

HOMECARE 4-1-1

A periodic brief on homecare-related topics prepared
by PASC's Provider Services Department
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*"If you judge people, you have
no time to love them."*

Mother Teresa



Provider Services Department

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**.



PERSONAL ASSISTANCE SERVICES COUNCIL

Supporting and Enhancing Independence

Call Us for the Information You Need

Telephone calls to the Provider Services Department fall primarily into 6 main categories:

- Background check status
- IHSS requirements for provider applicants
- Payroll-related matters
- What services are provided by our department
- Signing up for the Registry or an upcoming PASC-sponsored activity or educational event
- Calls for help and support

Regardless of the reason for your call, our staff will be able to provide better services if you follow these 4 suggestions:

1. Find the right time and location to make your call. Do not call while driving, eating, or talking to other individuals.
2. Turn down the TV or radio, if applicable.
3. Have a pen and paper at the ready.
4. Know what the main reason for your call is, and be as specific as possible. For example, here are two sample questions that our staff respond to quite often. Can you tell which is a more direct question we would easily understand?

I am calling to know my results.

I am calling to find out the status of my background check.

Please try to keep these suggestions in mind when you make your next telephone call. Your interaction with staff will transpire more smoothly, and we will be able to provide you with the quality service you deserve.

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 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 **45-minute** 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. If IHSS does not mail the Request for Live Scan Forms to the provider applicant, he/she can download these forms at www.pascla.org.
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, copy this link in your browser: <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. To check the status of the background check (after submitting fingerprints), applicants 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 locations to inquire about the status of their background checks. The live scan vendors are not the ones that do background checks.

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.

Other Questions Asked by Provider Applicants Regarding the Background Check Process

- ***I did my live scan, but what do I do with this extra copy of the Request for Live Scan Service form?***

We often get this question, and we admit that it can be confusing. But the short answer is: **Nothing**. Just keep it for your records.

- ***But the live scan operator told me to mail a copy to PASC at the Pasadena address on the form. Shouldn't I follow his/her directions?***

Some years back, we did ask that a copy of the Request for Live Scan Service form be mailed to us. But that is no longer the case. So, don't worry about that, and keep your form in a safe place, because you may need it to prove that you submitted fingerprints for an IHSS background check. Take a look at the bottom of the form, and you will see the ATI number written in by the operator. This number is important. It is the tracking number, and we can use it to locate your live scan submission if we have to.

- ***Does the live scan vendor send PASC a copy of the Request for Live Scan form?***

No. We don't need it. Your fingerprints are transmitted electronically to the California Department of Justice. They in turn compile a report on you regarding your criminal background or lack thereof. Once we get your report, we review it and determine whether you passed the background check.

- ***OK. So, I should keep my Request for Live Scan form after submitting my fingerprints, but what do I do next?***

Wait a week or so, and then check on the DOJ portal to see if the fingerprints were received and the background check is being "processed," or call **877 565-4482** and ask us to check the status for you. If you already did the orientation online and forwarded the forms requested to IHSS, you are only missing the results of the background check to complete the IHSS enrollment process for providers. Don't worry. You're almost there, and simply stay in touch with us. We will let you know when your background check has been completed.

PASC Homecare Registry

PASC operates a Registry and manages a system to refer homecare providers to approved IHSS Consumers and *vice versa*. Referrals are made by telephone, mail, fax, and email.

Requirements to Use the PASC Homecare Registry

Consumers:

1. Be a **current** IHSS Consumer in Los Angeles County
2. Provide the Registry with updated personal information (i.e., name, address, telephone number, IHSS case number, etc.)
3. Submit a completed *Registry Application Form*, along with a signed *Participant's Rights, Responsibilities and Release Agreement*.
4. Comply with IHSS and PASC Registry policies and procedures

Providers:

1. Have the experience, skills, and/or desire to work for seniors & persons with disabilities who require homecare assistance
2. Submit a completed *Registry Application Form*, along with a signed *Participant's Rights, Responsibilities and Release Agreement*
3. Submit valid proof of identity, and be authorized to work in USA
4. Meet state requirements for IHSS providers—which includes passing a criminal background investigation as administered by the state Department of Justice--
5. Comply with IHSS and PASC Registry policies and procedures

PASC Homecare Registry operates Monday to Friday, from 8:00 am to 5:00 pm, except for official holidays. Calls received outside of business hours are taken by an answering service. For additional information or to sign up, please call:

Toll-free: (877) 565-4477 Fax: (818) 206-8000 TTY: (626) 737-7512



PASC Back-Up Attendant Program

Since 2007, PASC has operated a program that provides short-term homecare assistance to IHSS recipients when the recipients' regular homecare providers are unable to work due to an unplanned or unexpected event. Eligible consumers are those recipients who receive at least 25 hours per week of *personal care services*. Eligible provider applicants are individuals who meet the following requirements:

- a. 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**

Back-Up providers are paid \$18.00/hour in Los Angeles County. For additional information about the Back-Up Program, please call us at the number listed below, or simply go to www.pascla.org/calendar to find out when the next Back-Up Program Information Meetings will be held.

