

PASC

PERSONAL ASSISTANCE SERVICES COUNCIL
OF LOS ANGELES COUNTY

IN HOME SUPPORTIVE SERVICES



SERVING LOS ANGELES COUNTY



P A S C

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.

MISSION STATEMENT



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*This annual report is available in electronic format for screen reader software; to request an e-copy of the report, please call PASC at 877.565.4477.

Largest cities served



Long Beach 492,912

Glendale 207,157

Santa Clarita 177,158

Pomona 162,140

Torrance 148,558

Pasadena 147,262

Palmdale 145,468



Dear Friends,

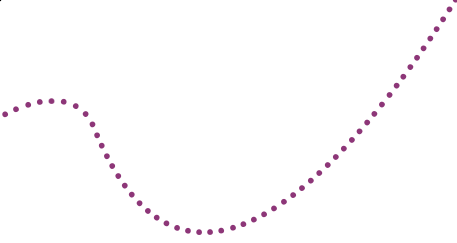
As Chair of the Personal Assistance Services Council of Los Angeles County (PASC), I am pleased to introduce this annual report, which updates PASC's activities this past year. Our efforts, as always, continue to be directed toward enhancing the provision of social welfare services vital to low-income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

The charter and goal of PASC is to enhance the IHSS Program in Los Angeles County in order to benefit both consumers and providers. PASC's governing body consists of 15 LA County residents, at least 51 percent of whom are current or past recipients of IHSS, pursuant to Welfare and Institutions Code Section 12300 et seq.

There are three particular achievements that I would like to highlight in this report.

First, PASC's Back-Up Attendant Pilot Program has evolved to become an ongoing service within its Registry activities. The Back-Up Program addresses the critical, urgent needs of IHSS consumers for homecare workers to assist them when their long-term provider is not available. While such situations arise infrequently for any individual consumer, when they do arise, the threatened harm to the consumer can be devastating and can quickly lead to a decline in health and eventually the need to call for paramedic rescue services or hospitalization. A severely disabled consumer temporarily deprived of assistance all too often faces immediate isolation, as well as anxiety, discomfort, and severe health risks.

I recall an instance which occurred over a recent Thanksgiving holiday, when an IHSS consumer's attendant cancelled at the last minute, leaving her without help for the entire weekend. Her disability prevented her from getting to the bathroom, in or out of bed, or charging her wheelchair batteries without assistance. A neighbor who ordinarily could help her had already left for an all-weekend job and would not be back until Sunday evening. The consumer had not gone to the bathroom since Friday morning, and had been on the phone all of Friday calling the attendants she knew of. She had not had any food into the late evening. She was in pain from holding her bladder all day. She dared not take any more liquid, lest it worsen her urgency, and she had become extremely dehydrated. For lack of a back-up attendant, she was forced to call for paramedic assistance, even though she was frightened of being assigned male paramedics to assist her, of being thrown into a nursing home, the dreaded institution she has fought all her life to get away from, of being declared unfit to care for herself, and of losing her independence – the greatest treasure for a person with a severe disability.



A call to 911 is neither the most cost-effective nor the best method of providing these services. By referring a back-up attendant to the consumer to fill in temporarily for the unavailable homecare worker, the PASC Registry is able to meet such immediate needs by dispatching a trained provider to stabilize a situation, possibly avoiding the use of emergency services and hospitals.

Second, we have experienced a significant growth over the past year in the number of providers who have benefited from membership in the PASC-SEIU Homecare Workers Health Care Plan. This plan now provides in-patient, outpatient, emergency, and follow-up care and prescriptions to over 28,000 homecare providers in LA County. This program not only benefits homecare providers by providing low-cost, quality medical insurance and care to persons who would otherwise have no alternative to the already-stretched county emergency hospital system, but also greatly benefits consumers by reducing turnover in the homecare workforce, thus giving consumers a better likelihood of finding and keeping experienced homecare providers.

