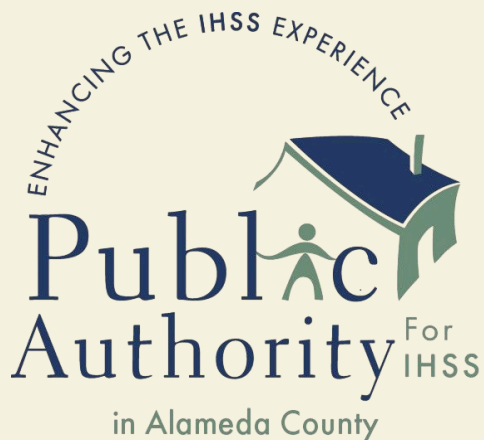




PUBLIC AUTHORITY PRESS

Alameda County



Vision and 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.

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For more resources and support, visit our website at <https://ac-pa4ihss.org/>

MESSAGE FROM THE EXECUTIVE DIRECTOR



Executive Director, Public Authority
for In-Home Supportive Services

Nicole Hayes

Summer is a season of energy, connection, and renewal – and this edition of the Public Authority Press reflects exactly that. I am delighted to welcome our In-Home Supportive Services Recipients, Providers, Community Partners, and Advocates to a new issue filled with information designed to support your well-being, strengthen your caregiving journey, and expand access to valuable resources.

Every day, I am reminded of the dedication and compassion that make the In-Home Supportive Services community so extraordinary. Providers continue to show up with commitment and care, often going above and beyond in ways that profoundly impact the lives of Recipients. Recipients continue to demonstrate resilience, partnership, and trust. Together, you form the heart of our program, and it is an honor to serve alongside you.

This summer, we invite you to explore the resources highlighted throughout this edition – from training opportunities and wellness supports to community events and tools that can make navigating In-Home Supportive Services a little easier. Whether you are new to the program or have been with us for years, there is something here for you to connect with, learn from, or share with others.

I hope you find this issue informative, uplifting, and reflective of our ongoing commitment to you. Wishing you a safe, healthy, and vibrant summer.

-Nicole Hayes

Division Director, In-Home Supportive Services
Executive Director, Public Authority for In-Home Supportive Services

TRAINING CALENDAR: JUNE 2026

FREE online training is available to active In-Home Supportive Services Providers and Recipients. Click [HERE](#) to register.

**Training dates and times are subject to change*

| DATE | TIME | CLASS |
|---------|-------------------|---|
| June 1 | 8:00am - 1:00pm | CPR/First Aid (In-Person) - English |
| June 2 | 8:00am - 1:00pm | CPR/First Aid (In-Person) - Spanish |
| June 4 | 9:00am - 10:30am | Supporting Consumers with Grooming <i>HomeBridge</i> |
| June 9 | 10:00am - 11:00am | Exploring Care & Support Services <i>Alzheimer's Association</i> |
| June 10 | 2:00pm - 3:00pm | Fundamentos del cuidado - Spanish <i>Asociacion del Alzheimer</i> |
| June 11 | 9am - 10:30am | Supporting Consumers with Bathing, Dressing & Skin Care <i>HomeBridge</i> |
| June 16 | 9am - 10:30am | Supporting Consumers to use the Bathroom and Manage Incontinence |
| June 17 | 1:00pm - 2:30pm | Cultural Competency <i>Care Partners</i> |
| June 18 | 10:00am - 11:30am | Post-Traumatic Stress Disorder <i>Family Education and Resource Center</i> |
| June 23 | 10:00am - 11:00am | An Overview of Elder Abuse & Legal Matters <i>Legal Assistance for Seniors</i> |
| June 24 | 9:00am - 10:30am | Understanding Autism Spectrum Disorder <i>HomeBridge</i> |
| June 25 | 9:00am - 10:30am | Comprendiendo el Trastorno del Espectro Autista - Spanish <i>HomeBridge</i> |



Click [HERE](#) or scan the QR Code to Register for Training Classes

Find out more about our Training Program:

Call: 510-577-3554

Email: PAtraining@acgov.org

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



Share of Cost

Question: What is Share of Cost?

Most people receive In-Home Supportive Services 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.** The Recipient's Share-of-Cost may be paid to their IHSS Provider, a pharmacy, doctor's office, or when purchasing other medical services or goods.

