



CDSS

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**DEPARTMENT OF SOCIAL SERVICES**

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ALL-COUNTY INFORMATION NO. I-06-13

REASON FOR THIS TRANSMITTAL

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

TO: ALL COUNTY WELFARE DIRECTORS  
ALL IN-HOME SUPPORTIVE SERVICES (IHSS) PROGRAM MANAGERS

SUBJECT: IHSS RECIPIENT EDUCATION VIDEOS

REFERENCES: SOCIAL SECURITY ACT (SSA) §1915(k); WELFARE AND INSTITUTIONS CODE (WIC) §14132.956; ALL-COUNTY IHSS PROGRAM MANAGERS LETTER, DATED DECEMBER 2, 2011; ALL-COUNTY LETTER (ACL) NO. 12-36, DATED JULY 24, 2012; ACL NO. 12-24, DATED MAY 9, 2012; ACL NO. 11-19, DATED FEBRUARY 23, 2011

This All-County Information Notice (ACIN) provides information regarding the release of additional IHSS recipient education materials mandated by the Community First Choice Option (CFCO) program, which includes a requirement to provide voluntary training for IHSS recipients on how to manage their care providers.

**BACKGROUND**

The Patient Protection and Affordable Care Act of 2010 (Public Law 111-148), enacted March 23, 2010, established a new State Plan Option entitled the Community First Choice Option, to provide home and community-based attendant services and supports. In order to implement CFCO, the California Department of Social Services (CDSS) and the California Department of Health Care Services (DHCS) submitted a State Plan Amendment (SPA) to the federal Centers for Medicare and Medicaid Services (CMS), pursuant to §1915(k) of the SSA (42 United States Code Section 1396n). CFCO was implemented effective December 1, 2011.

## RECIPIENT EDUCATION VIDEOS

CFCO requires the availability of voluntary training for IHSS recipients on how to select, manage, and dismiss care providers. CDSS, in collaboration with a stakeholder workgroup consisting of county representatives and Public Authority (PA) staff, has created the following three Recipient Education videos: *Introduction and Services*, *Hiring a Provider*, and *Supervising Your Provider*.

1. *Introduction and Services*: This video provides a brief summary of the IHSS program, including basic eligibility criteria, the home visit process, available services and supports, and the care provider selection process. The video is available at the following link:  
<https://www.dropbox.com/s/qlvucgrm6iaubsm/IHSS%20-%20Intro%20v4c.mov>
2. *Hiring a Provider*: This video provides information on how an IHSS recipient may hire a care provider, including tips on how to find, interview, and select a care provider. The video is available at the following link:  
<https://www.dropbox.com/s/x7kk42wmvkwu0ww/IHSS%20-%20Hiring%20v4.mov>
3. *Supervising Your Provider*: This video provides information on how to properly supervise a care provider, including suggestions on how to appropriately communicate with a care provider, how to maintain privacy and protect personal identifying information, and how to direct care providers in completing authorized IHSS tasks. The video is available at the following link:  
<https://www.dropbox.com/s/hzbtln6lv03k1vb/IHSS%20-%20Supervising%20v4.mov>

Effective March 1, 2013, these videos will be available at the above links, as well as on the CDSS website: <http://www.cdss.ca.gov/agedblinddisabled/PG1829.htm>.

The Recipient Education videos, in conjunction with the recently created Recipient Education fact sheets, are resource tools that county and PA staff can share with recipients to further enhance recipients' knowledge in managing their care providers. Additionally, these videos will better assist recipients in self-directing their in-home care service needs.

## **TRANSLATION OF THE VIDEOS**

All three videos are being translated into the current threshold languages (Spanish, Armenian, and Chinese), as required by the Government Code §7295.2. Additionally, the videos include closed-captioning for the hearing impaired. The translated videos will be available on the CDSS website beginning May 1, 2013.

## **IN THE NEAR FUTURE**

CDSS anticipates completing five more Recipient Education videos in the coming months that will include topics to further assist recipients in managing their care providers. An ACIN will be released upon the completion of the remaining five videos.

If you have any questions regarding the Recipient Education materials, please contact Kathy Yang, Manager, Training and Development Unit, at (916) 651-3385.

Sincerely,

### ***Original Document Signed By:***

EILEEN CARROLL  
Deputy Director  
Adult Programs Division