



PUBLIC AUTHORITY
SANTA CLARA COUNTY



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Important new instructions for IHSS providers are enclosed.
Your IHSS paycheck depends on it.
Please carefully read this information!

IMPORTANT PHONE NUMBERS:

- COA Public Authority Services:** Call for information concerning provider benefits, Eco Pass, training or other services of the Public Authority **(408) 350-3206**
- COA Public Authority Services Registry:** Call if you want to join the Registry or to report any changes if you are already listed on the Registry. **(408) 350-3251**
- IHSS Social Services:** Call for information regarding authorized hours and services or to speak with a social worker. **(408) 975-4899**
- IHSS Payroll:** Call for any payroll matters **(408) 975-4899**
- UNION SEIU Local 521:** Representing providers. Call for information about the Union & payroll deductions **(408) 678-3300**
- Adult Protective Services 24-hour Hotline:** Call for help if you or someone you know suspect abuse of a senior or dependent adult **(408) 975-4900**
..... **1 (800) 414-2002**
- Council on Aging Silicon Valley Information and Assistance:** Call to obtain information on available services in Santa Clara County **(408) 296-8290**
..... (In county only) **1 (800) 510-2020**

HOME CARE CONNECTION

COA Public Authority Services



YOUR FUTURE PAYCHECKS DEPEND ON THIS PROVIDERS MUST BE FINGERPRINTED BEFORE JULY 1, 2010!

Fingerprinting is only one of several steps that all IHSS providers must complete before July of this new year as a result of new laws in the State of California. Please read this article carefully – your paycheck depends on it. This article will describe how you can complete the four steps that are required to keep being paid as an IHSS provider. See the page 2 that briefly describes the steps.

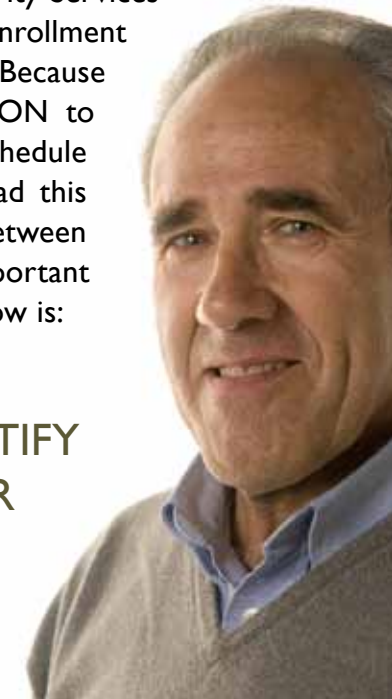
You have each received a letter from the State of California in October with the new Provider Enrollment Form and instructions. This article gives you NEW instructions on how to complete the steps described in that letter. Please use this article as your guide.

There are over 15,000 IHSS care providers in Santa Clara County and it is a very big job to meet with each of you in person as required by the new

regulations. The COA Public Authority Services will be handling this IHSS provider enrollment process for Santa Clara County. Because you must meet with us IN PERSON to complete the steps we need to schedule some people each week and spread this work out over the next 6 months between now and July 1, 2010. The most important instruction we have for you right now is:

“WAIT UNTIL WE NOTIFY YOU BY MAIL OF YOUR APPOINTMENT TIME”

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ADVISORY BOARD MEMBERS: SONDRRA CORDAY, BHARAT DESAI, JOANNE DISBROW, CINDY FAULKNER, KAI LU, RICHARD PATTERSON, JAMES RAMONI (EX-OFFICIO), MARY JANE WHITEFORD

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HOME CARE CONNECTION



STEPS FOR ENROLLMENT

Here are the steps you will need to complete after you receive your appointment by mail.

This is only a brief summary. The needed forms and more detailed information will be provided when we send you your appointment notification by mail. **DO NOT** mail the forms, you must deliver them in person after you get your appointment in the mail.

STEP 1. Complete and sign the new IHSS Program Provider Enrollment Form (SOC 426), and return it IN PERSON to the appointment event.

- Wait until you get your appointment time by mail
- You must bring your Social Security Card (not a copy) and your unexpired driver's license or other government issued photo ID to your appointment.

STEP 2. Be fingerprinted and go through a criminal background check by the California Department of Justice.

- At your appointment with the COA Public Authority Services we will provide instructions and forms needed to get your fingerprints taken. Do not try to be fingerprinted until after you have your appointment.

STEP 3. View or read the Provider Orientation materials

- You may attend an orientation session in person, or obtain and review the materials. We will provide instructions with your appointment time.

STEP 4. After you have reviewed and understood the Provider Orientation materials, sign an IHSS Program Provider Enrollment Agreement (SOC 846).

- By signing the SOC 846, you are saying that you understand and agree to the rules and requirements for being a provider in the IHSS Program.

BUDGET CUTS: IMPACT COA PUBLIC AUTHORITY SERVICES

As many of you may already be aware there have been some devastating changes to the IHSS program this year which have been in the media for months now. Part of the impact of the budget passed by the Legislature and signed by the Governor during the summer included cutting Public Authority budgets by 57%.

Locally this meant a reduction of five positions in the COA Public Authority Services. COA Public Authority Services remains committed to providing the best service possible for IHSS consumers and providers. Please be patient with us as we will be returning calls as quickly as possible and working hard to assist you to our fullest capacity but there will be delays.

NOTE: The best method to reach us is by phone, e-mail or regular mail. We ask you not to come to our office. To assist you better please use the following phone numbers to ensure your calls are answered as quickly as possible:

COA Public Authority Services Benefits call 408.350.3290
COA Public Authority Services Registry call 408.350.3251
COA Public Authority Services questions call: 408.350.3206
E-mail: info@publicauthoritysantaclara.org

Your cooperation in using one of these formats to reach us will be greatly appreciated.

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Starting in January we will begin to notify groups of providers to visit us, with your unexpired photo ID, original (not a copy) of your Social Security Card, and your completed forms, to go through the enrollment steps that every provider must complete. Please do not contact us about enrollment until you get that notification.

Currently we are holding enrollment sessions by appointment only for providers who are new to the IHSS system (never had a paycheck from IHSS before) and who can not get paid until they complete the new enrollment rules. We will begin sessions for the rest of the providers starting in January, and we will notify you by mail of the appointment time available for you.

We are also reviewing the steps needed to complete the enrollment process to reduce the time you need to spend with us to a minimum. We are investigating an enrollment website that would allow many of you to complete some of the needed steps online before your visit to complete the enrollment with COA Public Authority Services. You will be notified by mail about the next steps.

Thank you for being an IHSS provider – we look forward to helping you complete the new steps required by law to keep you enrolled (and paid!) as a provider. Watch your mail: it will be your responsibility to take action when you get the notice or risk losing your paycheck.



PLEASE NOTE:
The Council on Aging Public Authority Services office will be closed for the Holidays from

DECEMBER 21, 2009 TO
JANUARY 1, 2010.

ORIENTATION

The COA Public Authority Services Registry will conduct an Orientation session in March for individuals who are interested in joining the Registry. The Registry is a referral service only and is not an employer. If you would like further information call the COA Public Authority Services Registry after February 15, 2010 for the time and location. Call (408) 350-3251.