

Other Services Offered

Registry Services

The Public Authority Registry matches consumers with trained and qualified care providers. In addition, Registry counselors assist with pre-interview assistance, answer IHSS questions, set provider hours, communicate with provider, and provide other info and referrals.

Mentorship

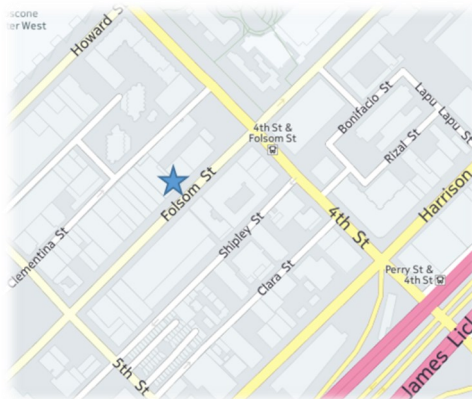
Mentors are there for IHSS consumers to provide one-on-one assistance for all matters relating to IHSS services.

Grievance Process

IHSS consumers, independent provider (IP) homecare workers, 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 staff, contact the On-Call Manager at (415) 243-4477.

CONTACT US

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



Office Hours:
9:00am - 5:00pm

**Main Office/
On-Call Line:**
415.243.4477
TTY: 415.243.4430

Mentorship Line:
415.593.8136

info@sfihsspa.org
www.sfihsspa.org



SFIHSS PUBLIC
AUTHORITY



Emergency On-Call Guide



ESSENTIAL SERVICES

Thriving in the community

Emergency On-Call Service

The Public Authority provides emergency On-Call services for 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.

Services the Emergency Provider Can Assist You With

- Personal care: Bathing, dressing, toileting, feeding, and lifting/transferring
- Domestic Services: light cleaning, laundry, meal preparation, and shopping

As specified in your care plan
(authorized tasks)

Requesting On-Call Service

During Regular Business Hours

1. Contact your IHSS Social Worker
2. After Social Worker approves the emergency, the Public Authority will contact you to arrange services. (ONLY Social Workers are able to approve emergency services)

Afterhours, Weekends & Holidays

1. Call the Public Authority emergency line at (415) 243-4477 and follow the instructions
2. Leave a message on the emergency line (leave your name & phone #)
3. A Counselor will contact you to determine eligibility and need for assistance

* Emergency On-Call hours are not additional authorized IHSS hours. These hours are deducted from the regular authorized monthly hours.

Quick Guide

Important Phone Numbers

- On-Call: (415) 243-4477
- DAAS / IHSS : (415) 355-6700
- Emergency: 911

Worker's Name:

Changes to Your Scheduled Service

You must contact the Public Authority at least 2 hrs. before start time, when not available or not at home on the day/time of scheduled service. We can reschedule.

If you don't cancel service in advance or refuse service, there will be a lock-out of 2 hours, which will be deducted from your authorized hours.

Services We Can Not Provide

- Provide transportation
- Provide food or money for laundry
- Service for other household members or pets
- Provide additional service hours other than those authorized