



PERSONAL ASSISTANCE SERVICES COUNCIL

Annual Report

FY 2022-2023

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 25 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.

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.

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.



Executive Director

- Greg Thompson



The IHSS Program was developed 50 years ago to allow seniors and people living with a significant disability the chance to live independently in their community. For many, IHSS was an opportunity to regain control of their lives. Those who were destined to live in a skilled nursing facility were given the choice to hire a family member or a friend to provide the personal homecare they required to live safely at home.

This right to choose their provider and to self direct their care was a major victory in the independent living movement and remains as the cornerstone of IHSS today.

As you will see in this year's annual report, the IHSS Program continues to grow at a very high rate. Changes enacted by the California Legislature removed several barriers to eligibility, which will allow more people to receive IHSS. As people are living longer, we are experiencing a rapid increase in the numbers of seniors, many who are aging into a disability and need assistance to maintain their independence. We are also seeing traditional IHSS being used as a resource to assist people experiencing homelessness, people transitioning from acute hospitals, rehabilitation centers, and people who have been incarcerated.

Although it's obvious that all these changes will increase the number of people who need IHSS, we fail to see that the traditional "independent mode" does not work for everyone.

As mentioned in previous annual reports, it's been well documented that thousands of people living in Los Angeles approved for IHSS can't find a provider, and those who do struggle to keep their provider. What worked 50 years ago is not working now.

Executive Director



Despite a very successful year in recruiting IHSS providers for our Registry, many consumers still continue to have difficulty finding, hiring, and keeping a provider. Assisting these individuals who are unable to find a provider has become our number one priority.

Prior to the pandemic, PASC began "Expansion 2020" with a goal of increasing the number of staff and building our infrastructure by focusing on "putting the right people in the right place."

With the increased State funding we've experienced over the past several years,

we've not only added new staff, we've also introduced new innovations to our registry and provider services. We have described several of these in this report. The Registry Engagement Coordinators are offering more assistance to consumers who request it. The Provider Services Department is offering in-person training, and the Consumer Outreach Department is working on a new training program, "How to Hire a Provider", for consumers who ask for help.

I feel strongly the current IHSS model does not work for everyone. Many

people with cognitive issues cannot navigate the multi layers of a self-directed IHSS system. Many providers lack the preparation and training to provide personal care services for consumers with difficult physical, emotional, and psychological needs.

Los Angeles County needs to offer an alternate form of IHSS services. I recommend the Board of Supervisors consider a pilot project to demonstrate the effectiveness of the IHSS agency model.



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

	2022-2023 Unaudited*	2021-2022 Audited	2020-2021 Audited
Revenues	\$ 5,684,832	\$ 5,408,747	\$ 5,616,933
Expenditures	\$ 5,665,102	\$ 4,112,786	\$ 5,463,697
Net Income	\$ 19,731	\$ 1,295,961	\$ 153,236
Net Position and End of Year	\$ 1,542,533	\$ 1,522,803	\$ 226,842

Notes to Audited Financial Statements Year Ended June 30, 2022

The change in net position for the fiscal year ended June 30, 2022 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, 2022, of \$1,378,184.

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, 2022. It has also been reimbursed for all material operating costs from federal, state, and county funding sources.

***FY2022-2023 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 2022-23 BUDGET VS. EXPENSES

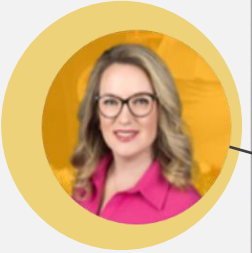
PROGRAM	BUDGET	EXPENDITURES	BALANCE over/under	% USED
Administrative	\$ 5,083,000	\$ 4,551,443	\$ 531,557	90%
Health Plan	\$ 539,000	\$ 429,032	\$ 109,968	80%
NPER	\$ 727,000	\$ 726,999	\$ 2	100%
TOTAL	\$ 6,349,000	\$ 5,707,474	\$ 641,526	90%

