

— ALAMEDA COUNTY —

# PUBLIC AUTHORITY PRESS



## ADVOCATE • INFORM • SUPPORT

The Public Authority Press is a tri-annual newsletter for the Alameda County Public Authority. This newsletter is a community resource intended to ensure that In-Home Supportive Services Recipients and Providers are well informed of events happening in the Public Authority and In-Home Supportive Services Program throughout the year.

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2025

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active Alameda County IHSS  
Providers & IHSS Recipients

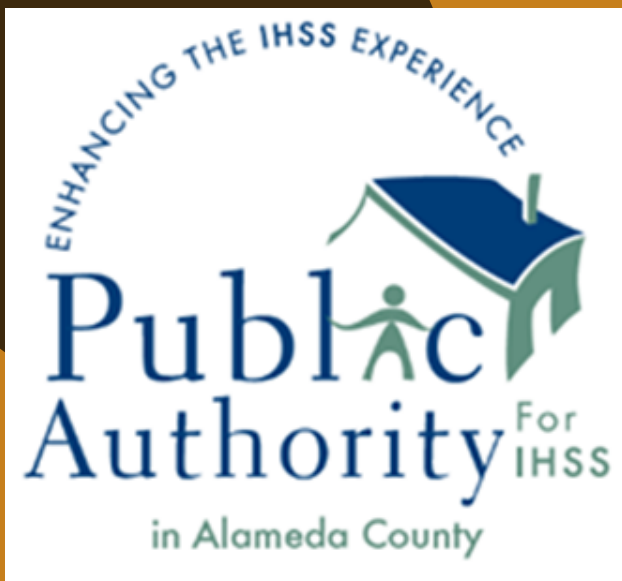


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Alameda County  
Social Services Agency

## MESSAGE FROM THE EXECUTIVE DIRECTOR

This November, we proudly recognize National Caregiver Month—a time to honor the dedication and compassion of our IHSS Providers.



To all our IHSS Providers: Thank you for the incredible work you do each day. Your commitment to supporting individuals and families in our community is truly inspiring. We see your hard work, and we deeply appreciate the care you provide.

Thank you for showing up, for caring deeply, and for making a difference every day. We're proud to celebrate you this month—and always.

Nicole Hayes  
Division Director, In-Home Supportive Services (IHSS)  
Executive Director, Public Authority for IHSS  
Department of Adult & Aging Services

**CONTACT  
US AT**

Phone : +510-577-3552

Email : [PApress@acgov.org](mailto:PApress@acgov.org)

# TRAINING

Free trainings and workshops are available to both In-Home Supportive Services Recipients and Providers on topics related to health and homecare services.



## Did You Know?

Trainings are also offered in other languages IN-PERSON and ONLINE. Click [HERE](#) to register or call 510-577-3554.

**REGISTER**

**NOW**

## Training Schedule

**Nov 3:** Senior's Guide to Public Benefits (10am-11:30am)

**Nov 4:** Beating the Holiday Blues (2pm-3pm)

**Nov 6:** Venciendo la Melancolia Navidena [Spanish] (2pm-3pm)

**Nov 17:** Cancer 101 (10am-11am)

**Nov 18:** Dementia Conversations (10am-11am)

**Nov 19:** Conversaciones Sobre Demencia [Spanish] (2pm-3pm)

**Nov 20:** IHSS Care Provider Guidance: Electronic Services Portal Support (1 pm-2:30pm)





# IHSS PROVIDER TRAINING

In-Home Supportive Services Providers can attend FREE training classes!

## ***Why Attend Public Authority Training Classes?***

- **Classes are FREE!** : Other homecare training programs are offered at cost to participants
- **Professional Development:** Increase caregiving knowledge and skills
- **Peer Support:** You are not alone in your life experiences! Our trainings offer connection, support, and the chance to touch base with other caregivers and Recipients just like you.
- **Class Variety:** A broad range of caregiving class topics are offered, such as Dementia and Advanced Care Planning to Financial Assistance.
- **Subject Matter Experts:** Our instructors are excited to share their expertise and initiate meaningful discussions with you!
- **Gift Card Incentives:** Attendees may be eligible to receive a gift card as a special thank you for participating.

