

LIVING WITH AUTHORITY

Late

A NEWSLETTER PUBLISHED BY THE RIVERSIDE COUNTY IHSS
ADVISORY COMMITTEE AND THE IHSS PUBLIC AUTHORITY
FOR ITS CONSUMERS AND THEIR HOME CARE WORKERS



VOLUME 3, NO. 2

RIVERSIDE COUNTY, CALIFORNIA

FROM THE DIRECTOR'S DESK...



The holidays are here with the prospect of a new year in which great things can happen. Sometimes new aches and pains seem to be what I notice most but I try to keep myself open to whatever good presents itself.

We have had a busy Fall. In November we acknowledged caregivers' contributions to our lives with a Board of Supervisor's Proclamation and a party at the Public Authority's office. Later in the month we held an Open House to celebrate our new office space which we spent a year organizing and getting all the bugs worked out. Please see articles and pictures inside. Also inside is an article on the new timesheet scanning program which IHSS is starting. It should improve timesheet processing to benefit both Home Care Workers and IHSS Payroll staff. More good news is that in January, IHSS Consumers will see an increase in Cost of Living Adjustments in Social Security and Supplemental Security Income checks. Every bit helps.

Now we'd like your help. Twice a year we mail Caregiver Evaluation Cards to IHSS Consumers. We want your feedback regarding the services you receive from your Registry Home Care Workers and from the Public Authority. We need your input so we can improve our services. However, if you have a problem at any time with our services, the lists of caregivers we send you for possible hire, or anything else that you'd like to discuss, please contact the Community Program Specialist you work with, Linda Gort, the Registry Manager, or myself. Someone told me recently that she is reluctant to tell us about problems she is experiencing with our services. She is afraid that if she complains, we will reduce her IHSS hours or will find her to be ineligible for IHSS services. The law says very plainly that Public Authorities have no authority over eligibility or service hours of IHSS consumers. Those are determined by the IHSS program. The Public Authority is a separate entity. Our job is to match you with reliable, qualified individuals who can perform the services authorized by your IHSS Social Worker and we need to hear from you when we aren't performing to your satisfaction. We have many excellent caregivers who take caregiving classes on their own time and expense, and who want to do a good job for people who need their help.

And last, but not least, it is not too late to get your annual flu shot. We are assured that there is plenty of vaccine this year and the elderly, people with disabilities and those who care for them should get the protection provided by the influenza vaccine.

Here is to a healthy New Year and remember, the name of our newsletter, *Living With Authority*, means take charge of your life and we are here to help.

Michele D. Ritchie, M.S.W.
Executive Director,
IHSS Public Authority

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FROM THE IHSS ADVISORY COMMITTEE'S CHAIR



I am Felice Connolly representing the fifth district under Supervisor Marion Ashley. I am also the incoming chair of the Riverside County IHSS Advisory Committee for the year 2006/2007. I applied for the vacancy in the fifth district because I want to make a difference in the IHSS program in our county. However, for me and the rest of the Advisory Committee to be successful, we need input from both the consumers and Home Care Workers by letting us know about your needs and issues that are important to you. Your input will guide us in making recommendations to the Board of Supervisors. Please feel free to contact me through the Public Authority, or email me at: ftpconn@msn.com.

I am the caregiver for my 26- year- old daughter, Yvonne, who is diagnosed with mild cerebral palsy and mental retardation. She could not be left alone. Yvonne is conserved and I am the court appointed conservator of her person and estate. Becoming a member of the advisory committee will allow me to represent the interest of not only my daughter but I will be the spokesperson for all the consumers who are conserved. This population is vulnerable and needs someone to represent them.

I became involved with the program when she turned 18, considered an adult and where the parents' income is not counted or deemed as part of her income. My husband and I have strongly advocated for services that my daughter deserves and needs, from school programs to SSI entitlement to the IHSS program. What I learned through the years is that we have to be assertive, not aggressive. Asking the right questions and accurate documentation of the situation is very important.

Another thing I want to share with you today is my experience with government employees particularly with the Social Security Administration employees. Do not be intimidated by them. If you were treated rudely, send a formal letter of complaint. I did that two times and both times I received a letter of apology.

