In-Home Supportive Services
PUBLIC AUTHORITY
SANTA CLARA COUNTY

Public Authority Services by Sourcewise

RECIPIENT ELECTRONIC SERVICE PORTAL (ESP)

将提供者连接到您的个案

CONNECTING PROVIDERS TO YOUR CASE

In-Home Supportive Services
PUBLIC AUTHORITY
SANTA CLARA COUNTY

Public Authority Services by Sourcewise

您可以在ESP上进行哪些操作？

WHAT CAN YOU DO ON ESP?

- 查看、批准或拒绝提供者的工时单
  Review, approve, or reject the timesheet for provider
- 查看提供者的工时单历史记录
  View your provider's Timesheet History
- 更新您的联系信息
  Update your contact information
- 链接到资源
  Link to resources
- 閱讀有關ESP的通知
  Read notification about the ESP
- 將提供者加入您的個案
  Add a provider to your case

在本课程中
IN THIS COURSE:

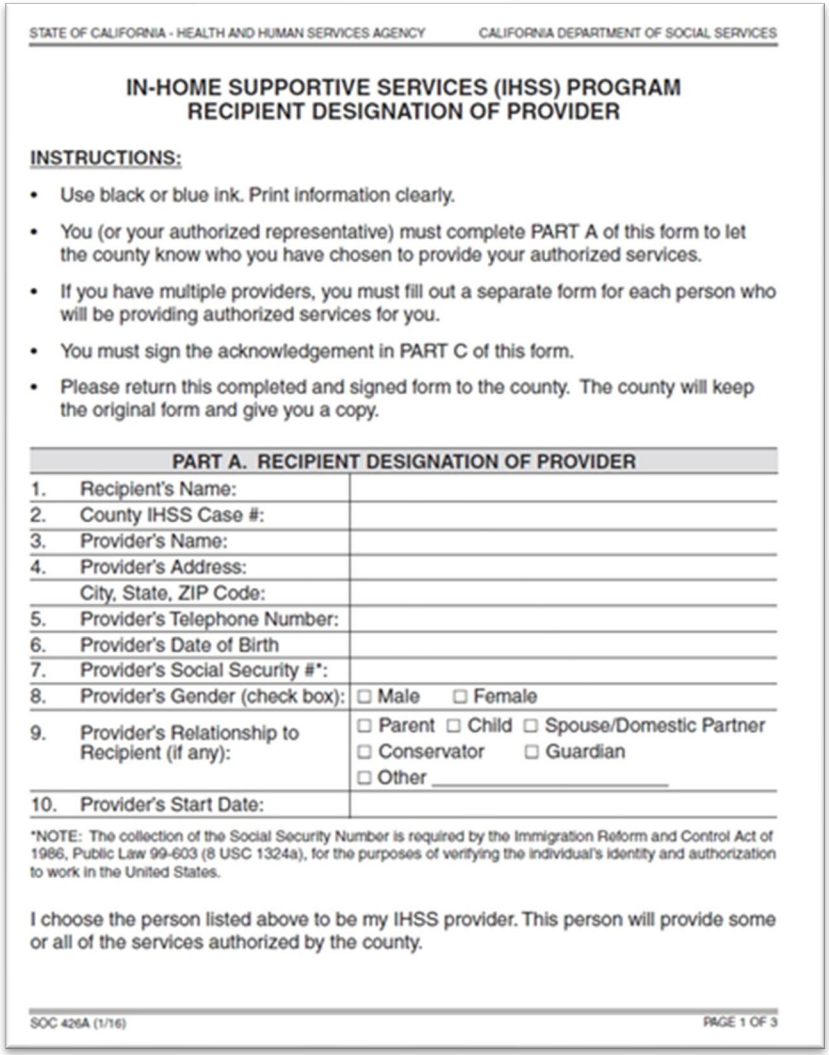
本課程結束時，您將知道如何
By the end of this course, you will know how to:

- 通过ESP将已注册的提供者添加到您的个案中
  Add an enrolled provider to your case through the ESP
  - 这样，提供者就可以提交他们为您工作的工时表
    This will allow the provider to submit timesheets for the hours they work for you

聘用提供者
HIRE A PROVIDER

- 您可以通过ESP或者向IHSS提交 SOC 426A表格来聘用提供者
  You can hire a provider through the ESP or by submitting an SOC 426A form to IHSS

- 如果提供者已经完成注册，使用ESP相较于纸质 SOC 426A 来得更快
  If provider has completed enrollment, ESP is faster than a paper SOC 426A
  - IHSS可能需要3到4週來處理SOC 426A，而且表格如出現任何錯誤都可能會延長處理時間 SOC 426A generally takes 3 to 4 weeks to process
    - 表格中的任何错误都会延迟将提供者连接到您个案 Any error on the form delays connecting the provider to your case
  - ESP 只需几天即可处理完毕
    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

