

# IHSS

## In-Home Support Services Resource Guide



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## Key Terms and Abbreviations

*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 Member or the legal guardian, if appropriate, who has the judgment and ability to direct IHSS on a Member’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 & Financing (HCPF):** HCPF is responsible for oversight of IHSS including federal and state authorization. HCPF oversees the training and operations vendor for IHSS as well as the IHSS 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 HCPF to provide training and customer service for self-directed service delivery options to clients, Authorized Representatives, and Case Managers.

### **In-Home Support Services (IHSS):**

A Member-directed service delivery option. Members 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 the financial and employer aspects of service delivery.

### **Home and Community-Based Services (HCBS):**

A variety of supportive services delivered in conjunction with Colorado Medicaid Waivers to Members in community settings. These services are designed to help older persons and persons with disabilities to live in the community.

### **IHSS Provider Agency (IHSS Agency):**

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

**Self -Determination:**

This is the decision to direct your own care. It's about having more independence and control over your life.

**Self -Direction:**

This involves the day-to-day decisions you make about your own care. When you are self-determined, you choose who gives you care, when it is received, and how services are performed.



## Chapter One: Introduction to IHSS and Self-Determination

**Key Ideas:** IHSS is a Service Delivery option that gives you more control and helps you maintain independence in the community.

### *Chapter One: Introduction to IHSS and Self-Determination*

In-Home Support Services, or IHSS, is a Health First Colorado service delivery model which combines traditional agency-based care with Self-Direction. In IHSS, Members direct their own care and set their own care schedules, but they choose an IHSS Agency partner to take care of hiring and employment. The Agency performs background checks, sets hourly wages, pays Attendants, and issues tax-related documents.

This Agency support allows Members to focus on their daily lives while their IHSS Agency handles employment responsibilities. Members can choose to play a bigger role in employment and training, if desired.

#### **A day in the life of an IHSS Member**

You may be asking yourself: What does a typical day look like for an IHSS Member?

“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 someone helps 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.”

## Reasons why IHSS may be a good fit

People choose IHSS for many reasons:

- **You want to make decisions about your care.** You, or your child, may have been diagnosed with a disability or may have become aware that you need help with day-to-day activities. You are not alone. About 40 million Americans have a disability of some sort. It is important to remember that you have rights. Among these is the right to make decisions about your own care. Employing your own attendants is a good step in directing your own care.
- **You would rather not hire and employ your own Attendants.** IHSS is unique in that it has opportunities for Members (and/or an AR, if applicable) to direct their own care while having the safety net of an IHSS Agency to support them on the more difficult tasks such as hiring and managing Attendants.
- **You are familiar with agency-based care, and you're interested in Self-Direction.** Living with a disability is nothing new for you, your child, or your 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 meet your needs.

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.

## Understanding Self-Determination and 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 you make for your care.** 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, and the cultural events that you decide to do along the way.

Self-Direction comes with a variety of rights that help you control your own care: Those rights pertain to:

- Your case manager
- The IHSS Agency
- The Attendants
- The Colorado Department of Health Care Policy & Financing (HCPF)
- The Colorado Department of Public Health & Environment (CDPHE)

*An example includes filing a complaint against an IHSS Agency with the Colorado Department of Public Health Care Policy & Financing.*



**COLORADO**  
Department of Health Care  
Policy & Financing



**COLORADO**  
Department of Public  
Health & Environment

CDPHE and HCPF are available to you for questions, comments, or complaints. You can connect with them at <https://hcpf.colorado.gov/>

## Principles of Self-Determination and Self-Direction

The five principles of self-determination assist Members and Attendants with the following choices.

1

### Freedom

The opportunity to choose where and with whom you live, as well as how you organize all important aspects of your life with freely chosen assistance as needed.

It means deciding for yourself:

- What choices you want to make about your life.
- What kind of services and supports to use (if any).

2

### Authority

**Employer Authority** – You may select and present employees of your choice to the agency for hire.

Employer Authority allows you to manage, train, and even dismiss the employees who support you, including friends and family members.

3

### Support

The ability to organize your support in ways that are unique to you.

You may want or need support/assistance to:

- Care for yourself.
- Be an active part of your community.
- Take care of your home.

## 4

## Responsibility

After the Agency validates skills it is your responsibility to train your attendants to your personal needs.

Along with freedom and choice, you have the responsibility to follow the rules of the IHSS service delivery option including:

- Working with your chosen agency.
- Ensuring your care needs are met.

## 5

## Confirmation

The recognition that individuals with disabilities should have a leadership role in the redesign of the long-term care service system.

An example of this is a Member can use their experience with the IHSS service delivery option to help bring change to how those services operate.

One way is by engaging in the Participant Directed Programs Policy Collaborative (PDPPC) each month.

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## Self-Determination and IHSS

IHSS is one of several service delivery options in Colorado. One benefit of being enrolled in IHSS is that it enhances the Member's Self-Determination and decisions about their care.

There are several ways IHSS enhances Self-Direction and your ability to direct your services. Examples include:

- 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.  
*(Since the IHSS Agency is the legal employer of record for your Attendants, it is a good idea to keep your Agency in the loop on any concerns you may have about your Attendant's performance.)*
- Determine, in conjunction with the IHSS Agency, the level of in-home supervision recommended by the Member'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.)*

You'll see these rules mentioned again in the lesson Partnering with an Agency.

## Chapter One Summary

Chapter one introduces IHSS and principles of self-direction. It includes your rights as a self-directing individual, guardian, or Authorized Representative and describes what they mean. This chapter also includes a brief summary of changes Members can expect when they are coming from CDASS into IHSS.

- 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.
- Principles of Self-Determination and Self-Direction:
  - Freedom
  - Authority
  - Support
  - Responsibility
  - Confirmation
- IHSS rules govern the application of Self-Determination.



## Chapter Two: Getting Started

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

### *Chapter Two: Getting Started*

In this chapter we will look at:

#### Part One: The IHSS Process

- Enrollment
- Meet the Case Manager
- Choosing the Agency
- First IHSS Agency Steps
- Collaboration Behind the Scenes
- Agency Recruiting and Hiring
- Services Begin
- CDCO Follow Up

#### Part Two: Available Services

- Homemaker
- Personal Care
- Health Maintenance

## Part One: The IHSS Process

1

### Step One

#### *Enrolling in an eligible waiver*

If you are not enrolled in a waiver approved to support IHSS, the very first step is to apply. Reach out to your Case Manager if you have questions about eligibility after this course.

There are a number of ways to apply, including online, by phone, by mail, or in person. Once approved for services, you'll also need to qualify for a waiver that supports IHSS services.

IHSS services are task-based and are meant to meet the needs of the Member only. The Member must demonstrate a need for Homemaker, Personal Care, and/or Health Maintenance Activities.

More information can be found online here:

[Colorado Department of Health Care Policy & Financing / IHSS](#)

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### Step Two

#### *Meeting with your Case Manager*

If you are approved for the Home and Community-Based Service waiver, 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 through IHSS waivers is in the second half of this lesson.

When your Case Manager meets with you for the first time, an assessment of your care needs is completed in collaboration with your Case Manager and additional enrollment paperwork will be required to be completed.

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 is an individual designated by the Member or the legal guardian, if appropriate, who has the judgment and ability to direct services on a Member's behalf. This person could be a family member or a trusted friend or a community member.



**Important!**

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

After completing the assessment process with your Case Manager, they will provide a list of IHSS Agencies in your area. You will be able to research which Agency will best fit your needs.

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**What you can do now**

*Consider people you want for Attendants.*

In IHSS, you can recruit your own Attendants. If you have an existing caregiver, 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 your service needs include bathing, toileting, and highly personal needs, you'll need to make sure they are comfortable with these tasks. For 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 who meet your unique needs.

*Compare IHSS Agencies and Choose One.*

There are many IHSS Agencies to choose from. You have the right to select an 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. Or you may ask 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.

**3**

## Step Three

***Tell your Case Manager which IHSS Agency you have chosen.***

Once you decide which IHSS Agency you want to partner with, you'll need to let your Case Manager know. Your Case Manager may check with your chosen IHSS Agency to ensure they are accepting new Members before sending a referral with your authorized services.

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### **What you can do now**

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*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 backup 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.

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### **What you can do now**

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*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 kickstart the hiring process. It also gives your Attendant an opportunity to observe and learn.

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

**5**

## **Step Five**

### ***Collaboration Behind-the-Scenes***

During this time your IHSS Agency and Case Manager work with each other to ensure that everything is in order for your services.

Telligen is HCPF's contracted Utilization Review / Utilization Management vendor. Case Managers work with IHSS Agencies to determine service needs, which are then reviewed by Telligen. Your Case Manager will complete the submission process; if Telligen has additional questions about the services requested, your Case Manager will contact you.

Your IHSS Agency and Case Manager 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***

The IHSS Agency will begin scheduling and delivering services once all necessary steps are complete. First, the agency will hire and onboard your Attendants. Next, they will provide training. Once they have validated Attendant skills, the IHSS Agency will set up a schedule, and then begin services.

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 there are concerns after training and orientation, you should work with your IHSS Agency for support.

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## Step Seven

### *Services Begin*

Congratulations, you should now be set, and services are scheduled to begin!

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## Step Eight

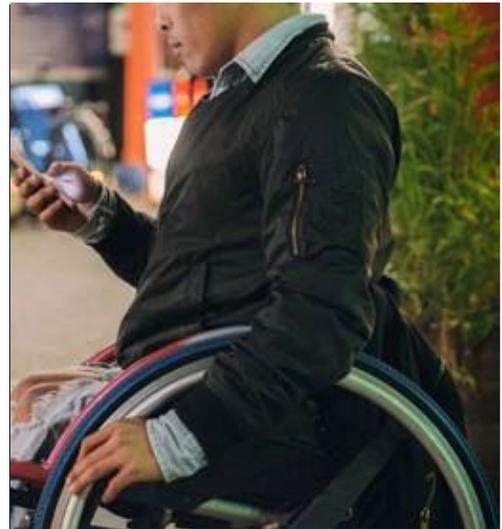
### *Follow up from Consumer Direct Colorado (CDCO)*

Consumer Direct can help answer questions about the IHSS program. They have this IHSS Resource Guide, tools, and forms specific to IHSS, and an online training (e-learning).

### Ongoing Considerations

Once you're up and running with IHSS, you'll communicate regularly with both your IHSS Agency and your Case Manager. It is important to let your Case Manager know about changes in your health or service needs to keep things running smoothly. Your Case Manager and IHSS Agency are your IHSS support team.

Do not hesitate to reach out to your Agency or Case Manager for additional support.



#### **Sample topics you might bring up with your IHSS Agency:**

- Attendant performance and concerns
- Accessing independent living core services
- Back-up care and safety planning
- Finding other IHSS Members for a support group

#### **Sample topics you might bring up with your Case Manager:**

- Agency Changes
- Authorized Representative Changes
- Need Changes
- Finding community health resources to support services

## Part Two: Available Services



A complete list of services available in IHSS-qualified waivers is presented here. Each task is categorized by the type of service it falls under and briefly describes each service listed. Be sure to use this list to collaborate with your Case Manager on your care and services needed.

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

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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.

