

County of Santa Clara
Welfare Fraud Hotline
408-577-7340
In-Home Supportive Services Fraud Hotline
408-577-7370



Common Fraud Issues in IHSS

It is often the case that either consumers or providers do things they might not know are fraudulent. This information is provided to help you understand what actions on your part could be considered fraud so that you might avoid making these mistakes.

- **USING A FALSE IDENTITY**

Providers **must** use their own personal information, such as name, address and Social Security Number. A provider must have Legal Employment Status.

- **TIMESHEETS**

If the consumer is not available to sign the timesheet, you **may not** sign it for them. Your consumer is your employer. Only the consumer can sign your timesheet **AFTER** all hours claimed have actually been worked.

If your consumer dies, **do not** sign the timesheet for them. Sign your own name and write "deceased" and the date they died instead of their signature.

Do not turn in the timesheet early. You must wait until all the hours have actually been worked.

MISSING PAYCHECKS

If you complete an affidavit to receive a replacement check, **do not** cash the original check if it arrives. Return it to the IHSS office. Cashing both checks is fraud.

CONSUMER OUT OF HOME

A Provider **cannot** be paid to take care of a consumer who is:

1. In the Hospital
2. In a Nursing Home
3. Incarcerated
4. Living out of the County

IHSS is designed to help a consumer remain safely in their own home; therefore, you cannot claim hours worked or turn in timesheets for work done while the consumer is out of the home.

You are only permitted to claim, and receive payment for, the hours you work for the consumer, **in their home**.

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When a consumer returns home a Provider cannot make up those hours by adding extra hours to their next timesheet.

SPLITTING THE CHECK

You may not.....

- Split the IHSS check between the consumer and care provider. Only the provider can be paid for services performed on behalf of the consumer. You are not allowed to split a check for services. It is a program violation.

You may not.....

- Split the IHSS check between the official care provider and a second, unofficial helper. Splitting the check with a “helper” is a program violation.

It is important to note that you **may not** claim more hours on your timesheet than you actually work.

CONSUMER’S TRUE FUNCTIONAL ABILITY

Consumers must report.....

- **All** the members in the household, whether or not they are related.
- If your **spouse** lives with you, whether legally married or common-law.
- Changes in living situation, residence or level of disability.

These changes might affect the amount of services available to you and must be reported.

PROSECUTION

If you are reported for IHSS fraud, the report will be investigated. Fraud will be prosecuted. If information is found that another agency is being defrauded (SSA, Welfare) a referral will be sent to the appropriate agency.

If you suspect fraud, please contact the Fraud Investigations at the number below. IHSS Fraud hurts everyone.

IHSS FRAUD HOTLINE

408-577-7370

Board of Supervisors: Donald F. Gage, George M. Shirkawa, Dave Cortese, Ken Yeager, Liz Kniss
County Executive: Jeffrey V. Smith