In-Home Supportive Services
PUBLIC AUTHORITY
SANTA CLARA COUNTY

Public Authority Services by Sourcewise

RECIPIENT ELECTRONIC SERVICE PORTAL (ESP)

CONNECTING PROVIDERS TO YOUR CASE

Public Authority Services by Sourcewise

WHAT CAN YOU DO ON ESP?

- Review, approve, or reject timesheet for provider
- View your provider's Timesheet History
- Update your contact information
- Link to resources
- Read notification about the ESP
- Add a provider to your case

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PUBLIC AUTHORITY SANTA CLARA COUNTY

IN THIS COURSE:

By the end of this course, you will know how to:

- Add an enrolled provider to your case through the ESP
  - This will allow the provider to submit timesheets for the hours they work for you

Login to Your Account

User Name
User Name is case sensitive

Remember Me

Password
Password is case sensitive

Show Password

Forgot User Name or Password?

Registration

Register for the IHSS Website to:

- View your timesheet and payment statuses
- Enter and submit timesheets
- No longer mail paper timesheets
- Request additional timesheets
- Enroll in direct deposit
- Claim sick leave

Register Here

Registration FAQs (PDF)

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IMPORTANT NOTES

- If the provider you wish to hire has submitted the form SOC 426A to IHSS in the past, you can hire them through the ESP (if they are still active in the IHSS system)
- If the provider's status is "Pending" while they are still in the process of completing their enrollment and an SOC 426A **has been** submitted and processed by IHSS, you can hire them through the ESP
  - They will not be connected to your case until they have completed the enrollment process
- If the provider's status is "Pending" while they are still in the process of completing their enrollment, but an SOC 426A **has not** been submitted to IHSS, you will not be able to find or hire them through the ESP until they have completed the enrollment process
  - The form SOC 426A will need to be filled out on paper and submitted to IHSS

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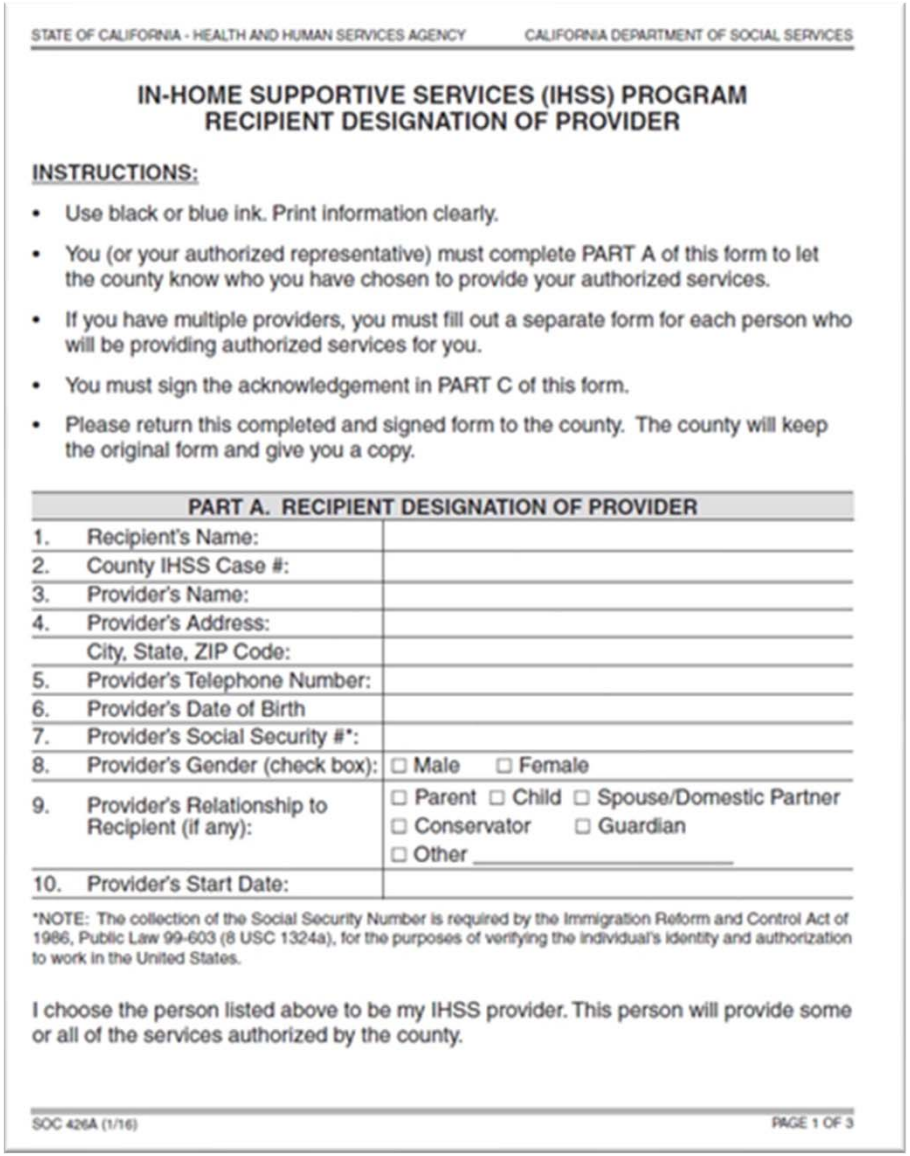
HIRE A PROVIDER

- You can hire a provider through the ESP or by submitting an SOC 426A form to IHSS

- If provider has completed enrollment, ESP is faster than a paper SOC 426A
  - SOC 426A generally takes 3 to 4 weeks to process
    - Any error on the form delays connecting the provider to your case
  - ESP only takes a few days to process



STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY — CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

IN-HOME SUPPORTIVE SERVICES (IHSS) PROGRAM
RECIPIENT DESIGNATION OF PROVIDER

INSTRUCTIONS:

- Use black or blue ink. Print information clearly.
- You (or your authorized representative) must complete PART A of this form to let the county know who you have chosen to provide your authorized services.
- If you have multiple providers, you must fill out a separate form for each person who will be providing authorized services for you.
- You must sign the acknowledgement in PART C of this form.
- Please return this completed and signed form to the county. The county will keep the original form and give you a copy.

