



The Consumer Connection

Winter 2025

Public Authority Services
by Sourcewise



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National Senior Independence Month

By Angelina Soria

February is National Senior Independence Month. It originated in the 1800s when various women's organizations and church groups began establishing nursing homes for the elderly. As society evolved, so did the infrastructure that supported older adults, with the creation of public spaces equipped with ramps, elevators, and medical facilities to enhance accessibility.



Technological advancements have significantly improved the quality of life for seniors. With the introduction of modern gadgets and wireless technology, older adults can easily stay connected with family and friends, monitor their health, and access a wealth of information related to healthcare, safety, education, and entertainment, all from the comfort of their homes.

Celebrating National Senior Independence Month goes beyond technology; it involves actively supporting seniors through meaningful interactions and time spent together. Seniors can celebrate their independence by exercising, eating healthily, and reviewing home safety and accessibility. Independence is crucial for seniors as it fosters personal growth, self-respect, and fulfillment, allowing them to maintain their dignity and identity while enjoying a satisfying and happy life.

Seniors can find free community resources, participate in events, and connect with others at local libraries and senior centers.

If you need help finding more resources or where your local senior center is, contact a Sourcewise Community Specialist by calling (408) 350-3200 option 1.

Important News: Provider Wage Increase- Starting January 2025

As of January 1, 2025, In-Home Supportive Services Independent Providers in Santa Clara County received a \$0.50 wage increase to \$20.04. This exciting news is due to the increase in the state minimum wage.



The Importance of Sleep

By Vi Lam

March is National Sleep Awareness Month. In addition, March is also when Daylight Savings causes us to lose an hour of sleep.

It is known that diet and exercise are linked to good health, but sleep is just as important to health. With our busy lifestyles, health problems, and any issues that cause us to not get enough sleep, we are causing harm to our body without knowing it.

When we lose sleep, the risk of many diseases and disorders, such as heart disease, stroke, obesity, and dementia increase. For older adults who don't get enough sleep because they are in pain or have medications that keep them awake, they will be more likely to be irritable, forgetful, depressed, and have a higher risk of falling.



If you are having trouble falling asleep or staying asleep, reach out to your doctor for help. You can also try to:

- Follow a regular sleep schedule.
- Avoid napping in the late afternoon or evening.
- Limit technology usage before bedtime.
- Try reading a book or listening to soothing music.
- Ensure that the room temperature is not too cold or hot.
- Avoid caffeine or eating a heavy meal close to bedtime.

The Centers for Disease Control has recommendations for how many hours of sleep you would need based on your age and information on the benefits of sleep. Older adults over 60, need at least 7 hours a day, the same as an adult who is 18-60 years old.

You don't have to wait until March to learn more about sleep. Start by visiting The National Sleep Foundation for information about the importance of sleep: <https://www.cdc.gov/sleep/about/index.html>.

Be Your Own Advocate

By Joanna Kent and Leticia Sabadin

“Advocate” is defined as a person who publicly supports or recommends a particular cause or policy.

You or someone close to you with a disability can have difficulties navigating the complex health system, resources, and programs that are out there. It can cause you to be overcome with many emotions. Some who are lucky, might hear about resources from their doctor, case/social worker, or from friends and family.

For those who aren't as lucky, they struggle to find helpful resources.

Everyone has a chance to be an advocate for oneself or others. You might not have the time to attend all your local legislators' events, but you can find ones that matter to you the most to advocate for it. Being a consumer under In-Home Supportive Services (IHSS), you can be an advocate for yourself and others in the program by participating in the IHSS Advisory Board (AB) meeting.

Joanna, an AB member, shared how her journey as an advocate for her family member was scary, pressuring, and worrisome. She made mistakes, but she was able to learn from them. As she tried to navigate and find resources, her family members had to make do with what help they currently had until she was able to figure it out.

Joanna is now using her experience to advocate by being a part of the IHSS AB. You can be a part of the change to help ensure that others you know, respect, love, or care for can be heard, even if they can't be there.

Join the IHSS AB meeting in-person or via Zoom, on the 3rd Tuesday of each month from 12:00 p.m. to 2:00 p.m.

For more information visit pascc.org or call (408) 350-3286.

Care Coaching Program for Consumers

By Angelina Soria

In-Home Supportive Services (IHSS) consumers have the important task of finding their own Independent Provider (IP). This involves a range of responsibilities, such as interviewing, hiring, training, supervising, and, if needed, letting go of their IP. This process can be particularly challenging for consumers due to physical limitations, mental health issues, or other specific circumstances.

