

# In-Home Supportive Services Public Authority Press

Issue Number 1 – July 2023

*Advocate · Inform · Support*

## A Message From the Executive Director

Welcome to the first edition of the relaunched newsletter for the Public Authority; “Public Authority Press”! We are very excited to share this new resource with our community, which is intended to ensure IHSS Recipients and IHSS Providers are well informed of events happening in the Public Authority and IHSS Program throughout the year.

Did you know older adults are living longer? California is projected to be one of the fastest growing states in this country. By the year 2030, the older adult population will be even more diverse making up 25% of the state’s population (over 10 million people). In Alameda County, 260,000 community members will be over the age of 65 making up approximately 23% of the county’s population. As we continue to live longer, more people will seek home or community care to support optimal health and to continue to live well within homes and communities of their choice. In preparation for the demographic shift and the existing challenges we face as a state, such as affordable housing, equal access to quality healthcare, equity and inclusion, and economic security, Governor Newsom executed the [Master Plan for Aging](#) (MPA) to build an age-friendly state for all Californians and to ensure necessary resources and supports are accessible through state, county and local agencies and organizations. These long-awaited efforts will ensure we all comfortably age in place, which includes choosing where we want to live and receiving the necessary support for healthy aging. To meet the growing need of affordable aging, Alameda County is taking progressive efforts partnering with entities, such as the [Aging Disability and Resource Connection \(ADRC\)](#) and [Age-Friendly Council](#).

IHSS and the Public Authority maintain a significant role in the MPA planning process and continues to support the safety, well-being and care of older adults and persons with disabilities, which includes making every effort to recruit more IHSS Providers. As the IHSS Recipient population continues to grow, IHSS Providers will continue to play a significant role in ensuring that IHSS Recipients get the help they need. The Public Authority offers several free services for IHSS Recipients and IHSS Providers, such as trainings, a Provider Registry, an Emergency Back-Up Provider System, health benefit options for IHSS Providers, and the Advisory Committee on IHSS. For more information, contact our Public Authority.

Lastly, summer is here! We all are excited to get out of the house and safely socialize. Warm weather and heat make outdoor activities enjoyable, but it also means we need to take care to hydrate and stay cool. Climate change is real and affects health in many ways. The changing climate means we can expect more extreme heat waves, wildfires, public safety power shutoffs and poor air quality throughout Alameda County and neighboring counties. Stay connected with community resources such as AC Alert, 211 Alameda County and Senior Assistance and Information throughout the summer to stay abreast of public health risks and the ways to best adapt to the changing climate. Have a safe and wonderful summer!

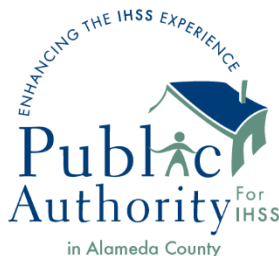
-Nicole Hayes, Executive Director

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## SPECIAL POINTS OF INTEREST

- Elder Abuse Awareness



## Registry

The Public Authority Registry helps connect IHSS Recipients with pre-screened IHSS Providers and helps eligible IHSS Providers find jobs. This is a free service available to Recipients and Providers. The Registry staff can provide a list of IHSS Providers on the Registry that best meet the needs and preferences of the IHSS Recipient. As the employer, the IHSS Recipient is responsible for hiring, managing, and terminating IHSS Providers.

### Seeking IHSS Providers!

All IHSS Providers can join the Registry. We especially need IHSS Providers to work in the Fremont and Tri-Valley areas as well as people fluent in other languages.

### Outreach

To address current Registry needs, the Public Authority has done several outreach campaigns in the form of mass notification emails and text messages to recruit IHSS Providers.

For more information, see our Registry Informational Flyer and Registry Provider Application on our website:

[Click Here for More Info!](#)

[Or Call: 510-577-3552](#)

## Training

Free trainings and workshops are available to IHSS Recipients and IHSS Providers on topics related to health and homecare services.

## Schedule

July 24 Loneliness, Isolation, and Friendly Visitor Program

July 26 Story Sharing: A Walk Down Memory Lane (English)

July 27 Story Sharing: A Walk Down Memory Lane (Spanish)

Aug 1 Medical Eligibility & Home and Community Based Services

Aug 2 Medications – What You Need to Know to Be Safe (English)

Aug 3 Medicamentos: Lo Que Necesita Saber Para Estar Seguro/Medications - What You Need to Know to Be Safe (Spanish)

Aug 9 Medical Alert Systems and Who Can Benefit

Aug 14 Care Provider Peer Support Session

[Click Here to Register!](#)

[Or Call: 510-577-3554](#)

## Health Benefits

### Am I Eligible for Benefits?

If you are an IHSS Provider, paid 80 or more hours per month consistently, you likely meet the criteria for health benefits coverage. Our group health plan includes medical, dental and vision coverage. This coverage includes all three benefits; they are not offered separately.

