



IN-HOME SUPPORTIVE SERVICES (IHSS) &
PUBLIC AUTHORITY OF RIVERSIDE COUNTY

RECIPIENT HANDBOOK

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WHAT IS IN-HOME SUPPORTIVE SERVICES?

The In-Home Supportive Services (IHSS) program provides in-home assistance to eligible aged, blind and disabled individuals as an alternative to out-of-home care and enables recipients to remain safely in their own homes.

INTRODUCTION

Most individuals prefer to stay independent for as long as possible in their home. They want to stay in control of their lives and live in their homes or apartments among familiar surroundings and friends.

Sometimes to achieve these goals, additional help in the home is needed. This guide will give you information to help you feel more comfortable about hiring someone to help you in your home. This is a collection of materials gathered from IHSS program specialists as well as IHSS recipients and caregivers, sharing their lived experiences about what has worked for us in the real world. These resources are specifically designed to assist IHSS recipients that may be new to the role of being an "Employer". Using basic management skills will help you to feel more comfortable in your role, and will create meaningful, rewarding, and long-lasting relationships with your caregivers.

As an IHSS recipient you are part of a community; the IHSS Public Authority, IHSS Advisory Committee members, and IHSS Social Workers are here to assist and answer questions along the way!

WHAT IS THE IHSS PUBLIC AUTHORITY?

According to the California Association of Public Authorities (CAPA), The Public Authority was established to protect and enhance the quality of IHSS and provide seniors and people with disabilities access to personal assistance to meet their needs and support the choice to live independently. Public Authorities are responsible for maintaining caregiver registries, providing IHSS consumers with caregiver referrals, and providing for consumer and caregiver training. In addition to these services, Public Authorities are the employer of record for purposes of collective bargaining. Public Authorities are required to have an IHSS consumer-majority advisory committee. The county Board of Supervisors serves as the governing body of the Public Authority and may delegate that role to a consumer-majority governing board.

The Riverside County Public Authority operates a registry that:

- Recruits caregivers to join the registry.
- Screens registry applicants for clear background checks and drug & alcohol results.
- Maintains a computer database of IHSS recipients and caregivers
- Matches IHSS recipient needs with the stated skills and availability of caregivers.
- Provides IHSS recipients a list of names of potential caregivers from which they can hire.
- Provides free and optional training to IHSS recipient and caregivers

The Registry provides support services to IHSS recipients as needed. These services may include:

- Assisting the IHSS recipient and caregiver in understanding employer/employee roles, rights, and responsibilities.
- Assisting the IHSS recipient with the hiring of caregivers.
- Assisting with conflict resolution between an IHSS recipient and caregiver.

IN-HOME SUPPORTIVE SERVICES ADVISORY COMMITTEE



The Riverside County IHSS Advisory Committee is comprised of community stakeholders, including current and former IHSS recipients and caregivers, who are committed to meeting once every other month to advocate for their peers.

IMPORTANT INFORMATION REGARDING THE IHSS PROGRAM

In-Home Supportive Services (IHSS) are provided to help you remain safely in your own home and to prevent you from having to live in a institution. Once you have selected and hired your caregiver, it's important to know that you are now considered the caregiver's employer.

WHAT IS THE IHSS NOTICE OF ACTION?

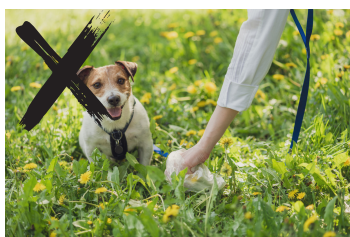
Your IHSS Social Worker will mail a "Notice of Action" that lists the services that have been authorized for you. We recommend that you review these services. They may include routine cleaning, meal preparation, routine laundry, shopping, bathing, dressing, feeding, lifting, medicating, appointments, and supervision. The amount of time for each service will also be shown. These services are what your caregiver will be authorized to provide for you. A description of authorized IHSS tasks can be found on page 12.

UNAUTHORIZED SERVICES

In the "Notice of Action" you will find those tasks that are authorized by your social worker and are the only tasks your caregiver should complete for you and for no other individuals residing or visiting your home.

The following are the unauthorized services that caregivers are not to perform.

