

Communicating with your Recipient

As a provider, it is important to communicate with your recipient(s) about workweek scheduling. There are some important considerations if you work for more than one recipient or if your recipient has more than one provider.

Provider Responsibilities:

- If you work for only one recipient, you may work all of his/her authorized hours. If you work for more than one recipient, make sure the total hours you work in a workweek for **all** recipients does **not** total more than 66 hours per week.
- Tell the recipient when and how many hours you are available. This helps the recipient decide if he/she will need to hire additional providers to cover their authorized hours.
- Do not work or claim more hours than what you are assigned.
- Read the [Provider Notification of Recipient Authorized Hours and Service and Maximum Weekly Hours \(SOC 2271\)](#) which tells you your recipient's monthly authorized hours, maximum weekly hours and the services you are allowed to perform.

Recipient Responsibilities:

- Set a schedule for each provider so that the total hours worked by all providers is not more than your monthly authorized hours or maximum weekly hours.
- Read the [Recipient Notice of Maximum Weekly Hours \(SOC 2271A\)](#) which will tell you how many

maximum weekly hours you can have your provider work for you.

- Be aware if your provider works for other recipients. You may have to hire another provider if he/she cannot work all of your authorized IHSS hours.
- Understand how to adjust your hours from week to week if there is a need and when to obtain county approval or not.

Workweek Scheduling

It is important for providers to understand the IHSS workweek rules and how to follow them while providing services to recipient(s).

An IHSS **workweek** begins at 12:00 a.m. on Sunday and ends at 11:59 p.m. the following Saturday.



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
April 2016						
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
Notes:						

As an IHSS provider, you are now eligible to be paid overtime for hours worked **over 40 hours in a workweek**. The overtime pay rate is one and a half times the regular pay rate.

If you work for more than one recipient, it is your responsibility to make sure the total hours you work in a workweek for **all** recipients does **not** total more than 66 hours. If you work for only one recipient, you may work all of his/her hours as long as you do not exceed the weekly maximum. Always make sure you do not exceed your recipients' monthly authorized hours and/or your recipient's overtime limit.

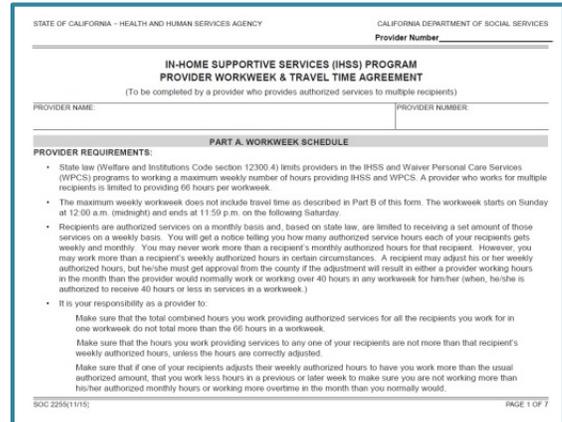
NOTE: Some recipients may not have enough hours that allow overtime to be incurred. Be sure **not** to exceed the maximum weekly number of hours for these recipients or incur overtime without first getting county approval.

The [**Recipient/Provider Workweek Agreement \(SOC 2256\)**](#), helps recipients with multiple providers make a work schedule. This form will be completed and signed by

the recipient and each of his/her providers. It keeps track of the number of hours each provider will work for the recipient each workweek. The **total** number of hours in the workweek agreement must correspond to the recipient's maximum weekly hours.

The **Provider Workweek and Travel Agreement (SOC 2255)**,

helps providers who work for multiple recipients make a workweek schedule. This form includes travel time, which is limited to 7 hours per workweek for providers who travel directly from providing service to one recipient to providing service to another recipient.



STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
Provider Number _____

**IN-HOME SUPPORTIVE SERVICES (IHSS) PROGRAM
PROVIDER WORKWEEK & TRAVEL TIME AGREEMENT**
(To be completed by a provider who provides authorized services to multiple recipients)

PROVIDER NAME _____ PROVIDER NUMBER _____

PART A. WORKWEEK SCHEDULE

PROVIDER REQUIREMENTS:

- State law (Welfare and Institutions Code section 12300.4) limits providers in the IHSS and Waiver Personal Care Services (WPCS) programs to working a maximum weekly number of hours providing IHSS and WPCS. A provider who works for multiple recipients is limited to providing 66 hours per workweek.
- The maximum weekly workweek does not include travel time as described in Part B of this form. The workweek starts on Sunday at 12:00 a.m. (midnight) and ends at 11:59 p.m. on the following Saturday.
- Recipients are authorized services on a monthly basis and, based on state law, are limited to receiving a set amount of those services on a weekly basis. You will get a notice telling you how many authorized service hours each of your recipients gets weekly and monthly. You may never work more than a recipient's monthly authorized hours for that recipient. However, you may work more than a recipient's weekly authorized hours in certain circumstances. A recipient may adjust his or her weekly authorized hours, but he/she must get approval from the county if the adjustment will result in either a provider working hours in the month that the provider would normally work or working over 40 hours in any workweek for him/her (when, he/she is authorized to receive 40 hours or less in services in a workweek.)
- It is your responsibility as a provider to:
 - Make sure that the total combined hours you work providing authorized services for all the recipients you work for in one workweek do not total more than the 66 hours in a workweek.
 - Make sure that the hours you work providing services to any one of your recipients are not more than that recipient's weekly authorized hours, unless the hours are correctly adjusted.
 - Make sure that if one of your recipients adjusts their weekly authorized hours to have you work more than the usual authorized amount, that you work less hours in a previous or later week to make sure you are not working more than his/her authorized monthly hours or working more overtime in the month than you normally would.

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Workweek Adjustments:

There may be times when your recipient will ask you to **adjust** your work hours to meet his/her needs. Your recipient may authorize an adjustment to your weekly work hours without county approval when all three of the following conditions are met:

- You are the only provider;
- You don't work for any other recipients;

AND

- Your weekly work schedule is adjusted in the remaining workweeks of that month to make sure you don't work more than your recipient's monthly authorized hours or the approved overtime hours.

Your recipient will need to request approval from the county when the adjustment requires you to work:

- More than 40 hours in a workweek if the recipient's maximum weekly hours are 40 hours or less,
- OR**
- More overtime hours in the month than you would normally work.

You should always check with your recipient to make sure he/she has received approval before or as soon as possible after you have worked over 40 hours during a workweek.

Travel Time

IHSS providers can be paid for travel time. Travel time is the time it takes a provider to travel directly from the location where they care for a recipient to another location to provide services for a different recipient on the same day.

There are some rules that apply to travel time:

1. The maximum amount of time you are allowed to travel during a workweek is **7** hours.
2. Travel time will **not** be counted as part of your assigned weekly service hours.
3. Travel time will **not** be counted as part of your recipient's maximum weekly hours or monthly authorized hours.
4. Travel time **does not** include the time it takes to travel from your home to the location where you are providing services or back to your home after the work is completed.
NOTE: If you provide services to a recipient in your home and need to travel to another recipient to provide services, you will be paid travel time **TO** the other recipient, but not back to your home after services have been provided.
5. You will get paid for travel time for all types of transportation, such as a car, bus, bicycle or train.
6. You must keep track of your travel time each week so that you can report it on your timesheet.

Providers who work for multiple recipients will need to complete and sign an [**IHSS Provider Worksheet and Travel Time Agreement \(SOC 2255\)**](#). This agreement explains the workweek and travel time limitations, and includes areas for you to plan your workweek schedule and record the estimated travel time between recipients'

locations each week. Completing the SOC 2255 will help make sure that you do not work more or travel more than you are allowed to each workweek.

Be careful in planning your travel time. Remember that you cannot claim more than 7 hours of travel time in one workweek.