



# The Consumer Connection

Fall 2016

Public Authority Services  
by Sourcewise



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## Overtime Exceptions

By Ross Graham

Exceptions to the IHSS overtime pay rules are possible. Under some conditions a consumer can ask the county to allow their provider to be paid more overtime than is usual on their case. Normally, to stay within the overtime limits, your provider does not work more than your “Maximum Weekly Hours,” which are your monthly authorized hours divided by four. However, if an unexpected accident, illness, or some other urgent problem requires extra work right away, exceptions can be requested and approved.

What kind of problem would allow an overtime exception?

It must be something unexpected that you couldn’t plan ahead for.

It must be something that cannot be safely delayed until some other week. It must directly affect the health or safety of the consumer.

If you need an exception to allow your provider to work more overtime than

normal contact the county overtime hotline at (408) 792-1600, then press 1 for recipients, then press 3 for overtime. This dedicated hotline is only for overtime questions or for overtime exception requests. Please call to request an overtime exception when you need one. Calling before your provider submits the timesheet that claims the extra overtime is important to avoid violations.

**Calling before your provider submits the timesheet that claims the extra overtime is important to avoid violations.**

Asking for an overtime exception does not increase the total monthly authorized hours on your case. If the provider is approved to work extra hours one week then they will need to work fewer hours in a

later week during the same month to stay within your total monthly hours.

We can help explain the overtime rules to you over the phone, and in-person classes are also available. If you have questions about overtime or overtime exceptions please call Public Authority Training Department at: 408-350-3220.

Your team at Public Authority  
by Sourcewise wishes you  
a joyous holiday season and  
a very happy new year



## Keep Your Home Warm This Winter

By Matthew Wong

Control your energy bills by keeping the warm air inside and the cold air outside. With a few simple steps, keep your home warm and cozy this winter without cranking up the thermostat.



Leaks and drafts (typically from doors and windows) are the most common way a home loses heat and can raise energy costs from 5% to 30% per month. You can fight against a rise in your energy costs with any of the following options: Open your curtains and let in sunlight during the day to benefit from the natural warmth of the sun. Close your curtains at dusk to help retain that warmth. Thick curtains that fall below the bottom of the windowsill are the most effective at keeping in the heat. Caulk windows frames to ensure a leak-proof seal. Use a draft guard or a rolled up towel at the bottom of doors will minimize drafts.

If your home uses a radiator, much of the heat it gives out is being absorbed by the wall it is mounted on. Installing insulating foil behind it will greatly help reflect warmth into your home. A word of caution: this will require you to remove your radiator so be sure you know the proper procedure. You can find this information online or by asking at your local hardware store, where you can also purchase the supplies needed, but seeking help from a professional is always the safest bet. If your home uses a forced-air system, such as a furnace, make sure you keep all vents clear of furniture, which can absorb heat and cause blockages and decrease efficiency, and check your air filter every three months. A clean filter will also help your furnace to work more efficiently and will keep your home free of dust and allergens.

When possible, position your furniture near internal walls to avoid drafts and cold from windows and exterior walls. If your headboard is positioned near an internal wall you may avoid waking up with a stiff neck or joints. Swapping cotton for flannel sheets is an effective way to stay warm at night.

Close off unused space. Close vents and doors to rooms that you do not use regularly. Using any of these ideas can keep the heat where it's needed most — with you and your loved ones!

# Enjoy a Stress-Free Holiday

By Jacky Topete

The holidays are a great time to reflect, visit, and enjoy time with friends and family. Although it is a festive time of year, at times the commotion of the season can seem overwhelming. Find ways to enjoy a stress-free holiday season. After all, it only comes once a year!

- Be realistic. Don't compare yourself or your current financial situation to others. Do the best you can with what you have.
- Great gifts don't always cost money. Expensive gifts are not required to make someone feel loved or appreciated. A thoughtful gift—such as an old photograph with a “remember when...” note; a handmade item; or an offer to help with an important task—can warm the heart more than anything else you can buy in a store.
- Plan ahead. Decide what you can do and prioritize what needs to get done. Make a checklist and begin completing tasks as soon as possible. Planning ahead and early action will keep you on track to enjoy the festive holiday season.
- Give back. Doing something nice for others is fulfilling and provides a sense of purpose. If you're feeling lonely or down, look into opportunities to volunteer your time and help others.

- Keep up with healthy habits and routines. Maintain your daily routine. Whether it's exercising or reading a book, be sure to make time for activities that you enjoy.
- Remember what's important. The holiday season is a time for friends, family, food, and fun. Don't allow materialism, lack of finances, or family differences to limit your enjoyment of this beautiful time of year.
- Focus on the positive. Life isn't perfect, and neither are the holidays. If we choose to focus on all that is good in our lives, we can enjoy the holiday season to the fullest. Practice gratitude.



