

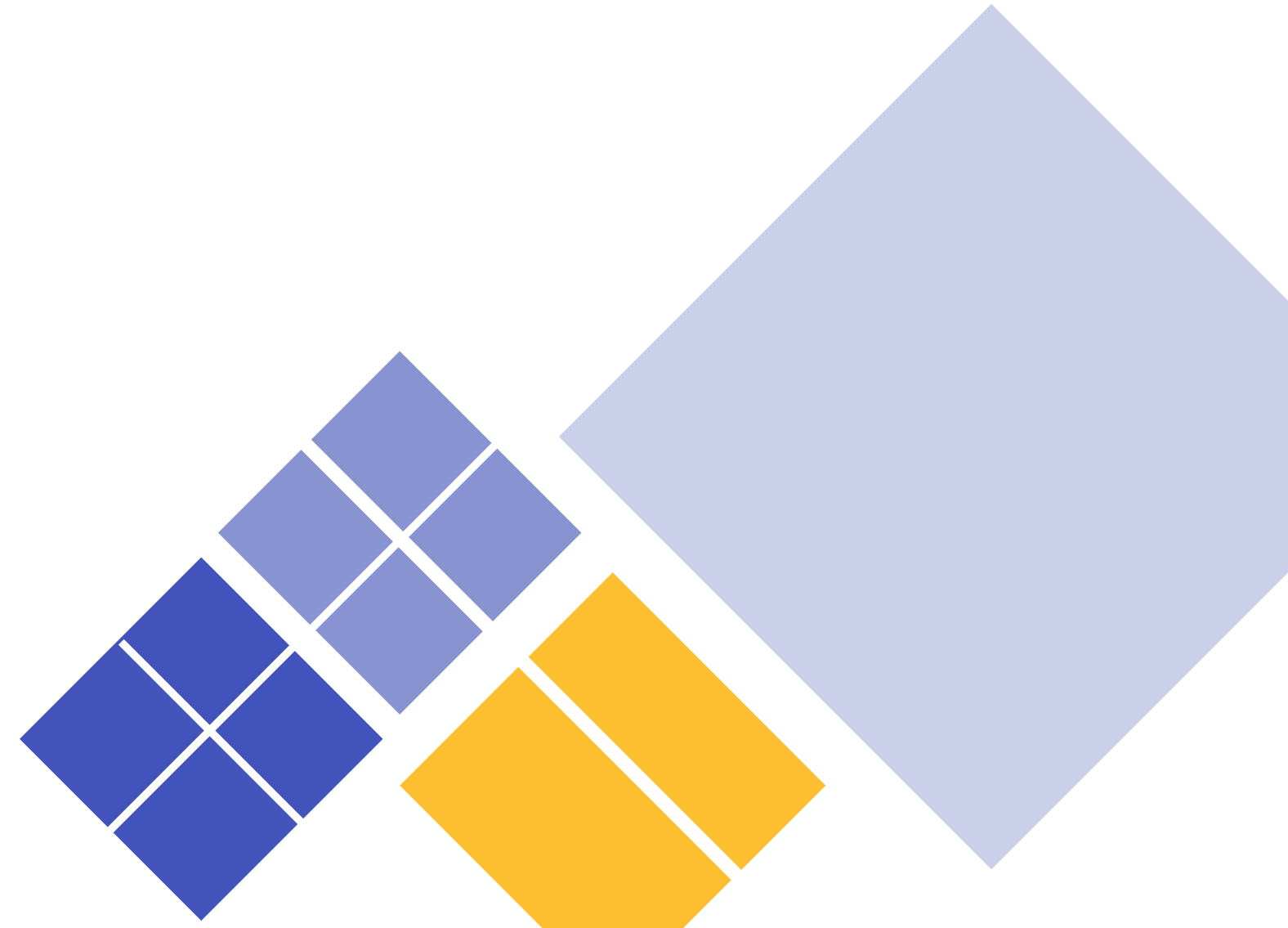


**PERSONAL ASSISTANCE  
SERVICES COUNCIL**  
Supporting and Enhancing Independence



# PERSONAL ASSISTANCE SERVICES COUNCIL

**ANNUAL REPORT  
FY 2023-2024**





# ABOUT PASC & IHSS

## About Us

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 consumers 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 consumers with providers, and administering the eligibility component of the PASC-SEIU Health Plan, County Back-Up Program, and Issue Solving Team.

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 consumers thrive while living in their communities. The IHSS Program pays homecare workers to provide the following services for consumers: laundry, meal preparation, cleaning, grocery shopping, accompaniment to medical appointments, personal care services (bathing, grooming, paramedical services, bowel and bladder care), protective supervision.

## Our Mission

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.

# BOARD OF SUPERVISORS



## IHSS

Los Angeles County Serves 269,006 IHSS consumers as of June 2024. 158,841 were over the age of 65.

The IHSS caseload has shown a steady growth over the years, with an average yearly growth rate of approximately **3.41%**. The consistent increase in caseloads suggests an increasing demand for IHSS in Los Angeles County.

Notably, the growth rate in the last two years (2022-2024) is higher than the average, reaching **4.86%** and **5.53%** respectively, indicating a potential surge in demand that could impact service delivery.

The recent surge in IHSS caseload growth is likely driven by factors such as demographic shifts, policy changes, or increased awareness of available services. This sharp rise in demand necessitates that the Board of Supervisors consider adjustments in resource allocation, staffing, and strategic planning to ensure that IHSS can effectively meet the expanding needs of constituents.

As the demand for In-Home Supportive Services grows, it is essential that our budget reflects this increase. With additional funding, we can recruit more staff and effectively manage the rising caseload. Proactively addressing these trends will be vital in maintaining the program's capacity to support the county's most vulnerable populations and meet future challenges.

## IHSS CASES BREAKDOWN



**Hilda L. Solis**

District 1 **55,880**



**Holly J. Mitchell**

District 2 **53,325**



**Lindsey P. Horvath**

District 3 **54,679**



**Janice Hahn**

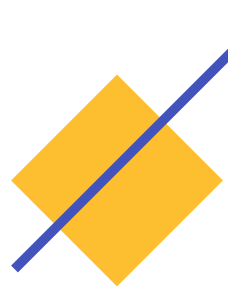
District 4 **42,960**



**Kathryn Barger**

District 5 **62,162**

Data retrieved from:  
<https://myapps.dps.lacounty.gov/pls/apexprod/f?p=AAGT:AAGT>



FY 2023-2024

# PASC GOVERNING BOARD MEMBERS



Cynde Soto  
Board Chair



Janet Heinritz-Canterbury  
Vice Chair



Steven Echor  
Officer at Large



Dulce Garcia  
Secretary



Joann Cannon  
Treasurer



Janet Burt  
Board Member  
Joined June 2024



Jorge Chuc  
Board Member



Jennifer Stark  
Board Member



Rina Cruz  
Board Member



Lyn Goldfarb  
Board Member



Richard Hernandez  
Board Member



Kevin MacDonald  
Board Member  
Joined September 2023



Kristy Madden  
Board Member  
Joined June 2024



Wilma Ballew  
Board Member  
Through April 2024



Cy Estabrook  
Board Member  
Through December 2023



Carrie Madden  
Board Member  
Through April 2024





FY 2023-2024

# A Message from the PASC Board Chair

I feel privileged to continue serving as Chair of PASC's consumer-majority Governing Board overseeing the delivery of IHSS in LA County and, overall, I feel we are making progress with our effort to improve and strengthen IHSS for both consumers and providers:

- Over the past year, I have welcomed several excellent and knowledgeable advocates to our Board, and I appreciate your appointing them to the PASC Board.
- Our partnerships, deliberations, and collaborations with DPSS and SEIU have increased in the number of providers and greatly expanded outreach to providers in social media.
- As an appointee to the legislative created IHSS Statewide Collective Bargaining Workgroup, I, along with advocates from throughout California are charged with looking at the feasibility of having a statewide or regional Public Authority for collective bargaining purposes.
- Several PASC consumer Board members participated in reviewing IHSS training videos for Homebridge, California's largest provider of caregiver training, used by thousands of IHSS providers in the Career Pathways program.



**Cynde Soto**  
PASC Board Chair



FY 2023-2024

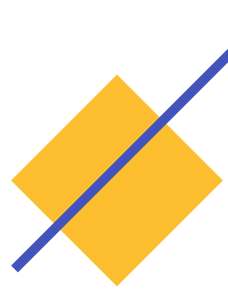
## BOARD CHAIR cont.

- I am also proud to report that the CA Department of Social Services included interviews with two PASC consumer Board members in their video to celebrate the 50th anniversary of IHSS, which was distributed throughout the state. We are honored to be a part of this important project.
- PASC Board members continue to hear from LA County seniors and people with disabilities who have been approved for IHSS but cannot find a provider. As this potentially life-threatening provider shortage crisis (documentation available upon request) continues, once again, I respectfully request a hearing at a Board of Supervisors meeting for consideration of possible strategies to address the crisis.
- Our PASC Board meets the afternoon of the first Monday of the month, and I invite you or your staff person to attend a Board meeting, meet the Board members, talk with us about what you're hearing from your constituents about IHSS, and join us in our work to improve IHSS--this important 50-year-old program. We can arrange a virtual option for your attendance.

