



Public Authority Services  
by Sourcewise

# Annual Report

2022-2023



# LETTER FROM ADVISORY BOARD CHAIR

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**Dear IHSS Public Authority Governing Board:**

On behalf of the IHSS Advisory Board of Santa Clara County, I am pleased to report the accomplishments of Public Authority Services for fiscal year 2022/2023, as well as fulfilling our legal mandate to provide recommendations for IHSS program improvement.

After the 2019 Harvey Rose audit, IHSS was approved to hire three new social worker units over two fiscal years, bringing the total to 115 social workers. However, as many as 16 social workers were deployed as disaster services workers through 2021 and language skill needs made vacancies difficult to fill. With the county deleting nine approved and unfilled positions during the budget process, IHSS is left with only 106 social worker positions.

The State is paying federal penalties for Santa Clara County's assessment non-compliance; counties of larger size are meeting their requirements. Current social worker caseloads range between 340-350 consumers per social worker. The already high social worker caseloads may increase beyond 400 without additional staff and, for many consumers, the time between assessments has already lengthened from 12 to 24 months. The Advisory Board urges the Board of Supervisors to reinstate funding to support this vital program.

In-person participation at Advisory Board meetings remains difficult for some board members. One member is considering resignation due to paratransit issues, which is exactly the type of perspective needed on the board. We need the Board of Supervisors to support our recommendation to work with the legislature to amend the Brown Act, allowing for hybrid participation at Advisory Board meetings without the current limited restrictions.

Thank you,

A handwritten signature in black ink that reads "Mathew Lubinsky". The signature is written in a cursive style.

**Mathew Lubinsky, Chair  
IHSS Public Authority Advisory Board**

# LETTER FROM SOURCEWISE BOARD CHAIR

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**Dear IHSS Public Authority Governing Board:**

On behalf of the Board of Directors of Sourcewise, we are pleased to present the Public Authority Services by Sourcewise (PA) annual report for FY 22-23.

In addition to working with key partners such as the Advisory Board, California Department of Social Services (CDSS), California Association of Public Authorities (CAPA), and California IHSS Consumer Alliance (CICA), PA has forged new partnerships with Housing and Behavioral Health staff at Supportive Housing locations in the County and the Vietnamese American Service Center with the goal to reach harder to serve populations.

PA was fully open for in-person provider enrollment appointments, fingerprinting, large group orientations at the Service Employees International Union (SEIU), and home visits by care coordinators for the entire fiscal year; a full 18 months before the end of the disaster declaration.

The Enrollment, Registry, and Benefits teams experienced staff turnover in Q2 and Q3, and recruiting was especially difficult given workforce challenges: high inflation, fewer applicants, and less competitive wages. Despite this, PA exceeded several performance metrics over last fiscal year: +18% new providers enrolled, +34% care providers added to the Registry, +10% new Registry consumers, +36% Registry interventions, +14% care providers trained, and +9% inbound calls.

In addition, the Public Authority is participating in the innovative statewide Career Pathways initiative designed to improve care provider skills. There have been 105 classes in just five months.

We look forward to our continued partnership and the opportunity to serve IHSS consumers and providers with quality support and services.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Jeff Tepper'.

**Jeff Tepper, President  
Sourcewise Board of Directors**

# CONTENTS

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Letter from Advisory Board Chair	2
Letter from Sourcewise Board Chair	3
Introduction	6
Acknowledgement	6
In-Home Supportive Services Public Authority Mandates	7
In-Home Supportive Services Advisory Board	7
Communications	8
IHSS Independent Provider Enrollment	10
Enrollment Growth, Progress, and Challenges	11
Public Authority Registry	12
Benefits Administration	16
Independent Provider Training	17
Consumer Training	19
Continuous Process Improvement	20
Recommendations to the Board of Supervisors 2023	21
A Profile of IHSS Consumers	22
A Profile of IHSS Providers	23





## INTRODUCTION

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Public Authority Services (PA) in Santa Clara County is delivered through a management service agreement between the County and Sourcewise. Beginning in 1999, the partnership aims to offer consumers and independent care providers of In-Home Supportive Services (IHSS) enhanced access to services.

This report showcases a summary of activities and service growth accomplished and challenges overcome throughout Fiscal Year (FY) July 1, 2022–June 30, 2023; all of which were accomplished through the valuable partnership between Sourcewise and Santa Clara County.

Recommendations are provided within this report from the IHSS Advisory Board to the Santa Clara County Board of Supervisors to enhance IHSS in Santa Clara County.

## ACKNOWLEDGEMENT

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Public Authority Services by Sourcewise would like to acknowledge the Public Authority Advisory Board members: Emilio Carrillo, Joyce Felix, David Forderer, Beverly Lozoff, Mathew Lubinsky, Darcy McCann, Terri Possley (Ex-Officio Member), and Janie Whiteford for dedicating their time to advocate and learn more about In-Home Supportive Services (IHSS); as well as providing insight and sharing advice with PA, IHSS, and the County Board of Supervisors.

PA also thanks Sourcewise team members: Edith Gong, Shannin Prather, Ross Graham, Angelina Soria, Dulce Rojas, Ryan Gallagher, Chris Smith, Kathryn Chittavong, and Jose Benitez for their assistance in the completion of this report.

*“My mother has dementia, and it has been very stressful for me. Thank you for your compassion and care for clients like my mother. I hired a provider from the Registry and she is wonderful.”*

— Tillie, Son of consumer

## **IN-HOME SUPPORTIVE SERVICES PUBLIC AUTHORITY MANDATES**

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**Assembly Bill 1682 (1999-2000) requires each Public Authority to:**

- Provide a registry to assist IHSS consumers in locating suitable independent providers
- Screen independent providers listed within the Registry
- Provide access to training for IHSS consumers and independent providers
- Act as the employer of record for collective bargaining
- Negotiate wages, benefits, terms, and conditions of employment for independent providers serving IHSS consumers

Public Authority Services by Sourcewise provides all the above in Santa Clara County in addition to managing the enrollment process for IHSS Independent Providers.

## **IN-HOME SUPPORTIVE SERVICES ADVISORY BOARD**

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The IHSS Advisory Board is a state mandate for Public Authorities. The Advisory Board is composed of nine members, 51 percent of whom are current or past users of IHSS or personal care assistance. The Advisory Board studies, reviews, evaluates, and provides recommendations to the IHSS PA Governing Board, PA staff, and IHSS County Administrative staff. The Advisory Board also advocates for consumers and providers as they interact within various components of the IHSS system.

