



The Consumer Connection

Spring 2018

Public Authority Services
by Sourcewise



Inside this Issue

[Understanding the Independent Living Movement](#)

[Help End Alzheimer's on the Longest Day](#)

[Community Resource Highlight: Heart of the Valley](#)

[Patient Rights During Hospital Stays](#)

[Free Debt Counseling For Older Adults](#)

[Disability Rights Word Search](#)

[Call Now to Register!](#)

[Electronic Timesheet Testimonial](#)

[Disability Rights Word Search Solution](#)

Understanding the Independent Living Movement

By Shannin Prather

The Independent Living (IL) Movement grew out of the Disability Rights Movement, which began in the 1960s. The IL Movement was developed by individuals with disabilities who often found themselves in situations where their own opinions and desires were overlooked. Society made assumptions about an individual's capabilities and made choices without their input, worsening a situation by ignoring the affected individual's opinions and desires.

The IL philosophy is based on the belief that people with disabilities know their own needs best and have the right to determine how those needs are addressed. The In-Home Supportive Services (IHSS) program is based on this consumer-directed model of care, embracing this philosophy and recognizing that people with disabilities are not patients; their homes are not medical settings; and IHSS services do not have to be performed by medical personnel.

Most people with disabilities primarily see themselves as ordinary people; as individuals, not patients; or as individuals who have medical conditions. IHSS care providers are compelled to embrace the consumer-directed model and steer



away from the medical model of care. The traditional medical model of care views the consumer as a patient who needs to be told what to do and when to do it, whereas the consumer-directed model focuses on person-centered care, honoring the importance of keeping the consumer at the center of the care planning and decision-making process.

The consumer-directed model also identifies barriers in care systems and in communities which may foster negative attitudes, exclusion, and inequality. Advocates prefer to use the term "consumer" as opposed to "client," or "patient" in order to avoid the impression that consumers are taking advice from experts.

(continue to next page)

(continued from the cover)

The IL movement and consumer-directed model reinforces that persons living with disabilities are the experts of their own lives and needs.

Disability rights advocates believe that healthcare professionals and society need to honor the consumer's wants, choices, and expressed needs.

The philosophy of independent living maintains that each person with a disability is unique and has the same civil rights as a person without a disability.

If you are interested in learning more about the Independent Living Movement, please visit: <https://www.independentliving.org/docs5/ILhistory.html>.

Help End Alzheimer's on the Longest Day

By Shannin Prather

Worldwide, 47 million people are living with dementia in one form or another, and 5 million of them are living in the United States. Nearly 16 million people in the United States are providing care to those living with Alzheimer's and other types of dementia.

June is Alzheimer's and Brain Awareness month. In June, the Alzheimer's Association invites you to learn more about Alzheimer's disease; share your story; and take action. Join the fight against Alzheimer's by participating in The Longest Day.

Nearly 16 million people in the United States are providing care to those living with Alzheimer's and other types of dementia.

June 21, 2018 is the longest day of the year, also known as the Summer Solstice. This year, thousands of people will join together on the longest day to raise awareness of Alzheimer's disease and to help raise funds for research to find a cure.

The Longest Day is a cause that is dedicated to love: love for all those affected by Alzheimer's disease.

Help end Alzheimer's disease. Learn more about how you can create or join a fund raising team in our community. Visit The Longest Day page on www.alz.org or call (408) 372-9900.

Community Resource Highlight: Heart of the Valley

Heart of the Valley is a nonprofit 501(c)(3) organization made up of volunteers who are committed to facilitating, advocating, and supporting independent living for seniors who live in the West Valley area of Santa Clara County.

Heart of the Valley serves seniors aged 65 or older living in specific areas of Santa Clara Valley including: Cupertino, Sunnyvale, Saratoga, Monte Sereno, Los Gatos, Campbell, and the west San Jose ZIP codes 95117, 95125, 95126, 95128, 95129, and 95130.

Qualifying individuals have access to escorted transportation; handyman repairs; light yard work; help with house projects; help with filling out paperwork; shopping; errands; friendly visiting; computer assistance; and other tasks.