Respectfully,

Cynde Soto, PASC Board Chair





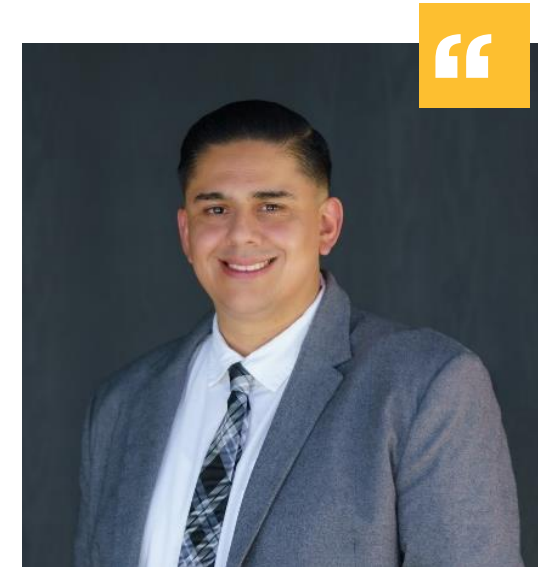
FY 2023-2024

# EXECUTIVE DIRECTOR



## Meet the Executive Director

My name is Luis Bravo, and I am currently serving as the Interim Executive Director of the Personal Assistance Services Council. I have been part of PASC for 14 years, initially starting as a temporary employee for two years before becoming a full-time staff member for the last 12 years. I began my journey at PASC as a call center representative in the health plan department and gradually progressed to managing the health plan, homecare registry and emergency backup services departments. For the past three years, I held the position of Assistant Director, where I was responsible for overseeing all PASC operations, which has prepared me for my current role as the Interim Executive Director. I have experience with IHSS, both working for the Los Angeles Public Authority and through family members who have been part of the program as consumers and providers. I've been fortunate to hear from our IHSS population, and due to all of the heartbreaking and heartwarming stories, I'm incredibly passionate about advocating for IHSS.



**Empowering individuals, strengthening communities—every day, through every challenge, we are committed to delivering compassionate and effective support.**

**Luis Bravo**  
Interim Executive Director



Luis Bravo presenting at the California Association of Public Authorities (CAPA) 2024



**Executive Director's Report**

As I begin my appointment as Interim Executive Director, I would like to recognize the dedicated work of our former Executive Director, Greg Thompson, who has since retired. Greg was a strong advocate for all IHSS consumers, and he served as a guiding light for CAPA and all public authorities. I had the privilege of working under his guidance for the past six years, learning IHSS and recognizing that the independent provider mode does not work for all IHSS consumers. Over time, the IHSS Program has continued to grow. As the number of people enrolled in IHSS increases, the challenges of finding, hiring, and retaining a provider will also grow. Assisting individuals who struggle to find a provider is now our top priority. As we move forward, I will continue to uphold the legacy Mr. Thompson left behind and continue advocating for our consumers.

During this fiscal year, we implemented several innovations to facilitate connections between consumers and providers. We introduced a live chat function on our newly designed website, allowing consumers to request a provider referral list and emergency backup services. Additionally, we initiated a pilot program with the registry engagement department to communicate with backup and emergency providers via text message. Due to the response rate and provider retention, we plan to utilize the pilot program software in the registry for this fiscal year. We are thrilled to announce the relaunch of the provider job bank, enabling

consumers to request providers through an online platform. Additionally, we are excited to reinstate the PASC Registry Engagement program. This program is designed for IHSS consumers registered with PASC who require more assistance with the IHSS independent provider mode. Our aim is to offer diverse options for requesting providers and to support consumers by providing guidance in navigating the independent provider mode.

In 2017, California reported that 70% of IHSS consumers employ a family member as their in-home provider. While the IHSS Program has been proven to work for consumers with family members, we fail to recognize that the program doesn't work for everyone. During the pandemic, many consumers were left to fend for themselves and went without their basic needs being met. The current IHSS caseload in Los Angeles County is estimated to be over 269,000 and is projected to increase. It would be a disservice not to assess the quality of the IHSS Program for individuals without family support and discuss exploring alternative options for them.

**Luis Bravo**

Interim Executive Director







# CONDENSED STATEMENTS OF REVENUES, EXPENDITURES, AND CHANGES IN NET POSITION

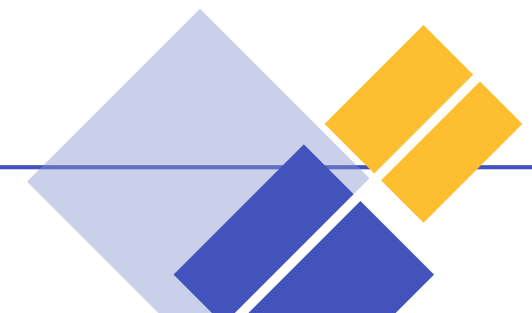
	2023-2024 Unaudited*	2022-2023 Audited	2021-2022 Audited
<b>Revenues</b>	\$ 7,360,153	\$ 5,684,832	\$ 5,408,747
Expenditures	\$ 7,365,710	\$ 5,820,580	\$ 4,112,786
Net Income	\$ (5,557)	\$ (135,748)	\$ 1,295,961
Net Position and End of Year	\$ 1,408,690	\$ 1,387,055	\$ 1,522,803

### Notes to Audited Financial Statements Year Ended June 30, 2023

The change in net position for the fiscal year ended June 30, 2023 can be primarily attributed to the negative impact of the difference in pension expense, as determined by actuarial studies produced by the California Public Employees' Retirement System (CalPERS), compared to the amount paid during the year ended June 30, 2023, of (\$131,169).

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, 2023. It has also been reimbursed for all material operating costs from federal, state, and county funding sources.

\*FY 2023-2024 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.

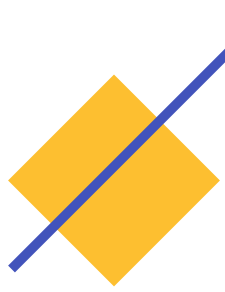


# UNAUDITED FY 2023-2024 BUDGET VS. EXPENSES



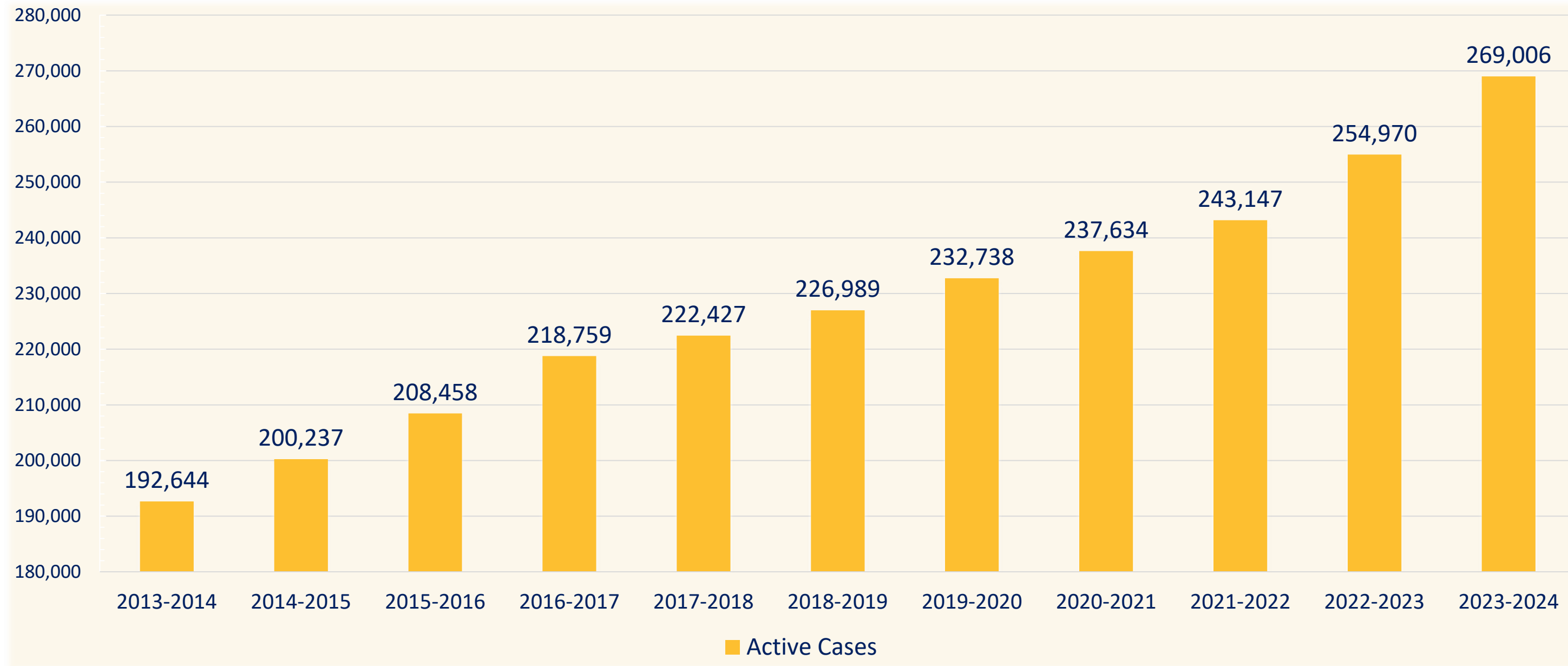
PROGRAM	BUDGET	EXPENDITURES	BALANCE over/under	% USED
Administrative	\$ 5,072,000	\$ 4,886,339	\$ 185,661	96%
Advisory	\$ 16,000	\$ 7,606	\$ 8,394	48%
Health Plan	\$ 539,000	\$ 539,003	\$ (3)	100%
BUPS	\$ 938,000	\$ 937,919	\$ 81	100%
NPER	\$ 727,000	\$ 721,232	\$ 5,768	99%
<b>TOTAL</b>	<b>\$ 7,292,000</b>	<b>\$ 7,092,098</b>	<b>\$ 199,901</b>	<b>97%</b>

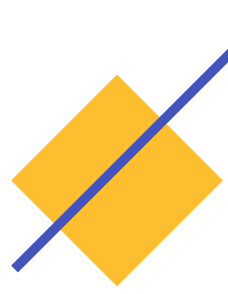
**FY 2023-2024 Unaudited:** These statements have not been published to the State of California or the US Federal Government by our auditors pending detailed completion of the audit.