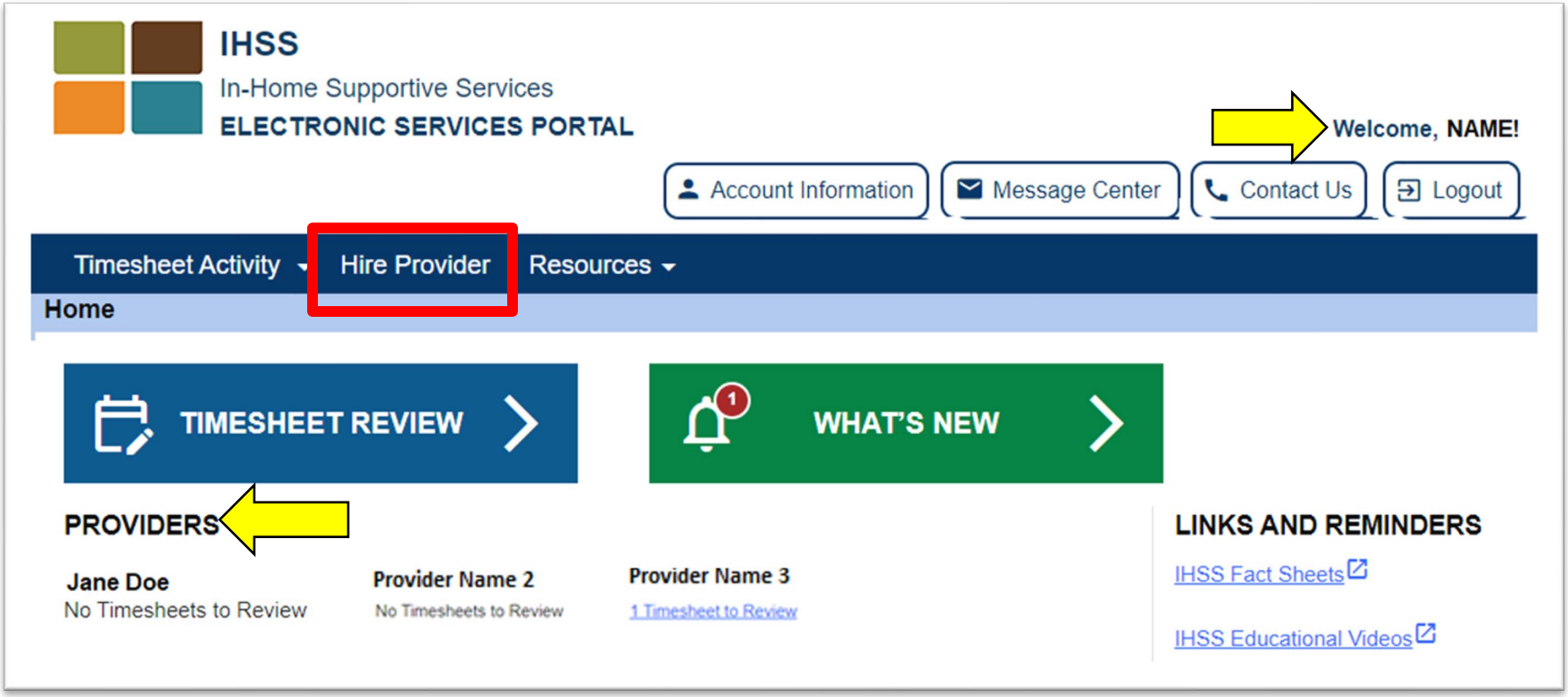
重要说明
IMPORTANT NOTES

- 如果消费者过去曾通过《受照顾者指定提供者（SOC 426A）表格》聘用过该提供者，您可以通过ESP聘用他们（前提是他们仍在IHSS系统中处于活跃状态）
  If the provider has been hired by consumer in the past with the Recipient Designation of Provider (SOC 426A) form, you will be able to hire them through the ESP (if they are still active in the IHSS system)

- 如果提供者的状态为“待定”，而他们尚未完成注册，并且已提交SOC 426A并由IHSS处理，则您可以通过ESP聘用他们
  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
  - 在完成注册流程之前，他们不会连接到您的个案
    They will not be connected to your case until they have completed the enrollment process

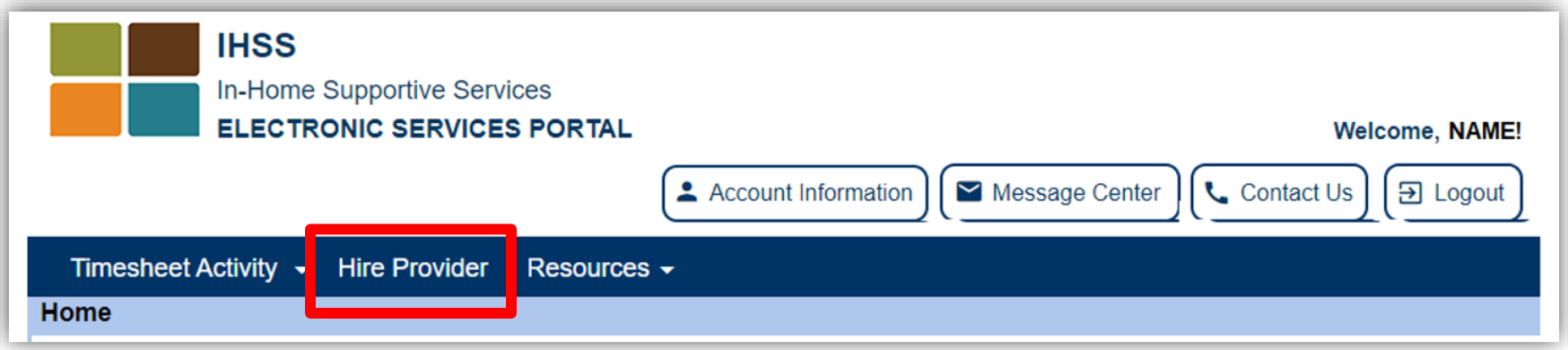
- 如果IHSS从未处理过SOC 426A，以将提供者添加到个案中，则您将无法通过ESP找到或聘用他们
  If an SOC 426A **has never** been processed by IHSS to add the provider to a case, you will not be able to find or hire them through the ESP
  - 您需要以紙本方式填寫SOC 426A 表格，填妥後提交給
    IHSS The SOC 426A will need to be filled out on paper and submitted to IHSS

