A History of Advocacy in Support of IHSS

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Another eventful year for the IHSS program and our Public Authority

By Charles Calavan, Executive Director

IHSS Changes & Overtime Pay Blocked by Court, No Managed Care pilot in Alameda County, and my Retirement

In the Fall of 2014, the State announced that it would be implementing new IHSS timesheets and new rules, paying for travel time between jobs and for waiting time during a recipient’s medical appointments; paying time-and-a-half overtime pay for hours over 40 a week; and setting a 61½66 hour weekly limit on hours a provider could work. These changes were necessary to comply with a change in federal rules that gave overtime rights to homecare workers. But, on December 31, 2014, one day before these major changes to the IHSS program were to take effect, the State announced that the changes were on hold due to a Washington D.C. court ruling stopping the overtime pay requirement. That ruling has been appealed and, in a year or more, the US Supreme Court could reverse the decision, and the overtime pay and the other proposed changes could be implemented in California. But, as usual, nothing is simple in California. The Governor originally proposed to limit IHSS providers to working a maximum of 40 hours a week in order to avoid paying any overtime. Advocates objected to this proposal and eventually the Legislature agreed to make the limit 61 hours a week. The California Department of Social Services started planning the many complex changes to IHSS requirements and forms and timesheets required to implement the overtime pay. Counties, public authorities and other Advocates worked with CDSS, with some success, to make these new rules and forms as simple and as understandable as possible. And now all the changes have been stopped. For more details, see the story on the New IHSS Requirements on page 4.

Other major IHSS-related events in Alameda County included:

• A bargaining agreement with SEIU-ULTCW to increase the IHSS provider wage to $12.50 per hour effective November 1, 2014, which made it the highest IHSS wage in California (until a higher wage in another county just went into effect).

• The State’s decision, due to fiscal problems at the Alameda Alliance, to not go forward in Alameda County with the CCI pilot which would have required enrollment by those with both Medicare and Medi-Cal into a managed care health plan in order to receive IHSS and other long-term-care services. Since the Managed Care pilot was linked to the transfer of bargaining from the County to Sacramento, it means that the Public Authority will continue its role as the employer that bargains with the IHSS workforce.

And finally, I will be leaving the Public Authority by June 2015, after being executive director for nearly 14 years. It has been a privilege to serve in this position and I thank all those with whom I have worked for their efforts and commitment and support: my staff, advisory board members, County staff, public authority directors in the other counties. SEIU-ULTCW, the Board of Supervisors, our disability community, community advocates and agencies, and many others. We should all be proud of what we have accomplished in Alameda County, and our unwavering dedication to the principles of consumer-directed services and the right of seniors and people with disabilities to live independently in their own homes with dignity and respect, and with the services they require.
In April of 2014, several Public Authority Board members traveled to Sacramento to attend the Budget Hearings held by the Legislature. These hearings were an important opportunity to let legislators know about the impact of the major changes to the IHSS program proposed by the Governor. Two of the most significant were the Overtime proposal that would limit the number of hours an IHSS provider could work, and a proposal to restore the 7% cut in IHSS hours.

Taiis went to Sacramento since “I wanted to be more of an advocate for consumers and providers. I wanted to be more informed.” However, she had not made a commitment to speak. It was a large auditorium with a large crowd and Taiis was nervous, “I knew I had something to say about the effect the change were having on me personally and the impact they were having on the consumer I support and other consumers I know.”

Taiis reports that listening to the others testify “made me feel that I needed to get up and state something about my experience and just share, even if it was something very small and hope that it would touch somebody’s heart on the committee and give them that feeling of urgency and sincerity from my heart to their heart. And maybe something I would say would make them feel empathy and compassion for us.”

Fighting the Governor’s proposed changes and the effort almost every year to cut services continues to be a major goal. However, Taiis feels good about her public speaking and thinks it will be easier in the future. “I’m still nervous, I’m trying to become comfortable with it. I’m also working on the way I express myself. I’m working on using the right words so that I don’t offend anyone but where I can still be very stern about what it is I believe and how I feel about the situation.”