FY 2023-2024

# LOS ANGELES COUNTY RECIPIENT CASELOAD





FY 2023-2024

# HOMECARE REGISTRY



## Homecare Registry Overview

In the fiscal year 2023-2024, PASC has continued to navigate the ongoing challenges brought on by the global pandemic, in relation to the In-Home Supportive Services (IHSS) program. One of the most pressing issues we faced was a shortage of staff, exacerbated by the current economic climate, which made hiring and retaining new employees particularly difficult. Additionally, the IHSS caseload has grown over the past year. Despite these challenges, we have made significant strides by focusing on recruiting highly qualified staff and providing our existing employees with advanced training to better serve our IHSS consumers and providers.

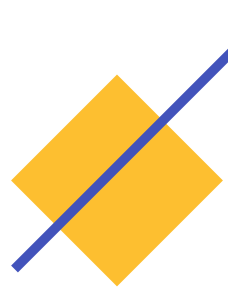
This section of the FY 2023-2024 Annual Report will cover several key areas of our work:

**Registry Activities:** An update on our ongoing efforts to maintain and enhance the PASC Homecare Registry

**Collaboration with DPSS:** An overview of the campaign with DPSS to increase the number of IHSS Back-Up Providers (BUPS) in the PASC Homecare Registry

**Website Enhancements:** Information on updates to the PASC website aimed at improving accessibility and usability for both providers and consumers





FY 2023-2024

# HEMOCARE REGISTRY cont.



## PASC Website and Communications Enhancements

PASC has made significant updates to our website to ensure it remains a user-friendly resource for providers and consumers. The website now allows for quick and easy online applications to the Registry, available in 10 different languages. Additionally, both providers and consumers can stay informed about upcoming trainings, webinars, and important updates.

To complement the website, PASC sends out monthly newsletters that include training opportunities, new information from County and State sources, and helpful reminders.

A new live web chat feature has also been introduced, offering real-time assistance to providers, consumers, and prospective applicants. This chat feature supports inquiries and enables consumers to request provider referral lists.

Finally, PASC offers text messaging services for Back-Up Attendant Program (BUAP) and Back-Up Provider System (BUPS) providers. Providers can respond to automated text messages with their availability, and if further assistance is needed, they are directed to the web chat feature.

## Collaboration with DPSS

During the 2023-2024 fiscal year, PASC partnered with DPSS to increase the number of IHSS Back-Up Providers (BUPS) in the PASC Homecare Registry. DPSS supported this effort by sending a targeted text message campaign to IHSS providers. The message encouraged providers to sign up as Statewide Back-Up Providers, offering them the opportunity to earn \$20 per hour. Providers from Districts 3 and 5, who were working fewer than 100 hours and were not related to the consumer, were specifically targeted.

Over the years, PASC has prioritized building a strong relationship with DPSS. Through collaborative projects like the DPSS recruitment campaign, we have developed a closer working partnership. We look forward to continuing and expanding our work with DPSS in the coming years.





# HOMECARE REGISTRY GOALS

## FY 2022-2023 Goals

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

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

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

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

## FY 2022-2023 Outcomes

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

Result: PASC increased the amount of newly enrolled providers by 21.4%. In fiscal year 2023-2024, PASC enrolled 5,869 new providers, far surpassing the 4,834 new providers enrolled in FY 2022-23.

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

Result: Due to the IHSS caseload increase, and calls going from 7,000 to 10,000, and shortage of staff, we were unable to meet the 75% goal for this fiscal year. Additionally, we had staff separate from PASC. However, when callers aren't able to speak to a live person, there are different ways to reach us. We have our Info email, live chat from our website, and our voicemail service. Assigned staff respond to our Info emails as well as return and respond to the voicemails that we receive.

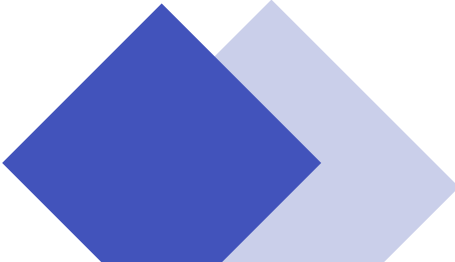
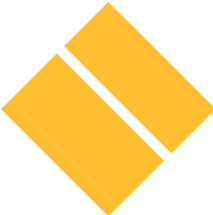
## FY 2023-2024 Goal

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

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.

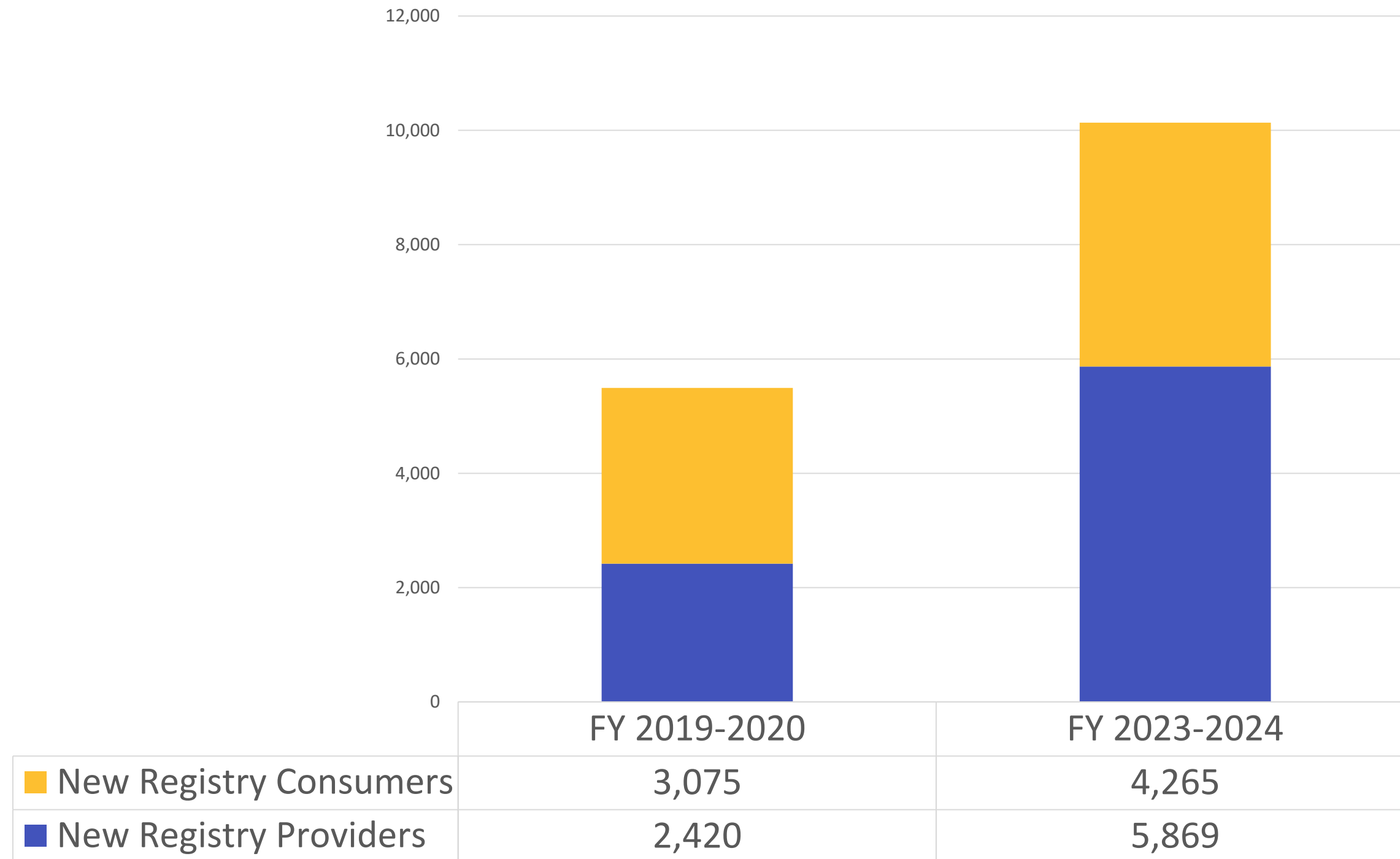
**2. Answer 75% of incoming calls**

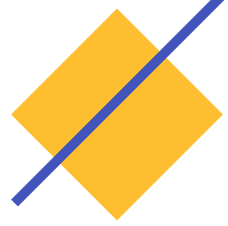
Plan: Continue to cross-train Registry staff and bring on higher level call center representatives.