您的ESP帐户
YOUR ESP ACCOUNT



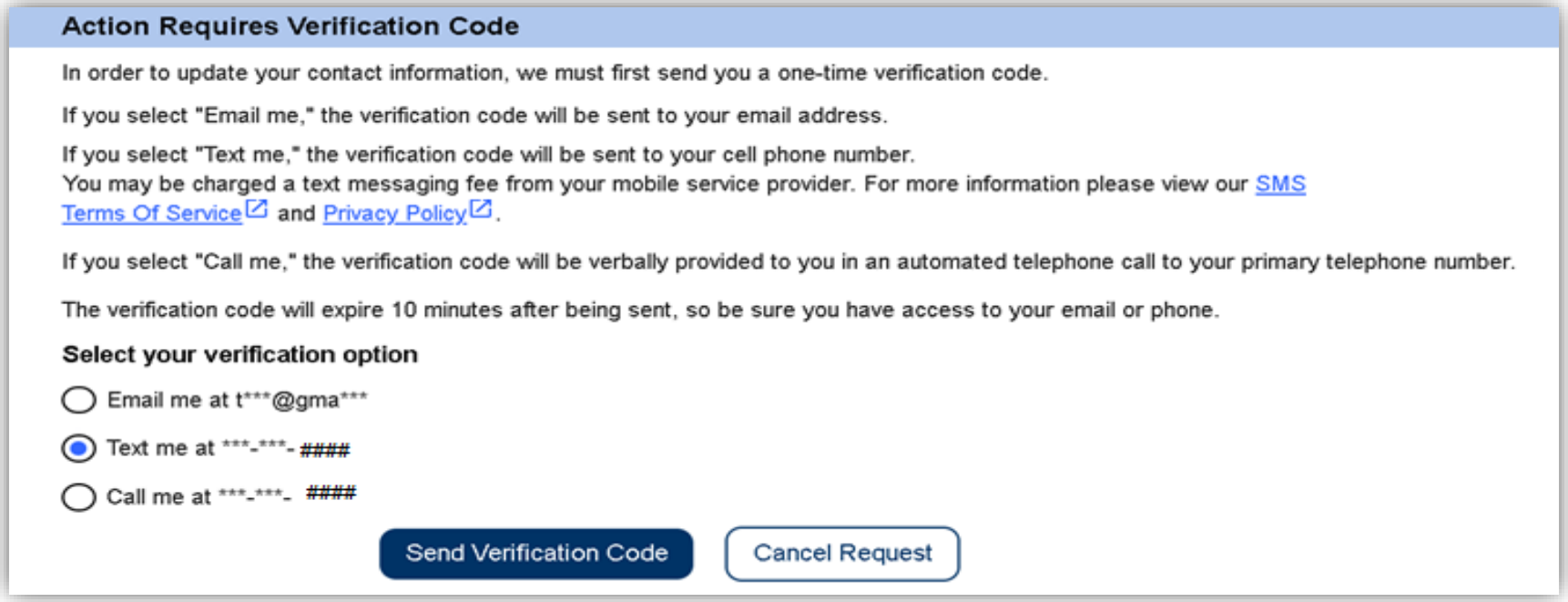
- 您的名字将显示在右上角 Your name will be shown on the upper right
- 将列出当前连接到您的个案的所有提供者
  All providers currently connected to your case will be listed

您的ESP帐户
YOUR ESP ACCOUNT



- 您需要进行以下操作： You will need to have the following:
  - 访问您的电子邮件或与您的ESP帐户关联的电话号码
    Access to your email or phone number that is tied to your ESP account
    - 您可以通过“帐户信息”更新电话号码
      You can update phone number by going to “Account Information”
  - 提供提供者的IHSS提供者ID号码及其姓名
    Provider’s IHSS provider ID number and their name
  - 提供提供者开始为您工作的日期 The date the provider started working for you
  - 说明提供者与您的关系 The provider’s relationship to you

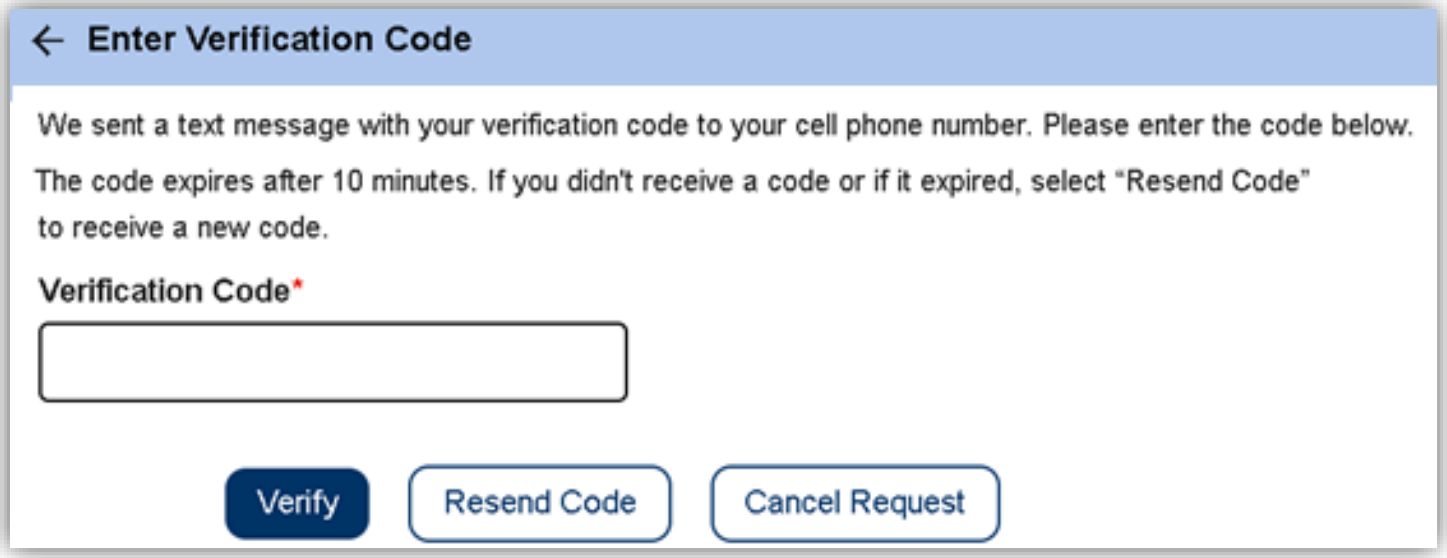
添加提供者
ADD A PROVIDER



- 要通过ESP聘用提供者，首先需要通过验证码验证您的身份
  To hire a provider through the ESP, you first need to verify your identity with a verification code
  - 选择通过电子邮件、短信或电话接收验证码，然后点击“发送验证码”按钮
    Choose to receive the code by email, text, or telephone call, then click the “Send Verification Code” button

