

# COUNTY OF LOS ANGELES

## Family and Social Services

FESIA A. DAVENPORT  
Chief Executive Officer



**DATE:** Wednesday, March 22, 2023  
**TIME:** 1:30 PM

**THIS MEETING WILL CONTINUE TO BE CONDUCTED VIRTUALLY AS PERMITTED UNDER THE BOARD OF SUPERVISORS' FEBRUARY 7, 2023 ORDER SUSPENDING THE APPLICATION OF BOARD POLICY 3.055 UNTIL JUNE 30, 2023.**

**TO PARTICIPATE IN THE MEETING, PLEASE CALL AS FOLLOWS:**  
**Teleconference Call-In Number: (323) 776-6996/ Conference ID: 599 009 090#**  
**[MS Teams Meeting Link](#) (Ctrl + click to follow link)**

### **AGENDA**

Members of the Public may address any agenda item after all Informational Items are presented. Two (2) minutes are allowed for each item.
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- I. Call to Order**
- II. Consent Item(s)** (Any Information Item is subject to discussion and/or presentation at the request of two or more Board offices):  
-- None --
- III. Presentation/Discussion Items:**
  - a. Los Angeles County Commercially Sexually Exploited Children (CSEC) Steering Committee:** Quarterly Report.
  - b. Personal Assistance Services Council (PASC):** FY2021-22 Annual Report.
- IV. Public Comment**
- V. Standing item(s)** and those continued from a previous meeting of the Board of Supervisors or from a previous FSS Agenda Review meeting:  
-- None --
- VI. Adjournment**



BRANDON T. NICHOLS  
Director

**County of Los Angeles**  
**DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

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April 4, 2023

TO: Supervisor Janice Hahn, Chair  
Supervisor Hilda L. Solis  
Supervisor Holly J. Mitchell  
Supervisor Lindsey P. Horvath  
Supervisor Kathryn Barger

FROM: Brandon T. Nichols, Director

**LOS ANGELES COUNTY COMMERCIALLY SEXUALLY EXPLOITED CHILDREN  
STEERING COMMITTEE REPORT**

The last report to the Board was provided on October 4, 2022. The current Commercially Sexually Exploited Children (CSEC) Steering Committee report will cover the following updates:

- 1) CSEC Steering Committee;
- 2) CSEC Strategic Plan Development;
- 3) Law Enforcement First Responder Protocol (FRP);
- 4) Safe Youth Zone (SYZ);
- 5) Victim Witness Testimony Protocol (VWTP);
- 6) Enhancing how the County Combats Human Trafficking;
- 7) Advocacy Services; and
- 8) Intensive Services Foster Care (ISFC) Housing for Children and Youth Impacted by Commercial Sexual Exploitation

**The CSEC Steering Committee**

During the last Board meeting in which a CSEC report was provided, the Board adopted the recommendation that the CSEC Steering Committee take on the existing responsibilities of the Integrated Leadership Team (ILT), and that all of the County's CSEC related efforts be led and overseen by the Steering Committee. The CSEC Steering Committee, which is led by the Department of Children and Family Services (DCFS) also includes Probation Department, Los Angeles Superior Court – Juvenile Division, Department of Health Services (DHS), Department of Public Health (DPH), Department of Mental Health (DMH), Los Angeles County Office of Education, Los Angeles Unified School District, District Attorney, Sheriff's Department, Los Angeles Police Department, Children's Law Center of California, Los Angeles Office, County

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Counsel, Lived Experience Experts/Survivors, and the Public Defender's Office. In September of 2015, and again in 2019, the various departments and agencies listed above joined together and entered into a Memorandum of Understanding establishing interagency protocols in order to create a coordinated Multidisciplinary Team approach to responding to the needs of children, youth, and families impacted by commercial sexual exploitation.

Collectively, the agencies that the Steering Committee members represent provide a multitude of services and supports for CSEC that are provided by approximately 125 specialized staff. To view the landscape of the resources that are available for CSEC by the CSEC Steering Committee agencies, refer to **Attachment A**, which provides an outline of all the CSEC Steering Committee Member agencies, their resources, along with information on specialized staffing and pertinent data.

The CSEC Steering Committee continues to meet on a quarterly basis and is responsible for providing ongoing oversight and leadership to ensure the county agencies and partners effectively collaborate to better identify and serve children who are at risk of or have been commercially sexually exploited.

### **New CSEC Strategic Plan Development**

The CSEC Steering Committee is embarking upon the development of a new three year outcome oriented CSEC Strategic Plan. Currently, the committee is developing the process and structure for the strategic planning process. The goal is to have a new CSEC Strategic Plan that prioritizes strategies that are hypothesized to have the maximum impact on the safety, stability, and well-being of our children and transitional aged youth (ages 18-21 years of age) that are being provided Extended Foster Care Services under AB12. DCFS is currently exploring the feasibility of onboarding the National Center for Youth Law (NCYL) and California State University, Los Angeles (Cal State LA), as partners in this work. As part of the needs assessment phase, the CSEC Steering Committee plans to include listening sessions with youth and Non-Minor Dependents (NMD) living in and out of foster care, parents/caregivers and foster care providers who are caring for youth impacted by Commercial Sexual Exploitation (CSE), Multi-disciplinary partners, as well as Children's Social Workers and Deputy Probation Officers who work daily with youth who have been identified as victims of CSEC. Previous research and resulting recommendations from the research conducted in LA County by NCYL and Cal State LA will also be reviewed and aligned with those strategic priorities that are selected for inclusion in the CSEC Strategic Plan. The Committee's goal is to present the new plan to the Board for the next report on October 3, 2023.

### **Law Enforcement FRP**

The Los Angeles County Law Enforcement FRP for CSEC was first launched in 2014, with the goal of ensuring that when youth are identified as experiencing or at risk of CSE, law enforcement, county agencies, and community-based advocates provide quick, coordinated, service-based responses. Since implementation of the protocol on August 14, 2014, through February 1, 2023, there have been 1,202 recoveries of youth impacted by commercial sexual exploitation, 25 of whom were recovered since the last report to the Board in October 2022. Of the 25 youth recovered since the last report, nine (9) had an open DCFS case, nine (9) were residents from outside of the County of Los Angeles, and seven (7) had prior DCFS history. Also, at time of recovery, 19 youth were living at home and six were missing from foster care.

FRP trend data (Table 1) for the past four calendar years show that there has been a 41% decrease in the number of FRP referrals from Calendar Year 2019 (191 FRP referrals) to 2022 (112 referrals).

The Los Angeles County Sheriff's Department (LASD) Special Victims Bureau and Los Angeles Police Department (LAPD) representatives that are members of the CSEC Steering Committee attribute this decline in FRP referrals to primarily two factors:

1. Due to overall staffing shortages in LASD and LAPD specialized units and patrol personnel, there were reduced observations and interventions from patrol personnel, which created less detentions of CSEC in the field, and, consequently, less FRP referrals.
2. LAPD's Human Trafficking Unit, which focused on the identification and recovery of CSEC was dismantled in 2021, which not only reduced the capacity to identify and respond to CSEC, but also reduced the capacity to train vice officers and patrol officers. Further, Commercially Exploited Children are typically recovered by Vice Units citywide. Vice Units have been impacted by staffing issues, are understaffed, and are being used on multiple missions throughout their deployment period, thus not being able to conduct operations to recover or investigate human trafficking incidents.

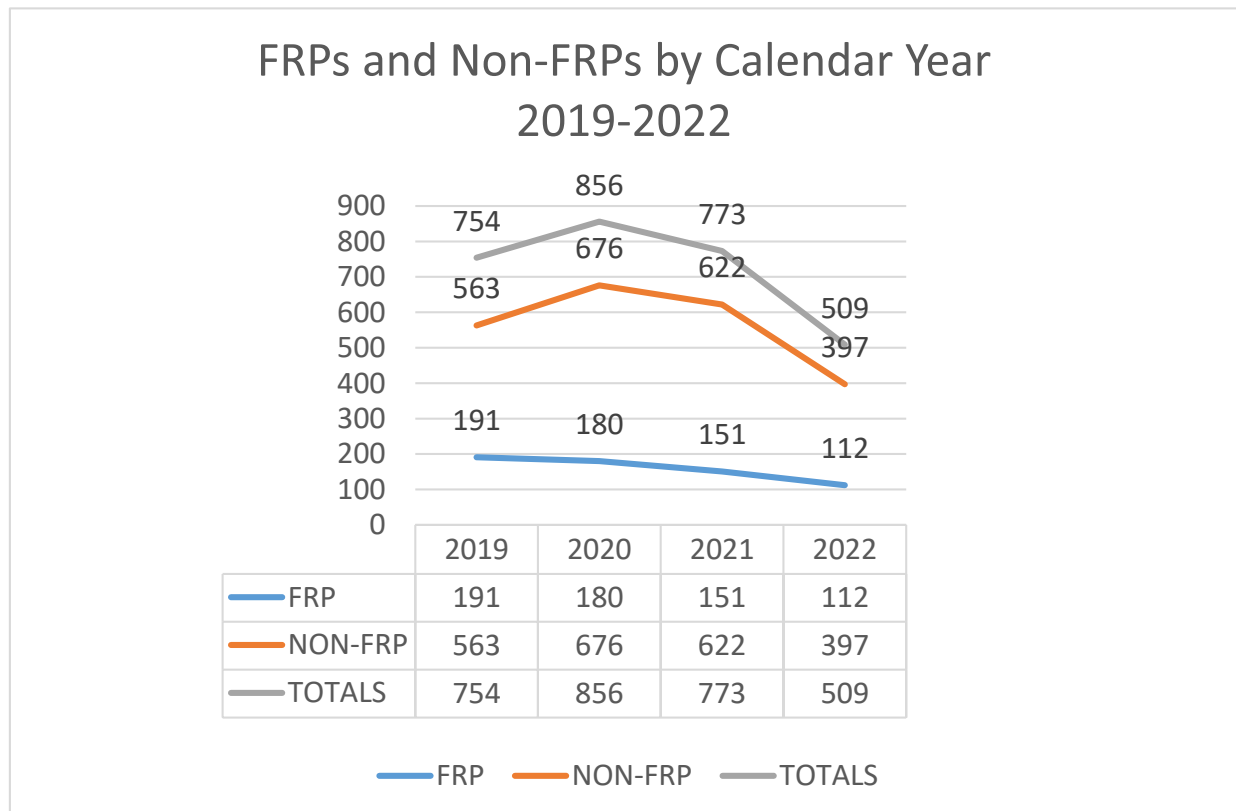
Unfortunately, this reduction in law enforcement resources has had a negative impact on the number of youth identified and recovered via the FRP.

Table 1 illustrates the decline in FRP referrals as well as a decline in Non-FRP CSEC referrals. This data signifies the need to boost prevention and awareness efforts to a broader array of entities, including but not limited to schools, School Attendance Review Boards (as many exploited youth are often truant), prevention and after-care providers,

youth and family serving community based agencies, agencies that serve homeless youth, drop-in centers, and the faith based community.

The Los Angeles County Human Trafficking Campaign (explained in more detail later in this report) will launch in May 2023, which should help with increasing the identification and reporting of CSEC, along with ongoing training efforts provided through the CSEC Training Contract with the Coalition to Abolish Slavery and Trafficking (CAST). Since the start of the CSEC Training contract with CAST on May 1, 2021, through December 2022, eighty-nine (89) training classes have been held, twenty-three (23) different types of courses have been offered, and 7,271 people have attended the trainings. The majority of people who have attended the trainings thus far have been professionals who work with system involved youth regularly; this year, there will be a focus to also target non-system involved staff and partners in the interest of prevention and identification.

**Table 1**



(Data Source: DCFS Child Protection Hotline {CPH} Logs)

### **FRP Expansion Efforts**

FRP expansion efforts continue. Per the last report to the Board, DCFS shared that El Segundo Police Department (ESPD) was engaged to join the FRP. DCFS last met with ESPD on January 9, 2023, to further discuss the opportunity for them to collaborate with the County of Los Angeles and Advocacy partners on the FRP. DCFS and Probation will be coordinating a FRP training for ESPD aimed for May 2023, once ESPD has signed the FRP agreement. In addition, Bell Gardens Police Department agreed to join as a partner in the FRP as of February 14, 2023.

The FRP Operational Agreement is currently being renewed as the current one expired on March 1, 2023. Once the agreement is updated and approved by County Counsel, it will be provided to all current and new FRP law enforcement partners, contracted CSEC Advocacy agencies, DCFS, Probation, and DHS for review and signature, with a

targeted launch date of April 15, 2023. Once the new installment of the FRP Operational Agreement is signed, the new FRP partners will be provided FRP training.

### **“Operation Reclaim and Rebuild” - Statewide Anti-Human Trafficking Operation Results**

In observance of Human Trafficking Prevention Month, LAPD (in partnership with LASD, Regional Human Trafficking Task Force, and 82 law enforcement agencies supported by various victim advocacy groups) conducted a statewide operation that focused on the rescue of commercially sexually exploited victims and the apprehension of their exploiters.

Operation *Reclaim and Rebuild* occurred during the week of January 22, 2023, through January 28, 2023. Investigators across the state conducted operations to raise public awareness of human trafficking by searching for potential sex trafficking victims, arresting their exploiters, and investigating prostitution-related crimes.