Third, we commenced this past year what we expect to be the first of a series of countywide consumer forums, designed to give IHSS consumers an opportunity to communicate among themselves and with the organizations that represent them, discuss issues impacting the program, and develop strategies to improve it. These forums provide an opportunity for participants to talk about issues that affect their lives. People listen to and support each other as they present their stories, and provide PASC with the opportunity to maintain closer contact with IHSS consumers and assess the delivery of services within the IHSS Program.

James N. Adler



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

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



EXECUTIVE DIRECTOR'S



As Executive Director/Chief Operating Officer of the Personal Assistance Services Council of Los Angeles County (PASC), I am submitting this eighth 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 2007 through June 2008.

Continuing to follow the directions set forth in Los Angeles County Ordinance 97-0053, Title 3, Chapter 3.45, PASC

- ✦ Functions as the employer of record of In-Home Supportive Services (IHSS) workers for purposes of collective bargaining
- ✦ Develops and operates a registry, augmented by the Back-Up Attendant Pilot Program
- ✦ Provides access to training

Implementing these objectives, PASC has continued its efforts over the past year to facilitate and further enhance the IHSS Program in LA County.

The following highlights this year's activities:

SUMMARY

Registry

Expanding each year, the PASC Homecare Registry now includes the Back-Up Attendant Pilot Program, to temporarily serve high-need consumers when a provider is not able to fulfill scheduled hours. Overall Registry participation has continued to increase: As of June 30, 2008, over 9600 IHSS consumers and 7800 providers have applied and been approved for Registry services, and over 12,800 matches have been made since the Registry began operations in June 2002.

Homecare Workers Health Care Plan

Beginning in 2002, PASC began working with the LA County Department of Health Services' Community Health Plan, the LA County Department of Public Social Services, and the United Long-Term Care Workers' Union, SEIU Local 6434, to manage eligibility administration for the PASC-SEIU Homecare Workers Health Care Plan. As of June 30, 2008, the plan now serves over 28,000 enrolled workers. PASC has continued to study the plan's impact on worker retention and turnover, and, in December 2007, issued its sixth report demonstrating that medical benefits increase stability and provide continuity in this workforce.

Lancaster 143,818

El Monte 126,282

Inglewood 119,212

Downey 113,587

West Covina 112,953

Norwalk 110,040

Burbank 107,921

Community Outreach

Working countywide, PASC's outreach teams continue to inform and educate people about the IHSS Program and PASC's availability to support them in their efforts to live independently in their communities. In addition to publishing printed and electronic informational materials, PASC continues to conduct community forums throughout the county, partnering with various local organizations which also serve seniors and persons with disabilities.

Fiscal Issues

PASC is responsible for the management of its fiscal activities, as a statutorily defined independent public (government) agency. PASC continues to comply with all federally mandated accounting practices and audit standards. PASC again, as in past years, 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.

Working with 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



A handwritten signature in black ink that reads "Ronald L.G. Osterhout". The signature is written in a cursive style and is positioned above a horizontal line.



GOVERNING

BOARD



Board Chair:
James N. Adler

(from left to right)

Vice Chair:
Nancy Becker Kennedy

Board Secretary:
Emie Castano

Board Treasurer:
Rosalie Argenta

Member at Large:
Margaret Belton

- Jerry N. Davila-Castro
- Janet Heinritz-Canterbury
- Terry Magady
- Lillibeth Navarro
- Chris Otero
- Yungsohn Park
- Eric Vasquez



Since 1997, the Personal Assistance Services Council of Los Angeles County (PASC), the county's public authority for In-Home Supportive Services (IHSS), has served 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 as a result, have helped consumers manage their lives in their own homes. PASC's Registry operations and outreach efforts have educated and informed the over 173,000 consumers and 138,000 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 2007 through June 2008.