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### **Use it to help self-direct services.**

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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 in IHSS:**



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 <i>for Adults</i>		
 <b>Bathroom</b>	 <b>Dusting</b>	 <b>Kitchen</b>
 <b>Floor Care</b>	 <b>Trash</b>	 <b>Meal Prep</b>
 <b>Dishwashing</b>	 <b>Bed Making</b>	 <b>Shopping</b>
 <b>Laundry</b>		

*Homemaker Services is defined as general household activities provided by an Attendant in the Member's primary living space to maintain a healthy and safe home environment.*

-  **Kitchen**  
 Wiping the counter, stovetop, microwave, and outside of kitchen appliances; cleaning the refrigerator.
-  **Meal Preparation**  
 Prepare all meals for the day including main and snacks; dietary/meal planning, packaging, and storing foods.
-  **Laundry**  
 Sort, wash, dry, and fold/hang personal laundry and linens.
-  **Bed Making**  
 Includes linen change.
-  **Floor Care**  
 Sweeping, mopping and vacuuming, wiping, spot cleaning, stain removal, bathroom/kitchen floor.
-  **Dishwashing**  
 Loading and unloading dishwasher; rinsing and washing dishes, utensils, cookware, and cutlery; storing dishes.
-  **Shopping**  
 Shopping for necessary items to meet basic household needs.
-  **Dusting**  
 Includes dusting, wiping furniture, and wood care.
-  **Trash**  
 Collect and dispose of in an appropriate container.
-  **Bathroom**  
 Cleaning the toilet, bedpan, sink, counter, and tub.

<h2 style="text-align: center;">Personal Care Services</h2> <p style="text-align: center;"><i>for Adults</i></p>		
 <b>Respiratory Assistance</b>	 <b>Skin Care Maintenance</b>	 <b>Bladder &amp; Bowel</b>
 <b>Hygiene</b>	 <b>Dressing</b>	 <b>Transfers</b>
 <b>Mobility</b>	 <b>Positioning</b>	 <b>Accompanying</b>
 <b>Medical Equipment</b>	 <b>Protective Oversight</b>	 <b>Medication Reminders</b>
 <b>Bathing</b>	 <b>Eating</b>	

Personal Care Services are defined as services provided to an eligible Member to meet the Member’s physical, maintenance, and support needs when those services are not skilled. Personal care does not require the supervision of a nurse and/or requires physician orders. In IHSS, family members CAN provide Personal Care Services. A family member is someone who is related to you by blood, law, or common marriage. *If you are eligible, Personal Care services are provided in your home, or in the community, to meet your needs, including:*

 **Eating**  
Eating/feeding which includes assistance with eating by mouth using common eating utensils such as spoons, forks, knives, and straws.

 **Respiratory Assistance**  
Cleaning or changing oxygen equipment tubes, filling distilled water reservoirs, and moving a cannula or mask to or from the Member’s face.

 **Accompaniment**  
Accompanying Member to medical appointments and errands such as banking and household shopping. Accompanying may include providing one or more personal care services as needed during the trip. The Attendant may assist with communication, documentation, verbal prompting, and/or hands-on assistance when the task cannot be completed without the support of the Attendant



### **Skin Care**

Preventive, skin is unbroken. Application of non-medicated/non-prescription lotions, sprays, solutions, and monitoring for skin changes.



### **Medication Reminders**

When medications have been preselected by the Member, a Family Member, a nurse, or a pharmacist, the medications are stored in containers other than the prescription bottles. Clearly marked with the day, time, and dosage and kept in a way as to prevent tampering. Includes inquiry as to whether medications were taken, verbal prompting to take medications, handing the appropriately medication minder container to the Member, and opening if the Member is unable to do so independently.



### **Bladder/Bowel Care**

Assist to and from the bathroom, including use of bed pans, urinals, and commodes. Changing incontinence clothing or pads; emptying Foley or suprapubic catheter bags (no disruption of the closed system); Emptying ostomy bags; unskilled perineal care.



### **Hygiene**

Shampooing; Grooming; Shaving with electric or safety razor; Combing and styling hair; Filing/soaking nails; oral hygiene and denture care.



### **Dressing**

Dressing assistance with ordinary clothing and the application of non-prescription support stockings, braces, splints, and artificial limbs when the Member is able to direct or assist.



### **Transfers**

Member has sufficient balance and strength to reliably stand and pivot and assist with the transfer. Adaptive equipment may be used in transfers when the Member/Attendant is trained in the use of the equipment and the Member can direct and assist with the transfer.



### **Mobility**

The Member has the ability to reliably balance and bear weight or when the client is independent with an assistive device.



### **Positioning**

The Member verbally/non-verbally identifies when a position needs to be changed. Simple alignment in a bed, wheelchair, or other furniture.



### **Medical Equipment**

Cleaning and basic maintenance of durable medical equipment.



### **Protective Oversight**

The Member requires supervision to prevent or mitigate disability-related behaviors that may result in imminent harm to people or property.



### **Bathing**

Unskilled full or partial bath or cuing for assistance. Shower, tub, sponge, or bed bath.

<h2 style="text-align: center;">Health Maintenance Services</h2> <p style="text-align: center;"><i>for Adults &amp; Children</i></p>		
 <b>Bathing</b>	 <b>Bladder Care</b>	 <b>Bowel Care</b>
 <b>Nail Care</b>	 <b>Skin Care</b>	 <b>Mouth Care</b>
 <b>Dressing</b>	 <b>Feeding</b>	 <b>Exercise</b>
 <b>Medical Management</b>	 <b>Respiratory Care</b>	 <b>Medication Assistance</b>
 <b>Positioning</b>	 <b>Accompanying</b>	 <b>Mobility</b>
 <b>Transferring</b>		

Health Maintenance Activities (HMA) are defined as those routine and repetitive skilled health-related tasks that are necessary for health and normal bodily functioning, that an individual with a disability would carry out if they were physically able, or that would be carried out by Family Members or friends if they were available. These activities include skilled tasks typically performed by a Certified Nursing Assistant (CNA). Services may include:

 **Respiratory Care**  
Postural drainage, cupping, adjusting oxygen flow within established parameters, suctioning of mouth and nose, nebulizer, ventilator and tracheostomy care, assistance with set-up and use of respiratory equipment.

 **Nail Care**  
Completed when medical conditions that may involve peripheral circulatory problems/ loss of sensation; including soaking, filing, and trimming.

 **Bathing**  
HMA skin care, transfers, or dressing in conjunction with bathing.



### **Skin Care**

Skin is broken or a chronic skin condition is active and could potentially cause infection. The Member is unable to apply independently. Includes prescription creams, lotions, or sprays; wound care, dressing changes, application of prescription medicine, and foot care for people with diabetes when directed by a Licensed Medical Professional.



### **Mouth Care**

HMA skin care is required in conjunction with the task, or injury or disease of the face, mouth, head, or neck; in the presence of communicable disease; Member is unable to participate in the task; oral suctioning is required; decreased oral sensitivity or hypersensitivity; Member is at risk for choking and aspiration.



### **Dressing**

HMA skincare or transfers are required in conjunction with the dressing, or Member is unable to assist or direct care. Includes application of prescribed anti-embolic or pressure stockings, and prescribed orthopedic devices such as splints, braces, or artificial limbs.



### **Shaving**

HMA skincare is required in conjunction with the shaving, or Member has a medical condition involving peripheral circulatory problems or loss of sensation; Member has an illness or takes medications that are associated with a high risk for bleeding; Member has broken skin at/near shaving site or a chronic active skin condition.



### **Feeding**

HMA skincare or dressing in conjunction with the task, or oral suctioning is needed on a stand-by or intermittent basis; Member is on a prescribed modified texture diet; physiological or neurogenic chewing or swallowing problems; syringe feeding or feeding using adaptive utensils is required; oral feeding when the Member is unable to communicate verbally, non-verbally or through other means.



### **Exercise**

Includes a passive range of motion; must be specific to the Member's documented medical condition and require hands-on assistance to complete.



### **Transfers**

Member is unable to perform transfers due to illness, injury, or disability, or Member lacks the strength and stability to stand, maintain balance or bear weight reliably; the Member has not been deemed independent with adaptive equipment or assistive devices by a Licensed Medical Professional.



### **Bladder Care**

HMA skincare or transfers are required in conjunction with bladder care, or Member is unable to assist or direct care; external, indwelling, and suprapubic catheters; changing from a leg to a bed bag and cleaning of tubing/bags as well as perineal care.



### **Bowel Care**

HMA skincare or transfers are required in conjunction with the bowel care, or Member is unable to assist or direct care; administration of a bowel program including but not limited to digital stimulation, enemas, or suppositories; care of a colostomy or ileostomy that includes emptying and changing the ostomy bag and application of prescribed skin care products at the site of ostomy.



### **Medical Management**

As directed by a Licensed Medical Professional to routinely monitor a documented health condition, including but not limited to blood pressure, pulses, respiratory rate, blood sugars, oxygen saturations, and intravenous or intramuscular injections.'



### **Positioning**

HMA skin care is required in conjunction with positioning when the Member is not able to identify with the Attendant when the position needs to be changed.



### **Medication Assistance**

Set up, handle, and assist the Member with the administration of medications. The IHSS Agency's Licensed Health Care professional must validate the Attendant skills for medication administration and ensure that the completion of the task does not require clinical judgment or assessment skills



### **Mobility**

HMA transfers are required in conjunction with the mobility assistance, or the Member is unable to assist or direct care; hands-on assistance is required for safe ambulation and the Member is unable to maintain balance or to bear weight reliability due to illness, injury, or disability; and/or the Member is not independent with adaptive equipment or assistive devices ordered by a Licensed Medical Professional.



### **Accompaniment**

Accompanying the Member to medical appointments and errands such as banking and household shopping. Must include one or more health maintenance tasks as needed during the trip. Includes communication, documentation, verbal prompting, and/or hands-on assistance when the task cannot be completed without the support of the Attendant.



## **Hair Care**

Shampooing, conditioning, drying, and combing when performed in conjunction with HMA bathing, dressing, or skin care. Hair care when Member is unable to complete the task independently; application of prescribed shampoo/conditioner which has been dispensed by a pharmacy; or Member has open wound(s) or neck stoma(s).

## Chapter Two Summary

This chapter went over the IHSS process, from enrollment to active services. It includes tasks you can do right now and an overview/timeline of the organizations and professionals you will need to work with while on IHSS.

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



## 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 support as the legal employer of record.

### *Chapter Three: Partnering with an Agency*

By now you've learned that your IHSS Agency conducts interviews and trains Attendants. Did you know that your IHSS Agency also handles all employment-related activities such as background checks, paychecks, taxes, etc.? Your IHSS Agency is 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-directed and to live independently, your IHSS Agency is there to help. They can provide the support you need to feel confident about participating in IHSS.

### **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.

#### **IHSS Agency as Employer**

*Your IHSS Agency manages all administrative duties of being an employer, including these listed in the table below:*



<b>Hiring</b>	Your IHSS Agency performs all hiring-related duties, such as processing applications, making job offers, and determining rate of pay.
<b>Taxes</b>	The IHSS Agency calculates payroll taxes and issues W-2s at the conclusion of the year.
<b>Payroll</b>	They process your Attendant’s time and issue paychecks on a regular schedule.
<b>Employability</b>	The IHSS Agency conducts these background checks to ensure Attendants are legally able to provide care.  Criminal background, Office of Inspector General, Board of Nursing, and Colorado Adult Protective Service Checks.
<b>Training &amp; Evaluation</b>	Attendants are trained on tasks and job responsibilities, and their skills are evaluated on a regular basis.
<b>Corrective Action &amp; Discipline</b>	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.
<b>Scheduling</b>	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.

