

Finding and Hiring In-Home Assistance

A Guidebook for
Seniors, Adults with Disabilities, and Their Families



Area 1 Agency on Aging



Area 1 Agency on Aging

Humboldt Offices

434 7th Street, Eureka, CA 95501
707-442-3763

Del Norte Offices

1765 Northcrest Drive, Crescent City, CA 95531
707-464-7876

www.a1aa.org

Area 1 Agency on Aging (A1AA) provides leadership and services that support older persons and those with disabilities through education, programs, advocacy and volunteerism.

A1AA has partnered with the Redwood Caregiver Resource Center (RCRC) to provide free services to informal caregivers, including information and referral services and community resources, caregiver training and counseling, support groups, and limited respite grants. RCRC can be reached by calling 800-834-1636 or 707-542-0282.

A1AA has offices in both Humboldt and Del Norte counties.

Finding and Hiring In-Home Assistance Guidebook (Revised 03/2019)

The laws and regulations referenced in this guidebook are current as of January 1, 2019. It is your responsibility to check local laws and regulations for the most up-to-date information.



Area 1 Agency on Aging

Humboldt Offices

434 7th Street, Eureka, CA 95501

707-442-3763

Del Norte Offices

1765 Northcrest Drive, Crescent City, CA 95531

707-464-7876



A1AA releases this guide to the public domain and reserves no rights.
See <https://creativecommons.org/publicdomain/zero/1.0/> for details.

Introduction

Whether you are looking for a caregiver for yourself, a family member, or a friend, hiring a caregiver can be a stressful process full of unknowns. Since most of us are not employers, we are not sure how to start and what to consider. Once we do hire someone, we are often unsure of how we should treat workers in our homes. It is clear that the best professional care relationships have clearly-defined roles, expectations, and boundaries acceptable to everyone involved that support the dignity and respect of both the caregiver and care recipient.

This guide is intended to help you establish and maintain a professional and positive working relationship with the caregiver you hire.

Using this Guide

The *Finding and Hiring In-Home Assistance Guidebook* is designed primarily for use in Humboldt and Del Norte Counties, California. Although most of its contents are applicable throughout the USA, please be sure to check with your local Area Agency on Aging or other service providers in your community for information specific to your area. Many agencies and other resources are mentioned throughout the text of this booklet and in the Appendices.

Disclaimer

The laws and regulations referenced in this guidebook are current as of January 1, 2019. It is your responsibility to check local laws and regulations for the most up-to-date information.

Table of Contents

Where Do I Start?	1
Identifying Your Needs 1	Creating a Task List 1
Finding Care Providers	2
Utilizing Community Resources 2	Finding a Caregiver 2
Pros and Cons of Different Hiring Methods 2	In-Home Supportive Services 3
IHSS Caregiver Registries 4	Home Health or Home Care 4
Private Home Care Agencies 4	Hiring Privately 5
Job Descriptions and Contracts	6
Writing a Job Description 6	Developing a Job Contract 6
Interviewing	8
Telephone Interview 8	In-Person Interview 9
Caregiver Qualifications 9	Suggested Interview Questions 9
Reference Checks 10	
Background Checks	11
Fingerprinting and Criminal Background Checks 11	Home Care Aide Registry 11
Handling Problems	12
Setting Boundaries 12	Conflict Resolution 12
If Dismissal is Necessary 12	When your Schedule Changes 13
Exploitation of Caregivers by Employers 13	Abuse by Caregivers or Others 13
Financial Abuse 13.....	Examples of Problem Areas and Suggestions for Solutions 14
Household Employer Responsibilities	16
Are you a “Household Employer” 16	Registering As a Household Employer 17
Employment Eligibility Verification 17	Insurance 18
Taxes 18	Supervising Your Household Employee 18
Keeping Your Household Employee 19	
Summary	20
 Appendices	
Appendix 1 – Frequently Asked Questions	24
Appendix 2 – Sample Employment Agreement	25
Appendix 3 – Job Description.....	26
Appendix 4 – Blank Job Description	27
Appendix 5 – Task Schedule	28
Appendix 6 – Employment Information Form	29
Appendix 7 – Resources (Humboldt and Del Norte, State, Federal).....	30
Appendix 8 – Area One Agency on Aging	32

Where do I Start?

The first step in finding in-home assistance is to identify exactly what help is needed, how often and when. This will provide a starting point for creating a job description for potential caregivers and help with identifying community resources that may provide support.

Identifying Your Needs

Think about all the things that need to be done on a regular basis. In general, consider the following areas:

- **Personal Care:** bathing, eating, dressing, toileting
- **Household Care:** cooking, cleaning, laundry, shopping
- **Health Care:** medication management, physician's appointments, physical therapy
- **Emotional Care:** companionship, meaningful activities, conversation

Consider how often help is needed. If once in a while is sufficient, you may find that a home care agency is more appropriate than hiring a private caregiver. If you find that the main need is for companionship, there are community resources that may provide senior companions. These include senior centers, church visitation programs and volunteer programs. Resources can be found in the Appendices.

Once you have determined what you need help with, talk it over with others who care about and are involved in your life or the life of your loved one. This may include your children, parents and friends. It may also include professionals with whom you have frequent contact. Professionals may be home health nurses or aides, your family doctor, a case or care manager, or other service coordinators who are helping you.

By discussing your needs with others, you gain a wider perspective and are able to identify other resources and services available in the community to help you. Some of these resources may include care coordination or home-delivered meals programs. Try to agree on what your needs are and the best way to meet them with those who are actively involved in your life.

Creating a Task List

Take a look at Appendix 5 on page 28 to give you some ideas for creating a task list. You may need help in just a few of the common areas or in all of them.

The caregivers library also has a great needs assessment checklist that can be found at www.caregiverslibrary.org, under caregiver resources, checklists and forms.

You may also have needs that are not on this list, so be sure to include those in your final list.

Finding Care Providers

Utilizing Community Resources

Once you have identified the kinds of things you need help with, the next step is to work out how best to meet those needs. Looking in the yellow pages of the telephone book is a good place to start. For example, if you need a ride to your doctor's office, you might look in the yellow pages under "Transportation," where you could find a list of possibilities from taxicabs to medical transportation. Area 1 Agency on Aging also produces the Senior Information Guide, which has information on local, regional, state, and national resources. Some resources can be found in Appendix 7 on pg 30 or by searching the internet.