# HOMECARE REGISTRY 5 YEAR GROWTH COMPARISON



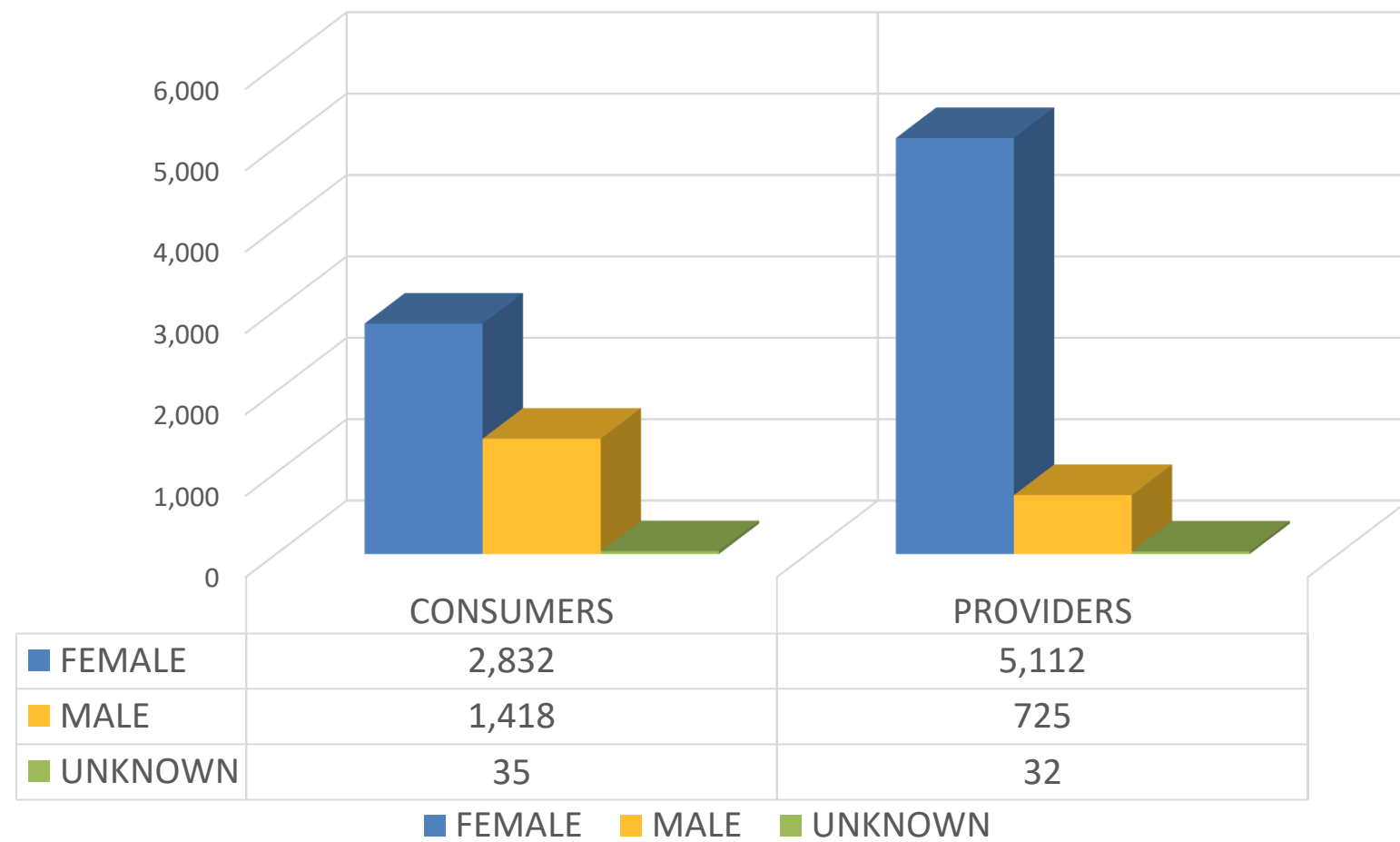


FY 2023-2024

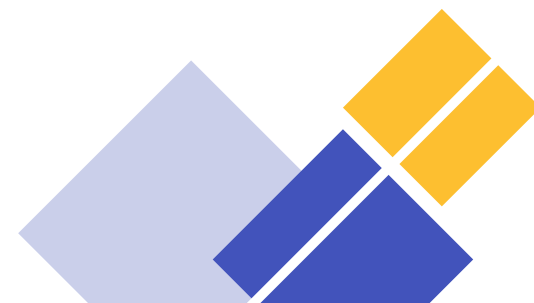
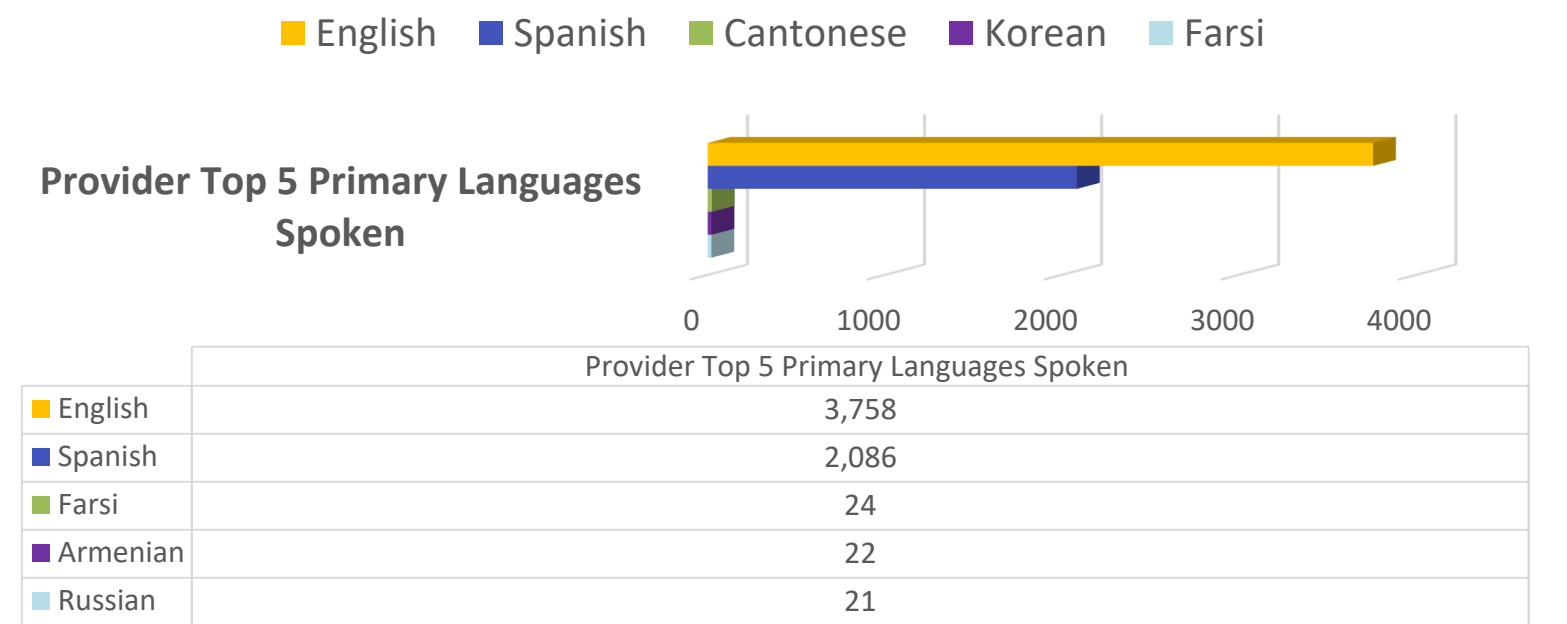
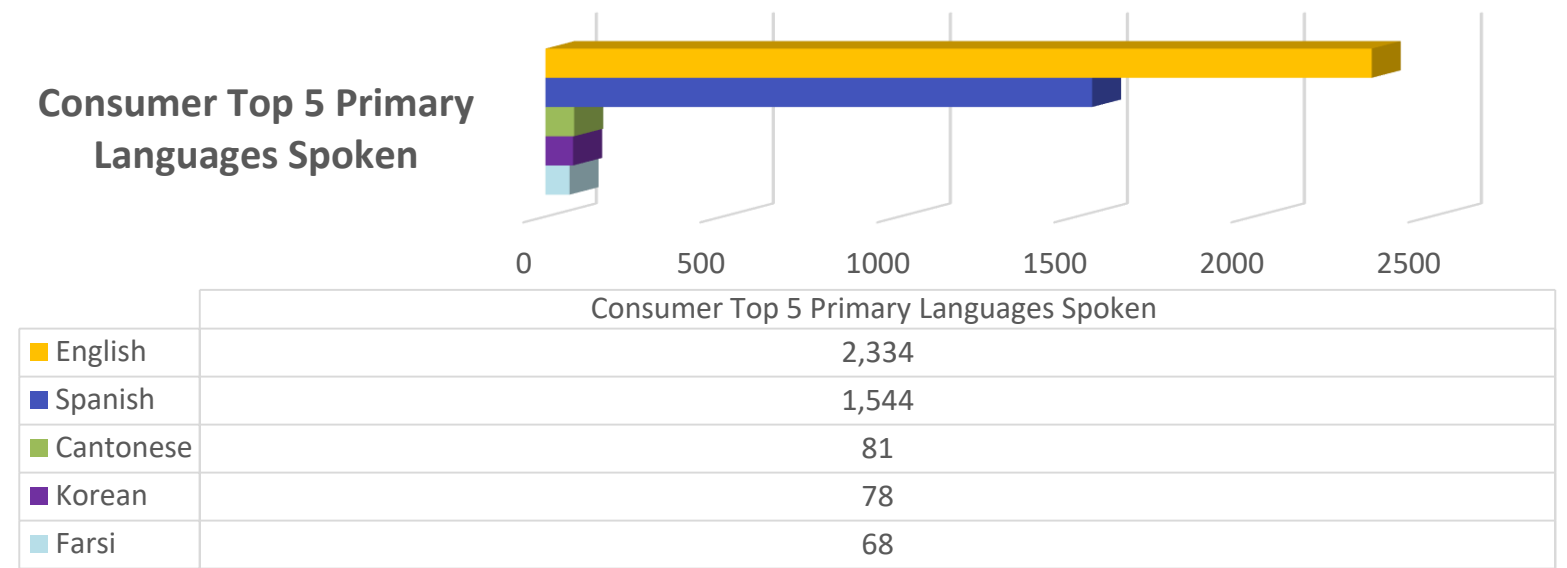
# NEW REGISTRY DEMOGRAPHICS



