



Topics: Elimination of the IHSS Backup Provider System Fiscal Year 26-27 & IHSS Recipient Experience of Abuse and/or Abusive Behavior

Elimination of the IHSS Backup Provider System

2026-27 Governors Budget - <https://ebudget.ca.gov/2026-27/pdf/BudgetSummary/FullBudgetSummary.pdf>

What is BUPS?

The Statewide Back-Up Provider System ensures In-Home Supportive Services recipients have access to emergency back-up care when their regular provider is unavailable. BUPS prevents care disruptions that can lead to hospitalization, institutionalization, or unsafe living conditions.

Why BUPS Matters?

Currently, there are over 300 thousand IHSS recipients in this county. California is experiencing a severe IHSS provider shortage. IHSS recipients are dependent on the emergency back up services when unable to find a provider.

Workforce Support

Includes a \$2/hour wage differential above the regular provider wage of \$19.64 ($\$19.64 + \$2.00 = \21.64). Eliminating BUPS would worsen the shortages and destabilize IHSS.

The BUPS program protects IHSS Recipients' health and safety, prevents unnecessary emergency room visits and reduces costs to the State of California.

YOUR VOICE MATTERS! Empower our IHSS community to share your story! on our website at <https://lp.constantcontactpages.com/sv/g9l4Mvi>



IHSS Recipient Experience of Abuse and/or Abusive Behavior

What are your options and resources in case you experience any type abuse, (verbal, emotional isolation, physical, mental, financial exploitation, hate crime.

Your Rights / Resources

PASC is a mandated reported agency, any abuse or abuse behavior, please call PASC.

- Even if an IHSS Recipient that is not affiliated with PASC reports such abuse, PASC staffing must submit an APS report on behalf of the caller.
- Anyone can report abusive behavior, not just the victim.
- PASC is here within the community to support. Your Voice Matters!
- Call our Registry, request a BUPS provider as an emergency while you search for a new provider. Review your eligibility criteria of the BUPS program. <https://pascla.org/back-up-program/>
- **Empower our IHSS community to share your story! on our website at <https://lp.constantcontactpages.com/sv/g9I4Mvi>**

Who can be the perpetrator?

A partner, relative, friend or child. A neighbor or someone from the community network. A paid caregiver or volunteer. A health, social care worker or other professional. Another adult at risk. A non-caregiver or stranger. Your co-worker.



- **New Providers** – How to watch out for signs. If you don't feel comfortable with recent bad experience with a Provider, reach out to our PASC Registry, request lists of workers to choose from. While searching for providers, you may choose to keep your current provider until you find a new provider. At any given time if you don't feel safe, is okay for you to relieve the provider.

How to Report Suspected Abuse

Adult Protective Services (APS) is a program available 24/7, required by the state to investigate situations involving older adults (60 years and older) and dependent adults (18-59 who are physically and/or mentally impaired) if they are believed to be in danger due to physical, sexual, financial abuse, isolation, neglect, self-neglect, or at risk of homelessness. APS provides services and supports through action, compassion, and intention.

<https://ad.lacounty.gov/services/adult-protective-services>

1 (877) 477 – 3646

If you suspect abuse is happening, do not wait. **Reporting is confidential.**

- **Adult Protective Services (APS):** Call the statewide hotline at **1-833-401-0832**. They investigate reports of abuse for elders (65+) and dependent adults (18–64).
- **IHSS Fraud Hotline:** If you suspect the provider is billing for hours they didn't work, call **1-888-717-8302**.
- **Emergency:** Call **911** if there is an immediate threat to life or safety.

Please make sure to follow up with APS for further information and updates.



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If you as an IHSS recipient file an APS report :

- You cannot be around the IHSS Provider.
- A Notice of Action is sent to your residence address.
- You have the right to hire a criminal attorney.
- Free Legal Assistance (800) 433 – 6251 “Neighborhood Legal Services of Los Angeles County. <https://nlsla.org>
- Bet Tzedek (323) 939-0506 – Free legal advice and representation for older adults and people with disabilities. <https://bettzedek.org>

Tip: Be Aware, be careful, reach out to local resources available for you as an IHSS Recipient. Possibly a mediator during the hearings.

Please keep in mind that APS reports are intended for specific concerns and should not be used as a response to personal frustrations with a provider..

Preventative Services while searching for an IHSS Provider

Check to see if you qualify for a Self Determination Program in Regional Centers. Email the Department of Development Services. “There is no charge for diagnosis and eligibility assessment.

Website: <https://www.dds.ca.gov/general/eligibility/>

Regional Center Listings: <https://www.dds.ca.gov/rc/lookup-rcs-by-county/>

Inclusive for all ages!

Understand that there are always other options instead of consuming abuse from your provider.

Types of Abuse and or Abusive Behavior

How to Recognize Abuse and or Elder Abuse

Abuse isn't always physical; it can be financial, emotional, or involve neglect. Watch for these "red flags":



Emotional & Isolation

- **Behavioral Shifts:** The recipient becomes suddenly withdrawn, fearful, or hesitant to speak freely when the caregiver is in the room.
- **Gatekeeping:** The caregiver prevents the recipient from taking phone calls, receiving mail, or seeing friends and family.

Recognizing and preventing abuse is vital for IHSS (In-Home Supportive Services) recipients, as the home-based nature of care can sometimes lead to isolation or blurred professional boundaries.

Below is a guide to recognizing red flags and proactive suggestions to safeguard yourself or a loved one.

Physical & Neglect

- **Unexplained Injuries:** Bruises, scratches, or burns, especially if the caregiver's explanation doesn't match the injury.
- **Hygiene Decline:** The recipient is consistently dirty, smells of urine/feces, or has untreated bedsores.
- **Medical Issues:** Medications are "missing" or the recipient seems over-medicated (drowsy) or under-medicated (in pain).

