

Overview of Registry



Who does the Registry serve?

In-Home Supportive Services (IHSS) clients:

- ▶ Elderly (over 65 years of age)
- ▶ Persons with disability, including blind individuals and children with disability
- ▶ Medi-Cal eligible (i.e. low income)



Where do clients live?

- ▶ In a home, apartment, hotel, independent living facility, mobile home
 - Do not provide services if a client is in the hospital or a care facility

Who do clients live with?

- ▶ Live by themselves, with extended family, spouse, roommate

Who is responsible for the client?

- ▶ Client, Authorized Representative such as a Family Member, Public Guardian or Representative Payee

Who works for IHSS clients?

- ❖ 75% Family member
- ❖ 15% Friend or acquaintance
- ❖ 10% Registry provider



What is the Registry?



- ✓ A pool of Independent Providers who have expressed an interest in providing IHSS services to someone they do not know:
 - Language capacity includes Spanish, Chinese, Tagalog, Russian, Arabic, Farsi, Japanese, Korean, Armenian, French, Vietnamese, Portuguese, Hindi, Dutch and Tongan.
- ✓ Registry providers have the right to decide whom they will work for and where they will work.
- ✓ Registry services are offered to IHSS clients and providers free of charge.

Registry Application Process

- ▶ 1. Complete online or paper application, and provide 1 employment and 2 personal references
 - ▶ 2. Attend interview and present/provide copy of Social Security card and valid photo ID
 - ▶ 3. Complete fingerprinting/background check at own cost
 - ▶ 4. Attend Registry orientation
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Who is the employer?

- ▶ The IHSS client is your employer who will:
 - Hire
 - Train and supervise
 - Schedule your time and sign/approve your timesheets
 - Fire/terminate

- ▶ However, call Registry immediately if you are hurt on the job - **Remember** you are only covered by Worker's Compensation if you are injured while performing an IHSS task. (p.41-42)

IHSS Services

All clients will be approved for different services depending on their needs.

Many clients do not understand what IHSS services they have been approved to receive.

It is your responsibility to:

- ✓ Know all services covered by IHSS
- ✓ NEVER perform tasks that are NOT covered by IHSS
- ✓ Read the Provider Notification (p.21-23) that comes in the mail after you are hired. Keep this form to share with client if needed.

IN-HOME SUPPORTIVE SERVICES (IHSS) PROGRAM PROVIDER NOTIFICATION OF RECIPIENT AUTHORIZED HOURS AND SERVICES AND MAXIMUM WEEKLY HOURS



Notification Date: _____ 10/12/2017

Provider Number: _____



You are receiving this notification because you are a provider of IHSS for _____

This notification is to inform you of your recipient's monthly authorized hours and the services you are allowed to perform for your recipient.

Your recipient's monthly authorized hours are 156:16 _____



Your recipient's maximum weekly hours are his/her monthly authorized hours divided by 4.0, 39:04 .

The chart on page 2 lists the services that have been authorized for your recipient (which have been marked with an X), along with a brief description of the types of work that may be performed as part of each service. You will only be paid for providing the authorized services that have been marked.

