

HEMOCARE 4-1-1

From PASC's Provider Services Department
Year II, Issue 6, July 14, 2021



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

Feature Article

California's Home and Community-Based Services Spending Plan

The California Health & Human Services (CHHS) Agency announced a \$5.2 billion spending plan to expand Home and Community-Based Services (HCBS) for California's most vulnerable and at-risk residents through the state's Medicaid program. The plan crosses 7 state departments and includes 35 initiatives. Following are 4 proposals that relate to the In-Home Supportive Services (IHSS) Program.

IHSS Specialized Upskilling Pilots: This proposal intends to allocate funds to "incentivize, support, and subsidize career pathways for IHSS providers, allowing them to build on their experience to obtain a higher-level job in the homecare and/or health care industry." Trainings in this area will be more specialized and focused on consumers with severe impairments or complex needs. IHSS providers who complete the training in the Upskilling Pilots will earn \$3.00 per hour above the hourly IHSS wage in the county.

Long-Term Career Pathways: This proposal intends to set aside funds to provide more generalized trainings that benefit consumers.

IHSS HCBS Care Economy Payments: This proposal is to give a one-time \$500.00 hero pay to IHSS providers who worked at least 3 months between March and December 2020.

Community-Based Residential Continuum Pilots: This proposal is to create new models of care for individuals who require personal care, medical, and/or behavioral health support, so they can live in their homes or a community care setting. The target beneficiaries would include individuals with serious mental illness, elderly homeless, and individuals who do not meet an institutional level of care.

These proposals are in the discussion stages; they have not been agreed to or finalized, so there is no additional information we can provide at this time.

Information published by
California In-Home Supportive Services Consumer Alliance
(CICA)

"Go to where the silence is and say something."
— Amy Goodman



PASC HOMECARE REGISTRY

PASC operates a Registry that “*matches*” IHSS consumers and providers.

Registry Requirements for Consumers

- Be a current IHSS consumer in Los Angeles County
- Submit a completed Registry Application Form, along with a signed Participant’s Rights, Responsibilities and Release Agreement
- Comply with IHSS and PASC Registry policies and procedures

If you are a recipient who needs to find an IHSS provider, or you know of a recipient who is looking for an IHSS provider, simply call (877) 565-4477 and press option #1, or email your request to Info@pascla.org

Registry Requirements for Providers

- Submit a completed Registry Application Form, along with a signed Participant’s Rights, Responsibilities and Release Agreement
- Submit valid proof of identity, and be authorized to work in the US
- Meet state requirements for IHSS providers—which include passing a criminal background investigation as administered by the state Department of Justice
- Comply with IHSS and PASC Registry policies and procedures

[Download application here](#)

Registry-Approved Providers: Must do

If you are a Registry-approved provider and you are looking for work, you must update your availability for work at least once every 30 days. If you have found work and don’t need to be referred to other recipients, please call or send a message to the Registry, indicating that you are not available to work for other recipients.

You can update your availability online by going to <https://la.ihsspa.org> and following the login and updating instructions. You also can update your availability for work by calling 877-565-4477, option 2, and option 2 again.

PROVIDER SERVICES DEPARTMENT

This department focuses on helping IHSS providers with background check-related inquiries, trainings, Essential Protective Gear (EPG) distributions, and provider-specific activities. To reach the Provider Services Department, please dial (877) 565-4477, press 2 and then 4.



PASC Back-Up Attendant Program

This program provides short-term homecare assistance to eligible IHSS recipients when the recipients' regular homecare providers are unable to work due to an *unplanned or unexpected* event. Eligible recipients are consumers who receive at least 25 hours per week of personal care services (i.e., tasks such as *bathing, grooming, lifting & transferring, paramedical services* and *protective supervision*).

Provider requirements:

1. Approved to do IHSS work and for PASC Registry
2. Working fewer than 35 IHSS hours per week
3. Have a Home Health Aide, Nursing Assistant, or Homecare Integration Certificate obtained from the Center for Caregiver Advancement (formerly the Long-Term Care Education Center)
4. Participate in a 1-hour Back-Up Program information meeting
5. Complete and submit Back-Up Program Application Forms

Provider applicants who do not have a certificate under item #3 can opt to take PASC's 8-Hour Online Training when the training is available.