PASC HOMECARE REGISTRY

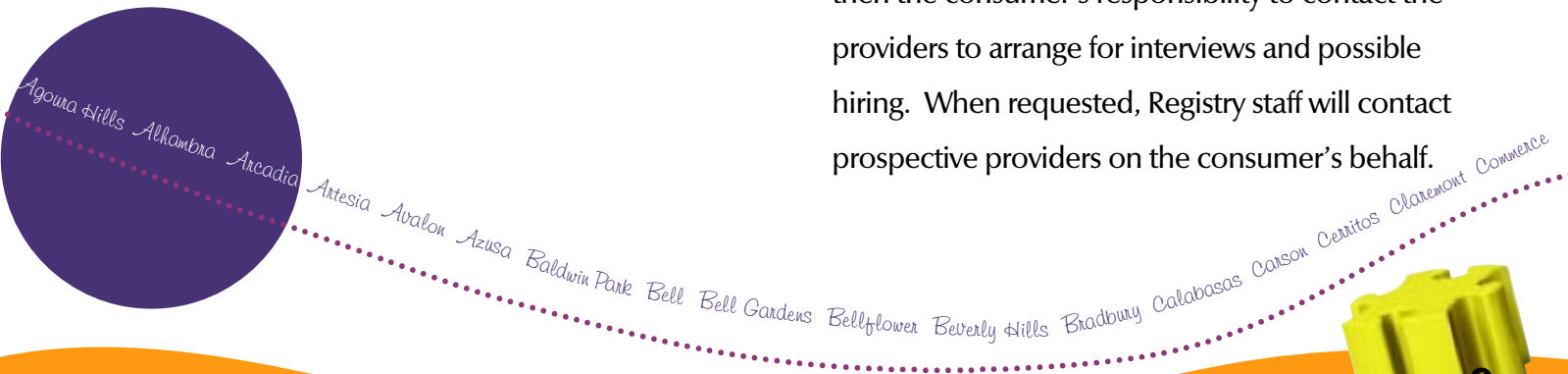
The PASC Homecare Registry has operated successfully since June 2002 as a free and voluntary service through which consumers and providers are referred to each other so that they themselves can decide whether they wish to form an employment relationship. All Registry services are delivered within the 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, terminate the homecare provider's employment.

Referral Criteria and Procedures

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

Other Cities



Participation Requirements

To participate in the Registry, 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 must clear a Criminal Background Investigation as administered by the California Department of Justice, participate in a three-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 who has been convicted of any felony.

Provider Recruitment

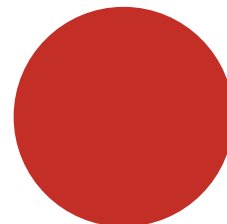
Provider recruitment is primarily conducted at Registry Orientation Meetings (ROMs). PASC schedules several ROMs per month in different locations throughout the county; ROMs are typically conducted in English and Spanish. During fiscal year 2007-08, PASC conducted a total of 64 ROMs and received 1768 applications from provider participants.

Outreach Activities

To publicize its Registry services and identify and attract new consumer and provider participants, PASC designs and distributes brochures, bulletins, flyers, posters, magnets, and other informational materials to senior and disability organizations, libraries, healthcare facilities, and community organizations countywide. IHSS social workers also distribute PASC information to consumers at their annual assessment visits. Throughout the year, PASC participates in health fairs, job fairs, conferences, seminars, networking meetings, and other community events to promote its services. PASC also publishes the PASC Homecare Bulletin, a quarterly newsletter of information about the IHSS process, relevant legislation, and helpful programs and services, which is widely distributed in the community.



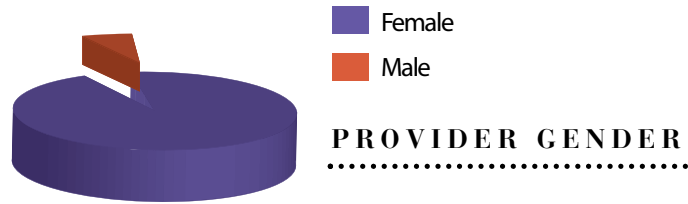
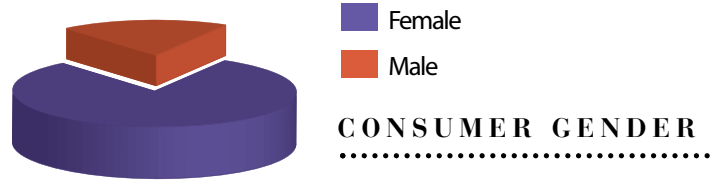
PASCLA.ORG



