



The Consumer Connection

Summer 2023

Public Authority Services
by Sourcewise



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IHSS Electronic Visit Verification (EVV) Required

By Vi Lam

Since January 1, 2021, California has paid penalties for not capturing providers' geo-location at the start and end of the workday, as required by federal law. As of July 1, 2023, California introduced new ways to check in and out—much like clocking in and out at some jobs—to comply with the law and avoid future penalties.

Independent Providers who do not live with their IHSS recipient will need to use one of the options below to check in and check out daily.

- IHSS EVV Mobile Application (App) download from the Apple or Google Play Store to the provider's mobile phone
- Electronic Services Portal (ESP)
- Telephone Timesheet System (TTS) calls from the recipient's landline phone plugged into the wall, if available

Providers must check-in when they begin to provide authorized services to the consumer for the

day and check-out at the end of their shift.

Live-in providers are not required to track geo-location and will continue with the current process for recording work hours through the ESP or the TTS.

Geo-location is only captured when providers begin or end services each day, not continuously throughout the day. If a provider makes a mistake or forgets to check in or out, they can edit it on the ESP before submitting the timesheet for approval.

Consumers will continue to use ESP or TTS to approve timesheets as usual. Consumers who have a provider that is unable to use the App or ESP will need to allow the provider to use the consumer's landline to check in and out.

For more information, visit cdss.ca.gov/inforesources/cdss-programs/ihss/evvhlp

Celebrate Silicon Valley Pride Week

By Shannin Prather

Silicon Valley Pride is a celebration of the inclusivity and diversity of the lesbian, gay, bisexual, transgender, queer plus (LGBTQ+) community and its allies, honoring a community made up of all races, cultures, abilities, and ages. According to a study by the Goldsen Institute, more than 2.7 million people aged 50 and older identify as part of the LGBTQ+ community in the U.S.

For nearly 50 years, Pride has been celebrated in Silicon Valley. In 1975, members of the San Jose State University's Gay Student Union organized the first Pride event in San Jose. In 2014, "San Jose Pride" was changed to "Silicon Valley Pride" to include neighboring cities to express unity, and it is now the largest Pride celebration between San Francisco and Los Angeles.



In 2023, Silicon Valley Pride week will be celebrated between August 21–25, culminating on the weekend with the festival on the 26th and 27th in downtown San Jose at Plaza De Cesar Chavez Park. The Parade will be held from 10:30 a.m. to 12 p.m. on Market Street from E. Julian to the park.

To learn about LGBTQ+ history in Silicon Valley, visit queersiliconvalley.org. For more information on 2023 Pride events, visit svpride.com.

Put Affairs in Order for Loved Ones

By Shannin Prather

No one ever plans to be sick or be disabled, yet planning can help ease the journey through an emergency and end-of-life. Preparing and having important documents in a single place can help create peace of mind, ensure wishes are honored, and lessen the strain on your loved ones.

This checklist may help guide you through the preparative actions you might want to take:

- Choose a trusted person to be your durable power of attorney to make financial and health care decisions on your behalf.
- Create an advanced directive to provide instructions for your medical care, which will only go into effect if you cannot communicate your own wishes.
- Gather all important papers, birth certificate, Social Security number, copies of legal documents, bank information, and titles to all property into one secure location. Tell someone you trust where to find this information.

Most states provide advance directive forms for free, and you can complete them yourself. Recording and sharing your decisions can help your loved ones during a stressful time and best ensure your wishes are understood and respected.

For information and referrals that can assist with emergency and end-of-life planning, speak with a [Community Resource Specialist](#) by calling the [Sourcewise Information & Awareness program](#) at (408) 350-3220, option 1.

