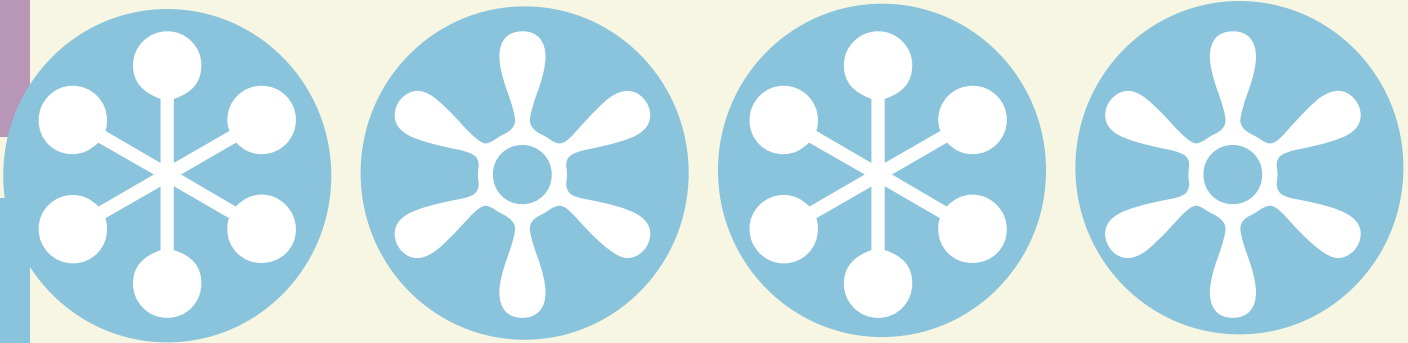




pasc

PERSONAL ASSISTANCE SERVICES COUNCIL  
of Los Angeles County





## **mission statement**

*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.*

**pasc**

# pasc governing board



(above)  
Chair:  
Chris Otero

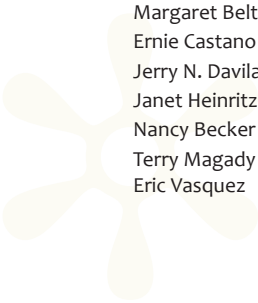
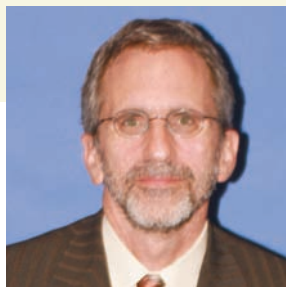
Vice Chair:  
Kevin MacDonald  
(no photo available)

