

San Mateo County Public Authority for In-Home Supportive Services

2000 Alameda de las Pulgas Suite 200 San Mateo, CA 94403

Mailing Address: P.O. Box 5892 San Mateo, CA 94402

General Inquiries (650) 389-9666 Fax (833) 285-1128

smchealth.org/publicauthority

Questions about timesheets, pay status, tax forms, address changes, or sick leave?

Please call your Payroll Specialist... Unsure who that is? Call 650 389-9666

For questions about:

Applying for Medical, Dental, and Vision Benefits(650) 573-3773 or Leonard Toy (650) 743-7216 ltoy@smcgov.org

Dental Benefits- plan or coverage informationBenefits Service Center (800) 842-6635 services@bscinc.com

Employment VerificationsKelly Chan (650) 743-5644 kchan1@smcgov.org

Job Development Reimbursement.....Stacy Goldsby (650) 241-5874 sgoldsby@smcgov.org

Medical benefits- plan or coverage information HPSM (800) 750-4776

Overtime & Violations.....Leonard Toy (650) 743-7216 ltoy@smcgov.org

Public Transportation ReimbursementPA General Help Line (650) 389-9666 PublicAuthority@smcgov.org

Travel Time between clients..... Cris Ubaldo (650) 647-9982 cubaldo@smcgov.org

Vision Benefits- plan or coverage informationBenefits Service Center (800) 842-6635 services@bscinc.com

If you are looking for employment opportunities with the Public Authority Registry.....Harry Guan (650) 670-7904 hguan@smcgov.org

Join the San Mateo Public Authority Registry to work with clients that need a caretaker

WHO DO I CALL?

Caregiver Resources

Electronic Timesheets

To Register for the Electronic Timesheets (ETS), visit: <https://www.etimesheets.ihss.ca.gov>

For help with electronic timesheets IHSS Provider Help Desk..... (866) 376-7066 (option 4)

Direct Deposits

Direct Deposit can be set up the on the Electronic Service Portal (recommended)

To download the IHSS Direct Deposit Enrollment Form SOC829, visit: www.cdss.ca.gov/cdssweb/entres/forms/English/SOC829.pdf

(Return the form to the address on back)

Mandated Reporter

In-Home Supportive Services (IHSS) Providers are Mandated Reporters meaning by law you must report immediately any suspected child, elder or dependent adult abuse. If a child, elder or dependent adult is in immediate danger, call 911!

SMC Adult Protective Services
1-844-868-0938
711 California Relay

SMC Child Protective Services
650-595-7922

24 -Hour Information & Referral Line – ADS Resource Connection
1-888-762-2372
711 California Relay

SEIU 2015 Member Action Center.....(855) 810-2015 <https://seiu2015.org/r5>

NETWORK OF CARE www.sanmateo.networkofcare.org/aging

This comprehensive internet-based resource is for older adults and adults with disabilities, as well as their caregivers, service providers and families. This website provides an extensive service directory to put people in touch with the right services at the right time. It also offers vital information about assistive devices, caregiving, diseases, day-to-day challenges, and support, as well as daily news concerning aging and disabilities.