Newly Approved Consumer and Provider Gender



Top 5 Consumer and Provider Spoken Languages



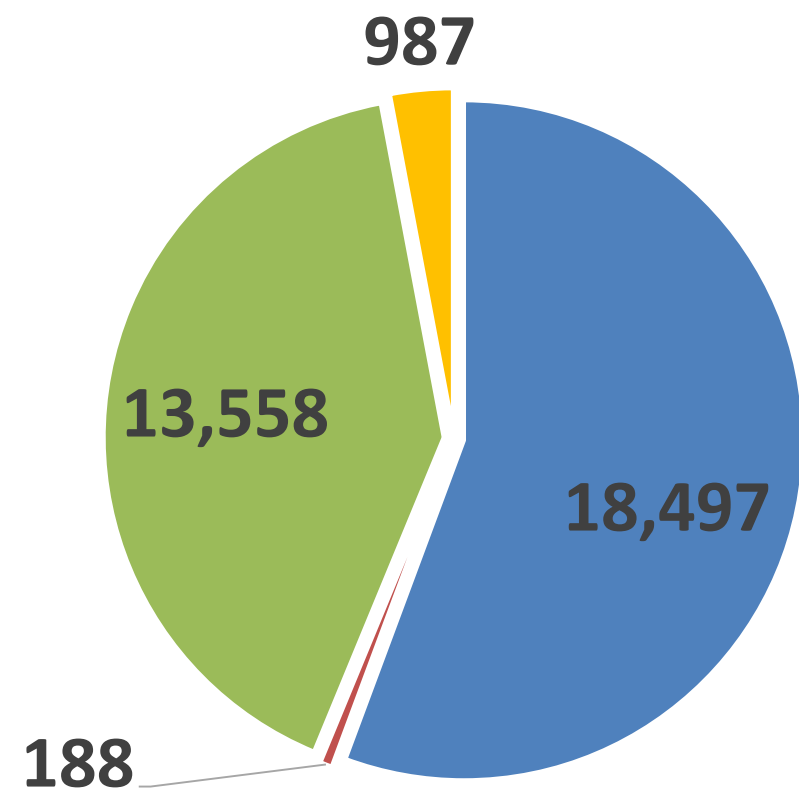




# HOMECARE REGISTRY TELE FORUM

During the 2023-2024 period, PASC conducted 12 Tele-Forums to engage and inform consumers, providers, and other stakeholders. Topics covered included updates on vaccinations (COVID-19, RSV, and Flu), free CICA memberships, IHSS inequities, guidance on managing IHSS hours, and services offered by Independent Living Centers. The forums featured guests from various organizations, including Justice in Aging, Bet Tzedek Legal Services, the LA County Department of Public Health, and several Southern California Independent Living Centers.

## 2023-2024 Tele-Forum Participation



■ Recipients

■ Other

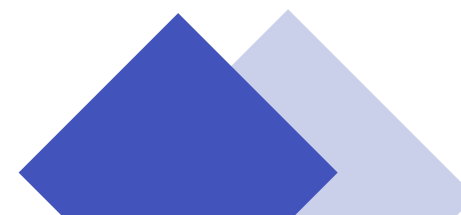
■ Providers

■ Online Participation

### Key Observations

- 1. High Engagement:** Most participants stayed on the call for a substantial period, indicating strong engagement.
- 2. Effectiveness:** 88% of participants found the sessions beneficial, highlighting the relevance and quality of the information provided.
- 3. Attendance Variability:** Attendance peaked during sessions on COVID-19 vaccines and Spanish language forums.

The 2023-2024 Tele-Forums were successful in reaching and engaging the target audiences, with the majority finding the sessions helpful. Maintaining and improving the quality of these interactions will be key to sustaining high engagement and addressing areas for improvement.



# REGISTRY ENGAGEMENT

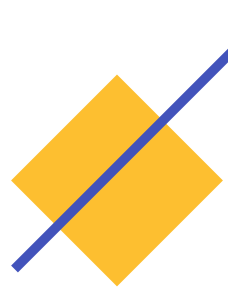


In FY 2023-2024, Registry Engagement continued to prioritize the needs of IHSS consumers in Los Angeles County by facilitating both the Back-Up Attendant Program (BUAP) and the Back-Up Provider System (BUPS). Building on the previous year's goal of expanding our capacity to address all backup requests, we partnered with the Department of Public Social Services (DPSS) to launch a BUPS provider recruitment campaign. This campaign also aimed to recruit IHSS providers not yet enrolled with PASC, which significantly increased our Registry's ability to meet the growing demand for backup assistance. As part of our ongoing efforts to enhance service delivery, we onboarded two additional Registry Engagement Coordinators (RECs) to manage the rising volume of requests. The BUPS continues to offer 80 hours of assistance per fiscal year to eligible IHSS consumers who require immediate backup support and have no alternative resources available. Throughout the year, Registry Engagement remained committed to enrolling new providers and hosting informational meetings to ensure providers were well-informed about their roles and responsibilities.

## FY 2024-2025 Objectives

For fiscal year 2024-2025, 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 of navigating the IHSS Program independently. This comprehensive approach will provide a professional and effective engagement experience and will be referred to as Engagement Coordination. Furthermore, Registry Engagement will continue PASC's efforts to recruit backup providers and host informational meetings to ensure that consumers and providers are well-informed about available backup options.





FY 2023-2024

# BACK-UP PROGRAM



## BUAP & BUPS Provider Recruitment

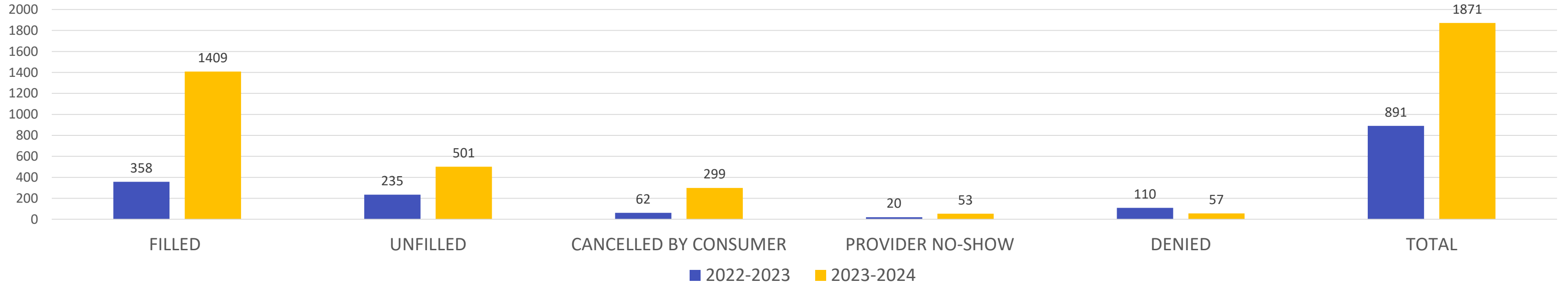
Over the past year, the BUAP and BUPS programs experienced significant growth, reflecting our commitment to meeting the needs of IHSS consumers in Los Angeles County. In FY 2023-2024, total requests for BUAP and BUPS services more than doubled compared to the previous year, increasing from 891 to 1,871. Of these requests, 961 were successfully filled, marking a substantial increase from the 358 filled requests in FY 2022-2023. Specifically, the number of filled BUAP requests rose from 254 to 462, while filled BUPS requests surged from 104 to 499. This growth demonstrates our enhanced capacity to provide essential backup support to IHSS consumers, ensuring they have reliable access to care when they need it most.

To meet the increasing demand for backup services, provider recruitment efforts have also intensified. Over the past year, our recruitment initiatives have successfully expanded the pool of available providers, ensuring that we can continue to fill a growing number of backup requests. Looking ahead to **FY 2024-2025, our goal is to sustain this momentum by increasing provider recruitment by an additional 10%**, further strengthening our ability to support IHSS consumers across the county.

