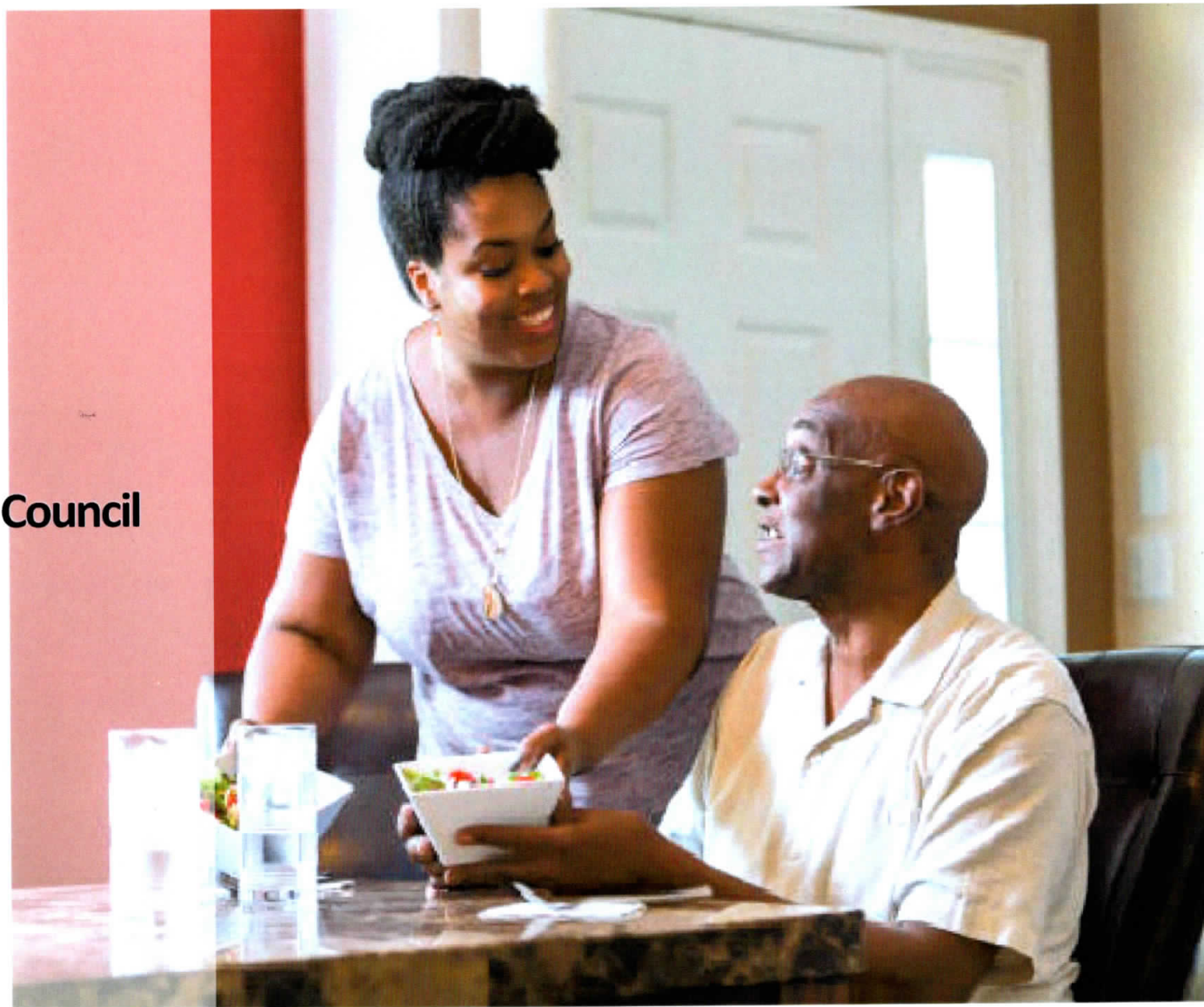


**Personal Assistance Services Council**  
**Annual Report**

FY 2020-2021



## 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 homemaker worker, in order to prevent institutionalization. When a homemaker worker helps with meal preparation, personal care and/or housework, IHSS recipients thrive while living in their communities. The IHSS Program pays homemaker 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.

## 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.

## 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.

## Executive Director

The Personal Assistance Services Council, like most organizations, found this past year to be extremely challenging. Any time there is a financial crisis, any form of disaster, or in this case a pandemic, low-income seniors and people living with disabilities are impacted the most. We often refer to this group of people as "our most vulnerable" population. If you work in public services, social service, or Health and Human Services, these are the people we serve. The fact that we say "our" most vulnerable implies a shared responsibility.

I've spent the past four decades working in Los Angeles County, and the COVID-19 pandemic was by far the most challenging time in my career. However, anytime we are faced with a challenge, there are also opportunities. I believe it's critical to apply what we've learned during these experiences to improve the services we provide.

This past year, Los Angeles County did very little to help seniors and people living with disabilities to find help from IHSS. Many recipients who desperately needed an IHSS provider were left alone without care.

Currently there are over **238,000** IHSS recipients living in Los Angeles. Approximately **70%** of these people receive their IHSS from family members. The remaining **30%** must find, hire, train, and supervise their IHSS providers. Many of these people rely on PASC to assist them with this process. The majority of these people are seniors, people with disabilities, people with varying degrees of mental illness, and other problems with cognition. To expect them to navigate this system without the appropriate resources is not only unrealistic, it's irresponsible. As the IHSS Program continues to grow, the problem of approved IHSS recipients struggling to find providers continues to grow. Last year the [California Auditor Controller produced a report](#) that demonstrates how many people are unable to find a provider and keep that provider. The majority of these people live in Los Angeles County. The findings in their report should not be a surprise.



**Greg Thompson, MSW**



## Executive Director Cont.

In 2016, the Department of Public Social Services requested that the Chief Executive Office do a study on IHSS. The report was titled ["Provider Retention and Turnover in the IHSS Program."](#) This report was never shared with PASC. This report demonstrates the IHSS provider shortage, and that the IHSS program does not meet the needs of all the people who rely on it. The DPSS report is five years old, and yet Los Angeles County has done almost nothing to address this problems and many people are still unable to find an IHSS provider. It also illustrates the lack of collaboration and support PASC has seen from DPSS. The vast majority of funding for the IHSS Program in Los Angeles is spent on the "gate keeping" functions of the program, and very little on assisting people who are unable to find a provider, who struggle to keep a provider, and who simply go without a provider. In Los Angeles County, we pay the people who take

care of "our most vulnerable population " minimum wage.

PASC is responsible for assisting people struggling with multiple physical, mental, and emotional issues with finding and managing their IHSS providers. Because we are the lowest funded public authority in California per IHSS caseload, we are forced to hire Registry call center staff at minimum wage to provide a social work service, while DPSS is funded to hire Bachelor-level social workers to perform call center duties. Los Angeles County has 200,000 more recipients than the next largest county, and that county receives almost \$1 million more each year to provide registry services.