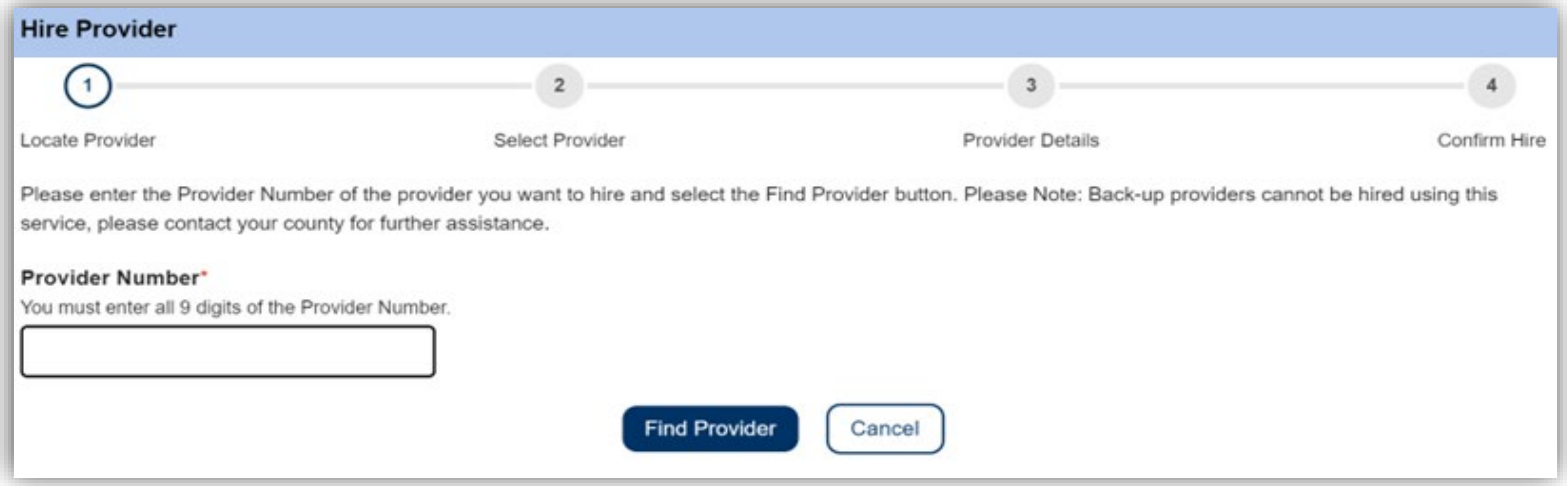
添加提供者
ADD A PROVIDER

- 接下来，系统将提示您输入收到的验证码
  Next, you will be prompted to enter the verification code you received



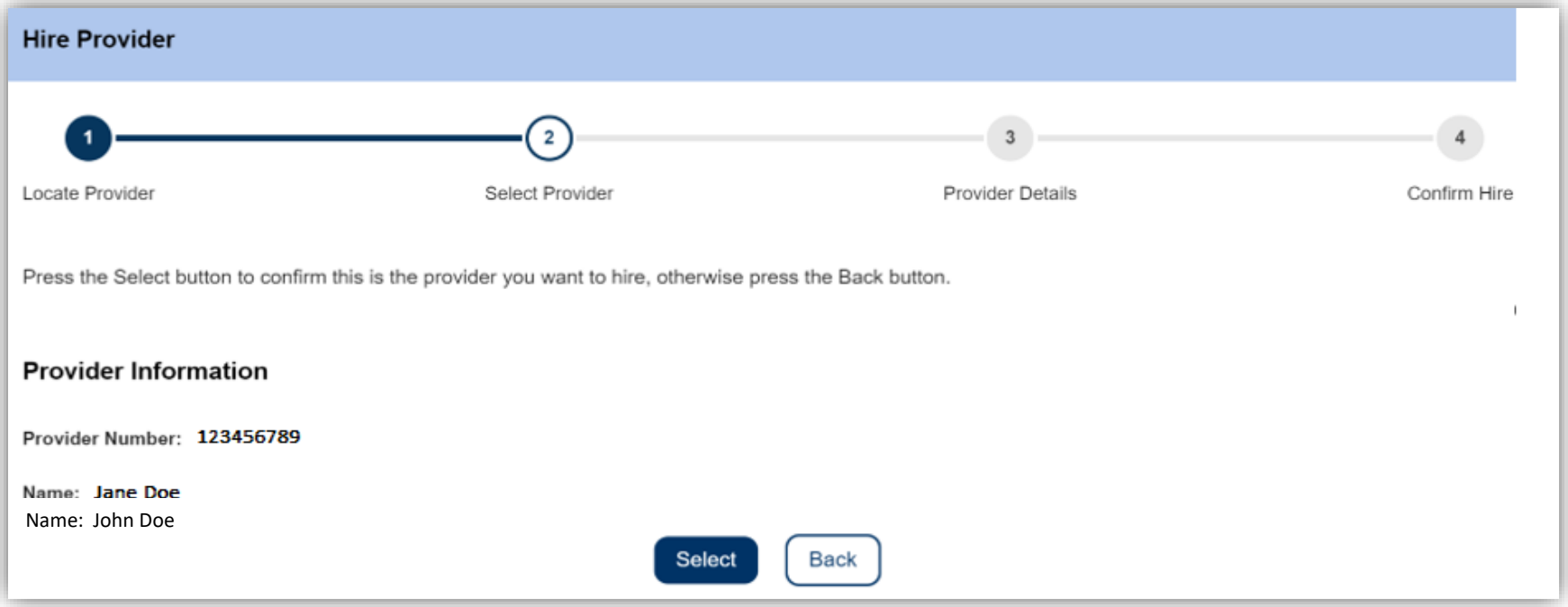
- 如果您在10分钟内未收到验证码，则需要点击“重新发送验证码”按钮，重新申请一个验证码
  If you have not received the code within 10 minutes, you will need to request a new code by clicking the “Resend Code” button
- 收到验证码后，输入验证码并点击“验证”按钮
  After receiving it, enter the code and click the “Verify” button

