



# The Consumer Connection

Winter 2019

Public Authority Services  
by Sourcewise



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## Focus On Your Heart Health

By Shannin Prather

Valentine's Day is near and stores will soon be overflowing with heart-shaped decorations and gifts. These items are a reminder that February is American Heart Health Month—a time to think about what you can do to keep your heart healthy.

“Cardiovascular disease is a term for diseases of the heart as well as of the arteries and veins that supply the organs with blood,” says Dr. Valentin Fuster, Director of Mount Sinai Heart. “Overall, cardiovascular disease is an acquired disease that results from factors like high blood pressure and cigarette smoking—which means that it’s also largely preventable.”

While heart issues can be affected by genetics, the majority of cases are due to risk factors which can be controlled through lifestyle changes. “There are six main risk factors: high blood pressure and obesity, cholesterol and diabetes, and being a smoker and being idle,” says Dr. Fuster.

There is no one-size-fits-all approach for heart health.



“Every patient is different, and the patient has to know that his or her case is individual,” says Dr. Fuster. “When it comes to making lifestyle modifications, it’s a personal decision and it’s not easy. It takes commitment to make these changes.”

Be smart about your heart with these heart-healthy tips:

- Find time to be active. Aim for at least two and a half hours of physical activity per week or 21 minutes each day.
- Make healthy eating a habit. Small changes in your eating habits can make a big difference. Try making healthier versions of your favorite recipes by looking for ways to lower sodium and trans fat, and by adding more fruits and vegetables.

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- Quit tobacco—for good. Smoking cigarettes and using other tobacco products affects nearly every organ in your body, including your heart. Quitting can be tough, but it can be easier when you can talk to an expert about quitting and finding the support you might need. Call 1-800-QUIT-NOW (1-800-784-8669) for help.
- Know your numbers. High blood pressure and high cholesterol are major risk factors for heart disease. Ask your health care team to check your blood pressure and blood cholesterol levels regularly and help you take steps to control your levels.
- Stick to the script. Taking your medications on a regular basis can be tough, especially if you feel fine. Sticking with your medication routine is important for managing and controlling conditions that could put your heart at risk.

## Hospice Care for End-of-Life

By Shannin Prather

Hospice is care that offers comfort and support to people facing a terminal illness and provides a compassionate system of care for those who have received a terminal diagnosis of six months or less. Hospice recognizes that the dying process is a part of living and focuses on enhancing the quality of remaining life.

Hospice care deals with pain management, as well as the emotional, social, and spiritual aspects of the end-of-life process. Some hospice providers offer comfort and support directly into the patients' home enabling them to spend their final days in a familiar and loving environment.

A hospice team consists of doctors, nurses, aides, social workers, spiritual care givers, counselors, therapists, and volunteers—all of whom are specially trained to provide pain and symptom management for the patient and support for the family or other support network.

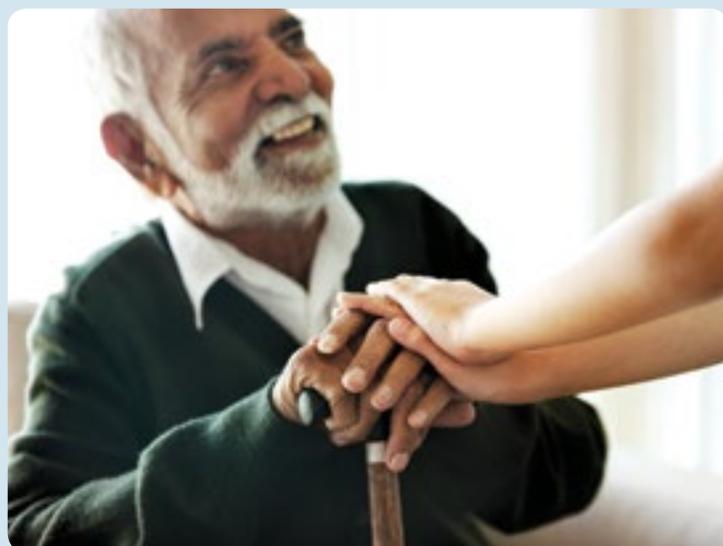
Each person's needs are unique. The hospice team works with the patient and family to develop a personalized care plan to ensure the patient and family are at the center of all decision-making. The focus of hospice is controlling pain, managing symptoms, and providing comfort, and dignity.

Bereavement resources are a unique service provided by hospice care. Hospice organizations

provide trained professionals who assist the patient and family with grief management. Many hospices have support groups and other bereavement services available to serve people in need.

The patient, family, and/or doctor can begin the hospice journey by calling or visiting a hospice facility as soon as a terminal disease is diagnosed or at the time a patient decides to move from a treatment plan focused on curing the disease to a plan focused on providing comfort and pain relief.

To learn more about hospice services available in Santa Clara County, speak with a Community Resource Specialist of Sourcewise: (408) 350-3200, option 1.



## Seven Minutes for Mobility

By Shannin Prather

Seven minutes: the time needed for a pot of coffee to brew or two songs to play on the radio. Seven minutes may also help retain mobility and independence as you age.

A recent study by the University of Florida (UF) and around the nation shows that just seven minutes of moderate walking or other exercise each day— or 48 minutes per week — can improve physical functioning for older adults and prevent major mobility decline.

The journey from nothing to a few minutes of moderate exercise daily, Marco Pahor, M.D., Director of the UF Institute on Aging said, actually bridges a huge gap. “There is a huge difference,” he said, “between doing nothing and doing just a little. People may say, ‘Well, doing this little can’t mean much.’ But it does. It means a great deal.”

