

I H S S

In-Home Support Services Resource Guide



Welcome to the In Home Support Services (IHSS) Handbook!

This handbook is for both new IHSS Participants and those transitioning from CDASS or traditional agency-based care. The purpose of this handbook is to provide information about IHSS and resources for Participants and their support network.

In this preface, you will find chapter by chapter outlines and a list of common terms and abbreviations. Each chapter outline also includes a rough estimate of how much time it will take to complete. Please see page 4 for a list of common terms and abbreviations that will be used throughout this book.

Chapter Outlines



Chapter One: Introduction to IHSS and Self-Direction *Page 5*

Chapter one is an introduction to IHSS and principles of self-direction. It includes your rights as a self-directing individual, guardian, or Authorized Representative and describes what they mean. The introduction to the IHSS service delivery model describes IHSS from a practical point of view. What is this program? What can you do as a Participant? What can you expect?

This chapter also includes a brief summary of changes Participants can expect when they are coming from CDASS into IHSS.



Chapter Two: Getting Started *Page 13*

This chapter includes the basics of getting started with IHSS, and tasks you can do right now, such as selecting an IHSS Agency that best meets your needs. Also included is an overview/timeline of the organizations and professionals you will need to work with while on IHSS.



Chapter Three: Partnering with an Agency.

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The agency you choose to work with in IHSS will support you in a number of different ways. This chapter goes over Agency roles and responsibilities. Additionally, there are also some practical tips for working with your Agency to get the most out of IHSS.



Chapter Four: Being Proactive in IHSS

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If you decide to take a more active role in IHSS, there are many ways to go about it. This chapter discusses the pros and cons of recruiting Attendants and taking a larger role in your emergency planning. We also present the option of taking more responsibility in self-direction by becoming an employer.

Supplemental Appendixes



Appendix A: Recruiting Guide

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If you decide to do your own recruiting, this Appendix will guide you through the process from start to finish.



Appendix B: Resources

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Additional resources and a directory of support organizations.

Terminology

The following terms and acronyms are not meant to be complete definitions. Each term is a “snapshot” to help with references throughout the guide.

Authorized Representative (AR):

An individual designated by the client or the legal guardian, if appropriate, who has the judgment and ability to direct IHSS on a client’s behalf.

Consumer Directed Attendant Support Services (CDASS):

The service delivery option for services that assist an individual in accomplishing activities of daily living when included as a waiver benefit that may include Health Maintenance, Personal Care, and Homemaker activities

Colorado Department of Health Care Policy and Financing (The Department):

The Department is responsible for oversight of IHSS including federal and state authorization. The Department oversees the training and operations vendor for IHSS as well as the IHSS agencies and case management agencies.

Consumer Direct for Colorado (Consumer Direct/CDCO):

The state of Colorado training and operations vendor for IHSS and CDASS, contracted by the Department.

In-Home Support Services (IHSS):

A Participant-directed service delivery option. Participants have flexibility and control over their services, including the selection, scheduling and training of their Attendants. In-Home Support Services are provided through a licensed Home Care Agency certified in IHSS, which manages financial and employer aspects of service delivery.

Home and Community-Based Services (HCBS):

Means a variety of supportive services delivered in conjunction with Colorado Medicaid Waivers to clients in community settings. These services are designed to help adults and children with disabilities to remain living at home.

IHSS Provider Agency (IHSS Agency):

An IHSS Agency is a licensed home care business providing Attendant services and supports to IHSS Participants. IHSS Agencies employ Attendants, ensure competency, and manage their payroll, taxes, certifications and background checks.



Chapter One: Introduction to IHSS and Self-Determination

Key Ideas: IHSS is a Service Delivery model which gives you more control and independence. You have rights as a Self-Directed individual

This Chapter:

8 pages, about 16 minutes

A day in the life of an IHSS Participant

Why IHSS?

Reasons why IHSS may be a good fit.

About Self-Direction

Introduction to Self-Direction and your rights.

Self-Direction and IHSS

How IHSS meets the needs of self-directed individuals.

IHSS and CDASS comparison

IHSS Chapter One

In-Home Support Services, or IHSS, is a Health First Colorado service delivery model which combines the advantages of traditional agency-based care with principles of self-determination and self-direction. We'll get into what that means in a little bit. In IHSS, Participants direct their own care and set their own care schedules, however they do not employ their caregivers. In IHSS Participants choose an IHSS Agency partner to take care of all hiring and employment related responsibilities. The Agency performs background checks, sets hourly wages, pays Attendants, and issues tax related documents for IHSS Participant's Attendants. The Agency also supports IHSS Participants in other ways as described in Chapter Three.

What this means is IHSS Participants can focus more on their daily lives while their IHSS agency assists with coordinating care. Their IHSS Agency handles the "heavy lifting" of all employment related responsibilities. Participants can also take a bigger role in employment and training if desired.

A day in the life of an IHSS Participant

You may be asking yourself:

What does a typical day look like for an IHSS Participant?

“I’m an early riser and like to get a jump on the day. During the week, Jane comes over at about 6 each morning, lets herself in and helps me get ready for the day. Once I’ve safely been transferred to my motorized chair, and had breakfast, it’s off to the races, so to speak. I work from about 8 until noon, and then I call my IHSS Agency to have someone help me with lunch. I’m not as particular about who provides services during lunch. My IHSS Agency has been sending a few regulars I’ve gotten to know and really like..... In the evenings, I’ve been training a new Attendant, Janice, in my wind-down routine, and she’s been really great so far. ”

People choose IHSS for many reasons

There are many reasons why IHSS feels like a “good fit.”

You may be new to self-determination and self-direction.

You, or your child, may have recently been diagnosed with a disability, or you have become aware that you need help with day-to-day activities. Perhaps an unfortunate event has left you less able to care for yourself. You’re interested in directing your own care, but taking on employing Attendants may simply be too much responsibility, too much work, or too much time.

Remember, you are not alone. About 40 million Americans have a disability in one form or another. That’s one out of every five to eight people, depending on how you count.

You probably have a lot questions, and this may be a lot to take in. For this reason, an introduction to self-determination and self-direction is included later in this chapter. You have rights. First among these is the right to make decisions about your own care.

You are coming to IHSS from CDASS or a similar model where you employed and trained your own Attendants.

Perhaps you moved to Colorado from another state, or maybe it was difficult to find and hire caregivers in your area.

Important differences between IHSS and being an employer in CDASS are at the end of this chapter.

You are moving to IHSS from agency-based care.

Living with a disability is nothing new for you, your child, or spouse. You're familiar with day-to-day life and are ready to start directing your own care. IHSS is a great first step. In Chapter Two, Getting Started, you'll find out more about utilizing services and scheduling. Chapter Three talks about working with an Agency and training Attendants to your needs.

At some point you may decide you want even more control, and you'll find more information about next steps in Chapter Four.

Regardless of what brings you to IHSS, it's important to know your rights, both in IHSS and as a self-directed individual. Let's get started.

What is Self-Determination? What is Self-Direction?

Self-Determination is the decision to direct your own care. It's about having more independence and control over your life. It's the big picture, like driving from one side of the country to the other. There are many things you can do along the way and many decisions to make. Self-Determination is the whole journey.



Self-Direction is the day-to-day decisions on your journey. When you are self-determined you choose, or direct, who gives you care, when it is received, and how services are performed. If self-determination is that cross-country trip, self-direction is the meals, the hotels, the scenic routes, the cultural events that you decide to do along the way.

Principles of Self-Determination and Self-Direction

There are five key principles of self-determination and self-direction:

1

Right to Participate

The right to participate means that others cannot make decisions for you without your consent. It means that you have a choice in who provides care and how it is done. In IHSS, your Agency cannot decide for you when services are scheduled or who your Attendant(s) will be. They can offer to help train your Attendants, but you decide how they are trained. If you find that your Agency is not supporting you in self-direction, you can choose to find another Agency.

2

Right to Information

You have a right to access your hospital and medical records. You have a right to any information a health agency may have about you. It doesn't matter if you are an active client or behind on bills. If you have had any service with any health organization, you have a right to your health records. If you find a disagreement with any of this information, you may seek to have it corrected (if the Agency or Organization does not, they must document your disagreement).

3

Right to Respect

Your eligibility for IHSS, or for any Health First Colorado service, does not affect your value as an individual. You have a right to respect and dignity. If you find yourself treated as a "second class citizen" in any regard, it is your absolute right to move on or file a complaint or grievance. You should expect the same dignity and respect as afforded anyone else.

4

Right to Privacy

Privacy comes in many forms. There's the right to have private conversations where your services are concerned, as well as the right not to have your information shared without your consent. This means that every health agency needs to treat information about you securely and responsibly. They are not to give out your address, phone number, or name to anyone who does not have legal access to it. They may only share your information with service workers and business associates as a normal course of providing service to you. Your medical and health records are protected, even from your children or spouse unless they have been granted access by legal means.

5

Right to File a Complaint or Grievance

You have the right to file a complaint or grievance. This means that you do not have to put up with poor or incorrect service. If, for any reason, you feel that the service provided to you has not been satisfactory, you are not treated respectfully, or your personal information has been released without your consent, it is your absolute right to file a complaint or grievance. You may file your complaint with your Case Manager, IHSS Agency, the Colorado Department of Public Health and Environment or with the Department of Healthcare Policy and Financing (which oversees the IHSS program). If you are not sure who to contact regarding the type of complaint, contact your Case Manager for guidance.

This includes filing a complaint against an IHSS Agency with the Colorado Department of Public Health and environment. Visit <https://www.colorado.gov/pacific/cdphe/health-facilities-complaint-and-occurrence-contacts> for more information

Why do you have these rights?

People with disabilities, their families and advocates fought hard for these rights. There was once a time, not that long ago, when a person with a disability had little or no choice about their care or service delivery. People with disabilities endured regular indignity and disrespect. Fortunately, this isn't something that must be endured any longer. Knowing your rights is an important part of self-determination.

Self-Determination and IHSS

IHSS is one of several Service Delivery options in Health First Colorado. Self-Determination differs from person to person and Service Delivery models are the ground rules for how it is applied. In IHSS, the rules you build Self-Direction on are:

A Client or their Authorized Representative may self-direct the following aspects of service delivery:

- Present a person(s) of their own choosing to the IHSS Agency as a potential Attendant.
(You may recruit your own Attendants, including family members, friends, and neighbors)
- Train Attendant(s) to meet their needs.
(You may opt to have the Agency train as well)
- Dismiss Attendants who are not meeting their needs.
(You are not the employer, so you cannot fire Attendants, but you can choose to dismiss them)
- Schedule, manage, and supervise Attendants with the support of the IHSS Agency.
(Because the IHSS Agency is your Attendant's employer)
- Determine, in conjunction with the IHSS Agency, the level of in-home supervision as recommended by the client's doctor
(Make sure your needs are met)
- Transition to alternative service delivery options at any time.
(You can choose a different option if IHSS isn't right for you)
- Communicate with the IHSS Agency and Case Manager to ensure safe, accurate and effective delivery of services.
(Participate in how services are delivered)
- Request a reassessment if level of care or service needs have changed.
(If your health or needs change you can bring it up with your Case Manager)

These rules will come up again in this guide. You'll see them mentioned again in Chapter Three, Partnering with an Agency.