Be Prepared with a Home Fire Safety Guide

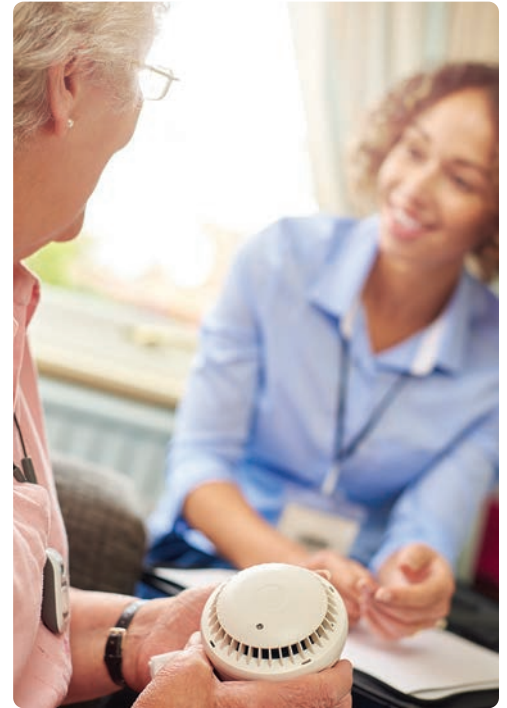
By Gina Cali, Santa Clara Fire Department

With proper preparedness, you can help keep you and your loved ones safe from fire. Two easy steps to follow include installing and maintaining smoke alarms and creating and practicing a home fire escape plan.

According to the National Fire Protection Association (NFPA), the chance of surviving a fire increase by 50% with working smoke alarms that give you the early warning needed to escape safely.

Maintain Smoke Alarms

- Install 10-year lithium battery operated alarms or hardwired alarms with lithium battery-backup inside every sleeping room, outside each separate sleeping area, and on every level of the home, follow manufacturer instructions.
- Only install smoke alarms that are Underwriter Laboratories tested, indicated on the packaging.
- Smoke alarms should be interconnected so when one sounds, they all sound.
- People who are hard-of-hearing or deaf can install special alarms that may include strobe lights and bed shakers.
- Test alarms monthly and, for hard-to-reach units, use a broom handle to press the test button. If the low battery signal chirps, replace the battery or entire unit immediately.
- Replace all smoke alarms every 8 to 10 years.



Plan Escape Routes

- Gather your household and create an escape plan which includes identifying all exits and escape routes in the home.
- Choose a place outside (i.e., neighbor's house, a light post, mailbox, etc.), a safe distance in front of the home, where everyone will meet after they have escaped.
- Ensure escape routes are clear and doors and windows can be opened easily. Closed doors will slow the spread of smoke, heat, and fire, so sleep with doors closed. When escaping, crawl low under the smoke to an exit and head directly to the meeting place.
- Call 9-1-1. Once you are out, stay out! Never re-enter a burning building. If someone is missing, inform the dispatcher and fire department immediately.
- If household members have mobility limitations, assign someone to assist them during an emergency.

For more fire safety tips and information, visit the education and preparedness safety information & referral assistance [home fire safety page on sccfd.org](http://sccfd.org).

For assistance with installing smoke alarms, request referrals from [Sourcewise's Information & Awareness program](#) by calling (408) 350-3200, option 1.

Importance of Dental Hygiene

By Vi Lam

Properly caring for your oral hygiene can be a major contributor to your overall well-being. As the entry point to the digestive and respiratory systems, the importance of keeping our mouths healthy goes beyond avoiding cavities and bad breath.



Oral health consists of caring for teeth, gums, and the entire mouth system as it relates to smiling, speaking, chewing, and more. Common diseases that may impact oral health include cavities (tooth decay) and gum disease.

There are multiple ways to help maintain good oral health. Visit the dentist yearly and talk to your doctor if medication is causing dry mouth or there are sudden changes to taste and smell. If you have diabetes, keep it under control. Limit alcoholic drinks and avoid smoking to reduce the risk of oral cancer.

Maintaining oral health may be challenging for those who are economically disadvantaged or lack dental insurance, as well as for those who are disabled, homebound, or living in a care facility. However, through daily practices at home, your oral health can be protected. Brush your teeth thoroughly twice a day for at least two minutes and floss daily. Change your toothbrush every couple of months and choose a toothbrush based on your gum sensitivity level. If you have sensitive gums, soft bristles may be best. Aim your toothbrush towards where your gums meet your teeth, and make circular motions with the toothbrush at a 45-degree angle.