An earlier study by the University of Florida found that moderate physical activity caused the research



subjects to retain their ability to walk at a rate 18 percent higher than older adults who did not exercise. People reported gaining more ability to walk easily.

The newer study examined the question: what is the minimum amount of exercise where participants experience a significant benefit?

Seven minutes daily— the time it takes to read a couple pages in a book.

Researchers, of course, note that there is no need to stop at seven minutes. “The more you do,” Pahor said, “the more you benefit.”

## Care Providers Receive Pay for Authorized Services

By Shannin Prather

Clear and effective communication is crucial between consumers and their Independent Care Providers (IPs). Communication is the key to success for both parties to feel satisfied with the relationship.

At times, misunderstandings arise about the specific duties of the IP, which may lead to frustration and dissatisfaction when expectations are not met.

Consumers should keep in mind that the IP will only be paid for services and tasks that have been authorized by In-Home Supportive Services (IHSS). These tasks are listed on your Notice of Action (NOA), along with the amount of time allowed for each task. Set aside time for you and your IP to review the NOA to ensure that you

both have a clear understanding of the approved/authorized expectations for care.

Your IP is not allowed to perform tasks that are not on your NOA. Unauthorized tasks could result in injury for which the care provider will not be compensated in any way. Only tasks that are listed on the NOA are covered by Workers Compensation for any injury that may result. In addition, you may be held liable if your IP is injured performing an unauthorized task you have asked them to perform.

As a reminder, services are not covered when you are either hospitalized, staying in a nursing home, or on vacation. In other words, the IP cannot work to assist you when you are not at home. Review your NOA and call IHSS with any questions about a service or task: (408) 792-1600.

**Consumers should keep in mind that the IP will only be paid for services and tasks that have been authorized by In-Home Supportive Services (IHSS).**

## Safety Net for Urgent Needs

Your well-being and safety is most important.

The Public Authority Services Urgent Care Registry (UCR) is provided to qualified In-Home Supportive Services (IHSS) consumers who unexpectedly find themselves without care. At times, Independent Care Providers (IPs) experience a personal emergency or illness, causing them to be unavailable for their scheduled shift.

**Ensuring the well-being and safety of the IHSS consumer by filling necessary needs for a temporary period of time is the goal of the UCR.**

Ensuring the well-being and safety of the IHSS consumer by filling necessary needs for a temporary period of time is the goal of the UCR. Generally, a consumer qualifies for the UCR service if they have at least 50 hours of authorized services per month, an urgent need for immediate services, and no family members nor other resources to call for assistance.



The UCR is not designed to cover an IPs' vacation time and will not provide general domestic services or transportation. For more general or long-term service needs, every consumer should have their own back-up plan so someone can quickly step in to provide for their care.

The Public Authority Services Registry can assist you with finding additional care providers if you do not have a family member or friend available to act as a back-up IP to step into the role of your care provider in unexpected circumstances.

The Urgent Care Registry is provided by Public Authority Services by Sourcewise and is available between the hours of 8a.m. and 8p.m. seven days a week: (408) 590-0834.

## Community Resource Highlight: Able People Foundation

Able People Foundation (APF), a 501(c)(3) nonprofit public charity organization, was founded in 2002 with the mission to help disabled and elderly individuals gain access to mobility equipment.

APF receives donated mobility equipment—such as wheelchairs, scooters, and walkers—from individuals who no longer need them and provides these items to those in need, helping them to lead more independent lives.

To learn more or to apply for mobility equipment, call (408) 263-8000 or visit [www.ablepeoplefoundation.org](http://www.ablepeoplefoundation.org) or write to [info@ablepeoplefoundation.org](mailto:info@ablepeoplefoundation.org).

# Guide to In-Home Supportive Services Assistance

We understand the importance of feeling in control of your situation. Below, we have provided a guide of which organization or department to contact for assistance with IHSS-related questions.

## When to contact In-Home Supportive Services (IHSS)

**General Phone: (408) 792-1600**

**Fax: (408) 792-1601**

### Consumer Issues

- To call your Social Worker for questions about reassessments of approved hours and services
- To request a Designation of Provider Form (SOC 426A) after hiring a new care provider
- To request a change of phone or address form

### Provider Issues

- For timesheet or paycheck questions
- For questions about workers compensation
- For timesheet replacement
- For questions about tax forms
- For a change of phone or address form

## When to contact Public Authority Services by Sourcewise (PA)

**General Phone: (408) 350-3206**

**[www.pascc.org](http://www.pascc.org)**

### Consumer Issues

- To request a list of available care providers, call the PA Registry: (408) 350-3251
- To join a Call and Connect session, call the PA Training Department: (408) 350-3220

### Provider issues

- Call the PA Benefits Department for questions about medical, dental, vision or Smart Pass: (408) 350-3290
- Call the PA Enrollment Department for questions about the steps in becoming an IHSS care provider: (408) 350-3252
- Call the PA Registry to update your availability or status for consumers who need to hire a care provider
- Call the PA Training Department for questions about provider training classes or applying to join the Registry: (408) 350-3220

## When to contact Sourcewise

**General Phone: (408) 350-3200**

**[www.mysourcewise.com](http://www.mysourcewise.com)**

Sourcewise provides access to information on, and referrals to, resources and services, assistance understanding Medicare, senior employment opportunities and training, senior nutrition program, personalized care management solutions, and more.

If you need help but aren't sure where to begin, contact the Sourcewise Information and Awareness Team: (408) 350-3200, option 1



# Public Authority Services

by Sourcewise



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

## Important Phone Numbers

### Public Authority Services by Sourcewise

Information concerning provider benefits, bus 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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