# COMMUNICATIONS

As a fundamental point of access for In-Home Supportive Services (IHSS) related information and services, the Public Authority Services (PA) website is a cornerstone in the IHSS Independent Provider (IP) and consumer processes. The website ([pascc.org](http://pascc.org)) provides educational information on all PA services, including but not limited to:

- Enrollment for new IHSS Independent Providers
- Independent Provider health benefits
- Application process to join the PA Registry
- IHSS policy updates
- Educational resources

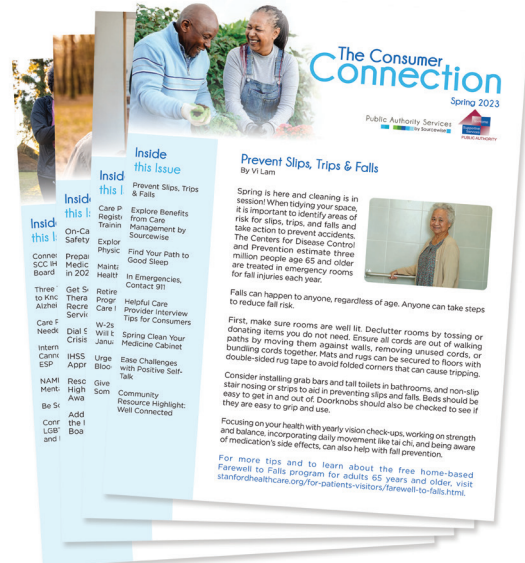
In December 2022, translation capability was added to the PA website, allowing page visitors to select their preferred language for their needs.

The News and Updates section on the PA website homepage highlights important information, updates, and resources. During FY 2022/2023, this section included information about the July 2023 implementation of the Electronic Visit Verification requirement, electronic and telephonic timesheet registration, information on obtaining Emergency Protective Gear (masks and gloves), and recruitment outreach for the PA Registry.

## Newsletter

Every quarter, PA publishes *The Consumer Connection* newsletter. The newsletter provides educational material for IHSS consumers and includes articles on health and well-being, community resources information, and IHSS program updates. The newsletter is mailed to all Santa Clara County IHSS consumers.

With access to this information, consumers can take full advantage of the IHSS program and enhance their ability to live safely at home. Published newsletters are available on the PA website: [pascc.org](http://pascc.org).



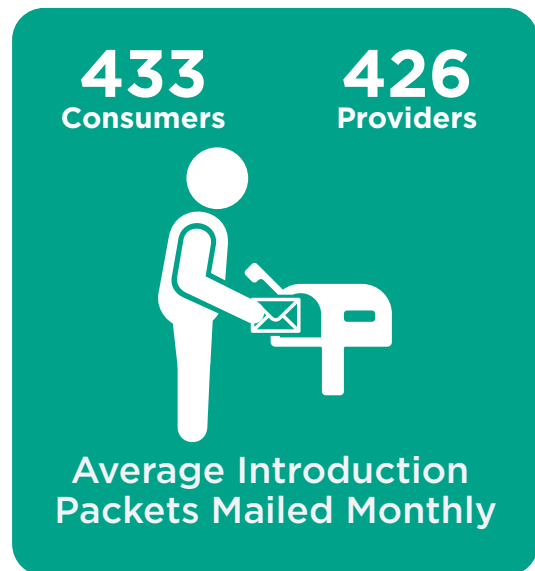


## Program Introduction Packet

Each month during FY 2022/2023, an average of 433 consumers and 426 IPs in Santa Clara County were welcomed into the IHSS program. PA sends both an email and mail introduction letter to new consumers and IPs upon entry to the program. The introduction letter informs consumers and IPs about services provided by PA, including the On-Call Registry; provider Medical, Dental, Vision, and Valley Transportation Authority's SmartPass benefits; Training; and Registry assistance for hiring an IP.

## Training Class Schedules

Twice per year, PA assembles a training schedule of free classes available to all IHSS IPs in Santa Clara County. To help reduce costs in FY 2022/2023, an email announcement with a link to the class catalog PDF was sent in lieu of printing and mailing individual catalogs. Between the two semesters, the emails invited a total of 57,345 Santa Clara County IPs to take advantage of the free training classes. The current class catalog is available on the website: [pascc.org](https://pascc.org).



# IHSS INDEPENDENT PROVIDER ENROLLMENT

Public Authority Services (PA) is responsible for administering the enrollment process of Independent Providers (IPs) into the Santa Clara County In-home Supportive Services (IHSS) program.

As required by law, several steps must be completed for IPs to be eligible for payment from IHSS. In Santa Clara County, the provider enrollment process begins on the PA website ([pascc.org](http://pascc.org)) using a computer, tablet, or smart phone.

Online steps include:

- Creating an account to access the IP Enrollment Center
- Completing enrollment forms
- Watching the State-required IHSS training videos
- Scheduling an individual appointment

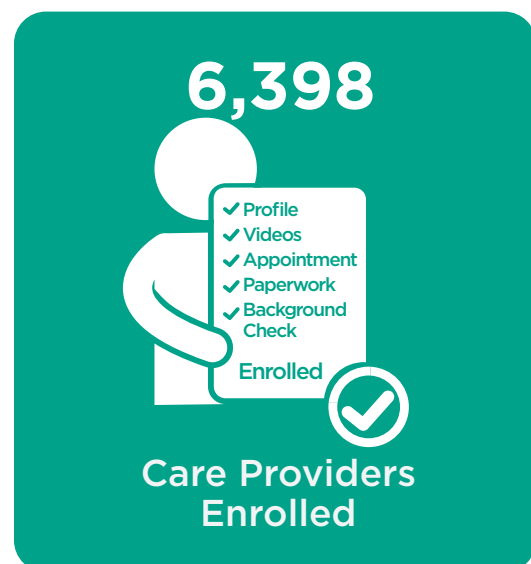
In-person requirements include:

- Attending a Group Orientation Meeting to learn about IHSS, PA, and Service Employees International Union (SEIU) Local 2015. PA staff travel to SEIU to facilitate these weekly meetings.
- Going to an individual appointment held at the PA office, where IPs briefly meet with an Enrollment Specialist to review the IPs' documents and sign their finalized provider forms.
- Getting fingerprinted for submission to the Department of Justice (DOJ) in order to pass a background check.

To correctly complete the necessary background check, IPs receive an IHSS specific Live Scan form during their individual appointment. With the supplied Live Scan form, IPs may choose to be fingerprinted anywhere in the State for a small fee (\$12-\$30).