IHSS and CDASS: *Key Differences*

	I H S S	C D A S S
Attendant hourly pay and raises	The IHSS Agency sets pay rate and pay raises. You have no control.	You decide how much Attendants are paid and when they deserve a raise.
Managing a budget for services	The IHSS Agency works with you to schedule services within your budget.	You are responsible for how services are utilized. There is no safety net if you run out of time/money.
Recruiting Attendants	You may recruit, as needed, supported by the IHSS Agency.	You alone are responsible for recruiting and employing Attendants
Scheduling	You contact your IHSS Agency regarding scheduling changes and needs.	You schedule your Attendants directly and contact them when needed.
Training	The IHSS Agency trains and certifies Attendants. You may train according to need and preference.	You are responsible for all parts of employee training.
Firing/Dismissing	You dismiss Attendants by contacting the IHSS Agency.	You track Attendant performance issues and terminate their employment.
Backup Attendants	Your IHSS Agency may help you find additional Attendants as needed.	You are responsible for keeping two Attendants at all times.

Note: The CDASS service delivery option is available in five HCBS Waivers: Elderly, Blind and Disabled Waiver (EBD), Community Mental Health Supports Waiver (CMHS), Spinal Cord Injury Waiver (SCI), the Supported Living Services Waiver (SLS), and the Brain Injury Waiver (BI).

Chapter One Wrap-Up

- IHSS is a self-determination model where you partner with an Agency for service delivery.
- In IHSS, your Agency employs Attendants and is responsible for employment related issues.
- Self-Determination is the big picture, like a long road trip.
- Self-Direction is the details, like choosing when to make a pit stop.
- You have rights:
 - Right to Participate
 - Right to Information
 - Right to Respect
 - Right to Privacy
 - Right to file a Complaint or Grievance.
- IHSS rules govern the application of self-determination.

Next up: Getting Started.

In Chapter Two we'll go over the process of getting started with IHSS and actions you can take right now.



Chapter Two: Getting Started

Key Idea: You decide your level of involvement in the recruiting and interviewing process. How much influence you want over Attendant selection?

This Section:

16 pages, about 32 minutes

The IHSS Process

- Enroll
- Meet with Case Manager
- Choose an Agency
- First IHSS Agency Steps
- Behind the Scenes
- Hiring Attendants
- Services Begin
- CDCO Follow Up

Available Services

- Homemaker
- Personal Care
- Health Maintenance

This chapter has two parts. The first part is the process of starting IHSS and actions you can take right away. Part two is a description of services. You'll also learn more about developing relationships with your Case Manager and IHSS Agency. Part of the process in IHSS is choosing an IHSS Agency to provide services to you. We'll go into more detail on partnering with an IHSS Agency in Chapter Three.

The IHSS Process

1

Step One

Enroll in an eligible waiver

If you are not enrolled in a Health First Colorado eligible waiver, the very first step is to apply. The earlier, the better. There are a number of ways to apply, including online, by phone, mail, or in person. Once approved for services, you'll also need to qualify for an HCBS waiver (Home and Community Based

Services) which supports IHSS services. This means you must demonstrate a need for Personal Care, Homemaker, and/or Health Maintenance services. More information can be found online at <https://www.colorado.gov/pacific/hcpf/colorado-medicaid>

2

Step Two

Meet with your Case Manager

Next you'll be assigned a Case Manager. Your Case Manager will work with you to determine available services and the best service delivery option for you. A complete list of services available for IHSS Waivers is in the second half of this chapter. This will help you identify your needs with your Case Manager.

When your Case Manager meets with you the first time, let them know you are interested in IHSS and that you want to choose and direct your own Attendants. Or that you want to have an Authorized Representative (AR) do this for you. An AR must be someone you've known for two years, and that you trust, like a family member or close friend who volunteers to help manage your IHSS services.



Important!

In IHSS, a person can either be an AR or an Attendant, but not both!

After your initial meeting with your Case Manager, they will provide to a list of IHSS Agencies in your area and begin calculating how many hours of each service you need on a daily/weekly basis. If you need want help picking an IHSS agency, speak with your Case Manager.

What you can do right now:

Consider people you want for Attendants.

In IHSS, you can recruit your own Attendants. If you have an existing Care-giver, talk with them about becoming an employee at an IHSS Agency. Similarly, consider friends, family members and neighbors who might make good Attendants. Remember, if they don't have any experience with Personal Care, and your service needs include bathing, toileting, and similar highly personal needs, you'll need to make sure they are comfortable with these tasks. For much more information, check out Appendix A. If you are unsure who you would like to be your Attendant, you can work with your IHSS Agency to find Attendants that meet your unique needs.

Compare IHSS Agencies and Choose One.

There are many IHSS Agencies to choose from. You have the right to select and agency that best meets your needs. Agencies may vary by the benefits they offer, rates of pay, services and business practices. IHSS Agencies will naturally be different from each other. Call or email Agencies and ask about things that are important to you. This could be anything from Attendant pay rate to office hours, if they have an after-hours contact number, whether Attendants will have vacation or have paid benefits, etc. You can also ask them to describe their process for providing Attendants to you and what they do when they receive a new IHSS referral (meaning you). You might ask about how long it typically takes a new Attendant to begin providing services.

Chapter Three is about IHSS Agencies. You may find additional questions to ask there.

3

Step Three

Tell your Case Manager which IHSS Agency you have chosen.

Once you have made a decision about which IHSS Agency you want to partner with, you'll need to let your Case Manager know. Your Case Manager will then send a referral with your authorized services to your chosen IHSS Agency.

What you can do now

Consider your daily/weekly schedule and how services fit into that.

Think about your habits and routines. Then think about when you'd like your services to be provided. Are you an early riser or do you like to sleep in late? What days of the week are best for Homemaker services? Do you have regularly scheduled appointments? Consider your social life and obligations. What days and times do you want care?

4

Step Four

First steps with your IHSS Agency

When the IHSS Agency you have chosen receives your referral, they will review the referral and contact you to set up an Intake Assessment. An Intake Assessment is an opportunity for the IHSS Agency to understand how your needs fit in with your schedule, how services will be provided, your home environment, and other information such as when you might need back-up Attendants. They will inquire about any Attendants you may be bringing with you, and provide information about their agency.

After completion of the Intake Assessment, your IHSS Agency will put together a Care Plan. This Care Plan will detail a service schedule and care details. It is their job, to submit this to your Case Manager for approval.

What you can do now

Invite your primary Attendant to the Intake Assessment

If you know who you want your primary Attendant to be, it can be helpful to have them there during the Intake Assessment. Some Agencies may bring employment paperwork with them to help kick start the hiring process. It also gives your Attendant an opportunity to observe and learn.

Also consider asking your IHSS Agency about bringing hiring paperwork during your Intake Assessment.

5

Step Five

Behind-the-Scenes IHSS Agency/Case Manager

During this time your IHSS Agency and Case Manager work with each other to ensure that everything is in order for your services. They will communicate back and forth regarding your Care Plan, authorization, and any additional paperwork/forms which may be required.

6

Step Six***Your IHSS Agency Recruits and Hires your Attendants***

Once all your documents and authorizations are in order, and the IHSS Agency has what they need to begin scheduling and delivering services, they'll onboard your Attendants and complete background checks. They will provide orientation and training to both you and your Attendants and validate Attendant skills.

Remember that as the employer, your IHSS Agency is responsible for your Attendants. It is possible that your Attendant may not pass a background check and therefore be ineligible to provide services. If this happens, the process may take a bit longer if you and the IHSS Agency need to look for new Attendants. Many IHSS Agencies may have temporary Attendants available if you want to continue looking for people you know and trust.

Remember, your Attendants must be able to perform the tasks listed on your care plan. If after training and orientation, there are concerns, you should work with your IHSS agency for support.

Be sure to continue on to Chapter Three, Partnering with an IHSS Agency.

It covers more details such as planning for emergency care, back-ups, and working out issues with your Attendants.

7

Step Seven***Services Begin***

You should now be set, and services scheduled to begin!

8

Step Eight***Follow up from Colorado Consumer Direct (CDCO)***

You'll receive communication from Consumer Direct. They will provide you with a copy of this handbook, if you haven't already received it. The purpose of the call is to follow up on your intake process, answer any questions you may have, and provide additional guidance if needed.

Wrapping Up: Ongoing Considerations

Once you're up and running with IHSS, you'll need regular, good communication with both your IHSS Agency and your Case Manager. It is important to let your Case Manager know about any changes in your health or changes to service needs, and communicating with your IHSS Agency will keep services running smoothly for you. Consider your Case Manager and IHSS Agency your IHSS support team. If you have a problem, or if something is bothering you, your support team can help you work it out. Keep in mind that your Case Manager and IHSS Agency have likely encountered any issue you may run across. Nothing is too strange. They will likely have ideas and solutions readily at hand, and they want to support you and see you thrive in IHSS.

For many support personnel, nothing makes their day like knowing they have made a difference in someone's life.

Sample topics you might bring up with your IHSS Agency or Case Manager:

Attendant performance or bothersome personal habits.

Embarrassing concerns that you aren't sure how to bring up with your Attendant.

Learning how to take a more active role in daily activities.

Finding other IHSS Participants for a support group.



Part Two: Available Services



A complete list of services available in IHSS qualified waivers is presented here. Each service is categorized by the type of service it falls under and briefly described. There are two ways main ways to use this list:

Use it as a guide for talking with your Case Manager.

Reviewing this list can help you understand the full extent of services available under IHSS. When you meet with your Case Manager to go over care and service appropriate for you, or you need a change in care, knowing what services can (and can't) be provided will help guide the conversation.

Use it to help self-direct services.

Once you have approved services, it is very handy to read through those on your Authorization. Knowing what is expected from a service will help you direct your Attendants.



Important!

IHSS provides three service categories: Homemaker, Personal Care, and Health Maintenance. Tasks that fall outside of those categories cannot be performed under IHSS. For example, an Attendant cannot be utilized for walking a dog or watering a lawn.

Homemaker Services

for Adults



Bathroom



Floor Care



Dishwashing



Laundry



Dusting



Trash



Bed Making



Kitchen



Meal Prep



Shopping

Homemaker Services are general household activities provided by an Attendant, who is not related to you, in your home to maintain a healthy and safe environment for you. Homemaker activities shall be applied only to your permanent living space. Tasks may include following or teaching of the activities below:



Kitchen Cleaning

and maintenance of refrigerator and general kitchen area.



Meal Preparation

May include all meals for the day, both main meals and snacks. This includes meal planning, diet preparation, packaging, and storing.



Laundry

includes washing and drying your linens and clothing.



Bed Making

includes linen change.



Floor Care

of your main living area, including the bathroom and kitchen area. This includes sweeping, mopping, vacuuming, wiping, spot cleaning, and stain removal.



Dishwashing

includes wiping the counter, stovetop, microwave, and outside of kitchen appliances. This includes loading and unloading of dishwasher and storing dishes.



Shopping

for necessary items to meet your basic household.



Dusting

includes dusting, wiping furniture, and wood care.



Trash Removal

and collection in appropriate container.



Bathroom

Cleaning and maintaining of the toilet, bedpan, sink, counter, tub/shower and general bathroom area.

Personal Care Services

for Adults



Respiratory Assistance



Skin Care Maintenance



Bladder & Bowel



Hygiene



Dressing



Transfers



Mobility



Positioning



Accompanying



Medical Equipment



Protective Oversight



Medication Reminders



Bathing



Eating

If you are eligible, Personal Care services are provided in your home, or in the community, to meet your physical, maintenance, and supportive needs, including:



Eating & Feeding

which includes assistance with eating by mouth using common eating utensils such as forks, knives, and straws.



Respiratory Assistance

with cleaning or changing oxygen equipment tubes, filling the distilled water reservoir, and moving the cannula or mask from your face.



Accompanying

you on errands such as banking, household shopping, and medical appointments. Does not include companionship.



