



The Consumer Connection

Spring 2019

Public Authority Services
by Sourcewise



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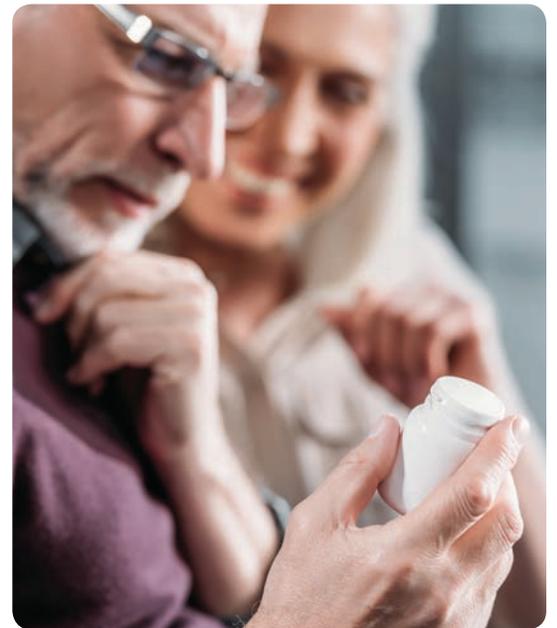
By Shannin Prather

This year add your medicine cabinet to your 'spring cleaning' list.

The annual spring cleaning routine often includes dusting, sweeping, scrubbing and decluttering. In addition to getting rid of things you no longer use, getting rid of expired prescription and over-the-counter medications can keep you and your family healthy.

Over time, expired medication will not only lose its effectiveness, but also such drugs can become toxic and harmful. Take time this spring to find and safely dispose of medication you no longer use.

Cleaning out your medicine cabinet also allows you to take inventory of the medication you are taking—both prescription and over-the-counter. Lower your risk of a dangerous drug interaction by reviewing medicine you are currently taking and sharing that information with your doctor or pharmacist.



Tips for cleaning out your medicine cabinet:

- Check dates. Get rid of anything that has expired—including ointments, supplements and vitamins.
- Discard items that have changed in color, smell or taste.
- Get rid of unmarked containers. If something is not in its original container and cannot be identified, dispose of it.

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Enrolling Allows Care Providers to Receive Pay

By Ryan Gallagher

Public Authority Services Enrollment assists In-Home Supportive Services (IHSS) Independent Care Providers (IPs) to become eligible to receive payment for services provided to IHSS consumers.



To begin receiving pay for providing IHSS to a consumer, each IP must:

- Visit the enrollment website to begin the process, complete provider enrollment forms and watch the state IHSS orientation videos. This process can be done on any computer, tablet or smart phone by visiting www.ihss.pascc.org.
- Attend a mandatory Public Authority Group Orientation meeting, where an Enrollment Specialist will present important information about IHSS and Public Authority Services, including tips for receiving timesheets, provider benefits and free training classes.
- Meet with an Enrollment Specialist for a short one-on-one individual appointment; provide a valid U.S. government ID and original Social Security card. The Enrollment Specialist will assist the IP to sign their provider forms and answer any questions.
- Get fingerprinted at an authorized Live-Scan location in order to clear a Department of Justice criminal background check.

If you are hiring an IP who is new to IHSS, the individual will need to complete all of the above steps in order to become an approved IP.

Public Authority Enrollment Specialists are available to help: (408) 350-3252.

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Use caution when discarding medications. To prevent environmental harm and to stop the drug from getting into the wrong hands, do not dump it into the trashcan nor flush medication down the toilet. Instead, remove from the prescription bottle your personal identifying information, such as the label, and dispose of the medications safely. Your local pharmacy, police department or Drug Enforcement Agency (DEA) may be able to assist in safely disposing of medications.

The National Prescription Drug Take-Back Day is scheduled for Saturday, April 27, 2019 from 10 a.m. to 2 p.m. Prescription Drug Take-Back Day is a concentrated effort that provides a safe, convenient, and responsible place to dispose of unused or expired prescription drugs.

