



The Consumer Connection

Spring 2023

Public Authority Services
by Sourcewise



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Prevent Slips, Trips & Falls

By Vi Lam

Spring is here and cleaning is in session! When tidying your space, it is important to identify areas of risk for slips, trips, and falls and take action to prevent accidents. The Centers for Disease Control and Prevention estimate three million people age 65 and older are treated in emergency rooms for fall injuries each year.



Falls can happen to anyone, regardless of age. Anyone can take steps to reduce fall risk.

First, make sure rooms are well lit. Declutter rooms by tossing or donating items you do not need. Ensure all cords are out of walking paths by moving them against walls, removing unused cords, or bundling cords together. Mats and rugs can be secured to floors with double-sided rug tape to avoid folded corners that can cause tripping.

Consider installing grab bars and tall toilets in bathrooms, and non-slip stair nosing or strips to aid in preventing slips and falls. Beds should be easy to get in and out of. Doorknobs should also be checked to see if they are easy to grip and use.

Focusing on your health with yearly vision check-ups, working on strength and balance, incorporating daily movement like tai chi, and being aware of medication's side effects, can also help with fall prevention.

For more tips and to learn about the free home-based Farewell to Falls program for adults 65 years and older, visit stanfordhealthcare.org/for-patients-visitors/farewell-to-falls.html.

Explore Benefits from Care Management by Sourcewise

By Emily Nagaonkar, MSW

Sourcewise—Santa Clara County’s Area Agency on Aging—Care Management programs support adults in Santa Clara County with care resources and options. The skill and knowledge of the diverse care managers make it possible to serve clients from many cultural and language backgrounds.

The Care Management team works with clients and their loved ones to assess their situation and develop a personalized plan that fits their social, physical, and budget needs. Sourcewise offers three care management programs:

Multipurpose Senior Services Program (MSSP)

MSSP works with frail older adults who need additional supportive services. The focus is on helping the client remain living safely at home. MSSP care managers monitor, guide, and support clients and their caregivers.

The program includes yearly assessments by care managers and nurses, referrals to a variety of community resources, and can also help with the cost of hygiene supplies, transportation, emergency response systems, and more.

To be eligible, adults must be 65 or older and receive Medi-Cal benefits with no share-of-cost in Santa Clara County.

Enhanced Care Management (ECM)

The ECM program, launched in 2022, provides a whole-person approach to care that supports high-need Medi-Cal recipients. ECM takes a team approach to providing in-depth care management services.

In ECM, a lead care manager helps clients navigate medical appointments, connect with health providers, and support chronic health needs. Referrals for community services are made for housing, food, and other benefits. Clients receive regular



home-visits to ensure continual health and well-being.

To be eligible, adults must be 18 or older and be a member of managed care Medi-Cal via Santa Clara Family Health Plan or Anthem Blue Cross.

Community Supports (CS)

The CS program, launched in 2023, provides Nursing Facility Transition and Diversion services. CS helps individuals live in a community setting and avoid institutionalization. The program focuses on helping patients in care facilities shift back into the community and prevent placement into skilled nursing facilities.

The CS team helps with discharge planning and transition to appropriate placement. Financial assistance for care costs at Residential Care Facilities is also available.

To be eligible, adults must be 18 or older and receive Medi-Cal Anthem Blue Cross benefits with no share-of-cost in Santa Clara County.

To learn more about eligibility and how to apply for the programs, contact the Care Management team at (408) 350-3226 or via email to caremanagement@mysourcewise.com.

Find Your Path to Good Sleep

By Shannin Prather



Getting quality sleep can be a key part of mental and physical well-being. It is a common myth that older adults need less sleep than younger adults. However, as we age, certain health conditions may affect sleep patterns and quality. Lack of proper sleep can increase a persons' risk for serious medical conditions and lower overall quality of life.

Steps can be taken to improve sleep habits and quality. Everyone's needs are different and finding what works best for you is a good starting point for improving sleep.

Does your body want six hours or eight hours of sleep? Does your body work best when taking two-hour naps throughout the day instead of sleeping for a longer period at night?

Would a change in eating or drinking habits near bedtime improve your sleep? Would changes in your sleep environment, such as temperature, light-level, or use of white-noise, help?

If you struggle to feel rested after sleeping, consider making some changes until you learn what your body and mind need. It is also advised that avoiding looking at screens—such as televisions, computers, and smartphones—before bed can help your mind more easily drift to sleep. Being more active during the day can also prepare your body for sleep.

Learn more about getting the sleep you need by visiting [cdc.gov/sleep/features/getting-enough-sleep.html](https://www.cdc.gov/sleep/features/getting-enough-sleep.html) and [nia.nih.gov/health/good-nights-sleep](https://www.nia.nih.gov/health/good-nights-sleep).

In Emergencies, Contact 911

By Vi Lam

Calling 911 is the preferred and fastest way to get help in an emergency. However, in Santa Clara County (SCC), a person can also text to 911 dispatchers.

