



# 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



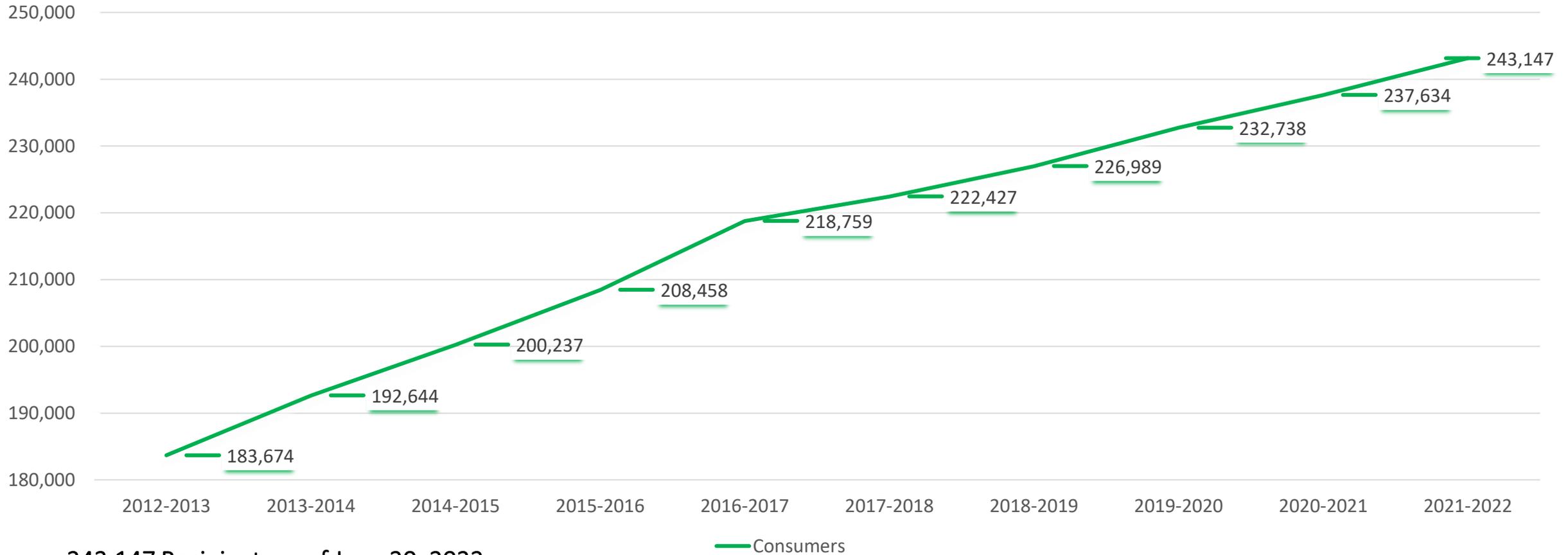
**Kathryn Barger**

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



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



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



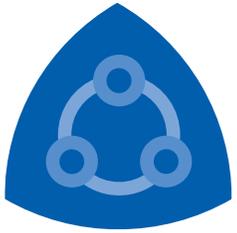
# PASC Governing Board members who served during a portion of FY 2021-2022