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### **Member/AR Participation**

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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 training to help Attendants meet your specific needs.

### **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 is legally required to back up scheduled visits 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 will alert you that a different attendant will be attending to your needs.

- **Provide Access to a Licensed Health Care Professional/Registered Nurse (RN)**

If your health needs change, the IHSS Agency Licensed Health Care Professional/RN can assist with updating your care plan. They can also assist with training if you or your Attendants have questions. If necessary, IHSS agencies can speak to your physician or other medical supports to coordinate care.

- **Provide Orientation and Training to you**

This means that they introduce you to IHSS services and help you better understand Self-Determination and 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 in a remote area, a back-up generator may be necessary. **Remember, when disaster strikes, always call 9-1-1.**

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## **Member/AR Participation**

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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 an easily recognized spot, such as on your refrigerator.

During your orientation with your IHSS Agency, ask about how they have helped others succeed. You can work with them to determine a plan to become more independent.

## **IHSS Agency as Recruiter**

*Your IHSS Agency can also recruit new Attendants on your behalf. You can also choose to be more involved with recruiting. Many IHSS Members like to find their own back-up Attendants, especially neighbors, family, and friends who can be there at a moment's notice.*



### As a recruiter, your IHSS Agency:

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- Posts advertisements and seeks out potential Attendants.
- Reviews resumes and conducts phone screenings.
- Conducts interviews.
- Contacts Attendant references.
- Performs follow-up interviews, as necessary.
- Hires Attendants.

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### Member/AR Participation

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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, but your IHSS Agency can help ease you through it.



#### From IHSS Member, Michael:

*As a recipient of long-term care services for over 35 years, I prefer IHSS as my service delivery option. 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. Having the ability to direct when, where, as well as who provides my care and how it is done is extremely important to me. My agencies help recruit my attendants and providing 24-hour backup gives me peace of mind. I plan to continue receiving services through IHSS.*

### Continued IHSS Support

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 include:

**Independent Living Skills Training:** This includes almost anything an individual may need to maintain or increase their level of personal independence. Together with the Member, the Agency sets goals and develops action steps for the individual to achieve their goals. This process provides the opportunity for individuals to learn the skills and develop the necessary resources to maximize personal independence.

Examples of Independent Living Skills Training:

- Locate community resources
- Budgeting
- Utilizing public transportation services
- Cooking skills
- Self-advocacy
- Household management
- Nutrition
- Organizational skills
- Communication skills
- Stress management
- Adaptive recreation
- Finding an attendant and scheduling

**Peer and Cross-Disability Peer Counseling:** Peer and cross-disability peer counseling is the ability for Members with differing levels of ability to connect with one another to find support. Peer Counseling emphasizes the direct involvement of persons with disabilities as role models because, by virtue of their disability-related experience, people with disabilities are uniquely qualified to assist their own peers. The Agency should assist its Members to make these connections so that they may share their stories of success and find solutions for their challenges.

Examples of Peer and Cross-Disability Peer Counseling:

- Facilitating a Peer Support Group
- Connecting clients who wish to help support their peers and those needing the support of peers through email, telephone and video chat
- Facilitating social events where clients and others in the community can come together to connect, network or find support

**Information and Referral Services:** Access to information and referral services is essential for people with disabilities. In addition to varied types of direct services, individuals need information on options, resources, and the issues that influence their abilities to achieve independent lifestyles.

Examples of Information and Referral Services:

- Connecting a client to their case manager when questions regarding eligibility or Medicaid reassessment come up.
- Connecting a client to a Center for Independent Living that services their area
- Providing information on the local senior center
- Connecting a client to community resources

**Individual and Systems Advocacy:** Advocacy involves a process that empowers Members to act on their own behalf and focuses on Member control and self-reliance. The Agency encourages self-advocacy through a problem-solving process to help the Member identify alternative strategies and when and how to use them to overcome inhibiting or destructive situations.

Examples of Advocacy:

- Promoting Disability Awareness
- Informing a client of their rights to appeal decisions made by agencies
- Educating clients on their rights
- Assisting a client to problem solve an issue related to their disability
- Connecting a client to the local Center for Independent Living to address an issue

**Transition Services:** Transition services are important to ensure Members maintain a level of independence within the community. Transitions occur in a variety of ways. Assistance with transitions can include supporting youth with disabilities to reach identified goals for successfully transitioning from school to adult life in the community; providing assistance to individuals who are at risk of entering into institutions so the individual may remain in the community, and identifying and addressing unmet needs when a member has recently returned to the community from a nursing facility.

### Examples of Transitions Services:

- Identifying a client's change in functional ability and assessing need for change in the service plan to help avoid hospitalization or facility placement
- Assisting a client in finding adaptive equipment to sustain independence in the home
- Supporting a client in calling their case manager to address or request additional resources and services

### Developing a relationship with your IHSS Agency

Good communication with your IHSS Agency is essential. Regular contact helps your IHSS Agency serve you best. They will better understand your health, your personality, and your needs. You can develop your partnership 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.

Your IHSS Agency can also support you if you decide to be involved in recruiting new Attendants or backup Attendants. They can help with all parts of recruiting and be present with you during an Attendant interview.

### When to contact your Agency.

The Agency will reach out to your Attendants and make arrangements that meet your needs.

You should contact your Agency first if you have any questions regarding the attendance or needs of your Attendants. For example:

- If your Attendant was supposed to arrive at 11:00 am and hasn't arrived by 11:30 am.
- If your Attendant was previously coming twice a day but is now only able to come once a day.

- If your Attendant says they are unable to provide certain kinds of care.
- Your agency will have policies and procedures in place to follow if an unexpected situation occurs. Be sure to contact your Agency as soon as possible if:
  - Your Attendant doesn't show up.
  - Your Attendant is unable to provide care.
  - Your Attendant is unavailable.

### **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. Your Attendant may not be eligible to provide services if they do not pass all of the requirements of the background checks. 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 what date they can begin providing services.
- The rate of pay your Attendant earns is determined by the IHSS Agency and must adhere to all state and county minimum and base wages. 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. You get to choose which IHSS agency you work with.

## Chapter Three Summary

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 Members with life skills.

Communication is an 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.



## 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.

### *Chapter Four: Being Proactive in IHSS*

This chapter describes how you can be more active with your Self-Direction. As you partner with your IHSS Agency, you can choose how involved you would like to be. This section will provide a general overview of the different levels of involvement you can have with the recruiting process. An additional guide will be provided should you want to learn more about how to take a more active role in recruiting Attendants.

As you become more familiar with the Self-Direction options, you may decide at some point to take on the role of employing your own Attendants through the Consumer-Directed Attendant Support Services (CDASS) service delivery option. While this can be a big step, requiring a lot of time and more responsibility, 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 think CDASS would be a better fit and are interested in exploring how to transition.

#### **Taking a more active role in Training**

When you have a new Attendant, there are certain topics you can discuss to help customize your care.

#### **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

wipe their feet before entering, etc. Explaining these rules will help avoid misunderstandings. Consider how you like your home to be treated, and share this with new Attendants.

## Equipment

While your IHSS Agency will train your Attendants on equipment, you can reinforce this training for any equipment related to your care that you may have in your home. 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 to 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. 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 Licensed Health Care Professional 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 and go over any questions they have. This sets your expectations early on, which can help resolve issues that may come up later.

## IHSS Provider Agencies: A Partner in IHSS

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

## Level of Recruiting Involvement

As an IHSS Member, you can partner with your Agency and select your own attendants if you want that level of involvement. Complete guidelines for recruiting, interviewing, and selecting Attendants are in Appendix A. You can access both Appendix A and Appendix B in the Resources lesson at the end of this course. If you have questions or need help with recruiting activities outlined in this appendix, ask your IHSS Agency about additional training they may offer.



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*How involved do you want to be in recruiting?*

Some IHSS Members want to be more hands-on with finding their own Attendants than others. You should not feel pressured into participating more or participating less. As a Self-Directed individual, you make decisions about your own care.



## Recruiting Involvement

<p><b>Less Involved</b> <i>John Lando, Durango</i></p> <p>“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.”</p>	<p><b>More Involved</b> <i>Jane Seymour, Aurora</i></p> <p>“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.”</p>
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### Common Approaches to Recruiting and Interviewing

If you are new to IHSS or Self-Direction, you may be asking yourself about common decisions other Members make about recruiting and interviewing. What seems to work for other IHSS Members? Here are some typical approaches to selecting your own Attendants:

Member recruits (or brings) Attendants. IHSS does final interviews and hiring.	Recruiting Attendants and passing them along allows your IHSS Agency to follow their procedures for ensuring quality employees. This means you are trusting your IHSS Agency for their final decision.
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## Common Approaches (continued)

IHSS Agency recruits primary Attendant(s). Member recruits back-up Attendants.

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

This option is more involved and takes longer, however the results are more controlled. The temporary Attendants keep 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

Attendants 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 they cleared to work. Your IHSS Agency must run background checks and process their applications before they can begin providing services.

## Supervision

To help keep organized, consider maintaining a file for your Attendants. This file can hold copies of notes from important Attendant conversations, 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. Your files may include private information, such as date of birth, social security number, and bank account numbers. Keep this information in a place that is secure, but that you can access easily if questions come up. You can keep notes in these files, such as an Attendant's shift information to remember which Attendant will be arriving for what shifts. It is completely up to you to create an organized, simple system.

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 provide the IHSS Agency with a current address.

Ask your IHSS Agency for information on processes for address, phone, and email changes for you and your Attendants.

### **Attendant Performance**

It can be difficult to evaluate a person you are working with, especially when you rely on the services they provide and develop a close relationship with them. One way to avoid making this an unpleasant situation is to plan regular evaluations. Think about situations when you would praise your Attendant and situations when you would need to see improvement. Your IHSS Agency can also assist you with providing feedback and reviewing Attendant performance.

You can evaluate and coach your Attendants. This includes tracking absences, late arrivals and no call/no shows. You should track the dates and details of these occurrences in the Attendant's employee file. 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 them. Remember, everyone has "off days" when they are not at their best. It is important to work through them and seek support from your IHSS Agency if you are struggling.

Your Agency will have a process for addressing performance issues and can guide you accordingly. It is important to document all interactions with Attendants and keep documentation 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 good to follow some guidelines for employment, which will make it easier if you do need to let them go. Make sure to:

- Address issues with verbal and written warnings calling out what was unacceptable and how it can be fixed.
- Document the “what, where, when, and who” of issues: What happened, Where did it happen, When did it happen, When did you provide the warning, and Who was involved or present?
- Keep a record of written warnings that have been discussed, and be sure you and your Attendant acknowledge the warnings by signing.
- 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 dismiss an Attendant, you need to inform your IHSS Agency and follow their process. Even if the Attendant stops working for you, they may continue working for the IHSS Agency. There are Federal and State labor laws that may require a final check to be processed if the Attendant chooses to no longer work for the IHSS Agency.

## Accessing 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 can be scary or uncomfortable. However, being prepared with a plan will bring some reassurance if the worst happens.

