

# **In-Home Supportive Services Handbook**



## **Alameda County**



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# Introduction

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This handbook was created for you. We suggest that consumers and workers review and discuss this handbook together.

We sincerely hope this handbook will help you better understand how the IHSS program works, the responsibilities of the consumer and homecare worker, and the many resources available to you.

In partnership,

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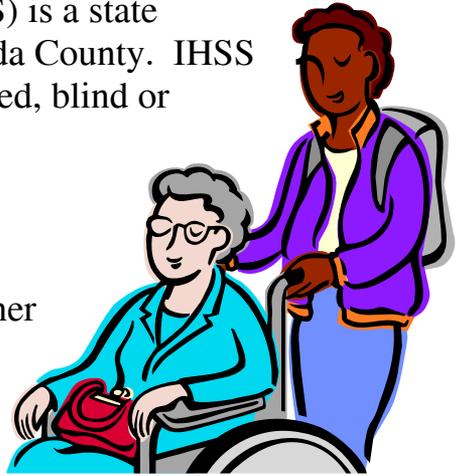
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# In-Home Supportive Services Description

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In-Home Support Services (IHSS) is a state program administered by Alameda County. IHSS provides assistance to eligible aged, blind or disabled individuals.

This assistance allows program participants to live safely and independently in their homes rather than living in institutions or nursing homes. The IHSS program supports this by paying a worker to provide domestic and/or personal care services.



An IHSS Social Worker approves the services based on the consumer's need. The consumer then selects and hires a worker to provide the services.

## ***Who's Who?***

### ***The "Consumer"***

*People who receive IHSS are called: recipient, client, employer, or consumer.*

### ***The "Homecare Worker"***

*People who provide assistance are called: provider, chore provider, personal assistant, attendant, employee, homecare worker, or worker.*

To apply for IHSS in Alameda County, call IHSS at (510) 577-1800 or go to [www.alamedasocialservices.org](http://www.alamedasocialservices.org).

# IHSS Services

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## Domestic Services

- Sweeping, vacuuming, washing and waxing floors
- Washing kitchen counters and sinks
- Cleaning the bathroom
- Storing food and supplies
- Taking out the garbage
- Dusting and picking up
- Cleaning the stove and oven
- Cleaning and defrosting the refrigerator
- Changing the bed



## Meals

- Menu planning
- Preparing, cooking and serving meals
- Washing, drying and putting away dishes



## Routine laundry

- Washing
- Mending
- Ironing
- Folding and storing clothes

## Grocery shopping and errands

- *Shopping and errands are limited to the nearest available stores or other facilities consistent with the IHSS consumer's cost, nutrition and cultural needs*
- *The worker is expected to shop without the consumer; extra time is not given for the consumer to shop with the worker*



# IHSS Services

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## Personal Care Services

- Dressing
- Routine baths, oral hygiene and grooming
- Bowel and bladder care
- Assistance with self-administering oxygen
- Assistance with feeding
- Care and assistance with prosthetic devices and medications
- Routine menstrual care
- Walking and assistance with repositioning
- Rubbing of skin to promote circulation



## Taking the consumer to medical and other appointments

- *Provider is not paid for being at appointment or for waiting for the consumer to complete the appointment*



## Protective Supervision

- *Only for mentally impaired persons who meet specific criteria*

## Paramedical Services

- Such as tube feeding, injections, wound care (*only when ordered by a licensed health care professional and administered under that professional's direction*).



## Heavy Cleaning

- *One-time only with IHSS Social Worker pre-approval*

# ***IHSS Does Not Pay For***

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- ⊗ *Gasoline, mileage, parking or public transportation costs*
- ⊗ *Routine gardening or other outdoor work*
- ⊗ *Pet care (feeding, cleaning up after, or exercising)*
- ⊗ *Moving furniture, boxes, etc.*
- ⊗ *Washing windows*
- ⊗ *Household chores for visitors or family members who are not IHSS consumers*
- ⊗ *Paying bills*
- ⊗ *Care when the consumer is in the hospital or nursing home*



# **IHSS Social Worker Responsibilities**

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- Receive applications and determine if individuals qualify for IHSS services
- Initial and yearly assessment/home-visit
- Approve services and monthly hours for services to consumers
- Reassessment of services and hours when requested because of change in consumers' functioning level or living situation
- Provide information and referrals to community resources

**To apply for In-Home Supportive Services,  
call (510) 577-1800 or go to  
[www.alamedasocialservices.org](http://www.alamedasocialservices.org).**

## Share of Cost

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- Consumers whose income is greater than the SSI benefit level may be required to pay a fee for their IHSS services. This is called the share of cost.
- The IHSS social worker will inform the consumer if they have a share of cost. Consumers must inform their worker.
- The State will mail a letter to the consumer and worker after each pay period showing the Share of Cost amount that was deducted from the worker's check.
- The consumer pays the share of cost monthly, from his/her own money, to the homecare worker.
- If the consumer does not pay the share of cost, he/she may be terminated from IHSS services. (The county **is not** responsible for ensuring that the consumer pay the share of cost.)

## Advance Pay

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- Some consumers receive funds each month to pay their homecare worker directly. This is called Advance Pay.
- Consumers must be authorized for at least 20 hours of personal care services to be considered for the Advance Pay program.
- Consumers and homecare workers must submit to payroll completed timesheets each month.

For more information on Advance Pay, consumers can contact their IHSS Social Worker.