Care Coaching is a program managed by Public Authority Services to help consumers with the process of hiring a provider. Consumers who need additional support can be referred to the Care Coaching program to manage tasks like contacting potential IPs, conducting interviews, completing IHSS paperwork, and resolving any conflicts that may arise.

Eligible consumers will have an assigned Care Coordinator (CC) who will conduct an in-home visit. During these visits, the CC will review the IHSS process and explain how the Care Coaching program can help. If the consumer is open to it, the CC will also assist in the hiring process by evaluating potential IPs from a registry of providers and arranging interviews with those who seem to be the best fit for the consumer's needs. The CC will be present during these interviews to facilitate the discussion and help with the necessary paperwork once the consumer makes their choice.

Throughout this process, the CC will also assess the consumer's ability to manage the hiring process independently, as fostering independence is a key goal of the program. If the Registry Manager and CC assess that the consumer will be able to conduct the hiring process on their own, they will transition the consumer to the Regular Registry for future provider requests.

Call your social worker at IHSS and ask for a Referral to the Care Coaching program.

IHSS Notice of Action

By Virginia Ballantyne (IHSS)

All approved In-Home Supportive Services (IHSS) recipients will receive a Notice of Action (NOA) form when they are approved for IHSS or if there is a change in their case, including:

- Changes to time allowed: increase or decrease
- Case put on leave
- Case restored
- Case is terminated

IHSS does not pay for services when the recipient is in the hospital, a nursing home, or at a licensed board and care home. Time allowed is based on IHSS regulations and the Hourly Task Guidelines.

The NOA form will detail what services an IHSS provider can perform. Services include, but are not limited to:

- General Household chores; Personal Care/Non-medical Services
- Paramedical Tasks approved by a medical doctor
- Transportation and accompaniment to medical appointments

STATE OF CALIFORNIA
HEALTH AND HUMAN SERVICES AGENCY
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

NOTICE OF ACTION
IN-HOME SUPPORTIVE SERVICES (IHSS)
CHANGE

COUNTY OF _____

Notice Date: _____
Case Name: _____
Case Number: _____
Social Worker Name: _____
Social Worker Number: _____
Social Worker Telephone: _____
Social Worker Address: _____

NOTE: This notice relates ONLY to your In-Home Supportive Services. It does NOT affect your receipt of SSI/SSP, Social Security, or Medi-Cal. **KEEP THIS NOTICE WITH YOUR IMPORTANT PAPERS.**

(ADDRESS)

As of _____ the services you can get and/or the amount of time you can get for services has changed.

Name: M123456789

Total Hours: Minutes of IHSS you can get each month is now _____. This is an increase/decrease of _____. You will now get the services shown below for amount of time shown in the column "Authorized Amount of Service You Can Get." That column shows the hours/minutes you got before, the hours/minutes you will get from now on, and the difference. If you are getting less time for a service, the reason(s) is shown on the next page.

1) If there is a zero in the "Authorized Amount of Service You Can Get" column or the amount is less than the "Total Amount of Service Needed" column, the reason is explained on the next page(s).

2) "Not Needed" means that your social worker found that you do not require assistance with this task. (MPP 30-750.11)

3) "Pending" means the county is waiting for more information to see if you need that service. See the next page(s) for more information.