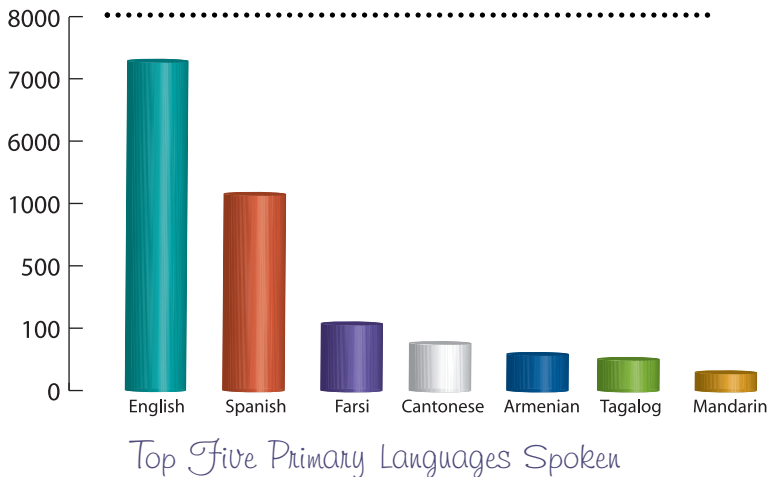
Compton Covina Cudahy Culver City Diamond Bar Duarte El Segundo Gardena Glendora Hawaiian Gardens Hawthorne Hermosa Beach Hidden Hills Huntington Park

Registry Statistics

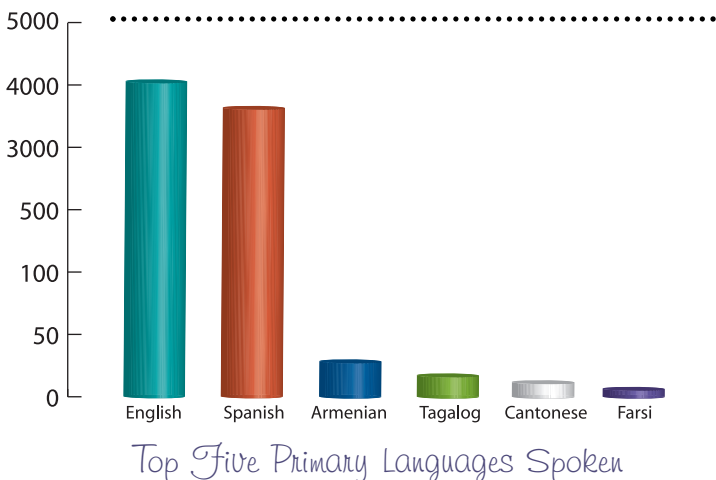
The PASC Homecare Registry has enrolled 9694 IHSS consumers and 7849 IHSS providers. In fiscal year 2007-08, the Registry made 3183 verified matches. These charts show the Registry's consumer and provider gender ratios and languages spoken.