# Appeals (Fair Hearing)

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Whenever the County makes any change in services, the consumer receives a Notice of Action letter at least 10 days before the effective date of the change.

If there is a disagreement about the change, whether it is a change in the hours, services or termination of service, we recommend that the consumer immediately:

- Contact the IHSS social worker to discuss any concerns with them.
- Contact the social worker's supervisor and discuss the situation with them.
- You have the right to appeal (request a fair hearing). The appeal procedure is on the back of the Notice of Action letter.



- ◆ If you request a fair hearing **before the change goes into effect**, you can ask that you continue to receive your current hours and services until the hearing is over.
- ◆ You must request a fair hearing **within 90 days** of the mailing date on the Notice of Action.

**To request a Fair Hearing**, the consumer can fill out the back of the *Notice of Action* form and send it to the address on the form, or call 1(800) 743-8525. For additional help contact your local Independent Living Centers or Protection and Advocacy, Inc.

# Hiring an IHSS Homecare Worker

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IHSS consumers are in charge of finding and selecting their homecare worker. We suggest consumers follow these steps when hiring:

- 1) **Search** for potential workers
  - 2) **Conduct a telephone interview** to talk about the job
  - 3) **Conduct a Face-to-Face interview** if the job and worker match. *If a face-to-face interview is arranged, make sure address and directions to the interview are clear.*
  - 4) **Check references** to learn about a worker's job history
  - 5) **Select** one or more workers and extend an offer of work
  - 6) **Hire** – complete a job agreement and fill out enrollment forms for each worker
- 
- 1) **Search** for potential workers by talking to family or friends for recommendations; advertise through local newspapers or websites, or by contacting the Public Authority Centralized Registry (**See p. 27**).
  - 2) **Conduct a telephone interview** - Talk about the job to see if the job and worker match. By the end of the phone interview the following items should be covered:
    - ✓ Days and times the worker is expected to work
    - ✓ What date the worker would begin to work
    - ✓ The total hours expected to work a month
    - ✓ What tasks the worker is expected to perform
    - ✓ “Make or break” issues regarding care, lifting, diet, allergies, worker needs to have a car, schedule, etc.



# Hiring an IHSS Homecare Worker

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**3) Conduct a Face-to-Face interview** - During the interview the worker and consumer should go over the same items as above in more detail. Workers should bring:

- ✓ References
- ✓ Picture identification and permission to work
- ✓ Any training certificates



It is against the law for consumers to ask workers questions regarding: race, ethnicity, children or religion. Interview questions should focus on worker's ability to do the job tasks required.

**4) Check references** - Consumers should check each of the worker's references. Consumers may ask about: the worker's dates of employment, type of work done, quality of work and what needed improvement.

**5) Selection** - Consumers should select workers that can meet the consumer's need for assistance and who are available when they need them

**6) Hire** – complete and submit IHSS Enrollment forms (**see p. 14**). We also recommend that you create a job agreement or contract that the consumer and worker both sign. The agreement should include:

- ✓ The tasks to be done, how often they should be done and any special instructions.
- ✓ Arrangements about pay (such as share of cost, expenses, shopping, driving, etc.)

# Worker Enrollment with IHSS

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**IHSS consumers** must enroll each new worker they hire before the worker will receive a timesheet or be paid.

**To request enrollment packets, consumers call  
IHSS Information at 510-577-1800**

*(see p. 43 for more details)*

**The Consumer and Worker** must complete and sign the forms together.

**Workers** must send a copy of their current picture identification and Social Security Card with the enrollment packet. *\*The name on the Social Security card and identification must match exactly. The Social Security card must be signed.*



**Completed forms** must be turned into payroll at:

**Alameda County Social Services Agency  
ATTN: IHSS Payroll  
6955 Foothill Blvd., 3<sup>rd</sup> Floor  
Oakland, CA 94605**

**Please note:** Incomplete enrollment packets will be returned to the consumer.

Payroll mails a **first timesheet** to the worker between 1 and 3 weeks from turning in a complete enrollment packet.

Did you know that the consumer can split his or her authorized hours among 2 or more homecare workers?

# Who is the Homecare Worker’s Employer?

Once enrolled with IHSS, the homecare worker has three “employers”, each with different roles and responsibilities.

 <p><b>The Consumer</b></p>	 <p><b>The State of California</b></p>	 <p><b>Public Authority</b></p>
<ul style="list-style-type: none"> <li>✓ Selects worker</li> <li>✓ Hires worker</li> <li>✓ Supervises worker</li> <li>✓ Fires worker</li> <li>✓ Verifies hours worked</li> <li>✓ Signs timesheets</li> <li>✓ Pays share of Cost (see p. 10)</li> <li>✓ Provides employment references</li> </ul>	<ul style="list-style-type: none"> <li>✓ Pays IHSS hours worked</li> <li>✓ Pays employer taxes</li> <li>✓ Provides Workers Compensation, Unemployment and Disability insurance to those qualified</li> </ul>	<ul style="list-style-type: none"> <li>✓ Negotiates wages and benefits for workers</li> <li>✓ Provides health and transportation benefits enrollment for eligible workers</li> <li>✓ Enters workers in transportation lottery</li> <li>✓ Provides training classes to eligible workers</li> </ul>

# First Days on the Job

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**What is the job?** Review the tasks to be done. If helpful, write the tasks down as a checklist. Clarify what jobs are done on what days.

**Clarify payment issues:** Have you completed a Chore Provider Enrollment Packet? Does the consumer have a Share of Cost (see p. 10)? How much will the worker be paid for mileage to transport the consumer?

