



The Consumer Connection

Spring 2017

Public Authority Services
by Sourcewise



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Coming Soon—Electronic Timesheets

By Shannin Prather

The State of California recently announced its plan to offer an option for In-Home Supportive Services (IHSS) care providers to submit timesheets electronically instead of using the current paper system. The state plans to pilot the option beginning in May 2017, to test the new system. If the pilot is successful, electronic timesheets may be available to all IHSS consumers and care providers as early as July 2017.

Once approved for use, IHSS providers will be able to access and submit electronic timesheets (known as e-timesheets) using a computer, tablet, or smartphone. IHSS consumers choosing to use e-timesheets will be able to review, approve or deny, and electronically sign timesheets, either on-line or by phone. The electronic process is voluntary for both consumers and care providers. While electronic timesheets are a great option for many, not all IHSS consumers or providers will want to use e-timesheets. Paper options for timesheets will still be available.

Anticipated benefits for consumers using the new e-Timesheets include: alerts via phone or e-mail that a new timesheet is waiting for review;



fast access to review and approve provider timesheets; and the ability to electronically sign timesheets (allowing for quicker completion and approval.)

Care providers will also benefit from e-timesheets: receiving paychecks quickly; allowing accurate and simple tracking of hours worked; receiving advance warning of possible errors or violations before a timesheet is submitted; savings in the cost of mailing the timesheets; and offering efficient completion and receipt of information.

Whether a consumer chooses to review and approve timesheets online or over the phone, the e-timesheets will be available in English, Spanish, Chinese, and Armenian. More information will be provided by the California Department of Social Services (CDSS), IHSS, and Public Authority Services in the near future.

Spring Cleaning Tips

By Araceli Gaona

As spring blooms around us, many of us are inspired with spring cleaning activities to make a fresh start. Spring is a great time to dig through closets and shelves to gather and donate unwanted or unneeded items to charitable organizations, creating a cleaner and safer environment for you and your provider.

Over time, it's easy to acquire items that "we might need down the road," or to hold on to clothes that "might fit later." However, a simple collection of items can quickly turn into a mountain of belongings that may block pathways or interfere with moving through your home safely and easily.

A cluttered environment can lead to accidents from trips or falls, causing injury to you or your provider. Also, emergency personnel may have a difficult time getting to you in a time of need. Clutter can also increase dust and other irritants that can cause respiratory (breathing) problems.

When your possessions start to negatively affect your daily functioning, relationships, and/or quality of life, you may want to consider donating items to a charity of your choice; bringing joy to someone else! Ask yourself when was the last time you looked at, wore, used, or enjoyed an item. If it has been longer than a year, you may not need it anymore, and could consider donating it to friends/family or an organization.

Here are some charitable organizations that are happy to accept your donations:

- The Salvation Army- <http://sanjosearc.salvationarmy.org/>
- Goodwill- www.goodwill.org
- Hope Services- schedule a pickup by visiting www.hopeservices.org
- Donation Town - schedule a free pickup by visiting www.donationtown.org

Try these tips to help with your spring cleaning:

- Set reasonable goals; work on one small area at a time to create a usable space.
- Set aside time every day to clean, organize, and sort unneeded items.
- Limit bringing new items into your home unless they are truly needed.
- Be easy on yourself! Change can be challenging - and rewarding. Spring cleaning can offer a fresh start.
- Clean at your own pace.

Everyone's home and situation is different. However, if your belongings are interfering with your quality of life, use the above tips to reduce the clutter in your home. In turn, you'll create a pleasant environment that promotes safety, health, and comfort for both you and your care provider.

Community Resource Highlight: Senior Center Without Walls

Senior Center Without Walls is a nationwide non-profit organization that provides free phone-based programs offering activities, friendly conversation, and an assortment of classes and support groups for isolated, older adults.

Participants call a toll free phone number from the comfort of home to join in activities. No special equipment is needed and the calls are completely free.

Activities are available every day of the week, even weekends. All you have to do is register. To find out more about the program please visit www.seniorcenterwithoutwalls.org or call (877) 797-7299.

Managing Your Care Provider

The In-Home Supportive Services (IHSS) program is based on the philosophy of consumer direction. IHSS empowers consumers to direct their own care by managing and training their care providers to perform authorized tasks in the manner preferred by the individual consumer—within reason. Advocates of this philosophy believe that consumers are the experts in determining their own needs.

For example, a consumer has the choice to select who works for them and, also, has the right to terminate an independent provider's employment, if necessary. However, when issues arise with a care provider, terminating employment may not be the only (or the best) option.

