



# The Consumer Connection

Winter 2018

Public Authority Services  
by Sourcewise



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## Scam Alert for Public Assistance Recipients

From the County of Santa Clara Social Services Agency

The County of Santa Clara Social Services Agency is warning the public about text messages and phone call scams targeting beneficiaries of CalWORKs, CalFresh, General Assistance, Cash Assistance Program for Immigrants, and Medi-Cal.

Two scams to be aware of:

- **Text Message Scam:** clients across the state report receiving text messages instructing them to call a number where an automated recording asks them to provide personal information including their EBT 16-digit card number and PIN. When the information is given, the perpetrators withdraw funds from the recipients' Electronic Benefit (EBT) accounts.
- **Phone Call Scam:** reports of callers identifying themselves as county staff or health care providers asking for personal information. This is known as a phishing call, and the scammer is trying to obtain information in an attempt to steal your identity.

The County of Santa Clara will never text or call anyone requesting personal information such as an EBT card



number or a Personal identification number (PIN).

Beneficiaries are advised to never give out their personal information to anyone. Keep your Electronic Benefit Transfer (EBT) card number, Personal Identification Number (PIN), and Social Security Number a secret. If your benefits are stolen they cannot be replaced.

To verify the authenticity of a call from a Santa Clara County Social Service Agency employee, call (877) 962-3633.

To learn more about text and phone scams contact a Community Resource Specialist at (408) 350-3200, option 1.

# How to Change or Add a New Care Provider

By Ryan Gallagher

In-Home Supportive Services (IHSS) consumers may choose to hire a new Independent Care Provider (IP) at any time. Ensure a smooth transition when adding or changing a care provider by following these guidelines:

- If your new IP has never worked for IHSS before, they must start the enrollment process by visiting the enrollment website: [www.ihss.pascc.org](http://www.ihss.pascc.org). For assistance with the enrollment process, contact Public Authority Enrollment: (408) 350-3252.
- Contact your IHSS social worker directly, or call IHSS at (408) 792-1600, to request the *Provider Changes Packet*, which contains all forms needed to add a care provider to your case: *Recipient Designation of Provider Form* (SOC 426A), and *Provider Changes Form*.
- When calling the main IHSS phone number, you are able to leave a voicemail message so you do not need to wait on hold to speak with a representative. In your message leave your name, case number, and state that you wish to add or

change a provider. *The Provider Changes Packet* will be mailed to you. If you prefer, you may remain on hold until your call is answered. Have your IHSS case number ready to provide to a representative, and state that you want to add or change a care provider.

- After you complete the required forms in the *Provider Changes Packet*, keep a copy for your records and provide one to your IP. The SOC 426A form is a 3-part carbonless form (triplicate carbon copies) that is printed on white, yellow, and pink paper. Mail the white copy (top) to IHSS, keep the yellow copy for your records, and give the pink copy to your provider. Maintaining your own records of this information may be helpful at a future date.

IHSS will process the *Provider Changes Form* within three to four weeks. Submit change requests in advance when possible.

For help finding a new care provider, contact the Public Authority Registry: (408) 350-3251.



# Why You Need an Advanced Directive

By Shannin Prather

An advanced directive, often referred to as a “living will” or “health care power of attorney,” is a legal document providing guidance to medical professionals regarding the type of treatment you will allow in the event of a medical emergency when you may be unable to communicate your wishes.

Advanced directives also allow you to direct someone else to make medical decisions for you if you cannot speak for yourself. This person is your “surrogate.” Having an advanced directive is strongly advised for all adults, regardless of age.

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In California, another common type of advanced directive is a Physicians Order for Life-Sustaining Treatment (POLST) form. You can request this medical document from your doctor which states your preferences to emergency medical workers (such as paramedics) in the event of a medical emergency.

The POLST form lists your preferences about cardiopulmonary resuscitation (CPR), using intravenous therapy (IVs), a ventilator, and artificial nutrition given via tube. Filling out a POLST form is voluntary, but if the form has been completed, medical providers are legally required to abide by your requests. The POLST should be considered by individuals with a serious illness or advanced frailty near the end-of-life.

Advanced directives and POLST forms are not the same. The advanced directive is a legal document and the POLST is a medical document. These documents work together to make your wishes known when you cannot communicate for yourself.

Speak to your doctor to learn more about advanced directives and POLST forms.

# Understand Your IHSS Authorized Services: “Other Shopping and Errands”

By Shannin Prather

If you have been approved for hours for the In-Home Supportive Services (IHSS) task “Other shopping and errands,” you have been authorized for services that include reasonable errands.

These errands may include: picking up prescriptions; delivering late payments to prevent a utility being shut off; and shopping for non-food supplies that you need to remain living safely at home.

