

HEMOCARE 4-1-1

A monthly brief on homocare-related topics issued by PASC's Provider Services Department

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PASC BACK-UP ATTENDANT PROGRAM

The PASC's Provider Services Department has been receiving many telephone inquiries from In-Home Supportive Services (IHSS) providers who are interested in learning more about the PASC Back-Up Attendant Program (BUAP), to decide if they would like to apply to become back-up attendants. This article explains the scope of the BUAP, whom it serves, some of the types of services that back-up attendants are expected to perform during assignments, and the current requirements for participating consumers and providers.

The BUAP was established in 2007 as a service that refers short-term, temporary back-up attendants to qualified IHSS consumers who receive 25 hours or more of *personal care services* per week, when the consumers' regular providers, and their own designated back-up persons, become unavailable due to an unexpected or unplanned event. The goal of the BUAP is to help preserve the consumers' health and well-being.

Back-up assignments typically last 1 to 2 days, and the average number of hours worked by a back-up attendant is 5 hours per day. The criteria used by the county to determine whether an IHSS consumer qualifies for the BUAP are based upon the number of hours allocated for the following tasks: *Respiration, Bowel & Bladder Care, Feeding, Routine Bed Baths, Dressing, Menstrual Care, Ambulation, Moving In/Out of Bed, Bathing, Grooming, Rubbing Skin & Repositioning, Care & Assistance with Prosthesis, Protective Supervision, and Paramedical Services*. If the total hours in the above categories are 25 or more per week, then the consumer meets the eligibility requirement for the BUAP. Qualified consumers are encouraged to sign up with the Registry before there is a need for services.

Services that may be expected from the back-up attendants include, but are not limited to, tube feeding, urinary catheter care, colostomy care, wound care, lifting & transferring, bowel & bladder care, and suctioning. Due to the nature of the BUAP (i.e., providing temporary homocare assistance to consumers who may have high end needs, on short notice, at an unfamiliar location), back-up attendants are paid \$16.80 per hour, but they must have the skills, and/or training needed to work for the program. **CONTINUED ON PAGE 2**



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SPECIAL POINTS OF INTEREST

- BUAP requirements
- REAL ID
- Upcoming trainings & educational activities
- Coronavirus



BUAP CONSUMER REQUIREMENTS

- An IHSS consumer who resides in Los Angeles County and is signed up with PASC Registry
- Authorized to receive 25 or more hours per week of personal care.*
- Have an urgent, but temporary, need for homecare assistance, and the designated back-up person is not available

*Refer to paragraph 3, page 1 for a list of tasks that determine a consumer's eligibility for BUAP services.

“By three methods we may learn wisdom: First, by reflection, which is noblest; Second, by imitation, which is easiest; and third by experience, which is the bitterest.” Confucius

REAL ID: Do You Have Yours?

The Department of Homeland Security (DHS) announced on December 20, 2013 a phased enforcement plan for the REAL ID Act (the Act), as passed by Congress. It has been 12 years since the REAL ID Act was passed and half of all the states have already met the REAL ID minimum standards.

If you have an up-to-date passport, then you will not need a REAL ID in order to fly. If you do not have a valid passport, military ID, or other federally-approved document, you will need a REAL ID for domestic air travel.

If you opt not to obtain a REAL ID, starting on October 1, 2020 you will no longer be able to board a plane or enter a secure federal facility with a regular driver license. You will need a valid passport or other approved government identification for these purposes.

Visit a DMV office or website for more information on how to obtain the REAL ID.

BUAP PROVIDER REQUIREMENTS

- IHSS eligible and working fewer than 35 IHSS hours per week
- A PASC Registry participant
- Have extensive homecare experience and/or a CNA or HHA (CLTCEC Homecare Integration Certificate acceptable)
- Attend a BUAP information meeting and complete application
- Participate in PASC's BUAP trainings if needed

PASC PROVIDER SERVICES DEPARTMENT

The Personal Assistance Services Council (PASC) established a new department which focuses on helping IHSS providers with background check-related matters, trainings, educational seminars, and other provider-specific events and activities. The following is a list of upcoming educational opportunities and trainings. Call **(877) 565-4477**, press **2** and then **4** to register today.

- **Back-Up Program Information Meetings:**

March 10, 2020, in Pasadena (in **English** and in **Spanish**)

March 18, 2020, in Los Angeles (in **English** and in **Spanish**)

- **Disability Awareness : Language and Etiquette**

March 25, 2020, in Van Nuys (in **English**)

- **Health, Wellness, and Wholeness**

By Department of Mental Health

March 27, 2020, in Pasadena (in **English**)

- **Memory Loss & Alzheimer's**

By Alzheimer's Los Angeles

April 2, 2020, in Pasadena (in **English**)

- **Back-Up Attendant Program Trainings**

April 6 & 13 in English, from 8:45am to 3:30 pm

April 7 & 14 in Spanish, from 8:45am to 3:30pm.

