



The Consumer Connection

Summer 2017

Public Authority Services
by Sourcewise



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Are You Getting The Sleep You Need?

By Shannin Prather

Sleeping well is very important to good health and overall wellbeing. Bodies heal and recover when we sleep peacefully and for as long as needed: helping your heart and other organs; metabolism which affects your weight; and mental working for peace of mind.

If you are having trouble falling asleep or staying asleep, you may be suffering from insomnia, and if insomnia isn't addressed there can be long-term health effects.

Insomnia may be caused by high levels of stress, a side effect of medication, or a health issue. Insomnia may also be a health condition on its own.

Symptoms of insomnia include:

- Not being able to fall asleep
- Waking up often or too early
- Not feeling well rested after sleep
- Tiredness during the day
- Irritability, depression, or anxiety
- Trouble staying focused
- Issues with memory
- Headaches and stomach aches

Try these tips to help you get the sleep you need:

- Take fewer or shorter naps
- Go to bed at the same time every day
- Turn off all screens (computer, TV, phone) one hour before bedtime
- Keep your bedroom cool, but not too cold
- Add a fan to your room to keep it cool and to create white noise
- Listen to soothing natural sounds or peaceful music when you lay down for sleep— there are many free smart phone apps! Search for “sleep sounds”
- Keep your bedroom very dark or wear an eye mask to block light
- Don't eat or drink at least two hours before going to bed
- Only use your bed for sleeping or being intimate, not relaxing. You want to train your brain that the bed is for sleeping.
- If struggling, get out of bed, do something relaxing for a bit (meditate, read), then try again

If these suggestions don't help you, please ask your doctor for advice.

Public Authority Training

By Shannin Prather

The Public Authority Training Department is happy to assist you and your care providers (IPs) with free training on a variety of health, safety, and other topics related to In-Home Supportive Services (IHSS).

Each month, we offer a toll-free conference call for IHSS consumers through Call and Connect Sessions. These calls cover topics to help you stay safe and healthy; and/or to help you in your role as a supervisor to your care provider. See details about the Call and Connect Sessions on the insert of this newsletter.

The Training Department also offers two semesters of classroom training each year to active IHSS care providers. Each class is meant to raise your care provider's knowledge of basic care tasks, while emphasizing that consumers are the ultimate decision makers on how and when their IHSS authorized tasks are performed.

Monthly, the Training Department also works to make more IHSS care providers for your hiring selection available for you to hire by adding more care providers to the Public Authority Registry. This involves interviews; reference checks; and background checks. The



IP's are also told about expectations for them as members of the registry.

The Public Authority Training Department is happy to assist you and your care providers (IPs) with free training on a variety of health, safety, and other topics related to In-Home Supportive Services (IHSS).

In addition to these training opportunities, the Public Authority Services website has many educational resources for both consumers and care providers. Resources available include: a timesheet training video; the current care provider training class schedule; videos on how to act in your role as your care provider's trainer and supervisor, and much more.

For more information, contact the Public Authority Training Department at: (408) 350-3220 or visit www.pascc.org/services/training.html.

Walk to End Alzheimer's - October 14, 2017

The Walk to End Alzheimer's is the world's largest event to raise awareness and funds for Alzheimer's care, support and research. This event calls on people of all ages and abilities to join the fight against the disease!

There is no fee to register, but participants are encouraged to fundraise in order to add to the cause

and raise awareness. The Alzheimer's Association provides free, easy-to-use tools and support to help participants reach their fundraising goal.

If you would like to join the walk, whether or not you can do fundraising activities, you can register by clicking on the "Walk to End Alzheimer's" tab at the top of the screen when visiting www.alz.org.

Things To Do Near You

By Shannin Prather

As summer changes to autumn, there is a wide variety of fun events taking place around Santa Clara County to enjoy!

The Santa Clara County Fair will take place from August 3 - August 6 at the fairgrounds off Tully Road. The fair features livestock, entertainment, crafts, contests, foods, and fun of all kinds. Admission is \$5.00; parking is \$5.00; and the fair is located on the #26 bus route. For more information, visit the website: www.thefair.org.

