

THE CONSUMER CONNECTION

COA Public Authority Services



ANNOUNCING COASV'S ONLINE RECOURSE DIRECTORY

Council on Aging has just unveiled our new Online Resource Directory. It is located on the COA Website under the Resources tab. You will have access to all the same resources that are in the Senior Services Directory, and many more.

You can search for resources by category, keyword, or name. You can narrow your search by zip code or city, age, and gender. Each resource search will give you address and contact information for the site as well as a map. It will also show a link that you can click on for more information. You will find details on service hours, fees, documents required, languages spoken, and other useful information.

As always you may contact our Information and Assistance department at (408) 296-8290 and press option 1 if you want to speak to a live person who is an expert at assisting with your resource needs. The Online Resource Directory is simply an additional tool for finding resources in the community.



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PUBLIC AUTHORITY
SANTA CLARA COUNTY





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ALL IHSS CARE PROVIDERS: MUST RE-ENROLL BY JUNE 30, 2010

State laws require that all IHSS providers must re-enroll by June 30, 2010. Each care provider in Santa Clara County has been mailed a package of forms and instructions describing how to complete re-enrollment. The package includes information about how to have their fingerprints taken to complete a background check along with other forms and instructions. If your care provider does not know that they need to re-enroll and have their fingerprints taken please ask them to call (408) 678-3335 to make their re-enrollment appointment. Re-enrollment must be done in person, and the appointment is necessary. Providers that do not complete re-enrollment may not be paid after June 30th, 2010.

In Santa Clara County re-enrollment of providers is handled by Council on Aging Public Authority Services. Providers book an appointment and go in person to turn in their forms and have their ID and Social Security Card reviewed and copied.

For questions about Provider re-enrollment call (408) 350-3252 on Mondays, Thursdays or Fridays

CONSUMER FINGERPRINTING

You may have heard that Consumers in the IHSS program will also be fingerprinted and be required to put their fingerprint on timecards. This is still under development and is being tested in a few counties. Please do not confuse consumer fingerprinting with the need for providers to be fingerprinted as part of their re-enrollment.

Plans are not yet final for Consumers to have their fingerprints taken, but you can expect that it will be a part of one of your regular in-home re-assessment visits in the future. IHSS Consumers will not need to go to one of the LiveScan locations to have their fingerprints scanned – that is only required of Providers in the program. Consumers of the IHSS program also will not have a criminal background check performed by the Department of Justice from the fingerprints. This may be repealed by the Legislature but at this time it is in statute. More information will be made available as changes occur.

PROVIDER CRIMINAL BACKGROUND CHECK

In October of last year the state mailed all consumers a letter explaining changes to the IHSS program, including the need for all providers to have a criminal background check completed. Since that time the explanation of which crimes could prevent a provider from being eligible to be paid by the IHSS program has changed due to some court cases.

Here is a current description of the crimes that may prevent a provider from being eligible to be paid by the IHSS program:

Welfare and Institutions Code Section 12305.81, prohibits the provision of services or receipt of payment for providing services if, within the last 10 years, an individual has been convicted of, or incarcerated for a crime involving fraud against a government health care or supportive services program; or has been convicted of a crime of abuse of a child, elder or dependent adult, either in California or another state.

WILL PROVIDERS BE NOTIFIED WHEN THEIR RE-ENROLLMENT IS FINISHED?

Yes. IHSS mails letters to all providers that have completed the mandatory re-enrollment steps. Your provider will get a letter not later than 6-8 weeks after they have finished all of their re-enrollment steps.

If there is a problem with the re-enrollment that would stop a providers paycheck then both the consumer and the provider will get a letter of explanation and the provider will be given information about how to appeal the decision.

MER NECTION



REPORTING ELDER OR DEPENDENT ADULT ABUSE

Abusing an elderly person or dependent adult is a crime. By law, any suspected abuse must be reported immediately to the County Adult Protective Services (APS).