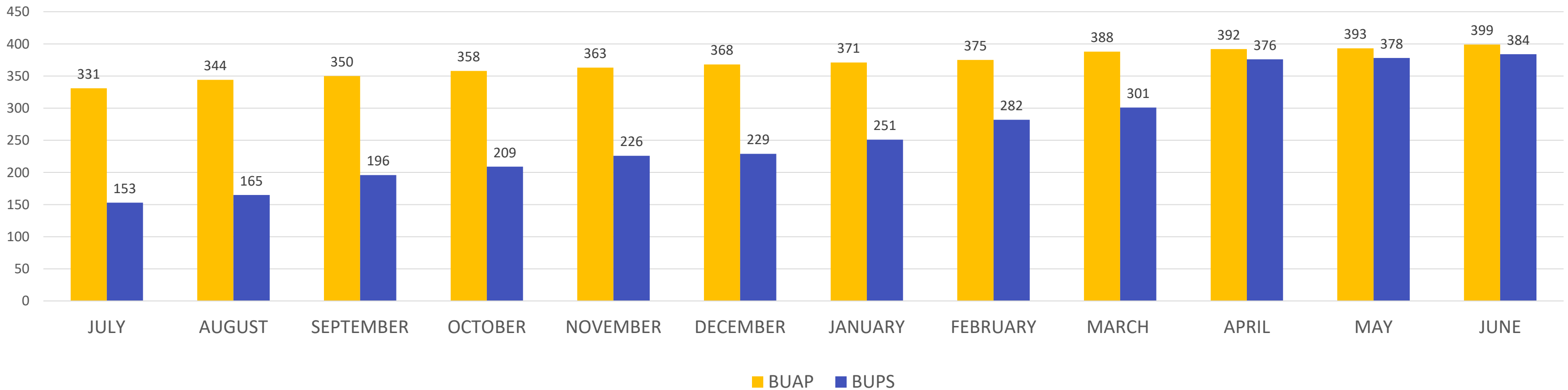
# BACK-UP PROGRAM

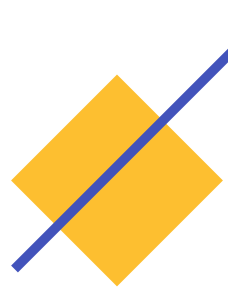


### BUAP & BUPS FY Comparison Breakdown



### BUAP & BUPS Total Providers Recruited FY 23-24 Growth





In July 2024, PASC streamlined its operations within the Provider Services Department (PSD). PSD now oversees and addresses all Criminal Background Investigation (CBI) inquiries for In-Home Supportive Services (IHSS) providers. This includes sorting, reviewing, and processing Criminal Offender Record Information (CORI) responses from the Department of Justice (DOJ) and the Applicant Agency Justice Connection (AAJC). Daily reports processed include Cleared, Rap Sheets, Failed, Rejections, Resubmittals, Subsequent Arrest Notifications (SAN), Subsequent Disposition Notifications (SDN), Delayed Notices, and No Longer Interested (NLI) reports. Additionally, PSD prepares and posts both Daily and Cumulative provider listings for IHSS and handles CBI-related inquiries from IHSS providers via email and phone, particularly regarding updates needed in the Case Management Information Payrolling System (CMIPS) in Los Angeles County.

### **BUAP & BUPS Provider Recruitment**

The PASC Provider Services Department managed the recruitment of providers for the Back-Up Program and identified potential candidates for BUPS. To do so, 59 Back-Up information meetings and one 8-hour online training class were held, with a total of 694 provider attendees. Of those attendees, 83 new BUAP providers were recruited.

### **Provider Services Objectives for FY 2024-2025**

#### **Streamline CBI Status Checks**

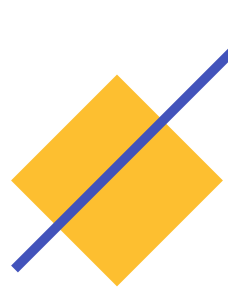
Develop a user-friendly function for IHSS provider applicants to easily obtain their Criminal Background Investigation (CBI) status.

#### **Automation Services**

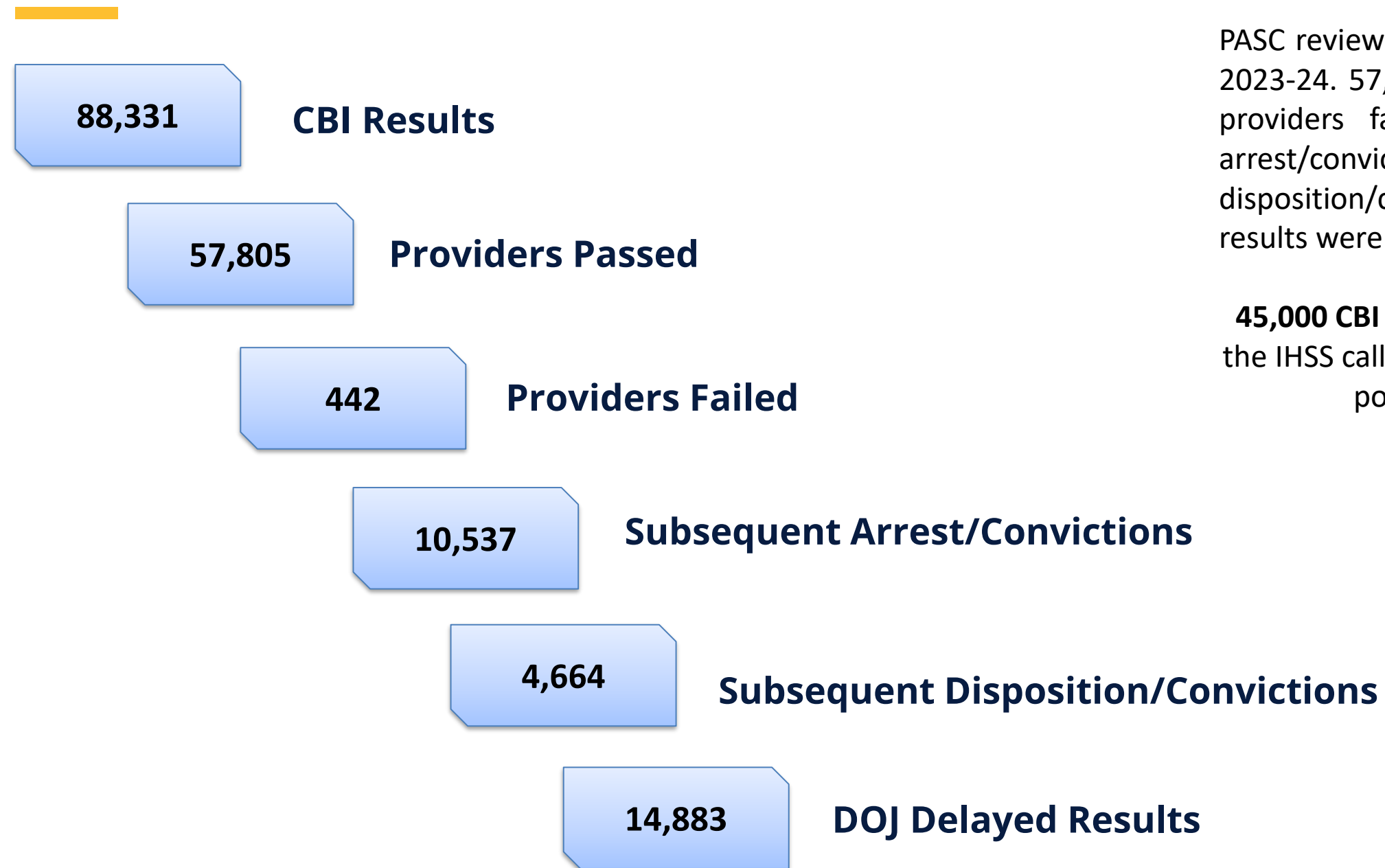
Implement automated CBI status checks via phone or email, available 7 days after fingerprint submission. Provides convenient, real-time status updates, enhancing process efficiency and user experience.

#### **Increase Full-Time Staff**

Expand the full-time staff within PSD. Improves service quality and operational effectiveness, allowing for better support and management of various tasks. These initiatives aim to enhance the IHSS provider experience and improve overall departmental efficiency.



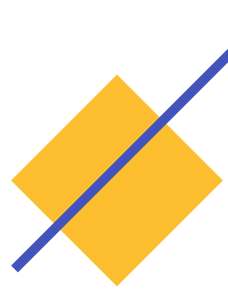
# CRIMINAL BACKGROUND INVESTIGATION



PASC reviewed 88,331 CBI results in FY 2023-24. 57,805 providers passed, 442 providers failed, 10,537 subsequent arrest/convictions, 4,664 subsequent disposition/convictions, and 14,883 results were delayed by DOJ.