## **Who Can Attend**

### **PUBLIC AUTHORITY TRAINING CLASSES?**

#### **IHSS Providers**

Must be in Eligible status, have completed all Provider enrollment requirements, and must have received Payroll within the last year

#### **IHSS Recipients**

Must be Active and enrolled in Alameda County

### ***Need Help Finding a Provider?***

Call the Public Authority Registry at 510-577-1980.



### ***Is Acting as Your Own Employer Too Much for You to Handle?***

Consider designating an Authorized Representative or Timesheet Signatory on your behalf. Contact your social worker for details.

# IHSS RECIPIENT TRAINING

There are helpful training materials and tools that In-Home Supportive Services Recipients can use to support their role as employer.

## Finding, Interviewing, and Hiring a Provider:

- [Finding, Interviewing, and Hiring a Provider](#) 
  - As the employer, you can hire anyone who meets IHSS Provider enrollment requirements and can meet your needs.
- [IHSS Getting Started with a Provider](#) 
  - It is important to tell a new Provider what you expect. It is best to talk about any difficult issues and agree on things before they start work.

### Needed!





#### Emergency Back-Up (EBU) Providers

- **Providers:** Are you available for on-call or urgent assignments? Are you flexible with work location and want to earn two additional dollars per hour?
- **Recipients:** Do you urgently need a Provider because you are transitioning to home-based care and don't have a Provider?





**Then, you may qualify to receive a temporary back-up Provider !**

**Call the Public Authority at 510-577-1980 for more info**

Click the blue headings to learn more

- [Recipient Provider Job Agreement](#) 
  - Having a formal job agreement will help explain job duties and work schedule.
- [IHSS Communicating with a Provider](#) 
  - Having good communication is the first step to a positive working relationship.
- [IHSS Supervising Your Provider](#) 
  - As an employer, you will need to supervise your Provider. This may feel uncomfortable at first, but will get easier with time and practice.
- [Deciding When to Fire a Provider](#) 
  - As an employer, you have the right to fire your Provider for any reason, but you should think about this decision carefully before you take action.

# IHSS UPDATES

	32,731	eligible IHSS Recipients in Alameda County
	31,694	active IHSS Providers in Alameda County
	\$20.00	hourly wage of IHSS Providers in Alameda County
	18.2 %	of active IHSS Providers receive health benefits through the Public Authority's health program

Demand for IHSS has been rising in recent years and continues to increase with the rapidly growing population of older adults in Alameda County.

## LOOKING FORWARD

The pandemic has had a disproportionately negative impact on our vulnerable older adult populations and those with disabilities. High rates of COVID-19 infection in group-living settings underscore the importance of IHSS programs that allow individuals to be cared for in their own homes. The Enacted Budget includes funding to establish a permanent back-up provider system, which allows for 80 hours per year per customer, or up to 160 hours determined on a case-by-case basis.

## HOLIDAY OFFICE CLOSURES

Alameda County Adult and Aging Services will be closed on the following days, in observance of the upcoming holidays:

// **November 11** (Veterans Day)  
**November 27** (Thanksgiving)  
**November 28** (Thanksgiving)  
**December 25** (Christmas)

# IN THE NEWS

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*Behind every number in that budget is a human life. Let's do the right thing.*

## IHSS IS NOT A LUXURY- IT'S A LIFELINE

by Jeff Gonzalez

Published June 12, 2025

The Orange County Register- Commentary

I didn't run for office because I had political ambitions. I ran because my son RJ doesn't have a voice. He has cerebral palsy with spastic quadriplegia. He cannot walk. He cannot speak. He cannot eat without a feeding tube. Every moment of his life requires full-time care and attention. And every day, my wife Christine and I do everything we can to give him a life filled with love, dignity, and safety.

We didn't ask to become caregivers, but we stepped into that role with our whole hearts because that's what love demands. What we didn't expect was how hard the system would make it. Today, I serve the people of California's 36th Assembly District. But I'm still RJ's dad. I'm still Christine's husband. I'm still a caregiver.