The annual *Santa Clara Art & Wine Festival* takes place September 16 and 17 in Santa Clara's Central Park, located at 1050 Benton Street. Enjoy the talents of local and regional artists at nearly 175 booths with paintings, ceramics, jewelry, and other fun offerings. Purchase great food and drinks, and let the kids enjoy the ever-popular Kids Kingdom. Live music will also take place and admission is free!

Bark in the Park San Jose is the largest dog festival in the USA! Enjoy watching dogs of all shapes and sizes compete in contests including: a dog costume contest; dog/owner look-alike contest; and tail

wagging contest, plus agility demonstrations and specialized dog training. Bark in the Park will be held on September 16 in William Street Park on S. 16th street from 10 a.m. - 5 p.m.

Support a cause close to your heart. Walk, run, or roll and join the *Walk to End Alzheimer's* on October 14 (www.alz.org), the *Out of the Darkness* South Bay walk for suicide prevention on October 22 (www.afsp.org), or *Making Strides Against Breast Cancer* on October 28 (www.cancer.org).

Come celebrate the fall season at *Pumpkins in the Park!* This local harvest fair encourages community members to enjoy the outdoors and the fall weather, and share a strong message of environmental education. This free event offers a giant pumpkin patch; costume parade; carnival games; food and apple cider (for purchase); and free activities for kids. Plus, the fair offers education on the Guadalupe River area. This year, *Pumpkins in the Park* will be held at the Guadalupe River Park Discovery Meadow on Saturday, October 14. To learn more, please visit: www.grpg.org.

New Training Certificate For IHSS Care Providers

By Shannin Prather

In-Home Supportive Services (IHSS) Independent Care Providers (IPs) are now able to earn a second certificate for completing training classes.

The new certificate will be given to IPs who finish all six of the Series 2 classes: Alzheimer's Basics; Cancer Care Basics; Caregiver Stress Management; Emergency and Disaster Preparedness; Falls Prevention; and The Skilled Care Provider.

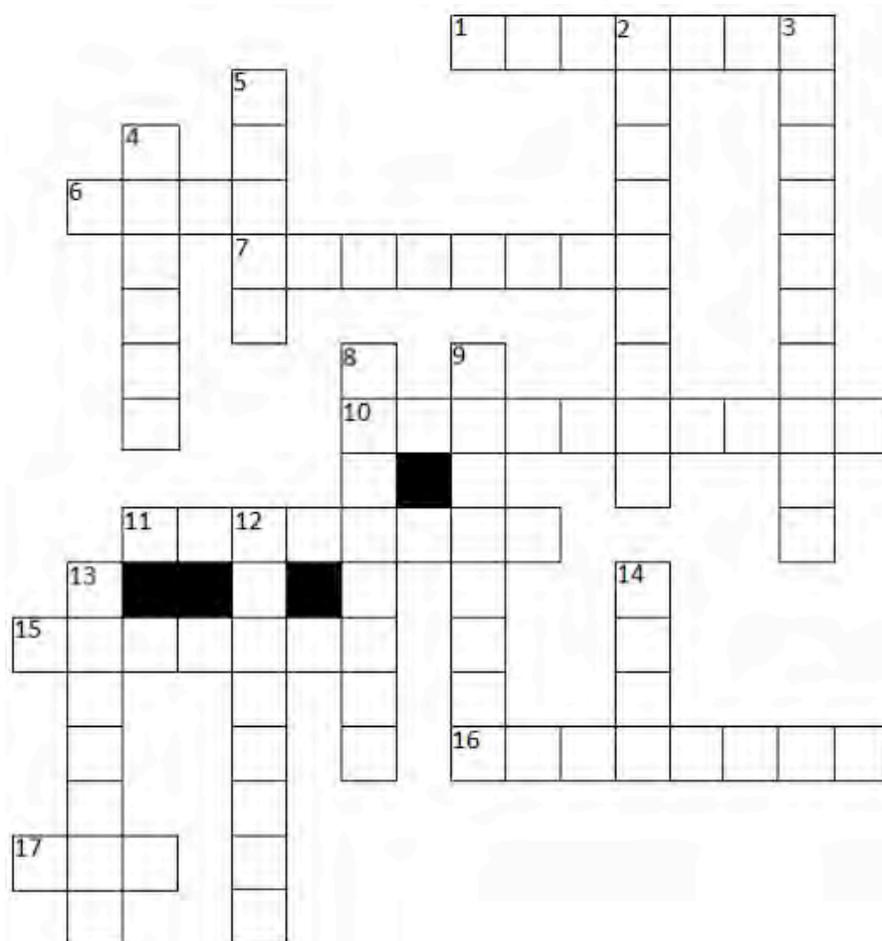
As with the original nine certificate classes provided by Public Authority Services, the Series 2 classes are meant to give basic knowledge and tips to assist IPs in their role as IHSS care

providers. However, the consumers employing the IPs are the real trainers, and tasks should be completed as the consumer prefers.