Finding a Caregiver

Suppose you have decided that a paid in-home caregiver is what you need. There are three main options open to you for finding one. If you are eligible, you can go through the County In-Home Supportive Services (IHSS) program. You can hire an agency that will send you individuals that work for them. You can hire privately and become the employer yourself. Below are some pros and cons to consider for each:

	Pros	Cons
IHSS	You are responsible for hiring, firing and supervision. IHSS handles pay and taxes.	You must be eligible to receive services. Only certain services and hours are covered.
	Care providers must be fingerprinted and have a criminal background check.	Most convictions still allow a person to be a caregiver
Independent Agency	The agency screens, hires and fires; provides some supervision and training; does payroll and taxes.	Often several workers are used. This can be confusing or distressing for the person receiving care.
	If the worker is sick, a substitute can be sent.	There is less individual choice in workers.
	Changing schedules can be more easily accommodated.	Frequently more expensive than hiring an individual privately.
Private Hire	You have more control over who is hired to provide care.	Training and supervision are your responsibility.
	A stronger relationship can develop between the care provider and the individual needing care.	You must handle the screening, hiring, firing, pay, and taxes yourself, as the employer.
	It is frequently less expensive than going through an agency.	If the worker is ill, there is generally no substitute available.

Finding Care Providers

In-Home Supportive Services (IHSS)

In-Home Supportive Services (IHSS) is a publicly-funded program provided by counties throughout California. The IHSS program is funded with a combination of Federal, State and County dollars. You must be eligible for Medi-Cal to receive IHSS services. Through the IHSS program, eligible adults and children who are aged, blind or who have a disability can get non-medical services that help them remain in their homes. IHSS workers are paid through the State and are covered by Workers' Compensation Insurance, Social Security and State Disability Insurance. The County sends a case manager to meet with the client to determine how many hours and what kinds of services the person needs. However, it is the responsibility of the person receiving care to locate, hire and supervise their own care providers.

The services covered under IHSS can be either domestic (such as cleaning, meal preparation, laundry, and reasonable shopping errands), or personal care (such as bathing, assisting with dressing or transferring). Under IHSS, the only tasks the in-home care provider is authorized to do are those tasks determined to be necessary by the County. You should be honest about what you need help with and what might be getting harder for you to do for yourself so they can make appropriate determinations.

Under IHSS guidelines there are certain situations where you may be allowed to hire a family member to help you. For the Humboldt County IHSS office, call 707-476-2100, for the Del Norte County IHSS office, call 707-464-3191. For other communities, check the county government telephone listings in the phone book under "Health And Human Services" or "Social Services."

In Humboldt County, the IHSS program maintains a registry of enrolled IHSS care providers. IHSS recipients can call 707-476-2100 in Humboldt County, to request a list of care providers from the IHSS Care Provider Registry. The program also addresses complaints recipients may have regarding care providers.

IHSS Public Authority

In Del Norte, IHSS Public Authority handles complaints recipients have about their care providers. The Del Norte Public Authority also maintains a registry of enrolled IHSS care providers. IHSS care recipients can call 707-464-3191 in Del Norte County to request a list of caregivers from the IHSS Public Authority Registry.\

IHSS Caregiver Registries

Caregiver Registries are a listing and referral service offering a pool of care providers available to hire. Registries come in different forms. Some are free and some charge a fee. Some may have requirements for persons to list, while some may allow anyone to list.

Finding Care Providers

With most registries, you are the employer, and as such, shoulder all responsibilities of a household employer. See the section in this guidebook on “*Household Employer Responsibilities*” for differences between employees and independent contractors and what your responsibilities are in each situation.

IHSS Public Authority Caregiver Registry (Humboldt): 707-476-2144

IHSS Public Authority Caregiver Registry (Del Norte): 707-464-3191

Home Health or Home Care Organizations

Home health or home care organizations associated with a hospital provide a variety of services, which may include physical therapy, occupational therapy or speech therapy. They may also provide skilled nursing services and certified home health aides. These organizations may be found in the yellow pages of a phone book under “Home Health Services”. Ask your doctor if you would benefit from a home health referral.

There is the possibility that your medical insurance may cover you for assistance through a Home Health or Home Care organization. For the services to be covered by Medicare or other insurance, you must be under a physician’s care and direction and meet the criteria established by Medicare or your insurance company. The home health benefit would be short term and you would need to find other sources of assistance if your needs continue. In some areas, the same organization will offer fee-for-service or private hire care when your home health insurance benefit runs out.

Private Home Care Agencies

Privately owned home care agencies can be found in the yellow pages of a phone book under “Home Health Services,” or online, along with hospital-associated home health and home care organizations. Private agencies specialize in providing in-home caregivers employed by the agency.

Different agencies will have different screening and training requirements for their caregivers. It is in your interest to ask about what training and screening the agency’s caregivers have completed. Ask whether the workers have had CPR, first aid or any other training.

It is also important to ask if the agency is currently licensed, bonded and insured. You can also contact the Better Business Bureau to find out if any complaints have been made against the agency.

Finding Care Providers

Hiring Privately

If you decide not to go through an agency and wish to hire privately, you may place advertisements in the local newspaper or online. Be brief, but specific. An ad can be expensive, so call the paper and get an estimate before you place a classified ad.

Be prepared to do an interview over the phone when you receive the first calls from prospective care providers. Do not give your address to callers. Be certain they sound like someone you would like to meet and seriously consider for the position before agreeing to a face-to-face interview.

When you set an appointment to meet someone, it is generally best if you have someone you know with you for the first meeting. Remember, this is a stranger you are inviting into your home, so be cautious.

You may also find ads placed by care providers looking for work in the local newspaper or online.

A job posting on a local college campus bulletin or jobs board is another source of potential care providers. Again, be brief, specific and prudent. Most colleges and junior colleges have career centers where people can advertise available positions. The local Employment Development Department or Job Market is another resource for listing your position and for recruiting workers.

Word of mouth is frequently your best resource. You may find that a friend, neighbor, member of your church congregation or someone that is recommended by a friend or family member would like to be your care provider.

Job Descriptions and Contracts

Writing a Job Description

Once you've identified the type of help you need, writing a job description can be fairly straightforward. In addition to including the tasks you have identified from your assessment, be sure to include the following when and if appropriate:

- ◆ Health Care Training (what level and what type - CNA, LVN, RN)
- ◆ Driving (if a car is needed or only valid driver's license)
- ◆ Ability to lift care recipient and/or operate special equipment
- ◆ Experience with people with memory impairments and/or other disabilities
- ◆ Language skills
- ◆ Any other special skills needed

Use the Sample Task Schedule (Appendix 5 on page 28) as a starting point. List all the tasks you need done, how often they need to be done, include special instructions, and be prepared to explain any rules. For instance, "I'm sensitive to most household chemicals so please use baking soda for scouring powder. Spic N' Span should only be used on the floors." Writing out explanations helps establish understanding.

