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March-April 2006  
Bulletin

## IHSS Consumer News

### Consumer Satisfaction Survey

In January 2006, the Public Authority (PA) Registry mailed out a survey to PA Registry IHSS Consumers asking them to rate the quality of service they receive from their IHSS Providers and the PA Registry. 216 Consumers responded out of 582 surveys mailed.

Here are the results:

66.35% said their Provider comes to work on time.

74.76% said their Provider completes the authorized IHSS tasks.

75.83% said their Provider treats them well.

69.23% said the PA Registry is "very helpful."

Thank you to those of you who mailed in your completed survey.

### Timesheet Reminders for Consumers

- ❖ If you have a newly hired Provider, your Provider can start working before the first timesheet is received.
- ❖ Review the task sheet with your Provider in order to follow the breakdown of duties.
- ❖ **Do not sign a blank timesheet.**
- ❖ Sign the timesheet only after verifying the hours your Provider has indicated on the timesheet (keep a personal calendar of days and hours worked).
- ❖ Be sure the Provider's signature and **your** signature are on the timesheet.
- ❖ If you are admitted to the hospital, the Provider is not allowed to work.



### IHSS Consumer Workshop

The PA Registry started something new in February. We conducted a training/workshop at a senior housing complex in Garden Grove. The topic was "Managing Timesheets with your Provider" and other issues related to IHSS.

If you live in an apartment building with other residents who receive IHSS, we may be able to coordinate training with your manager. Give us a topic of interest and we will do our best to accommodate. Call us at 714-489-6446.

The PA Registry also offers training to Providers. Encourage your Provider to attend. After all, the more skills your Provider has, the better for you.



At the February workshop, Garden Grove senior housing residents listen closely as PA Registry staff explains about "proration of hours." 35 residents attended.

### Thank you

If you have a Provider who is doing an excellent job, let him or her know, and also let the PA Registry know. Our *next Registry Bulletin* issue will feature a section where Consumers can say "thank you" to their Providers in print. Praises go a long way! Call the PA Registry at 714-480-6446.

# IHSS Provider News

## Peer Support Group

The Peer Support Group is a monthly meeting for Providers to learn from each other and share experiences. Special topics and speakers are featured monthly.

### Peer Support Group

March 14, 2006, 10:00 am -11:30 am.

Topic: Dealing with Difficult People

April 11, 2006, 10 am -11:30 am

Topic: Coping with Grief and Loss

### South County Peer Support Group

March 21, 2006, 10:00 am at the Dayle McIntosh Center in Laguna Hills.

Topic: Dealing with Difficult People

April 18, 2006, 10 am -11:30 am.

Topic: Coping with Grief and Loss

## Timesheet Reminders

- ❖ Avoid early timesheets- Timesheets submitted early will be returned to you and the processing delayed.  
1<sup>st</sup> Pay Period (1<sup>st</sup>-15<sup>th</sup>) is due the 16<sup>th</sup> of the month.  
2<sup>nd</sup> Pay Period (16<sup>th</sup>-end of the month) is due the 1<sup>st</sup> of the following month.
- ❖ Avoid stacking hours-Hours should be evenly distributed throughout the month, not all performed at the beginning of the pay period or month.
- ❖ Correctly calculate hours- Use the Minutes Chart below.
- ❖ Write legibly- Print numbers clearly.
- ❖ Sign and date-Timesheets must be signed and dated by both Consumer and Provider.
- ❖ Update Address changes

### Minutes Chart

0-2 minutes = .0	33-38 minutes = .6
3-9 minutes = .1	39-44 minutes = .7
10-14 minutes = .2	45-50 minutes = .8
15-20 minutes = .3	51-56 MINUTES = .9
21-26 minutes = .4	57-60 MINUTES = 1
27-32 minutes = .5	

## FREE CPR & First Aid Classes

The Public Authority is once again offering free CPR & First Aid classes to Orange County IHSS Providers.

When: Thursday, May 4, 2006

Time: 9 am- 1 pm

Where: 1200 N. Main St.

7<sup>th</sup> Floor, Rooms 788 & 789

Santa Ana, CA 92701

Take advantage of this opportunity and call to sign up now! Space is limited and you must RSVP.

On February, 13 Providers received their CPR and First Aid certification. Great job Providers!

## Calendar of Events

### March 2006

3/8, 1 pm- New Provider Orientation

3/14, 10 am - Provider Peer Support Group

3/16, 1pm - IHSS Advisory Committee Meeting.

3/21, 10am - South County Peer Support Group

3/22, 10 am - New Provider Orientation

### April 2006

4/5, 1 pm - New Provider Orientation

4/11, 10 am - Peer Support Group

4/18, 10 am - South County Peer Support Group

4/19, 1 pm - New Provider Orientation

4/20, 1 pm - IHSS Advisory Committee Meeting

**FREE- Quality Homecare Provider Training Series -A certificate and monetary award (stipend) of up to \$60 are given upon completion of the six-week course.**

Week #1- 4/6, 10 am-11:30 am

Week #2- 4/13, 10 am – 11:30 am

Week #3- 4/20, 10 am – 11:30 am

Week #4- 4/27, 10 am – 11:30 am

Week #5- 5/4, 9 am – 1 pm

Week #6- 5/11, 10 am – 11:30 am

**Call the Public Authority for questions on any of these events-714-480-6446**