

CA Health Corps FAQ

How do I sign up for shifts?

When facilities near you request assistance you will receive an email with a link to sign up for shifts.

Note: Please use Google Chrome when accessing your portal.

What should I wear to my shifts?

You should arrive to your shift in scrubs in the color of your choice.

What should I bring to my first shift?

You should bring a photo ID and your immunization records, if available.

Who do I check in with on my first day?

Please check in at the front desk upon your arrival to the facility, they will be able to provide you more direction regarding roles and responsibilities and provide you a badge if they require one. CA Health Corps provides a roster to the facility daily so they know to expect you.

Will I need to attend training prior to my arrival at the facility?

CA Health Corps does not provide formal training for volunteers. The facility will discuss roles and responsibilities with you upon arrival. Please make the facility is aware of any questions you have regarding your duties.

Where can I pick up Personal Protective Equipment (PPE)?

If you would like to pick up your "Go-Bag" you can do so by scheduling time with your California Department of Public Health local district office, however, the facilities will have PPE available for you. The "Go-Bag" is to be used in case of an emergency.

Will a CA Health Corps badge be issued?

At this time, CA Health Corps will not provide you with a badge. The facility receives daily rosters and will provide a badge if they require one.

How do I track my time worked?

You can log your hours worked on the Volunteers page located on your personnel portal. Human Resources will reach out to you if they have additional questions. At the end of every contract or pay period, whichever comes first, Human Resources confirms time worked with the facility.

When can I expect my paycheck?

State employees are paid monthly. Around the 15th of each month you will receive payment for time worked in the previous month.

For specific pay questions please email COVID19Hiring@cdph.ca.gov.

I would like to sign up for direct deposit, how can I do that?

To sign up for direct deposit, you must complete the [direct deposit enrollment authorization](#). Once completed please send it to COVID19Hiring@cdph.ca.gov.

My license is expired, can I still work for CA Health Corps?

No, CA Health Corps requires all certifications to be current.

How can I verify what shifts I signed up to work?

You can visit your personal portal using the link that was included in your original email.

I need to book a hotel to self-quarantine, how do I arrange that?

Reach out to a CA Health Corps liaison or send an email to cahealthcorps@emsa.ca.gov to help you reserve a hotel room.

The facility I was asked to work at is further than 50 miles from my residence, will travel reimbursement and lodging be provided?

If you are asked to work more than 50 miles from your residence, lodging and travel reimbursement will be provided. The current mileage reimbursement rate is \$0.57.5 per mile. Please email cahealthcorps@emsa.ca.gov to request lodging if you meet the distance requirements.

When the [travel claim forms](#) are complete, please mail them with your original receipts to:

Emergency Medical Services Authority
10901 Gold Center Drive, Suite 400
Rancho Cordova, CA 95670
Attention: Travel Coordinator

Note: Please do not book your own lodging. You **MUST** go through a CA Health Corps liaison. We ask for a minimum of three shifts in a row to reserve lodging.

I don't want to drive my own car to a facility that is more than 50 miles from my residence, can I rent a car through the state program?

At this time CA Health Corps is not offering the option to rent a car through the state program. You will need to provide your own vehicle for transportation to and from the facility.

What is the per diem for meals when I travel to a facility?

MEALS AND INCIDENTALS (each 24 hour period)

Breakfast - actual cost up to:	\$ 7.00
Lunch - actual cost up to:	\$11.00
Dinner - actual cost up to:	\$23.00
Incidentals - actual cost up to:	\$ 5.00

Note (1): Incidentals can only be claimed for fees and tips given to porters, baggage carriers, & hotel staff. Tips for meals or transportation are NOT reimbursable). Incidentals can only be claimed AFTER 24 hours.

Note (2): It is YOUR responsibility to retain all meal receipts for audit by the state or the IRS if asked.

TIME FRAMES FOR ALL EMPLOYEES

FIRST DAY – TRIP OF MORE THAN 24 HOURS

Trip begins at or before 6:00 a.m.	may claim breakfast
Trip begins at or before 11:00 a.m.	may claim lunch
Trip begins at or before 5:00 p.m.	may claim dinner

FRACTIONAL DAY – AFTER 24 HOURS OF TRAVEL

Trip ends at or after 8:00 a.m.	may claim breakfast
Trip ends at or after 2:00 p.m.	may claim lunch
Trip ends at or after 7:00 p.m.	may claim dinner

FRACTIONAL DAY – TRIP OF LESS THAN 24 HOURS

- Trip MUST begin at or before 6:00 a.m. AND end at or after 9:00 a.m. to claim breakfast.
- Trip MUST begin at or before 4:00 p.m. AND end at or after 7:00 p.m. to claim dinner.

NO LUNCH OR INCIDENTALS MAY BE CLAIMED FOR PERIODS LESS THAN 24 HOURS. If there is no overnight stay, these meals are taxable.

Note: You **CANNOT** claim per diem if the facility is less than 50 miles from your residence.

[I am interested in taking shifts outside of my location, is this possible?](#)

You can send an email to cahealthcorps@emsa.ca.gov to inform them you are interested in a facility. They will determine the need and coordinate travel reimbursement and lodging if approved.

[How do I report my stand-by hours?](#)

Once you sign up for your stand-by hours no further action is needed on your part. You will be paid for 1 hour of every 4 hours you are on standby. Human Resources will contact you if they have any questions.

Note: You can only sign up for one stand-by shift per day.

[What are stand-by shifts?](#)

If you sign up for a standby shift, you are indicating you are available to work during that time should the need arise. A member from CA Health Corps will contact you if they need you to assist at a local facility.

Note: If you sign up for a stand by shift and are contacted to report to a facility and cannot work you are at risk of not getting paid for that stand by shift. CA Health Corps

asks that you sign up for shifts at facilities near you, if applicable, before signing up for a stand-by shift.

[How do I sign up for more shifts?](#)

If you are interested in signing up for more shifts you can visit your personal portal online and determine if your schedule works for the available shifts.

[How can I confirm the day/shift/location for the shift I signed up for?](#)

You can visit the portal at any time to confirm the day/shift/location you signed up for.

[Will I be contacted prior to my shift to confirm?](#)

CA Health Corps will not confirm your shifts, you can track them on your personal portal.

[Are the facilities caring for COVID-19 positive patients?](#)

Most facilities are caring for COVID-19 positive patients.

[I worked at a facility that I feel had unsafe practices, what should I do?](#)

If you worked at a facility that you feel is unsafe for the patients or workers please visit <https://files.covid19.ca.gov/pdf/How-to-file-a-complaint.pdf> for more details on how to file a complaint.

Please also send an email to cahealthcorps@emsa.ca.gov with details so it can be passed on to leadership.

[I still have questions, who can I contact?](#)

Please visit covid19.ca.gov/healthcorps. At the bottom of the page you will find a resource tab with more information. If you still have additional questions you can email the CA Health Corps team at cahealthcorps@emsa.ca.gov.

For more information please visit covid19.ca.gov/healthcorps