PASC was created as an independent public authority to be governed by an independent board consisting of 51% being current or past IHSS recipients. 10 of the 15 directors are appointed by the board of supervisors and are to provide oversight and make recommendations about IHSS to the Supervisor who appointed them. Sadly, this process has not worked as intended. As I enter my 12th year as PASC's Executive Director, it's become clear the County has no intentions of investing any additional funding into IHSS Registry services, however, I still have hope. Los Angeles

County has made a commitment to improving services to those who are aging by creating the Department of Aging and Disability. I strongly recommend PASC be taken out of the Department of Public Social Services and included in the new Department of Aging and Disability. By making PASC a part of this new department, you will create an opportunity for us to be in a like-minded Department whose goal is to improve services for seniors and people living with disabilities. My sincere belief is PASC would benefit from working in a supportive and collaborative environment. Several of the IHSS programs in California have included public authorities in their County's Department on Aging.

Respectfully,

Greg Thompson, MSW  
PASC Executive Director



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

	2020-2021 Unaudited*	2019-2020 Audited	2018-19 Audited
Revenues	\$ 5,616,933	\$ 5,701,814	\$ 4,131,585
Expenditures	\$ 5,669,529	\$ 7,161,909	\$ 4,693,815
Net Deficit	\$ (319)	\$ (1,460,095)	\$ (562,230)
Net Position at End of Year	\$ 21,010	\$ 73,606	\$ 1,533,701

### Notes to Audited Financial Statements for Year Ended June 30, 2020

The change in net position for the fiscal year ended June 30, 2020 can be primarily attributed to the negative impact of the difference in pension expense, as determined by the CalPERS actuarial studies compared to the amount paid of **\$1,474,101**. Excluding this, PASC had net income of **\$14,006** for FY 2019-20. Excluding the impact of GASB #68, PASC's overall position at year-end is healthy, having substantial net position at June 30, 2020. It has also been reimbursed for all material operating costs from federal, state, and county funding sources. (From Quigley and Miron's audit report of March 15, 2021)

\* 2020-21 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 2020-21 BUDGET VS. EXPENSES

Programs	Budget	Expenditure	Balance over/under	% Used
Administration	\$ 4,064,570	\$ 4,058,823	\$ 5,747	99.86%
Health Plan	\$ 500,000	\$ 540,465	\$ (40,465)	108.09%
New Provider Enrollment	\$ 691,545	\$ 667,162	\$ 24,383	96.47%
EPG	\$ 423,000	\$ 253,612	\$ 169,388	59.96%
<b>TOTAL</b>	<b>\$ 5,679,115</b>	<b>\$ 5,520,063</b>	<b>\$ 159,052</b>	<b>97.20%</b>



## Board of Supervisors

**Hilda L. Solis**

**1<sup>st</sup> District,**

**48,692 IHSS cases**



**Holly J. Mitchell**

**2<sup>nd</sup> District**

**49,454 IHSS cases**



**Sheila Kuehl**

**3<sup>rd</sup> District**

**49,570 IHSS cases**



**Janice Hahn**

**4<sup>th</sup> District**

**31,492 IHSS cases**



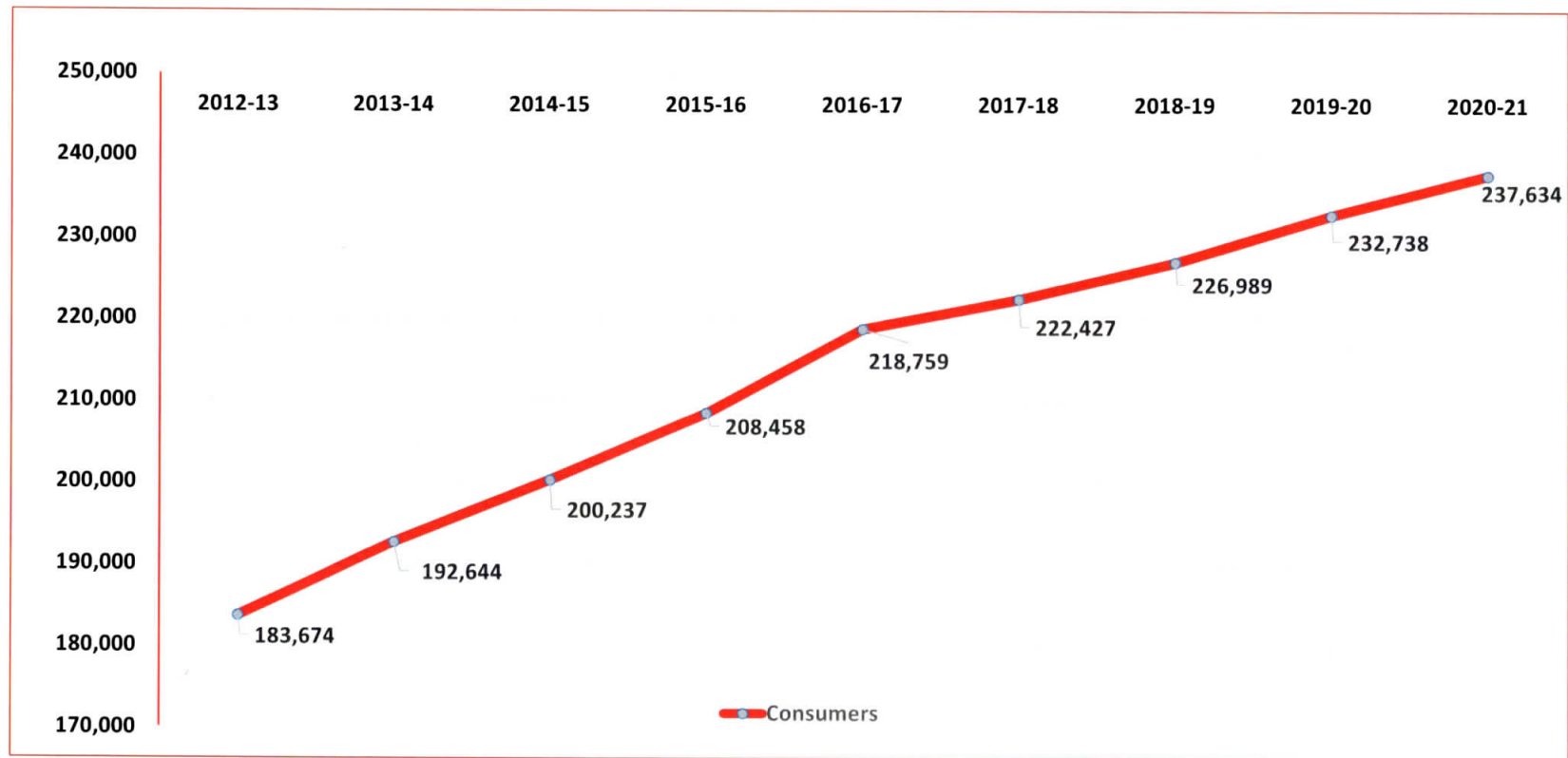
**Kathryn Barger**

**5<sup>th</sup> District**

**58,426 IHSS cases**



## Recipient case growth



The number of recipient cases has grown an average of 3.3% per fiscal year. A program that started out with 115,145 cases in 2001 has grown to 237,634 at the end of June 2021.

