



Available Now!

IHSS Career Pathways Initiative

Senate Bill 172 directed the California Department of Social Services (CDSS) to administer the new *Career Pathways Program* for providers of In-Home Supportive Services (IHSS) and Waiver Personal Care Services (WPCS). The *Career Pathways Program* is a one-time initiative that created a training program for IHSS/WPCS providers. The goals of the program are to increase the quality of care given to recipients, incentivize the recruitment & retention of providers, and offer training opportunities to providers for career advancement in the home care and health care industries.

There are 5 separate pathways, which are *General Health & Safety, Adult Education, Cognitive Impairments & Behavioral Health, Complex Physical Care Needs, and Transitioning to Home and Community-based Living from Out-of-Home Care or Homelessness*.

Trainings are available to all currently-eligible IHSS/WPCS providers, held primarily online, and conducted in multiple languages. Providers will be paid at their regular payrate for every hour spent in the trainings, and also can qualify for a monetary incentive.

The trainings do not offer an academic degree or professional licensing, but providers will receive certificates of completion for all courses. Classes began on October 1, 2022.

For additional information about classes and registration procedures, please visit [IHSS Career Pathways Program](#).

If you have additional questions about this initiative, please send an email to IHSSCareerPathways@dss.ca.gov.

In this issue:

PAGE

Career Pathways	1
How to become an IHSS Provider	1
Reminder/Call us for the info you need.....	2
New Service/Statewide Back-Up System.....	2
Tips for better interaction	3 & 4
PASC Homecare Registry	5
Provider Services Department....	6
A Very Special Provider... ..	7
Contributing staff... ..	8

How to Become Eligible to Do IHSS Work in Los Angeles County

1. Participate in an orientation for new IHSS provider applicants:

Call **1 (888) 822-9622**, press **1** and then press **2** for the *in-person* or the *online* orientation.
2. Obtain the proper *Request for Live Scan Service* forms from IHSS, find a live scan vendor in your area, and submit your fingerprints for a criminal background investigation (CBI). After submitting fingerprints, allow at least 2 weeks for the CBI to be processed by the Department of Justice (DOJ).
3. Complete SOC 426 and SOC 846 forms and submit them in person to an IHSS District Office.

Reminder

Call Us for the Information You Need

Telephone calls to the Provider Services Department fall primarily into 7 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
- Essential protective gear (EPG)
- 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 5 suggestions:

1. Find the right time and location to make your call.
2. Do not call while driving, eating, or talking to other individuals.
3. Turn down the TV or radio, if applicable.
4. Have a pen and paper at the ready.
5. Know what the main reason for your call is, and be as specific and direct as possible.

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.

New Service

Statewide Back-Up Provider System for In-Home Supportive Services (IHSS) & Waiver Personal Care Services (WPCS) Consumers

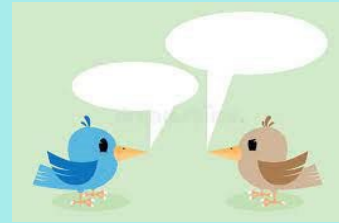
The State of California established a statewide Back-Up Provider System (BUPS) for IHSS and WPCS recipients as of October 1, 2022. Under BUPS, a recipient shall be eligible to receive temporary IHSS or WPCS from a back-up provider if the following 2 requirements are met:

1. The recipient has an urgent need for back-up supportive services due to a need for *personal care services* that cannot be met by an existing provider, or because the recipient is transitioning to home-based care and does not yet have an identified provider.
2. The recipient's health and safety will be at risk if they do not receive their regularly-scheduled in-home supportive services or waiver personal care services, such that it may result in the need for emergency services or out-of-home placement if back-up supportive services are not provided.

The maximum number of hours to be provided under the back-up provider system shall not exceed 80 hours per state fiscal year for each eligible recipient. Exceptions may be granted on an as-needed basis for severely impaired recipients, but shall not exceed 160 hours per fiscal year. Exceptions are possible if funding for the exception is appropriated in the Annual Budget Act.