Heart of the Valley is available Monday-Friday, 9:00 a.m.- 1:00 p.m. Call: (408) 241-1571 or visit: <https://servicesforseniors.org>.

For more information on services available in your area, contact a Community Resource Specialist of Sourcewise: (408) 350-3200, option 1.

Patient Rights During Hospital Stays

By Shannin Prather

Patients admitted to a hospital are empowered to make decisions about their care during their stay. As a patient, you are the most important member of your health care team, and you have rights.

Laws protect a patient's right to privacy; nondiscrimination; language interpretation; and visitation. Beyond legal protections, professionals are available to help you receive proper care and to take steps to improve your situation if you feel that you are not getting the care you deserve.

You may appoint a trusted associate or loved one to become your advocate, to make sure that your questions and concerns are addressed. This is especially important if you are in pain; medicated; and/or not thinking clearly.

Have your advocate write down your questions in advance, to prepare for speaking with the nurse or doctor. Speak openly about your concerns—even express frustration—and do not be afraid to speak up. You have a right to question your doctor and express concerns about your care.

If you feel that you are not getting adequate care or you are unhappy with how you are

being treated, you can talk to your nurse. If that feels uncomfortable, ask for the supervisor who manages the staff in your unit. You may also ask to talk to a hospital-based social worker, who can help resolve the concern.

Beyond legal protections, professionals are available to help you receive proper care and to take steps to improve your situation if you feel that you are not getting the care you deserve.

Every hospital participating in the Medicare program must have an ombudsman or patient rights advocate. You may call this advocate, or ask your nurse to call on your behalf, to visit your room and discuss your concerns. Hospitals must acknowledge patient complaints.

If you have a serious illness and are suffering from

symptoms which you believe are not being managed correctly, you may request a consultation with a palliative care team. Palliative care teams help with symptoms and stress management, and aim for improved quality of life. Whether for pain management; spiritual well-being; or psychological distress; the palliative care team treats the person beyond the disease.

Throughout your hospital stay, remember that the people on your care team are human, too. They may be stressed, tired, and have more on their plate than it appears. For instance, a hospital doctor may see up to 30 patients each day. Try to be patient and understand that doctors have busy schedules and are often accommodating patients with competing priorities.

If you have additional concerns, the National Patient Advocate Foundation offers case managers who provide free, one-on-one support for patients. For more information, call (800) 532- 5274 or visit www.patientadvocate.org/help.php.



Disability Rights Word Search

By Shannin Prather

S Q D Y O I R K N D I G N I T Y S F S U P P O R T
S E D H D K F O H S Y X R M U E C V B V O Z M Y U
K D L N C S E L F H E L P N I O V T I C M X N E C
W I C F R O V L Y W N S E T I P B G N H L C B M A
U L R U D L T P E Z H W I B O A N B D X S V V P N
F N F R E E D O M Q Y N W V P S M Y E Z Q S C O P
P E F J F P T F B A U Z Q C C B Q H P L W B X W O
A X C M V Q G E G T B A L X V A D A E K E N Z E L
Y G O I T A B P R Q G A L Z A F B N N J R M A R I
H R N S G Z Y O T M T Q K I S G A J D H R L Q M K
R H T K B W P L V P I P J Q T H Z M E G E K X E U
I M R O X P H O F L V N H U D Y W I N F S J W N J
G A O L O S N K R E F O A W F J S K T D P H C T M
H Q L P H X U I C K R I G T G K E O L S E G D H A
T A V Q N C H O I C E S F L I L D L I A C F E Y B
S Z T A U E J M D I C U D R H O C P V Z T D L N I
S W A D V O C A T E D Y S T J Z N M I O T L V T L
O S J Z J D M J E M P R O T E S T N N I A S F G I
I Y B W M C I U X J E T A Y K X B X G U Y A R B T
C E D E I N S T I T U T I O N A L I Z A T I O N Y

Word List:

Advocate

IHSS

ADA

Empowerment

Self-Determination

Equality

Independent-Living

Freedom

Respect

Choices

Rights

De-institutionalization

Self-help

Control

Dignity

Support

Ally

Opportunities

Ability

Protest

Call Now to Register!

