



**PERSONAL ASSISTANCE
SERVICES COUNCIL**

Supporting and Enhancing Independence

Los Angeles County Back-Up Attendant Program (BUAP) – Statewide Back-Up Provider System (BUPS)

Personal Assistance Services Council



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Agenda

- What is the Back-Up Attendant Program (BUAP)
- What is the Statewide Back-Up Provider System BUPS
- Governors' proposal- Elimination of the BUPS Program
- Differences between BUAP & BUPS and
- Requirements for Providers
- Frequently asked questions



LA County Back-Up Attendant Program (BUAP)

The Back-Up Attendant Program (BUAP) was created for IHSS Recipients whose provider cannot provide services due to an unforeseen event.

The Back-Up Attendant Program (BUAP) is specific to LA County, and it is separate from the Statewide BUPS Program.

Recipients must meet a minimum of 25 hours of personal care services per week. Respiration, bowel and bladder care, feeding, routine bed baths, dressing, menstrual care, ambulation, transfer, bathing, oral hygiene, and grooming, rubbing skin, repositioning, care and assistance with prosthesis, protective supervision, and paramedical services.

Statewide Back-Up Provider System (BUPS)



The Statewide Back-Up Provider System (BUPS) ensures In-Home Supportive Services (IHSS) recipients have access to emergency back-up care when their regular provider is unavailable and for recipients who are being discharged from hospital/skilled nursing facility/rehabilitation facility. BUPS prevents care disruptions that can lead to hospitalization, institutionalization, or unsafe living conditions.

All approved IHSS recipients qualify for the Statewide Back-up provider system.

The maximum service hours allowed under BUPS are 80 per fiscal year. Some exceptions allowed. A fiscal year is the period that runs from July 1 to June 30. Hours used under BUPS are deducted from the recipient's total monthly hours allotment.

Elimination of BUPPS

BUPPS protects IHSS recipients' health and safety, stabilizes the workforce, prevents unnecessary emergency room visits, and reduces costs to the State of California.

Why BUPPS Matters

- IHSS serves **876,564** recipients statewide
- **70%** of recipients rely on family providers, leaving **262,969** recipients statewide dependent on emergency back-up services when unable to find a provider
- Los Angeles County is the largest Public Authority, which serves **300,241** recipients
- A statewide emergency program protects **health, safety, dignity and independence**

Proven Cost Savings to the State

- Average ER visit cost: **\$3,000**
- **648** emergency BUPPS requests filled last fiscal year
- Avoided ER costs total **\$1.94** million
- Annual BUPPS state funding for LA County - PASC: **\$450,000** – TOTAL - **\$900,000**
- **Result:** BUPPS saves the state **over \$1.5 million annually** while protecting vulnerable Californians.

Requirements For IHSS Recipients

BUAP	BUPS
Must be an APPROVED and ELIGIBLE IHSS recipient	Must be an APPROVED and ELIGIBLE IHSS or WPCS recipient
REQUIRES minimum 25 hours of personal care services per week	Does not require minimum number of hours to qualify
Have an immediate need for a temporary IHSS back-up attendant and have no other resource available to provide the needed assistance	Have an immediate need for a temporary IHSS back-up attendant and have no other resource available to provide the needed assistance
Sign up with the PASC Homecare Registry	Sign up with the PASC Homecare Registry
HOURS REQUESTED must come from existing monthly IHSS hours	HOURS REQUESTED must come from existing monthly IHSS hours

Providers: Applications & Certificates

- Eligible IHSS provider in Los Angeles County
- Registered and approved for the PASC registry



- Complete a BUAP application - separate from a PASC application
- HCWT – Home Care Worker Training
- HHA – Home Health Aide
- 8-hr BUAP training
- CCA Caregiver Essentials Training

WORKING REQUIREMENTS

- Working fewer than 40 hours per week total as a regular IHSS provider
- Update your Back-Up availability EVERY month.



IHSS Caregiver Training



FREE IHSS Caregiver Training

Act Fast, Limited Availability!

Pathways to Professionalization for IHSS Workers in Los Angeles County

Early Enrollment Begins in March 2026!

Learn essential caregiving skills & become a recognized care team member. Training includes personal care, infection control, nutrition, home safety, medication adherence & body mechanics.

Caregiving Essentials:

10 weeks, once per week for 3 hours

Available in:

English, Spanish, Armenian, Mandarin, Cantonese, Korean

Potential compensation: \$1,540*

Participation is granted by random lottery.



To sign up, scan or visit:
cca.fyi/ptp



***NOTE:** Due to high demand, class participation is granted by random lottery. Those randomly selected for training may receive a \$1,540 stipend after program completion. Those randomly selected for the control group will receive \$75 for their time but will not be part of the training.