Collection sites are available year-round as well. To find a collection site near you, call 1-800-882-9539 or visit <https://takebackday.dea.gov/>.

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Starting Timesheets for an Independent Care Provider

By Shannin Prather

When an In-Home Supportive Services (IHSS) consumer decides to add a new Independent Care Provider (IP) to their case, the IHSS consumer must complete a *Recipient Designation of Provider* (426A) form and submit it to IHSS for them to send payroll timesheets to the new care provider. Any delay in sending the 426A form will delay payment to the IP.

The 426A form is divided into three sections:

Part A: The IHSS consumer will fill out information regarding the provider who has been hired. Both the IHSS consumer and provider will need to complete Part A.

Part B: The IHSS consumer (employer) learns about their responsibilities.

Part C: The IHSS consumer acknowledges their agreement with the responsibilities. This section needs to be completed by the IHSS consumer or an authorized representative.

Once the form is completely filled out, the IHSS consumer and care provider should each keep a copy for their records and one copy needs to be mailed to IHSS. Please note that the care provider's Social Security Number (SSN) is only needed on the copy sent to IHSS. If a care provider has already received their provider ID number it can be used in the place of a SSN.

Upon receipt of the 426A form, IHSS needs between three to four weeks to process the form and to mail the timesheets to the care provider.

For example, if the IHSS consumer mailed the completed 426A form to IHSS on April 3 and IHSS receives the form on April 9, the timesheets will be placed in the mail for the care provider around May 7 and may potentially be received by the IHSS provider by May 14. During this time, the IHSS provider can start working for the IHSS consumer. Both the IHSS consumer and provider can keep track of the days and



times when the IHSS provider is working, so timesheets can be correctly completed once they are received.

To receive a blank 426A form, call the IHSS office at (408) 792-1600 and request the *Provider Changes Packet* or visit their office. If you are unable to reach an agent when calling the IHSS office, leave a voicemail asking for the packet to be mailed to you. In the voicemail, include your name, IHSS case number, and mailing address. The form is also available to download and print at www.cdss.ca.gov/inforesources/IHSS/Program-Forms

If the person you want to hire as your IHSS care provider has never worked for an IHSS recipient, or if more than one year has passed since they last received a paycheck from IHSS, they will need to go through the State mandated enrollment process before they can be added to your case. They can start the enrollment process at any time by visiting: www.ihss.pascc.org.

For assistance with the enrollment process, contact Public Authority Services Enrollment specialists: (408) 350-3252.

Find a Care Provider with the Public Authority Registry

By Shannin Prather

Public Authority Services by Sourcewise serves consumers and independent providers (IPs) of the In-Home Supportive Services (IHSS) program. The Public Authority Registry assists IHSS consumers in locating pre-screened, eligible IPs who closely meet the consumer's needs.

Nearly 1,100 IHSS consumers in Santa Clara County are actively using the Registry, and roughly 400 independent providers are on the Registry's list. Using a database to create a customized list for each IHSS consumer, Registry Specialists are able to provide a list of names, or 'referrals,' to IHSS consumers who need to hire an IP. The database filters IPs based on the consumer's needs, including:

- Availability to work for more consumers
- Availability during the consumer's preferred work schedule
- Ability to commute to the consumer's home
- Willingness to perform the authorized tasks which are needed by the consumer
- Willingness to work within consumer's home environment (smoking/non-smoking, pets, etc.)

With these filters in place, the list of 400 IP names drastically drops to a smaller pool of 10–20 available independent providers. At times, the pool can drop even more and result in no available IPs.

Certain communities within Santa Clara County have a small number of available IPs, including: Palo Alto, Los Altos, Mountain View, Gilroy, and Morgan Hill. As a larger number of IPs live in central and east San Jose, IPs may not be willing to commute to these more distant locations.

Though the decision of who to hire belongs to the consumer, the Public Authority Registry is available to help with the hiring process. To learn if IPs are available to work for you, contact the Registry: (408) 350-3251.

