

San Joaquin Cores...



IHSS Public Authority

*In-Home Supportive Services Recipient
Handbook*



*Finding & Employing a Home Care
Provider*



IHSS Public Authority Mission Statement:

***To enhance availability of resources, ensure safety,
and promote quality services for IHSS recipients.***

The Public Authority's primary goal is to provide Recipients with access to In-Home Supportive Services (IHSS) that fit their needs; to empower elderly and or disabled individuals, allowing for them to stay in control of their lives and live safely in the comfort of their homes. Meanwhile, foster a productive relationship between the Recipient and the Home Care Provider; to give Recipients a voice in Public Authority Policy and program development; and to serve as the employer of record for Individual Home Care Providers.



Commonly Used Terms

IHSS: In-Home Supportive Services (IHSS); provides assistance with domestic and personal care to the elderly, blind or disabled persons who need assistance to remain safely in their homes and are eligible for the program.

Public Authority: The San Joaquin County IHSS Public Authority is a public agency whose purpose is to enhance the availability of resources, ensure the safety, and promote quality services for IHSS Recipients.

Recipient: A recipient is someone who is blind, elderly or disabled; cannot live safely at home without help and has been approved to receive IHSS services. A recipient is also referred to as a "consumer" or "client" and is considered the employer of the provider.

In-Home Care Provider or Individual Provider (IP): All IP's have attended a one hour State required orientation. IP's are also referred to as a caregiver or care worker. An IP is a person who provides personal and domestic services to IHSS recipients.

Registry Provider: All Registry Providers have attended a two hour orientation, completed an application, and had their references and background verified. The IHSS Public Authority registry is a database of available home care providers who have been approved to be referred to IHSS recipients.

How the San Joaquin IHSS Public Authority works



- Recruits individual Home Care Providers from all cities and locations within the San Joaquin County.
- Maintains an updated Registry with a list of available Providers.
- Interviews and gives orientations to prospective Providers.
- Verifies that potential Providers are able to legally work in the US and keeps records of official documentation such as Social Security Number and State identification cards.
- Maintains a record of at least one (1) employment and two (2) additional references for each applicant.
- Providers must pass a criminal background check and sign a release of information agreement.
- Matches your needs with the stated skills and availabilities of Providers.
- Sends you a list of at least five (5) prospective Providers whenever you request one.

The Registry Specialists



- They are there to help you and serve you with ongoing support; including conflict resolution between you and your care Provider.
- They help protect the confidentiality of your personal and medical records.
- They understand employer /employee roles, rights and responsibilities.
- They can send you a new list of Providers that match your needs whenever you request one.
- They will make sure you receive the list and follow up within seven (7) days to see if you hired anyone.
- They can assist by interviewing Providers at your home or other locations.
- They can answer payroll questions and give you information about timecards.
- You may contact a Registry Specialist for additional IHSS questions or to recommend a friend who wishes to be a Home Care Provider.

IHSS Public Authority Registry

The IHSS Public Authority screens people applying to the Registry based on what the applicant provides. The Registry requires a Department of Justice criminal background check and a release of information agreement signed by the Provider. Also, the Registry requires that providers give three (3) valid references and at least one (1) from a previous employer.

Nevertheless, the IHSS Public Authority Registry can make NO guarantee about the accuracy of such information. Furthermore, the Registry can make NO guarantee about the Provider's character, actual work experience, criminal history or fitness.

Authorized services are to be performed uniquely for you and NOT for your family members or your guests. For instance, if you are away from home on vacation or in the hospital - payment will not be made for work done during your absence.

The Registry will match Providers willing to do your preferred tasks, but the State will only compensate for the authorized tasks listed on your "Notice of Action." Any private arrangement made between you and the Provider to pay more than the rate authorized by IHSS or to perform tasks not authorized is strictly between you and the Provider and is NOT the responsibility of the IHSS Public Authority Registry.

RECIPIENT RIGHTS AND RESPONSIBILITIES

As the IHSS Recipient, you are the **employer** of your IHSS Provider for the purpose of screening, hiring, supervising, training, and if necessary, terminating the employment of the Provider. Thus, as the Recipient you have **the right** to:

- Appeal any decision by the IHSS program where you would strongly disagree.
- Ask your IHSS Social Worker for a reassessment of hours if your condition changes.
- Ask a Registry Specialist for assistance with problems or conflicts you are unable to resolve with your Provider.