Question: 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 Share-of-Cost to be paid. The Share-of-Cost amount will also appear on your timesheet under "Share-of-Cost Liability." **The Recipient must pay any outstanding Share-of-Cost balance directly to you.** Since the Recipient is paying this portion of the Share-of-Cost 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 Share-of-Cost 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 Share-of-Cost is paid to. Any Share-of-Cost that has not been paid by the Recipient will be subtracted from the first IHSS Provider's timesheet that is processed.

Share of Cost Examples

Example 1:

- Recipient Mrs. Smith has a Share-of-Cost of \$200 for the month of June.
- She sees her doctor on the 5th and pays \$50 at the doctor's office.
- She fills a prescription on the 6th and pays \$60 at the pharmacy.
- The total amount Mrs. Smith has paid toward her Share-of-Cost is \$110 ($\$50 + \60).
- When Mrs. Smith's Provider submits his timesheet on the 16th, Mrs. Smith has a remaining Share-of-Cost balance of \$90 ($\$200 - \110).
- The State will deduct \$90 from her Provider's paycheck.
- Mrs. Smith will need to pay her In-Home Supportive Services Provider \$90 out of pocket (via private pay).

Example 2:

- Recipient Mr. Lee has a Share-of-Cost of \$100 for the month of June.
- He sees his doctor on the 5th and pays \$75 at the doctor's office.
- He fills a prescription on the 6th and pays \$25 at the pharmacy.
- The total amount of Mr. Lee's expenses is \$100 ($\$75 + \25).
- Mr. Lee has met his Share-of-Cost for the month.
- Mr. Lee's Provider submits her timesheet on the 16th.
- The State will pay for all of the authorized hours worked in June, and Mr. Lee will not have to pay any money to his In-Home Supportive Services Provider.



Provider Sick Leave Reminder

Unused Provider paid sick leave hours expire on June 30, 2026.

In-Home Supportive Services Providers can accrue up to 40 hours of paid sick leave per fiscal year (July 1 - June 30). Unused hours do not roll over. To use, you must have worked 200 hours or passed 60 days after earning them. Submit claims via the [Electronic Services Portal](#).

To learn more about paid sick leave, call Alameda County In-Home Supportive Services Payroll at 510-577-1877 or click [HERE](#) to visit the California Department of Social Services website.



Upcoming Office Closures: Alameda County Holidays

The Alameda County Adult & Aging Services Lobby (located at 6955 Foothill Blvd, Suite 143, Oakland CA 94605) will be closed in observance of the upcoming holidays:

June 19: Juneteenth

July 3: Independence Day

September 7: Labor Day



Helpful Phone Numbers

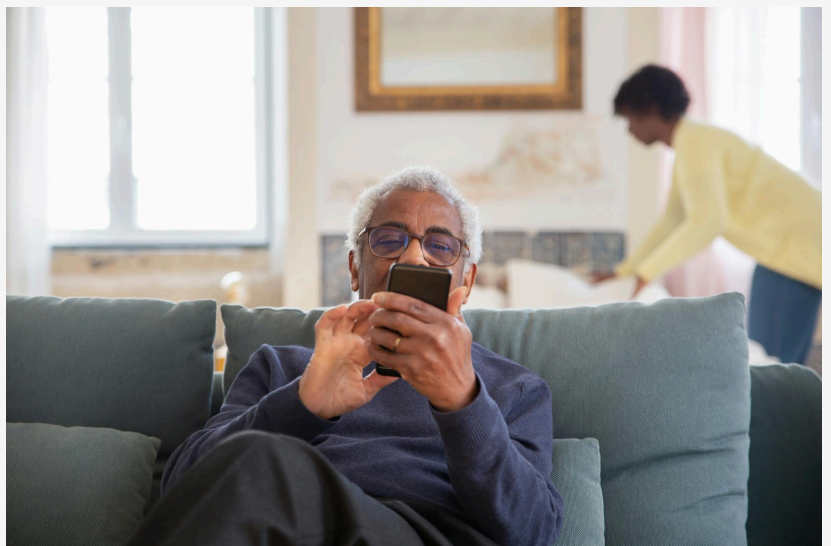
IHSS Payroll
510-577-1877

Senior Information & Assistance
510-577-3530

Medi-Cal & CalFresh
510-272-3663

Adult Protective Services
510-577-3500

Find My In-Home Supportive Services Social Worker
510-577-1900



Personal Stories Feature

"Ika" (from Newark, California) *In-Home Supportive Services Recipient*

What has your caregiving experience been like?