Provider Notification Tasks

Auth	Service Types	Description of Services
X	Domestic Services	Household chores to maintain the cleanliness of the home, including sweeping, vacuuming, washing and waxing of floor surfaces, dusting, and picking up. MPP 30-757.11
X	Meal Preparation	Planning menus, preparing food, cooking and serving meals. MPP 30-757.131
X	Meal Clean-Up	Cleaning up the cooking area and washing, drying and putting away cookware, dishes and utensils. MPP 30-757.132
X	Laundry	Washing, drying, folding and putting away clothes and linens. If in-home laundry facilities are not available, this service will include travel to an out-of-home laundromat. MPP 30-757.134
X	Shopping for Food	Making a grocery list, travelling to/from the store, shopping, loading, unloading and storing food purchased. MPP 30-757.135(b)
X	Other Shopping and Errands	Includes, 1) Shopping for other necessary supplies, and 2) Performing small and necessary errands, e.g., picking up prescription. MPP 30-757.135(c)
X	Respiration Assistance	Assisting recipient with nonmedical breathing related services such as self-administration of oxygen and cleaning breathing machines. MPP 30-757.14(b)
X	Bowel and/or Bladder Care	Assisting the recipient with using the toilet, bed pans/bedside commode or urinal; emptying/cleaning ostomy, enema and/or catheter receptacles; applying diapers, disposable undergarments and disposable barrier pads, wiping/cleaning recipients; washing/drying recipient's hands. MPP 30-757.14(a)
X	Feeding	Assisting the recipient to eat meals, including cleaning his/her face and hands before and after meals. MPP 30-757.14(c)
	Routine Bed Baths	Giving a recipient who is confined to bed a routine sponge bath. MPP 30-757.14(d)
X	Dressing	Assisting the recipient to put on and take off his/her clothes as necessary. MPP 30-757.14(f)
	Menstrual Care	Assistance with the external placement of sanitary napkins and barrier pads. MPP 30-757.14(j)
X	Ambulation	Assisting the recipient with walking or moving about the home, including to/from the bathroom and to/from and into/out of the car for transporting to medical appointments and/or alternative resources. MPP 30-757-14(k)
X	Transfer	Assisting recipient from standing, sitting, or prone position to another position and/or from one piece of furniture or equipment to another. MPP 30-757.14(h)
X	Bathing, Oral Hygiene and Grooming	Assisting the recipient with: bathing or showering, brushing teeth, flossing, and cleaning dentures; shampooing, drying, combing/brushing hair; shaving; applying lotion, powder and deodorant. MPP 30-757.14(e)
X	Rubbing Skin and Repositioning	Rubbing skin to promote circulation and/or prevent skin breakdown; turning in bed and other types of repositioning; and supervising range of motion exercises. MPP 30-757.14(g)
X	Care and Assistance w/Prosthetics & Medication	Taking off/putting on and maintaining and cleaning prosthetic devices, including vision/hearing aids; reminding the recipient to take prescribed and/or over-the-counter medications, and setting up medi-sets. MPP 30-757.14(i)
X	Accompaniment to Medical Appointments	Accompanying the recipient during necessary travel to and from health related appointments. If you are required to stay to provide authorized services for your recipient during the appointment, you will be paid for the time that you are "engaged to wait" for the services that must be provided. MPP 30-757.151
	Accompaniment to Alternative Resources	Accompanying the recipient during necessary travel to and from alternative resources. MPP 30-757.154
	Heavy Cleaning	Thorough cleaning of the home to remove hazardous debris and dirt. (One time only) MPP 30-757.12
	Yard Hazard Abatement	Light work in the yard to remove high grass or weeds, and rubbish when these materials pose a fire hazard. MPP 30-757.16
	Removal of Ice and Snow	Light work in the yard to remove ice and snow or other hazardous substances from entrances and essential walkways when these materials make access to the home hazardous. MPP 30-

Accompaniment to Medical Appointments

- ▶ MUST be authorized by County Social Worker
- ▶ NOT a transportation service
- ▶ NOT required to drive or use personal car
- ▶ IHSS does not pay for gas, mileage, parking, traffic tickets
- ▶ See handout for transportation resources (p.43-45)



Paramedical Services

- ▶ Skilled tasks to be performed only after trained by a licensed health care professional
- ▶ Examples:
 - Giving shots
 - Tube feeding
 - Inserting a catheter
 - Irrigating a colostomy
 - Digital stimulation (bowel program)
 - Caring for an open bed sore
 - Administration of medications



Paramedical Services (cont'd)

- ▶ If you are willing to give it a try, make sure client will arrange for training to be provided by a licensed professional.
 - ▶ If you are not comfortable with providing requested services, do not proceed with in-person interview. In a respectful manner, tell the client that this will not be a good fit for you.
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Examples of **Non-IHSS Services**



- Providing services for anyone other than the client
- Banking – Do not get involved in client's finances
- Driving the client
- Taking care of or walking pets
- Babysitting children or grandchildren
- Cleaning the house for more than 1 hour per week
- Cleaning carpets, drapes, windows, cars, patio, yard, etc.
- Moving furniture

How is the Registry Provider responsible for the Client?

- ▶ Providing IHSS authorized tasks
- ▶ Communicating with the client's contact person if the client has identified someone for you to contact in case of problems or emergencies (p.46)



How does the Registry Work?

