



# The Consumer Connection

Fall 2021

Public Authority Services  
by Sourcewise



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## IHSS Care Providers Must Enroll in Direct Deposit

By Shannin Prather

Beginning July 1, 2022, all In-Home Supportive Services (IHSS) care providers will be required to receive their IHSS paychecks through Direct Deposit. Providers do not have to wait until the deadline and can enroll in Direct Deposit anytime.

With the use of Direct Deposit, IHSS paychecks are securely deposited directly into the provider's bank account or, for providers who do not have access to a bank account, onto a pay card of the provider's choice. No more lost paychecks, check cashing fees, or waiting for funds to clear in the bank!

**No more lost paychecks, check cashing fees, or waiting for funds to clear in the bank!**

There are two ways to enroll in Direct Deposit. An IHSS care provider can enroll online on the IHSS Electronic Services Portal (ESP) website—the same website used to complete

online timesheets. Alternatively, the Provider Direct Deposit Enrollment/Change/Cancellation Form (SOC 829) is available for download on the California Department of Social Services website or can be requested from IHSS.

When completing Direct Deposit enrollment, providers will need to have their routing and bank account—or routing and pay card account—information available. For assistance finding the routing and account number, providers should contact their bank or pay card provider.

It takes about 30 days for providers to start receiving Direct Deposit payments after successfully enrolling. While waiting for Direct Deposit to start, providers will continue to receive payment via paper check.

Providers working for multiple IHSS recipients must complete a separate Direct Deposit enrollment for each recipient. If a recipient pays a provider directly

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# Care Providers Needed

By Shannin Prather

There are currently more than 28,000 In-Home Supportive Services (IHSS) care recipients living in Santa Clara County (SCC), 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 to hire a provider.

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 throughout SCC and are eligible to attend free training classes to improve their caregiving skills.

In SCC, IPs are currently paid \$15.62 per hour, with the possibility of overtime. Two wage increases are scheduled for early 2022, which will bring the wage up to \$17.62 per hour.

Members of the Registry must complete the enrollment process—including a Department of Justice background check—on the SCC Public Authority Services website. People interested in finding work as a care provider can learn more and complete a Registry Interest Form by visiting the Registry page at [pascc.org](https://pascc.org).

## Reduce Energy Bills and Increase Safety

Pacific Gas and Electric Company's (PG&E) Medical Baseline Program enables customers with qualifying medical needs, especially those who rely on electricity for their medical equipment, to save money on monthly utility bills. This PG&E program also helps customers to stay safe during wildfire season by getting additional notifications before a Public Safety Power Shutoff.

Eligibility for the program is based on medical conditions or needs that cause the customer to be dependent on life-support equipment at home and not based on income.

Life-support equipment includes any medical device used to sustain life, including mobility devices prescribed by a doctor.



Applications for the program are available in 13 languages. For details on qualifying medical conditions and to obtain a program application, visit [pge.com/medicalbaseline](https://pge.com/medicalbaseline).

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(Advance Pay), the recipient does not need to sign up for Direct Deposit. However, providers are encouraged to sign up for Direct Deposit to receive their payments for Overtime, Travel Claim and Sick Leave.

Providers who have general questions about Direct Deposit can call the IHSS Service Desk Monday through Friday, 8 a.m. to 5 p.m. (excluding holidays) at (866) 376-7066.

# Are Nutritional Supplement Drinks Right for You?

By Shannin Prather

Poor nutrition due to lack of nutrients is a common issue among older adults. When appetites decrease it can be difficult to encourage ourselves to eat. As an alternative, many people turn to nutritional supplement drinks, such as Boost or Ensure, as a replacement for meals. However, these drinks are not a complete source of nutrition.

There are a variety of conditions that could cause decreased appetite, such as ulcers, thyroid disease, dementia, difficulty swallowing, depression, dulled senses of smell and taste, and even ill-fitting dentures. Rather than immediately turning to a supplement, talk with your doctor to address any underlying problems.

If foods in liquid form are easier to consume, try making your own smoothies with wholesome, fresh ingredients like real fruits and vegetables. Try adding a spoonful of nut butter, half an avocado, or a handful of spinach to a blended drink for a boost of nutrients and healthy fats.

If it is determined that nutritional drinks are needed, check nutrition labels to ensure the drink will address your specific needs and consult with your doctor when deciding what type of supplement to use. There are several potential benefits to adding nutritional drink supplements to your diet, such as:

- High calorie count to help slow unintended weight loss. Supplemental nutrition made up of a balance of protein, carbohydrates, and fat may be the easiest way to take in calories.
- Helpful source of nutrients. Supplement drinks also contain calcium, vitamins, and fiber.
- Ready-made and easy to consume. For those who have swallowing difficulties or find food to be less appealing, these drinks may help you get the needed calories and vitamins.



Despite these benefits, there are some concerns to be aware of, such as:

- High sugar content. Check nutrition labels for both “total” and “added” sugars. Check to see if a protein or fruit is listed first on the nutrition label, instead of sugar or corn syrup.
- Digestive upset. Unless balanced with solid food, relying on these supplemental drinks can cause digestive issues like diarrhea.
- Medication interactions. Nutritional drinks often contain high amounts of vitamins and minerals that can negatively interact with prescription medication. Check with your doctor or pharmacist before deciding on a nutritional drink supplement.
- Supplements are not the same as whole foods. Drinks that are fortified with minerals, vitamins, and supplements still do not contain all the nutrients that whole foods provide.

