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### Limited Public Counter Services

Placer County has limited its public counter services to help combat the spread of the COVID-19 novel coronavirus. We apologize for the inconvenience this may cause, but we know it is essential that we do our part to reduce the spread of this disease. Please call our office or mail us at:

In Home Supportive Services  
And Public Authority  
Please call 530-889-7115  
For Forms please mail or fax:

Placer County  
IHSS/PA  
101 Cirby Hills Dr  
Roseville CA 95678  
FAX 916-787-8922

Placer County  
IHSS/PA  
11512 B Ave  
Auburn CA 95603  
FAX 530-886-3690

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### Community and Provider Resources

For information on additional disability and aging resources, please visit Placer County Aging and Disability Resource Connection at <https://agencyonaging4.org/placer-county-adrc/>

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### Tips for Provider Health and Safety

1. Stay at home when sick
2. Frequently wash hands with soap and water for 20 seconds
3. Avoid close contact with people who are sick
4. Clean and disinfect frequently touched objects and surfaces
5. Practice social distancing - Maintain six feet of distance from others

For more general inquiries around COVID-19 and Placer County's new directive, view current information at <https://www.placer.ca.gov/coronavirus> . A public hotline is also available at 530-886-5310.

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### Mental Health First Aid

If you're feeling stressed or nervous during these days of COVID-19, you're not alone. Uncertainty and the sense of not being safe — not to mention physical distancing, round-the-clock news and empty grocery shelves — are stressful. What you're feeling is common around the world. Here are tips from the Mental Health First Aid curriculum to help you care for your own and your loved ones' mental health.

[How to Care for Yourself While Practicing Physical Distancing](#)

[How Do I Know Someone is Experiencing Anxiety or Depression?](#)

[How to Help Someone with Anxiety or Depression During COVID-19](#)

[How to Support a Loved One Going Through a Tough Time During COVID-19](#)

### Payroll Corner

Placer County IHSS Payroll has officially transitioned to Electronic Timesheets. All providers and recipients must be signed up for the Electronic Service Portal (ESP) or the Telephonic Timesheet System (TTS) for providers timesheets to be Electronic Visit Verification (EVV) compliant. Please visit our website [IHSS Payroll](#) for more information or sign up ESP visit: [etimesheets](#).

### Questions About Filing Unemployment?

A notice has been mailed to you from the state, which includes information on filing unemployment during this unique time, see [EDD Resources](#). Please read it carefully.

PLEASE NOTE: For providers, if you plan on filing unemployment due to COVID-19, please call the IHSS Call Center at 530-889-7115, to notify IHSS that you are not able to work due to COVID-19. Report your name, provider number and any/or all cases, that you are unable to work for as result of the COVID-19 *If you do not report that you are unable to work during this time, and file unemployment, the forms that Payroll fills out, may not be accurate. This can delay your claim and possible payments.* Providers must call back in to report when work is able to resume.

For recipients, if you have asked your provider to stop working due to the COVID-19 situation, then please report this information to your caseworker.

### 2019 W2 Information

If you have not received your W2 from 2019, and need one, please contact Payroll to confirm your address and 2019 W2 status. If you have moved, then we do require a change of address form to be filled out and signed. You must complete this change of address BEFORE any duplicate W2 requests can be processed. Please fill out your OLD and NEW Mailing and Home address. If you do not update both sections, then they both won't be updated. [Change of Address: SOC 840](#)

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### Let Your Voice be Heard

#### Caregivers - you have a voice in Placer County's IHSS Program!

Consider joining the Placer County IHSS Advisory Committee and sharing your caregiving experience, insights and ideas with the IHSS team. IHSS caregivers come from all walks of life and work with many different types of recipients. Our daily experience of caregiving provides us with a unique perspective on both our needs and those of our recipients. Many interesting topics come up during our meetings and the discussions are often lively. Most importantly, the quality of our program benefits from your direct feedback as a caregiver. The IHSS Advisory Committee meets every other month for an hour and a half at the Placer County Public Authority facility in Auburn. We currently have 1 open Service Provider and 5 Service Recipient openings available. For more information on how to join the IHSS Advisory Committee, please call (530) 886-3683.

~ Carl Jones, IHSS Advisory Committee Member

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### Registry Recruitment

Registry is establishing a NEW emergency back-up provider program. Backup Providers will received an **additional wage rate of \$2 per hour** for providing emergency back-up services for IHSS recipients whose provider cannot work due to COVID-19 impacts. Backup Providers are expected to perform all IHSS assigned tasks that the recipient needs, which may include paramedical tasks. For more information on becoming a Backup Provider please call:

Lynn Guliion - Registry Specialist - A-G - 530-886-3685

Angela Curtis - Registry Specialist - H-N - 916-787-8882

Patrice Meluskey - Registry Specialist - O-Z 530-886-3684