



The Consumer Connection

Spring 2020

Public Authority Services
by Sourcewise



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IHSS Electronic Visit Verification Coming

By Shannin Prather

Along with the transition from paper timesheets to electronic or telephone timesheets, which Santa Clara County has been notifying care recipients and care providers about for the past several months, Santa Clara County's In-Home Supportive Services (IHSS) must also transition to Electronic Visit Verification (EVV).

Paper timesheets will no longer be available for care providers to fill out nor for care recipients to approve. Care providers must complete their timesheets online through the Electronic Services Portal (ESP) using a computer, laptop, tablet, smartphone, or by using the Telephone Timesheet System (TTS) to enter their hours. In order for care providers to use the new systems and receive pay for IHSS tasks, **care recipients must also use the ESP or TTS systems** to approve timesheets.

If you have a device that connects to the internet, using the ESP is surprisingly simple. The TTS system can be time-consuming for providers but is fairly easy for recipients to use. Beginning in late spring 2020, these systems will include three new fields for providers to enter time

for the services provided to their recipient(s):

- Start Time: The time of day the provider performed the first IHSS service
- End Time: The time of day the provider completed the last IHSS service
- Location: Where the provider has performed IHSS services—Home, Community, or Both

Care providers must complete their timesheets online through the Electronic Services Portal (ESP) using a computer, laptop, tablet, smartphone, or by using the Telephone Timesheet System (TTS) to enter their hours.

Since IHSS services are often performed on and off throughout the day, providers will continue to be paid based on the hours and minutes they enter in the 'hours worked' section on their timesheet, not the time between their start time and end time each day.

To learn more visit www.cdss.ca.gov/inforesources/esp/ehelp or call (866) 376-7066.

Keep Yourself Safe During Outbreaks

By Edith Gong

In February 2020, an outbreak of the respiratory disease Novel Coronavirus—also known as COVID-19—began spreading around the globe, causing fear and uncertainty to be felt by many. While caution and concern are justified during outbreaks of this nature, especially within the higher risk category, the risk to most is low if common sense practices are followed.

When an illness is spreading through a community, those in the higher risk category should take extra precautions. Higher risk individuals are those over the age of 60, vulnerable young, elderly, immune-compromised populations, and people—regardless of age—with underlying health conditions including cardiovascular disease, diabetes, cancer, heart disease, or chronic lung diseases like COPD, as well as those with severely weakened immune systems.

The Centers for Disease Control and Prevention (CDC) expects that reported cases of coronavirus will increase in the coming weeks. COVID-19 spreads between people who are in close contact—within about 6 feet—through droplets sprayed when an infected person coughs or sneezes. Therefore, it is vital to practice social distancing and to follow the county’s shelter-in-place guidelines.

Whenever possible, higher risk individuals should not go outside. Germs spread by those infected by the COVID-19 virus can live in the air or on surfaces for between three and seventy-two hours. If possible, ask your caregivers, family, friends, or neighbors to do your shopping for you, or order supplies online and request “no contact” delivery.

The best way to prevent any illness, including the flu and coronavirus, is to use universal precautions. You and your caregiver should:

- Wash hands first thing after entering a consumer’s home.
- Avoid large crowds and close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home if you feel sick or have symptoms such as fever or cough.



- Have medications on hand in case you need to stay home for a long time.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Wash your hands often with soap and water for **at least 20 seconds**, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
 - If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

If you become ill, you should contact your doctor first to let them know about your symptoms; they will tell you what you should do.

In instances of a viral outbreak, it is important to stay informed by proper news sources. The best source for up-to-date information on health concerns in our local community is the Santa Clara County Public Health (SCCPH) website at sccgov.org/sites/phd.

Explore Your Creativity

By Shannin Prather

Creative hobbies such as drawing, sewing, painting, knitting, baking, wood carving, and playing music are great ways to enjoy your time when conditions make it difficult to be outdoors. Creating something with your own hands, imagination, or even coming up with an idea for someone else to use is a great way to engage your mind and provide focus and enjoyment while staying indoors.

“When we are involved in (creativity), we feel that we are living more fully than during the rest of life,” Psychologist Mihaly Csikszentmihalyi said during a TED talk in 2004. These creative activities, known as “crafting”, have been shown to help relieve anxiety, depression and chronic pain. Crafting can help people relax, build confidence, improve motor skills, and even slow memory loss.

Crafting can be simple and inexpensive, and can easily involve using recycled items that have little to no cost. In fact, many household items that you might normally throw away can be repurposed to fit a new and imaginative purpose. For example, an old t-shirt can be refashioned into a reusable shopping bag: cut off the sleeves, sew the bottom hems together, widen the neck hole, and use the sleeve holes as handles. Voilà!

Whether you love painting with watercolors from the dollar store, building something out of wood scraps, scrapbooking treasured photos, or creating a poem or song for a loved one, let your creativity flow! It’s a great way to stay healthy and engaged during stressful times. To find more inspiration, phone a crafty friend or browse the internet. You can find many wonderful ideas at [pinterest.com](https://www.pinterest.com), [popsugar.com](https://www.popsugar.com), [instructables.com](https://www.instructables.com), or by typing “DIY” (Do It Yourself) into your internet search bar.

Helpful Telephone Interview Tips for Consumers

By Angelina Soria

Public Authority Services by Sourcewise has a registry of care providers to help In-Home Supportive Services (IHSS) care recipients who need to hire a care provider. The Registry does this by matching the individual needs of the recipient with the availability and skills of providers from the Registry’s database.

