

**2020 California State Association of Counties - Challenge Awards**  
**Los Angeles County Department of Public Social Services**  
**In-Home Supportive Services (IHSS) Provider On-Line Orientation**

**Overview**

The IHSS Provider On-Line Orientation (POLO) Application was developed as an alternative to the in-person orientation required to become an IHSS provider.

**Challenge**

The Los Angeles County Department of Public Social Services' (DPSS) IHSS Program helps pay for services provided to eligible persons who are 65 years of age or over, legally blind, disabled adults and/or children so they can remain safely in their own homes. The IHSS Program processes an estimated 3,000 new provider applications each month and provides services to over 180,000 IHSS customers. As a program requirement, counties are mandated to conduct provider orientations for prospective IHSS caregivers. Due to the COVID-19 pandemic and to comply with the County's Safer at Home Order, the care provider orientations could no longer be provided in person at the DPSS offices.

**Solution**

In response to the pandemic, the State granted counties flexibility in delivering IHSS provider orientations on-line. To address this problem, DPSS quickly designed an innovative way to conduct remote on-line training, send and collect enrollment materials and forms, and continue registering new IHSS providers with minimal interruptions to services provided. To this end, DPSS built a custom application using existing technology to ensure that provider orientations resumed seamlessly in a remote, safe and secure manner. The Department developed and deployed the IHSS POLO Application, which enables IHSS Helpline agents to register potential providers for an on-line orientation. The orientation is provided via a 45-minute video and the application allows IHSS staff to certify that the user (provider) accessed the video. Potential IHSS

providers receive a welcome email in their preferred language which guides them through the orientation enrollment process and gives them access to the orientation video.

### **Innovation**

The DPSS POLO Application provides a secure link to the orientation video and makes it available only to registered prospective providers. The video is available on mobile android/iOS-based devices. Additionally, the online orientation was successfully deployed in the County's ten threshold languages.

### **Results**

The IHSS POLO Application allows the Department to continue enrolling prospective providers in the online orientation. By August 5, 2020, a total of 24,224 potential providers had been registered for the online orientation; of those, 18,244 had successfully watched the orientation video. This project has met a critical need for the IHSS Program by making more providers available to serve and protect a vulnerable population during the on-going pandemic.

### **Replicability**

To replicate this project, the requirement for in-person orientation sessions must continue to be waived. A sustainable solution would use current technology to deploy an application capable of providing restricted access to a video and recording that is viewed by the registrant.

### **Optional Material Submission**

<https://bit.ly/3fPAmc3>

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