If you wear dentures, watch out for dental plaque that can cause bad breath and increase the risk of gum disease. Brush dentures and clean them with denture cleaning solution or mild soap. Use a clean towel to remove excess water.

For more information on dental health and resources in our area, visit the [Santa Clara County Public Health website at publichealth.sccgov.org/health-information/oral-health](http://publichealth.sccgov.org/health-information/oral-health).

Connect to Low or No-cost Internet and Technology

By Vi Lam

The ability to use the internet is becoming a bigger necessity as services increasingly become accessible online. There are programs that can help cover a part, or all the costs for internet service or devices.

At San José Public Libraries (SJPL), with a valid library card, you can borrow devices, such as laptops or tablets, and access Wi-Fi hotspots for up to 90 days. Reach out to your local SJPL for more information.

If you are interested in purchasing a computer, Computers with Causes (computerswithcauses.org) or PCs for People (pcsforpeople.org) are national nonprofit organizations that offer free or low-cost devices to low-income families.

The Affordable Connectivity Program (ACP), previously the Emergency Broadband Benefit Program, can assist eligible households with taking \$30 off monthly internet bills or can help find high-speed internet plans at no cost. Eligible ACP households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers. Visit affordableconnectivity.gov to learn about eligibility and how to apply.

Reach out to Sourcewise Information & Awareness program for information and referral services within Santa Clara County that you or your loved ones may need. Learn more by visiting mysourcewise.com or by calling (408) 350-3200, option 1.

Fall Semester Class Registration Opens in August

By Shannin Prather

In-Home Supportive Services (IHSS) Independent Providers in Santa Clara County can register for free training classes. For more than a decade, Public Authority (PA) Services by Sourcewise has offered classes specifically created to respect the IHSS Consumer Directed model of care.

The classes share information on common health issues and safe practices while emphasizing consumer independence and control. Class topics include CPR, First Aid, Safety & Infection Prevention, Safe Lifting & Transferring, and Caregiver Stress Management, among others.

Classes are available online and in-person at a variety of locations, with most topics being offered in English, Mandarin, Spanish, and Vietnamese.

Providers may also choose to take training classes outside of those offered by PA and can apply for pre-approval to have the cost of tuition and textbooks for those classes reimbursed up to \$500 per year.

To be eligible for the classes, providers must be connected to the case of a consumer or be active on the Registry in Santa Clara County.

A class catalog will be mailed to all providers in the County in early August. Additional information is available on the [training page at *pascc.org*](#).

Connect With a Senior Center Near You

By Shannin Prather

Across the country, more than 12,000 senior centers provide a variety of programs and services that promote wellness, engagement, independence, and support for older adults.

The William Hodson Senior Center in New York City was founded in 1943 and is widely recognized as the first senior center in the nation. With the 1965 implementation of the Older Americans Act and the continuing activities of the National Council on Aging, senior centers have evolved to work with community partners to provide older adults access to health, peer connection, information and referral, nutrition, and other programs.



National Senior Center Month is celebrated every year in September to honor the work done to help improve and advocate for the well-being of older adults.

Find your local senior/community center and learn about other senior resources by visiting the Santa Clara County Fire Department's Senior & Aging Adult Resources page at [sccfd.org](#) and clicking the Education and preparedness tab.

You can learn more about other senior resources by dialing 211 or speaking with the [Information & Awareness program with Sourcewise](#) at (408) 350-3200, option 1.



Public Authority Services

by Sourcewise



Public Authority Services by Sourcewise www.pascc.org
Phone: (408) 350-3206 Fax: (408) 296-8340 E-mail: info@pascc.org

Important Phone Numbers

Public Authority Services by Sourcewise

Information concerning provider benefits, bus pass, training or other services of the Public Authority.
(408) 350-3206

IHSS Social Services

Information regarding authorized hours and services or to speak with a social worker.
(408) 792-1600
IHSS.SCC@ssa.sccgov.org

Sourcewise Information & Awareness

Information on available services in Santa Clara County.
(408) 350-3200,
option 1

Public Authority Services Registry

Call the Registry, if you need help finding an IHSS care provider.
(408) 350-3251

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

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