The operation resulted in the arrest of 368 suspects statewide for various criminal charges. One hundred ninety-five exploiters were arrested, and six minors were rescued from possible exploiters, with three of the minors being under the jurisdiction and supervision of DCFS. All recovered minors were placed in protective custody and received assistance from DCFS and victim advocacy partners. In addition, 125 adults were identified as trafficking victims and they received appropriate victim services.

### **Safe Youth Zone (SYZ)**

As reported in the last ILT report, phase one implementation of the SYZ initiative began on March 15, 2022, with Probation, DCFS, LASD, DHS, DMH, including DMH operated community mental health sites, and DPH, with technical assistance from the NCYL. All agencies, except DPH, have fully implemented the SYZ. Since the last report to the Board, Probation finalized the SYZ policy directive on October 19, 2022, and DCFS posted posters/placards from April through October 2022. DPH is working on detailing policy to provide more specific direction to staff on the SYZ protocol, which is expected to be completed by June 2023.

Phase two expansion with the Department of Public Social Services (DPSS), Los Angeles County Fire Department (LACoFD), and Los Angeles County Office of Education (LACOE) began in May 2022.

DPSS reported that all 43 DPSS public facing offices have installed the SYZ placards with threshold language translation and sent out a press release with Telemundo (television broadcasting company) in January, which gave information about DPSS

participating in the SYZ initiative. DPSS has also began a social media campaign socializing the SYZ flyer including interviews with our SYZ liaisons and in the future hosting a podcast with SYZ liaison testimonials. DPSS also stated that they provided a safe haven and contacted the Child Protection Hotline (CPH) for a non-CSE youth who was dropped off at one of their sites.

LACoFD has distributed the SYZ placards to all fire stations to have affixed to the buildings along with a directive sent out to all personnel regarding the SYZ training mandate. Continued efforts will be made with LACOE regarding implementation of this initiative and an update towards full implementation for these agencies will be provided at the next Board report. **Table 2** below provides an updated snapshot of the SYZ training video compliance for Phase 1 and Phase 2 agency's which is up from 78% back on August 22, 2022, to 87% as of February 6, 2023.

**Table 2**

SYZ Training Compliance Report  
February 6, 2023

<b>Report Title:</b>	Safe Youth Zone (C&E)		
<b>Report Generated By:</b>			
<b>Report Generated Date/Time:</b>	02/06/2023 08:50 PM		
<b>Record Count:</b>	16		
<b>Record Count Limit:</b>	200000		
<b>Report Source:</b>	lacounty.csod.com		

Department Name	Transcript Status	08/22/2022 % Completion	02/06/2023 % Completion
AMBULATORY CARE NETWORK (2,041)	Completed (1,873)	89.4%	91.8%
CHILDREN & FAMILY SERVICES (8,479)	Completed (7,686)	87.5%	90.6%
FIRE (4,922)	Completed (3,942)	50.8%	80.1%
HARBOR-UCLA MEDICAL CENTER (5,032)	Completed (4,367)	80.7%	86.8%
HEALTH AGENCY (6)	Completed (5)	50%	83.3%
HEALTH SERVICES ADMINISTRATION (2,199)	Completed (1,944)	85.8%	88.4%
INTEGRATED CORRECTIONAL HEALTH SERVICES (1,550)	Completed (1,409)	87.2%	90.9%
JUVENILE COURT HEALTH SERVICES (158)	Completed (147)	88.4%	93.0%
LAC+USC MEDICAL CENTER (7,208)	Completed (6,285)	79.4%	87.2%
MENTAL HEALTH (4,789)	Completed (4,450)	91.2%	92.9%
OLIVE VIEW-UCLA MEDICAL CENTER (2,691)	Completed (2,358)	84.3%	87.6%
PROBATION (4,506)	Completed (3,767)	81.3%	83.6%
PUBLIC HEALTH (4,242)	Completed (3,990)	92.4%	94.1%
PUBLIC SOCIAL SERVICES (13,796)	Completed (12,671)	69.7%	91.8%
RANCHO LOS AMIGOS REHABILITATION CENTER (1,418)	Completed (1,349)	89.8%	95.1%
SHERIFF (15,390)	Completed (9,507)	41.8%	61.8%
Grand Summary (78,427)	Completed (65,750)	78.1%	87.4%



Moving forward, oversight of this initiative will be under the leadership of the DHS who will provide further updates in the next Board report.

### **Victim Witness Testimony Protocol (VWTP)**

The VWTP workgroup, with support from the NCYL, has worked diligently over the past seven (7) years to develop this protocol to ensure that youth who are called to testify as witnesses in adult criminal proceedings, have the services and support they need to avoid re-traumatization and aid in the successful prosecution of exploiters.

On November 11, 2022, the VWTP Operational Agreement was sent out to all parties involved with the protocol for signature. Parties to the protocol include: the District Attorney's Office, DCFS, Probation Department, Department of Mental Health, Children's Law Center, and the two community advocacy agencies, Saving Innocence and ZOE International. As of February 16, 2023, all parties have signed the VWTP Operational Agreement.

### **Enhancing How the County Combats Human Trafficking**

On January 25, 2022, the Board approved a motion by Supervisors Holly J. Mitchell and Hilda L. Solis, that the CSEC ILT report back on a number of directives, including coordinating with the Chief Executive Officer (CEO), to leverage the CEO's Master Service Agreement for Communications Consultants to identify and execute an agreement with a communications consultant to produce a social media toolkit and informational campaign that will educate parents, teachers, and youth adjacent professionals. Regarding this directive, the Probation Department collaborated with the CEO's office on the release of a work order solicitation, which was released back on September 29, 2022, and the work order was executed December 1, 2022, with Wicked Bionic LLC.

Since that date, Wicked Bionic has gathered extensive data on human trafficking effects and media efforts to address the issue, held various focus groups with survivors, parents, and school personnel, both those affected and not affected by human trafficking in order to inform the best media strategy and content. All focus group data collected is now being assimilated into a report that will include one-on-one interviews, market research, and recommendations for an effective media outreach strategy. Over the next 45-days Wicked Bionic will provide a research summary report, media plan and begin the development of social media posts and public service announcements. Expected campaign launch is scheduled for May 2023.

### **CSEC Advocacy Services**

On September 24, 2019, DCFS, through a Request for Proposals, awarded advocacy contracts to Saving Innocence and ZOE International to increase capacity and expand services to those who are not only confirmed victims of CSEC, but also to those who are at-risk of CSE under DCFS and Probation jurisdiction. In addition, the contract was expanded to provide services to NMD Youth (18 to 21 years old) who are either at-risk or victims of CSE. Since the start of the new contract, there have been 661 CSEC Advocacy Services referrals made as of February 5, 2023, with an average of 17 referrals completed each month from October 1, 2019 through January 2023. There are 145 active CSEC Advocacy cases as of January 27, 2023.

A total of 669 youth have exited the CSEC Advocacy Services Program from July 1, 2020 through January 2023. **Table 3** shows trend data on reasons for youth exit the CSEC Advocacy Services Program during Fiscal Year 2020-2021 (July 1, 2020 through June 30, 2021), Fiscal Year 2021-2022 (July 1, 2021 through June 30, 2022), and July 1, 2022 through December, 2022. Trend data shows that there continues to be improvement in the percentage of youth exiting the program due to successfully graduating from the program, and a decrease of youth exiting the program due to running away and not being available to receive services.

**Table 3**  
**Reasons Youth Exit Advocacy Services Program**

Termination Reason	Reasons for Exiting Advocacy Program FY 20-21 (N=272)	Reasons for Exiting FY 21-22 (N=263)	Reasons for Exiting Advocacy July 2022-Dec 2023 (N=134)	Percent Change
Graduated from program	16% (44)	24% (64)	32% (43)	100%
DCFS Closed Case	7% (20)	7% (18)	6% (8)	
Probation Closed Case	1% (3)	3% (8)	.7% (1)	
Refused Services	20% (55)	23% (61)	22% (29)	
Runaway/Missing	29% (79)	29% (75)	24% (32)	-17.2%
Youth out of County/State	18% (50)	8% (21)	9% (12)	
First Responder Protocol response services only	6% (16)	4% (10)	5% (7)	
Aged Out	1% (3)	.4% (1)	.7% (1)	
Placed at Dorothy Kirby Center	.4% (1)	.8% (2)	0%	
Victim Witness Testimony	0	1.1% (3)	.7% (1)	
Deceased	.4% (1)	0%	0%	

The Youth Empowerment Planning Committee, comprised of DCFS, Probation, Saving Innocence, ZOE International, CAST, DMH, Children's Law Center, and youth Survivors, hosted the 11<sup>th</sup> Annual 2022 Youth Empowerment Conference on October 15, 2022, for youth impacted by CSE. The conference was led by Survivors and included a Survivor Panel, keynote speakers, creative activities and workshops for youth. One hundred and eight (108) youth, adult allies, and survivor advocates attended the conference, which was an excellent turnout.

### **Parent Empowerment Program (PEP) for Parents of CSEC**

The CSEC Advocacy agencies and DMH continue to provide the PEP, which is a psychoeducation and support program for parents and primary caregivers that care for youth who have been commercially sexually exploited. PEP is comprised of 10 sessions and equips parents and primary caregivers with information to increase their understanding of what is CSE; how and why children and youth may become victims of CSE; who are the exploiters that are victimizing children and youth; the impact of exploitation on children and their families; reasons why a child may return to their exploiter; and ways to support their children towards healing and recovery. Since the start of the Advocacy Services contract on September 24, 2019, 231 parents have registered for PEP as of January 30, 2023.

In order to enhance the PEP curriculum, five videos (each lasting about three minutes in length) were created to be included in the corresponding module of the curriculum. The videos created include a PEP trailer video, along with videos entitled "The Impact of Trauma", "Building Resiliency", "Harm Reduction", and "Words of Encouragement". The videos feature parents who are caring for their children impacted by CSE, siblings, young adults with lived experience, as well as professional County staff who work directly with youth and families.

### **Request for Proposal (RFP) for Advocacy Services for Youth Impacted by Commercial Exploitation**

The current CSEC Advocacy Services contracts are scheduled to terminate on June 30, 2023. A new RFP for Advocacy Services for Youth Impacted by Commercial Exploitation was released on May 5, 2022, and proposals were due June 28, 2022. Tentative selection letters to new contractors and non-selection notices to the current CSEC Advocacy Services contractors were provided on November 15, 2022. The RFP remains active due to an appeals process that is underway. Due to the delays caused by the appeals process, DCFS will be requesting a three-month extension to allow time for the RFP to be completed, along with a six month-to-month transition extension in the event that it is needed to

ensure a smooth transition of services to new contract providers. The CSEC Steering Committee intends to pull funding from the \$412,000 balance in the Healthier Communities, Stronger Families, Thriving Children budget, as needed, in order to support the transition extension period.

**ISFC - Foster Family Agency (FFA) for Children with Serious Emotional Behavioral Needs Impacted by CSE**

On September 15, 2020, Supervisors Kathryn Barger and Sheila Kuehl moved that the Office of Child Protection (OCP), in collaboration with DCFS and Probation, conduct an expedited solicitation to vendors with known CSEC expertise to increase the number of home-based placement options available for exploited children and youth.

OCP, in collaboration with DCFS, DMH and Probation, prepared a Request for Statement of Qualifications (RFSQ) to establish a contract(s) for an ISFC Program – Foster Family Agency for Children with Serious Emotional Behavioral Needs Impacted by Commercial Sexual Exploitation. The RFSQ was officially released on May 9, 2022, by the OCP. Five agencies applied, and four met the minimum requirements. The OCP submitted the documents for ISFC-FFA-CSEC to DCFS on September 9, 2022. The DCFS Contracts Administration has worked with the selected contractor(s) to collect missing pertinent documents in order to launch the final packet of documents for final review by DCFS and DMH and internal clearance and signatures from the DCFS Director and the Chief Probation Officer. The previous contract execution target date was set for September 19, 2022; however, this date has been extended to March 2023, for two of the four selected contractors who have all documents submitted. DCFS is pending the receipt of the ISFC CSEC Addendums from two agencies; once they are received, they will also be reviewed and prepared for execution.

The Los Angeles County CSEC Steering Committee will provide the following updates in the next report scheduled for October 2023:

- The three year CSEC Strategic Plan
- FPR
- SYZ
- Victim Witness Testimony
- Advocacy Services
- ISFC Housing Contracts
- Social Media Toolkit and Informational Campaign

CSEC Steering Committee Report  
April 4, 2023  
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Should your Board have any questions or require additional information, please contact CSEC Program Administrator, Adela Estrada, at (310) 210-3835.

BOS:ae

## Los Angeles County Commercially Sexually Exploited Children (CSEC) Steering Committee Members

### Overview

#### Member/Committee Chair: Department of Children and Family Services, Bureau of Specialized Response Services, CSEC Program

#### Overview:

Department of Children and Family Services' (DCFS) specialized CSEC Program is comprised of twenty-three specialized staff: One Assistant Regional Administrator (ARA), one Children Services Administrator III, one Children Services Administrator I, four Supervising Children's Social Workers (SCSWs) and sixteen Children's Social Workers (CSWs). The SCSWs and CSWs provide child welfare services to DCFS children, youth, and Transitional Aged Youth (18-21 years old) who are identified as victims of Commercial Sexual Exploitation (CSE). The CSEC Program strives to achieve safety, stability, permanency, and well-being for youth through a broad array of services and supports, including, but not limited to: intensive case management and engagement of youth and their families, assessment and service planning using a multi-disciplinary approach, CSEC Advocacy Services, Safety Planning, mental health and health services, educational support for youth, funding for non-traditional therapeutic interventions, psycho-education and support for parents, foster care placement if required, housing, and transitional support services.