PART A. RECIPIENT DESIGNATION OF PROVIDER

1.	Recipient's Name:	
2.	County IHSS Case #:	
3.	Provider's Name:	
4.	Provider's Address:	
	City, State, ZIP Code:	
5.	Provider's Telephone Number:	
6.	Provider's Date of Birth	
7.	Provider's Social Security #*:	
8.	Provider's Gender (check box):	☐ Male ☐ Female
9.	Provider's Relationship to Recipient (if any):	☐ Parent ☐ Child ☐ Spouse/Domestic Partner ☐ Conservator ☐ Guardian ☐ Other _____
10.	Provider's Start Date:	

*NOTE: The collection of the Social Security Number is required by the Immigration Reform and Control Act of 1986, Public Law 99-603 (8 USC 1324a), for the purposes of verifying the individual's identity and authorization to work in the United States.

I choose the person listed above to be my IHSS provider. This person will provide some or all of the services authorized by the county.

SOC 426A (1/16) — PAGE 1 OF 3

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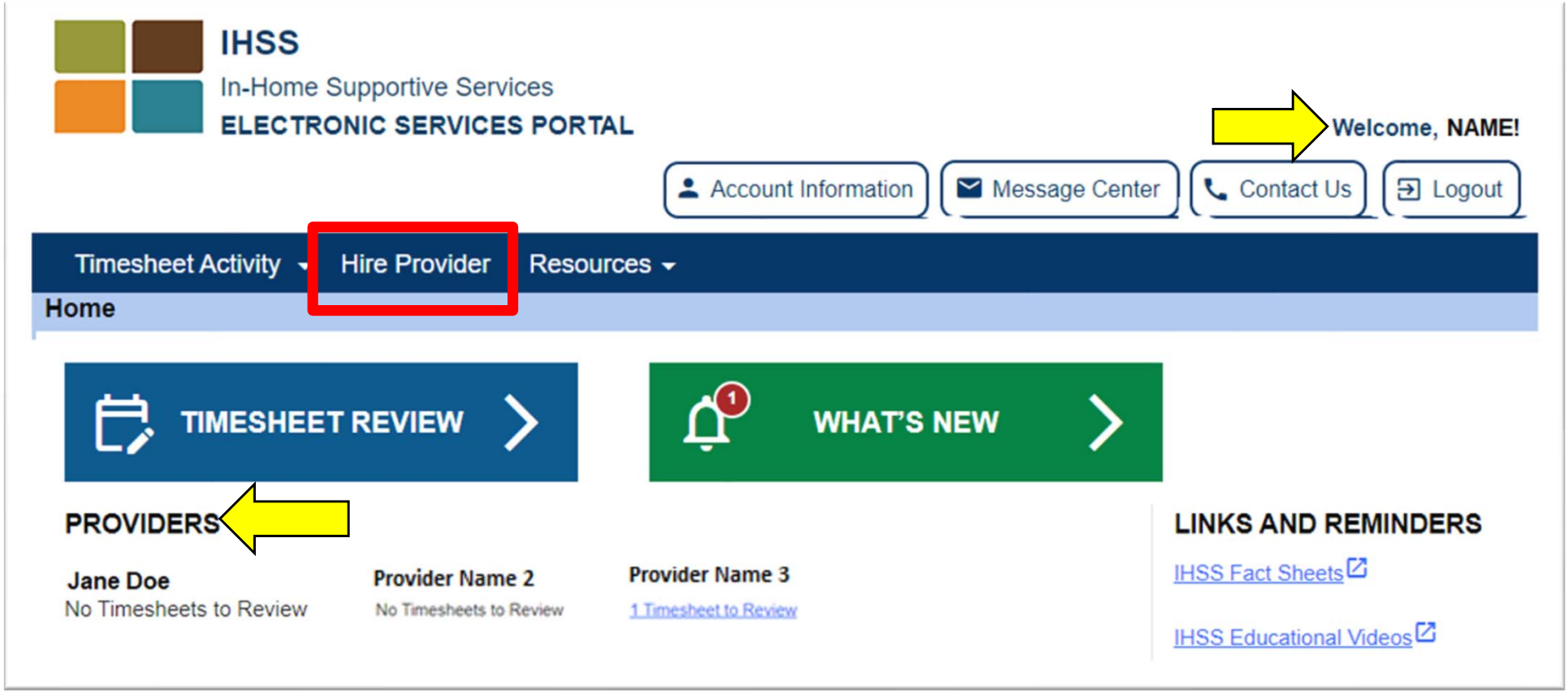
YOUR ESP ACCOUNT



- Your name will be shown on the upper right
- All providers currently connected to your case will be listed

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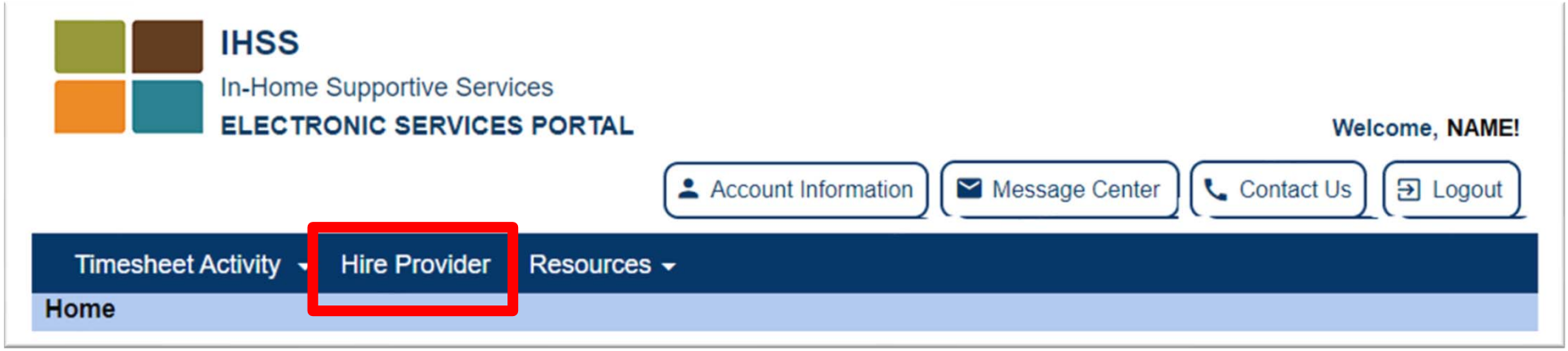
YOUR ESP ACCOUNT