**Let me be clear: IHSS isn't a luxury. It's a lifeline. It's the only reason I and so many families are able to keep our loved ones at home, where they belong. And it's often the only thing keeping caregivers from physical and emotional collapse.**

Caregiving is 24/7. It doesn't take holidays off. When IHSS steps in, it doesn't just provide relief — it preserves families. It keeps loved ones out of institutions. It protects those who give everything to care for someone they love. I promise to keep fighting for them with everything I have. Because our most vulnerable deserve more than a number on a budget sheet. They deserve dignity. They deserve care. They deserve a voice.

*Let's protect IHSS. Let's protect the people who depend on it most.*

*Jeff Gonzalez represents California's 36th Assembly District.*



# REMINDER: CHECK YOUR ESP MESSAGES REGULARLY

## ***New Online Services Are Available for Providers Through the Electronic Services Portal!***

The **E**lectronic **S**ervices **P**ortal (**ESP**) is a website that allows you to save time and take care of all your payroll needs online

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Easy Process = Faster Payment

### ***There are benefits to using the ESP:***

- Complete and submit **Electronic Timesheets**
- View your **payment status and history**
- Sign-up for and make changes to your **Direct Deposit**
- Submit **Sick Leave Claims**

*If your Recipients decide to NOT register and enroll in the ESP you can still view your payment status and history, sign-up for Direct Deposit, and submit your Sick Leave Claim through the **ESP**.*

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Both you and your Recipient may [register](http://www.etimesheets.ihss.ca.gov) for the Electronic Services Portal at:  
[www.etimesheets.ihss.ca.gov](http://www.etimesheets.ihss.ca.gov)

ESP screens are now available in Spanish, Chinese, and Armenian.

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### ***You will need the following information to register:***

Your name – Nine digit provider number – Date of birth – Last four digits of your social security number – A valid e-mail address

### ***What if I need help or have questions?***

Contact the Help Desk at **866-376-7066 Option #4**

View the [Provider Registration](http://www.cdss.ca.gov/inforesources/IHSS-Providers/Resources/Electronic-Services) webcast on YouTube or at the CDSS website:

[www.cdss.ca.gov/inforesources/IHSS-Providers/Resources/Electronic-Services](http://www.cdss.ca.gov/inforesources/IHSS-Providers/Resources/Electronic-Services)

View the [Electronic Services Portal Website: Overview](http://www.cdss.ca.gov/inforesources/IHSS-Providers/Resources/Electronic-Services) webcast on YouTube or at  
the CDSS website:

[www.cdss.ca.gov/inforesources/IHSS-Providers/Resources/Electronic-Services](http://www.cdss.ca.gov/inforesources/IHSS-Providers/Resources/Electronic-Services)

# PPE DISTRIBUTION

Personal Protective Equipment (PPE) items are available for pick up to all In-Home Supportive Services Recipient & Providers!

PPE items can be picked up in-person from either of the two below locations:

- **Adult & Aging Services Lobby**

- *Address:*  
6955 Foothill Blvd. Suite #143  
Oakland, CA 94605  
(Eastmont TownCenter Mall, 1<sup>st</sup> Floor)
- *When:* During regular business hours, M-F, 8:30am-5pm, excluding holidays.
- **IHSS RECIPIENTS & PROVIDERS:**  
PPE Kits include gloves, surgical masks, and 1 hand sanitizer. Limit 1 per IHSS Recipient/Provider.

- **SEIU Local 2015**

- *Address:*  
333 Hegenberger Rd, STE 400  
Oakland, CA 94621
- **IHSS PROVIDERS ONLY:** PPE Kits include gloves, masks, & 1 hand sanitizer.

**Get yours today while supplies last!**



**PROTECT  
YOURSELF  
AND THOSE  
AROUND YOU**

PPE can reduce the spread of respiratory infections, influenza, and other viruses.

Make sure that your PPE fits properly. For example, a well-fitting mask can help prevent viral spread.

### **Individuals at High Risk:**

- People with underlying health conditions such as heart disease, diabetes, or weakened immune systems
- Elderly individuals
- Healthcare workers and caregivers



# Shaping the future of long-term care... one conversation at a time

## seiu 2015

### In-Home Supportive Services Provider Union

SEIU 2015 is the union that represents California's long-term caregivers, including IHSS Providers. SEIU represents all IHSS Providers and is bargaining for Provider wages, health benefits, and other employment contract-related matters.