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Board of Supervisors



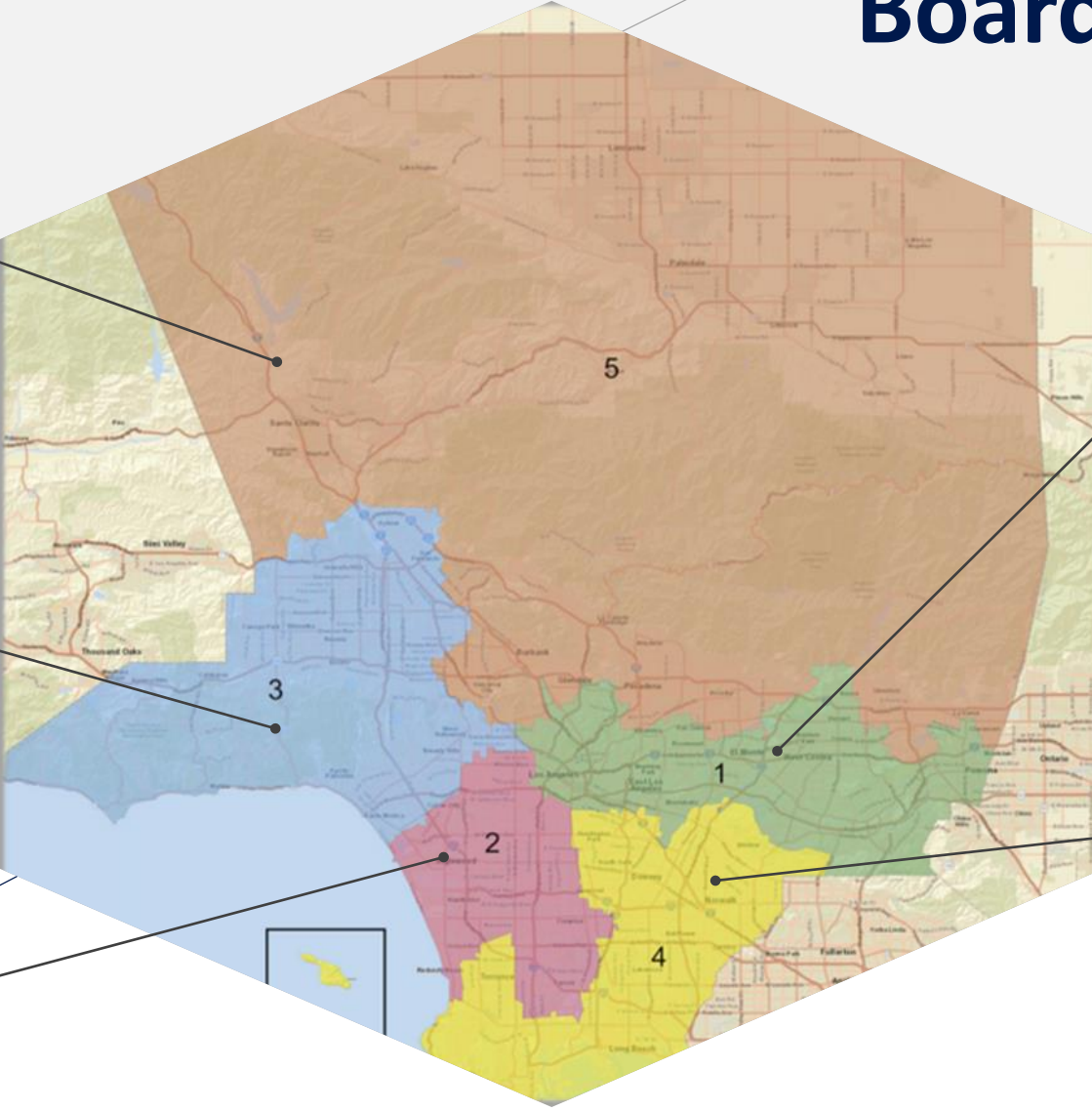
Kathryn
Barger
5th District



Lindsey
Horvath
3rd District



Holly
Mitchell
2nd District



Hilda L.
Solis
1st District



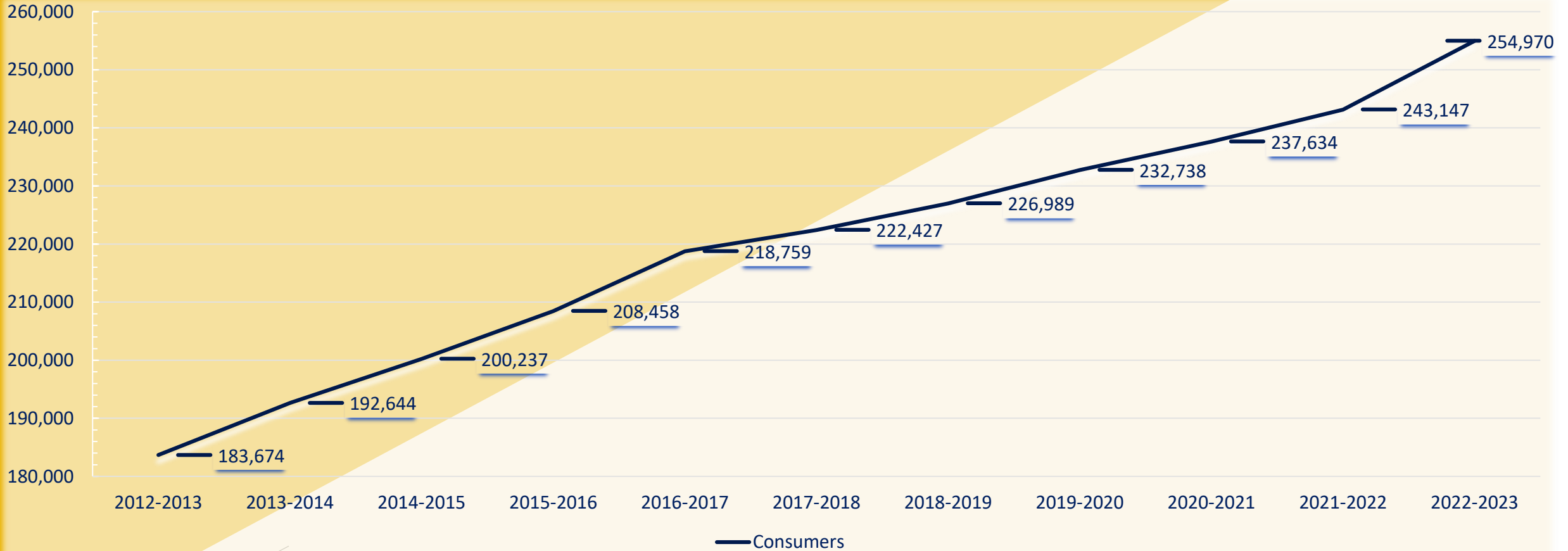
Janice
Hahn
4th District

IHSS Case Breakdown by District

1 st District	53,580
2 nd District	51,031
3 rd District	51,716
4 th District	40,324
5 th District	58,319

IHSS Breakdown as of June 2023 acquired from
<https://myapps.dpss.lacounty.gov/pls/apexprod/f?p=20200123002:10::NO:21::>

Los Angeles County Recipient Case Growth



254,970 Recipients as of June 30, 2023

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

In Memoriam

Lilibeth Navarro, a remarkable individual, was born in the Philippines and considered herself a person with severe disabilities from the on set of polio as an infant. She came to the United States after being awarded a fellowship to pursue print journalism. With determination and resilience, she earned both a Bachelor of Arts and Master of Public Relations. In Los Angeles, Lilibeth connected with the disability rights movement, where her powerful speaking skills and exceptional community organizing talents quickly gained recognition. She became a trailblazer in the fight for disability rights, leading the charge in Southern California to advocate for accessible public transportation. Her unwavering dedication spanned eight years as she tirelessly worked towards the passage of the Americans with Disabilities Act, solidifying her status as a pioneer in the movement.



She was a true hero, who dedicated her life to empowering the disability community and fair wages for homecare workers. In 2001, she founded Communities Actively Living Independent and Free (CALIF), a nonprofit organization that provided invaluable advocacy and services for individuals with disabilities. For an astounding 22 years, she served as the dedicated Executive Director of CALIF, touching countless lives and making a profound impact.

Her unwavering commitment to the cause earned her the appointment by the Speaker of the State Assembly, Karen Bass, to the California Commission on Disability Access in 2009. Notably, she was entrusted with the role of Chair of the Accessibility Committee, where she zealously fought for equal access and opportunities for people with disabilities. Her tireless efforts and invaluable contributions in this capacity left an indelible mark on the field.

In 2010, her outstanding achievements garnered international recognition when she was honored by the President of the Philippines, Benigno Aquino III, as a remarkable Filipino overseas worker. The award was a testament to her unwavering advocacy for the disability community, both in the United States and her home country. Her dedication and impact knew no borders, and she was a shining beacon of inspiration for all.

Lilibeth will forever be remembered as a passionate community organizer, a wise mentor, and a cherished friend within the senior and disability community. Her impact transcended the boundaries of organizations and touched the lives of countless individuals, offering hope, empowerment, and a voice to those who needed it the most. Her memory will continue to inspire us to strive for a more inclusive, equitable, and compassionate society.



Board Chair

- CYNDE SOTO



Greetings Los Angeles County Board of Supervisors,

I am honored to continue serving as Chair of PASC's Consumer-majority Governing Board overseeing the delivery of IHSS in LA County. Our efforts, coordinated with DPSS and SEIU, are impactful as we strive to improve and strengthen IHSS. As a member of PASC's Negotiating Committee, I would like to thank you for the wage increase given to our hard-working IHSS Providers, an important piece of the puzzle to address the seemingly intractable Provider shortage crisis.

This year, PASC has worked hard to find ways to address the IHSS Provider shortage crisis. One such example is the work group we formed with DPSS to create a social media campaign. This campaign morphed into a marketing campaign that focused on using text messaging to reach out to existing IHSS Providers, asking if they would like more hours and consumers.

This campaign brought on 400+ new Providers to our backup Provider system (BUP). Because of this work, we were recognized by the Quality and Productivity Commission and given an award, specifically for the IHSS Provider Outreach and Marketing campaign for our innovation and use of technology. We hope to expand our work activity with DPSS on this issue in the coming year.

In spite of this recognized and award-winning effort, the Provider shortage crisis persists, and, again, I respectfully request that PASC and several IHSS Consumers and Providers testify at a future LA County Board of Supervisors meeting regarding this difficult issue. We would like to discuss this issue, the potential deadly consequences, explore possible solutions, and alert the general public of the dire situation.

Board Chair cont.



We are delighted that PASC has reestablished our popular monthly teleforums in which we reach two to three thousand Consumers, Providers, and advocates to discuss IHSS issues. These teleforums are tremendously successful in educating participants, providing helpful resources, and giving Consumers and Providers an opportunity to ask questions to staff and speakers on IHSS issues that concern them.

After months of learning about and now using the Electronic Visit Verification (EVV) system to calculate Provider work hours, Consumers and Providers continue to struggle with understanding EVV. We will do our best to educate both Consumers and Providers on how to use this new system to record timesheet work hours.