- ✓ The Public Authority manages a provider referral system for clients who are without caregiver resources.
 - ✓ Clients are responsible for selecting their providers. The Registry does NOT recommend or assign providers to clients.
 - ✓ The Registry will never give out client's phone number or personal information unless permission has been given by the client.
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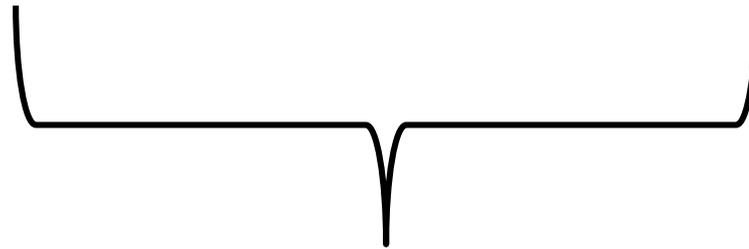
Registry Database

Provider Information

- ❖ Tasks you will perform
- ❖ Where you will work
- ❖ Language
- ❖ Availability? Listed as needing work or fully employed?

Client Information

- ❖ Tasks that are needed
- ❖ Where the client lives
- ❖ Language requirements
- ❖ Requested schedule



★ List of at most 10 potential Registry providers ★
provided to client

Hiring Process



- ❖ Client calls names on the list
 - ✓ Phone number correct?
 - ✓ Professional message on answering machine?
 - ✓ Check voicemails throughout the day?

Please note:

Sometimes Registry Social Workers will help client set up appointments for interviews.

- ❖ Telephone interview
- ❖ In-person interview



Telephone Interview

- ✓ Attain basic information to decide if you want to proceed with an in-person interview
- ✓ Ask for the client's name and phone number...check it twice!
- ✓ Ask for client's address and directions ...check address twice!
- ✓ Is there an apartment number?
- ✓ Are there special instructions on getting in the building?

In-Person Interview

- ▶ Time to assess whether you would want to work for client
- ▶ Best to take place in client's home
- ▶ Dress appropriately and arrive on time
- ▶ Be prepared to ask questions



Good Questions to Ask:



- ▶ What services have been approved?
- ▶ Is this a long-term or temporary assignment?
- ▶ What would be the desired work schedule? Tell client if you have other clients to help stay within 66 hours/week.
- ▶ What are your expectations (e.g. skills, language, what is to be done, in what way, and how often)?

More Questions to Ask:

- ▶ Do you expect me to drive? If needed, discuss how transportation expenses will be paid.
- ▶ If shopping and errands are to be performed, how will money be handled?
- ▶ If paramedical services are to be provided, how will I be trained?



Still More Questions:

- ▶ Does anyone else live in the home? If so, how are they involved in your care?
- ▶ Any health issues that would be important for me to know about?
- ▶ How will we track the hours worked? Calendar?
- ▶ Any other questions that may be important to you as a care provider, e.g. whether client smokes, has pets, etc.



If client hired you without SW assistance:

If you go to an interview, client selects you as the provider **and** you agree to work for the client, the following steps need to be followed:

Contact the Registry to report that you have been hired, and ask client to contact the Registry to confirm the hiring.

The Registry will mail you a blue form (SOC 426A). Please fill out the form, have client sign the form, and return it to the Registry.

Registry staff will email you when electronic timesheet(s) become available and mail you the tax forms for working with this particular client.



If client hired you with SW assistance:

- ▶ New hire orientation by Registry Social Worker
 - ▶ Review of authorized tasks
 - ▶ Hiring paperwork (SOC 426A)
 - ▶ Contact Information form
 - ▶ IHSS Consumer and Provider Job Agreement (p.47-48)
 - ▶ Resources – transportation, IHSS expenditure log (p.49-50), etc.
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How to improve your chances of being hired

- ▶ Be willing to perform more types of task
- ▶ Include more cities in which you will work
- ▶ Leave a professional voicemail greeting
- ▶ Return all phone calls promptly
- ▶ Be flexible
- ▶ Complete Essential Caregiving Skills program
- ▶ Keep the Registry updated on your availability and contact information





Skills Development

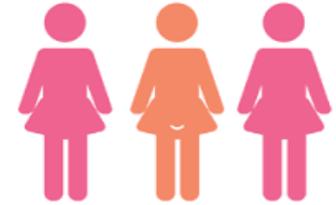
- ▶ Do you know how to properly transfer someone without hurting that person or yourself?
- ▶ Do you know how to change a diaper on an adult?
- ▶ Do you know what to do when your client does not look right?

We offer workshops year round to help you acquire these essential caregiving skills! Tell your clients that it will only be to their benefit to allow you to attend these workshops!

