



IHSS PUBLIC AUTHORITY

QUALITY SERVICE = QUALITY CARE

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WELCOME TO THE FIRST PA NEWSLETTER

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The IHSS Public Authority was created in July 2001 to assist the elderly and people with disabilities (Consumers) to remain safely in their homes for as long as possible. Although we are not a County agency, we work very closely with the County's In Home Supportive Services (IHSS) to assist Consumers and Individual Providers (Caregivers) in San Diego County.



Our Registry department recruits, screens, & trains Individual Providers (IPs) and assists Consumers in hiring those IPs who best meet their needs.

Our Payroll Team processes the IHSS Individual Providers' timesheets and sends the information to Sacramento where paychecks are printed and mailed to the Providers' homes.

Our Health Benefits Team administers benefits to eligible Providers and our Customer Service Team is always available to assist with any questions or concerns.

Our employees are dedicated to providing the best service possible to IHSS Consumers and Providers. We welcome you to the first Public Authority Newsletter!

NATIONAL CAREGIVERS MONTH

Remember: November is National Caregivers Month!! It is a time to recognize and appreciate all of the hard work and dedication that so many Individual Providers perform as caregivers---whether for family members or non-related Consumers. To honor IHSS Individual Providers

in San Diego County, the Public Authority hosted its annual IP Recognition event November 17th.

If you are an Individual Provider, we say "Thank You!" Your valuable work with IHSS Consumers deserves recognition every day!

NOTES FROM THE EXECUTIVE DIRECTOR

The Public Authority plays an important role in helping to train and assist the Individual Providers and Consumers who utilize our services.

We currently offer a monthly Provider orientation which is described below. During visits to Consumers homes, the Registry also provides training regarding various aspects of being a good employer and program participant, such as hiring, supervising, & communicating with caregivers.



Albert "Bud" Sayles
Executive Director
Public Authority

In the upcoming months, the Registry will begin offering a new series of trainings through the National Caregiver Training Program. Topics in this series will include: safe wheelchair use, medications, caregiver wellness, vital signs, fire safety, and fall prevention.

Please see our website, www.sdihsspa.com and click on the training button for more information.

REGISTRY TRAINING

In order to join the Public Authority's Provider Registry, interested applicants must attend the Registry Provider Orientation. Although this is required for Registry Providers, this training is also available for Non-Registry IHSS Providers and is free of charge.

Home Supportive Services (IHSS)

- Personal Care services
- Frequently Asked Payroll Questions
- Infection Control
- A presentation from the United Domestic Workers of America (UDWA)

In addition, an Individual Provider handbook is given to each participant.

If you are interested in signing up for the Provider Orientation or would like more information on how to join our Registry (especially those who live in the North County area) please contact us at 1-866-351-7722. Thank you and we look forward to seeing you at an upcoming orientation!

The Provider Orientation takes place at locations throughout San Diego County and is 3 1/2 hours long. Topics include:

- An Application Workshop for those individuals interested in signing up for the Registry
- An overview of Public Authority & In



FREQUENTLY ASKED PAYROLL QUESTIONS

The Public Authority is responsible for timesheet processing and customer service. Below are some frequently asked questions...

1) What do I do if I lost or accidentally destroyed my check?

Wait seven days and then call Customer Service to request a Stop Payment Form by mail or come by the Public Authority office to complete the form. A replacement check will be issued in 4-6 weeks. If the missing check is found or received AFTER a Stop Payment Form is submitted, DO NOT CASH. The check has been voided.

2) What do I do if my check is stolen?

A Stop Payment Form can be submitted, see #1 above. Also, you may chose to file a police report.

3) How do I request a change of address?

- If you have a timesheet, complete the address change on the back of it and check the Address Change verification box on the front of the timesheet.
- If you do not have a timesheet, please call the Public Authority

to request a Change of Address form. You can fax the Address Change form or bring the form to the Public Authority office. You must have a picture ID.

4) I need a replacement timesheet. What do I do?

Call the Public Authority Customer Service Department at 1-866-351-7722.

5) Can I request Direct Deposit?

YES. Direct Deposit requests are handled by the State, in Sacramento. For all questions regarding Direct Deposit call: 1-866-376-7066.