Your job description can be useful during interviews. Refer to tasks and requirements you have listed when discussing the job with potential care providers. When you decide to hire a care provider, you should write a mutually acceptable contract that both of you sign.

Developing a Job Contract

A job contract is a key step in preventing misunderstandings with future employees. It is based upon the job description and formalizes the agreement between you, the employer, and the employee, and is signed by both of you. Should questions or problems come up later, either party can refer to the written agreement. A good work contract should include the following:

- ◆ Name of employer and "household employee"
- ◆ Wages (including tax withholding—see section on Employer's Responsibilities) and benefits (e.g., mileage, meals, vacation, and holidays)
- ◆ When and how payment will be made
- ◆ Days and hours of work
- ◆ Employee's social security number and driver's license number (if you are hiring independently)
- ◆ Duties to be performed (i.e., the job description)
- ◆ Unacceptable behaviors (e.g., smoking, abusive language, tardiness, etc.)

Job Descriptions and Contracts

- ◆ Consequences for unacceptable behaviors
- ◆ Emergency absence plan (backup plan for your care, phone # of substitute met and approved by you)
- ◆ Termination (how much notice, reasons for termination without notices, etc.)
- ◆ Dated signatures of employee and employer

If your employee is going to drive you or your children in his or her own car, you will want proof of insurance. If they will be driving your car, check with your insurance company to make sure you will be covered.

Make two copies each of the job description and the contract, one for yourself to keep, and one for the person you hire.

The sample forms in the Appendices to be used merely as a guide. You should make sure any contract covers your agreement with your caregiver.

The process used for interviewing agencies and potential employees is very similar. With either an agency or an employee, you will need to provide a job description, do a phone interview, do an in-person interview, and check qualifications and references.

Interviewing

Telephone Interview

Interviewing applicants for your home care job is a very important next step in finding the right person. If you are hiring independently (i.e., not through a home care agency), you will want to pre-screen most applicants over the telephone first. This allows you to determine whether you are interested in having this person in your home, and if the caregiver is interested in the job.

During this interview, you should:

- ◆ Give applicants a brief description of what you expect them to do and what days and hours you need them. Briefly review the job description with them.
- ◆ Ask what experience they have had with the tasks you have described.
- ◆ Ask specifically what kind of schedule they want to work.

While talking with the applicant:

- ◆ Listen for a pleasant tone of voice and positive attitude.
- ◆ Notice whether they give specifics of their experience or vague and general answers.
- ◆ Trust your instincts. If you are not impressed by the applicant, even if you cannot state your reasons, do not give them your address.
- ◆ If you are unsure whether or not you want to do an in-person interview, ask for references that you can contact.

If an applicant does not impress you on the telephone:

- ◆ Do not give out your address.
- ◆ Tell the applicant that you have several interviews to complete.
- ◆ Ask the applicant for a name and phone number where you can call them back.
- ◆ Thank the applicant for his/her time.
- ◆ Be prepared to call the applicant back or send him/her a letter to thank them, but informing them that you hired someone else. This is both courteous and good business practice.

If you feel the applicant is suitable and you wish to meet in person:

- ◆ Plan on having a friend or relative with you when you interview.
- ◆ Schedule a day and time for the interview.

Interviewing

- ◆ Give the applicant your address and directions to your home.
- ◆ Ask the applicant to bring the following:
 - ◇ Documents showing proof of right to work, such as photo ID and Social Security card.
 - ◇ DMV printout and proof of insurance if you are requesting transportation.
 - ◇ A list of references including full name, relationship, phone number and the best time to call. Ask for as many work references as possible – paid jobs or volunteer work.
 - ◇ A resume to help them fill out a job application.
- ◆ You may want to send the applicant a letter stating the date and time of the interview and directions to your house. Include a job application and job description. (Sample forms can be found in the Appendices.)

In-Person Interview

Invite only those applicants you feel good about and would really like to meet for an in-person interview. This interview should take place in your home at a time convenient for both you and the applicant. Plan on having someone you trust with you during the interview, such as a neighbor, friend, relative or case manager.

Start the interview with a full discussion of your needs, lifestyle and schedule. Be honest. Do not “pretty things up” just to get a caregiver in the door. Your caregiver needs to know exactly what is expected. If you are not clear about your needs up front, and you hire someone who does not fully understand them, you may both end up unsatisfied.

If the caregiver is interested in working for you, have him/her fill out a job application if he/she has not already done so.

Caregiver Qualifications

Ask the applicant what experience and training or certifications they have that relate to the job. If you have any specific requirements, explain what they are and why. Be sure to include any specific requirements in the job description.

Suggested Interview Questions

- ◆ Please tell me about your current and past experience with in-home care.
- ◆ Why are you interested in this particular job?
- ◆ What do you like best about home care?

Interviewing

- ♦ What do you find the most challenging part of working in home care?
- ♦ Is there anything in the job description that you are uncomfortable with or would like to discuss?
- ♦ Have you ever been in an emergency situation? How did you handle it?
- ♦ What kind of pay and benefits are you looking for?
- ♦ What sort of commitment are you willing to make at the present time?
- ♦ Please give an example of how you handle misunderstandings.
- ♦ Do you have any other questions?
- ♦ Is there anything else you think I should know?

Reference Checks

It is beneficial to know about past work experience a caregiver has had and what type of person they are. This information can be gleaned through reference checks.

When interviewing a potential care provider, ask for the names and phone numbers of at least three people who are willing to give a reference. They should be previous employers and/or established community members.

Some care providers do not have a lot of work experience and may not have work references. In this case, ask for the name and phone number of someone who has experience with that person in some other way, such as through volunteering or church activities. Family members may not always be objective in their opinions, but should be accepted as an additional reference, although not the primary one.

If applicants give you reference letters, check the letters for phone numbers. If no phone number is listed, ask the applicant for one. Call to verify the reference and review the letter.

Some of the questions you may want to ask when checking references are:

- ♦ How do you know (the applicant)?
- ♦ How long have you known him/her?
- ♦ Can you use a few words to describe what he/she is like?
- ♦ If he/she worked for you, would you want him/her to do so again?
- ♦ Would you hire this person to work as a caregiver for you or an elderly or disabled relative?
- ♦ Is there anything else you would like to tell me about him/her?

As the employer of an in-home worker, you will want to do what you can to make sure that you hire an individual who is not only able to do the job, but is also someone you feel

Background Checks

comfortable having in your home. Learning something about a potential caregiver's background and prior experience is one way to help you decide whether or not to hire the individual.

You can ask the potential care provider to provide you with a printout of his/her driving record with the Department of Motor Vehicles (DMV) to see if he/she has any traffic violations.

Fingerprinting for Criminal Background Checks

You can get information on criminal convictions by requesting fingerprinting. As the employer, you are expected to pay all the costs of fingerprinting and background checks.

