

Alameda County Social Services Agency

Issue 10 | FALL 2026

ENHANCING THE IHSS EXPERIENCE

Public Authority For IHSS in Alameda County

PUBLIC AUTHORITY PRESS *Alameda County*

Vision & Mission

The Public Authority Press is a quarterly 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 about events occurring in the Public Authority and the In-Home Supportive Services program throughout the year.

OCTOBER NOVEMBER DECEMBER

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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

November is Family Caregivers Month and I want to take this opportunity to extend my heartfelt appreciation to our extraordinary In-Home Supportive Services Providers. Each day, you give your time, patience, compassion, and strength to ensure that seniors and people with disabilities across our community can live safely, independently, and with dignity.

Your work is often unseen, but its impact is immeasurable. You assist with personal care, support daily living tasks, offer companionship, provide transportation, help with medication reminders, and so much more. You bring comfort during moments of uncertainty and stability during times of change. Most importantly, you show up—consistently, reliably, and with genuine care.

This newsletter highlights several resources available to support you in your caregiving journey. Whether you are looking for training opportunities, wellness support, financial guidance, or community connections, we encourage you to explore the programs featured.

Thank you for your dedication, your resilience, and the compassion you bring to your work every day. We appreciate you, and we honor all that you do for the individuals and families you serve.

-Nicole Hayes

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

Alameda County Public Authority

TRAINING CALENDAR: NOVEMBER 2026

FREE online training is available for active In-Home Supportive Services Providers and Recipients. Click HERE to register.

**Training dates and times are subject to change*

DATE	TIME	CLASS
November 2	9:00am - 1:00pm	CPR/First Aid Certification Training- Chinese
November 3	9:00am - 1:00pm	CPR/First Aid Certification Training- English
November 5	2:00pm - 3:30pm	Physical Changes of Aging & Fall Prevention - English
November 6	9:30am - 11:00am	Physical Changes of Aging & Fall Prevention - Spanish
November 6	2:00pm - 3:30pm	Physical Changes of Aging & Fall Prevention - English
November 9	9:30am - 11:00am	ESP Made Easy- Managing Your Timesheet Online- English
November 9	9:30am - 11:00am	ESP Made Easy- Managing Your Timesheet Online- Chinese
November 18	10:00am - 11:00am	Caregiving During Holidays
November 19	9:30am - 11:00am	Dementia Essentials 101
November 20	2:00pm - 3:30am	ESP Made Easy- Managing Your Timesheet Online- Spanish
November 23	10:00am - 11:30am	Balancing Protein, Fat and Carbs for Diabetes

Click HERE or scan the QR code to register for training classes

More information about our training program:
Call: 510-577-3554
Email: PAtraining@acgov.org
Website: https://ac-pa4ihss.org/our-services/training/

Homebridge and Alameda County Public Authority are launching a training program for In-Home Supportive Services active Proivders and Recipients. Get support, learn new skills, and connect with other caregivers from home...all for FREE! Get a digital certificate after completing each self-paced class!

HOMEBRIDGE

ENHANCING THE IHSS EXPERIENCE
Public Authority For IHSS
in Alameda County

	SELF-PACED CLASSES
☐	**ESP Made Easy: Managing Your Timesheets Online** Learn how to navigate the Electronic Services Portal with confidence and submit your timesheets accurately and on time.
☐	**Introduction to Providing In-Home Care** Learn your role, program rules, and provide safe quality care for Recipients.
☐	**Supporting Consumers with Bathing. Dressing & Skin Care** Learn how to help Recipients bathe, dress, and care for their skin safely and respectfully.
☐	**Respecting Differences** Discover how to respect different cultures and backgrounds to create a welcoming environment.
☐	**Caring for a Consumer Confined to a Bed: Bed Baths & Bed Making Lifts** Learn how to give bed baths, make beds, and use lifts safely for Recipients.
☐	**Key Concepts of Homecare, Self-Determination and Self-Direction** Understand person-centered care and help Recipients make decisions about their care.
☐	**Infection Control** Learn how to stop the spread of germs and stay safe.
☐	**Collaborating Across the Care Team** See how home care team members work together and track and report important Recipient info.
☐	**Safety & Preventing Risk for the Consumer & Provider** Learn to stay safe, handle emergencies, and give basic first aid, including choking response.
☐	**Supporting Consumers with Grooming** Help Recipients with bathing, hair care, and oral hygiene while keeping their dignity.
☐	**Supporting Consumers to Use the Bathroom & Manage Incontinence** Assist Recipients with toileting and catheter care safely and respectfully.
	HOW TO SIGN UP
☐	Scan the QR code and follow the prompts to make your account.
☐	Start learning: Use the menu on the left to see all classes.
	NEED HELP?
☐	Contact Ripa Saha, Senior Manager of Development rsaha@homebridgeca.org | 415.535.3624