- Moving heavy furniture
- Washing windows, walls, cabinets, shampooing or scrubbing rugs or carpets (These activities are considered "Heavy Cleaning" and can be done only if it is authorized by your IHSS Social Worker. It is usually allowed only once, at the time of initial application for IHSS, or if IHSS has not been provided in the past 12 months.)
- Pet care (cleaning up after, feeding or exercising a pet)
- Lawn care (watering, mowing lawns or doing any other yard or home maintenance is not allowed unless authorized by IHSS.)
- Sitting with you to visit or watch TV
- Taking you to social outings
- Cleaning up after your family members or friends
- Providing transportation to visit family members or friends
- Babysitting your grandchildren
- If you own a car, the caregiver does not wash, wax, clean, service or maintain the car in any way.
- Anything else NOT listed on the Notice of Action



If you do not have a family member or friend to register as your caregiver, The Public Authority Registry can assist you with finding a caregiver that is suitable for your needs. Once you have been approved for the IHSS program and are ready to receive care, you can contact the Public Authority's Registry Dispatch Unit at 1-800-915-1777.

HIRING A CAREGIVER

The decision for who will provide your care is an important one. Be sure to hire someone you trust will be reliable and is willing to assist you with your daily tasks. Whether you are hiring someone you know to provide your care or are needing to hire from the Public Authority Registry, below are some recommended examples of what to ask your potential caregiver.

INTERVIEWING

You may wish to have a family member, trusted friend, or a neighbor with you during the interview. This may help you feel safer and more comfortable when interviewing someone you may not know. You may feel more relaxed about interviewing if you practice what you are going to say with someone else before you hold the interview. Your family member or friend may think of additional questions to ask and can assist you in the interview process. If you do not have someone to conduct the interview with you, and need assistance, you may contact us at 1-888-960-4477 to request a social worker to conduct the interview with you.

- If you don't know the candidate, ask to see a government issued identification card or a Public Authority ID badge if they have been referred by the registry.
- Become acquainted with the applicant by letting him/her tell you about themselves. This shows that you have an interest in them as a person.
- Give the applicant your "Notice of Action" to read and review it with them.
- Ask all the questions you want and continue to ask if you are in any doubt about anything.
- You can interview as many applicants as you wish; you always have the right to change your mind about your choice.

SCREENING BY PHONE

When hiring a registry caregiver, your first encounter with a candidate may be over the phone:

- Give a brief description of your needs.
- Tell the candidate the number of hours you will need assistance. The total number of hours authorized is printed on the "Notice of Action."
- Ask if the candidate has reliable transportation to and from work.
- If you feel good about the candidate, you may make an appointment for a face to face interview at this time.
- Request that the candidate bring a list of references with him/her.
- Even if you feel the candidate is not qualified for the job, thank them for their interest.
- Do not give out your home address unless you are wanting to interview the candidate in person.

HIRING A CAREGIVER

POSSIBLE INTERVIEW QUESTIONS

1. Have you ever been trained as or worked as a caregiver before?
2. Why are you in this line of work?
3. How would you handle a medical emergency?
4. Are you certified to give First Aid/CPR, or would you be willing to learn how?
5. Would you be willing to take me to my doctor's appointments, if so, do you have a Driver's license, car insurance, and a reliable vehicle?
6. Would you be willing to let me train you on tasks specific to my needs, that you may not have done before?
7. Are you allergic to cats, dogs, or other allergens that may be in my home?
8. Is there anything on my approved list of tasks (Notice of Action) that you cannot or will not do?
9. How flexible are you with scheduling and are there any conflicts with the days or hours I would need you to work?
10. You may not be my only caregiver, are you willing to collaborate with my other caregiver?

ADDITIONAL INTERVIEW QUESTIONS FOR SPECIAL NEEDS

If you have special needs, the following is a list of potential questions that you may want to ask an applicant during the interview; these sample questions should be customized to address the specific needs of the recipient. Some special needs recipients may require assistance with these interview questions:

1. Can you measure and document changes in behavior or physical condition?
2. Have you ever cared for someone after surgery?
3. Can you change a colostomy bag or feeding tube?
4. Do you know how to operate a lift to transfer someone?
5. Can you change a bed with someone in it?
6. Have you ever worked with a person that had a Behavioral Disability?
7. Have you had any experience in caring for a person with severe memory loss?
8. How would you handle a person who wanders?
9. How would you deal with a person who refuses to eat?
10. How would you handle aggressive or abusive behavior?

