

# 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 approximately 14,000 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?

- 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 qualifications and background of potential caregivers
- Collaborate with community partners to offer training opportunities for caregivers and consumers
- Mediate conflicts between 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.

The IHSS Advisory Committee meets the third Wednesday of each month, and anyone may attend. Call (916) 874-2888 or visit [www.sacihsspa.net](http://www.sacihsspa.net) for additional information.

## Consumer and Caregiver Training Classes

The IHSS Public Authority collaborates with community partners to offer a variety of training classes to both consumers and caregivers. The training classes are offered at no cost to current IHSS consumers and caregivers.

The topics include, but are not limited to:

- Nutrition
- Personal Care
- Diabetes and Infection Control
- Bowel, Bladder and Wound Care
- Lift and Transfer Safety
- Adult First Aid and CPR

**Call (916) 876-5173  
to enroll!**



## What is the Caregiver Registry?

The IHSS Caregiver Registry was created to match potential caregivers with IHSS consumers. The IHSS Caregiver Registry is a referral agency only. The IHSS consumer is the employer.

## Responsibilities of the IHSS Caregiver Registry

The IHSS Caregiver Registry recruits, screens, and interviews applicants. The Registry creates lists to match the needs of consumers with the skills and preferences of caregivers, and sends the lists to consumers. The consumer is the employer and is responsible for hiring, supervising and terminating the caregiver.

## Enrolling with the Caregiver Registry

1. Contact the Registry at (916) 874-4411, to request an application and sign-up to attend a mandatory orientation.
2. Bring to the orientation:
  - Completed application
  - Social Security card, or other proof of right to work in the U.S.
  - Government issued photo identification
  - Three (3) references. The references should include one (1) non-relative personal reference and at least two (2) employment references.
  - Proof of a recent, negative tuberculosis test
3. A local background check is completed and the Caregiver Registry verifies references.
4. The applicant will participate in an interview with a Registry Specialist.

## Enrolling with the Caregiver Registry (continued)

5. Once references are verified, background check and interviews are successfully completed, the caregiver information is listed in the Registry and available to be matched with consumers.

6. The matching list of available caregivers is sent to consumers. The consumer will conduct a phone interview and may schedule a face-to face interview with potential caregivers. As the employer, the consumer is responsible for hiring, supervising, and terminating employment.



7. The Caregiver Registry will conduct a criminal background check through the Department of Justice (DOJ).

8. A caregiver who has been convicted of a crime related to adult or child abuse, or Welfare fraud, is not eligible to be an IHSS caregiver. Certain other criminal convictions may also preclude a caregiver from being listed on the Registry:

Murder	Attempt to Kill/Murder	Manslaughter
Mayhem	False Imprisonment	Admin. Toxic/Intoxicating Substance
Torture	Hostage Taking	Battery, Sexual Battery
Robbery	Kidnapping	Forcing into Prostitution
Extortion	Aiding/Abetting Rape	Causing Pain or Mental Suffering
Assault	Forcing into Marriage	Cruel or Inhuman Corporal Punishment
Rape	Physical Abuse	Sex Offender Registration Crimes
Neglect	Sex Crimes	Petty Theft (less than \$400)
Isolation	Abandonment	Receiving Stolen Property
Abduction	Financial Abuse	Felony Drug Convictions
Burglary	Embezzlement	Possession of a Deadly Weapon
Forgery	Felony DUI	Possession of a Concealed Firearm
Larceny	Grand Theft (over \$400)	Possession of a Loaded Firearm
Fraud	Felony Drug Convictions	

## Remaining Active on the Caregiver Registry

1. Call Registry staff at (916) 874-4411 every 30 days to update your file and state if you are still interested in being active on the Registry. A message can be left at any time. Speak slowly and clearly, leaving your name and telephone

number, and any changes in your availability.

2. Having a telephone number with answering machine, a cell phone, or a pager will make it easier for the Registry staff and/or the consumer to make contact in a timely manner.

### Removing Your Name from the Caregiver Registry

Contact the Caregiver Registry by phone, and request to be made inactive on the Registry. Your name and personal information will not be sent out to any consumers after your name is removed.

### Reactivating to the Caregiver Registry

Call the Caregiver Registry to update your personal information and preferences. If your file has been inactive for over one (1) year, you must complete the application process again. Once the process is completed, your personal information and preferences will be made active again.

### Grievance Process

The caregiver has the right to file an informal or formal grievance to the In-Home Supportive Services (IHSS) Public Authority regarding a dispute involving the Caregiver Registry.

1. Before filing an informal grievance, the caregiver should contact the Registry Supervisor at (916) 874-4411, to discuss the grievance.
2. To file an informal grievance, the caregiver should contact the Public Authority Executive Director at (916) 874-2888, to ask for a decision on the grievance. The Public Authority will have ten (10) days to make a decision on the grievance.
3. If the caregiver is not satisfied with the decision by the Public Authority, the caregiver can make a formal grievance by contacting United Healthcare Workers West at (916) 326-5850. The Union has ten (10) days to file a written grievance to Labor Relations. Labor Relations has ten (10) days to respond in writing.

# Interviewing Tips

The following tips on interviewing can be applied to either the Registry interview or the consumer interview. These tips may help increase your chances for getting and keeping a job.

- 1. Be easily reachable** by phone, pager, cell phone or answering machine. Your answering machine should sound professional, listing your phone number with no loud music playing in the background. Calls should be returned as soon as possible, preferably within 24 hours. The caregiver should advise anyone who is taking messages for them 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 any copies** of training certificates, letters of recommendations, and references' information with you to give to the Registry Specialist and/or consumer at 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.

