



Solano County Public Authority In-Home Supportive Services

CONNECTIONS TO CARE

September 2011
Volume #1, Issue #1

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- *This interactive training is expected to last 2 hours.*
- *Please arrive promptly.*
- *If you cannot attend this training and would like to receive an updated Provider Registry Handbook, please call the PUBLIC AUTHORITY at (707)784-8200.*

REGISTRY TRAINING TO BE HELD OCTOBER 11, 2011

The Solano County IHSS Public Authority will be conducting training for Registry Caregivers on October 11, 2011. This training is not mandatory, but all Registry Caregivers are highly encouraged to attend as an updated Registry Handbook will be distributed and discussed.

The special topic for this training will be **Caregiver Resources & Support**.

Registry Caregivers are asked to call the Public Authority at (707) 784-8200 to reserve a seat for this special training as follows:

FAIRFIELD — Health & Social Services Building
275 Beck Avenue, Conference Room 1

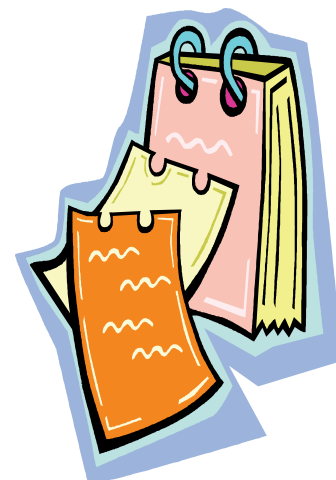
Date & Time: Tuesday, October 11 at 9:00am

VALLEJO — JFK Library
505 Santa Clara Street, Joseph Room

Date & Time: Tuesday, October 11 at 1:00pm

Training Agenda

1. Welcome & Introductions
2. Registry Provider Handbook Update
3. Caregiver Resources & Support
4. Questions & Announcements



REGISTRY REMINDERS

PLEASE Return All Phone Calls!



When an IHSS consumer is referred to our Registry for help in finding a caregiver, Registry staff asks about the consumer's service needs. This information is entered into a computer and a search is made for caregivers who meet these needs.

The computer prints a list of 5 to 7 Registry Caregiver names which is sent to the IHSS consumer. The IHSS consumer will then attempt to call these caregivers to set up interviews. Currently we have a 60% success rate at matching an IHSS Consumer with an available provider within two weeks.

One of the main reasons we are told an IHSS consumer did not hire from the list we sent is because the Registry Caregiver did not return the phone call. We would like to remind you that if you do not return phone calls, you are subject to removal from the Registry.

Please help us raise our success rate by returning all phone calls promptly and courteously!

Monthly Check-In



As a Registry Provider in Solano County, it is required that you check in via telephone monthly with Public Authority staff to advise us of your status and availability. If you do not check in on a monthly basis, you are subject to removal from the Registry.

If you receive voice mail when you call in, please be sure to speak slowly and clearly, leaving your name, your current address, telephone number, availability, and any changes to your status for working.

Check-In Number

(707)784-8200

CAREGIVER RESOURCES & SUPPORT

Information and Referral Services

Area Agency on Aging	1-800-510-2020
Benicia CAC	707-745-0900
Community Assistance Core, Dixon	707-678-5596
Dial 211	211
Fairfield/Suisun CAC	707-427-1148
HICAP (Health Insurance Information)	800-434-0222
Independent Living Resource Center	707-435-8174
Rio Vista CAC	707-374-5706
Vacaville Family Resource Center	707-449-5610

Caregiver Referral Services (provide assistance in hiring caregivers)

Area Agency on Aging	707-643-1797
Independent Living Resource Center	707-435-8174
Redwood Caregiver Resource Center	800-834-1636
Solano County IHSS Public Authority	707-784-8200

Adult Day Health Centers (provide respite to caregivers)

Fairfield Senior Day Program	707-428-7421
Solano Adult Day Health, Vallejo	707-642-6811
The STARS Center, Vallejo	707-556-8680
Vacaville North Bay Adult Day Center	707-624-7970

Caregiver Support Groups

Area Agency on Aging	707-644-6612
Caregiver Education & Support Group (Fairfield)	707-287-4353
Independent Living Resource Center	707-435-8174
North Bay Caregiver Support Group (Vacaville)	1-888-922-9922
Redwood Caregiver Resource Center	1-800-834-1636

Transportation Assistance (provide transportation to seniors & disabled)

Area Agency on Aging	707-643-1797
Fairfield Senior Volunteer Driver Program	707-428-7556
Faith in Action	707-469-6668
Ride With Pride	707-469-6667



The Solano County IHSS Public Authority Advisory Committee meets the third Monday of every odd-numbered month from 2pm to 4pm at the Health and Social Services Building located at 2101 Courage Drive, Fairfield (Multipurpose Room).

Meetings are open to the public.

Call (707)784-8200 for more information.



In-Home Supportive Services
Public Authority of Solano County
275 Beck Avenue, MS 5-190
Fairfield, CA 94533

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U.S. Postage
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Fairfield, CA
Permit No. 00124

Address Service Requested

Important Phone Numbers

IHSS Public Authority
(707)784-8200

IHSS/APS Programs
(707)784-8259

DIRECT DEPOSIT
1-866-376-7066

SEIU-ULTCW
1-877-698-5829

PROVIDER ENROLLMENT

All new IHSS caregivers must attend
Orientation to be approved before
timesheets can be sent.

Approved IHSS Caregivers who begin
caring for a new IHSS client
need to request a packet.

**For more information, call the Provider
Enrollment Message Line at**

(707)784-8753