

San Francisco IHSS Public Authority

**PLAN FOR ON-CALL AFTER-HOURS SERVICES**

**I. STAFFING**

- a. PA staff will be available in the evenings, on weekends, and on holidays to arrange for an on-call worker employed by the Public Authority to assist an IHSS consumer. The consumer must be one who has an urgent, perhaps immediate, need for an IP worker that cannot wait until the next Public Authority work day for arrangements to be made for a replacement.
- b. Two PA staff member will each be paid a total of \$150 per month to call the IHSS PA on-call message line on the following schedule to retrieve requests from consumers:
  - each evening, 7 days a week, at 8:00 P.M.
  - each weekend and holiday morning at 9:00 A.M.
  - each workday when the office is open at 8:30 A.M.
- c. The staff person will keep track of time worked outside of office hours arranging workers for the consumers (calling back the consumer, contacting workers, recording data, etc.). Staff deduct from their next work day any time worked the day or weekend before so as to work an 8-hour day, when the on-call and regular work time are combined.
- d. Arrangements will be made, in advance if possible, with other PA staff to provide or relief to the primary staff person (s).
- e. The primary staff person may contact other PA staff to handle requests from non-English-speaking consumers if on-call workers speaking the required language are not available.
- f. The primary staff person will, at the beginning of each work week, or as needed, during regular work hours, contact and confirm the schedule sufficient workers to be on-call for upcoming Friday evening through Friday morning of the next week.

**II. ON-CALL WORKERS**

Worker Qualifications:

- a. PA staff will, on an on-going basis, attempt each week to line-up enough workers to meet the anticipated need (this includes language capability and gender).
- b. Criteria for selecting on-call workers:
  - active status; at least 3 months experience providing home care services to one or more IHSS consumers who hired the worker from a Public Authority referral list and who gives a positive recommendation for the worker. *Exceptions to this rule will be made by the Deputy Director and On-Call staff in case-by-case basis depending on worker experience, training, and shortage of On-Call workers.*

- not on disciplinary warning status with the PA updated within the last 90 days
  - willing to perform all personal care tasks and serve all ages and genders, in most sections of San Francisco
  - willing to provide emergency services
  - no allergy, pet or smoking restrictions
  - available to be reached by phone at the times noted below and available to provide services some mornings and/or evenings during the week
- c. On-call workers must agree to accept jobs if they are available and pick up calls if they are called during that week in the evenings from 8 to 9 PM and on weekend and holiday mornings from 9 to 10 AM and agree to be en route to the consumer's home within one hour of the call or when requested.

### Hiring Process

- a. PA staff will identify and contact 15 to 20 workers who meet the criteria specified in 2 b above.
- b. The workers will be required to attend a meeting to discuss the expectations and procedures, the On-Call Time Sheet, and to complete necessary PA personnel forms (application, I-9, W-4, etc.). See also the Job Description for On-Call Workers.
- c. PA staff will create an employee file to be given to the PA Administrator containing the following documents:
  1. Application for On-Call worker
  2. W-4 form
  3. I-9 form
  4. Copy of ID and SS#
  5. New Employee Information Sheet for Payroll
  6. Create a new file with On-Call worker name tag
  7. Submit to Program Manger for approval

### Payroll Process for On-Call Workers

- a. The PA will provide 4-part NCR time sheet forms in advance to the workers who will be providing on-call services. These On-Call Worker Time Sheet forms will be partially completed by on-call worker on the phone when he/she is called by the PA staff person and brought to the job and completed by the worker and consumer after service has been provided. The form will show the name and address of both the consumer and the on-call worker, the number of hours authorized by the PA, the date(s) service is to be provided, the name of the usual worker whose hours the emergency worker is replacing and the change (showing the reduction) in the number of hours for the usual worker. Following provision of service, the consumer and on-call worker will fill in the number of hours worked, the consumer will initial the hours and both will sign and date the Time Sheet.