**How will the job be done?** The consumer will need to find out what the worker already knows and what instructions the worker needs. Some consumers want things done in a very particular way. Others are flexible about how things can be done. Consumers should describe any equipment, supplies and cleaning products available and explain how to use them.

**Worker dress:** Workers should wear clean, comfortable clothing. Many consumers prefer that you do not wear a uniform, since that may be associated with hospital employees. Do not bring a large backpack, purse or other bag that might cause concern about possible theft.

**Paramedical assistance:** Request training from a health care professional for tasks such as monitoring or giving medications, injections, wound and catheter care. Make a list of any medications, including schedule and amount, if the worker will help with medications.



**Preparation for emergencies:** Post a list of phone numbers for doctors, clinics, therapists, social workers, relatives or friends to call in case of an emergency. Discuss how the worker should handle different emergencies.

# Time Sheets and Paychecks

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There are two **pay periods** each month:

1<sup>st</sup> -15<sup>th</sup>  
and  
16<sup>th</sup> – the last day of the month



Fill out timesheets with **blue or black ink**. Write clearly.

**Never use white out.** Cross out mistakes to make corrections. Both the consumer and worker should initial the change.

Use this conversion chart to **claim minutes worked**:

1- 6 minutes = .1	31-36 minutes = .6
7-12 minutes = .2	37-42 minutes = .7
13-18 minutes = .3	43-48 minutes = .8
19-24 minutes = .4	49-54 minutes = .9
25-30 minutes = .5	55-60 minutes = 1

**Timesheets must be signed and dated** by both the worker and the consumer, unless the consumer has an authorized representative.

**The consumer signature** on the timesheet confirms that the worker has completed the hours written on the timesheet. A consumer should not sign an inaccurate, incomplete or blank timesheet.

Workers should **claim only actual hours worked**. Claiming more hours is considered fraud.

Workers should not work or claim more than the authorized hours. They will **not be paid for working extra**.

# Time Sheets and Paychecks

Workers should not work extra hours in any month unless the consumer has ***already received an increase in hours.***

Workers **cannot claim hours** when the IHSS recipient is out of her or his home. Examples include a stay in a hospital or skilled nursing facility, board and care home, in jail/prison or travel out of state (unless travel was pre-approved by the social worker).

**Unused** hours each month don't carry over into the next month.

IHSS homecare worker **employment ends immediately** if the consumer dies.

If the worker is employed only part of a month (examples: worker hired mid-month, consumer hospitalized part of the month) the authorized hours may be **adjusted (pro-rated)** for the month. See below for an example of pro-rating hours for a consumer with 60 hours a month and out of home 10 days.

M	T	W	Th	F	S	Sun
1 2hrs	2 2hrs	3 2hrs	4 2hrs	5 2hrs	6 2hrs	7 2hrs
8 2hrs	9 2hrs	10 2hrs	11 2hrs	12 2hrs	13 2hrs	14 2hrs
15 2hrs	16 2hrs	17 2hrs	18 2hrs	19 2hrs	20 2hrs	21 2hrs
22 2hrs	23 2hrs	24 2hrs	25 2hrs	26 2hrs	27 2hrs	28 2hrs
29 2hrs	30 2hrs					

❶ Calculate hours per day. EX: 60 hours/30 days = 2 hours/day

❷ Count days consumer in the home. EX: 20 days

❸ Calculate pro-rated hours. EX: 20 days x 2 hours/day = 40 pro-rated hours for a 30 day month.

# Time Sheets and Paychecks

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Timesheets must be turned in after the last day worked in the pay period. Drop them off or mail to:

**Alameda County Social Services Agency**  
**ATTN: IHSS Payroll**  
**6955 Foothill Blvd., 3<sup>rd</sup> Floor**  
**Oakland, CA 94605**



Once timesheets are received the IHSS Payroll department enters payroll information into a computer system.

Payroll information is then sent to **The State of California**, which mails paychecks within 10 working days after payroll receives the timesheet.

**Direct Deposit** is available to IHSS homecare workers. With Direct Deposit, the IHSS payroll paycheck is deposited directly into the worker checking or savings account. To enroll in Direct Deposit, the worker fills out the Direct Deposit Enrollment/Change/Cancellation Form (SOC 829). For forms or information, call the Direct Deposit Help Desk toll free at (866) 376-7066.

**Replacement timesheets** can be requested from payroll.

Wait 5 working days before reporting a **late paycheck**.

If you received the paycheck and **lost** it, call immediately.

**IHSS Payroll**  
**(510) 577-1877**  
(see page 41 for payroll hours)

# **Income Tax Withholding (Forms W-4 & W-2)**

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- Workers who want Federal Income Tax (FIT) withheld from their pay must fill out a Form W-4 for each consumer.
- Payroll will not process incomplete or incorrect W-4 forms. Check your paystub to make sure taxes are taken out, or you may owe money when you file taxes.
- The state mails W-2 forms to workers each year before January 31<sup>st</sup>. Form W-2 is needed for Federal and State income tax purposes. Call payroll for a replacement Form W-2 if not received by February 15<sup>th</sup>.
- Many workers are eligible for Earned Income Tax Credit (EITC). EITC is a federal program that may provide a tax refund to the worker, even if the worker did not pay any taxes. Information about this credit is available from the IRS or in your tax form booklet.