Alameda County Public Authority

IN-HOME SUPPORTIVE SERVICES: UPDATES

Upcoming Office Closures: Alameda County Holidays

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

November 11, 2026: Veterans Day
November 26, 2026: Thanksgiving
November 27, 2026: Thanksgiving
December 25, 2026: Christmas

Coming Soon to the Electronic Services Portal...

- In-Home Supportive Services Recipients will soon be able to receive and access electronic Notices of Action in their Recipient Electronic Services Portal.
- Starting October 24, 2026, the Electronic Services Portal will begin using a One-Time Passcode to verify Provider & Recipient identify to help keep accounts safe. You can choose to receive your One-Time Passcode by email, text message, or an automated voice call to your cell phone.
-

Useful Phone Numbers

IHSS Payroll
510-577-1877

Senior Information and Assistance
510-577-3530

Medi-Cal and CalFresh
510-272-3663

Adult Protective Services
510-577-3500

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

Stay tuned for more updates!

Alameda County Public Authority

Phone: 510-577-3552
Email: RegistryApps@acgov.org
Website: ac-pa4ihss.org

Mailing Address
6955 Foothill Blvd.
Suite 300
Oakland, CA 94605



Alameda County Public Authority

IN-HOME SUPPORTIVE SERVICES:
Provider & Recipient Electronic Services Portal Guide

Manage Time, Payments, and Resources All in One Place

Provider Section

Time Entry
Check In and Out
Enter Timekeeping
Submit Travel & Sick Leave Claims

Financial
Enroll & Update in Direct Deposit
View Payments Status & History
Download Employment/Wage Verification

Resources
Update Account Information
Access Provider Resources & Training

Recipient Section

Timesheet Activity
510-577-1877

Hire A Provider
510-577-3530

Resources
510-272-3663

Login & CDSS Contact

etimesheets.ihss.ca.gov/login

IHSS Service Help Desk (California State)
1-866-376-7066





Personal Stories

"Maria" (from Newark, California)

In-Home Supportive Services Recipient

What has your caregiving experience been like?

"My caregiving experience has been very good. I am very appreciative that I can stay in my own home and that my family member can care for me."

What valuable lessons have you learned on your caregiving journey? (Whether receiving or providing care at home).

"When I hear of people that live in care facilities, away from home and all that is familiar to them, I feel lucky and grateful for my current situation."

How have In-Home Supportive Services or the Public Authority been able to help you?

"In-Home Supportive Services has satisfied my needs and has been a blessing."

Share Your Story

- 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 Public Authority newsletter publications.
- 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



Alameda County
Public Authority

NATIONAL FAMILY CAREGIVER MONTH



November is

National Family Caregivers Month

Here are five things you can do to encourage and support a family caregiver in your life. Whichever you choose, make a special effort to make life a bit easier for the family caregivers you know.

- **Provide respite care**: Caregivers can benefit greatly from a break
- **Check in regularly**: Let them talk about their experiences without offering advice.
- **Be specific with your offers**: Make a specific offer of help
- **Help with chores**: Tackle any other life tasks that are hard for caregivers to get to.
- **Keep inviting them**: Continued invitations make a caregiver feel less isolated.
- **Offer encouragement**: Show that you recognize the gift of their service.

What is National Family Caregivers Month?

November is National Family Caregivers Month. It is observed to call attention to the hard work of more than 50 million family caregivers across the country.

During National Family Caregivers Month, we raise awareness of the societal value provided by caregivers and ask for greater support.

