



CDSS

WILL LIGHTBOURNE  
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**

744 P Street, MS 8-17-12, Sacramento, CA 95814



EDMUND G. BROWN JR.  
GOVERNOR

February 2, 2012

ALL-COUNTY INFORMATION NOTICE I-06-12

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

SUBJECT: RELEASE OF REVISED IN-HOME SUPPORTIVE SERVICES  
PROVIDER ORIENTATION MATERIALS

REFERENCES: All-County Letter No. 09-52  
All-County Letter No. 09-54  
ASSEMBLY BILL X4 19

This All-County Information Notice (ACIN) provides information regarding the release of the revised In-Home Supportive Services (IHSS) Provider Orientation materials. Assembly Bill (AB) X4 19 (Chapter 17, Statutes of 2009) added Welfare and Institutions Code (W&IC) section 12301.24, which mandated the implementation of a statewide provider orientation as part of the IHSS provider enrollment process. Subsequent legislative and court rulings have mandated changes that have resulted in the need to update the provider orientation materials.

**BACKGROUND**

AB X4 19 required that effective November 1, 2009, all providers complete a provider orientation at the time of enrollment. It further directed the California Department of Social Services (CDSS) to develop the provider orientation in consultation with the counties and other stakeholders. The initial provider orientation curriculum was distributed statewide October 19, 2009.

**REVISED ORIENTATION CURRICULUM**

In June 2011, CDSS formed a new stakeholder workgroup to review and revise the original provider orientation materials. The workgroup included representatives from counties, public authorities, Disability Rights of California, California Union of Homecare Workers, Service Employees International Union, United Domestic Workers, and an IHSS consumer.

REASON FOR THIS TRANSMITTAL

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

The stakeholder workgroup has concluded their review, updated and endorsed the provider orientation revisions. These updates are reflected in the revised provider orientation materials.

California State University, Sacramento (CSUS) will distribute the following materials to each county in February 2012:

- A Provider Orientation DVD (approximately 30 minutes) and instructions for viewing. **Although the revised DVD format has the capability to select specific sections to view, providers must view and complete the entire program to fulfill the provider enrollment requirement.**
- Four revised handouts from the original Provider Orientation materials:
  - Medi-Cal Fraud & Abuse
  - Services Covered by IHSS
  - Mandated Reporter
  - Tips for Avoiding Fraud
- Three new handouts:
  - Tier 1 Crimes
  - Tier 2 Crimes
  - Share of Cost (SOC)

The provider orientation materials will be translated into Armenian, Spanish and Chinese, all available on one DVD, which will be distributed to the counties on or before April 1, 2012, and is available on the CDSS website at:

<http://www.cdss.ca.gov/agedblinddisabled/PG2082.htm>.

If you have any questions regarding the provider orientation materials, please contact Michele Loftin, Manager, Training and Development Unit, at (916) 651-3488.

Sincerely,

***Original Document Signed By:***

EILEEN CARROLL  
Deputy Director  
Adult Programs Division

c: CWDA