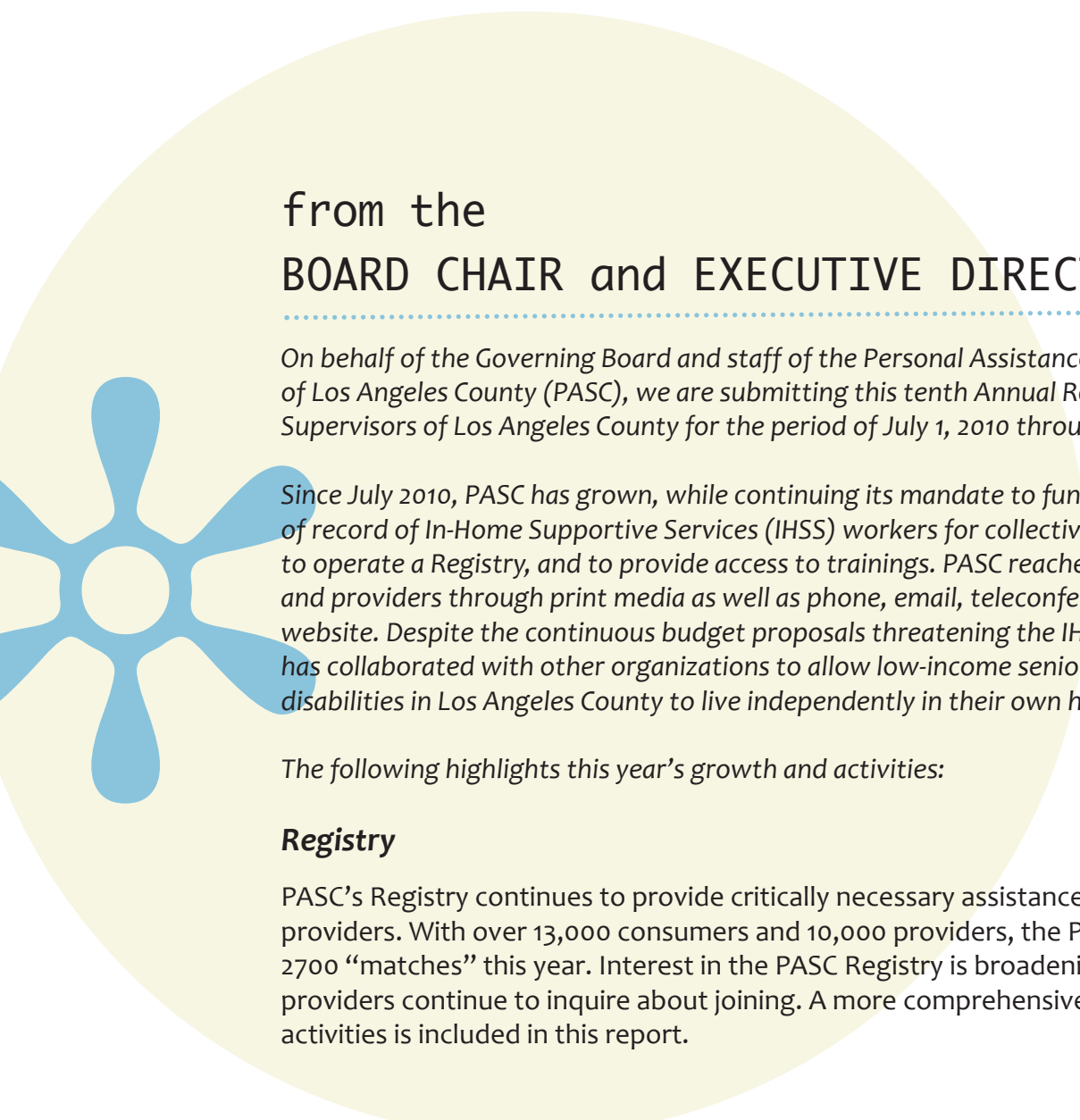
(from left to right)  
Secretary:  
Yungshuh Park

Treasurer:  
Sandy Varga

Member at Large:  
Lillibeth Navarro

- James N. Adler
- Rosalie Argenta
- Margaret Belton
- Ernie Castano
- Jerry N. Davila-Castro
- Janet Heinritz-Canterbury
- Nancy Becker Kennedy
- Terry Magady
- Eric Vasquez





## from the BOARD CHAIR and EXECUTIVE DIRECTOR

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*On behalf of the Governing Board and staff of the Personal Assistance Services Council of Los Angeles County (PASC), we are submitting this tenth Annual Report to the Board of Supervisors of Los Angeles County for the period of July 1, 2010 through June 30, 2011.*

*Since July 2010, PASC has grown, while continuing its mandate to function as the employer of record of In-Home Supportive Services (IHSS) workers for collective bargaining purposes, to operate a Registry, and to provide access to trainings. PASC reaches out to IHSS consumers and providers through print media as well as phone, email, teleconferences, and PASC's website. Despite the continuous budget proposals threatening the IHSS Program, PASC has collaborated with other organizations to allow low-income seniors and persons with disabilities in Los Angeles County to live independently in their own homes and communities.*

*The following highlights this year's growth and activities:*

### **Registry**

PASC's Registry continues to provide critically necessary assistance to IHSS consumers and providers. With over 13,000 consumers and 10,000 providers, the PASC Registry made over 2700 "matches" this year. Interest in the PASC Registry is broadening, and consumers and providers continue to inquire about joining. A more comprehensive summary of Registry activities is included in this report.

### **Legislation**

Fiscal year 2010-11 presented legislative challenges for the IHSS Program. Several proposed cuts threatened the individual provider (IP) mode and consumers' rights to continue to live safely in their homes. PASC Board members and staff members visited leaders in Sacramento and locally to help mitigate the cuts, and supported legislation to enhance the IHSS Program.





### **Training**

PASC has continued to provide training opportunities for consumers and providers, coordinating over 30 trainings and seminars together with other organizations. Topics included IHSS legislation, healthy living, home- and community-based services, and other consumer-driven issues. In order to accommodate those who find it difficult to travel to a training location, PASC incorporated new, free teleconference seminars.