The DCFS CSEC Program also currently manages the following contracts and agreements to provide CSEC specific services: 1) CSEC Advocacy Services contracts to connect youth to Advocates and Survivor Advocates that focus on building trust with the youth, providing mentorship, meeting the youth's priority needs, supporting youth in achieving goals, and engaging youth in empowerment activities. Additionally, parents are connected to a Parent Advocate and the Parent Empowerment Program (PEP) to equip parents with the knowledge and understanding of the dynamics of exploitation and ways to support their child towards healing and recovery. 2) CSEC/Human Trafficking Training Contract to provide free trainings to a broad array of stakeholders to increase awareness of CSEC/Human Trafficking and best practice approaches. 3) Locate and Recover Missing CSEC agreements with both the Los Angeles Sheriff's Department and the Los Angeles Police Department to assist DCFS and Probation with making diligent efforts in finding and recovering our most high-risk youth. 4) Funding agreement with Children's Law Center (CLC) to provide special support services to all youth whose dependency case is in Dedicated to Restoration, Empowerment, Advocacy and Mentoring (DREAM) Court, a dedicated courtroom for youth impacted by CSE.

#### **Multi-Agency Response Team (MART)**

The MART team provides Emergency Response Services to children or youth impacted by CSE who are identified by law enforcement through the First Responder's Protocol (FRP) or other reporters via the Safe Youth Zone initiative. The MART team, is comprised of one ARA, four SCSWs and 17 CSWs; they investigate allegations of CSE and immediately connect youth to services and supports, including Advocacy Services, Safety Planning, CSEC medical services, and, if needed, mental health and foster care or shelter care services. Since August 14, 2014, through June 30, 2022, MART has responded to 1,170 FRP CSEC investigations.

#### **Runaway Outreach Unit (ROU)**

The ROU acts as a support to the CSEC Program. ROU is comprised of 10 CSWs who act as secondary CSWs on those cases where there are missing youth, which includes missing exploited youth. The ROU Unit was developed to help provide due diligence in searching for and recovering missing youth, as these youth are considered to be at high-risk of being in harm's way.

#### **DCFS CSEC Data:**

Since the inception of the CSEC Program in 2014, DCFS has received 6,306 CSEC referrals (Fiscal Year {FY} 2013-2014 to FY 2021-2022) through the Child Protection Hotline and there have been a total of 1,147 active open CSEC cases identified on the Child Welfare Services – Case Management System (CWS/CMS) as of December 7, 2022. DCFS currently has 396 open CSEC cases, with the specialized CSEC units supervising 163 (41%) of the entire DCFS CSEC caseload (*Data resource: CWS/CMS, DCFS CSEC Data Dashboard, pull date December 7, 2022*).

## **Member: Probation Department, Child Trafficking Unit (CTU)**

### **Overview:**

Established in 2012, the CTU began as a unit of four full-time staff and has grown to 13. The unit consists of one Probation Director, who oversees all activities of the unit, leads county-wide initiatives to address CSE, and until most recent, lead the County's CSEC Integrated Leadership Team; one Supervising Deputy Probation Officer supervises all Deputy Probation Officers (DPOs) in the Unit; one Deputy Probation Officer II (DPO II), who serves as the Director's Staff Assistant, provides administrative and logistical support, including data collection; one DPO II/Succeeding Through Achievement and Resilience (STAR) Court Liaison, who leads and manages the weekly Probation CSEC Multi-disciplinary Team (MDT) for all youth identified as CSE under Probation jurisdiction, and provides secondary support to the specialty Court; one Assessment/Transition Age Youth (TAY) DPO II who assesses all youth to determine whether transfer to the unit is appropriate, and/or whether support services are needed and supports TAY who are transitioning out of supervision; one Locate DPO II who serves as point of contact and coordinates referrals and debriefs for all youth who are missing from home or care, pursuant to SB 794, and who also carries a smaller caseload; five case-carrying DPO II's responsible for primary engagement, supervision, and case management for youth who are at home and in foster care, and secondary supervision for youth in a residential treatment facility or Dorothy Kirby Center; and currently two vacant case-carrying DPO II positions.

### **Probation Data:**

Since the inception of the CTU program in January 2012 through December 31, 2022, over 2,100 youth have been identified through Probation as at risk of or having experienced CSE in Los Angeles County (LAC), and to date, approximately 712 of those youth have been served by the CTU.

## **Member: Department of Mental Health, CSEC, and Youth (CSECY) Division**

### **Overview:**

The purpose of the Department of Mental Health (DMH) CSECY Program is to provide engagement, linkage, and mental health services to youth who have been identified through the Probation and DCFS systems. The primary goals of the program includes sealing gaps in mental health services and providing children, youth and TAY with access to mental health services that are trauma informed, CSEC informed, strength-based, and client-centered.

The CSECY unit is comprised of one Supervising Mental Health Clinician, a Mental Health Clinician, and a Case Manager. Both the Mental Health Clinician and Case Manager are present weekly as part of the MDT collaborative to provide trauma informed and CSEC informed services and consultations to the team members. Intensive case management by the case manager, who is also a housing resource specialist, is provided. The CSECY Division routinely goes in the field to meet with youth and families, connects clients to services, advocates for youth and their families, as well as provides linkage and advocacy to house TAY youth. Other DMH CSECY responsibilities include:

- Development and co-facilitation of the PEP
- Involvement in the various CSEC initiatives and programming
- Piloted and Implemented CSE – Identification Tool and continued training and support to Juvenile Justice staff.
- Development of the CSEC Mental Health Provider Directory, which is displayed on the DMH CSEC webpage for the community. This directory is comprised of community based mental agencies who are providing trauma-informed and CSEC informed therapeutic services.
- Facilitate a Quarterly CSEC Roundtable, which was put together to bring our community Mental Health providers together to have case consultation, networking, collaborations, and resource sharing.
- Provide Trainings on CSEC and trauma-informed care to various agencies.

### **DMH CSECY Data:**

On average, the DMH CSECY section serves approximately 50-75 clients per year.

## Member: Department of Public Health (DPH), Human Trafficking (HT)/CSEC Response

### Overview:

LAC DPH response to HT/CSEC involves multiple programs in assisting impacted children and youth. With only one dedicated staff department wide, DPH programs work to respond by ensuring staff in specific programs can provide appropriate services, referrals and coordination with other departments and agencies. Expertise in the Office of Women's Health helps coordinate DPH activities through the DPH HT/CSEC Workgroup.

**The Child Welfare Public Health Nursing (CWPHN) Program** has significant contact with CSEC. Working as a team, the CWPHN program Public Health Nurses (PHNs) assist in identifying CSE-impacted youth for more intensive follow-up by the sole CSEC-dedicated PHN. The CSEC PHN consults DCFS CSWs and DPOs regarding CSE-identified children, ensuring that medical, dental, and mental health needs have been met by reviewing medical records; providing resources; following up on referrals; conducting joint visits at group homes, detention facilities, and other sites; and collaborating with child's CSW/DPO, caregiver, medical providers, and others involved in the child's care.

The CSEC PHN participates in MDTs at the Compton STAR Court; collaborates with various departments, agencies, consults with DPOs managing CSE youth in Probation's CTU regarding medical follow-up, admissions to substance abuse treatment, communicable disease management, most current psychotropic medications, and other topics related to nursing care. From February 1, 2018 to December 7, 2022, 303 youth were assessed for CSEC and 183 were accepted into the CTU. Regional DCFS offices have PHNs assigned to the Assembly Bill 12 (AB12) units to ensure that all the TAY's health care needs are met, such as their dental exams, physicals, reproductive health/pregnancy care, and special health care needs. Currently there are 1,146 non-minor dependents in these units.

**DPH Clinical Health Services** are provided through 14 public health centers. These clinics provide sexual health and family planning services for youth and adults and sometimes encounter persons experiencing human trafficking and CSEC. By law, services are provided for youth 12 years and older without parental consent. In addition, clinics occasionally see children under 12 years of age for sexually transmitted infection testing along with a parent/guardian; usually these are victims of child abuse (data is unavailable).

**Substance Abuse Prevention and Control (SAPC) Program - Youth Services Unit** collaborates with DMH and DCFS to coordinate substance use disorder (SUD) treatment services for youth with complex needs, particularly among youth residing in Short-Term Residential Therapeutic Programs (STRTPs), which may include youth who are victims of sexual exploitation. SAPC also participates in conferences and community outreach events to strengthen partnerships with providers who serve youth with complex needs, including CSEC.

SAPC, through the Client Engagement and Navigation Services program, collaborates with youth-serving organizations (Group Homes, STRTPs, Temporary Shelters, Juvenile Halls/Probation Camps) and eight community based organizations to coordinate SUD early intervention and treatment services for youth with complex needs, including CSEC. SAPC does not have staff specifically dedicated to serving CSEC, so the Youth Services Unit manages services and providers who serve youth and young adult populations.

In addition, SAPC maintains contracts with a network of 26 community-based organizations that offer SUD treatment services for youth, including CSEC. SAPC does not formally track the number of CSE youth served in the SUD system of care. From FY 2016/2017 through 2020/2021, 6,823 youth (12 -17 years of age) and 5,195 young adults (18-20 years of age) were admitted to treatment services.

### DPH Data:

- PHNs are assigned to provide services to 1,146 TAY in the DCFS AB12 (Extended Foster Care) units in the DCFS Regional Offices;
- From February 1, 2018 to December 7, 2022, DPH assessed 303 Probation youth for CSEC and 183 were accepted into Probation's CTU.



- From FY 2016/2017 through 2020/2021, 6,823 youth (12 -17 years of age) and 5,195 young adults (18-20 years of age) were admitted to SUD treatment services.

## **Member: Department of Health Services (DHS)**

### **Overview:**

DHS services available for CSEC and Youth:

- Medical Hubs – The Medical Hubs see CSEC as they are brought in by DCFS Social Workers, or by Probation, for Medical Clearances, Initial Medical Exams, Forensic Exams, and/or Continuity of Care. The main Hubs to see these youth are LAC+USC Medical Hub, East San Gabriel Valley Medical Hub, and sometimes the MLK Jr. Medical Hub.
- Adolescent Care and Transition Clinic (ACT) - ACT is comprised of one clerk, two medical case workers, three nurses, and three medical doctors. As part of the Hub referral system, and a clinic that works closely with the Medical Hubs, the ACT Clinic sees many of the youth coming in who are identified as CSEC. ACT has expert providers and staff who specialize in caring for CSEC and HT cases, TAY, and other system-involved youth and young adults. ACT provides multidisciplinary care, including healthcare, for youth identified as CSEC, and serves as the Medical Home for a large number of our CSEC youth and young adults.
- LAC+USC Addiction and Community Medicine treats and sees many of our TAY and CSE youth who struggle with substance use disorders. A similar program is at Harbor-UCLA. LAC+USC Addiction Medicine works closely with the Medical Hub and the ACT Clinic to identify, treat, and follow longitudinally CSEC youth dealing with methamphetamine use disorder, opioid use disorder, and other substance use disorders. We have several clients who we prescribe medications for addiction treatment (MAT), supply harm reduction supplies, and work with the Hub and ACT clinics to assist in connection to rehab, ongoing treatment, etc. The LAC+USC Addiction and Community Medicine has a patient facing Addiction Medicine line for our clients (323-409-6623) and a patient facing email ([lacuscaddictionmedicine@dhs.lacounty.gov](mailto:lacuscaddictionmedicine@dhs.lacounty.gov)) where patients can self-refer for treatment, medications, or navigation to care regardless of age, insurance status, etc.
- Juvenile Court Health Services (JCHS) Nurses and Physicians CSEC Champions Committee Worked on the development of JCHS Policy on CSEC. The purpose of this policy is to outline healthcare practices for victims and survivors of CSEC and to ensure that these youth receive the support and medical attention needed.

### **DHS Data:**

- Medical Hub CSEC Medical Appointments by Calendar Year:  
2020: 370  
2021: 335  
2022: 248
- DHS has several (10-20) high-risk youth (DCFS involved, CSEC, Juvenile Hall) in the MAT clinic at any time.
- For the ACT Clinic – There is an estimated 50-100 per year referred for a CSEC evaluation (not all turn out to be CSEC).
- For the LAC+USC Addiction and Community Medicine – Estimate that 50-100 youth and TAY per year, either via inpatient consults, outpatient referrals, or emergency.

## **Member: Los Angeles County Sheriff's Department (LASD) HT Bureau**

### **Overview:**

LASD's Special Victims Bureau is host to the Los Angeles Regional HT Taskforce. The Taskforce handles all human trafficking criminal investigations, both sex and labor, as well as juvenile and adult victims, in all areas within LASD jurisdiction. Independent cities requesting assistance with HT investigations are considered on a case-by-case basis. Cases come into the Taskforce from a variety of means; patrol deputies who encounter CSEC because of calls for service or self-initiated observations, as well as referrals from outside agencies and non-governmental organizations. Within that scope of investigations, sex trafficking investigations involving CSEC are prioritized above all other investigations. The Taskforce participates with DCFS in the Locate and Recover Missing CSEC Services agreement. When CSEC children run away from their foster care facility, the Taskforce receives a referral from DCFS with the most recent intelligence. The taskforce utilizes a crime analyst who accesses databases unique to sex trafficking to see if they are posted on certain prostitution-based web sites. If found, Taskforce detectives will initiate an undercover operation to detain the CSEC and begin the First Responder Protocol process. This program is also

another way to initiate criminal cases against /traffickers. Additionally, the Taskforce receives tips from primarily two sources, the National Human Trafficking Resource Center and Crimestoppers.