- b. The worker will keep one copy of the time sheet form and send or bring the original copy to the PA to document the hours of service provided and initiate payment. The consumer will keep one copy and give the final copy to the usual worker to inform them of the reduction of their regular number of hours.
- c. On-call workers will submit the original of the On-Call Time Sheet to PA staff, who will verify the payment request against the Intake records. The morning two work days before payday, staff make a list of workers, the total pay they are due, the dates and total hours of service provided. A paycheck will be generated for each worker and given to staff who provide to on-call worker as arranged (mail or pick-up).
- d. Bi-monthly, after receiving the Time Sheet, the PA will issue and mail a check to the on-call worker on its regular pay schedule.
- e. On a monthly basis, staff will submit to the Program Manager a report listing consumers served, dates and hours of on-call service and consumer's SSN.
- f. At the end of each month or on another regular schedule, the PA will submit a report to DHS containing the following information:
  - a list of names of workers the PA has paid to provide on-call services
  - names of consumers served
  - the date(s) service was provided
  - the number of hours provided and funded by the Public Authority and
  - the name of the usual worker
- g. The PA will work with DHS to review the on-call services system and assess the effectiveness of the procedures for monitoring use.

#### Pay and Transportation Expenses

The PA will pay on-call workers \$13.00 per hour for actual time worked in the consumer's home (with a guarantee of a 2 hour minimum for each visit) plus \$5 for each shift worked for travel costs and will withhold, pay or deduct all taxes and benefits required by law. Workers who accept a job with too little notice to get to the location on time on public transportation or who would have to wait for a bus or walk in a location or at a time they consider dangerous may request reimbursement of taxi fare (no tips) instead of the extra \$5 if they submit a completed taxi receipt from the driver..

### **III. CRITERIA and PROCEDURE FOR ARRANGING ON-CALL SERVICES**

- a. The need for a worker must be urgent, which is defined as:
  - a critical need for personal care, or
  - a critically needed domestic task (e.g. shopping for food or medicine, meal preparation), and

- that cannot wait until the next regular work day of the PA without what most people would consider to be an unacceptable level of risk to the consumers health, safety, and
- when no other alternative source of assistance is readily available

Note: since paramedical services may be provided only under the direction of the consumer's health professional, the Public Authority cannot itself approve provision of paramedical services. Such services may be provided if the consumer makes his or her own arrangements.

- PA staff will try to establish that the consumer has been authorized for IP IHSS by DHS in San Francisco (e.g. the consumer is listed in current CMIPS or is known to the PA or the consumer can provide the name of the DHS worker and/or information from the Notice of Action form and/or information about authorized tasks and hours that seems appropriate).

The on-call intake process for the consumer will cover the information listed below in the “script”. The consumer’s name, hours authorized, phone number will be recorded on the On-Call Consumer Intake List.

**Sample Intake Interview script:**

My name is . I am calling from the IHSS Public Authority. You left a message saying you need a home care worker and need someone before (our next work day). If you are an IHSS recipient and have an urgent need and there will be a risk to your health and safety if help is not provided, we may be able to send out an on-call worker to assist you.

First I need some information from you. (If new consumer also wanting a worker referral list , complete usual Consumer Intake Form).

If consumer is not listed or known to the Public Authority staff, ask:  
 Are you currently approved by the County for IHSS? Who is your DHS worker?  
 What tasks has DHS authorized? How many total hours has DHS authorized for you?

PA staff records factual basis for believing consumer is IHSS-authorized: known to PA staff; in CMIPS; or based on identification of DHS worker, authorized services and hours.

Get name (correct spelling), address/cross street (directions on how to get there), phone number, SS#.

Who is your usual IHSS IP worker? How many hours are they authorized to provide this pay period?

Do you live alone? Is there anyone else who could help you?

What is your usual plan to handle times when your worker can't come? [If none or inadequate, suggest they make arrangements for such].

What critical personal care or domestic service assistance do you require that cannot wait until your usual worker is available? [Explore to confirm need is critical]

How soon must you receive these services?.

What will happen if assistance is not provided until (the next PA work day)?