In Santa Clara County, PA staff are also certified Fingerprint Rollers. When staffing allows, PA offers the convenience of fingerprinting on site, saving the IP from having to travel to another location.

The small PA Enrollment team is responsible for conducting a detailed review of any Criminal Offender Record Information (CORI) received because of the DOJ submission. These few authorized staff must review all initial DOJ criminal records, as well as all subsequent arrests and court dispositions of any actively enrolled IP, in relation to IHSS program standards.



# ENROLLMENT GROWTH, PROGRESS, AND CHALLENGES

Accomplishments reached in FY 2022/2023 included:

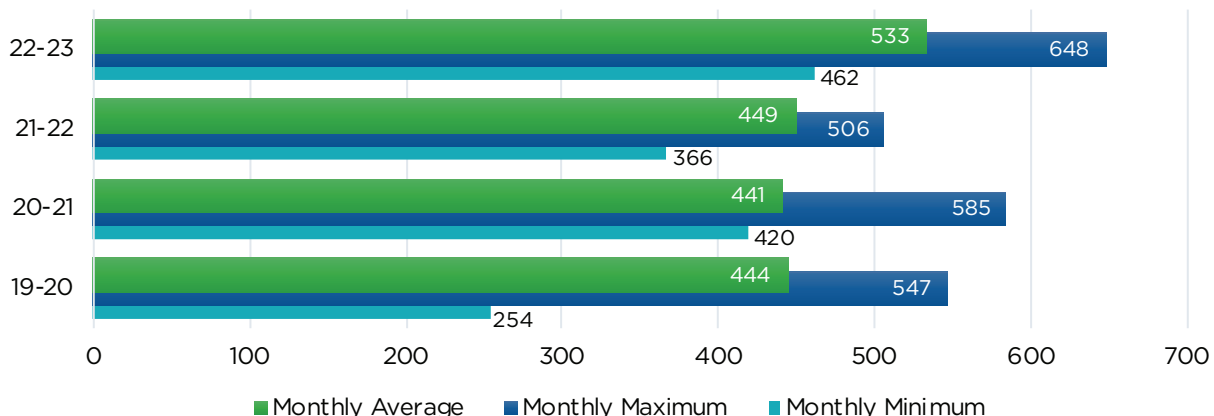
- Implementation of a reminder system enabling IPs to opt in for texted appointment reminders.
- Mailed reminder notices to IPs who complete their individual appointment but have not attended the required Group Orientation Meeting.
- 460 to 650 IPs enrolled by PA each month.
  - At the end of FY 2022/2023, over 31,767 IPs made up the IHSS workforce in Santa Clara County.
- Addition of Part-time Enrollment Clerk position to support lobby operations and facilitate on-site fingerprinting services.

Challenges faced in FY 2022/2023 included:

- As a growing amount of the population qualifies for Medi-Cal, more consumers are eligible for IHSS services, leading to an increase in enrollment of new and returning IPs.
- IP wait time for individual appointments increased to five weeks, on average, thereby frustrating providers and the consumers they are trying to serve.
- Return calls are being made within 24-48 business hours. Very few phone calls can be answered live due to the high number of individual appointments requiring the majority of the enrollment staff's time.

The disparity between workload and staffing has also led to a significant rise in administrative work, CORI reviews, records maintenance, and the time between an IP beginning the enrollment process and having access to timecards. The increase in workload is clear when comparing the more than 20% growth in IP enrollment in the past four years with the number of enrollment staff, which has remained at two full-time staff and one part-time.

Providers Enrolled Monthly



# PUBLIC AUTHORITY REGISTRY

The Public Authority (PA) Registry serves a crucial role in the safety and independence of In-Home Supportive Services (IHSS) consumers in Santa Clara County.

For IHSS consumers who lack the support of family or friends to assist them with all or part of their care needs, the PA Registry helps them find and engage competent, pre-screened IHSS Independent Providers (IPs).

Personalized lists are created of the closest matching available IPs for each consumer when they request Registry assistance. For an IP to appear on a consumer’s list, the matching process considers many factors, including:

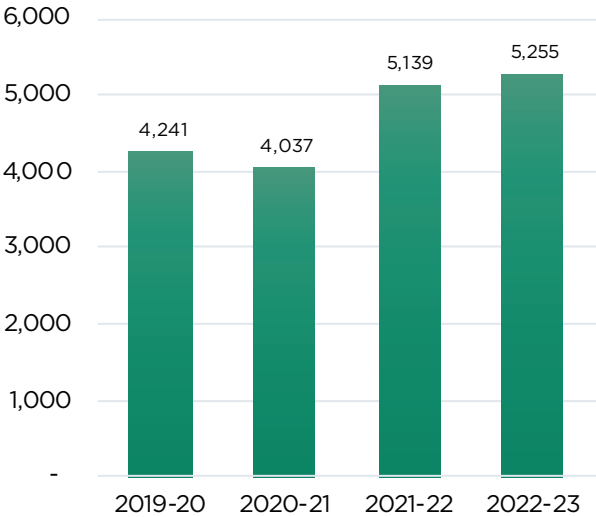
- Availability to assist according to the consumer’s desired work schedule
- Availability to travel to the consumer’s residence
- Readiness to carry out authorized tasks as requested by the consumer
- Readiness to work in the consumer’s environment (pets, smoking, etc.)

IP information is maintained and updated through mandated monthly check-ins, which ensure consumers have access to the most accurate list of available IPs.

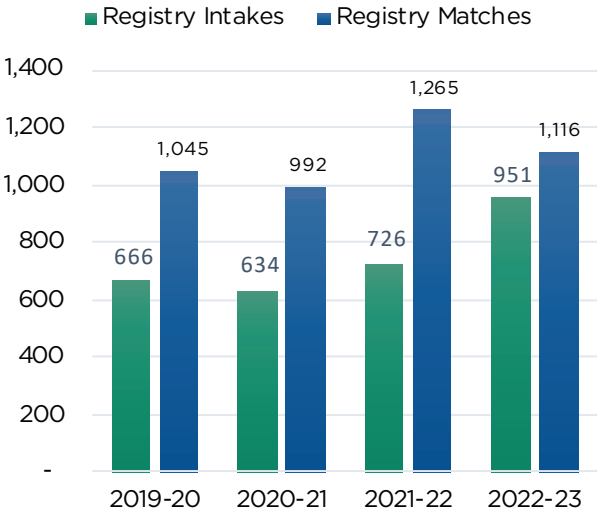
For an IP to qualify to be referred to consumers, they must undergo a rigorous screening, which includes:

- An interview with a PA Registry employee
- Submission of two verified references
- Attendance of a Registry Introduction Training
- Completion of the state-mandated enrollment process and background check

Regular Registry IP Lists



Registry Matches and Intakes



The ongoing workload involved in generating referral lists for customers is significant. During FY 2022/2023:

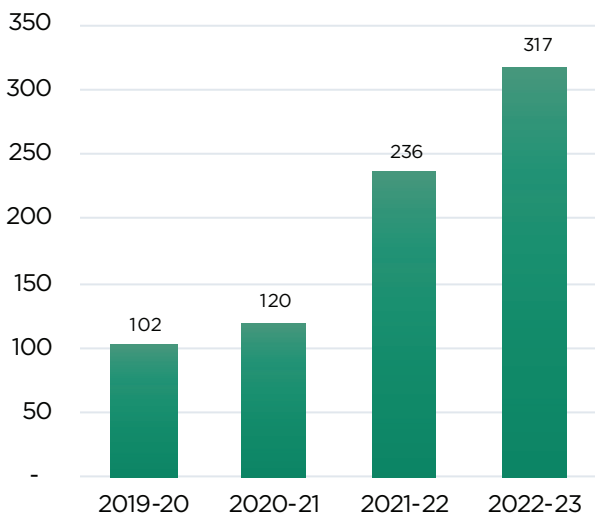
- 2,717 consumers received lists from the Registry
- 634 available IPs were listed on the Registry
- 317 IPs were added to the Registry
- 5,255 referral lists were created for consumers
- 1,116 successful matches were made between consumers and IPs from referral lists
- 951 new intakes were done for consumers asking for Registry services

The volume of calls made to the Registry continues to increase. Registry staff prioritize follow-up telephone calls to ensure service delivery and satisfaction. Consumers who leave voicemails seeking support receive a response within 24 hours, or the next business day.

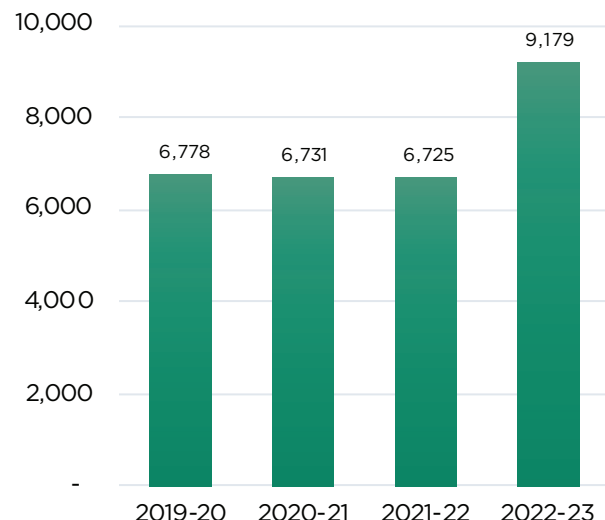
Through regular interventions, Registry professionals facilitate open discussions to address various challenges faced in the employer-employee relationship. Interventions between IHSS consumers and their IPs increased from 6,725 in FY 2021/2022 to 9,187 in FY 2022/2023; a 36% increase, as shown in the “Registry Interventions” chart.

In addition to regular Registry tasks, Registry staff facilitate distribution of Emergency Protective Gear (EPG) once per month, by appointment. Using or being listed on the Registry is not required to access EPG. In FY 2022/2023, PA distributed 2,080 glove pairs and 1,020 masks to IHSS consumers, and 3,860 glove pairs and 1,970 masks to IPs.

**Provider Added to Registry**



**Registry Interventions**





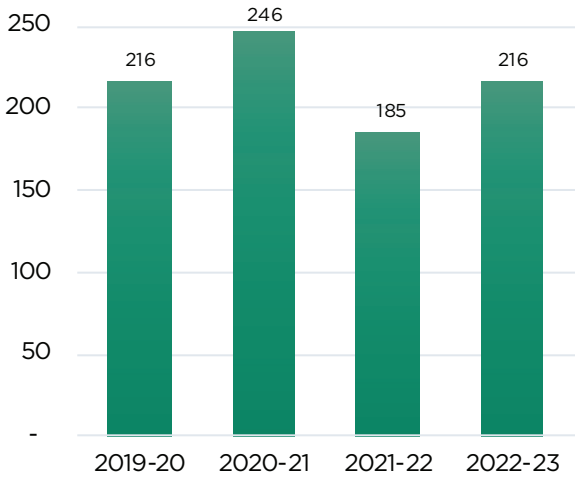
## Care Coaching

Care Coaching is an enhanced service provided by the PA Registry that offers support to consumers who may struggle with hiring tasks, such as interviewing, recruiting, training, and monitoring their IPs due to physical limitations, mental impediments, or other specific challenges. Care Coordinators (CC) can offer them one-on-one assistance.

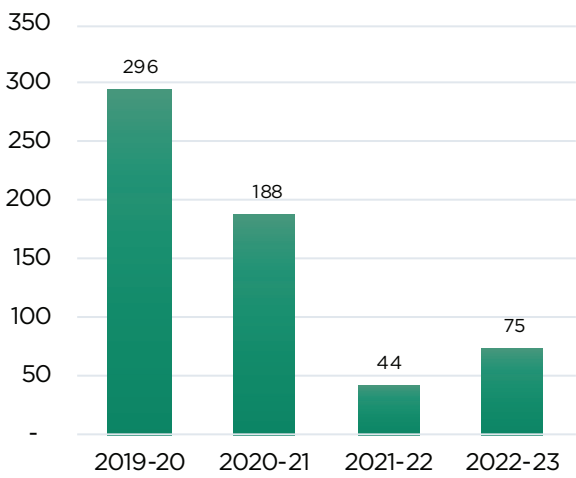
In FY 2022/2023, the Care Coaching program saw an increase in demand, with 216 new referrals from IHSS, care managers, and health care facilities.

Upon referral and qualification for Care Coordinators, clients are matched with a CC who visits them at home. In FY 2022/2023 Care Coaches were able to make 75 in-home visits with clients.

Care Coaching Case Referrals



Care Coaching Home Visits



*“I have worked in four other counties as a care provider and am amazed with Santa Clara Public Authority. You are so responsive and involved in making sure care providers are trained and prepared. I have not seen this level of professionalism elsewhere.”*

— Ari, Provider

## On-Call Registry

In October 2022, the Emergency Back Up Registry, which had been available to support consumers impacted by COVID-19, transitioned to the On-Call Registry (OCR), per a new state mandate.