Pre-requisite: BUAP information meeting

Coronavirus:

Steps you can take to Keep Yourself, Your Family,

The best way to protect yourself and prevent illness is to avoid being exposed to this virus. The Center for Disease Control (CDC) recommends everyday preventive actions to help prevent the spread of respiratory diseases, including:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Follow CDC's recommendations for using a facemask.
- CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases

Facemasks should be used by people who show symptoms of Coronavirus to help prevent the spread of the disease to others. The use of facemasks is also crucial for [health workers](#) and [people who are taking care of someone in close settings](#) (at home or in a health care facility).

- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing

Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.

Important Traits Every Caregiver Should Have

By Kristin Arburthnot at MaxiCare

Around the country there are millions of people who serve as caregivers. Some caregivers work for home care agencies, others work independently, and still others don't "work" at all but are family caregivers who pitch in to help loved ones. No matter what type of caregiver a person may be, there are common and important traits that most seem to possess, to perform caregiving duties successfully.

Here are some of the best traits that every caregiver should have:

- **Patience.** Those who provide home care to others need to be patient. Being patient means that the person understands that there may be changes in plans, things may not go as quickly as planned, and there may be a little hesitation at times on the part of the person receiving care.
- **Compassion.** When someone has compassion for another they have an understanding of what the person is going through.
- **Attentiveness.** It is important when providing home care that the caregiver is attentive to the needs and changes that are taking place. By being attentive, the caregiver will notice when there are emotional or physical changes in the person he or she is caring for.
- **Dependability.** Those who need home care don't usually just need it sporadically. Rather it is on a regular basis, so it is imperative that a caregiver be dependable and show up to provide the care that the person needs and is counting on.
- **Trustworthiness.** Caregivers are often in a position that will allow them to have access to the belongings of the person they are caring for. It is crucial that the caregiver be someone who is trustworthy and will not breach that trust by taking advantage of the person he or she is caring for.

What Can Go Wrong with a Live Scan Submission?

Before we answer that question, we have to ask : what is a live scan? In the past, paper and ink were used to take a person's fingerprints. Now prints are taken electronically, which means they are instantly transmitted over the internet. But when technology is involved, things can go wrong. It is rare that something goes wrong with a live scan submission, but let's take a look at those things that can.

Dropped submissions:

Just like a cell phone call can disappear in the midst of a conversation, the same thing can happen to a live scan submission. The Department of Justice (DOJ) calls these "drops." The result is the scan of the person's fingerprints never makes it to the DOJ. Thus, no report can be produced.

The wrong live scan forms are used during the submission:

It is very important that applicants use the correct Request for Live Scan Submission forms. These are the ones given out at county orientations or at PASC. The reason is that the forms are pre-printed with information to ensure that the criminal background investigation report comes directly to PASC. For example, the Originating Agency Identifier (ORI) is unique to PASC and must be used; otherwise, the report will not make it to us and end up where it is not supposed to go. It is not acceptable to download generic forms from the DOJ website.

The live scan vendor fails to send the prints:

Most live scan operators are small businesses that do other things besides live scans. They have customers coming in and out and they get distracted. As a result, sometimes the live scan is never sent. This is rare, but it does happen. Yes, they are human too.

For all these reasons, it is important that the applicants/providers contact PASC Provider Services Department about two weeks after the prints are taken. The sooner we find out that a problem exists, the easier it is to fix it. We need the help of the applicants to stay on top of any problems that might arise. For questions regarding the status of a fingerprint submission, please call **(877) 565-4482**.

OPEN TABLE TALK: A FORUM FOR PROVIDERS' INPUT

PASC's Provider Services Department is putting together a few Open Table Talk meetings with providers, to talk about different topics which relate to caregiving. The Open Table Talk meetings consist of small groups of providers who meet and talk about their experiences as providers, share anecdotes and ideas as to how they have handled certain challenging situations encountered on the job, and give input on the kinds of trainings that could improve workers' performance. Initial meetings will be held at PASC's office in Pasadena, but, depending on the level of interest in these activities, additional meetings will be held in other locations. If you would like to take part in these forums, please call **(877) 565-4477**, press **2** and then **4**, and ask to speak to Rebeca or Cheryl.

IN-PERSON TROUBLESHOOTING ASSISTANCE

This is a service available to providers with long-standing issues that just do not seem to resolve themselves. The staff of the Provider Services Department can meet with providers who are having on-going problems navigating the IHSS) Program, find out in detail what the issues are, and then work on a plan of action to resolve the problem. An appointment is required for these face-to-face, one-on-one, troubleshooting activities. Appointments are available Monday to Friday, between the hours of 9:00 AM and 4:00 PM. Providers who want to schedule an appointment should call (877) 565-4477, press 2, and then 4.

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