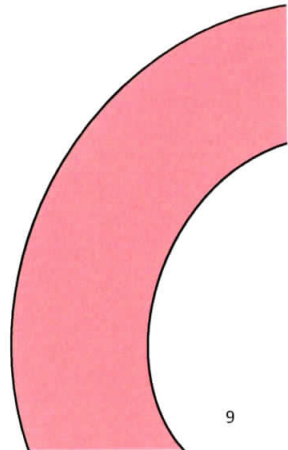
Data taken from DPSS At a Glance website at <https://myapps.dpss.lacounty.gov/pls/apexprod/>



## In memoriam Bertha Poole

I miss Bertha so much! No matter what the situation, I could call Bertha and she would talk me through the issue, and we would figure out a strategy for attacking the issue. A skilled facilitator no matter how large and difficult the audience, Bertha would keep the discussion moving, and somehow she helped the group arrive at answers for difficult questions. We set up meetings with IHSS recipients all over the county to talk about Cal MediConnect—probably one of the most complicated and confusing issues in my many years of advocacy—and Bertha would quietly and carefully tackle explaining the program, she would take questions, and take more questions until time was finally up. Then she would sit with me and we'd talk about how to change the handout, how to reorder the presentation, and get ourselves on the same page about our next recipient session. With the health plans or elected officials, Bertha could articulate issues, give personal examples, and suggest solutions that would improve their services to recipients. She was a lovely warm person who was kind and humble, and I miss her immensely!

Janet Heinritz-Canterbury, MSW  
PASC Board Chair

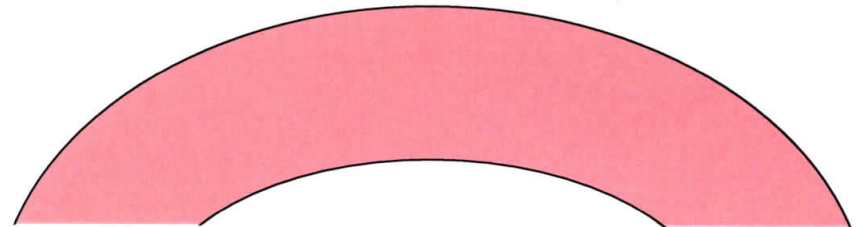


## In memoriam Deborah Miles

Deborah was a thoughtful, articulate, and passionate advocate, and we were honored to have her on our Board. She fought for the belief that homecare workers and recipients are interdependent and they have to fight for each other. She was not afraid to speak her mind! Several years ago, I was lucky to experience her amazing spirit at a "Caring Across Generations" conference at Cal State when she, as the first speaker of the day, started out by proclaiming into the microphone, "Aren't I beautiful!! I am because my provider (who was standing behind her) came early today to make me beautiful for this conference. I couldn't have done this without him!" I met Deborah in the mid 90s at a conference of parents with kids who needed personal assistance, and I kept up with her for many years. Eventually she was appointed to PASC's Board, where she took the lead on several legislative issues, late paychecks, and recipient training. She was energetic and always had a greeting and smile for me, and I will miss her



Janet Heinritz-Canterbury, MSW  
PASC Board Chair





## Board Chair

### To the Members of the LA County Board of Supervisors

With the past year of COVID restrictions and challenges, PASC just “keeps keeping on” as we provide services to IHSS recipients who are among the most vulnerable persons in LA County. Through regular and frequent distribution of EPG (Essential Protective Gear) kits and COVID vaccination information, thousands of Registry referrals, special assistance to recipients who have trouble navigating IHSS, monthly tele forums, and other PASC programs, PASC reached thousands of providers and recipients around the county. PASC staff continue to work remotely, and PASC’s Governing Board continues to meet monthly on Zoom.

As you know, LA County is developing a new Aging Department that will serve older adults and people with disabilities—the very population who receive IHSS, with the additional caveat that IHSS recipients are low income and predominately people of color. We need your help to make sure that IHSS and PASC are included in the new Aging Department. To ensure the new Aging Department includes the needs of the nearly 300,000 IHSS recipients. PASC needs to be “at the table” as this Department is being developed and implemented. If IHSS and PASC are included, the new Aging Department is an opportunity for the growing IHSS population to be served with



Janet Heinritz-Canterbury, MSW

more collaboration and coordination among the many agencies involved in their services. We believe that with a new Aging Department, focused on the needs of this vulnerable population, the recipient voice will be better heard. The importance of IHSS in LA County’s scheme to provide adequate home- and community-based services cannot be overstated. The Aging Department is the perfect vehicle for integrating IHSS with other services for seniors and people with disabilities, and this integration will strengthen IHSS and all the other programs

## Board Chair cont.

A report by the CA State Auditor in February 2021 elaborates on the severe provider shortage within IHSS and speaks to the need for more attention to IHSS. The report suggests that there may be thousands of approved IHSS recipients in LA County who are not able to find a provider and who are going without IHSS. We want to bring the IHSS provider crisis to your attention. PASC's Registry hears daily from recipients who are unable to find a provider in spite of the many lists that our Registry has sent them. The provider shortage before COVID only worsened due to COVID--how could recipients get the services they need and still be safe? How could providers feel safe going into a home of a person highly vulnerable to COVID? We feel strongly that, if IHSS is within LA's new Aging Department, addressing the provider crisis will happen through discussions and coordination among myriad agencies that touch any part of this issue—something that would likely not happen if IHSS continues to be separate from agencies that deal with seniors and people with disabilities.

PASC was founded on the notion of the interdependence of recipients and providers. Our recipient-majority Board brings recipient input and concerns to decision makers, and, in our role as employer of record, providers are empowered to seek better wages and benefits.

PASC's Governing Board continues to meet the challenge of our mission—to improve IHSS, support independence, and enhance the quality of life for all who receive and provide IHSS.

To be sure, COVID adds a sense of urgency to our work. The members of our Governing Board are stunning in their diversity, expertise, age, ethnicity, years on IHSS and the networks they represent in the community. I look forward to continuing our work to increase visibility and attention to the needs and concerns of IHSS recipients and providers.

Respectfully,

Janet Heinritz-Canterbury  
Chair, PASC Governing Board



**PASC Board  
Executive Committee  
FY 2020-21**



**Janet Heinritz-Canterbury**  
*Chair*  
Department of Public Social Services



**Andre Green**  
*Vice Chair*  
Department of Public Social Services



**Chris Otero**  
*Treasurer*  
Supervisor Kathryn Barger, 5<sup>th</sup> District



**Donna Field**  
*Secretary*  
Department of Public Social Services



**Jorge Chuc**  
*Member at Large*  
Supervisor Hilda L. Solis, 1st District

## PASC Governing Board Members



**Brandi Orton**  
Supervisor Hilda L. Solis,  
1<sup>st</sup> District



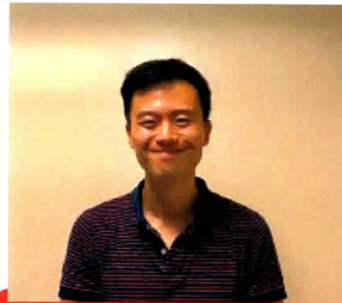
**Steven Echor**  
Department of Public Social Services