Skin Care

preventive in nature when skin is unbroken. This includes applying non-medicated/non-prescription lotion and sprays, rubbing reddened areas, and routine foot checks if you have diabetes.



Medication Reminders

provided when you can take medication without assistance. Medications are preselected by you, your family, or your pharmacist and are not stored in prescription bottle.



Bladder/Bowel Care

- Assisting you to and from the bathroom.
- Changing of incontinence clothing or pads.
- Emptying Foley or suprapubic catheter bags only if there is no disruption of the closed system.
- Emptying ostomy bags.



Personal Hygiene

- Bathing including washing, shampooing, and shaving
- Grooming
- Combing and styling hair
- Routine nail care
- Basic oral hygiene and denture care



Dressing Assistance

with ordinary clothing and the application of non-prescription support stockings and application of orthopedic devices such as splints and braces or artificial limbs.



Transferring

when you have sufficient balance and strength to assist with and can direct the transfer.



Mobility

includes ambulation, assistance with occasional help with stabilization and balance around standing, sitting, and walking.



Positioning

when you can identify when the position needs to change. Includes full or partial assistance.



Medical Equipment

cleaning and basic maintenance of durable medical equipment.



Protective Oversight

provided to prevent or mitigate disability related behaviors that may result in imminent harm to people or property.



Bathing

includes unskilled full, partial, or cuing for assistance for shower, tub, sponge, or bed bath.



NOTE! IHSS Services can be utilized at/during:



Home



















Offices & Work



Grocery Shopping



Community Events

<h2>Health Maintenance Services</h2> <p><i>for Adults & Children</i></p>		
 Bathing	 Bladder Care	 Bowel Care
 Nail Care	 Skin Care	 Mouth Care
 Dressing	 Feeding	 Exercise
 Medical Management	 Respiratory Care	 Medication Assistance
 Positioning	 Accompanying	 Mobility
 Transferring		

These are routine and repetitive health related tasks which are necessary for health and normal bodily functions that a person with a disability is unable to physically carry out. Services may include:



Respiratory Care

including postural drainage, cupping, adjusting oxygen flow within established parameters, suctioning of mouth and nose, nebulizers, ventilator and tracheotomy care and prescribed respiratory equipment.



Nail Care

in the presence of medical conditions that may involve peripheral circulatory problems or loss of sensation.



Skin Care

provided when skin is broken or a chronic skin condition is active and could potentially cause infection. Skin care may include wound care, dressing changes, application of prescription medicine and foot care for people with diabetes when prescribed by a licensed medical professional.



Mouth Care

performed when:

- There is injury or disease of the face, mouth, head or neck.
- In the presence of communicable disease.
- You are unconscious or oral suctioning is required.



Dressing

including the application of anti-embolic or other prescription pressure stockings and orthopedic devices such as splints, braces or artificial limbs if considerable manipulation is necessary.



Feeding

- When oral suctioning is needed on a standby or other basis.
- When there is high risk of choking that could result in the need for emergency measures such as CPR or the Heimlich maneuver as demonstrated by a swallow study.
- Syringe feeding.
- Feeding using apparatus.



Exercise

prescribed by a licensed medical professional including passive range of motion.



Transferring

you when you are unable to assist or when the use of a lift such as a Hoyer is needed.



Bladder Care

when it involves disruption of the closed system for a Foley or suprapubic catheter, such as changing from a leg bag to a night bag and care of external catheters.



Bowel Care

provided to you including digital stimulation, enemas, care of ostomies and insertion of a suppository if you are unable to assist.



Medical Management

as required by a medical professional to monitor blood pressure, pulses, respiratory assessment, blood sugars, oxygen saturations, and pain management, intravenous or intramuscular injections.



Medication Assistance

that requires more than reminding. Includes putting medication in your mouth or hand and/or physical assistance to administer.



Bathing

includes full or partial bath or cuing for assistance. Shower, tub, sponge, or bed bath included. Skilled care.



Positioning

is considered skilled when you are not able to identify to the Attendant when the position needs to be changed. Skilled care required in conjunction with the positioning.



Mobility

is considered skilled when skilled transfers are required in conjunction with the ambulation. Includes ambulation, assistance with daily living activities, occasional aid in stabilization, and balance around standing, sitting, and walking.



Accompanying

is considered skilled when any of the tasks performed in conjunction with the accompanying are skilled as well. Includes going with you on errands such as banking, household shopping, and medical appointments. Does not include companionship.

Chapter Two Wrap Up

This Chapter went over the IHSS process, from enrollment to active services.

The steps are:

- Enroll
- Meet with Case Manager
- Choose an Agency
- First IHSS Agency Steps
- Behind the Scenes
- Hiring Attendants
- Services Begin
- CDCO Follow Up

Summaries of the types of available services were also presented:

- Homemaker
- Personal Care
- Health Maintenance

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Chapter Three: Partnering with an Agency

Key Idea: The IHSS Agency you choose wants you to succeed with Self-Direction. They can provide many types of supports beyond acting as an employer.

By this point in the handbook, you’ve learned that your IHSS Agency handles all employment related activities, such as background checks, paychecks, taxes, etc. You’re probably also aware that they conduct interviews and train caregivers. But your IHSS Agency is much more than that; they truly are a partner in IHSS. **IHSS Agencies also provide self-direction support, independent living skills training, peer counseling, and advocacy.**

If you have been wondering whether you “have what it takes” to be self-determined and to live independently, your IHSS Agency is there to lend a hand. They can provide the support you, as the leader in your own care, need to feel confident about your decision to participate in IHSS.

This Section:

7 pages, about 55 minutes

Ways your IHSS Agency can support you:

- As an Employer
- As a Care Coordinator
- As a Recruiter
- As an Advocate/Support

Developing a Relationship with your IHSS Agency

When to Contact your IHSS Agency

Bringing Attendants to your IHSS Agency

Ways your IHSS Agency can support you.

As we go through different ways your IHSS Agency can support you, keep in mind that you can take a more active role, if desired. The main example is recruiting and training Attendants. A brief summary of how you can get involved follows.

IHSS Agency as Employer

Your IHSS Agency manages all administrative duties of being an employer, including:



Hiring	Your IHSS Agency performs all hiring related duties, such as processing applications, making job offers, and determining rate of pay.
Taxes	The IHSS Agency calculates payroll taxes and issues W-4s at the conclusion of the year.
Payroll	They process your Attendant's time and issue paychecks on a regular schedule for your Attendant.
Employability	Background, Office of Inspector General, Board of Nursing, and Colorado Adult Protective Service Checks. The IHSS Agency conducts these background checks to ensure Attendants are legally able to provide care.
Training & Evaluation	Attendants are trained on tasks and job responsibilities, and their skills are evaluated on a regular basis
Corrective Action & Discipline	When an Attendant has tardiness issues or is not performing their job well, the IHSS Agency attends to their discipline. You should report any concerns you have to your IHSS Agency so they can address them.
Scheduling	While you develop a schedule of services with your IHSS Agency, the IHSS Agency coordinates with Attendants to ensure that your services are delivered as expected.

Client/AR Participation

Ultimately, you determine when your services are provided. The IHSS Agency coordinates your Attendants to provide services on your terms.

When an Attendant is not performing as expected, makes mistakes, or is rude, it is up to you to report the behavior to your IHSS Agency.

You can take a more active role in Attendant training to meet your specific needs or preferences.

IHSS Agency as Care Coordinator

Your IHSS Agency also acts as a Care Coordinator for you. They:



- **Develop a Care Plan and submit it to your Case Manager for approval.**

A care plan illustrates the frequency, duration and scope of the services your Attendants are approved to provide.

- **Provide 24 Hour backup Attendants for scheduled shifts**

Your IHSS Agency must accommodate when an Attendant misses work through illness or hardship, or when you need additional care due to an unforeseen circumstance. Your Attendants should contact the IHSS Agency when they are unable to work, and the IHSS Agency then alert you that a different caregiver will be attending to your needs.

- **Provide Access to a Nurse**

If your health needs change, the IHSS Agency nurse can assist with making changes and updates to your care plan. They can also assist with training if you or your Attendant have questions. IHSS agencies are available to speak with your physician or other medical supports to coordinate care if necessary.

- **Provide Orientation and Training to you**

This means that they introduce you to IHSS services and help you better understand self-determination and improving your life through self-direction.

- **Help with emergency planning.**

Your IHSS Agency will also help with forming an emergency plan in the event that something unexpected happens. For example, if you live remotely, a back-up generator may be necessary. **Remember, when disaster strikes, always call 9-1-1.**

Client/AR Participation

Ask your IHSS Agency about their policy for backup support and other services.

It is good to have the phone numbers handy, put them in a noticeable, easy to access spot, such as on your refrigerator.

During your orientation with your IHSS Agency, ask about how they have helped others be more successful with IHSS. You can share your goals for being more independent and work with them to determine a plan to achieve them.

IHSS Agency as Recruiter

Your IHSS Agency can also recruit for new Attendants on your behalf. Note that you can choose to be more involved with recruiting (see Chapter Four). Many IHSS Participants like to find their own back-up Attendants, especially neighbors, family, and friends who can be there on a moment's notice.



As a recruiter, your IHSS Agency:

- Posts advertisements and seeks out potential Attendants.
- Reviews resumes and conducts phone screenings.
- Conduct Interviews.
- Contact References.
- Perform follow up interviews as necessary.
- Hires Attendants.

Client/AR Participation

When considering taking on a new Attendant, or when a regular Attendant has decided to move on, contact your IHSS Agency to discuss your options. They may have staff available and can send you potential Attendants to assist you until you find a good match. Losing a good Attendant can be difficult, your IHSS Agency can help ease you through it.



From IHSS Participant, Michael:

As a recipient of long-term care services for over 35 years I prefer IHSS as my service delivery model. As a disabled working adult I am able to fulfill my work schedule as set forth, as well as have an active lifestyle without having to worry about specific scheduling requirements set forth in other delivery options how i receive my care. Having the ability to direct when, where, as well as who provides my care and how it is done is extremely important to me. With my agencies help recruiting my caregivers and providing 24 hour back up gives me a appreciated peace of mind. I plan to continue receiving my services through IHSS.

IHSS Agency as Advocates and Supports

Your IHSS Agency wants to see you thrive in IHSS, for a number of reasons. If you are happy with your IHSS Agency, you're much more likely to recommend their services. Your success with IHSS is their success.



To this end, IHSS Agencies provide a number of additional services and supports to you, known generally as Independent Living Core Services (ILCS). Independent Living Core Services includes supports such as:

- Independent living skills training. This may include self-maintenance and hygiene, but can also include things like managing a food budget and planning your daily activities/interests. You can work with the agency to set goals and implement a plan to work towards the desired outcome.
- Individual and systems advocacy for both Health First Colorado programs and for you as an individual. The Agency will speak up as an additional voice for representing your needs both locally and federally.
- Peer and cross-disability peer counseling. This means being able to talk with a peer about your experiences and condition.
- Assistance with transition services. This could include transitioning from nursing homes, secondary-education, and institutions to your residence if necessary.

Developing a relationship with your IHSS Agency

Good communication with your IHSS Agency is essential in IHSS. By keeping regular contact, your IHSS Agency can better understand your health, your personality, and your needs. It also helps them to serve you best. You can develop your partnership with them by contacting them when:

- There is a change in your needs or health (also contact your Case Manager!).
- You are struggling with an Attendant.
- You want to compliment an Attendant.
- You have a question about self-direction or need help with life skills.
- You want to recruit a new Attendant.
- You believe your Attendant needs additional training.

Additionally, your IHSS Agency can support you if you decide to recruit new Attendants or back-up Attendants. They can help with all aspects of recruiting, and can be present with you during an Attendant interview.