The taskforce is comprised of two trafficking teams, each supervised by a Sergeant, which is overseen by a trafficking Lieutenant. All detectives work incoming cases; however, as stated above, human trafficking cases, both sex and labor, with juvenile victims is prioritized.

Our staff investigate all HT, though CSEC is prioritized. Current staffing levels are six (6) deputies, two (2) Sergeants, one (1) Lieutenant, one (1) Crime Analyst, and three (3) Criminal Researchers.

Not included in this count are federal agencies; while part of the taskforce, they are not assigned cases from LASD Sergeants. They assist on cases or will take cases federally if they're requirements are met according to the Assistant United States Attorney's office. There is one (1) Homeland Security Investigator agent embedded in our office.

### **LASD Data:**

CSEC and TAY (up to 25 years) served by year:

Year to date for 2022 (January-October): 32

2021: 50

2020: 76

2019: 132

2018: 92

Data from November 16, 2015, (when LA Regional Human Trafficking Task Force was created) through November 10, 2022:

475 victims recovered (356 CSEC; 119 adults)

Arrests:

926 male sex buyers

880 human trafficking related

412 adult females; victims are provided with services

468 traffickers

504 arrested for internet crimes against children

249 arrested for other crimes

4163 search warrants

14 Federal cases filed

**Total: 2,558**

### **Member: CLC – DREAM Court**

#### **Overview: pending**

CLC's Commercial Sexual Exploitation of Children (CSEC) Program was established in recognition of the fact that youth in foster care are at heightened risk of exploitation. CLC's dedicated team of attorneys, case managers, social work investigators, peer advocates, and support staff work together to meet the specific needs of clients impacted by trafficking. As the legal representative for every CSE youth in the Los Angeles child welfare system, we have implemented tools such as the CSE-IT to identify youth over age 10 experiencing or at risk of exploitation organization wide. All CLC staff are required to complete the CSEC 101 training; all CSEC teams are also required to complete CSEC 102. With the support of the Los Angeles County Board of Supervisors, CLC staff were an integral part of the launch of DREAM Court focusing exclusively on the CSE population in child welfare. Our team provides resources, helps clients find appropriate housing, connects them with service providers, accompanies them to meetings and hearings, and stays by the client's side when testifying in criminal court against their traffickers. In addition to our in-court holistic advocacy, working with each client through a strength-based lens, CLC engages with youth outside of the courtroom, providing intensive case management and through empowerment events where youth are able to

explore their interests and passions, including art, dance, fitness, and more. CLC also works to elevate survivors' voices to ensure that each client is able to heal and thrive. A leader in child welfare system reform efforts, CLC's policy arm has effectuated change at the local, state, and legislative levels through the successful shepherding of bills designed to improve outcomes for CSE youth; just two examples include SB 855 (county funding for prevention, intervention, and services to trafficked youth) and AB 2992 (specialized training for law enforcement who come into frequent contact with CSEC). CLC is an active participant on a variety of committees including the CSEC State Action Team; LA County CSEC Steering Committee; ICAN CSEC Committee; LA County Victim Witness Protocol Committee; Human Trafficking Task Force; and the Los Angeles County "No Such Thing as a Child Prostitute" Campaign; and the Becoming Me Intervention Curriculum.

### **CLC Data: pending**

CLC's CSEC Teams serve approximately 250 clients experiencing exploitation at any point in time. In December 2022, for example, CLC supported 241 youth. CLC collects quarterly data on CSE youth in DREAM Court which captures well-being outcomes for our clients, including education, mental health, substance use, and employment.

### **Member: Los Angeles County Office of Education (LACOE)**

### **Overview: pending**

### **LACOE Data: pending**

### **Member: Los Angeles Unified School District (LAUSD), HT and CSEC Initiative**

In 2015, the LAUSD joined a national movement to increase awareness of the CSEC. The Board Resolution "Not in our Schools, Not in our Communities" initiated a campaign to provide CSEC awareness and prevention training throughout L.A. Unified. LAUSD's [Student Support Programs](#) is a proactive measure to protect our students and our communities.

The formation of a Cadre of Consultants was established to ensure CSEC awareness trainings are provided to all secondary school staff in the district. These professionals work in partnership to provide trainings district-wide. The consultants consist of a MDT of certificated personnel from different units within the LAUSD's [Student Health and Human Services Division](#). Members of the Cadre have received prior specialized CSEC training through the partnership of the Los Angeles County Department of Probation.

#### **Cadre of Consultants**

As a District priority, the 13 Cadre of Consultants began implementing a series of trainings at school sites in the spring of 2016. The Cadre will continue to provide training throughout the district until all secondary schools have been trained. The initiative is primarily focused on four key deliverables:

- Providing CSEC awareness education to all secondary schools in the District;
- Updating CSEC vignettes annually for the Spring Child Abuse Awareness Trainings;
- Developing resources for staff, parents, and students of the LAUSD; and
- Developing subsequent phases of implementation to encompass key stakeholders: caregivers and students.

The website offers a [comprehensive list of resources](#) for all stakeholders: students, families, and educators.

#### **Initiative Highlights**

Since the inception of the District's efforts to eliminate CSEC in our schools, LAUSD has enhanced the implementation efforts and responded innovatively to the needs of our schools. LAUSD has strengthened relationships with DCFS through the DREAM Court process and with our school-based counselors who suspect child

sexual exploitation. Additionally, LAUSD has made some digital shifts and established a larger online presence with more support and resources throughout the district. Below are some of the strides we have made together. Click on each section for more information:

- [Request for School Site Trainings](#)
- [CSEC Consultation and Support to Schools](#)
- Professional Growth and Continuing Education Opportunities
- Schoology platform for CSEC and Human Trafficking resources
- [Request for Awareness Materials for Schools](#)
- [CSEC Quarterly Newsletter](#)
- [Awareness Education Highlights 2016 - 2018](#)

## **Member: Los Angeles County Public Defender, CSEC Program**

### **Overview:**

LAC Public Defender's specialized CSEC Program relies on a specially trained Resource Attorney who staffs the STAR Court, a post-adjudication collaborative court housed at the Inglewood Courthouse. The STAR Court's goal is to provide special services to juvenile offenders that have been victimized by commercial sex traffickers – counseling, education, and suitable placement (when needed) are top priorities. The Public Defender Resource Attorney is trained to help meet these goals and provide trauma-informed care to juvenile clients facing the issue of commercial sexual exploitation.

The Resource Attorney frequently collaborates with stakeholders and community-based organizations that interact daily with youth in STAR Court. Such interactions include attendance at MDT meetings, participation in countywide CSEC meetings, home and suitable placement visits (within and outside CA), and attendance at CSEC conferences and events held at night and on weekends. Before an MDT meeting, the Resource Attorney seeks to understand each minor client's needs by contacting the client and their parents or guardians, Wrap-Around teams, suitable placement counselors, DCFS social workers, and dependency attorneys.

STAR Court participants are frequently subpoenaed to testify against traffickers. The Resource Attorney also appears at court hearings, assisting with immunity agreements, and providing emotional support. Other responsibilities for the Resource Attorney include responding to occasional after-hours emergency calls from youth or stakeholders, participating in panel discussions with other jurisdictions seeking advice on building a similar program, and advising other public defenders on CSEC issues.

### **Public Defender Data:**

The average monthly caseload for the STAR Court resource attorney was 22 cases.

## **Member: District Attorney**

### **Overview:**

Inglewood Juvenile Court presides over LAC Superior Court's STAR program, which is a county-wide specialized court designed to provide enhanced services and supervision to sex-trafficked minors facing delinquency charges. The goal of STAR Court is to help the minors leave the sex trade and to assimilate back into society. The LAC District Attorney's Office staff STAR Court with a Deputy District Attorney (DDA) who works closely with the assigned defense attorneys and the Court to find the best resolution for a minors' delinquency cases. Through the cooperation of the DDA, the defense bar, and the court, STAR Court has helped hundreds of young women quit the sex trade and turn their lives around.

### **District Attorney Data:**

Number of sex trafficking cases filed by calendar year

2017: 69

2018: 47

2019: 50

2020 as of November 18, 2020: 40



# Personal Assistance Services Council

**Annual Report**  
**FY 2021-2022**



### **About PASC**

The Los Angeles County Board of Supervisors created the public authority to enhance the In-Home Supportive Services (IHSS) Program, known as the Personal Assistance Services Council (PASC), in 1997. PASC was established to operate a Registry and provide access to free trainings for IHSS recipients and providers and serve as the employer of record for collective bargaining purposes for IHSS provider wages and benefits. Over the past 23 years, PASC has expanded its services to include operating an online job bank to connect recipients with providers, and administering the PASC-SEIU Health Plan, County Back-Up Program, and Issue Solving Team.

### **Mission statement**

The Personal Assistance Services Council (PASC) strives to improve In-Home Supportive Services, support independence, and enhance the quality of life for all who receive and provide IHSS.

### **What is IHSS**

The IHSS Program was created to allow low-income seniors and individuals living with disabilities to remain safely in their own homes with the help of a homecare worker, in order to prevent institutionalization. When a homecare worker helps with meal preparation, personal care and/or housework, IHSS recipients thrive while living in their communities. The IHSS Program pays homecare workers to provide the following services for recipients: laundry, meal preparation, cleaning, grocery shopping, accompaniment to medical appointments, personal care services (bathing, grooming, paramedical services, bowel and bladder care), protective supervision.

# Executive Director

The Personal Assistance Services Council (PASC) respectfully submits our annual report for FY 2021 – 2022. It's my hope this report provides a clear picture of the services we provided and the level of our performance. This report will also identify the areas where we fell short of meeting our goals.

As in previous years, I feel it's important I continue to express my concerns to this Board. It's been clearly documented that there are thousands of individuals living in Los Angeles County who have been approved for In-Home Supportive Services (IHSS) and can't find a homecare provider. Furthermore, many individuals who manage to find a homecare provider can't retain their homecare worker. This was first documented in 2016 by a Los Angeles County report and then again in 2019 by the California State Auditor Controller report. Both reports have been submitted multiple times for this Board's review.

The IHSS program developed in the 1970s focused on "consumer choice" by insisting on a social model referred to as the independent provider mode (IP mode). In an attempt to ensure a self-directed program, hiring, training, supervising, and authorizing timesheets for the homecare worker is the responsibility of the IHSS consumer. This process has become increasingly more challenging to navigate. The program has also expanded to include individuals who cannot manage a self-directed program. Because IHSS is a consumer-directed program, there is very little quality control and few resources for those individuals who struggle with the IP mode. This leaves them without adequate homecare and places them at risk of medical complications, potential ER visits, and even hospitalization.

The IHSS Program now provides services to multiple county departments, making it even more apparent it's not a one size fits all-program. Currently, the communication between departments is fragmented, minimizing the opportunity for collaboration. This lack of coordination has departments creating workgroups, each working independently to develop separate proposals for providing IHSS.



The PASC Governing Board, established to provide oversight of IHSS in Los Angeles County, submitted a recommendation to include PASC in the Department of Aging and Disability. They feel strongly this consolidation would improve communication and ensure collaboration between departments. This would also lead to better utilization of resources and maximize the benefits from the various new funding opportunities in the current FY.

The PASC Governing Board also requests the Board of Supervisors convene a panel of IHSS stakeholders to present their concerns regarding the IHSS provider shortage crisis.

# Condensed Statements of Revenues, Expenditures, and Changes in Net Position

	2021-2022 Unaudited*		2020-2021 Audited		2019-2020 Audited	
Revenues	\$	5,408,746	\$	5,616,933	\$	5,701,814
Expenditures	\$	5,478,663	\$	5,463,697	\$	7,161,909
Net Income	\$	(69,916)	\$	153,236	\$	(1,460,095)
Net Position at End of Year	\$	156,927	\$	226,842	\$	73,606

## Notes to Audited Financial Statement Year Ended June 30, 2021

The change in net position for the fiscal year ended June 30, 2021 can be primarily attributed to the positive impact of the difference in pension expense, as determined by the CalPERS actuarial studies compared to the amount paid during the year ended June 30, 2021, of \$200,086.

Excluding the impact of GASB Statement No. 68, Accounting and Financial Reporting for Pensions (GASB#No. 68), PASC's overall position at year-end is healthy, having substantial net position at June 30, 2021. (From the audit report of Quigley and Miron dated June 30, 2021.)

\*2021-22 Unaudited: These statements have not been published to the State of California or the US Federal Government by our auditors pending detailed completion of the audit.



