



PUBLIC AUTHORITY REGISTRY

Fact Sheet

The Public Authority Registry is a countywide service that assists low-income elderly and disabled persons who need household and/or personal assistance to find home care workers. The Registry is a referral agency only; *it is not the employer*. The Registry's goal is to match the consumer's needs and preferences, as much as possible, to the available Independent Providers (IP) on the Registry by using an electronic referral system. Request for service may originate from various sources, such as the consumer, a social worker, or family member.

PURPOSE OF THE PUBLIC AUTHORITY REGISTRY

To assist consumers of In-Home Supportive Services (IHSS) locate and hire IPs. The Registry provides IHSS consumers lists of names, telephone numbers, and experiences/trainings of IPs listed in the database. The Registry also assists with problem resolution when issues arise between the consumer and the IP.

INDEPENDENT PROVIDERS (IP's)

- IP's are hired, trained, supervised, and discharged directly by the recipient, who is the employer. Please keep in mind that the Public Authority Registry serves as a referral service only and not the employer.
- IP's are paid \$13.00 per hour minus deductions for Federal and State income taxes, Medicare tax, Social Security and State Disability tax. IP's are covered under the State workers compensation Program. IP wages are paid directly by the State.

REQUIREMENTS OF IP APPLICANTS FROM THE PUBLIC AUTHORITY REGISTRY

- IP applicants must complete an application form that includes previous experience, employer-related references, and information relating to any criminal convictions.
- IP applicants attend a three-hour Registry Introduction Training to review Registry specific guidelines and policies.
- Registry staff interview applicants and check their references.
- IP applicants are required to provide documentation of eligibility to work in the US.
- IP applicants are required to get a criminal background check through the California Department of Justice.

WHAT THE REGISTRY WILL PROVIDE TO THE CONSUMER

- The Public Authority Registry will refer, via mail, e-mail or telephone, a few Independent Provider names, telephone numbers, and their experience/training to IHSS consumers, as requests are received.
- Handouts include, but not limited to:
 - Sample Interview Questions –useful tips on how to conduct an interview effectively
 - Expectation Agreement – an agreement between the employer (IHSS consumer) and the employee (IP) based on the hours and tasks authorized to the recipient from IHSS
 - Sample Time Log – an efficient tool for recipient and IP(s) to keep track of the hours worked
 - To-Do List/ IHSS Authorized Tasks
 - Consumer & Provider Removal Policies – lists of minor and major offenses that could cause the consumer and the IP to not be eligible to receive services from the Public Authority Registry
 - Consumer Handbooks – a series of four modules to assist consumers:
 - Public Authority IHSS System Introduction
 - Obtaining Your Independent Provider
 - Managing Your Independent Provider
 - The IHSS Assessment, Reassessment & Appeal Process

RESPONSIBILITY OF THE CONSUMER

If an IP referred from the Registry is offered and accepts a position as the caregiver, the IHSS recipient should do the following as soon as possible:

- Contact the Public Authority Registry at (408) 350-3251 to request a **SOC 426A IHSS Program Recipient Designation of Provider form** and inform the Registry about the provider's current working schedule.
- Both the recipient and IP should complete the **IHSS Program Recipient Designation of Provider form** and send the original(white) copy to:
Attn: IHSS
Social Services Agency
PO BOX 11018
San Jose, CA 95103.

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