Financial Exploitation

- **Missing Items:** Personal belongings, jewelry, or cash disappearing from the home.
- **Banking Changes:** Unusual ATM withdrawals, new names added to bank accounts, or signatures on checks that don't look right.
- **Bills Unpaid:** Utilities being shut off despite having sufficient funds.
- **Do not share** your Pen or Debit Card,
- **Do not share** your IHSS Log in information, <https://www.etimesheets.ihss.ca.gov/login> ,
- **Do not share** your Email Account Password and Inbox.
 - **Purchase your food, supplies online and schedule for pick up.**

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Abandonment –

- Elder abandonment happens when someone in a position of responsibility or care for an older adult desert them, such as by leaving them at a hospital or public location without intending to return for them.

Sexual Abuse –

- Sexual elder abuse happens when someone has nonconsensual sexual contact with an older adult. Sexual abuse typically involves direct physical acts, but can also include indirect actions, like taking and distributing sexual photos of an older adult against their will.
- It is important to note that if an older adult is confused, disoriented, unable to understand or is suffering from cognitive impairment due to medication or a chronic condition, they are **not** capable of giving consent.

Hate Crime and Elder Abuse Overlap –

- **Bias Motivation:** Hate crimes are crimes motivated by bias against a victim's race, religion, disability, sexual orientation, etc..
- **Age as a Protected Class:** Advanced age or disability from aging can be a basis for a hate crime, meaning an attack on an elder because they are old is considered a hate crime.

[Stop The Hate Program](#)

[Cross Disability Peer Counseling](#)



Trafficking – Human: Trafficking involves the use of force, fraud, or coercion to obtain labor or commercial sexual acts from a person. In the context of older adults, this can manifest in several specific ways:

- **Benefits Trafficking:** This involves the systematic recruitment, harboring, neglect, and financial exploitation of elder and disabled adults who receive government benefits like Social Security, Veteran's Benefits, and Medicaid. Traffickers may pose as caregivers, strip victims of their benefits, deny them basic needs such as food and adequate shelter, and hold them against their will.
- **Forced Labor:** Older adults may be forced into various forms of labor, including domestic servitude, work in unlicensed care facilities, agricultural fields, or factories, often with little or no pay and in inhumane living conditions.
- **Sexual Exploitation:** This includes forcing an older adult into commercial sexual activity, or profiting from explicit images of them without consent, often in exchange for basic necessities like housing, food, or drugs.
- **Guardianship Abuse:** In some cases, corrupt guardians may isolate senior citizens, over-medicate them, and drain their assets for personal gain, which can be considered a form of human trafficking due to the elements of control and exploitation.

Note: Traffickers often leverage the vulnerabilities of older adults, such as social isolation, dependency on caregivers, or lack of social support systems, to create dependency and prevent them from seeking help.

National Human Trafficking Hotline: Call 1-888-373-7888, text "HELP" or "INFO" to 233733, or use their online chat service

humantraffickinghotline.org/en/chat

[Suggestions to Prevent Abuse](#)



Prevention starts with setting clear expectations and maintaining a "circle of safety."

Screening & Hiring

- **Use the Public Authority:** If you need a provider, use your county's **IHSS Public Authority Registry**. They conduct background checks and provide a list of pre-screened providers.
- **Conduct Thorough Interviews:** Even if the person is a friend or family member, discuss the job professionally. Use an **IHSS Job Agreement** (Form SOC 839) <https://www.cdss.ca.gov/Portals/9/Additional-Resources/Forms-and-Brochures/2020/Q-T/SOC839.pdf?ver=rp3fCK9OU1Gg-xXOqQF8w%3d%3d> to clearly list what tasks are authorized.

Financial Safeguards

- **Protect Your PINs:** Never give your bank PIN or credit card to a provider. If they must shop for you, ask for every receipt and reconcile them against your bank statement.
- **Direct Deposit:** Encourage the provider to use direct deposit for their IHSS pay. This prevents "lost" paper checks and keeps the focus on their official wages.

Operational Oversight

- **Monitor the Electronic Services Portal (ESP):** Always review and approve timesheets yourself. Never let a provider "manage" your ESP login or sign for you. This ensures you only pay for hours actually worked.
- **Keep a Logbook:** Maintain a daily log where the provider writes down what time they arrived, what tasks they completed, and what time they left.

Maintain Social Connections

- **Stay Connected:** Isolation is the biggest risk factor for abuse. Schedule regular visits or calls with people *other* than the caregiver.



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- **Surprise Visits:** If you are a family member of a recipient, drop by at unannounced times to see how care is being delivered.

Note: As an IHSS recipient, you have the right to fire a provider at any time if you feel unsafe or unsatisfied with their care.

We have helpful resources information on our website under Recipient Information - <https://pascla.org/consumer-information/>

Job Agreement example - [Employer](#)

Task Schedule and Job Description - [26_Sample-Task-Schedule-AND-Sample-Job-Description.pdf](#)

Communication: The Key to Successful IHSS Employment Relationships

[COMMUNICATION:](#)

A list of interview questions to use when screening a new provider

- What is your experience with my specific disability or medical condition?
- Can you provide two professional references from previous caregiving jobs?
- Are you comfortable performing [mention specific tasks, e.g., bathing, bowel care, lifting]?
- What is your schedule availability, and do you have reliable transportation?
- How do you handle stressful situations or behavioral challenges?
- Are you willing to keep a daily log of tasks and sign a formal job agreement?
- What would you do in the event of a medical emergency?
- Do you have any certifications? If so, what are they?