# UNAUDITED FY 2021-22 BUDGET VS. EXPENSES

Program	Budget		Expenditures		Balance over/under	% Used	Notes
Administrative	\$	4,007,000	\$	4,019,197	\$ (12,197)	100.30%	<b>Overspent amounts were not reimbursed by DPSS</b>
Health Plan	\$	539,000	\$	540,198	\$ (1,198)	100.22%	
NPER	\$	706,000	\$	760,151	\$ (54,151)	107.67%	
EPG	\$	214,000	\$	109,480	\$ 104,520	51.16%	
TOTAL	\$	5,466,000	\$	5,429,026			

# Board of Supervisors

Hilda L. Solis

1<sup>st</sup> District

55,801 IHSS Cases



Holly J. Mitchell

2<sup>nd</sup> District

52,823 IHSS Cases



Sheila Kuehl

3<sup>rd</sup> District

43,659 IHSS Cases



Janice Hahn

4<sup>th</sup> District

27,227 IHSS Cases



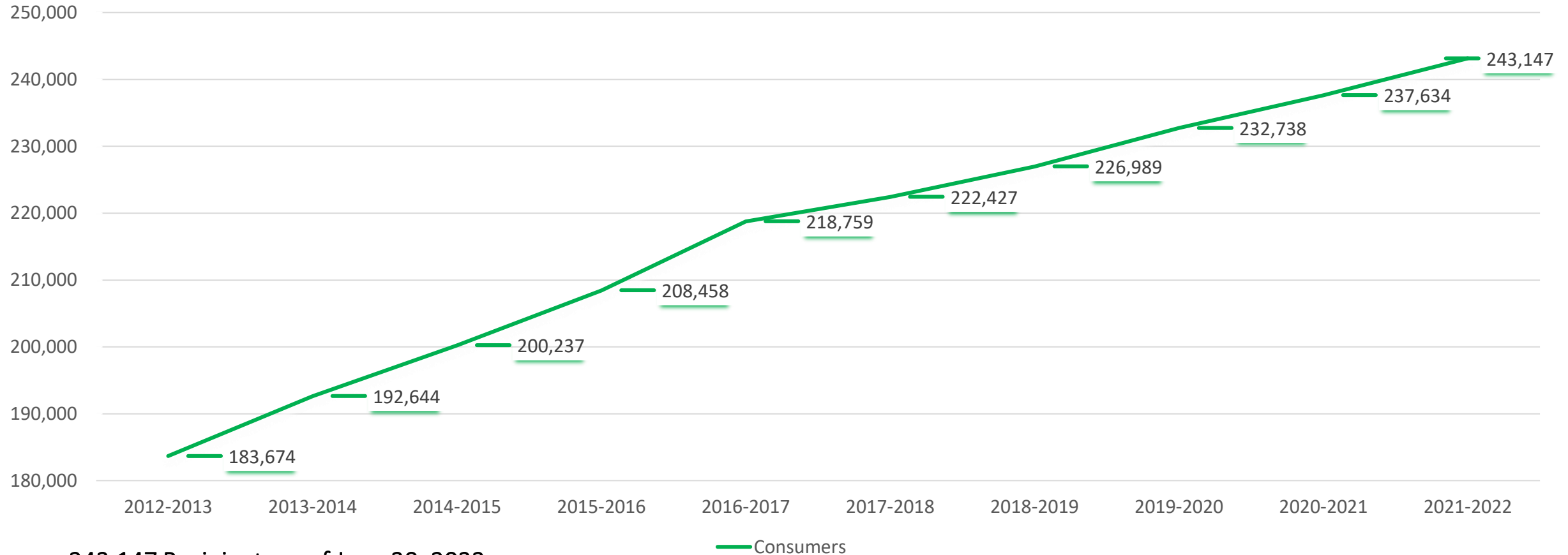
Kathryn Barger

5<sup>th</sup> District

63,638 IHSS Cases



# Recipient Case Growth



**243,147 Recipients as of June 30, 2022**

Since 2001 the number of recipient cases has grown by 47%. A program that started out with 115,145 cases in 2001 has grown to 243,147 at the end of June 2022.

# Board Chair

**Dear members of the Los Angeles County Board of Supervisors,**

As the current Chair of PASC's consumer-majority Governing Board, this is my first message to you. I applaud the work that you do and the support you give to IHSS and the nearly 300,000 IHSS consumers in Los Angeles County. Since elected Chair in October 2021, I have watched PASC address the many challenges and accommodations that arise due to the ongoing COVID pandemic. PASC manages to make progress for LA County IHSS consumers, most notably making inroads in addressing the IHSS provider shortage crisis--a crisis in which thousands of seniors and people with disabilities who have been approved for IHSS cannot find a provider.

With unprecedented assistance and resources from DPSS, PASC has launched an outreach campaign and has recruited hundreds more providers than ever before. This effort will expand based on revisions and lessons learned in this first targeted phase. The joint efforts of PASC and DPSS staff reflect the collaboration and cooperation needed to address this growing crisis, which leaves consumers at home without care and at risk of unnecessary institutionalization.

While the PASC Governing Board applauds progress of this joint effort, we know that more attention is needed to impact this intractable issue. Think: It takes a village! I respectfully request, as PASC's Governing Board did in a letter to the Board of Supervisors on August 16, 2021, "...that PASC and several IHSS consumers and providers testify at a future Board of Supervisors meeting regarding our motion and the IHSS provider shortage in LA County." We want to discuss the problem, the potentially deadly consequences, and explore potential solutions with you.



**Cynde Soto**

## Board Chair cont.

PASC's Governing Board has gained three new outstanding, active and knowledgeable Board members in the past year, and I appreciate your appointments of these new Board members. They are actively reaching out to their communities, engaging IHSS consumers and providers, and advocating for their needs. We are thrilled that PASC's increased outreach to the community regarding our monthly Governing Board meetings has resulted in more participation and involvement from the public. We are anticipating more discussion on changes needed in IHSS to serve the entire county and be more responsive to their needs.

A continuing challenge for PASC is outreach and involvement of often hard-to-reach IHSS consumers. Yet, due to lack of funding, PASC has eliminated one of its most effective outreach efforts--the monthly Tele-Town Halls in which 2000-3000 consumers, providers, and advocates participated to discuss IHSS issues. These Tele-Town Halls were tremendously successful in reaching out, educating participants, and providing helpful resources. PASC continues to get requests to renew these monthly Tele-Town Halls, and I want to request any help that you, as members of the Los Angeles County Board of Supervisors, can give us on this issue.

In addition to work on the provider shortage crisis and increasing consumer involvement, I am excited to work with our excellent and energetic Governing Board to articulate and address other goals for the coming year: develop training for IHSS consumers to be effective employers of their IHSS providers, move PASC and IHSS out of DPSS and into the Department of Aging and Disability, reinstate Governing Board administrative funds of \$56,000 lost from the state, and build a better relationship with our allies.

Respectfully,  
Cynde Soto  
PASC Governing Board Chair

# Supervisor Hahn Reappoints Disability Rights Advocate Cynde Soto to LA County Personal Assistance Services Council

**Los Angeles, CA** – LA County Supervisor Janice Hahn has announced her reappointment of disability rights advocate and Long Beach Resident Cynde Soto to the County's Personal Assistance Services Council, the body charged with improving the Department of Public Social Services' In-Home Supportive Services program.

"Our In-Home Supportive Services program is a lifeline for our County's older adults and residents with disabilities and improving it is a matter of accessibility for all," **said Supervisor Hahn.** "Cynde Soto has dedicated her life and career to improving services provided to individuals of different abilities and with different needs. I have no doubt she'll continue this great work on our Personal Assistance Services Council." Soto is a

native Californian born with Arthrogryposis, a connective tissue disorder that significantly limits her physical movement. She currently works as a System Change Advocates for Communities Actively Living Independent & Free, a non-profit organization that provides advocacy programs and services for people with disabilities in South and Central Los Angeles County. Prior to that, she volunteered with Long Beach Transit on their Accessibility Advisory Committee and participated in sensitivity training for bus operators.

"My appointment to the Personal Assistance Services Council enables me to work with community members, elected officials and DPSS to improve the lives of people with disabilities and older adults who wish to live independent lives



with the assistance of caregivers from In Home Supportive Services," **said Soto.**

The goal of the County's Personal Assistance Services Council is to improve In-Home Supportive Services provided to LA County residents. To this end, it provides referrals and training for IHSS consumers and providers as well as provides an array of support services to improve the IHSS program in general.





**Cynde Soto  
Chair**

**PASC Board  
Executive Committee  
FY 2021-2022**



**Janet Heinritz-Canterbury  
Vice Chair**

**Jorge Chuc  
Officer at Large**



**Donna Fields  
Secretary**



**Chris Otero  
Treasurer**



# PASC Governing Board members

Wilma Ballew  
Supervisor Sheila Kuehl  
3<sup>rd</sup> District



Rina Cruz  
Supervisor Holly Mitchell  
2<sup>nd</sup> District



Steven Echor  
Department of Public  
Social Services



Lyn Goldfarb  
Supervisor Sheila Kuehl  
3<sup>rd</sup> District



Terrance Henson  
Department of Public  
Social Services



Richard Hernandez  
Supervisor Janice Hahn  
4<sup>th</sup> District



Carrie Madden  
Department of Public  
Social Services



Lillibeth Navarro  
Supervisor Holly Mitchell  
2<sup>nd</sup> District



Jennifer Starks  
Supervisor Hilda L. Solis  
1<sup>st</sup> District





# PASC Governing Board members who served during a portion of FY 2021-2022

Andre Green  
Department of Public Social Services  
Served through September 2021



Brandi Orton  
Supervisor Hilda L. Solis  
1<sup>st</sup> District  
Served through August 2021

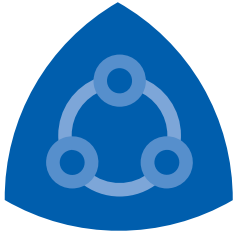




## Homecare Registry

In FY 2021-2022 we continued to face a numerous amount of challenges due to the global pandemic. Nearly every call in our call center dealt with recipients and providers voicing their concerns about how COVID-19 was affecting them and their loved ones. Our PASC staff went through similar challenges, but we remained diligent and found ways to support our callers while we navigated through the obstacles we all faced. With the rollout of the vaccines and booster shots, things were looking up. After being self-quarantined for over a year, we started to feel some sort of normalcy, because our offices officially re-opened on July 19<sup>th</sup>. Having the PASC staff back in the office allowed for us to easily communicate with one another and address the services that were needed from the recipient, provider, social worker or family member.

This section of the FY 2021-2022 Annual Report will discuss Registry activities, provide a report on the Back-Up Attendant Program--a process to render short-term assistance to recipients with high-end needs when their regular providers are unable to work due to an unplanned or unexpected occurrence--and delineate the criminal background investigation process for IHSS providers handled by PASC for Los Angeles County. Additionally, this section will detail PASC's involvement in helping recipients and providers resolve minor provider enrollment and payroll issues.



# Homecare Registry cont.

## Goals for FY 2021-22

### 1. Increase Registry providers by 10%

Plan: Work with the GAIN and GROW programs, city colleges and schools offering LVN programs.

**RESULT** - We enrolled **2,853** new providers, increasing our Registry by 58% (1,651 new providers FY 2020-21) and **meeting our overall goal** to increase our Registry by 10%.

### 2. Answer 75% of incoming recipient calls

Plan: Continue to cross-train Registry staff

**RESULT** – All of our staff call center staff attended the following trainings:

Customer Service Training

Adult Abuse and Prevention and How to File an Adult Protective Services report

IHSS Program Training

Civil Rights

IT Security Awareness training (Protecting PII, Restricted Intelligence HIPAA Edition, Security Proficiency Assessment and Awareness Training)

There were **95,398** incoming recipient calls, of which we answered 64,073 or 67%, not meeting our goal of answering 75% of the incoming recipient calls.

## Goals for FY 2022-23

### 1. Increase Registry providers by 10%

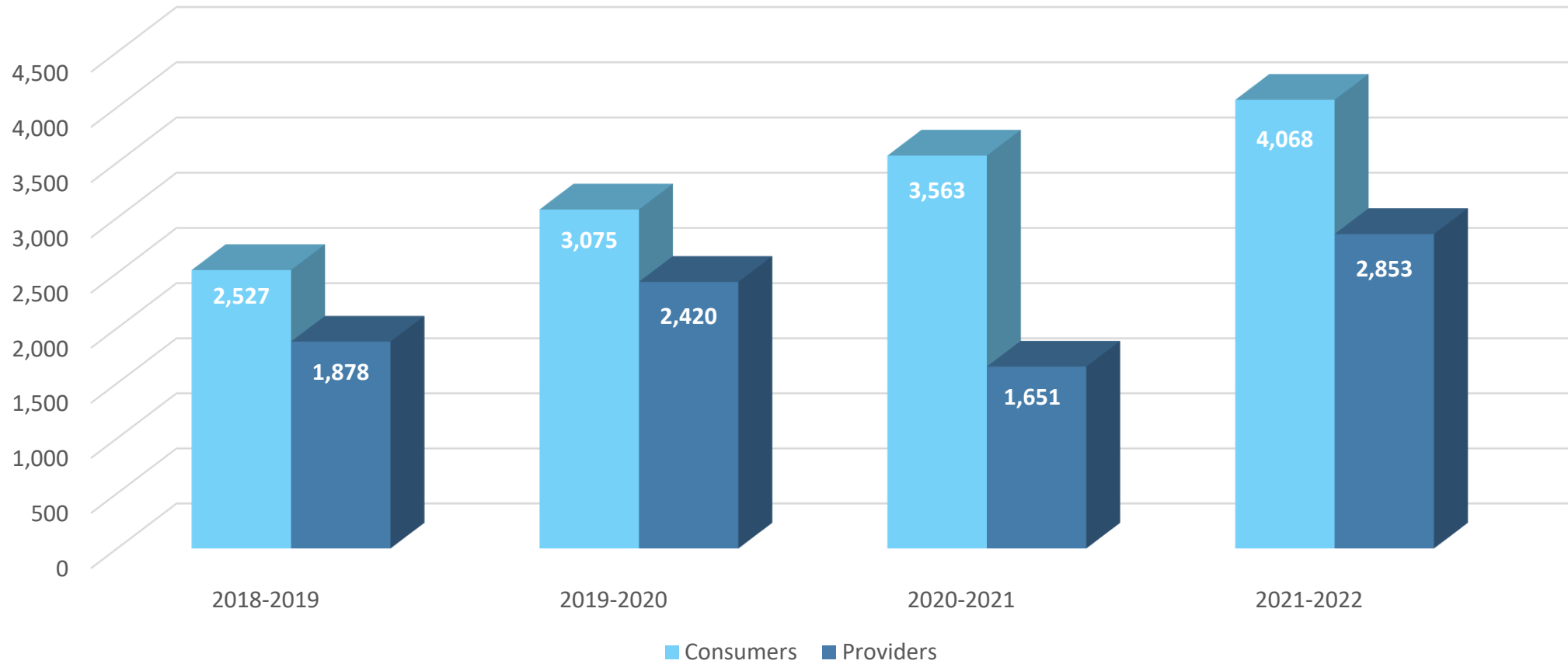
Plan: Work with DPSS to help recruit ready to work providers to our Registry. Incorporate text messaging program to help recruit providers.

