



In-Home Supportive Services Public Authority of Marin

Consumer Registry Rules of Use

All Consumers using the IHSS Public Authority Registry to receive Provider referral lists must adhere to the rules and regulations set forth in this document. If you need assistance reading or understanding this document, please call the IHSS Public Authority office at 415-499-1024.

The Registry may suspend a Consumer from receiving lists for a period of one year or more after one valid documented violation. The length of suspension may vary depending on the frequency or severity of violations toward a Provider or Public Authority staff member which include but are not limited to:

- Repeated or excessive discourtesy or inappropriate behavior
- Discriminatory or sexual remarks or actions
- Theft, forgery, dishonesty or fraud
- Physically or verbally abusing, assaulting or knowingly endangering a Provider or a Registry staff member
- Not allowing the Provider to use Standard Precautions when providing care and services
- Display or use of a dangerous weapon
- Possession, use or offering of illegal substances
- Failure to abide by IHSS Rules and Regulations (e.g., failure or refusal to: request the hiring paperwork, pay Provider for hours worked, pay your Share of Cost or using IHSS hours for unauthorized tasks, etc.)
- Excessive requests for provider lists within short time frame and/or not contacting names on the list
- Unauthorized disclosure of Provider's confidential information
- Inappropriate contact with a Provider's family members

A Consumer who is removed from the Registry will receive a letter to this effect and will be informed of his/her right to appeal the decision to the IHSS Public Authority Director within 30 days of the date of the removal notice. Appeals received after the 30-day period will not be processed.

Note: Removal from the Registry does not impact the consumer receiving IHSS services or authorized hours in any way. IHSS consumers may hire anyone they choose that has been determined eligible to be paid as an IHSS provider according to state regulations.

All Public Authority staff members and Providers are mandated reporters and will report suspected abuse or violations of the law to local law enforcement.

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