添加提供者
ADD A PROVIDER



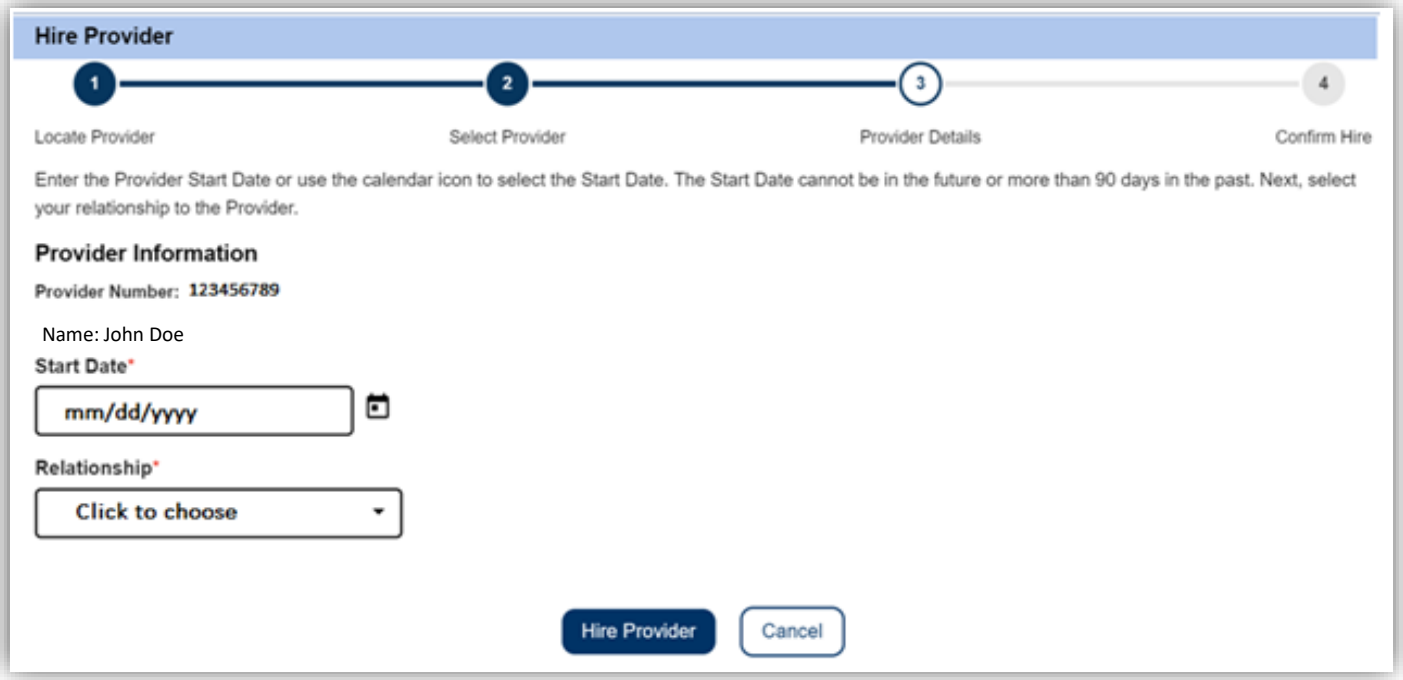
- 输入您希望聘用的提供者的提供者ID号，然后点击“查找提供者”按钮
  Enter the Provider ID Number for the person you wish to hire, then click the “Find Provider” button
  - 如果该提供者尚未获得提供者ID号，说明IHSS从未处理过聘用他们的SOC 426A表格
    If the provider does not yet have a provider ID number, it means an SOC 426A form to hire them has never been processed by IHSS
  - 如果提供者仍在辦理註冊手續，而且紙本 SOC 426A 已提交給 IHSS，則該表格可能仍在處理中。請等待幾天再試一次。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
  - 如果该提供者已经完成了注册流程，但SOC 426A尚未提交给IHSS，则无法通过ESP聘用他们。需要改用SOC 426A。
    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.