By Shannin Prather

Public Authority Services offers no-cost training and information sessions to IHSS consumers through monthly toll free conference calls. You are welcome to participate via telephone from the comfort of your home! The following topics are scheduled for upcoming Call and Connect sessions:

May: Protecting Yourself From Scams

June: Understanding Your IHSS Hours and Services

July: Tips For Keeping Cool And Staying Active During Summer Heat

August: Preventing Falls

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

If you have suggestions on topics for future Call and Connect Sessions that will be valuable to IHSS recipients or wish to register for upcoming Call and Connect Sessions, please call the Public Authority Training Department: (408) 350-3220.

Electronic Timesheet Testimonial

By Bernardo Reyes and Shannin Prather

As of March 2018, 4,149 Independent Care Providers have enrolled in the Electronic Timesheet system. This system allows In-Home Supportive Services (IHSS) Independent Care Providers (IPs) to complete and submit their timesheets online. Consumers, in turn, have the ability to review and approve timesheets at any time.

IPs are able to save time completing their timesheets and getting their hours approved by their consumers. It is also faster for the approved timesheets to reach IHSS and for paychecks to be issued with the new system. The system is also environmentally-friendly by reducing the use of paper and postage stamps.

In addition to these benefits, many IPs are receiving their paychecks faster than previously noted, especially when the electronic timesheet system is combined with direct deposit.

Independent Provider Dorothy Robinson recently spoke with Public Authority Services about her experience using the Electronic Timesheet system and said, "I love it. I was skeptical about electronic timesheets at first. When reading the instructions,

it seemed confusing. But, I sat down and tried it and it turned out to be a lot easier than I expected."

Dorothy continued, "I use the electronic timesheet website to record my hours. When I leave the client's house, I immediately log the hours I worked onto the electronic timesheet website. At the end of the



Dorothy Robinson, IHSS Independent Care Provider

(pay period), I accept it, and it is immediately sent to the client for approval. Once the client approves it, because I also have Direct Deposit, I receive a notification of how much I will receive and see the money in my bank account within....no later than 3 business days."

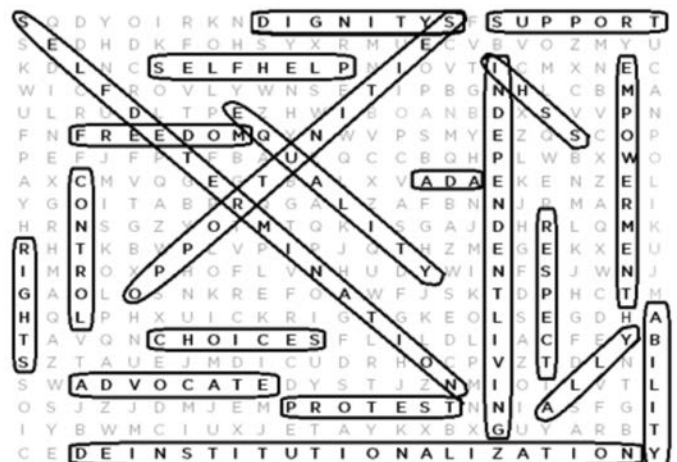
For more information on how you and your IP can enroll to use Electronic Timesheets and Direct Deposits, visit: <http://www.cdss.ca.gov/inforesources/IHSS-Providers/Resources/Timesheet-Information>.

Free Debt Counseling For Older Adults

Do you feel overwhelmed trying to managing your debt? The National Council on Aging (NCOA) and GreenPath Financial Wellness can help. These two nonprofit organizations work together to offer debt management; money management; budgeting; and financial counseling especially for older adults.

Speak with a GreenPath certified counselor; call (866) 217-0543. Calls are free and confidential.

Disability Rights Word Search Solution





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**

Members of the Public Authority Advisory Board

Lori Andersen
Senon Hernandez
Cheryl Hewitt
Beverly Lozoff

Robert Stroughter
Terri Possley
(Ex-Officio Member)
Dennis Schneider

Janie Whiteford,
President/Chair
Tonya York