SERVICES <small>Note: See the back of the next page for a short description of each service</small>	TOTAL AMOUNT OF SERVICE NEEDED	ADJUSTMENT FOR OTHERS WHO SHARE THE HOME (PRORATION)	AMOUNT OF SERVICE YOU NEED	SERVICES YOU REFUSED OR YOU GET FROM OTHERS	AUTHORIZED AMOUNT OF SERVICE YOU CAN GET
	HOURS: MINUTES		HOURS: MINUTES		HOURS: MINUTES
DOMESTIC SERVICES (per MONTH):					
RELATED SERVICES (per WEEK):					
Prepare Meals					
Meal Clean-up					
Routine Laundry					
Shopping for Food					
Other Shopping/Errands					
NON-MEDICAL PERSONAL SERVICES (per WEEK):					
Respiration Assistance (Help with Breathing)					
Bowel, Bladder Care					
Feeding					
Routine Bed Bath					
Dressing					
Menstrual Care					
Ambulation (Help with Walking, including Getting In/Out of Vehicles)					
Transferring (Help Moving In/Out of Bed, On/Off Seats, etc.)					
Bathing, Oral Hygiene, Grooming					
Rubbing Skin, Repositioning					
Help with Prostheses (Artificial Limb, Visual/Hearing Aid) and/or Setting up Medications					
ACCOMPANIMENT (per WEEK):					
To/From Medical Appointments					
To/From Places You Get Services in Place of IHSS					
PROTECTIVE SUPERVISION (per WEEK):					
PARAMEDICAL SERVICES (per WEEK):					
TOTAL WEEKLY HOURS: MINUTES OF SERVICE YOU CAN GET:					
MULTIPLY BY 4.33 (average # of weeks per month) TO CONVERT TO MONTHLY HOURS: MINUTES					x 4.33 =
SUBTOTAL MONTHLY HOURS: MINUTES OF SERVICE YOU CAN GET:					
ADD MONTHLY DOMESTIC SERVICES OF SERVICE YOU CAN GET (from above)					
TOTAL MONTHLY HOURS: MINUTES OF SERVICE YOU CAN GET PER MONTH:					
TIME LIMITED SERVICES (per MONTH):					
Heavy Cleaning					
Yard Hazard Abatement					
Remove Ice, Snow					
Teaching and Demonstration					
TOTAL HOURS: MINUTES OF TIME LIMITED SERVICES YOU CAN GET PER MONTH:					

Questions?: Please contact your IHSS social worker. See top of page for phone number.
State Hearing: If you think this action is wrong, you can ask for a hearing. The back of this page tells how.
NA 1253 (1/12) IHSS CHANGE Page 1 of ____

REMEMBER:

IHSS will only pay for services that have been authorized by your social worker.

To find more information about the NOA, contact your social worker by phone at their direct line or send an email to them. You can also find information about IHSS authorized tasks, program services, and special circumstances by going onto the California Department of Social Services website for a list of IHSS Fact Sheets:

<https://www.cdss.ca.gov/inforesources/ihss/fact-sheets>

It is important to update IHSS with your current contact information and address in order to receive communication about your case.

Santa Clara County's IHSS office is located at 353 West Julian Street San Jose, CA 95110. You can email them at IHSS.SCC@ssa.sccgov.org or fax to (408) 792-1601. For general questions, call their office at (408) 792-1600.

National Cancer Prevention Month

By Vi Lam

The National Cancer Institute estimated that in the United States, there would be 2,001,140 newly diagnosed cancer cases, and 611,720 people will die from cancer in 2024. When we do not recognize the signs and symptoms of cancer, we may not get it diagnosed in the early stages. When we are diagnosed, the outcome might not be favorable. This February is National Cancer Prevention Month where we can spend some time and learn about prevention, early diagnosis, treatments, and support that is offered for cancer.

To start, find out if you're at a higher risk of developing cancer. The Centers for Disease Control (CDC) lists alcohol, family health history, human papillomavirus (HPV), obesity, and tobacco as risk factors. To learn about these risk factors, go to <https://www.cdc.gov/cancer/risk-factors/index.html>.



Ask your doctor for cancer screening tests, vaccinations for HPV, hepatitis B, and make healthy choices.

Once you know the risk factors, focus on what you can do to help prevent cancer. Ask your doctor for cancer screening tests, vaccinations for HPV, hepatitis B, and make healthy choices. Healthy choices can be avoiding tobacco, limiting alcohol intake, or protecting yourself from ultraviolet rays. There are many resources out there to help you learn or support you and your loved one through a cancer diagnosis.

Cancer CAREpoint (CCP) is a non-profit organization that offers many programs that provide dedicated support to cancer patients, survivors, family members, and caregivers in the Bay Area. They have personalized, one-on-one counseling, assistance, resources, and education. Services includes:

- Counseling
- Exercise & Movement
- Mind-body Skills
- Nutrition Services
- Support Groups
- Survivorship
- Wig and Head Covering Services

Visit CCP's website to learn more at <https://www.cancercarepoint.org> or connect with them at their community helpline at (408) 402-6611.



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

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

Joyce Felix
David Forderer
Joanna Kent
Mathew Lubinsky

Veronica Marquez-Hothem
(Interim IHSS Program Mgr.,
Ex-Officio Member)
Darcy McCann
Narendra Pathak

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