I appreciate your appointment of three new members of PASC's Governing Board in the past year. They are active and knowledgeable and will help us tremendously in our efforts to engage and connect with communities throughout the County. We are also encouraged that PASC's increased outreach to the community regarding

our monthly Governing Board meetings has resulted in more participation from the public. Over the next year, PASC will be working to reestablish our Consumer Corps in which IHSS Consumers mentor and engage with other Consumers to organize and facilitate the voice of the senior and disabled community.

I am energized to work with our excellent Board members, including our newly appointed Board members, to address our goals for the coming year: continuing our work on the Provider shortage crisis, increasing Consumer involvement, developing trainings for IHSS Consumers to become better employers, and strengthening PASC's relationship with SEIU and other organizations that share our mission to strengthen and improve IHSS for all who receive and provide IHSS.

Respectfully,

Cynde Soto, PASC Governing Board Chair



PASC Governing Board Members



Cynde Soto
Board Chair



Janet Heinritz-Canterbury
Vice Chair



Jorge Chuc
Officer at Large



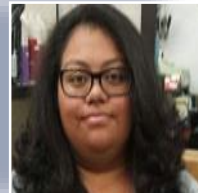
Donna Fields
Secretary



Carrie Madden
Treasurer



Jennifer Starks
Supervisor Hilda L. Solis
1st District



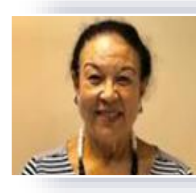
Dulce Garcia
Department of Public
Social Services



Lilibeth Navarro
Supervisor Holly Mitchell
2nd District



Rina Cruz
Supervisor Holly Mitchell
2nd District



Wilma Ballew
Supervisor Sheila Kuehl
3rd District



Lyn Goldfarb
Supervisor Sheila Kuehl
3rd District



Steven Echor
Department of Public Social
Services



Richard Hernandez
Supervisor Janice Hahn
4th District



Cy Estabrook
Supervisor Kathryn Barger
5th District

HOMECARE REGISTRY

In fiscal year 2022-2023, PASC was able to return the majority of staff back into the office, following Los Angeles County COVID-19 protocol. Having the 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 2022-2023 Annual Report will discuss Registry activities,

the text campaign collaborating with the Department of Public Social Services (DPSS), updates to the PASC website, provide a report on the Back-Up Attendant Program—which providers 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 describe the criminal background investigation process for IHSS providers

handled by PASC for Los Angeles County.

This section will also detail PASC's involvement in helping recipients and providers resolve minor provider enrollment and payroll issues.

HOMECARE REGISTRY

During the last fiscal year 2022-23, PASC collaborated with DPSS to increase the number of IHSS providers in the PASC Homecare Registry. DPSS assisted PASC with sending out a text message that read, “DPSS here! Recipients need more caring providers like you. Get more hours and more dollars by joining the PASC Homecare Registry”, and provided them with a direct link to the Registry application. We targeted providers who were working 120 hours or fewer, were not related to the recipient, and were from the district with the most need, District One.

The first round of text messages, sent in May 2022, targeted 2,000 IHSS providers; the second round, sent in June 2022, targeted 3,000 providers.

During this campaign, PASC was able to approve and process 1,461 new Registry providers.

PASC also launched a new, easily accessible website, allowing providers and consumers to apply to the Registry online within minutes. Providers and consumers are able to complete the Registry application in one of 10 different languages.

PASC also created a live web chat feature for consumers and providers. This live chat can assist providers and consumers with their questions, and allows consumers to request a referral list.

PASC also offers text messaging for Back-Up Attendant Program (BUAP) and Back-Up Provider System (BUPS) providers. Back-up providers can respond to automated text messages with their availability. If the provider has further questions, they are redirected to the web chat feature.

HOMECARE REGISTRY



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.
- **Result:** PASC increased the amount of newly enrolled providers by 69%. In fiscal year 2022-2023 PASC enrolled 4,834 new providers, far surpassing the 2,853 new providers enrolled in FY 2021-22.

2. Answer 75% of incoming recipient calls

- Plan: Continue to cross-train Registry staff and bring on higher level call center (Registry Specialist) representatives. In FY 2022-2023, PASC answered 91.5% of recipient calls.

Goals for FY 2023-2024

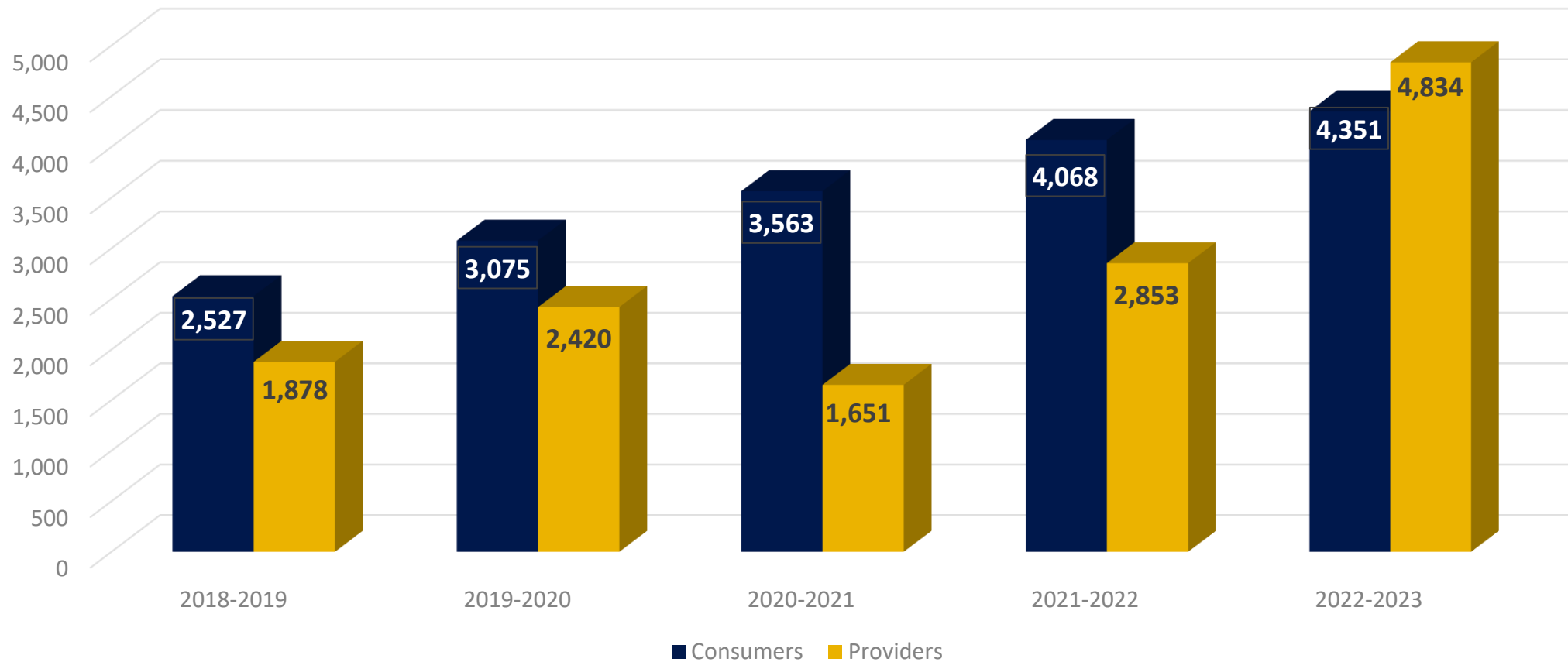
1. Increase Registry recipients and providers by 20%

- Plan – Work with DPSS to help recruit ready to work providers to our Registry, and continue to incorporate text messaging program to help recruit providers.