In addition to fighting efforts to cut services, Taiis is committed to fighting for the right of homecare workers to have dignity and to not have to put up with being demeaned or abused. She is also concerned that the IHSS program is increasingly geared towards a medical model and is turning away from the social model and the focus on consumer rights and consumer-directed services upon which it was built.
Overtime Pay & New IHSS Rules Blocked by Court

On January 14, 2015, the State confirmed that the new Overtime and travel time and other new requirements described below would not be implemented effective January 1, 2015. During February 2015, the State was sending out a notice to all IHSS providers and recipients confirming these planned changes will not happen. The Federal Department of Labor has filed an appeal, which could go all the way to the US Supreme Court, but no decision is expected for over a year. Because these changes could be implemented later, we are including a summary of the new IHSS rules that as of January 1, 2015 were blocked. Trainings in Alameda County on the new Overtime rules and Timesheets scheduled through early March were canceled. If the court ruling to block the changes is overturned, California would implement the new requirements. At that time, notices should be sent to all providers and consumers and trainings on the new forms and rules might be scheduled. These trainings were posted on the County website, at alamedasocialservices.org/public/services/elderly_and_disabled_adults. Once there, click on IHSS. These are the new rules and requirements which the State WAS planning to implement:

- The following new forms were to be submitted to the IHSS department at Eastmont by December 15, 2014:

  See BLOCKED on page 18

The IHSS Changes That Have Been Blocked by Court

Below is a summary of the IHSS changes that were scheduled to be implemented January 1, 2015 and are now blocked. Trainings in Alameda County on the new Overtime rules and Timesheets scheduled through early March were canceled. If the court ruling to block the changes is overturned, California would implement the new requirements. At that time, notices should be sent to all providers and consumers and trainings on the new forms and rules might be scheduled. These trainings were posted on the County website, at alamedasocialservices.org/public/services/elderly_and_disabled_adults. Once there, click on IHSS. These are the new rules and requirements which the State WAS planning to implement:

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  See BLOCKED on page 18

Accomplishments of the Public Authority

During our most recent Report to the Board of Supervisors, we shared this list of achievements and thought it might be of interest to the readers of this newsletter. We can be proud of what we have accomplished and find inspiration to renew our commitment to future achievements benefiting the IHSS community.

1. IHSS wage increased from $5.00 in 1997 to $12.50 on November 1, 2014, which at the time was the highest IHSS wage in California.

2. In 1999, established Rapid Response, the Emergency IHSS Worker Replacement Service in Oakland.

3. In 2000, eligible IHSS providers received a medical plan provided by Alameda Alliance and later dental and vision benefits were added.

4. In 2002, made Rapid Response available throughout the County, while reducing the total annual cost to $80,000 from $200,000 of serving only residents of Oakland.

5. Since 2003, successfully advocated for the following improvements to the operation of the IHSS program in Alameda County:

   - Adding IHSS staff that reduced the eligibility determination backlog from six to two months
   - Installing automatic doors to make Eastmont more easily accessible
   - Improving the flow and processing of paperwork by IHSS Payroll
   - Re-configuring the AAMS lobby to respect visitors' privacy and more efficiently serve them
   - Making more IHSS forms and information available at the AAMS lobby and on the SSA website
   - Ensuring non-English-speaking visitors are served in their primary language
   - Changing the AAMS phone system to improve access and meet the needs of callers
   - Installing a TV in AAMS lobby to show training videos and announcements

6. Since 2003, have sent five newsletters to all IHSS households and since 2009 have sent out a semi-annual electronic newsletter to over 400 organizations and individuals.

7. The Alameda Public Authority has been recognized as the leading advocate among public authorities. And in collaboration with other advocates stopped the State from cutting the IHSS wage and eliminating funding for public authorities.