### **Fiscal**

PASC's fiscal management is in compliance with federally mandated accounting practices and audit standards as an independent public agency. Since its inception, PASC has successfully passed its independent audits; no material deficiencies have been found.

Working together with PASC Board members, staff members, and community partners, PASC will continue to enhance the lives of the IHSS consumers and providers we serve, while building on our past accomplishments.

Chris Otero

Greg Thompson



# PASC Homecare Registry

Established in 2002, the main purpose of the PASC Homecare Registry is to provide a free and voluntary referral service to “match” IHSS consumers in need of assistance and homecare providers in need of employment. All Registry services are provided in accordance with the IP mode, which guarantees an IHSS consumer’s right to hire, supervise, train, and, when necessary, dismiss the homecare provider. Under the IP mode, the Registry’s role is to refer IHSS consumers and homecare providers to each other, and they themselves decide if they wish to establish an employment relationship. Registry personnel neither influence the consumer’s homecare provider selection, nor make any recommendation as to which homecare provider is suitable for a given consumer; IHSS consumers have complete decision-making authority over the provider selection and hiring process.


During the period of July 1, 2010 to June 30, 2011, the Registry signed up 1515 new IHSS consumers and 1500 providers, and Registry consumer-provider matches surpassed 2724.

## Publicizing Registry Services

PASC conducts year-round activities to publicize its Registry services, and to sign up new consumer and provider participants, including participation in health fairs, job fairs, conferences, networking meetings, and other community events; PASC also publishes and distributes brochures, bulletins, fliers, and posters to organizations across the county that work with seniors and people with disabilities.

## Registry Participation Requirements

IHSS consumers and homecare providers who wish to sign up with the PASC Homecare Registry must submit a completed Registry Application and a Rights, Responsibilities and Release Agreement. Consumer participants must be approved for IHSS services and reside in Los Angeles County. Provider applicants must attend a Registry Orientation Meeting (ROM), clear a Criminal Background Investigation (CBI) administered by the California Department of Justice (DOJ), show proof of identity, and submit three personal references and information on their employment history for the past five years. ROMs are held in different areas of the county throughout the year, depending on the needs and numbers of consumers in particular areas.




