



United Domestic Workers of America
AFSCME Local 3930 /AFL-CIO
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Assembly Health Informational Hearing:
Improving Outcomes through the Patient Centered Medical Home
Tuesday, January 29, 2013
State Capitol, Room 4202
1:30 pm – 4:00 pm

UDW/AFSCME, representing approximately 65,000 In Home Supportive Services (IHSS) providers in California, commends the Chair and Committee for encouraging the creation of innovative coordinated care models that can be appropriately utilized as a key tool in chronic disease management.

Under the IHSS program, approximately 365,000 in-home care workers provide care to approximately 445,000 aged, blind, and disabled individuals who cannot safely remain in their homes without assistance. These services include personal care, domestic and related services, and paramedical services.

UDW believes IHSS providers can be a substantial and potentially powerful element of a person-centered care coordination model for individuals with chronic illnesses.

IHSS providers provide hands-on, direct care needed by individuals. The ongoing, regular contact entailed in providing this assistance enables IHSS providers to develop relationships and build trust with the individuals they serve and often with their families. This familiarity uniquely positions IHSS providers to notice slight changes in an individual's health and social well-being—changes that, if not addressed properly, may lead to emergency care, in-patient hospitalization, or institutionalization in a nursing home.

Despite the critical role that IHSS providers play in caring for individuals who cannot safely remain in their homes without assistance, they are often not afforded the necessary training. We believe IHSS providers should be trained. Additionally, we believe that any person-centered coordinated care model should require an individual's explicit consent to have their IHSS provider participate as part of the care coordination team.

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By including the IHSS provider as a valued member of the care coordination team, our health care delivery system stands to become more efficient and individuals with chronic illnesses will be far better served. For this reason, UDW/AFSCME urges the committee to promote care coordination models that appropriately and meaningfully integrate the IHSS provider.