

January 2, 2024

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

**EXECUTIVE SUMMARY**

**ALL COUNTY LETTER NO. 24-02**

The purpose of this All County Letter (ACL) is to provide counties with information regarding the extension of the In-Home Supportive Services (IHSS) Career Pathways Program through December 31, 2024.



KIM JOHNSON  
DIRECTOR

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**DEPARTMENT OF SOCIAL SERVICES**  
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GAVIN NEWSOM  
GOVERNOR

January 2, 2024

ALL COUNTY LETTER NO. 24-02

TO: ALL COUNTY WELFARE DIRECTORS  
ALL IN-HOME SUPPORTIVE SERVICES PROGRAM MANAGERS  
ALL COUNTY WELFARE DIRECTORS  
ALL COUNTY FISCAL OFFICERS  
ALL IN-HOME SUPPORTIVE SERVICES PROGRAM MANAGERS  
PUBLIC AUTHORITY EXECUTIVE DIRECTORS

SUBJECT: IHSS CAREER PATHWAYS PROGRAM EXTENSION

REFERENCE: [WELFARE AND INSTITUTIONS CODE \(WIC\) SECTION 12316.1;](#)  
[ASSEMBLY BILL 120, SENATE BILL 101](#)  
[ALL COUNTY LETTER ACL 23-03 \(JANUARY, 13, 2023\);](#)  
[ALL COUNTY LETTER ACL 23-33 \(MARCH 20, 2023\);](#)

The purpose of this All County Letter (ACL) is to provide counties with information regarding the extension of the Career Pathways Program for In-Home Supportive Services (IHSS) and Waiver Personal Care Services (WPCS) providers through December 31, 2024.

## **BACKGROUND**

Section 24 of [Senate Bill 172](#) added Welfare & Institutions Code (WIC) section 12316.1 which mandates the California Department of Social Services (CDSS) to administer the Career Pathways Program for providers of IHSS and WPCS. [Senate Bill 101](#), extends funding for the existing Career Pathways program through December 31, 2024.

Pursuant to WIC section 12316.1, the Career Pathways Program was created to increase the quality of care and encourage recruitment and retention of providers for IHSS and WPCS recipients. The Career Pathways Program offers IHSS and WPCS providers opportunities for training to enhance their skills, knowledge, and advancement in the home health care field. Participation is voluntary and training is available statewide at no cost to providers. Active providers are reimbursed at their county hourly rate for time attending courses and may also qualify for incentive payments for meeting

certain criteria. The program does not offer an academic degree or professional licensing. Providers will receive proof of completion for all courses taken.

All IHSS/WPCS providers who have completed provider enrollment and are in eligible status are able to attend Career Pathways Program courses at no cost. The WIC section 12316.1 identifies five separate pathways available to participants which are divided into two categories (General and Specialized Skills). The course catalog provides a brief description of the subject matter and includes options for attendance. The IHSS/WPCS providers who are actively linked to an IHSS or WPCS recipient are eligible to receive incentive payments depending on which courses they have completed and the needs of their recipient. Requirements for the three types of Incentive Payments are outlined below:

- Type 1 - \$500
  - After completing 15 hours of training in a specific career pathway in either the General or Specialized Skills pathways (providers may be eligible for up to two Type 1 incentive payments).
- Type 2 - \$500
  - After completing 15 hours of training in a specialized skills career pathway; and,
  - Begin working for an existing or new recipient who has a need for that specialized care, and,
  - Work for one or more recipients needing that specialized care for a minimum of 40 hours in the first month after completing the training.
  - Providers may be eligible for a one-time payment regardless of the number of recipients they provide services for.
- Type 3 - \$2000
  - After completing 15 hours of training in a specialized skills career pathway; and,
  - Begin working for an existing or new recipient who has a need for that specialized care; and,
  - Work for one or more recipients needing that specialized care for a minimum of 40 hours per month for at least 6 months.
  - Providers may be eligible for a one-time payment regardless of the number of recipients they provide services for.

The Career Pathways Program began offering training classes on October 1, 2022, and was originally scheduled through December 31, 2023. On January 13, 2023, [ACL 23-03](#) was issued and outlined the details of the Career Pathways Program including eligibility, requirements, claim submission and payments. It also introduced the [IHSS Career Pathways Webpage](#), which includes the course catalog and additional program information. As of June 27, 2023, the funding for the Career Pathways Program, as part of the Home and Community Based Services (HCBS) Spending Plan, has been extended an additional twelve months, through December 31, 2024. As a result of this change, CDSS has extended the availability of the Career Pathways program.

## **CAREER PATHWAYS EXTENSION DETAILS**

### **Course Offerings, Training, and Incentive Claim End Date**

The course catalog on the [Career Pathways Webpage](#) will continue to be updated with course availability. Courses will be offered through September 30, 2024.

The Career Pathways Training Time and Training Incentive claims can only be submitted online using the Electronic Services Portal (ESP). Training time claims should only be submitted after the completion of a Career Pathways course from the course catalog. Incentive claims should only be submitted after at least 15 hours of training time in a given pathway have been approved by CDSS and any other incentive requirements have been met.

IHSS and WPCS providers must submit Training and Incentive claims by November 30, 2024. The CDSS staff will process claims in the order in which they are received. All claims will be reviewed and processed by December 31, 2024.

Instructions and information on submitting claims, viewing claim status, payments and warrant replacement, and reports can be found in [ACL No. 23-03](#) and on the [Career Pathways Webpage](#).

## **CAREER PATHWAYS CLAIMING**

For Career Pathways classes conducted by the county, costs shall be claimed on the Career Pathways Reimbursement Invoice. For classes conducted by Public Authorities/Nonprofit Consortia (PA/NPCs), costs will continue to be claimed through the quarterly SOC 448 invoice. For further information regarding Career Pathways claiming and allowable cost categories please see [ACL NO. 23-33](#). New or participating counties and/or PA/NPCs are to submit updated projected budget detail after receiving Career Pathways curriculum approval. The projected budget detail should reflect the costs associated with each approved Career Pathway course. The budget detail should include, at minimum, the following costs categories: personnel costs, operating expenses, equipment costs, and overhead/indirect costs. This information would assist the department in an estimation of the county/PA's revenue and expense needs.

Projected budget details and to initiate the claiming process, the invoice and supporting documents must be sent electronically to [APD\\_FMU@dss.ca.gov](mailto:APD_FMU@dss.ca.gov). A hard copy is not required but may be requested if the quality of the documentation is insufficient. For Career Pathway costs incurred between October 1, 2022 through September 30, 2024, claims must be submitted by October 31, 2024.

**CAREER PATHWAYS CONTACT INFORMATION UPDATED**

Providers may obtain assistance with entering Career Pathways training time and incentive claims into the ESP by reviewing materials at the [Career Pathways Webpage](#) or contacting the IHSS Service Desk at 1-866-376-7066.

Provider questions regarding claim and payment status should be referred to the following email address: [CareerPathwaysClaims@dss.ca.gov](mailto:CareerPathwaysClaims@dss.ca.gov) or by phone at 916-651-7167.

For general questions regarding the Career Pathways Program and support with navigating the course catalog or website, contact IHSS Career Pathways Service Line at 1-866-371-9736.

Questions regarding the information transmitted in this ACL may be directed to the Adult Programs Division, by calling 916-651-1069 or at the following email address: [IHSSCareerPathways@dss.ca.gov](mailto:IHSSCareerPathways@dss.ca.gov)

Sincerely,

***Original Document Signed By:***

LEORA FILOSENA  
Deputy Director  
Adult Programs Division

cc: CWDA