

# HOME CARE 4-1-1

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

Year 1, Issue 3, July 7, 2020

## PASC BACK-UP ATTENDANT PROGRAM

PASC's Provider Services Department is now taking reservations for its upcoming Back-Up Program Online Trainings. As was explained in the previous issue of *Homecare 4-1-1*, PASC's Back-Up Attendant Program (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 attendants perform regular tasks, as well as certain paramedical services, for IHSS consumers who use the Back-Up Program. In some cases, Back-up providers are expected to help with 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 homecare assistance to consumers who may have high-end needs, on short notice, at an unfamiliar location), back-up attendants are paid **\$17.00** per hour, but they must have the skills and/or training needed to work for the program.

PASC regularly conducts trainings online to familiarize BUAP provider applicants with certain types of paramedical tasks that they may have to carry out when they work as back-up attendants.

Back-Up Program trainings are conducted over 2 days, and participants must agree to participate on BOTH days. Trainings are done by Flex Ed via **Zoom**. Participants must have a valid email address and internet connection.

See page 2 for detailed information on the upcoming BUAP training sessions.



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## **BACK -UP ATTENDANT TRAININGS**

The Personal Assistance Services Council (PASC) will be conducting an **8-hour online training** for providers who wish to work for the Back-Up Attendant Program (BUAP). BUAP trainings are conducted over 2 days, and participants must agree to participate on BOTH days. Trainings will be done by Flex Ed via **Zoom**. Participants must have a valid email address and internet connection.

The next Back-Up Program training in English will be held on July 21 & 28, from 10:00 a.m. to 3:00 p. m., with a one-hour lunch break.

The Back-Up Program training in Spanish will be held on July 29 & August 5, from 10:00 a. m. to 3:00 p.m., with a one-hour lunch break.

**Pre-requisite: Back– Up Program Information Meeting**

Reservations are now being taken at (626) 737-7517 for English speakers and at (626) 737-7502 for Spanish speakers.

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### **Upcoming Back-Up Program Information Meetings**

For those providers who have not yet participated in a Back-Up Program Information Meeting, but still would like to participate in the BUAP Online Training voluntarily, we have scheduled several BUAP Information Meetings:

**Tuesday, July 14, from 3:00 to 4:00 p.m. in English**

**Wednesday, July 15, from 9:00 to 10:00 a. m. in English**

**Thursday, July 16, from 3:00 to 4:00 p.m. in English**

**Wednesday, July 15, from 3:00 to 4:00 p.m. in Spanish**

**Thursday, July 16, from 9:00 a. m. to 10:00 a.m. in Spanish**

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

## **Essential Protective Gear (EPG) Distribution for IHSS Providers and Consumers**

Following are the next three EPG distribution locations, dates and times.  
Please select a site from which to pick up supplies.

### **Friday, July 10, 2020, from 9:00 a. m. to 1:00 p.m.**

PASC in partnership with Disabled Resources Center, Inc.  
2750 East Spring Street, Suite 100  
**Long Beach, CA 90806**

### **Friday, July 17, 2020, from 9:00 a.m. to 1:00 p.m.**

PASC in partnership with Wilmington Senior Center  
1371 North Eubank Avenue  
**Wilmington, CA 90744**

### **Saturday, July 25, 2020, from 9:00 a.m. to 1:00 pm**

Personal Assistance Services Council (PASC)  
3452 East Foothill Blvd  
**Pasadena, CA 91107**

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**Please refer to and follow Participant Instructions on page 4.**

## Essential Protective Gear (EPG) Distribution for IHSS Providers and Consumers

### Participant Instructions

In accordance with federal, state, and local guidelines concerning the coronavirus outbreak, we are asking that you follow these instructions during our EPG distribution events:

1. If you are sneezing, coughing, and/or have a fever, please **do not** attend any of these events.
2. 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.
3. Providers need to present an IHSS check stub and their Driver License or ID to staff. The check stub should show the providers' IHSS provider numbers clearly.
4. Leave your accompanying friends and family members in your car, or keep them away from the distribution areas.
5. **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 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 DOJ, and no background check report is produced.

### **Wrong live scan forms used during 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 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 a good idea to download generic forms from the DOJ website.

### **The live scan vendor fails to send the prints to DOJ:**

Most live scan operators are small businesses that do other things besides live scans. They have customers coming in and out, and they sometimes become distracted. As a result, there are times the live scan is never sent to DOJ. 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.

## Stopping the Spread of COVID-19

Excerpt from CDC.GOV Website

The best way to prevent illness is to avoid being exposed to this virus. Learn how COVID-19 spreads and practice these actions to help prevent the spread of this illness.

- Clean your hands often, either with soap and water for 20 seconds or a hand sanitizer that contains at least 60% alcohol.
- Avoid close contact with people who are sick.
- Put distance between yourself and other people (at least 6 feet).
- Cover your mouth and nose with a cloth face covering when around others.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently-touched objects and surfaces daily.
- Wear cloth face coverings in public settings and when around people outside of your household, especially when other social distancing measures are difficult to maintain. Cloth face coverings may help prevent people who have COVID-19 from spreading the virus to others.

### **HEMOCARE 4-1-1**

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