## **IHSS Payroll Department Responsibilities**

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- Enroll new workers
- Terminate workers at consumers' request
- Mail initial and replacement timesheets
- Confirm worker's number of authorized hours
- Review and process timesheets
- Help with lost or late paychecks
- Process change of address
- Process Workers' Compensation claims
- Handle workers' employment and income verification (request at least 10 business days before needed)

# Worker Benefits

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## Worker's Compensation

Workers injured on the job or who become ill due to work may qualify. Call IHSS payroll at (510) 577-1877, to request a claim form. Call the State Compensation Insurance Fund at (951) 697-7300, to follow-up on the claim.



## State Unemployment Insurance Benefits (SUI)

Some workers are covered by unemployment insurance and may receive benefits when they are laid off. Contact the Employment Development Department for more information at 1(800) 300-5616.

## Social Security (FICA)\*

FICA is a tax deducted from each check. The State of California pays an employer matching contribution. The FICA tax money is placed in the Social Security Trust Fund, which provides retirement income, disability insurance, Medicare and benefits for survivors.

## State Disability Insurance Benefits (SDI) and Paid Family Leave (PFL)\*



Those unable to work due to disability, birth of a child or need to care for a disabled family member may qualify. For claim forms and information call the 1-800-480-3287 for State Disability Insurance and 1-877-238-4373 for Paid Family Leave or visit [www.edd.ca.gov](http://www.edd.ca.gov).

*\* Parent and spouse homecare workers do not have FICA, Medicare, or SDI deducted from their paycheck. They are not eligible for these benefits.*

# Worker Benefits (continued)

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## Health Benefits

The Public Authority determines eligibility and enrolls IHSS workers in a bundled medical, dental & vision plan.



As of September 2008, workers must be issued checks for (160) hours or more over (2) consecutive months in order to be covered initially. When you meet the eligibility, we'll contact you. To maintain coverage, workers must be issued checks for at least (80) hours each month on-going.

Once covered, homecare workers will have a \$20.00 or \$45.00 monthly premium deducted from their paycheck, depending on their choice of dental plans. Co-pays are additional. For information about enrollment or eligibility, call the Public Authority Health Benefits Hotline at 510-777-4201.

## Transportation Benefit



IHSS homecare workers can enter a quarterly lottery to win \$180 worth of Commuter Checks (used to purchase BART or AC Transit passes) or ARCO gasoline cards. For information contact the Public Authority at (510) 577-3552.

*\*Health and Transportation benefits are subject to change based upon the collective bargaining process between Alameda County Public Authority and SEIU – United Long Term Care Workers Union.*

## Vacation & Sick Leave

There is no earned overtime, sick leave, vacation, or holiday pay. Homecare workers are paid only for actual hours worked.

# Worker Representation

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IHSS in Alameda County is a “Union Shop.” This means that IHSS homecare workers are required to pay monthly dues and/or other fees to a selected union.

## SEIU – United Long Term Care Workers Union 6434



SEIU 6434 negotiates with Alameda County for higher wages and improved benefits for workers. They provide assistance with IHSS provider enrollment forms, problems with timesheets and late paychecks. Through their union, IHSS homecare workers have a voice about their job. You can contact the union to get involved.

- Call SEIU at **1-888-373-3018** or go to **[www.seiu-ultcw.org](http://www.seiu-ultcw.org)** for more information.
- Contact the Homecare Worker Training Center at **1-866-888-8213** for information on training opportunities.

*\*The Union and Public Authority have agreed that “no-strike; no lock out” rules apply to IHSS Homecare workers in Alameda County.*

# Homecare Worker Responsibilities

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- Be sure consumer has enrolled you as the homecare worker (Enrollment packet forms CP-6 and SOC 426).
- Follow the consumer's directions regarding work schedule and task completion.
- Provide reliable, safe, quality services.
- Perform services that are approved by IHSS. IHSS Notice of Action letter mailed to the consumer explains the services.
- Show up on time, or inform the consumer in advance if you will be late for work.
- Keep a record of hours scheduled and hours worked each day.
- Submit a completed, signed timesheet to IHSS payroll after hours and tasks are completed.
- Notify payroll within 10 days of change in worker's personal information or if the worker's job as an IHSS worker ends.
- Inform the IHSS Social Worker of significant changes in the consumer's condition.
- Report suspected abuse of an IHSS consumer to Adult Protective Services (See p. 37).
- Respect the confidentiality of consumers (See p.36).
- Respect diversity, age and disability differences between people.



# Consumer Responsibilities

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- Find, hire, train, supervise and terminate your homecare worker(s).
- Fill out and send enrollment packet (forms CP-3 and SOC 426) to IHSS Payroll when hiring new worker(s).
- Make a work schedule for your worker(s).



- Inform worker(s) of IHSS approved tasks, how to do them, and authorized hours available.
- Keep a record each day of hours scheduled and hours worked.
- Provide safe and healthy working conditions for the worker.
- Request an IHSS reassessment of hours if your functioning level or living situation changes.
- Be available to meet yearly with your Social Worker to complete a re-assessment for services.
- Immediately inform your IHSS social worker of any change in your case such as: your address, phone number, number of people living in your home, or if you are hospitalized.
- Do not discriminate on the basis of race, religion, gender, age or disability when hiring.
- Sign the timesheet for all hours worked.
- Pay share-of-cost if applicable.