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



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



**Denny Chan**  
Department of Public Social Services



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



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



**Cynde Soto**  
Supervisor Janice Hahn,  
4<sup>th</sup> District

## PASC Governing Board Goals for FY 2021-22



01

Protect and strengthen the IHSS recipient voice through the PASC Governing Board



02

PASC to be included in the new Los Angeles County Department on Aging and Disability



03

Build partnerships with community agencies to address IHSS provider shortage



04

Continue to advocate for appropriate funding to provide Registry services



## Homecare Registry

In FY 2020-2021 we continued to work remotely due to the growing number of COVID-19 infections, while waiting for the vaccine to become available. Working in this new environment challenged us to re-think how we could best provide our services. We found that calls that would normally take three to four minutes were now taking five to six minutes, recipients had more questions, more concerns, and needed some type of social interaction after being "self-quarantined" for almost a year. COVID also swept through the PASC staff, and we found ourselves short-handed week after week. But staff remained focused on what the recipients and providers calling us needed, and found ways to provide those services no matter what obstacle we were dealing with. Yes, this fiscal year we were not as focused on making our contractual goals, and this fiscal year we did not make all of our contractual goals. However, this fiscal year we were focused on providing our services to whomever was calling us: provider, recipient, social worker or family member.

This section of the FY 2020-2021 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 2020-21

In FY 2020-2021, we set the following goals:

**1. Increase Registry providers by 10%**

**Result:** We enrolled **1,651** new providers, falling short of our goal to enroll 2,662 new providers.

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

**Result:** There were **75,422** incoming recipient calls, of which we answered 58,606 or 77.7%, exceeding our goal of answering 75% of the incoming recipient calls.

### Goals for FY 2021-22

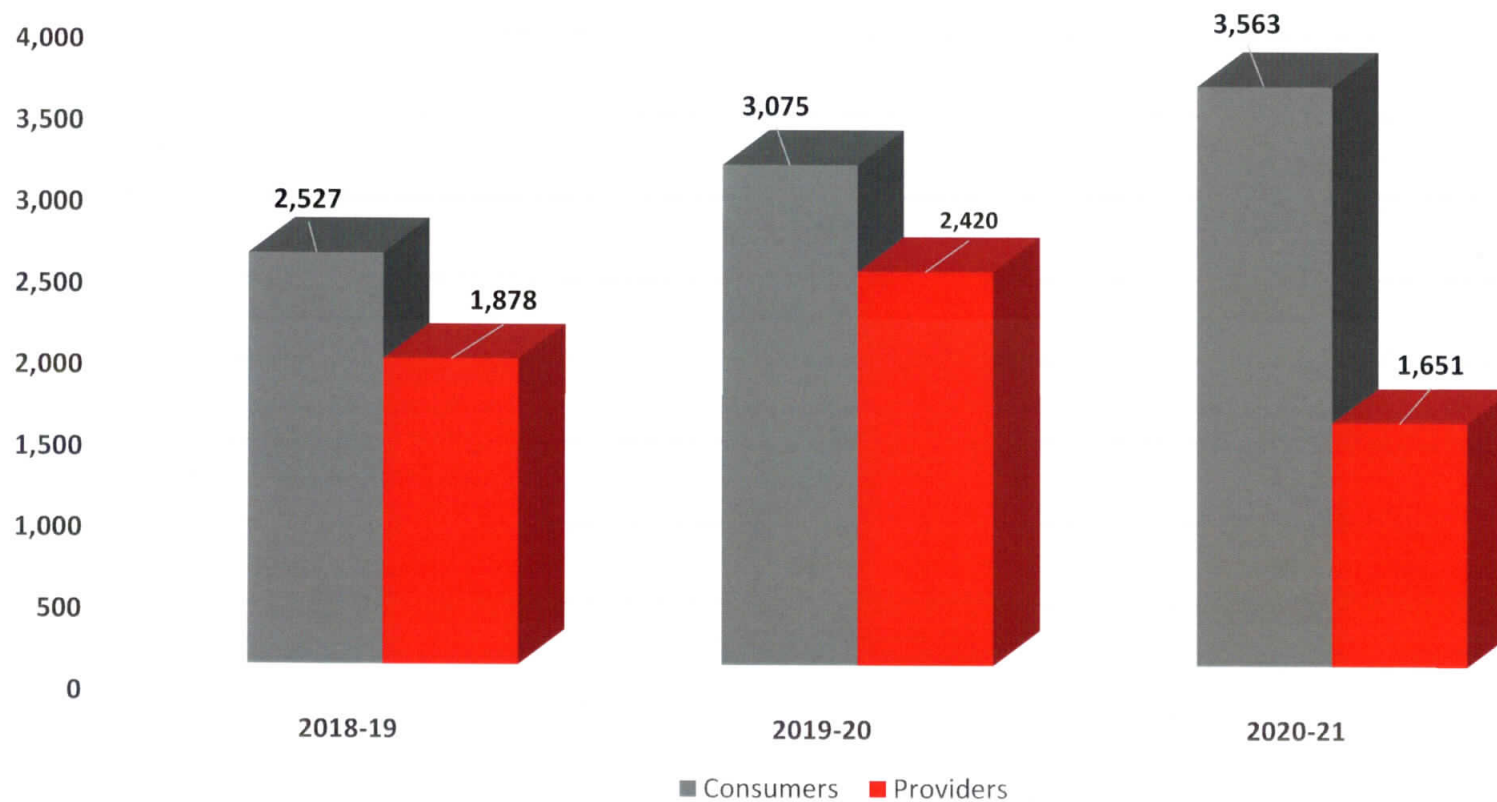
**1. Increase Registry providers by 10%**

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

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

**Plan:** Continue to cross-train Registry staff.

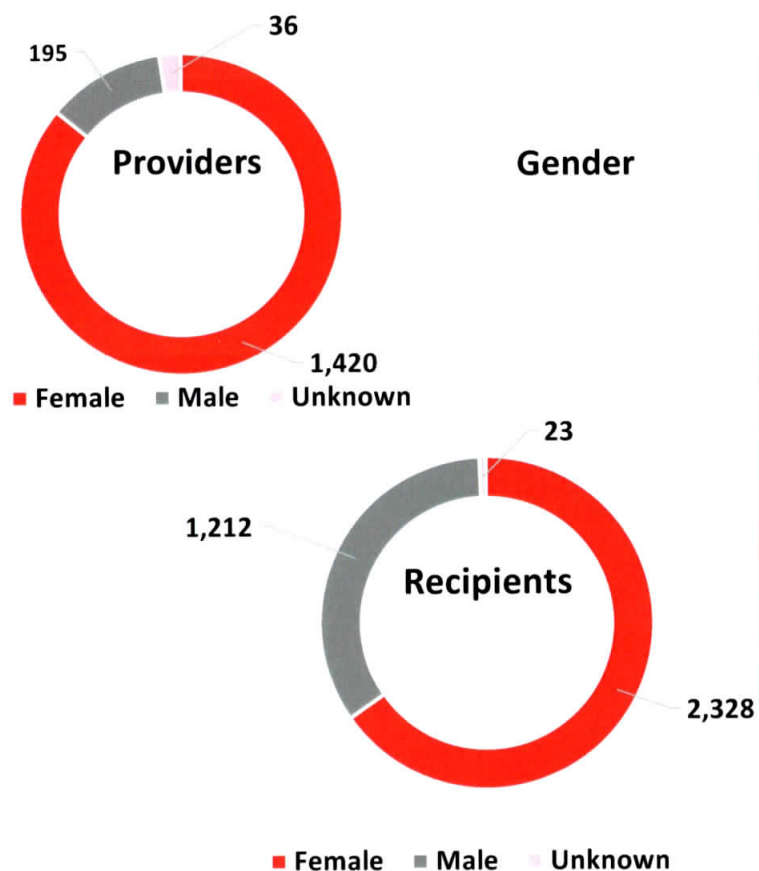
## Homecare Registry 3 year growth





## New Registry member demographics

The charts below show new Registry membership gender and top five languages spoken for fiscal year 2020-2021.