The OCR is a safety net for qualified IHSS consumers who have a high need for personal care services and find themselves without a care provider due to being released from a skilled nursing facility or hospital, or whose IP is unable to provide needed care because of personal emergency or illness, or if the consumer has no family member or other resource to call on.

The OCR is made up of IPs from the regular Registry who are willing to work short-term assignments with little notice. When an IP fills an OCR need, they receive a \$2 per hour pay differential for those hours.

IHSS Consumers are limited to 80 hours per fiscal year of temporary assistance. For severely impaired consumers, exceptions can be made for up to 160 hours per fiscal year.

At the end of FY 2022/2023, 64 Registry IPs were listed on the OCR and had provided on-call services for two consumers. The consumers required OCR staffing multiple times, resulting in fulfillment of 97 hours of OCR services.



# BENEFITS ADMINISTRATION

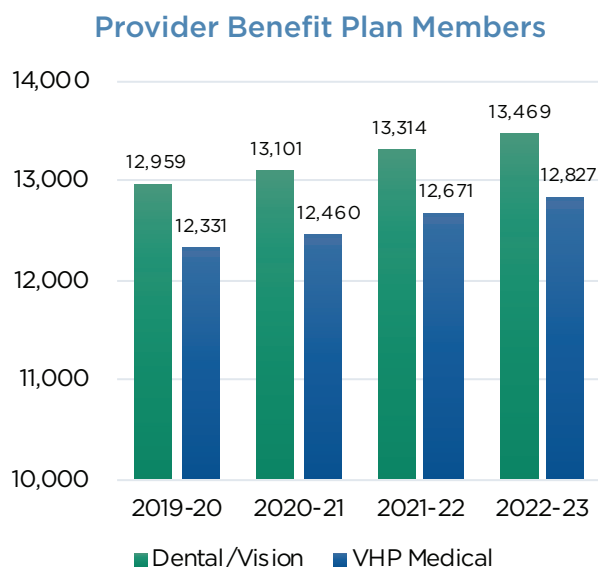
Public Authority Services (PA) is responsible for administering employment benefits for In-Home Supportive Services (IHSS) Independent Providers (IPs) in Santa Clara County.

PA Benefits staff members are currently handling responses to more than 1,800 telephone inquiries each month from the growing membership illustrated in the “Provider Benefit Plan Members” chart.

Benefits staff manages more than 250 applications per month and the collection of provider premiums through a payroll deduction and billing process.

Every month, PA Benefits staff help IPs gain access to benefits by:

- Notifying new IPs of eligibility for benefits
- Providing application forms
- Assisting with form completion
- Explaining benefit options
- Offering assistance via telephone, email, fax, and post



## Benefits for Independent Providers

IPs are eligible for medical, dental, and vision coverage. To qualify, IPs must be paid by IHSS for working at least 35 hours each month, for two consecutive months.

Benefits available to IPs include coverage through:

- Medical services Valley Health Plan (VHP)
- Dental and Vision services through Liberty Dental Plan and Vision Services Plan (VSP)
- Bus and light rail SmartPass with Valley Transportation Authority

IPs enrolled in medical benefits pay \$25 monthly as their share of the VHP medical premiums. There is no premium cost for IPs who enroll in the Liberty Dental and VSP benefits.

The medical benefits offered to IPs are a valuable part of their overall compensation. Medical coverage is provided by VHP with a \$0 copayment for prescriptions, office visits, and most medical treatments. Currently, Santa Clara County IHSS pays more than \$839 per month for each providers’ medical benefits. This is a 13% increase in premium cost over FY 2021/2022.

There is no cost for IPs who request the VTA SmartPass, which is available to all Santa Clara County IPs for use on bus and light rail transit in Santa Clara County.

# INDEPENDENT PROVIDER TRAINING

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Public Authority Services (PA) provides optional job development training classes for IHSS Independent Providers (IPs), at no-cost to the IPs. The curriculum was developed by PA to follow the consumer directed model of care.

The Life Enhancement Fund (LEF) is also available to Santa Clara County (SCC) IPs to reimburse them for pre-approved classes taken outside of the PA class offerings.

Along with PA's usual IP training curriculum of 15 class subjects, most of which are available online or in-person in English, Mandarin, Spanish, and Vietnamese, stand-alone sessions for Stroke Awareness classes were available during spring 2023. The Stroke Awareness classes were made possible through a partnership with Regional Medical Center of San Jose and the Stroke Awareness Foundation.

PA classes are available through valuable partnerships formed with organizations and adult schools including Fremont Union High School District Adult School; Milpitas Union School District Adult Education; Morgan Hill Community Adult School; Cancer CAREpoint; Santa Clara County Fire Department; and the Emergency and Health Training Center.

In addition to classes available for SCC IPs, PA began partnering with the California Department of Social Services (CDSS) and the Fremont Union High School District Adult School to facilitate and manage classes through the Career Pathways program. CDSS Career Pathways classes utilize PA's current curriculum to make online classes available to IPs Statewide beginning in October 2022.



*“Santa Clara course contents are top notch! Very detailed and accurate. This class [The Skilled Care Provider for Career Pathways] was great, thank you!”*  
— Hoonjung, Career Pathway

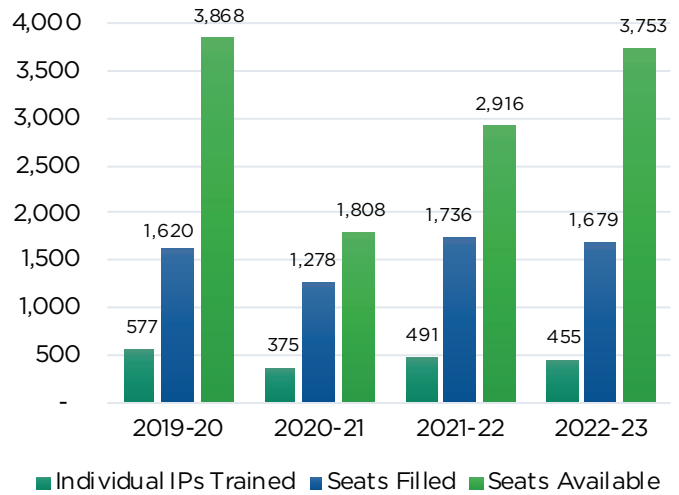
Accomplishments reached in FY 2022/2023 included:

- 27,426 emails sent to SCC IPs in August 2022 and 30,094 in January 2023 to announce opening of class registrations
- 5,082 emails were sent in August 2022 to IPs in Sunnyvale, Mountain View, Milpitas, Morgan Hill, and Gilroy, targeting these areas with a history of minimal class registrations and encouraging those IPs to register for classes
- 11,310 texts were sent in September 2022 to Mandarin, Spanish, or Vietnamese speaking IPs to remind them that class registrations were open
- 455 individual IPs in SCC attended training classes
- 1,679 seats were filled in PA classes
- 180 total PA classes were offered
- \$40,875 in incentive payments were made to SCC IPs for completing classes
- \$2,155 was reimbursed to a total of six SCC IPs through the LEF
- 791 IPs filled 2,117 seats in the 105 Career Pathways classes that were held

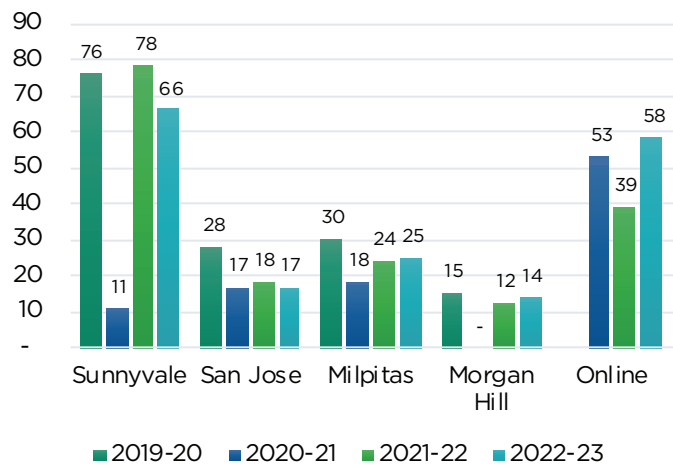
Challenges faced in FY 2022/2023 included:

- 23% of IPs registered for PA classes failed to attend
- 38% of IPs registered for Career Pathways classes failed to attend
- 42 out of the 180 PA classes offered were cancelled due to low registrations; Vietnamese language classes made up the majority of cancellations
- Administration for Career Pathways classes has created a significant increase in workload for the two staff members that make up the Training Department

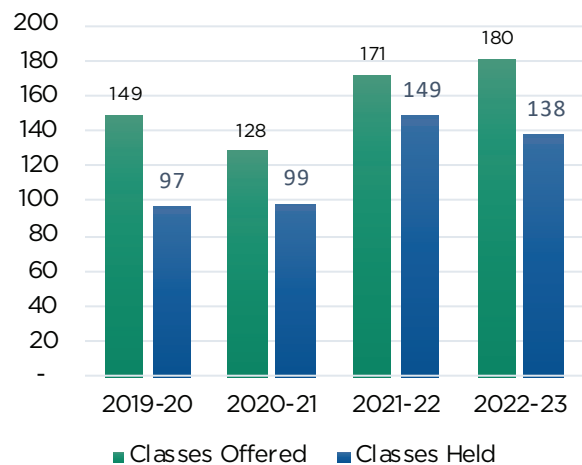
Number of IPs Trained



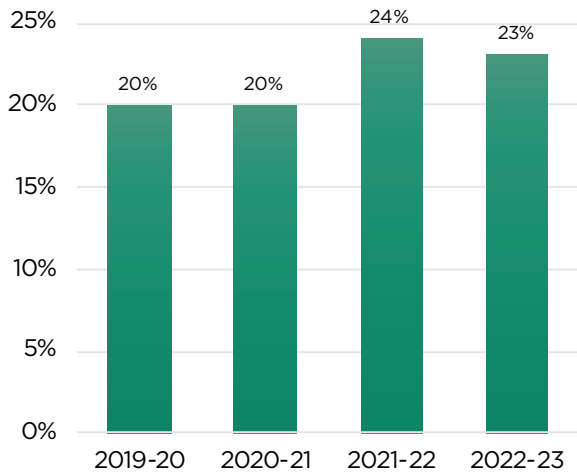
Number of Classes Offered by Location



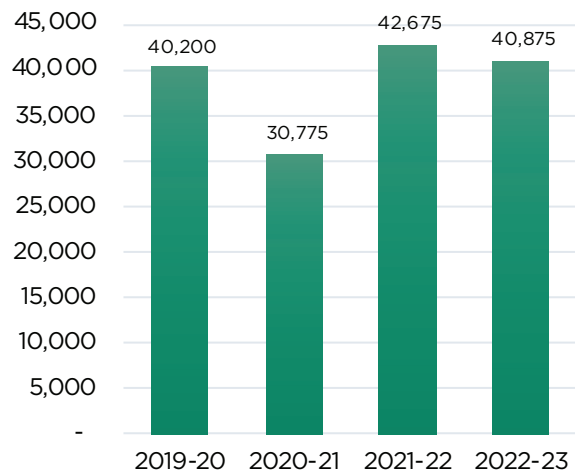
Number of IP Training Classes Offered vs Held



IP No-Show Percentage



Incentive Payments Made to IPs



## CONSUMER TRAINING

The PA website contains resources and educational materials for consumers, including Consumer Handbook Modules developed by the PA Advisory Board. The modules are available in English, Mandarin, Vietnamese, and Spanish.

All SCC IHSS consumers receive printed educational material through *The Consumer Connection* newsletter, which PA publishes and mails each quarter.

Due to budgetary constraints, the summer 2022 newsletter was cancelled. Although the summer issue was skipped, 90,150 newsletters were mailed to IHSS consumers in FY 2022/2023.



Archived issues of *The Consumer Connection* are on the PA website: [pascc.org](https://pascc.org).

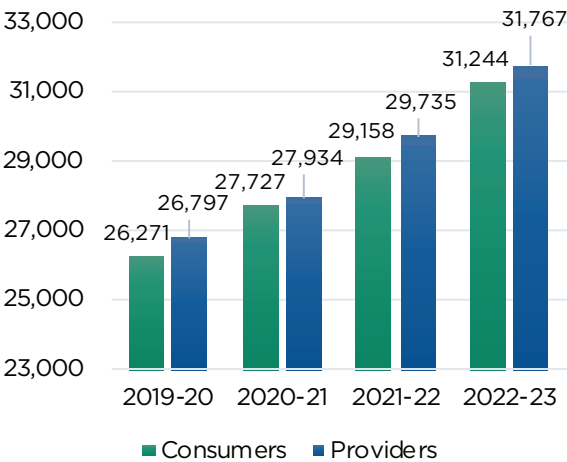
# CONTINUOUS PROCESS IMPROVEMENT

Public Authority Services continuously reviews and updates processes to improve efficiency and apply technology to enhance customer service. This applies to all aspects of effectively serving the needs of IHSS consumers and providers in Santa Clara County.