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%

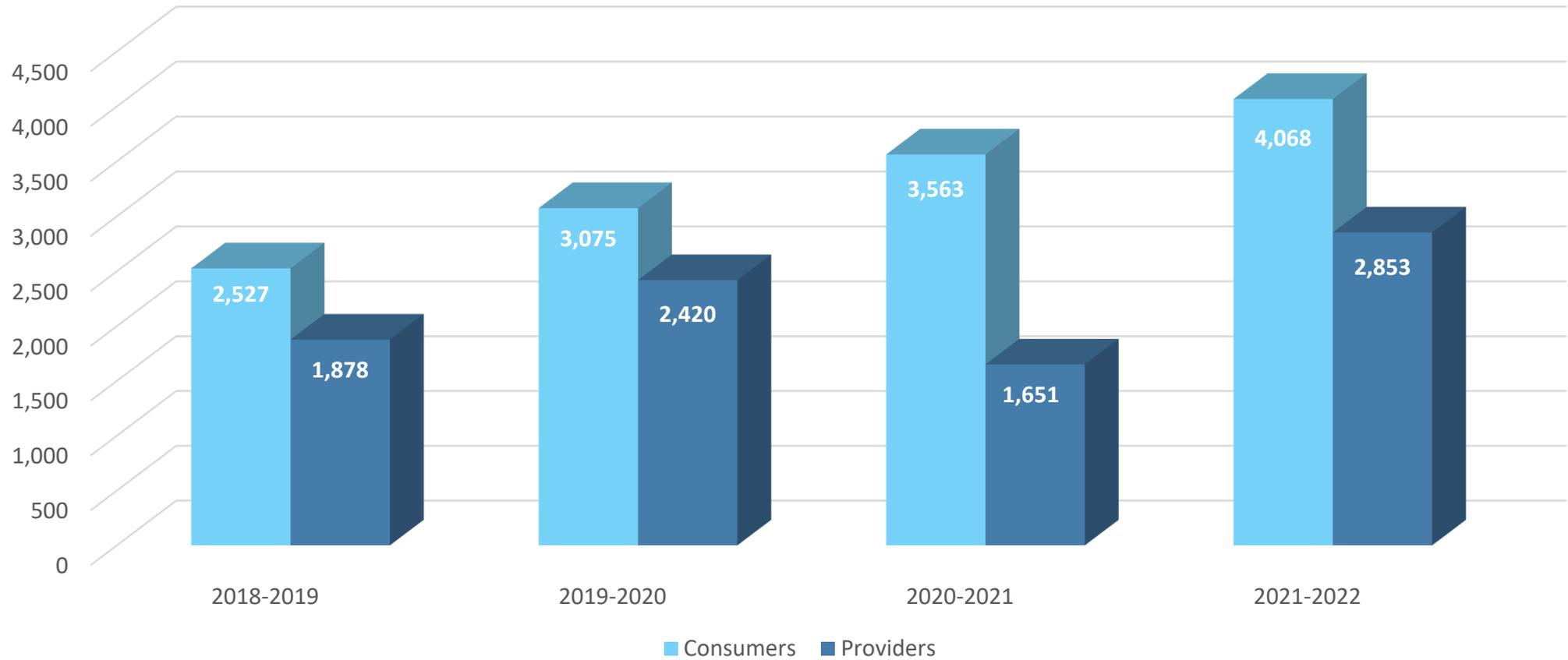
Plan: Work with DPSS to help recruit ready to work providers to our Registry. Incorporate text messaging program to help recruit providers.