添加提供者
ADD A PROVIDER



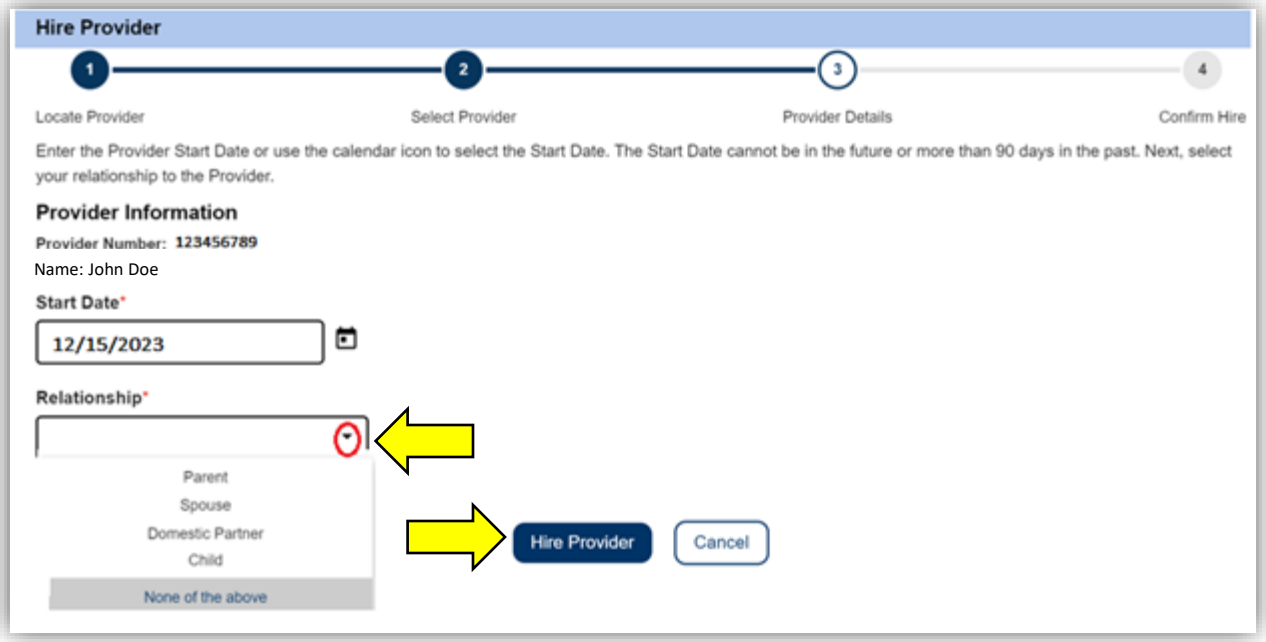
- 确认您希望连接到您的个案的提供者信息正确无误
  Verify the provider information is correct for the person you want connected to your case
  - 如果正確，請按一下「選取」按鈕
    If correct, click the “Select” button

添加提供者
ADD A PROVIDER



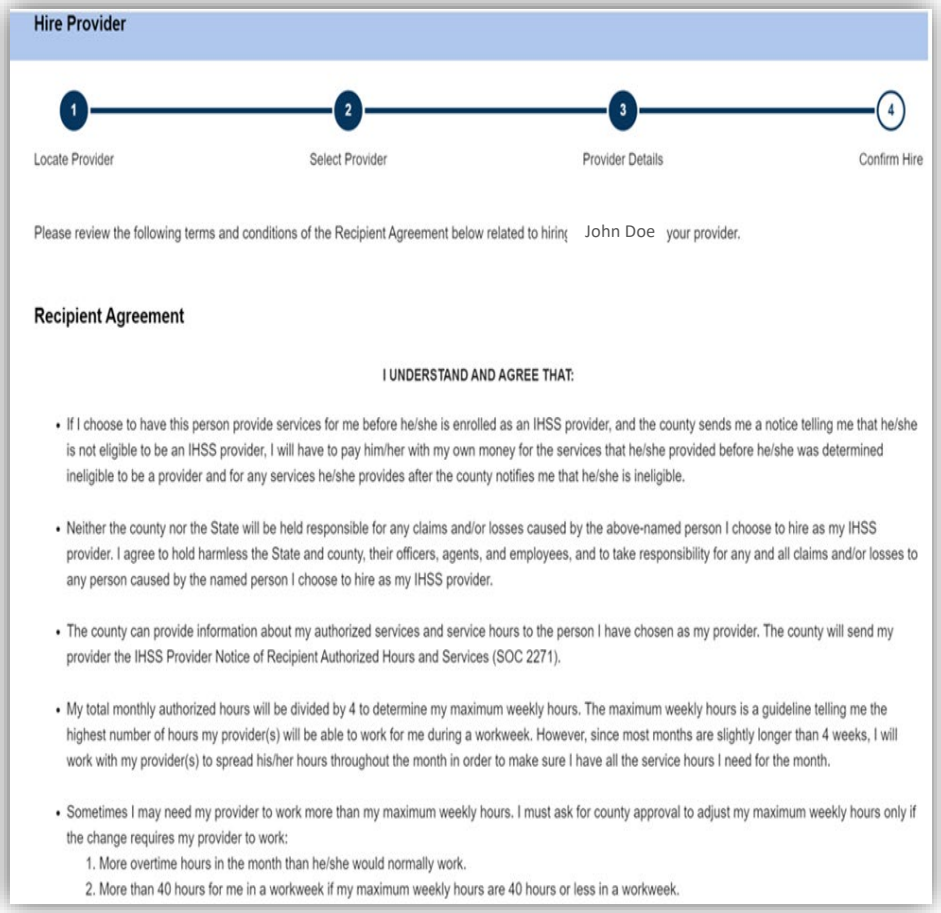
- 输入开始日期（或点击日历图标）
  Enter the start date (or click on calendar icon)
  - 如果提供者在完成注册前就开始为您工作，您可以输入过去的日期
    If the provider started working for you before completing their enrollment, you can enter a past date
    - 如果您有可申报的小时数，提供者可以获得补发工资
      Providers can get backpay if you have available hours to claim

添加提供者
ADD A PROVIDER



- 点击“关系”下的下拉箭头 Click on the dropdown arrow under “Relationship”
- 选择提供者与您的关系 Select the provider’s relationship to you
  - 父母 Parent
  - 配偶 Spouse
  - 同居伴侣 Domestic Partner
  - 子女 Child
  - 以上皆非 None of the above
- 按一下「聘請提供者」按鈕。Click the “Hire Provider” button

阅读并签署协议
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 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.