- You will need to have the following:
  - Access to your email or phone number that is tied to your ESP account
    - You can update phone number by going to “Account Information”
  - Provider’s IHSS provider ID number and their name
  - The date the provider started working for you
  - The provider’s relationship to you

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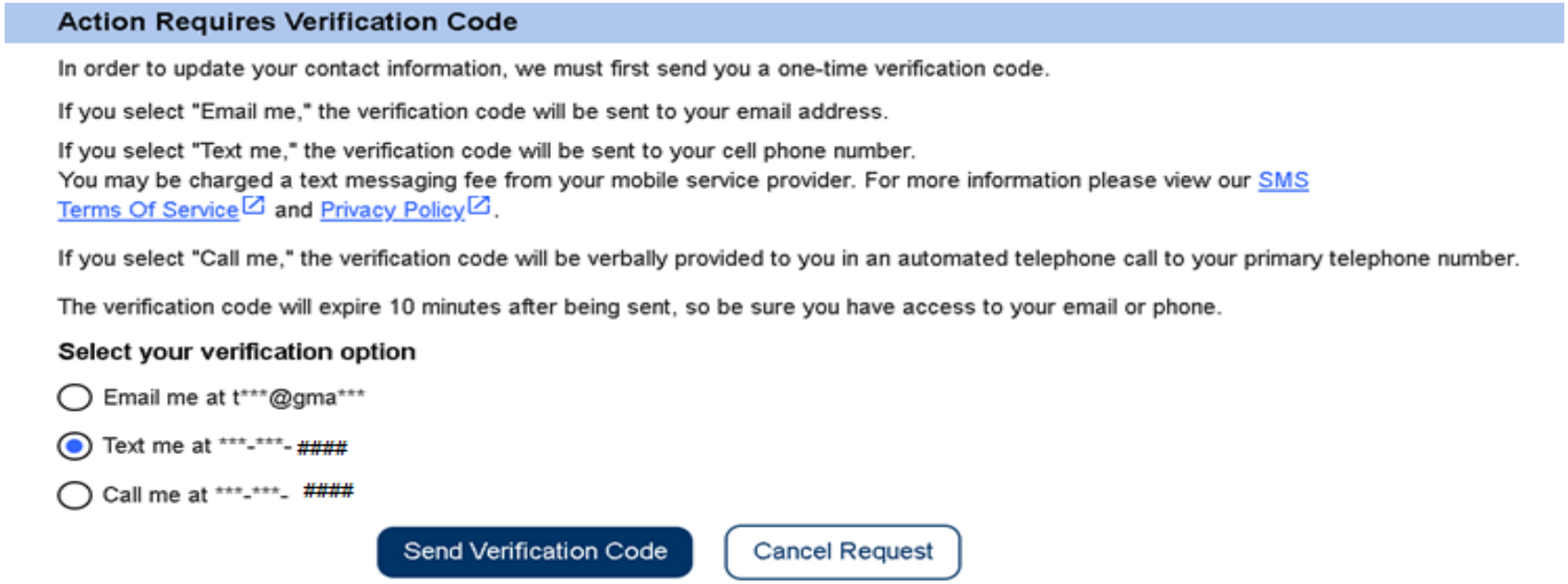
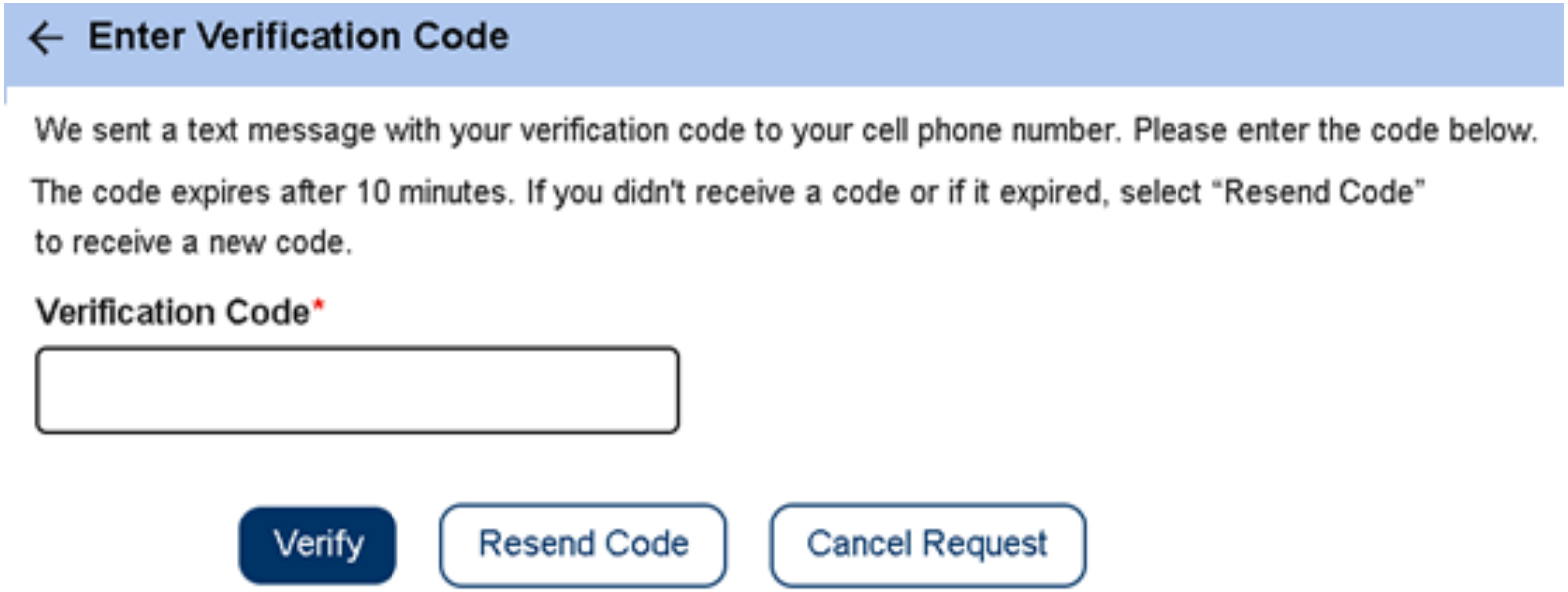
ADD A PROVIDER



