

July 1, 2026

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY INFORMATION NOTICE NO. I-13-26

The purpose of this All County Information Notice (ACIN) is to provide information regarding the release of the revised In-Home Supportive Services (IHSS) Provider Orientation Training Video.



JENNIFER TROIA
DIRECTOR

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DEPARTMENT OF SOCIAL SERVICES
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GAVIN NEWSOM
GOVERNOR

July 1, 2026

ALL COUNTY INFORMATION NOTICE NO. I-13-26

TO: ALL COUNTY WELFARE DIRECTORS
ALL IN-HOME SUPPORTIVE SERVICES PROGRAM MANAGERS
ALL PUBLIC AUTHORITY EXECUTIVE DIRECTORS

SUBJECT: RELEASE OF THE REVISED IN-HOME SUPPORTIVE SERVICES
PROVIDER ORIENTATION TRAINING VIDEO

REFERENCE: [ALL COUNTY INFORMATION NOTICE \(ACIN\) I-29-20](#), [ACIN I-63-21](#),
[ACIN I-34-23](#), [ACIN I-03-24](#); [ALL COUNTY LETTER \(ACL\) 24-26](#),
[ACL 22-65](#), [ASSEMBLY BILL X4 19 \(CHAPTER 17, STATUTES OF 2009\)](#),
[WELFARE AND INSTITUTIONS CODE SECTION 12300.4](#)

The purpose of this All County Information Notice (ACIN) is to provide information regarding the release of the updated In-Home Supportive Services (IHSS) Provider Orientation Training Video.

BACKGROUND

Assembly Bill (AB) X4 19 (Chapter 17, Statutes of 2009) added Welfare and Institutions Code (W&IC) section 12301.24, which mandated the implementation of a statewide provider orientation as part of the IHSS provider enrollment process. The initial Provider Orientation curriculum was developed in consultation with counties representatives through the California Welfare Directors Association (CWDA), Public Authority representatives through the California Association of Public Authorities (CAPA), labor organizations, representatives from the IHSS Coalition, and public representatives, and was distributed statewide on October 19, 2009. Revisions to the provider orientation curriculum were subsequently issued in February 2012, November 2016, December 2019, and April 2020 to align with statutory requirements and updated program policies. Consistent with this practice and in response to recent changes, CDSS has updated the provider orientation curriculum to ensure continued alignment with current statutes, regulations, and program requirements.

REVISED ORIENTATION CURRICULUM

Since the release of the 2020 version, several program changes have been implemented and are incorporated into the revised training, along with enhancements to the overall

organization of the content. These program changes include:

- Electronic Visit Verification (EVV) requirements
- Direct Deposit mandate
- Electronic Services Portal (ESP) expansion
- Additional provider benefits, including paid sick leave and the CalSavers Retirement Savings Program
- Back-Up Provider System

The redesign of the Provider Orientation training includes segmented sections intended to improve clarity, usability and the overall provider experience. Instead of presenting long, linear training, the new structure organizes content into focused modules centered on specific and relevant objectives. These modules include:

- Provider Orientation Training Introduction and Program Overview
- IHSS Authorized Services
- Provider Requirements and Responsibilities
- Confidentiality and Mandated Reporter Responsibilities
- Timesheet and Electronic Visit Verification
- Additional Information - taxes and other benefits
- Travel Time and Adjusting Hours
- Workweek and Overtime
- Violations and Fraud
- Wrap-Up

New knowledge check questions have been incorporated throughout the training to reinforce key concepts most relevant to providers.

The Provider Orientation Training may be viewed as a single full video or in individual topical sections, depending on the viewer's needs and preferences.

DISTRIBUTION OF MATERIALS

The Provider Orientation Training video will be made accessible to the public on the [CDSS IHSS Provider Resources](#) webpage and the [CDSS YouTube channel](#) at <https://www.youtube.com/@CaSocialService> to support easier viewing and reference.

The training will also be available to each county and Public Authority (PA) office for use in the Provider Orientation process. Counties and Public Authorities shall use the revised training video during provider orientations.

TRANSLATIONS

The Provider Orientation Training will initially be available in English, with Spanish and Chinese translations to follow. The written script will be available in English upon initial release, with Spanish, Chinese, Armenian, Cambodian, Farsi, Koren, Russian, Tagalog and Vietnamese translations to follow. All versions will be available on the [CDSS website](#) at <https://www.cdss.ca.gov/inforesources/cdss-programs/ihss/ihss-provider-resources>. The training will also include closed captioning to ensure accessibility for individuals with

hearing impairments.

If you have any questions or comments regarding the contents of this letter, please contact the IHSS program Statewide Training Engagement Unit at (916) 651-1069 or via email at IHSSTA@dss.ca.gov.

Sincerely,

Original Document Signed By

CINDY WANG, Chief
CMIPS & System Enhancements Branch
Adult Programs Division