Provider Update

- ▶ You are required to submit an update at least monthly AND anytime when your availability, contact information or work preferences change.
 - ▶ Updates can be submitted **online** or **by phone**.
 - ▶ Updates due by the last day of every month. Failure to do so will result in your not being referred to new clients.
 - ▶ Call (650) 713-8461 for change of address.
 - ▶ Refer to handout for instructions (p.51).
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Registry Team (p.2)



Maria Esparza-Diaz, Registry Community Program Specialist

- ▶ Recruit and onboard Registry providers; process provider updates

Registry Social Workers: Judy Lau, Julia Valdivia, Martha Ochoa, Reina Chen

- ▶ Provide hiring assistance; conduct new-hire orientation; handle issues or concerns between clients and Registry providers

Betty Fung, Registry Supervisor

- ▶ Oversee the operation of the Registry



When to Contact Registry Staff

- ▶ **To report change of address within 10 days, or change in phone number and/or availability**
- ▶ **If you go on vacation or other leave (e.g. medical)**
- ▶ **If your recipient is hospitalized or transferred to a care facility**
- ▶ **If your recipient plans to travel**
- ▶ **To report any issues or concerns you may have with your recipient**

Or if you have questions about:

- ▶ **Completing timesheets**
- ▶ **Understanding how to determine Maximum Weekly Hours**
- ▶ **Overtime**
- ▶ **How to complete travel claim form**
- ▶ **Multiple providers working for a recipient**

Professional Behaviors and Expectations

- ▶ Return all phone calls within 2 days and allow 2 business days for staff to return phone calls after leaving a message
 - ▶ Be on time for interviews and work; call if you are running late
 - ▶ Do your best in performing authorized IHSS tasks everyday
 - ▶ Set boundaries in a polite manner
 - ▶ Be respectful of your client, and expect to be treated with respect
 - ▶ Keep client information strictly confidential
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Professional Behaviors and Expectations (cont'd)

- ▶ Do not ask for IHSS wage supplement or accept gifts from client
- ▶ Only claim hours that have been worked
- ▶ Give the client 2 weeks notice if:
 - You are going to have to take time off, or
 - You do not want to work for them anymore



** More details on p.55-56 of handouts **

Mandated Reporter (p.52)



- ▶ **By law** you must report any suspected abuse immediately to the County Adult Protective Services (APS) or Children Protective Services (CPS) agency.
- ▶ The abuse might be of the client you serve, someone else in the client's home, or anyone else, whether you are working or not.
- ▶ Abuse could be physical, emotional, sexual or financial, or in the form of neglect or isolation.
- ▶ Your job is to report, not investigate, and your report is confidential.
- ▶ If you witness physical or sexual abuse in progress, call 911 immediately.

Difficult Situations: What Should you Do?



- ▶ Client is angry and asks you to leave – **LEAVE and call Registry**
- ▶ Client refuses to approve your timesheet – **LEAVE and call Registry**
- ▶ Client is non-responsive when you arrive – **Call 911**
- ▶ You feel threatened by client or someone in the home – **LEAVE and Call 911, if appropriate**
- ▶ Client continues to ask you to do things that are not authorized – **Call Registry**

ALWAYS CALL THE REGISTRY IF YOU ENCOUNTER ANY OF THESE SITUATIONS OR OTHER ISSUES THAT MAKE YOU UNCOMFORTABLE!

Provider Suspension and Removal Policy

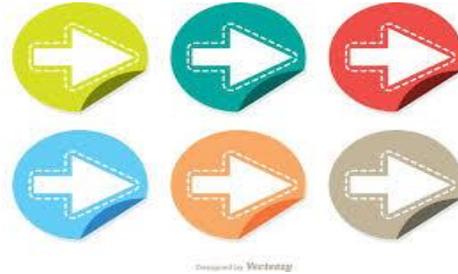
- ▶ Providers can be suspended or removed from the Registry for:
 - Violating established Registry rules
 - Failure to adhere to IHSS regulations
 - Failure to perform any IHSS work in the Registry for 12 months

- ▶ Examples of minor offenses:
 - Being late or no show for interviews or work without valid reasons
 - Repeated failure to return phone calls in a timely manner (i.e. in 48 hours)
 - Repeated failure to submit availability updates at least once a month

- ▶ Examples of major offenses:
 - Dishonesty or misrepresentation (e.g. claiming hours not worked)
 - Unauthorized disclosure of confidential information
 - Being intoxicated or being under the influence of illegal substances while on duty

** More details on p.57-58 of handouts **

Next Steps



- ▶ Make changes to application (e.g. tasks, locations) if desired
- ▶ Complete fingerprinting if you have not already done so
- ▶ Review important Registry rules on p.55-56
- ▶ Record a professional voicemail greeting
- ▶ Wait for your first call from client or Registry staff!