If you have any other questions or concerns regarding your timesheet or paycheck please call the Customer Service Toll Free Number 1-866-351-7722.



PREGUNTAS MAS FRECUENTES

Es responsabilidad de Public Authority el procesamiento de las hojas de tiempo y del servicio al cliente del Departamento de Nomina. Abajo están algunas de las preguntas mas frecuentes.

1) ¿Que hago si pierdo o accidentalmente destruyo mi cheque de pago?

Espera siete días antes de llamar al Departamento de Servicio al Cliente para solicitar una forma llamada "Stop Payment Form" la cual puede ser enviada a su domicilio o visite nuestras oficinas para llenar dicha forma. El cheque de pago de reemplazo será expedido dentro de 4 a 6 semanas. Si el cheque perdido es encontrado o recibido DESPUES que usted entregó un "Stop Payment Form", **NO LO CAMBIE**, esta cancelado.

2) ¿Que hago si me roban el cheque?

Puede llenar una forma "Stop Payment Form", vea el # 1 en la parte de arriba. Además podría elegir llenar un reporte con la Policía.

3) ¿Como solicito un cambio de dirección?

- Si usted tiene una hoja de tiempo, marque en la parte del frente debajo de su nombre en la cajita

de verificación de cambio de dirección y escriba su nueva dirección en la parte de atrás de la hoja de tiempo.

- Si **no** tiene una hoja de tiempo, favor de contactar a Public Authority y solicitar una forma de cambio de dirección. Usted puede enviarla la forma por fax o traerla a nuestras oficinas de Public Authority. Debe de traer una identificación con foto.

4) Necesito una hoja de tiempo de reemplazo. ¿Que hago?

Llame al Departamento de Servicio al Cliente de Public Authority: 1-866-351-7722.

5) ¿Puedo solicitar Deposito Directo?

SI. La solicitud de Deposito Directo es manejada por el Estado, en Sacramento. Sus preguntas acerca del Deposito Directo hágalas al 1-866-376-7066.


Si usted tiene otras preguntas o preocupaciones acerca de su hoja de tiempo o cheque de pago favor de llamar al número gratuito de Servicio al Cliente: 1-866-351-7722.





TIMESHEET TIPS


Recipient Address Change Cliente/Cambio de Direccion		Provider Address Change Proveedor/Cambio de Direccion														
Authorized Hours Horas Autorizadas																
Recipient Number 37-11111111 Doe John 1010 W. 1st St San Diego CA 91950	Provider Number 222222 Doe Jane 2020 S. 1st ST San Diego CA 91950															
Address Change Yes <input type="checkbox"/>	Address Change Yes <input type="checkbox"/>															
Sign, Date and Mail Timesheet After All Work Completed In Pay Period.																
You Are Authorized 80 Hours For The Month Of May 2001																
Day of Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	Total
Hours Worked																
Share of Cost	Other Liability	Provider Overpayment														
SW NO. SS99 DO. 88	37-111111 Recipient Signature															
County of San Diego	X															
780 Bay Blvd STE 200	222222 Provider Signature															
Chula Vista, CA 91910-5260	X															
Daily Hours Worked Horas Trabajadas al Dia				Total Hours Worked Total de Horas trabajadas				Recipient Signature Firma del Cliente				Provider Signature Firma del Proveedor				


DON'T
NO DEBE :

 Cut off the top portion of your timesheet.
No cortar la parte de arriba de su hoja de tiempo


 Try to erase and write over on your timesheet.
Intentar borrar o sobrescribir en su hoja


 Cross-out or write over on timesheet.
Tachar o sobrescribir en su hoja


 Use pencil on your timesheet.
Usar lapiz al llenar su hoja


 Use White out on your timesheet
Usar corrector

DO
DEBE DE:

 Use a pen (Blue or Black Ink)
Usar pluma (Tinta Azul o Negro)

 Use a calculator to figure worked hours.
Usar calculadora para calcular sus horas tarbajadas.

 Include Provider and Recipient signature.
Incluir las firmas de proveedor y Recipiente

 Remember to stop and carefully look over your timesheet before mailing it in.
Favor de revisar cuidadosamente su hoja de tiempo antes de enviarla

5 EASY STEPS TO JOIN THE REGISTRY

1. Call 1-866-351-7722 on the 3rd Thursday of the Month and request to be signed-up for the Registry Application Workshop/Provider Orientation.

