HELP AT HOME
www.smchealth.org/helpathome
This directory is a mini-reference guide to assist San Mateo County adults of all incomes to remain in their own homes when they are ill, disabled or in crisis.

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.

On-Line Resources

CDSS IHSS Provider Help Desk
(866) 376-7066

- On-Line Electronic Timesheet Questions (Press Option 4)
  - Payment Status
  - Direct Deposit
  - Basic Lien
  - Wage Garnishment Information

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)

Who To Call?

San Mateo County Public Authority
In-Home Supportive Services
Office: 225 37th Avenue
San Mateo, CA 94403
Mailing: P.O. Box 5892
San Mateo, CA 94402

Aging & Adult Services
Reception (650) 573-3900
Fax (833) 285-1128

www.smchealth.org/publicauthority

California Department of Social Services (CDSS)
For more information about the Electronic Timesheets (ETS), visit:
http://www.cdss.ca.gov/inforesources/IHSS-Providers/Resources/Timesheet-Information

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

Questions about recipient authorized hours, recipient hospitalization or vacation? Recipient needs to call his/her social worker.

Public Authority Payroll Specialists

Kelly Chan  (650) 573-2047  kchan1@smcgov.org

Brenda Corzantes  (650) 372-8557  bcorzantes@smcgov.org

Kelly Lou  (650) 372-8547  klou@smcgov.org

Leonard Toy  (650) 573-4258  ltoy@smcgov.org

Patty Perez  (650) 573-2183  ppperez@smcgov.org

Timesheet Replacement Request Line  (650) 372-8507

Overtime, Travel Time & Violations Help Line  (650) 573-4258

Employment Verification & Duplicate W-2  Kelly Chan  (650) 573-2047

Public Authority Registry Information  Maria Esparza-Diaz  (650) 573-3649  mesparza-diaz@smcgov.org

Provider Benefits

Application for Medical, Dental or Vision Benefits
Benefits Office  (650) 573-3773

Questions about Medical Benefits
HealthWorx  (800) 750-4776

Questions about Dental or Vision Benefits
Benefit Service Center  (800) 842-6635

COBRA
Benefits Office  (650) 573-3773

Public Transportation Reimbursement
Kathaline Pivaral  (650) 573-3935

Provider Training & Job Development Reimbursement
Stacy Goldsby  (650) 578-7146  sgoldsby@smcgov.org

Registry Supervisor
Betty Fung  (650) 573-4263  bfung@smcgov.org

Payroll and Training Supervisor
Shereen Graves  (650) 573-2704  sgraves@smcgov.org

Provider Resources

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!

Adult Abuse
San Mateo County Adult Protective Services
1-800-675 -TIES (8437)
711 California Relay

Child Abuse
San Mateo County Children’s Protective Services
(650) 802-7922 or 1-800-632-4615

24-Hour Information & Referral Line
San Mateo County TIES Line
1-800-675 -TIES (8437)
711 California Relay

SEIU Local Office
2302 Zanker Road
San Jose, CA 95131
855-810-2015
www.seiu2015.org