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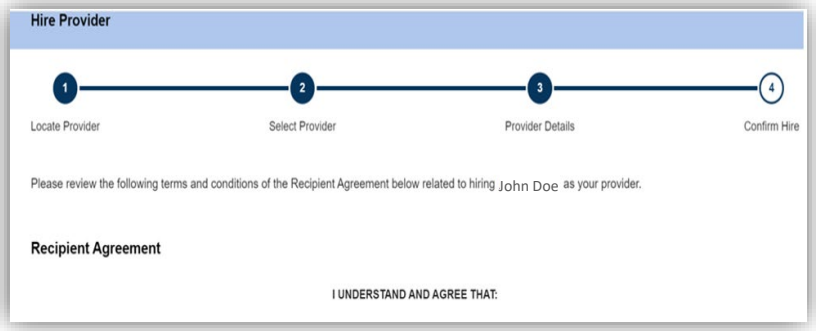
- 《受照顾者协议》规定：
  The Recipient Agreement states:
  - 如果IHSS发送通知，告知提供者不符合通过IHSS项目获得报酬的条件，则受照顾者需要自行支付任何服务或工作小时的费用
    If IHSS sends notification that the provider is not eligible to be paid through the IHSS program, any services or hours worked will need to be paid out of pocket by the recipient
  - 郡县和州不对提供者造成的索赔和/或损失承担责任
    County and State hold no responsibility for claims and/or loss caused by the Provider
  - 提供者将收到“受照顾者授权小时数和服务之提供者通知（SOC 2271）Provider will receive the “Provider Notice of Recipient Authorized Hours and Services (SOC 2271)

阅读并签署协议
READ AND SIGN AGREEMENT

- 遵循小时/每月授权任务（行动通知——NOA）
  Follow hours/monthly authorized tasks (Notice of Action –NOA)
  - 切勿要求提供者工作超过您授权的小时数或服务
    Never ask providers to work more than your authorized hours or services
  - 拥有超过1名受照顾者的提供者每周只能为其受照顾者工作66小时 Providers with more than 1 recipient can only work 66 hours per week combined between their recipients
- 如果受照顾者每月授权的小时数超过160小时，则允许加班 Overtime is allowed if a recipient has been authorized for more than 160 monthly hours
  - 对于未获IHSS授权的任何加班，则提供者将收到违规信 Providers will receive a violation letter for any overtime worked that was not authorized by IHSS
- 每次提供者收到违规信，郡县都会发送通知
  The county will send a notice each time the provider gets a violation
  - 如果提供者3个月内收到3封违规信，则将被暂停服务 Provider will be suspended if they get 3 violation letters within 3 months
    - 暂停期结束后，如果再次收到违规信，则一年内不得在IHSS计划下工作 Once suspensions ends, if another violation is received, they will not be able to work under the IHSS program for one year



