

IHSS

Public Authority





Public Authority

The Sacramento County IHSS Public Authority is a corporate public entity within the State of California that was established by the County Board of Supervisors. The Public Authority is the “employer of record” for over 18,000 in-home caregivers in Sacramento. “Employer of record” simply means that the Public Authority is an administrative branch that provides specific functions to the IHSS caregivers and consumers.

What are the Public Authority functions?

- Manage all state mandated Provider Enrollment activities
- Provide Department of Justice background checks
- Bargain for wages and benefits
- Provide access to education and training for both consumers and caregivers
- Provide outreach training to consumers in congregate housing
- Maintain a Registry that matches caregivers and consumers
- Investigate Registry qualifications and maintain ongoing background status of caregivers
- Collaborate with community partners to offer training opportunities for caregivers and consumers
- Mediate conflicts between caregivers and consumers
- Provide extended support to Registry caregivers and consumers

Board of Directors

The IHSS Public Authority's governing board is comprised of the five members of the County of Sacramento Board of Supervisors. As the Governing Board of the Public Authority, it is their responsibility to make legal and budgetary decisions. They look to the IHSS Advisory Committee to provide information and recommendations to them regarding In-Home Supportive Services.

In-Home Supportive Services Advisory Committee

The mission of the IHSS Advisory Committee is to serve as a bridge to improve the IHSS system for consumers and providers by being an on-going conduit of information and advocacy to the Board of Supervisors for the entire community.

The IHSS Advisory Committee is a citizen body comprised of eleven members who are appointed by the County of Sacramento Board of Supervisors. The committee has a minimum of six consumers of In-Home Supportive Services or personal care services. The other five members may be caregivers, advocates for senior and disabled adults, or interested community members. The Committee's responsibility is to advise the Board of Supervisors, the Public Authority, Department of Health and Human Services, and other involved agencies about IHSS and make recommendations to improve services.

Anyone may attend the IHSS Advisory Committee meetings.

Please call (916) 874-2888 or visit our website at www.pubauth.saccounty.net for additional information.

Consumer and Caregiver Training Classes

The IHSS Public Authority staff provides a six (6) class series of "Core Classes." The education staff also collaborates with community partners to offer a variety of training classes to both consumers and caregivers. The training classes are voluntary and are offered at no cost to current IHSS consumers and caregivers and, if space is available, to interested community members.

CORE CLASSES

Home Safety and Universal Precautions

Points for Providing Personal Care

Community Resources to the Rescue

How to Talk to Your Doctor

Nutrition for the IHSS Consumer

Mobility and Fall Prevention

For more information or to obtain a current schedule of classes, please call (916) 876-5173, visit our website at www.pubauth.saccounty.net, or email us at IHSS-PA-Education@saccounty.net.



Caregiver Registry

What is the Caregiver Registry?

The IHSS Caregiver Registry is a database of specially screened caregivers who are looking to work for IHSS consumers. **The Registry is a referral agency only and does not guarantee employment.** The IHSS consumer is the employer.

Responsibilities of the IHSS Caregiver Registry

The IHSS Caregiver Registry recruits, screens, and interviews caregiver applicants. When an IHSS consumer is looking for a new caregiver, they can call the Registry and request a list of available caregivers. The Registry then sends the consumer a customized Caregiver Referral List based on the consumer's specific needs and preferences.

Applying for the Caregiver Registry

Not all IHSS caregivers are part of the Caregiver Registry.

If you already know an IHSS consumer who would like to hire you as their caregiver, you **do not** need to apply to the Caregiver Registry.

1. Take the **Registry Prescreening Test** on the IHSS Public Authority website at www.pubauth.saccounty.net (this applies regardless of whether or not you are a current IHSS provider).
2. Attend the mandatory Registry Orientation. Bring to the orientation:
 - Valid government-issued photo identification
 - Original Social Security card
 - Completed Registry Application (available online once you have successfully completed the prescreening test)
3. Provide at least three references. The references should include at least one professional (work-related) reference. The other two can be non-relative personal references.

Applying for the Caregiver Registry (continued)

4. Be fingerprinted via LiveScan for a Department of Justice (DOJ) background check. (If you have already been fingerprinted as an IHSS provider in Sacramento County, you should not need to be fingerprinted again).
 - The caregiver must pay for the cost of the background check/fingerprinting. Cost varies by location. For your convenience, the Public Authority offers fingerprinting services for \$47, payable by cash or money order.
 - A caregiver who has been convicted of a crime related to abuse of an elderly or dependant adult or child or fraud against a government health care or supportive services program is not eligible to be an IHSS caregiver for 10 years after the date of conviction or last date of incarceration following conviction.
 - Caregivers with certain felony convictions (or who plead no contest to any felony) or who have certain misdemeanor convictions cannot participate on the Registry for 10 years after the date of conviction or last date of incarceration following conviction unless they are able to demonstrate evidence of rehabilitation and good character.
5. Once references are verified and the background check is successfully completed, the caregiver will be contacted by a Registry Specialist to confirm their availability and preferences. The caregiver's information will then be entered into the Registry database so they will be available to be matched with IHSS consumers.



Remaining Active on the Caregiver Registry

1. Call your assigned Registry Specialist **immediately** if you are hired or if you have any changes to your contact information or availability.
2. Call your Registry Specialist **every 30 days** when you are looking for work **AND** have no changes in availability, contact information or preferences. A message can be left at any time. Speak slowly and clearly, leave your full name and telephone number, and be sure to state your specific availability.
3. Even if you are fully employed or not looking for work, you are still required to call your Registry Specialist for regular updates. *If you do not call to update your profile for one (1) year, you will be removed from the Registry without notice.* Please note: the Registry is separate from the IHSS social workers' and Payroll offices. Speaking with a social worker, family service worker, or Payroll staff member will not update your status on the Registry.

Removing Your Name from the Caregiver Registry

You can call your Registry Specialist and request to be removed from the Registry at any time. Your name and personal information will not be provided to any consumers after your name is removed. You can ask have your name permanently removed from the Registry or you can ask to be placed "on hold" if you are just temporarily unavailable.

Grievance Process

Caregivers have the right to file a formal or informal grievance to the In-Home Supportive Services (IHSS) Public Authority regarding difficulties with IHSS consumers or the Caregiver Registry. To file a grievance, the caregiver should contact their assigned Registry Specialist.

Interviewing Tips

These tips may help increase your chances of getting and keeping a job as a caregiver.

1. **Be easily reachable by telephone.** Your answering machine or voicemail message should sound professional, list your phone number, and have no loud music playing in the background. Calls should be returned as soon as possible, preferably within 24 hours. You should advise anyone who is taking messages for you to be polite and professional.
2. **Look Professional.** Make sure you have a clean appearance. Caregivers will have a better chance of being hired if they look professional.
3. **Bring copies** of training certificates, letters of recommendations, and reference information to the interview. Notify your references that someone may be calling them to talk about you.
4. **Speak Professionally.** People like to talk with someone who is polite and who expresses a positive attitude. Address interviewers with, "please," "thank you," "sir/ma'am." Avoid using profanity at any time.