Texting 911 is ideal for:

- Individuals who have hearing loss or speech difficulties
- Situations where it is not safe to make a voice call to 911
- Medical emergencies that make speech impossible

To text, simply enter the numbers 911 (no dashes or spaces) in the "To" field. The message should include the address and type of emergency (police, fire or medical). Then push the "Send" button. Be prepared to answer text questions from the dispatcher. Messages should be simple, brief, and not include abbreviations.

Dispatchers cannot track your location when you use your cell phone. It is very important to know the address of your emergency or be able to describe the location using streets and landmarks, such as "the Safeway parking lot on Hamilton Avenue, by Citibank."

For medical emergencies, do not hesitate to call 911, especially in a potentially life-threatening situation. No fees are charged for contacting 911 unless you are transported by an ambulance. The responding fire department will have paramedics who can help decide if you need to be transported to the hospital.

The SCC Fire Department offers free medical emergency training classes and other informational courses. Visit [sccfd.org/education-and-preparedness-overview/safety-information-referral-assistance/9-1-1-emergency/](https://www.sccfd.org/education-and-preparedness-overview/safety-information-referral-assistance/9-1-1-emergency/) for information on 911 procedures.

Ease Challenges with Positive Self-Talk

By Shannin Prather

People do not enjoy being talked down to or made to feel bad about mistakes. Most often, when a mistake is made that a person owns up to and apologizes for, they are forgiven, comforted, and supported by those around them. However, we are often less forgiving to ourselves than we are to others.

There is power in the way we think about and treat ourselves. Our thoughts can have a direct impact on our well-being. Our thoughts can also impact the way we view the world and our circumstances.

Self-talk refers to the words, phrases, and stories we tell ourselves. Stressful thoughts can lead to a negative view of our situation and may cause harsh self-talk directed at oneself, a care provider, other people, or life in general.

Negative self-talk might sound like “I can be so dumb sometimes,” “The universe is against me,” “I’m a burden,” or “I can’t handle this.” These invasive thoughts can make the body tense up, cause stress and high emotions, and may stop a person from looking for solutions.

Fortunately, the opposite can also be true. Viewing situations in a positive way can help one face obstacles calmly, rationally, and even make it easier to cope with challenges.



“Reframing” is a method used to shift how a situation, challenge, or person—including oneself—is being treated. Reframing uses positive self-talk to create a sense of strength and empowerment but does not mean “sugar-coating” or ignoring issues. Reframing means shifting focus to finding solutions or managing the situation.

When you notice yourself saying something negative in your mind, stop that thought immediately by saying “Stop.” The next time a thought like that comes up, reframe it into action-oriented questions like:

- How can I handle this?
- How will this be possible?
- What can I do differently to avoid this in the future?

Community Resource Highlight: Well Connected

Well Connected is a national phone and online community that brings people together to explore, learn together, and share experiences. It is a virtual community center for individuals who have difficulties leaving their homes.

Over 3,500 members from across the country join educational, fun, and engaging groups from the comfort of their homes. Well Connected members can play a game, learn a language, write a poem, go on a virtual tour, meditate, share stories, get support, and, most importantly, connect and engage with others every day across the country.

All groups are accessible by phone or online. Well Connected is a Front Porch Community Service and is available, free of charge, to adults aged 60 or older. To learn more or explore their catalog of groups and classes, visit covia.org/programs/well-connected/ or call (877) 797-7299.

Helpful Care Provider Interview Tips for Consumers

By Shannin Prather

The first step in establishing a successful consumer/care provider relationship is interviewing potential caregivers over the phone and in-person.



Begin with an interview over the telephone. If you leave a message for a provider, or call from a blocked/restricted number, be sure to speak your name and phone number clearly so they can return your call. Be sure your voicemail box isn't full in case they also need to leave you a message.

During the phone interview, give important information about your needs, such as your IHSS authorized services and hours and the schedule you want the provider to work.

If you are interested in the care provider after the phone interview, invite them to interview in-person so you can get to know them better.

When interviewing, avoid asking personal questions about marital status, age, or religion. You are looking for information about their experience and qualifications.

Some appropriate questions would be:

- How long have you been a caregiver?
- What types of services have you provided to previous clients?
- Have you had any training?

The answers to these questions will help you decide if the provider is right for you.

Spring Clean Your Medicine Cabinet

By Shannin Prather

The spring-cleaning routine often includes dusting, scrubbing, and decluttering. In addition to tidying around the house, getting rid of expired prescriptions and over-the-counter medications can keep you and your family safe.

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

Tips for cleaning out your medicine cabinet:

- Check dates. Get rid of anything 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.

Take extra care when discarding medications. To prevent environmental harm and make sure the medicine does not get into the wrong hands—including wildlife—do not dump expired medicine into the trashcan or flush them down the toilet. Instead, remove or scratch out personal identifying information and dispose of them safely. Your local pharmacy, police department, or Drug Enforcement Agency may be able to assist in safely disposing of medications.

National Prescription Drug Take-Back Day is an annual event scheduled every April. Prescription Drug Take-Back Day is an 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 nearby collection site, you can visit sccmeds.org, call (800) 882-9539, or visit dea.gov/takebackday.



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

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