What times, how often, how much time is usually necessary to provide the services?

Any special needs or conditions?

Requirements for language, training, etc.

(If eligible for on-call services): I am authorizing a total of ..... hours of on-call services provided by one of our on-call workers. This total of hours will be provided on (dates and times) The on-call worker will provide only the following services that appear to be critical:

The Public Authority cannot authorize our on-call worker to provide paramedical services, which must be provided under the direction of your health professional.

One of our on-call worker's should arrive within an hour of the agreed upon time(s) and may call you to arrange to be at your home. The (number) hours of on-call service provided will need to be subtracted from the hours your usual worker was authorized to provide during this pay period. You will need to fill out a PA form, similar to your County IHSS Time Sheet, that the on-call worker will bring, which shows the hours authorized by us for the on-call worker. After it is filled out, keep one copy and give another copy to your usual worker, whose hours must be reduced this pay period by the number of on-call hours you receive. *Make sure that the total hours worked by the on-call worker added to the hours worked by your usual worker do not go over the total authorized by DHS for this pay period for your usual worker. DHS will be checking this.* The on-call worker is an employee of the PA and the PA will pay the on-call worker but the on-call hours provided must be subtracted from your usual total of IHSS hours.

(If caller is not eligible, explain reason: e.g. not authorized for IHSS; has other resources available for assistance; can wait until next PA work day; the need does not fit our criteria for on-call services, the PA will help you find a replacement worker during our regular work hours, etc.)

c. The assigned PA staff person will:

call in to the on-call message line at the scheduled times

- return the calls to all consumers within 1 hour and establish that the consumer meets the criteria above for on-call services
  - establish the number of hours necessary to meet the need
  - inform the consumer that the PA will notify DHS that he or she has requested on-call hours so that DHS can check whether authorized hours have been exceeded for the pay period or month
  - direct the consumer to ensure that authorized IHSS hours provided during the pay period and recorded on the IHSS time sheet are reduced by the number of on-call hours provided
  - identify the IHSS worker whose hours are being replaced by the on-call worker and whose hours will be reduced during the pay period
  - inform the consumer of the requirement to fill out the On-Call Worker Time Sheet and provide a copy of the form to the usual worker
  - contact an appropriate on-call worker who will leave within 1 hour of the call if the need is immediate or who will be able to go at a later time requested by the consumer. Inform the on-call worker of the number of on-call hours authorized
  - record service information as required by the PA
  - as needed, contact and arrange for additional workers to be available to meet the demand
  - contact colleagues as appropriate and necessary
- d. If DHS reviews the time sheets and discovers that the hours of the usual worker(s) were not reduced and, when combined with those hours provided by the on-call worker, exceed the total IHSS authorization, the PA will reimburse the State for the total hours provided by the on-call worker that exceed the total IHSS authorization. This reimbursement will be set at the current IHSS hourly rate.

#### **IV. PHONE SYSTEM**

- a. The after hours phone message system includes an option allowing consumers with an urgent need for a worker to leave a message.
- b. The phone greeting will state "If you have a police, fire or medical emergency call 911 immediately. If you have an urgent need for an IHSS worker and cannot wait until the next PA work day, leave your name and phone number. Registry staff will check for messages at 8pm each evening and at 9am on weekend and holiday mornings and return the call within one hour after checking for messages."

**V. NOTIFICATION OF CONSUMERS (1998)**

a. Plans need to be made to inform consumers of the availability of on-call services and to inform them this is a time-limited pilot program.

b. Notification to consumers will be phased in, to allow “bugs” to be worked out while use is limited. Initially, perhaps, we will add the phone message capacity and have a few workers on call . Next a few consumers could be informed or CIAPA told to spread the word. Later a mass mailing will be sent out in increments to the approximately 1100 IHSS consumers identified as being at greatest risk without a worker. This criteria includes those who live alone, require assistance with oxygen, bowel and bladder care, feeding, moving into/out of bed, and assistance with a prosthesis.