“Live Scan” fingerprinting is available at police and sheriff’s offices and at some businesses. A county by county list of live scan locations and their “rolling fees” is available online at <https://oag.ca.gov/fingerprints/locations>. In Humboldt County, Live Scan is available from the Arcata, Eureka, Fortuna, and HSU Police Departments, from the Sheriff’s Office in Eureka, from the Blue Lake Rancheria in Blue Lake. In Del Norte County, the service is provided by the Del Norte Sheriff’s Office and The Mail Room in Crescent City. Call the agency or business to determine the hours during which they provide this service; it is not always offered during all normal office hours.

In addition to the “rolling fee,” which runs from \$20 to \$35 at different locations, there will be a fee from the state -- \$32 as of January 2019 -- to search its database. If you would like a federal database search, there may be a federal fee as well.

Home Care Aide Registry

Some independent caregivers chose to register as a Home Care Aide for the Department of Social Services, these individuals have already completed the criminal background check. You can verify this information by going to <https://secure.dss.ca.gov/cald/hcsregistry/registrysearch.aspx>

Handling Problems

Setting Boundaries

Establishing healthy boundaries that let people know what we are and are not willing to do is beneficial to all of us. Understanding our boundaries puts others at ease about how they should behave with us. It communicates our needs, protects us and helps us feel safe in our environment. It supports dignity and mutual respect. Boundaries need to be worked out before work between a care recipient and a new caregiver begins.

Conflict Resolution

Clear and regular communication is the key to working out a successful relationship with your employee. Most caregivers appreciate both positive feedback and constructive criticism about how they are performing their work. If problems arise, make it a policy to discuss those issues or concerns as they occur. Feel free to mention any concerns you have about how your caregiver is performing the job. Likewise, you should take the time to sit down and really listen to their concerns, questions, and suggestions. If you need to discuss a problem, try to remember these pointers:

- ◆ Give feedback immediately after a problem occurs
- ◆ Give feedback on only one incident at a time
- ◆ Keep critical feedback short and to the point.

Scheduling regular “check-ins” or “house meetings” is a good way to keep the lines of communication open. A routine meeting is a good time to acknowledge one another’s efforts, air concerns and make plans for future activities such as menus, shopping trips, etc. Try to conduct the meeting in a positive and constructive manner. For example, rather than saying, “you don’t seem to know how to cook,” say, “I usually prefer my meat cooked longer.” Instead of “you never clean the bathroom the way I want,” explain, “dirty towels should be placed in the laundry hamper in the hallway after the bath.”

If Dismissal is Necessary

Despite your best efforts to explain, teach and correct, your employee may prove to be unsatisfactory. The caregiver should be aware from the beginning that dismissal without notice may be the consequence of an unsatisfactory performance or violation of stated rules.

Dismissing someone can be difficult. If possible, try to arrange a replacement of your current employee prior to dismissing them. You may want to obtain legal advice or consult the labor board if you are considering termination.

Handling Problems

Having a friend or family member with you can make it easier. You should ask the person for any keys or other items she may have of yours. Write down why you fired the employee and keep it for your records. They may try to use you as a reference in the future and you will want something to refer back to.

When Your Schedule Changes

There may be times when your needs change and your caregiver is no longer needed. If you must, give them as much advance notice as possible, especially if the person is a live-in. You might also consider paying a bonus or two weeks wages if the change is sudden. Reassure them that you will be willing to provide references.

Exploitation of Caregivers by Employers

Employers can behave in ways that may exploit or abuse their employees. This action can take many forms and may not even be recognized as such. Treating your care provider in such a manner is illegal and unethical. Some examples of exploitative or abusive behaviors are:

- ◆ Asking the caregiver to do more work than is in the job description without additional pay
- ◆ Habitually asking them to work “a few” extra minutes
- ◆ Changing the caregiver’s schedule frequently
- ◆ Habitually paying late
- ◆ Physical harm and/or sexual harassment

Abuse by Caregivers or Others

Caregivers sometimes abuse their employers. This abuse can be physical, emotional, financial, sexual, or through neglect. As abuse is not always intentional, communicating that one feels taken advantage of may be the simplest way of stopping such treatment. This should be communicated in a direct, but non-threatening way. If the abuse persists, terminating the relationship may be the only acceptable option.

Financial Abuse

The person that you hire to provide in-home care for you should not be the person in charge of your finances, property, or any other assets. It is extremely important that you keep the “separation of duties” very clear to avoid any financial abuse. If your care provider is going to make purchases for you, always give them cash and require a receipt. Do not give your

Handling Problems

caregiver your social security number, your checkbook, bankcard, credit card or any other financial instrument that could be used to access your finances. Do not add your caregiver's name to any documents related to your bank accounts, property or other assets.

Protect important documents, jewelry, guns, alcohol, collections, and other valuable possessions by placing them in appropriate locked containers or cabinets. Home safes, fireproof lock boxes, and gun safes are examples of places you can safely store these items. If there are firearms in the home, be sure to tell your caregiver about the.

NEVER PROMISE YOUR MONEY OR ASSETS TO SOMEONE WHEN YOU DIE IN EXCHANGE FOR CARE GIVEN NOW. Try not to get overly involved in your employee's private life and **NEVER** lend them money, clothes, vehicles, or other personal property.

If you find that you need assistance with paying bills, banking, real estate transactions or estate planning, please seek professional assistance from a person or program knowledgeable in this area. Accountants, Attorneys, Daily Money Management Programs, Fiduciaries, and Conservators are examples of professionals and programs you should access when you find you need assistance in financial matters.

Examples of Problem Areas and Suggestions for Solutions

Here are some examples of problem areas and suggestions on how to handle them:

The care recipient calls the caregiver on a day off:

A way to reduce the chance of this happening would be for the caregiver to remind the care recipient that the next day is a day off and ask if there is anything that needs to be done before he or she leaves. If it does happen, the caregiver can gently remind the care recipient that it is an off day and that this time is needed to take care of personal needs. The caregiver can reassure the care recipient that they will be there when next scheduled.

A care recipient gives a caregiver a gift:

Care recipients commonly depend on the caregiver for many things. From this vulnerable position, the care recipient may feel like they have to give the caregiver something in order to keep them coming back. Even if the gift is from the goodness of the client's heart, it is better for the caregiver to kindly decline any gifts, tips or favors. Respectfully refusing such an offer can help avoid future complications. The care recipient may forget the item was given to the caregiver as a gift and claim it was stolen. Or it might be something prized by another family member. One way to handle a gift without hurting the care recipient's feelings in a case where the care recipient is insisting

Handling Problems

the caregiver accept the gift, would be to graciously accept it, and then put it somewhere safe in the care recipient's house, or tell a relative about the gift offering and return it to the care recipient's relative.