**“I received friendly and professional service from PASC staff.”**

Julia, IHSS consumer, Whittier

**“I commend PASC staff. Out of all of the people I’ve been talking to about IHSS, PASC staff was the most helpful.”**

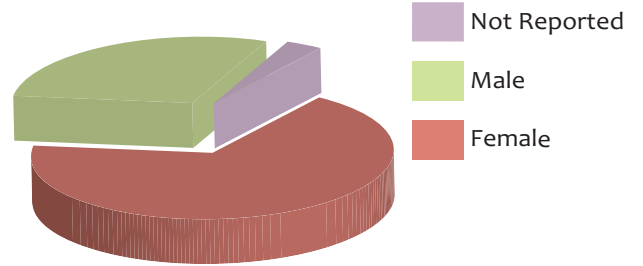
Patricia, IHSS provider, Los Angeles



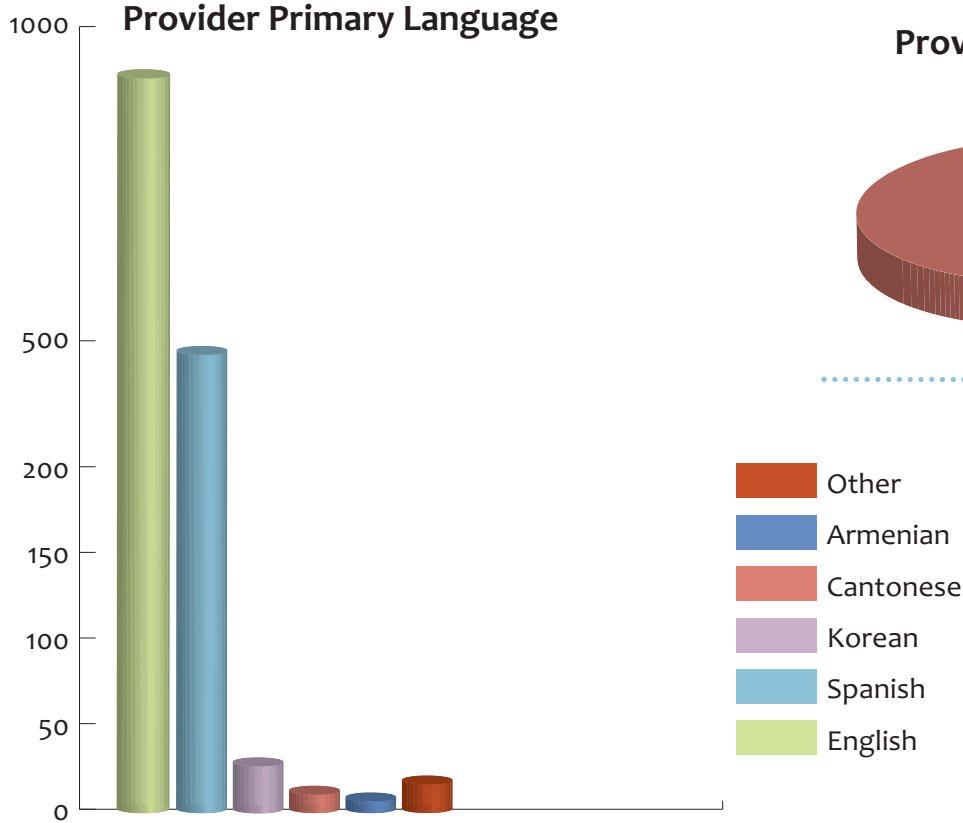
## Registry Statistics

The following charts show the Registry's consumer and provider gender ratios and primary languages spoken:

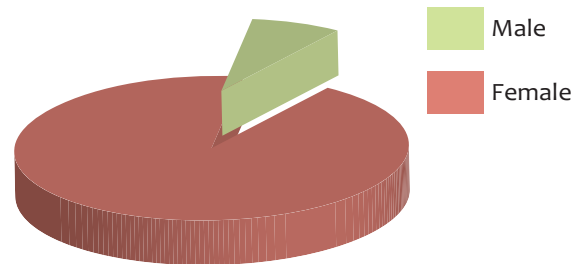
### Consumer Gender



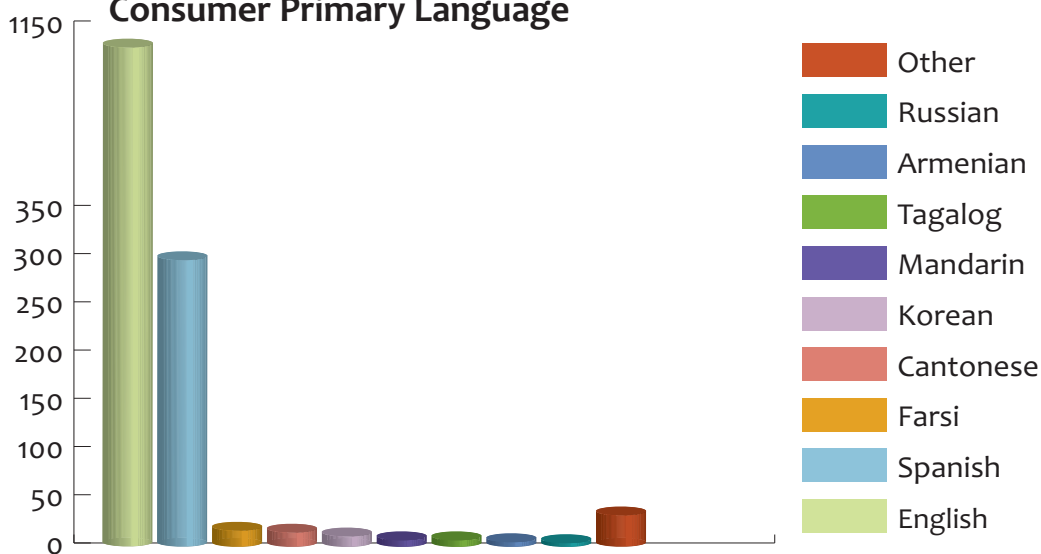
### Provider Primary Language



### Provider Gender



### Consumer Primary Language





## New Provider Enrollment

To be paid as an IHSS homecare provider, caregivers must complete a state-mandated enrollment process that includes attending an IHSS orientation meeting, clearing a State of California CBI, submitting a valid ID to the county, and completing a county provider enrollment form.

