



# The Consumer Connection

Spring 2016

Public Authority Services  
by Sourcewise



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## Health and Safety: Maintaining Boundaries with Your Provider

By Araceli Gaona

As an IHSS consumer, you are an employer which means you have a responsibility to set an appropriate tone for your work environment. To set a professional tone, you must maintain clear boundaries with your IHSS Independent Provider (IP).

It's easy to blur the lines between 'boss' and 'buddy,' especially when working in a home setting. When these lines get blurred, it becomes difficult to differentiate appropriate behavior from situations that may be inappropriate. For example, it's not appropriate for you - the consumer - to ask an IP to lend you money; to ask an IP to buy groceries or meals for you with their own money; or even to do your laundry in their home. These behaviors cross professional boundaries.



The role of your IP is limited to that of a caregiver: to assist you with household chores and personal care needs. The IP will not be paid for time and resources spent on tasks that are not authorized by IHSS.

*It's easy to blur the lines between 'boss' and 'buddy,' especially when working in a home setting.*

It may feel like these requests are harmless, and if your IP is also a friend, he/she may help out with these situations. However, these requests are not appropriate in a professional relationship. You are the boss in your

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## A Heartfelt Thank You

Public Authority Care Coordinators work diligently to provide assistance to IHSS consumers who experience extreme difficulties navigating the IHSS system. These consumers are referred to the Care Coaching Program by social workers, Adult Protective Services, Adult Day Health Centers, and other programs around the county. Public Authority Care Coordinators explore many avenues in order to assist these consumers in finding the help that they need.

From all of us at Public Authority Services by Sourcewise, we extend our sincere gratitude for the efforts of these Care Coordinators, and recognize their commendable efforts in assisting those individuals most in need.

Thank you, Care Coordinators!



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relationship with your IP. No boss should ask their employee to lend them money or ask an IP to use their own resources to complete a work-related task.

The reverse is also true. In no circumstance should your IP ask to borrow money from you. Do not lend money to your IP or offer them monetary compensation as a 'bonus' for their hard work. Kindness and a simple "thank you" will be enough.



As the consumer, you need to appropriately handle money when your IP shops for you. If an IP is making a purchase for you, your money must be used in the transaction. It is recommended that you record how much money was given to the IP and collect all receipts and any change remaining. You can track this information by using a log book, a note pad, or a shopping receipt log.

Above all, remember these suggestions are being provided to help you maintain a clear, professional boundary with your care provider and avoid unpleasant situations. If you have more questions about this topic, or wish to obtain a shopping receipt log, please call the Public Authority Registry: (408) 350-3251.



# How to Be a Good Employer

By Shannin Prather

As an IHSS consumer, you employ your Independent Provider (IP). As an employer, you have certain responsibilities in order to maintain an effective and stable working relationship with your IPs. To help you in your role as an employer, here is a list of helpful tips on how to effectively manage your responsibilities.

- Clear communication will help both you and your potential care provider to have a mutual understanding of expectations, before they start working for you. During the interview process, clearly state your needs and expectations. Listen and address any concerns and questions that the IP may have.
- To begin the payroll process when you hire a new IP, you (or your authorized representative) must contact IHSS and request a Recipient Designation of Provider Form (SOC 426A). This form must be completed and returned to IHSS for timesheets to be sent to the IP. When calling IHSS, be aware long hold times are common.
- Establish a mutually agreeable work schedule.
- Help a new IPs learn your preferences or routines; teach them what you expect. Provide appropriate orientation and training to your new IP. Review the tasks you have been authorized for by IHSS, as well as how and when you prefer them to be completed. Note: you should never ask an IP to perform a task that has not been authorized by IHSS.
- Make it easier to review and sign timesheets: track the hours your IPs work each day. You can use a calendar to note the times that each IP begins and ends their work day.



- Help each IP to be paid in a timely manner: review timesheets for each of your IPs to ensure accuracy, and sign timecards promptly.
- If an IP ceases to work for you, contact IHSS to request a Provider Changes Form. This form will remove an IP from your case. This is especially important now that overtime rules are in effect.

*Being a responsible employer is a skill that is developed over time. Allow yourself time to hone your management, training, and supervising style.*

Being a responsible employer is a skill that is developed over time. Allow yourself time to hone your management, training, and supervising style. Communicate openly with your care provider about your expectations, and ask clearly for what you want,

Praise your IP for their efforts on your behalf, and gently correct them when necessary. Listen to their concerns as well, and you will build a strong relationship.