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**<sup>™</sup>

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 smartphone. 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 much information to work with.

That's where Smart911 comes into 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:

- 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. 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 Store on your Android 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 and 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. Talk about any health conditions you may have, and what you would need to be safe if something were to happen. Also consider where you would go or who you would stay with if you are unable to stay in your home.

You can find a template for planning your back up care on the Consumer Direct Website: [https://consumerdirectco.com/wp-content/uploads/2014/12/CDCO-backup-plan\\_20160810.pdf](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. 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, and their phone numbers, in order of who to call. The person at the top of your list should be the most knowledgeable and reliable. Be sure to include a neighbor or family member in your list who can provide services 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 plan this ahead of time, as it will prevent any confusion.

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 quickly be able to find it.

## 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 that are incomplete or do not make sense.

## Disaster Kit

Have a small kit with items needed during a disaster stashed somewhere convenient. It should include:

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

You can add to this list 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 that might 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 at least one gallon of water for each person in your home per day.

## Taking Self-Direction to the Next Level

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 Members (or their ARs) 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 do not mind the extra time and effort required with being an employer to one's attendants. In CDASS, many of the IHSS responsibilities outlined in Chapters Two and Three are taken on by the Member or AR. When you need a backup, you simply contact the Attendant directly.

The main difference is 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) agency. This means that you won't have to cut checks or issue tax documents. If CDASS sounds like something you're interested in, consider the following resources:

- Review or download the CDASS manual available at <https://consumerdirectco.com/cdass-training-manual/>. It is a large document that will give you the full scope of Member responsibilities and duties.
- Think about how easy or hard it may be to find your own Attendants. CDASS Members 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 choose other work. If this is a concern, talk with your Case Manager, and/or seek out current CDASS Members 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.

If CDASS is the path you want to follow, the next step is to contact your Case Manager. You can transition from IHSS to CDASS. You can also return to IHSS if CDASS doesn't work out.

## IHSS and CDASS: *Key Differences*

	<b>I H S S</b>	<b>C D A S S</b>
<b>Attendant hourly pay and raises</b>	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.
<b>Managing a budget for services</b>	The IHSS Agency works with you to schedule services within your budget.	You are responsible for how services are utilized and for staying within your approved budget. There is no safety net if you run out of time/money.
<b>Recruiting Attendants</b>	You may recruit, as needed, supported by the IHSS Agency.	You alone are responsible for recruiting, hiring, firing, and employing Attendants
<b>Scheduling</b>	You contact your IHSS Agency regarding scheduling changes and needs.	You schedule your Attendants directly and contact them when needed.
<b>Training</b>	The IHSS Agency your Attendants and ensures their skills are validated regularly. You may train your Attendants according to your specific needs and preferences.	You are responsible for all parts of employee training.
<b>Firing/Dismissing</b>	You dismiss Attendants by contacting the IHSS Agency.	You track Attendant performance issues and terminate their employment. You must report their termination to your FMS agency.

<p><b>Backup Attendants</b></p>	<p>Your IHSS Agency may help you find additional Attendants as needed.</p>	<p>You are responsible for keeping a minimum of two Attendants at all times.</p>
<p><b>Service Delivery Option Availability by Medicaid Waiver</b></p>	<p>Elderly, Blind, and Disabled Waiver (EBD)</p> <p>Complementary and Integrative Health (CIH) Waiver</p> <p>Children's Home and Community-Based Services Waiver (CHCBS)</p>	<p>Elderly, Blind, and Disabled Waiver (EBD)</p> <p>Community Mental Health Supports Waiver (CMHS)</p> <p>Complementary and Integrative Health (CIH) Waiver</p> <p>Supported Living Services Waiver (SLS)</p> <p>Brain Injury Waiver (BI)</p>

## Chapter Four Summary:

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 Delf-Direction by becoming an employer.

- 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 Members.

## Appendix A: Recruiting Guide

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



### Appendix A: Recruiting Guide

As described in Section 4, you may choose to have a more active role in recruiting and hiring Attendants. Some Members choose to create job descriptions, post advertisements, complete initial phone screenings, and more! Others may choose to work with their IHSS Agency and their available employees. This Appendix is a resource guide for each stage of finding a new or back-up Attendant.

It is important to note that your IHSS Agency is the legal employer of record and managing employer for all of your Attendants. Because of this, your IHSS Agency is responsible for all hiring and terminating steps including running a Colorado Bureau of Investigation criminal background check on your Attendants and conforming 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 fewer snags.

#### 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 will still want to work with your IHSS Agency on the final steps and onboarding.

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 16 years of age.
- Attendants must complete a Colorado Bureau of Investigation 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 Member to the satisfaction of the Member 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. Since you and your Case Manager have already worked together to establish your care needs you can work with your IHSS Agency to determine training needs and what skills a person needs to complete the tasks.

Finding the right Attendant takes time. The amount of time depends on your needs and preferences. Use all the resources available to you and consider whether you want to hire friends, family members, or neighbors. Using people you know can make the process easier, but it can also be tough on your relationship with that person long-term.

The Department of Labor and Employment Opportunity Act prohibits employer from discriminating against any current and/or possible employee due to their color, sex, religion, national origin, and/or sexual orientation. Make sure you are recruiting Attendants that are qualified to meet your care needs and not your biases.

### **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.

## 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, your pay range, and any requirements you prefer them to have, such as being a non-smoker.

List the skills and experience you want your Attendants to have and provide them with information regarding their possible schedule. Be sure to include your contact information. Remember, the more information you can provide, the easier it will be to find the idea Attendant.

The Department of Labor and Colorado's Equal Pay for Equal Work Act prohibits employers from discriminating against rate of pay. To avoid discrimination practices, Employers in Colorado must list the following on their job descriptions:

- Compensation range
- A general description of the job
- Employment benefits offered

### Sample Job Description

#### In Home Caregiver Needed

Nonsmoker, vaccinated, 16 years and older needed to work for adult female with disabilities, to assist with housekeeping and personal care tasks. Full time and/or per needed work available. Pay range, \$15/hr to \$30/hr, based on experience. Earns sick time. If interested, call (719) 555-5555 or send email to: myemail@writeme.com

See our sample job description for an example of a good job description.

### 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 screening potential applicants by phone.



## 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, their schedule, and that the IHSS agency will discuss their hourly rate based on their skillset

### 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 16 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, you must decide how you want to complete your interview. Interviews can occur face to face, over the phone, through video conferencing calls like Zoom, and/or done via phone applications such as FaceTime. Make sure to make those arrangements while you still have the person on the phone. If you are not sure, you can politely end of 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. Goodbye."

**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. Take good notes during the screening process and keep your recruiting records. 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 like to interview someone later even though your initial reaction was to not move forward with their application. Keeping a list of individuals you liked but did not choose makes a good back-up list for possible Attendants if something comes up. Remember, recruiting is an ongoing process.



**TIP!** The Equal Pay for Equal Work Act requires employers to keep job descriptions, wage history and application information for hired employees during their employment and up to two years after employment ends.



## Interviewing Techniques

Have potential applications you are considering send a resume for your review prior to setting up your interview. People may seem great in a conversation, letter or e-mail message, but you need more specific information about them before meeting them in-person. 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.

Once you have finished your pre-screening process and have reviewed the resume, if you like the applicant, it is time to set up an interview. Take time to plan how you want the interview to go. Interviews can be face-to-face or using technology such as video conferencing on your phone, tablet, or computer. Remember, the interview is for you and the applicant see if the situation will work for both of you. First impressions are important for both of you. Do not select anyone without interviewing them first.

## 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.
- 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.

### Setting the Tone of the Interview

- First impressions are important. Preparing and practicing ahead of time can increase your level of confidence during the interview.
- If you have a friend present, make sure 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.
- 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 direct 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**

The Equal Employment Opportunity Act prohibits employers from committing job discrimination. It is illegal to discriminate against an applicant or current employee because of their race, color, religion, sex (including gender identity, sexual orientation, and/or pregnancy), national origin, age disability, and/or genetic information. Under the laws enforced by the U.S. Equal Employment Opportunity Commission, employers are prohibited from establishing employment policies and practices that have a negative and discriminatory effect on possible applicants or current employees. Be sure job descriptions, interview questions, and other hiring resources reflect a nondiscriminatory policy. As a rule, the information obtained and requested through pre-employment process should be limited and only essential for determining if an individual is qualified to meet your care needs.

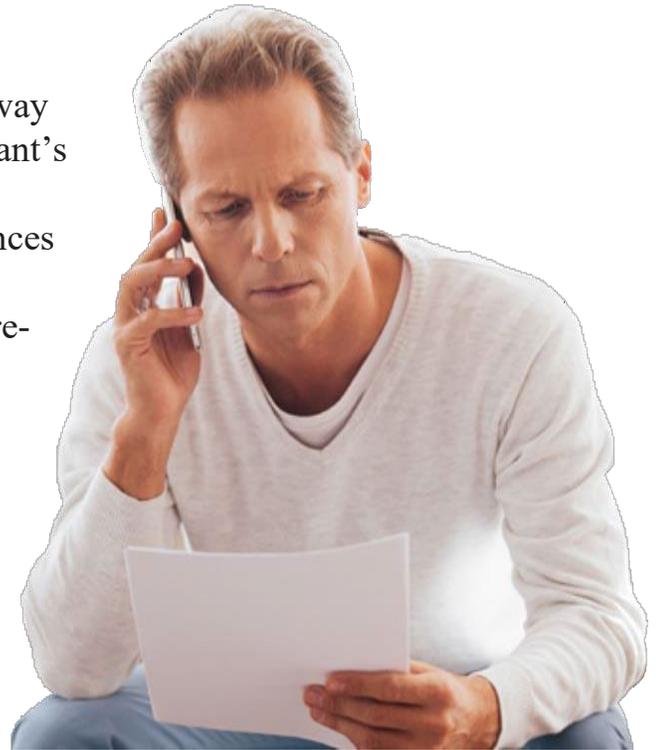
### **It Can Be Discriminatory to Ask:**

- About children, number of, names, ages, childcare 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 (16).

## Checking References

Checking Attendant references is another great way to gather important information about the applicant's skills and work history. Some examples of information you might get from checking references are the person's work-related skills and abilities, work habits, and if the individual is eligible for re-employment.

It is against the law for other employers to prevent an employee from receiving employment. Be sure to ask specific, work-related questions when checking references. In IHSS, the best approach is to ask your IHSS Agency to participate in references 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 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. Colorado Statute 8-2-114 prevents any employer from maintaining or notifying any employer that any current or former employee has been blacklisted. 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 do not know why a reference chooses to give you little or no information. You cannot assume the lack of information means something bad. Remember, reference checks are just a way to get additional information so you can make an informed decision about who you are about to hire. If you do not feel comfortable doing the reference checks, partner with your IHSS Agency to complete this portion of the recruiting process

## **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. Your IHSS Agency will do most of the work from this point and collaborate with you if any issues come up.

## 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. Agencies cannot back pay an Attendant for services performed prior to their first day of work with the Agency

## Required Employment Paperwork

Each IHSS Agency has required employment paperwork that must be completed. The following forms are required for every Attendant.