"Family caregivers are the backbone of our Nation, making tremendous sacrifices to be there for the people who need and cherish them the most. This month, we honor their selfless love and courage, and we recommit to getting them the support they deserve. They should know their country has their backs."

-Joe Biden, Former President

Alameda County
Public Authority

Alameda County Veterans Service Office

Welcome Veterans !

Your County Veterans Services Office Has Moved !

NO APPOINTMENT NEEDED

SAME DAY CLAIMS ASSISTANCE

WALK-IN SUPPORT AVAILABLE

Serving veterans in one convenient location. Come visit the new Alameda County Veterans Service Office for:

- One Stop Veterans Services
- Walk-In Hours
- No Appointment Necessary
- Same-Day Claims Assistance
- Benefits Navigation & Support

Free & Convenient Parking

Located just steps from our entrance.

Shorter Wait Times

We are working to serve you faster and better.

Transit Acces

Getting here is easy! Easy access by BART and bus.

NEW LOCATION!

County Veterans Service Office

22225 Foothill BLVD
Hayward, CA 94541

**Located at the corner of Foothill Boulevard & Hazel Avenue.*
Enter on Hazel Avenue.

Contact Us

Phone: 510-577-1926

Email: veterans@acgov.org

Website:
https://socialservices.alamedacountyca.gov/our-services/Veterans/index



You served. We are here to serve you.

Independence at Home
A SCAN Community Service™

ARE YOU 55+ OR A CAREGIVER OF SOMEONE 55+, WHO IS FINDING IT HARD TO COPE?



The Insights program from Independence at Home

is here to connect you with a mental health professional for help dealing with mild to moderate stress, anxiety or depression...**at no cost!**

- **Help Coping with Loss, Aging and More**
- **Help to Manage Caregiver Burnout**
- **Referrals to Other Supportive Services in the Community**
- **Services Provided by Friendly, Licensed Therapists**
- **Services in English, Spanish, Korean, and Vietnamese**
- **Convenient Meetings by Zoom**

One toll-free call starts it all

1-866-421-1964
(TTY: 711)

Call us today to get connected with a mental health expert

https://independenceathome.org/

https://www.facebook.com/IndependenceatHome/

Or reach us by email at: **communityoutreach@scanhealthplan.com**

Aging and Disability Resource Connection

The Alameda County Area Agency on Aging, in collaboration with The Center for Independent Living and Community Resources for Independent Living, is proud to serve as a designated Aging and Disability Resource Connection for Alameda County. Together we work to advocate for and ensure streamlined access to long-term services and supports, and reliable resource information for older adults, people 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** – Offering guidance to support informed decision-making about long-term services and supports.
- **Short-Term Service Coordination** – Offering time-limited support (90 days or less) to connect individuals to needed services to stabilize their situation until a longer-term plan is established.
- **Transition Services** – Assisting individuals in transitioning from hospitals, nursing homes, or other care institutions back to 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 StreetHayward, CA 94541
510-881-5743

Alameda County Area Agency on Aging
6955 Foothill Boulevard, Suite 143
(1st Floor)
Oakland, CA 94605
510-577-3530

Connect to local information and resources for older adults, people with disabilities, and family caregivers with just one click.

Check out our Aging and Disability Resource Connection website: https://alameda.my-adrc.org

ADRC
THE COUNTY OF ALAMEDA



Alameda County Healthy Homes Production Grant

For Homeowners and Renters Living in Alameda County

Approximately one-third of people 60 and older who live in the community will experience a fall a year, and one in five of those falls will result in a serious injury.

The risk of falling increases when someone has:

*Previous falls
*Balance issues
*Chronic conditions
*Foot pain or poor footwear
*Home hazards
*Multiple medications
*Memory problems
*Fear of falling
*Muscle weakness
*Walking problems or unsteady gait
*Hearing problems
*Vision problems



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

Fall prevention education: Engage in daily physical activity
Home safety and modifications: Add a grab bar or improve lighting
Medication safety: Be aware of medication side effects
Nutritional support: Eat a proper, balanced diet
Health screenings: Schedule routine eye exams
Social isolation and support: Seek socialization
Additional community resources: Explore local programs near you

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

Learn more about the wide variety of support services available to older adults and people with disabilities through the Area Agency on Aging by going to http://aaa.acgov.org

HOLIDAY CAREGIVING

"Everyone in my family is expected to attend my sister's holiday gathering- even our frail elderly parents. As their primary caregiver, I am overwhelmed just thinking about going. What should I do?"