“Asking the right questions and accurate documentation of the situation is very important”

One of the goals we set in our training retreat is setting up a Substitute Provider Plan. I am glad to say that that goal is on track. The committee is in the process of developing guidelines and procedures to have it in place. I am also active in the UDWA activities such as appointment to their newly formed advisory committee. I was a member of the Bargaining Committee that negotiated with Riverside County. With persistence, we were successful in getting the first and second contract for better wages and health benefits.

We have developed a good relationship with our county counterparts across the table. That was a unique learning experience for me. I urge all Home Care Workers to be involved and be active in the union that represents us.

Felice Connolly,
IHSS Advisory Committee Chair

Riverside County IHSS ADVISORY COMMITTEE:

Felice Connolly,
Chair, District 5

Jim Collins,
Vice Chair, Delegate from an
Advocacy Agency for people
with disabilities

Terri Alberts,
DPSS Designee

Mondene Dean,
Member, District 1

Julie Dixon,
Member, District 5

Mary Imaku,
Member, District 2

Greg Mc Gargill,
Member, District 3

Kristine Loomis,
Member, District 4

Pat Ramos,
Council on Aging Delegate

Cireena Scheffield,
Member, District 1

Upcoming Advisory Committee Meetings:

January- 1-4-06 @ 1PM

February- 2-1-06 @ 1PM

March- 3-1-06 @ 1PM

April- 4-5-06 @ 1PM

Visitors are welcome.

Call for meeting location:

Veronica Ramos,

Advisory Committee Secretary:

(951) 321-6169

NOVEMBER-NATIONAL FAMILY CAREGIVERS MONTH!

November was National Family Caregivers month. In 2006 the Board of Supervisors proclaimed November as Family Caregivers Month and the second week of November as In-Home Supportive Services Home Care Worker's recognition week. On November 14th, 2006, the IHSS Public Authority along with UDWA, Office on Aging and Inland Caregiver Resource Center hosted a Caregiver Celebration.

| District | Supervisor | Proclamation Recipients |
|----------|-----------------|-----------------------------|
| 1 | Bob Buster | Anna Mendoza Dee Sanchez |
| 2 | John Tavaglione | Debra McKinley |
| 3 | Jeff Stone | Shanna Brady |
| 4 | Roy Wilson | Chris Long |
| 5 | Marion Ashley | Loretta Marie |

We received 12 nominations from our IHSS consumers, PA staff and UDWA. Of the 12 Home Care Workers nominated, 6 were honored with a proclamation from the Riverside County Board of Supervisors. (see picture below).



Over 150 caregivers, families and friends attended the celebration honoring the work and dedication of all Home Care Workers. A reception was held for all at the IHSS Public Authority office in Moreno Valley.

Dr. Cynthia Hinckley, Director of the Department of Public Social Services was one of the key speakers.

Additional Caregiver Nominees:

Rosalia Bautista, Shirley Parson, Marcell Phillips, Marvin Powell, Lucy Rodriguez and Cherie Sortillan.



Proclamation Award Ceremony at Board Chambers: Caregivers (left to right): Chris Long, Shanna Brady, Dee Sanchez, Debra Mc Kinley, Anna Mendoza and Loretta Marie; Michele Ritchie, PA Executive Director; Lu Molberg OOA Director; Board of Supervisors: John Tavaglione, Dist. 2, Jeff Stone, Dist. 3, Roy Wilson, Dist. 4, Marion Ashley, Dist. 5, and Bob Buster, Dist. 1.

NEWS FROM THE REGISTRY



We currently have 1126 active Home Care Workers on the Registry; 110 are fully employed. We have 554 consumers currently being served by the Registry. The training team continues to expand. Since January of this year, we have offered 194 trainings in different topics including: First Aid, CPR, Personal Care, Effective Communication Skills, Dealing with Stress, Creating a Healthy and Safe Environment, Nutrition, Careers in Healthcare and Job Readiness. The November Caregiver Evaluation survey results told us that the Consumers would like their Home Care Workers to be more dependable by showing up on time and being professional by not using their cell phone while at work. We will be adding these issues to our training programs.

Linda L. Gort, L.C.S.W.,
Administrative Services Manager
IHSS Public Authority Registry Unit

FROM THE DPSS DEPUTY DIRECTOR, ADULT SERVICES DIVISION



Meeting the Challenges of the Future with Technology!