- To hire a provider through the ESP, you first need to verify your identity with a verification code
  - Choose to receive the code by email, text, or telephone call, then click the “Send Verification Code” button

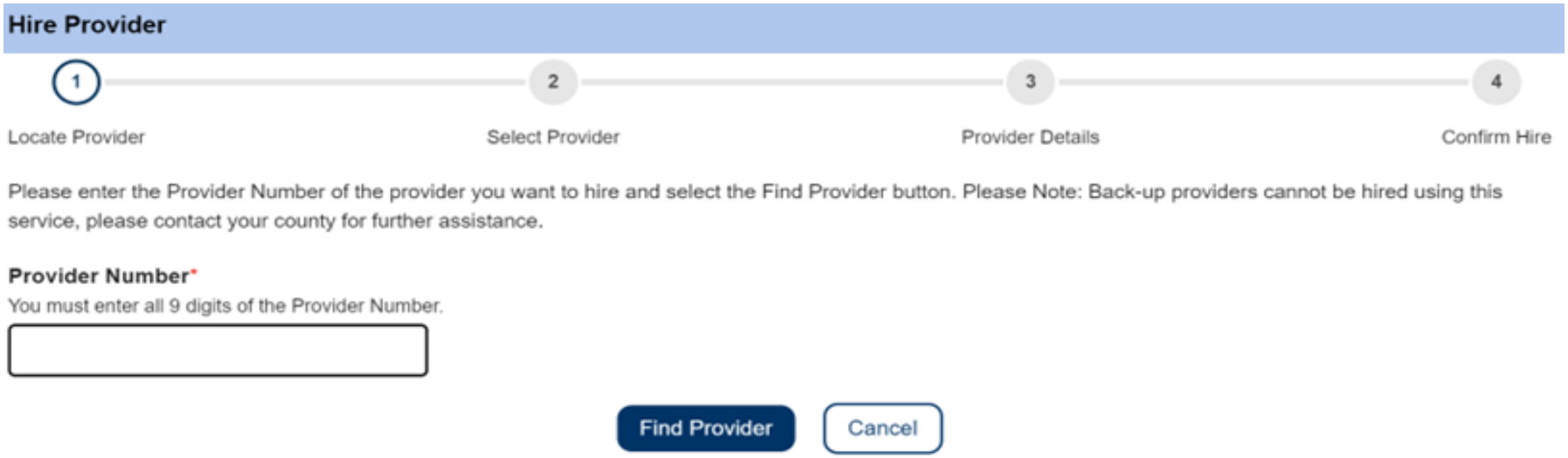
ADD A PROVIDER

- Next, you will be prompted to enter the verification code you received



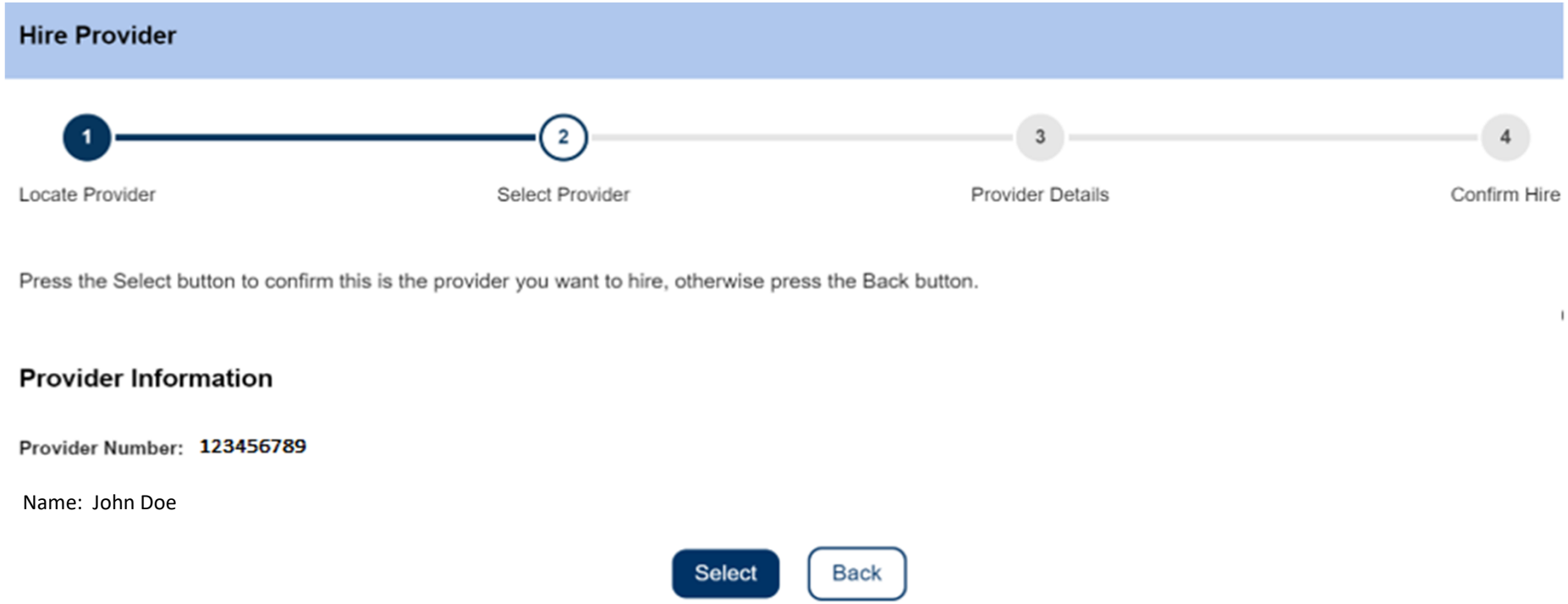
- If you have not received the code within 10 minutes, you will need to request a new code by clicking the "Resend Code" button
- After receiving it, enter the code and click the "Verify" button

ADD A PROVIDER



- Enter the Provider ID Number for the person you wish to hire, then click the "Find Provider" button
  - If the provider does not yet have a provider ID number, it means an SOC 426A form to hire them has never been processed by IHSS
  - If the provider is still in the process of enrolling and the SOC 426A has been submitted to IHSS, wait a few days and try again
  - If the provider has completed the enrollment process but an SOC 426A has not been submitted to IHSS, they cannot be hired through the ESP. An SOC 426A will need to be used instead.

