

COUNTY OF LOS ANGELES

Family and Social Services

SACHI A. HAMAI
Chief Executive Officer



DATE: Wednesday, April 8, 2020
TIME: 1:30 PM

DUE TO THE CLOSURE OF ALL COUNTY BUILDINGS, MEETING PARTICIPANTS AND MEMBERS OF THE PUBLIC WILL NEED TO CALL IN TO PARTICIPATE:

Teleconference Call-In Number: (323) 776-6996/ Conference ID: 747311624#

AGENDA

Members of the Public may address agenda item. Three (3) minutes are allowed for each item.

- I. Call to Order
- II. **Presentation/Discussion Items:**
 - a. **Department of Public Social Services/ Personal Assistance Services Council:** In-Home Supportive Services (IHSS) COVID-19 Virus Provider Update.
 - b. **Workforce Development, Aging and Community Services:** Adult Protective Services COVID-19 Update.
- III. Items continued from a previous meeting of the Board of Supervisors or from a previous FSS Agenda Review meeting.
- IV. Public Comment
- V. Adjournment



April 7, 2020

TO: County of Los Angeles Family and Social Services Cluster Meeting Attendees
April 8, 2020 at 1:30 p.m.

FROM: Greg Thompson, MSW, Executive Director of Personal Assistance Services Council

RE: Advocating for In-Home Supportive Services Providers During COVID-19 Crisis Report

CHANGES TO PASC DUE TO COVID-19

During the week of March 16th the Personal Assistance Services Council of Los Angeles County (PASC) office located at 3452 E. Foothill Blvd, Pasadena, California was temporarily closed to the public. As of April 6th all employees, with certain exceptions necessary to perform duties such as mail pick-up and delivery, and technical support personnel, are working remotely. All remote employees have been trained to perform their job duties in the same manner as if working from the office and we will continue our services without interruption. Our phone lines are operational and employees will be performing their duties Monday through Friday, from 8:00 am to 5:00 pm under the terms of our contract with the County.

	Feb. 2020	Mar. 2020
Registry:		
total # of incoming calls-consumers	3917	3463
total # of incoming calls-providers	2191	2133
# new recipients approved	209	243
# new providers approved	222	213
# recipients looking for a provider	958	699
# providers looking for work	1917	1751

SUFFICIENT PERSONAL PROTECTIVE EQUIPMENT (PPE) FOR PROVIDERS

Background:

In accordance with PASC's Agreement with SEIU Local 2015, PASC purchased a large supply of protective gloves, masks and hand sanitizer (PPE) and began distributing these supplies to IHSS providers beginning July of 2019. We continued distribution on a twice monthly basis until the COVID-19 crisis hit and we were faced with a significantly diminished supply.

PASC Response:

Due to COVID-19, we have made every effort to find PPE, including: 1) submit requisition forms to both County Office of Emergency Service and Department of Public Health; 2) starting in early March, I brought the topic of our urgent need for PPE to my weekly Access and Functional Need Leadership Coordination call; 3) through California Association of Public Authorities (CAPA), I brought the issue to the attention of the California Dept. of Social Services and was instructed to seek PPE at the County level; 4) I had multiple conversations with the CEO who referred me to the L. A. County Procurement Dept.

In the meantime, after diligent efforts, PASC searched the private sector (8 companies total) and was able to purchase an additional 500 bottles of hand sanitizer. We are continuing to work with SEIU 2015 and they will keep us informed of possible sources. We held a PPE distribution pick up for our providers on Saturday, April 4th and hand sanitizer and gloves were distributed (no masks available).

Supplies in stock: 1,780 individual boxes of gloves (different sizes); approx. 250 eight-ounce bottles of hand sanitizer, and no masks.

POTENTIAL FOR PROVIDER LOSS OF HEALTH BENEFITS

Background:

Under the terms of our Agreement with SEIU 2015, PASC has contracted with LA Care Health Plan to provide health care services to eligible enrolled providers. Eligibility is limited to those providers who have maintained at least seventy-four (74) “authorized hours of service” as reported in the two consecutive monthly reports from the State.

February:	March:
Warning Notices- 291	896
Termination Notices – 784	835

PASC Response:

With the COVID-19 pandemic, providers may face a reduction in hours due to: 1) need to tend to their own health or family health needs; and/or 2) consumers cancelling their visits.

On behalf of SEIU 2015, PASC had requested that the County consider flexibility in the 74-hour requirement stated above, so that Providers can continue to maintain their health coverage under the terms of the Agreement with PASC and SEIU 2015.

COMMUNICATION WITH PROVIDERS AND CONSUMERS DURING COVID-19

PASC response:

PASC has hosted two Tele-Forums for consumers and providers in an attempt to disseminate information related to COVID-19. We had physicians from the Dept. of Public Health speak to the proper use of PPE as well as other health precautions necessary during this time. In our tracking of calls into the Tele-Forum phone line, we noted that several providers were in need of

PPE and both consumers and providers were concerned about the health risks due to exposure to others.

Our Engagement Coordinators have also been making phone calls to consumers with over 100 open hours in an effort to help match them with a provider.

In addition, we have daily social media posts related to COVID-19 as well as a link on our Website.

BACK-UP PROVIDER PROGRAM (BUAP) UPDATE

Background:

All County Letter No. 20-29 addressed the critical need for an emergency back-up system of IHSS providers in order for IHSS recipients to stay in their homes and receive care without interruption. Los Angeles County already has a robust back-up provider system in place that can quickly assign providers with an IHSS recipient. This back-up program is administered through PASC.

Our Back-Up Program (BUAP) is based on the original parameters set forth in our Agreement with the County which states that the County has sole authority in determining recipient eligibility for IHSS services. There is a 20-hour cap per month for IHSS recipients to utilize BUAP services unless the County determines on a case-by-case basis that more hours are needed. (Exhibit A, Statement of Work, Section 8.5.1.1). The BUAP is targeted toward IHSS recipients who are authorized by the County for 25 or more hours per week of personal care services. (Section 8.7.1.)

PASC Response to the Need for Back-Up Providers:

PASC has increased our efforts to recruit back-up providers by conducting online trainings in both English and Spanish. Since the COVID-19 crisis, we have trained 32 new back-up providers. We have focused our attention on back-up provider requests and prioritizing the need to increase the number of back-up providers available to our consumers.

If requests for back-up providers increase due to COVID-19 as anticipated, the State is instructing counties to authorize back up providers to any IHSS consumer who needs these services. PASC has not received any direction as yet in this regard.

PASC has also requested the County to provide us with a list of IHSS providers who have been inactive for the past 6 months so we can recruit back-up providers from this group. DPSS will be providing this information to us soon. This will be a useful tool in recruiting additional back-up providers.

In furtherance of our efforts to recruit back-up providers, we are also doing the following: 1) calling people from a list of graduates from CLTETC; and 2) making calls from a list of 700 new IHSS providers who have cleared the CBI but have not joined the Registry.

	Feb. 2020	Mar. 2020
requests for back up providers:	9	17
requests filled:	5	10

I am always available for questions or comments in preparation of the final report.

Regards,

A handwritten signature in black ink, appearing to read "G Thompson", with a long, sweeping underline.

Greg Thompson, MSW
Executive Director, Personal Services Assistance Council of Los Angeles County