As we look toward a New Year I wanted to take a moment to update you on how we are hoping to better serve you in 2007. The Adult Services Division of the Department of Public Social Services (DPSS) is continually seeking opportunities to meet the challenges of the future to better serve you, the Consumers of the In-Home Supportive Services (IHSS) Program. As you know, one of the biggest challenges we have faced is timely processing of payments to Home Care Workers. For sometime we have been looking at how other counties process IHSS timesheets for their Home Care Workers and believe that we have found a way to expedite and improve this process. The County of Fresno developed a program that they now have made available to other counties that will allow our IHSS Payroll Unit staff to scan the timesheets as they are received and the payment for your Home Care Worker is then based on the scanned image of the timesheet.

The IHSS time sheet scanning project is yet another example of Riverside County moving forward with the use of innovative technology. The IHSS Payroll Unit currently processes approximately 22,000 time sheets per month and staff is required to manually handle each of those time sheets multiple times. The project which is now in "go-live" status does not replace the human factor but enhances staff's ability to accurately process a greater number of time sheets within a tighter time frame.



Scanning Device Scans up to 50 timesheets at a time

"Our IHSS Payroll Staff will have less paperwork to file and will be able to use that time dedicated to helping our consumers and Home Care Workers..."

The IHSS Payroll Unit staff will be freed of the old-school manual date stamping, sorting, batching, and hand verification of each time sheet. The scanning process applies an electronic date stamp to the time sheets, creates a 'batch number' for tracking purposes, and the scanned time sheet image may be viewed by staff countywide. Staff having access to the scanned time sheet image, will have more information and will be even more helpful when responding to Consumer and/or Home Care Worker's concerns regarding time sheet processing. Specifically, the accuracy of the information provided on the time sheet may be reviewed with the Consumer/Home Care Worker over the phone, and if necessary, a print of the image may be produced for review.

"We are always looking for ways to decrease paperwork, expedite things and be able to respond to our Consumers and Home Care Workers..."

As you know there are glitches with any new system, please bear with us during this time, as I see this technology as something that will improve timesheet processing as we use it more and more. Overall, the dollars spent on this project will be greatly overshadowed by the time savings of the IHSS Payroll Unit, district, and administrative staff. The value of the improved level of customer service is immeasurable. Please see the timesheet rules insert to better assist you in correctly filling out your timesheets.

Leo Harrison, M.S.W.
DPSS Deputy Director,
Adult Services Division

How to Complete a Scanner Friendly Time Sheet



With our new time sheet scanning system in place, failure to complete them accurately and on time can lead to delays in receiving paychecks and may jeopardize eligibility for health benefits. Everybody wants to get paid accurately and on time. Below are tips on accurate completion. If you still have questions, call the IHSS Payroll Unit at 1-800-575-2588.

When to turn in time sheets?

Time sheets are due on or after the last working day of the pay period. Working days are defined as business days and do not include weekends or government holidays. Your timesheet for the next period is attached to your paystub.

1st Pay Period: (1st – 15th) Mail no earlier than the 16th of the month.

2nd Pay Period: (16th – end of month) Mail no earlier than on the last day of the month.

Time sheets are processed by the IHSS Payroll Unit upon receipt from the Home Care Worker. Information regarding the issuance of paychecks is available after the 7th working day of the processing period. The IHSS Payroll Unit advises Home Care Workers not to call during the first 7 working days of the processing period to ask about the status of their paychecks. During this period, the IHSS Payroll Unit is busy processing time sheets. Calls to check on the status of paychecks during the processing period may result in delays.

When are paychecks mailed?

Paychecks are mailed from the State of California in Sacramento, directly to Home Care Workers normally within five (5) to eight (8) working days after time sheets are received in the IHSS Payroll Unit.

