

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento CA 95814



February 8, 2008

ALL-COUNTY INFORMATION NOTICE NO. I-10-08

TO: ALL COUNTY WELFARE DIRECTORS
ALL IHSS PROGRAM MANAGERSSUBJECT: IN-HOME SUPPORTIVE SERVICES (IHSS) SOCIAL WORKER
TRAINING ACADEMY**REFERENCE: ALL-COUNTY INFORMATION NOTICE NO. I-71-05
(November 9, 2005)**

The California Department of Social Services (CDSS) is pleased to announce the redesign of the In-Home Supportive Services (IHSS) Social Worker Training Academy (SWTA) curriculum. The training modules are named after their reflective subject area rather than by training phases (Phase I, Phase II, etc.) to provide greater flexibility in meeting the needs of a variety of participants.

Background

The IHSS SWTA was established in accordance with Welfare and Institutions Code section 12305.7(e), enacted by Senate Bill (SB) 1104 (Chapter 229, Statutes of 2004). In 2005, the CDSS contracted with the California State University, Sacramento (CSUS), and College of Continuing Education, to design the curriculum and deliver training. Additionally, CSUS' Institute for Social Research conducts evaluations for each training session. The CDSS has continued to partner with CSUS in the development of the training curriculum with input from counties through the County Welfare Directors' Association of California and county surveys. The CSUS hires professional trainers and county staff familiar with the IHSS assessment process as subject matter experts to provide the training.

Training Curriculum

The first training module of the IHSS SWTA for Fiscal Year 2007/08 is a one-day, elective training session entitled *Medical Implications*, which debuted in October 2007. This particular training is an optional module designed as an enrichment course for IHSS social workers and non-medical staff.

REASON FOR THIS TRANSMITTAL

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

It is NOT considered a part of the IHSS SWTA's core curriculum but is highly recommended. By the end of the training, the participants will have:

- Over 500 pages of resource materials and a desk copy of *The Pill Book*;
- A greater understanding of common medical conditions, diseases, and procedures associated with IHSS consumers;
- Information that may help build a better rapport with consumers, families, and providers;
- Additional information that may help identify areas requiring follow-up; and
- Additional understanding of outside resources not covered under IHSS that may aid in the referral of consumers to other needed resources.

The next module, released in December 2007, is a three-day session entitled *IHSS 101*. This training provides a basic understanding of IHSS and is designed specifically for newly hired IHSS staff that has limited IHSS experience.

Future training modules will include a redesign of core topics previously covered in Phases 1 through 4 as follows:

- A two-day session entitled *Assessment and Authorization* that combines the previous Phases 1 and 3 and focuses on Good Assessment Practices and Hourly Task Guidelines (to be offered starting in January 2008);
- A two-day session entitled *Special Areas in IHSS* that is similar to the original Phase 2 training on Assessing Children and Protective Supervision (to be offered starting in February 2008); and
- A one day session entitled *Ensuring Quality* that replaces the previous Phase 4 training on Fair Hearings and Paramedical (to be offered starting in February 2008).

Other topic-specific trainings will be determined based on county needs.

Additionally, the first online training module, *Assessment of Function*, is anticipated to be available in February 2008. This online module presents information previously provided in the Phase 1 training. It is important to note that the on-line modules are not intended to replace the classroom training, but rather to serve as a reference tool you can revisit as questions arise.

For additional information regarding training course content and scheduling, please visit the IHSS SWTA website at: <http://www.cce.csus.edu/conferences/ihss/index.asp>.

Registration Process

County Staff

Social workers, supervisors, and other designated county staff must register for training on-line through the IHSS SWTA's website address provided on the previous page. County IHSS Program Managers have received the registration web address directly from CSUS. Enrollment protocol is as follows:

- Online registration will be closed on the **Wednesday the week before the scheduled training session**. At that time, please follow the instructions detailed in the message that will appear next to the session's listing that says "limited space available, contact the CSUS Registration Department, Tim Lynch, at (916) 278-5645 to enroll."
- Once a session has reached registration capacity of 30 county participants, the session will be closed to on-line enrollment. At that time, a message reading "Session full, contact your IHSS Program Manager to be added to the waiting list" will appear next to the session's listing. County staff will maintain their own waiting lists.
- Staff from CSUS will contact the county IHSS Program Manager if additional training slots become available

Statewide Organizations

There is a limit of 35 participants per training session with priority given to social workers and their supervisors. Of the 35 slots, 5 slots per training session will be reserved for statewide organizations. The procedures for registration for these staff are as follows:

- California Association for Public Authorities (CAPA) staff and coalition partners should work through their designated representative who is coordinating their registrations and that representative will provide the information to the Quality Assurance Bureau (QAB). The QAB will facilitate enrollment for State slots for CAPA staff, coalition partners, Administrative Law Judges (ALJs), and other State staff. Other State staff will require supervisory approval prior to contacting the QAB. The registrations should then be forwarded to the QAB, attention Penny Baltikauski via e-mail at: Penny.Baltikauski@dss.ca.gov **no later than the Wednesday two weeks prior to the scheduled training session.**
- The CDSS will then forward approved registration forms to the CSUS Registration Department. One week prior to the scheduled training session, the Registration Department will provide confirmation to all participants who provide an e-mail address on their registration forms.

Classroom Strategies for Successful Training Outcomes

Training classes are generally scheduled from 8:30 a.m. to 4:30 p.m. with a one-hour lunch break (meal not provided). To achieve maximum benefit from the training, participants will need to attend the full session. Consequently, participants arriving for the training more than one hour late will not be admitted and will need to reschedule through their County IHSS Program Manager or the QAB for State staff. For multiple-day training sessions, participants who miss any day will need to reschedule for a future training session.

Also, it is important to note that the trainers are not policy experts. When questions arise pertaining to policies that are beyond the scope of the materials presented, these policy questions should be directed to CDSS. You may e-mail your question with the specific case situation to IHSS-QA@dss.gov or call us at (916) 229-3494.

If you have further questions regarding this ACIN, please contact Penny Baltikauski, of the QAB at (916) 229-4016.

Sincerely,

Original Document Signed By:

EVA L. LOPEZ
Deputy Director
Adult Programs Division

c: CWDA

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