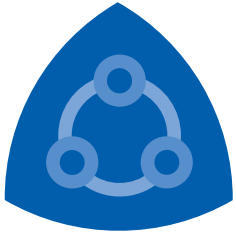
### 2. Answer 75% of incoming recipient calls

Plan: Continue to cross-train Registry staff and bring on higher level call center (Registry Specialist) representatives.



# Homecare Registry 4-year Growth

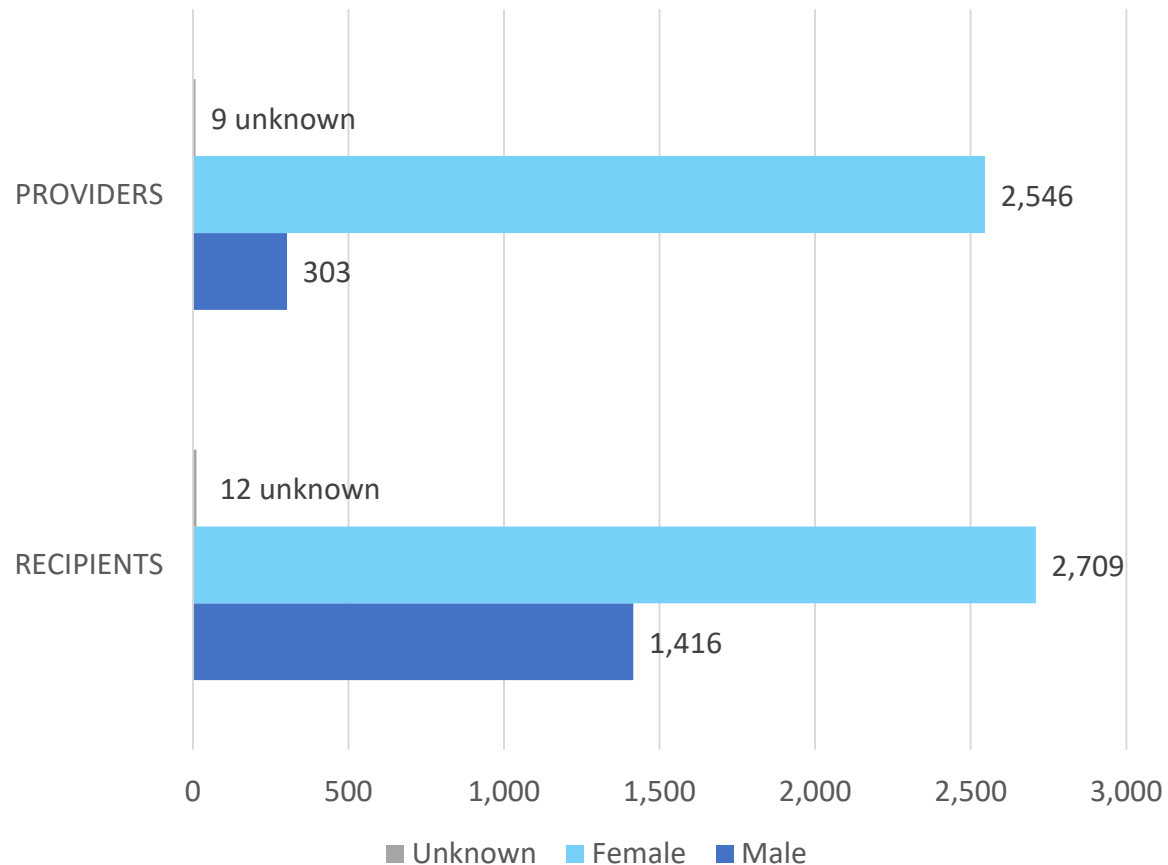




# New Registry Member Demographics

The charts below show new Registry membership gender and top five languages spoken for fiscal year 2021-2022.

## CONSUMER and PROVIDER GENDER



## RECIPIENT TOP 5 LANGUAGES

English: 2,391

Spanish: 1,275

Korean: 69

Farsi: 64

Mandarin: 53

## PROVIDER TOP 5 LANGUAGES

English: 1,843

Spanish: 930

Korean: 22

Mandarin: 10

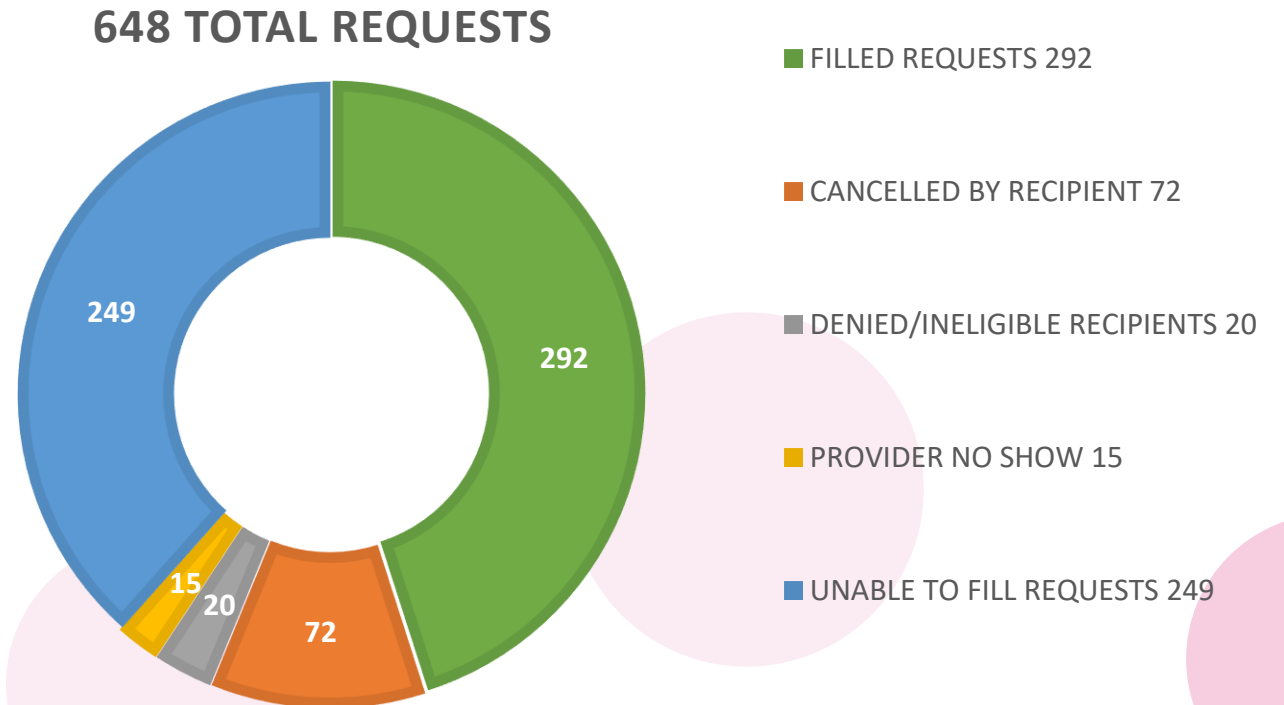
Armenian: 7



# Back-Up Program Statistics for FY 2021-2022

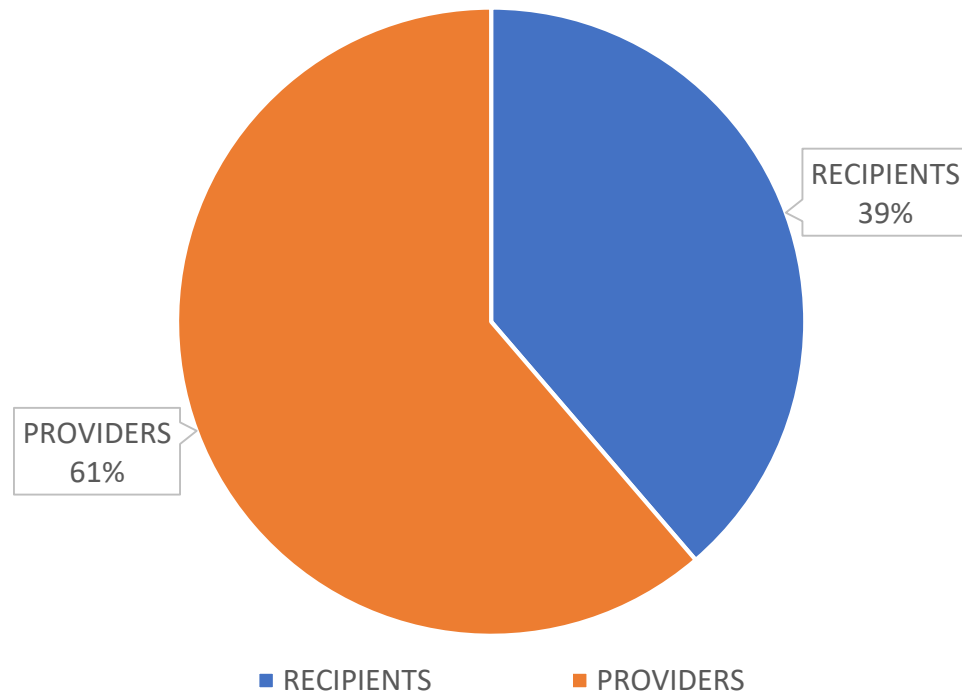
The PASC Registry received **648** requests for back-up services and filled **292** of the requests, providing **2,678** hours. In addition, there were **17** COVID-19 requests, and we filled **12** of them, providing **571.5** hours of service.

There were **490** newly enrolled recipients.