If the Paycheck is Lost, Stolen or Delayed

Your check must be lost for **10 working days** before it may be reported as lost or stolen. The Home Care Workers must go to the District Office and fill out a Lost Warrant Affidavit. Please call your District Office prior to going to your local district office as they may require you to schedule an appointment. The District Office sends the affidavit to the IHSS Payroll Unit for review and authorization and then forwards the affidavit to Sacramento for the replacement paycheck to be issued. The original check will be voided and a new check will be issued. This process takes about 3-4 weeks. Checks are not forwarded to a new address, they are returned to the State Controller's Office and re-deposited. If a lost warrant affidavit has not been completed, the Home Care Worker needs to call the IHSS Payroll Unit at 1-800-575-2588 to see if the check has been re-deposited. Once the check is re-deposited, IHSS Payroll can reissue the check, which will be mailed in two working days from Sacramento. If the check has been stolen and cashed, the County of Riverside will conduct an investigation.

Time Sheet Rules

Avoid mailing your timesheets early- Timesheets received early will be returned.

Record actual days worked- Hours recorded should be the actual hours worked for that particular date during the pay period. Hours should be evenly distributed throughout the month, not all performed at the beginning of the time period or month. You cannot work or claim more than 9 hours per workday per consumer.

Correctly calculate hours- Use the minutes chart provided below. Use only the first decimal point, ex. 2.4 instead of 2.43.

Write legibly- Print legibly in the appropriate time boxes for the scanner to pick up the information properly. Use a black or blue pen and press firmly. Make no other markings on the time sheet other than what is required and fold only once underneath the consumer's and provider's name and address before putting it in the return envelope.

Sign and date- Timesheets must be signed and dated by both Consumer and Home Care Worker. If you are an authorized representative of the Consumer, sign your name "for", then the Consumer's name. *Example: Betty Smith for Bill Smith*

Replacement Time Sheets- A replacement time sheet should only be requested if it is absolutely necessary (lost). Replacement timesheets are not scanned and will need to be processed manually which slows down the turn around time. Because they cannot be scanned, we will not be able to view them like we can with the scannable ones.

Update address changes- Consumers and Home Care Workers can make an address change on the back of their timesheet and should also notify their IHSS District office in writing of their address change. The address change must be signed and dated. Home Care Workers who need to change an address, before the time sheet is due, need to send their signed and dated address change request to:

Riverside County DPSS
IHSS Fiscal Department
P.O. Box 7789, Riverside, CA 92513

Print numbers CLEARLY

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|---|

Minutes Chart

| | | | | |
|---------------------|----------------------|----------------------|----------------------|-----------------------|
| 1 - 6 minutes = .1 | 13 - 18 minutes = .3 | 25 - 30 minutes = .5 | 37 - 42 minutes = .7 | 49 - 54 minutes = .9 |
| 7 - 12 minutes = .2 | 19 - 24 minutes = .4 | 31 - 36 minutes = .6 | 43 - 48 minutes = .8 | 55 - 60 minutes = 1.0 |



Información Acerca de Cómo Llenar su Hoja del Control de Horas Trabajadas

Las hojas del control de horas trabajadas pueden ser confusas tanto para los Consumidores como para los Trabajadores del Cuidado en Casa. El no llenarlas apropiadamente y a tiempo puede causar que los cheques de pago se retrasen y puede afectar la elegibilidad para beneficios de salud. Todos queremos que se nos pague con exactitud y a tiempo. A continuación están las instrucciones para llenarlas correctamente. Si tiene alguna pregunta favor de comunicarse con el Departamento de Nóminas del Servicio de Casa y Cuidado Personal (IHSS) al: 1-800-575-2588.

¿Cuándo Enviar las Hojas del Control de Horas Trabajadas?

Las hojas del control de horas trabajadas deben enviarse durante o después del último día de trabajo del período de pago. Los días de trabajo se definen como días laborales y no incluyen fines de semana o días festivos. Su hoja del control de horas trabajada esta ajunta a su talón de paga.

1^{er} Período de Pago: (1^o – 15) NO lo envíe antes del día 16 del mes.

2^o Período de Pago: (16 – al fin del mes) NO lo envíe antes del último día del mes.

El Departamento de Nóminas del IHSS tramita Las Hojas del Control de Horas Trabajadas una vez que las recibe del Trabajador del Cuidado en Casa. Se le dará Información acerca de la emisión de los cheques de pago después del 7^o día laboral del período de procesamiento. El Departamento de Nóminas del IHSS sugiere a los Trabajadores del Cuidado en Casa que no llamen para preguntar acerca de sus cheques durante los primeros cuatro (7) días del período de tramitación. Durante este período, el Departamento de Nóminas está muy ocupado tramitando las hojas del control de horas. Los telefonemas recibidos durante los días del período de tramitación, para averiguar el estado de los cheques, podrían causar retrasos.