The Public Authority (PA) works to make the IHSS program in Alameda County work better for consumers and workers. We are a separate agency from the County IHSS program. The PA provides the following:

## For Consumers

- ❖ IHSS & private pay registries linking consumers to pre-screened homecare workers (see page 27)
- ❖ **Rapid Response** emergency worker replacement service (see page 30)
- ❖ A voice in suggesting improvements to IHSS services through our **Advisory Board** (see page 30)

## For Homecare workers

- IHSS & private pay registries (see page 27)
- Training and education (see page 31)
- Medical benefits enrollment (medical, dental and vision) (see page 22)
- Transportation benefits (commuter checks and gas cards) (see page 22)

**Public Authority**  
**510-577-3552**



*Enhancing personal  
assistant services to  
support independent  
living since 1993*

# Centralized Registry



The Public Authority operates a Centralized Registry that connects consumers and workers.

The Public Authority works with local disability and aging agencies to provide this service.

**Consumer and worker information is shared among all registry sites.**

The Registry:

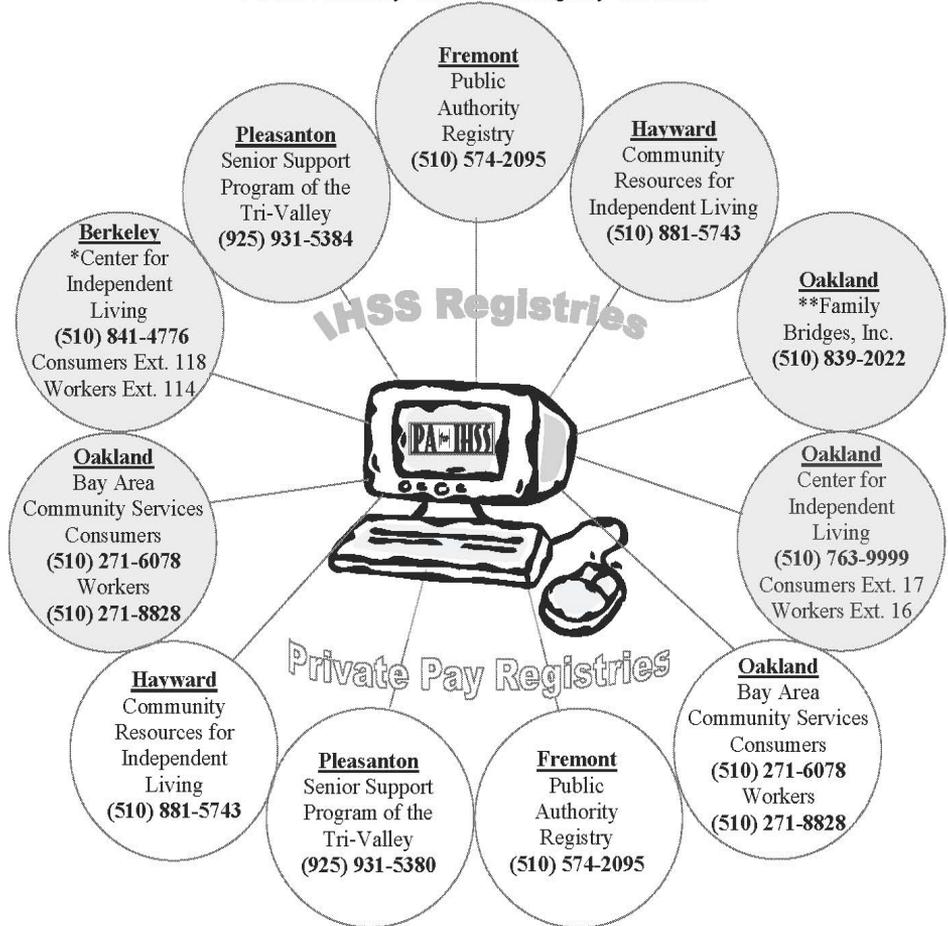
- Is a computer database (list) of IHSS homecare workers.
- Provides IHSS consumers referral lists of the names and phone numbers of workers that match their needs and preferences.
- Provides orientation to IHSS homecare workers listed on the Registry.
- Screens and interviews IHSS homecare workers on the Registry.
- Checks references of IHSS homecare workers on the Registry.
- Provides assistance and training to consumers and homecare workers.
- Provides similar registry services for consumers who pay out of pocket for services (private pay registries).



# Consumers: Need a Homecare Worker?

To request a list of homecare workers call one of these registry sites (also listed on page 40):

Public Authority Centralized Registry Providers



*\*Service available in English and Spanish \*\* Service available in English and Chinese*

A Registry Coordinator will ask about the consumer's needs and preferences for a homecare worker. The Registry then mails a list of workers to the consumer.

# Hiring a Worker



When the consumer gets a list of available homecare workers from the Registry, they can call them to find out if they are available for work. Although the Registry has reviewed the workers' employment background and checked references, we strongly recommend that you interview the worker and speak with their references.

**IMPORTANT NOTE:** The consumer is responsible for hiring, enrolling, training, supervising and firing (if necessary) the worker that they select to provide services.



## Workers: Need a Job?

If you want to work as an IHSS or private pay homecare worker, being listed on the Registry may help you connect with consumers looking for a new worker.

Once you are accepted onto the registry, consumers who want to hire a homecare worker can get your name from the Registry. It is then the responsibility of the consumer to call, interview, select, hire, pay and supervise the worker. The Registry does not schedule or conduct interviews for consumers.

**I want work as an IHSS homecare worker – How do I join the Registry?** The first step is to attend an orientation. At the orientation you will learn the basics about homecare work, the Registry and IHSS. Attending an orientation is the only way to get a Registry application. Call **510-577-5694** to find out where and when the next orientations will be held.