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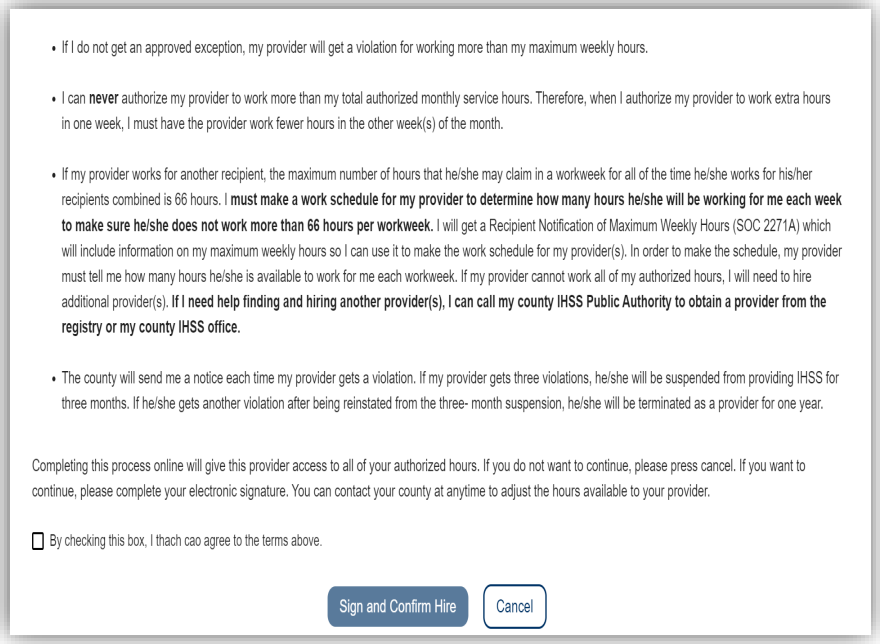
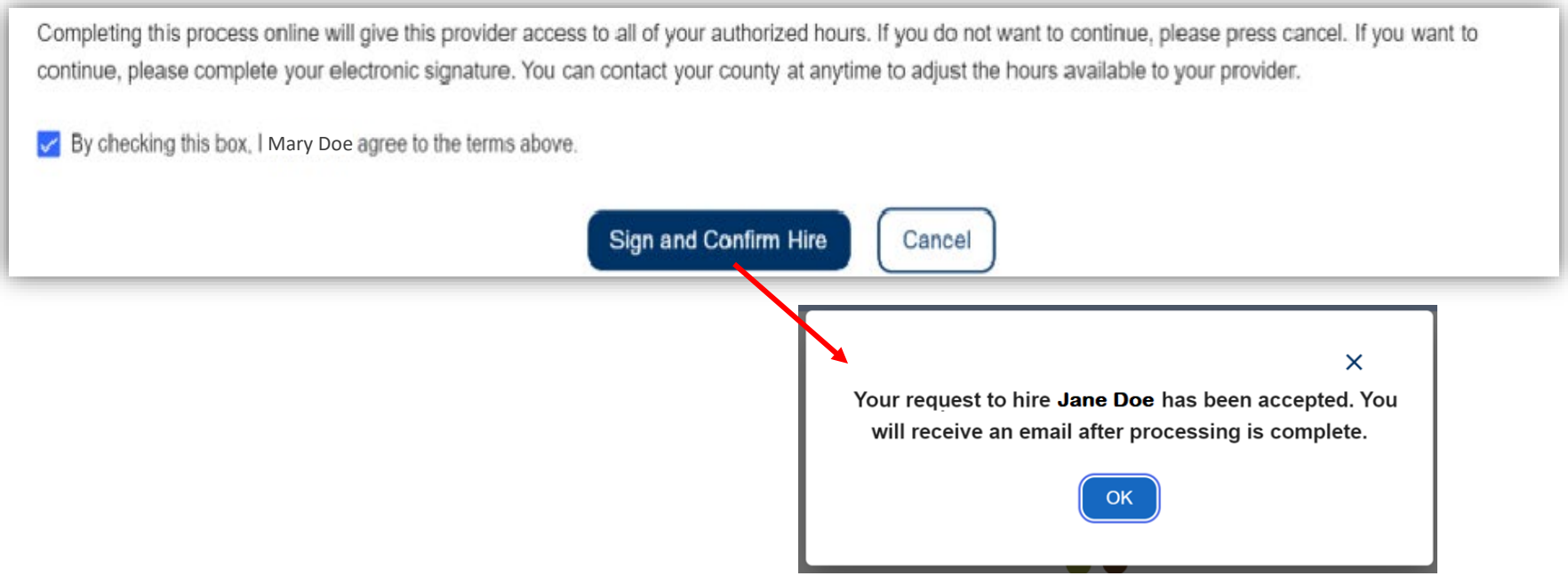
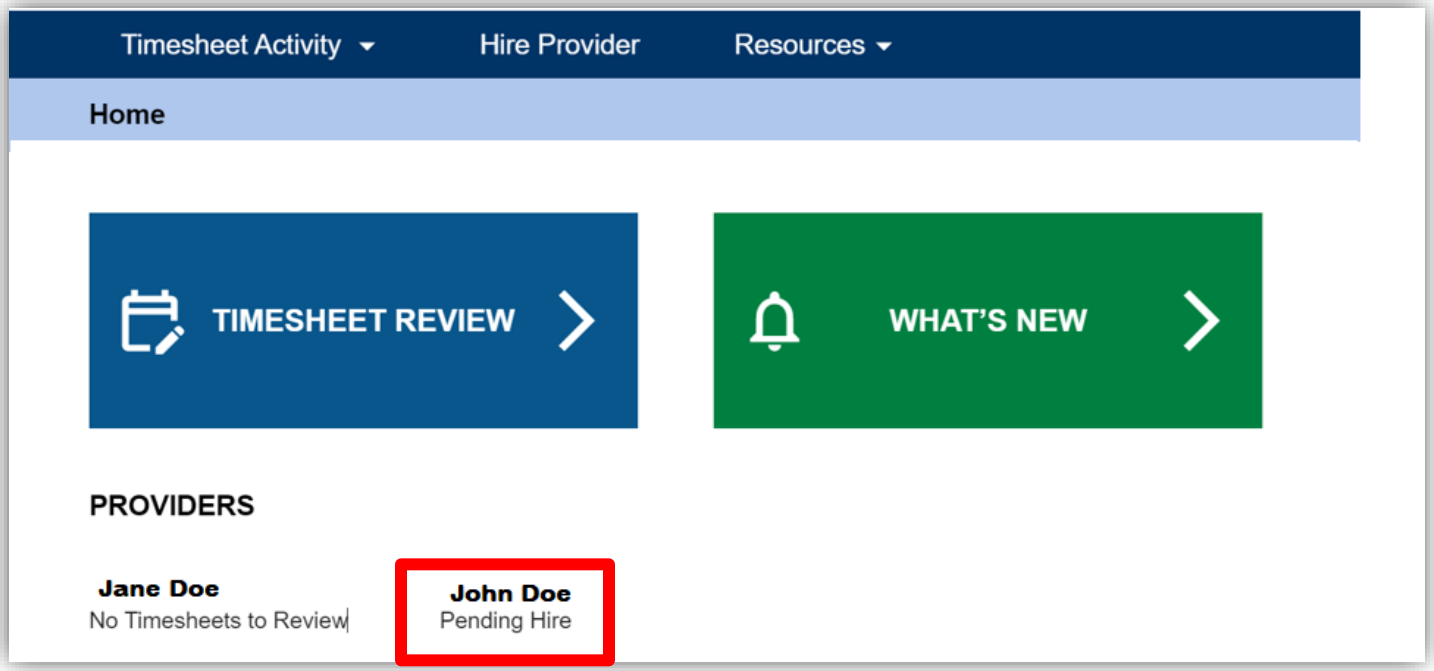


添加提供者
ADD A PROVIDER



- 勾选复选框以同意，然后点击“签署并确认聘用”按钮
  Check the box to agree and click the “Sign and Confirm Hire” button
- 提供者将收到一封电子邮件，通知他们您已申请聘用他们（IHSS-聘用提供者通知） The provider will receive an email letting them know that you have requested to hire them (IHSS-Notification to Hire Provider)
  - 电子邮件还将告知他们您输入的开始日期
    The email will also let them know the date you entered for their start date

添加提供者
ADD A PROVIDER



- 您可以在ESP帐户上查看您的申请
  You can see your request on your ESP account
  - 该请求将显示为“待聘”，直至IHSS处理您的聘用申请并将提供者连接到您的个案 It will show that the provider is “Pending Hire“ until IHSS processes your request to hire them and connects the provider to your case

恭喜您！
CONGRATULATIONS!

您現在知道如何透過您的ESP帳戶聘請提供者。
You now know how to hire a provider through the ESP.

查看下一次ESP培训，了解如何：
View the next ESP training for detailed information on how to:

- 查看工时单以拒绝或批准，以便您的提供者能够获得工资. Review timesheets to reject or approve them so your provider can receive their pay.

如果您對ESP或工時表有疑問或問題，請致電ESP服務台（866）376-7066，按選項 1

If you have questions or issues with the ETS or timesheets, call the ETS Helpdesk: (866) 376-7066, Option 1

In-Home Supportive Services

PUBLIC AUTHORITY
SANTA CLARA COUNTY

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by Sourcewise

www.pascc.org