CONSUMERS



PROVIDERS

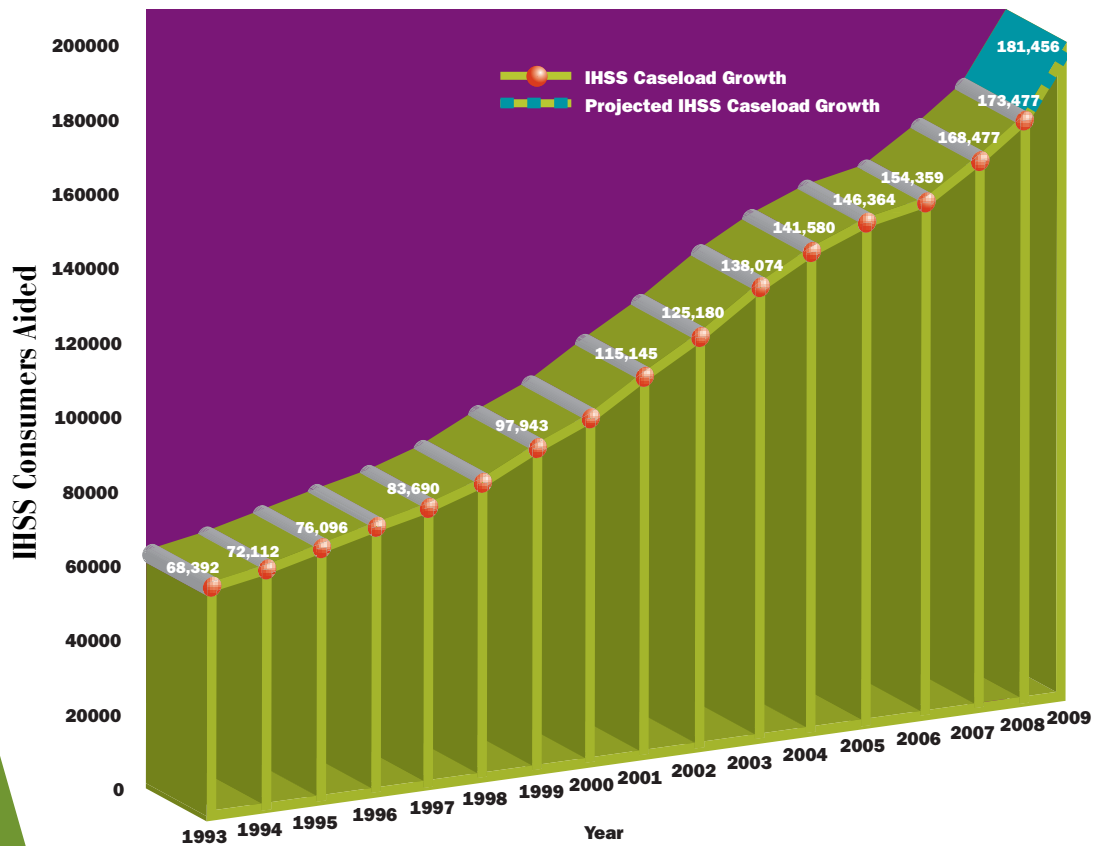


Projected Registry Enhancements

In the coming months, PASC will be reviewing ways to enhance its Registry services. Some of the improvements to be considered are revamping the Registry software to allow for more automation of Registry procedures, and implementing new approaches to the Registry matching and data management processes. Additionally, PASC will continue to explore the possibility of making customized English as a Second Language classes available for Registry providers who are monolingual Spanish speakers.

CASELOAD GROWTH

IHSS Caseload Growth and Projected Caseload Growth



The solid line shows the number of IHSS consumers in LA County from 1993 through 2008; the dashed line indicates the projected number of IHSS consumers from 2008 to June 2009. These figures are based on LA County DPSS Statistical Reports and the Legislative Analyst's Office percentage for caseload growth for 2008-2009.



Industry Inglewood La Cañada Flintridge La Habra Heights La Mirada La Puente La Verne Lakewood Lawndale Long Beach Long Beach Manhattan Beach Monterey Park Montebello

P R O G R A M S

PASC Back-Up Attendant Pilot Program

Developed by PASC and DPSS, the PASC Back-Up Attendant Pilot Program began on April 18, 2007, to refer replacement homecare attendants to 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.). Eligibility for the Back-Up Program was changed in December 2007 to include those consumers authorized by DPSS to receive at least 25 hours per week of personal care services, as a part of their total monthly IHSS hours (This increased the total eligible population to over 13,000 consumers.). In addition, consumers must be registered with the PASC Homecare Registry.

PASC back-up attendants 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.

The pilot program has been integrated with the PASC Homecare Registry, and now has 691 registered consumers. 110 trained back-up providers have filled 142 consumer requests totaling over 1161 hours of back-up services as of June 30, 2008. The Program's progress will be reported to the LA County Board of Supervisors in January 2009.



