



Alameda County
**Social Services
 Agency**



ALAMEDA COUNTY
PUBLIC AUTHORITY
Press

SPRING 2026 / ISSUE 8



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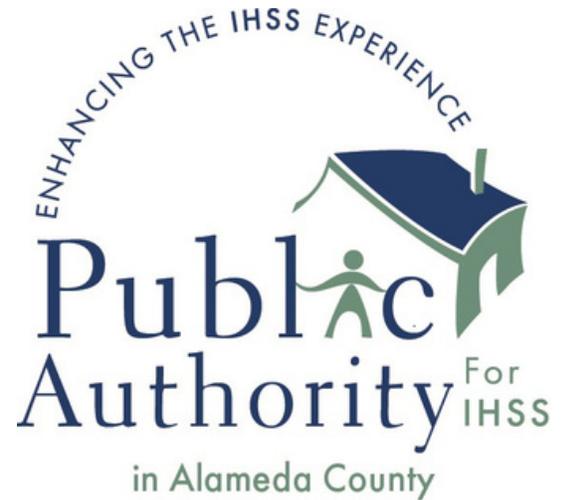
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**VISION &
 MISSION**

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.

FEATURED TRAININGS

New trainings launched!

The Alameda County Public Authority is offering several new upcoming trainings, including self-paced training.





Message from the Executive Director

Dear IHSS Providers and Recipients,

Spring is a season of renewal, and it reminds us that growth often comes through change. As we face some uncertainty with the upcoming state budget for the fiscal year, we anticipate adjustments that may bring challenges and require us to work

within limited resources. Despite this, our commitment to serving you remains unwavering.

IHSS Providers, your dedication ensures that individuals can live safely and independently in their homes. Recipients, your resilience inspires us to keep pressing forward. Together, we will navigate these changes and continue to uphold the values of care and community that define our program.

This season let's continue to nurture that connection. Whether it's learning about new resources, attending upcoming trainings, or simply sharing your experiences, your voice matters. We are committed to supporting you with tools, information, and advocacy so you can thrive.

Thank you for your partnership and trust as we move through this season of transition. Wishing you a bright and hopeful spring.

-Nicole Hayes

*Division Director,
In-Home Supportive Services (IHSS)
Executive Director,
Public Authority for IHSS*



Talk To Us



Call: 510-577-3552

Email: PAPress@acgov.org

Mailing:
6955 Foothill Blvd, STE 300
Oakland, CA 94605

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

PAPress@acgov.org

Visit Us Online at

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



Public Authority for IHSS in Alameda County

Training Schedule

FREE online training is available to active In-Home Supportive Services
Providers and Recipients

APRIL 2026: Training Classes

[CLICK HERE TO REGISTER!](#)

Heart Health

April 2 (Thursday) 2:00 pm - 3:00 pm

Instructor: Independence at Home. Changes you can make in your daily life to improve heart health.

Supporting Consumers with Medication Management

April 3 (Friday) 9:00 am - 10:30 am

Instructor: Homebridge. Assist with medication management, identify medications, understand the purpose of supplements, and recognize side effects.

预立医疗照护规划 **Advance Care Planning (Chinese)**

4月7日 (星期二) 下午2点至3点

Instructor: Care Partners

Advance Care Planning

April 8 (Wednesday) 2:00 pm - 3:00 pm

Instructor: Care Partners. Learn how you to document your wishes to give you and your family peace of mind.

Chemical Sensitivity & Safety

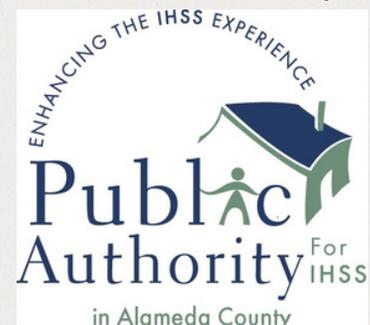
April 13 (Monday) 9:00 am - 10:30 am

Instructor: HomeBridge. Participants will learn practical strategies for minimizing exposure and ensuring safety for individuals with heightened chemical sensitivity.

