

16. HOW MANY HOURS CAN A BACK-UP PROVIDER EXPECT TO WORK?

The number of hours that a back-up provider works will vary depending upon the nature and volume of requests made by IHSS consumers.

CONSUMER COMMENTS:

IHSS consumers tell PASC that the Back-Up Program provides them with a much needed service. Without the Back-Up Program, consumers say they would have to go without help until their provider returned. Many have said they would have to go to a nursing home if they did not have help when their provider suddenly could not come to work.

A FINAL REMINDER:

CONSUMERS: Contact the PASC Back-Up Program toll-free at **(877) 287-6789**. Persons with hearing or speech impairments may wish to call our TTY number at **(626) 737-7512**. Remember that it is important to enroll, at your earliest convenience, so that we can respond quickly if you should call the program for a back-up provider.

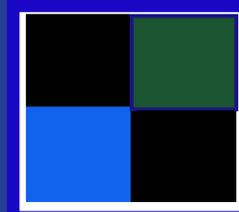
PROVIDERS: Contact the PASC Back-Up Program toll-free at **(877) 565-4477** for instructions on how to apply to be a back-up provider.



Call Toll Free!
Consumers: (877) 287-6789
Providers: (877) 565-4477
TTY: (626) 737-7512
Fax: (818) 206-8000



PASC Back-Up Program



Frequently Asked Questions

THE BACK-UP PROGRAM: FREQUENTLY ASKED QUESTIONS

1. WHAT IS THE BACK-UP PROGRAM?

The Back-Up Program is a program designed to refer replacement homecare providers to eligible IHSS consumers when they have an urgent yet temporary need for back-up support. When their regular IHSS worker cannot work due to an unforeseen or unplanned event, and their usual substitute providers are not available, consumers can simply call the Back-Up Program, toll-free, to request a referral of a back-up provider.

The goal of this program is to lower the risk to the health and safety of IHSS consumers with severe disabilities when they cannot locate someone to help them in their homes.

Eligible IHSS consumers can call the Back-Up Program for a referral Monday through Friday, between 8 AM and 5 PM. When you call, PASC staff will talk to you about your request. If you call after 5 PM and before 8 AM, or on the weekend, your message will be taken by an answering service. Please bear in mind that it takes time to process requests, so call PASC as soon as you know that you have an urgent need for a Back-Up Provider.

2. WHICH CONSUMERS ARE ELIGIBLE TO USE THIS PROGRAM?

The Back-Up Program serves those IHSS consumers who are most in need of a replacement provider, based on their high need for personal care, such as assistance with bathing, eating, going to the toilet, dressing, and walking. To be eligible for the Back-Up Program, you need to be authorized by the Department of Public Social Services (DPSS) to receive at least **25** hours per week of personal care services, as a part of your total IHSS hours per month.

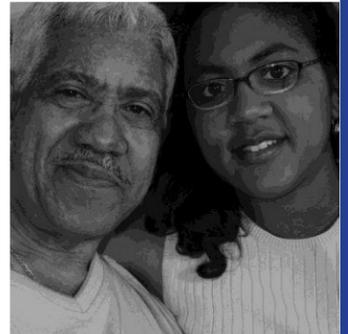
State of California Department of Justice Criminal Background Investigation. In addition, applicants must have had experience and/or training in assisting persons with disabilities, or participate in PASC's special training program for back-up providers. All new workers must attend an orientation that informs them about the policies, procedures, and expectations.

For all applicants who want to work as a back-up provider:

All persons who want to work as back-up providers will be asked to list the days and times when they will be available to work on short notice, and to indicate the areas of Los Angeles County where they are willing to provide back-up provider services.

14. CAN A REGULAR IHSS WORKER SERVE AS A BACK-UP PROVIDER?

Providers who are already serving IHSS clients, and wish to take on additional work, can apply to serve as back-up providers during times outside of the hours when they are working for their regular consumers. However, an important goal of the Back-Up Program is to avoid utilizing those persons already providing many hours of critical services to IHSS consumers who require a great deal of assistance in their homes.



The Back-Up Program also recruits qualified individuals from other groups of healthcare providers who are not currently working for consumers in the IHSS Program. The goal of this recruitment effort is to expand the worker pool, so adequate numbers of providers are available to serve consumers who call the Back-Up Program.

15. WHAT DOES THE PROGRAM PAY A BACK-UP PROVIDER?

Individuals who serve as back-up providers are paid \$16.80 per hour of service, compared to \$13.80 per hour that is currently paid in the regular IHSS program. This higher hourly wage is paid to back-up providers in consideration of the extra effort required to respond promptly, and on short notice, for a referral to a new consumer in an unfamiliar location.

- Together with the Back-up provider, complete, date, and sign the Recipient Request for Assignment of Authorized Hours to Providers (SOC 838) form.

The completed SOC 426A and SOC 838 must be sent to IHSS Headquarters for processing. You may ask one of our Registry Specialists for the address.

12. WHAT CAN CONSUMERS DO IF THEY HAVE PROBLEMS WITH THE BACK-UP PROVIDER?

If you have any problems, please call the Back-Up Program toll-free at **(877)287-6789**. Please **BE SURE YOU CALL** if:

- The back-up provider does not arrive as scheduled..
- You choose not to use the back-up provider, or want help finding another provider.
- You are dissatisfied with the back-up provider or with the work he or she does in your home.



