

December 11, 2020

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 20-140

The purpose of this All County Letter is to provide additional information regarding the Mandatory In-Home Supportive Services (IHSS) Refresh training and the new-hire IHSS county staff training requirement.



KIM JOHNSON
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



GAVIN NEWSOM
GOVERNOR

December 11, 2020

ALL COUNTY LETTER NO. 20-140

TO:

ALL COUNTY IN-HOME SUPPORTIVE SERVICES PROGRAM
MANAGERS
ALL COUNTY IN-HOME SUPPORTIVE SERVICES CASE
WORKER SUPERVISORS

SUBJECT:

**MANDATORY IN-HOME SUPPORTIVE SERVICES (IHSS)
REFRESH TRAINING FOR IHSS COUNTY STAFF AND
MANDATORY TRAINING REQUIREMENT FOR NEW HIRE IHSS
COUNTY STAFF**

REFERENCE:

[ALL COUNTY LETTER 20-106 \(September 28, 2020\);](#)
[SENATE BILL 1104 \(CHAPTER 229, STATUTES OF 2004\)](#)
[ASSEMBLY BILL 79 \(CHAPTER 11, STATUTES OF 2020\)](#)
[WELFARE AND INSTITUTIONS CODE \(WIC\) SECTION 12305.7](#)
[WIC SECTION 12305.72](#)

INTRODUCTION

The purpose of this All County Letter is to inform counties of the new *Mandatory In-Home Supportive Services (IHSS) Refresh Training* requirement for county IHSS staff, as well as the requirement that new IHSS county staff must attend the IHSS 101 and IHSS 102 Training Academy courses within six (6) months of their county hire date.

BACKGROUND

Senate Bill 1104 enacted Welfare and Institutions Code (WIC) Section 12305.72, which mandated the development and implementation of statewide IHSS training for county staff on various subjects relating to the provisions of supportive services including, but not limited to, the uniformity system, variable assessment intervals, and Hourly Task Guidelines (HTGs).

On June 29, 2020, Governor Newsom signed Assembly Bill 79, which among other things, amended WIC Section 12305.7. The amendments to WIC Section 12305.7 created new training requirements for existing county IHSS staff as well as new hires.

NEW REQUIREMENTS:

Refresher Training

Pursuant to the amendments to WIC Section 12305.7(e)(2)(B), all county IHSS staff hired prior to June 29, 2020 who have not completed the IHSS Training Academy 101 and 102 (formerly known as Comprehensive Assessment Concepts), or completed the courses prior to July 1, 2019, must complete the refresher training courses by December 31, 2021.

The purpose of the refresher training is to ensure counties are complying with IHSS statutes, policies, and regulations on service assessment and authorization, such as the Functional Index (FI) rankings and Hourly Task Guidelines (HTGs).

There will be a designated course for each of the required staff below:

- Case Workers
- Case Worker Supervisors
- Quality Assurance and Program Integrity staff
- Program Managers

Although the refresher training is not mandatory for State Hearing representatives, Public Authority, and Nonprofit Consortium staff, attendance is encouraged as space permits.

The Case Worker Refresh training will reinforce and expand knowledge on accurately assessing applicants and recipients, assigning the FI Ranks, applying HTG's and documenting supporting evidence in case files. The Case Worker Supervisor, Quality Assurance and Program Integrity staff, and Program Manager training builds upon the Case Worker training, while also providing key components necessary for ensuring case workers correctly apply the FI rankings and HTG's, and document case information appropriately.

State Responsibilities

In order for counties to comply with this new mandate, the CDSS Training and Development Unit (TDU) in partnership with the IHSS Training Academy (IHSS TA) will develop and facilitate the refresher training virtually.

The Case Worker, Case Worker Supervisor, and Quality Assurance, Program Integrity, and Program Managers refresher trainings are comprised of two four-hour courses. Course 1 will be provided January through June 2021, and Course 2 will be provided

July through December 2021 for Case Worker, Case Worker Supervisor, Quality Assurance and Program Integrity staff. The courses will be held multiple times per month during the course offering cycle. Information regarding the Program Manager Refresh training Course 2 will be forthcoming.

Counties will be notified via email when the Refresh training schedule becomes available. Staff will be able to register on the [Learning Management System \(LMS\) webpage](#). A link to the LMS is also available on the [IHSS Training Academy webpage](#). Counties will need to check the LMS frequently for scheduling updates.

County Responsibilities

County management is required to ensure all staff hired prior to June 29, 2020 who completed IHSS 101 and 102 courses prior to July 1, 2019 or who have not completed the courses complete all the IHSS Mandatory Refresh training courses related to their county role. Staff with multiple county roles must attend all courses related to their position.

IHSS 101 and 102 for New County IHSS Staff

All new county IHSS staff hired after June 29, 2020 must complete the IHSS Training Academy 101 and 102 courses within six (6) months of their hire date, as specified in WIC Section 12305.7(e)(2)(A). This new requirement applies to the following IHSS county staff:

- Case Workers
- Case Worker Supervisors
- Quality Assurance Staff
- Program Integrity Staff
- Program Managers

As mentioned above, although the IHSS Training Academy courses are not mandatory for State Hearing representatives, Public Authorities, and Nonprofit Consortium staff, attendance is encouraged as space permits.

In order for counties to comply with this new mandate, the California Department of Social Services Training and Development Unit will continue to provide the IHSS 101 and 102 Training Academy Courses. Staff will be able to register on the [Learning Management System \(LMS\) webpage](#). A link to the LMS is also available on the [IHSS Training Academy webpage](#). For scheduling updates, counties will need to check the LMS.

All County Letter No. 20-140
Page Four

For questions regarding the information in this letter, please contact the Training and Development Unit at IHSS-Training@DSS.ca.gov.

Sincerely,

Original Document Signed By:

DEBBI THOMSON
Deputy Director
Adult Programs Division

c: County Welfare Directors Association (CWDA)