The care recipient or caregiver's personal lives start inter-mingling:

This can happen in many ways. Spending long hours in the home of a care recipient can make a caregiver feel comfortable and "at home." The caregiver might bring children to work, or start using the care recipient's phone or car. At any point a line has been crossed, it is appropriate for the care recipient to remind the caregiver that the caregiver needs to be focusing on work tasks. The client can remind the caregiver that consistent arrangements should be made for child care according to the work schedule, and ask that breaks or days off be used to take care of personal business.

Remember that good communication and good boundaries begin with YOU! Be kind, be responsible, and speak your needs with respect.

Household Employer Responsibilities

Determining Whether You Are a “Household Employer”

You **are** a “Household Employer” if:

- ◆ You control *what* work is to be done and *how* it is to be done.
- ◆ You provide tools and a place to work.
- ◆ You can fire the employee.
- ◆ You **are not** a “Household Employer” if:
 - ◆ You are employing an agency or business, rather than an individual.
 - ◆ You direct only *what* work is to be done, **not how** it is to be done.
 - ◆ If you are a household employer, you have legal duties, including:
 - ◆ Registering as a household employer.
 - ◆ Making sure that your employee is legally permitted to work, and keeping records showing this.
 - ◆ Providing insurance for on-the-job injuries that your employee might have.
 - ◆ Collecting and submitting taxes as required by law.

Examples of Household Employees (unless employed by a service)	Examples of Independent Contractors (not Household Employees)
Caregivers Care providers Caretakers Cooks Gardeners Handypersons Home Health Care Workers Housekeepers Babysitters	Carpenters Electricians Nursing Registry Employee Leasing Service Painters Plumbers Household services provided by independent businesses, such as home health services, janitorial services, or gardening services

Household Employer Responsibilities

Registering As a Household Employer

Under California Labor Laws, when you hire a caregiver, you are considered the employer and the caregiver is your employee. Industrial Welfare Commission rules identify different classes of in-home caregivers, some of whom may be exempt from certain Labor Code regulations, including overtime pay. We strongly suggest that you call the regional Labor Commissioner in Redding at (530) 225-2655 for specific advice regarding your situation. A list of frequently asked questions and answers about Labor Law can be found in the Appendix.

Generally, as a household employer in California, regulations state that you should get an Employer Identification Number (EIN). You can request an EIN from the Internal Revenue Service (IRS) using Form SS-4, *Application for Employer Identification Number*, available online at <http://www.irs.gov/pub/irs-pdf/fss4.pdf>, or by calling the Internal Revenue Service (IRS) at (800) 829-1040. Please check the Appendix for more detailed IRS contact information. Forms can be downloaded from the IRS website at www.irs.gov.

Regulations state that a person should register as a Household Employer when they have paid at least \$750 or more in one calendar quarter. A Household Employer can register with the Employment Development Department using Form DE 1HW, *Registration Form for Employers of Household Workers*. This form is online at http://www.edd.ca.gov/pdf_pub_ctr/de1hw.pdf. For current Federal and California guidelines on Household Employees, see IRS Publication 926, *Household Employer's Tax Guide*, online at <http://www.irs.gov/pub/irs-pdf/p926.pdf>, and California EDD Publication DE 8829, *2011 Household Employer's Guide*, online at http://www.edd.ca.gov/pdf_pub_ctr/de8829.pdf.

Employment Eligibility Verification

Regulations require household employers to verify that their employees have the right to work in the United States. Each employee should fill out an I-9, *Employment Eligibility Verification Form*, and a record of this should be kept on file. The form and its instructions are available online at <http://www.uscis.gov/files/form/i-9.pdf> or you can request a copy from US Citizenship and Immigration Services by calling 800-375-5283 (TTY/TDD 800-767-1833). The I9 verifies that the person is legally entitled to work in the United States. While a driver's license and Social Security card are the most common documents used to establish right to work, many others are just as valid. A full list of acceptable documents is included with the form.

Household Employer Responsibilities

Insurance

As an employer of a “household employee,” you are legally liable for providing insurance to cover on-the-job injuries to your employee. You should verify that your household insurance (renter's or homeowner's) covers household employees in case of an accident. Check with your insurance agent to find out what is covered and what is not. If your current policy does not cover injuries sustained by household employees, ask for an addition (a rider) that does. Although California state law requires homeowner policies to offer this protection, there may be an additional cost.

Taxes

As the employer, you may also be responsible for withholding Social Security taxes, Medicare taxes and/or federal unemployment tax and filing them with the Internal Revenue Service annually or quarterly. Social Security taxes are owed by both the employer and the employee. Rules governing the amount(s) to be withheld and payment schedules can change annually. Many people prefer to hire an accountant to handle the paperwork.

In addition to withholding federal taxes, the employer is also responsible for complying with state tax regulations. California requires you to withhold State Disability Insurance (SDI), Unemployment Insurance (UI), and Employment Training Tax (ETT) if you pay wages above a certain threshold. To find out the regulations in California, call 1-888-745-3886. If you choose not to pay federal and state taxes, be aware that the penalties for not doing so can include paying the back taxes and paying interest and penalty fines.

Supervising Your Household Employee

As a household employer, it is up to you to supervise your care provider. As a supervisor, it is important to:

- ◆ Be direct in stating your needs and expectations clearly. Words have different meanings for different people.
- ◆ Give praise where praise is due. Everyone likes to hear what they are doing well. Often a simple “thank you” is enough. Be specific and to the point. Say “I appreciate the way you fold the clothes the way I asked you. It is easier for me when things are the way I have always done them myself.”
- ◆ Give corrective instruction promptly and courteously. Do not wait for a situation to get out of hand. Be specific and to the point. Instead of “The kitchen is such a mess when you are done,” say “When you are finished in the kitchen, please wipe down the counters and hang up the dish clothes and towels.” Instead of “You stink!” say “Thank you for not smoking in my house. I’m not sure that you are aware of it, but your clothes always smell like tobacco. Do you have any ideas to make this better?”

Household Employer Responsibilities

- ◆ Be ready and willing to work together in resolving any conflicts. Good relationships always take a certain amount of work. Assume the simplest and most innocent explanations for any problems; they are often correct. Discussions are more likely to have a positive outcome if you have a positive outlook.
- ◆ Keep a record of any major or recurring problems. Discuss them with your care provider promptly. Agree on a course of action. Keep a written record of the problem and proposed solution. Also write down any consequences of the problem not being corrected. Set a date to review the situation. Date the agreement, and both you and the care provider sign it.
- ◆ Keep a daily log of your caregiver's hours, any use of the care provider's vehicle and the mileage traveled, and any shopping or errands that the caregiver does for you.
- ◆ You may find it helpful to maintain a Communication Log. This is a notebook that all the people who help you can use to record significant events so that they are all kept up to date. It can be as simple as a spiral notebook where each person providing care makes a daily general note. If a number of individuals are providing care, your notebook could have a calendar in the front showing the days and times they are scheduled to be there.