2. Answer 75% of incoming calls

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

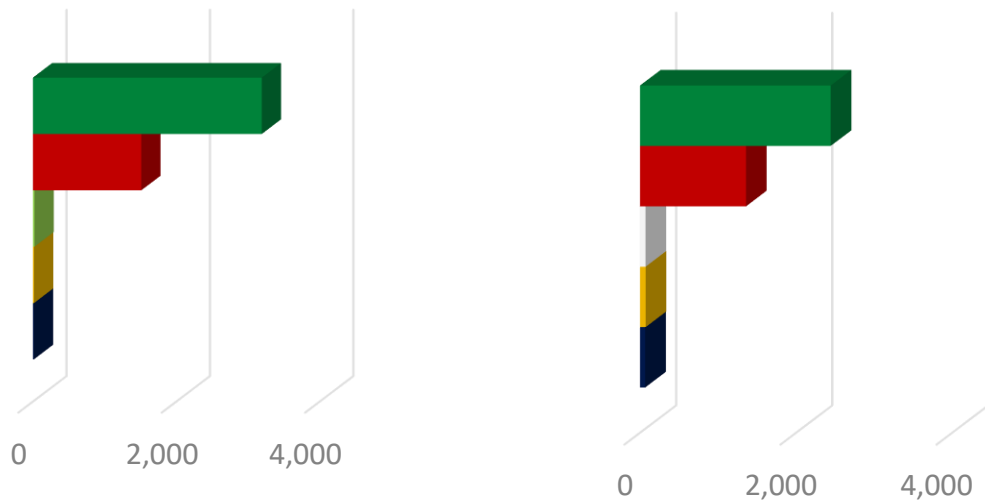
Homecare Registry 5-year Growth



New Registry Member Demographics

The charts below show new Registry membership gender and top five languages spoken for fiscal year 2022-2023.

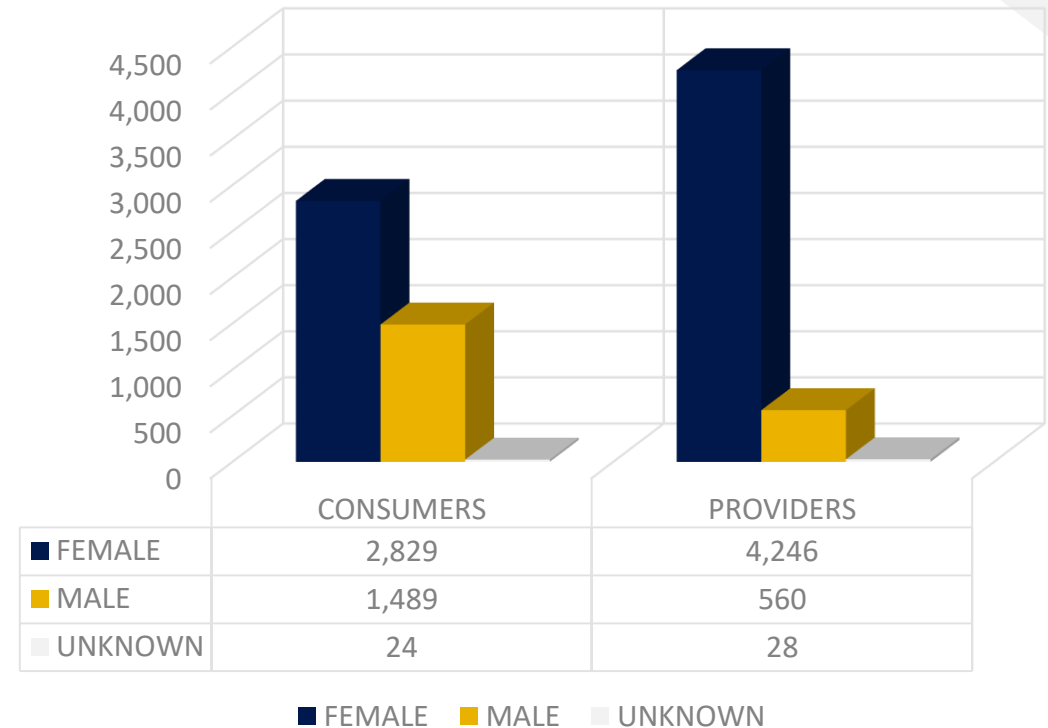
New Consumer and Provider top 5 languages



	PROVIDERS
English	3,193
Spanish	1,512
Unknown	23
Korean	16
Armenian	14

	CONSUMERS
English	2,444
Spanish	1,359
Korean	71
Mandarin	73
Farsi	67

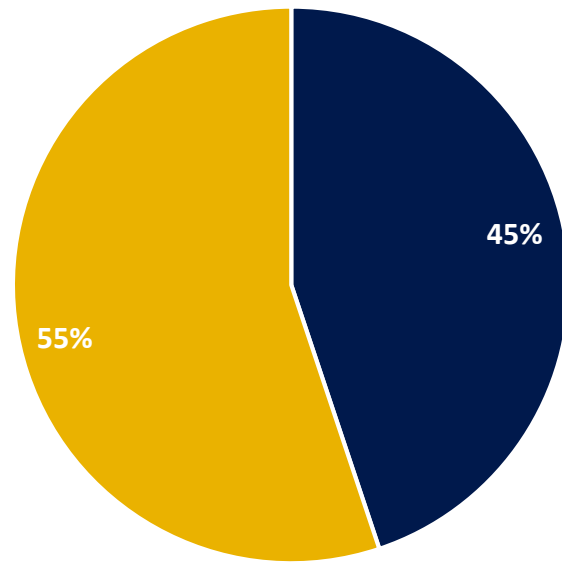
New Consumer and Provider Gender





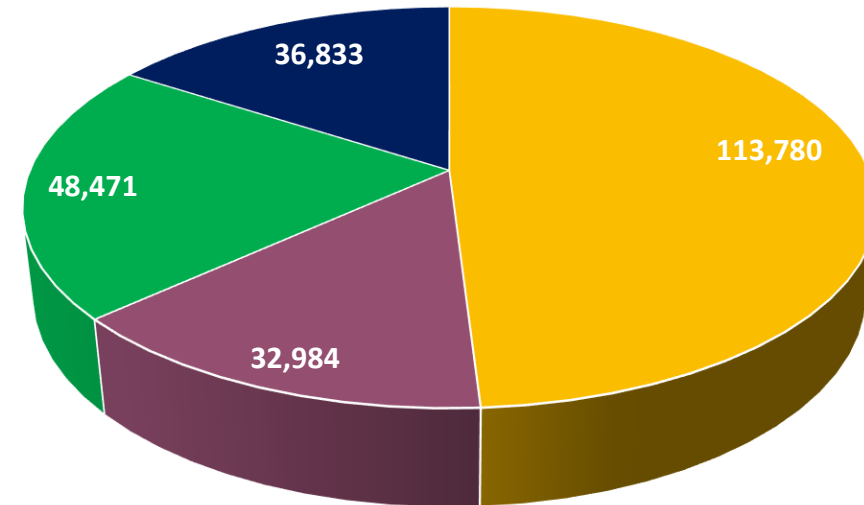
Incoming Calls in FY 2022-2023

Recipient/Provider calls



■ Recipients ■ Providers

Department calls



■ Registry ■ Health Plan ■ Provider services/ Trainings ■ Provider Availability

In FY 2022-23 PASC received **106,566** provider calls and **86,746** recipient calls. The Registry took **113,780** calls, Provider Services took **48,471** calls, Health Plan took **32,984** calls. **36,833** Providers who called to update availability.



