

Alameda County Public Authority Press

Advocate · Inform · Support

Issue 2 - November 2023



A MESSAGE FROM THE EXECUTIVE DIRECTOR

This edition of the Public Authority Press is dedicated to our more than 30,000 In-Home Supportive Services (IHSS) Providers! On behalf of the Social Services Agency, I thank each of you for your unwavering dedication and compassion to provide the necessary care and support to our IHSS Recipients, which enables them to remain comfortably in the home or community setting of their choosing. Caregiving is the foundation of the IHSS Program. Without the support of IHSS Providers, many of our IHSS Recipients would not be afforded the opportunity to remain safely in their home environment and would have to seek other out-of-home care options, such as Long-Term Care or Skilled Nursing Facilities.

November is National Family Caregiver Month. Did you know more than half of our IHSS Providers are family members, female and people of color? The Department of Adult and Aging Services (AAS) is taking this opportunity to not only acknowledge our family caregivers but also celebrate and honor **ALL** IHSS Providers for putting in countless hours caring for the older adults and persons with disabilities population every day!

While caregiving is rewarding, it can also be challenging emotionally, physically, and financially. Often, IHSS Providers ignore their own health and well being due to the significant demands and challenges of the caregiver role. Be sure to establish and maintain a healthy work-life balance. This includes practicing self-care by taking care of one's own health, managing stress by taking time for yourself and seeking social support and resources. It is easier said than done but I strongly urge you to put forth the effort if you haven't already.

This edition focuses on resources available for IHSS Providers to help cope with the demands of caregiving. For example, Public Authority offers provider-specific trainings such as *Care Provider Peer Support* and *The Importance of Direct Support Providers* and the Area Agency on Agency (AAA) offers caregiver support services, such as the Family Caregiver Alliance. These resources are a benefit for you and the one you are caring for and are available throughout the year so peek your interest and call for more information. Wishing you well!

-Nicole Hayes,
Public Authority Executive Director

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SPECIAL POINTS OF INTEREST

- Finding the Right Caregiver Support Group

November is National Family Caregivers Month !

W-2 TAX FORMS

Tax return filing time is soon approaching! This is a great reminder to IHSS Providers to make sure their email address, telephone number, and mailing address are current. Please call 510-577-1877 to make sure the correct information is on file.

IHSS Providers will receive a paper version of their 2023 W-2 form, if they earned taxable income, to the mailing address on file no later than January 31, 2024.

IHSS Providers with an Electronic Services Portal account can view and download a copy of their 2023 W-2 Tax Form from their account.

Please Note: CDSS and IHSS County staff are not tax consultants and cannot assist with tax questions. For questions about your taxes, please visit the [IRS website](#) or contact a tax preparer.

NUMBERS AT A GLANCE

REGISTRY

Recipient Referrals: **242**
Provider Referrals: **405**

TRAINING

Monthly Classes Offered: **9**

◇ English Classes: **6**

◇ Spanish Classes: **2**

◇ Cantonese Classes: **1**

◇

Average Monthly Attendees: **360**

HEALTH BENEFITS

Providers Eligible for Health Coverage, but Not Enrolled: **14,006**

Providers Covered in Alameda Alliance for Health (AAH) Health Plan: **5,513**

◇ HMO Plan: **2,254**

◇ PPO Plan: **3,259**

**Based on data for the month of October 2023*

“There are only four kinds of people in the world. Those who have been caregivers. Those who are currently caregivers. Those who will be caregivers, and those who will need a caregiver.” — Rosalyn Carter

ELECTRONIC VISIT VERIFICATION

Electronic Visit Verification (EVV) is a federally mandated requirement for all non-live-in IHSS Providers to check-in and out at the beginning and end of each workday. To comply with federal law, the California Department of Social Services (CDSS) implemented a change to the EVV system effective July 1, 2023. **This change only impacts providers who do not live with their IHSS Recipients.**

To help with the new EVV requirements, CDSS has posted easy-to-follow training materials which describe how to use the EVV systems and live webinar trainings. Please visit the CDSS EVV website for more information: <https://www.cdss.ca.gov/inforesources/cdssprograms/ihss/evvhelp>

The IHSS Service Help Desk is also available to provide assistance and can be contacted at 1-866-376-7066.