For example, a consumer has the choice to select who works for them and, also, has the right to terminate an independent provider's employment, if necessary.

Can this problem be solved?

Attempt to work through any minor problems with your provider before you decide to end employment. Discuss the situation openly and honestly to find agreeable solutions.

Talk to your provider about your concerns.

Tell your provider as soon as you see a problem. Try not to let problems build up. Prepare a list of the issues you wish to correct.

Define clear expectations.

Decide which changes must happen in order for your provider to remain employed. Talk openly about your expectations for improvements in your provider's job performance. Advise them of a date by which you expect improvements to be made.

Remember: Communication is a two-way street. Allow your care provider to ask questions and openly address any of their concerns. Perhaps they need additional training on how you expect tasks to be performed. If you prefer, ask a friend or family member to join the discussion to support you.

What if your provider is not willing to improve?

If your provider does not improve their performance

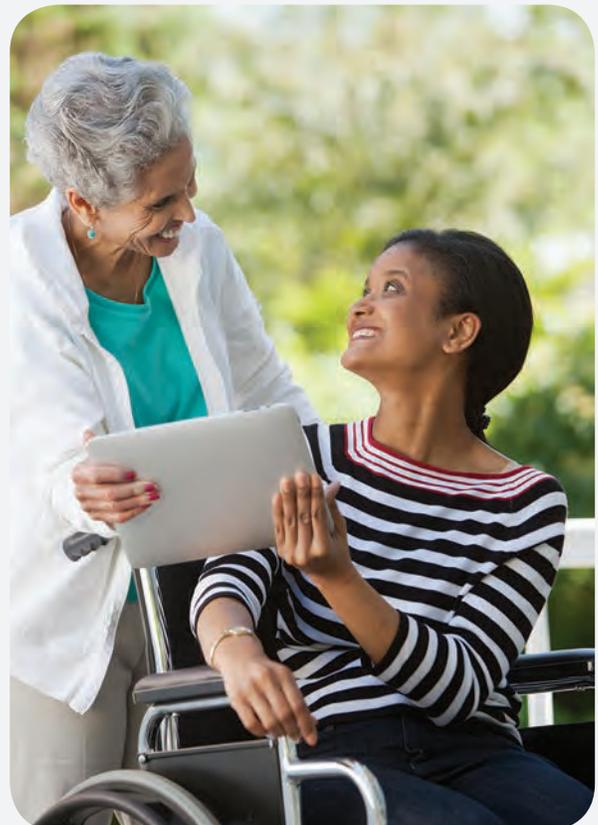
after additional instructions and a deadline have been provided, the time may have come to end their employment. When possible, give your provider two weeks' notice. This will offer time for your provider to find a new position and allow you time to hire a new provider.

Terminate an unsafe provider right away!

If your provider is treating you in an abusive or threatening manner, you should call 911 and terminate their employment immediately. Your personal safety is most important. If you need help, call your IHSS county office, Public Authority Services Registry, family members, or friends immediately. (Refer to the back

cover for important contact information.)

To learn more tips on managing your role as an IHSS consumer read the Consumer Fact Sheets on the Public Authority Services training webpage: <http://www.pascc.org/services/training.html>.



Fun Activities on a Budget

By Tiffany Balthazar

Winter storms have come to an end. Now is a great time to enjoy some fun warm-weather activities. Savor the milder spring sun, blossoming trees, flowers, and gentle warm breezes, while enjoying fun, relaxing activities— either on your own or with loved ones. Low-cost and free activities are available in the community to help you enjoy the sweet, springtime weather.

Santa Clara County has many well-kept and accessible public parks. Exploring these green spaces (in your own neighborhood or in larger county parks) provides the opportunity for fresh air and beautiful views of nature which showcase the changing seasons. The San Jose Municipal Rose Garden offers a lovely setting; relax on a bench near a serene fountain while surrounded by redwood trees and many types of sweet smelling roses.

The Kelley Park Japanese Friendship Garden offers another lovely area for reflection and peace. The tea house, waterfall, bridge, and pond filled with colorful koi fish provide the perfect environment to stroll through the gardens or enjoy a picnic. Admission

is free; parking costs \$10.00, and the garden is conveniently located near the #73 bus route.

If you seek a cooler environment out of the sun, viewing a movie mid-day may be an option for you. Many movies (including new releases, blockbuster hits, and international films) are shown at earlier times in the day, offering cheaper, matinee ticket pricing. Who says you can't enjoy a movie before your dinner?