I feel comfortable and grateful with the caregiving, especially after my kidney transplant. The caregiver provides help with everyday chores.

What caregiving challenges have you worked to overcome?

With a disease of lupus, besides kidney failure, I have serious rheumatoid arthritis that affects my hand and feet. Besides providing daily chores, the caregiver wraps my hand and feet with warm towels to lessen the pain. This process is repeated for the whole day. I am thankful to In-Home Supportive Services in providing a caregiving services.

What valuable lessons have you learned in your caregiver journey? (Either in receiving or providing in-home care).

The most valuable lesson was that the caregiver took me to the hospital and listened to the instructions from doctors and nurses on how to take care of me at home.

How has In-Home Supportive Services or the Public Authority been able to assist you?

While I have to live with serious rheumatoid arthritis for the rest of my life, the In-Home Supportive Services caregiving allows me to have enough rest to recover from my transplant and surgeries. This has been a big help for me.

How can In-Home Supportive Services and the Public Authority be better to meet your needs?

Many thanks to In-Home Supportive Services and the Public Authority. The caregiving service is a big help for my daily life. I am lucky to have a caregiver that is patient and very helpful.

Call to Action:

- Alameda County In-Home Supportive Services and the Public Authority want to hear your real-life stories about the power of caregiving and your experiences with In-Home Supportive Services.
- 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.
- Email your personal story to PApress@acgov.org

Aging & Disability Resource Connection

The Alameda County, Area Agency on Aging, in collaboration with The Center for Independent Living and Community Resources for Independent Living, proudly serves as a designated Aging & Disability Resource Connection for Alameda County. Together we work to advocate and ensure streamlined access to long-term services and supports, and reliable resource information for older adults, individuals with disabilities and family caregivers.

Core Services Include:

- **Enhanced Information and Referral** – Providing accurate, up-to-date information and referrals "warm hand-offs" to long-term services and supports programs, benefits and resources.
- **Options Counseling** – Delivering guidance to support informed decision-making about long-term services and supports.
- **Short-Term Service Coordination** – Offering limited-duration support (90days or less) to connect individuals with much needed services to stabilize their situation until a longer-term plan is in place.
- **Transitional Services** – Assisting individuals in transitioning from hospitals, nursing home, or other care institutions back into the community

Core Partners:

The Center for Independent Living

3075 Adeline Street, Suite 100
Berkeley, CA 94703
510-841-4776

Community Resources for Independent Living

439 A Street
Hayward, CA 94541
510-881-5743
TTY 510-881-0218

Alameda County Area Agency on Aging

6955 Foothill Boulevard, Suite 143 (1st Floor)
Oakland, CA 94605
510-577-3530

Get Connected

To local information and resources for Older Adults, People with Disabilities and Family Caregivers with just a click.

Check out our Aging & Disability Resource Connection

Website: <https://alameda.my-adrc.org>



ADRC

THE COUNTY OF ALAMEDA

World Elder Abuse Awareness Day: June 15, 2026

The purpose of the World Elder Abuse Awareness Day is to provide an opportunity for communities around the world to promote a better understanding of abuse and neglect of older persons by raising awareness of the cultural, social, economic, and demographic processes affecting elder abuse and neglect.

Every year on June 15th, we raise awareness about the millions of older adults who experience elder abuse, neglect, and financial exploitation. Older Americans are vital, contributing members of our society, and their abuse or neglect diminishes all of us. We all have a critical role to play to focus attention on elder justice.

Source: [World Elder Abuse Awareness Day](#).



Types of Elder Abuse

Physical Abuse: infliction of physical pain or great bodily harm

Psychological Abuse: infliction of mental anguish

Financial Abuse: illegal or improper exploitation of funds

Neglect (Self-Neglect and Neglect by Others): failure to adequately take care of themselves, failure to fulfill caretaking obligations

Alameda County Adult Protective Services

Adult Protective Services 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.

Adult Protective 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, or online.