Registry Engagement

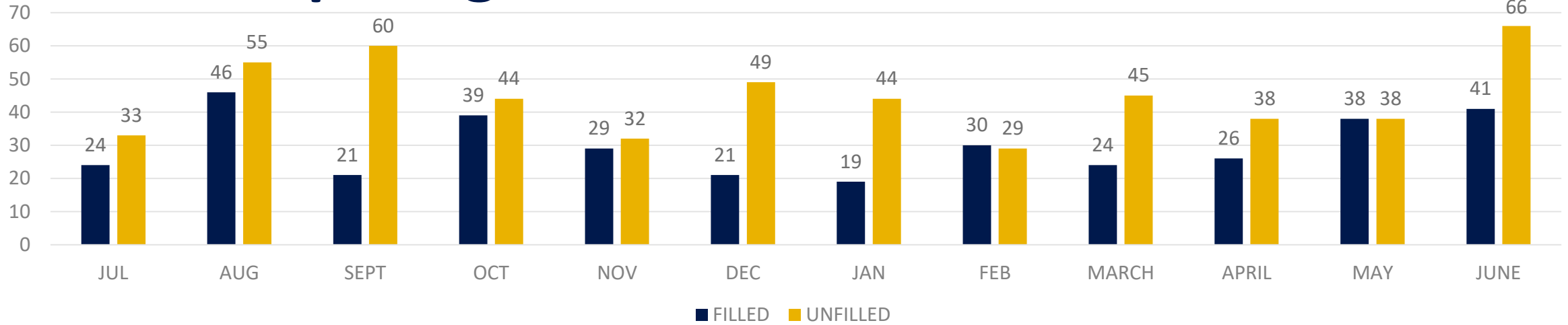
In FY 2022-2023, Registry Engagement shifted focus to begin addressing all of the Back-up requests for IHSS consumers in Los Angeles County. While Facilitating two programs, Back-Up Attendant Program (BUAP) and Back-Up Provider System (BUPS), Registry Engagement Coordinators (RECs) worked to identify and enroll providers into the new statewide program.

The BUPS offers 80 hours per fiscal year to approved and eligible IHSS recipients who have an immediate need for a temporary IHSS back-up attendant and have no other resource available to provide the needed assistance.

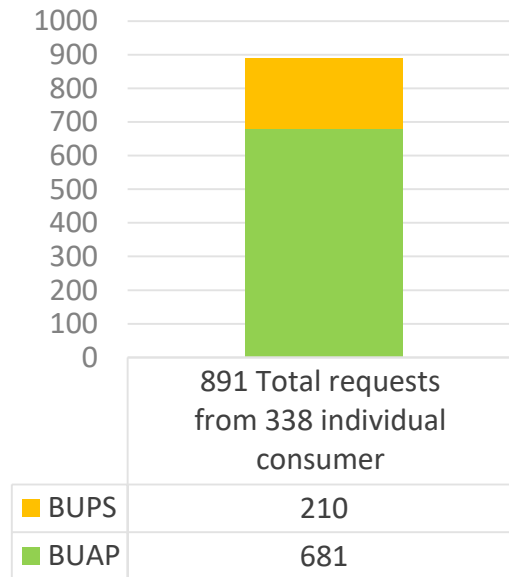
Registry Engagement was able to enroll 137 providers for the BUPS. These providers consisted of new providers who joined the Registry, and providers who attended the Back-up Information meetings hosted by Provider Services Department.

For fiscal year 2023-2024, Registry Engagement aims to facilitate personalized support for consumers who encounter challenges and barriers when utilizing the Independent Provider (IP) mode. By providing one-on-one assistance, our goal is to empower consumers throughout the screening and interviewing process, as well as offer guidance on training techniques. Additionally, we foster collaboration between consumers and providers to enhance their understanding on navigating the IHSS program independently. This comprehensive approach will provide a professional and effective engagement experience and will be referred to as Engagement Coordination.

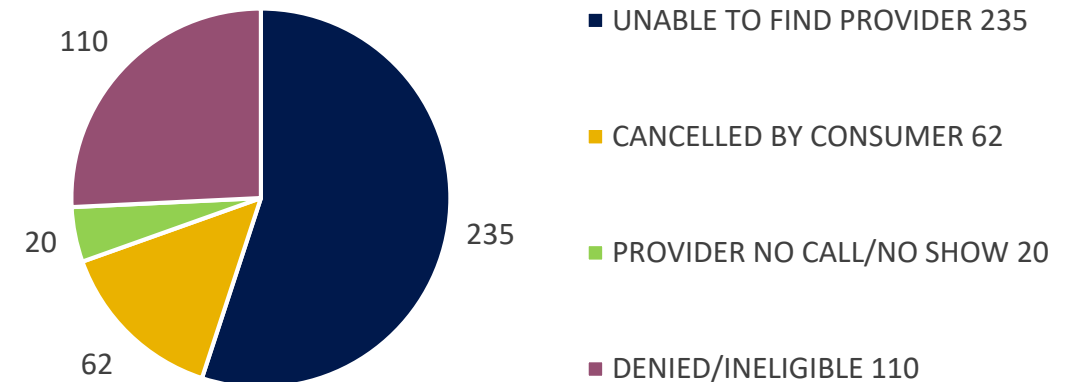
Back-Up Program Statistics for FY 2022-2023



In FY 22-23, PASC total BUAP and BUPS requests were 891. There were 254 filled BUAP requests and 104 filled BUPS requests, totaling 358 filled requests.



Breakdown of Unfilled Requests - 533



Back-Up Program Provider Statistics for FY 2022-2023

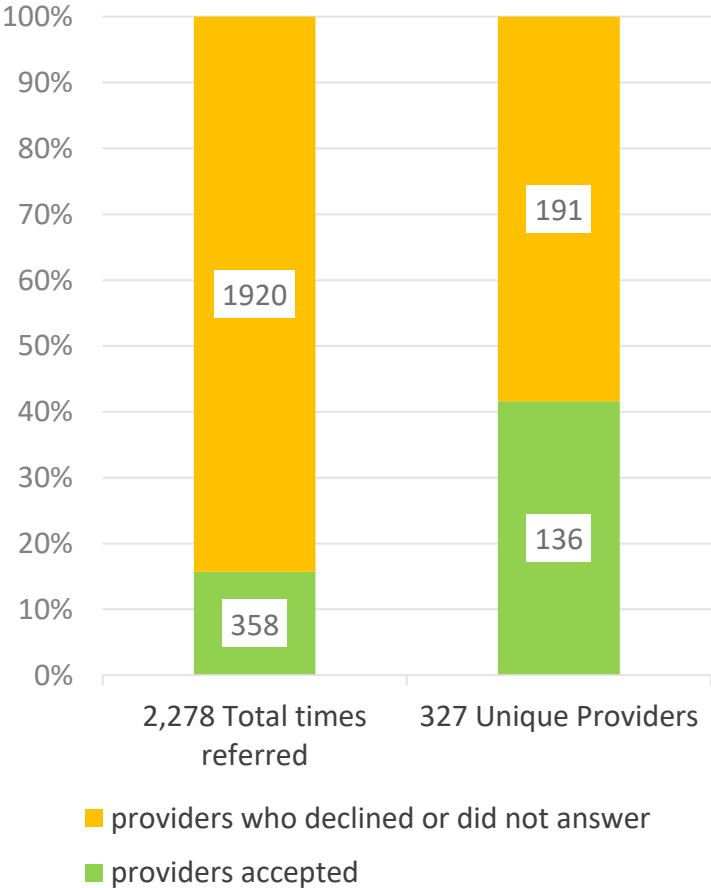


In FY 2022-2023, **202 providers** were referred to **BUPS** assignments. Of those referrals, 121 did not accept any of the assignments they were referred. 81 of those providers accepted at least one **BUPS** assignment.

