



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 six months or more after one valid, properly documented violation. The length of suspension will depend on the frequency or severity of the violation or violations towards a Provider or Public Authority staff. Violations include but are not limited to:

- Repeated or excessive rudeness (e.g., yelling, use of extreme profanity, demeaning or offensive language)
- Sexually inappropriate behavior or remarks.
- Discriminatory comments or actions about a person's race, ethnicity, national origin, gender, gender identification, sexual orientation, age, physical appearance, religion.
- Theft, forgery, dishonesty or fraud
- Physically, verbally or in writing 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 Share of Cost, or using IHSS hours for unauthorized tasks, etc.)
- Excessive request of lists of Registry Providers in a very short time, and/or without contacting all the Providers in the lists provided
- Inappropriate contact with the Provider's family members
- Unauthorized disclosure of Provider's confidential information

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 within 30 days of the date of the removal notice. Appeals can be in the form of letter addressed to the IHSS Public Authority Executive Director. If appeals are received after the 30-day period they 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. Additionally, the Public Authority will report any potential violation(s) to the IHSS Rules and Regulations to the IHSS Fraud Investigator.

www.pa-marin.org

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