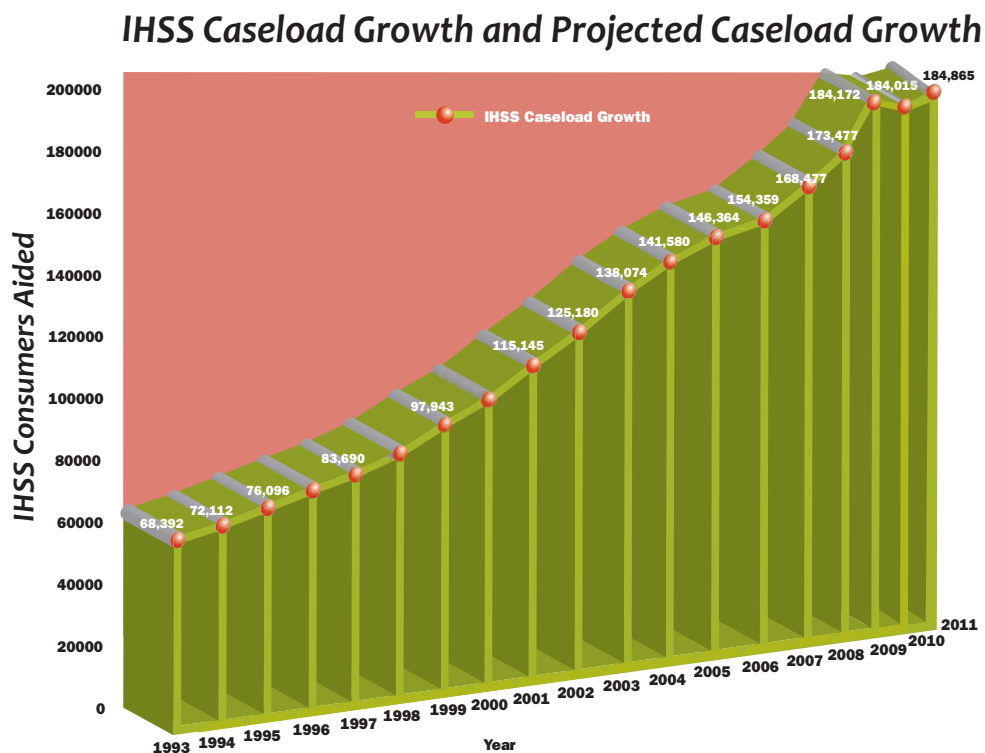
During 2010-11, PASC played a key role in facilitating the provider enrollment process.

As the employer of record for IHSS providers, PASC coordinates the CBI process by providing caregivers and county staff with fingerprinting documentation, processing CBI results and determining provider eligibility, notifying providers and county staff of CBI results, and operating a call center to answer questions related to the CBI process. During the 2010-11 fiscal year, PASC processed over 51,000 CBI reports and over 4100 delay and resubmittal reports. In addition, PASC processed and followed up on nearly 4500 subsequent arrest notifications received from DOJ.

During the first four months of the fiscal year, PASC also coordinated the orientation process for new providers. This included operating a call center to answer questions about the orientation process, scheduling providers for orientations, conducting orientation meetings throughout the county, and notifying the county of provider orientation completion. Between July and October 2010, PASC coordinated and conducted 314 orientation meetings for over 9700 IHSS provider applicants. Effective November 1, 2010, this responsibility was transferred to the LA County Department of Public Social Services.

## CaseLoad Growth

As of June 2011, 184,865 consumers receive IHSS services in Los Angeles County. As seen in the following chart, since December 1993, the number of IHSS consumers has risen by 170%.





# Programs

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## **Training**

As one of its core functions, PASC has continued to collaborate with other organizations, IHSS consumers, and community advocates to provide a wide scope of free trainings for consumers and caregivers. During the reporting period, PASC coordinated over 30 trainings and seminars throughout LA County, and also implemented a new Consumer TeleWorkshop series, conducting seven teleconference seminars. TeleWorkshops provide an opportunity for consumers and other interested individuals to participate in trainings and seminars without leaving their homes. PASC's trainings this year included:

**Consumer-driven topics** – How to Hire and Train Homecare Providers, Getting the IHSS Hours You Need, How to Get the Most out of Your IHSS Experience

**IHSS legislation** –The Future of IHSS, Understanding New Medi-Cal Rules

**Healthy living** – Understanding Alzheimer's, Recognizing Caregiver Stress

**Home- and community-based issues** – Accessing Legal Assistance, How to Transition Home, Understanding the Multipurpose Senior Services Program