8. In April 2004, in addition to its ongoing advocacy (e.g. testifying at Budget hearings, visiting legislators, talking with the media), the Alameda Public Authority held a Town Hall meeting in downtown Oakland to inform the community about State proposals to cut services. It was the biggest IHSS advocacy event anywhere in California, attended by over 450 community members; it received front page coverage and was the subject of TV news stories. It influenced legislators to not make the proposed cuts.

See ACCOMPLISHMENTS on page 18

Empower Inform Support
Want an IHSS Job?  
Need to Hire an IHSS Worker?

The Public Authority Registry is a free service offered to IHSS consumers and providers. We help IHSS consumers find and hire screened homecare workers and we help IHSS providers find homecare jobs.

Consumers Must:  
• Have IHSS hours approved by your IHSS social worker  
• Call the Registry and complete an intake over the phone  
• Sign a Registry Consumer Use Agreement  

Homecare Workers Must:  
• Call the Registry on the first business day of the month and request an application packet  
• Complete and submit a Registry Interest Form, application, 1D and Social Security Card  
• Have 5 years of any type of work experience, does not need to be homecare work  
• Provide 3 supervisor references  
• Meet have a face to face interview with Registry staff and sign a Provider Understanding and Agreement  
• Pass a criminal background check and attend a mandatory County orientation  

Here’s a glance at what’s new in early 2015:  
• The Registry expanded to seven Registry Coordinators; one current Coordinator speaks Cantonese and the two Coordinators speak Spanish; and we might add two more.  
• With more Registry staff, we can make more home visits to help consumers who need some additional support hiring and supervising a homecare provider. Registry Coordinators can assist with interviewing perspective caregivers and can educate both caregivers and consumers on expectations, roles/responsibilities, authorized tasks and the limits of the IHSS program. Resources can be provided to assist consumers and providers with managing their working relationship. Consumers new to IHSS can learn ways to perform their role as supervisor and what is expected of them. Consumers may request a home visit by calling the Registry. At times, Registry Coordinators may offer to make a home visit to a consumer who has had a history of difficulty retaining and managing their caregivers.  
• The Public Authority is planning to restore an After Hours Urgent Back-Up Worker service to refer replacement workers to IHSS consumers who have an urgent, unexpected need for personal care (such as bathing, dressing, toileting, feeding) or critical domestic services (such as cooking) that cannot wait until their regular IHSS provider is available. The replacement workers will have to be enrolled in the IHSS program and the hours they provide will be deducted from the consumer’s other worker and from the consumer’s total IHSS hours for the month.  
• Providers with no IHSS payroll activity for 1-year may be ineligible to provide IHSS services and may be required to attend orientation and get fingerprinted again. Providers that have not be paid for IHSS services in 1-year can contact the county’s payroll department at (510)577-1877 and request the SOC 881 form which is a request to remain in active status.  
• Providers listed on the Alameda County Home Care Registry can now update by submitting an Update Form. Providers can call the Registry to request Update Forms or download the form from the Public Authority’s website.  

Consumers in need of Registry Services may call: 510-577-1980  

Providers seeking an IHSS job or who need to do their monthly Registry update may call: 510-577-5694.

Making Connections

IHSS consumers often struggle to access free or low cost food. Local sources are available including food pantries that work in conjunction with the Alameda County Food Bank. Picking up the food from a pantry is a big obstacle for some IHSS consumers. In the Fall of 2014 the Public Authority became part of a pilot food delivery project in conjunction with the Alameda County Food Bank and the Beta Pi Sigma Sorority (Beta Chapter) headed by Chapter President Michelle Brown. The Food Bank and a local pantry provide the food and the Sorority supplies volunteer drivers. These wonderful volunteers delivered over a hundred bags of food to homes in northern Alameda County in the last quarter of 2014. The Sorority delivers bags of food once a month and hopes to expand the program in 2015. Deliveries are by referral only. If you need food and can pick it up yourself, please call the Alameda County Community Food Bank helpline at 1-800-870-3663 to be referred to the nearest pantry.