***Please note, spaces are limited and are granted on a "first come, first served basis".*

2. Attend the Application Workshop/Provider Orientation, at which time you will complete an application and be fingerprinted for the Department of Justice (DOJ) Criminal Background Check.
3. Once you have passed the DOJ Criminal Background Check, Registry staff will verify your references.
4. After staff has verified that you have positive references, you may be added to the Public Authority Registry.
5. Once you have been added to the Registry, you will receive a Welcome Letter and your name will be added to Provider Lists that are sent to Consumers.

AREAS PROVIDERS ARE CURRENTLY NEEDED...

- North Coastal
- North Inland
- North Central
- Central San Diego

5 SENCILLOS PASOS PARA PERTENECER AL REGISTRO



1. Llamar al 1-866-351-7722 el 3er jueves del mes y pedir ser apuntado para el taller de la Solicitud del Registro.

***Favor de tomar nota, los espacios son limitados y son otorgados en el orden en que las llamadas son recibidas.*

2. Asistir al Taller de la Solicitud del Registro, en la cual usted llenará una solicitud y se le tomarán huellas para el Departamento de Justicia (DOJ) y para la verificación de sus antecedentes penales.
3. Una vez que haya aprobado la investigación de antecedentes penales por medio del Departamento de Justicia (DOJ), el personal del Registro verificará sus referencias.
4. Después que el personal haya verificado que posee buenas referencias, podría ser agregado al Registro de Proveedores de Public Authority.
5. Una vez que a sido agregado al Registro, recibirá una carta de bienvenida y su nombre será agregado a las listas de Proveedores que son enviadas a los Clientes.

UNIVERSAL PRECAUTIONS

When working as an Individual Provider, always use Universal Precautions!

- Wear gloves
- Wash hands frequently
- Use protective equipment
- Use a Sharps/Bio-hazardous container
- Handle bloody or soiled linen as if it is infected
- Practice good housekeeping and careful waste disposal

PRECAUCIONES UNIVERSALES

Cuando este trabajando como Proveedor Individual, siempre use precauciones universales.

- Use guantes
- Lave sus manos con frecuencia
- Use equipo de proteccion
- Use contenedores bio-peligrosos para jeringas
- Maneje las sabanas sucias o con sangre como si estuvieran infectadas
- Practique buena limpieza de casa y elimine con cuidado los desechos.

CONSUMER TIPS

As an employer, the Consumer has the responsibility of supervising Individual Providers (IP) in the performance of tasks that have been authorized by the IHSS Social Worker. It is important that both IPs and Consumers have a good understanding of the IHSS Program!

Important things to remember:

- An IP should only complete tasks that have been authorized
- An IP should only work the hours that have been authorized
- Un-authorized hours or tasks will not be paid for by the IHSS Program
- Consumer's authorized hours do not "belong" to the IP.
- IPs cannot ask their employer (the Consumer) to pay for the total number of IHSS authorized hours if they



do not work all of the hours.

- If the Consumer is hospitalized or goes on vacation, no hours can be reported or paid to the IP for that time.
- Paying an IP for hours that they did not work is fraud.

If a Consumer or Provider has any questions about these rules, please contact the County of San Diego's IHSS Program at 619-476-6200.

IMPORTANT PHONE NUMBERS

Public Authority 866-351-7722 (toll-free)	IHSS Social Workers 619-476-6200
UDWA United Domestic Workers of America 619-263-7254 or 800-621-5016	APS Adult Protective Services 800-510-2020 (toll-free)
Poison Control 800-222-1222 (toll-free)	Direct Deposit 866-376-7066 (toll-free)

IMPORTANT INFORMATION FOR IHSS INDIVIDUAL PROVIDERS

The following categories of providers are not eligible for Social Security, Medicare, or Federal Unemployment Tax (FUTA) withholdings:

- A spouse providing IHSS services to another spouse.
- A minor child (under the age of 21) providing IHSS services to a parent.
- A parent providing IHSS services to a minor child.