To become eligible to provide authorized back-up IHSS or WPCS and receive payment as a back-up provider, the applicant shall be enrolled as a provider through the county and meet all applicable local requirements to work as such. Provider applicants who have been convicted of an offense specified in the Welfare and Institutions Code, Section 12305.81 or 12305.87 within the past 10 years are not eligible.

The contact number for the BUPS in Los Angeles County is **(877) 287-6789**.



TIPS TO HELP YOU INTERACT BETTER WITH YOUR HOMECARE PROVIDER

The following tips may help you select, supervise and appreciate your In-Home Supportive Services (IHSS) worker, and at the same time help to clear up any misunderstanding about hours, assigned tasks, and responsibilities.

These are meant as guidelines, with the understanding that each relationship between IHSS recipients and workers is unique and often very personal. Here at the Personal Assistance Services Council (PASC), we believe that the most important aspects of the relationship are mutual respect and consideration of each other's needs. We recognize that this can sometimes be difficult in a system that pays low wages and provides limited assistance to the recipients.

To minimize abuses by one side or the other, we have prepared these tips. We hope that you will find them helpful.

SELECTING A HOMECARE PROVIDER

You should interview prospective homecare providers before hiring. This is not only to ensure that your needs will be met, but for your protection as well. During the interview, find out who referred the worker to you and ask about their experience and availability. Discuss the services authorized, preferred work schedule, doctor's appointment locations, and your transportation needs. As stated in the [IHSS Consumer Handbook](#) issued by the California Department of Social Services in 2006, you should remember that IHSS does not pay for gas for the provider to do your shopping, run errands, or to take you to medical appointments. It is important to work out an agreement with your provider about how you will handle the issue of gas money.

When selecting a new provider, you may also ask for a couple of personal references. If you find the interviewing process to be intimidating, you can ask a friend or relative to sit with you during the interview. You may also choose to conduct the interview in a public setting, like a meeting room in your building, or at a McDonald's or Starbucks close to your home.

Once you have chosen your new homecare provider, ask them to complete the SOC 426A form (Provider Enrollment Agreement, 2016 version), which you will sign and date as well. Forward the signed SOC 426A to the nearest IHSS district office or to the specific IHSS district office that handles your case, for processing. Then call the IHSS Helpline, and inform them that you have hired a provider and you would like that person to be "linked" to your case.

SUPERVISING YOUR HOMECARE PROVIDER

Your homecare provider should only do those tasks that IHSS has authorized for you in your *Notice of Action* (i.e., personal care, meal preparation, light housekeeping, laundry, etc.). Tasks such as window washing, rug cleaning, caring for pets, and going on outings are not services within the scope of the IHSS Program.

The [IHSS Consumer Handbook](#) further states that “[you] should not ask your IHSS provider to do unauthorized tasks. Doing so puts providers in a difficult position, and they may be afraid they will lose their job if they refuse your request. It also puts them at risk because providers are not covered by *Workers’ Compensation Insurance* if they are hurt while doing unauthorized work.” When in doubt, consult your *Notice of Action* or contact your social worker.

Also, bear in mind that the homecare providers should only work for the person for whom they were hired to care. Providers should not be expected to do work for any family members or guests staying at your home. And family members or friends who live with you should contribute to the upkeep of the residence, and not expect the provider to clean up after them. Additionally, your homecare provider should work all of the hours assigned to you under the IHSS Program. Once the pay period is completed, you should review and approve the provider’s timesheet.

If your homecare provider abuses you in any manner (verbally, physically or emotionally), does not follow the requirements of your *Notice of Action*, does not keep their work schedule, refuses to work all of the hours assigned to you, or is dishonest; please report it to your social worker and to PASC (if the provider was referred by the Registry).

Finally, your homecare provider is a helper and a friend, not a servant or maid. He or she should be treated with the same degree of respect, courtesy and consideration that you yourself expect from your worker.