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

PROVIDER SERVICES DEPARTMENT...continued

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 this 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. If possible, write down the questions you wish to ask before making your telephone call.

Your interaction with staff will go more smoothly, and we will be able to provide you with the quality service you deserve.

Upcoming Back-Up Attendant Program (BUAP) Information Meetings

Tuesday, July 20, 2021 in SPANISH 4:00 to 5:00 PM

Thursday, July 22, 2021 in ENGLISH 4:00 to 5:00 PM

Tuesday, July 27, 2021 in SPANISH 4:00 to 5:00 PM

Thursday, July 29, 2021 in ENGLISH 4:00 to 5:00 PM

Please read the information on page 3 above, then call to reserve a space for an upcoming BUAP meeting.

Essential Protective Gear (EPG) Distribution for IHSS

**Saturday, July 17, 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.*

*"If you don't like something, **change** it.*

*If you can't change it, change your **attitude**."*

--Maya Angelou

JOIN THE PASC HOMECARE REGISTRY TODAY!

“Registry Information Meetings”



Are you an IHSS provider looking for more work? PASC is always looking for great, caring, and dedicated homecare workers to assist IHSS recipients. The Registry can help you by referring your name to recipients in your area. You will need to complete all IHSS eligibility requirements and fill out a PASC application. If you need more information or have questions about the process, call Layla at 626-737-7519. We also have a meeting every month to describe the Registry application process, and you can sign up by clicking on the link below.

<http://www.eventbrite.com/e/registry-informational-meeting-july-2021-tickets-160890972229>

THE IHSS TELEPHONIC AND ELECTRONIC TIMESHEET SYSTEM

“Timesheet Tuesday”

Are you or someone you know struggling with the IHSS Telephonic or Electronic Timesheet System? PASC holds a monthly meeting that explains how to create your account and how to input your hours. This is useful for both IHSS consumers and providers who are new to these systems or simply need a refresher. Please register online by clicking on the link below, or copy and paste the link in your web browser. If you or someone you know does not have internet access, please call [\(626\) 737-7519](tel:6267377519) and ask to sign up for the “**Timesheet Tuesday**” meeting.

<https://www.eventbrite.com/e/timesheet-tuesday-july-2021-tickets-160890254081>

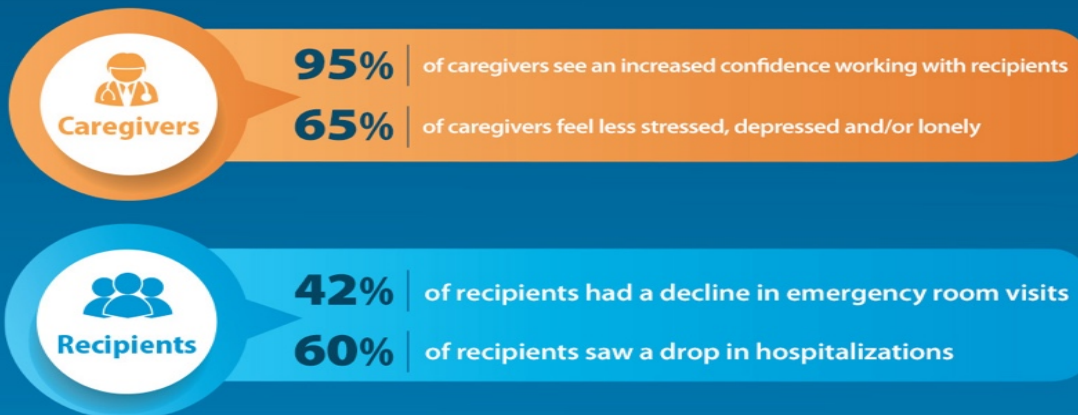
Get Free Caregiver Training

Did you know there's free training available for IHSS providers in Los Angeles County? This 10-week training, offered by the Center for Caregiver Advancement, teaches valuable caregiving skills such as CPR and first aid, nutrition, infection prevention and control, medication adherence, and personal care. Participants who complete the training receive CPR certification and a stipend up to \$300.

