

County of Santa Clara

Social Services Agency

333 West Julian Street
San Jose, California 95110-2335



DATE: May 21, 2019

TO: Board of Supervisors
Jeffrey V. Smith, M.D., J.D., County Executive

FROM: Robert Menicocci, Agency Director

SUBJECT: Off-Agenda Report regarding percentage of IHSS providers using electronic timecards

At the May 16, 2019 Board of Supervisors (Board) Budget Workshop Meeting, the Board requested the Social Services Agency (SSA) to provide the percentage of In-Home Supportive Services (IHSS) providers completing electronic timecards.

The option of using electronic time sheets was offered in July 2018. As of May 1, 2019, there are 7,782 IHSS providers enrolled in electronic time sheets, out of 25,000 total providers (31%). The SSA employs several strategies to increase enrollment, through education and access. New providers learn about e-timesheets and how to enroll during the orientation process. When existing providers call IHSS with payroll inquiries, staff take the time to provide information and education about the e-timesheet option, directing them to the Public Authority website, where any provider can enroll. Finally, IHSS social workers educate providers when conducting home visits. Through these efforts, IHSS expects enrollment to increase in the coming months and years.

c: Chief Board Aides
Miguel Marquez, Chief Operating Officer
James R. Williams, County Counsel
Megan Doyle, Clerk of the Board