Visit the SEIU 2015 website to find out more information about member benefits, how to join, union history and vision for the future, justice campaigns, resources, media, and how to get involved.



[www.seiu2015.org](http://www.seiu2015.org)

### Who Cares! Podcast

Hosted by Arnulfo De La Cruz, President of SEIU 2015, the podcast explores critical issues facing care workers and recipients, including labor rights, economic justice, and the intersection of politics with long-term care.

*Listen now:*

<https://who-cares-seiu2015.podbean.com/>

### Member Action Center

Call 855-810-2015  
Monday through Friday  
Open 7AM to 7PM

### New Memorandum of Understanding

The Alameda County Board of Supervisors recently approved a new SEIU 2015 Memorandum of Understanding (MOU). The revised contract between the Public Authority for In-Home Supportive Services in Alameda County and SEIU Local 2015 is now in effect until September 30, 2027. The agreement defines IHSS Provider & Recipient rights, wages, health benefits, and other labor & employment guarantees.

Review the new MOU [HERE](#)

# Personal Stories

**CALL TO ACTION:** Alameda County IHSS & the Public Authority want to hear YOUR REAL-LIFE STORIES about the power of caregiving and your experiences with IHSS. Responses may be shared in future publications of the Public Authority Newsletter. Please answer the questions in detail. We want to highlight your personal journey and are excited to share your stories! Let's continue the conversation about the challenges and triumphs of caregiving.

**Send us your personal story and a picture of yourself and your caregiver (or the person you care for)**

**ALAMEDA COUNTY PUBLIC AUTHORITY  
6955 FOOTHILL BLVD, SUITE 143  
OAKLAND, CA 94605**



**PAPRESS@ACGOV.ORG**



**What has your caregiver experience been like?**

Wonderful and convenient. It fits well with my personal needs and activities.

**What caregiving challenges have you worked to overcome?**

Trying to be organized and efficient.

**What valuable lessons have you learned in your caregiver journey?**

Compassion with communication. Get help navigating challenges as needed.

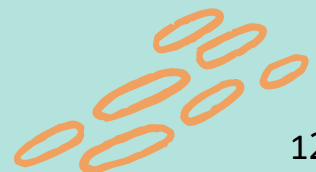
**How has IHSS or the Public Authority been able to assist you?**

Via phone calls that answer my questions as needed.

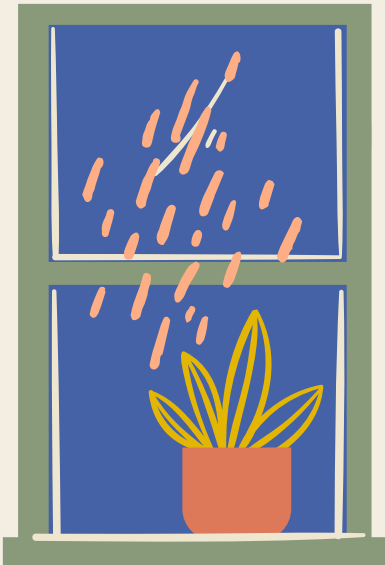
**How can IHSS and the Public Authority be better to meet your needs?**

To continue to be there for us.

**CATHERINE, NEWARK**  
*IHSS PROVIDER*







What valuable lessons have you learned in your caregiver journey?

Always feel comfortable and confident when speaking with potential clients. It takes time and dedication.

How has IHSS or the Public Authority been able to assist you?

The free training courses and workshops on providing homecare services through IHSS.

**BALJINDER, NEWARK**  
*IHSS PROVIDER*



What has your caregiving experience been like?

It's been a great journey of helping others on a daily basis.

What caregiving challenges have you worked to overcome?

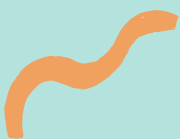
Trying to handle difficult situations in a calm manner.

What valuable lessons have you learned in your caregiver journey?

You always learn new things everyday.

How has IHSS or the Public Authority been able to assist you?

They have been helpful and I've gained more experience throughout the years that I've been a caregiver. They are good at answering any concerns or questions that I have.