AFTER THE INTERVIEW

- Thank the applicant for coming to the interview and let them know that you have other interviews and will contact them when you have made your decision.
- Write down your impressions of the applicant, and then discuss them with the person helping you with the interviews. Later, this can help you make the best decision about who to hire.
- Select the applicant you feel the most comfortable with and who you think can best help you with your needs.

YOUR RESPONSIBILITIES AS AN IHSS RECIPIENT EMPLOYER

SUPERVISION AND COMMUNICATION

IHSS is intended to promote recipient independence and self-direction. These opportunities for self-direction include being able to choose, hire, dismiss, and train your caregivers. This gives you and your family the option to stay in your home.

If you want certain things done in a specific way, it is important to write them down and post them in convenient places. This makes communication and supervision easier. Remember that it is not important that all tasks are always done exactly the way in which you would do them. There are many ways to do things, and this can be a cooperative effort.

The following guidelines will help you in supervising your caregiver:

- Clearly explain what you want, and what it is that you expect. Open communication avoids a lot of problems. Give clear instructions and training where needed.
- Encourage your caregiver to ask for clarification if they are unsure of something that might be important to you. You will be happier in the relationship when you are sharing responsibilities and you are doing as much for yourself as you are able to do.
- Your caregiver should know that you will be checking to see if the tasks you agreed upon are accomplished. Although it may be difficult to comment on performance, “be up front” and do this regularly.
- Give praise and correction when needed. Being respectful of your caregiver encourages them to be respectful of you.

GIVING PRAISE

- When your caregiver is working hard and doing a good job, praise is appreciated.
- Give praise as it is deserved and immediately. Example: “I liked the dinner you prepared today. It tasted really great!”
- It is important that both parties are pleased.

OFFERING CORRECTION

- Discuss problems as they arise, don’t bottle them up. Discuss them firmly and calmly.
- When offering correction, first try to comment on a task that has been done correctly. Then let the caregiver know, pleasantly but firmly, how you want the task done.
- Blaming them or making them feel ashamed will not help keep your caregiver working for you. If you find it difficult to provide correction, please ask for assistance from the IHSS Social Worker.

WORKER'S COMPENSATION

Workers Compensation covers caregivers for all injuries they may incur while doing services specifically authorized by an IHSS Social Worker. If the caregiver gets injured while performing a task that is not authorized, the IHSS recipient could be held liable if the IHSS recipient asked the caregiver to perform the task. The caregiver must report any injury that occurs while they are performing IHSS authorized tasks to the IHSS Social Worker by calling 1-888-960-4477.

TERMINATING A CAREGIVER

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 termination might include abuse of drugs or alcohol, excessive use of your telephone or items missing from your home.

It is best if you have already mentioned your concerns during supervision and correction. This makes it easier if things are not working out. You may want to have someone with you when you are terminating your caregiver. Ask if there are any of the caregiver's personal belongings in your home. Be sure to get your house key at this time, if you gave one to the caregiver.

If possible, plan ahead for a replacement. Call the IHSS HOME Line to assist you in hiring another caregiver. Remember, any changes in caregivers must be reported immediately to your IHSS Social Worker.

REASONS FOR IMMEDIATE TERMINATION

THEFT

If you feel that something that belongs to you is missing, you may calmly ask your caregiver if they have seen or moved the item. If you have reason to believe they have taken something, and your caregiver denies taking the item, call the police.

- 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 caregiver shops for you.
- Do not add your caregiver's name to your savings account, checking account, credit cards, Social Security (SSI) or any other documents.
- Keep an eye on things such as phone usage, medications and food items.
- Try not to get overly involved with your caregiver's private life.
- Do not lend your caregiver money, your car, household furnishings or clothing.

ABUSE

If you are afraid that your caregiver will harm you, or you are being mistreated in any way, let the police and Adult Protective Services know IMMEDIATELY.

If your caregiver is abusing you - hitting you, screaming at you, endangering your health or making you feel afraid - tell family and friends immediately and call the police (911) or Adult Protective Services at (800) 491-7123.

IHSS PAYROLL

ELECTRONIC SERVICES PORTAL

The Electronic Services Portal (ESP) is where the recipient and caregiver can take care of any payroll needs. On the ESP the caregiver will be able to submit their electronic timesheets, view the payment status and download payment history, submit sick leave claims, and enroll for direct deposit.

