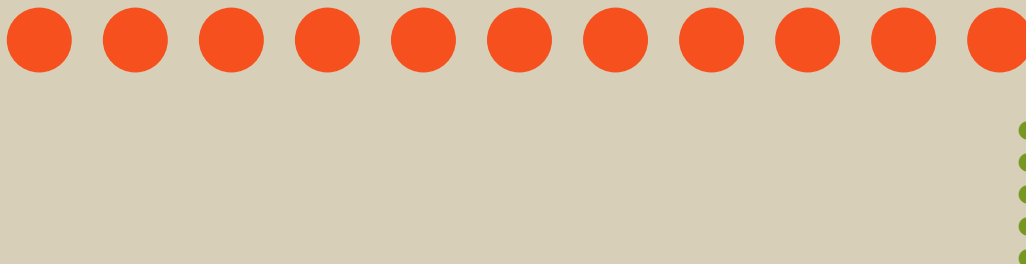
CAPA works to foster an open dialogue between its membership and state government, to facilitate effective communication among county, state, and federal administrative agencies in order to develop and support public policy that will promote the independence of seniors and people with disabilities.

Personal Assistance Services Council of Los Angeles County

**Statement of activities and changes in net assets
For the years ended June 30, 2005 through June 30, 2007**

	2005 Audited	2006 Audited	2007 Unaudited
Revenues	\$ 3,488,422	\$ 3,675,978	\$ 3,682,050
Operating costs	\$ 3,441,246	\$ 3,639,933	\$ 3,657,030
Operating surplus	\$ 47,176	\$ 36,045	\$ 25,020
Net assets, beginning of year	\$ 2,065,796	\$ 2,112,972	\$ 2,149,017
Net assets, end of year	\$ 2,112,972	\$ 2,149,017	\$ 2,174,037

Complete audited financial statements for years ended June 30, 2005 and June 30, 2006 are on file at PASC's offices. The auditor's report, completed by an independent certified public accountant, was unqualified.





YOU AND YOUR COMMUNITY

In MEMORIAM

Ernest Timothy Hamilton, Jr., a participant in the community forums that led to the development of PASC, passed away July 17, 2007 in Los Angeles. Ernest actively supported people with disabilities, particularly veterans of foreign wars, and founded Personal Care Technologies, an organization which trained persons with spinal cord injuries to live more independently. He was a compelling spokesman for disability rights through his service as a member of the Los Angeles County Commission on Disabilities and the California Governor's Committee on Employment of People with Disabilities, as well as his many motivational presentations throughout the county.

He led by example and always tried to help improve the quality of life for those around him. He will be greatly missed.



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