### 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

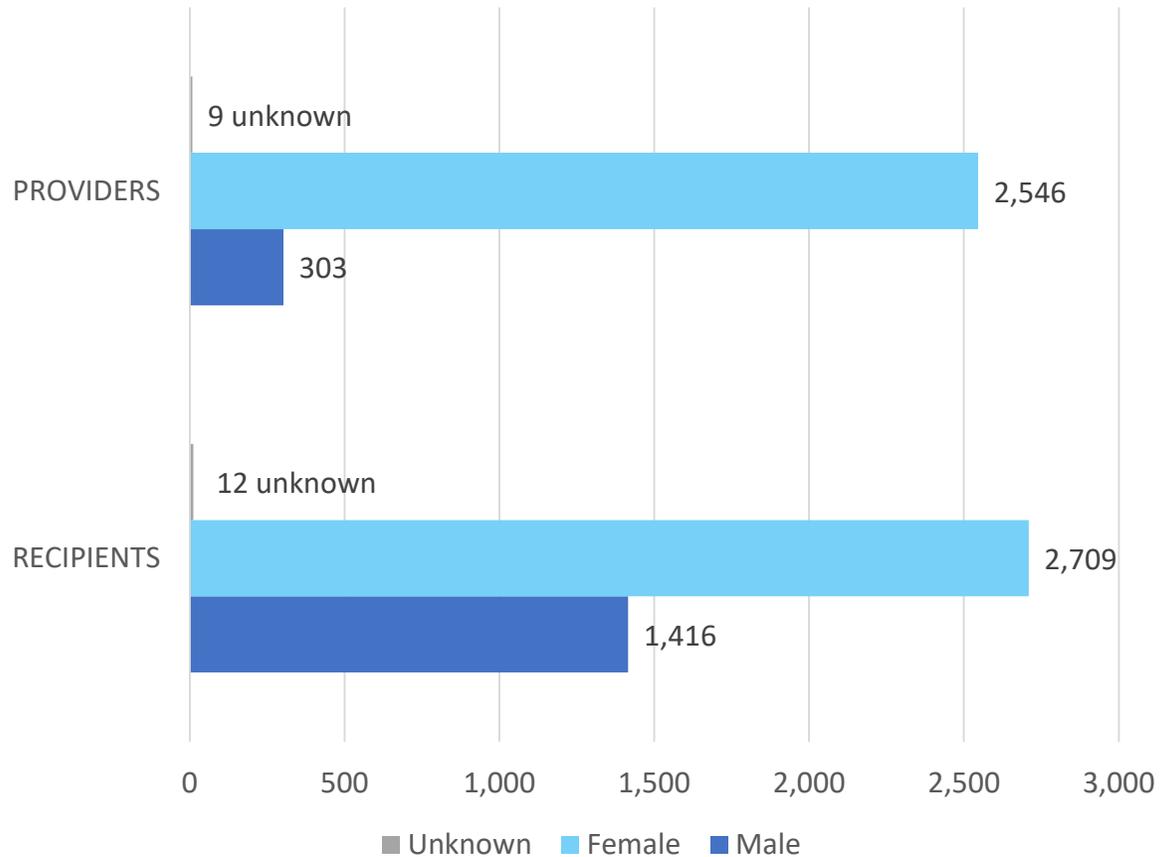




# New Registry Member Demographics

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

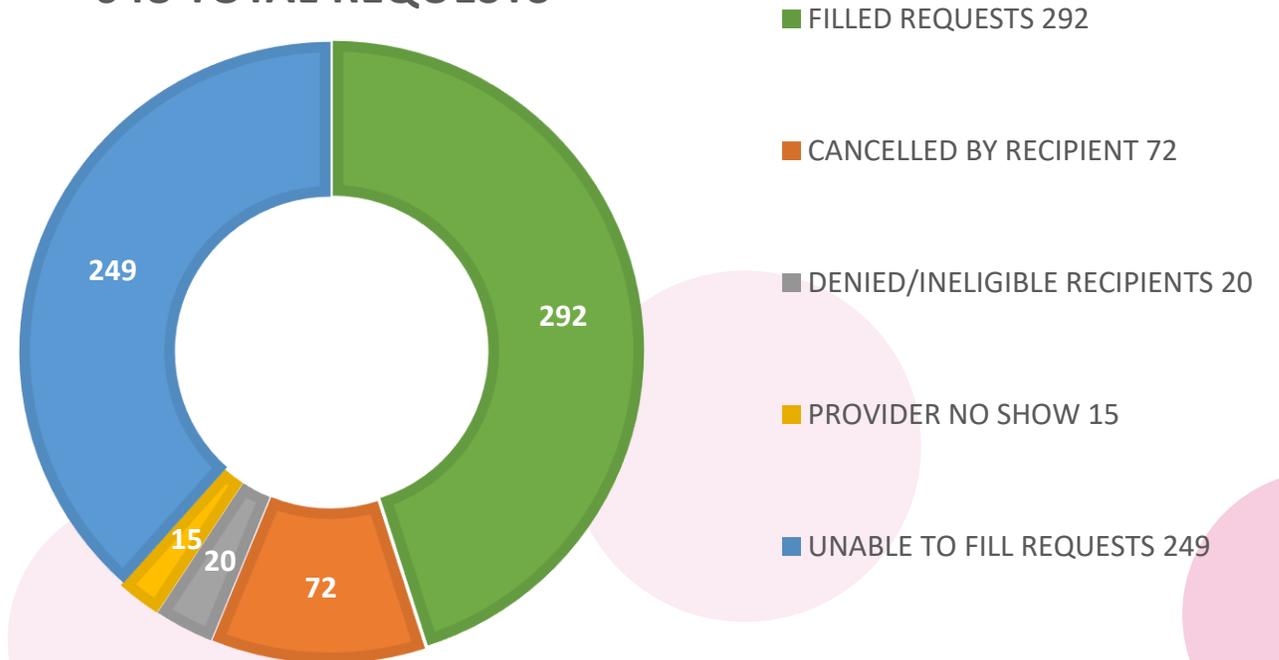


# Back-Up Program Statistics for FY 2021-2022

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.

