

IHSS Consumer's Rights and Responsibilities

- The consumer is the employer of the provider for the purposes of screening, hiring, supervising, training; and, if necessary, terminating the employment of the provider.
- The consumer has the responsibilities to abide by non-discrimination policies on the basis of race, religion, gender, age, or disability.
- Consumers are responsible for letting their social workers know when a provider is hired or terminated. If a Registry provider is involved, they must also inform the Registry's payroll staff.
- The consumer is responsible for keeping a record of hours worked and limiting provider hours to the number authorized per month.
- The consumer is responsible for verifying and signing the provider's timesheet.
- The consumer has the responsibility to be clear and reasonable about what is expected; to be consistent, fair, patient; and to give praise as well as criticism.
- The consumer and the provider have the responsibility to let the IHSS social worker know immediately if the provider is injured on the job.
- The consumer has the right to ask the social worker for a reassessment of hours if the consumer's condition changes.
- The consumer has the right to appeal any decision by the IHSS program that he/she does not agree with.
- If a Registry provider is involved, the consumer has the right to ask the Registry for assistance with problems the consumer may have with the provider that the consumer cannot resolve.

Including those emphasized above, the consumer has the responsibility to abide by all conditions and complete all activities listed on the SOC 332 form: "Recipient/Employer Responsibility Checklist" found here: <http://www.dss.cahwnet.gov/cdssweb/entres/forms/English/SOC332.pdf>.