Sensibilidad química y seguridad

14deabril(martes),de19:00ama10:30 am

Instructor: HomeBridge



Depression: Awareness & Support

April 15(Wednesday) 10:00 am - 11:30 am

Instructors: FERC. Understand depression, recognize its signs, and learn strategies to support others.

照护基础建设 **Building Foundations of Caregiving (Chinese)**

4月16日(星期四)上午10:00至11:00

Instructor: Alzheimer's Association

Communications Effectively

April 21 (Tuesday) 10:00 am - 11:00 am

Instructor: Alzheimer's Association. Learn how dementia affects communication and tips for communicating well.

Planificación anticipada de la atención médica

22 de abril (miércoles), de 1:00 pm a 2:30 pm

Instructor: Care Partners

All about Food, Nutrition, Spending & Budgeting

April 27 (Monday) 9:00 am - 10:30 am

Instructor: HomeBridge. Make healthy nutrition choices, food budgeting, safe food handling, and proper storage to make the best use of financial resources.

Knowledge is Key: Know your Medi-care Rights

April 28 (Tuesday) 10:00 am - 11:00 am

Instructor: Legal Assistance for Seniors. Learn about essential Medicare consumer protections, appeal rights, patient rights and key advocacy and support resources.

Transition of Care: Coming Home from a Hospital or Facility

April 30 (Thursday) 2:00 pm - 3:30 pm

Instructor: HomeBridge. Support safe transitions from facilities to home, covering key steps, support strategies, and the impact of transfer trauma.



[CLICK HERE](#) OR SCAN THE QR CODE REGISTER FOR CLASSES!

Find out more about our Training Program:

Call: (510) 577-3554

Email: PAtraining@acgov.org

Website: <https://ac-pa4ihss.org/our-services/training/>

APRIL 2026 NATIONAL HEALTHCARE DECISIONS MONTH

Advance Care Planning

April is widely recognized as a month to focus on advance care planning. The Public Authority Training Program offers Advance Care Planning training in English, Spanish, and Chinese.



Advance Care Planning

- A **legal document** to make your health care wishes known if you are unable to communicate
- Helps others know what **type of medical care you want**
- Does **not** expire
- Can be updated anytime
- **Free**
- Does **not require** an attorney
- **Care Partners** can help you fill it out!

Phone Number

510-577-3517

Email

care.partners@acgov.org



**Public Health
Department**
Alameda County Health

**Start the
conversation
today!**

Documenting your wishes relieves family members of the burden of making difficult decisions during crises.



What is Estate Planning?

Estate planning is the process of legally preparing for the management and distribution of your assets—such as your home, savings, personal belongings, and investments—during your lifetime and after your death. It also includes planning for medical and financial decision-making if you become unable to speak for yourself.

It's not just for wealthy people; it's for anyone who wants to make sure their wishes are honored and their loved ones are protected.

A Simple Way to Explain It to Others

“Estate planning is about making sure your wishes are honored and your loved ones are protected. It helps you decide who will manage your affairs, how your property will be distributed, and who can make decisions for you if you can’t.”



Why Estate Planning Matters

- Protects your loved ones from confusion, conflict, or financial hardship
- Ensures your wishes are followed
- Avoids unnecessary court involvement
- Prepares for medical emergencies
- Provides peace of mind knowing everything is in order

Write Your Legal Will Online

Freewill is a free and simple service that ensures everybody can create a will for free. If you have complex needs, we encourage you to seek legal counsel.

Get started at www.freewill.com

A WILL

A legal document that states:

- Who receives your property
- Who will care for minor children
- Who will manage your estate

A TRUST

Helps manage assets during your life and after your death, often used to:

- Avoid probate
- Protect assets
- Provide for family members

POWER OF ATTORNEY

Allows someone you trust to make financial decisions if you cannot.

ADVANCE HEALTH CARE DIRECTIVE

States your medical wishes and appoints someone to make health decisions on your behalf.