NAMI Supports Mental Health

By Ryan Gallagher

An estimated one in five Americans experience a severe mental illness in any given year, affecting men and women of all ages, races, and social classes. The National Alliance on Mental Illness (NAMI) Santa Clara County is a 501(c)(3) nonprofit organization and was founded in 1975. The mission of NAMI Santa Clara County is to assist people living with a mental illness and their families.

NAMI volunteers provide education and support, while combating the stigma of mental illness, and supporting increased funding for research. NAMI volunteers also advocate for adequate health insurance, housing, rehabilitation, and jobs for people with mental illnesses and their families.

During the month of May—Mental Health Month—NAMI focuses on reducing stigmas associated with mental illnesses. Stigmas can create an environment of shame, fear and silence which negatively impacts mental health and prevents people from seeking help. Fighting the stigma and reaching out to NAMI and other affiliates can help individuals find much needed support and guidance.

NAMI Santa Clara County provides support groups, education programs, and resources to consumers and their loved ones. To take advantage of this valuable resource in your area, call (408) 453-0400 or visit: www.namisantaclara.org.

Save Time with Electronic Timesheets and Direct Deposit

By Shannin Prather

Santa Clara County has a large In-Home Supportive Services (IHSS) population. The large number of IHSS recipients and Independent Care Providers (IPs) reaching out to IHSS each day often leads to long wait times on the phone or waiting at the lobby when visiting the IHSS office.

IHSS Program Manager Terri Possley suggests IPs enroll in Electronic Timesheets (ETS) and Direct Deposit. By doing so, IPs can submit their timesheets and receive their pay more quickly than when done via mail.

Using Direct Deposit and Electronic Timesheets also decreases the amount of time IHSS staff spend responding to payroll and timesheet questions, which are very common. IHSS staff is then available to work on other needs for consumers and providers.

The current state of the IHSS population in Santa Clara County illustrates why long wait times may be experienced when calling IHSS, when consumers contact their social worker, or when a consumer requests a list of providers from the Public Authority Registry.

As of February 1, 2019:

- **24,567** individuals are receiving IHSS in Santa Clara County.
- **360** new consumers have joined IHSS each month, on average.
- **24,885** IHSS providers are enrolled in Santa Clara County.
- **441** new providers have enrolled to be IHSS providers each month, on average.
- **566** calls are received by IHSS each day, on average.
- **407** visitors have been served at the IHSS lobby window each week, on average.
- **350** consumer cases are managed by each IHSS social worker in Santa Clara County.
- **1061** consumers receive ongoing assistance from the Public Authority Registry to find IHSS providers.
- **209** providers listed on the Registry are available to work for additional consumers.
- **4** Registry Specialists at Public Authority Registry build individualized provider lists for IHSS consumers per each request.

Enroll in Direct Deposit by calling (866) 376-7066, option 2, or request an SOC 829 form to be mailed to you. To enroll in the ETS system visit: www.etimesheets.ihss.ca.gov.

Community Resource Highlight: Sourcewise, Information & Awareness

By Shannin Prather

When you or a loved one encounters a difficult situation, deciding where to turn to for help can feel overwhelming. Where can you find available community resources that may help?

Sourcewise provides you with access to Information & Awareness. Trained, professional Community Resource Specialists provide access to information, allowing for personal choices, and continued independence. The specialist will listen to and discuss with you the current situation, determine which service and program options may be available to you, and provide a list of customized referrals

to gain access to these resources. Receive your information via phone, mail, e-mail, or via the Sourcewise website: www.mysourcewise.com.

Information & Awareness provides objective, unbiased referrals to programs and services throughout Santa Clara County, based on your unique situation. Community Resource Specialists support all adults over the age of 18, seniors, persons with disabilities, and caregivers in Santa Clara County.

For more information, call (408) 350-3200, option 1, or visit www.mysourcewise.com/information.



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, 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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