## **Information and Referral**

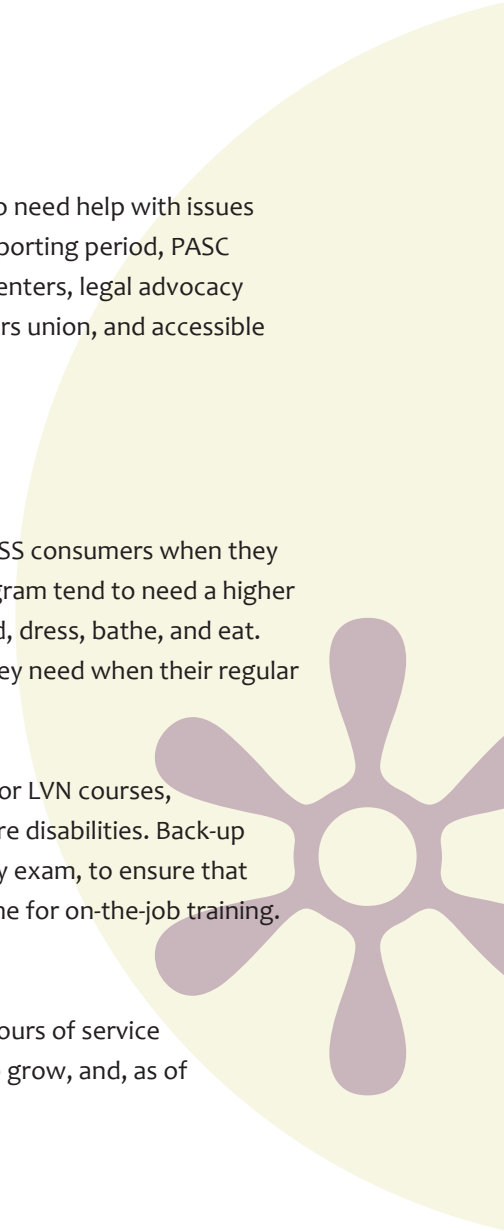
PASC has continued to build a comprehensive database to assist consumers and providers who need help with issues beyond PASC's scope of service, through our Information and Referral Program. During the reporting period, PASC made over 1000 referrals to community resources such as independent living centers, senior centers, legal advocacy services, rehabilitation centers, home health services, housing resources, the homecare workers union, and accessible transportation.

## **PASC Back-Up Attendant Program**

The PASC Back-Up Attendant Program refers temporary replacement homecare workers to IHSS consumers when they have an urgent need for back-up support. Consumers who are eligible to use the Back-Up Program tend to need a higher level of care than most consumers, and often rely on their homecare workers to get out of bed, dress, bathe, and eat. Services provided through the Back-Up Program allow approved consumers to get the care they need when their regular IHSS provider cannot work, and their usual substitute providers are not available.

Back-up providers are recruited from Registry providers who have either completed CNA, RN, or LVN courses, or have demonstrated that they have skills and experience working with consumers with severe disabilities. Back-up providers complete a program orientation, plus either a 12-hour training course or a proficiency exam, to ensure that they are prepared to assist with personal care and paramedical services with little notice or time for on-the-job training. Back-up providers are paid \$12 per hour.

During fiscal year 2010-11, the Back-Up Program filled 181 requests, providing more than 1450 hours of service for consumers who may have otherwise been left without care. The program has continued to grow, and, as of June 30, 2011, has 1127 approved consumers and 165 eligible providers.



## Community Outreach

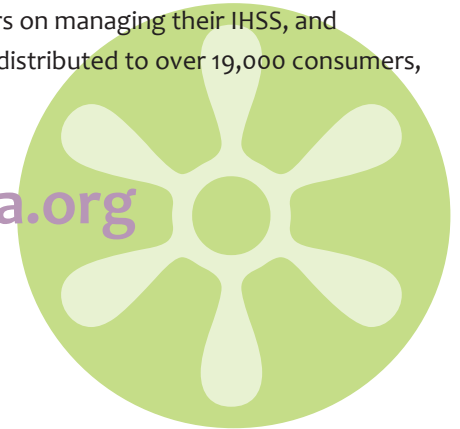
PASC regularly reaches out to seniors, persons with disabilities, homecare workers, family members, and community professionals who have an interest in IHSS and PASC's services. This outreach includes in-person meetings, community events, electronic and print media, and participation in the LA County Commission on Aging and California's Olmstead Advisory Committee. During fiscal year 2010-11, PASC staff gave nearly 30 informational presentations and participated in over 20 community resource fairs. In addition, staff continued to expand outreach efforts to the senior community by coordinating 35 PASC-IHSS Mobile Help Desks at senior centers throughout the county. At Help Desk events, PASC staff are available to meet one-on-one to answer questions and provide information about the IHSS Program and PASC's services.