**45,000 CBI packets** were delivered to the IHSS call center to be distributed to potential providers.





FY 2023-2024

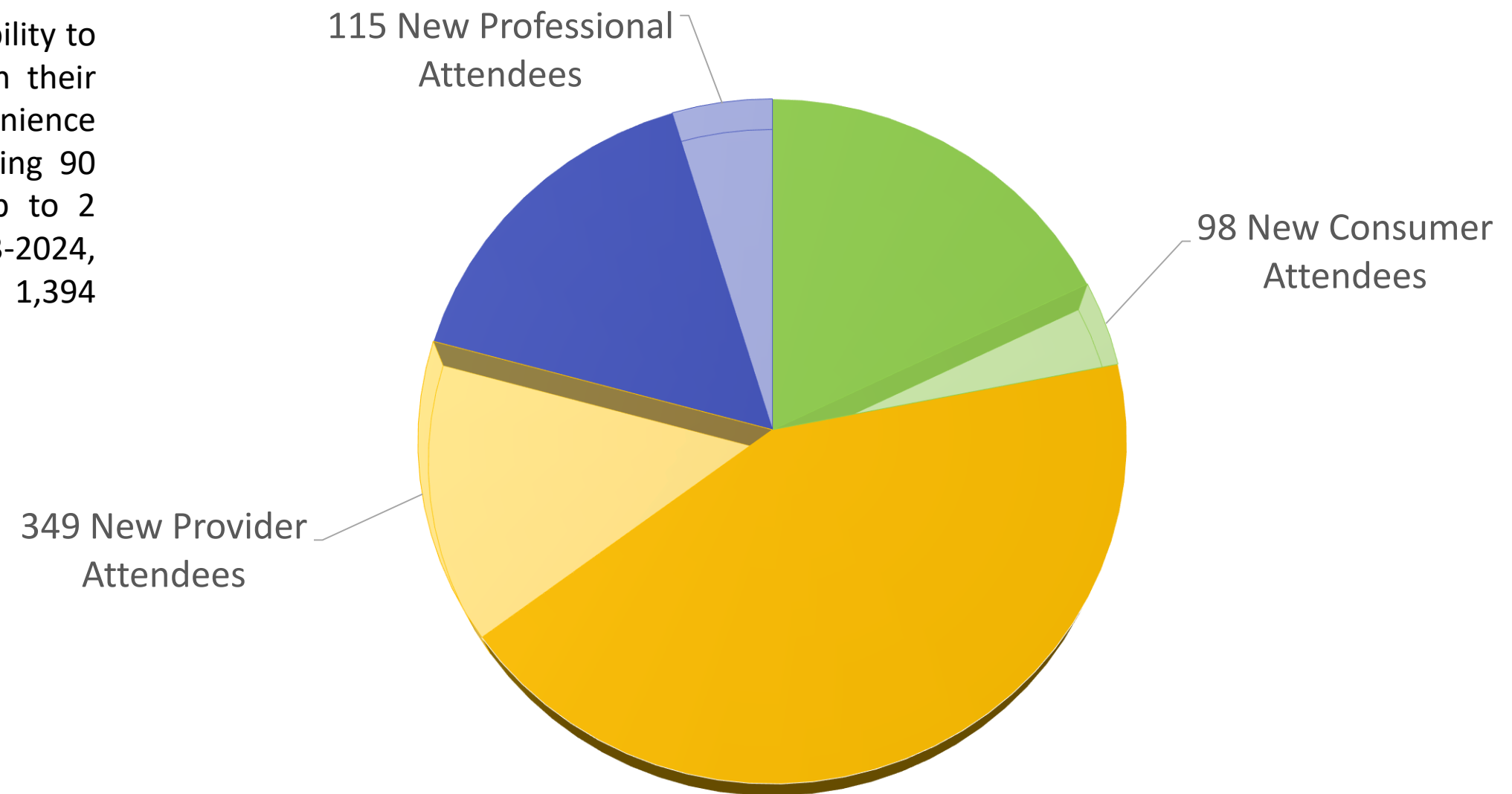


# CONSUMER OUTREACH DEPARTMENT

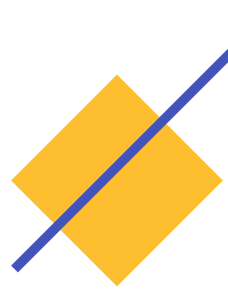
In FY 2023-2024, PASC's consumer Outreach Department, in collaboration with community organizations, delivered a series of free educational webinars to IHSS consumers and providers. These webinars covered a wide range of topics, including arthritis, IHSS, hydration benefits, Alzheimer's disease and dementia, rehabilitation services, sleep health, legal and financial planning, brain health, estate planning, osteoporosis, and healthy dieting. Partner organizations such as Access Services, SCAN, Alzheimer's Los Angeles, Alzheimer's Association, and Bet Tzedek Legal Services played a key role in these offerings.

IHSS consumers and providers valued the flexibility to participate remotely, whether by watching on their devices or listening by phone, from the convenience of their location. The webinars, typically lasting 90 minutes with the possibility of extending up to 2 hours for Q&A, were well-received. In FY 2023-2024, the webinars attracted 533 consumers, 1,394 providers, and 506 professionals.

## Attendee Participant Breakdown



■ Total Recipients 533 ■ Total Providers 1,394 ■ Total Professionals (social workers, case managers, others) 506



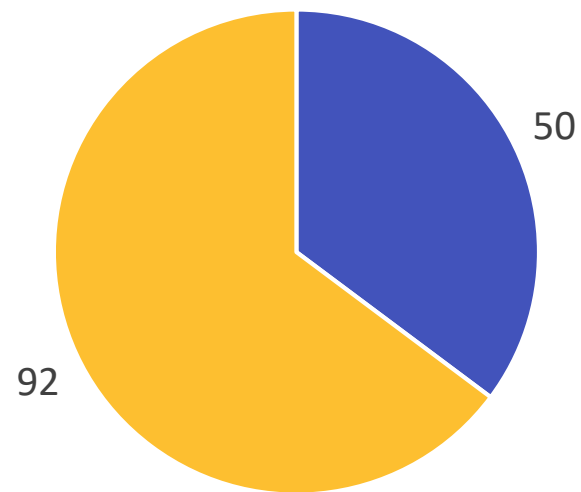
FY 2023-2024

# TRAININGS AND INFO MEETINGS

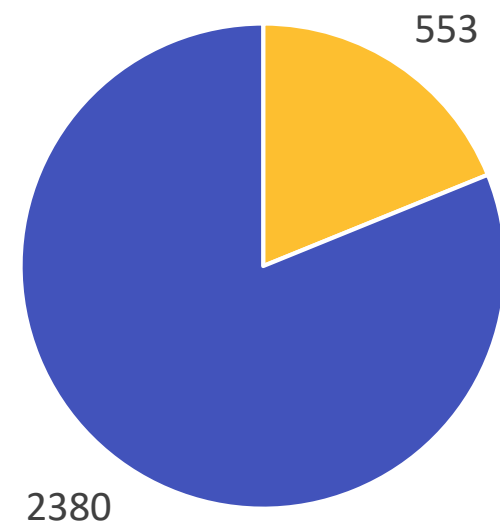
**142 Trainings Held**

**2,943 Attendees**

Trainings



Attendees



■ For Consumers ■ For Providers ■ Consumers ■ Providers

During the fiscal year, we facilitated a total of 142 trainings, comprising 50 consumer-focused and 92 provider-focused sessions. Notably, we conducted 3 in-person trainings, with 9 consumers and 13 providers in attendance. The majority of our trainings, 139 in total, were conducted virtually, reaching 544 consumers and 2,367 providers. Additionally, we held 11 Tele Forums that significantly extended our reach, engaging 18,497 consumers and 13,558 providers. Overall, we successfully trained 544 consumers and 2,367 providers, demonstrating our commitment to enhancing the capabilities and knowledge of both groups within our community.







FY 2023-2024

# PASC-SEIU HOMECARE WORKERS HEALTH CARE PLAN

IHSS providers must be healthy to provide the highest-quality homecare to IHSS consumers. If providers are not healthy, it is more difficult for them to help consumers.

PASC administers the eligibility component of the PASC-SEIU Homecare Workers Health Care Plan, specifically designed 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, and COBRA packets.
- Operating the Health Plan Enrollment and Information Call Center.

Other tasks include completing the Request for Employment Information Form for current and former providers enrolling in Medicare and submitting urgent cases to the LA Cares Enrollment Services Department. The types of Urgent Cases our department handles vary. Reinstatements and Voluntary Retro Terminations are the top monthly cases handled by our call center. PASC considers each urgent matter on a case-by-case basis. In order for PASC to administer urgent requests, providers must reach out to our call center, our call center specialists will create a case. This is how the Health Plan accumulates cases on a monthly basis.

## GOALS FOR FY 2024-25

Answer **90%** or more of our inbound calls

Increase the number of urgent cases by **3% with** follow-up calls to members

These goals will reaffirm our commitment to improving call center performance and ensuring member satisfaction.



FY 2023-2024

# PASC-SEIU HOMECARE WORKERS HEALTH CARE PLAN cont.

## Reinstatements

When providers receive termination notice in the mail, they have the option to reach our PASC-Health Plan Enrollment Center. Our staff manages the case and determines whether the provider is qualified to reinstate their coverage.

There are various examples of why providers lose their coverage:

Temporarily have reduced hours below the minimum threshold of 74 hours per month.

Provider is removed from the case, then reassigned.

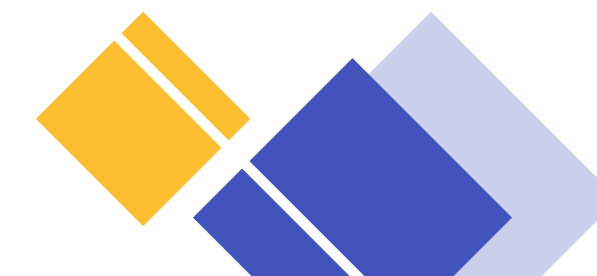
Consumer's Medi-Cal and IHSS case is terminated, provider is removed from case. Consumer's Medi-Cal and IHSS case is reinstated, provider is added back to the case.

Consumer is moved to a hospital, hospice or rehab for an extended period of time. Returns home and assigns the provider back to the case.

## Voluntary Retro Terminations

Providers contact PASC to request a retro termination for various reasons. Common scenarios include having multiple active primary insurances, which can lead to eligibility issues and denial of services with their other health insurance. Additionally, some providers need urgent termination because their preferred prescription drugs, primary care physician, medical group, specialist, or hospital surgeon are covered under the PASC-SEIU Homecare Workers Health Care Plan.

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





FY 2023-2024

# PASC-SEIU HOMECARE WORKERS HEALTH CARE PLAN cont.

## Calls, Enrollments, and Terminations

As of **July 2024**, 49,085 providers are enrolled in the Health Plan. In the fiscal year **2023-2024**, the Health Plan call center received **39,459** calls and answered **33,327 (84.4%)** calls in an **average of 30.5 seconds**.