Supplementing with a nutrition drink as a snack or single meal is not harmful to your body, but finding real foods to make up most of your diet can lead to the best source of nutrition and overall well-being.

# Prevent Traumatic Injuries

By Hongngoc Nguyen, SCVMC Injury Prevention Coordinator

Each year, several thousand Santa Clara residents are treated at the Santa Clara Valley Medical Center (SCVMC) Trauma Center for falls and car-related incidents. Falls and car crashes can cause serious injuries, such as bone fractures, spinal cord injuries, and brain injuries. These injuries can cause life-threatening bleeding, which can result in death.

According to the Centers for Disease Control and Prevention (2017), an older adult dies every 20 minutes from a fall, and more than 20 older adults are killed in car crashes each day. Falls and car-related incidents are injury-causing events that can be preventable.

Follow four safety tips to prevent traumatic injury events:

- 1. Exam your eyes and hearing annually** – Poor vision and hearing loss are major factors for falls and car collisions for older adults. Schedule and keep your annual eye and hearing exams. Ensure eyewear and hearing aids are in good working conditions.
- 2. Review medication side effects with your doctor** – Medications can cause dizziness, sleepiness, or blurred vision. These symptoms can impair your ability

to drive safely or affect your balance while walking.

- 3. Practice mindfulness** – Fully focus your attention on what you are doing in the moment. Avoid using a cell phone, reaching for items, or doing other activities while driving or walking.
- 4. Learn safety skills to prevent injuries** – You can take various injury prevention classes at SCVMC for free. A Matter of Balance, a fall prevention program, provides techniques to overcome your fears of falls and exercise activities to improve balance and muscle strength. Lastly, the Stop the Bleed class can teach you basic skills to control life-threatening bleeding. SCVMC also offers webinars for aging drivers to learn how aging and health impact driving and provide safe driving strategies.

For more information about Injury Prevention Programs, call Hongngoc Nguyen, SCVMC Injury Prevention Coordinator, at (408) 885-3054 or visit [eventbrite.com/o/santa-clara-valley-medical-centers-trauma-department-34239892153](https://eventbrite.com/o/santa-clara-valley-medical-centers-trauma-department-34239892153).

# Connect to Peer Respite and Storytelling Programs

By Shannin Prather

Gardner Health Services, serving Santa Clara and San Mateo residents, is offering two free programs to older adults looking for friendly peers to connect and engage with.

The In-Home Peer Respite program is a six-month program which connects adults 60 years of age or older with peers who perform weekly, friendly visits. During the visits, participants will receive companionship while engaging in simple activities. Activities may include crafts, board games, walks, gardening, and more.

The Storytelling program is a three-month program for adults 60 years of age or older which encourages participants to talk about their life. The purpose of the program is to help older adults feel connected and understood, building self-esteem and exploring their history while sharing their life story.

Both programs are free of charge and no health insurance is needed. To learn more about these programs, contact Teresa Sims, Program Supervisor at Gardner Health Services at (408) 568-7829.

# Save Money on Your Water Bill During Droughts

By Shannin Prather

Amid intensifying drought and record-breaking temperatures across the Western United States, California has called on its residents to voluntarily reduce their water use by 15 percent with simple measures to protect water reserves and to help maintain critical flows for fish and wildlife wherever possible.



Santa Clara County is currently listed among several other counties on California's emergency drought declaration. To lessen water usage, residents can take simple actions such as reducing landscape watering, running dishwashers and washing machines only when full, finding and fixing leaks, installing water-efficient showerheads, and taking shorter showers. Conserving water minimizes the effects of drought and water shortages, and also reduces your water bill.

The Valley Water website offers drought and water saving information and resources,

including rebates for home improvements and access to free indoor conservation tools like efficient showerheads and faucet aerators. For more information and resources, check out the "Drought/Saving Water" tab menu at [valleywater.org](http://valleywater.org).

The Lawn Busters Program can help qualifying households reduce water use by replacing lawns with attractive, drought-resistant landscape design.

Lawn Busters is a partnership between Our City Forest and Valley Water which provides subsidized on-site assessments and landscape design, planting, and quality-assurance follow up. This program is available to qualifying Santa Clara County homeowners who are 60 years of age or older, low-income, have a disability, or are a United States veteran.

For additional information, or to apply, visit [ourcityforest.org/lawnbusters/](http://ourcityforest.org/lawnbusters/).

## Enroll in Free ESL Classes

By Raji Visvanathan, FUHSD Coordinating Teacher

The Fremont Union High School District (FUHSD) Adult School in Cupertino, in partnership with Public Authority Services, offers In-Home Supportive Services care provider training classes in English, Mandarin, Spanish and Vietnamese.

The FUHSD Adult School also offers several other classes for free, including English as a Second Language (ESL) and a new ESL Health Foundations class specific for Health Care providers. In the Health Foundations class, students can learn English while learning medical terms with a focus on pronunciation. FUHSD also offers free Adult Diploma, GED programs, and free Citizenship classes.

If you or your care provider is interested in one of these free classes, visit [fuhsd.org](http://fuhsd.org) or call (408) 522-2700. Spanish speakers can call (408) 522-2733 and Chinese speakers can call (408) 522-2716.



# 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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