It is not uncommon for family caregivers to have mixed feelings about holiday gatherings. Juggling caregiving with raised expectations to engage in joy-filled activities may not ring true for you, especially if your family is not tuned into your world as a caregiver.

Ask for what you need

It's not always easy, and challenging family dynamics can complicate things further. Set clear personal boundaries by firmly but gently asking your family for what you need, whether it's joining in the festivities, responding to unrealistic requests, or opting to not attend. Steer clear of bringing guilt and anger into your communication, such as saying, "Well, if you visited more, you'd know what's going on." Instead, try to listen to others and then trust your best judgement on moving forward. For more guidance on successful holiday planning, see Holiday Time, Siblings, and Parent Care.

Re-set expectations

Your family members may not be aware (or willing to see) the extent of your parents' impairments. If their expectations are unrealistic or you're blamed for your parents' decline, avoid a defensive response. Instead, say something like: "Mom and dad's illnesses are taking a toll on their ability to do the things they've always loved to do. I do my best, but I can't change the disease process." If they persist, schedule a family conversation with your parents' health care provider, so the doctor can respond to their questions directly.

Adapt holiday activities for cognitive impairment

Heroic efforts to include family members with moderate to severe memory loss and related health issues can be tense and exhausting. While it can work wonderfully when others pitch in so you can enjoy yourself, too often this isn't the case.

Instead, encourage family and friends to visit your relatives where they live. Smaller gatherings in more familiar surroundings can offer everyone a chance for meaningful time together. Another option is to look into respite care, so you can attend the gathering while your parents are well cared for at home.

Allow time for self-compassion

Guilt and anxiety over the loss of treasured holiday traditions can take a toll. It's not your fault your parents' health is in decline, or that caregiving responsibilities consume your time and energy. Your feelings about caregiving are valid. Read more in The Emotional Side of Caregiving.

Be gentle with yourself. You may need to tell your family, "I'm in a difficult situation. Sometimes I have to make difficult decisions," or "I regret our holiday traditions are no longer doable. Let's find new ones to try." Remember, caring for yourself is important too. Find self-care tips for family caregivers in Taking Care of You.

Attending holiday gatherings

If you decide to attend a holiday gathering, speak with your family members ahead of time about sharing caregiving responsibilities and expenses. Invite your family to meet by phone or online to create a caregiving schedule and find out what others can contribute. This may include covering your travel and lodging, if caregiving has compromised your income. Find inspiration for asking for help (including a caregiving wishlist) in Caregiving and the Holidays: Stress 2 Success.

Cultivate gratitude

Looking for the positive in situations and putting disagreements on hold can help you relax and enjoy time with family and friends. Find more tips for finding joy in the season in our guide, Not a Jolly Holiday?

After the holidays, write to family members or friends who you enjoyed connecting with and emphasize the positive impact of their presence. They may be encouraged to support your efforts more fully going forward. Keep in mind that the holidays can, in fact, provide unique opportunities to seek better communication, connection and support from family and friends.

Family Caregiver Alliance offers free, expert family caregiving support

Register with CareNav® for access to free guides, webinars and live events related to your caregiving needs. Visit our "Services by State" page to discover state and local caregiving resources.

FCA Family Caregiver Alliance®

Alameda County
Public Authority

IS YOUR CONTACT INFORMATION UP TO DATE?

REMINDER !

Account Information Update

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 must report changes of address, phone number, and/or email address immediately. Failure to keep contact information updated may result in termination of services.

- **Phone Number**: Update your phone number on your Electronic Services 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. You must include a photocopy of a government-issued ID.
- **Email Address**: Email addresses can be changed in writing or by contacting the Electronic Services Help Desk at 866-376-7066.

Have additional updates to your contact information? Call In-Home Supportive Services Payroll at 510-577-1877 or email ihsspayrollsupport@acgov.org.



Contact the Alameda County Public Authority if you have questions related to Training, Registration, or Health Benefits

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

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

Email: PAPress@acgov.org

Visit us online at: ac-pa4ihss.org