### Languages

Providers	English	1,105
	Spanish	480
	Farsi	8
	Mandarin	5
	Korean	5

Recipients	English	2,185
	Spanish	1,085
	Farsi	56
	Korean	45
	Mandarin	34

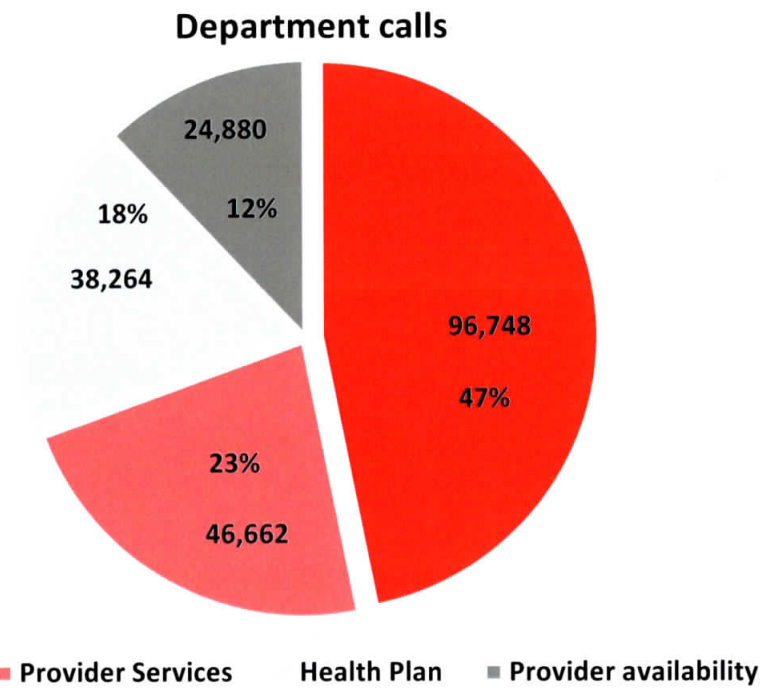
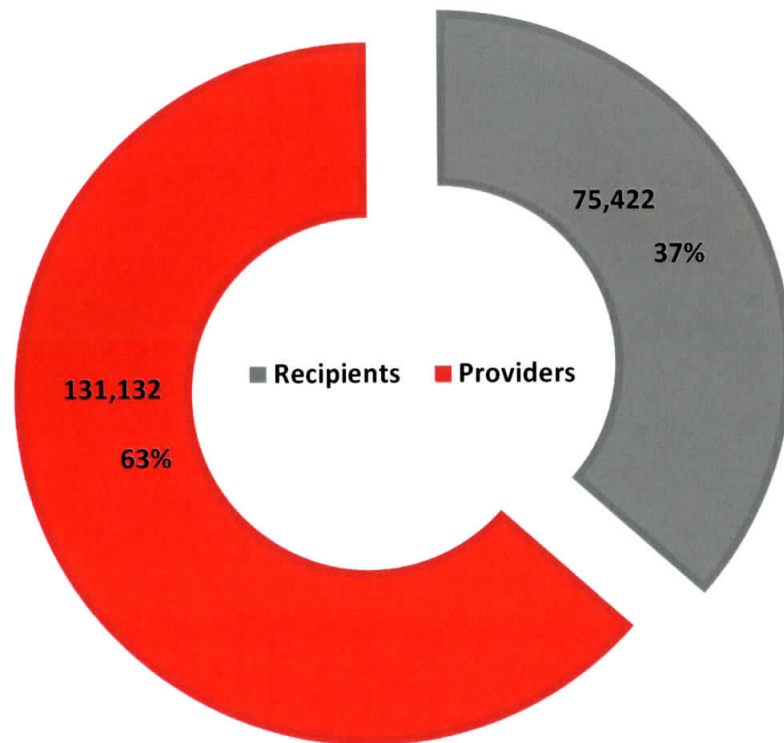


## Back-Up Program Statistics for FY 2020-21

	New enrolled recipients	# of requests by recipients	# of filled requests	Cancelled by recipient	Denied/ Ineligible recipient	Provider no show	Unable to fill request	Service hours provided
Jul-20	21	26	4	4	1	0	13	48.0
Aug-20	22	20	7	1	2	0	8	74.0
Sept-20	22	23	15	2	0	1	5	119.0
Oct-20	30	27	12	2	3	2	8	123.0
Nov-20	21	22	10	5	0	0	7	83.0
Dec-20	47	22	10	3	0	0	9	113.3
Jan-21	36	23	9	5	2	1	6	107.0
Feb-21	30	24	11	5	1	0	7	79.3
Mar-21	34	44	23	8	0	0	12	244.45
Apr-21	45	44	29	4	0	1	10	268.3
May-21	37	56	27	6	0	0	23	234.0
Jun-21	40	51	20	4	1	1	24	132.10
<b>Total</b>	<b>385</b>	<b>382</b>	<b>177</b>	<b>49</b>	<b>10</b>	<b>6</b>	<b>132</b>	<b>1,626.25</b>

The PASC Registry received **382** requests for back-up services and filled **177** of the requests, providing **1,626.25** hours. In addition, there were **90** COVID-19 requests, and we filled **45** of them, providing **2,291** hours of service.