As the Recipient you are **responsible** for:

- Letting the Social Worker and the IHSS Public Authority know when you hire a Provider.
- Letting the Social Worker and the IHSS Public Authority know when you terminate a Provider who is listed on our Registry.
- Keeping record of your Provider's hours worked.
- Reviewing the Provider's time sheet, electronically or over the phone, after verifying the hours worked.
- Clearly state reasonable expectations of the Provider's services in a consistent, fair and friendly manner.
- Immediately inform IHSS (209-468-1706) if your Provider becomes injured on the job.
- Abiding by non-discriminatory guidelines on the basis of race, religion, gender, age or disability.



After you have been approved...

After your IHSS Social Worker has approved you for services and after you've received a Notice of Action by mail you are now able to hire a home care provider.

You have the right to hire anyone you choose. If you do not have a family member or know of someone who can help, the IHSS Public Authority can assist you in hiring a provider.

IP Enrollment

Immediately inform the IHSS social worker and PA at 1-800-491-1996

If you're looking to enroll a provider who is already active you may enroll them via the EVV portal.

<https://www.etimesheets.ihss.ca.gov/login>

The Electronic Service Portal (ESP) website has been modified to allow recipients to designate a provider online. The recipient will complete the following 4 steps in ESP to hire a provider:

1.Step 1- Find Provider- The recipient will be able to locate the provider by entering the provider's 9-digit provider number.

2.Step 2- Select Provider- The recipient will review the provider information to ensure it is the correct provider they would like to hire.

3.Step 3- Hire Provider- The recipient will enter the start date for the provider.

4.Step 4- Confirm Hire- The recipient confirms the completion of hiring their provider by reviewing the electronic SOC 426A. This step includes an electronic signature by the recipient stating they have reviewed the declaration and acknowledge that they understand the terms and conditions of the agreement and that the information entered is true and correct.

The above information was provided by CDSS ACL 20-108

Electronic Visit Verification

***IHSS Provider Assignment in Electronic
Services Portal (ESP)***

Recipient User Guide

IHSS PROVIDER ASSIGNMENT IN ELECTRONIC SERVICES PORTAL (ESP) RECIPIENT USER GUIDE

This User Guide provides easy step-by-step instructions for IHSS recipients who want to assign a provider to their case using the Electronic Services Portal (ESP).

The Hire Provider tool in the ESP allows recipients to assign an eligible provider to their case. This tool was added as a self-service option to save time when hiring a provider. The [IHSS Program Recipient Designation of Provider \(SOC 426A\)](#) paper form option is still available for recipients and can be found on the CDSS website using the link above and should be completed and mailed to your local county IHSS office.

What is Required to Assign a Provider in the ESP:

To assign a provider to your case using ESP please have the following information available:

- Your ESP Username
- Your ESP Password
- The provider's 9-Digit Provider Number (If you do not have the provider's number, you will need to reach out to your provider for the information, or contact your local county office.)

Note: *If you have not yet registered for ESP, please see: [Registrations FAQs](#) on the ESP website for instructions.*

Let's Get Started!

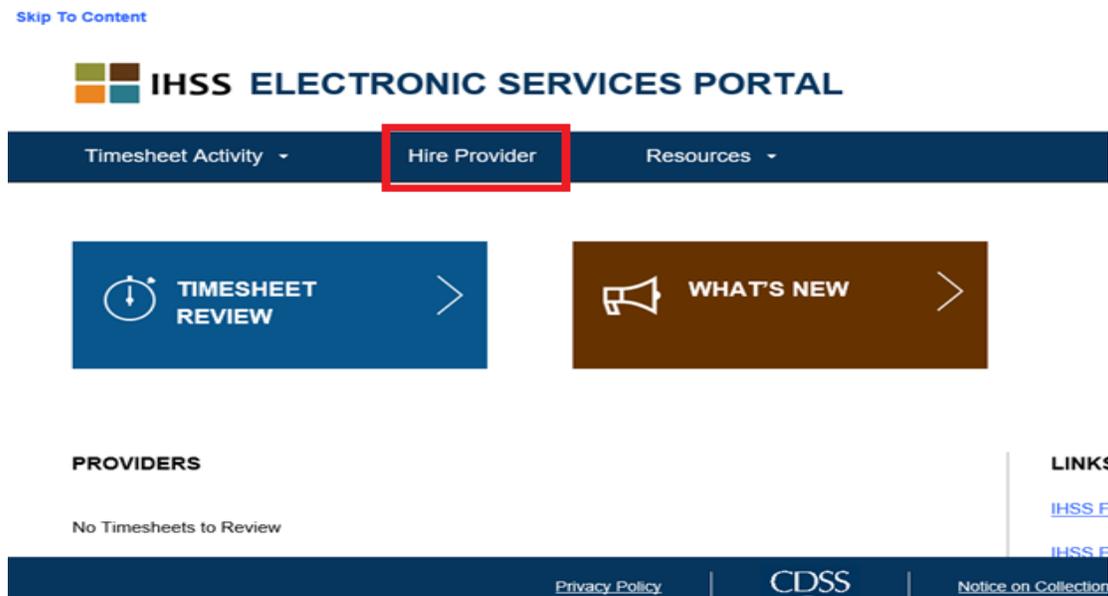
How to Assign a Provider to Your Case in ESP:

1. Go to the ESP website by clicking [Electronic Services Portal](#) or by entering the following address into your internet browser <https://www.etimesheets.ihss.ca.gov/login>.

2. Log in to the ESP using your username, password, and select 'Login.'

Note: If you forget your login information, you can reset your Username and Password by selecting the *Forgot Username or Password* link.

3. Once you log in to your ESP account, you will see the 'Hire Provider' menu in the navigation bar. Click on the 'Hire Provider' menu.



Hire Provider Menu

4. Selecting the 'Hire Provider' menu option will take you to the Hire Provider screen where you will finish four steps ("Locate Provider", "Select Provider", "Provider Details", and "Confirm Hire") to complete the Provider Assignment process.

[Skip To Content](#)



IHSS ELECTRONIC SERVICES PORTAL

Timesheet Activity ▾ Hire Provider Resources ▾

Hire Provider



<p>1</p> <p>Locate Provider Enter the Provider Number to locate an eligible provider</p>	<p>2</p> <p>Select Provider View and confirm Provider information from search results</p>	<p>3</p> <p>Provider Details Select Provider Start Date and Relationship information</p>	<p>4</p> <p>Confirm Hire Review Recipient Agreement and Confirm Hire</p>
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Please enter the Provider Number of the provider you want to hire and select the Find Provider button.

Provider Number
You must enter all 9 digits of the Provider Number.

Privacy Policy | CDSS | Not

Hire Provider screen

There are four steps in ESP to hire your provider. Each time you complete a step you will be moved to the next step.

Step 1: Locate Provider – Under ‘Provider Number,’ enter the provider’s 9-digit provider number and click on ‘Find Provider.’



IHSS ELECTRONIC SERVICES PORTAL

Timesheet Activity ▾ Hire Provider Resources ▾

Hire Provider



<p>1</p> <p>Locate Provider Enter the Provider Number to locate an eligible provider</p>	<p>2</p> <p>Select Provider View and confirm Provider information from search results</p>	<p>3</p> <p>Provider Details Select Provider Start Date and Relationship information</p>	<p>4</p> <p>Confirm Hire Review Recipient Agreement and Confirm Hire</p>
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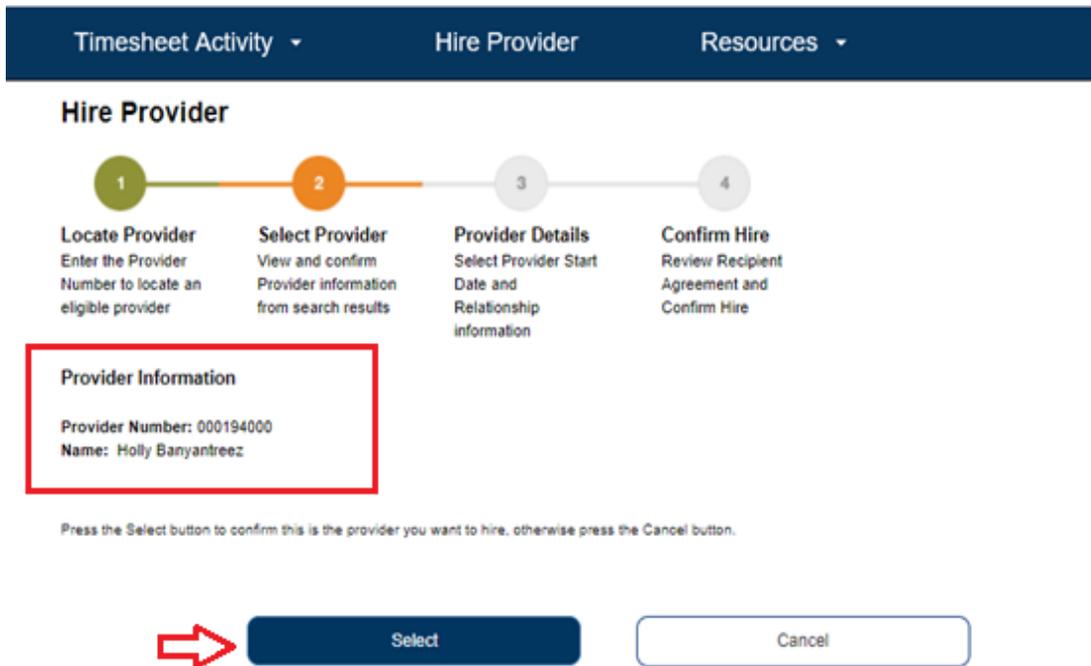
Please enter the Provider Number of the provider you want to hire and select the Find Provider button.