There were **9,933 providers** enrolled in the plan, and **9,595** were terminated. Upon termination, **2,867** providers enrolled in COBRA.

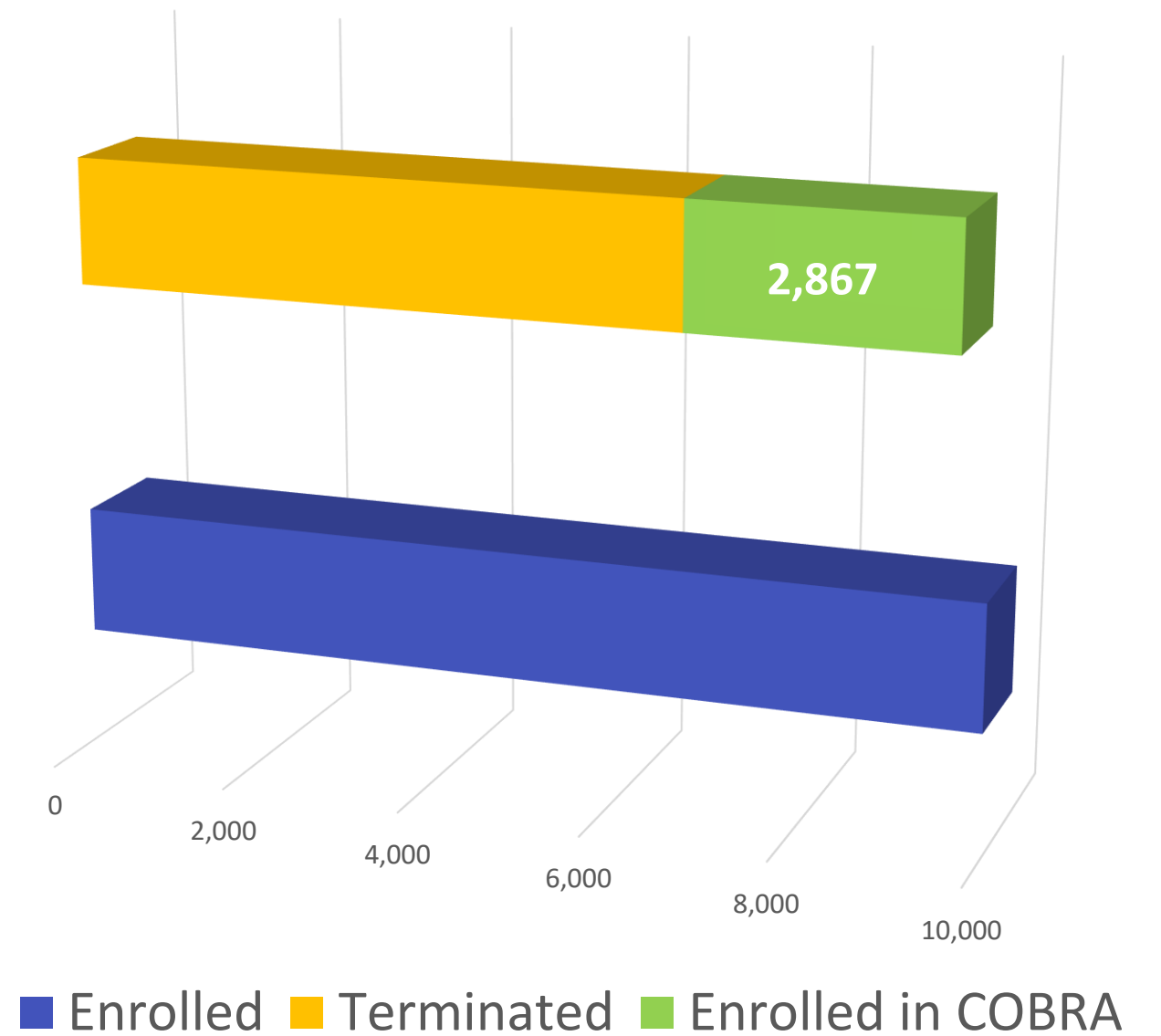
PASC-SEIU Homecare Workers Health Care Plan had a total of **49,085 members** as of June 2024.

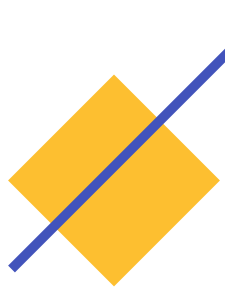
## Health Plan Statistics

Terminated **9,595**

Enrolled **9,933**

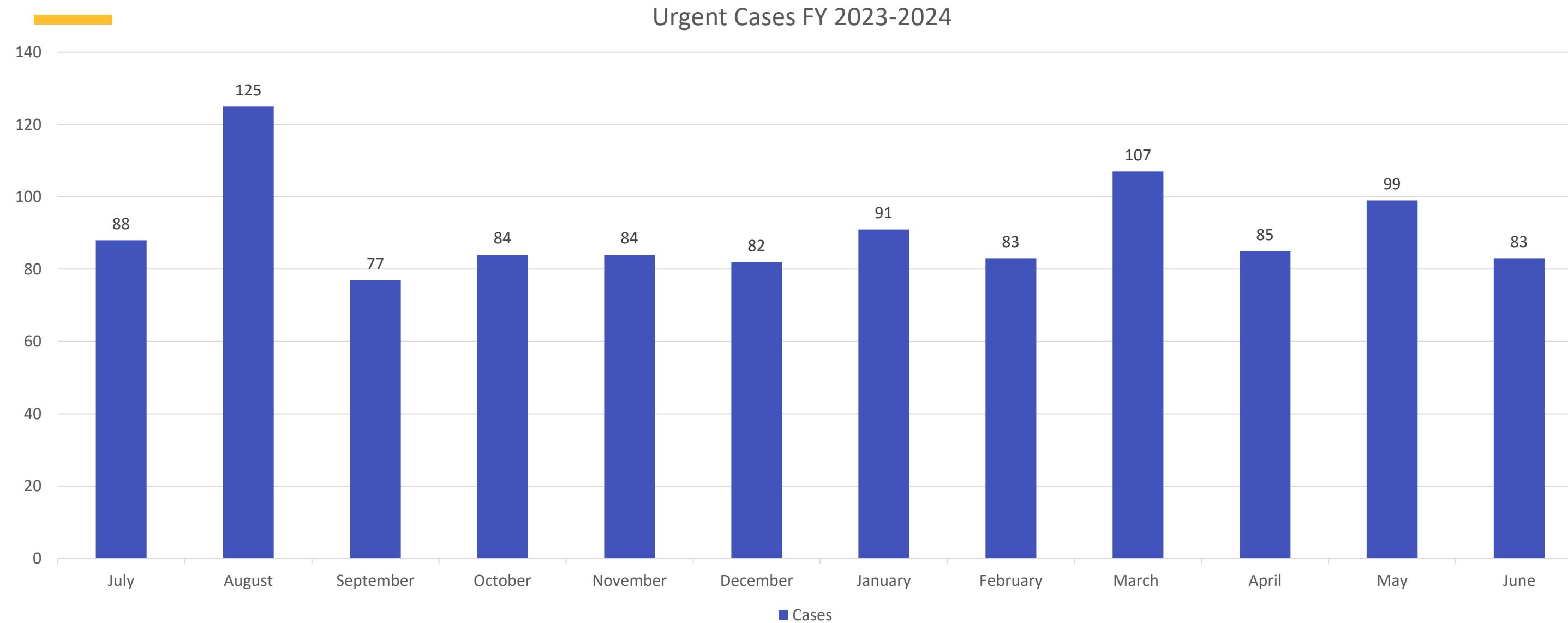
Total membership **49,085**





FY 2023-2024

# HEALTH PLAN URGENT CASES



In fiscal year 2023-2024, out of the total members enrolled, the Health Plan call center staff resolved **1,088** urgent cases, showing an increase in our ability to address member needs.





# INFORMATION TECHNOLOGY

## Fiscal Year Overview

The IT Department has had a particularly dynamic and productive fiscal year, marked by significant operational improvements and strategic upgrades. Our efforts were centered around optimizing asset management, enhancing operational efficiency, and preparing for future technological advancements.

Below is a detailed overview of the key activities and achievements that defined this period.

### 1. Warehouse Cleanout and Asset Reorganization

This fiscal year, we undertook a comprehensive cleanout of our IT equipment warehouses. This project involved:

**Inventory Assessment:** Conducting a thorough evaluation of existing equipment to determine usage status and condition.

**Disposal of Obsolete Equipment:** Implementing an organized disposal process for outdated or non-functional hardware, in compliance with environmental regulations and company policies.

**Reorganization:** Streamlining the remaining equipment for better accessibility and efficient retrieval. This step included categorizing equipment by type, function, and condition, ensuring an orderly and manageable inventory system.

### 2. Implementation of Inventory Control Software

A significant milestone this year was subscribing to and deploying a new inventory control software. The implementation process included:

**System Configuration:** Customizing the software to align with our specific inventory management requirements and integrating it with our internal processes.

### 3. Integration of IT Equipment into the Inventory Platform

As part of our asset management overhaul, we successfully integrated all IT equipment into the new inventory control platform. Key activities included:

**Tagging and Labeling:** Applying new asset tags and labels to all equipment, facilitating easy identification and tracking within the inventory system.

**Continuous Monitoring:** Establishing protocols for ongoing updates and maintenance of the inventory, including regular audits and reconciliations.