If you need assistance to find or hire a new care provider, please contact the Public Authority Registry, call (408) 350-3251.

# Understanding and Avoiding Overtime Violations

By Shannin Prather



IHSS Independent Care Providers (IPs) are now eligible to receive pay for overtime and travel time. The changes in the rules of overtime took effect on February 1, 2016. IPs and consumers must adhere to overtime pay rules in order to avoid violations and potential negative consequences. IHSS consumers should be aware of the overtime rules in order to avoid inadvertently causing a violation for their providers.

Help your IPs avoid these four actions that cause an IP to receive a violation:

- Working more than 40 hours in a workweek for a consumer who is authorized for less than 40 maximum weekly hours. This is called “unauthorized overtime.” No hours in excess of the 40 hour workweek are allowed to be worked in this instance. A workweek constitutes the hours between 12:00 a.m. on Sunday and 11:59 p.m. on the following Saturday. If you are authorized for 160 hours per month or less, your case is not authorized for overtime. In this case, your IP cannot work over 40 hours in a workweek. **Exception:** In an urgent situation, you may get approval from IHSS for a one-time exception granting additional hours.
- Working more overtime hours in a month than a consumer has been authorized. Consumers authorized for more than 160 hours monthly have

a pre-authorized amount of overtime. These hours can be claimed by their IPs. Overtime hours can be split up between the weeks in each month, however the consumer sees fit. However, it is important that a consumer never ask an IP to work more overtime than has been pre-approved for the month.

- Working more than 66 hours in a workweek if the IP works for two or more consumers. IPs employed by more than one IHSS consumer are limited to a maximum of 66 hours in one workweek. When consumers ask an IP to work additional hours during a workweek, it is important to be aware of the impact this could have on other consumers. This request may result in a reduction of hours for another consumer, in order to avoid a violation.
- Claiming more than seven hours of travel time in a workweek. IPs can now be compensated for travel time. This is the amount of time it takes to travel from one consumer directly to another consumer, on the same day. Travel time is limited to a maximum of 7 hours per workweek.
- If you have an urgent, sudden, and unexpected need that requires additional time from your IP, and you cannot wait for a back-up IP without putting your health in danger, you may request a one-time exception from IHSS. This exception will grant additional overtime hours in one week, allowing your IP more time to stay and assist you. Requests for additional overtime hours in this case should be made before the IP works the extra hours, or as soon as possible afterwards.

For more information on overtime rules, please visit the Public Authority Services website: [www.pascc.org/overtime](http://www.pascc.org/overtime) or contact the Public Authority Training Department: (408) 350-3220.

To request an overtime exception contact the IHSS Overtime Hotline: (408) 792-1600, choose your language option, choose 1 for recipient, and then choose option 3.

# Call and Connect Schedule

By Shannin Prather

Spring has arrived, along with new topics for discussion during our monthly Call and Connect Sessions. 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:

## **June 9th**

Independent Living and Consumer Rights

## **July 14th**

Finding and Using Community Resources

## **August 11th**

Understanding and Using the Public Authority Registry

## **September 8th**

Cancer Care; Support from Diagnosis through Remission

Register for Call and Connect Sessions, or suggest topics that you would like to include in our schedule, by calling: (408) 350-3220.

For more information regarding training for IHSS consumers and care providers, please visit the Public Authority Services website: [www.pascc.org](http://www.pascc.org)

## Community Resource Highlight – Sourcewise, Information & Awareness

When you or a loved one encounters a difficult situation, it can be overwhelming to decide where to turn for help. Where should you look to find information about community resources that may be available to help you?

Information & Awareness of Sourcewise can help. Our Community Resource Specialists will discuss your personal situation, determine which services and programs may help you, and provide you with access to these resources. Specialists provide objective, unbiased

referrals to programs and services throughout Santa Clara County, based on your unique situation. There is no cost for this assistance; and you can receive your information via mail or e-mail.

Community Resource Specialists at Sourcewise are available to support all adults, persons with disabilities, and caregivers in Santa Clara County. For more information, call (408) 350-3200, option 1, or visit [www.mysourcewise.com](http://www.mysourcewise.com).

## 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 are two vacancies on the Advisory Board. If you are interested in learning more about

it, and perhaps seeking appointment to join, 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.



# 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  
JoAnn Disbrow

Senon Hernandez  
Robert Stroughter  
Terri Possley  
(Ex-Officio Member)

Theresa Wright  
Dennis Schneider  
Janie Whiteford,  
President/Chair