## Incoming calls in FY 2020-21

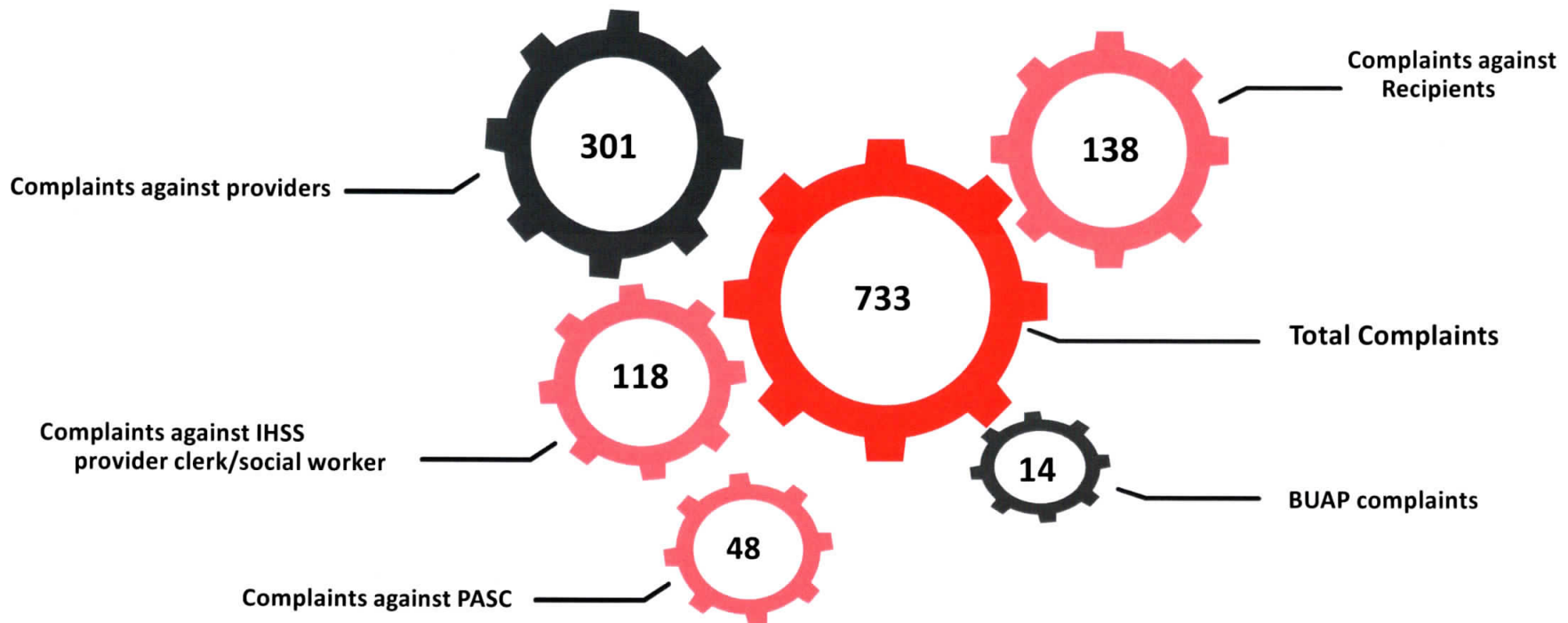


In FY 2020-21 we received 131,132 provider calls and 75,422 recipient calls. Those calls were handled by several departments within PASC. The Registry took 96,748 calls, Provider Services took 46,662 calls, Health Plan took 38,264 calls, and 24,880 calls went to our automated provider availability line.

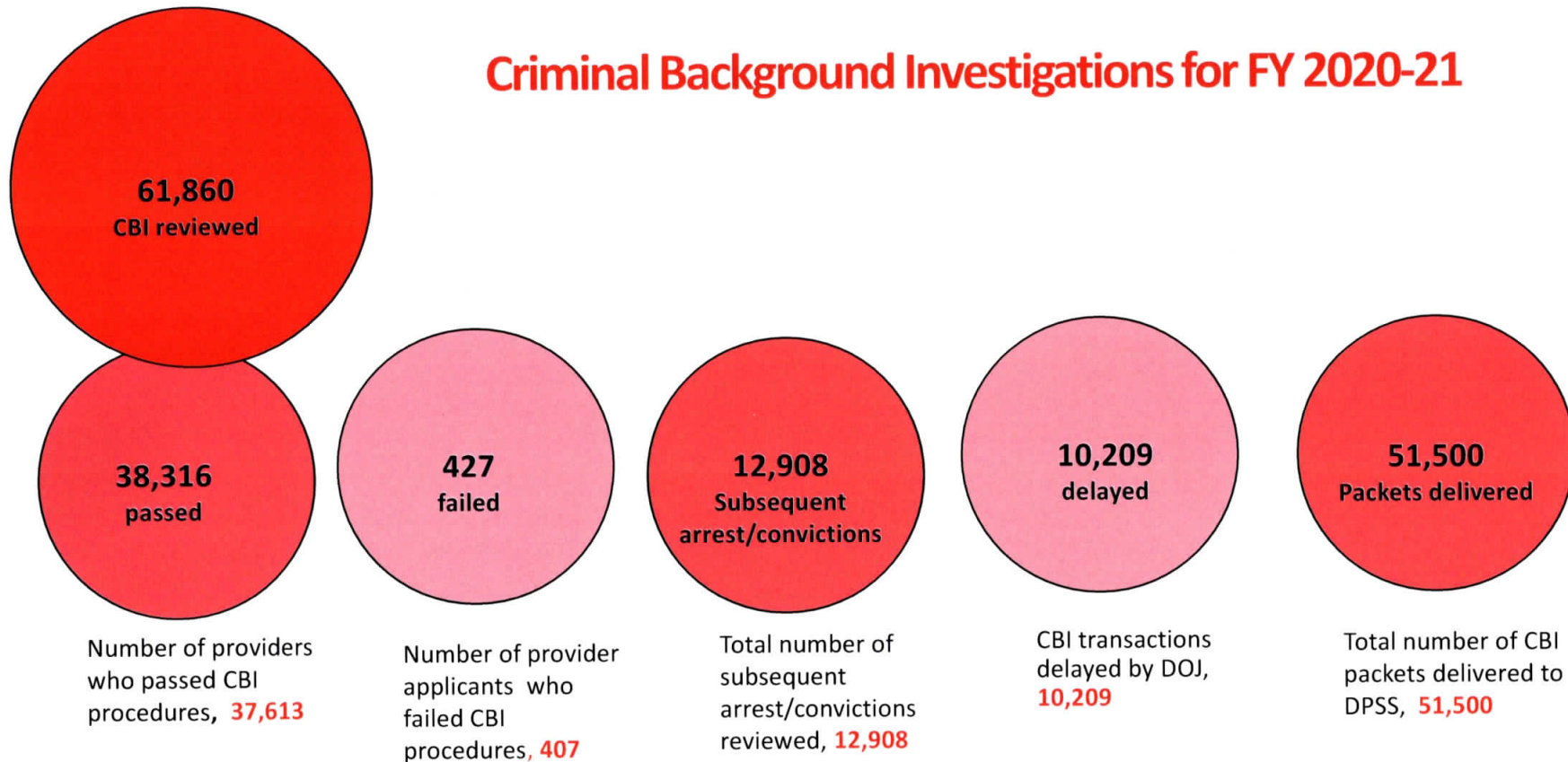


## PASC Issue Solving Unit

Complaints filed in FY 2020-21



## Criminal Background Investigations for FY 2020-21

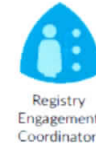


PASC reviewed **61,860** CBI results in FY 2020-21. **38,316** providers passed, **427** providers failed, **12,908** subsequent arrests and subsequent convictions were reviewed, and **10,209** results were delayed by DOJ. **51,500** CBI packets were delivered to the IHSS call center to be distributed to potential providers.

