July 5, 2017

ALL-COUNTY INFORMATION NOTICE NO.: I-35-17

TO: ALL COUNTY WELFARE DIRECTORS
    ALL IN-HOME SUPPORTIVE SERVICES PROGRAM MANAGERS

SUBJECT: RELEASE OF REVISED IN-HOME SUPPORTIVE SERVICES PROVIDER ORIENTATION VIDEO

REFERENCES: All-County Information Notice No. I-06-12; All-County Letter No. 09-54; All-County Letter No. 09-52

This All-County Information Notice (ACIN) provides information regarding the release of the revised In-Home Supportive Services (IHSS) Provider Orientation video.

BACKGROUND

Assembly Bill (AB) X4 19 (Chapter 17, Statutes of 2009) added Welfare and Institutions Code (W&IC) section 12301.24, which mandated the implementation of a statewide provider orientation as part of the IHSS provider enrollment process. It further directed the California Department of Social Services (CDSS) to develop the provider orientation in consultation with the counties and other stakeholders. The initial provider orientation curriculum was distributed statewide on October 19, 2009. After subsequent statutory and regulatory changes to the program, CDSS formed a new stakeholder workgroup and an amended version of the provider orientation curriculum was released on February 2, 2012.

REVISED ORIENTATION CURRICULUM

As a result of additional statutory changes, in November 2016, CDSS convened a stakeholder workgroup to update the revised provider orientation video and supplemental handouts. The workgroup included representatives from counties, Public Authorities (PAs), IHSS recipients, IHSS providers, labor organizations and other advocacy organizations.
The stakeholder process was concluded in February 2017, and resulted in the following revisions to the video:

- An increase in the length from 30 to 46 minutes.
- An additional four sections were added: Workweek and Overtime, Travel Time and Wait Time, Adjusting Hours and Violations.
- The Timesheet section was updated to include new information.
- Information is provided on workweek, travel time and wait time limitations, adjusting hours, exemptions, and violations.

Additionally, the following revisions were made to the supplemental materials:

- An amended orientation Guide which includes:
  - Key terms regarding the State’s implementation of the workweek and travel time limitations
  - Revised and/or new forms/notices
  - Instructions and tips on timesheet completion
  - Instructions on travel claim form completion
  - Guidelines on how to prevent violations
- Five revised handouts:
  - Tier 1 Crimes
  - Tier 2 Crimes
  - Mandated Reporter
  - Services Covered by IHSS
  - Medi-Cal Fraud and Abuse
- Eight newly-developed fact sheets:
  - How to Become an IHSS Provider
  - Communicating with Your Recipient
  - Workweek Scheduling
  - Travel Time
  - Violations
  - Exemptions
  - Wait Time
  - Provider Workweek and Travel Time Agreement

DISTRIBUTION OF MATERIALS

The CDSS’ training vendor, San Diego State University Research Foundation (SDSURF), distributed an initial flash drive to each county/PA office in May 2017. Following this initial distribution, CDSS subsequently revised the video and omitted language regarding the ninety-day provider enrollment timeframe. The revised video will be shipped to all counties/PAs in early July on flash drives and DVD discs. Counties/PAs shall use the revised video during provider orientations and discard the previously sent flash drives. Although the video file has the capability to select specific
sections to view, providers must view and complete the entire video to fulfill the provider enrollment requirement. Also, SDSURF will distribute an initial set of the English-only printed handouts to each PA office commencing July 2017 and thereafter. These handouts will be accessible on CDSS’ website at: [http://www.cdss.ca.gov/IHSS-Providers/IHSS-Provider-Orientation](http://www.cdss.ca.gov/IHSS-Providers/IHSS-Provider-Orientation).

**TRANSLATION**

This video will be available in the State threshold languages for the IHSS population: Spanish, Armenian, and Chinese, as required by Government Code §7295.2. The SDSURF will distribute an initial copy of the video-translated files on DVD disc to each county/PA office on or before August 1, 2017. The video also includes closed-captioning for the hearing impaired. Additionally, the supplemental handouts will be translated into the threshold languages and made available on CDSS’ website at the above link.

If you have any questions or comments regarding the contents of this letter, please contact the CDSS, Adult Programs Policy and Quality Assurance Branch, Training and Quality Assurance Bureau, Training and Development Unit at (916) 651-3494 or via email at: IHSS-Training@dss.ca.gov.

Sincerely,

*Original Document Signed By:*

DEBBI THOMSON  
Deputy Director  
Adult Programs Division

C: CWDA