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

The IHSS Agency may have other required forms and will provide you with instructions on how to complete each form needed for employment. Work with your Attendant(s) to complete all paperwork to its entirety and submit all required documents requested. The sooner the paperwork gets submitted, the sooner the Attendant(s) can begin training.

## Background Checks

### Colorado Bureau of Investigation Criminal Background Check



The IHSS program requires that all Attendants pass a two-part check on their background and qualifications prior to beginning work as your Attendant. The Agency is responsible for performing this check as part of their role and communicate any issues to you. If an Attendant has a non-Criminal Barrier Crime, the Agency will discuss your options as to whether the Attendant can be hired. The Colorado Chance to Compete Act provides individuals with criminal records a chance to compete for a job within the workplace, while protecting the employer's ability to make whatever hiring decision the Employer deems appropriate if the Employer is following all laws set forth by the Department of Labor.

## 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 HCPF 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](mailto:sanction@oig.hhs.gov)



**TIP!**

The Agency is the Legal Employer of Record, they have final determination whether an Attendant can be employed through their Agency.



## 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 to begin work.
- All Attendants must successfully pass the Colorado Bureau of Investigation Criminal Background Check, a Board of Nursing Check, and an Office of Inspector General (OIG) check performed by the IHSS Agency.
- Attendants cannot start working until the IHSS Agency has given notice that they are cleared to work.

## Appendix B: Resources

**Key Idea:** There are people with experiences like your own and advocates who are interested in helping you succeed. Your Case Manager, IHSS Agency and even national organizations that can provide additional resources and support.



### Appendix B: Resources

This Appendix includes additional resources which you may find helpful on your IHSS journey.

Provided below is the contact information for the Community Center Boards, Single Entry Points and Private Case Management Agencies, based on the county you reside in.

Your Case Manager and IHSS Agency will be great resources for finding community resources and advocacy support needed to be successful with your Self-Directed services.

#### This Appendix:

20 pages, about 40 minutes

Community Center Board  
locations and counties

Single Entry Point Agency  
locations and counties

Private Case Manager Agencies

Local Resources

Get Involved: PDPPC

State Organizations

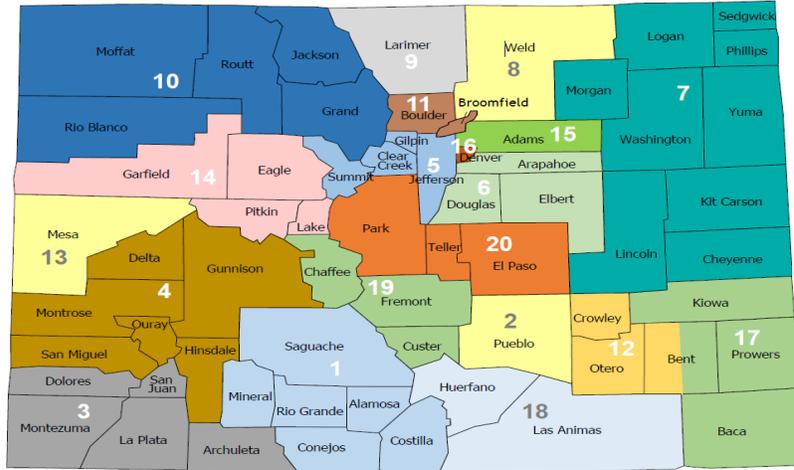
Centers for Independent Living  
(CILs)

National Organizations

## Community Center Board (CCB) Locations & Covered Counties

Adapted from original web version. Original available online at:  
[Community Centered Boards | Colorado Department of Health  
Care Policy & Financing](#)

Community Center Board (CCB) Map by County



**1** **Alamosa/ Conejos/ Costilla/  
Mineral/ Rio Grande/ Saguache**  
[Blue Peaks Developmental Services](#)  
703 Fourth Street  
Alamosa, CO 81101  
Main Phone: (719) 589-5135

**4** **Delta/ Gunnison/ Hinsdale/ Montrose/  
Ouray/ San Miguel**  
[Community Options, Inc. \(COI\)](#)  
336 South 10th Street  
Montrose, CO 81402  
Main Phone: (970) 249-1412

**2** **Pueblo**  
[Colorado BlueSky Enterprises  
\(CBE\)](#) 115 West 2nd Street  
Pueblo, CO 81003  
Main Phone: (719) 546-0572

**5** **Clear Creek/ Gilpin/ Jefferson/ Summit**  
[Developmental Disabilities Resource Center  
\(DDRC\)](#)  
11177 W. 8th Avenue Lakewood,  
CO 80215  
Main Phone: (303) 233-3363

**3** **Archuleta/ Dolores/ La Plata/  
Montezuma/ San Juan**  
[Community Connections, Inc. \(CCI\)](#)  
281 Sawyer Drive, #200  
Durango, CO 81303  
Main Phone: (970) 259-2464

**6** **Arapahoe/ Douglas/ City of  
Aurora**  
[Developmental Pathways \(DP\)](#)  
325 Inverness Drive  
South Englewood, CO 80112  
Main Phone: (303) 360-6600

**7** **Cheyenne/ Elbert/ Kit Carson/  
Lincoln/ Logan/ Morgan/  
Phillips/ Sedgwick/  
Washington/ Yuma**

[Eastern Colorado Services](#)

617 South 10th Avenue  
Sterling, CO 80751  
Main Phone: (970) 522-7121

**8** **Weld**

[Envision](#)

1050 37th Street  
Evans, CO 80620  
Main Phone: (970) 339-5360

**9** **Larimer**

[Foothills Gateway \(FGI\)](#)

301 Skyway Drive  
Fort Collins, CO 80525  
Main Phone: (970) 226-2345

**10** **Grand/ Jackson/ Moffat/ Rio  
Blanco/ Routt**

[Horizons Specialized Services](#)

405 Oak Street  
Steamboat Springs, CO 80477  
Main Phone: (970) 879-4466

**11** **Boulder/ Broomfield**

[Imagine!](#)

1400 Dixon Avenue  
Lafayette, CO 80026  
Main Phone: (303) 665-7789

**12**

**Crowley/ Otero/ Bent**

[Inspiration Field](#)

612 Adams Avenue  
La Junta, CO 81050  
Main Phone: (719) 384-8741

**13**

**Mesa**

[Strive](#)

790 Wellington Avenue  
Grand Junction, CO 81501  
Main phone: (970) 243-3702

**14**

**Eagle/ Garfield/ Lake/ Pitkin**

[Mountain Valley Developmental Services  
\(MVDS\)](#)

700 Mount Sopris Drive  
Glenwood Springs, CO 81601  
Main Phone: (970) 945-2306

**15**

**Adams**

[North Metro Community Services \(NCMS\)](#)

1185 West 124th Ave.  
Westminster, CO 80234  
Main Phone: (303) 252-7199  
or (303) 457-1001

**16**

**Denver**

[Rocky Mountain Human Services  
\(RMHS\)](#) 9900 E. Iliff Ave.

Denver, CO 80231  
Main Phone: (303) 636-5600

**17**

**Baca/ Bent/ Kiowa/ Prowers**

[Southeastern Developmental Services](#)

1111 South Fourth Street  
Lamar, CO 81052  
Main Phone: (719) 336-3244

**18** **Huerfano/ Las Animas**  
[Southern Colorado](#)  
[Developmental Services](#)  
[\(SCDDS\)](#)

1205 Congress Drive  
PO Box 781  
Trinidad, CO 81082  
Main Phone: (719) 846-4409

**19** **Chaffee/ Custer/ Fremont**  
[Starpoint](#)

700 South 8th Street  
Canon City, CO 80212  
Main Phone: (719) 275-1616

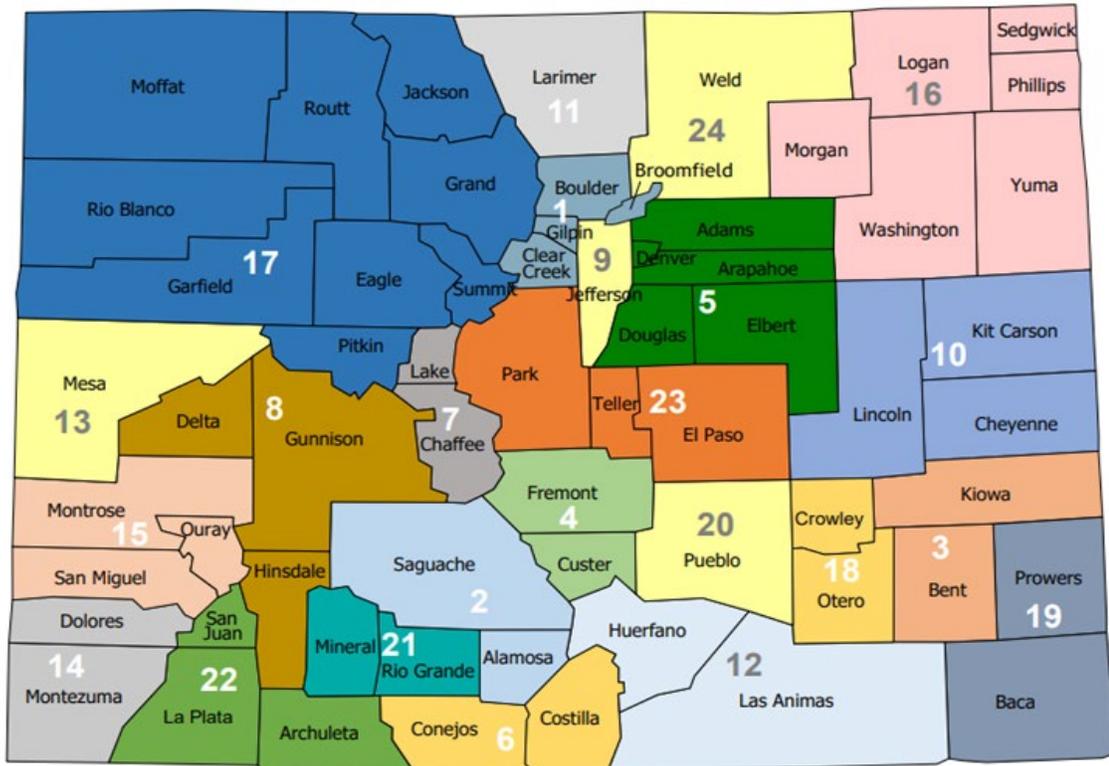
**20** **El Paso/ Teller/ Park**  
[The Resource Exchange \(TRE\)](#)

6385 Corporate Drive, Suite 301  
Colorado Springs, CO 80919 Main  
Phone: (719) 380-1100

## Single Entry Point (SEP) Agency Locations & Covered Counties

Adapted from original web version. Original available online at:  
[Single Entry Point Agencies | Colorado Department of Health  
Care Policy & Financing](#)

### Single Entry Point (SEP) Map by County



**1 Boulder/ Broomfield/ Clear Creek/ Gilpin**  
[Adult Care Management, Inc.](#)  
1455 Dixon Avenue, Suite 105  
Lafayette, CO 80026  
Main Phone: (303) 439-7011

