



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

IN THIS EDITION

CDSS' Publication on Sexual
Harassment in the Workplace

HEMOCARE 4-1-1

A monthly brief on homecare-related topics issued by PASC's Provider Services Department
Year 1, Issue 4, December 4, 2020

PASC Provider Services Department

The Personal Assistance Services Council (PASC) established a new department that focuses on helping IHSS providers with background check-related inquiries, trainings, Essential Protective Gear (EPG) distributions for providers and consumers, provider-specific activities and other related matters. To reach the Provider Services Department, please dial **(877) 565-4477**, press **2** and then **4**.

To insure good health: Eat lightly, breathe deeply, live moderately, cultivate cheerfulness, and maintain an interest in life.

William Londen

Open Table Talk

The Open Table Talk is a new educational activity that the Provider Services Department is launching. We will gather small groups of providers in a Zoom room to talk about their experiences as IHSS providers, and to share ideas as to how they have coped with challenging workplace situations. From these meetings, the Provider Services Department will gather valuable information on trainings that providers may find useful. Providers who would like to take part should call the Provider Services Department at **(877) 565-4477** and press **2** and then **4**.

In-Home Supportive Services (IHSS) Enrollment Process for New Provider Applicants in Easy-to-Understand Terms

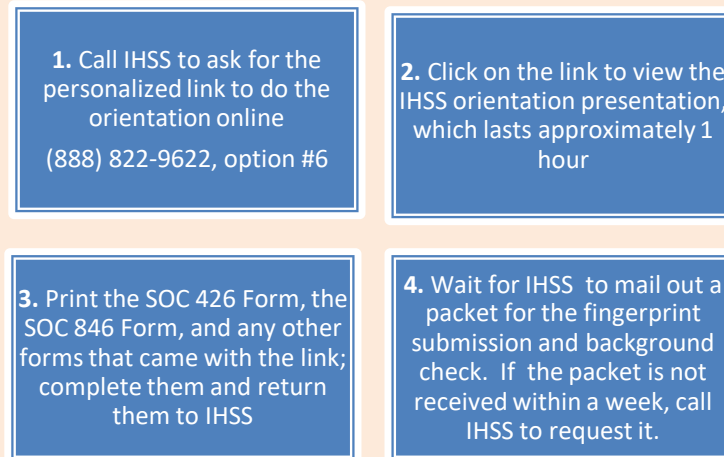
Many first-time IHSS provider applicants become frustrated with the IHSS enrollment process, in part because of the multiple steps involved and because often these steps are explained in terms which are much more complicated than they actually are. In everyday terms, there are 3 simple steps that IHSS provider applicants must complete in order to become eligible to work and get paid for IHSS:

1. **Orientation to IHSS:** This consists of a review of the IHSS Program protocols. For many years, these orientations were done in person, but, due to COVID-19, orientations for new IHSS provider applicants are now online. To complete the orientation, applicants need to call **(888) 822-9622**, then select **option #6** to request the **link** for the online IHSS orientation. A link will be emailed to the applicant, and the applicant will be able to view the **1-hour** presentation. Upon completion of the online orientation, IHSS will mail the Request for Live Scan Forms to the provider applicant, so the applicant may submit their fingerprints via live scan for a criminal background investigation.
2. **Background Check:** The background check of an IHSS applicants's criminal history, by the Department of Justice (DOJ), will determine if the applicant has been convicted of any crime that would make him/her unfit to do IHSS work. The background check itself consists of two parts: submission of fingerprints at a live scan location—using the Request for Live Scan forms-- and the actual review of the applicant's criminal history by DOJ. A live scan is a way of submitting fingerprints electronically, not using ink as was done in the past. The *Request for Live Scan* forms are mailed by IHSS after the online orientations, or they can be downloaded from PASC's website at www.pascla.org. Each county has their own *Request for Live Scan* forms with preprinted data related to that county, so provider applicants should use the Request for Live Scan forms from the county in which they plan to work. To find a live scan location near you, simply click on this link: <https://www.oag.ca.gov/fingerprints/locations?county=Los%20Angeles>.

The cost for the fingerprint submission and background check ranges from \$55 to \$70. The total amount is paid to the live scan vendor, who in turn will pay DOJ its corresponding fee. Once you submit your fingerprints via live scan, the information is sent to DOJ electronically. DOJ will conduct the background check and send the results to PASC. PASC will notify the IHSS Program whether the applicant has passed or failed the background check. If an applicant wishes to check the status of a background check (after submitting fingerprints), they can go to <https://applicantstatus.doj.ca.gov>, enter the ATI number (input by the live scan person on the *Request for Live Scan* form) and their date of birth. The system will let the applicant know if the transaction has been **completed**. Applicants may also call (877) 565-4482 to check the status of their background check. Applicants should not call the live scan location to check the status of their background check. The live scan vendors are not the ones that do the background check.

- 3. Completion of IHSS SOC Forms:** IHSS provider applicants are required to complete IHSS Program Provider Enrollment forms, which consist of the 5-page SOC 426 form and the 6-page SOC 846 form. The acronym SOC stands for State of California, and the identifying number assigned to each document appears at the bottom left of the page. Applicants may also have to complete a **W-4** form (Employee's Withholding Certificate--federal--) and a **DE 4** form (Employee's Withholding Allowance Certificate --state--) to have federal and state taxes taken out of their paychecks. Additionally, the consumer and provider must complete the In-Home Supportive Services (IHSS) Program Recipient Designation of Provider Form (SOC 426A), as well as the IHSS Recipient Request for Assignment of Authorized Hours to Providers (SOC 838), so the county will know the number of hours that the provider will be working for a particular consumer each month.

