



The Consumer Connection

Spring 2025

Public Authority Services
by Sourcewise



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Safety Net Program: On-Call Registry

By Angelina Soria

Public Authority (PA) Services introduced the On-Call Registry (OCR) on October 1, 2022, replacing the Urgent Care Registry service. This initiative serves as a state-mandated backup provider system for eligible In-Home Supportive Services (IHSS) consumers who temporarily lack an Independent Care Provider (IP) due to unforeseen circumstances.



The OCR consists of current IHSS IPs from the Registry. The Registry has pre-screened and fully enrolled providers for the consumer to interview and hire to be their caregiver. When an IP works on-call hours for a consumer, these providers receive an additional \$2 per hour in addition to their regular In-Home Supportive Services pay.

Not all consumers qualify for the OCR program; in order to utilize the OCR, the following must apply to them:

- Require personal care services, and without them, their health and safety could be at risk, potentially leading to emergency services or out-of-home placement.
- Are transitioning to in-home care and need temporary support until a permanent IP is secured.

Qualifying consumers can access up to 80 hours of OCR services each fiscal year (from July to the following June). An exception may allow up to 160 hours for those with severe impairments. It's important to note that the OCR does not cover IP vacations; it is strictly for unexpected and urgent needs. Consumers are encouraged to seek help from family, friends, neighbors, or other reliable sources when their regular IP is unavailable for short periods.

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While the OCR cannot guarantee the availability of a backup provider, PA is committed to making every effort to find an IP for temporary support. To request OCR services, consumers can call (408) 590-0834, Monday through Friday, from 8 a.m. to 5 p.m., excluding national holidays.

Alternatively, you can contact your assigned IHSS social worker and request that they contact the On-Call Registry on your behalf.

Training for Your Care Provider

By Khuan Duong and Vi Lam

Public Authority (PA) Services offers free training classes for In-Home Supportive Services (IHSS) independent providers (IP). These classes are essential for IPs who want to learn basic knowledge of certain medical conditions to improve how they care for their consumers.

PA offers 15 different classes including “Understanding Diabetes”, “Alzheimer’s and Dementia Basics”, and “Cancer Care Basics”. Our most beloved classes include CPR and First Aid, which can help in a medical emergency. Trainings are offered both online as well as in-person in San Jose, Morgan Hill, Milpitas, and Sunnyvale. Classes are taught in multiple languages: English, Vietnamese, Spanish, and Mandarin. For a complete list of classes and when or how to register, visit www.pascc.org/services/provider-training. IPs can earn \$35 for each class they complete.



If your provider would like to take additional classes or programs beyond what PA currently offers and it can teach them a skill relevant to the wellness or job functions of an in-home care provider, they can utilize the Life Enhancement Fund (LEF). The LEF provides extra support to obtain specialized skills that are beneficial to the consumer and create meaningful opportunities for growth and enrichment for in-home care. Providers will have a chance to be reimbursed for textbooks and tuition through the LEF program.

How can your provider apply for the LEF program? Your provider must:

- Submit an application to the PA Training department 30 days prior to the class or program start date. Remember that the class or program must benefit the consumer’s care.
- Once approved, the provider must pay the textbook and tuition fees up front.
- The provider must be actively working for a consumer throughout the duration of the class or program to be eligible for reimbursement.
- At the end of the class or program, the provider must submit proof that they passed the class as well as submit all relevant receipts for consideration of reimbursement.
- Up to \$500 per year can be reimbursed to a provider.

For more information, visit our website, email patraining@pascc.org, or call (408) 350-3220.

California IHSS Consumer Alliance: What is It?

By Janie Whiteford, IHSS Advisory Board Chair and CICA President

The California IHSS Consumer Alliance (CICA) is a statewide nonprofit membership organization comprising County Advisory and Governing Boards. Established in 2003, it now includes 25 paid counties and several other organizations as members.

By law, each county in California must have an Advisory Committee or Governing Board tasked with representing consumers in the In-Home Supportive Services (IHSS) program. The Governing Board seeks to make recommendations to the Public Authority, the County IHSS Department, and the State regarding concerns and improvements to the IHSS program.

CICA offers training and educational opportunities for its members twice a month.

Additionally, CICA keeps members informed about issues at all levels that could affect the IHSS consumers we advocate for. We collaborate closely with numerous partner organizations that also influence IHSS consumers and providers.

Currently, CICA has two paid staff members, a 20-member Board of Directors, and several consultants to the Board. All IHSS consumers and providers are invited to join CICA and learn more about the IHSS program and how we can work together to enhance it.

If you want to join or learn more about CICA, please visit www.cicaihss.org/join-testimonials. For further inquiries, you can email tammy@olsenmgmt.com or call 949-681-8046.