Provider Number
You must enter all 9 digits of the Provider Number.



Locate Provider screen

Step 2: Select Provider – The provider’s information will display. Review the provider’s information to ensure it is the correct provider you would like to hire and then click ‘Select.’



Timesheet Activity ▾ Hire Provider Resources ▾

Hire Provider

- 1** **Locate Provider**
Enter the Provider Number to locate an eligible provider
- 2** **Select Provider**
View and confirm Provider information from search results
- 3** **Provider Details**
Select Provider Start Date and Relationship information
- 4** **Confirm Hire**
Review Recipient Agreement and Confirm Hire

Provider Information

Provider Number: 000194000
Name: Holly Banyantreez

Press the Select button to confirm this is the provider you want to hire, otherwise press the Cancel button.



Select Provider screen

Step 3: Provider Details – Under ‘Start Date for the Provider (MM/DD/YYYY),’ enter the date they started working for you and then select the provider’s relationship to you under the drop-down menu. Select ‘Hire Provider’ to proceed.

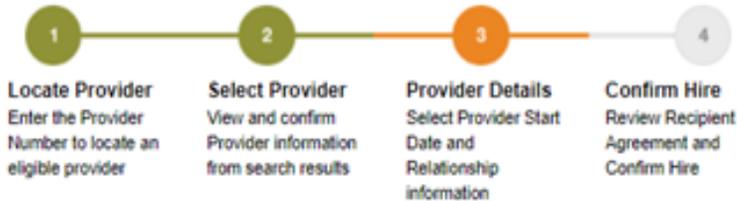
Note: Domestic Partner relationship is for those partnerships registered with the California Secretary of State.

Note: The ESP prevents a recipient from entering a start date that is more than 90 days prior to the current date. A recipient can only hire a provider in ESP up to 90 days prior to the current date. If you need to assign a provider more than 90 days prior to the current date you will need to contact your local IHSS county office.

IHSS ELECTRONIC SERVICES PORTAL

Timesheet Activity ▾ Hire Provider Resources ▾

Hire Provider



Provider Information

Provider Number: 002194678
Name: Holly Banyantreez

Start Date for this Provider (MM/DD/YYYY)

Relationship

This Provider is my...

Select Relationship ✓

- Parent
- Spouse
- Domestic Partner
- Child
- None of the above

Hire Provider Cancel

Provider Details screen

Step 4: Confirm Hire – Confirm the completion of hiring your provider by reviewing the electronic SOC 426A, recipient agreement. This step includes an electronic signature by you (the recipient) stating you have reviewed the declaration and acknowledge that you understand the terms and conditions of the agreement, and that the information entered is true and correct. Check the box if you agree with the terms and conditions of the agreement and select ‘Confirm Hire.’

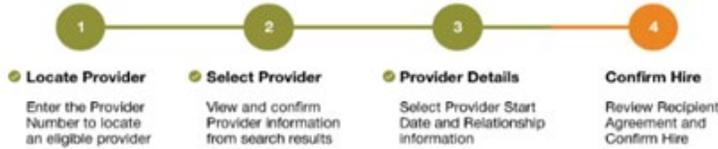


IHSS ELECTRONIC SERVICES PORTAL



Timesheet Activity ▾ Hire Provider Resources ▾

Hire Provider



Please review the following terms and conditions of the Recipient Agreement below related to hiring **T Elmtreez** as your provider:

Recipient Agreement

I understand and agree that:

- If I choose to have this person provide services for me before he/she is enrolled as an IHSS provider, and the county sends me a notice telling me that he/she is not eligible to be an IHSS provider, I will have to pay him/her with my own money for the services that he/she provided before he/she was determined ineligible to be a provider and for any services he/she provides after the county notifies me that he/she is ineligible.
- Neither the county nor the State will be held responsible for any claims and/or losses caused by the above-named person I choose to hire as my IHSS provider. I agree to hold harmless the State and county, their officers, agents, and employees, and to take responsibility for any and all claims and/or losses to any person caused by the named person I choose to hire as my IHSS provider.
- The county can provide information about my authorized services and service hours to the person I have chosen as my provider. The county will send my provider the IHSS Provider Notice of Recipient Authorized Hours and Services (SOC 2271).
- My total monthly authorized hours will be divided by 4 to determine my maximum weekly hours. The maximum weekly hours is a guideline telling me the highest number of hours my provider(s) will be able to work for me during a workweek. However, since most months are slightly longer than 4 weeks, I will work with my provider(s) to spread his/her hours throughout the month in order to make sure I have all the service hours I need for the month.
- Sometimes I may need my provider to work more than my maximum weekly hours. I must ask for county approval to adjust my maximum weekly hours only if the change requires my provider to work:
 1. More overtime hours in the month than he/she would normally work.
 2. More than 40 hours for me in a workweek if my maximum weekly hours are 40 hours or less in a workweek.
- If I do not get an approved exception, my provider will get a violation for working more than my maximum weekly hours.
- I can **never** authorize my provider to work more than my total authorized monthly service hours. Therefore, when I authorize my provider to work extra hours in one week, I must have the provider work fewer hours in the other week(s) of the month.
- If my provider works for another recipient, the maximum number of hours that he/she may claim in a workweek for all of the time he/she works for his/her recipients combined is 66 hours. **I must make a work schedule for my provider to determine how many hours he/she will be working for me each week to make sure he/she does not work more than 66 hours per workweek.** I will get a Recipient Notification of Maximum Weekly Hours (SOC 2271A) which will include information on my maximum weekly hours so I can use it to make the work schedule for my provider(s). In order to make the schedule, my provider must tell me how many hours he/she is available to work for me each workweek. If my provider cannot work all of my authorized hours, I will need to hire additional provider(s). **If I need help finding and hiring another provider(s), I can call my county IHSS Public Authority to obtain a provider from the registry or my county IHSS office.**
- The county will send me a notice each time my provider gets a violation. If my provider gets three violations, he/she will be suspended from providing IHSS for three months. If he/she gets another violation after being reinstated from the three-month suspension, he/she will be terminated as a provider for one year.

Completing this process online will give this provider access to all of your authorized hours. If you do not want to continue, please press cancel. If you want to continue, please complete your electronic signature. You can contact your county at anytime to adjust the hours available to your provider.

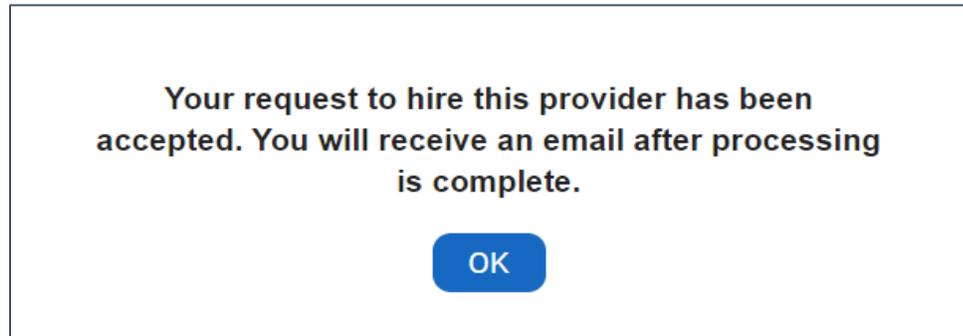
 By checking this box, I **Chad Olivetreez** have read and agree to the terms and conditions and the Recipient Agreement above.



Confirm Hire screen

Note: The Sign and Confirm Hire button will be disabled until you check the box agreeing to the terms of the Recipient Agreement displayed on the “Confirm Hire” step.

A confirmation pop-up message will display after you select the Sign and Confirm Hire button. Select ‘OK’ once you have read the pop-up message. Your request to hire your provider has been accepted.



Pop-Up Message Confirming Hire Provider Request

After you have completed the steps above, you will receive an email confirmation that you have successfully hired your provider and timesheets will be generated automatically for that individual provider. If you have any questions or if you received an e-mail but did not assign a provider, please contact your local IHSS office.