**2 Alamosa/ Saguache**  
[Starpoint](#)  
609 Main St. Suite #101  
Alamosa, Co 81101  
Main Phone: (719) 458-0888

**3 Bent/ Kiowa**  
[Bent County Public Health](#)  
701 Park Avenue  
Las Animas, CO 81054  
Main Phone: (719) 456-0517

**4 Custer/ Fremont**  
[Starpoint](#)  
517 N Diamond Ave  
Canon City, CO 81212  
Main Phone: (719) 458-0888

- 5 Adams/ Arapahoe/ Denver / Douglas/ Elbert**  
[Rocky Mountain Human Services](#)  
9900 E. Iliff Avenue  
Denver, CO 80231  
Main Phone: (844) 790-7647
- 6 Conejos/ Costilla**  
[Rocky Mountain Health Plans](#)  
PO Box 178  
San Luis, CO 81152  
Main Phone: (719) 982-6025
- 7 Chaffee/ Lake**  
[Chaffee County Health and Human Services](#)  
448 East 1st Street, Suite 106  
Salida, CO 81201  
Main Phone: (719) 530-2500
- 8 Delta/ Gunnison/ Hinsdale**  
[Delta County Health and Human Services](#)  
196 W. Hotchkiss Ave  
Hotchkiss, CO 81419  
Main Phone: (970) 842-1000
- 9 Jefferson**  
[Jefferson County Dept. of Human Services](#)  
900 Jefferson County Parkway, Suite 170  
Golden, CO 80401  
Main Phone: (303) 271-1388
- 10 Cheyenne/ Kit Carson/ Lincoln**  
[Kit Carson County Health and Human Services](#)  
252 S. 14th Street  
Burlington, CO 80807  
Main Phone: (719) 346-7158
- 11 Larimer**  
[Larimer County Dept. of Human Services](#)  
1501 Blue Spruce Drive  
Fort Collins, CO 80524  
Main Phone: (970)498-7777
- 12 Huerfano/ Las Animas**  
[Las Animas County Dept. of Human Services](#)  
204 S. Chestnut  
Trinidad, CO 81082  
Main Phone: (719) 846-2276
- 13 Mesa**  
[Rocky Mountain Health Plans](#)  
2775 Crossroads Blvd.  
Grand Junction, CO 81506  
Main Phone: (970) 244 7892
- 14 Dolores/ Montezuma**  
[Montezuma County Public Health Dept.](#)  
106 W. North Street Cortez,  
CO 81321  
Main Phone: (970) 564-4772
- 15 Montrose/ Ouray/ San Miguel**  
[Montrose County Dept. of Health and Human Services](#)  
1845 S. Townsend Ave.  
Montrose, CO 81401  
Main Phone: (970) 252-5000

**16 Logan/ Morgan / Phillips/  
Sedgwick/ Washington/  
Yuma [Northeast CO Area](#)  
[Agency on Aging](#)**

231 Main Street, Suite 211  
Fort Morgan, CO 80701  
Main Phone: (970) 867-  
9409or (888) 696-7212

**17 Eagle/ Garfield/ Grand/  
Jackson/ Moffat/ Pitkin/  
Rio Blanco/ Routt/  
Summit [Human Services—  
Rifle: Northwest \(OLTC\)](#)**

195 W. 14th Street  
Rifle, CO 81650  
Main Phone: (970) 963-1639

**18 Crowley/ Otero  
[Otero County Dept. of Human  
Services](#)**

13 W. 3rd Street  
La Junta, CO 81050  
Main Phone: (719) 383-3166

**19 Baca/ Prowers  
[Prowers County Public Health  
and Environment](#)**

1001 W. Main Street  
Lamar, CO 81052  
Main Phone: (719) 336-8721

**20 Pueblo  
[Pueblo County Dept. of Social  
Services \(OLTC\)](#)**

201 W. 8th Street, Suite 120  
Pueblo, CO 81003  
Main Phone: (719) 583-6857

**21 Mineral/ Rio Grande  
[Rocky Mountain Health Plans](#)  
PO Box 399  
Del Norte, CO 81132 Main  
Phone: (833) 420-2077**

**22 Archuleta/LaPlata/San Juan  
[Community Connections, Inc.](#)  
281 Sawyer Drive #200  
Durango, CO 81303  
Main Phone: (970) 259-2464**

**23 El Paso/ Park/ Teller  
[The Resource Exchange \( T R E \)](#)  
6385 Corporate Dr, Suite 301  
Colorado Springs, CO 80919  
Main Phone: (719) 380-1100**

**24 Weld  
[Weld County Area Agency on  
Aging](#)  
315 N. 11th Avenue Building C  
Greeley, CO 80631  
Main Phone: (970) 346-6950**

## **Private Case Management Agencies**

These agencies provide Agency services specifically for the Children's Home and Community Based Services Waiver (CHCBS).

1

### **A Rise Above**

855 W Garden of the Gods Road, Suite A  
Colorado Springs, CO 80907  
Main Phone: (719) 418- 7830

2

### **Access & Ability**

218 N. 2<sup>nd</sup> Street, Unit F  
LaSalle, CO 80645  
Main Phone: (970) 737-9031

3

### **Nursing and Therapy Services of Colorado**

1130 W Woodmen Road  
Colorado Springs, CO 80919  
Main Phone: (719) 574-5562

4

### **A Special Needs Connection and Medicaid Waivers**

3595 E Fountain Blvd., Suite 200  
Colorado Springs, CO 80910  
Main Phone: (719) 358- 8777

## State Resources

Toll-free Resources in Colorado:

- Telephone Triage Program Colorado Medicaid 24-hour registered nurse telephone help line: (800)283-3221 211
- Colorado Dial 211 to receive access to Health and Human Services information and referrals

An additional list of IHSS Resources can be found at Consumer Direct (CDCO) here:

[IHSS Resources - Consumer Direct Care Network Colorado \(consumerdirectco.com\)](https://www.consumerdirectco.com)

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## **Do you want to be more involved in In Home Support and Services (IHSS)?**

Participant Directed Programs Policy Collaborative (PDPPC) is a joint monthly meeting for stakeholders and the Colorado Department of Health Care Policy and Financing (The Department). PDPPC is a place where stakeholders, like yourselves, can work with the Department to receive up to date information, and/or discuss issues relating to the program.

PDPPC meets the 4<sup>th</sup> Wednesday of every month and is from 1pm to 4pm. Meetings are held via Zoom and Members can come and go from the meetings as needed.

To receive more information:

Please outreach John Berry at: [John.R.Barry@state.co.us](mailto:John.R.Barry@state.co.us) or (303) 866- 3173.

## State Organizations and Resources

<b>Colorado Cross Disability Coalition</b>	<a href="http://www.ccdconline.org/">http://www.ccdconline.org/</a>
<b>Ability Connection Colorado</b>	<a href="http://abilityconnectioncolorado.org/">http://abilityconnectioncolorado.org/</a>
<b>Advocacy Denver</b>	<a href="http://www.advocacydenver.org/">http://www.advocacydenver.org/</a>
<b>American Council of the Blind</b>	<a href="http://www.acb.org/">http://www.acb.org/</a>
<b>American Foundation for the Blind</b>	<a href="http://www.afb.org">http://www.afb.org</a>
<b>Colorado Center for the Blind</b>	<a href="http://cocenter.org">http://cocenter.org</a>
<b>Colorado Commission for the Deaf, Hard of Hearing and Deafblind</b>	<a href="http://www.ccdhhdb.com/">http://www.ccdhhdb.com/</a>
<b>Colorado Developmental Disabilities Council</b>	<a href="http://www.coddc.org/">http://www.coddc.org/</a>
<b>Colorado Family for Hands &amp; Voices</b>	<a href="https://co-hv.org/">https://co-hv.org/</a>
<b>Colorado Statewide Independent Living Council</b>	<a href="http://coloradosilc.org/">http://coloradosilc.org/</a>
<b>Easter Seals Colorado</b>	<a href="http://www.easterseals.com">http://www.easterseals.com</a>
<b>Family Voices Colorado</b>	<a href="http://familyvoicesco.org/">http://familyvoicesco.org/</a>
<b>Hearing Loss Association of America, Colorado Chapter</b>	<a href="http://www.hearinglosscolorado.org/">http://www.hearinglosscolorado.org/</a>
<b>JFK Partners</b>	<a href="http://www.jfkpartners.org">http://www.jfkpartners.org</a>
<b>National Federation of the Blind</b>	<a href="https://nfb.org/">https://nfb.org/</a>
<b>Parkinson Association of Rockies</b>	<a href="http://www.parkinsonrockies.org/">http://www.parkinsonrockies.org/</a>
<b>Rocky Mountain Down Syndrome Association</b>	<a href="http://www.rmdsa.org/">http://www.rmdsa.org/</a>
<b>Rocky Mountain Stroke Center</b>	<a href="http://www.strokecolorado.org/">http://www.strokecolorado.org/</a>
<b>The Arc of Colorado</b>	<a href="http://www.thearcofco.org/">http://www.thearcofco.org/</a>
<b>The Colorado Association of the Deaf</b>	<a href="http://www.cadeaf.org/">http://www.cadeaf.org/</a>
<b>United Cerebral Palsy</b>	<a href="http://ucp.org/">http://ucp.org/</a>

## Colorado Centers for Independent Living (CIL)

Colorado's nine non-profit Centers for Independent Living (CILs) work to support self-direction services, living and independence based on the idea that all people with disabilities can live with dignity, make their own choices, and participate fully in society.

To learn more about Centers for Independent Living visit the [Independent Living Services | Division of Vocational Rehabilitation \(colorado.gov\)](#).

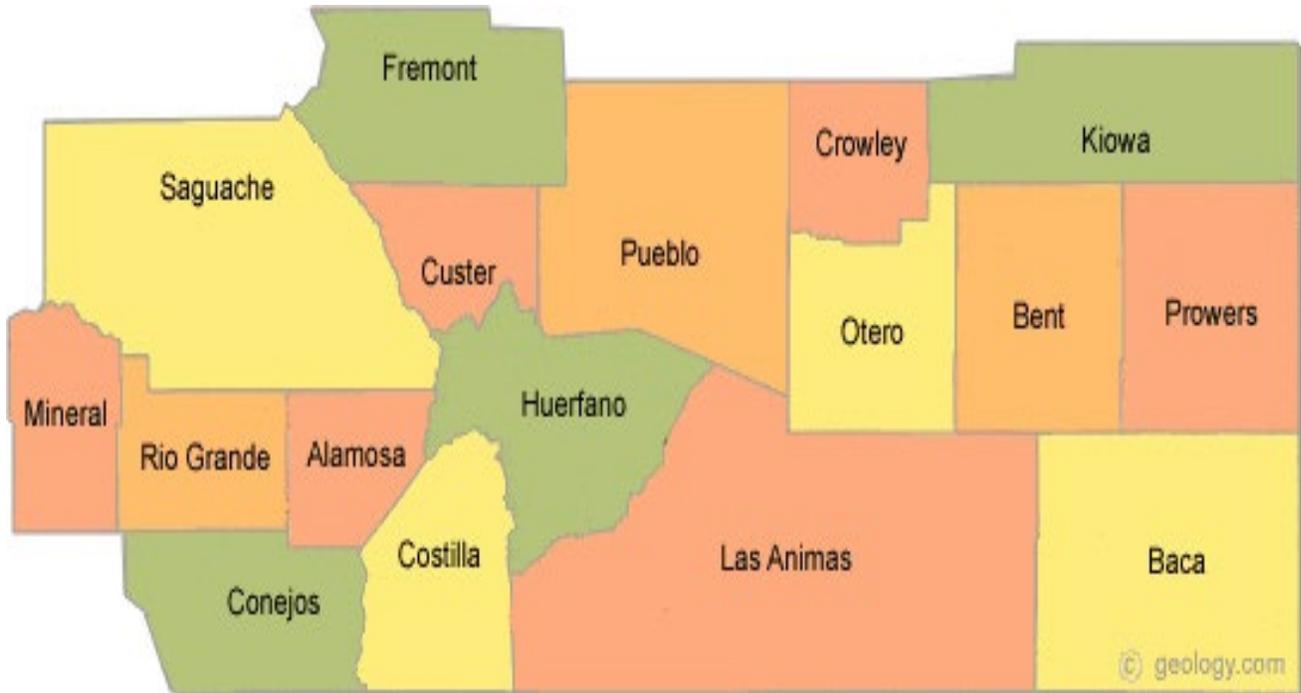
### Overview of Locations

Provided below is contact information for Colorado's Centers for Independent Living listed by the counties they serve.