## Registry Engagement

Due to the impact of COVID-19, Registry Engagement has converted all services to virtual. In FY 2020-21, Registry Engagement worked with **276** individual recipients. Of those **276** recipients, **158** resulted in a match, and within those 158 recipients, **55** have not contacted the Registry since working with a Registry Engagement Coordinator (REC) to hire a provider. On average, each of the four RECs reach out to **35** providers daily on behalf of the recipients they are assisting to support with pre-screening. Apart from pre-screening providers, RECs also work to empower the recipients by providing tools needed to interview, hire, and train the providers.

In addition to assisting recipients in the PASC Registry, Registry Engagement has also worked in conjunction with Project Room Key (PRK), which is a first-in-the-nation initiative to provide temporary housing to individuals experiencing homelessness who are posed at a higher risk for contracting COVID-19. PASC RECs continue to work alongside the Los Angeles Homeless Services Authority (LAHSA) to assist new IHSS recipients with navigating the IHSS Program, with the goal of hiring a provider. In FY 2020-21, PASC assisted **47** PRK recipients.



Registry Engagement continues to incorporate PASC into the community by attending virtual meetings with community and county agencies. Although the effects of COVID-19 did impact involvement with the community throughout FY 2020-21, PASC RECs attended 46 webinars

### GOAL for FY 2021-22

1. **Increase the number of individual recipients serviced by 10%**
2. **Increase involvement with the community by 10%.**



## 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. Partnering with community agencies like Bet Tzedek Legal Services, Alzheimer's LA, and Health Care Rights we were able to offer webinars such as "How to Understand the Notice of Action", "Understanding you Medicare and Medi-Cal Rights", and a series on Alzheimer's and Dementia. In FY 2020-21 we held **201** webinars attended by **1,013** recipients and **1,638** 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 2020-2021, **26 RIM's** were held, attended by **66** 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 2020-21, we held **22** trainings attended by **60** providers.

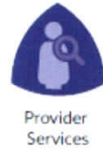


RIM

Timesheet Tuesdays

Webinars

## Provider Services



### Introduction

As part of PASC's expansion plans, the new Provider Services Department began operations during the first quarter of 2020. Among its delineated core functions, this new department is responsible for responding to inquiries pertaining to IHSS enrollment, fingerprinting, and background check processes for provider applicants; identifying and approving providers for PASC's Back-Up Attendant Program; and distributing Essential Protective Gear (EPG) to providers and recipients. Additionally, the department periodically publishes a newsletter, which focuses on topics relevant to providers, conducts virtual informational meetings for individuals who want to learn more about IHSS enrollment procedures, how to become a homecare provider, and started "Table Talk", a forum for providers who meet virtually to talk about their experiences, and suggest ideas for trainings that could improve their performance as caregivers.



### IHSS Enrollment, Fingerprinting, and Background Check Inquiries

IHSS providers who experience difficulties understanding how to complete the IHSS enrollment process, can call our department to get answers about which forms to complete, where and how to submit them, where and how to submit fingerprints, and to learn the status of their background checks. In FY 2020-2021, we received **26,612** calls regarding fingerprint status and provider enrollment.

### Essential Protective Gear

.During FY 2020-2021, supplies were distributed at **34 mass events** in different cities, **100s of kits** were distributed on a one-to-one basis from PASC's headquarters, and over **1,500 supply packets** were mailed, totaling more than **1,520,000 individual EPG units distributed**. For several of our EPG events, we obtained great support from Supervisors Hilda Solis' and Sheila Kuehl's District Offices staff, as well as from the staff of the Office of Assemblywoman Luz Rivas and SEIU 2015.

## Provider Services cont.

### Back-up attendant providers

Providers who wish to work for the Back-up attendant program must participate in a one-hour information meeting, which explains the scope and expectations of the program, as well as possess experience and/or training working for recipients with high-end needs. Ideal candidates are providers who already have a Certified Nursing Assistant Certificate, Home Health Aide Certificate, or the Homecare Integration Certificate earned from the Center for Caregiver Advancement (formerly the Long-Term Care Education Center). Applicants who do not have any of these certificates are required to complete an 8-hour online training facilitated by PASC, to familiarize themselves with certain basic personal care and paramedical tasks. During FY 2020-2021, the Department successfully scheduled **73 one-hour BUAP information meetings** attended by **347 participants**; conducted **five 8-hour online trainings**; and approved **82 new BUAP providers**. We fell short of increasing the number of Back-Up providers by 10% over the previous year for reasons beyond our control.

#### Goals for FY 2020-21

##### 1. Increase the available Back-up providers by 10%.

**Result:** We enrolled 82 new back-up providers, falling short of our goal to enroll 105 new back-up providers.

#### Goals for FY 2021-22

##### 1. Increase the available Back-up providers by 10%.

**Plan:** Work with the Center for Caregiver Advancement to encourage its eligible graduates to apply to the BUAP, as well as increase the number of BUAP trainings if funding is available.

### FY 2021-22 Goals

For the next fiscal year, the department will analyze the viability of implementing "Face-to-Face Troubleshooting Assistance" and an "Open House" event online. In addition, the department will work with our IHSS Liaisons to implement new approaches to assisting new provider applicants with obtaining enrollment packets and scheduling IHSS orientations. Last but not least, the department will endeavor to create low-cost provider recognition activities, to show appreciation for the valuable help providers give to seniors and persons with disabilities.



## 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).

Enrollment in the Health Plan continues to grow. The current enrollment in the Health Plan is **50,816**.

