

March 30, 2020

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 20-30

This ACL provides guidance to counties on In-Home Supportive Services (IHSS) social worker overtime and IHSS and Adult Protective Services social worker outreach during the Coronavirus (COVID-19) pandemic.



KIM JOHNSON
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
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GAVIN NEWSOM
GOVERNOR

March 30, 2020

ALL COUNTY LETTER NO. 20-30

TO: ALL COUNTY PROGRAM MANAGERS

FROM: DEBBI THOMSON, Deputy Director
Adult Programs Division

SUBJECT: IN-HOME SUPPORTIVE SERVICES (IHSS) PROGRAM SOCIAL
WORKER OVERTIME AND IHSS AND ADULT PROTECTIVE
SERVICES OUTREACH DUE TO COVID-19

REFERENCE: [GOVERNOR'S EXECUTIVE ORDER DATED MARCH 17, 2020](#)
[ALL COUNTY LETTER ACL NO. 20-26](#)

The purpose of this letter is to provide guidance to counties on In-Home Supportive Services (IHSS) social worker overtime and IHSS and Adult Protective Services (APS) outreach during the COVID-19 crisis. All of the guidelines and policies set forth in this ACL are effective immediately upon release of this ACL and continue in force through June 30, 2020.

COUNTY IHSS SOCIAL WORKER OVERTIME

On March 4, 2020, Governor Newsom announced a state of emergency due to the COVID-19 pandemic. Counties must ensure the continuity of IHSS to program recipients during pandemic conditions or periods of social distancing, consistent with applicable public health guidance. To support counties with these efforts, California Department of Social Services (CDSS) will augment IHSS administrative funding to support IHSS social worker overtime costs. County social workers' primary work for overtime hours should be focused on activities related to, but not limited to:

- Initial face-to-face assessment.
- Ensuring phone calls received by both providers and recipients are answered and/or returned as quickly as possible.

- Assessments due to a change in the recipient's condition or circumstances, which would result in an increase in authorized hours, such as a loss of alternative resources due to COVID-19 impacts.
- Assistance with provider enrollment to the recipient case and issuance of timesheets.

IHSS AND APS SOCIAL WORKER OUTREACH

IHSS and APS Social Workers should identify and outreach to program recipients who may need additional support during the COVID-19 emergency. Counties should prioritize recipients who are most at-risk for this outreach. For example, this may include, but is not limited to, recipients who are 80 years of age and older, who are living alone or who do not have an active provider. Social workers should provide information and connection to available resources as needed to support these recipients.

Counties will receive an allocation for these activities. The CDSS will issue additional guidance and claiming details in a forthcoming County Fiscal Letter.

If you have any questions or need additional guidance regarding the information in this letter, contact the Financial Management Unit of the Adult Programs Division at APD_FMU@dss.ca.gov.

Sincerely,

Original Document Signed By

DEBBI THOMSON
Deputy Director
Adult Programs Division