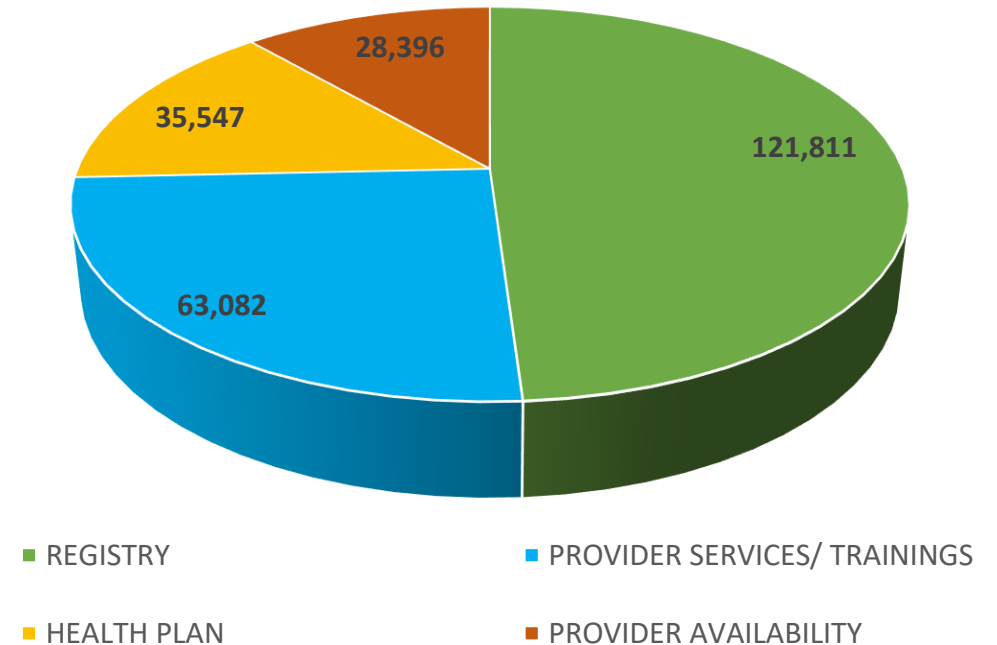


# Incoming Calls in FY 2021-2022

RECIPIENT/ PROVIDER CALLS



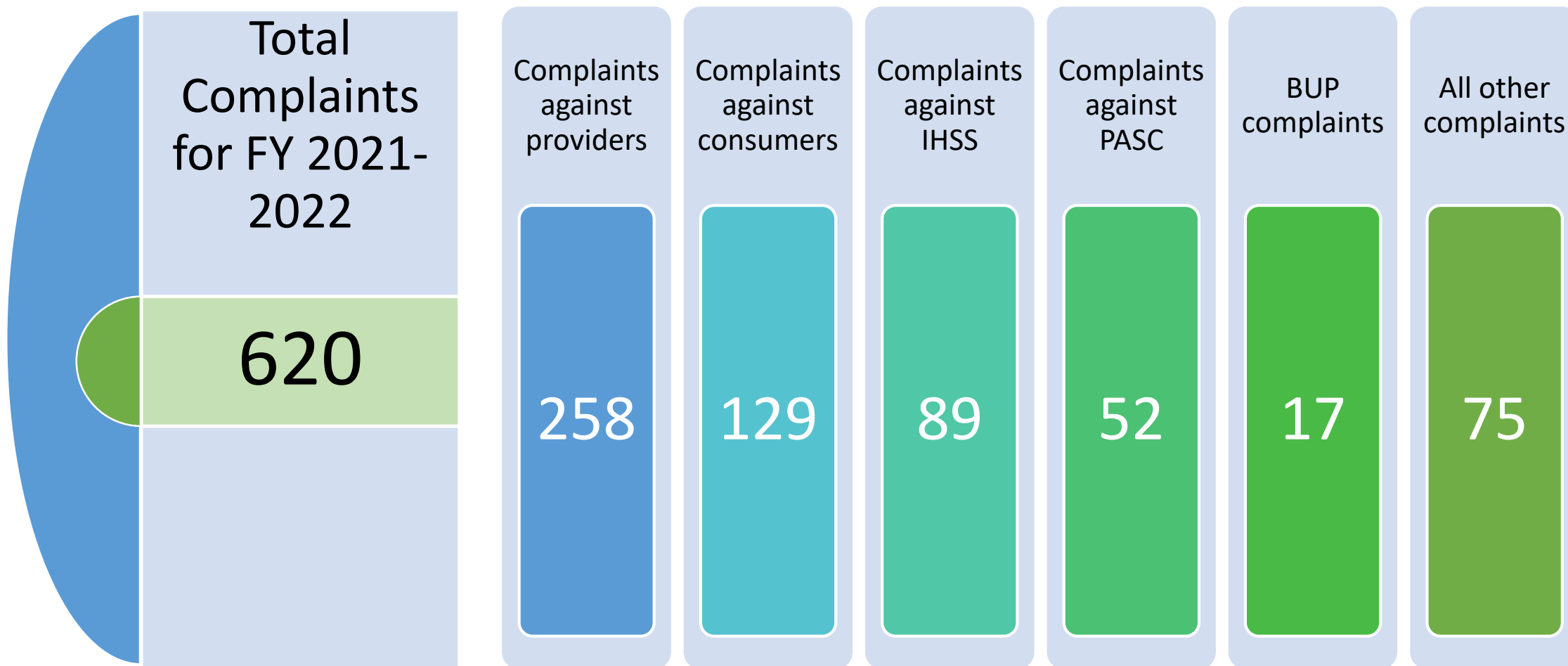
DEPARTMENT CALLS



In FY 2021-22 we received **151,036** provider calls and **95,398** recipient calls. Those calls were handled by several departments within PASC. The Registry took **121,811** calls, Provider Services took **63,082** calls, Health Plan took **35,547** calls, and **28,396** calls went to our automated provider availability line.

# PASC Issue Solving Unit

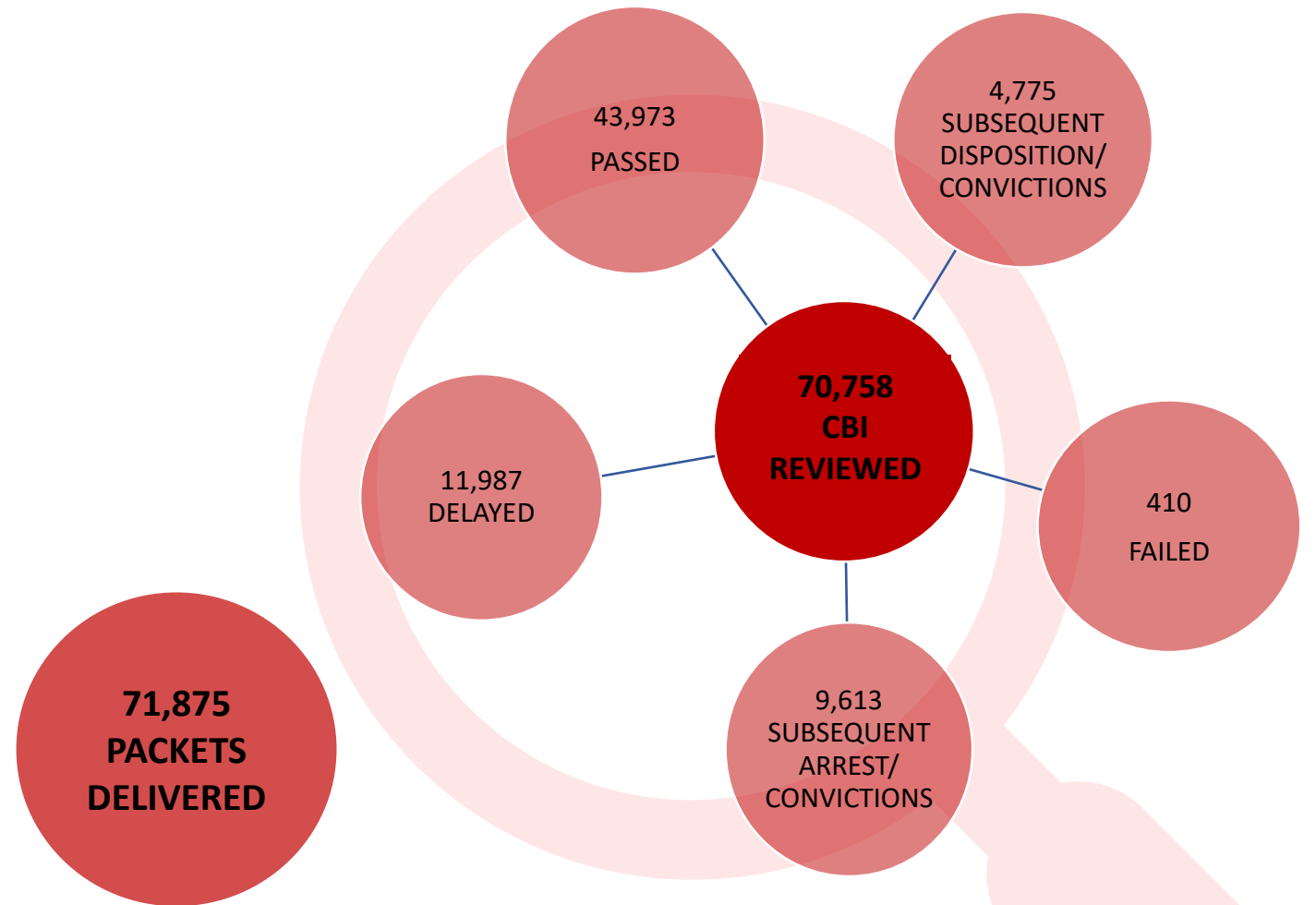
## Complaints Filed in FY 2021-2022





# Criminal Background Investigations for FY 2021-2022

PASC reviewed **70,758** CBI results in FY 2021-22. **43,973** providers passed, **410** providers failed, **9,613** Subsequent arrests and **4,775** Subsequent disposition convictions were reviewed, and **11,987** results were delayed by DOJ. **71,875** CBI packets were delivered to the IHSS call center to be distributed to potential providers.





# Registry Engagement

## FY 2021-2022 overview

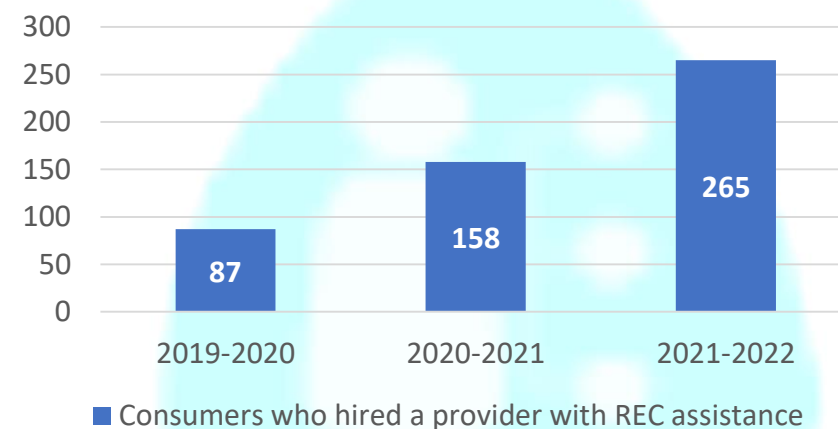
In FY 2021-22 Registry Engagement received 395 referrals from the Registry and outside case managers. Of the 395 referrals 109 declined services, 21 chose to hire a provider outside of the Registry, and 265 resulted in a hire with the assistance of a Registry Engagement Coordinator (REC). The RECs assisted 251 individual recipients to hire a provider. On average, each of the four RECs reached out to 35 providers daily on behalf of the recipients they were assisting to support with pre-screening for needs and availability. Apart from pre-screening providers, RECs also work to empower the recipients by providing tools needed to interview, hire, and train the providers.

Many organizations and agencies throughout the county remained closed to the public for the majority of fiscal year 2021-22. Although Registry Engagement was unable to work directly with the community, 36 virtual community meetings were attended. Meeting topics included elder abuse prevention, policy/advocacy recommendations, opportunities to prevent older adult homelessness, and Project RoomKey (PRK).

Project RoomKey had a decreased referral rate in fiscal year 2021-22 with 35 PRK consumers being referred to PASC. 32 of those PRK consumers ultimately decided to decline assistance from PASC, choosing to either hire a provider on their own or decline IHSS services altogether.

In the upcoming fiscal year 2022-23, Registry Engagement Coordinators will be transitioning into new roles within PASC to facilitate the Emergency Back Up Attendant Program (BUAP). In addition to the BUAP, the statewide Emergency Back Up Provider System (BUPS) is set to begin at the end of 2022. RECs will begin to target specific locations within the county and utilize the Registry to identify new providers who are enrolling, which will offer them the ability to be on call Emergency Back Up Providers with a \$2 differential. We will also begin to look at providers who have previously signed up for trainings with PASC. PASC will also have an opportunity to work with discharging patients from Rancho Los Amigos Rehabilitation Center. IHSS consumers who are transitioning back into their homes in the community, who have an urgent need for supportive services, will have the opportunity to access the Back Up Provider System until they are able to locate a new permanent provider, up to 80 hours of coverage. PASC will also use this opportunity to try to link Project RoomKey consumers with temporary providers until a permanent provider is located, or until their chosen provider is able to go through the process of registering with IHSS.

## Consumers who hired a provider with REC assistance





# Trainings and Info Meetings

All webinars, trainings and Info meetings were held virtually with optional use of an 800 number

## **Webinars**

PASC offers online webinars designed for both recipients and their providers. PASC partnered with Bet Tzedek Legal Services, Alzheimer's Los Angeles, Neighborhood Legal Services, Center for Healthcare Rights, Access Services. In FY 2021-2022 we held 141 webinars attended by 514 recipients and 1,382 providers.

## **Registry Information Meetings (RIM)**

Registry Information Meetings are held to give providers information on how the Registry works and what is expected of them. In FY 2021-2022, 24 RIMs were held, attended by 107 providers.

## **Timesheet Tuesdays**

Information and demonstration session to assist providers and recipients who may be having difficulty navigating the payroll system. The PowerPoint session goes through the steps needed to create an account, submission of hours and approval of hours in both the Electronic Portal system and the Telephonic system. In FY 2021-2022, we held 8 trainings attended by 39 providers.



# Provider Services

## Introduction

Established in February 2020, the Provider Services Department is responsible for the recruitment of providers for the Back-Up Attendant Program (BUAP), trainings, educational activities, and other provider-specific events. The department also responds to inquiries related to the Criminal Background Investigation (CBI) process and the IHSS enrollment procedures. Additionally, when COVID-19 became a worldwide pandemic, the department was charged with distributing Essential Protective Gear (EPG) to providers and consumers throughout Los Angeles County. Hereinafter we will discuss the activities of this department during FY 2021-2022.

## BUAP Provider Recruitment

The BUAP provides short-term homecare services to consumers with high-end needs when the consumers' habitual providers become unavailable unexpectedly. Qualifying consumers must be authorized to receive at least 25 hours of **personal care services** per week, and BUAP services, with very few exceptions, are limited to a maximum of 20 hours a month. Hours worked by the BUAP provider are deducted from the consumer's total monthly authorized hours.

The PSD is responsible for recruiting providers for the BUAP. To facilitate this process, the PSD conducts year-round BUAP Information Meetings, which describe how the program works and the eligibility criteria for both consumers and

providers. Also, we collaborate with the Center for Caregiver Advancement, to try to identify BUAP providers from its pool of Homecare Integration graduates. The providers who are eligible to apply to the BUAP Program are individuals who have a Nursing Assistant Certificate, a Home Health Aide Certificate, or the Homecare Integration Training Certificate. Providers who do not have any of these certifications, or any similar certificates, can opt to take PASC's *8-Hour Online Training for BUAP Providers*. The purpose of this online training is to familiarize the provider applicants with certain paramedical services (i.e., *wound care, catheter care, tube feeding, etc.*), which they may be called upon to provide when they work as BUAP providers. The online trainings are done through Flex-Ed, an organization that has been offering "comprehensive education for Healthcare Professionals" for the last 30 years.