In FY 2022-2023, **123 BUAP providers** were referred to back-up assignments. Of those referrals, 66 did not accept any of the assignments they were referred. 57 of those **BUAP** providers accepted at least one assignment.

43 new BUAP providers were approved that applied to the BUAP program. **7** of those **BUAP** providers worked at least one assignment.

FY 22-23 BUAP and BUPS Providers Referred



PASC Issue Solving Unit Complaints Filed in FY 2022-23

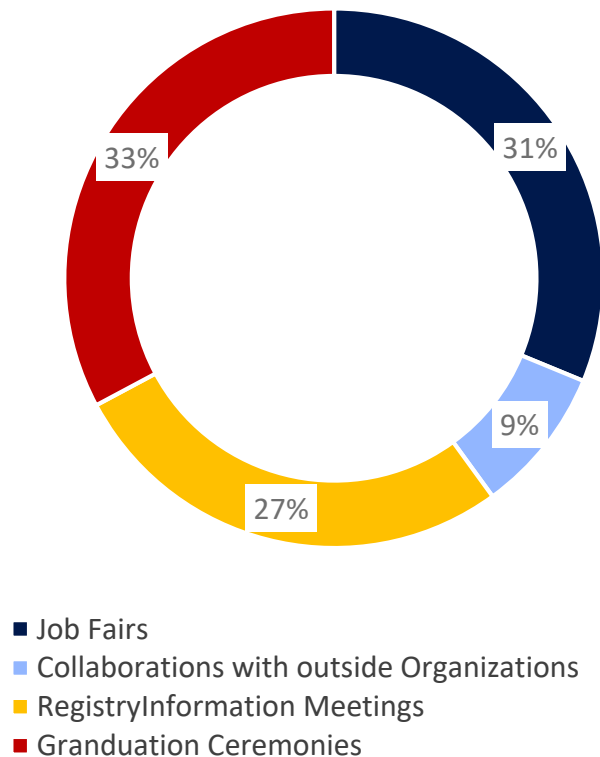
The Personal Assistance Services Council has documented complaints throughout the fiscal year, totaling 560 complaints.

Of the 560 complaints, 294 were against providers and 125 were against consumers. There was a total of 50 payroll related issues during the year, 13 complaints related to the BUPS/BUAP, 53 complaints against IHSS on not being able to reach a social worker/provider clerk, 25 complaints regarding PASC service/staff, and 1 regarding the Union.



Trainings and Info Meetings

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



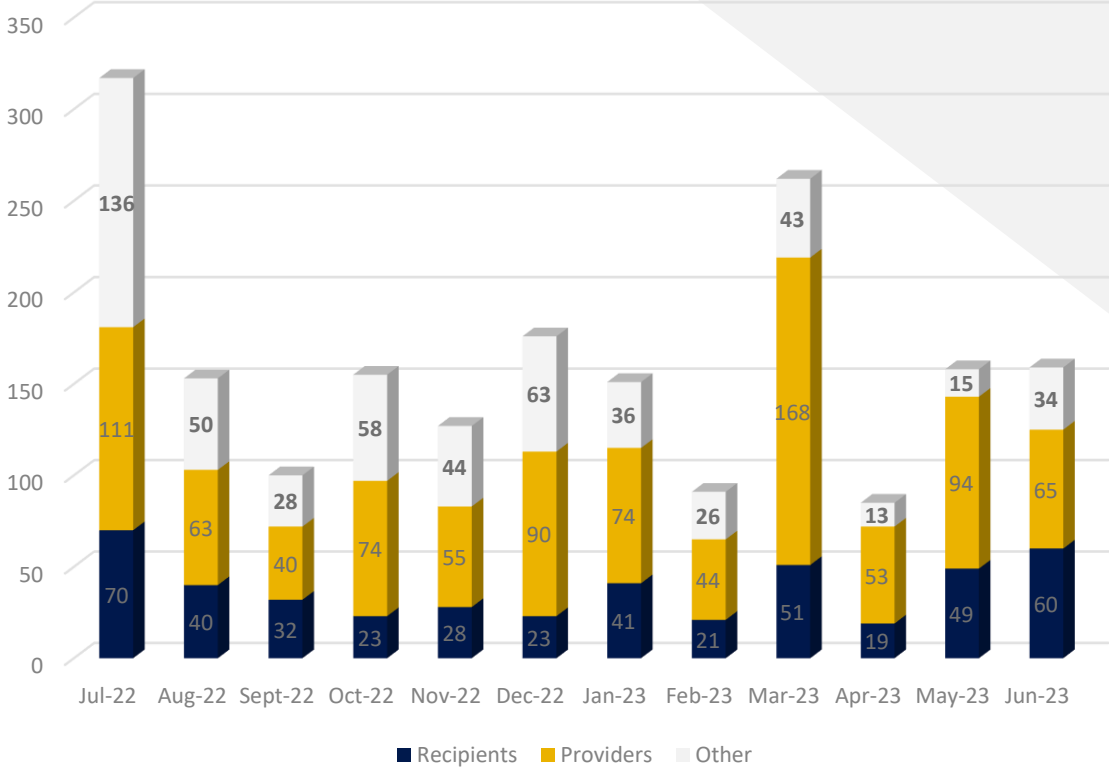
The Personal Assistance Services Council attends and conducts various events in an effort to recruit more IHSS Homecare providers. During the 2022-2023 fiscal year, a total of 15 job fair/health fairs were attended and PASC spoke to 256 people in an effort to recruit more caregivers. PASC collaborated with other organizations to recruit more caregivers and participated in 6 of these events with a total of 72 individuals showing interest in joining the registry. PASC had 24 Registry Informational Meetings through Zoom and had 261 providers, and 5 meetings in the community with 30 providers. The Personal Assistance Services Council also collaborated with the Center for Caregiver Advancement in an effort to recruit Back-Up Providers, attended 10 graduation ceremonies, and reached out to 269 IHSS providers.

Consumer Outreach Department



In FY 2022-2023, the Consumer Outreach Department collaborated with several organizations in the community including Disability Rights California, Bet Tzedek, Alzheimer’s Los Angeles, Access Services Los Angeles, Alzheimer’s Association, the Center for Health Care Rights, SCAN Health Plan, and Partners in Care to continue to offer webinars on subjects like Assistive Technology and Voting Rights, Learn How to Calculate Your IHSS Hours and Get Protective Supervision, Effective Communication Strategies for Individuals with Dementia, Transportation Services in Los Angeles County, Medi-Cal Programs for Older Adults and Individuals with Disabilities, Living Better with Arthritis, and the Multi-Purpose Senior Services Program (MSSP).

All webinars offered the flexibility to be viewed or listened to from the convenience of the consumer or provider’s location (such as their home) as they were held via Zoom and were approximately 90-120 minutes in length. By utilizing active listening skills while interacting with participants during these webinars, the Outreach team found that it can satisfy it’s member’s unanimous/collective/similar need to expand on the topics specifically related to finding, hiring, communicating with, training, teaching, maintaining positive relationships with, and knowing when to fire a provider. This new series of trainings, which recently began in June 2023 with “How to Find and Hire Your IHSS Provider”, will be an exciting new chapter that the Outreach department is looking forward to sharing as a guide for a positive hiring experience that promotes a healthy and rewarding recipient-provider relationship. We are looking forward to seeing you at our new upcoming Series of webinars in 2023-2024.



PASC held 33 webinars with 457 recipients, 931 providers, and 546 advocates, social workers, and professionals in attendance. Of the 931 providers, 419 were first time PASC webinar attendees.