### New COBRA Vendor

A new COBRA vendor has been selected to manage third-party COBRA administration services for the Public Authority health benefits program. The transition from former vendor TASC to the new vendor, P&A Administrative Services, is complete. Introductory letters will be mailed to qualified IHSS Providers.

[Health Benefits Questions?](#)

[Call 510-577-3551](#)

### Advisory Committee on IHSS

The Advisory Committee on IHSS (AC-IHSS) is an advisory committee to the County of Alameda Board of Supervisors on matters concerning IHSS. The AC-IHSS gives IHSS Recipients and IHSS Providers a voice in how services are provided, to improve the availability and quality of IHSS, and to support services that enhance the lives of older adults and persons with disabilities who choose to live independently and with dignity in their own homes.

#### Now Recruiting!

The AC-IHSS is now recruiting for committee members to fill the following vacancies:

- Current or former IHSS Recipients over 60 years old who reside in Alameda County.
- IHSS Providers caring for a family member(s) receiving IHSS in Alameda County.
- Individuals that possess knowledge or experience in any of the following topics: legal, financial, public relations, or local/state government operations.

Approved nominations will be appointed and sworn in by a representative of the County of Alameda Board of Supervisors.

Public meetings are held quarterly on the first Thursday of each month. Meeting information is available on the website: <https://ac-pa4ihss.org/advisory-committee/>

**Next Meeting: October 5, 2023 at 1:30pm**

*If you or someone you know may be interested in joining the AC-IHSS, contact the Division Secretary at 510-577-1889.*



### Public Authority Training Corner

Invest in yourself and learn valuable skills that can be applied to your current job and maybe even explore educational paths to a new career.

#### Gift Card Incentives

Available to those who qualify.

#### In-Person Trainings

Scheduled to resume July 2023. Stay tuned!

#### Partnership with San Leandro Adult School

The Public Authority has partnered with the San Leandro Adult School to offer FREE Homecare Worker certificate program. This is part of the Medical Career Pathways program and can lead to employment advancement in the medical field. For questions, contact San Leandro Adult School at [sanleandroadultschool.org](http://sanleandroadultschool.org) or 510-667-6287.

#### SEIU 2015

Service Employees International Union (SEIU) Local 2015 is the employee organization which represents IHSS Providers. The agreement between SEIU 2015 and The Public Authority outlines items such as provision of base wages, a safe and healthy working environment, medical, dental, and vision benefits, paid sick leave, and union member dues. The Memorandum of Understanding (MOU) is approved by the County of Alameda Board of Supervisors. If you are interested in becoming a member or learning more about SEIU 2015, visit: <https://www.seiu2015.org/>



# PROGRAM UPDATES

## BACK-UP PROVIDER SYSTEM

**Attention IHSS Recipients!** *Are you in urgent need of an IHSS Provider?* If so, there is an Emergency Back-Up Provider System (BUPS) available for your use. Under BUPS, an IHSS Recipient is eligible to receive temporary emergency back-up services from an IHSS Provider if there is an urgent need. This is a permanent system in place that establishes a list of enrolled IHSS Providers who can provide temporary emergency back-up services for recipients whose regular service providers are unable to provide their IHSS. BUPS is also available if the urgent need cannot be met because the IHSS Recipient is transitioning from a hospital or facility and has not yet identified a IHSS Provider. For further information regarding the Back Up Provider Registry Program, call **510-577-3552**.



## AREA AGENCY ON AGING

Alameda County Area Agency on Aging (AAA) is the local arm of a national aging network. It provides valuable senior information and assistance to advance the social, health, and well-being of older adults in Alameda County. These services include but are not limited to Adult Day Care, Family Caregiver Support programs, Food and Nutrition programs, Legal Assistance, Senior Information and Assistance, Long Term Care Ombudsman Services, Senior Center Services and Visiting.

For resources, call 1-800-510-2020 or visit <https://www.alamedacountysocialservices.org/our-services/Seniors-and-Disabled/Area-Agency-on-Aging/Area-agency-on-aging>.

### **Attention IHSS Providers: Paid Sick Leave Program Information**

**New hours available for IHSS Providers starting July 1<sup>st</sup>!** Eligible IHSS Providers can accrue up to 24 hours paid sick leave every Fiscal Year beginning July 1, 2023. This benefit is available for current, active IHSS Providers who have met the eligibility criteria. At the end of each Fiscal Year, June 30<sup>th</sup>, any unused paid sick leave will expire. If you have questions regarding sick leave benefits, you may call IHSS Payroll Unit at 510-577-1877.



## ELDER ABUSE AWARENESS

### What Is Elder Abuse?

Elder abuse refers to intentional or negligent acts by a caregiver or trusted individual that causes harm to an older person. Elder abuse takes many forms, including:

- Neglect or Isolation
- Physical abuse
- Sexual abuse
- Financial abuse and exploitation
- Abandonment
- Emotional or psychological abuse (including verbal abuse and threats)

**Adult Protective Services (APS)** responds to reports of abuse of Alameda County residents aged 60 years and older and dependent adults between ages 18-59 who, for mental or physical reasons, cannot protect their rights or carry out typical daily activities.