When matches are made, the Registry sends a list of provider names to the recipient. At times perfect matches cannot be made, so the Registry will send names who match the needs as closely as possible in the hopes a compromise can be made.

It is the recipient’s responsibility to contact the providers from the list, interview them, and decide who to hire.

The first step in working through a list of potential providers is to do a telephone interview. Follow these helpful tips for successful telephone interviews:

- Be friendly and respectful.
- Give a brief description of your IHSS care needs.
- State the number of hours you need worked and give an idea of the desired schedule.
- Ask questions about the provider’s caregiving background.
- Ask what the provider enjoys about being a caregiver.
- If the person is a good fit, schedule them for an in-person interview.
- Thank them for their time and interest, even you feel they are not a good fit.

If you leave a voicemail or call from a restricted number, be sure to speak your name and phone number clearly and distinctly.

Call the Registry for another list of names if the current list is not working out for you. You can reach the Registry by calling (408) 350-3251.

Get Involved in Developing California's Plan on Aging

The California Department of Aging has launched a new campaign, EngageCA, to help more Californians get involved in creating the State's Master Plan for Aging.

Your engagement, experience, and ideas are needed to help build the master plan. Share your vision for a system of services and supports—from health care to housing and transportation—that can support an age-friendly and disability-friendly California.

To contribute, go to www.engageCA.org

Join the IHSS Advisory Board

The In-Home Supportive Services (IHSS) Advisory Board is a group of volunteers, fifty percent of whom are current or past users of personal care assistance, appointed by the Santa Clara County Board of Supervisors and mandated by the State of California to provide ongoing advice and recommendations about IHSS.

Currently there are openings on the Advisory Board. If you are interested in learning more about the Advisory Board, you can attend one of the scheduled monthly meetings. Please contact Public Authority Services at: (408) 350-3286.

This is a great place to bring concerns about IHSS and how the service is being delivered. Meetings are generally held on the third Tuesday of every month from 11:30 a.m. to 1 p.m. and are open to the public.

Keep Contact Information Current

By Shannin Prather

It is vital that In-Home Supportive Services (IHSS) care recipients and IHSS care providers keep their contact information current.

If a recipient's contact information is outdated, the IHSS social workers cannot schedule the yearly evaluations of services and hours, nor can IHSS send information about changes to the IHSS program.

If a provider's information is not current, IHSS cannot send information about changes, recipients cannot make contact to hire from a Registry list, and Public Authority Services Training department cannot send information about available classes or class cancellations.

Changes in address or telephone number must be submitted in writing. When you move to a new address, or your telephone number changes, you must ask IHSS for a Provider or Recipient Change of Address and/or Telephone (SOC 840) form.

It is also important to make sure your voicemail box is not full. If your voicemail becomes full, IHSS and Public Authority Services by Sourcewise will not be able to leave a message for you when they call. Ask your mobile phone company how to delete voicemails if you are unsure how to do so.

Improve Overall Health Through Stress Management

By Ryan Gallagher

Since 1992, health professionals have dedicated the month of April to building awareness on the dangers of stress. Stress Awareness Month promotes public awareness on the causes and negative health issues associated with stress, strategies to relieve stress, and encourages open discussion on the effects of long-term stress to reduce the stigma associated with this growing health concern.



Everyday stresses about money, health, family, or even daily traffic jams can build over time and begin to feel overwhelming.

Long-term stress is linked to both mental health issues, such as anxiety and depression, and physical health issues like heart disease, immune system issues, digestive concerns, and sleep troubles.

If you have been experiencing stress, follow these tips to help manage your stress levels:

- **Stay hydrated.** Drinking plenty of water throughout the day prevents tiredness and dehydration, as well as helping you stay asleep at night. Lack of sleep can cause both physical and mental challenges. Consider setting alarms throughout the day as a reminder to drink water.
- **Prioritize time management.** Planning your days helps reduce stress by keeping you organized. In the beginning, this may be difficult; you may find that certain activities take more or less time than planned. The more you practice, the easier it will become.
- **Exercise.** Adding physical movement to your daily routine helps combat both physical and mental side effects of stress.

Speak with your doctor for more tips on how to manage stress.

Care Providers Needed

By Shannin Prather

There are currently more than 26,000 In-Home Supportive Services (IHSS) care recipients living in Santa Clara County, many of whom are looking to hire care providers.

If you know someone who has provided caregiving services in the past and would be a good fit as an IHSS Independent Care Provider (IP), let them know Public Authority Services by Sourcewise is always looking for more IPs to add to the Registry of available care providers.

The Registry sends lists of pre-screened and vetted IPs to IHSS consumers who need a provider.

There are currently more than 26,000 In-Home Supportive Services (IHSS) care recipients living in Santa Clara County, many of whom are looking to hire care providers.

Medical, dental, and vision benefits are all available for only \$25 per month to IHSS IPs who work more than 35 hours monthly. All IHSS IPs are eligible for a free VTA SmartPass to use buses and light rail in Santa Clara County, free training classes to improve their caregiving skills and are paid \$14.62 per hour.

Members of the Registry must complete the enrollment process, which includes a Department of Justice background check. People interested in becoming an IP can learn more by visiting the Registry page at pascc.org.



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

Members of the Public Authority Advisory Board

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