If the provider has already registered to use the ESP, they will also receive an email confirmation of being hired. If the provider has any questions or if they need additional timesheets, they should contact their local county office or public authority office.

Things to Remember:

IHSS Providers are required to complete all the steps of the IHSS Provider Enrollment process (Provider Orientation, SOC 846 – Provider Enrollment Agreement, SOC 426 – Provider Enrollment Form, DOJ Background Check) to be eligible to provide services as an IHSS Provider. If you have questions about Provider Enrollment please contact your local county office or public authority office for details.

If your provider is currently in the process of completing the required IHSS provider enrollment requirements you can still assign them to your case. 'Pending Hire' will appear under their name on the Recipient Home and Provider Selection screens. They will not be able to submit timesheets until provider enrollment has been completed. Once your provider completes the provider enrollment requirements you will receive a Confirmation of Hired Provider email to inform you that timesheets will now be generated for your provider. The provider will also receive a Notification to Hired Provider email to inform them that they may now complete and submit timesheets.

For additional assistance on how to assign a provider to your case using the ESP, please contact the IHSS Service Desk at (866) 376-7066 Monday through Friday from 8am to 5pm and select the Electronic Services Portal option to speak with the ESP Service Desk agents.

If you need help finding a Provider

Call the IHSS Public Authority Registry at **1-800-491-1996** to let them know what services you need and your number of authorized work hours. A Registry Specialist will search for potential Providers to match your needs, hours and location. They will send you a list of at least 3 to 5 potential Providers. You should then call the names on the list promptly to discuss the job and set up interviews. You may call to request a different Provider any time you need.

Screening Potential Providers by Phone



It is very important that you do not give out any personal information such as your name, address or location to applicants whom you do NOT intend to interview. Be friendly, but firm.

- Give a brief description of your needs.
- State the number of hours you need assistance. The total number of hours authorized is on the "Notice of Action."
- If the applicant is suitable, you may want to set an appointment at this time to meet and interview them face to face.
- Request that applicants bring a list of references with them.
- Even if you feel the applicant does not qualify for the job, thank her/him for calling.

Interviewing in Person



You may wish to have a family member, trusted friend or a neighbor with you during the interviews. If you don't want to do the interviews at home, choose a comfortable meeting place in public. You can also ask a Registry Specialist to help you do the interviews at the IHSS Public Authority.

- Ask to see an identification card with a picture of the applicant on it, like a Driver's License or a Department of Motor Vehicles ID Card.
- Become acquainted with your applicants by letting them tell you about themselves. This also shows that you have an interest in them.
- Show the applicants the "Notice of Action" that lists the approved tasks and explain it.
- Ask all the questions you want and continue to ask if you are in doubt about anything.
- You can interview as many applicants as you wish, and you always have the right to change your mind about your choice.
- If you have concerns or doubts on anything an applicant says, write them down and check them out.
- Discuss possible work schedules (days/times).

Hiring and Supervising Your Provider

After you choose a Provider, ALWAYS call the IHSS the Public Authority (see page 9 on IP Enrollment process).



Creating a task schedule for your provider and displaying it where you both can see can be very helpful. A Sample Task Schedule and Job Agreement are included in this handbook.

You will be happier in the employer relationship when you are sharing responsibilities with your Provider and doing as much for yourself as you are able to do.

Your Provider should know that you will be checking to see the tasks you agreed upon are accomplished.

Supervision can include praise, accountability, good communication and record keeping.

Good Communication

As the employer, you are in charge of your provider's duties.

- Clearly explain what you want, and what it is that you expect. Open communication avoids lots of problems.
- Give clear instructions.
- Give training where needed.
- Encourage your employee to seek clarification if they are unsure of something that might be important to you.

Giving Praise

Give praise and correction when needed.

- When your Provider is working hard and doing a good job, praise is a good idea.
- Give praise to your Provider immediately when it is deserved.
- Example: "I liked the dinner you prepared today. It tasted really great!" It is important that both of you are pleased.

Offering Correction

Although it may be difficult to comment on performance, "be up front" and do this regularly.

- Discuss problems as they arise firmly and calmly.
- When making corrections, start by saying something positive, for example: "I am happy to see the bathroom so clean. But next time, could you please remember to rinse out the tub more thoroughly?"
- Blaming or humiliating your Provider will not help keep him/her working for you. If you find it difficult to correct your Provider, ask for help from a family member or friend, or from a Registry Specialist at the IHSS Public Authority.
- The Provider may be told several times of unacceptable behavior before being dismissed. If you dismiss someone whom you hired through the Registry, please call the Registry to tell them why, so that future problems can be avoided with the Provider.