Time authorized for these tasks include the time taken to create a shopping list; traveling to and from the store; shopping, loading, and unloading supplies; and storing the purchased supplies.

This service also includes the task of helping you read important documents, such as medication instructions; food labels; utility bills; or rental agreements. Travel time necessary for payments of monthly bills is not included since these payments may be made via mail.

Contact IHSS at (408) 792-1600 if you have questions about the services you have been authorized to receive or your situation has changed since your most recent assessment. A social worker will review your case to ensure you have the hours and services required to remain safely at home.

# Sourcewise Transit Service Keeps South County Seniors Connected

By Analiza Del Pinal and Shannin Prather

Older adults who live alone or in rural parts of Santa Clara County may struggle with feelings of isolation and the harmful health effects that this may cause. Sourcewise offers a solution— a free transportation option for those who need it most.

The Sourcewise Transit Service provides door-to-door rides for older adults (aged 65 or older) who have difficulty with mobility, are isolated, and who do not have other available transportation options. The service provides transportation access to seniors living in Morgan Hill, San Martin, and Gilroy to senior centers in Morgan Hill and Gilroy.

Access to senior centers is vital for seniors to stay connected with their communities and partake in mental stimulation. Offering meal and nutrition programs, health and fitness activities; educational and arts programs; social and recreational activities; and much more; senior centers are community gathering places which offer socialization and reduce isolation.

“When seniors give up driving, it impacts their mobility and affects their social connectedness... We are proud to be offering a service that keeps individuals connected,” explains Rosie Jimenez, Director of Sourcewise South County Services. Rosie oversees all aspects of the Transit Service.



Plans for expansion are in the works for the transit service, including door-to-door rides to doctor appointments and a route extension to the Santa Teresa Light Rail.

Sourcewise is partnering with the Mercury Wishbook, whose mission is to highlight the needs of our community and to encourage a spirit of communal generosity to meet those needs. Learn more: <http://wishbook.mercurynews.com/2017/source>.

For more information on the free Sourcewise Transit Service offered to seniors living in South County, call (408) 762-7362. Additional information on Sourcewise services and programs can also be found on their website: [www.mysourcewise.com](http://www.mysourcewise.com).

## Silicon Valley Independent Living Center

Silicon Valley Independent Living Center (SVILC) is a nonprofit, non-residential organization serving people with disabilities in Santa Clara County. SVILC offers supportive tools and resources to help individuals to live independently. This community-member driven, nonprofit organization is operated by and for people with disabilities. SVILC is committed to the principles of self-advocacy, personal empowerment, and independent living; and advocates for policies that ensure equal access and opportunity for all.

Learn more about services and opportunities offered by SVILC:  
(408) 894-9041 [info@svilc.org](mailto:info@svilc.org) [www.svilc.org](http://www.svilc.org)



# Think F.A.S.T. During A Stroke

By Shannin Prather

The American Stroke Association reports brain attacks (strokes) as a leading cause of serious, long-term disability worldwide. Eighty percent of strokes are preventable by choosing healthy lifestyle choices: regular physical activity, a healthy diet, and refraining from smoking and/or alcohol.

The brain needs constant blood flow to receive oxygen and nutrients needed to function properly. Arteries carry blood to specific areas of the brain. A stroke occurs when an artery is blocked or bursts and the brain does not receive enough blood flow. High cholesterol, high blood pressure, and diabetes can increase the risk of strokes.

A person experiencing a stroke is three times more likely to recover with little or no disability if they receive medical assistance within 90 minutes of when the symptoms begin.

Luckily, warning signs will help you detect if someone is experiencing a stroke. Follow these four steps and think F.A.S.T.

**Face drooping.** Ask the person to smile. Is their smile uneven or lopsided?

**Arm weakness.** Ask the person to raise both arms. Does one arm drift downward?

**Speech difficulty.** Ask the person to repeat a simple sentence, like “The sky is blue.” Are they able to correctly repeat your words? Are they slurring?

**Time to call 9-1-1.** If someone shows any of these symptoms, even if the symptoms go away, call 9-1-1 and say, “I think this is a stroke,” to help get the person to the hospital immediately.

Learn more about the warning signs of stroke and how you can decrease your risk of having one. Call the American Stroke Association Silicon Valley at (408) 606-5940 or visit their website: [www.strokeassociation.org](http://www.strokeassociation.org).

# Register for Free Training Sessions

By Shannin Prather

Public Authority Services offers free training and information sessions to In-Home Supportive Services (IHSS) consumers through monthly toll-free conference calls. You are welcome to participate via telephone from the comfort of your home.

Upcoming topics for Call and Connect sessions are:

**February:**

Understanding Your Medicare and Medi-Cal Benefits

**March:**

How to Change or Add a Care Provider

**April:**

Fighting Isolation: Tips for Engaging With Your Community

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

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



# 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, 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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