**REZA, NEWARK**  
*IHSS PROVIDER*

# STORIES FROM IHSS... RECIPIENTS



“My IHSS experience has involved providing support with my daily activities, as well as providing emotional support and communication. Caregiving challenges include allowing someone else in my home and having more patience to work with someone else. At the same time, I have also learned to care for my own needs sometimes. IHSS listens to my needs and monitors my health. I am satisfied.”

**GURMEET, NEWARK**  
*IHSS RECIPIENT*

“My caregiving journey has been a time of significant personal growth and learning. Through my frustration and sadness, my Provider has cared for me with such kindness and compassion.

Overcoming caregiving challenges is about truly understanding another person’s needs and communicating with mutual respect. In receiving in-home care, I have learned to manage my own emotions and learned how to stay calm and objective.

IHSS provides me with good Providers when I need them, so I can live safely and independently in my own home with my wife. To better meet my needs, it would be nice if IHSS allowed for more flexible authorized hours.”

**KIJONG, DUBLIN**  
*IHSS RECIPIENT*



Submit Your Personal Story Today

# EAT SMART LIVE STRONG

## Nutrition Education Webinar for Older Adults

Join the County of Alameda Area Agency on Aging staff on **Monday, October 27th, 2025 from 1:30-2:30PM** for a fun, interactive webinar for older adults. Our focus is on helping adults 60+ adopt new behaviors that can improve your health and quality of life through simple dietary modifications and moderate physical activity.

The EAT SMART LIVE STRONG program provides encouragement, education and hacks for success. We want to help you meet your new nutrition, fitness and health goals and stay on track!

**Register online at <https://t.ly/5R2Lc> or scan the QR code below.**



This program and material was funded by USDA's Supplemental Assistance Nutrition Program - SNAP (known in California as CalFresh) and the County of Alameda Area Agency on Aging. Both organizations pride themselves on being equal opportunity providers and employers.







Alameda County  
Social Services Agency

# Provider Appreciation & RESOURCE FAIR

We Appreciate You



**FREE  
EVENT**

Registration  
Required

**THURSDAY  
NOVEMBER 13, 2025  
10 AM - 2 PM**

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

- In honor of National Caregiver Month, come receive some appreciation & support for the important work that you do.

Scan to Register

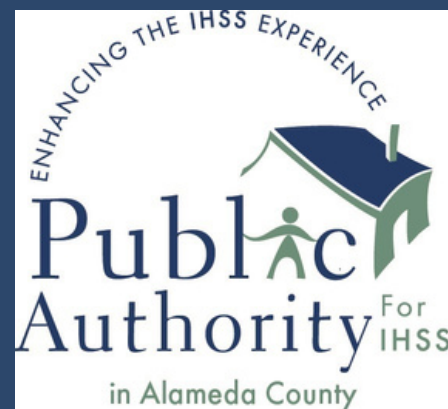
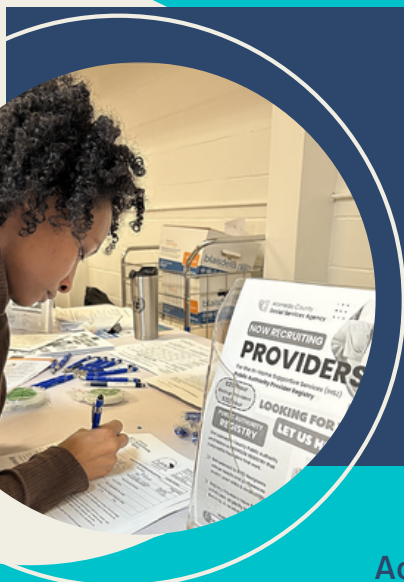


[ac-pa4ihss.org](https://ac-pa4ihss.org)

Participating organizations:

- In-Home Supportive Services
- Area Agency on Aging
- Care Partners
- ACE Home Health & Hospice
- Alameda Alliance for Health
- San Leandro Adult School
- SEIU 2015 and many more!

**Hope to see you there!**



COVID-19 vaccinations available on-site.

Lunch will be provided to registrants.

Activities include bingo & a demonstration of body mechanics and transfer.