When to contact your Agency.

You should always contact your Agency first about any caregiver needs or scheduling. They can reach out to your Attendants and make arrangements to meet your need.

Sometimes things don't go as planned. For example, you might be expecting an Attendant to arrive at 11:00 AM. 11:15 rolls around, then 11:20. What do you do?

Your agency will have a policy and procedure to follow if your Attendant does not show up or there is an emergency. Be sure to contact your agency as soon as possible.

Bringing Attendants to your Agency.

As mentioned earlier, part of directing and managing your own care can include choosing your own Attendant. There are a few things to keep in mind:

Your Attendant will need to fill out an application with the IHSS Agency and have background checks performed. If any of these fail, your Attendant may not be eligible to provide services. It is the IHSS Agency's responsibility to ensure services are provided safely.

Your Attendant will need to be approved to start working by the IHSS Agency. Your IHSS Agency will let both you and your Attendant know when they can begin providing service to you.

The rate of pay your Attendant earns is decided by the IHSS Agency. Pay rates and other benefits may vary based on the IHSS agency, speak with your Case Manager if you would like a list of approved IHSS agencies. It is your choice which IHSS agency you work with.

Chapter Three Wrap Up

In this chapter, you learned that your IHSS Agency is truly a partner with you in IHSS. In addition to employment responsibilities, IHSS Agencies act as advocates, provide self-direction support, and help IHSS Participants with life skills.

Communication is a very important part of IHSS, and you should be in regular contact with both your IHSS Agency and your Case Manager, especially when there is a change in condition or service needs.

Up Next, being more proactive in IHSS

Chapter Four covers how you can become more involved in IHSS, making decisions about recruiting your own Attendants or going to the next step, being your own employer.

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Chapter 4: Being Proactive in IHSS

Key Idea: As a self-directed individual, you can choose to be more engaged and involved with your care.

This Section:

11 pages, about 25 minutes

Training

Helping your Attendants understand their duties.

Level of Involvement

How Recruiting Attendants

Supervision

Ensuring your Attendants continue to meet your needs.

Emergency Planning

Ensuring your Attendants continue to meet your needs

CDASS

The option to take Self-Direction to the next level

This chapter describes ways in which you can be more active with your Self-Direction. As you partner with your IHSS Agency, you can choose to play a bigger role in both who provides your care and how it is delivered. As you become more and more familiar with self-direction options, you may decide at some point to take on employing your own Attendants. While this can be a big step, requiring a lot of time, it can be rewarding for individuals ready for complete control over their care. At the end of this chapter, we'll cover things to consider if you are interested in making that change.

Taking a more active role in Training

When you have a new Attendant, there are certain topics you can bring up with them to help customize your care to your liking.

Orientation to your home.

Everyone has certain “house rules” such as entering through the back door, or announcing

themselves as they enter your dwelling. You may want Attendants to be sure to wipe their feet before entering, etc. You can explain these rules to Attendants to help avoid any misunderstandings. Consider how you like your home to be treated, and share this with new Attendants.

Equipment

While your IHSS Agency will provide proper training on equipment to your Attendants, you can also reinforce this training for any equipment you may have in your home related to your care. Not all medical devices function in exactly the same way. Contact your IHSS Agency for help.



NOTE!

Talk with your Case Manager if you need services related equipment in your home. They may be able to provide it to you.

Safety

It is important that Attendants provide services to you in a way that is safe for everyone. You are also responsible for maintaining a safe environment for your Attendant to work in so far as you are able to. If you feel that an Attendant is not working safely, contact your IHSS Agency. They may ask in what ways the Attendant is being unsafe. This allows the IHSS Agency opportunity for corrective action and retraining if necessary.

Needle sticks and Sharps

The IHSS agency Nurse can train your Attendants on proper use and disposal of needles. Needles should never be recapped, and should always be placed directly in a Sharps container after use. This helps prevent spreading bloodborne disease.



TIP!

If a needle stick exposure occurs, you should report it to your IHSS Agency immediately.

General Preferences

Remember also to keep your general preferences in mind as you receive services. For example, you may like bath water to be a certain temperature, you may like your house cleaned in a particular order, or perhaps you prefer your bed made in a specific way. Be sure to communicate how you like things done, especially if you find something uncomfortable or annoying.

Think about these preferences ahead of time, and create a list. You can provide it to your Attendant at the beginning and go over any questions they have. This sets your expectations early on, which can be very helpful for helping to resolve issues that may come up later.

Recruiting Attendants

As an IHSS Participant, you have the opportunity to partner with your Agency and select your own caregivers. How involved you are in this process is entirely up to you.

Complete guidelines for recruiting, interviewing and selecting Attendants are in Appendix A. If you have questions or need support with recruiting activities in this appendix, inquire with your IHSS Provide Agency about additional training they may offer.



IHSS Provider Agencies: A Partner in IHSS

As mentioned in Chapter Three, in IHSS, your IHSS Agency is a partner in self-direction. IHSS Agencies recruit Attendants. They may have caregivers on hand who meet your needs, or may actively seek caregivers on your behalf. Your IHSS Agency will complete all activities related to employment. You have control over your level of involvement, including recommending Attendants, interviewing, scheduling and training.

How involved do you want to be in recruiting?, next page

Level of Recruiting Involvement

Some IHSS Participants want to be more hands-on with finding their own Attendants than others. You shouldn't feel pressured into participating more or participating less. As a self-directed individual, you make decisions about your own care.



Recruiting Involvement

Less Involved

*John Lando,
Durango*

“Frankly, I’m too busy to find my own Attendants. IHSS is great because while I still train and schedule Attendants, my IHSS Agency does all the recruiting and hiring.”

More Involved

*Jane Seymour,
Aurora*

“Being fully involved in finding Attendants just right for my son has been a god-send. And back-up Attendants are available on our timeline, not our IHSS Agency’s.”



Common Approaches

If you are new to IHSS or self-direction, you may be asking yourself about common decisions other Participants make about recruiting and interviewing. What seems to work for other IHSS Participants? Here are some typical approaches to selecting your own Attendants, which may not meet your own needs:

Participant recruits (or brings) Attendants. IHSS Agency does final interview and hiring.

By recruiting Attendants passing them along to your IHSS Agency, your IHSS Agency can follow their procedures for ensuring quality employees. This means you are trusting your IHSS Agency for their final assessment.

Common Approaches (continued)

IHSS Agency recruits primary Attendant(s). Participant recruits backup Attendants.

This approach allows you to have more confidence in back-up Attendant availability. IHSS Agencies may have limited staff on weekends and graveyard shifts, which can make back-up care at those times more difficult.

It is also possible there may be a wider variety of Attendants than if you had recruited your own.

IHSS Agency sends temporary Attendants while Participant recruits and interviews for their primary Attendant.

This option is more involved and takes longer however the results are more controlled. The temporary Attendants keep your care needs met while you look for a long-term Attendant just right for you.



TIP!

You can recommend a person to be your IHSS Attendant. The IHSS Agency will ensure they are eligible to be hired as your Attendant.

Starting Work

Any Attendant you've recruited and those that you've brought to your IHSS Agency are not allowed to start working until your IHSS Agency has provided notice that your Attendant is cleared to work. Your IHSS Agency must run background checks and process their application before they can begin service.

Supervision

To help keep organized, consider maintaining a file for your Attendants. This file can hold copies of time cards, notes, Attendant reviews that both of you have signed or anything else pertaining to that specific person.

Think about how to keep personal information safe when you plan where to store

your files. Keep them put away but in a place that you can access them if questions arise. Remember you may have important information, such as date of birth, social security number, and bank account information. You can make notes to yourself or track an Attendant's time and then keep it in the file for when you fill out time cards. It is completely up to you so make it organized but easy for yourself.

The IHSS Agency is also required to maintain a copy of the Attendants employment paperwork. Because they are responsible for paying Attendants, it is important they are kept up to date on address or phone number changes. Your IHSS Agency also issues W-2s to your Attendants. To ensure the W-2 reaches the Attendant in a timely fashion, it is your Attendant's responsibility to ensure the IHSS Agency has their current address.

The IHSS Agency may have a process for address, phone, and email changes for both you and your Attendants. This information will be available from the IHSS Agency.

Attendant Performance

Many times it is difficult to evaluate a person you are working with, especially when you have to place such trust in an Attendant and work with them so closely. One way to avoid making this an unpleasant situation for you is to plan ahead for regular evaluations. Think about what situations you would like to praise an employee for and what areas you would like to see improvement in. This can be any item you would like so it is specific to your exact care needs. Your IHSS Agency can also assist you with providing feedback and reviewing Attendant performance.

As with any employment arrangement, you can evaluate and coach your Attendants. This includes tracking absences, late arrivals and no call/no shows. You should track these items in the Attendants employee file with dates and details of the occurrences. Also make sure to keep your IHSS Agency informed of any problems with performance or attendance.

Attendant Dismissal

It is suggested that you give Attendants a verbal warning and written warnings before dismissing an Attendant. Remember, everyone has off days and it is key to work through issues and seek support from your IHSS Agency if you are struggling. They will have a process for addressing performance issues and can guide you accordingly. It is very important to document all interactions with Attendants and

keep them in their employee file or submit them to your IHSS Agency for storage. Attendants should always be given the chance to improve less than desirable behaviors.

It is a good idea to follow some guidelines during their employment, which will make it easier when you do need to let them go. Make sure to:

- Document verbal warnings about issues you have with the employee in that employee's file.
- Keep a record of written warnings that have been discussed, and signed, by both you and the Attendant.
- Develop and file a corrective action plan with your employee and IHSS Agency. The action plan should be detailed with specific timelines and requested changes in their performance.

If you decide to separate your relationship with an Attendant, you need to inform your IHSS Agency according to their process and submit the Attendant's final timesheet for services provided to you. Even if the Attendant stops working for you, they may continue working for the IHSS Agency. There are Federal and State labor laws which may require a final check to be processed if the Attendant chooses to no longer be employed by the IHSS Agency.

Planning for emergencies and emergency care.



Another important way that you can be more involved in self-direction is to plan for emergencies and emergency care. Thinking about how your service or your health may be affected by disaster is not a fun prospect, however being prepared will help set your mind at ease. Let's start off with a few tips regarding emergency services, such as 9-1-1 and notifications from your regional governments and agencies.

Remember, **always call or text 9-1-1** in the event of a health emergency.

Smart911



Smart911 is a free service with which you can provide information about yourself, your medications, your home, and your family when you dial 9-1-1 from your smart phone. This is a great tool if you don't have a landline. While smart phones are

great for many things, they do not give emergency personnel a lot of information to work with. That's where Smart911 comes in to play.

By setting up a profile, you can choose how much additional information about you is available to firefighters, police, and EMTs. You can identify:

- What medications you take
- If you have a disability
- The layout of your home
- How many people live with you
- If you have any pets or service animals

The list of options goes on from here. Smart911 is not available in all regions - your local government must adopt it. You can see if Smart911 is in your region at this link: <https://www.smart911.com/smart911/isSmart911InMyAreaForm.action>

CodeRed



Another tool that may be available in your area is an Android and iOS (iPhone) application called CodeRed. CodeRed issues weather and emergency alerts “pushed” by your local government. For locations where CodeRed has been implemented, this tool can alert you to any conditions or disasters that may affect you.

To sign up for CodeRed, open the AppStore or Google Play and search for CodeRed.