Monterey Park Palos Verdes Estates Paramount Pico Rivera Rancho Palos Verdes Redondo Beach Rolling Hills Rolling Hills Estates Rosemead San Dimas San Fernando San Gabriel

Community Outreach

PASC has expanded its information, assistance, and referral services to help seniors, individuals with disabilities, family caregivers, and homecare providers access community resources, such as independent living centers, senior centers, legal advocacy services, rehabilitation centers, home health services, housing resources, and organizations providing accessible transportation. These resources are available through PASC by contacting its Information and Referral Specialists.

PASC maintains a website of information on the IHSS Program, PASC's services, and community resources; the website includes PASC print materials, up-to-date information on issues impacting IHSS, and a sign-up for the monthly PASC E-News. Begun in November 2007, the E-News now has over 1000 email subscribers.

An additional outreach tool that has been developed is the Consumer Resource Guide, which includes information on senior, disability, and health-related resources, food programs, low-cost legal assistance, and housing services. This guide is distributed to all LA County consumers as an enhancement to PASC's Information and Referral Program. A concise Quick Reference Guide has also been published for IHSS consumers who are members of the PASC Registry.

PASC has continued to provide monthly consumer trainings in collaboration with DPSS, covering topics such as effectively using the IHSS system, being an employer, and using the PASC Homecare Registry.

PASC's staff participates in meetings with several LA County commissions and attends job and health fairs that serve seniors and persons with disabilities. PASC has also set up outstations at several senior centers to disseminate information about the IHSS Program and PASC's services.

Consumer Forums

PASC co-sponsors countywide consumer forums, to give IHSS consumers an opportunity for two-way communication with the organizations that represent them, discussing issues impacting the IHSS Program and developing strategies to improve it. Partnering with AARP, the California Alliance for Retired Americans, the Congress of California Seniors, independent living centers, and the United Long-Term Care Workers' Union, these forums meet throughout the county and address personal care services, union practices, assessments of needed services, and budget issues that favorably or adversely impact consumers' lives. Individual issues are discussed and referred to appropriate community resources for follow-up. These forums help PASC maintain closer contact with IHSS consumers, and help consumers learn about IHSS issues and improve their self-advocacy skills.

Training

PASC conducts trainings for IHSS consumers and providers throughout LA County, in areas such 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 have been conducted for consumers and providers in the areas of disaster preparedness and recognizing and reporting elder abuse and neglect. PASC has also begun to focus on the importance of exercise in maintaining the health of individuals with disabilities and seniors and has partnered with various organizations to develop and provide adaptive exercise programs.

250% California Medi-Cal Working Disabled Program

PASC continues its participation in trainings on the California Medi-Cal Working Disabled (MWD) Program, an employment option for people with disabilities which allows 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. Over 380 people in LA County now participate in this program.

PASC became involved with and committed to the MWD 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.

This past year, PASC staff members trained more than 750 county IHSS social workers in MWD policies and procedures.

Board Initiatives

PASC continues to implement its Governing Board's initiatives, focusing over the past year on improving pre-discharge planning procedures to ease the transition of those IHSS consumers who are leaving institutional care to return to independent living situations.

Another area of concern has been that of timely provider payment. PASC continues to work with DPSS to develop solutions for late payment problems, which have a very negative impact on the survival, morale and retention of the provider workforce.

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, which supports seniors and persons with disabilities in the least restrictive setting possible.

HOMECARE WORKERS HEALTH CARE PLAN

Unincorporated Communities

Implemented in 2002, the PASC-SEIU Homecare Workers Health Care Plan now has over 28,000 members who otherwise would be medically uninsured; 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.

Research studies, commissioned by PASC, on the impact of health benefits on IHSS worker retention have 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 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 ensure that all workers understand benefit offerings.