November 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2 ★	3	4
5	6	7 ★	8	9	10	11
12	13 ★	14 ★	15 ★	16	17	18
19	20	21	22 ★	23	24	25
26	27 ★	28	29 ★	30 ★		

Free trainings and workshops are available to IHSS Recipients and IHSS Providers on topics related to health and homecare services. Trainings are also offered in other languages. Click [HERE](#) to register or CALL 510-577-3554.

TRAINING SPOTLIGHT

Care Provider Peer Support

Instructor: Ellen Creighton, Patient Quality Care Coordinator & Community Resource Specialist with ACE Home Health & Hospice.

Care Provider Peer Support sessions are offered eight months out of the year. This facilitated support session is for IHSS Providers to explore the challenges and rewards of providing personal care support for others. This session is designed to address isolation, frustration, burnout and to acknowledge and empower care providers with tools, support and tips for self-care.

Upcoming Trainings

December 2023—January 2024

Dementia Training

The Public Authority Training program is pleased to work with Senior Daybreak Adult Day Care Program to offer dementia trainings to IHSS Providers and IHSS Recipients. Senior Daybreak is a unique day program that keeps older adults with memory loss safe and secure while providing their caregivers the flexibility and support they need to care for their loved ones at home. Senior Daybreak also offers valuable information and support groups specifically designed for those caring for someone affected by dementia and Alzheimer's.

TRAINING SCHEDULE

November 2nd

Red Flags That An Older Adult Needs Help (Spanish)

November 7th

Medicare and the Annual Enrollment Period (Oct. 15 – Dec. 7): Changes for 2024

November 13th

Care Provider Peer Support Session

November 14th

Home Match Service Presentation

November 15th

Red Flags That An Older Adult Needs Help (English)

November 22nd

Advance Care Directive - Cantonese

November 27th

Importance of Direct Support Providers

November 29th

Nutrition Bingo (English)

November 30th

Nutrition Bingo (Spanish)

Use the QR code below to register for classes!



AREA AGENCY ON AGING

Area Agency on Aging (AAA) has resources for our diverse populations and we want to get the word out! Click [HERE](#) for more information or call:

Senior Information and Assistance

510-577-3530

LGBTQ+ Senior Resources

For IHSS Recipients and IHSS Providers that identify as LGBTQ, there are a number of resources and connections that can be beneficial.

Lavender Seniors of the East Bay:

Established in 1994 by a group of about 20 seniors concerned with the lack of services and protections for the “gay and grey”, the organization provides social support services that fosters a sense of belonging for all LGBTQ+ older adults. (510) 736-5428

SAGE National LGBTQ+ Elder Hotline:

(877) 360-5428 operates 24 hours a day, 7 days a week, in English, Spanish, with translation in 180 languages

SAGEConnect: Free phone-buddy program that matches LGBTQ+ elders with volunteers for weekly phone calls.

National Resource Center on LGBTQ+ Aging:

An information powerhouse that produces publications, fact sheets, guides and assistance on nearly a thousand topics relevant to LGBTQ+ aging. This is a wonderful information and referral resource as well.

US Department of Veterans Affairs VHA LGBTQ+ Health Program:

Assures LGBTQ+ veterans receive health care that is delivered in an affirming and inclusive environment with providers that respect their identity.

Oakland LGBTQ Community Center:

Founded in 2017, the Oakland LGBTQ Community Center is dedicated to enhancing and sustaining the well-being of LGBTQ individuals, families, and allies. Phone: 510-882-2286.

Pacific Center for Human Growth: Founded in 1973, Pacific Center for Human Growth is the oldest LGBTQIA+ center in the Bay Area, the third oldest in the nation. It operates a sliding scale mental health clinic. Phone: 510-548-8283.

CARE PARTNERS

Alameda County Care Partners regularly provides resources and self-care trainings for the Public Authority training program.

Care Partners offers free compassionate and culturally competent care to In-Home Supportive Services Providers and Recipients.