Call: 510-577-3500

Mail: 6955 Foothill Blvd., Suite 300, Oakland CA 94605

Online: <https://reporttoaps.org/>



LGBTQ Pride Month: JUNE 2026

Alameda County offers a range of LGBTQ pride resources and initiatives specifically tailored for seniors. These include community centers, social groups, advocacy organizations, and support services that cater to the unique needs of LGBTQ seniors. Here are some key resources:

- **Pacific Center**: The Pacific Center is a lesbian, gay, bisexual, and transgender (LGBT) community center serving the East Bay and Greater Bay Area that offers a broad array of human and health services for LGBT people of all ages and backgrounds.
- **Avenidas Rainbow Collective**: Provides activities and support for LGBTQ seniors, including social groups, movie nights, and more.
- **Lavender Seniors**: Focuses on improving the quality of life for older LGBTQ seniors through direct services, outreach, advocacy, and education.
- **Alameda Pride**: A non-profit organization that creates and maintains a safe, inclusive, and equitable environment for the LGBTQ+ community in Alameda.
- **Oakland LGBTQ Center**: Offers various programs and resources for LGBTQ individuals, including support for seniors.

These resources aim to foster a sense of belonging, provide health and human services, and support LGBTQ seniors in achieving and maintaining a high quality of life. They also participate in local, statewide, and national advocacy efforts to better the LGBTQ+ and mainstream older adult community.





National Safety Month: JUNE 2026

June is National Safety Month! Stay safe at work and beyond as we bring extra attention to the safety issues faced from the workplace to anyplace.

Tips for In-Home Supportive Services RECIPIENTS:

- Ensure all walkways are clear of clutter and rugs.
- Install grab bars in the bathroom and shower.
- Improve lighting in hallways and staircases.
- Check that smoke and carbon monoxide detectors are working.
- Keep emergency numbers near every phone.

In-Home Supportive Services PROVIDERS should prioritize safety by adhering to the following guidelines:

- Maintain confidentiality: Always keep the Recipient's personal information confidential and report any suspected abuse or neglect immediately to Adult Protective Services.
- Use proper equipment: Ensure that all equipment used for care is in good condition and properly maintained.
- Regular training: Participate in regular training sessions to stay informed about new safety measures and best practices.
- Report job injuries: If you get hurt on the job, you are eligible for workers' compensation benefits. Get emergency treatment if needed. Report the injury to Alameda County In-Home Supportive Services Payroll at 510-577-1877 within 30 days of the injury. File the claims form provided by Payroll.



The County of Alameda: Fall Prevention Guide for Older Adults

Approximately one-third of community-dwelling individuals aged 60 and over will experience a fall annually, and one-in-five of those falls will result in serious injury.

The risk of falling increases when someone has:

- *Fallen before
- *Balance problems
- *Chronic diseases
- *Foot pain or poor footwear
- *Hazards in the home
- *Multiple medications
- *Memory problems
- *Fear of falling
- *Muscle weakness
- *Problems with walking or unsteady gait
- *Hearing problems
- *Vision problems

Reduce the number of falls by focusing on the below interventions:

- **Fall prevention education:** Engage in daily physical activity
- **Home safety & modifications:** Add a grab bar or improve lighting
- **Medication safety:** Be aware of medication side affects
- **Nutrition support:** Eat an adequate & balanced diet
- **Health screenings:** Schedule routine vision exams
- **Social isolation & support:** Seek out socialization
- **Additional community resources:** Explore local programs near you



Alameda County Area Agency on Aging
Senior Information & Assistance Program
Call us at 510-577-3530

Find out more about the wide variety of supportive services available for older adults and persons with disabilities through the Area Agency on Aging by logging onto <http://aaa.acgov.org>

Universal precautions are essential for In-Home Supportive Services Providers to protect themselves and others from infection. Using universal precautions will result in fewer illnesses for you and the Recipients you provide care for.

