



December 2025

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Issue:**

Provider Pay Rate Increase

Good news providers! Effective 1/1/2026 the new provider pay rate will increase to \$18.97 per hour making the over time rate \$28.45 per hour.

PA Website Update

Recently our website added updated ESP videos! We hope you find them helpful and maybe they can answer questions you may have regarding ESP, timesheets and or EVV. Click [here](#) to access the videos.

Videos that were added:

- Registering for an ESP Account
- Overview of what you can do on the portal
- ESP financial setup and review
- Completing and submitting timesheets

W-2's

Providers, its almost that time for W-2's to be sent out. Please make sure your address is correct in the payroll system. If you need to update your address please do so via time-sheet [portal](#) or if you are unable to update via the portal please call payroll at 209-468-1119.



Registry Do's and Do not's

Recipients, kindly review the information below. If you have any questions please feel free to call our office at 1-800-491-1996



DO:

- Contact/interview as many providers as possible from the registry list.
- DO- Establish a set schedule. Make sure both parties understand the dates and times the provider needs to show up and that it aligns with the recipients allotted hours.
- Do- A reference check. Registry providers have gone through an application process involving, reference check and background check but we recommend you also check references.
- Call the Public Authority if you need to file a complaint against a Registry Provider (800)491-1996
- Complete necessary paperwork when you hire a provider.
- Do treat all providers with respect.
- Go over NOA to become familiar with authorized tasks and hours allotted.



DON'T:

- DO not- borrow money from a registry provider.
- DO not- act unprofessionally. We are not here to be friend's; boundaries should be made and kept.
- DO not- bend the rules in any capacity. Rules are there to protect both parties.
- DO not- Use timesheets as leverage. Even if you are upset with your provider, you are still required to pay them in a timely manner.
- Do not- take your time to leisurely hire your provider. You want to get linked ASAP.
- Do not share personal information/ important documents.



Back-Up Provider Registry (BUPS)

Program Information

Certain recipients are able to use the IHSS PA back-up system when they have an urgent need and/or would be at risk for out of home placement with out a provider. When we are notified that an IHSS recipient is in need of a back-up provider we will reference our back-up provider registry to find a match. If you were to accept this temporary position you would receive \$2 per hour increase in pay. Please keep in mind that workweek caps are still in place if you were to provide care for a client under BUPS. A staff member from the PA would reach out to coordinate.

Provider Requirements:

- Be listed on the IHSS PA Registry as “Active” or “Fully Employed”
- Have an active cell phone account.
- Similar experience or certification as a home health aid or as a Certified Nursing Assistant.
- Received additional information via telephone or in person, requirements to be a BUPs provider.
- Can not turn down more 3 requests from the PA within a one year period.
- ♦ Be able to respond to a recipient within a 2 hour period after acceptance of referral.

Program Sign-up

If you are a registry provider and are interested in being placed on the IHSS Public Authority Back-up Provider Registry or have questions please call or email Nicole; nlinsenbigler@sjgov.org /209-468-1747.

Staff Contact Information

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