



The Consumer Connection

Winter 2026

Public Authority Services
by Sourcewise



Inside this Issue

Respite and Home Modifications Offerings through Sourcewise Integrated Health Services Department

January is National Glaucoma Month

Important News: Provider Wage Increase Starting January 2026

Are You Prepared for a Winter Disaster?

Do You Qualify for Free Healthy Delivered Meals?

Terminating IHSS Provider Services

Respite and Home Modifications Offerings through Sourcewise Integrated Health Services Department

By: Kristine Schaan and Adrianna Stankovich

The Integrated Health Services department at Sourcewise is pleased to announce its expansion of CalAIM service offerings! CalAIM refers to a recent effort to transform California’s Medi-Cal program to improve care for populations with complex health needs by offering new Community Supports programs (California Health Care Foundation). Through the Caregivers Network program, Sourcewise has launched two new Community Supports services for qualified Anthem Medi-Cal members:



- **Respite Services:** Giving unpaid family caregivers a much-needed break to rest and recharge. Offers both in-home and out-of-home offerings.
- **Environmental Accessibility Adaptations (Home Modifications):** Making home environments safer and easier to navigate, enabling clients to continue to live independently in home and community-based settings.

Eligibility: These services are available to individuals with Anthem Medi-Cal. Prior authorization from Anthem is required.

To make a referral for Respite and/or Environmental Accessibility Adaptations, or for more information, please contact: Noel Nguyen, Care Manager Caregivers Network via nnguyen@mysourcewise.com.

For those interested in specifically Respite Services, you can submit a referral directly at: www.sourcewise.gomohealth.care/enroll/.

January is National Glaucoma Month

By Vi Lam

Observed every January, National Glaucoma Month generates awareness about this common eye condition in the United States. It is a condition that can harm the optic nerve, which connects the eye to the brain, and can lead to blindness. According to data from the Centers for Disease Control and Prevention (CDC), 50% of people with glaucoma do not realize they are living with it because there are no symptoms. It is estimated that around 3 million Americans have glaucoma, making it the second leading cause of blindness worldwide.

The four main types of glaucoma that can lead to blindness in the U.S. are:

- **Open-angle glaucoma:** The most common form that tends to run in families, and the exact cause is unknown. It gradually raises eye pressure over time, which can cause blind spots in your vision.
- **Angle-closure glaucoma (or closed-angle glaucoma):** A serious spike in eye pressure caused by a sudden blockage of fluid that cannot drain out of the eye. It can sometimes be triggered by dilating eye drops.
- **Congenital glaucoma:** It runs in families and is usually noticeable in babies since it's present at birth, affecting normal eye development.
- **Secondary glaucoma:** It can stem from open-angle or closed-angle glaucoma, but its exact cause is still unknown. Factors such as medication, eye diseases, health conditions like diabetes, or eye injuries can lead to secondary glaucoma.



Currently, there is no cure for glaucoma, but early detection and prevention can help preserve your vision and prevent further loss. You can learn more about glaucoma at www.medlineplus.gov/ency/article/001620.htm.

Anyone can be at risk, but the following populations are at higher risk for glaucoma:

- All individuals 60 years of age and older
- African Americans 40 years of age and older
- People with a family history of glaucoma
- Individuals with diabetes

Taking steps to protect your vision is essential. Join others in January to learn about and advocate for National Glaucoma Month. Start by visiting the CDC's information on Glaucoma at www.cdc.gov/vision-health/about-eye-disorders/glaucoma.html or speak with your eye doctor for a thorough eye exam.

Important News: Provider Wage Increase Starting January 2026

As of January 1, 2026, In-Home Supportive Services Independent Providers working for a consumer in Santa Clara County received a \$0.40 wage increase to \$20.44. This exciting news is due to the increase in the state minimum wage.

Are You Prepared for a Winter Disaster?

By Vi Lam

As the season shifts, it is important to prepare for the weather changes ahead. Moving from dry and hot conditions into cold and wet months, take time to review key winter preparedness information to ensure readiness and safety.

Extreme cold: California's cold weather typically starts in December and can last through February; however, the duration can vary from year to year due to climate fluctuations.

When exposed to extremely cold weather, a person may develop frostbite or hypothermia, both of which can have lasting effects, such as amputation, lifelong health issues, or even death. Learn more at the Centers for Disease Control and Prevention (CDC) website: www.cdc.gov/winter-weather/about/index.html.

One important task for preparing for cold weather is checking your home insulation, inspecting your blankets and clothes, and knowing the locations of your warming centers. For Bay Area warming centers, visit oem.santaclaracounty.gov/disaster-preparedness/cold-weather-safety or call 211 United Way Bay Area or online at 211bayarea.org/about-211-bay-area for information and referral services.

Storms and Flood: When atmospheric pressure, temperature, and moisture levels change, a storm can form. Storms differ depending on the environment. Storms include thunderstorms, snowstorms, and hurricanes. With increased water levels, dry areas will be prone to flooding.

A flood occurs when there is heavy rain, rivers overflow, storm surges occur, or drains and sewers are clogged. Find out if your home is in a flood area. Be prepared by learning what needs to be done around your home before a flood, such as having sandbags ready. Check with your city, county, fire department, or

public works agency to find out where you can get sandbags in your area.

Visit www.weather.gov/safety/flood to learn about how to be prepared, what to do during a flood, and what to expect after a flood.

Power Outage: Anyone can experience a power outage at any time. It can be weather-related, an unexpected system failure, or a planned maintenance outage.