Keeping Your Household Employee

Hiring a household employee takes a great deal of effort and consideration. Just like any other relationship, keeping your household employee requires continued effort and consideration. Good communication is the foundation of a good working relationship and work environment. This will encourage employees to do their best. It is important to communicate when your employee is doing a good job and if improvement is needed. Don't wait until small annoyances become larger problems. In the end, it is easier to deal with problems as they arise.

- ◆ Your worker is an employee.
- ◆ Unless you hired your worker for companionship, do not expect him/her to sit and talk with you while there is work to be done.
- ◆ Discuss in advance any changes in the employee's duties or the way you would like things done. You and your employee signed a contract for certain duties. Any change of duties requires a new contract.
- ◆ Demonstrate, or have someone else demonstrate, any task that your employee does not know how to do or that you want done a particular way. Have the employee demonstrate back to your satisfaction.
- ◆ Listen to, and consider, your employee's feedback.
- ◆ Treat your employee as you would like to be treated.

Summary

An employee may not work out, despite your best efforts. Don't give up. Review the situation with your worker, if appropriate, and anyone else who may have been involved to see if there is something you can do to improve the situation next time. There are many successful care provider situations. Clear expectations and good communication are part of them. Like any successful relationship, a good relationship with your care provider takes time and effort.

Establishing and maintaining a professional and positive working relationship between you and the caregiver you hire depends on open and clear communication and good boundaries. Below is a summary of the steps covered in this booklet:

- ◆ First define exactly what your needs are. Do you need help with grocery shopping and some vacuuming once a week; or do you need help with bathing and dressing every day? How much time will it take? What specific tasks do you want a caregiver to do? Write it down. By doing this, you will provide a clear and accurate job description for the caregiver.
- ◆ Pre-screen any potential caregiver applicant over the telephone before you have a face-to-face interview. Give them a brief description of the duties and schedule. Ask if they have experience with such duties and if the schedule fits what they're looking for. You can ask them to give you the name and phone number of someone to call and ask for a reference. If you feel an applicant is suitable, schedule an initial interview. Tell the applicant to bring a valid photo ID with them, along with their DMV printout, and a list of names and phone numbers of other references.
- ◆ Ask a friend, neighbor, relative, or someone else that you trust to be with you when you conduct an initial interview with a caregiver applicant.
- ◆ During the interview, be very clear and honest about:
 - ◇ the days and hours you need;
 - ◇ the rate, timing and method of pay;
 - ◇ whether you will reimburse for gas or mileage costs for driving you in their car;
 - ◇ what you expect them to do if they can't come when scheduled;
 - ◇ if you need them to work holidays;
 - ◇ if you will provide meals;
 - ◇ what exactly the duties are and the time you expect the job to take;
 - ◇ if there are things you absolutely don't allow (smoking, swearing, wearing colognes and perfumes).
- ◆ If you are hiring a caregiver for someone other than yourself, it is very important to describe any possible problematic behavior or special needs and also to offer proven responses or activities that help to address these.

Summary

- ◆ Ask the caregiver if there are any particular things he/she is uncomfortable with or unwilling to do.
- ◆ Do your follow-up and contact the people the applicant gave as references.
 - ◆ Remember that your caregiver deserves to be treated with dignity and respect. Being the employer doesn't mean you have the right to demand that your care provider do something they have not agreed to do. If you ask your care provider to do something outside of the tasks you both originally agreed to, they have the right to say no. Saying no does not necessarily mean they are unwilling to help you. It means they have clearly defined boundaries and is asking you to respect that.
- ◆ Ensure you follow all the requirements for registering as a household employer and complete the following:
 - ◇ Verify an employee's employment eligibility
 - ◇ You have the proper insurance to cover your employee
 - ◇ You withhold and pay the proper taxes

How much do I have to pay a caregiver?

Under California Labor Laws governing wages, anyone should be paid at least the state minimum wage.

What if my caregiver works different times in a day?

According to the Labor Laws, if your caregiver works a split shift, they should be paid one hour's minimum wage pay in addition to the wage they have earned for that work day, unless they are a live-in employee. For example, if your caregiver worked 3 hours in the morning, left and then came back for 3 more hours later that same day, they should be paid for 7 hours total (the 6 hours worked during the two shifts, plus an extra hour at minimum wage to compensate for working a split shift).

Do I have to pay my caregiver overtime?

Beginning in 2014, California's Domestic Workers Bill of Rights requires that personal attendants who are not close family members must receive one and a half times their regular rate of pay when working more than 8 hours in a day (non live-in) or 9 hours in a day (live-in) or more than 40 hours in a week (non live-in) or 45 hours in a week (live-in). Overtime laws do not apply to all employees. Some are considered "exempt." For instance, some live-in employees in private households who care for people are exempt. The regulations regarding wages and overtime pay may differ depending on what your caregiver does while employed by you. Contact the Labor Commissioner for specific information.

May I have a caregiver live with me?

Yes. According to California Labor Laws, if you hire a live-in caregiver for whom you provide lodging, you must follow Wage Order 15 and your employee has the following rights:

- ◆ The worker must be paid at least the state minimum wage rate for employment.
- ◆ The worker must have 3 hours off (may be non-consecutive) in a 12-hour span of work.
- ◆ The worker must have 12 consecutive hours off in a 24-hour workday, or be paid overtime for work during this period.
- ◆ The worker must have 24 consecutive hours off for every 5 days worked (except in an emergency).
- ◆ If the worker works more than 5 days in a workweek, they must be paid overtime on the sixth and seventh days, and paid double time for work in excess of 9 hours on those days.

What if I don't want a live-in caregiver, I just want one to be here certain hours?

- ◆ According to the Labor Laws, if you want your caregiver to work more than 8 hours in any

one work day or more than 40 hours a week, and assuming they are eligible for overtime under the Labor Code, they should be paid 1 ½ times their regular pay rate for all hours they work over the 40 hours, and for the first 8 hours they work on the seventh consecutive work day in a work week.

- ♦ If they are eligible for overtime pay, they should be paid double time for all hours worked in excess of 12 hours in any work day. They should be paid double time for all hours worked in excess of 8 hours on the seventh day in a row of work in a work week.

Can I take meals or lodging costs out of my caregiver's wages?

