The purpose of this letter is to provide information regarding the release of the revised In-Home Supportive Services (IHSS) Provider Orientation video and supplemental handouts.
April 7, 2020

ALL COUNTY INFORMATION NOTICE NO. I-29-20

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

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

REFERENCE: ALL-COUNTY INFORMATION NOTICE NO. 1-35-17; 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 and supplemental handouts.

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, in consultation with counties and other stakeholders, as part of the IHSS provider enrollment process. The initial provider orientation curriculum was distributed statewide on October 19, 2009. After subsequent statutory and regulatory changes to the program, the California Department of Social Services (CDSS) formed a new stakeholder workgroup and an amended version of the provider orientation curriculum was released on February 2, 2012. In November 2016, due to additional statutory changes, CDSS further 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, labor organizations, and other advocacy organizations.

REVISED ORIENTATION CURRICULUM

As a result of recent statutory changes to the IHSS program, in December 2019, CDSS formed a stakeholder workgroup, consisting of representatives from counties and Public Authorities, to revise the provider orientation video and supplemental handouts. The
proposed curriculum was distributed for feedback to additional stakeholders that included counties, Public Authorities, IHSS recipients and providers, labor organizations, and other advocacy organizations.

The stakeholder process was concluded in January 2020 and resulted in the following updates to the video:

- A section was added: Paid Sick Leave.
- The Provider Requirements and Responsibilities section was revised to include:
  - Information from the revised IHSS Provider Enrollment Form (SOC 846) (10/19), including, but not limited to, Medi-Cal share of cost for recipients, requirement to complete the Employment and Eligibility Verification form (I-9), option to submit an Employee’s Withholding Allowance Certification (W-4) to request federal income tax withholding and/or California Employee’s Withholding Allowance Certificate (Form DE 4), paid sick leave, and provision of personal information to labor organizations.
  - Ninety-day enrollment language (i.e., if the provider did not complete their provider enrollment process within 90 calendar days, the provider would have to start the entire enrollment process again).
- The Timesheets section was revised to include information on Electronic Visit Verification, Electronic Services Portal, and Telephone Timesheet System.

Additionally, the following supplemental handouts were revised or newly developed:

- Fifteen Revised Handouts:
  - Communicating with Your Recipient
  - Exemptions
  - How to Become an IHSS Provider
  - IHSS Authorized Tasks
  - Live-In Provider Self-Certification Information
  - Mandated Reporter
  - Medi-Cal Fraud and Abuse
  - Services Covered by IHSS
  - Tier 1 Crimes
  - Tier 2 Crimes
  - Tips for Avoiding Fraud
  - Travel Claim Forms
  - Travel Time
  - Wait Time
  - Workweek Scheduling
- Six New Handouts:
Electronic Visit Verification
Electronic Services Portal
Electronic Services Portal Provider-Recipient Registration
Paid Sick Leave
Share-of-Cost
Violations

DISTRIBUTION OF MATERIALS

CDSS’ training vendor, California State University, College of Continuing Education (CCE), distributed a flash drive to each county and Public Authority (PA) office in April 2020. The flash drives include a copy of the Provider Orientation video and all supplemental handouts. Counties and PAs shall use the revised video during provider orientations. CDSS also distributed an initial set of the English-only printed handouts to each county and PA office in April 2020. All current handouts will be available on CDSS’ website at https://www.cdss.ca.gov/inforesources/ihss/ihss-providers/orientation-process.

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. CCE will distribute a copy of the video-translated files on a flash drive to each county/PA office on or before June 1, 2020. The video will also include closed captioning for constituents with hearing impairment. 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 Training and Development Unit at (916) 653-1873 or via email at IHSS-Training@dss.ca.gov.

Sincerely,

Original Document Signed By

DEBBI THOMSON
Deputy Director
Adult Programs Division