The classes are held online, through Zoom, so you can log in from anywhere. Each class is 3.5 hours long, one day once a week. If you're an IHSS provider in Los Angeles County who is caring for someone who is a member of the L.A. Care Health Plan (or other health plans), take advantage of this free training.

To check your eligibility and for more information, go to advancecaregivers.org or call Anna Kasumyan at **(213) 670-5815**.

L.A. Care and the **Center for Caregiver Advancement** are providing a positive impact on both caregivers and their recipients



Become a trained and confident, **CPR-certified caregiver**



L.A. Care
HEALTH PLAN®



**Center for
Caregiver
Advancement**

seiu 2015
California's Long Term Caregivers

Note: Please use the contact information above for all questions related to this training. PASC does not have any additional information.

WHAT DO THESE ORGANIZATIONS DO?

DPSS-IN-HOME SUPPORTIVE SERVICES (IHSS)

- ✓ Administers the IHSS Program
- ✓ Determines recipient eligibility
- ✓ Authorizes IHSS service hours
- ✓ Handles provider enrollment procedures
- ✓ Manages payroll process
- ✓ Resolves payroll issues
- ✓ Issues employment verification

(888) 822-9622

PERSONAL ASSISTANCE SERVICES COUNCIL (PASC)

- ✓ Serves as employer of record for collective bargaining
- ✓ Administers a Registry to match recipients and providers
- ✓ Operates the Back-Up Attendant Program
- ✓ Provides access to training
- ✓ Manages the Health Plan for IHSS providers
- ✓ Manages the background check process for IHSS providers
- ✓ Distributes Essential Protective Gear (EPG)
- ✓ Conducts trainings and educational activities

(877) 565-4477

SEIU 2015 –THE LONG-TERM CARE WORKERS UNION

- ✓ Represents California's Long-Term Care Workers (IHSS and Nursing Home)
- ✓ Advocates for laws to protect workers, seniors, and persons with disabilities, to bring transformational change towards a more just society
- ✓ Fights for better working conditions and negotiates contracts that include better wages and benefits for workers
- ✓ Offers multiple benefits for its members, including Dental, Vision, and Life Insurance plans

Call MAC for more information: (855) 810-2015

CENTER FOR CAREGIVER ADVANCEMENT (CCA)

- ✓ Provides quality training for IHSS providers
- ✓ Offers IHSS training in 6 different languages
- ✓ Provides quality training for eligible nursing home workers
- ✓ Advocates for state and federal funding for caregiver training
- ✓ Champions training for all caregivers

(213) 670-5815

COMING SOON!

8-HOUR ONLINE BACK-UP ATTENDANT TRAINING IN ENGLISH.
AUGUST 4TH & 11TH. SIGN UP NOW!

***Must have participated in a Back-Up Program information meeting**

IMPORTANT TELEPHONE NUMBERS

- | | |
|--|----------------|
| 1. IHSS Helpline | (888) 822-9622 |
| 2. IHSS Provider Self-Service Line | (844-800-9095 |
| 3. IHSS Application Hotline for Consumers | (888) 944-4477 |
| 4. Personal Assistance Services Council (PASC) | (877) 565-4477 |
| 5. Background Check Inquiries | (877) 565-4477 |
| 6. PASC-SEIU Health Plan for Providers | (855) 727-2756 |
| 7. Long-Term Care Workers Union | (855) 810-2015 |
| 8. Adult Protective Services | (877) 477-3646 |
| 9. Elder Abuse Hotline | (800) 992-1660 |
| 10. To Report Welfare/IHSS Fraud | (800) 349-9970 |

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3452 East Foothill Blvd, Suite 122
Pasadena, CA 91107
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Fax: (626) 737-7500
www.pascla.org

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