

WHAT IS IN-HOME SUPPORTIVE SERVICES?

The In-Home Supportive Services (IHSS) program is, and will continue to be, California's largest and most important in-home care program. The IHSS program provides personal and domestic services to aged, blind or disabled individuals in their own homes. Individuals who perform these services are called providers. Individuals who receive these benefits are called consumers. The purpose of this program is to allow these individuals to live safely at home, rather than in costly and less desirable out-of-home placement facilities. IHSS pays providers (also called home care workers or personal care assistants) to provide personal care and household tasks for consumers.

How to Apply for IHSS

If you are a resident of Butte County, you can contact IHSS by calling 530-538-7538. IHSS social workers meet directly with the consumer and evaluate what the consumer can and cannot do for him/herself. The application process can take between 30-45 days, depending on each individual case. In many cases, the consumer must also apply for MediCal. Emergency situations are priority.

WHAT IS THE PUBLIC AUTHORITY?

The Public Authority is the employer of record for IHSS providers. The Public Authority is mandated by the State of California. It is separate from the county and has all powers necessary and convenient to carry out the delivery of in-home supportive services. The Public Authority was created specifically as a program improvement for consumers and providers.

What is the Public Authority's Role Within IHSS?

The significant role the Public Authority fulfills for IHSS is to offer services that assist consumers with greater access to providers. This has been accomplished by creating a provider registry. A provider registry is a computerized data base listing qualified and screened IHSS providers. These services offered by the Public Authority provide consumers with a greater level of confidence when hiring providers. Aside from establishing a registry, the Public Authority is also responsible for: 1) investigating the qualifications and background of potential providers, 2) establishing a referral system to connect providers with consumers, 3) providing training for consumers and providers.

WHO GOVERNS THE PUBLIC AUTHORITY?

The governing body of the IHSS Public Authority is the Board of Supervisors for Butte County acting as the Public Authority Board.

The Board of Supervisors appoints an IHSS Advisory Committee consisting of both consumers and providers of personal/domestic services as well as community advocates. They also make recommendations on service enhancements and IHSS operations.

Notification of public meetings are available at www.bcihsspa.org.



REGISTRY APPLICATION PROCESS FOR IHSS HEALTH CARE PROVIDERS

Steps To Become Listed on the IHSS Registry

Fill out an application form from the IHSS Public Authority. An application can be obtained by calling 530-538-5262 or by logging onto www.bcihsspa.org and clicking on **application**.

- List any criminal convictions and sign permission to conduct a criminal background check.
- Provide references that meet Registry references check criteria. The references must include names and telephone numbers.
- Meet with Registry staff to provide proof of legal availability to work in the United States, and to show current and accurate picture identification with a Social Security card. The names on the picture ID and Social Security card must match.
- In cases where provider applicant indicates a willingness to provide transportation services, provide proof of valid drivers license and current insurance.
- Participate in a face-to-face interview/orientation with Registry staff. Interview/orientation will include explanation of registry processes, policies and procedures, confidentiality and mandated reporting.
- Provide documentation/certificates for any training claimed by the provider applicant.

To remain actively listed on the Registry, providers must update their files at least every two weeks.

Public Authority Registry	530-538-5262
Toll Free	888-337-4477
Public Authority Web site:	www.bcihsspa.org
IHSS Intake	530-538-7538 press 2
IHSS Accounting	530-538-7538 press 1
Adult Protective Services	800-664-9774
PASSAGES Adult Resource Center	530-898-5923
www.butte.networkofcare.org	Local Resources



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