Make an Emergency Plan

Another smart thing you can do is have a plan in place in case of Emergency. Your IHSS Agency is required to offer to help you with this. To start building an Emergency plan, talk it through with your friends and family, invite your IHSS Agency to the conversation. Discuss disasters that may occur in your area, which might be anything from floods to forest fires to blizzards, etc. Talk about any health conditions you may have, and what you would need to be safe if something were to happen. Also think about where you would go or who you would stay with. Have someone write everything down in a format that works for you. You can find a template for planning your back up care on the Consumer Direct Website

at https://consumerdirectco.com/wp-content/uploads/2014/12/CDCO-backup-plan_20160810.pdf

Your plan should include all the information you need to safely get through an unexpected situation, and once you have a plan in place, be sure to share it with your Attendants.

What to include:



Your plan should include a list of all your contacts, with their phone numbers, in order of who to call. The person at the top of your list should be both the most knowledgeable and reliable or a “go-getter” who makes things happen. Be sure to include a neighbor or family member in your list who can provide services to you if your Attendants are unable to reach you.

The plan should list **any and all medications** you take and how often you take them. It should identify where medications are located. Include in the list any devices you require, such as a CPAP or a nebulizer.

Include a brief **description of your health needs** and any conditions you may have, including allergies.

If the disaster requires evacuation from your home, **identify safe places** where you can meet up with friends and family. It’s a good idea to have this thought out ahead of time, as it will prevent any confusion.

The American Red Cross also provides emergency plan templates, and has additional tips and topics. You can find that here: <https://www.redcross.org/get-help/how-to-prepare-for-emergencies/make-a-plan.html>

Your Emergency Plan should be **posted somewhere easy to find**, so that if you call 9-1-1, or emergency responders arrive at your home, they will easily be able to know how to treat you.

Practice your Emergency Plan

Once you have an emergency plan in place, set aside time to practice it. This will help you identify if there are any parts of it that are incomplete or don’t make sense.

Disaster Kit

Have a small kit stashed somewhere convenient, and put inside it your:

- contact list
- evacuation plan, and
- enough medication to last three days

You can add to this as seems appropriate, with a change of clothes, toothbrush, etc. Keeping a little bit of cash in your disaster kit can cover any small expenses if they should come up.

Also plan on what items you will need in the event of a blackout or isolating event where you cannot leave your home and others cannot reach you. It's a good idea to have a weeks' worth of food stowed away, and three gallons of water for each person in your home.

Taking Self-Direction to the Next Level.

As mentioned earlier, while IHSS is one Service Delivery option available to you, there are others. At some point you may decide to take more responsibility and control with self-direction, including being an employer and hiring your own Attendants.



CDASS (Consumer Directed Attendant Support Services) is a Service Delivery option in which adult Participants (or their AR) are trained on and control all aspects of their care within a service budget available to them. This includes hiring, recruiting, scheduling, training, firing, and managing one or more budgets. CDASS is great for individuals who want more independence and don't mind the extra time and effort required. In CDASS, many of the IHSS responsibilities outlined in Chapters Two and Three are taken on by the Participant. When you need a back-up, you simply contact the Attendant directly. When there is a scheduling change, you also coordinate directly with Attendants. By the same measure, though, there will not be an IHSS Agency to assist with training, emergency planning, etc.

With CDASS, payroll and employee taxes are handled by an FMS (Fiscal Management Services) provider. This means that you won't have to cut checks or issue tax documents. If CDASS sounds like something you'd like to learn more about, consider the following:

- Review or download the CDASS manual available at <https://consumerdirectco.com/cdass-training-manual/>. It is a large document, but will give you the full scope of Participant responsibilities and duties.
- Think about how easy or hard it may be to find your own Attendants. CDASS Participants sometimes find that they have difficulty recruiting employees. This is often because of circumstances beyond their control. They may live in a remote or sparsely populated area, or the economy may be booming and potential candidates may be choosing other work. If this is a concern, talk with your Case Manager, and/or seek out current CDASS Participants for peer support (you may send a request to Consumer Direct at: <https://consumerdirectco.com/contact/>).
- Imagine yourself (or your AR) in the role of an employer. Sometimes employers have to make hard decisions such as corrective action or terminating a difficult or insubordinate Attendant. CDASS training makes these situations easier to navigate, but it will still likely be a difficult conversation.

The next step, if the CDASS path is the one you want to follow, is to contact your Case Manager. Remember, you have choices with your Service Delivery model. You can move from IHSS to CDASS, and return to IHSS if you give it your best effort and it doesn't work out.

Chapter Four Summary:

- You can take a more active role in training Attendants to your liking.
- You can recruit Attendants, your IHSS agency can help.
- Services like Smart 911 and CodeRed can provide disaster information and help emergency personnel.
- It is good to be prepared for emergencies such as:
 - Black-out, power outage, or isolation events.
 - Events which require relocation.
- Have a small kit with enough medication and basic supplies for three days.
- Develop emergency plans with your friends, family, or advocates.
- IHSS is not the only option for self-directing Health First Colorado Participants. CDASS grants more independence, but also more responsibility.

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Appendix A: Recruiting Guide

Key Idea: Successfully recruiting Attendants right for your care has many steps. The goal of each recruiting step is to narrow down your candidates to find people best suited for you. Your IHSS Agency can help along the way.



As described in Section 4, you may choose to have a more active role in recruiting and hiring Attendants. This Appendix is a resource guide for each stage of finding a new or back-up Attendant.

It is important to note that because Attendants are employed by your IHSS Agency, they are legally responsible for them. Because of this, your IHSS Agency must run background checks on all Attendants and conform with federal and state employment laws.

Your IHSS Agency may also have policies, procedures, and forms they use with recruiting and hiring. By working with your IHSS Agency during the hiring and recruiting process you'll run into less snags during your search.

This Appendix:

16 pages, about 32 minutes

Recruiting Goals

Attendant Requirements

Recruiting Attendants

Screening Potential Attendants

Interviewing Techniques

Selecting your Attendant

Making the Offer

IHSS Agency Steps

Required Employment
Paperwork

Background Checks



Recruiting Goals

The goal of recruiting is to find the right person, or people, for your care. Generally speaking, you want to start from a bigger pool of candidates - but not TOO big - and then narrow down your field as your search continues.

If a job posting is too specific, it may produce far fewer candidates than you'd like, or perhaps none. If a job posting is too generic, you may end up sorting through dozens of applicants. It's a balancing act. Try to be specific enough, but not restrictive.

Phone screening allows you to further reduce your number of potential Attendants. You do not have to let people immediately know that you aren't considering them for the position.

Checking References and Interviews is best done with the final 3-5 candidates. Even if you "feel right" about one of the candidates, you should still do a face-to-face interview with them and your other candidates.

Remember, your IHSS Agency can help with every step along the way!

Attendant Requirements

When considering recruiting and hiring Attendants, IHSS requires:

- Attendants must be at least 18 years of age.
- Attendants must complete a State of Colorado criminal background check and Board of Nursing background check on all Attendants and the Attendant must pass both checks to be employable.
- Attendants must demonstrate competency in caring for the client to the satisfaction of the client or AR. Attendants must be able to perform the assigned tasks on the Care Plan.
- Your IHSS Agency must follow all state and federal laws regarding hiring your Attendant.

Recruiting Attendants

Prior to recruiting an Attendant, you must consider what tasks need to be performed. Once the tasks are determined, you need to consider what knowledge or skills a person needs to complete the tasks. Finding the right Attendant takes time. The amount of time depends on your needs and preferences on your care. Use all the resources available to you and consider whether you want to hire friends or family members. Using people you know can make the process easier, but it can also be tough on your relationship with that person.

Create a job description that really works for you

A well-written job description will help you when screening and interviewing potential Attendants. Be sure to explain the job in detail and make sure your potential Attendants are comfortable with every aspect

Recruiting is the most important step in the selection process.

We have listed the steps for you in the order they will occur during your recruiting process. Use this as a checklist or outline; it is completely up to you.

- Create a job description.
- Create a job advertisement.
- Post a job advertisement.
- Screen potential Attendants.
- Interview Attendants.
- Check references.
- Select employees.

of the care. List the skills and experience you want your Attendants to have. It is essential to include specific requirements that will allow you to find the ideal Attendant. When identifying these requirements, you must be sure your job listing does not discriminate against possible applicants. See the section titled *Avoiding Discrimination* for details.

Sample Job Description

Nonsmoker needed to work for adult female with disabilities, assist with personal care and housekeeping. Schedule is negotiable. If interested, call (719) 555-5555 or send email to: myemail@writeme.com

A good job description can:

- Help you to identify your needs.
- Be used as the basis for your job listing.
- Provide applicants with a list of daily physical needs.
- Help you and applicants ask careful questions during the interview.
- Provide a checklist of duties and responsibilities for your Attendants.
- Be used as an Attendant evaluation tool.
- Help solve disagreements between you and Attendants regarding their duties.



TIP!

Your IHSS Agency may have a standard job description for recruiting Attendants. You may be able to use this as a basis for your own.

Screening Potential Attendants

Screening potential Attendants will assist you in finding the right people to meet your needs. It will also save you time and make the recruiting process a little easier for you. Not all applicants will meet your needs and these individuals will need to be taken off your list. You will want to call applicants on the telephone and ask them a few questions and get a feel for their personality. On the next page are some guidelines for telephone screening.



Phone Screening Guidelines

Act quickly:

- Call people back as soon as possible. Remember, good people find jobs quickly.

Be Pleasant:

- Be friendly and pleasant on the phone.

Provide some basic information about the job:

- Describe your basic needs for the people you screen.
- Let the applicant know the number of hours they would need to work, the schedule, and the hourly rate range they could earn.

Be Organized:

- Take notes and document all phone contact with the name and phone numbers of the applicant you spoke with.

Ask a Few Questions of the applicant:

- Why are you interested in this kind of work?
- What experience or training do you have?
- Do you smoke?
- If lifting and transferring are essential functions of this job, describe the requirement and ask, “Will you be able to perform these duties?”
- Occasionally, I might need you to work more hours than your normal schedule. Can you do that?

Other questions you may want to consider asking:

- Are you at least 18 years of age?
- What hours are you available?
- What days can you work?
- Are there any reasons you would not be able to travel to my neighborhood?

- Do you have a valid driver's license? (If driving is a part of the work)
- Do you have experience providing household services?
- Do you mind assisting in bathing, toileting, and dressing?

If at the end of your telephone screening you think you would like to interview this person face to face, you can make those arrangements while you still have the person on the phone. If you are not sure, you can politely end the conversation by saying "Thank you for your time. I will be making my final selections by (date) and will notify my top choices on that day to set up another interview. Thank you again. Good-bye."

Use Caution: Do not ask questions which could reveal a disability.

It is far better to describe the needs of the position, and the work environment, and then ask a candidate if they will be able to perform the job duties.

For example, allergies and asthma are usually considered a disability by the Americans With Disabilities Act. It is illegal, then, to ask a potential caregiver if they have allergies. Instead, let them know you have cats, pets, or a service animal. Ask if this changes their interest in the job.

Do not ask: Is there any reason keeping you from lifting 50lbs? Ask instead: This job requires lifting 50 lbs. Will you be able to perform that task?"



Warning Signs

- Applicant asks inappropriate questions during screening process i.e. address, medications, medical history, benefits.
- Unexplained gaps in employment.
- Reluctance to provide professional references.
- Inconsistencies in prior job responsibilities and employer information.

What if you don't want to interview someone?

You are not obligated to interview anyone. Let each person know you are taking names and phone numbers and will call them back if you decide to interview them. You may find that you would like to interview someone later even though your initial reaction was not to. Taking everyone's name and address will insure you can get back in touch with people if you change your mind.