This information can be found at:

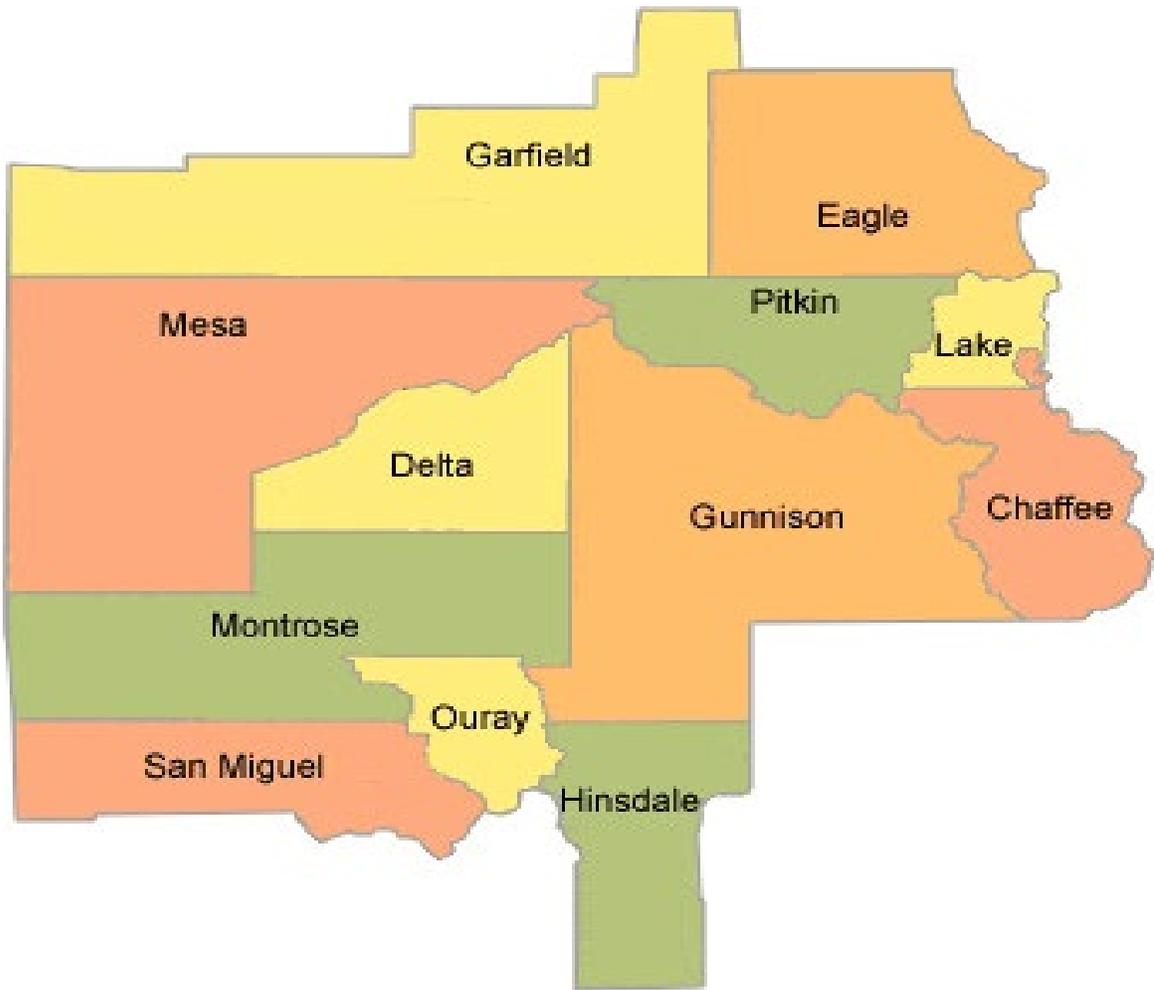
[Colorado Centers for Independent Living | ColoradoSile](#)

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



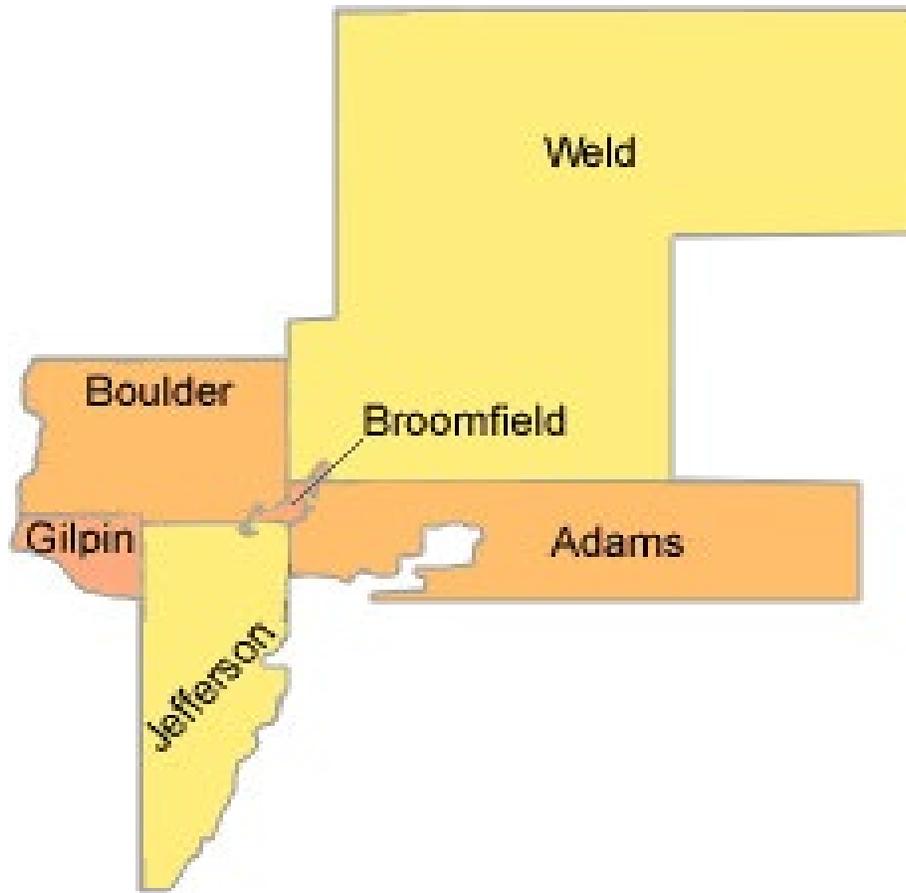
Alamosa, Baca, Bent, Conejos, Costilla, Crowley, Custer, Fremont, Huerfano, Kiowa, Las Animas, Otero, Prowers, Pueblo, Rio Grande, and Saguache

Center Toward Self-Reliance		<a href="https://cfdpueblo.org/">https://cfdpueblo.org/</a>	
<b>Fremont/Custer Counties – Canon City Satellite Office</b>	<b>Lamar</b>	<b>Pueblo</b>	<b>San Luis Valley – Alamosa Satellite Office</b>
105 N. 10th St., Canon City, CO 81212 (719) 251-5002	113 W. Elm, Lamar, CO 81052 (719) 691-2407	901 W. 8th St. Pueblo, CO 81003 (719) 546-1271 Fax (719) 546-1374	407 State Ave., Alamosa, CO 81101 (719) 289-0789



Chaffee, Delta, Eagle, Garfield, Gunnison, Hinsdale, Lake, Mesa, Montrose, Ouray, Pitkin, and San Miguel

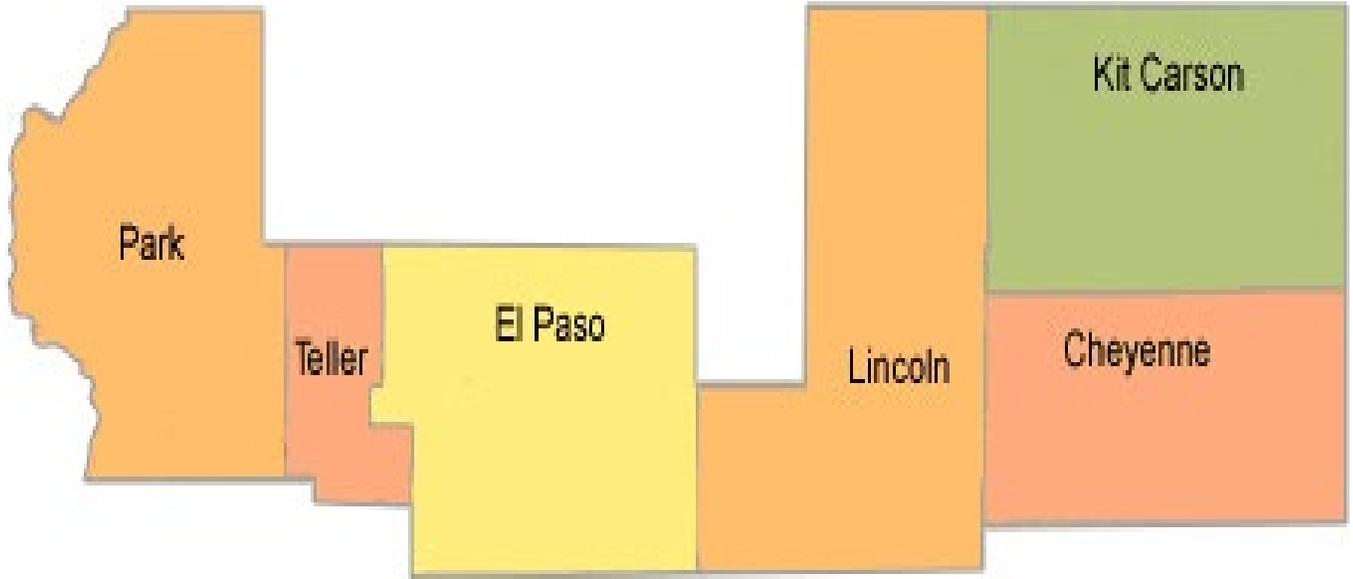
Center for Independence *		<a href="https://cfigj.org/">https://cfigj.org/</a>	
<b>East Satellite Office – Glenwood Springs Eagle, Pitkin, and Garfield Counties</b>	<b>Mesa and Delta Counties</b>	<b>Salida Satellite Office Chaffee, Lake, Gunnison, and Hinsdale Counties</b>	<b>West Satellite Office–Montrose Montrose, Ouray, and San Miguel Counties</b>
823 Blake Avenue Ste 102 Glenwood Springs, CO 81601 (970) 718-5155 Fax (970) 340-8845	740 Gunnison, Grand Junction, CO 81501 (970) 241-0315 Fax (970) 245-3341 Toll free for all offices (800) 613-2271	211 E. 3 <sup>rd</sup> Street Salida, CO 81201 (719) 207-4573	245 S. Cascade, Ste B, Montrose, CO 81401 (970) 822-7010 Fax (970) 820- 7011