13. HOW DOES AN INDIVIDUAL APPLY TO WORK AS A BACK-UP PROVIDER?

To apply to become a Back-Up Provider, call the Back-Up Program at **(877) 565-4477**.

Requirements for applicants who have already joined the PASC Registry:

IHSS providers who are already signed up on the PASC Homecare Registry must meet the requirements of the Back-Up Program before they can serve as back-up providers. They must be willing to participate in a special training program, if needed. In addition, they must attend PASC's special orientation session or meeting for back-up providers. These applicants will not be required to undergo another criminal background check.

Requirements for applicants who have not yet joined the PASC Registry:

Persons who want to apply for the Back-Up Program, but have not yet signed up with the PASC Homecare Registry, must fill out an application, and meet all the requirements for joining the PASC Homecare Registry, including clearing a

Please keep this pamphlet for future reference!

3. WHEN SHOULD ELIGIBLE IHSS CONSUMERS ENROLL IN THIS PROGRAM?

Please enroll in the Back-Up Program **BEFORE** you have an immediate need for a back-up provider. If you enroll early, the Back-Up Program will have the information needed to assist you when you **DO** require a back-up provider.

If you have received a letter stating that you are eligible for the Back-Up Program, you should contact the Back-Up Program as soon as possible to complete the enrollment process.

The enrollment process is easy, and requires that you fill out only one enrollment packet to register for the Program. Enrollment is free and does not obligate you to use the program.



It is very important that all eligible consumers enroll in the Back-Up Program at the earliest opportunity. Call (877)287-6789 toll-free to enroll or ask further questions about this program.

4. HOW DO ELIGIBLE CONSUMERS REQUEST A BACK-UP PROVIDER WHEN THEY NEED ONE?

To request a referral, you must call the PASC Back-Up Program directly at **(877) 287-6789**. When you call, you will need to specify the dates and times that services are required, and provide other information, as needed, to help Back-Up Program staff arrange a suitable referral for you.

If you are unable to call the Back-Up Program on your own, you can ask a friend, family member, or another person to call the Back-Up Program on your behalf.

5. WHAT QUALIFICATIONS WILL THE BACK-UP PROVIDERS HAVE?

Back-up providers have had experience and training assisting people with disabilities, and have attended an orientation session to inform them about the Back-Up Program and its policies, procedures, and expectations.

6. DO ELIGIBLE CONSUMERS HAVE A CHOICE OF PROVIDERS REFERRED BY THE BACK-UP PROGRAM?

The main goal of the Back-Up Program is to refer a replacement provider to you as quickly as possible. Back-Up Program staff will refer a provider who matches the needs and preferences that you have specified in your request.

The Back-Up Program will honor your request that a particular back-up provider NOT be referred to you. Please give this information to the program staff when you request a referral.



IHSS consumers retain the right to accept or refuse any person referred by the Back-Up Program. If you are not satisfied with the provider referred by the Back-Up Program, you may call for another referral.

7. CAN THE BACK-UP PROVIDER PROVIDE THE SAME TYPES OF SERVICES AS THE CONSUMER'S REGULAR PROVIDER?

The goal of the Back-Up Program is to refer a back-up provider who is prepared to perform the same range of tasks that your regular provider is authorized to provide, according to IHSS guidelines. The IHSS consumer retains control over assignment of duties and supervision of the provider.

Any paramedical services, such as insulin injections, catheter care, or assistance with feeding tubes, will be solely under the authority, control and judgment of you and your physician, just as is required by the IHSS Program when your regular provider is providing this help.

8. HOW MANY HOURS OF HELP ARE AVAILABLE TO A CONSUMER UNDER THE BACK-UP PROGRAM?

Because of budget restrictions, PASC is limited in the hours of service that can be provided to any one consumer under the program.

Hours provided by the back-up provider **will be subtracted** from your total authorized IHSS hours for that month, just as they would be if these hours were provided by your regular IHSS provider.

9. DO CONSUMERS HAVE TO PAY FOR THE SERVICES RECEIVED FROM THE PROGRAM?

You do NOT have to pay for any services provided under the Back-Up Program unless you are on advance pay, or have a share of cost.

10. HOW DOES THE BACK-UP PROGRAM AVOID DISRUPTING THE RELATIONSHIP BETWEEN CONSUMERS AND THEIR REGULAR PROVIDERS?

The Back-Up Program takes great care not to disrupt existing arrangements between IHSS consumers and their regular providers.

IHSS providers are selected for the Back-up Program only if they wish to work extra hours OUTSIDE of the hours committed to the consumers they regularly serve. In addition, persons who currently provide a large number of hours of IHSS to a particular consumer are not recruited to serve as back-up providers

Current IHSS providers who want to work as back-up providers will be asked to list the times they are available. These workers need to allow sufficient time to respond to the needs of their regular consumers, so that those consumers will not be disadvantaged if their regular provider is participating in the Back-Up Program.

Your regular provider can resume services as soon as she or he is available. Of course, she or he will NOT be paid for the times that services were provided by a back-up provider.

11. WHAT SHOULD CONSUMERS DO WHEN THE BACK-UP PROVIDER ARRIVES AT THEIR HOME?

Consumers will be expected to do each of the following:

- Explain to the provider the types of services you need and the number of hours to be worked, and decide whether you want to hire the provider.
- Direct and supervise the work, and give the provider clear instructions on how you would like services to be provided.
- Sign, Print your name, and date the Recipient Designation of Provider (SOC 426A) form.

