



Attn: Registry
6955 Foothill Blvd., 3rd Floor
Oakland, CA 94605-2409
provider line (510) 577-5694
consumer line (510) 577-1980
fax (510) 577-3579
www.ac-pa4ihss.org

1. What is the Urgent Response Program?
A program offered by the Public Authority to assist IHSS Recipients with an urgent, unexpected need for personal care or critical domestic services that cannot wait until their regular IHSS Provider is available so the recipient can remain safely and independently in their home. Urgent Response Providers can do IHSS tasks. Most dispatching is handle by Easy Does It Emergency Services. Easy Does It provides 24 hour a day non-medical emergency services, such as, personal care, to seniors and individuals with disabilities in the City of Berkeley. <http://www.easydoesitservices.org/>
2. Who is eligible for the Urgent Response Program?
 - a. IHSS Recipients, with assigned hours, in Alameda County.
3. Are all Cities in Alameda County covered by the Urgent Response Program?
 - a. Yes but the launch date is different in each City.
 - i. August 12th, 2015 – Albany, Berkeley, Emeryville, Oakland
 - ii. February 2016 – Alameda, Hayward, Castro Valley, San Lorenzo & San Leandro
 - iii. March 2016 Fremont, Newark & Union City
 - iv. May 2016 – Dublin, Pleasanton and Livermore.
4. What are the hours of operation and how do I request an Urgent Response Provider?
 - a. The hours of operation are:
 - i. Monday-Friday 8:00am-4:00pm – call 510-577-1980.
 - ii. Monday-Friday 4:00pm-Midnight (12AM) - call 510-809-8488.
 - iii. Saturday and Sunday 8:00am-Midnight (12AM) - call 510-809-8488.
 - iv. Federal holidays call 510-809-8488.
5. Why do Recipients need to give the Easy Does It dispatcher their Social Security Number?
 - a. Only to verify the Recipient has IHSS hours.
6. How will the Urgent Response Provider be paid?
 - a. Hours come from the Recipients IHSS authorized hours. Providers and Recipients must complete an IHSS enrollment packet and designation of hours form. Once the provider receives the timesheet the recipient must sign off on it.