Adams ([shared](#)), Boulder, Broomfield, Gilpin, and Jefferson ([shared](#)), Weld ([shared](#))

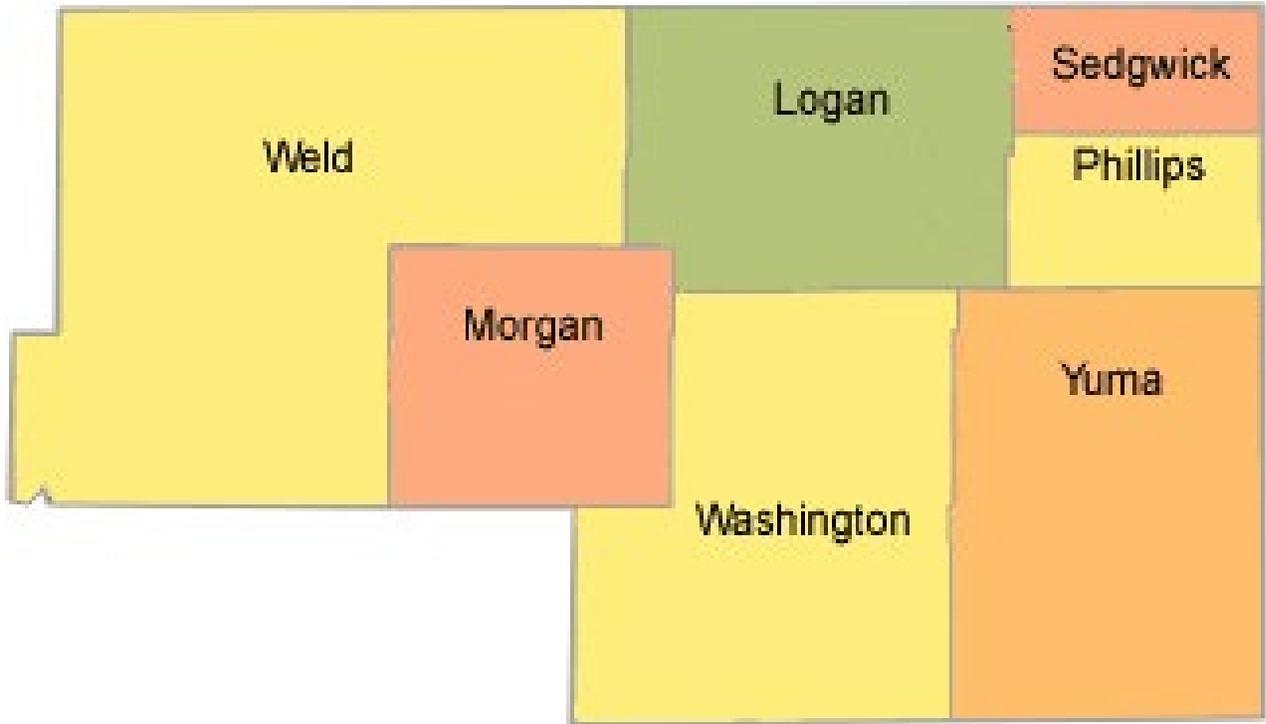
Center for People with Disabilities 1675 Range St., Boulder, CO 80301, (303) 442-8662 V/TTY, Fax (303) 442-0502, (888) 929-5519		<a href="https://cpwd.org">https://cpwd.org</a>
<b>Broomfield Satellite Office</b> (open Mondays only)	<b>Longmont Satellite Office</b>	<b>North Metro – Thornton Satellite Office</b>
6 Garden Center, Broomfield, CO 80020 Email: <a href="mailto:Brandy@cpwd.org">Brandy@cpwd.org</a>	615 North Main, Longmont, CO 80501 (303) 772-3250 Fax (303) 772-5125	10317 Washington Street, Thornton, CO 80229 (303) 790-1390 Fax (303) 792-0317, VP (720) 459-5341

In-Home Support Services Resource Guide



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

The Independence Center 729 S. Tejon Street, Colorado Springs, CO 80903 (719) 471-8181 Fax (719) 471-9322		<a href="https://www.theindependencecenter.org/">https://www.theindependencecenter.org/</a>
<b>Calhan Satellite Office</b>	<b>Cripple Creek Satellite Office</b>	<b>Limon Satellite Office</b> (open Tuesdays)
Community Outreach Center 328 10th Street Calhan, CO 80808 (719) 471-8181 x 140	Aspen Mine Center 166 E Bennett Avenue Cripple Creek, CO 80813 (719) 471-8181 x 140	Hub City Center 220 E Avenue Limon, CO 80828 (719) 471-8181 x 140



Logan, Morgan, Phillips, Sedgwick, Washington, Weld ([shared](#)), and Yuma

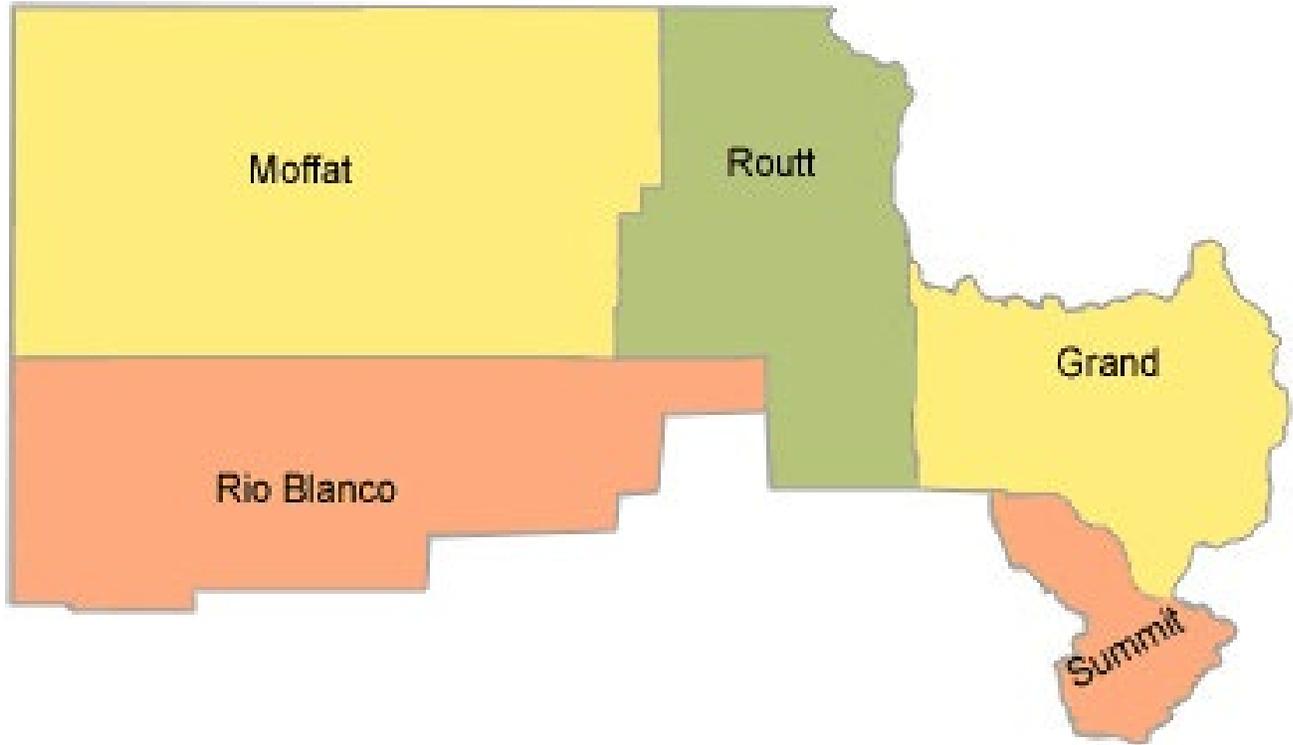
<p>Connections for Independent Living 1331 8th Avenue Greeley, CO 80631 (970) 352-8682 Fax (970) 353-8058, (800) 887-5828</p>	<p><a href="https://www.connectionscolorado.org">https://www.connectionscolorado.org</a></p>
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Jackson and Larimer

<p>Disabled Resource Services 1017 Robertson, # B Fort Collins, CO 80524-3915 (970) 482-2700 Fax (970) 449-6972</p>	<p><a href="https://www.disabledresourceservices.org">https://www.disabledresourceservices.org</a></p>
<p><b>Loveland Satellite Office</b></p>	
<p>118 E. 29th Street Suite C Loveland, CO 80538-2724 (970) 667-0816 Fax (970) 593-6582</p>	

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Grand, Moffat, Rio Blanco, Routt, and Summit

Northwest Colorado Center for Independence		<a href="https://www.nwcci.org/">https://www.nwcci.org/</a>	
Steamboat Springs	<b>Moffat and Rio Blanco Counties – Satellite Office – Craig</b>	<b>Summit County Satellite Office – Dillon</b>	<b>Grand County Satellite Office – Granby</b>
1855 Shield Drive #300 Steamboat Springs, CO 80487 (970) 871-4838 Fax (970) 871-4841	775 Yampa Avenue #102 Craig, CO 81625	325 Lake Dillon Drive #201 Dillon, CO 80435	365 East Agate Avenue #B Granby, CO 80446



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

Southwest Center for Independence 9 Burnett Court Durango, Colorado 81301 (970) 259-1672 Fax (970) 259-0947	<a href="https://swindependence.org/">https://swindependence.org/</a>
<b>Cortez Satellite Office</b>	
432 North Broadway Cortez, CO 81321 (970) 570-8001	

## National Organizations & Resources

<b>Administration for Community Living</b>	<a href="https://acl.gov/">https://acl.gov/</a>
<b>Americans with Disabilities Act</b>	<a href="https://www.ada.gov/">https://www.ada.gov/</a>
<b>Americans with Disabilities Act, U.S. Department of Labor</b>	<a href="https://www.dol.gov/general/topic/disability/ada">https://www.dol.gov/general/topic/disability/ada</a>
<b>American Association of People with Disabilities</b>	<a href="https://www.aapd.com/">https://www.aapd.com/</a>
<b>List of Disability Organizations - U.S.A.</b>	<a href="https://www.disabled-world.com/disability/foundations/us-organizations.php">https://www.disabled-world.com/disability/foundations/us-organizations.php</a>
<b>National Council on Independent Living</b>	<a href="https://www.ncil.org/">https://www.ncil.org/</a>
<b>National Network</b>	Information, Guidance and Training on the Americans with Disabilities Act <a href="https://adata.org/learn-about-ada">https://adata.org/learn-about-ada</a>
<b>National Organization on Disability</b>	<a href="https://www.nod.org/">https://www.nod.org/</a>