(877) 565-4477, press 2 and then 4

Coronavirus Disease 2019 (COVID-19)

How to Protect Yourself & Others

By Centers for Disease Control and Prevention

March 8, 2021

Important Ways to Slow the Spread

- Wear [a mask that covers your nose and mouth](#) to help protect yourself and others.
- [Stay 6 feet apart from others](#) who don't live with you.
- Get a [COVID-19 vaccine](#) when it is available to you.
- Avoid crowds and poorly ventilated indoor spaces.
- [Wash your hands often](#) with soap and water. Use hand sanitizer if soap and water aren't available.

Wear a mask

- Everyone 2 years and older should wear masks in public.
- Masks should be worn in addition to staying at least 6 feet apart, especially around people who don't live with you.
- If someone in your household is infected, people in the household [should take precautions including wearing masks to avoid spread to others](#).
- [Wash your hands](#) or use hand sanitizer before putting on your mask.
- Wear your mask over your nose and mouth and secure it under your chin.
- Fit the mask snugly against the sides of your face, slipping the loops over your ears or tying the strings behind your head.
- If you have to continually adjust your mask, it doesn't fit properly, and you might need to find a different mask type or brand.
- Make sure you can breathe easily.

Effective February 2, 2021, [masks are required](#) on planes, buses, trains, and other forms of public transportation traveling into, within, or out of the United States and in U.S. transportation hubs such as airports and stations.

Stay 6 feet away from others

- **Inside your home:** Avoid close contact with people who are sick.
 - If possible, maintain 6 feet between the person who is sick and other household members.
- **Outside your home:** Put 6 feet of distance between yourself and people who don't live in your household.
 - Remember that some people without symptoms may be able to spread virus.
 - [Stay at least 6 feet \(about 2 arm lengths\) from other people.](#)
 - **Keeping distance from others is especially important for [people who are at higher risk of getting very sick.](#)**

Get Vaccinated

- Authorized COVID-19 vaccines can help protect you from COVID-19.
- You should get a [COVID-19 vaccine](#) when it is available to you.
- [Once you are fully vaccinated](#), you may be able to start doing some things that you had stopped doing because of the pandemic.

Avoid crowds and poorly ventilated spaces

- Being in crowds like in restaurants, bars, fitness centers, or movie theaters puts you at higher risk for COVID-19.
- Avoid indoor spaces that do not offer fresh air from the outdoors as much as possible.
- If indoors, bring in fresh air by opening windows and doors, if possible.

Wash your hands often

- [Wash your hands](#) often with soap and water for at least 20 seconds, especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- It's especially important to wash:
 - Before eating or preparing food
 - Before touching your face
 - After using the restroom
 - After leaving a public place
 - After blowing your nose, coughing, or sneezing
 - After handling your mask
 - After changing a diaper
 - After caring for someone sick
 - After touching animals or pets
- 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** with unwashed hands.

Cover coughs and sneezes

- **If you are wearing a mask:** You can cough or sneeze into your mask. Put on a new, clean mask as soon as possible and wash your hands.
- **If you are not wearing a mask:**
 - Always cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow and do not spit.
 - Throw used tissues in the trash.
- Immediately **wash your hands** with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

Clean and disinfect

- **Clean frequently touched surfaces daily.** This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- **If someone is sick or has tested positive for COVID-19, disinfect frequently touched surfaces.** Use a household disinfectant product from [EPA's List N: Disinfectants for Coronavirus \(COVID-19\)](#)[external icon](#) according to manufacturer's labeled directions.
 - **If surfaces are dirty, clean them** using detergent or soap and water prior to disinfection.

Monitor your health daily

- **Be alert for symptoms.** Watch for fever, cough, shortness of breath, or [other symptoms](#) of COVID-19.
 - Especially important if you are [running essential errands](#), going into the office or workplace, and in settings where it may be difficult to keep a [physical distance of 6 feet](#).
- **Take your temperature** if symptoms develop.
 - Don't take your temperature within 30 minutes of exercising or after taking medications that could lower your temperature, like acetaminophen.
 - Follow [CDC guidance](#) if symptoms develop.





