



PA Marin Newsletter

ARTICLES BY PA STAFF

Provider Spotlight

By MARTA VILLELA

**Maria Rodriguez**

Maria has worked as a home care provider for 16 years. She likes this work because it gives her the opportunity to serve people who need her help. She has had the opportunity to work with people with different health problems, including terminal illnesses. Her first client had cancer, "she was very sweet and pretty despite being sick." Client would tell her "My angel has come" when Maria came to work in the morning. At that time, Maria had no experience, but she was receiving training four hours per week. Maria said, "I learned a lot being with her because of her palliative care, bed baths, and it was one of the most beautiful experiences I have ever had." Maria worked with this client for almost seven years, the last day was when she died in her arms while rubbing her head. Maria worked for another client, who did not have any family of his own, and he died with her presence only. Maria said, "for me it has been a commitment to be next to a person who really needs me." Maria said, "In this job you must pay attention to everything, even the diet of her clients, although they have the right to choose what they want to eat. If they eat healthy then they will have better health." Maria is responsible, punctual, likes

to listen and be heard, respects the decisions of her clients, and lets them know that she is there to help them. Her mission is to take care of them so that their life is not more difficult because they are alone. She feels satisfied with all the work she has done to today's date so much that she does not know when she is going to stop working. Sometimes Maria has stopped being with her children to care for her clients. "I make a difference in the lives of clients by serving them, making them feel loved and not rejected, and they have someone to call when needed so that they are happy." Maria enjoys playing basketball with her 10-year-old grandson for 30 minutes once a week. In El Salvador, she studied at a private school where she was number one on the basketball team and in jumping the 100-meter dash. In her spare time, she likes to go for walks and her most relaxing hobby is the garden at her house where she has many flowers and vegetables including roses, tomatoes, zucchini, basil, ginger, and potatoes.

Executive Director Report

By DARIO SANTIAGO

New funding provided by the County of Marin has provided a significant wage increase for the IHSS providers. Effective August 1st, 2024, the hourly wage for IHSS providers will be raised to \$19.00 an hour, reflecting ongoing efforts to improve compensation for the essential service workers. This increase aims to attract and retain a dedicated workforce capable of supporting the elderly and disabled recipients who rely on IHSS for assistance with activities of daily living. The wage hike is part of a broader initiative to enhance the quality of care and ensure that providers are adequately compensated for their crucial roles. More details on page two of this newsletter.

Also, this is a final reminder to take advantage of the IHSS Career Pathway training courses currently being offered. These training opportunities, available through September 2024, are designed to enhance your skills and expand your knowledge while paying hourly wage during training. By participating in these trainings, you can gain valuable competencies that can improve the quality of care you provide to clients. Don't miss out on this chance to invest in your professional development and contribute even more effectively to the well-being of those you care for. Be sure to enroll soon, as these programs are time-limited and will end on September 30th. We highlighted 2 of the many courses available on page 3.

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Provider Wage Update Memo

By **DARIO SANTIAGO**



Here's the details of the new provider wages and benefits.

IHSS Provider wages will increase to \$19.00 effective August 1, 2024. There is an additional 25 cent per hour increases effective February 2025 and February 2026.

In addition to the approved wage increases, the IHSS Provider Wage has a "supplement wage" to the state's minimum wage, allowing for the wage to increase automatically when the state increases minimum wage.

For example, when the minimum wage increased fifty cents in January 1st, 2024 to \$16 an hour, the IHSS provider wage automatically increased by fifty cents.

Presuming additional state minimum wage increases in January of 2025 and January 2026, we project local provider wages to reach \$21.00 effective January 2027.

In addition to the wage increases, there are new IHSS Registry Provider Incentives.

In response to a shortage of Registry Providers, the agreement also funds a one-time registry provider incentive bonus to better attract and retain these providers, as follows:

For newly recruited **Registry Providers** added to the registry after July 2024:

- **\$250** payment after first 12 months on the registry;
- an additional \$200 payment to new registry providers after first 12 months on the registry **if IHSS recipient lives in West Marin**; or
- **\$250** payment to registry providers who complete their first 5 years of registry work (more than 30 months during five-year period).

Wage Projections and Benefits for Providers

\$19.00 an hour
starting August 1st, 2024

\$19.50 an hour
starting January 1st, 2025

\$19.75 an hour
starting February 1st, 2025

\$20.25 an hour
starting January 1st, 2026

\$20.50 an hour
Starting February 1st, 2026

\$21.00 an hour
starting January 1st, 2027



Provider Trainings

Reminder: The IHSS Career Pathways Program is scheduled to end this year.
Keep in mind:

- **September 30, 2024** - Courses will be offered through the end of September 2024.
- **November 15, 2024** - The last day for providers to submit training payment and incentive claims.

Scan QR Code below to view highlighted courses. These courses are offered by our partner agency HomeBridge.

- These Courses below are self-paced. Complete the course online at your own pace.
- You can get your hourly wage during training. Once you complete the course, you can claim the time on the ETS portal.



Catheter Care

This online simulation course is designed to help you practice catheter care by making decisions for "Rosie" as she assists her mother. You will practice washing Mrs. Lopez's indwelling catheter, emptying her urinary drainage bag, and measuring the amount of that urine.

This course is self-paced and expected to take roughly one hour to complete.



Crisis Intervention

In this course, you will learn how to implement a foundation of verbal de-escalation skills through active listening, empathy, effective communication, patience, problem-solving, conflict resolution, and cultural competency.

This course is self-paced and expected to take roughly one hour to complete.



Emergency Backup Provider Service

By MARTA VILLELA

The Emergency Back Up Service (EBUPS) is a service that Public Authorities handle in every county of the State of California with the purpose of serving IHSS recipients who need an immediate, temporary back-up provider. IHSS recipients are eligible to receive temporary services from a back-up provider when there is an "Urgent need":

- **When it is a need that cannot be postponed until a former provider is available to provide the services.**
- **The need has a direct impact upon the IHSS recipient and delaying the need would jeopardize the health and/or safety of the IHSS recipient and result in the need for emergency services and/or out-of-home placement.**

Every IHSS recipient receives up to 80 hours EBUPS during a fiscal year. If a recipient needs an EBUPS Provider, they can call their IHSS Social Worker who will do a referral to the county Public Authority office or call PA directly. Registry Specialist at PA will need to contact the recipient directly to know more about their immediate need, so the Registry Specialist can assign an EBUPS provider who will work for a short period of time, providing the services that are recipient's priorities. The provider assigned will get two dollars (\$2.00) in addition to the regular wage per each EBUPS hours worked.

If you are interested in becoming an emergency provider, please contact the office to join the EBUPS Registry.

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