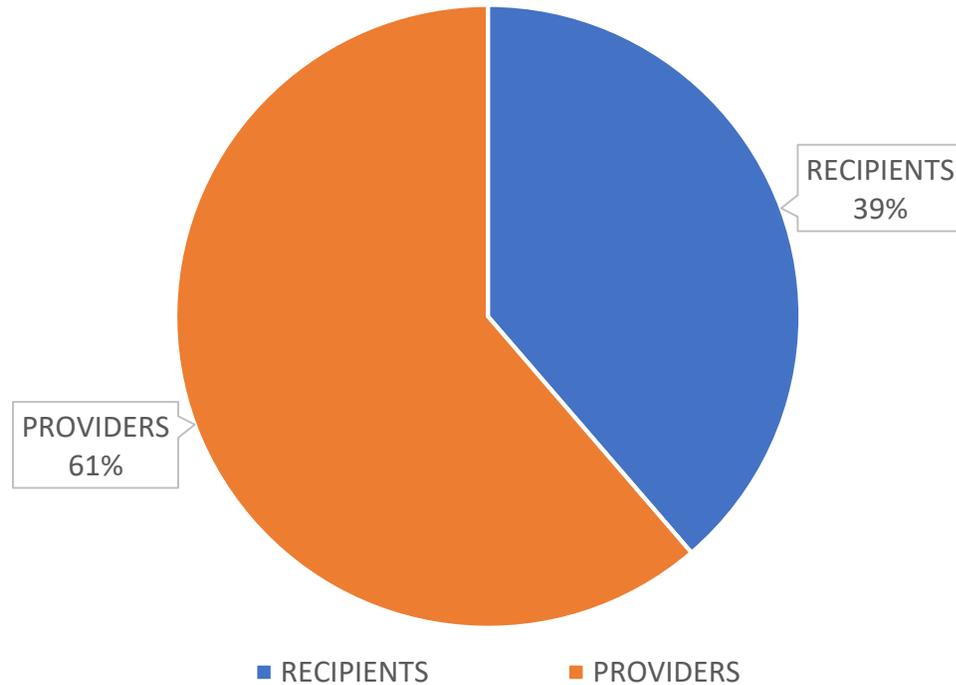
There were **490** newly enrolled recipients.

