



PUBLIC AUTHORITY REGISTRY

The Public Authority Registry (Registry) is a countywide service that assists In-Home Supportive Services (IHSS) consumers who need help finding an in-home Independent Provider (IP) by providing a list of qualified IPs listed on the Registry. The Registry's goal is to match the consumer's needs and preferences, as much as possible, to the available IPs listed on the Registry to work their approved IHSS services by using an electronic referral system. The Registry is a referral service only; *it is not the employer*. It is the responsibility of the IHSS consumer as the employer to interview, select, hire and supervise the IP to perform tasks authorized by IHSS. A provider's payment comes from the state.

Purpose of the Public Authority Registry:

To assist consumers of IHSS locate and hire IPs that fit their needs as much as possible. 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 Registry IP.

Requirements of IP Applicants Joining the Public Authority Registry:

Not all providers that are on the IHSS program are listed with the Registry; to join the Registry is a separate application process. The Registry recruits providers on the basis that they meet some of the current registry needs. The needs are accommodated by assessing the IHSS population in our county and the diversity of its consumers. Providers listed on the Registry go through the following steps to join:

- IP applicants complete an interest form and an application.
- Registry staff interview applicants and check their references.
- IP applicants attend a 3.5 hour *Registry Introduction Training* to review guidelines and policies that are specific to the Registry.
- IPs agree to follow the rules and guidelines set forth by the Public Authority Registry which include a *Provider Removal Policy* that lists minor and major offenses that could cause the provider to not be referred by the Registry to other IHSS consumers.
- IP applicants are required to provide documentation of eligibility to work in the US.
- IP applicants are required to complete the state mandated IHSS Enrollment process, including fingerprinting for a Department of Justice background check.

Independent Providers (IPs):

- IPs are hired, trained, supervised, and discharged directly by the consumer, who is the sole employer.
- IPs are paid \$13.00 per hour minus deductions for Federal and State income taxes, Medicare tax, Social Security and State Disability tax. IP wages are paid directly by the State.
- IPs are covered under the State Workers' Compensation Program.

What the Public Authority Registry Will Provide to the Consumer:

The Public Authority Registry will refer, via mail, e-mail, or telephone, a few IP names and telephone numbers, as well as their experience/training to IHSS consumers as requests are received. A computer search generates names of providers based on different filters such as a consumer's geographic location, language and gender preference, and desired schedule. Request for service may originate from various sources, such as the consumer, a social worker, or family member.

In addition to helping IHSS consumers locate IPs, the Registry staff also support a consumer by providing conflict resolution and tips and guidance to be successful employers to their registry IP. Every new consumer to the Registry receives a **New Registry Consumer Packet** with handouts that include, but are not limited to:

- **IHSS Program Overview and IHSS Description Services** - a review of the IHSS program and a description of authorized IHSS tasks.
- **Consumer Sample Interview Questions** - useful tips on how to conduct an interview effectively.
- **Expectation Agreement** - an agreement between the IHSS consumer (employer) and the IP (employee) based on the hours and tasks authorized to the consumer from IHSS.
- **Consumer Removal Policy** - a description of the consumer rules and guidelines to using to the Registry, which lists minor and major offenses that could cause the consumer to not be eligible to receive services from the Public Authority Registry.

Other materials available to consumers upon request include, but are not limited to:

- 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:

The IHSS consumer is the sole employer of the IP. The IP is hired, trained, supervised, and discharged directly by the consumer. If an IP referred from the Registry is offered and accepts a position, the IHSS consumer 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**. Both the consumer and IP should complete the form and send the original (white) copy to:
 - Attn: IHSS Social Services Agency
 - PO BOX 11018
 - San Jose, CA 95103.
- Inform the Registry about the provider's current working schedule.
- Provide oversight and supervision to the provider. The consumer must maintain a record of hours worked by his/her provider and sign legitimate IHSS timesheets in a timely manner.

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