



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

Registry FAQ's

Q. What is the Public Authority Registry?

A. The Registry helps IHSS Consumers find pre-screened Homecare workers and helps Homecare workers find jobs.

Q. Who is eligible for services through the Registry?

A. Any IHSS Consumer in Alameda County with authorized IHSS hours. Providers must complete DOJ background check, attend orientation, and meet the Public Authority's criteria for acceptance including reference check and a face-to-face interview with Registry staff.

Q. Does the Registry select a worker for the Consumer?

A. No, the Registry uses a sophisticated database to match Consumers' needs with providers' skills and generates a list of up to 8 potential providers. It is the Consumer who chooses the right provider for them.

Q. Who trains and supervises Registry workers?

A. If a Consumer selects a Registry Provider to do their IHSS tasks, the Consumer is the Provider's employer and responsible for hiring, training, supervising, and when needed, firing Providers.

Q. Does the Registry assist with hiring and selecting Providers?

A. The Registry distributes a Consumer handbook containing valuable information on how to best manage homecare workers. Coordinators provide phone coaching to Consumers and if warranted make home visits to assist in the hiring process through our Enhanced Services Program.

Q. Does the Registry restrict services to Consumers?

A. There are occasions when the Registry either suspends or excludes Consumers from participation in the Registry for inappropriate conduct such as discrimination, sexual harassment, abusive behavior, repeated pattern of not signing timesheets, not paying Share of Cost or other behaviors that could put the Providers in jeopardy.

Q. How can I request Registry services for Consumers?

A. The Registry has a Registry Referral Form available electronically. Email Rose Acampora, Program Manager, at racampora@ac-pa4ihss.org or Dawn Watts, Senior Registry Coordinator at dwatts@ac-pa4ihss.org. Email is preferred but you can also stop by the Public Authority's location and pick up a form.