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## Emergency Worker Replacement Program

IHSS consumers can get a replacement homecare worker on short notice or in an emergency.

- ◆ The consumer must have an urgent need that cannot wait until their regular worker comes to work.
- ◆ Nightingale Nursing provides this service 24 hours a day, 7 days a week.
- ◆ There is no cost to the IHSS Consumer. However, the hours used are deducted from the Consumer's total IHSS hours for each month.
- ◆ Consumers can call (510) 357-4222 to request ***Rapid Response***.

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## Public Authority Advisory Board

### Do you want your voice heard on IHSS matters?

Attend Public Authority *Advisory Board* meetings!

The board makes recommendations to IHSS and the County Board of Supervisors on issues relating to the IHSS Program.

Join other consumers, homecare workers and agency representatives at our monthly board meeting.

WHEN: 1<sup>st</sup> Thursday of the month (except August)

WHERE: 6955 Foothill Blvd., 3<sup>rd</sup> Floor, Oakland, CA

TIME: 1:30 – 3:30 pm

CALL: 510-577-3552 for information

WEBSITE: [www.ac-pa4ihss.org](http://www.ac-pa4ihss.org)

*\*Meetings dates and times subject to change*



The Public Authority offers the following training:

## Navigating IHSS & the Centralized Registry

- "IHSS BASICS" workshop
- Registry orientations



## General Skills Training for Workers

- CPR & First Aid and Health & Safety
- Nutrition, Alzheimer's, Body Mechanics, Transfers, and more!
- Homecare Worker Class (offered through local adult schools)

## Education and information for Consumers

- "A Consumer Guide to IHSS" handbook, video & DVD
- Classes by phone and workshops covering homecare worker management, all about IHSS and preparing for IHSS assessments



### **FREE Fact Sheets Available!**

- Go to: [www.ac-pa4ihss.org](http://www.ac-pa4ihss.org)
- In the lobby of Adult & Aging Services at 6955 Foothill Blvd., 3<sup>rd</sup> Floor, Oakland

**English isn't your first language?** We provide translated handouts and interpretation services at many workshops.

For more information or to sign up for the training mailing list:

- Call 510-577-4202
- Fill out response card in *For Those Who Care*

**Note: SEIU-LTCW Union** also offers training for IHSS workers. Call 1-866-888-8213 for more information.

# Helpful Tips and Hints

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## For Consumers:

- Create a job agreement based on the consumer's Notice of Action letter from the IHSS social worker.
- Be respectful of the worker and appreciate the work done.
- Take care not to share confidential information with your worker (unless absolutely necessary).
- When your homecare worker shops alone, make a clear shopping list and write down the amount of money you give them. Ask for a receipt and any change when the worker returns.



- It is best to give at least two week's notice, when reasonable, if you plan to let your worker go.

## For Homecare Workers:

- The consumer is your boss. Follow his/her directions unless the requests are outside of IHSS approved tasks or could be dangerous.
- Do not bring friends or family members to work with you unless previously agreed upon with the consumer.
- When assisting a person with vision, memory or mental disability, always put things back in their place so the consumer can find them again.
- It is best to give at least two week's notice if you plan to leave your job.

# More Helpful Tips and Hints

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## For consumers & workers:

- It is recommended that you do not loan or borrow money from the consumer or the worker.
- Clear, open and honest communication is important. Ask questions in order to avoid any misunderstandings.

## Transportation Tips:

- Remember: IHSS does not pay for gas, mileage or public transportation costs.
- However, the worker may ask the consumer to pay for gas or mileage. If the consumer agrees:
  - Set a clear rate. For example pay per mile at the IRS rate (currently \$.585 per mile)
  - Only pay mileage for work-related tasks, such as shopping or accompaniment to doctors appointments. Do not pay for getting to and from work.
- Workers driving consumers should have a valid driver's license.
- The vehicle that the worker drives should be insured with liability and collision coverage.



# Accident Prevention and Health & Safety

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## Prevent Accidents & Injuries

- **The Right Tool for the Job** – use mops, carts with wheels for carrying heavy objects, stepstools, transfer chairs, shower chairs and bars, etc. when doing homecare work.
- **Use Good Body Mechanics** – avoid back and other injuries by correctly using and positioning your body.
  - ☑ Don't lift anything you think is too heavy for you
  - ☑ Don't twist when lifting; move your feet to turn
  - ☑ Bend your knees, not your back
  - ☑ Bring the weight close to your body
- **Prevent Falls** - keep walkways clear of clutter, loose rugs, spilled water, electrical cords.
- **Take Classes on Health & Safety** – see p. 31 on training and education.

## Use Universal Precautions

Avoid spreading illness and disease.



★ **Wash hands frequently** with soap and running water. Wash when arriving or leaving work, before handling food, after using/cleaning the bathroom or assisting with personal care.



- ★ **Wear gloves** if you may have contact with blood or other body fluids.
- ★ **Use mild bleach solution** (ten parts water to one part bleach) to clean up blood or other body fluids.

# Accident Prevention and Health & Safety

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## Universal Precautions continued

- ★ **Avoid handling sharp objects** that might have come in contact with blood or body fluids. Use heavy plastic containers for storing needles and other sharp objects.
- ★ **Get a Hepatitis B Vaccine** – call your primary care physician or search for a free vaccine clinic in your area.

