

Working with the Registry:

The following tips will help the Registry connect you with caregivers who may meet your needs:

- Call the registry **whenever** you need or think you may need a caregiver;
- Understand that we **customize** lists just for you based on your preferences;
- Call the caregivers on the list **ASAP**;
- Let us know when you **hire** someone.

Timesheet Issues:

- A good way to **prevent fraud** (caregivers adding extra hours) is to mail their timesheets in for them;
- Call your social worker and the payroll office **immediately** after you hire a caregiver;
- Timesheets for the 1st pay period are due on or after the 15th, 2nd pay period timesheets are due on or after the last day of the month (early timesheets are returned);
- Use only **blue** or **black** ink;
- Make sure your caregiver **does** the tasks authorized on your “notice of action;”
- Make sure you **sign** and **date** the timesheet.

Caregiver-Consumer Registry
(916) 874-4411
Adult Protective Services
(916) 874-9377
IHSS General Information
(916) 874-9471
IHSS Payroll
(Watt) **(916) 874-4201**
(Broadway) **(916) 874-9805**

Background Checks:

The Registry can help you check the **criminal background** of current or potential caregivers. The Registry does local criminal convictions searches by accessing the **Sacramento County Superior Court’s** website. The Registry can also help you get a **Department of Justice (DOJ)** Criminal Background check. DOJ checks are free and mailed directly to you in 4-6 weeks after submission. Ask the Registry Specialist for more information.



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SACRAMENTO COUNTY
IN-HOME SUPPORTIVE SERVICES

Public Authority

Caregiver Registry



**Advice, Tips, and
Recommendations for
IHSS Consumers**

Dear Registry Consumer,

This brochure is intended to help IHSS consumers find, hire, and maintain a professional relationship with their caregivers.

Your Key Responsibilities:

- Interviewing, hiring, and terminating caregivers;
- Training your caregivers;
- Supervising your caregivers;
- Setting job duties and schedules;
- Signing timesheets.

Hiring Tips:

It is a **good idea** to screen applicants by telephone. Explain your needs and hours. If the person sounds **reliable** and is **interested** in working for you, set up an interview. Do not give applicants your personal information (i.e. phone number, address, social security number, bank account information, etc.). You may want to have a **friend or family member** help you with interviews. Some possible interview questions are:

- Can I see your photo I.D. and Social Security Card?
- What kind of work have you done?
- What training have you had?
- Have you been convicted of a felony?
- Why are you in this line of work?
- Could you take me to appointments?
- Is there authorized activities you cannot do?
- Can you work the days and times I need a caregiver?

After Hiring Do:

- Clearly **explain** job duties, caregiver responsibilities, and work schedules to your caregiver (caregivers can't do a good job for you if they do not know what you want);
- Be **polite** when asking a caregiver to do something;
- **Discuss** any problems or misunderstandings as they come up (don't bottle up any issues);
- Make sure caregivers who will be **driving** you somewhere have valid auto insurance;
- Have your caregiver **use** universal safety precautions (gloves, disinfectant, etc.) when they are working for you;
- Remember being a caregiver can be a stressful job, do not lose your temper with your employee;
- Ask your caregiver to **notify** you if he/she is going to be late or cannot work;
- Keep a **daily log** of the hours your caregiver works and have them initial the **log** at the end of the shift;
- Keep a **list** with telephone numbers of your family, friends, doctor, etc. in case of an emergency (make sure your caregiver knows where the list is);
- Report any work injuries or illness suffered by your caregiver on the job **immediately** to your social worker;

- **Treat** the caregiver with respect;
- **Praise** your caregiver when he/she does a good job;
- Have a backup provider or plan.

After Hiring Do Not:

- Allow caregivers to verbally, physically, or emotionally abuse you (**immediately** call your social worker, Adult Protective Services, or the Registry if you think you are being abused);
- "Over supervise" your caregivers;
- **Offer** caregivers extra money or a loan;
- Let caregivers **abuse** TV, phone, or eating privileges at your home;
- Let caregivers work while they are intoxicated or on drugs;
- Let caregivers **borrow or take** any of your belongings;
- Let caregivers use your car **without** permission;
- **Leave** valuables, checkbooks, or credit cards lying around;
- Let caregivers put hours they did not work on their timesheet, (if you feel uncomfortable, call your social worker or payroll to report your concerns);
- Get into a **confrontation** with your caregivers;
- Put caregiver's names on your bank, or any other accounts;
- Let caregivers bring children, family, or friends to work with them.