If you are experiencing a power outage, you can call 211 to find local resources and support. If the outage is longer than 48 hours due to a storm or other major weather-related event and you live in an eligible area, you may qualify for the PG&E Storm Inconvenience Bill credit. To determine your eligibility, visit www.pge.com/en/outages-and-safety.html.

One crucial question to ask yourself when it comes to power outages is: "Do you have medical equipment that always requires electricity or a battery, such as respirators or ventilators, power wheelchairs, oxygen, or home dialysis machines?"

If you do, consider acquiring a backup power source, such as an electric generator or an uninterruptible power supply, before an unexpected power outage occurs. Learn more at www.pge.com/en/outages-and-safety/safety/electric-safety/backup-power-safety.html to see which backup power option is for you.

A planned outage occurs when severe weather necessitates a temporary shutdown, known as a Public Safety Power Shutoff (PSPS). Sign up for PG&E alerts beforehand so you can be prepared for a shutoff if you rely on medical equipment that requires electricity to function. PG&E also offers a program to individuals who depend on power for specific medical needs, known as the Medical Baseline Program. If you qualify for the program, it

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provides an additional energy allotment each month at the lowest available rate. Visit www.pge.com/en/outages-and-safety/safety/community-wildfire-safety-program/public-safety-power-shutoffs.html#tabs-6e3912efa4-item-f2396c07e9-tab for more information on power outages and mitigation strategies.

For more information and tips on preparing for an emergency or disaster, see the additional resources below:

- www.ready.gov/winter-weather
- socialpresskit.com/listocalifornia-active-weather
- oem.santaclaracounty.gov/disaster-preparedness/cold-weather-safety



- Silicon Valley Independent Living Center - (408) 894-9041 (Main) or (408) 843-9100 (South County) for Assistive Technology or Durable Medical Equipment device loans
- socialpresskit.com/wetwinter

Do You Qualify for Free Healthy Delivered Meals?

By Vi Lam

The World Health Organization emphasizes that eating enough fruit, vegetables, and dietary fiber can help prevent chronic non-communicable diseases and conditions, such as cancer, diabetes, heart disease, and malnutrition.

How can you start your healthy food journey if you don't know where to start or have trouble finding nutritious options? Many of us may experience food insecurity or find it difficult to control our diet due to long-term health issues. Numerous services are available to assist, like Project FoodBox and Meals on Wheels by Sourcewise.

Project FoodBox helps qualifying Medi-Cal recipients receive medically tailored, fresh, and nutritious food every week, delivered directly to their homes at no cost. Project FoodBox's goal is to reduce food insecurity by providing recipients with a tailored diet specific to their chronic conditions. This is achieved by sourcing from local farms, designing customized food boxes to address



specific health needs, and delivering food to underserved communities. You can fill out a form at projectfoodbox.org/contact or call (408) 426-8544.

Meals on Wheels by Sourcewise delivers nutritious meals to individuals regardless of economic status. Recipients of the program must meet specific qualifications, such as being 60 years of age or older, being homebound, and being a resident of Santa Clara County.

Visit mysourcewise.com/programs-services/meals to learn how you may qualify for two daily meals with low sodium and sugar content, or call (408) 350-3200, option 1 to speak with a Community Resource Specialist.

Terminating IHSS Provider Services

By Santa Clara County In-Home Supportive Services

Santa Clara County In-Home Supportive Services (IHSS) would like to remind recipients about the necessity of updating and removing non-working providers from their case. This action is crucial for maintaining quality services, ensuring safety, and strengthening the provider network. Our goal is to help recipients understand how to remove a provider who is no longer offering care to them. It's important to keep only active, working providers listed on your case.



Reasons to remove inactive providers:

- **Protection of Privacy:** Providers who are no longer working for recipients should not have continued access to sensitive case information. Removing them helps safeguard the recipient's privacy.
- **Prevention of Overclaiming:** If inactive providers are listed as active, they may still request timesheets and claim hours, leading to overclaiming of authorized hours.
- **Maintaining Current Records:** Keeping the provider list current allows IHSS to maintain accurate records and helps agencies provide timely and efficient services. This helps avoid sending case update letters to inactive providers.

To remove an inactive provider from your case, IHSS requires a written request from the recipient or their authorized representative. Please include the following details to make sure your request is processed correctly:

- Recipient's full name, case number, or social security number
- Provider's full name and provider ID number or social security number
- The last date (month, day, and year) the provider worked
- Include the signature of the recipient or authorized representative

Note: Any termination request can be made by contacting your IHSS social worker.

A provider can also request a self-termination form by calling IHSS at the number below. The form includes a return envelope for your convenience. Please ensure that you provide the following:

- Recipient's full name, case number, or social security number
- Provider's full name and provider ID number or social security number
- The last date (month, day, and year) the provider worked
- Signature of provider

You can simply submit this request by mail, fax, or email:

- Mail: IHSS P.O. Box 11018, San Jose, CA 95103-1018
- Fax: (408) 792-1601
- Email: ihss.scc@ssa.sccgov.org

Questions?

Call the IHSS main line: (408) 792-1600
or visit the IHSS office:
353 W. Julian Street. San Jose, CA 95110
Monday through Friday
from 8:00 a.m. to 5:00 p.m.
(closed on holidays).



Public Authority Services

by Sourcewise

3100 De La Cruz Blvd
Suit 310
Santa Clara, CA95054

NONPROFIT
US POSTAGE PAID
SAN JOSE, CA
PERMIT NO. 4



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

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