Provider Services Department (PSD)

PASC Provider Services Department responds to inquiries from In-Home Supportive Services (IHSS) providers regarding the IHSS enrollment process, the Criminal Background Investigation (CBI) procedures, and a variety of IHSS payroll-related queries. The department also recruits providers for the legacy Back-Up Attendant Program (BUAP), helps to find providers for the newly-established Back-Up Provider System (BUPS), and staffs the Provider Enrollment Call Center. Trainings, educational activities, and other provider-specific affairs, such as how to obtain tax exemption and withholding forms, and how to complete timesheets, also are a part of this department's service menu. Following is a report on the accomplishments and service volume of the department in FY 2022-2023. The PSD Call Center received **48,471** calls during the reporting period, and **41,296** of those calls were answered live. The latter figure represents an outstanding **85.2%** of calls answered on callers' first attempt.

BUAP and BUPS Provider Recruitment

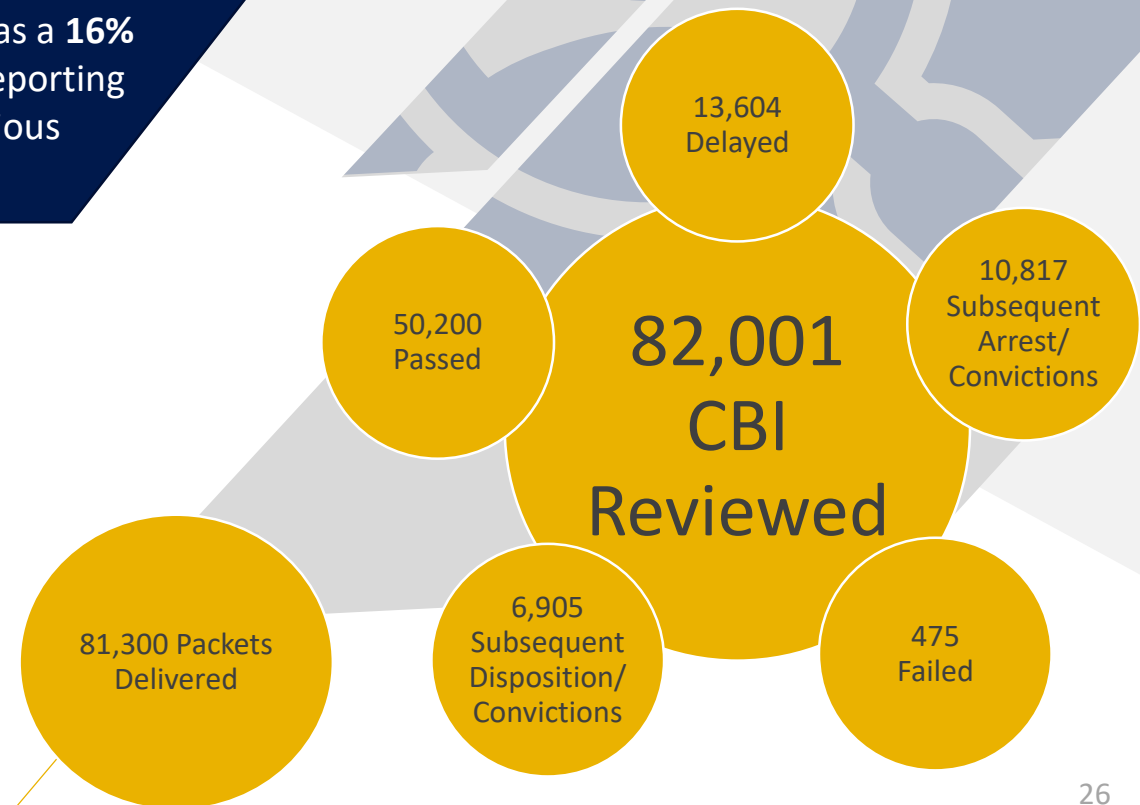
The PSD is responsible for recruiting providers for the BUAP, and as of October 2022, to help in identifying potential provider recruits for BUPS. During the reporting period, BUAP providers were recruited from information meetings conducted on Zoom, from a special training class sponsored by PASC (i.e., PASC's 8-Hour Online Training for Back-Up Providers), and from a pool of interested graduates of the Center for Caregiver Advancement. Provider applicants eligible to join BUAP are individuals who have a Nursing Assistant Certificate, Home Health Aide Certificate, the Homecare Integration Training Certificate, any similar training program, or completion of PASC's 8-Hour Online Training for Back-Up Providers. Provider applicants eligible to join BUPS just need to meet the IHSS eligibility criteria for providers. We successfully helped in the implementation of BUPS in Los Angeles County, by identifying and referring 145 providers to the program.

PSD Cont.

During FY 2022-2023, the PSD conducted **56** information meetings on Zoom, and **376** providers participated in the meetings. The department also conducted one PASC 8-Hour Online Training for Back-Up Providers, and **21** providers completed the training. In summary, **43** new BUAP providers were recruited, and **145** providers were identified and referred to BUPS. A review of back-up programs data shows that there was a **16%** increase in the number of BUAP providers recruited during the reporting period, over the number of BUAP providers recruited in the previous fiscal year.

Criminal Background Investigation for FY 2022-2023

PASC reviewed **82,001** CBI results in FY 2022-23. **50,200** providers passed, **475** providers failed, **10,817** Subsequent arrest/convictions, **6,905** Subsequent Disposition/convictions, and **13,604** results were delayed by DOJ. **81,300** CBI packets were delivered to the IHSS call center to be distributed to potential providers.



PSD Cont.



Other PSD Activities: 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** meetings attended by **24** participants during the reporting period.

Homecare 4-1-1 is a newsletter developed by PSD to discuss matters of importance to the IHSS community. In FY 2022-2023, two editions of **Homecare 4-1-1**, including our first bilingual edition, were published, and were viewed by **36,000** individuals, as reported by our

Information Technology (IT) Department.

We participated in multiple Center for Caregiver Advancement online graduation ceremonies, and were able to advertise PASC’s programs and services, including the back-up programs, among the new graduates. Regrettably, our proposed 8-hour back-up program online class submitted for consideration by the IHSS Career Pathways Program was rejected by the state, and our proposal to email monthly birthday greeting cards to Registry providers and gift cards to the most reliable BUAP providers was tabled due to our IT Department’s workload.

FY 2023/24 GOALS

1. In addition to our regular tasks of responding to IHSS provider calls and inquiries, one of our main goals is to establish a new approach to aid in recruiting more providers for both back-up programs. For BUAP applicants in particular, our plan is to allow providers who have taken certain specific IHSS Career Pathways Trainings (i.e., CPR and First Aid; Body Mechanics, Heavy Transfers, and Mechanical Lifts; and Personal Care for a Consumer Confined to a Bed) to join the BUAP, instead of accepting only BUAP applicants who possess a nursing or related certificate.
2. Conduct in-person back-up program information meetings in the community, as was done prior to the COVID emergency. Last but not least, we plan to increase the number of full-time staff in the department, so we can better handle our ever-increasing volume of service request calls and other endeavors.

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 2023**, enrollment in the Health Plan is **48,917**. In fiscal year **2022-23**, the Health Plan call center received **32,984** calls and answered **29,252 (88.7%)** calls in an **average of 21 seconds**. **7,622** providers were enrolled in the plan, and **8,618** providers were terminated from the plan. Upon termination, **2,868** providers enrolled in COBRA.

In fiscal year 2022-2023, from the total members enrolled, the Health Plan call center staff resolved **851** urgent or special cases.