According to the Labor Laws, if you intend to credit your caregiver's meals or lodging against his/her wages, you should have a voluntary written agreement between you and your employee. There are limits on the amounts you may charge the employee for room and board in calculating their wages. Detailed information can be found by downloading the Industrial Welfare Commission (IWC) Wage Order #15 from the California Department of Industrial Relations website: <http://www.dir.ca.gov/iwc/wageorderindustries.htm>.

Do I have to give my caregiver meal time breaks?

The Labor Laws state that your employee should be provided a meal period of at least a half hour if they work for 5 or more hours in a day. (If the work period is not more than 6 hours, the meal period may be waived by mutual consent.)

A second meal period should be provided if your employee works more than 10 hours in a day. If the total hours worked is no more than 12 hours, the second meal period may be waived by mutual consent if the first meal period was not waived.

Unless your employee is relieved of all duty during a half-hour meal period, the meal period should be considered "on duty" and counted as time worked. The Labor Laws permit an on-duty meal period only when the nature of the work prevents the employee from being relieved of all duty and when a written agreement exists, stating the time period for the on-the-job paid meal.

If you do not provide the meal period, you should pay your employee one hour of pay at the employee's regular pay rate for each work day that the meal period is not provided.

Does my caregiver have to take a rest break?

The Labor Laws allow an employee a 10 minute rest time for every 4 hours worked, unless they work less than 3 ½ hours a day.

The authorized break time can be counted as hours worked, but there should be no deduction from wages for that time.

If a required rest period is not provided, your employee should be paid an hour's pay at his/her regular pay rate for each work day that the rest period is not provided. A suitable resting place should be provided for your employee during work hours. If a required rest period is provided but not taken by the employee, you are not obligated to pay an hour's pay but you should have the employee document that a rest period was offered and not taken. This can be done on their timesheet each day.

Do I have to keep employment records, like I do with my taxes?

Yes, you should keep accurate records on each of your caregivers, including:

- Name, address, occupation, social security number and date of birth if under 18.
- Time records showing the beginning and ending of each work period, meal periods, split shift intervals and total daily hours worked. Meal periods during which operations cease and authorized rest periods don't have to be reported.
- Total wages paid, including value of lodging, meals, and other compensation.
- Total hours worked in the payroll period and rates of pay.

You should have this information available if your employee requests to see it.

Twice a month or on each payday you should give your employee a statement in writing showing all deductions, work period dates, his/her name and social security number, and your name.

Records should be in ink or other indelible form, dated with the month, day and year, and you need to keep these on file for at least three years.

What if a caregiver breaks something or loses something that belongs to me?

According to the Labor Laws, you cannot deduct from their wages or require any reimbursement from your employee for any cash shortage, breakage or equipment loss, unless it can be shown that the shortage or damage/loss was caused by a dishonest or willful act or by the employee's gross negligence.

Can I require my caregiver to wear a uniform?

According to the Labor Laws, if you require your caregiver to wear a uniform, you should provide it. The same rule applies to tools or equipment. You can require a reasonable security deposit for the return of uniforms, tools or equipment.

It is suggested that you make a space available for the safekeeping of your employee's outer clothing during working hours and when required, for their work clothing during non-working hours. If your caregiver's assignment requires a change of clothing, a change room or equivalent space for privacy and comfort should be provided.

EMPLOYMENT AGREEMENT

I, _____ (Caregiver’s Name), agree to perform in-home services for _____
_____(Client’s Name), my employer. In performing such services I agree to:

- 1) Show up promptly and work _____ days a week, _____ hours a day at _____
_____ (rate of pay, per hour).
- 2) Perform the duties described in the attached job description, and any others that may be agreed upon.
- 3) Abide by the conditions of employment in the attached job description.
- 4) Telephone my employer in case of my need to change my schedule due to illness or emergency.
- 5) Maintain confidentiality.
- 6) Keep communication open and respectful.

I _____ (Client’s Name), agree to employ _____ (Caregiver’s Name) to provide in-home services for me. As the employer I agree to:

- 1) Notify my care provider, in a timely manner, of changes in my schedule that affect hours of work.
- 2) Pay my care provider, in a timely manner, at the agreed upon rate of pay of _____ per hour, for _____ hours per week. Method of payment shall be: _____

(Include when and how the caregiver is to be paid, for example: “By check every Friday for work performed from the previous Friday to the previous Thursday.”)

- 3) Communicate my needs in as clear a manner as possible.
- 4) Discuss any changes in the attached job description.
- 5) To maintain open and respectful communication.

SIGNED: _____
(Caregiver’s Name) (Client’s Name)

DATE: _____

JOB DESCRIPTION EXAMPLE

Position: In-Home Care Provider for _____ **[Jane Doe]** _____

Qualifications Desired:

[Here you would include all the qualifiers you have identified as necessary for your care provider to have. A sample list is included below. Include such things as the care provider having their own car and the ability to transport you in it with insurance that will cover you both; a driver’s license in order to drive your car; flexibility to change hours (if needed); willingness to work weekends, etc. Do not include qualifications that you don’t really need. If you do not need your care provider for transportation, don’t include it in the qualifications. Many wonderful care providers don’t drive – they use public transportation.]

Must be physically able to perform the duties described below.

Must be legally able to work in the State of California and able to provide identification to demonstrate this fact. A photo I.D. such as a driver’s license will meet the requirement.

Must be able to provide their own transportation to the home of _____ **[Jane Doe]** _____

Non-smoker

Have valid California Driver License

Caregiver Duties

Household Tasks:	Personal Care Tasks:
Dust and vacuum once a week	Assist with bath M – W – F
Mop kitchen and bathroom floors once a week	Shampoo hair once a week
Household laundry once a week	Transportation to doctors when needed
Food shopping once a week	Socialization, conversation
Cook lunch on days present	
Wash dishes on days present	
Walk dog on days present	
Take trash to the curb on Wednesdays	

Additional Duties / Comments:

Additional duties might be added during the interview: Perhaps the care provider is willing to wash windows once a month or likes to garden and would be willing to mow the lawn or weed, etc.

SAMPLE TASK SCHEDULE

Use the chart below to write down when the task must be completed and any special instructions.