During FY 2021-2022, the PSD conducted **54** BUAP information meetings on Zoom, and **188** providers participated. The department also held **two** *8-Hour Online Back-Up Program Trainings* for provider applicants, and **28** providers completed the training. The PSD was able to recruit **41** new BUAP providers, or 43% of the goal of 95 new providers projected for this reporting period. Thus, we did not meet our recruitment goal. A review of the recruitment data suggests that there were three main reasons for this shortcoming: provider shortage in general, worker apprehension about working with unfamiliar consumers, and the low number of *8-Hour Online Back-Up Trainings* held during the fiscal year.



# Provider Services

## Inquiries Pertaining to the IHSS Enrollment and CBI Processes

The PSD responds to inquiries related to the IHSS enrollment and CBI processes. Inquiry types are very eclectic because the IHSS enrollment process poses challenges to many a provider applicant. The Call Center responds, among others, to inquiries about the status of background check investigations, where to submit SOC forms, which forms to use to claim COVID and/or regular sick time, how to obtain timesheets, how to input time on the electronic timesheet and how to find more work as a provider. Furthermore, the PSD helps to mail State of California (SOC) and Request for Live Scan forms to providers upon request. In FY 2021-2022, the PSD handled 63,082 calls.

## Essential Protective Gear (EPG) Distribution

The PSD distributed essential protective gear (EPG) to providers and consumers throughout the county during reporting period. Distributions were done on a one-on-one basis from our office, by mail, and at **21** large community events. In the end, we distributed over **1,100,000** EPG units during FY 2021-2022.

## Open Table Talk and Homecare 4-1-1

*“Open Table Talk”* is a quarterly event hosted by PASC’s Provider Services Department. This is a forum where homecare providers are encouraged to talk about their experience working for IHSS and suggest trainings or education to enhance their performance on the job. We conducted 3 of these meetings of its kind during the reporting period.

Homecare 4-1-1 is a newsletter developed by PSD to discuss matters of importance to the IHSS community. Two editions of Homecare 4-1-1 were issued in FY 2021-2022.

In conclusion, we were unable to recruit a high number of new BUAP providers, and we opted not to conduct an *Open House* event online. Our goals for the next fiscal year are to focus on increasing the BUAP worker pool by at least 10%, work even more closely with the Caregiver Advancement Center to identify potential BUAP providers, and be active participants in the soon-to-be-implemented *Career Pathways* for IHSS providers and the state Emergency Back-Up Program. Additionally, we plan to establish a few cost-effective ways to show our appreciation for our IHSS providers. We envision sending monthly birthday greetings to providers on their anniversaries, creating a “Worker of the Month” feature in our newsletter and on our website, and, if funding is available, distributing gift cards to the most reliable BUAP providers.



# PASC-SEIU Homecare Workers Health Care Plan

The PASC-SEIU Homecare Workers Health Care Plan is provided by L.A. Care and is administered by PASC.

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 providers are not healthy, it is more difficult for them to help recipients.

PASC is the Administrator for the PASC-SEIU Homecare Workers Health Care Plan, designed specifically for eligible IHSS providers in Los Angeles County.

PASC's administrative responsibilities include monthly analysis of IHSS worker eligibility, mailing and processing enrollment forms, mailing eligibility notices, warning letters, termination notices, COBRA packets; and operating the Health Plan Enrollment and Information Call Center.

Health Plan call center representatives may be reached by calling (855) 727-2756 (855-PASC-PLN).

As of July 2022, enrollment in the Health Plan is 49,893.

In fiscal year 2021-22, the Health Plan call center received **35,547** calls and answered **31,072 (87.4%)** calls in an average of **22** seconds. **7,606** providers were enrolled in the plan, and **8,551** providers were terminated from the plan. Upon termination, **3,169** providers enrolled in COBRA.

In fiscal 2021-2022, from the total members enrolled, the Health Plan call center staff resolved 787 urgent or special cases.

## **GOAL from 2021-22**

The goal for this fiscal year 2021-22 was to answer 90% or more of our inbound calls and increase the number of urgent or special cases by 5% with follow up calls to members, making sure the issue has been resolved.

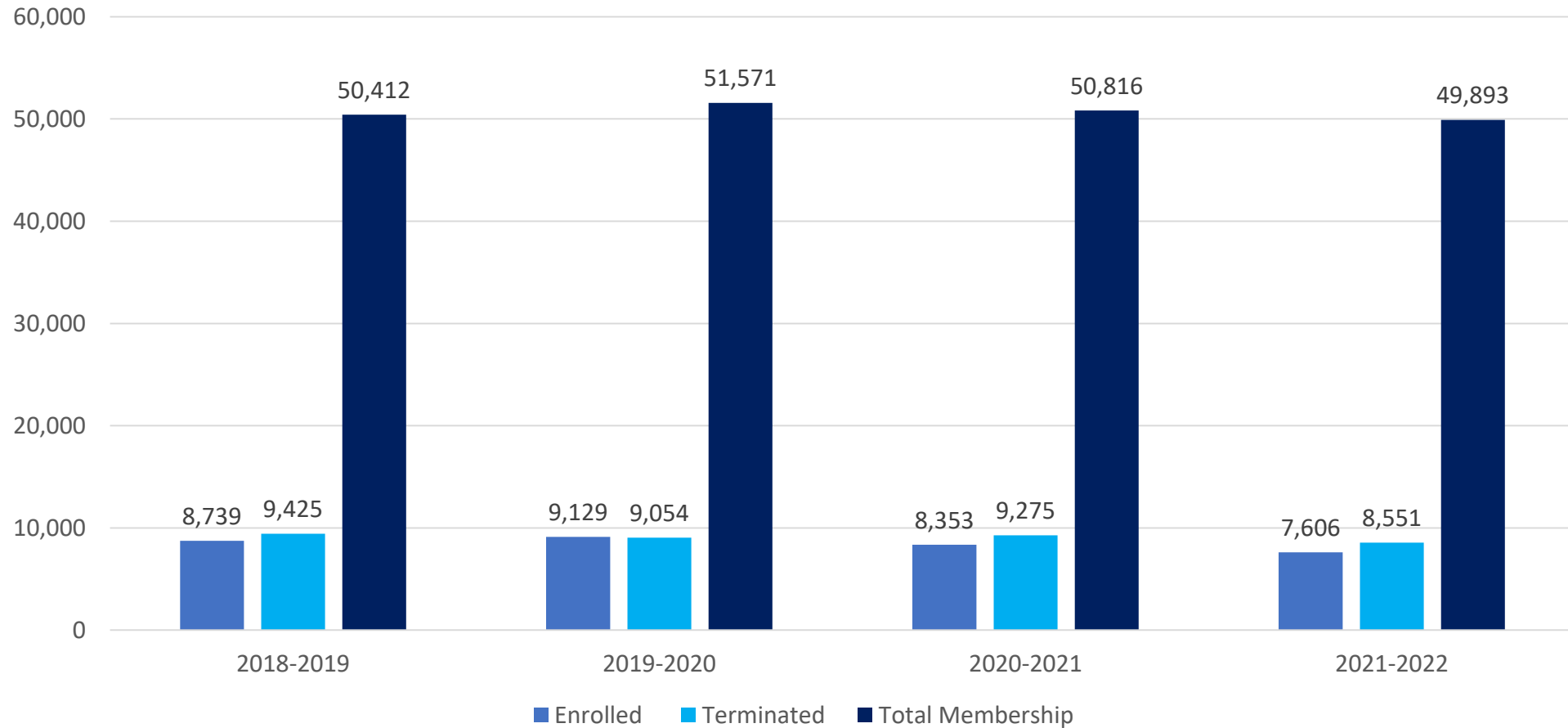
**RESULT: We did not reach our goal this fiscal year. The global pandemic affected our staffing and our ability to receive incoming calls and make follow up calls.**

## **GOAL FOR FY 2022-23**

The goal for this fiscal year is to answer 90% or more of our inbound calls and increase the number of urgent or special cases by 5% with follow up calls to members, making sure the issue has been resolved.



# Health Plan 4 year Plan



The above data shows that in FY 2021-22 Health Plan specialists enrolled **7,606** providers in the plan, terminated **8,551** providers from the plan, and **3,169** payments were made by providers to continue their coverage through COBRA.

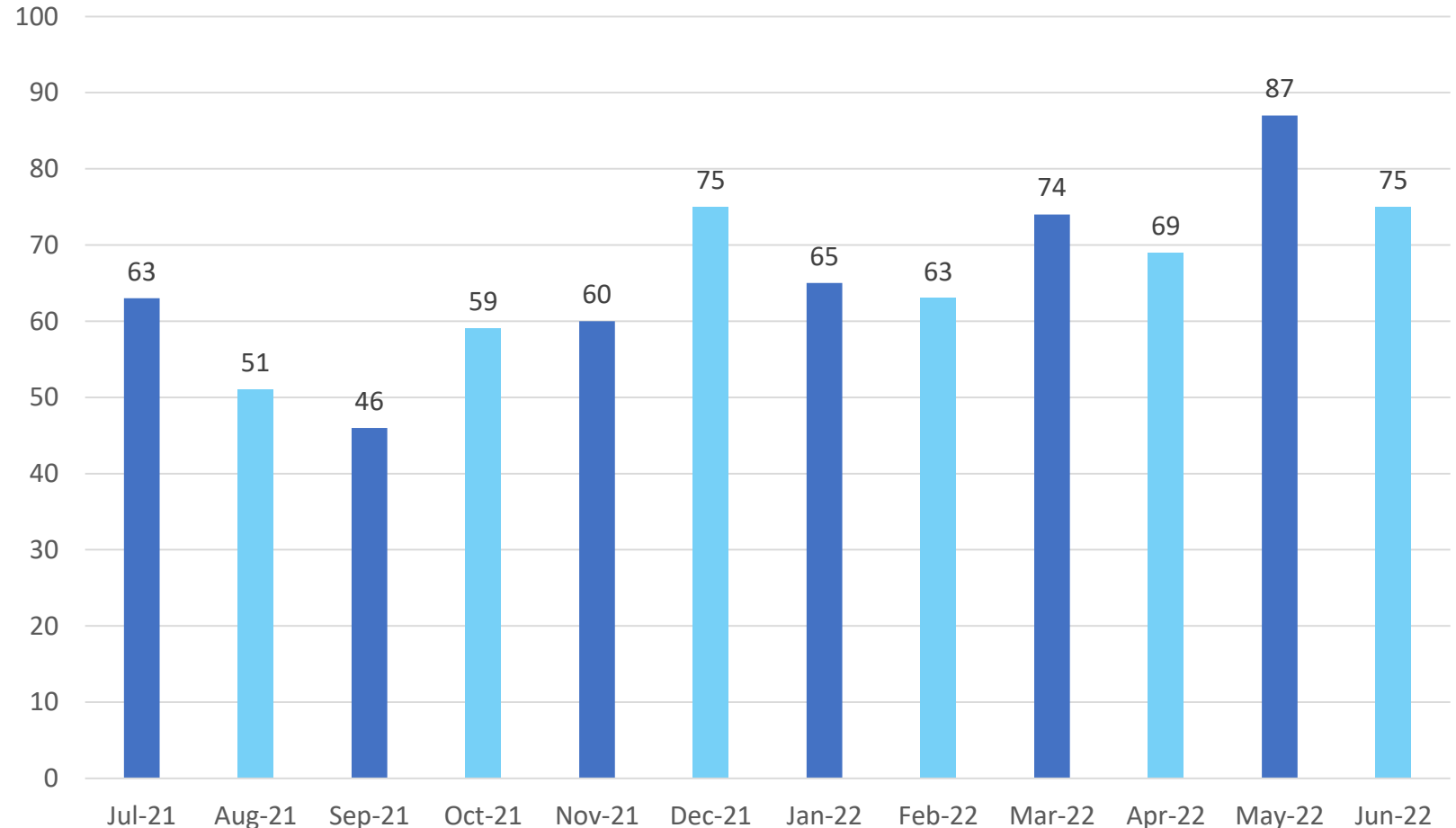


# Health Plan Special Cases for FY 2021-2022

## Special Cases

Special cases are reinstatements of benefits, early terminations, name changes, DOB or gender updates, address and telephone number changes. Health Plan Specialists review the provider's file and do what they can to avoid lapse in the provider's coverage due to any of these items.

Total cases for FY 2021-2022 - 787





# Information Technology

Several upgrades and changes were made by the IT Department during the fiscal year 2021-22.

During the third and fourth quarters of 2021, most employees who had been working remotely due to the pandemic were brought back into the office.

Launch of our new website in the second quarter of 2022, which includes a complete overhaul and a much more user-friendly interface

The new website includes electronic applications that providers and recipients can complete and submit online.

Implemented our encrypted email system, which allows us to send sensitive information such as personally identifiable information (PII) via email

Ongoing security awareness training that assists employees in recognizing potential phishing attacks, ransomware, and social engineering.

We continue to send eblasts to people who have signed up for our email list, informing them of upcoming meetings, webinars, announcements, and other events.

Our social media pages are constantly updated with announcements of useful resources and local events