



The Consumer Connection

Fall 2022

Public Authority Services
by Sourcewise



Inside this Issue

On-Call Registry Safety Net

Prepare for Medicare Changes in 2023

Get Social with Therapeutic Recreation Services

Dial 9-8-8 for Crisis Support

IHSS Care Provider Appreciation

Resource Highlight: Stroke Awareness App

Add Your Voice to the IHSS Advisory Board

On-Call Registry Safety Net

By Edith Gong

Public Authority Services launched the On-Call Registry (OCR) on October 1, 2022, replacing the Urgent Care Registry service. This service is a state-mandated backup provider system for eligible In-Home Supportive Services (IHSS) consumers who unexpectedly find themselves temporarily without an Independent Care Provider (IP).

The OCR is made up of existing IHSS IPs from the Registry. When working on-call hours, IPs are paid an additional \$2 per hour on top of their In-Home Supportive Services wage.

The program is available to consumers who:

- Are in need of personal care services and, without services, the consumer's health and safety are in jeopardy (may result in emergency services or out-of-home placement).
- Are transitioning to in-home care and need temporary assistance until a permanent IP can be hired.

Consumers are eligible for up to 80 hours of OCR services per fiscal year (July - June). For severely impaired consumers, an exception may be granted for up to 160 hours. IP vacations are not covered by the On-Call Registry, only unexpected and urgent needs. Consumers should continue to use family, friends, neighbors, or other trusted sources for assistance when their regular IP is unavailable for a day or two.

The On-Call Registry cannot guarantee that a backup provider will be available, but Public Authority Services will work hard to find an IP for temporary assistance. Consumers can request On-Call Registry service by calling (408) 590-0834 Monday through Friday, 8 a.m. - 5 p.m., excluding national holidays.

Prepare for Medicare Changes in 2023

By Marcelo Espiritu

The Medicare Annual Enrollment Period (AEP) is open now through December 7, 2022. The Sourcewise Health Insurance Counseling & Advocacy Program (HICAP) offers services by appointment over the phone and by video conference. Face-to-face appointments are now available at select community centers and libraries.



Each year, drug and managed health plans may change premiums, benefits, and out-of-pocket costs (like deductibles and copayments/coinsurance) for the upcoming 2023 year as described in your September “Annual Notice of Change”. The AEP allows existing Medicare recipients to look at their previous Medicare selections and adapt as needed:

- Change, enroll in, or drop a Medicare Part D prescription drug plan (PDP).
- Enroll in or change a Medicare Advantage (MA) Part C HMO or PPO plan for its extra benefits and managed network.
- Leave the managed Medicare system of MA Part C and instead use Original Medicare, a PDP, and Medigap for a greater physician, provider, or facility flexibility.

HICAP Counselors can help you review changes, identify options, and help arrange your Medicare. To meet your needs for 2023, HICAP will host AEP presentations called “Medicare’s 2022 Annual Enrollment Period and Updates for 2023” via Zoom and at various community organizations throughout the county to keep you informed about the latest plan options and changes.

To prepare for an appointment, create a Medicare.gov account, especially if you take several medications. You can then view your Medicare history, including a list of recently filled prescriptions. HICAP Counselors can more quickly help you find the lowest cost drug plan on the Medicare.gov Plan Finder.

Save money on Medicare Part D drug costs through the Low-Income Subsidy program (also called “Extra Help”). To qualify for partial Extra Help, monthly income must be less than \$2,061 for singles and \$2,289 for couples. Or apply for Medi-Cal, which includes Extra Help for Medicare recipients and has similar income limits.

Sourcewise HICAP counseling is free, unbiased, and available to Medicare eligible Santa Clara County residents. To attend “Medicare’s 2022 Annual Enrollment Period and Updates for 2023” presentations, visit the Sourcewise website at mysourcewise.com/calendar. To schedule a one-on-one counseling session with a HICAP counselor, visit our Medicare Counseling Appointments webpage or speak with a Community Resource Specialist at (408) 350-3200, option 1 for more information.

Get Social with Therapeutic Recreation Services

By Shannin Prather

The City of San Jose's Parks, Recreation & Neighborhood Services Therapeutic Recreation Services (TRS) provides recreation and education to enrich the quality of life for individuals with disabilities. TRS focuses on abilities, rather than disabilities and is made of three major components: Citywide All Access Sports and Recreation (AASR), the Grace Art and Wellness Program, and Inclusion Services.

The aim of Therapeutic Recreation Services is to enhance independence, improve social skills, increase self-esteem, and connect individuals and families with community resources.

The All Access Sports and Recreation program, available for children and adults with developmental, cognitive, and physical disabilities, offers weekly wheelchair sports programs which provide competitions, clinics, and camps.

The Grace Art and Wellness program is a therapeutic recreation center which serves adults with mental illness and other cognitive disabilities. The program is dedicated to creating a space of safety, acceptance, and meaningful engagement. Members are provided with support in maintaining and improving their mental health and functioning through recreation and expressive arts.

Through engaging classes, fun virtual activities, and uplifting wellness conversations, the staff at Therapeutic Recreation Services are committed to providing participants a safe space where they feel empowered to have fun, make friends, and learn something new.

To learn more, visit the [Therapeutic Recreation Service's webpage](#) by clicking on the PRNS directory in the Residents Parks & Recreation information at www.sanjoseca.gov.