GOAL from 2022-23

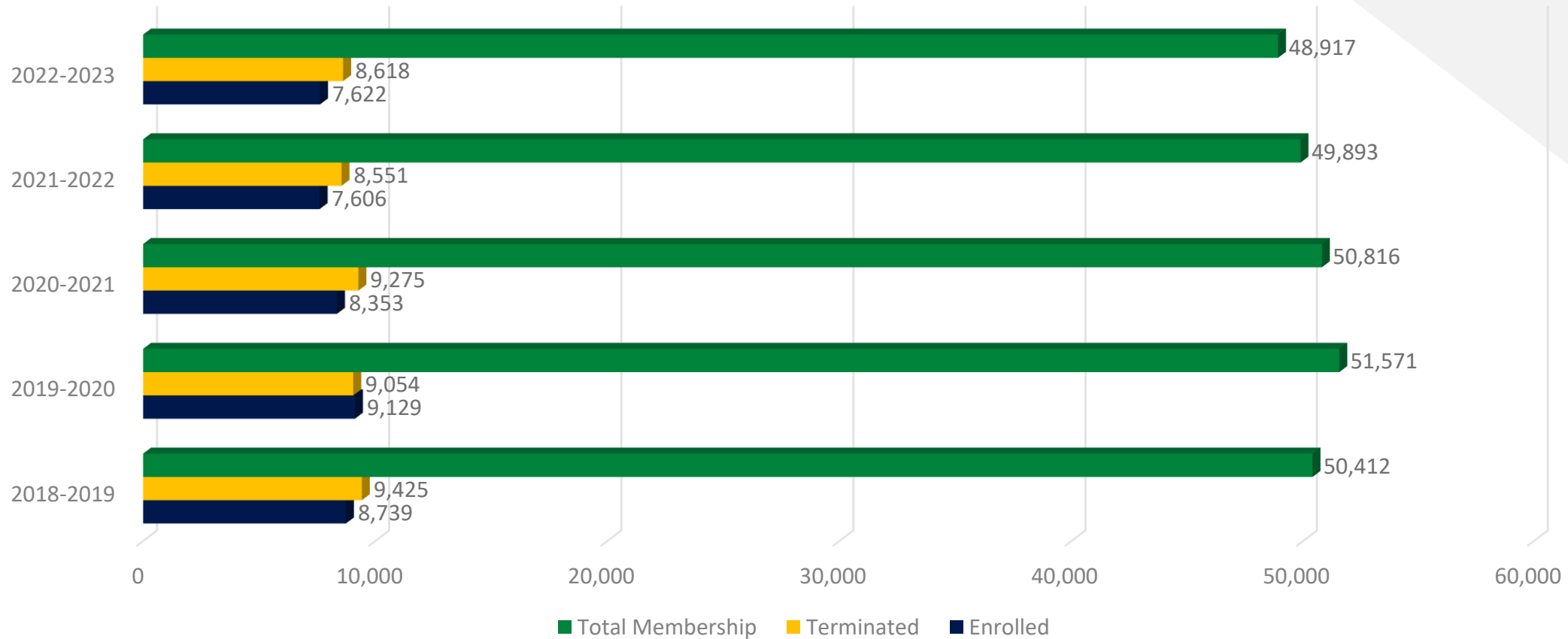
The goal for this fiscal year **2022-23** was to answer **90%** or more of our inbound calls and increase the number of urgent or special cases by **5%** with follow up calls to members, making sure the issue has been resolved.

RESULT: The answer percentage for fiscal year 2022-23 came in at a total of 88.7%, so we did not meet this goal (previous fiscal year 2021-22 87.4%, an increase of 1.3%). The Health Plan Department met the annual goal of a 5% increase of urgent or special cases with a total of 8.3863%.

GOAL FOR FY 2023-24

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.

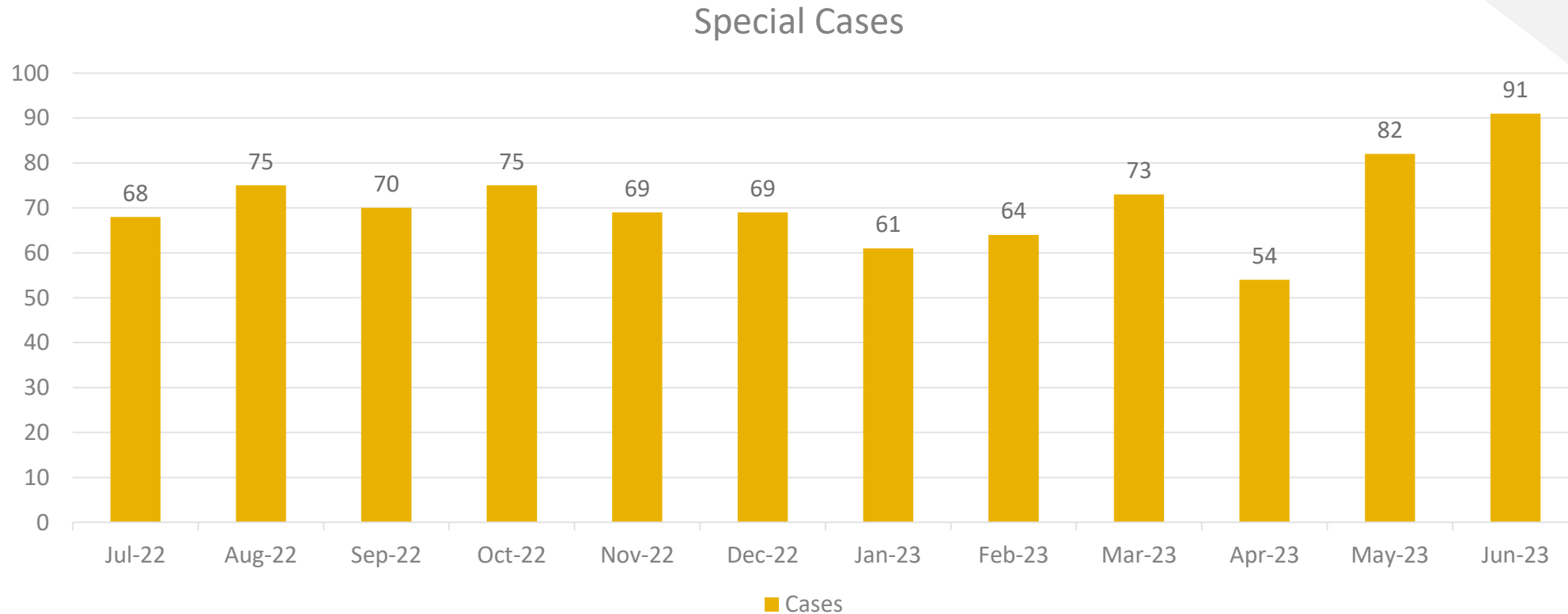
Health Plan 5-year Plan



The above data shows that in FY 2022-23 Health Plan specialists enrolled **7,622** providers in the plan, terminated **8,618** providers from the plan, and **2,868** payments were made by providers to continue their coverage through COBRA.



Health Plan Special Cases for FY 2022-2023



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.

Information Technology

In FY 2022-2023, the IT department replaced end-of-life desktops with new ones, maintained 2 call center phone systems and desktops, introduced a new inventory system, held 2 Tele Forums, and focused much of its efforts toward applicable privacy and security requirements. PASC policies were created and/or edited to bring PASC in compliance with the following: Data Privacy and Security Agreement (PSA), Electronic Information Exchange Security Requirement, State and Local Agencies Exchanging Electronic Information with the Social Security Administration (TSSR), and Personally Identifiable Information (PII) data that is covered by these agreements. In addition, the IT department developed policies in compliance with the Department of Homeland Security Agreement, Medi-Cal Privacy and Security Agreement, the 2019 Privacy and Security Agreement, NIST 2.0 and other special publications. To meet the requirements of the above-mentioned agreements, 12 new Information Technology policies were created as well as adding 2 new forms.