¿Cuándo se Expiden los Cheques de Pago?

Los cheques de pago los envía el Estado, directamente de Sacramento a los Trabajadores del Cuidado en Casa, por lo regular dentro de los cinco (5) u ocho (8) días laborales después de que el Departamento de Nóminas de IHSS recibe las hojas del control de horas.

Si el Cheque de Pago se ha Retrasado, Extraviado, o ha sido Robado.

Debe dejar pasar **diez (10) días** a partir de la fecha en que se expidió el cheque, antes de reportarlo como perdido. El Trabajador del Cuidado en Casa tiene que llamar, antes de ir, a la Oficina del Distrito para saber si necesita una cita para ir a llenar la forma llamada *Lost Warrant Affidavit*. La Oficina del Distrito envía el affidavit al Departamento de Nóminas de IHSS para su revisión y autorización, después los manda a Sacramento para que hagan el reemplazo del cheque de pago. El cheque original será anulado y un nuevo cheque será expedido. Este proceso se lleva de 3-4 semanas. Los cheques no son remitidos a una dirección nueva, son devueltos a la oficina del Contralor del Estado y se vuelven a depositar. Si no se ha llenado la forma *Lost Warrant Affidavit*, el Trabajador del Cuidado en Casa debe llamar al Departamento de Nóminas del IHSS al 1-800-575-2588 para saber si el cheque ha sido reingresado. Una vez que el cheque es reingresado, el Departamento de Nóminas del IHSS puede volver a expedir el cheque, el cual será enviado desde Sacramento en dos días laborales. Si el cheque ha sido robado y canjeado, el Condado de Riverside tramitará una investigación.

Reglas de la Hoja del Control de Horas Trabajadas

Evite Enviar su Hoja del Control de Horas Trabajadas Antes de Tiempo– Si la envía antes se la devolverán.

Indique los Días Que Realmente Trabajó – Las horas que escriba deben ser las que realmente trabajó en esa fecha en particular y durante el período de pago. Las horas deben distribuirse uniformemente durante el mes, no debe usarlas todas en el primer período del mes. No puede trabajar o reclamar más de 9 horas por día por consumidor.

Calcule Correctamente las Horas – Use la gráfica de minutos que se incluye abajo. Use solamente el primer punto décimo, ex. 2.4 envés de 2.43.

Escriba Claramente – Escriba números grandes y legibles en las cajas apropiadas para que el *scanner* pueda leer la información apropiadamente. Use tinta negra o azul y presione firmemente. No haga cualquier otras marcas en la hoja de del control de horas. Doble solamente una ves debajo del nombre y domicilio del consumidor y proveedor antes de meter in el sobre ajunto.

Firme y Feche – Las hojas del control de horas deben ser firmadas por ambos, el Consumidor y el Trabajador del Cuidado en Casa. Si usted es el representante autorizado del Consumidor, firme su nombre y en seguida ponga “**por**” seguido del nombre del Consumidor. *Por ejemplo: Betty Sandoval por Ramiro Sandoval.*

Notifique Cambios de Domicilio – Los Consumidores y Trabajadores del Cuidado en Casa pueden indicar el cambio de domicilio al reverso de las hojas del control de horas y también deben notificar por escrito a su Oficina del Distrito de IHSS del cambio de domicilio. La solicitud del cambio de domicilio deberá tener sus firmas y la fecha. Los Trabajadores del Cuidado en Casa que necesiten cambiar su domicilio, antes de la fecha en que deben enviar su hoja del control de horas, deberán enviar la solicitud del cambio de domicilio firmada y fechada a: **Riverside County DPSS**

**IHSS Fiscal Department
P.O. Box 7789, Riverside, CA 92514**

Imprima CLARAMENTE

0 1 2 3 4 5 6 7 8 9

Gráfica de Minutos

| | | | | |
|-------------------|--------------------|--------------------|--------------------|---------------------|
| 1-6 minutos = .1 | 13-18 minutos = .3 | 25-30 minutos = .5 | 37-42 minutos = .7 | 49-54 minutos = .9 |
| 7-12 minutos = .2 | 19-24 minutos = .4 | 31-36 minutos = .6 | 43-48 minutos = .8 | 55-60 minutos = 1.0 |

HEALTH BENEFITS OPEN ENROLLMENT 2007



We recently mailed over 3,500 Open Enrollment packets to all eligible Home Care Workers (HCW). The newly enrolled HCW's will have Exclusive Care health benefits effective March 1, 2007.