ADD A PROVIDER



- Verify the provider information is correct for the person you want connected to your case
  - If correct, click the “Select” button

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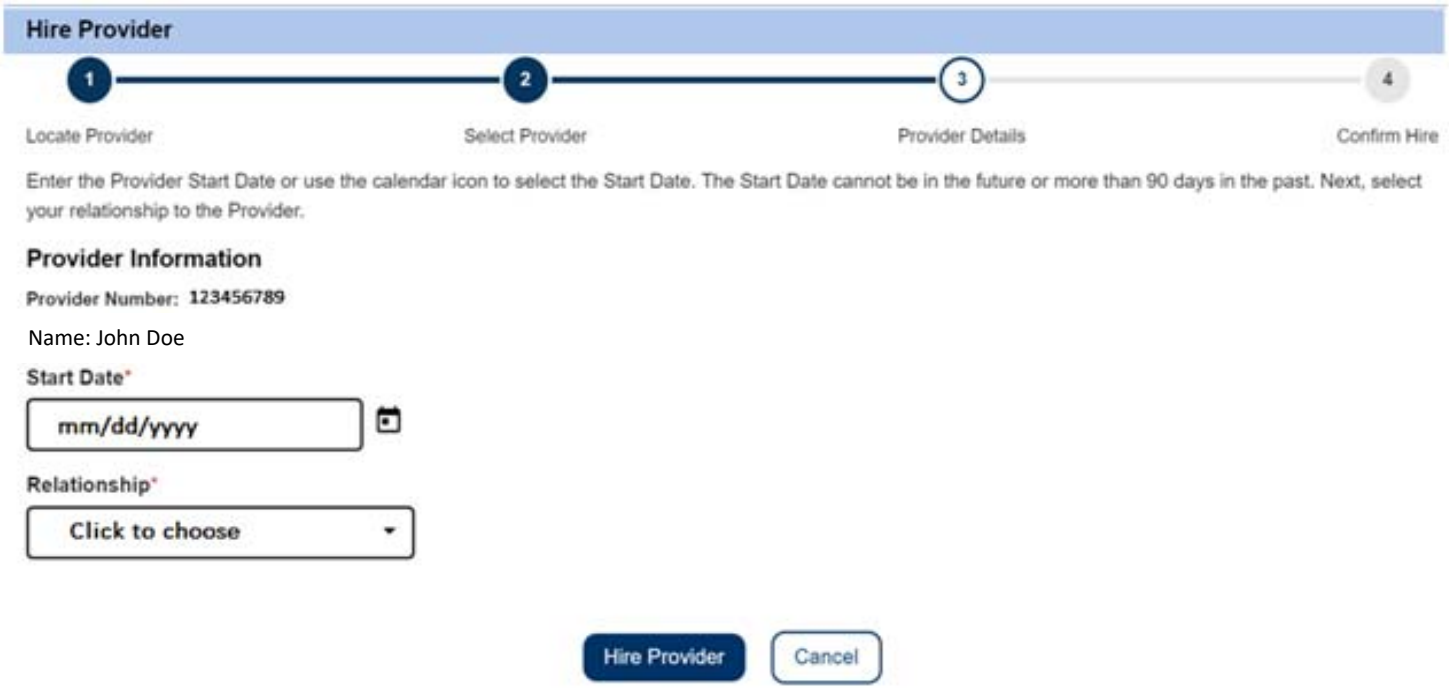
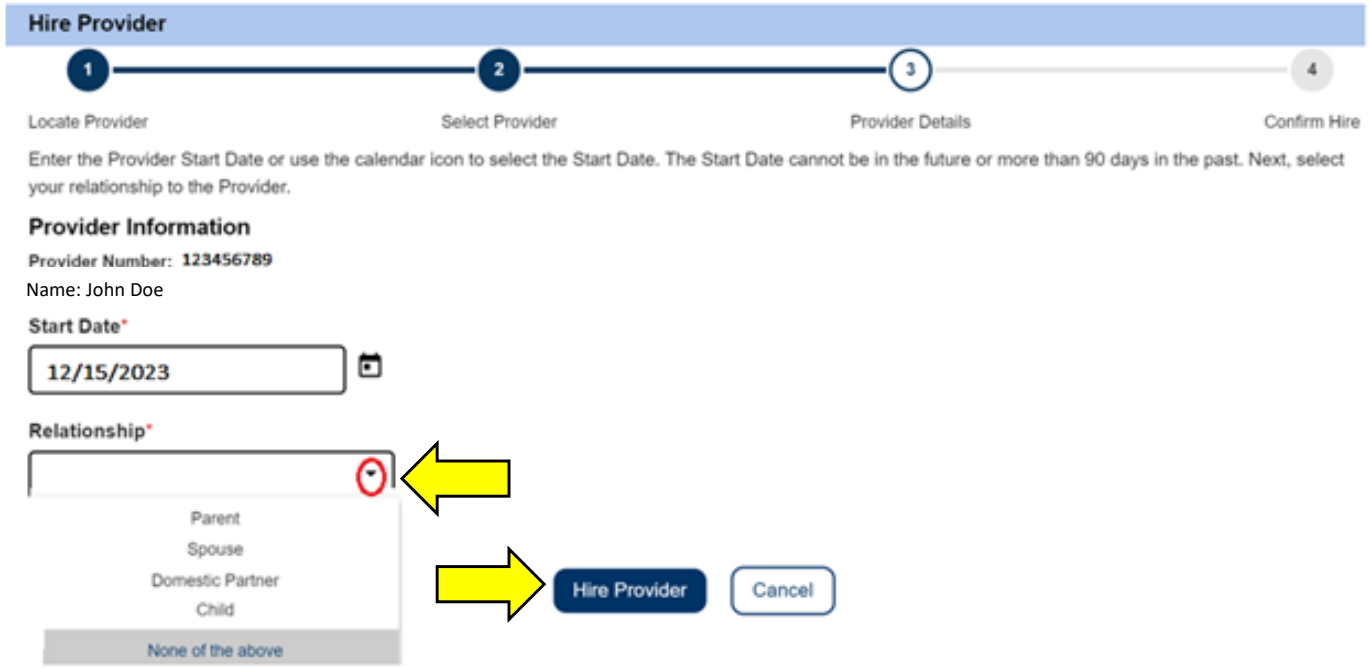
ADD A PROVIDER