Abuse happens when an elder or dependent adult:

- is slapped, hit, choked, pinched, kicked, shoved, or given too much or too little medication
- is constantly yelled at, threatened with physical harm or threatened to be left alone
- is deserted by a caregiver when he/she cannot get necessary food, water, clothing, shelter or health care
- is kept from getting mail, telephone calls or visitors or prevented from going outside or to public places
- loses money, property or items of value by force or without their knowledge or approval
- is neglected by someone who should be providing care, food, water, paying the rent or utilities or other bills
- is taken from this state when the person is not capable of giving their consent
- is raped or molested

To Report Abuse

CALL 1-800-414-2002

(Local) (408) 975-4900

Adult Protective Services

24 hours a day - 7 days a week

IHSS BUDGET UPDATE

On May 14th the Governor released his May Revise which is an updated version of his proposed budget originally released in January. Due to lower than projected tax revenues the budget deficit is roughly \$19.1 billion. The Governor did not propose any measures that would increase state taxes to bring in additional revenues.

As you may recall the Governor's January budget proposal was to reduce the state's participation in IHSS worker's wages and benefits to \$8.60 per hour and elimination of all services for IHSS consumers with a functional index score below 4. The Governor is no longer proposing these reductions instead his May Revision proposes to develop specific IHSS cost containment measures to achieve state savings of \$637.1 million in general fund spending for fiscal year 2010-2011. This is approximately 42 percent of the state's portion of the IHSS program costs. The Administration states that this proposal would be developed in consultation with stakeholders and is in lieu of the Governor's January budget proposals. The Administration proposes to lead the stakeholder process to determine how to achieve the \$637.1 million in savings and maintain final discretion in the outcome.

This stakeholder process is supposed to be completed within 30 days so the changes could be implemented by July 1, 2010. This is an ambitious undertaking and we will see how this moves forward.

It is an important time for you as an IHSS consumer to let your legislators know how the program impacts you and your ability to live safely and independently in your own home. If you would like to contact your legislators you can obtain information by going to the IHSS Coalition website at: www.ihsscoalition.com.

You can also plan to attend the town hall meeting June 25th from 2:30 to 4:30 at the CET Office located at 701 Vine St., San Jose. Legislators will be there to hear your concerns.



PUBLIC AUTHORITY
SANTA CLARA COUNTY



COA Public Authority Services

2115 The Alameda
San Jose, CA 95126

- (p) (408) 350.3206
- (f) (408) 296.8340
- (e) info@publicauthoritiesantaclara.org
- (w) www.publicauthoritiesantaclara.org

Important new instructions for IHSS providers are enclosed.
Your IHSS paycheck depends on it.
Please carefully read this information!

IMPORTANT PHONE NUMBERS:

- COA Public Authority Services:** Call for information concerning provider benefits, Eco Pass, training or other services of the Public Authority **(408) 350-3206**
- COA Public Authority Services Registry:** Call if you want to join the Registry or to report any changes if you are already listed on the Registry. **(408) 350-3251**
- IHSS Social Services:** Call for information regarding authorized hours and services or to speak with a social worker. **(408) 975-4899**
- IHSS Payroll:** Call for any payroll matters **(408) 975-4899**
- UNION SEIU Local 521:** Representing providers. Call for information about the Union & payroll deductions **(408) 678-3300**
- Adult Protective Services 24-hour Hotline:** Call for help if you or someone you know suspect abuse of a senior or dependent adult **(408) 975-4900**
. **1 (800) 414-2002**
- Council on Aging Silicon Valley Information and Assistance:** Call to obtain information on available services in Santa Clara County **(408) 296-8290**
. (In county only) **1 (800) 510-2020**

EXPECTATION AGREEMENT

The relationship between an employer and his/her Independent Provider (IP) is frequently very personal. It requires mutual respect. The employer relies on the IP's honesty, reliability, and punctuality to accomplish daily activities. The IP relies on the same qualities from the employer. If you receive services through IHSS, a contract between you and your IP may not be legally binding, but it does define expectations.