IHSS provider enrollment steps simplified



What? I have to Resubmit my Fingerprints?

A resubmittal notice can be confusing, so let's begin at the beginning. A lot of providers, particularly those who are elderly, have fingerprints that sometimes can't be read by the electronic scanner. Time and work have worn away the ridges on their fingers. This is particularly true for those who have worked with chemicals. If the Department of Justice, or DOJ, cannot read your prints, they send you a resubmittal notice. This often catches the applicant by surprise, but the instructions are very simple to follow. Take the notice and the new live scan forms we provide you back to the live scan vendor who took your prints. The live scan operator will know what to do.

But wait! Will I have to pay again?

No. The resubmittal notice clearly states that you can retake your prints one time at no additional charge, as long as it is done within 30 days of the initial submission. This is why you must return to the vendor who submitted your prints in the first place. If you choose to go to another vendor, you will have to pay again.

Since my prints weren't able to be read in the first place, why redo them again?

DOJ understands that it is unlikely your prints will be read a second time either. But DOJ wants to see that it was not due to carelessness, and that the prints really can't be read. Once this is confirmed, they will do a physical search of the records to compile your criminal background investigation report. The vendor and the applicant don't have to spend a lot of time and effort retaking the prints. Just an honest effort to get a clear read of the fingerprints is all that is required.

But wait! I did everything DOJ asked in the resubmittal notice. Now they sent me a delay notice. What is this all about?

Only DOJ knows why and how some people receive delay notices and others do not. We can tell you that delay notices are very common. And it doesn't mean that there is something wrong with the live scan submission. Another way to look at it is that they have your live scan submission and they are working on putting together the report. If this happens to you, patience is truly a virtue. It is important for you to stay in touch with PASC, so that once your CBI comes in, we will be able to advise you on what to do next.

Coronavirus: Prevent the spread of germs when caring for someone who is sick

By the Centers for Disease Control & Prevention (CDC)

- Have the person stay in one room, away from other people, including yourself, as much as possible.
 - If possible, ask the individual to stay in a separate room and use a separate bathroom.
 - Avoid sharing personal household items like dishes, towels, and bedding.
 - Have the individual wear a [cloth face covering](#) (that covers their nose and mouth) when they are around people, including you.
 - If the sick person can't wear a cloth face covering, you should wear one while in the same room with him or her.
 - If the sick person needs to be around others (within the home, in a vehicle, or doctor's office), he/she should wear a cloth face covering that covers their mouth and nose.
- Wash your hands often with soap and water for at least 20 seconds, especially after interacting with the sick person. If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth.
 - Every day, clean all surfaces that are touched often, like counters, tabletops, and doorknobs. Use household cleaning sprays or wipes according to the label instructions.
 - Wash laundry thoroughly. If laundry is soiled, wear disposable gloves and keep the soiled items away from your body while laundering. Wash your hands immediately after removing gloves.
- Avoid having any unnecessary visitors.
- For any additional questions about their care, contact their healthcare provider or state or local health department.

Back-Up Program Information Meetings

PASC operates a program that provides short-term homecare assistance to IHSS recipients when the recipients' regular homecare providers are unable to work due to an unexpected event. **Back-Up providers are paid \$3.00/hour over the regular pay.**

Basic Requirements:

- a. Be eligible to do IHSS work and approved for PASC Registry
- b. Working fewer than 35 IHSS hours per week
- c. Have a Home Health Aide, Nursing Assistant, or Homecare Integration Certificate
(or participate in PASC's 8-Hour Online Training when available)
- d. Participate in a 1-hour Back-Up Program information meeting
- e. Complete and submit Back-Up Program Application Forms

The next Back-Up Program information meetings in English will be held on December **7, 9, 14, 16,** and **22**, from 3:00 pm to 4:00 p.m. Same meetings will be held in Spanish December **8, 10,** and **15**, from 3:00 pm to 4:00 p.m. Participants must have a computer, laptop, tablet, or smartphone with internet access and a valid email address. The information meetings will be held via **Zoom**.

Please call (626) 737-7502
to make a reservation or for additional information.



Providers lining up for our EPG distributions.

Participants must have an IHSS paycheck stub and a driver license or identification card. Participants only get to pick up supplies once during each distribution.

Essential Protective Gear (EPG) Distribution for IHSS

Saturday, December 5, 2020, from 9:00 AM to 1:00 PM

PASC in collaboration with SEIU 2015 and

Pomona Fellowship Church of the Brethren

875 West Orange Grove Avenue, Pomona, CA 91768

Saturday, December 12, 2020, from 9:00 a.m. to 1:00 p.m.

Office of SEIU 2015—parking lot--

PASC in collaboration with SEIU 2015

639 West Avenue L-14, Lancaster, CA 93534

(DRIVE-UP FORMAT. Participants must remain in their cars.)

Saturday, December 19, 2020, from 9:00 AM to 1:00 PM

PASC in partnership with Disabled Resources Center, Inc.

2750 East Spring Street, Suite 100

Long Beach, CA 90806

Do not contact the organizations where these distributions will be held. They are not the ones distributing EPG; they are simply hosting the events. If you have questions, please call (877) 565-4477, press 2 and then 4.

What is sexual harassment?

Sexual harassment is defined as unwelcome behavior of a sexual nature.

The California Department of Social Services (CDSS) has issued information about AB 3802, which requires CDSS to develop or identify educational materials to be made available to IHSS recipients and providers.

CDSS developed education materials, [SOC 2326](#) (information about sexual harassment for IHSS consumers) and [SOC 2327](#) (information about sexual harassment for providers), which suggest methods to identify, prevent and resolve sexual harassment situations in the IHSS program.

Click on the links to read the complete article on sexual harassment issued by CDSS.

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