We were made aware by Exclusive Care that the health benefit premium has been raised to \$306 per month beginning in March 2007. Each enrolled HCW will still pay only \$28.70 each month. United Domestic Workers of America has agreed to pay the difference of the increase in the premium which amounts to \$1.90 per month for each enrollee through June of 2007, when the current Memorandum of Understanding (MOU) expires. The Public Authority pays the remainder of the monthly premium which is \$275.40.

Because we have a limit or a cap on the number of HCW's who can be enrolled into Exclusive Care, we will now use a Wait List to more fairly enroll new enrollees to Exclusive Care. Our cap is 2,145 persons enrolled at any time. Once one enrollee is no longer eligible or self-terminates from the program we will enroll the next name on the Wait List, provided that person still meets the eligibility requirements by continuing to work 80 hours each month.

If you have any questions regarding health benefits or your eligibility, please call 1 888 470-4477 and press "2" to be connected to our health benefits unit.

Nan Mc Coy,

Administrative Services Manager
IHSS Public Authority Benefits Unit

COLD WEATHER SHELTERS NOW OPEN

On December 1, the Cold Weather Shelters opened their doors for homeless individuals and families of Riverside County. The shelters will remain open seven days a week until April 15, 2007. Shelter hours are from 7:00 p.m. to 7:00 a.m. Check in generally begins at 6:30 p.m. In addition to a safe, warm place to sleep, participants are offered a hot meal in the evening, coffee or milk with breakfast and shower facilities. Case management services are available for those interested in more comprehensive services. For more information please contact the cold weather shelter closest to you:

Western Riverside County
Operated by Path of Life Ministries
2840 Hulen Place, Riverside.
951-683-4101

Eastern Riverside County
Operated by Martha's Village and Kitchen
83-791 Date Avenue, Indio
760-347-4741

If your heating system is not working and you can not get to a Cold Weather Shelter, please contact your IHSS Social Worker.

PUBLIC AUTHORITY OPEN HOUSE

The Riverside County IHSS Public Authority celebrated its open house November 29th. Dr. Cynthia Hinckley, DPSS Director was present for the ribbon cutting (*picture on left*). As part of the Department of Public Social Services Adult



Dr. Cynthia Hinckley & Michele Ritchie.

Division, the Public Authority works to enhance the In-Home Supportive Services program and improve the lives of the individuals we all serve. The IHSS Public Authority began operations in January 2003 with the hiring of the Executive Director and now consists of a staff of 25 who operate a growing registry of qualified, background checked Home Care Workers available for hire by IHSS Consumers. Call us at the Public Authority if you are in need of a caregiver. We are happy to serve you.



PA staff at Open House

IMPORTANT PHONE NUMBERS

ELDER ABUSE HOTLINE 1(800) 491-7123

IHSS INFORMATION TOLL FREE 1(888) 960-4477

EXCLUSIVE CARE 1(800) 962-1133

OFFICE ON AGING SENIOR HELPLINK 1(800) 510-2020

IHSS ADVISORY COMMITTEE 1(888) 470-4477 x227

WORKERS' COMPENSATION/EMPLOYMENT VERIFICATION FOR HOME CARE WORKERS 1(888) 470-4477

CHILD ABUSE HOTLINE 1(800) 442-4918

IHSS PAYROLL UNIT 1(800) 575-2588

UNITED DOMESTIC WORKERS 1(866) 417-7300

IHSS PUBLIC AUTHORITY 1(888) 470-4477

County of Riverside
IHSS Public Authority
12125 Day St S-101
Moreno Valley, CA 92557

What's new with
I.H.S.S.?