The Care Partners team can assist you in the following: fall prevention services and durable medical equipment requests, connecting you to local community resources, and starting conversations about your healthcare wishes.

Contact Us:

[\(510\) 577-3517](tel:5105773517)

care.partners@acgov.org

FAMILY CAREGIVER ALLIANCE

Family Caregiver Alliance (FCA) offers a wide range of caregiver resources, including caregiving tips, information and encouragement about taking care of yourself as a caregiver, and connections to community organizations and agencies. The Family Caregiver Alliance website is very helpful, especially its Caregiver Resources tab!

The mission is to improve the quality of life for family caregivers and the people who receive their care. Our services, education programs, and resources are designed with caregivers' needs in mind and offer support, tailored information, and tools to manage the complex demands of caregiving. They include:

- An online questionnaire and follow-up by staff
- Access to Bay Area Caregiver Resource Center staff across six counties. Caregivers have access to their information within their personal client record.



Family
Caregiver
Alliance®

Contact Us:

[\(800\) 445-8106](tel:8004458106)

caregiver.org

AGING AND DISABILITY RESOURCE CONNECTION

Alameda County's Aging & Disability Resource Connection (ADRC) site is both a portal to services and a network of community organizations assisting older adults, individuals with disabilities, their families, and caregivers. This site is part of a Statewide network of California Department of Aging funded and locally supported resources created to simplify access to enhanced information and referral assistance, options counseling, service coordination, and institution-to-home transition assistance.

Using a person-centered approach, ADRC identifies personal and community resources. This resource also provides service enrollment assistance, aid in navigating complex public benefit systems, and access information on dozens of non-profit community-based service partners. These connections act as a "No Wrong Door" system, enabling people of all ages, incomes, and abilities to connect with partner organizations and access a wide range of short- and long-term services and support options within Alameda County.

The chief goal is to minimize confusion, enhance individual choice, and support fully informed decision-making about long-term services and support options to help meet your personal goals for independence.

Call 510.297.5936 or 1-800-510-2020, or email adrc@acgov.org for more information and personalized assistance. **Caregiver Link:** <https://alameda.my-adrc.org/Home.aspx>

FAMILY EDUCATION & RESOURCE CENTER

[The Family Education and Resource Center \(FERC\)](#) provides support for family caregivers of people with mental illness. The Center offers mental health education, information, advocacy, and support services to help provide the best care possible for your loved one.

If you are a caregiver for a child or adult with

mental illness, you can be connected with a hospital, medical center, mobile crisis team, psychiatric facility, or other support program that can provide professional care and temporary or permanent assistance. Many of these crisis support services are available 24/7.

Offices are located in Oakland and Fremont.

NATIONAL FAMILY CAREGIVERS MONTH

National Family Caregivers Month, celebrated each November, is a time to recognize and honor family caregivers across the country.

Celebrating Family Caregivers during National Family Caregivers Month enables all of us to:

- Raise awareness of family caregiver issues
- Celebrate the efforts of family caregivers
- Educate family caregivers about self-identification
- Increase support for family caregivers

President Clinton signed the first National Family Caregivers Month Presidential Proclamation in 1997 and every president since

has followed suit by issuing an annual proclamation recognizing and honoring family caregivers each November.

RESOURCES

National Family Caregivers Month website: <https://www.caregiveraction.org/national-family-caregivers-month>

Caregiver Help Desk: 855-227-3640

Caregiver Action Network
Phone: 202-454-3970



**PUBLIC AUTHORITY:
IN-HOME SUPPORTIVE SERVICES PROVIDER REGISTRY**

Are you looking for a meaningful job?

Consider becoming an in-home Care Provider...

Help older adults and persons with disabilities who receive In-Home Supportive Services by pursuing a rewarding career as an in-home Care Provider.

Alameda County Public Authority Registry is always recruiting!

Providers on the PA Registry:

- Provide care to seniors and individuals with disabilities on the IHSS program;
- Have flexible schedules;
- May be eligible for health care benefits;
- Receive free trainings;
- Receive a pay rate of \$18.55/hr.

