

## 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](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>

### 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](http://www.cdss.ca.gov/cdssweb/entres/forms/English/SOC829.pdf)  
(Return the form to the address on back)



## On-Line Resources

### HELP AT HOME

[www.smchealth.org/helpathome](http://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](http://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.

## Who To Call?

### San Mateo County Public Authority In-Home Supportive Services

Office: 225 37<sup>th</sup> Avenue  
San Mateo, CA 94403

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

1-844-228-9632

Fax (833) 285-1128

[smchealth.org/publicauthority](http://smchealth.org/publicauthority)



## 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) 670-2225  
[kchan1@smcgov.org](mailto:kchan1@smcgov.org)

**Brenda Corzantes** (650) 670-0929  
[bcorzantes@smcgov.org](mailto:bcorzantes@smcgov.org)

**Kelly Lou** (650) 670-2160  
[klou@smcgov.org](mailto:klou@smcgov.org)

**Leonard Toy** (650) 556-4388  
[ltoy@smcgov.org](mailto:ltoy@smcgov.org)

**Kathaline Pivaral Olmos** (650) 670-0953  
[kpivaral@smcgov.org](mailto:kpivaral@smcgov.org)

(For duplicate W2s, call your Payroll Specialist)

### Payroll General Information

1-844-228-9632

### Overtime, Travel Time & Violations Help Line

(650) 556-4388

### Employment Verification

**Kelly Chan** (650) 670-2225

### Public Authority Registry Information

**Maria Esparza-Diaz** (650) 713-8461  
[mesparza-diaz@smcgov.org](mailto:mesparza-diaz@smcgov.org)

## Provider Benefits

### Application for Medical, Dental or Vision Benefits

Benefits Office (650) 556-4388

### Questions about Medical Benefits

HealthWorx (800) 750-4776

### Questions about Dental or Vision Benefits

Benefit Service Center (800) 842-6635

### COBRA

Benefits Office (650) 556-4388

### Public Transportation Reimbursement

**Kathaline Pivaral** (650) 670-0953

### Provider Training

&

### Job Development Reimbursement

**Stacy Goldsby** (650) 241-5874  
[sgoldsby@smcgov.org](mailto:sgoldsby@smcgov.org)

### Personal Protective Equipment or PPE

### Request Line for IHSS Providers & Recipients

*(For a limited time only)*

1-833-650-2272

### Registry Supervisor

**Betty Fung** (650) 241-5409  
[bfung@smcgov.org](mailto:bfung@smcgov.org)

### Payroll and Training Supervisor

**Estella Castillo** (650) 670-0937  
[ecastillo1@smcgov.org](mailto:ecastillo1@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- 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**

Aging and Adult Services Hotline  
1-800-675- 8437  
711 California Relay

### SEIU

2302 Zanker Road  
San Jose, CA 95131

### SEIU Member Action Center (MAC)

855-810-2015  
<https://seiu2015.org/r5>