Recipients will need to access to ESP to approve or reject electronic timesheets and to view your caregiver's timesheet history. You may select the language you prefer. You will need the following information to register exactly as shown in your IHSS records:

- Your name
- 7-digit recipient number
- Date of birth
- Last four digits of your social security number
- A valid e-mail address

To access ESP visit: www.etimesheets.ihss.ca.gov

Electronic Timesheet Help Desk 1-866-376-7066 (select option 4)

SHARE OF COST

Most people receive IHSS as a part of their Medi-Cal benefits. Depending on the amount of income received, some recipients must agree to pay a certain amount each month toward their Medi-Cal expenses, before Medi-Cal will pay. The money that must be paid before Medi-Cal will pay is called a Share-of-Cost . It is important that you know if you have a Medi-Cal Share-of-Cost. If so, you will be required to pay your caregiver the Share-of-Cost amount each month. It is recommended to set up a receipt process with your caregiver to document that you have paid. It is important for you as the recipient to discuss this with your caregiver when they are hired (CDSS Handout).

- You are responsible for paying the Share-of-Cost amount directly to the caregiver during the first pay period of the month.
- The county is not responsible for the Share-of-Cost. The IHSS recipient who refuses to pay can lose his/her IHSS eligibility and services.



IHSS PAYROLL

UNDERSTANDING OVERTIME RULES AND VIOLATIONS WHEN SCHEDULING AND APPROVING YOUR CAREGIVER'S HOURS

1. As the recipient/employer, you or your authorized representative must approve the caregiver's electronic timesheet to authorize payment for hours worked.
2. If you have a Share-of-Cost, you must directly pay that amount to the caregiver.
3. There are two pay periods each month: 1st to 15th and 16th to the last day of each month.
4. Only schedule and approve hours and tasks that are authorized on your Notice of Action. Your caregiver will not be paid for working extra hours.

Follow these rules to avoid violations:

1. A caregiver that does not live with you may work up to 66 hours per week if you (the recipient) have been authorized that many hours in your Notice of Action.
2. This 66 hour limit must include any additional hours your caregiver works for another recipient, so you need to discuss these hours with your caregiver if they have another recipient.
3. There are a few special (emergency) circumstances where the caregiver may be allowed to work extra hours, however this requires approval from the Social Worker.
4. Caregivers are allowed to have 7 hours of travel time, if the caregiver travels from one recipient's location to another recipient's location on the same workday. The recipient is not required to track or approve travel time.
5. If you are the only recipient your caregiver is caring for, they are only able to work up to your authorized weekly and monthly hours.

WHAT HAPPENS IF A VIOLATION OCCURS?

1st Violation	2nd Violation	3rd Violation	4th Violation
The caregiver and each of their recipients will receive a notice of the violation with information on how to request a county review.	The caregiver will have the opportunity to complete a one-time training to avoid receiving a second violation. If the caregiver does not complete the training within 14 calendar days of the date of the notice, they will receive a second violation.	If a third violation occurs, the caregiver will be suspended as an IHSS caregiver for 90 days.	If a fourth violation occurs, the caregiver will be ineligible to work and an IHSS caregiver for 365 days.

RESOURCES FOR RECIPIENTS



RIVERSIDEIHSS.ORG WEBSITE

Visit RiversideIHSS.org for helpful information regarding the IHSS program. You will find that many of the resources you need are available online.

SELF-TICKETING PORTAL

On the RiversideIHSS.org website, both recipients and caregivers can request services electronically and will receive a ticket confirmation to check the status of their requests.

IHSS HOME CALL CENTER 1-888-960-4477

The IHSS HOME Call Center can assist you with most concerns related to your IHSS case, including enrollment, linking you to your caregiver, questions about timesheets, verifications of employment, and workers' compensation, among others.



VISIT US ONLINE AT

- RiversideIHSS.org
- <https://rivcodpss.org/ihss-public-authority>

For questions about In-Home Supportive Services or IHSS Public Authority, call the IHSS HOME Call Center at 1-888-960-4477.

For caregiver referrals to the Public Authority Registry, contact the Registry Dispatch Unit at 1-800-915-1777.

To report elder or dependent adult abuse or neglect, please call Adult Protective Services at 1-800-491-7123.

To report child abuse or neglect, please call Children's Protective Services at 1-800-442-4918.