BENEFICIARY DESIGNATIONS

Ensures accounts like life insurance, retirement plans, and pensions go to the right people.

ESTATE PLANNING

Emergency Back-Up Providers

- Do you have an urgent need for back-up supportive services related to personal care services that cannot be met by an existing Provider?
- Do you urgently need a Provider because you are transitioning to home-based care and have not identified a Provider?

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



Are you available for on-call or urgent assignments?

Are you flexible with work location?

Do you have a love for helping others?

Providers earn \$23.60

In-Home Supportive Services will pay Emergency Back-Up Providers an additional two dollars per hour from the current wage rate.

Needed!

EMERGENCY BACK-UP PROVIDERS

The Alameda County Public Authority Registry is seeking qualified Emergency Back-Up Providers to support individuals when regular care is unavailable.

The Back-Up Provider Registry is a temporary alternative for receiving services. Back-Up Providers are limited to providing 80 hours of service (or 160 hours

for severely impaired Recipients). Recipients will eventually need to hire a permanent Provider.

Public Authority staff can make referrals based on availability and consistent with your preferences and needs. They will work with you to establish a permanent Provider as soon as possible.

IF INTERESTED, CALL THE REGISTRY AT 510-577-3552

Making Workplace Retirement Savings Possible for All Californians

The Problem:

Too many barriers existed to keep hard working In-Home Supportive Services (IHSS) providers from saving for - or even imagining - retirement.

The Solution:

CalSavers, California's new retirement savings program designed to ensure all Californians have an easy way to save for their futures. IHSS providers can enroll directly and

new federal legislation ensures more IHSS providers can save for retirement.

How to Participate:

IHSS providers can sign up directly and set up automatic contributions from their bank account.

It takes just a few minutes to get started.

You can sign up online at saver.calsavers.com
Or, download our mobile app.



For more information

 www.calsavers.com

 clientservices@calsavers.com

 (855) 650-6918

 Mon - Fri 8:00 a.m. - 8:00 p.m. PT

Follow us

 @CalSavers

 CalSavers

* SHARE OF COST



Medi-Cal



WHAT IS SHARE-OF-COST?

Most people receive In-Home Supportive Services (IHSS) as a part of their Medi-Cal benefits. Depending on the Recipient's income, some Recipients must agree to pay a certain amount each month toward their Medi-Cal expenses, before Medi-Cal will pay. The money that must be paid before Medi-Cal will pay for any medical costs is called a Share-of-Cost (SOC). The SOC allows a person with income above the allowed amount to receive IHSS if he/she agrees to pay the SOC. The Recipient's SOC may be paid to their IHSS Provider, a pharmacy, doctor's office, or when purchasing other medical services or goods.



HOW DOES THE SHARE OF COST AFFECT PROVIDER PAYMENT

At the end of the month of care, the Recipient will receive an "Explanation of Share-of-Cost" letter that identifies the remaining amount of the SOC to be paid. The SOC amount will also appear on your timesheet under "Share-of-Cost Liability." The Recipient must pay the outstanding SOC balance directly to you, as the remainder of the Recipient's SOC is collected by the payment to you. Since the Recipient is paying this portion of the SOC directly to you, the program deducts it from your paycheck and will be counted as the income for tax purposes.

The amount your Recipient needs to pay you directly may change each pay period, depending on whether the Recipient has paid some of or all of their SOC for other medical expenses before the timesheet for each pay period is processed. If your Recipient has more than one IHSS Provider, he or she will not be able to choose which Provider the SOC is paid to. Any SOC that has not been paid by the Recipient will be subtracted from the first IHSS Provider's timesheet that is processed.

If you or your Recipient has questions about Share of Cost, contact Alameda County In-Home Supportive Services

Electronic Service Portal (ESP)

The Electronic Services Portal (ESP) is a website that allows both Recipients and Providers to save time and take care of payroll needs online.