# DISABILITY AWARENESS

[Commitment](#)[Barriers](#)[Advocacy](#)[IHSS](#)

## Commitment & Barriers

**1.3 billion people  
worldwide identify as  
disabled.**

(World Health  
Organization, 2025)

Disability awareness isn't just about a single event or campaign, it's an ongoing commitment to inclusivity and authentic representation.

With the disabled community being the largest minority in the world, there is an immediate need for businesses and organizations to prioritize accessibility and awareness in impactful ways.

Disability awareness is about breaking down barriers- both physical and societal- that exclude disabled people from fully participating in everyday life. It means educating people on the importance of inclusion and the many benefits it can bring.

# DISABILITY AWARENESS

[Commitment](#)[Barriers](#)[Advocacy](#)[IHSS](#)

## Advocacy & IHSS

**We continue to need advocacy and policy shifts that champion accessibility and create a culture of inclusion.**

Whether you are advocating for yourself, another person, or influencing public policy, there are helpful resources available.

- [Disability Rights California](#)
- [Ability Now Bay Area](#)
- [City of Oakland](#)
- [Easy Does It](#)
- [CRIL](#)
- [Regional Center of the East Bay](#)

The In-Home Supportive Services (IHSS) Program is a vital resource that provides compassionate, in-home assistance to eligible individuals who are aged, blind, or living with disabilities. IHSS plays a critical role in helping both adults and children maintain their independence by allowing them to remain safely in the comfort of their own homes. Through personalized support, the program enhances quality of life while reducing the need for institutional care.

# VETERANS SERVICES

**TUESDAY,  
NOVEMBER 11, 2025:  
VETERANS  
DAY**

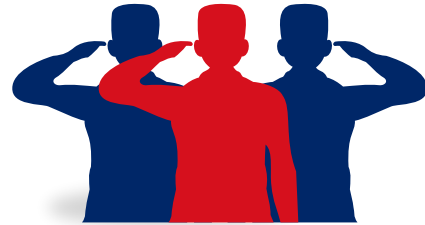
**Thank you for serving our  
country & protecting our freedom**

The County Veterans Service Office (VSO) was established by the Alameda County Board of Supervisors to assist veterans, family members, and dependents in obtaining benefits from federal, state, and local agencies administering programs for veterans.

## **Did You Know?**

Last year, the value of benefits our office helped get awarded to veterans living in Alameda County totaled \$7.4 million.

**Note: Adult & Aging Services will be *closed* on 11/11/25, in observance of the holiday**



**The County Veterans Service Office can help you navigate the below programs:**

- Disability Compensation
- VA Dependency & Indemnity Compensation
- Veterans Pension Program
- VA Aid & Attendance or Housebound benefits
- CalVet College Fee Waiver for Veteran Dependents
- VA Education Benefits (GI Bill)
- "Veterans Designation" on your CA Driver License
- VA Direct & VA-backed Veterans Home Loans
- CalVet Home Loans
- Housing Assistance



# FUN THINGS TO DO

## Fall 2025

November is not just about turkeys and parades; it's a chance for us to explore our community and express our thanks in the most creative ways. Read below to find out about some of the activities that caught our eye this month.

A healthier, more fulfilling life begins the moment you step outside your own four walls and explore the world around you. Even if you can't get around like you used to, a simple change of scenery could be exactly what you need to keep your spirits high.

### **November 2, 2025**

Alameda Point Antiques Faire: The largest antiques show in Northern California. Fee for admission. Free parking.

### **November 4, 2025**

Make It: A fiber arts craft circle. Bring your own project & materials for an afternoon of community building & crafting at the Alameda Free Library.

### **November 8, 2025**

Ohlone College Thanksgiving Trinkets & Treasures Flea Market: Garage sale items, community booths, arts & crafts, antiques, food vendors on site.