648 TOTAL REQUESTS

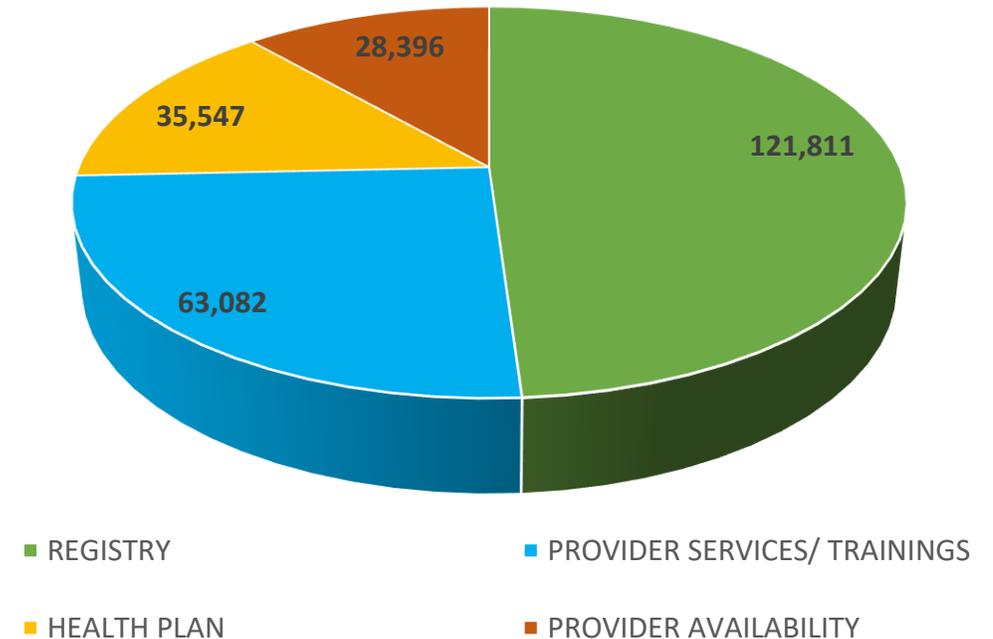


# Incoming Calls in FY 2021-2022

## RECIPIENT/ PROVIDER CALLS



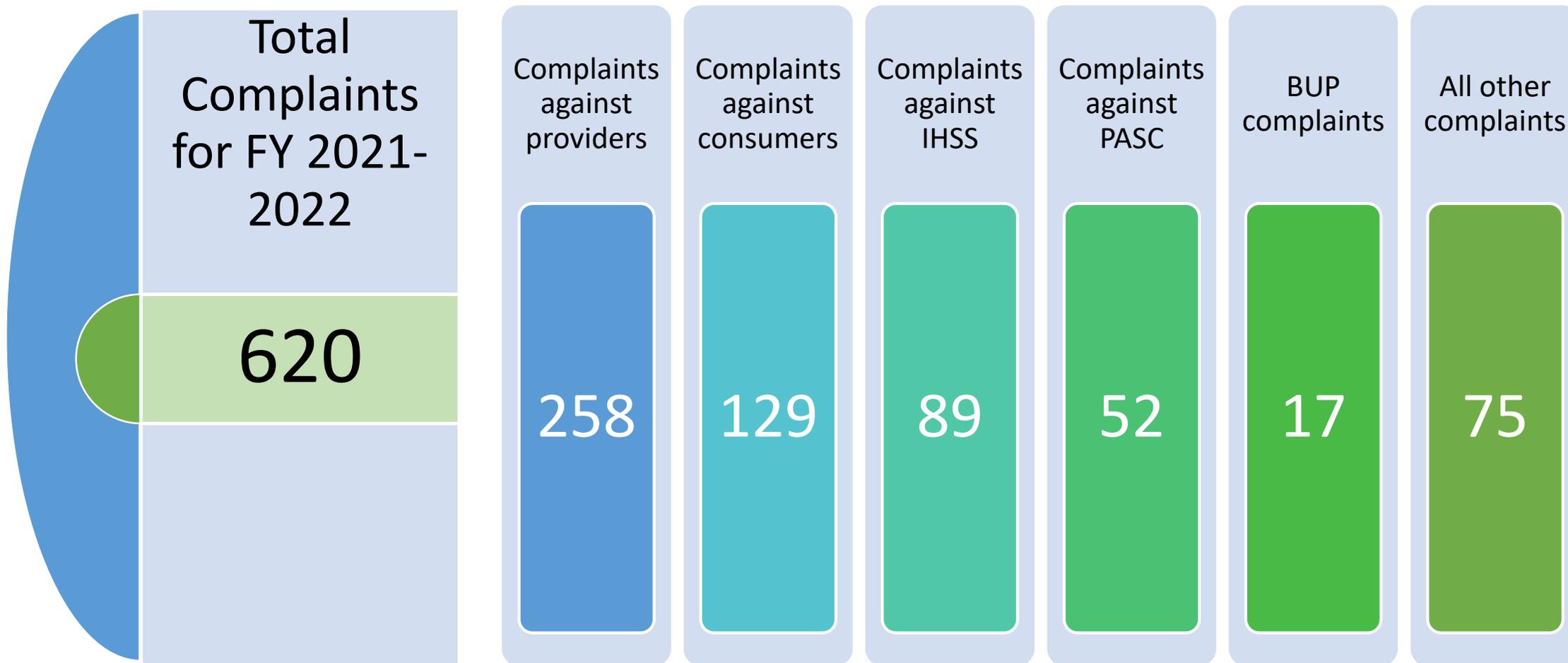
## DEPARTMENT CALLS



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.

