



# In Home Supportive Services Advisory Board *News Bulletin*

*Spring Edition*

2023

## **CHANGES TO EVV**

Since 2020 the California Department of Social Services (CDSS) has been implementing the Electronic Visit Verification (EVV) system which electronically verifies when in-home service visits occur. This implementation was mandated by the federal government (Centers for Medicare & Medicaid Services, or CMS). It was also mandated that the provider's location be 'captured in real time'. This aspect of the system was delayed as CDSS presented various alternatives to CMS. Ultimately, the alternatives were rejected by CMS and CDSS was informed that the only acceptable ways to capture location were via GPS, landline phone or a device in a recipient's home. This mandate produced more delays while modifications and training occurred. These delays incurred federal penalties, which California has been paying since January 1, 2021. Therefore, beginning July 1, 2023, all non-live-in providers will be required to report via GPS their location at the start and end of each shift.

By the end of April, providers should have received the third outreach letter, and other information regarding training and implementation. If you have not received these informative letters, please contact the IHSS office, 707-476-2100. Over the next two months, more information will be sent including Web Application to the App Store, and the actual changes to the Electronic Services Portal and Telephone Timesheet services. It is important to keep up with these changes and avoid delay in payment for services.

## **URGENT NEED CARE**

**Humboldt County** now has a Back-Up Provider System (BUPS). This service is for IHSS recipients whose regular care provider(s) cannot work due to illness or family emergency, and the recipient must qualify for urgent care services. The qualifying factors are that the recipient is severely impaired and her/his health and/or safety would be jeopardized without the additional help, requiring emergency services or out-of-home placement. These conditions include such things as being unable to prepare food or eat, getting out of bed, performing personal hygiene tasks, or administering medications. There is an 80-hour limit per year for these services.

**To qualify** as an urgent need care provider, in accordance with the state's Senate bill 187 and welfare and institutions code sections 12300.5 and 12300.6, the provider must be in good standing on the care provider registry and volunteer to be on call. There is a two-dollar wage differential for urgent need care providers.

For more information or to request a Back-Up Provider, call 707-476-2100 and ask to speak with someone about BUPS.



H O M E B R I D G E

IHSS CAREER PATHWAYS  
TRAINING

### *What is the IHSS Career Pathways Program?*

The IHSS Career Pathways Program is an exciting new program that provides training opportunities for IHSS providers to enhance skills and improve the quality of care for their recipients. IHSS providers who have completed provider enrollment are eligible to participate. Participation is voluntary, and the training is available statewide and free.

Additionally, qualified IHSS providers enrolled in Career Pathways will receive hourly pay for attending classes and may receive additional payments up to \$2,000 for completing courses and implementing course learnings.

### **How do providers register and sign up for training classes with the IHSS Career Pathways Program?**

The IHSS Career Pathways Program course catalog, registration information, and payment information is available online at the IHSS Career Pathways Program website: <https://homebridgeca.arlo.co/w/>

### **What if I need help or have questions?**

[IHSSCareerPathways@dss.ca.gov](mailto:IHSSCareerPathways@dss.ca.gov)

## **ABOUT US**

The purpose of the IHSS Advisory Board is to offer advice and make recommendations to improve the quality of services delivered to recipients of Humboldt County's IHSS program.

We are comprised of eleven members, six of whom are IHSS recipients. The remaining five members can be care providers, community advocates for seniors and disabled adults, other concerned community members, and one county staff person. The meetings are also attended by the IHSS program manager and other staff and the Public Authority. We meet monthly on the fourth Monday of the month at 2:00. We are currently returning to an in-person format, with call-in and zoom options available. We discuss issues concerning IHSS: State mandated changes to the program, legislation affecting IHSS, and local issues. **The meetings are open to the public** and we invite community members to attend and share ideas and concerns regarding the IHSS program.

***For further information and meeting location, please call 707-388-6302.***