Dial 9-8-8 for Crisis Support

By Shannin Prather

The 988 Lifeline is now active across the United States. This lifeline has been designed as an easier number anyone can dial to receive confidential support when experiencing suicidal, mental health, and/or substance use related crisis.

The 988 Lifeline, previously known as the National Suicide Prevention Lifeline, provides free, confidential support 24 hours a day, seven days a week. When Californians dial 988, they will be directed to one of 13 Lifeline crisis call centers, routed based on the caller's area code. If a local crisis center is unable to take the call, the caller is automatically routed to a national backup crisis center.

Established in 2005, the lifeline engages in a variety of initiatives to improve crisis services and advance suicide prevention for anyone. The lifeline receives ongoing guidance from national suicide prevention experts, consumer advocates, and other stakeholders through the Lifeline's Steering Committee, Consumer/Survivor Committee, and Standards, Training and Practices Committee.

[Individuals who are worried about a loved one who may need crisis support can also use 988 to receive guidance and support. To reach the 988 Lifeline, individuals can call or text 988 or chat online at \[988lifeline.org\]\(http://988lifeline.org\).](#)

IHSS Care Provider Appreciation

By Shannin Prather

November is National Caregiver Appreciation Month, which serves as an excellent reminder to recognize and honor those who care for individuals needing assistance with tasks of daily living and more. The caregiver community is truly an inspiring group of individuals dedicated to assisting with the special needs of those who are aging, disabled, or have ongoing medical conditions.

Caregivers provide essential services that can help their care recipients to remain living safely in their homes. A caregiver's day can be long and demanding, both physically and emotionally.

According to Family Caregiver Alliance, it is estimated that around 65 million Americans are providing care for a loved one or other individual with a chronic disease or disability. Many of these caregivers, especially those caring for a significant other, are managing the spectrum of caregiving unassisted and with no training or medical background.

In-Home Supportive Services (IHSS) care providers help the most vulnerable in our community to remain living safely in their homes. IHSS care providers may work long hours, perform physically demanding tasks daily, and place the needs of others above themselves. In Santa Clara County, there are more than 30,000 individuals who have chosen to accept this responsibility.

This November, in honor of Caregivers Appreciation Month, join Public Authority Services by Sourcewise in finding opportunities to uplift the IHSS care providers we know and show them gratitude for their efforts.

Resource Highlight: Stroke Awareness App

Learning the signs, symptoms, and risk factors of a stroke can help save a life. Stroke is the fifth leading cause of death in the U.S. and yet most people do not know how to recognize a stroke when it is happening. The Stroke Awareness Foundation created a free mobile phone app to help clearly identify stroke signs and symptoms.

The Stroke Awareness Foundation app explains the signs of a stroke in simple graphics, calls 911 directly, instantly sends a text alert to three emergency contacts at the click of one button, and can show you the location of the nearest certified stroke center, nationwide.

The app is available for iOS and Android devices and is available in English, Chinese, Spanish, and Vietnamese. Visit the App Store or Google Play store to download this free resource.



Add Your Voice to the IHSS Advisory Board

Mathew Lubinsky, IHSS Advisory Board Chair

Did you know you can help make In-Home Supportive Services (IHSS) better? Most IHSS consumers may not realize there is an IHSS Advisory Board (AB) for the Santa Clara County (SCC) IHSS program. This board advises the SCC Board of Supervisors (BOS) on what is going on with IHSS and what the county can do to help improve it, and I would like to invite you to participate.

As an IHSS care recipient, I started coming to advisory board meetings over three years ago. I learned of the board when discussing IHSS issues while waiting for an adaptive physical education course to begin. Unbeknownst to me, the person I was talking with was an AB member and he encouraged me to attend a meeting. While most of the meeting covered consumer and provider statistics and such, it also covered programs and information about IHSS. I found it helpful to learn what direction our elected officials were moving the program toward. These board member's opinions were going to ensure the state heard from consumers of IHSS.

I decided to join the advisory board. I knew I could give experienced opinions since I've been with IHSS for some time. This was important to me as I felt my opinions differed from many of the AB members at the time. As an AB member, I've met and talked with a few of our county supervisors. I'm happy to say that they are very supportive of our issues. Being a part of the system now, I feel my voice is being heard a little bit better.

I am currently the chair of Santa Clara County's IHSS Advisory Board and, in August of this year, I submitted a list of issues affecting IHSS consumers and recommendations to the SCC BOS.

I encourage others to join us for a meeting to share opinions and consider becoming an AB member. We currently meet the third Tuesday of every month over Zoom. Hopefully, when pandemic restrictions subside, we will continue using Zoom alongside in person meetings.

For information on how to join an AB Meeting, please contact Public Authority Services at (408) 350-3206 or send an email to painfo@pascc.org.

Sincerely,

A handwritten signature in black ink, appearing to read "Mathew Lubinsky". The signature is written in a cursive style with some loops and flourishes.

Mathew Lubinsky



Public Authority Services

by Sourcwise



Public Authority Services by Sourcwise www.pascc.org
Phone: (408) 350-3206 Fax: (408) 296-8340 E-mail: info@pascc.org

Important Phone Numbers

Public Authority Services by Sourcwise

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

Sourcwise Information & Awareness

Information on available services in Santa Clara County.
(408) 350-3200, option 1

Members of the Public Authority Advisory Board

Emilio Carrillo
Joyce Felix
David Forderer
Beverly Lozoff

Mathew Lubinsky
(President/Chair)
Darcy McCann

Terri Possley
(Ex-Officio Member)
Janie Whiteford