



The Consumer Connection

Summer 2014

Public Authority Services
by Sourcewise



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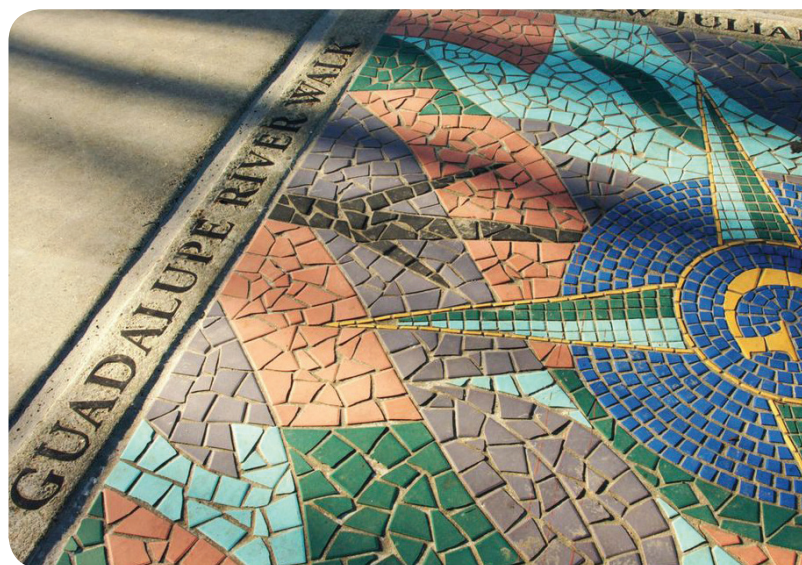
New Overtime Regulations

In September 2013, the U.S. Department of Labor released new overtime pay regulations for In-Home Care Providers (IPs) to become effective January 1, 2015.

The proposal requires overtime pay for In-Home Care Providers (IPs), when they work more than 40 hours in a work week.

The new regulations will also require compensation for a care provider's travel time between multiple clients, wait time associated with medical accompaniment, and any mandatory training time. These regulations could potentially increase IHSS costs by over \$180 million in the new fiscal year.

Advocates, care providers, and union representatives worked hard to convince legislators and the Governor to pay the overtime and to restore the hour's reduction that



took place July 1, 2013.

Unfortunately, the 8% reduction in effect since last year will be replaced with a 7% cut, as of July 1, 2014. The new budget did not repeal a reduction of hours, and a 7% cut will remain. There are no further cuts to IHSS

hours in the trailer bill and the budget.

State staff and stakeholders will continue to work diligently to prepare for implementation of the new regulations.

You can find more detailed information on

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the Disability Rights California website at: <http://www.disabilityrightsca.org/pubs/PublicationsIHSS.html>. Go to the IHSS Publications page; the list is in alphabetical order - look for: New IHSS Overtime Rules: What Do the New Rules Mean for Consumers?

Overtime Regulations: Implementation

Here is a brief summary of overtime implementation:

- An IHSS provider shall not work more than 66 hours per workweek, regardless of the number of recipients worked for by the provider. (Exceptions may apply.)
- A workweek begins at 12:00 a.m. on Sunday and concludes at 11:59 p.m. the following Saturday.
- The recipient's monthly assessed hours shall be divided by 4.33 to establish a recipient's weekly authorized number of hours.

- The weekly authorization of services shall be used solely for the purposes of ensuring compliance with the federal Fair Labor Standards Act.
- Within the limit of the monthly assessed hours, a recipient's authorized weekly hours may be temporarily adjusted to accommodate unexpected, extraordinary circumstances.
- The State or County may terminate a provider who repeatedly violates the 66 hour per workweek restriction.
- A provider may be paid for up to seven hours per week of "travel time." Travel time is time spent traveling directly from one location where authorized services are provided to one recipient, to another location where authorized services are being provided to another recipient.
- Hours spent by a provider while engaged in travel time shall not be deducted from the authorized hours of service of any recipient if the federal government helps fund the travel time.

