

## **What is The San Francisco IHSS Public Authority?**

The In-Home Supportive Services Public Authority is a public agency whose purpose is to make IHSS better and improve home and community-based services in San Francisco. The Public Authority operates a Central Registry to help consumers find people who want to provide home care.

### **In-Home Supportive Services Public Authority**

**939 Market Street, Suite 550  
San Francisco, California 94103  
(Near 5th and Powell Streets)**

**Phone Numbers:  
(415) 243-4477  
(415) 243-IHSS**

**FAX: (415) 243-4407**

**TTY: (415) 243-4430**

**E-mail:** [info@sfihsspa.org](mailto:info@sfihsspa.org)  
**Web site:** [www.sfihsspa.org](http://www.sfihsspa.org)

SF IHSS Public Authority  
939 Market Street, Suite 550  
San Francisco, CA 94103

## **In-Home Supportive Services Public Authority**



*"I am being discharged from the hospital and I do not have someone to help me"*

*"My regular worker is sick and I need help with personal care"*

*"I do not have a worker and I ran out of my medication"*

*If this has happened to you and you have a need for urgent care from a home care worker...*

## **THE ON-CALL PROGRAM CAN HELP YOU!**

**Contact the Central Registry  
of the IHSS Public Authority  
(415) 243-4477**

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## How Does the On-Call Program Work?

As one of our Registry services, the On-Call program was designed to assist consumers with an urgent need for personal care when their regular providers are not available. By providing an On-Call worker when consumers need the services the most, the Public Authority hopes to prevent unnecessary emergency room visits or having consumers risk their health and safety for lack of appropriate assistance.



When a consumer calls for an On-Call worker, a Registry staff person interviews the consumer to determine eligibility and need for assistance. If the consumer is eligible, Registry staff dispatches an On-Call worker who is employed by our agency. The hours of care provided by the On-Call worker *replace a portion of the authorized hours that the consumer's regular worker would have provided otherwise. They cannot be used in addition to authorized IHSS hours.*

## Who is Eligible for On-Call Services?

- Elderly and disabled residents of San Francisco
- Consumers already authorized for IHSS services or waiting for IHSS hours to the authorized. On-Call services for these consumers are free of charge
- Private pay consumers currently using our Registry services. Private pay consumers must agree to pay the On-Call worker directly at the rate of \$13 per hour, minimum 2-hour shift, plus \$5 for transportation

## How to Use Our On-Call Services!

1. During regular business hours, please call 243-4477
2. Evenings, weekends, and holidays please call 243-4477 and follow the recorded instructions. After listening to the information about On-Call services, clearly state your name and phone number

**NOTE:** Each evening at 8:00 PM and each Saturday, Sunday and holiday morning at 9:00 AM, a Public Authority staff person will listen to messages and call you back during the next hour to discuss your request for an On-Call worker.

## What are On-Call Services?

- Personal care, including bathing, dressing, going to the bathroom, feeding, and transferring
- Meal preparation
- Laundry services for health issues only
- Shopping for food and medications
- Accompaniment to and from medical appointments

\* On-Call workers cannot provide paramedical services because these services may be provided only under the direction of the consumer's health professional