## Silicon Valley Independent Living Center



Silicon Valley Independent Living Center (SVILC) is a nonprofit, non-residential organization serving people with disabilities in Santa Clara County. SVILC offers supportive tools and resources to help individuals to live independently. This community-member driven, nonprofit organization is operated by and for people with disabilities. SVILC is committed to the principles of self-advocacy, personal empowerment, and independent living; and advocates for policies that ensure equal access and opportunity for all.

Learn more about services and opportunities offered by SVILC: (408) 894-9041, [info@svilc.org](mailto:info@svilc.org), [www.svilc.org](http://www.svilc.org)

# Staying Healthy with Smart Food Choices: Pan Roasted Brussels Sprouts with Chicken and Bacon

By Shannin Prather

Finding healthy and delicious food options that are also affordable and easy to prepare can be a real challenge, especially during the holiday season. Pan roasted brussels sprouts with chicken and bacon is a healthy, inexpensive, and delicious one-dish alternative to the usual American-style holiday meal. This dish is rich in vitamins C and A, calcium, iron, and protein.

## Pan Roasted Brussels Sprouts with Chicken and Bacon

### Serving Size:

2 cups (prepared) = 646 calories (107 cal/fat, 92 mg cholesterol, 291 mg sodium, 46 g carbohydrate, 12 g dietary fiber)

### Cost:

About \$8.60 (based on current Walmart store brand prices)

### Time to cook:

10 minutes to prepare, 15 minutes to cook. Total: 25 minutes

**Yield:** 4 to 6 servings

### Ingredients:

- 8 oz (1/2 lb.) packaged, precooked, shredded chicken (\$3.00)
- 16 oz (1 lb.) bag brussels sprouts, halved lengthwise (\$2.40)
- 1/2 lb low-sodium bacon (\$2.50)
- 1 cup chopped onion (\$0.49)
- 1 1/2 tbsp olive oil (\$0.14)

**Optional:** Add 1/2 cup of fresh cranberries into the pan, with the onions. Substitute turkey for chicken. (Turkey will add calories, cholesterol, fat, and may be slightly more expensive.)



### To Prepare:

1. Cook bacon in a large skillet over medium-high heat until crispy.
2. Remove the bacon to a paper towel-lined plate and let cool.
3. Carefully add the olive oil to the same pan with bacon fat and increase to high heat.
4. Add onions, brussels sprouts, and chicken to the pan and cook, stirring occasionally, until sprouts are golden brown, about 8 to 10 minutes.
5. While this is cooking, chop the cooked bacon into medium size pieces.
6. Stir in bacon pieces and cook for one more minute.
7. Turn off heat; add spices to taste, and serve immediately.

To complement this dish, serve with a side of mashed sweet potatoes (\$3.83) and prepared biscuits, (\$1.47 per can) or cornbread (\$0.68 per box)

## Join the IHSS Advisory Board

The IHSS Advisory Board is a state mandated group of volunteers appointed by the Santa Clara County Board of Supervisors to provide ongoing advice and recommendations about IHSS.

Currently there is one vacancy on the Advisory Board. If you are interested in learning more about it, and perhaps seeking appointment to join, or in attending a meeting, please contact the Public Authority at: (408) 350-3286.

This is a great place to bring concerns about IHSS and how service is being delivered. Meetings are generally held the third Tuesday of every month from 11:30 a.m. to 1:00 p.m. and are open to the public.

## IHSS Caregiver Week Starts November 13

November is National Family Caregiver Month. To acknowledge all of the wonderful care providers working with consumers of In-Home Supportive Services (IHSS), Santa Clara County will celebrate IHSS Caregiver Week from November 13 through 19, 2016.

Join us in recognizing the importance of caregivers and show appreciation to your care provider. Give your care provider a heartfelt THANK YOU for their hard work and dedication to your wellbeing.



## Call and Connect Schedule

By Shannin Prather

Public Authority Services continues to partner with Senior Center Without Walls to offer no-cost training and information sessions, which are exclusively available to IHSS consumers. You are welcome to participate via telephone from the comfort of your home!

Sessions will be held on the second Thursday of each month, from 11:00 a.m. - 12:00 p.m.

The following informative topics are scheduled for upcoming Call and Connect sessions:

### **November 10th**

Living with Memory Loss

### **December 8th**

Disaster and Emergency Preparedness

### **January 12th**

Falls Prevention

We would love to hear your suggestions for topics that would be valuable to the IHSS recipient community for future Call and Connect Sessions! To make suggestions or register for upcoming Call and Connect Sessions, please call the Public Authority Training Department: (408) 350-3220.



# 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, Eco/Clipper 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

Ellen Rollins  
Deane Denney  
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President/Chair

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