SERVICES COVERED BY IHSS

Click [here](#) to see the kinds of services covered by IHSS. Consumers are authorized services according to their needs. Very few consumers will be approved for all of these services. Each consumer is given a Notice of Action (NOA) that shows which services are authorized and how many hours and/or minutes are allocated to that particular service per week and per month.

“Spread love everywhere you go. Let no one ever come to you without leaving happier.”

--Mother Teresa

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



Are you, or someone you know, looking for a provider at this time? 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
- Meet state requirements for IHSS providers—which include passing a criminal background investigation as administered by the state Department of Justice



Consumers and providers can sign up for the Registry at WWW.PASCLA.ORG.

Reminder for Registry-Approved Providers

Registry-approved providers must update their availability for work at least once every 30 days, while looking for work.

Availability updating can be done by going to <https://la.ihsspa.org> and following the login and updating instructions, or by calling 877-565-4477, option 2, and option 2 again.

PROVIDER SERVICES DEPARTMENT



This department focuses on helping IHSS providers with IHSS enrollment and background check-related inquiries, essential protective gear (EPG) distribution, trainings, provider recruitment for the Back-Up Programs, and other provider-specific activities.

Did you know Los Angeles County has 2 (two) Back-Up Programs?

- 1. Back-Up Attendant Program (BUAP):** The BUAP provides short-term homecare assistance to eligible IHSS recipients when the recipients' regular homecare providers are unable to work due to an *unexpected* or *unplanned* event. The pay rate for the BUAP is \$19.00/hour.

Requirements for BUAP Provider Applicants

- Approved to do IHSS work and for PASC Registry, and reside in LA County
- Have a Home Health Aide, CNA, LVN, or Homecare Integration Certificate
- Participate in a 1-hour information meeting, working fewer than 66 hrs/week, and
- Submit BUAP application forms to PASC

- 2. Back-Up Provider System (BUPS):** This is a new statewide back-up program for certain IHSS and WPCS consumers. The pay rate for the BUPS is \$18.00/hour.

Requirements for BUPS Provider Applicants

- Approved to do IHSS work and for PASC Registry
- Reside in Los Angeles County, and working fewer than 66 hours/week

- Consumers requesting BUAP/BUPS services must call **(877) 287-6789**.
- Providers wanting information must call **(877) 565-4477**, press **2** and then **4**.

"When you learn, teach. When you get, give."

—Maya Angelou

Teresa A.: A Very Special IHSS Provider

Back in 2001, while working as a waitress at a popular neighborhood coffee shop, our honoree, TERESA, met a lady who frequented the coffee shop in the afternoons. TERESA and the customer (“Marian”) began to exchange pleasantries on a regular basis, and, during one of their conversations, Marian told Teresa that she was an In-Home Supportive Services (IHSS) recipient. A few days later, Marian, who was quite pleased with Teresa’s skills and personality as a waitress, asked Teresa if she would consider becoming her IHSS provider. Long story short, Teresa agreed to work for Marian, and thus began a very special employment relationship/friendship in March 2001.

While working for Marian, Teresa met another IHSS consumer at Marian’s residential complex, Esther, and agreed to work for her as an IHSS provider. For over 3 years, Teresa worked for both Marian and Esther. Sadly, Marian passed away in June 2005. Teresa said “Marian’s transition was rather painful,” because not only did they have a very successful employment relationship, but also developed a strong bond and a great friendship.

After Marian’s death, Teresa continued to work for Esther. And, just as with with Marian, Teresa and Esther developed a very special friendship and a well-balanced employment relationship, which only ended on September 3, 2022, following Esther’s death.

Now that her grieving period over Esther has passed, Teresa is ready to continue to work as an IHSS provider, and has joined the PASC Homecare Registry to find another consumer with whom to work.

We at PASC wish to express our gratitude to Teresa for her dedication and spirit of service to our IHSS consumers.

Thank you, Teresa

If you have or had a non-family provider who has been on the job as long as or longer than today’s honoree, please send an email telling us about the provider to info@pascla.org, and we will give them some well-deserved recognition.

HEMOCARE 4-1-1

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www.pascla.org

Send comments or inquiries to: info@pascla.org

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