## Emergency Preparedness



- ❖ Discuss a plan for handling emergencies
- ❖ Keep a list of consumer's medications and emergency phone numbers
- ❖ Prepare an emergency kit



## On the Job Injuries

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If you are hurt on the job, seek emergency medical attention needed. Then make a report to the IHSS Payroll Department at (510) 577-1877.



Payroll will complete the employer's section of the claim form, and the injured worker must fill out the employee section. This form is then submitted to Sate Compensation Insurance Fund (SCIF) the claims administrator. Call 1-951-697-7300 for information on a submitted claim.

# Legal Matters to Think About

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## Privacy and Confidentiality

Homecare workers should not discuss the names, identity or health information or personal business of the consumers for whom they work with anyone. Most of this information is illegal to share under HIPPA and confidentiality laws.

Any problems or concerns about consumers should be brought to the attention of the social worker, the Registry that connected them to the consumer, or Adult Protective Services (APS) when necessary.



## Legal and Financial Affairs

Unless the worker is a relative or a close friend, it is recommended that the worker NOT be involved in the consumer's legal and financial affairs, such as power of attorney, a will, a living will, or a loan. Only information needed in case of an emergency should be shared.

## Driving and Auto Insurance

Workers driving on the job must have a valid and current driver's license. Workers driving their own car must have auto insurance. If a worker drives the consumer's car make sure it is in good working condition and that the worker is covered under the insurance.



Remember, IHSS does not cover transportation expenses like gas, mileage, or parking. The consumer and worker should work out in advance how the consumer will pay for such costs if provided.

# Abuse

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Abusing a child, dependent adult or elderly person is a crime. As a homecare worker you are **required to report** the suspected abuse of any person for whom you provide care.

Criminal abuse of elderly and dependent adults includes:

- Financial misuse or theft
- Physical or sexual mistreatment
- Assault or battery
- Neglect or self-neglect
- Intimidation
- Cruel punishment
- Abandonment
- Social isolation
- Unreasonable physical restraint
- Any treatment causing physical or mental pain or suffering
- Prolonged deprivation of food, water or medical treatment

**To Report Abuse  
CALL  
1-866-Call-APS  
[1-866-225-5277]**



**24 hours a day  
7 days a week**

Abuse of children includes physical injury, neglect, cruel or excessive punishment, sexual misuse, assault and exploitation.

**Homecare  
Workers  
MUST  
REPORT  
ABUSE**



**All reports are  
confidential.**

## Mandated Reporting

Homecare workers are mandated reporters of elder/disabled abuse. If you observe or suspect an IHSS consumer is being abused, you are required by law to inform/report the situation immediately to Adult Protective Services. Failure to report

suspected abuse is a misdemeanor.

# Fraud

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Welfare fraud is a crime against the most vulnerable in our society. Some examples of welfare fraud include:

- ★ Splitting the IHSS paycheck between homecare worker and consumer
- ★ Falsifying timesheets (signing timesheets for more hours than worked)
- ★ Paying or requesting more than the IHSS hourly rate
- ★ Dishonesty about completion of job duties
- ★ Use of IHSS hours for unauthorized tasks
- ★ Reporting hours worked while consumer is hospitalized or in rehabilitation.

## To Report Welfare Fraud

- **Call** 1-888-991-8477 or 510-615-5300
- Submit an anonymous **online form** at [www.alamedasocialservices.org](http://www.alamedasocialservices.org)
- Or **write** to:

Alameda County Social Services Agency  
Welfare Fraud Prevention Division  
7751 Edgewater Drive, Oakland, CA 94621-3013



# Important Phone Numbers

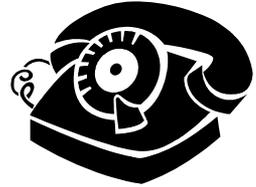
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## Adult & Aging Services (including IHSS)

**IHSS Consumer (Client) Information and IHSS Intake**  
(510) 577-1800

**IHSS Payroll Information Services**  
(510) 577-1877

**Adult Protective Services**  
(866) 225-5277 or 1-800-CallAPS



## The Public Authority

**The Public Authority for IHSS in Alameda County**  
(510) 577-3552

**Health Benefits Eligibility** for homecare workers  
(510) 777-4201

**Rapid Response** emergency worker replacement  
(510) 357-4222

**Centralized Registry** – finding work with IHSS  
(510) 577-5694

## Other Important Numbers

**Union** (ULTCW 6434)  
1-888-373-3018

**Labor Commission** (disputes with consumer as employer)  
(510) 622-3273

**Social Services Directory** (find name and number of social worker) (510) 268-2002

**Adult and Aging Information and Assistance**  
(800) 510-1212

# Registry Phone Numbers

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## **FREMONT**

**Public Authority Registry in Fremont**  
IHSS & Private Pay 510-574-2095

## **PLEASANTON**

**Senior Support Program of the Tri-Valley**  
IHSS 925-931-5384 and Private Pay 925-931-5380

## **BERKELEY**

**Center for Independent Living (CIL)**  
(service also available in Spanish)  
IHSS 510-841-4776 ext 118 (consumers)  
ext 114 (workers)  
and TDD 510-848-3101

## **HAYWARD**

**Community Resources for Independent Living (CRIL)** (service also available in Spanish)  
IHSS & Private Pay 510-881-5743  
and TDD 510-881-0218

## **OAKLAND**

**Center for Independent Living (CIL)**  
IHSS 510-763-9999 ext 17 (consumers)  
ext 18 (workers)  
and TDD 510-444-1837

### **Family Bridges Inc.**

(service also available in Cantonese & Mandarin)  
IHSS 510-839-2022

### **Bay Area Community Services**

IHSS & Private Pay 510-271-6078 (consumers)  
510-271-8828 (workers)

