



Public Authority

Care Communications

June 2025

Who to Call: IHSS, ESP, Public Authority or SEIU 2015?

QUESTION

DEPARTMENT

In This Issue:

Who to Call

Care Academy Classes

IHSS Sick Leave

Electronic Service Portal

Staff Contact Information

1. I do not have my first set of timesheets
2. I don't see my timesheets on the Electronic Service Portal
3. My check is late
4. I am a Provider and would like to sign up for direct deposit
5. I am a Provider and want to use my sick leave
6. I am a Provider or Recipient and forgot my password for electronic timesheets
7. I am a Provider or Recipient and need my TTS registration code
8. I need a new Provider
9. I want to apply for IHSS
10. I have questions about my Share of Cost (SOC)
11. I do not know who my Social Worker is
12. Why are dues taken from my check
13. I'm a Provider and need health insurance
14. I'm a Recipient and need more hours of care
15. I'm a Provider who was injured while working for a Recipient
16. I am a Provider or Recipient and would like training
17. I'm a Provider with questions about Medical or Dental Benefits
18. I need information about Unemployment/Disability Insurance
19. I suspect a Recipient is being abused
20. I need to enroll as an IHSS Provider for payroll
21. I'm a Provider and need a verification of employment

1. IHSS
2. Payroll
3. ESP
4. ESP or Public Authority
5. ESP or Public Authority
6. ESP Help Desk
7. Payroll
8. Public Authority
9. Referral for Services
10. IHSS Social Worker
11. IHSS
12. SEIU 2015
13. Health Care Trust
14. IHSS Social Worker
15. Payroll
16. Public Authority
17. Health Care Trust
18. EDD
19. Adult Protective Services
20. IHSS Social Worker
21. IHSS or ESP website



Phone numbers

Payroll	(209) 468-1119	Health Care Trust	1(800)824-3316
Public Authority.....	(800) 491-1996	EDD.....	1(800)300-5616
Referral for Service	(209) 468-1119	Adult Protective Services	(209)468-3780
IHSS Social Worker.....	(209) 468-1119	ESP Help Desk....	(866-376-7066)
SEIU 2015.....	(855) 810-2015	ESP... ..	www.etimesheets.IHSS.Ca.Gov
IHSS.....	(209) 468-1119		

Care Academy– Online Training Platform

The IHSS Public Authority currently offers FREE trainings online via Care Academy! Registration is **NOT** required, but if interested, call or email Nicole;

nlinsenbigler@sjgov.org / 209-468-1747 .

Registry providers, completed Care Academy classes may help you stand out during interviews!

Training Topics Include:

- *Basic Housekeeping Techniques.*
- *What does it mean to be a professional caregiver*
- *Overview of Nutrition and Food Prep*
- *Managing Job Related Stress*
- *Assisting with Elimination Needs*
- *Introduction to Dementia Care*
- *Managing a Clean and Healthy Environment (Infection Control)*
- *Safety Precautions and Fall Prevention (Part 1)*
- *Safety Precautions and Fall Prevention (Part 2)*
- *Overview of Transfers and Mobility Equipment*
- *Assisting with Personal Care Through ADLs*
- *Assisting with Independent Living Through IALDs*
- *PPE for Homecare*
- *Overview of Mental Illness Care*
- *Overview of Intellectual Disability Care*
- *Coping Skills for Caregivers*
- *Performing Basic First Aid during Medical Emergencies*
- *Emergency Planning and Response*
- *and MORE!*

Benefits include:

*Self-paced learning *Certificates available *Wide variety of classes *Access on your phone, tablet or computer

****Care Academy courses are NOT paid trainings****

IHSS Sick Leave

This is a friendly reminder that any unused sick leave time that has been accrued will expire on 6/30/2025 and re-set on 7/1/2025. Providers must meet [eligibility requirements](#) to receive and use sick time. Sick leave can be claimed either on the [ESP timesheet website](#) or by filling out and returning a SOC 2302 form.

Electronic Service Portal

Providers, did you know that you are able to access more than just your timesheets via the Electronic Service [Portal](#)?

- Claim sick leave
- EVV
- View past pay stubs
- Access W-2's
- Sign up for direct deposit
- Check on payment status
- Check on timesheet submission status
- Request a supplemental timesheet
- Generate a verification of employment
- Update address

Staff Contact Information

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