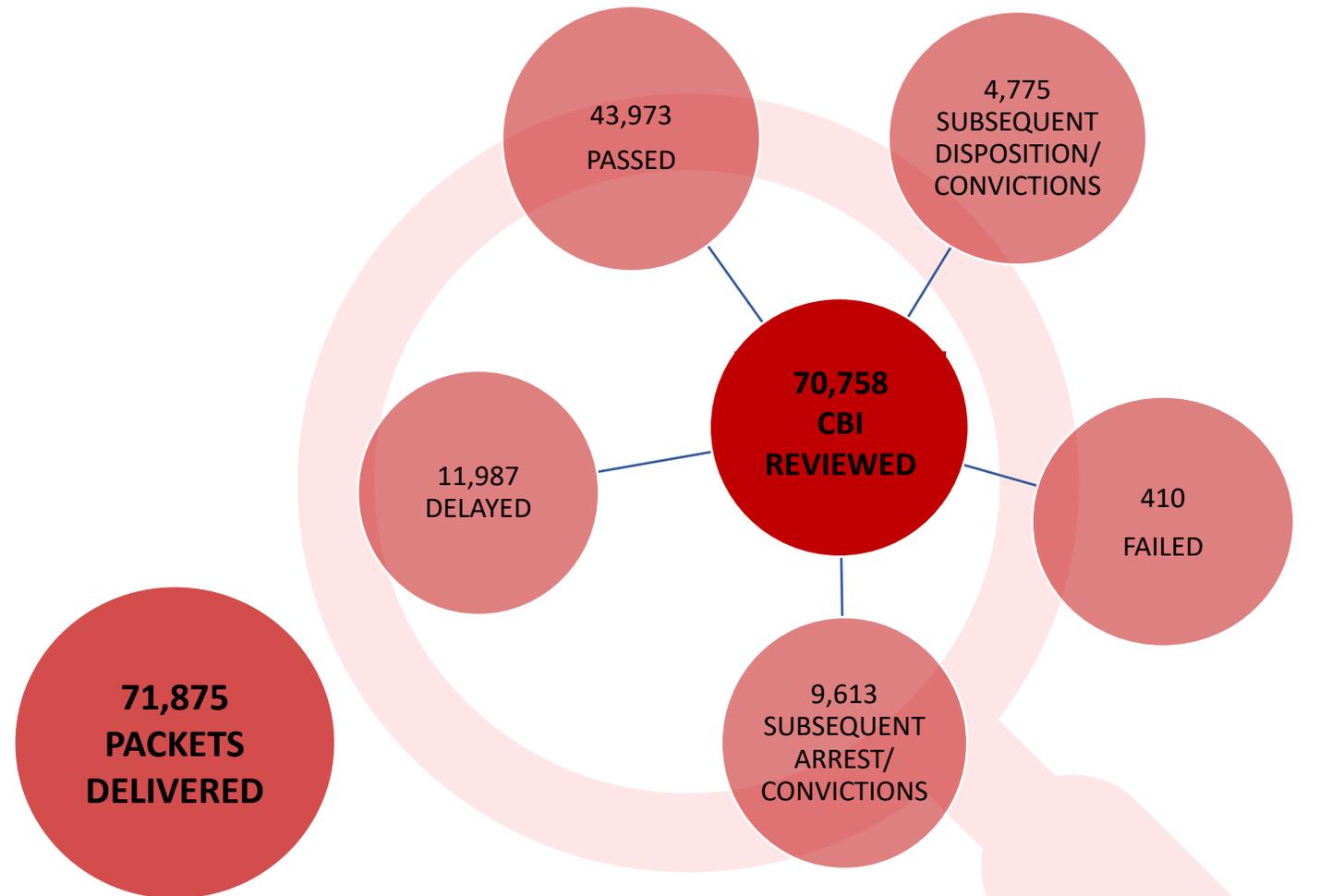
# PASC Issue Solving Unit

## 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

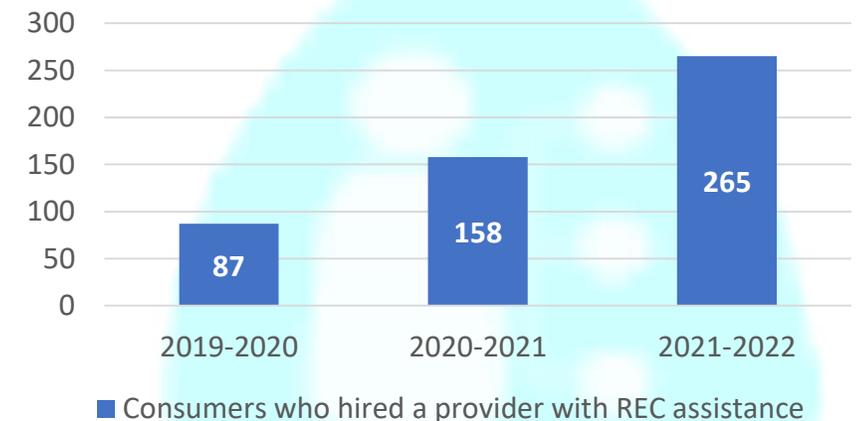
In FY 2021-22 Registry Engagement received 395 referrals from the Registry and outside case managers. Of the 395 referrals 109 declined services, 21 chose to hire a provider outside of the Registry, and 265 resulted in a hire with the assistance of a Registry Engagement Coordinator (REC). The RECs assisted 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 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.