Benefits to using the Electronic Service Portal include:

- Complete and submit electronic timesheets
- View payment status and history
- Manage direct deposit
- Submit sick leave claims

Click here

Both IHSS Providers and Recipients may register for the Electronic Services Portal at:

www.etimesheets.ihss.ca.gov

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

Keep your User Name & Password in a safe location- do not share with anyone

Let's Get Started

You will need the following information to register:

Your name – Your Recipient or 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 webcast on YouTube or at the [CDSS website](#)
- View the Electronic Services Portal Website: Overview webcast on YouTube or at the [CDSS website](#):





Timesheet Reminder for IHSS Providers

Submit your In-Home Supportive Services timesheets ON-TIME to make sure that you are PAID ON-TIME!

Timesheet Submission

Get into the habit of submitting your timesheets every two weeks, the day AFTER the pay period ends.

(For any pay period the 1st of the month to the 15th of the month, submit your timesheet on the 16th of the month. For any pay period the 16th of the month to the end of the month, submit your timesheet, the 1st of the following month).

Make sure to enroll in direct deposit and complete your timesheets online to receive FASTER payments.

Reminder

Your Recipient is your employer and responsible for your work schedule and approving your timesheet/s for payment.

Providers must maintain CONSISTENT pay of 80 or more hours per month to maintain their health benefits.

Timesheet Troubleshooting

- IHSS Phone/Office Hours
8:30am - 5:00 pm, Mon - Fri
- Call IHSS Payroll at 510-577-1877
- Visit the IHSS Lobby
6955 Foothill Blvd, STE 143
Oakland CA 94605
(Eastmont Mall, First Floor)

UPDATES YOU SHOULD KNOW



Here's What's New!

IHSS PROVIDERS



Health Benefits Open Enrollment

The Public Authority Dental Open Enrollment is currently happening! All currently covered IHSS Providers were mailed notifications on February 17, 2026. Currently covered members have the opportunity to change between the Delta Dental PPO and DeltaCare USA HMO plans. Responses are due to the Public Authority no later than April 10, 2026 and changes are effective May 1, 2026. Members not wishing to make a change need not respond.

Call the Public Authority if you have questions: 510-5577-3552

HELPFUL PHONE NUMBERS

IHSS Payroll

510-577-1877

Get help with hiring, firing, and paying IHSS Providers.

Senior Information & Assistance

510-577-3530

Get resources for older adults, such as housing & health and human services

Medi-Cal & CalFresh

510-272-3663

Adult Protective Services

510-577-3500

Report abuse of Alameda County aged & disabled adults.

Find My IHSS Social Worker

510-577-1900

Report changes in medical conditions, address, hospitalizations, etc.



WORDS OF WISDOM

"If you find it in your heart to care for someone else, you will have succeeded."

-Maya Angelou

PUBLIC AUTHORITY TRAINING MANAGER



Sharda Basnet

Introducing our new Training Manager! Connect with me at: PATraining@acgov.org

Upcoming Office Closures: Alameda County Holidays

May 25

Memorial Day

June 19

Juneteenth

July 3

Independence Day



Alameda County
Social Services Agency
 A safety net. A way forward.



Easy.Precise. Free Tax Filing!

Find out if you are eligible for
 Federal and/or State Earned
 Income Tax Credit!

BOOK TODAY!

Tax Services by
 Appointment Only:

<http://bit.ly/3ML7V5v>



Household & Individual incomes under **\$69,000**
 may qualify for **free, IRS-certified tax preparation.**

January 29th - April 15th 2026

Tuesdays & Thursdays **Saturdays**
 6:00 PM - 8:30 PM 9:00 AM - 2:00 PM

Locations

Thomas L. Berkley Square (North Oakland)
 2000 San Pablo Avenue,
 Oakland, CA 94612

Gail Steele Multi-Service Center
 24100 Amador Street,
 Hayward, CA 94544

Enterprise Self-Sufficiency Center
 8477 Enterprise Way,
 Oakland, CA 94621

Any Questions?