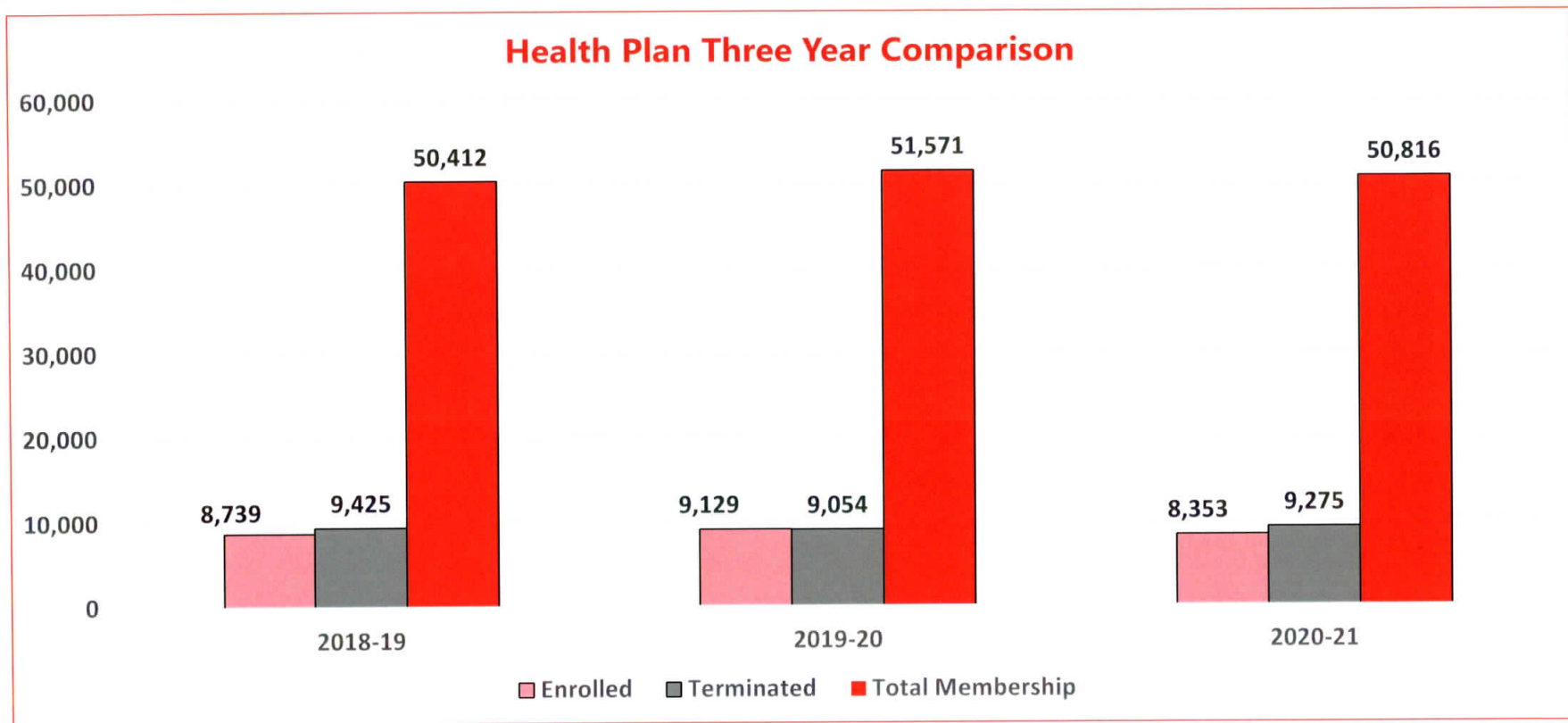


In fiscal year 2020-21, the Health Plan call center received **38,264** calls and answered 32,876 (85.9%) calls in an average of 27 seconds. **8,353** providers were enrolled in the plan, and **9,375** providers were terminated from the plan. Upon termination, **3,183** providers enrolled in COBRA.

In fiscal 2020-2021, from the total members enrolled, the Health Plan call center staff resolved **637** urgent or special cases. The graphs to follow will show the Health Plan activity for FY 2020-21.

### Goal for FY 2021-22

**The goal for the upcoming 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.**



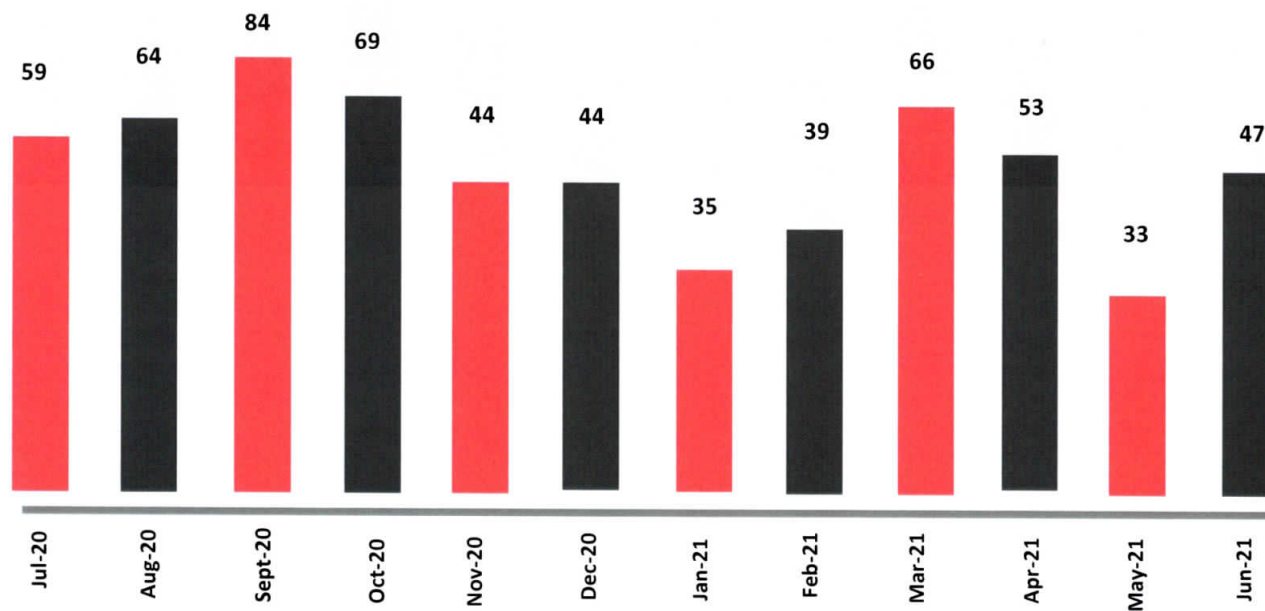
The graph above shows that in FY 2020-21 Health Plan specialists enrolled **8,353** providers in the plan, terminated **9,275** providers from the plan, and enrolled **3,183** providers in COBRA.

## Health Plan Special Cases for FY 2020-2021

### Special Cases

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

In FY 2020-21, **637** special cases were resolved.





## Tele Forums

### PASC Tele Forum statistics for FY 2020-2021

#### Dialed

**287,498** phone numbers were dialed to participate. Of those, **55,540** were unique numbers dialed.



#### Average time

The average time spent on a call was **20 minutes**.



#### Questions

**1,095** callers entered the queue to ask a question, and there were **320** questions left at the end of the calls.



#### Participants

**39,545** participants joined the Tele-Forums, and of that number, **12,666** participants were unique. Many participants joined multiple Tele-Forums.



In FY 2020-21, PASC held **13** Tele-Forums, with topics ranging from COVID-19 testing, vaccination sites and general updates to the new South Central Los Angeles Emerging ARDC. There were **287,498** numbers dialed, and **39,545** participants joined and stayed on for an average of **20 minutes**.

## Information Technology

The IT Department continued to support a remote workforce in fiscal year 2020-21. We continued to implement necessary changes to be compliant with applicable privacy and security requirements in the Computer Matching and Privacy Protection Act (CMPPA) between the SSA and the California Health and Human Services Agency (CHHS), in the Information Exchange Agreement (IEA) between SSA and CDSS/DHCS, and in the Electronic Information Exchange Security Requirements and Procedures for State and Local Agencies Exchanging Electronic Information with SSA (TSSR). New policies and procedures were incorporated or written to include the above agreements.

Two new firewalls were installed, and the network was separated into data and phone for security purposes. A new backup and storage device was installed and configured with built-in encryption.

We completed with the re-branding and creation of PASC's new logo. Our new website is expected in the second quarter of next fiscal year.

Six Security Awareness training modules were rolled out to staff and will continue each quarter.

Security banners were installed on all devices stating that data is confidential, systems are logged, use is for business purposes only, by authorized users, and users shall log off the system immediately if they do not agree with these requirements.

We will continue to implement the changes necessary to meet the above security standards.