- 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
- Connell 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 Kinneloa Mesa
- La Crescenta-Montrose Ladera Heights
- Lake Hughes Lake Los Angeles Lennox
- Leona Valley Littlerock Llano
- Marina del Rey 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 2007-08, supporting state legislation to provide extended resource exemptions in determining eligibility for the MWD Program, strengthen enforcement of hate crime statutes as they apply to people with disabilities, prohibit exclusion of coverage in vehicle insurance liability policies for vehicles used by providers to supply IHSS services, and establish a Supported Employment Examination and Appointment Program to provide state employment opportunities for qualified individuals with severe disabilities.

PASC strongly opposed the Supplemental Security Income/State Supplementary Payment Program cost-of-living suspension that the Governor proposed in his May 2008 budget revision proposal, as well as his efforts to reduce IHSS domestic services hours, reduce state participation in provider wages to the state minimum wage, eliminate Medi-Cal optional benefits, and reduce state participation in IHSS administrative costs.

At the federal level, PASC supported Senator Barbara Boxer's senate bill to attract and retain trained health-care professionals and direct care workers for the growing population of older Americans.

PASC continues to monitor actions that could impact the IHSS Program, tracking relevant legislation as it progresses through the legislative process, educating and informing our constituents and partners, and assisting in the development of strategies to support positive impacts and oppose adverse effects.

In all its efforts, PASC works closely with DPSS, consistent with the policies of the LA County Board of Supervisors. PASC also partners with organizations such as the County Welfare Directors Association of California, the California State Association of Counties, the California In-Home Supportive Services Consumer Alliance, 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 also helps ensure that legislators are aware of the issues facing the IHSS Program and the need to enact legislation favorable to the program and its participants. CAPA provides a forum for public authority directors to regularly meet and discuss consumer concerns, legislation, union relations, project funding, training, registry services, and other common issues.



Personal Assistance Services Council of Los Angeles County

**Statement of activities and changes in net assets
For the years ended June 30, 2006 through June 30, 2008**

	2006 Audited	2007 Audited	2008 Unaudited
Revenues	\$ 3,675,978	\$ 3,865,058	\$ 3,888,165
Operating costs	\$ 3,639,933	\$ 3,766,129	\$ 3,875,125
Operating surplus	\$ 36,045	\$ 98,929	\$ 13,040
Net assets, beginning of year	\$ 2,112,972	\$ 2,149,017	\$ 2,247,948
Net assets, end of year	\$ 2,149,017	\$ 2,247,948	\$ 2,260,988

Complete audited financial statements for years ended June 30, 2006 and June 30, 2007 are on file at PASC's offices. The auditor's report, completed by an independent certified public accountant, was unqualified.



in memoriam

Tad Tanaka (1932-2008)



PASC mourns the loss of Tad Tanaka, a member of the PASC Governing Board, who passed away on May 18, 2008.

Tad devoted his life and his talents to empowering people with disabilities. Nominated to the Governing Board by DPSS in 1999, Tad served on the steering committee which helped develop PASC and was active in the LA County IHSS Consumer Advisory Committee from its inception in 1974. A graduate of California State University, Long Beach with a degree in Psychology, Tad worked at Cypress College providing services to students with disabilities until his retirement in 1996.

His advocacy activities on behalf of persons with disabilities began in the early 1960s. He was a founding member of Paralyzed Veterans of America, and served as a member of the Board of Directors for both the Dayle McIntosh Center and the Westside Center for Independent Living. He was appointed to the California Department of Rehabilitation Advisory Committee and was one of 16 delegates from California to attend the 1976 White House Conference on the Handicapped. He continued to participate in many community consumer advocacy activities, and was instrumental in the change of the Social Security Act to eliminate work disincentive clauses in the State Supplementary Payment Program regulations.

Tad was one of the trailblazers of the disability rights movement, and exemplified the independent living philosophy in his work and personal life. He was a good person, and his absence will be deeply felt.



PASCLA

S E R V I N G Y O U A N D Y O U R C O M M U N I T Y

A row of five stylized house icons in blue, blue, blue, yellow, and blue, positioned between the letters 'A' and 'C' of the main title.

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