SAMPLE JOB AGREEMENT

JOB AGREEMENT BETWEEN:

DATE:

Recipient:

Provider:

The Recipient and Provider agree to the following general principles.

The Recipient will:

- Supply enrollment forms and cooperate with the provider in completing the enrollment process.
- Sign the provider timesheet if it reflects the hours that were worked.
- Pay the share-of-cost on time, if applicable.
- Assign work on behalf of the recipient only.
- Give the worker advance notice when hours or duties change whenever possible.
- The recipient will not ask the provider to work extra or any unpaid time.
- If the recipient must cancel, he or she will notify the provider as soon as possible, and agree on a make-up time.
- Both the recipient and the provider will maintain confidentiality.

The Provider will:

- Come to work clean and sober.
- Not make personal or long distance phone calls.
- Not ask to borrow money, or for cash advance.
- Call the recipient as soon as possible if late, sick, or unable to work.
- Give the recipient two weeks notice before leaving the job whenever possible.
- Both the recipient and provider will maintain confidentiality.

Hourly Wage:

The hourly wage is: \$14.50 per hour, effective 1/1/21.

The provider will receive a timesheet from In-Home Supportive Services (IHSS) at their mailing address. The provider will fill out the timesheet to accurately reflect hours worked, and give it to the recipient for approval and signature. **If there is a problem with timesheets or checks, the provider should call the IHSS Payroll Department at: (209) 468-1706, and ask for "Payroll".**

Share-Of-Cost?

NO

YES, to be paid by the _____ day of the month, per

mutual agreement.

Figure 0.2

CLIENT NAME: _____
 WORKER NAME: _____

SAMPLE TASK SCHEDULE

In each corresponding box, write down the time the task must be completed, and add any special instructions.

TASKS	Mon	Tue	Wed	Thur	Fri	Sat	Sun	Special Instructions
DOMESTIC SERVICES								
General Cleaning								
Vacuuming								
Dusting								
Mopping								
Emptying Trash								
Meal Preparation								
Meal Clean-up								
Ironing/Laundry								
Making Beds								
Shopping								
Errands								
PERSONAL CARE								
Exercise								
Medicines								
Respiration								
Eating/Feeding								
Ambulating								
Bathing								
Dressing								
Grooming								
Oral Hygiene								
Bowel/Bladder								
Menstrual Care								
Lift/Transfer								
Rub Skin								
Re-positioning								
Sterile Procedure								
Wound Care								
Medical Appointment								
Protective Supervision								

Timesheets



- Review the hours worked before electronically or verbally approving the T/S
- Do not demand money or other things from the Provider in exchange for signing the timecard, or you could lose IHSS services.
- If you have multiple providers, you are responsible for assigning your hours amongst them without going over your allocated time.
- If you have questions about timesheets call a Registry Specialists immediately.

Electronic Timesheets

The Electronic Timesheet System allows IHSS and WPCS Providers to enter time worked and submit their timesheets online via tablet, smartphone, computer or laptop. Providers and Recipient(s) will both need to have a valid email address in order to enroll in the Electronic Timesheets System. If a Recipient does not have access to the internet they may opt to approve/reject timesheets via the Telephone Timesheet System (TTS).

The Electronic Timesheet System will allow Providers and Recipients the ability to do the following:

- .. Register and enroll to electronically submit and approve timesheets
- .. Enter time worked and submit timesheets
- .. Approve and/or reject electronically submitted timesheets
- .. View the previous 3 months of timesheet history
- .. Stop electronic timesheets

Above information is from CDSS ACL NO: 17-76

CDSS also has electronic timesheet training videos via their website
<http://www.cdss.ca.gov/inforesources/IHSS-Providers/Resources/Timesheet-Information>.