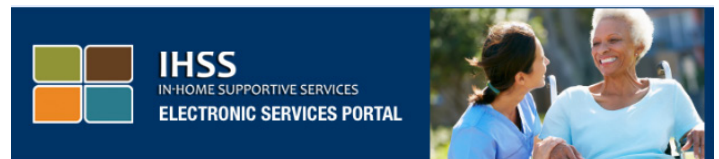
Tired of Calling TTS to Approve Timesheets? Give ESP a Try

By Vi Lam

In-Home Supportive Services (IHSS) consumers must review, approve, or deny their provider's timesheet every pay period. Many consumers utilize the Telephone Timesheet System (TTS) to do this. This can be a time-consuming process, as consumers need to listen and navigate through an automated phone system.

An alternative to TTS was introduced in 2017 when IHSS began utilizing the Electronic Services Portal (ESP) for both consumers and providers. While ESP is available for both consumers and providers, some consumers choose not to utilize it because they are unsure how to use it.

Public Authority Services by Sourcewise created five simple step-by-step guides for consumers on how to use ESP. ESP guides are available in PDF format and as short videos.



The PDF modules are available in English, Mandarin, Spanish, and Vietnamese. Subtitles have also been added to the video modules.

The topics covered in the modules are:

1. Registering for an ESP Account
2. ESP Overview
3. Updating Your ESP Account
4. Connecting Providers to Your Case
5. Reviewing Provider Timesheets through ESP

To locate ESP modules, please visit the Consumer Training page on the Public Authority Services website: www.pascc.org/consumer-training.

Skin Cancer Awareness: Conduct Regular Self-Exams

By Angelina Soria

The Centers for Disease Control and Prevention (CDC) consider skin cancer the most common cancer in the United States. Every May, healthcare facilities raise awareness and provide prevention tips highlighting the importance of protecting our skin from harmful UV light exposure.

Avoid tanning or using sunlamps. Protect yourself from the sun by using sunscreen, staying in a shaded area, and wearing clothing that can protect you from the sun.



Healthcare professionals suggest that everyone should regularly examine their skin by conducting a skin self-exam once a month. Regular self-exams are particularly crucial for individuals at a higher risk of skin cancer, including those with weakened immune systems, those who previously had skin cancer, individuals with numerous moles or skin spots, and those with a significant family history of skin cancer.

The ideal time to check your skin is after a bath or shower. The following will be needed for the skin self-exam:

- A well-lit space
- A full-length mirror
- A hand-held mirror for hard-to-see areas
- A partner, friend, or family member to assist with areas like your back or scalp.

When looking for potential skin cancers, remember that they often appear on sun-exposed areas like the face, head, neck, and arms, but they can develop anywhere on the body.

Skin cancers can vary in appearance and may resemble other non-cancerous skin conditions. Common signs of skin cancer include:

- A new, growing, or changing spot, bump, or growth on the skin
- A sore that bleeds or doesn't heal after several weeks
- A rough or scaly red patch that may crust or bleed
- A wart-like growth
- A mole or other skin spot

Discuss any concerning areas with your doctor. Examine all moles, blemishes, or birthmarks from head to toe. Regularly checking your skin will make you more aware of what is normal and abnormal.

If you notice anything unusual on your skin or are unsure how to perform the self-exam, consult your doctor. Consider taking close-up photos of the area of concern every few days to assist your doctor in assessing any changes before your appointment.

For more information on skin cancer, visit www.cdc.gov/skin-cancer/about or www.cancer.gov/types/skin/patient/skin-prevention-pdq.

Mental Health Awareness

By Angelina Soria

Since 1949 Mental Health Awareness Month has been recognized annually every May. This month is a chance for people to learn about the importance of mental health. Mental health is important for our overall well-being, just like physical health. Aging brings changes that can impact mental health, and it's okay to talk about how you're feeling with your doctor. They can then refer you to a qualified mental health professional.

If you are constantly experiencing any of the following symptoms, seek professional help:

- Inability to handle daily problems
- Loss of interest in activity
- Unable to finish tasks/activities or difficulty staying focused
- Feeling sad, anger, or fear
- Changes in sleeping habits or energy level
- Suicidal thoughts
- Stress leading to unhealthy ways to cope
- Going through grief

You can call or text 988 if you are experiencing a mental health crisis that needs immediate assistance.

Visit www.nami.org/about-mental-illness/warning-signs-and-symptoms for a full list of warning signs and symptoms.

You can build resilience and support good mental health with these tips:

- Remember the tough times you've overcome to keep a balanced view.
- Write down your strengths and past successes to remind yourself of what you can achieve.
- Maintain strong social connections.
- Don't hesitate to reach out to family and friends when you need support. If you can't meet in person, utilize technology to stay in touch.
- Make sure you're getting enough sleep.
- Don't be hesitant to speak out about your mental health. The County of Santa Clara Behavioral Health Services provides help for children, youth, adults, and older adults. Visit bhscd.santaclaracounty.gov/home for available services that you can access.



You can also call or text 988 if you are experiencing a mental health crisis that needs immediate assistance. If you are deaf, hard of hearing, or prefer to chat, you can still get help by visiting 988lifeline.org. All forms of communication are available 24 hours, seven days a week.



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

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