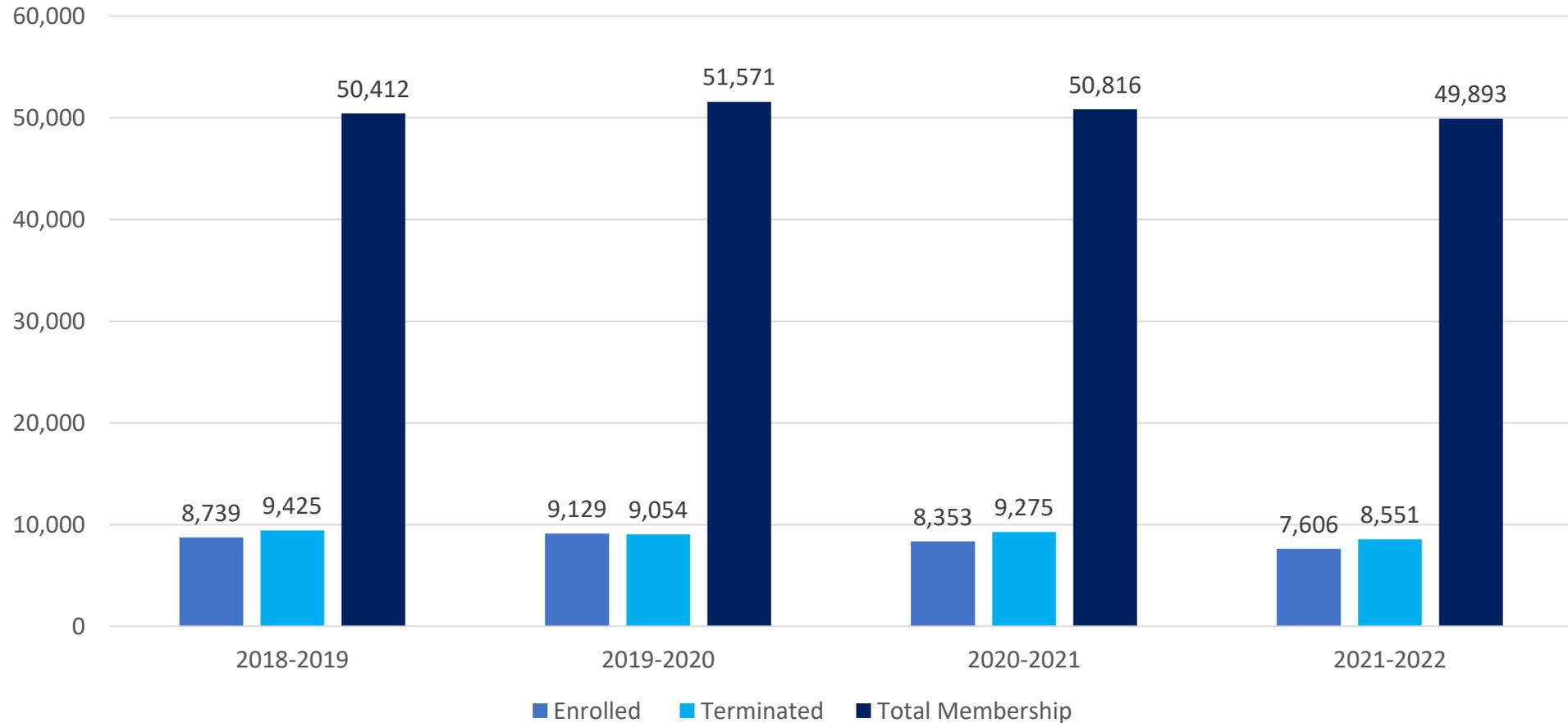
**RESULT: We did not reach our goal this fiscal year. The global pandemic affected our staffing and our ability to receive incoming calls and make follow up calls.**