The new certificate will be mailed to IPs finishing all six Series 2 classes at the end of each semester. All IPs who have completed the Series 2 classes so far were awarded the new certificate in June 2017.

To learn more about the IHSS care provider training, or training opportunities available to IHSS consumers, visit our website www.pascc.org and click on the training tab or call the Training Specialists at (408) 350-3220.

Test Your IHSS Knowledge



DOWN

2. As Mandated _____, providers are required to report suspected abuse.
3. IHSS stands for In Home _____ Services
4. If I need more hours due to a change in my care needs I should contact my _____ worker
5. The website where people begin their enrollment to become IHSS care providers or learn more about Public Authority Services is _____ .org
8. If I need a list of pre-screened care providers to interview and hire I should contact the Public Authority _____
9. My care provider is eligible for health, vision, dental, and bus pass _____
12. If a care provider works more than 40 hours in one workweek they will receive _____.
13. If I need my provider to work more overtime than usual due to an unexpected need I should call the IHSS overtime _____ right away.
14. A provider _____ claim hours for doing tasks that weren't authorized by IHSS (contraction)

ACROSS

1. If I move to a new home I should call IHSS and ask for a change of _____ form.
6. Another word for my role as my care provider's employer.
7. Another word for an IHSS client
10. Instead of using paper timesheets, soon IHSS consumers and care providers can choose to use _____ timesheets on the computer.
11. The person who performs IHSS authorized tasks for me is my care _____
15. To participate in free over-the-phone training on IHSS, health, safety, and community topics I can register for the Call and _____ Sessions.
16. The maximum number of hours a care provider can work if they are employed by two or more consumers (2 words)
17. If a care provider works for only _____ consumer they are not restricted to 66 hours per workweek.

Get The Most From Your Reassessment

By Shannin Prather

Your IHSS social worker wants to make sure that you are getting the care you need to continue living safely at home. This is why your social worker will do a reassessment via an in-home visit every twelve to eighteen months. This reassessment will check if your needs have changed, if you need different authorized services, and/or if you need a change in your number of authorized hours.

As a consumer, you have a very important role in this process. You and your care provider are the experts on your needs and must let the social worker know about any changes since your last assessment.

The social worker's purpose during the in-home visit is to check the IHSS consumer's abilities; figure out which services are needed, and the time needed to do those services. You can advocate for yourself by helping the social worker understand all of your care issues and special needs, as well as the time needed for these tasks.

During this visit, be honest about what you need. Speak to the social worker openly to explain your situation, and do not downplay your disability issues or care needs. Even though you may feel

uncomfortable doing so, explain your situation in detail so that the social worker fully understands and provides the hours required for your care.

In the weeks before the social worker arrives for your reassessment; write down all tasks that you need help with each day. Include activities of daily living (housework, cooking, bathing, or getting in and out of bed, etc) that you need a care provider to help you with; how often you need help with those tasks; and how long it takes for your care provider to do those tasks for you. This list will help the social worker get a better picture of your needs.

Consumers can ask for a reassessment any time their needs change. If you have a change in your physical condition, living arrangements, or have had a recent hospitalization; you may ask for a reassessment by contacting your IHSS social worker.

For a sample self-assessment worksheet that you can use to get ready for your reassessment, please view the consumer training module titled "The IHSS Assessment, Reassessment, and Appeal Process" on the training page at www.pascc.org.

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 topics are scheduled for upcoming Call and Connect sessions:

August:

Tips For Getting The Sleep You Need

September:

Making a Back-up Plan For Your Care

October:

Finding and Using Community Resources

November:

Self-Advocacy: How to Speak Up For Your Needs

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

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



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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