- Enter the start date (or click on calendar icon)
  - If the provider started working for you before completing their enrollment, you can enter a past date
    - Providers can get backpay if you have available hours to claim

ADD A PROVIDER



- Click on the dropdown arrow under “Relationship”
- Select the provider’s relationship to you
  - Parent
  - Spouse
  - Domestic Partner
  - Child
  - None of the above
- Click the “Hire Provider” button

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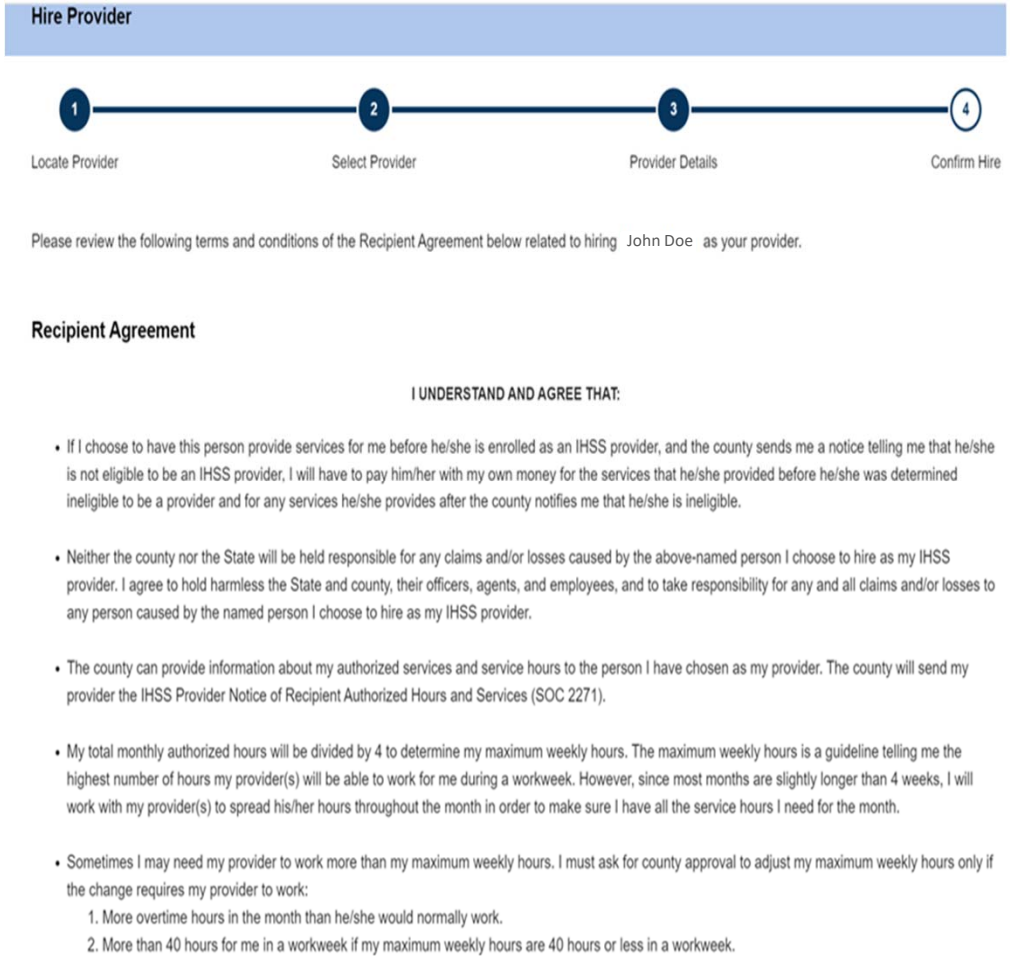
READ AND SIGN AGREEMENT



Hire Provider

1 Locate Provider — 2 Select Provider — 3 Provider Details — 4 Confirm Hire

Please review the following terms and conditions of the Recipient Agreement below related to hiring John Doe as your provider.

Recipient Agreement

I UNDERSTAND AND AGREE THAT:

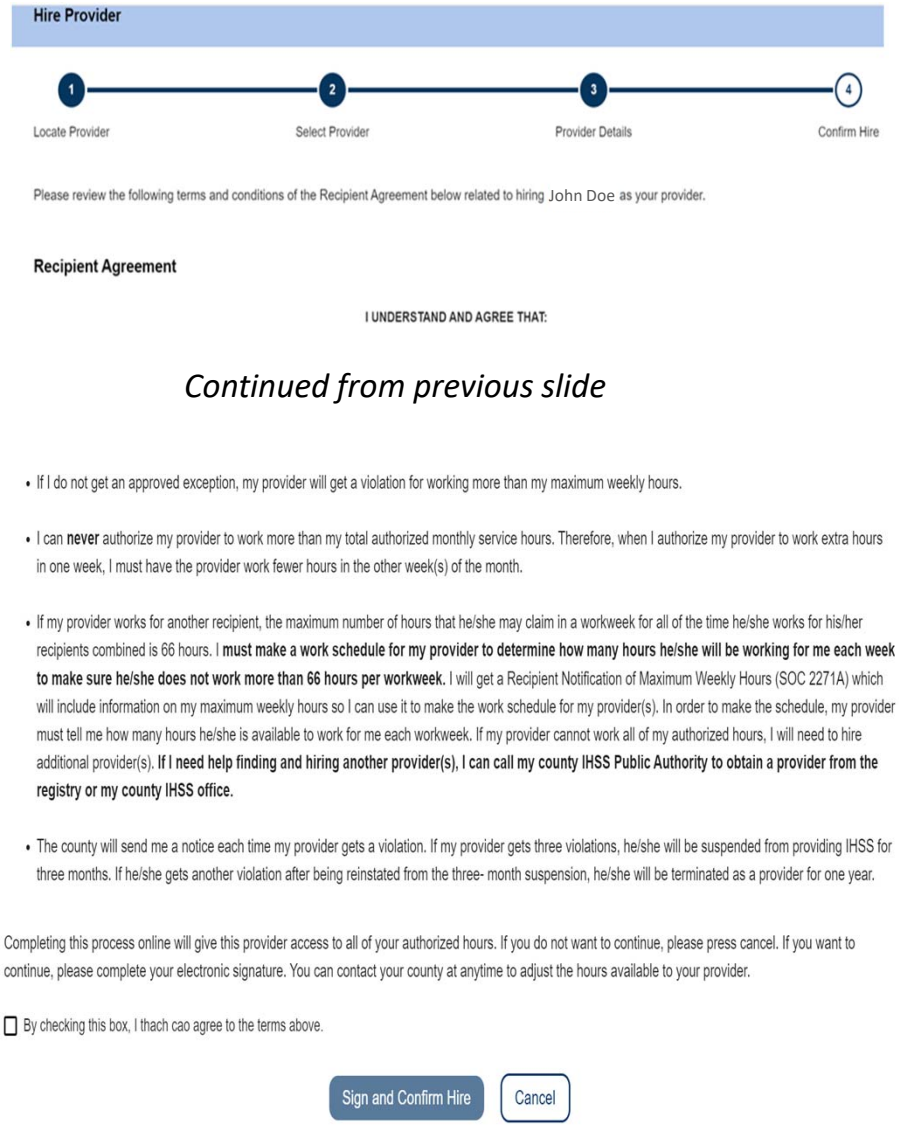
- If I choose to have this person provide services for me before he/she is enrolled as an IHSS provider, and the county sends me a notice telling me that he/she is not eligible to be an IHSS provider, I will have to pay him/her with my own money for the services that he/she provided before he/she was determined ineligible to be a provider and for any services he/she provides after the county notifies me that he/she is ineligible.
- Neither the county nor the State will be held responsible for any claims and/or losses caused by the above-named person I choose to hire as my IHSS provider. I agree to hold harmless the State and county, their officers, agents, and employees, and to take responsibility for any and all claims and/or losses to any person caused by the named person I choose to hire as my IHSS provider.
- The county can provide information about my authorized services and service hours to the person I have chosen as my provider. The county will send my provider the IHSS Provider Notice of Recipient Authorized Hours and Services (SOC 2271).
- My total monthly authorized hours will be divided by 4 to determine my maximum weekly hours. The maximum weekly hours is a guideline telling me the highest number of hours my provider(s) will be able to work for me during a workweek. However, since most months are slightly longer than 4 weeks, I will work with my provider(s) to spread his/her hours throughout the month in order to make sure I have all the service hours I need for the month.
- Sometimes I may need my provider to work more than my maximum weekly hours. I must ask for county approval to adjust my maximum weekly hours only if the change requires my provider to work:
  1. More overtime hours in the month than he/she would normally work.
  2. More than 40 hours for me in a workweek if my maximum weekly hours are 40 hours or less in a workweek.

Continued on next slide

- The Recipient Agreement states:
  - If IHSS sends notification that the provider is not eligible to be paid through the IHSS program, any services or hours worked will need to be paid out of pocket by the recipient
  - County and State hold no responsibility for claims and/or loss caused by the Provider
  - Provider will receive the “Provider Notice of Recipient Authorized Hours and Services (SOC 2271)

READ AND SIGN AGREEMENT

- Follow hours/monthly authorized tasks (Notice of Action –NOA)
  - Never authorize provider to work more than your monthly authorized hours
  - Providers with more than 1 recipient can only work 66 hours per week combined between their recipients
- Overtime is allowed if a recipient has been authorized for more than 160 monthly hours
  - Providers will receive a violation letter for any overtime worked that was not authorized by IHSS
- The county will send a notice each time the provider gets a violation
  - Provider will be suspended if they get 3 violation letters within 3 months
    - Once suspensions ends, if another violation is received, they will not be able to work under the IHSS program for one year



Hire Provider

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Please review the following terms and conditions of the Recipient Agreement below related to hiring John Doe as your provider.

Recipient Agreement

I UNDERSTAND AND AGREE THAT:

Continued from previous slide

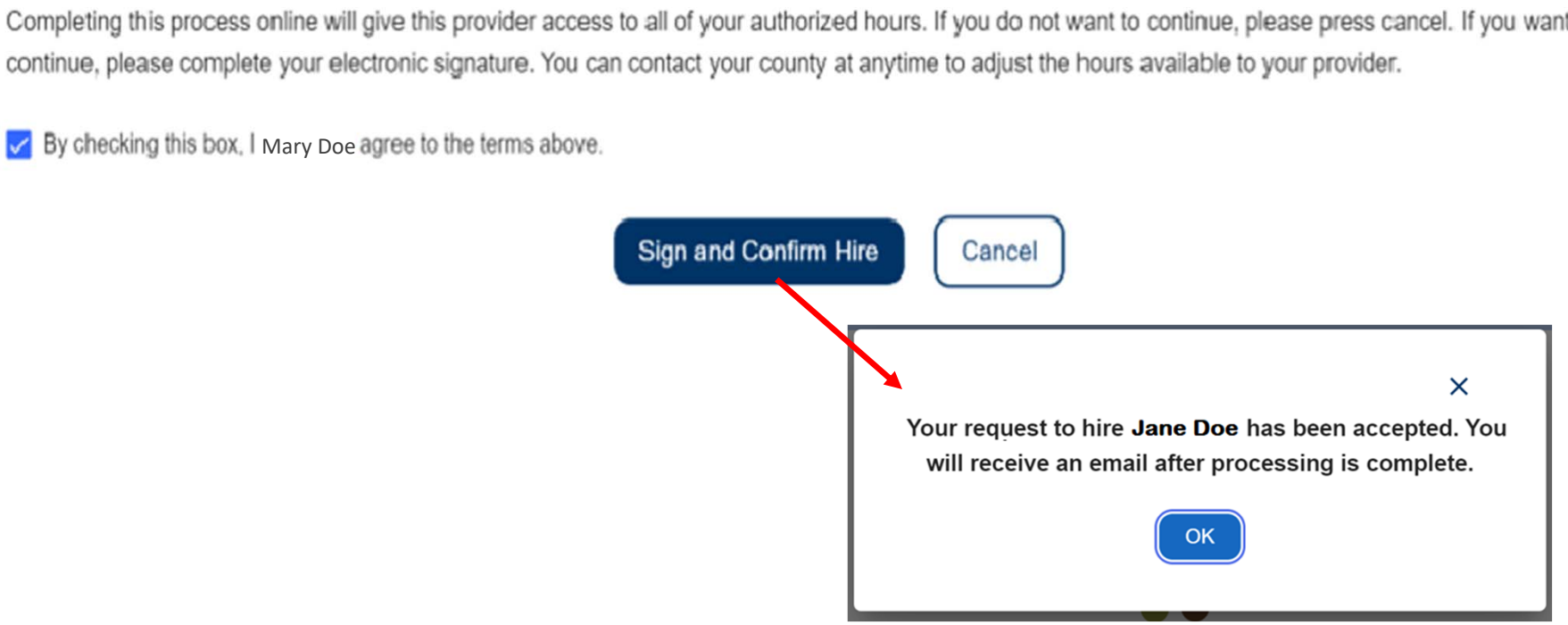
- If I do not get an approved exception, my provider will get a violation for working more than my maximum weekly hours.
- I can **never** authorize my provider to work more than my total authorized monthly service hours. Therefore, when I authorize my provider to work extra hours in one week, I must have the provider work fewer hours in the other week(s) of the month.
- If my provider works for another recipient, the maximum number of hours that he/she may claim in a workweek for all of the time he/she works for his/her recipients combined is 66 hours. I **must make a work schedule for my provider to determine how many hours he/she will be working for me each week to make sure he/she does not work more than 66 hours per workweek.** I will get a Recipient Notification of Maximum Weekly Hours (SOC 2271A) which will include information on my maximum weekly hours so I can use it to make the work schedule for my provider(s). In order to make the schedule, my provider must tell me how many hours he/she is available to work for me each workweek. If my provider cannot work all of my authorized hours, I will need to hire additional provider(s). **If I need help finding and hiring another provider(s), I can call my county IHSS Public Authority to obtain a provider from the registry or my county IHSS office.**
- The county will send me a notice each time my provider gets a violation. If my provider gets three violations, he/she will be suspended from providing IHSS for three months. If he/she gets another violation after being reinstated from the three- month suspension, he/she will be terminated as a provider for one year.

