



HOME CARE NOW ORIENTATION

YOLO COUNTY PUBLIC AUTHORITY





WHAT IS HOME CARE NOW? (HCN)

- HCN serves as an urgent back-up caregiver program for IHSS consumers.
- It's available to consumers who:
 - May be at risk of harm as a result of not having an available caregiver.
 - Who need their authorized IHSS Tasks performed daily (ie. Personal Care, Meal Preparation/Clean-Up, Medication Administration etc.).
 - Have authorized IHSS hours available for that month.
 - Are in good standing with the Yolo County Public Authority.




WHY IS HOME CARE NOW IMPORTANT?

- HCN serves the most vulnerable IHSS consumers by ensuring they remain safely in their homes when:
 - Their current provider is suddenly unavailable and they need assistance with “activities of daily living” i.e. meal preparation, feeding, bowel/bladder care, etc..
 - They don’t have a current provider AND require assistance with “activities of daily living” i.e. meal preparation, feeding, bowel/bladder care, etc..
 - They have been released from a skilled nursing facility or hospital.
 - When the IHSS ASW or other entities (i.e. APS, Public Guardian, etc.) have determined critical need.




HOW TO ACCESS HOME CARE NOW?

- Consumers or their authorized representatives may request directly from Home Care Now Coordinator.
 - Social Workers or other agencies, hospitals/skill nursing facilities may call to make requests (consumers must approve)
 - APS or Public Guardian's office makes a request
- 



HCN CAREGIVER REQUIREMENTS?

- Must be approved as an IHSS Provider. (DOJ, etc.)
 - Must pass the Public Authority criminal background & reference check.
 - Must pass drug & alcohol test.
 - Must maintain valid CPR/First Aid certification.
 - Must maintain negative tuberculosis status.
 - Must have a minimum of 2 years of caregiving experience working with elderly and/or individuals with disabilities. (clinical or private setting may be acceptable.)
 - Maintain A Valid Driver's License, SSN, work authorization, etc.
- 



ADDITIONAL REQUIREMENTS

- Be in good standing with IHSS & Public Authority.
- Have a reliable phone & vehicle.
- Successfully complete an interview with PA Registry Specialist or PA Supervisor.
- Be willing and able to accept assignments throughout Yolo County.
- Be able to work with consumers with diverse medical conditions and varying gender, race, national origin, religious beliefs, ethnic backgrounds, etc.
- Be willing and able to perform all IHSS Tasks.
- **Attend HCN Orientation and mandatory HCN Refresher Orientation & Trainings.**




Ideal Candidate

- Has caregiving experience.
- Is compassionate, patient and ethical.
- Has flexibility and availability in their schedules.
- Adheres to HIPPA & Confidentiality requirements.
- Accepts and understands their role as a Mandated Reporter.
- Understands and adheres to the IHSS program regulations such as:
 - Tasks (what is allowed and not allowed.)
 - Time limitations (that there is a time limit for each task and it varies for each consumer.)



Benefits of Joining Home Care Now

- Schedule flexibility & control.
 - \$20 Stipend on the first day of each assignment.
 - Mileage Reimbursement each day of assignment (to & from consumer's home).
 - Extra gloves.
 - Free CPR/First Aid Training.
 - Help make a positive difference in the lives of consumers in the community.
 - Access to free Public Authority training.
- 




Home Care Now Assignments

- Consumer driven and task based.
- Coordinator determines consumer eligibility.
- Coordinator contacts providers to see if they are available.
- Once the provider accepts, the provider calls consumer to discuss details of need.
- Consumer choice- Consumers can decline assistance.
- If there is an agreement between provider and consumer, the coordinator mails time sheet and documentation for HCN assignment for providers. (Coordination with IHSS Payroll is essential)



Home Care Now Assignments (cont.)

- The provider completes the assignment.
 - The consumer and provider sign the timesheet.
 - The provider submits timesheet to the timesheet processing center.
 - The provider submits mileage claim and other documents to HCN Coordinator.
 - Service evaluation & consumer satisfaction survey.
- 



Removal from HCN

- Policy Violations (i.e. fraud, not reporting abuse/neglect, no shows, etc.)
- Expired certifications or Documentation (i.e. CPR, First Aid, TB Clearance)
- As a result of a consumer complaint
- Per your request



SERVICE DATA

FY 16/17 (Annual)

173 requests

370 days of HCN coverage

Average 2.13 days requested

FY 17/18 (Quarter 1 & 2)

37 requests covered

98 days of HCN coverage

Average 2.64 days requested