To Register for Electronic Timesheets, Go To:

<https://www.etimesheets.ihss.ca.gov>

Contact the Electronic Timesheet Help Desk if you need help at
1-866-376-7066, option 4

Timesheets



Time Entry: Daily Time Entry

Workweek 1	HOURS WORKED	
SUN 29 Jul	<input type="text" value="00"/>	<input type="text" value="00"/>
MON 30 Jul	<input type="text" value="00"/>	<input type="text" value="00"/>
TUE 31 Jul	<input type="text" value="10"/>	<input type="text" value="00"/>
WED 1 Aug	<input type="text" value="00"/>	<input type="text" value="00"/>
THU 2 Aug	<input type="text" value="00"/>	<input type="text" value="00"/>
FRI 3 Aug	<input type="text" value="00"/>	<input type="text" value="00"/>
SAT 4 Aug	<input type="text" value="00"/>	<input type="text" value="00"/>
<input type="button" value="Save"/>		WORKWEEK TOTAL: 10h 00m

Workweek 2
Workweek 3

To enroll in the Electronic Timesheet Portal (ESP) visit <https://www.etimesheets.ihss.ca.gov/login> . Make sure to have your case number available.

To register for Telephone Timesheets please call payroll at 209-468-1706 to get signed up.

Share of Cost

If you have a share of cost and have any questions, contact your assigned IHSS Social Worker.

Fraud



Fraud is when a provider knowingly makes, or causes to be made, any false or fraudulent claim for payment. Fraud is an intentional deception or misrepresentation made with the knowledge that the deception could result in an unauthorized benefit.

In-Home Supportive Services is a Medi-Cal program funded by federal, state, and county funds. Any false statement, claim, or concealment of information may be prosecuted under federal and state law. Some examples of fraudulent behaviors include but are not limited to:

- Knowingly submitting timesheets for hours not actually worked.
- Provider claiming hours for providing services that are not authorized by IHSS.
- Provider claiming hours for providing services when the recipient is hospitalized, on vacation, or otherwise not at home.
- Provider/recipient conspiring together to receive payment for services neither are eligible to receive.
- Forgery of signatures on the timesheet.
- Recipient signing blank timesheet.
- Provider or recipient misrepresents or exaggerates the level of need for IHSS.

- Provider falsely reports on-the-job injuries in an effort to collect Workers' Compensation
- benefits.
- Sub-Contracting (Submitting a timesheet as a provider, indicating YOU worked hours that you had not, then using those funds to pay a provider not enrolled to serve the recipient.)

San Joaquin County actively investigates fraudulent activity.

If you are convicted of fraud, you will not be able to be a paid care provider for 10 years.

For Your Safety

- Do not leave valuables lying around. Keep your jewelry, cash, checkbook and credit cards put away safely and securely.
- Ask for a receipt every time your Provider shops for you and check the change.
- Do not add your Provider's name to your savings, checking, charge account, Social Security (SSI) or any other documents.
- Keep an eye on things such as excess phone usage, medications and food items.
- Try not to get overly involved with your Provider's private life.
- Do not lend your Provider money, your car, household furnishings or clothing for any reason.

- If your Provider is abusing you - physically, sexually or emotionally- tell family and friends immediately and dial 911 or call the toll free **Adult Protective Services hotline 1-888-800-4800**.

DO NOT REMAIN IN AN ABUSIVE SITUATION!

Reporting a Complaint Against and Dismissing a Care Provider

Registry Complaints

Recipients may submit a complaint against their provider by calling a Registry Specialist. The Registry specialist will work with you and the provider to best resolve the situation.

Complaints should be specific and as detailed as possible.

Should you have a complaint with the registry staff, you may contact the Program Manager to discuss your concerns.

Should you request to make a formal complaint, a complaint form will be mailed to you and response will be provided within 30 days.

Dismissing a Care Provider

There are many reasons for letting someone go. It may be that you just do not feel comfortable with the person. They may be bossy, or just not doing what you both agreed upon. They may bring someone with them without permission. They may arrive late for work or miss days without letting you know. Other reasons for dismissal might include abuse of drugs or alcohol, excessive use of your telephone or taking items from your home.

Having someone with you when you are dismissing your employee may be helpful. Ask a family member or call a Registry Specialist to seek advice on how to proceed.

Ask if there are any of the Provider's personal belongings in your home. Be sure to get your house key at this time, if you gave one to the Provider. If possible, plan ahead for a replacement provider. Call the IHSS Public Authority at 1-800-491-1996 to request a list of providers if you do not have anyone who is able to replace them at this time.

Important Phone Numbers

**Homecare Provider Registry
1-800-491-1996**

**Adult Protective Services
1-888-800-4800**

**IHSS General Information
(209) 468-2202**

**IHSS Payroll
(209) 468-1706**

**SEIU Local 2015 at 1-855-810-2015
www.seiu2015.org**

**IHSS Public Authority
24 S. Hunter St Rm. 5
Stockton, CA 95202**