Submit applications by:

- 1) Mail to:
Attn: PA Registry
6955 Foothill Blvd, Ste. 300
Oakland, CA 94605
OR
- 2) Email to: RegistryApps@acgov.org

**WHAT DOES THE
ADVISORY COMMITTEE
ON IHSS DO?**

The Advisory Committee on IHSS makes recommendations to improve In-Home Supportive Services and Public Authority services. The Advisory Committee is actively recruiting additional members.

Meetings are held quarterly at 1:30 pm on the first Thursday of the month at the Social Services Agency, Department of Adult and Aging Services, located at:

6955 Foothill Blvd, First Floor, Suite 143, Oakland, CA 94605

If interested in becoming a member, please contact the Public Authority Department Secretary at phone number 510-577-1889 or check out our website for more information:

www.ac-pa4ihss.org

IHSS PROVIDERS...SAVE THE DATE !

In honor of National Caregiver Month, come receive some appreciation & support from In-Home Supportive Services staff and our community partners, SEIU 2015, Care Partners, and Ellen Creighton (Care Provider Peer Support Group Leader) for the important work that you do.

When:

Wednesday, November 8, 2023
10am – 3pm

Where:

Adult & Aging Services Lobby
Eastmont Mall
6955 Foothill Blvd, Suite 143
Oakland, CA 94605

Hope to see you there!



INTERVIEW SPOTLIGHT:

PUBLIC AUTHORITY ADVISORY COMMITTEE ON IHSS

As the Advisory Committee on IHSS Chair, representing Recipients under 60, **Warren Cushman**, shares some of his experiences and goals for the Public Authority.

PA: *What made you decide to join the Public Authority Advisory Committee?*

Warren: I joined the Advisory Committee in 2019. I felt there was a need for Recipient representation on the Public Authority. I felt that it is rare for a blind person to engage in this space. There are needs that people with disabilities have around this. I felt that I had much to contribute due to my years of advocacy experience.

PA: *What are your goals as the Chair of the Public Authority Advisory Committee?*

Warren: The first goal I have is to fill out the membership of the Committee, 11 members in total. We are always looking for new members to join- members that are active in participating. Another goal is to improve the state of affairs for Recipients in the Public Authority. I would like to improve the funding for Public Authorities and the relationship between the Recipient and the Provider– build a stronger connection between the Recipient and Provider.

PA: *In what ways do you feel that the Public Authority is successful?*

Warren: One of the strongest aspects of the Public Authority is the training. The training courses and training staff are very strong and very positive. I also think that the staff is experienced in administration and that greatly assists the Recipients and Providers in providing services. I would say that the connection between the County Public Authority and the Recipients is strong.

PA: *In what way do you feel the Public Authority could improve services?*

Warren: I think the first thing that comes to mind is a better relationship between County administration, the IHSS Provider, and IHSS Recipient, those 3 aspects of IHSS can be improved. One of the goals that I have is to improve the relationship between the 3 areas. The decision making process of each branch needs a more coordinated effort with the County, in terms of procedures and funding . I think finding providers is a challenge for Recipients. We could use some improvement in the areas of finding Providers for Recipients. Hiring providers is the biggest challenge experienced by Recipients. It comes down to finding the resources to recruit Providers. We need to identify more resources to find ways to recruit more Providers. Good advertising and outreach events in the community can help. The culture of the system needs to change so there is more confidence in the system, so Recipients and Providers refer other people to the system. We need to do continued work to improve the reputation of the system. Word of mouth is important. The relationships between the State and the County could be improved as well as working with the State to streamline the government aspect of the Public Authority. We are looking for a more seamless connection of communication.

Lastly, it is very important to the Recipient and Provider to be informed about new laws and regulations. I would urge all Recipients and Providers to stay informed and become informed. Part of that is for the Provider to connect with their union. Together, we are looking for better communication and clarity of laws and regulations, such as electronic visit verification, as it is a whole new way of doing business.

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

PAPress@acgov.org

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510-577-3551

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510-577-3554

Registry

IHSS Recipient:

510-577-1980

IHSS Provider:

510-577-5694

Website: <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