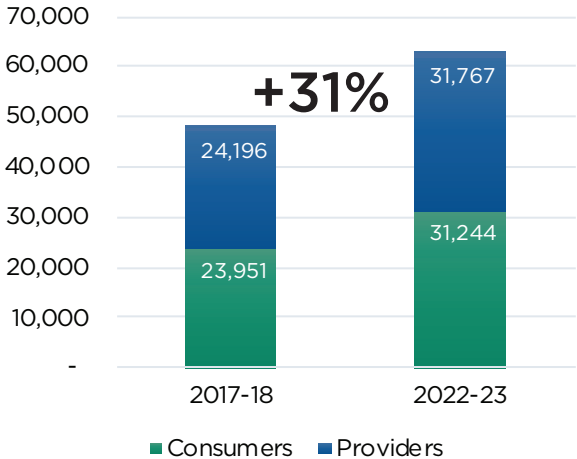
To accommodate the significant ongoing growth in the IHSS consumer and Independent Provider (IP) population illustrated in the “IHSS Program Growth” and “Five Year Program Growth” charts, Improvements to processes in FY 2022/2023 included:

- Translation capability added to the PA website
- Part-time Enrollment Clerk position added to assist with fingerprinting and lobby operations
- Notification of health benefits qualification sent to IPs via email
- Ability for IPs to pay medical premium using a credit card
- Email notification of class registration opening dates to all active IPs
- Emails sent to County areas with a history of minimal class registrations to encourage IP participation

IHSS Program Growth



Five Year Program Growth



*“Before the Registry, I was feeling alone and had given up! The Registry has given me the hope to get up and do so much more with a provider in place.”*

— Kevin, Consumer





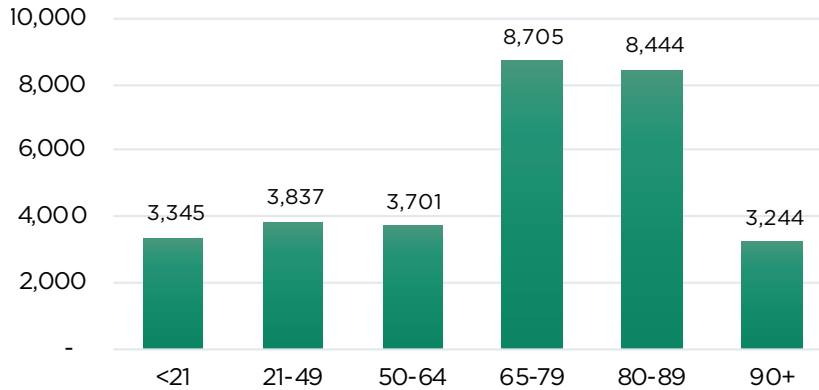
## RECOMMENDATIONS TO THE BOARD OF SUPERVISORS 2023

The IHSS Advisory Board respectfully submits the following recommendations for consideration by the Santa Clara County Board of Supervisors:

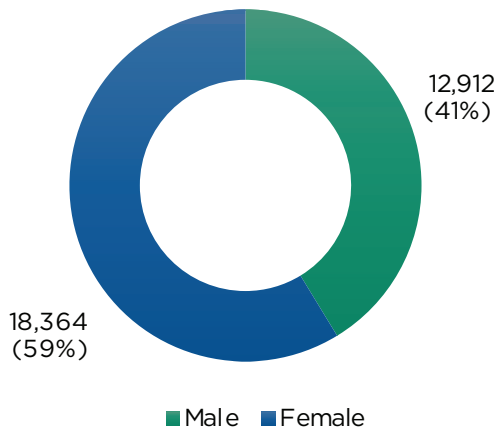
- **Support Changes to the Brown Act:** In-person attendance for all Advisory Board members is a huge challenge. We need the County to actively support and reach out to the legislature to ensure that Advisory Boards and other commissions be allowed to fully participate remotely and still reach a quorum. With the current law, there are months when our Advisory Board struggles to reach a quorum.
- **Commit to meet with IHSS Advisory Board Members:** Develop relationships between all members of the Santa Clara County Board of Supervisors and their appropriate aides to discuss concerns, challenges, and successes of the IHSS program. We would like to meet at least once a year with each Board of Supervisor member or their aide.
- **Increase Number of IHSS Social Workers and Resource Specialists:** To attain state and federal compliance for annual re-assessments, IHSS must be able to hire the social workers and add the unit(s) that were approved in the previous fiscal year. Being out of compliance affects the quality and integrity of the IHSS program and the vulnerable consumers in the program. We also request, once again, a resource specialist to assist social workers in finding and making referrals to social services programs that consumers may benefit from, such as housing, legal services, food insecurity, financial aid, paratransit, adaptive physical services, and social opportunities.
- **Implement Consumer Education/Training:** We continue to feel strongly that consumer education and training are vital for the on-going success of IHSS. Far too many consumers do not truly understand the intricacies of the IHSS program and their duties and responsibilities as a consumer. Mandated training, similar to the training that individuals must undergo during their enrollment to become IHSS Independent Providers, should be required of all consumers or their authorized representatives.
- **Establish Safety-net Payments for Providers:** A great many providers live paycheck to paycheck and suffer financially when their consumers become hospitalized, given the difficulty of finding temporary, short-term assignments with new consumers. Once again, we propose offering up to two weeks' pay for providers when their consumers are "on leave."