Completing this process online will give this provider access to all of your authorized hours. If you do not want to continue, please press cancel. If you want to continue, please complete your electronic signature. You can contact your county at anytime to adjust the hours available to your provider.

☐ By checking this box, I thach cao agree to the terms above.

Sign and Confirm Hire | Cancel

ADD A PROVIDER



- Check the box to agree and click the "Sign and Confirm Hire" button
- The provider will receive an email letting them know that you have requested to hire them (IHSS-Notification to Hire Provider)
  - The email will also let them know the date you entered for their start date

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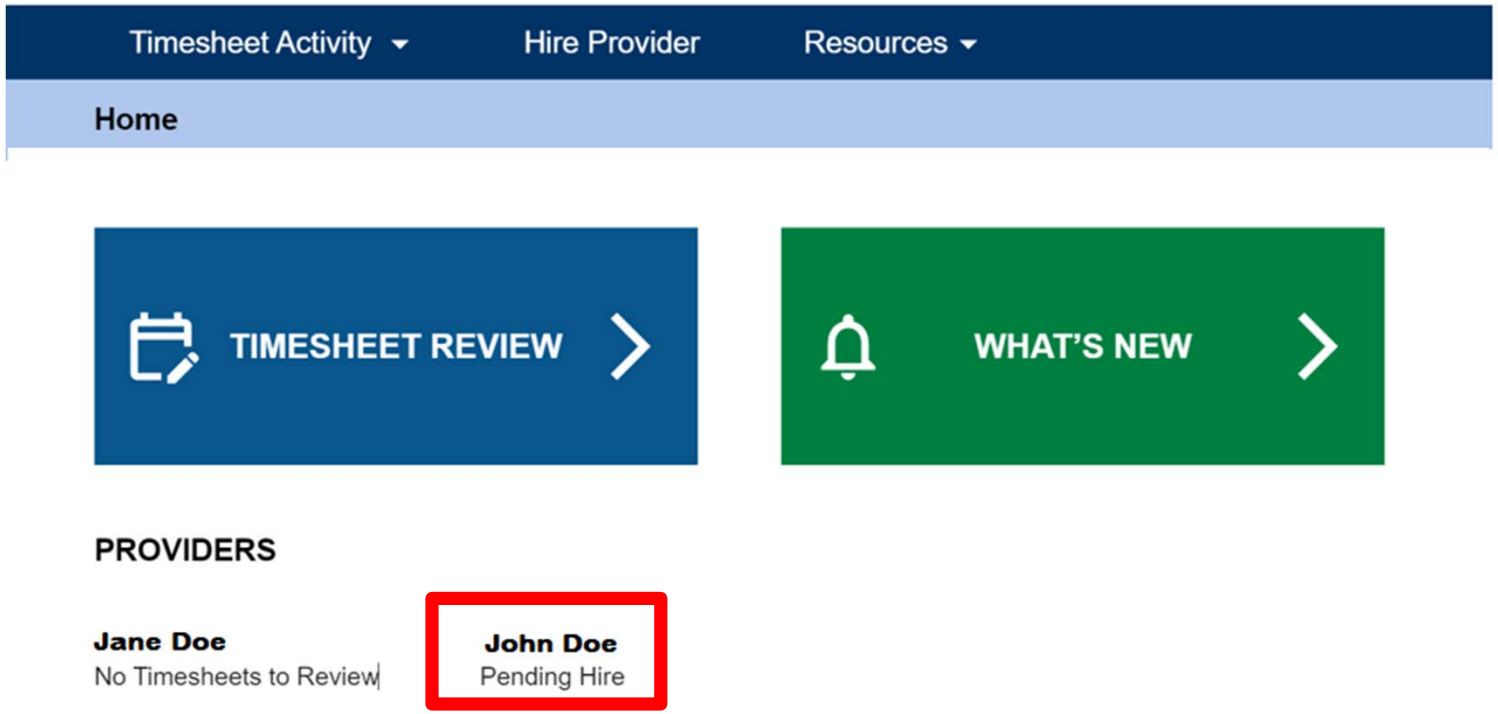
ADD A PROVIDER



- You can see your request on your ESP account
  - It will show that the provider is "Pending Hire" until IHSS processes your request to hire them and connects the provider to your case

CONGRATULATIONS!

- You now know how to hire a provider through the ESP

View the next ESP training for detailed information on how to:

- Review timesheets to reject or approve them so your provider can receive their pay

If you have questions or issues with the ETS or timesheets, call the ETS Helpdesk:

(866) 376-7066, Option 1

In-Home Supportive Services

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www.pascc.org