Looking for healthy fresh foods? Check out one of Santa Clara County's many farmers' markets. These outdoor markets offer farm-fresh produce and treats, and often live music, homemade crafts, and even free vendor samples. To find a market near you, visit www.pcfma.com/visit/markets.

Craving a little art and culture? Visit Kaleid Gallery on S 4th Street. The gallery offers artwork featuring local artists. On the third Tuesday of every month, Kaleid Gallery hosts '2 Buck Tuesdays,' offering live performances, art demonstrations, workshops, and live painting - all for free. Miniature versions of artwork are also available for purchase for only \$2.00.

The Importance of Self-Advocacy

By Shannin Prather

Self-advocacy is the act of communicating your needs, making your own decisions, and educating yourself about resources available to you. The process involves learning about support options available to you, knowing your rights and responsibilities, problem solving, listening, reaching out to others for help and friendship, and learning about self-determination. The key component of self-advocacy is communicating your needs, however you can.

Dealing with a disability is challenging. While doctors, counselors, and care providers may help you succeed, you are the best person to determine your own needs. Communicating your needs to others is a necessary skill that can be developed to increase your well-being and quality of life.

Whether you've got the words to express yourself, or rely on others to interpret your needs, tools are available to help you advocate for your needs. Communication can be formal - such as meeting with a local lawmaker; or informal - telling your care provider that you're tired of peanut butter and jelly sandwiches. Self-advocacy is simply asserting yourself. As you learn to express your needs and preferences, you will gain confidence and build your communication skills.

The California State Council on Developmental Disabilities (SCDD) offers a list of resources for self-advocates: <http://www.scdd.ca.gov/selfadvocacyresources>. Learn about additional resources available to you—call Sourcewise Community Resource Specialists: (408) 350-3200, option 1.

A Note From IHSS

By Terri Possley, LCSW

Social Services Program Manager

In-Home Supportive Services (IHSS) recognizes and appreciates the diverse community of Santa Clara County. Most of the case-carrying social workers (72%) are bilingual. The languages IHSS social workers speak include Spanish, Vietnamese, Mandarin, Cantonese, Tagalog, Cambodian, Korean, Portuguese, Farsi, Russian, and most recently, Assyrian.

We are very excited to announce that most of Santa Clara County's Vietnamese speaking recipients in IHSS are assigned to Vietnamese speaking social workers. We have never been able to offer this until now and it is thanks to the support of Executive Leadership at IHSS and the Social Services Agency, as well as the County Board of Supervisors who approved the hire of three brand new case-carrying social

worker units over the past few years. Most of the social workers hired in these brand new positions are bilingual speaking to meet the needs of our non-English speaking recipients and community.

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IHSS also has bilingual staff in supervisory and clerical positions. These bilingual IHSS staff members benefit the recipient, provider, the community, and even the IHSS staff. We hear feedback from the recipients and providers that having a staff member who understands their language, culture, and

traditions helps build a rapport and trust. Staff members also enjoy serving the community in the language they speak at home, in the work place, and in the community where it is needed.

Call and Connect Schedule

By Shannin Prather

Public Authority Services continues to partner with Senior Center Without Walls to offer no-cost training and information sessions, which are exclusively available to IHSS consumers. You are welcome to participate via telephone from the comfort of your home!

The following informative topics are scheduled for upcoming Call and Connect sessions:

May:

Tips For Improved Communication

Sessions will be held on the second Thursday of each month, from 11:00 a.m. - 12:00 p.m.

June:

Understanding IHSS Authorized Services

We would love to hear your ideas for future Call and Connect Session topics! To make suggestions or register for upcoming Call and Connect Sessions, please call the Public Authority Training Department: (408) 350-3220.

July:

Understanding Electronic Timesheets

August:

Tips For Getting The Sleep You Need



Public Authority Services

by Sourcewise



Public Authority Services by Sourcewise www.pascc.org
Phone: (408) 350-3206 Fax: (408) 296-8340 E-mail: info@pascc.org

Important Phone Numbers

Public Authority Services by Sourcewise

Information concerning provider benefits, Eco/Clipper Pass, training or other services of the Public Authority.
(408) 350-3206

Public Authority Services Registry

Call the Registry, if you need help finding an IHSS care provider.
(408) 350-3251

IHSS Social Services

Information regarding authorized hours and services or to speak with a social worker.
(408) 792-1600

IHSS Payroll

Call for any payroll or timesheet matters.
(408) 792-1600

UNION SEIU Local 2015

Representing providers. Call for information about the Union and payroll deductions.
(855) 810-2015

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
(800) 414-2002

Sourcewise Information & Awareness

Information on available services in Santa Clara County.
(408) 350-3200, option 1

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