# A PROFILE OF IHSS CONSUMERS

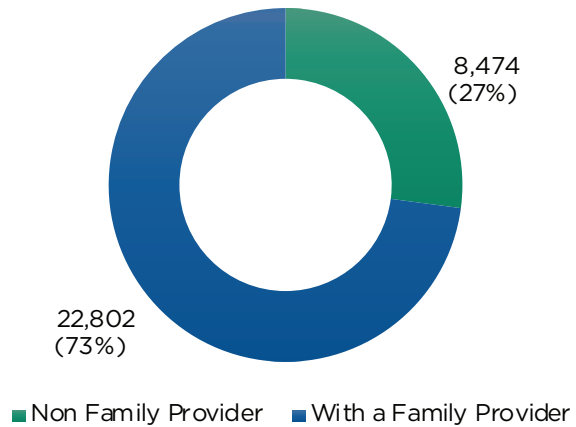
### Consumer's Age



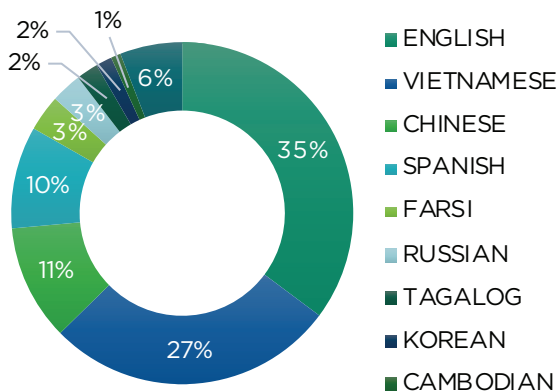
### Consumer's Gender



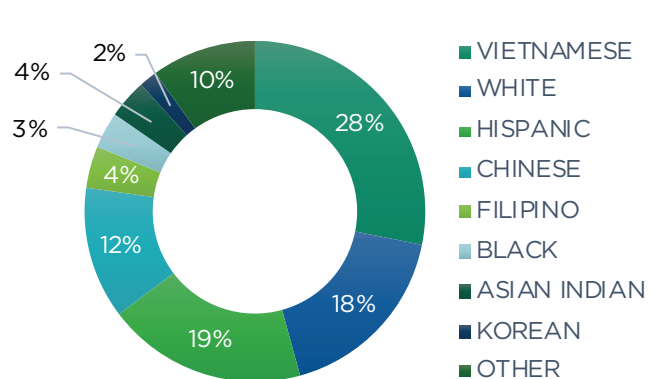
### How Many Consumers have a Family Provider?



### Consumer's Spoken Language

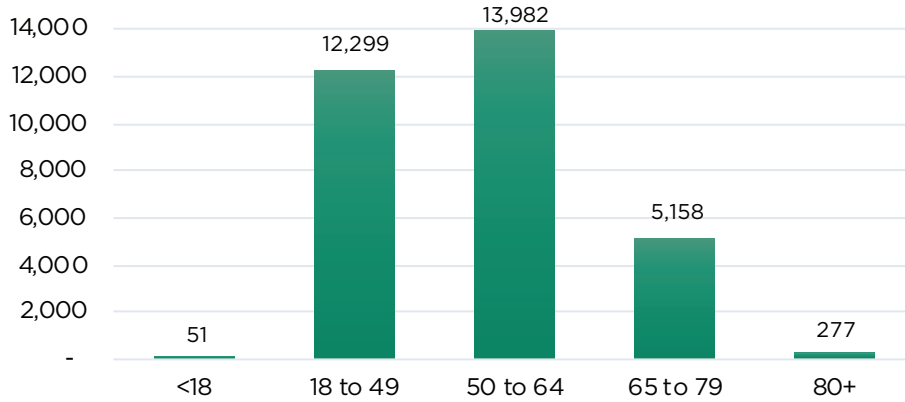


### Consumer's Ethnicity

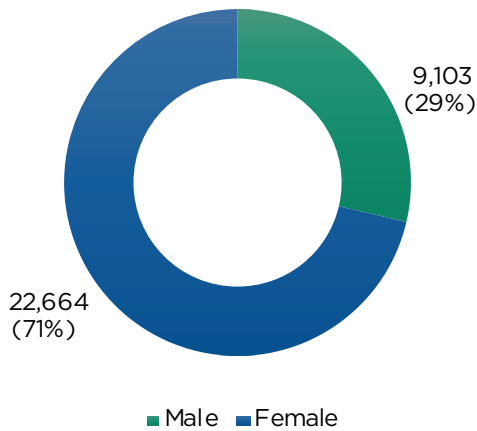


# A PROFILE OF IHSS PROVIDERS

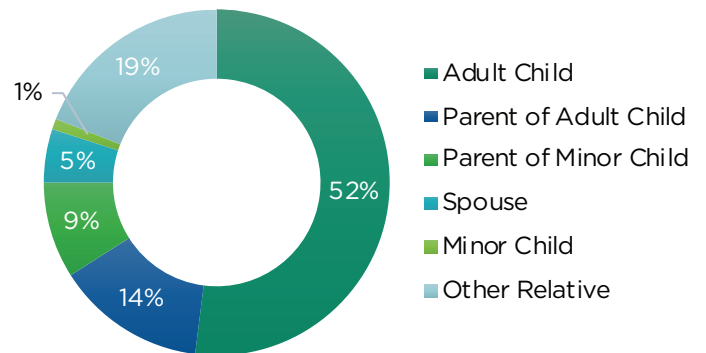
Provider's Age



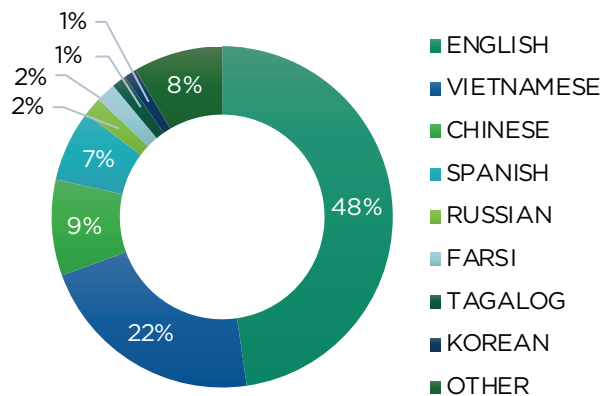
Provider's Gender



Type of Family Care Provider



Provider's Spoken Language



# Important Phone Numbers

## Public Authority Services by Sourcewise

Information concerning provider benefits, provider enrollment, training or other services of the Public Authority.

**P: (408) 350-3206**

**F: (408) 296-8340**

**[pascc.org](http://pascc.org)**

**[info@pascc.org](mailto:info@pascc.org)**

## 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**

## Sourcewise Information & Awareness

Information on available services in Santa Clara County.

**(408) 350-3200, option 1**

## 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**

## UNION SEIU Local 2015

Representing providers. Call for information about the Union and payroll deductions.

**(855) 810-2015**

## Members of the Public Authority Advisory Board

Emilio Carrillo  
Joyce Felix  
David Forderer

Beverly Lozoff  
Mathew Lubinsky  
Darcy McCann

Terri Possley  
(Ex-Officio Member)  
Janie Whiteford



## Public Authority Services

 by Sourcewise 

3100 De La Cruz Blvd, Suite 310  
Santa Clara, CA 95054

P: (408) 350-3206

[pascc.org](http://pascc.org)