APS services are provided without regard for income, and acceptance of service is voluntary. Reports may be made 24 hours a day, 7 days a week by phone, mail, online and fax.

**If you want to report abuse or neglect,  
Call Us Now at  
(510) 577-3500 or 1-866-CALL-APS**

## Are YOU Ready for Electronic Visit Verification (EVV)?

*Effective July 2023*

### What is it?

EVV is a federal law that requires electronic record of certain information about the IHSS and/or WPCS services performed. Beginning July 1, 2023, all IHSS Providers who do not live with their IHSS Recipient are required to check-in and out at the beginning and end of each workday and indicate if services are being provided in the home or community. California Department of Social Services (CDSS) has developed 3 ways for you to check-in and out. You will have the option of checking in/out using the new IHSS EVV Mobile Application or “App”, the current Electronic Services Portal (ESP) website, or the Telephone Timesheet. System (TTS) using a landline phone. You can choose whichever option(s) that works best for you. You will continue to electronically submit your timesheets at the end of each pay period the same way you do today, through the ESP and/or TTS.

**There are no changes for IHSS Recipients.** IHSS Recipients will continue to review and approve their IHSS Provider’s electronic timesheets the same as today. The EVV requirements do not change how IHSS Recipient services are authorized or how IHSS Recipients receive their services.

**There are no changes for IHSS Providers that live with their IHSS Recipient.** Live-in IHSS Providers will continue to complete and submit their electronic timesheet to their IHSS Recipient for approval the same way they do today. In preparation for EVV, CDSS has been conducting training webinars in English, Chinese and Spanish for the last several months and will continue to provide trainings throughout the year. The training calendar is updated every week. Below are helpful links to assist you:

Webinar Live Training Calendar:

<https://www.cdss.ca.gov/inforesources/ihss/ihss-providers/resources/evv-training>

Recorded Webinar Trainings and other information:

<https://www.cdss.ca.gov/inforesources/cdss-programs/ihss/evvhelp>

# Public Authority: Spotlight

## IHSS HEAT WAVE SAFETY PRECAUTIONS

Extreme heat can cause substantial risk to vulnerable populations including older adults and those with living with disabilities. IHSS Recipients and IHSS Providers should monitor extreme weather and temperature predictions and take extra precautions to ensure they are protected from adverse conditions that may cause heat-related illness.

Warning signs of heat-related illness include heavy sweating, muscle cramps, weakness, headache, nausea, vomiting, diarrhea, tiredness, and dizziness. IHSS Recipients and IHSS Providers that exhibit these symptoms should monitor them daily as the effects can last up to seven days.

Monitor those on medications. Many medications increase the likelihood of dehydration. Stay hydrated and stay indoors in a cool environment.

Heat Alerts are issued by the Alameda County Office of Emergency Services during extreme heat events and emergencies and sent through AC Alert, Alameda County's emergency alerts system. Many cities use AC Alert to disseminate emergency information and alerts - such as evacuation and disaster instructions - by voice, text, and email, as well as sending TTY/TDD messages, and posting to social media pages. The public can sign up to receive these alerts via email. To make sure we can reach you in an emergency when you need to take protective actions, register with AC Alert at [www.acalert.org](http://www.acalert.org).

You may also call 211 or Senior Information and Assistance at (510) 577-3530 for assistance.



***Do you have the tools to connect with your doctor, family, and friends online?***

Alameda County AAA is offering free iPads and internet service to help seniors 60+ and disabled adults 18-59 get connected. To learn more, please send an email including your name, phone number, and age or disability status to:

[digitaldivide@acgov.org](mailto:digitaldivide@acgov.org) or call Senior Information & Assistance at 510-577-3530.

**Mailing Address:** 6955 Foothill Boulevard,  
Suite 300, Oakland, CA 94605-2409  
(Lobby: First Floor, Suite 143)

**Main Phone:** 510-577-3552

**Fax Line:** 510-577-3579

**Health Benefits:** 510-577-3551

**Training:** 510-577-3554

**Registry**

**IHSS Recipient:** 510-577-1980

**IHSS Provider:** 510-577-5694

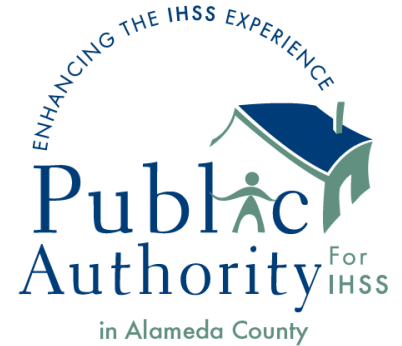
<https://ac-pa4ihss.org/>

**IHSS Payroll:** 510-577-1877

**APS Hotline:** 510-577-3500

**Senior Info & Assistance:** 510-577-3530

**Find My IHSS Social Worker:** 510-577-1900



*Bilingual Staff Available!*

To share any suggestions on article topics or ideas for future Public Authority Newsletter publications, please send an email to:

[PAPress@acgov.org](mailto:PAPress@acgov.org)



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