# Questions? How to contact IHSS

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## CALL

**Workers call Payroll** at 510-577-1877.

**Consumers call IHSS** at 510-577-1800.

**Automated phone system hours:** Monday to Friday, 7:00 AM – 7:00 PM



## VISIT IHSS offices at:

Eastmont Town Center  
6955 Foothill Blvd., 3<sup>rd</sup> Floor  
Oakland, CA 94605

Monday through Friday

8:30 AM to 12:00 NOON *and* 1:00 – 5:00 PM



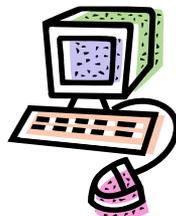
**Payroll Hours:** Monday through Friday, 9:00 – 11:30 AM or 1:00 – 4:00 PM. (*NOTE:* Payroll is closed in the afternoon the first five business days after the first of the month and the first 5 business days after the 15<sup>th</sup> of the month.)

## INTERNET

<https://alamedasocialservices.org>

Select “Eligibility Programs Website” on the side menu, or search keywords:

Alameda, IHSS, interactive.



**Internet hours:** Monday to Friday from 7:00 AM – 7:00 PM.

***Frequent WORKER Questions.....call 510-577-1877***

***For IHSS worker payroll information***

- How many hours am I authorized to work?
- Was my timesheet received?
- How many hours were worked?
- Was my paycheck mailed and/or cashed?
- How much was my check?

- 1) Choose your language preference
- 2) Enter your social security number
- 3) Enter the consumer case number beginning with “01” located on the worker’s pay stub.
- 4) Listen to the pre recorded message

***For additional IHSS worker payroll assistance***

Request a duplicate timesheet	Press 1*
Request written verification of employment or income	Press 2
To request a duplicate W-2 form for the prior year	Press 3
To request an amended W-2 form	Press 4
To request a new W-4 form	Press 5
For information on how to change your address	Press 6
<b><i>Haven’t received your direct deposit? call 1-866-376-7066</i></b>	
If you have not received a paycheck that was issued more than 7 business days ago	Press 0*
To enter another recipient number	Press 7
Repeat the information	Press 8
Return to previous menu	Press 9
<b><i>*See recipient alphabet on CONSUMER page 43 ➔</i></b>	

IS YOUR QUESTION STILL NOT ANSWERED?

HAVE TO LEAVE A MESSAGE?

Be sure to leave your full name, social security number, your phone number and a description of the problem – including pay periods.

**Frequent CONSUMER Questions call 510-577-1800**

**For general information or to apply for IHSS**

**Option 1**

**For specific information on your IHSS case**

- What is the status of my case?
- What's my share of cost, if any?
- What are my monthly authorized hours?
- What is the date of my next assessment?
- What is my social worker's name and phone number?

- 1) Choose your language preference**
- 2) Option 2**  
\*You need your social security number

**For more detailed information**

**How many authorized hours do each of my providers have?**

**Choose Option 1**

**I want to request an enrollment packet for a new worker.**

**Choose Option 2**

**If the Recipient's last name starts with letters:**

<b>A-G Press # 1</b>	<b>H-N Press # 2</b>	<b>O-U Press # 3</b>	<b>V-Z Press # 4</b>
Then for letter	Then for letter	Then for letter	Then for letter
<b>A- Press 1</b>	<b>H- Press 1</b>	<b>O- Press 1</b>	<b>V- Press 1</b>
<b>B -Press 2</b>	<b>I -Press 2</b>	<b>P -Press 2</b>	<b>W -Press 2</b>
<b>C -Press 3</b>	<b>J -Press 3</b>	<b>Q -Press 3</b>	<b>X -Press 3</b>
<b>D -Press 4</b>	<b>K -Press 4</b>	<b>R -Press 4</b>	<b>Y -Press 4</b>
<b>E -Press 5</b>	<b>L -Press 5</b>	<b>S -Press 5</b>	<b>Z -Press 5</b>
<b>F -Press 6</b>	<b>M -Press 6</b>	<b>T -Press 6</b>	
<b>G -Press 7</b>		<b>U -Press 7</b>	

**IS YOUR QUESTION STILL NOT ANSWERED?**

**HAVE TO LEAVE A MESSAGE?**

Phone messages are returned only if payroll needs more information to assist you. Calls are not returned to give information available through the automated system.

# Free Factsheets

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**Need more information?** The following fact sheets are available in English, Chinese and Spanish at the IHSS offices, 6955 Foothill Blvd., 3<sup>rd</sup> Floor, Oakland, CA and on the Public Authority for IHSS website: [www.ac-pa4ihss.org](http://www.ac-pa4ihss.org)

- ☑ Applying for IHSS
- ☑ Sample Job Agreement
- ☑ Share of Cost
- ☑ Interviewing for Homecare Work
- ☑ Phone interview Cheat Sheet
- ☑ IHSS homecare Worker Enrollment
- ☑ Paycheck Explanation
- ☑ Consumer & Workers' Rights
- ☑ Criminal Background Checks
- ☑ Workers' Compensation Benefit
- ☑ Employee Benefits – SDI, DI and PFL
- ☑ Consumer Self-Assessment of Needs
- ☑ Effective Communication
- ☑ Negotiating Solutions to Workplace Problems
- ☑ Protection from Infectious Diseases
- ☑ Body Mechanics and Safe Transfers

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