Interviewing Techniques

Have every person you are seriously considering give you a resume. People may seem great in a conversation, letter or e-mail message, but you need more specific information about them before setting up an interview. A resume gives written record of the person's experience, interests, qualifications, and references. What you discover on their resume may give you a different perspective about the applicant. You may also want to keep a list of former Attendants and people you liked but did not choose. They might make good back-up Attendants and might someday become your regular Attendants.

Once you have finished pre-screening and reviewed the resume, if you like the applicant, set up an interview. Take time to plan your interview. Interviews should be face-to-face meetings. Remember, the interview is when you and the applicant see if the situation will work for both of you. Do not select anyone without interviewing them first. Most importantly, hold the interview when you are well rested and where you are least likely to be interrupted.



TIP!

If an applicant asks you for your home address during an interview, do not give it to them. Once the applicant is hired, you can disclose the exact address of the workplace.

Guidelines for Interviewing Face to Face:

Be Safe

- Contact your Agency and arrange to hold the interview at their location, if possible. They may actively participate with you or your AR in the interview process. Otherwise, hold the interview in a location that is safe for you. Your local church, apartment building, coffee shop, or community library may have rooms available for you to conduct interviews if you do not want to use your home.
- You can invite a friend or family member to sit in. In addition to safety concerns, having a second person is a good idea because that person may notice things during the interview that you do not.

Setting the Tone of the Interview

- First impressions are important. Convey a sense that you are a capable individual able to direct your own care.
- If you have a friend present, make sure it is clear that you are the interviewer.
- Think about the location of the interview. If you choose to have the interview in your home, think about the location of the interview. The living room is a better choice than the bedroom, which can convey an image of dependence.
- Wear clothes that convey confidence. Do not wear sleepwear.
- Sit facing the applicant so that you can observe eye contact and body language.
- Eliminate distractions. Turn the TV and radio off. Make sure pets and children will not interrupt.

What if You are Nervous?

- Recognize that it is natural to feel nervous when interviewing.
- The prospective Attendant is probably nervous too.
- Breathing deeply is the quickest way to relieve anxiety.
- Being prepared for the interview will also lower your anxiety level.
- Having a friend or family member with you may help calm your nerves.

Be Prepared Before the Interview, Make Sure You Have:

- A job description.
- A checklist (if you are using one) of duties for the shift(s) you are hiring.
- Information about your disability.
- Information about special equipment you use.
- A list of the interview questions you will ask (see list of suggested questions we have included in this guide).

Planning the Interview Questions

- Decide ahead of time what questions you will ask and write them down.
- Frame your interview questions to give you the information you need. At the very least you want someone who is trustworthy, reliable and responsible. Ask questions that will give you that information.
- By using the same list of questions for each applicant you will be able to compare their responses more easily.

When the Applicant Arrives:

- Take a good look at them. Do they look neat, clean, and presentable?
- Do they seem comfortable around you?
- Do you feel comfortable around them? Find out as much as you can about them.
- Make the applicant feel comfortable. You can ask, “Did you have any trouble finding the location?”
- Explain your disability to the applicant, but only to the point where you are still comfortable. You do not have to tell the applicant everything about you.

During the Interview:

- Describe the job requirements in detail.
- Ask work-related questions that need more than a “Yes” or “No” answer.
- Tell the person what you expect in an employee.

- Tell the person about the work schedule.
- Be frank and clear about duties that might make a person uncomfortable.
- Notice not only what the person says, but also how they say it.
- Let the person ask lots of questions and then reply with honest answers.
- Give the person general information about wages, benefits, and the workings of IHSS. (You can contact your IHSS Agency for this information.)
- Take notes. These will be a useful reference when you are reviewing the candidates you've interviewed.



TIP!

Always use caution and remain in control of the situation. You may want to consider having a friend or relative with you during the interview. Remember, the IHSS Agency can always assist you.

Following are Some Other Useful Interview Questions You Can Use:

- What did you like most about your last job?
- What did you like least about your last job?
- Why did you leave your last job?
- Why are you interested in this job and what makes you a good candidate?
- Tell me about a past job where you had to make a tough decision. What were the circumstances? How did it turn out?
- Tell me about a past job where you made a big mistake. What was the situation and how did it turn out?

Avoiding Discrimination Questions

You can have strong feelings about the characteristics such as age, gender, or race; however, federal labor law prohibits you from discriminating. Be sure your job descriptions and other hiring materials reflect this nondiscrimination policy.

It Can Be Discriminatory to Ask:

- About children, number of, names, ages, child care arrangements or marital status.

- General questions about disabilities or physical conditions which do not relate to an applicant's fitness to perform the job.
- About being single, married, divorced, separated, widowed.
- Questions concerning pregnancy, birth control, children, or future childbearing plans.
- Direct or indirect questions which would indicate an applicant's ancestry, national origin, race or color.
- Any questions that, if answered, would reveal religious affiliation, denomination, customs, holidays observed, or name of minister.
- Questions about age, except to ask if the person is of legal age to work (18).

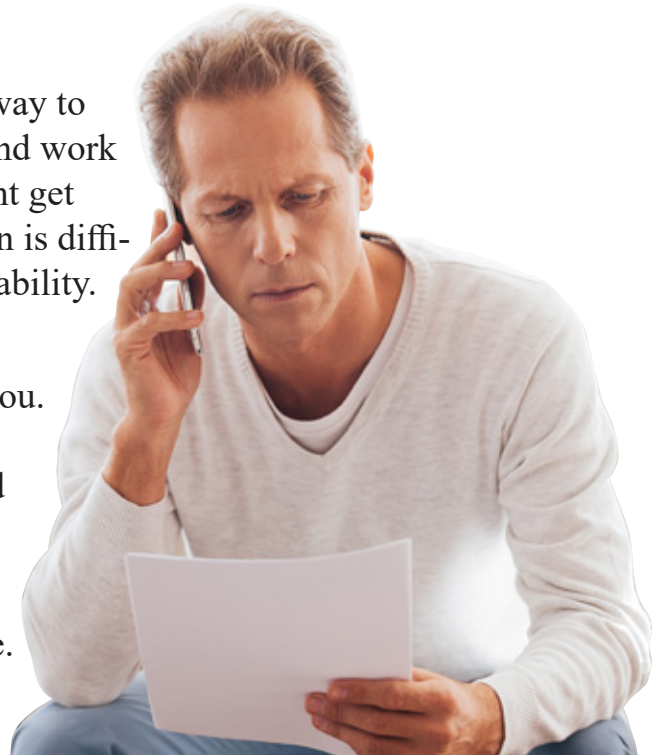
Checking References

Checking Attendant references is another great way to gather important information about their skills and work history. Some examples of information you might get from checking references are: whether the person is difficult to work with, work ethic, character, and reliability.

In IHSS, the best approach is to ask your IHSS Agency to participate in reference checks with you. As the employer, your IHSS Agency may have questions that will help find good candidates and weed out bad ones.

Who are good references? They are usually people who know your applicant as an employee. They know the person's work performance and habits. If your applicant has no prior caregiving experience, then other sources of reference are previous employers, teachers and former co-workers.

Try to avoid family members or friends as references. They will not know about the applicant's work habits and they are likely to tell you only the good things. When talking to a reference, explain the work the person will be doing. Remember to trust your initial instincts. Refer back to the notes you made to yourself during the interviews so you will not forget the impression each person made on you.



Here are some questions you should ask references:

- How long have you known the applicant?
- What are their strengths and limitations?
- How do they handle stress?
- Do you think they are honest?
- Do you think they are reliable?
- How well do they get along with others?

If the reference is a former employer, ask the following questions:

- Were they dependable?
- Were they able to work independently?
- How often were they absent without notice?
- What was it like to supervise them?
- Can they handle doing a wide range of tasks?
- Why did they leave the job?
- Would you rehire them? If not, why?

You may not get many answers from references. Some people do not want to say anything bad about another person or are unable to respond based on company policy. If a reference does not give you much information, be thankful for what you do get and move on. You cannot know why a reference gives you little information or if the lack of information means something bad. Remember, reference checks are just a way to get information you can use to decide about hiring someone. If you do not feel comfortable doing the reference checks, you can ask your IHSS Agency for assistance.

Selecting your Attendant

Now that you have narrowed the larger group of possible Attendants, you get to select the best possible people to work with you. Lay all your papers out in front of you so you can see all your questions and answers. In making your choice, think about these questions:

- What important skills and experience does each person have?
- What is your feeling or intuition about each person, based on the interview and reference checks?
- What useful information did you get from each person's references?
- Can you see yourself working with this person in your home?



Some qualities are hard to assess in people. Think about how comfortable you would feel giving directions or corrections to each candidate. This is very important if you are going to hire a friend or relative. How will you feel spending a lot of time with the person? The lifestyle of an employee may bother you, but will it have anything to do with the quality of their work? Remember that safety, reliability and quality work are the most important features for an employee to have.

Making the Offer

Once you have completed the recruiting and interviewing process and have determined the appropriate candidate for the job, work with your IHSS Agency to get them hired. Your IHSS Agency will guide you through their hiring requirements and needs and help get them onboarded.



NOTE!

Your IHSS Agency will do most of the work from this point on. They perform background checks and confirm employment eligibility.

Hiring

Your Attendant is not allowed to start working until your IHSS Agency has provided notice that the Attendant is cleared to work. One of the most common delays in an Attendant starting to work is incomplete paperwork.



Hiring!

As a part of the hiring process, each Attendant you select must complete employment paperwork for your IHSS Agency. Your IHSS Agency is available to assist you in understanding the paperwork and the process required to complete the paperwork.

Required Employment Paperwork

Each IHSS Agency has required employment paperwork that must be completed. The following forms are required for every Attendant. The IHSS Agency may have other required forms and will provide you with instructions on how to complete each form and how submit the employment paperwork.

- Criminal Background and Board of Nursing Checks.
- Office of Inspector General (OIG) Check.
- I-9 Form.
- W-4 Form.

Background Checks

Board of Nursing Check



The Board of Nursing check is also run automatically. This does not affect most Attendants. The Board of Nursing check tells us if the Attendant's license or certification has been suspended or revoked as a health professional by the Colorado Board of Nursing. If the check reveals that their license or certification has been suspended or revoked, denied, or if they represent themselves as a licensed medical professional when employed, by state law they will not be able to work under IHSS.



NOTE!

Per IHSS Rule and Regulations, a Nursing or CNA license is not required to provide IHSS services. However, if an individual has had a Nursing or CNA license suspended, revoked or denied, they are not eligible to provide services under IHSS.

Office of Inspector General Check

IHSS Agencies must run an Office of Inspector General (OIG) check on all potential Attendants. This is required by law and an update is run every month. All Attendants, even those already hired, are compared to the list.

OIG's List of Excluded Individuals/Entities (LEIE) provides information to the health care industry, patients and the public regarding individuals and entities currently excluded from participation in Medicare, Medicaid and all other Federal health care programs. Individuals and entities who have been reinstated are removed from the LEIE. The OIG imposes exclusions under the authority of sections 1128 and 1156 of the Social Security Act. A list of all exclusions and their statutory authority can be found on the Exclusion Authorities page.

Reinstatement of excluded entities and individuals is not automatic once the period of exclusion ends. Those wishing to again participate in the Medicare, Medicaid and all Federal health care programs must apply for reinstatement and receive authorized notice from OIG that reinstatement has been granted. Please use the contact information listed below as neither Consumer Direct, your IHSS Agency, nor the Department has control over this data and is simply enforcing the law.