AGREEMENT BETWEEN:

Print Employer's Name (Consumer)

Print Independent Provider's Name (IP)

The consumer and IP agree to the following general principles.

1. The consumer agrees to:

- Assign and direct the work of IP
- Follow IHSS rules and regulations regarding authorized tasks and hours
- Give IP' advance notice, if possible, when work hours or duties change
- Only ask the IP' to work authorized hours and tasks per month for the consumer
- Will not ask that unreasonable tasks be done or set unreasonably high standards
- Sign the IP's timesheet if it reflects the hours that were worked
- Provide needed supplies for IP to complete authorized tasks (ex: vacuum, mop, etc.)
- Maintain confidentiality (not disclosing IP's personal information to others)

2. The IP agrees to:

- Perform the agreed-upon tasks and duties
- Give consumer advance notice, if possible, when late, sick, or unable to work
- Come to work on time
- Not make or answer any phone calls while at work
- Not ask consumer for extra money or borrow money
- Give consumer a two-week notice, whenever possible, before leaving the job
- Be responsible of his/her own record-keeping of work schedule and timesheets
- Maintain confidentiality (not disclosing consumer's personal information to others)

3. The rate of pay will be determined by the Public Authority's collective bargaining agreement and will be paid directly by the Sate of California. Rate: _____

4. The IP will be paid twice monthly (according to the IHSS schedule) directly by the State of California, provided timesheets are turned in regularly. The IP is responsible for turning his /her timesheet in a timely fashion. Any payroll issues must be directed to IHSS at (408) 975-4899.

5. The hours of work for this job are shown below. Changes in the scheduled days and hours are to be negotiated by both parties, with advance notice.

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Start							
End							

6. The total number of hours per week for this job are _____

The total number of hours authorized per month are _____

7. Does the consumer have a Share-of-Cost? [] YES [] NO

8. The duties and responsibilities for this job are shown below. The consumer should mark the tasks needed for IP to do, as authorized by IHSS, and show how often the task needs to be done (**D-Daily, W=Weekly, M=Monthly, O=Other**). If a task needs to be done on a different schedule, the consumer should write this below.

Domestic Services

- [] Empty trash
- [] Wipe counter
- [] Clean sinks
- [] Clean stove top
- [] Clean oven
- [] Clean refrigerator
- [] Vacuum/sweep
- [] Dust
- [] Mop floors
- [] Clean bathroom
- [] Make bed
- [] Change bed linen

Meals

- [] Prepare meals
- [] Meal cleanup
- [] Feeding

Laundry (about once/week)

- [] Routine laundry (wash, dry, fold and put laundry away)

Shopping (about once/week, IP should go alone)

- [] Grocery shopping (once/week)
- [] Other errands (pick up medication and bank, 30 minutes/week)

Transportation Services

- [] Escorting to medical appointments _____ per week / month.
- [] Escorting to alternative resources per week / month.

The consumer and IP, by signing this document, agree to the terms outlined above. If there are any changes, both parties will initial and date the changes

Employer's Signature (Consumer)

Date

Phone Number

Non-Medical Personal Services

- [] Dressing
- [] Grooming and oral hygiene
- [] Bathing
- [] Bed baths
- [] Bowel and bladder care
- [] Menstrual care
- [] Help with walking
- [] Move in and out of bed
- [] Help on/off seat or in/out of vehicle
- [] Repositioning
- [] Rub skin
- [] Care/assistance with prosthesis
- [] Respiration assistance
- [] Medication reminder
- [] Other personal services: _____

Paramedical Services (training required from a health care professional)

- [] Set up Medication Set
- [] Administer medication
- [] Blood sugar checks
- [] Injections (insulin)
- [] Other paramedical services:

Independent Provider's Signature (IP)

Date

Phone Number