Email: vita.eitc@acgov.org
 Phone: 510-271-9141

Please Bring:

Identification

Photo ID for taxpayer and spouse (if filing jointly)
 Social Security card or ITIN letter for every person
 on the tax return

Income Documents

W-2 forms from all employers
 1099 forms (1099-NEC, 1099-MISC, 1099-INT,
 1099-DIV, 1099-R, 1099-G, etc.)
 Self-employment income totals
 Self-employment expense list (itemized expenses)

Health Insurance Documents

1095-A (Covered California / Marketplace)
 1095-B (Medical, dental, vision coverage—usually
 from insurers or Medi-Cal)
 1095-C (Employer-provided health coverage)

Credits and Deductions

Childcare provider information
 Education documents (1098-T, receipts for
 books/materials)
 Property tax or DMV fee documents (if applicable)
 Any IRS or FTB letters/notices received

New Tax Filers

A copy of last year's tax return (if available)

PUBLIC TRANSPORTATION DISCOUNTS & RESOURCES

★ Public Transit

Do you take BART, Muni, Caltrain, or AC Transit? Riders aged 65 and older or riders who are disabled are eligible for reduced Senior/Disabled fares and discounted passes. Apply for your Senior Clipper card or a Clipper Access card today! Call Clipper Card Services at: 1-877-878-8883.



★ ADA Paratransit

The Americans with Disabilities Act (ADA)-mandated paratransit system includes East Bay Paratransit, Union City Paratransit, and Wheels. Eligibility requirements apply. Additional services may include discounted ride-share and taxi cabs.



★ Travel Training

Offered by Access Alameda, training sessions involve instruction designed to teach seniors and people with disabilities how to travel independently on fixed-route public transit. Travel safely and comfortably between home and medical appointments.

Call 2-1-1

(or text 898211)

**for more free
transportation
information**

Medi-Cal & CalFresh

IHSS Recipients & Providers:

Are you taking full advantage of your benefits? Make the most of your Medi-Cal & CalFresh benefits. Alameda County Social Services is here to help. Find out more at : socialservices.alamedacountyca.gov

What is Medi-Cal?

Medi-Cal is a public health insurance program which provides free or low-cost health care services to qualified California residents. Medi-Cal may cover a number of services, including:

- Emergency health care
- Routine check-ups
- Medical, dental, mental health, family planning, and vision (eye) care
- Substance abuse treatment
- Prescriptions...and more!

Additional benefits include transportation to and from doctor, dental, and pharmacy visits for prescription pick-up. A primary care doctor can also provide specialty medical referrals if needed.



**Alameda County
Social Services
Agency**

What is CalFresh?

CalFresh is a supplemental nutrition program that helps you get free vegetables, fruits, meat, milk and other groceries you need to stay healthy. With CalFresh, you can stretch your food dollars every month.

How do I get my benefits?

Your CalFresh benefits are deposited into a convenient EBT card, like a debit card, that you can use to buy food online at Amazon, Safeway, Vons, Albertsons and Walmart. You can also use it at grocery stores near you and some farmers' markets, where you can double your benefits

How much money can I get every month?

CalFresh benefits have been increased, so a household of four can now get up to \$973 a month. Find out how much you and your family can get for groceries!

CELEBRATING OLDER AMERICANS MONTH

MAY 2026

HISTORY

Older Americans month honors the wisdom and experience of seniors with events recognizing their contributions and enriching their lives.

The beginnings of Older Americans Month can be traced back several decades to the 1960's. The purpose of the event is to encourage Americans of all ages to acknowledge and pay tribute to older people who live in their communities. With ceremonies, parties, community events, activities and more, this month brings a wide array of opportunities to get involved.

**OLDER
AMERICANS
MONTH**



SPEND QUALITY TIME

While it's important to check in on older loved ones throughout the year, Older Americans month can be a helpful reminder. Visit a grandparent or other older person and ask them to tell some of their stories. Take an aging friend to an appointment or community event.

RESOURCES

Older Americans Month is a perfect time to consider the many resources provided to make life a little easier for those who are retired and often on a fixed income.

Reach out to the Alameda County Area Agency on Aging for your senior resources. Call 510-577-3530 or click [HERE](#).