HS, OIG, OI
Exclusions Staff
7175 Security Boulevard, Suite 210
Baltimore, MD 21244
Phone: (410) 281-3060
Fax: (410) 265-6780
Email: sanction@oig.hhs.gov



Criminal Background Check

The IHSS program requires that all Attendants pass a criminal history records check and qualifications prior to beginning work. The IHSS Agency will perform the checks as part of their role and communicate any issues with you.



TIP!

Because your Agency is the Employer, it is up to them if an Attendant is hired. They will have the final call if someone is employable by their company standards.



Summary: Appendix A

- A well-developed job description based on your task worksheet will assist in developing a job listing, ad, or job description.
- There are many ways you can post a job listing. Be creative!
- Be safe! When interviewing:
 - Do not share your address with a potential Attendant.
 - Meet in a public location and bring a friend.
 - Check the prospective Attendant's references.
- Remember do not ask interview questions that are discriminatory in nature.
- Together with the IHSS Agency, you will support your Attendants in completing the necessary employment paperwork required by the IHSS Agency. Attendants cannot start working until the IHSS Agency has given notice they are cleared to work.
- All Attendants must successfully pass criminal background, Board of Nursing, and OIG checks. Your IHSS Agency will complete these checks on your behalf.

Appendix B: Resources

Key Idea: There are people with experiences similar to your own and advocates who are interested in helping you succeed. Your Case Manager, national and regional organizations can provide additional support.

This Appendix includes additional resources which you may find helpful on your IHSS journey. For Colorado, a list of Single Entry Point agencies is provided, as well as Community Center Board locations.

Your Case Manager and your IHSS Agency are also very good resources for finding support and advocacy groups. They may also be able to reach out to other IHSS Participants if you are looking for an experienced person to talk to about your services and Attendants.

Community Center Board locations, next page



This Appendix:

3 pages, about 6 minutes

Community Center Board
locations and counties

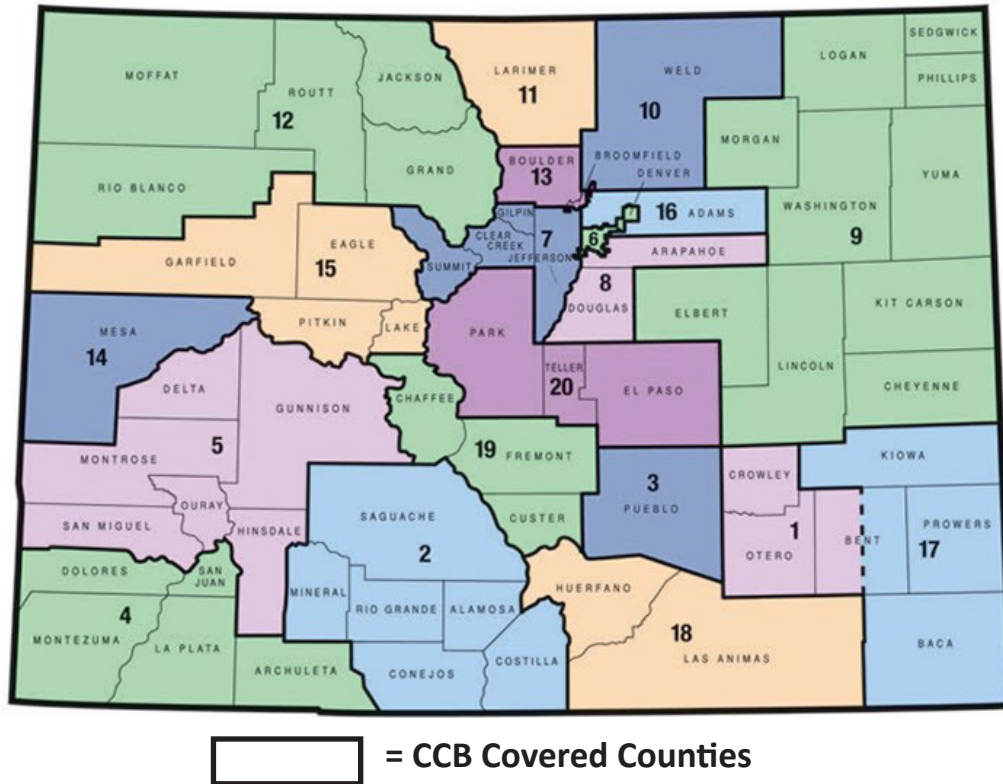
Single Entry Point Agency
locations and counties

National Organizations

Community Center Board (CCB) Locations & Covered Counties

Adapted from original web version. Original available online at:

<https://www.colorado.gov/pacific/hcpf/community-centered-boards>



1 Inspiration Field
1500 San Juan Avenue
La Junta, CO 81050
(719) 384-8741

4 Community Connections, Inc. (CCI)
281 Sawyer Drive, #200
Durango, CO 81301
(970) 259-2464

2 Blue Peaks Developmental Services
703 Fourth Street
Alamosa, CO 81101
(719) 589-5135

5 Community Options, Inc. (COI)
336 South 10th Street
Montrose, CO 81402
(970) 249-1412

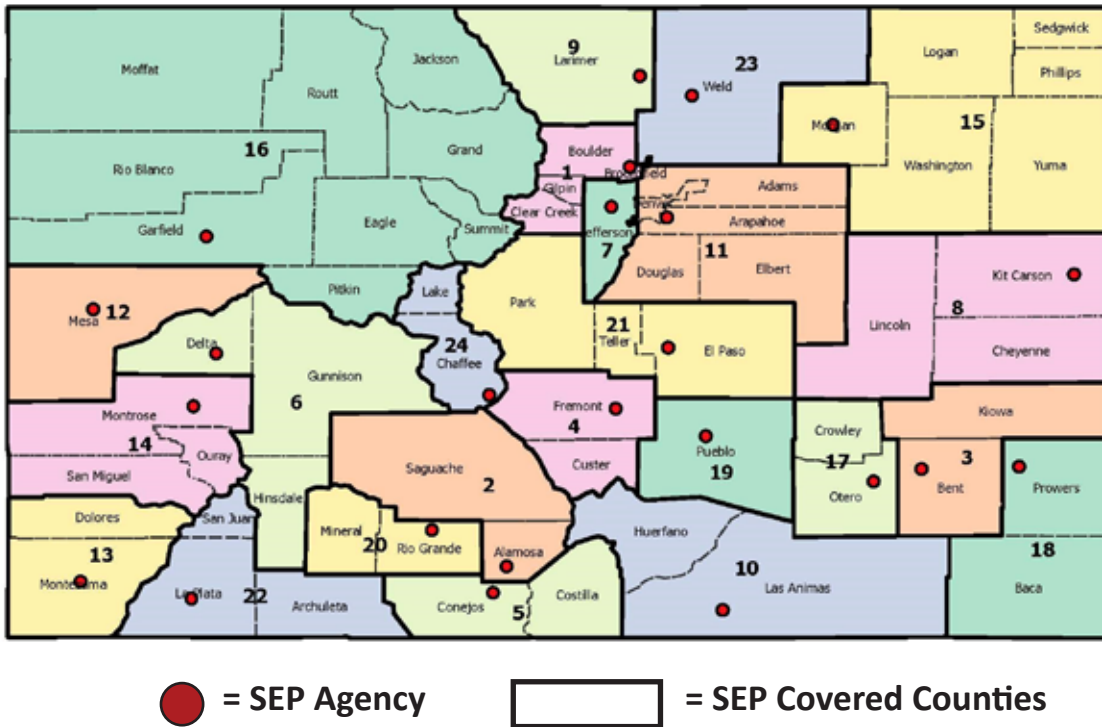
3 Colorado Bluesky Enterprises (CBE)
115 West 2nd Street
Pueblo, CO 81003
(719) 546-0572

6 Rocky Mountain Human Services (RMHS)
9900 E. Iliiff Ave.
Denver, CO 80231
(303) 636-5600

- 7 Developmental Disabilities Resource Center (DDRC)**
11177 W. 8th Avenue
Lakewood, CO 80215
(303) 233-3363
- 8 Developmental Pathways (DP)**
325 Inverness Drive South
Englewood, CO 80112
(303) 360-6600
- 9 Eastern Colorado Services**
617 South 10th Ave.
Sterling, CO 80751
(970) 522-7121
- 10 Envision**
1050 37th Street
Evans, CO 80620
(970) 339-5360
- 11 Foothills Gateway (FGI)**
301 Skyway Drive
Fort Collins, CO 80525
(970) 226-2345
- 12 Horizons Specialized Services**
405 Oak
Steamboat Springs, CO 80477
(970) 879-4466
- 13 Imagine!**
1400 Dixon Avenue
Lafayette, CO 80026
(303) 665-7789
- 14 Mesa Developmental Services/ Strive**
950 Grand Avenue
Grand Junction, CO 81502
(970) 243-3702
- 15 Mountain Valley Developmental Services (MVDS)**
700 Mount Sopris Drive
Glenwood Springs, CO 81602
(970) 945-2306
- 16 North Metro Community Services (NCMS)**
1001 West 124th Ave.
Westminster, CO 80234
(303) 252-7199 or (303) 457-1001
- 17 Southeastern Developmental Services**
1111 South Fourth Street
Lamar, CO 81052
(719) 336-3244
- 18 Southern Colorado Developmental Disabilities Services (SCDDS)**
1205 Congress Drive
Trinidad, CO 81082
(719) 846-4409
- 19 Starpoint**
700 South 8th Street
Canon City, CO 81215
(719) 275-1616
- 20 The Resource Exchange (TRE)**
418 South Weber
Colorado Springs, CO 80903
(719) 380-1100

Single Entry Point (SEP) Agency Locations & Covered Counties

Adapted from original web version. Original available online at:
<https://www.colorado.gov/pacific/sites/default/files/Single%20Entry%20Point%20Agency%20and%20Covered%20Counties%20Map-August%202016.pdf>



1 Boulder/ Broomfield/ Clear Creek/ Gilpin

Adult Care Management, Inc.
 1455 Dixon Avenue, Suite 105
 Lafayette, CO 80026
 303-439-7011

2 Alamosa/ Saguache

Alamosa County Public Health Dept.
 8900 Independence Way
 Alamosa, Co 81101
 719-589-6639

3 Bent/ Kiowa

Bent County Public Health
 701 Park Avenue
 Las Animas, CO 81054
 719-456-0517

4 Custer/ Fremont

Central Mountain Options for Long Term Care (OLTC)
 172 Justice Center Road
 Canon City, CO 81212
 719-275-2318

- | | |
|--|--|
| 5 Conejos/ Costilla
Conejos County Nursing Services
19023 State Highway 285
PO Box 78
La Jara, CO 81140
719-274-4307 | 10 Huerfano/ Las Animas
Las Animas County Dept. of
Human Services
204 S. Chestnut
Trinidad, CO 81082
719-846-2276 |
| 6 Delta/ Gunnison/ Hinsdale
Delta County Health and Human
Services
196 W. Hotchkiss Ave.
Hotchkiss, CO 81419
970-842-1000 | 11 Adams/ Arapahoe/ Denver /
Douglas/ Elbert
Colorado Access
11100 Bethany Drive
Aurora, CO 80014
877-710-9993 |
| 7 Jefferson
Jefferson County Dept. of Health
and Human Services
900 Jefferson County Parkway,
Suite 170
Golden, CO 80401
303-271-4216 | 12 Mesa
Mesa County Dept. of Human
Services
510 29 ½ , PO Box 20000
Grand Junction, CO 81504
970-248-2888 |
| 8 Cheyenne/ Kit Carson/ Lincoln
Kit Carson County Health and
Human Services
252 S. 14th Street
Burlington, CO 80807
719-346-7158 | 13 Dolores/ Montezuma
Montezuma County Public
Health Dept.
106 W. North Street
Cortez, CO 81321
970-564-4768 |
| 9 Larimer
Larimer County Dept. of Human
Services
1501 Blue Spruce Drive
Fort Collins, CO 80524
970-498-7780 | 14 Montrose/ Ouray/ San Miguel
Montrose County Dept. of
Health and Human Services
1845 S. Townsend Ave.
Montrose CO 81401
970-252-7076 |