### **November 14-15, 2025**

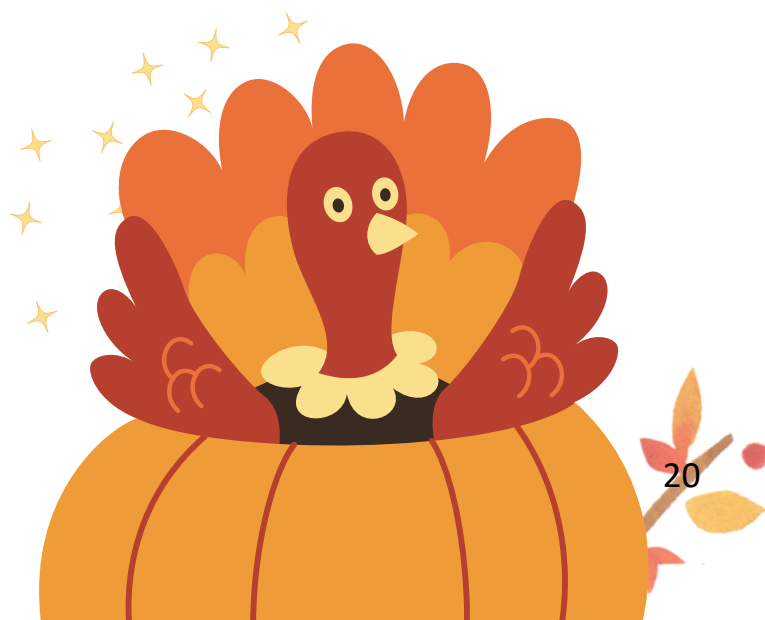
The Great Junk Hunt: Vintage flea market at the Alameda County Fairgrounds (Fee for admission & parking).

### **November 20, 2025**

Alameda Beach Cleanup: Help our community by cleaning up beach trash. Bring our own supplies. Join us for socialization and fresh air.

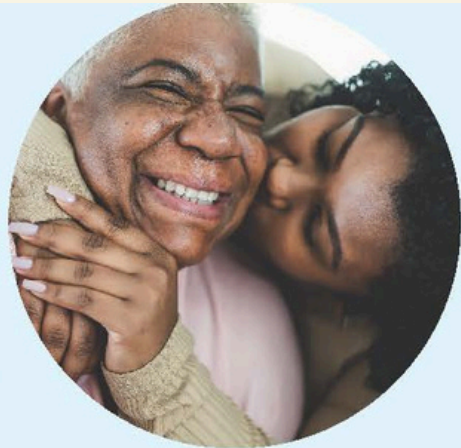
### **November 29, 2025**

Alameda Farmer's Market: Shop for seasonal fruits & veggies at this year round farmer's market. Support your local growers.





# CARE PARTNERS



## Who Are We?

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

CARE PARTNERS TEAM CAN ASSIST YOU IN THE FOLLOWING:

1

Fall Prevention  
Services and  
Durable  
Medical  
Equipment  
requests

2

Linkages  
to  
community  
resources

3

Starting  
conversations  
about your  
Healthcare  
Wishes

**510-577-3517**

[care.partners@acgov.org](mailto:care.partners@acgov.org)

1100 San Leandro Blvd. San Leandro CA, 94577

(Appointment Only)



**Public Health  
Department**  
Alameda County Health

Alameda County  
**Public Authority**



# Let's Connect



## **Mailing Address**

6955 Foothill Blvd, Suite 300  
Oakland, CA 94605  
Lobby: First Floor, Suite 143



## **Call Today !**

Main Phone: 510-577-3552  
Fax: 510-577-3579  
Health Benefits: 510-577-3551  
Training: 510-577-3554



## **Registry**

IHSS Recipient: 510-577-1980  
IHSS Provider: 510-577-5694

*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)