Tasks	M	T	W	T	F	S	S	Instructions
Domestic Services								
Shopping								
Meal Planning/Preparation								
Vacuuming								
Dusting								
Sweeping/Mopping								
Laundry/Ironing								
Changing Beds								
Cleaning Bathrooms								
Cleaning Kitchen								
Dishwashing								
Errands								
Taking Out Garbage								
Heavy Cleaning								
Home Maintenance								
Gardening								
Pet Care								
Home Repair								
Personal Service								
Bathing								
Toileting								
Bowel and Bladder Care								
Menstrual Care								
Oral Hygiene								
Dressing								
Grooming								
Help with Medical Equipment								
Walking Assistance								
Moving In and Out of Bed								
Care and Assistance with Prosthesis								
Paramedical Services								
Protective Supervision								
Feeding								
Companionship/Social Accompaniment								
Medication Management								
Transportation								

EMPLOYMENT INFORMATION FORM

Client: _____

Caregiver: _____

Conditions of Employment: _____

Client's Emergency Contact: _____

Client's Medical Information

Medical Conditions: _____

Allergies: _____

Physician: _____

Preferred Hospital: _____

Special Medical Instructions and Contact: _____

HUMBOLDT AND DEL NORTE COUNTIES***The Job Market, American's Job Center of California***

409 K Street, Eureka, CA 95501

Phone: (707) 441-5627

Website: <http://www.thejobmarket.org>

The Job Market is a central resource for employers to post job listings.

Humboldt State University (HSU) Academic and Career Advising Center (ACAC)

Gist Hall 114, Humboldt State University, Arcata CA 95521

Phone: (707) 826-3341

Email: acac@humboldt.edu

Website: <http://www.humboldt.edu/acac>

The Academic and Career Advising Center maintains a Jobs database for students called HSU Handshake. Community members may post jobs, including yard-work, housekeeping, and moving assistance. Go to <https://www2.humboldt.edu/acac/hsu-handshake> to post a job or call 707-826-3341 for assistance.

Humboldt and Del Norte County In-Home Supportive Services Offices (IHSS)

Humboldt County:

808 E Street, Eureka, CA 95501

Phone: (707) 476-2100

Toll Free: (866) 527-8614

Del Norte County:

80 Northcrest Drive, Crescent City, CA 95531

Phone: (707) 464-3191

IHSS is a program to help low income people who are aged, blind or who have a disability. IHSS may be able to pay for a caregiver to help with everyday tasks such as cooking, cleaning, shopping, transportation and personal care.

Social Security Administration (Federal Government, Local Office)

3144 Broadway, Eureka, CA 95501

Eureka Office: (866) 828-1991

Toll Free: (800) 772-1213

Website: www.ssa.gov

STATE AND FEDERAL***Employment Development Department (EDD)***

Representative phone: English (800) 480-3287, Spanish (866) 658-8846

FAX: (877) 547-4503

Website: www.edd.ca.gov

The Household Employer's Guide Publication (DE 8829)

This document can be downloaded at http://www.edd.ca.gov/pdf_pub_ctr/de8829.pdf.

Registration Form for Employers of Household Workers (Form DE 1HW)

This document can be downloaded at http://www.edd.ca.gov/pdf_pub_ctr/de1hw.pdf.

Report of New Employee(s) (Form DE 34)

This document can be downloaded at http://www.edd.ca.gov/pdf_pub_ctr/de34.pdf.

Golden Gate Better Business Bureau

Serving Alameda, San Francisco, Contra Costa, Marin, Napa, Lake, Sonoma, Trinity, Mendocino, San Mateo, Solano, Humboldt and Del Norte Counties.

1000 Broadway, Ste. 625

Oakland, CA 94607

Phone: (510) 844-2000

FAX: (510) 844-2100

Website: <http://www.bbb.org/greater-san-francisco>

Labor Commissioner

250 Hemsted Drive, 2nd floor Suite A, Redding, CA 96002

Phone: (530) 225-2655

The Labor Commissioner provides information on labor-related issues. The office in Redding serves Humboldt and Del Norte counties.

California Domestic Worker Bill of Rights: <http://www.dir.ca.gov/dlse/DomesticWorkerBillOfRights-FAQ.html>

California “Wage Order 15”: <https://www.dir.ca.gov/IWC/IWCArticle15.pdf>.

Internal Revenue Service

Phone: (800) 829-1040

FAX: (855) 521-7522

Website: <http://www.irs.gov>

Household Employer’s Tax Guide (Publication 926)

Download at <http://www.irs.gov/pub/irs-pdf/p926.pdf>.

Application for Employer Identification Number (SS-4 form and instructions)

Download at <http://www.irs.gov/pub/irs-pdf/fss4.pdf>.

Wage and Tax Statement (Form W-2)

File electronically at <http://www.socialsecurity.gov/employer> or order scannable copy by calling 1-800-829-3676. A copy for viewing is available at <http://www.irs.gov/pub/irs-pdf/fw2.pdf>.

Transmittal of Wage and Tax Statements (Form W-3)

File electronically at <http://www.socialsecurity.gov/employer> or order scannable copy by calling 1-800-829-3676. A copy for viewing is available at <http://www.irs.gov/pub/irs-pdf/fw3.pdf>.

Employee’s Withholding Allowance Certificate (Form W-4)

Download at <http://www.irs.gov/pub/irs-pdf/fw4.pdf>.

Immigration and Naturalization Service

Phone: (800) 375-5283

TTY/TDD: (800) 767-1833

Website: <http://www.uscis.gov>

Employment Eligibility Verification (Form I-9)

Download at <http://www.uscis.gov/i-9>

Area Planning and Service Contracting

Produces the Four-Year Area Plan for Humboldt and Del Norte counties, and gathers information to develop innovative solutions to address emerging needs. Allocates federal and state funds to provide senior nutrition, family caregiver support, and senior legal services.

Senior Information & Assistance (I&A)

I&A Service Specialists provide information and referrals to programs and services available to older adults residing in Humboldt and Del Norte Counties.

Long Term Care Ombudsman

Advocates for residents of nursing homes and residential care facilities by investigating grievances, addressing resident concerns, and resolving problems.

Health Insurance Counseling and Advocacy Program (HICAP)

Free, nonbiased Medicare consulting for beneficiaries and family caregivers. Assistance with prescription drug plans, supplement plan information, and Medicare issues.

RSVP and Volunteer Center of the Redwoods (VCOR)

RSVP (Retired Senior and Volunteer Program) and Volunteer Center of the Redwoods provide information about volunteer opportunities available in Humboldt and Del Norte Counties. RSVP helps match those 55 and over with opportunities to make a difference in the following areas: Environmental Stewardship, Economic Opportunity, Education, Disaster preparedness, Healthy Futures, and Veterans.

“The Nest” Homesharing Support Program

Provides tools and resources to support older persons in sharing their homes with a compatible homemate in exchange for rent, services, or both.

Stay-Put Services

Services designed to address potential safety hazards in the home. Provides a limited number of hours to remove clutter and reorganize small spaces.

Volunteer Driver Program

The Volunteer Driver program provides people 50 years and older with rides to medical appointments and to access food. There is no cost for the program and donations are the primary means of support.