**15 Logan/ Morgan / Phillips/
Sedgwick/ Washington/ Yuma**
Montrose County Dept. of
Health and Human Services
1845 S. Townsend Ave.
Montrose, CO 81401
970-252-7076

**16 Eagle/ Garfield/ Grand/
Jackson/ Moffat/ Pitkin/
Rio Blanco/ Routt/ Summit**
Northwest Options for Long
Term Care (OLTC)
195 W. 14th St.
Rifle, CO 81650
970-963-1639

17 Crowley/ Otero
Otero County Dept. of Human
Services
13 W. 3rd , PO Box 494
La Junta, CO 81050
719-383-3166

18 Baca/ Prowers
Prowers County Public Health
and Environment
1001 W. Main Street
Lamar, CO 81052
719-336-1015

19 Pueblo
Pueblo County Dept. of Social
Services
201 W. 8th Street, Suite 120
Pueblo, CO 81003
719-583-6857

20 Mineral/ Rio Grande
Rio Grande County Dept. of
Social Services
925 6th Street
Del Norte, CO 81132
719-657-4208

21 El Paso/ Park/ Teller
Rocky Mountain Options for
Long Term Care (OLTC)
1645 S. Murray Blvd.
Colorado Springs, CO 80904
719-457-0660

22 Archuleta/ La Plata/ San Juan
San Juan Basin Health Dept.
281 Sawyer Drive
Durango, CO 81301
970-346-6950

23 Weld
Weld County Area Agency on
Aging
315 N. 11th Avenue, PO Box
1805
Greeley, CO 80632
970-346-6950

24 Chaffee/ Lake
Chaffee County Human
Services
448 East 1st Street
Salida, CO 81201
719-530-2505

National Organizations & Resources

Americans with Disabilities Act

<https://www.ada.gov/>

Americans with Disabilities Act, U.S. Department of Labor

<https://www.dol.gov/general/topic/disability/ada>

American Association of People with Disabilities

<https://www.aapd.com/>

National Organization on Disability

<https://www.nod.org/>

National Council on Independent Living

<https://www.ncil.org/>

Administration for Community Living

<https://acl.gov/>

National Network:

Information, Guidance and Training on the Americans with Disabilities Act

<https://adata.org/learn-about-ada>

List of Disability Organizations - U.S.A.

<https://www.disabled-world.com/disability/foundations/us-organizations.php>

State Organizations & Resources

Colorado Cross Disability Coalition

<http://www.ccdconline.org/>

Ability Connection Colorado

<http://abilityconnectioncolorado.org/>

Advocacy Denver

<http://www.advocacydenver.org/>

American Council of the Blind of Colorado

<http://www.acbco.org/>

American Federation for the Blind

<http://www.afb.org/default.aspx>

Colorado Center for the Blind

<http://coloradocenterfortheblind.org/>

Colorado Commission for the Deaf and Hard of Hearing

<http://www.ccdhh.com/>

Colorado Developmental Disabilities Council

<http://www.coddc.org/>

Colorado Family for Hands & Voices

<http://www.handsandvoices.org/chapters/colo.htm>

Colorado Post-Polio Organization

<http://www.polioplace.org/history/collection/colorado-post-polio-organization>

Colorado Statewide Independent Living Council

<http://coloradosilc.org/>

Easter Seals Colorado

http://www.eastersealsco.org/about_us.html

Family Voices Colorado

<http://familyvoicesco.org/>

Hearing Loss Association of America, Colorado Chapter

<http://www.hearinglosscolorado.org/>

State Organizations & Resources (cont.)

JFK Partners

<http://www.jfkpartners.org>

National Federation of the Blind

<https://nfb.org//>

Parkinson Association of the Rockies

<http://www.parkinsonrockies.org/>

Rocky Mountain Down Syndrome Association

<http://www.rmdsa.org/>

Rocky Mountain Stroke Center

<http://www.strokecolorado.org/>

The Arc of Colorado

<http://www.thearcofco.org/>

The Colorado Association of the Deaf

<http://www.cadeaf.org/>

United Cerebral Palsy

<http://ucp.org/>

Next page: Colorado Centers for Independent Living

Colorado Centers for Independent Living (CIL)

Adapted from original web version. Original available online at:
<http://coloradosilc.org/colorado-centers-for-independent-living/>

Overview of Locations

This page is a summary list of Centers for Independent Living in Colorado. Afterwards is a more detailed listing for each area, including phone numbers, locations, and addresses.

** Older Individuals with Blindness (OIB) vendors.*

(1) Atlantis Community, Inc. – Denver
<http://www.atlantiscommunity.org/>

(2) Center for Disabilities
Pueblo with a satellite office in
Alamosa and Canon City
<http://www.ilcpueblo.org/>

(3) Center for Independence*
Grand Junction with a satellite office in
Glenwood Springs and Montrose
<http://cfigj.org/>

(4) Connections for Independent Living*
Greeley with a satellite office in
Fort Morgan
<http://www.connectionsforindependentliving.org/>

(5) The Independence Center
Colorado Springs with a satellite office
in Burlington, Calhan, Cripple Creek,
Fountain, Limon, and Monument
<http://www.theindependencecenter.org/>

(6) Center for People with Disabilities* (CPWD)
Boulder with a satellite office in
Broomfield, Longmont, and Thornton
<http://www.cpwd-ilc.org/>

(7) Southwest Center for Independence*
Durango with a satellite office in
Cortez
<https://swindependence.org/>

(8) North West Colorado Center for Independence (NWCCI)*
Steamboat Springs with a satellite
office in Craig, Dillon, and Granby
<http://www.nwcci.org/>

(9) Disabled Resource Services* (DRS)
Fort Collins with a satellite office in
Loveland
<http://www.disabledresourceservices.org/>



- 1 Service Area for Denver CILs**
Adams (shared), Arapahoe, Clear Creek, Denver, Douglas, Elbert, and Jefferson (shared)

Atlantis Community, Inc.

(<http://www.atlantiscommunity.org/>)

201 South Cherokee, Denver, CO 80223

(303) 733-9324 Fax (303) 733-6211



- 2 Service Area for Pueblo CIL**
Alamosa, Baca, Bent, Conejos, Costilla, Crowley, Custer, Fremont, Huerfano, Kiowa, Las Animas, Otero, Prowers, Pueblo, Rio Grande, and Saguache

Center for Disabilities

(<http://www.ilcpueblo.org/>)

901 W. 8th St., Pueblo, CO 81003

(719) 546-1271 Fax (719) 546-1374

Alamosa Satellite Office

P. O. Box 1292, Alamosa, CO 81101

(719) 568-7954

Canon City Satellite Office

105 N. 10th St., Canon City, CO 81212

(719) 251-5002



3 **Service Area for Grand Junction CIL** Chaffee, Delta, Eagle, Garfield, Gunnison, Hinsdale, Lake, Mesa, Montrose, Ouray, Pitkin, and San Miguel

Center for Independence*

(<http://cfigj.org/>)

740 Gunnison, Grand Junction, CO 81501
(970) 241-0315

Fax (970) 245-3341 (800) 613-2271

East Satellite Office – Glenwood Springs

823 Blake Ave, Ste 102

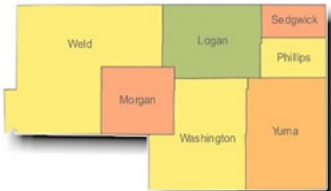
Glenwood Springs, CO 81601

(970) 718-5155 FAX (970) 340-8845

West Satellite Office – Montrose 245 S.

Cascade, Ste B Montrose, CO 81401 (970)

822-7010 FAX (970) 820-7011



4 **Service Area for Greeley CIL** Logan, Morgan, Phillips, Sedgwick, Wash- ington, Weld, and Yuma

Connections for Independent Living

(<http://www.connectionsforindependentliving.org/>)

1331 8th Avenue Greeley, CO

80631 (970) 352-8682

Fax (970) 353-8058 (800) 887-5828

CIL Locations continue, next page



5 Cheyenne, El Paso, Kit Carson, Lincoln, Park, and Teller

The Independence Center

(<http://www.theindependencecenter.org/>)

729 S. Tejon Street

Colorado Springs, CO 80903

(719) 471-8181 Fax (719) 471-9322

Burlington Satellite Office

(2nd and 4th Thursdays every month)

Prairie Family Services, 390 14th Street,

Burlington, CO 80807

(719) 471-8181 x 140

Calhan Satellite Office

Community Outreach Center

328 10th Street, Calhan, CO 80808, (719)

471-8181 x 140

Cripple Creek Satellite Office

Aspen Mine Center

166 E Bennett Avenue, Cripple Creek, CO

80813 (719) 471-8181 x 140

Fountain Satellite Office (open Fridays)

Connections 4 Life Center

6436 US-85, Fountain, CO 80817

(719) 471-8181 x 140

Limon Satellite Office (open Tuesdays)

Hub City Center 220 E Avenue

Limon, CO 80828, (719) 471-8181 x 140

Monument Satellite Office (open Mondays)

Tri-Lakes Cares

235 North Jefferson Street, Monument, CO

80132 (719) 471-8181 x 140



6 **CPWD Boulder and Longmont**

Adams (shared), Boulder, Broomfield, Gilpin, and Jefferson (shared)

Center for People with Disabilities

(<http://www.cpwd-ilc.org/>)

1675 Range St., Boulder, CO 80301

(303) 442-8662 v/tty

Fax (303) 442-0502 (888) 929-5519

Broomfield Satellite Office

(open Mondays only)

25 Garden Center, Suite 1

Broomfield, CO 80020

E-mail: howard@cpwd.org

Longmont Satellite Office

615 North Main, Longmont, CO 80501

(303) 772-3250 Fax (303) 772-5125

North Metro – Thornton Satellite Office

10317 Washington Street, Thornton, CO

80229 (303) 790-1390

Fax (303) 792-0317 VP (720) 459-5341



7 **Service Area for the Durango CIL**

Archuleta, Dolores, La Plata, Montezuma, and San Juan

Southwest Center for Independence

(<https://swindependence.org/>)

3473 Main Avenue, #23

Durango, CO 81301 (970) 259-1672 Fax

(970) 259-0947

Cortez Satellite Office

925 S. Broadway, #160, Cortez, CO 81321

(970) 903-5859



8 Service Area for Craig CIL

Grand, Moffat, Rio Blanco, Routt, and Summit

North West Colorado Center for Independence

(<http://www.nwcci.org/>)

1855 Shield Dr. #300

Steamboat Springs, CO 80487

(970) 871-4838 Fax (970) 871-4841

Moffat County Satellite Office – Craig

50 College Drive, Room 115

Craig, CO 81625

Summit County Satellite Office – Dillon

325 Lake Dillon Dr., #201, Dillon, CO 80435

Grand County Satellite Office – Granby

365 East Agate Avenue, #B

Granby, CO 80446



9 Service Area for Ft. Collins CIL

Jackson and Larimer

Disabled Resource Services

(<http://www.disabledresourceservices.org/>)

1017 Robertson, # B

Fort Collins, CO 80524-3915

(970) 482-2700 Fax (970) 449-6972

Loveland Satellite Office

118 E. 29th Street, Suite C

Loveland, CO 80538-2724

(970) 667-0816 Fax (970) 593-6582