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Provider Services Department

Upcoming events on Zoom (Próximos eventos por Zoom)

EVENTS IN ENGLISH

PASC's Back-Up Attendant Program Information Meetings

- a. Thursday, May 13, 2021, from 2:00 to 3:00 PM
- b. Thursday, May 27, 2021, from 4:00 to 5:00 pm

A virtual meeting to describe PASC's Back-Up Attendant Program and explain who qualifies to receive or provide services. Back-Up attendants are paid \$18.00/hour, but there are certain requirements that must be met. All of this will be explained during the meeting.

Interested applicants should choose one of the meetings, then call to make a reservation.

(626) 737-7517 or 7502

"IHSS Provider Enrollment Procedures 1-2-3"

Thursday, May 20, 2021, from 3:00 to 4:30 pm

A virtual information meeting where you can learn all you need to know about the enrollment process for IHSS providers in easy-to-understand terms. Ideal for applicants who have never done IHSS work before or providers who once did IHSS work and wish to start doing IHSS work again.

If interested, call and make your reservation at

(626) 737-7502

For information on other educational events that will be hosted by PASC in May 2021, please go to WWW.pascla.org/calendar.

EVENTOS EN ESPAÑOL

Reunión Informativa sobre el Programa de Trabajadores Sustitutos Temporales

Jueves, 13 de Mayo de 2021, de 4:00 a 5:00 pm

Esta es una reunión informativa que explica el Programa de Trabajadores Sustitutos Temporales del PASC. En la reunión, también explicamos quienes califican para usar o para trabajar en el programa. A los trabajadores de este programa se les paga \$18.00/hora, pero hay ciertos requisitos que se deben cumplir. En la reunión se explica todo esto.

Las personas interesadas deben llamar para hacer una reservación.

(626) 737-7502

Explicación del Proceso de Enrolamiento para Trabajadores de IHSS Nuevos 1-2-3"

Martes, 25 de Mayo de 2021, de 3:00 a 4:30 pm

Una reunión informativa por internet que explica los pasos a seguir para convertirse en trabajador de IHSS. Esta reunión es ideal para solicitantes nuevos o para personas que alguna vez hayan trabajado para IHSS y que quieren volver a hacer este tipo de trabajo.

Si está interesado (a), llame para hacer su reservación.

(626) 737-7502

Para información sobre otras actividades educativas que el PASC ofrecerá en el mes de Mayo 2021, vaya a WWW.pascla.org/calendar.



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Sheila Kuehl
Supervisor Sheila Kuehl

Essential Protective Gear (EPG) Distribution for IHSS

Saturday, May 15, 2021, from 10:00 am to 1:00 pm

Personal Assistance Services Council (PASC)
In collaboration with Supervisor Sheila Kuehl's
San Fernando Valley District Office and
North Hollywood Home Alliance
at St. Matthew's Lutheran Church
11031 Camarillo Street,
North Hollywood, CA 91602
Walk-Up Format, Street parking only

Fresh fruits &
vegetables will
be distributed to
participants.

Thursday, May 27, 2021, from 3:30 pm to 7:30 pm

Personal Assistance Services Council (PASC)
East Hollywood Certified Farmers Market
5448 Hollywood Blvd
Los Angeles, CA 90027
Walk-up format

- **East Hollywood Certified Farmers' Market - A Project of Thai Community Development Center**
- **Offering the Pfizer vaccine at our farmers' market on 5/13, 5/17, 5/20 from 1:00pm-6:30pm**
- **Please pre-register by calling (323) 468-2555, (323) 457-0802, (323) 484-8863. Walk-ins are accepted.**
- **Please bring a form of ID to the vaccination clinic.**

Revised Instructions

In accordance with federal, state, and local guidelines concerning the Coronavirus outbreak, we are asking that you follow the instructions listed below during our EPG distribution events.

1. If you are sneezing, coughing, and/or have a fever, please **do not** attend this event. Exercise "social distancing." Maintain a distance of 6 feet between yourself and others. **You must wear a covering over your mouth and nose at all times. No exceptions.**
2. Each provider is allowed to collect supplies ONE TIME during the distribution.
3. If you work for 1 consumer/recipient, you will be able to pick up 1 set of supplies for you and 1 set of supplies for your consumer/recipient. The maximum number of sets of supplies a participant may collect at an EPG event is **3 (three)**, regardless of the number of consumers with whom you work.
4. You must have an IHSS check-stub and a Driver License or ID ready for staff's fast review. If you are picking up supplies for your IHSS consumer (s), you need to have the consumer (s) names and case numbers.
5. The distribution will go on until supplies run out or the allotted time expires, whichever comes first.
6. **Do not call the distribution sites.** For questions, please call (877) 565-4477.

www.PASCLA.ORG/calendar

HEMOCARE 4-1-1

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Pasadena, CA 91107

Telephone: (877) 565-4477, press 2 and then 4

Fax: (626) 737-7500

www.pascla.org

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