Working Together You and Your Care Provider

As a consumer of IHSS services, you are the employer of your care provider.

Your care worker, or care provider, considers your home as a place of employment. (This is true, even for a family member who is caring for you.) The workplace should be a safe environment; free from sexual harassment, discrimination, hostility,

or intimidation. You, and your care provider, both deserve to be treated with dignity and respect. Sometimes, disagreements can arise between a client and their care provider, particularly when providing services that can be very personal. If you and your care provider are having difficulties, your social worker or the Public Authority can help. The Public Authority aids in resolving issues, and provides training for you and your care provider.

If you need assistance, please contact the Public Authority at: (408) 350-3251 or e-mail us at info@pascc.org. Training videos are available on the Public Authority website to help with various aspects of being an employer: www.pascc.org.



Public Authority Registry

Here to Assist You in Locating Providers



The Public Authority Registry recruits, screens and refers care providers for consumers of In-Home Supportive Services (IHSS). Our staff is available to assist consumers in finding care providers for authorized services. The Registry locates care providers and matches them with consumers in their area, and

provides a list of care providers for the consumer to choose from. The consumer interviews possible care providers, and makes the final decision on selecting a candidate.

The Public Authority Registry is here to help! Call (408) 350-3251 and ask for the Registry.

Urgent Care Registry

The Urgent Care Registry (UCR) is available for In-Home Supportive Services (IHSS) consumers who have at least 50 hours of authorized services per month, and have an urgent need for immediate service. The UCR finds replacements when the regular Independent Provider (IP) does not show up for work and the

consumer has no one available to provide the service on a limited basis. The UCR does not fill in for vacations. UCR is available everyday between the hours of 6:00 am and 10:00 pm.

To contact the Urgent Care Registry, please call (408) 590-0834.



Drink Plenty of Water

As summer brings warmer weather, it is important to remember to drink plenty of water! The summer heat can cause our bodies to perspire more, and this can easily cause dehydration if we are not replenishing our body's water supply. Dehydration is a condition that occurs when the body loses more water than it takes in. Darkening urine is one sign that you may be dehydrated. Each person's hydration level is different. Some people may need 6-8 glasses of water every day to stay hydrated; others only need 4-6 glasses of water. Many fruits and vegetables give you the benefits of nutrition and hydration. Enjoy summer produce such as cucumbers, lettuce, pears, bell pepper, celery, strawberries, and melon for a delicious treat with hydration benefits. But most importantly, keep a water bottle handy throughout the day as a reminder to drink, drink, drink!





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 521

Representing providers. Call for information about the Union and payroll deductions.
(408) 678-3300

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

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Public Authority Services



Important Health Care Changes Are Happening in Santa Clara County

In the coming months, you may start receiving important notices in **blue envelopes** from the State of California. If you do, action will be required on your part- by the deadline found in the notices. Some of you will be directed to select and join a Medi-Cal Managed Care Organization for your Medi-Cal benefits. Others, with both Medicare and Medi-Cal, may be offered the chance to join a new

optional program called Cal MediConnect. **Failure to indicate your preference, in either case, will result in a selection being made for you.** To stay informed on what your options are, you can speak with a Health Insurance Counselor of Sourcewise at (800) 434-0222 or find additional information at www.sccduals.com or www.calduals.com.

Cambios importantes en la atención médica del condado de Santa Clara

Es posible que en los próximos meses comience a recibir avisos importantes en **sobres azules** de parte del estado de California. Si recibe alguno de estos sobres, deberá actuar antes de la fecha límite que aparece en los avisos. Algunos de ustedes deberán elegir y unirse a una Plan de Salud de Medi-Cal para obtener sus beneficios de Medi-Cal. Si ya cuenta con Medicare y Medi-Cal, tal vez se le ofrezca la oportunidad de unirse a un nuevo programa opcional llamado Cal MediConnect.