Visit Us Online at

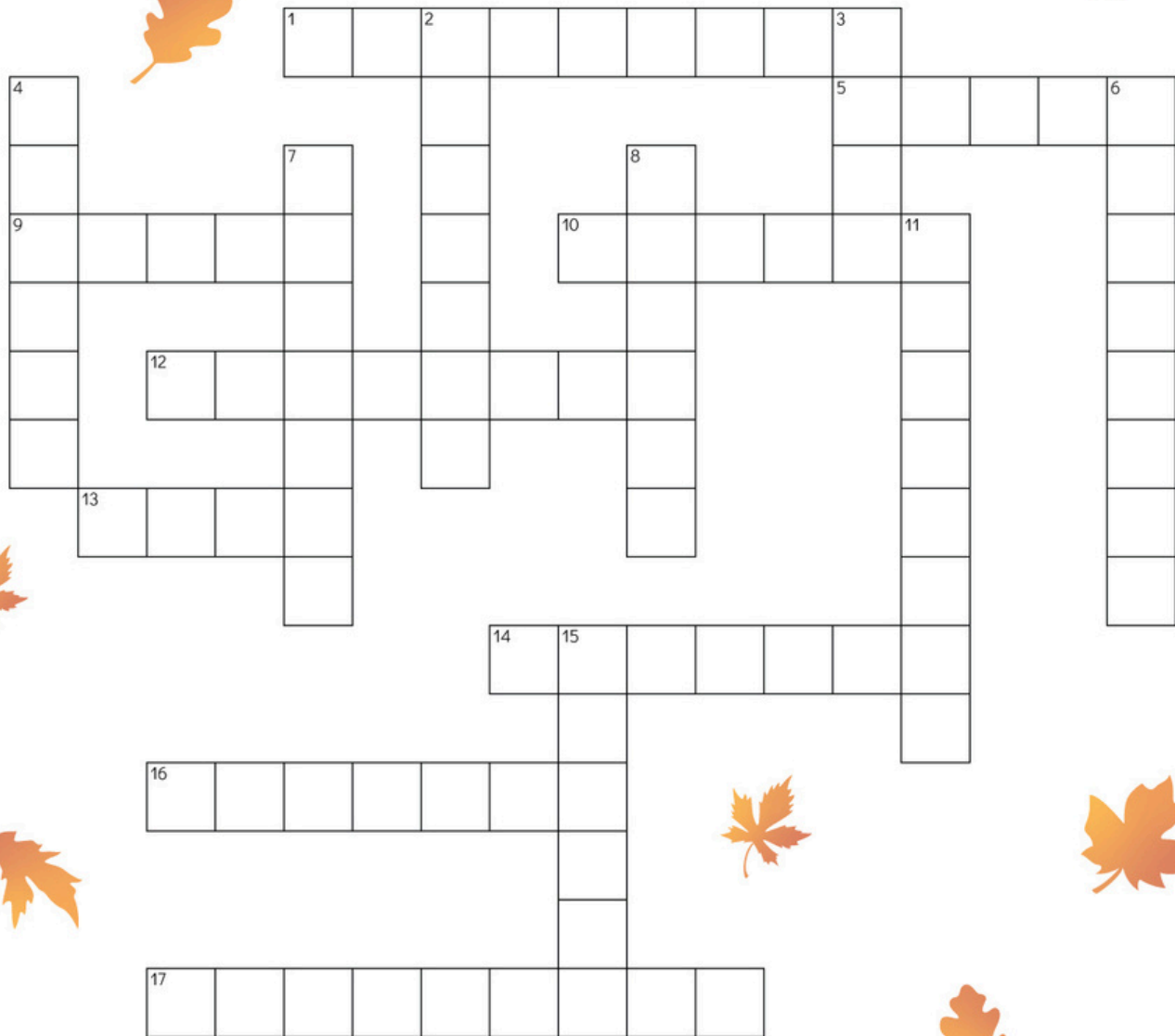
<https://ac-pa4ihss.org/>

## **Other Helpful Phone Numbers**

IHSS Payroll: 510-577-1877  
Adult Protective Services: 510-577-3500  
Senior Information & Assistance: 510-577-3530  
Find My IHSS Social Worker: 510-577-1900



# FALL CROSSWORD



## ACROSS

1. First month of fall
5. Fruit of the oak tree
9. A crisp, red fruit
10. What falls from a tree in fall
12. An organized day or period of celebration
13. Vegetable that grows in stalks
14. A ride in a wagon carrying hay
16. The process or period of gathering in crops
17. They fall to the ground in this season

## DOWN

2. You can use it to make a pie or for carving
3. You can gather fallen leaves with this
4. Make or become different
6. Last month of fall
7. Spring, summer, fall, and winter are the four \_\_\_\_\_
8. Fall leaves color
11. Likes to store and eat nuts
15. Another name for fall

# FALL CROSSWORD

(Solution)



## ACROSS

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