

MORE DETAILS ABOUT BUPS

Services We Can Not Provide

- *Can not* provide transportation
- *Can not* provide assistance with food or laundry expenses
- *Can not* provide support for other household members or pets
- *Can not* provide additional service hours beyond what is authorized

Changes to Your Scheduled Back-Up Provider Services

If you need to change or cancel scheduled services, contact the Public Authority **at least 2 hours before the start time**, we can try to reschedule if needed. If you don't cancel services or refuse service, there will be a lock-out of 2 hours, which will be deducted from your authorized hours.

Important Phone Numbers

- **BACK-UP PROVIDER SERVICES (BUPS): (415) 243-4477**
- **DAS/IHSS: (415) 355-6700**
- **SF INFO & SERVICES: 211**
- **EMERGENCY: 911**

Provider's Name:

Work Schedule:

| Dates | Times |
|-------|-------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

CONTACT US

**San Francisco
IHSS Public Authority**
832 Folsom Street, 9th Floor
San Francisco, CA 94107

Office Hours:
9:00am - 5:00pm
(Closed from 12:00pm - 1:00pm)

Main Office / BUPs Line:
(415) 243-4477 VOICE
(415) 243-4430 TTY

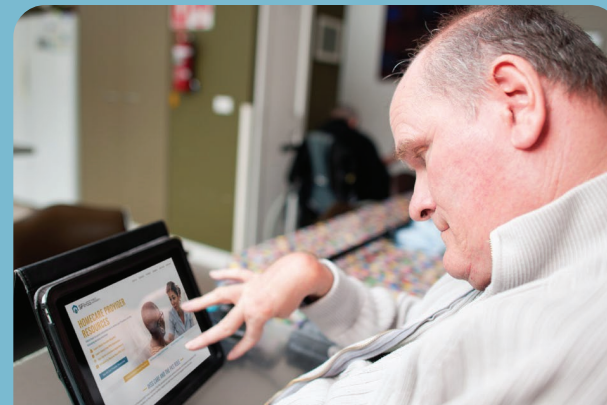
Mentorship Line:
(415) 593-8136 VOICE

info@sfihsspa.org

www.sfihsspa.org

[facebook.com/sfihsspa](https://www.facebook.com/sfihsspa)

[linkedin.com/company/sfihsspa](https://www.linkedin.com/company/sfihsspa)



SFIHSS PUBLIC AUTHORITY



BACK-UP PROVIDER SERVICES (BUPS)

(415) 243-4477
WWW.SFIHSSPA.ORG

BACK-UP PROVIDER SERVICES (BUPS)

The Public Authority provides **Back-Up Provider Services (BUPS)** to IHSS consumers with an urgent need for personal care when their regular providers are not available, or when the consumer is being discharged from the hospital without any assistance at home.

What We Offer

BUPS is here to support you with various personal and domestic tasks as outlined in your care plan, including bathing, dressing, toileting, feeding, lifting/transferring, light cleaning, laundry, meal preparation, and shopping.

How to Request Our Services

DURING REGULAR BUSINESS HOURS (MONDAY-FRIDAY / 8:30AM-4:30PM):

1. Contact your IHSS Social Worker at **(415) 355-6700**.
2. Upon Social Worker approval, the Public Authority will coordinate services with you (ONLY Social Workers are able to approve our services).

FOR AFTERHOURS, WEEKENDS, AND HOLIDAYS:

1. Dial the Public Authority at **(415) 243-4477** and follow instructions to leave a voicemail.
2. Leave a message with your name and phone number you can be reached at.
3. A Counselor will contact you to discuss your needs and determine if we're able to assist.

Please note that BUPS hours are not additional IHSS hours; instead, they are deducted from your monthly IHSS hours.

IHSS Recipients can receive a maximum of 80hrs per state fiscal year (July-June).

OTHER SERVICES OFFERED

Registry Services

The Public Authority Registry matches consumers with trained and qualified care providers.



In addition, Registry counselors assist with answers to IHSS questions, set provider hours, communicate with provider, and provide other info and referrals.

Call **(415) 243-4477** to speak with one of our Registry counselors.

Mentorship

Mentors are there for IHSS consumers to provide one-on-one assistance for all matters relating to IHSS services.

Grievance Process

IHSS consumers, independent providers (IP), mentors and mentees have the right to file a written grievance. If you are not satisfied with the outcome of a complaint submitted to the Public Authority, contact the Registry & BUPS Program Manager at **(415) 243-4477**.