Si, en cualquiera de estos casos, usted no indica cuál es su preferencia, el estado de California tomara la decisión por usted. Para mantenerse informado acerca de cuáles son sus opciones, puede comunicarse con un consejero de seguros médicos de Sourcewise (conocido como HICAP) al (800) 434-0222 para brindarle apoyo en inglés y español. También puede encontrar información adicional en www.sccduals.com o www.calduals.org.

圣塔克拉拉郡 (Santa Clara County)正在实施重要医疗保健变更

在接下来的数月, 您们可能将收到加州用**蓝色信封**发出的重要通知。收到通知后, 您们需要在通知中指定的截止日期之前采取措施。您们当中将被指定选择加入 Medi-Cal 管理式医疗保健组织, 可享受您的 Medi-Cal 福利。如果同时享有医疗保和 Medi-Cal 的人将会被邀

请参加一项称为 Cal MediConnect 的可选新计划。如果您未指明您的选择, 将会由我们为您做出选择。为了让您们获得更多的资讯, 您可拨打 (800) 434-0222 与 Sourcewise 医疗保险问联系, 也可在 www.sccduals.com 或 www.calduals.org 中查找附加信息。

Những Thay Đổi Quan Trọng về Chăm Sóc Sức Khỏe Đang Diễn Ra ở Quận Santa Clara

Trong vài tháng tới đây, quý vị có thể bắt đầu nhận được các thông báo quan trọng được gửi trong những **phong bì màu xanh dương** từ Tiểu Bang California. Nếu nhận được, quý vị sẽ cần phải thực hiện những điều được yêu cầu theo hạn chót nêu trong các thông báo này. Một số quý vị sẽ được hướng dẫn lựa chọn và tham gia Tổ Chức Chăm Sóc Sức Khỏe Có Quản Lý của Medi-Cal để nhận hưởng các quyền lợi Medi-Cal. Một số khác mà hội đủ tiêu chuẩn nhận cả Medicare và

Medi-Cal, có thể được giới thiệu tham gia vào một chương trình tùy chọn mới có tên gọi là Cal MediConnect. **Nếu quý vị không tự chọn, Tiểu Bang sẽ chọn một chương trình cho quý vị.** Để cập nhật thông tin về những sự chọn lựa này, quý vị có thể thảo luận với Cố Vấn Bảo Hiểm Y Tế của Sourcewise ở số (800) 434-0222 hay tìm kiếm thêm thông tin tại www.sccduals.com hoặc www.calduals.org.

В округе Санта Клара происходят важные изменения в области здравоохранения

В течение ближайших месяцев к Вам могут приходить по почте в **голубых конвертах** важные уведомления от Правительства штата Калифорния. Если Вы получили такое уведомление, от Вас потребуются выполнить указанное в нём действие в течение указанного срока. Некоторым из вас будет предложено выбрать и присоединиться к здравоохранительной организации под руководством программы Medi-Cal, чтобы пользоваться преимуществами программы Medi-Cal. Другим, участвующим как в программе Medicare, так

и Medi-Cal, может быть предложено присоединиться к новой дополнительной программе – Cal MediConnect. **Если Вы сами не сделаете свой выбор, выбор будет автоматически сделан за Вас.** Для получения информации о вариантах, которые Вы можете выбрать, Вы можете проконсультироваться с консультантом по медицинскому страхованию из компании Sourcewise, позвонив по телефону (800) 434-0222. Дополнительную информацию Вы также можете найти на сайте www.sccduals.com или www.calduals.org.

For more information, please call: (800) 434-0222 or find additional information here: www.sccduals.com or www.calduals.com.



SOURCEWISE
COMMUNITY RESOURCE SOLUTIONS

Since 1973, Sourcewise has helped seniors age well at home by providing education, expertise, and quality support services for Santa Clara County seniors and their caregivers. As Sourcewise, we aim to educate individuals on their health and life options to make informed decisions based on each individual's unique lifestyle.



Information & Awareness



Meals on Wheels



Care Management



Health Insurance Counseling & Advocacy Program



Senior Employment Services



CareAccess
A Sourcewise Solution

Public Authority Services

by Sourcewise

www.mysourcewise.com