



PUBLIC AUTHORITY

In-Home Supportive Services
San Diego County

TIPS FOR FINDING A CAREGIVER

Step 1 – Preparing for the Interview

- Refer to your **IHSS Notice of Action**, as it outlines the number of IHSS hours and services you are eligible to receive. If you have questions regarding your hours or services, please call your IHSS Social Worker.
- Before calling caregivers, be sure you know how many hours you need assistance per week, along with the days and times you expect the caregiver to work per week. It may help to have a flexible schedule.
- When you receive your list, call each caregiver as soon as possible. If you wait too long to call caregivers, they may accept other jobs as their names may also be provided to other recipients who are also hiring and in need of assistance.
- Some caregivers may be hard to reach by telephone, so call more than once, and try to reach everyone on the list. If you have to leave a voice message, leave a detailed message with your name and phone number. Allow 24 hours for the caregiver to return your call. If you do not receive a call back, try calling them at least one more time. If the caregiver's telephone number is disconnected, please report this information to your assigned Registry Coordinator.
- You are encouraged to tell the caregiver as much as possible about your health condition or disability so the caregiver can safely and effectively help you meet your needs.

Step 2 – The Phone Interview

- The purpose of the interview is to decide who you want to meet for the interview and ultimately hire.
- Introduce yourself as an IHSS Recipient (or WPCS Recipient, if applicable)
- Carefully interview and screen caregivers before you hire someone.
- Remember, you are not trying to hire someone over the phone.
- Inform caregivers of the current IHSS wages (please contact your assigned Registry Coordinator if you are not sure).
- Schedule a face-to-face interview only with caregivers you wish to consider hiring.

Some helpful tips/ questions for the phone interview:

- How long have you been a caregiver?
- What made you choose this kind of work?
- Tell me about your current or last job. Why did you leave?
- Are you available to work the following days and times?
- Do you have experience working with seniors or persons with disabilities? If so, what services did you provide?
- Are you able to assist me with the services that I need help with?
- Do you have experience performing these services?
- Have you had any training in domestic/personal care services?
- Are you allergic to pets?
- Are you allergic to smoke?
- Are you willing to travel to the area where I live?
- Do you consider yourself dependable?
- Can you provide me with two references?

- When can you begin work? Do you have any questions for me concerning the schedule or duties?

Step 3 – The Face-to-Face Interview

Some helpful tips for the face-to-face interview:

- You may want to invite a family member or friend to assist you with the interview
- Ask to see identification to verify that the caregiver you spoke to on the phone is the same person you are interviewing in person
- Ask some of the same questions during the phone interview and look for consistency
- Explain your authorized IHSS services and ask if there are any services they are not willing to perform
- Discuss your authorized IHSS hours and work schedule
- If you have been approved for services that require transportation, please discuss this with the caregiver. Caregivers are not required to use their vehicle to transport recipients, and they are not paid for gas or mileage reimbursement
- Ask if they have been an IHSS caregiver before, and if they have completed the Caregiver Enrollment process
- Clarify your expectations regarding arriving to work late, not showing up to work, cell phone usage, etc.
- Although this is an interview to ask the caregiver questions, please give them the opportunity to ask you questions as well

Some helpful tips for checking references:

- Be sure to ask the reference about the tasks the caregiver performed for them and the length of their employment
- Ask if the caregiver was dependable and if they were happy with their services
- Be sure to take notes during the conversation

Step 4 -Deciding Who to Hire

- Review the notes you took during the phone interview, face-to-face interview, and reference verification, to help narrow down the caregiver who best fits the position
- If a friend or family member assisted you, ask for their input
- Trust your instincts
- Offer the job to the caregiver and if the caregiver accepts, determine the start date and schedule (dates/time/hours)

Step 5 - The Next Step

- Once you have hired a caregiver, immediately contact your IHSS Social Worker. Be sure to provide the caregiver's name and start date
- It is also important to notify your Registry Coordinator that you have hired a caregiver
- Have your caregiver contact the Caregiver Enrollment Department at 1(866)351-7722 to verify they have completed the State mandated Enrollment process. If the caregiver has not completed this, they need to request the Enrollment packet
- Please complete the SOC 426A (IHSS hiring form) with the caregiver and return to your IHSS Social Worker so the caregiver can receive timesheets. You may also use the IHSS electronic portal to add your new caregiver.

**If you need additional help with being an employer, please call the Registry at
1(866)351-7722**