Universal precautions include the key measures, discussed below. Remember to seek medical advice from a healthcare professional if you experience a medical emergency or exposure to hazardous substances.

| Safety Item | |
|--------------------------|---|
| <input type="checkbox"/> | <p>Wash Hands Often</p> <p>This is the single best way to kill germs and prevent the spread of infection. Wash hands with soap and running water at regular times during your work day. Wash them especially when you come into contact with bodily fluids, prepare food, perform personal care, perform housecleaning tasks, and have physical contact with your Recipient.</p> |
| <input type="checkbox"/> | <p>Wear Personal Protective Equipment</p> <p>Wear disposable gloves when there is a chance of being in contact with bodily fluids. Take time to remove your gloves correctly to avoid the risk of contamination. Wear a mask and eye protection during tasks likely to splash or spray bodily fluids. Such tasks may include emptying a Foley catheter, caring for a draining wound, or disconnecting a feeding tube. Cuts, sores, or breaks in the Provider's skin or the Recipient's skin should be covered with bandages.</p> |
| <input type="checkbox"/> | <p>Sharp Object Handling</p> <p>Avoid handling sharp objects (such as razors or needles) that might have come into contact with blood or bodily fluids. Dispose of them carefully by placing them in a puncture-resistant container for disposal (also called a sharps container or red box).</p> |
| <input type="checkbox"/> | <p>Soiled Laundry Handling</p> <p>Bag soiled laundry in a leakproof plastic bag and tie it shut to avoid contaminating the floor or other surfaces. Wear gloves when handling or sorting laundry. When carrying the bag, do not hug it close to your body. Wash soiled laundry in hot water and dry on high heat.</p> |
| <input type="checkbox"/> | <p>Sanitation Practices</p> <p>Clean surfaces that have blood, or bodily fluids containing blood, with a 1 to 10 ratio solution of bleach and water mixed fresh daily. Wash dishes and utensils in hot, soapy water. Rinse in very hot water and let them air dry</p> |
| <input type="checkbox"/> | <p>Practice Caution</p> <p>As always, treat all blood and other bodily fluids (including urine, feces, and vomit) as if they contained the hepatitis B virus, the hepatitis C virus, or the AIDS virus.</p> |

**In-Home Supportive Services can assist with Workers' Compensation, if needed.
Call In-Home Supportive Services Payroll at 510-577-1877.*

Disability Pride Month: JULY 2026

Celebrating the Americans with Disabilities Act, Identify, Inclusion, and Strength

Every July, we recognize Disability Pride Month- a time to honor the history, culture, and contributions of people with disabilities. It is also a time to celebrate disability as a natural and valuable part of human diversity.

Disability Pride Month is observed annually in July. It commemorates the signing of the Americans with Disabilities Act on July 26, 1990. The Americans with Disabilities Act was a landmark moment in the disability rights movement- protecting the rights of disabled people in jobs, schools, transportation, and public places.

The purpose of Disability Pride Month is to:

- Celebrate the achievements and contributions of people with disabilities
- Raise awareness about disability rights and issues
- Promote inclusion and accessibility for all
- Honor the history and struggles of the disability community

During Disability Pride Month, events and activities are held across the country to highlight disability pride, advocate for equality, and connect people with disabilities.

Disability Pride means embracing who you are, speaking up for your rights, and knowing that you belong.

What You Can Do



Celebrate Disabled Voices

Share stories and art by people with disabilities. Listen and learn.

Here are a few ways you can show your support during Disability Pride Month:



Advocate for Change

Use your voice to support policies that protect disability rights.



Discover your next favorite read!

Explore a booklist featuring titles that celebrate disability representation. Click [HERE](#) for suggested reads



Challenge Stereotypes

Call out ableism when you see it. Educate others.



Hydration for Older Adults

Prioritize hydration!

Seniors are more prone to dehydration for a number of reasons, including a diminished sense of thirst. Seniors are more likely to take medications that increase dehydration risk. Older adults' bodies don't regulate temperature as efficiently- they are more likely to become dehydrated through sweating.

Keep a water bottle handy and aim for 6-8 glasses a day to maintain energy and cognitive function. As a general rule, you should take one-third of your body weight and drink that number of ounces in fluids.

Example: If you weight 150 pounds, aim to drink at least 50 ounces, or about 6 cups, of water each day.

It is best to talk to your doctor to determine how much water you should be drinking daily. Regularly self-monitor for symptoms of dehydration which may include dark-colored urine, urinating less frequently, fatigue, dizziness, headaches, muscle cramps in arms or legs, and confusion.

Source: [National Council on Aging](#)



Hot Weather Safety for Older Adults

Older people can have a tougher time dealing with heat and humidity.

Headache, confusion, dizziness, or nausea could be a sign of a heat-related illness. Go to the doctor or to an emergency room to find out if you need treatment.