Pathways to Professionalization for IHSS Workers in Los Angeles County

Your Training Benefits

- Gain new skills
- Reduce stress & depression
- Socialize with other caregivers
- Improve quality of care for consumers
- Contribute to caregiving research study
- Learn from a teacher online via Zoom

Eligibility:

You must be a current IHSS caregiver living in Los Angeles County.
You must meet all requirements to receive a stipend, which will be provided for a limited time.

Career Advancement Opportunities:

Graduates of this course may be eligible for a Back-up Attendant Program (BUAP) and a Certified Nursing Assistant (CNA) Training Program.

Contact CCA for details!

You Are Contributing to Research on Caregiving!

1,050 IHSS workers will be trained through the Caregiving Essentials program. Another 1,050 will be randomly selected for a Randomized Control Trial (RCT) conducted by J-PAL in Los Angeles County. Study results will help us understand the impact of caregiver training on care workers and their care recipients.

Questions? Email Us: studentaffairs@advancecaregivers.org

In partnership with:



Pay Rate:

- Individuals who work as BUAP providers are paid three dollars an hour more than regular IHSS providers. IHSS Provider Rate $\$19.64 + \$3.00 = \$22.64$
- BUPS providers are paid two dollars an hour more than regular IHSS providers. IHSS Provider Rate $\$19.64 + \$2.00 = \$21.64$

This higher wage acknowledges the extra effort required to respond promptly, on short notice, for a referral to a new recipient in an unfamiliar location.

NOTE: It is preferable to have providers sign up that work less than 40 hours a week. Providers are responsible for tracking their own hours and are informed they must not exceed a total of 66 hrs. per week worked. IHSS workdays are (Sunday-Saturday). This will avoid a timesheet violation.

Violations

An IHSS provider will receive a violation if his/her action constitutes one of the following:

1. When a provider works more than 40 hours in a workweek for a recipient without receiving county approval when the recipient's maximum weekly hours are 40 or less.
2. When a provider works more hours in a workweek for a recipient than the recipient's maximum weekly hours causing the provider to work more overtime hours in a month than he/she normally works without receiving county approval.
3. When a provider works more than the maximum weekly limit of 66 hours when working for multiple recipients.
4. When a provider claims more than seven (7) hours of travel time in a workweek.

NOTE: There are four levels of violations.

[All County Letter 16-36: VIOLATIONS FOR EXCEEDING WORKWEEK AND/OR TRAVEL TIME LIMITS FOR THE IN-HOME SUPPORTIVE SERVICES AND WAIVER PERSONAL CARE SERVICES PROGRAMS](#)

Frequently Asked Questions:

What is considered an urgent or immediate need?

- An urgent or immediate need is defined by the state in the following manner: A need that is immediate and cannot be postponed until the regular provider is available to provide the service.
- The need has a direct impact upon the IHSS/WPCS recipient and delaying it would potentially jeopardize the health/safety of the recipient, which may result in the need for emergency services and/or out-of-home placement.

Are BUAP hours additional to my monthly hours?

No. The hours used to complete back up services **MUST BE** subtracted from your total monthly hours. A back up request cannot exceed the number of hours the regular provider would normally work.

What are personal care services?

Respiration, bowel and bladder care, feeding, routine bed baths, dressing, menstrual care, ambulation, transfer, bathing, oral hygiene, and grooming, rubbing skin, repositioning, care and assistance with prosthesis, protective supervision, and paramedical services.

Driving is not permitted during a back up request. ALL tasks must be completed in the recipient's home.

How to request a BUAP/BUPS Provider

- Send an email with your name, case number, and address to bups@pascla.org
- Live chat by selecting the chat bubble on the bottom right corner of our webpage.
- Call the BUAP/BUPS toll-free number (877) 287-6789.

Frequently Asked Questions 2:



Can PASC train the Back-up providers to perform certain specific services?

No. PASC does not train back-up providers to perform service-related tasks. IHSS and WPCS recipients are considered employers for hiring, supervising, and training purposes. All training must be done by the recipient.

Can PASC guarantee a back-up provider referral when needed?

- PASC cannot guarantee that a back-up provider will be found in all instances.
- Factors such as the time of the request, service duration, worker availability, and location can all impact PASC's ability to find and dispatch a back-up provider.

Does a back-up provider provide the same services as the recipient's regular provider?

A back-up provider should be prepared to perform the same range of tasks that your regular provider is authorized to provide, according to IHSS guidelines.

What should a recipient do when the back-up provider arrives at their home?

- Explain the types of services you need and the number of hours to be worked.
- Direct and supervise the work and give the provider clear instructions on how you would like services to be provided.



Thank you

877- 287-6789

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www.pascal.org

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ADVOCACY

— *Your Voice Matters* —