INFORMATION REGARDING TEMPORARY CHANGES TO THE IN-HOME SUPPORTIVE SERVICES PROVIDER ENROLLMENT PROCESS DUE TO THE COVID-19 PANDEMIC

This notice is to inform you of several temporary changes that have been made to the In-Home Supportive Services (IHSS) provider enrollment process as a result of the current public health crisis involving the COVID-19 virus, in accordance with the Executive Orders issued by Governor Gavin Newsom in the months of March and April 2020.

The following change is in effect until June 15, 2020:

- The applicant provider may request that the Department of Justice (DOJ) perform a name check criminal background check instead of a background check using fingerprints if the applicant provider is unable to locate an available Live Scan agency due to office closures related to the COVID-19 pandemic. Please note: If the applicant provider has their criminal background check performed using a DOJ name check, references to submission of fingerprinting to the DOJ in any of the enclosed notices refers instead to submission of DOJ name check form.

The following changes are in effect until June 30, 2020:

- The requirement that original documentation verifying the applicant provider’s identity (State or federal government photo identification and social security card) must be photocopied by the county is temporarily waived; and

- The requirement that the applicant provider attend an in-person IHSS provider orientation at the county and sign the IHSS Program Provider Enrollment Agreement (SOC 846) is temporarily waived.

The applicant provider will be required to complete all regular provider enrollment requirements as follows:

- The regular background check requirements, including submitting his/her fingerprints via Live Scan to the DOJ for a criminal background check and receipt of the results and determination of eligibility by the County, by June 15, 2020;
- Providing his/her State or federal government issued photo identification and social security card to the county IHSS office or public authority to be photocopied and placed in the provider record by June 30, 2020; and
- Attending and completing in-person provider orientation provided by the county; and signing and submitting the IHSS Program Provider Enrollment Agreement (SOC 846) by September 30, 2020.

If the provider does not complete any of the above requirements by the required date(s), he/she will immediately be determined ineligible to work as an IHSS provider and cannot be paid by the IHSS program. Any recipient whose provider has been determined to be ineligible will have to choose a new provider until the provider becomes eligible.