To keep heat related illnesses from becoming a dangerous heat stroke, remember to:

- Get out of the sun and into a cool, ideally air-conditioned place.
- Drink fluids, but avoid alcohol and caffeine.
- Shower, bath, or sponge off with cool water.
- Lie down and rest.

If the temperature is rising, you may be at increased risk for a heat-related illness. Play it safe by planning ahead for hot days. Check the weather regularly for forecasts.

Source: [National Institute on Aging](#)

Podcast Feature: Could Caring for Others Change Your Brain for the Better?



*Chasing Life with Dr. Sanjay Gupta
(CNN Podcasts)
Episode Released March 6, 2026
30 minutes*

We all know caregiving takes time, energy, and emotional bandwidth - but it may also change us for the better. Dr. Sanjay Gupta sits down with writer Elissa Straus, author of *When You Care: The Unexpected Magic of Caregiving*, to explore how caregiving affects the brain, why it could be good for your health, and practical ways without losing yourself.

It feels good to do good for someone else. Perhaps, we can reframe the way that we think about caregiving, not just as something we endure, but something that shapes us, that can help us psychologically grow.

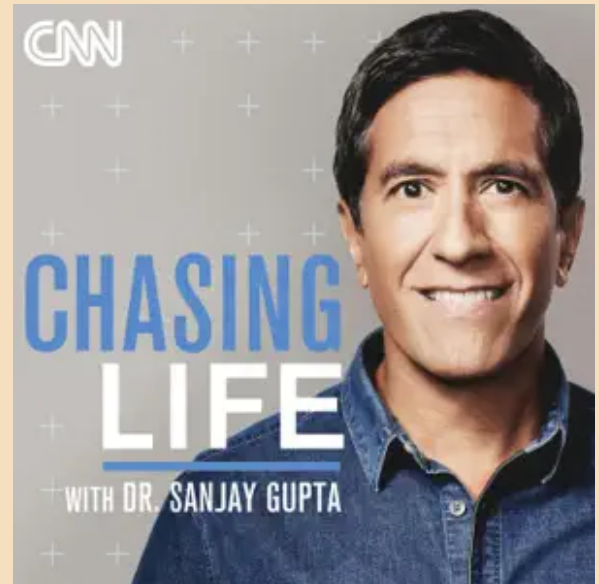
There is plenty of research that shows ways that caregiving can actually be good for you. One 2019 Baylor study found that high-intensity female caregivers were in physically better shape, had longer longevity, and lower rates of inflammation. Other studies have found that paid caregivers had greater job satisfaction than people in non-care roles.

The identity of caregiver can often overwhelm the sense of self. Before we can properly care for someone else, we need to care for ourselves first. Both can exist at the same time. As part of self-care, we can continue to learn from folks who are doing the work and those who have inspired us along the way. Together we can shift the focus to healing, reinvention, and self-discovery.

LISTEN NOW:



[CLICK HERE TO LISTEN](#)
on Apple Podcasts



IS YOUR CONTACT INFORMATION UP TO DATE?



REMINDER !


Updating Account Information

Keep your In-Home Supportive Services contact information (phone, address, email) updated to avoid missing important notices, payments, or timesheets.

Your contact information must remain current. In-Home Supportive Services Recipients and Providers are required to report changes in address, phone number, and/or email addresses immediately. Failure to maintain current contact information may result in termination of services.

Need to Make an Update?

- **Phone Number:** Update your telephone number in your Electronic Service Portal, under "Account Information."
- **Home Address / Mailing Address:** Address changes must be made in writing and submitted to In-Home Supportive Services using Form SOC 840. Must include a photocopy of a government issued identification.
- **Email Address:** Email addresses can be changed in writing or by contacting the Electronic Services Helpdesk at 866-376-7066.
- Have additional updates to your contact information? Call In-Home Supportive Services Payroll at 510-577-1877 or email ihsspaysupport@acgov.org.



Contact the
Alameda County
Public Authority for questions
related to Training, Registry, or
Health Benefits

- Phone: 510-577-3552
- Email: PAPress@acgov.org
- Mailing:
6955 Foothill Blvd, Suite 300
Oakland, CA 94605

Share your suggestions on
article topics and ideas for
future Public Authority
Newsletter publications

Send an email to:
PAPress@acgov.org

Visit Us Online at: ac-pa4ihss.org