PASC also reaches out to the community electronically, through PASC's website and monthly e-newsletter, the PASC E-News. Both the website and E-News are published in English and Spanish, and provide up-to-date information on the IHSS Program, PASC's services, trainings and events, community resources, and legislation that could impact the senior and disability communities. During the 2010-11 fiscal year, PASC published 10 editions of PASC E-News, which reaches approximately 3100 subscribers. During the same period, PASC's website attracted over 27,000 visitors, a 9% increase in web traffic over the previous fiscal year.

In January 2011, PASC began publishing a new semiannual print edition newsletter, the IHSS Consumer Review. The Consumer Review provides updated information on changes to IHSS and Medi-Cal, tips for consumers on managing their IHSS, and information on community resources. The first edition of the IHSS Consumer Review was distributed to over 19,000 consumers, caregivers, and other individuals throughout the county.



[pascla.org](http://pascla.org)



## LEGISLATION



PASC tracks and analyzes state and federal legislation that could change IHSS or Medi-Cal regulations, or could impact other services utilized by the disability and senior communities. Information on these issues, including their potential impact (negative or positive) and their status in the legislative process, is broken down into easy-to-understand language and communicated through the PASC website, the PASC E-News, targeted mailings, and presentations in the community. These efforts help to keep our constituents informed about issues that they otherwise may not be aware of or may not understand.

In addition to educating our constituents about legislative issues, PASC works to educate legislators about the IHSS Program and the impact that bills could have on consumers and providers. PASC Board and staff members regularly visit the offices of the legislative members who represent our constituents and submit letters of support or opposition. PASC also works closely with organizations such as the County Welfare Directors Association of California (CWDA), the California In-Home Supportive Services Consumer Alliance (CICA), the California Association of Public Authorities (CAPA), and the United Long Term Care Workers union to collaborate on legislative efforts to strengthen the IHSS Program.



**finance**

Statement of activities and changes in net assets  
For the years ended June 30, 2010 and June 30, 2011

	<b>2010</b> <b>Audited</b>	<b>2011</b> <b>Audited</b>
<b>Revenues</b>	\$ 3,987,945	\$ 3,937,753
<b>Operating costs</b>	\$ 3,867,103	\$ 3,947,159
<b>Operating surplus</b>	\$ 120,842	\$ (9,406)
<b>Net assets, end of year</b>	\$ 2,364,683	\$2,390,583

Complete audited financial statements for years to June 30, 2011 are on file at PASC's offices.  
The auditor's report, completed by an independent certified public accountant, was unqualified.

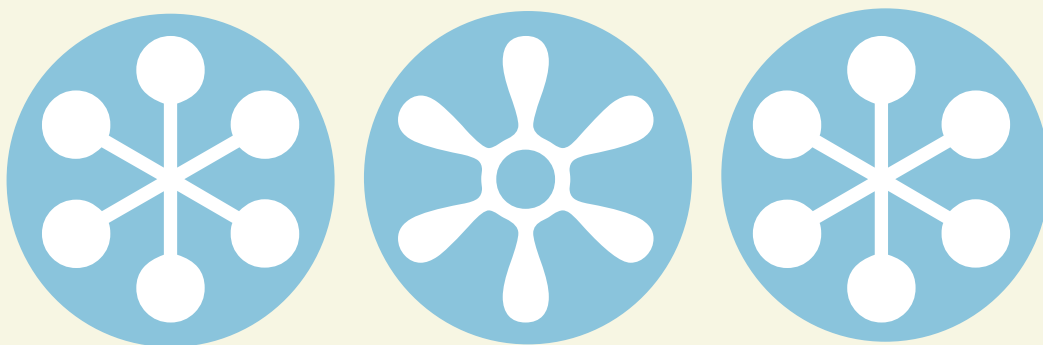




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**Personal Assistance Services Council of Los Angeles County**

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Pasadena, CA 91107



**pasc**