## **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.

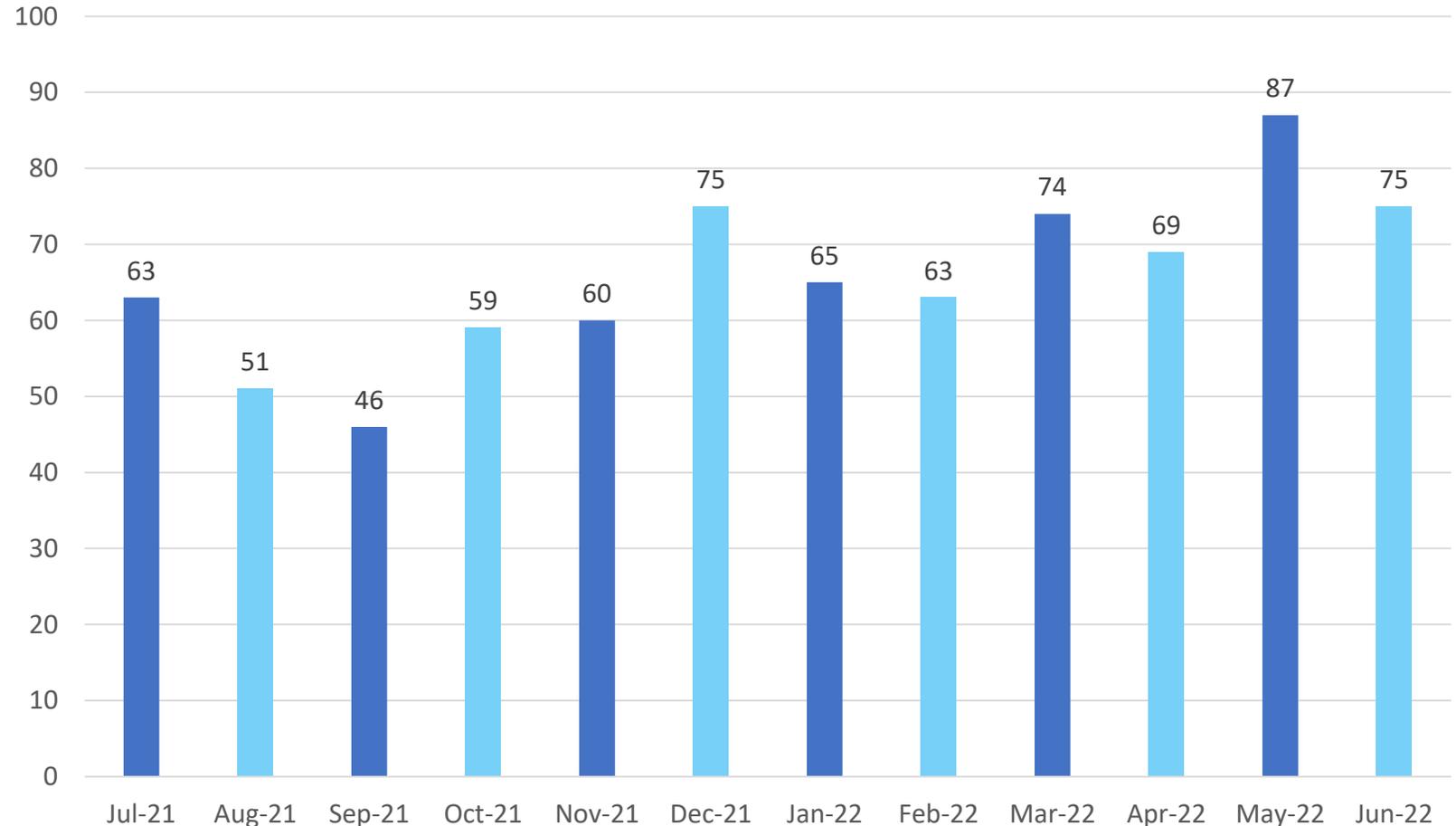


# Health Plan Special Cases for FY 2021-2022

## 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