Where to get your Durable Medical Equipment (DME)

Alameda Alliance administers the state-sponsored Medi-Cal insurance program for Medi-Cal recipients in Alameda County. Individuals enrolled in Medi-Cal through Alameda Alliance can get their Durable Medical Equipment from California Home Medical Equipment (CHME). When you need medical equipment or supplies, contact your doctor for a prescription and ask your doctor to include your diagnosis and the equipment or supplies you need. CHME supplies respiratory equipment, enteral feeding, manual and power wheelchairs, hospital beds, Hoyer lifts, walkers, canes, gloves, diapers and other medical equipment.

Here’s their contact information: California Home Medical Equipment 289 Foster City Blvd Ste A Foster City, CA 94404 Phone Number: (800) 906-0626 or (650) 357-8550; Fax: (650) 357-8551 Email: info@chme.org
Expanded Services and Staff at Public Authority

During the last 13 years, the number of staff providing the Public Authority's mandated services (Registry, training, and health benefits) did not increase. We have actually gradually provided more services over the years, although three years ago we had to discontinue our afterhours emergency IHSS worker replacement service (Rapid Response) due to reduced funding by Alameda County.

We are pleased to report that during 2015 the Public Authority will be restoring the afterhours worker replacement service, greatly expanding training, hiring additional staff to expand the Registry and provide more consultation by phone and through home visits to consumers having difficulty hiring or keeping their workers, translating more documents into languages other than English, and printing many more copies of our IHSS Handbook. This all is possible now due to support by the County for this expansion and because the State now will cover the cost of increasing the Public Authority’s budget.

Profile on Donna Hernandez, a Registry provider

Congratulations to Donna Hernandez, who won the provider survey raffle drawing of a Safeway gift card. She was one of 248 individuals who responded to a survey from the Registry. Ms. Hernandez has been a caregiver for over thirty years. She started out caring for family members and discovered that she loved the work so much that she became an IHSS provider. Ms. Hernandez loves helping seniors and disabled people and believes that it is her calling to make life a little bit better for others. She feels that she has been blessed with the ability to serve the community. Her most challenging consumer was an Afghan citizen who did not speak much English, but she made the relationship work. Ms. Hernandez said that establishing a one to one rapport with the consumer is the best feeling in the world.

Message to IHSS Providers from SEIU-ULTCW, Your Union in Alameda County

2014 brought many victories to ULTCW members and long term care workers throughout the state. Because of the hard work and dedication of our ULTCW members, supporters and fellow caregivers, IHSS workers won the right to overtime, wait time and travel time, as well as wages that make Alameda County IHSS workers among the highest paid in the state. But even with such historic victories, our work is far from over. In January 2015 a court blocked our overtime and travel pay – To join in the fight to win it back, call us at 1-877-698-5829.

In 2015, ULTCW members will continue to fight to bring dignity to the lives of caregivers, recipients and all who call California home. In the year to come we’ll work to protect our overtime, restore the previous 7% cut to IHSS hours, stand united to create a pathway to $15 an hour for all workers, bring true immigration reform to those who continue to live in the shadows, and support legislation that makes our seniors, people with disabilities and their caregivers a priority. The Oakland union office is at 333 Hegenberger Rd, Suite 400. We hold regular meetings around Alameda County. To find a meeting near you, call 1-877-MY ULTCW (877-698-5829).

Just as our incredible success in 2014 was because of the work of our members, so too will be the victories of 2015. If you’ve not already signed on to be a member of ULTCW, we ask that you take a moment to call the Member Action Center at 1-877-MY ULTCW to request your membership application. By doing so you’re not only making an investment in your future as a caregiver, but also in the lives of those we provide care to. Because when we stand united as ULTCW members, anything is possible.

Homecare Worker Certificate Training at San Leandro Adult School

Next Series of 8 classes starts March 3rd. They are held on Tuesday & Thursday evenings from 5:45 p.m. - 8:45 p.m. Attend the first session in order to register.

Free for IHSS providers.

1448 Williams Street, San Leandro.

Interested in future classes? Mail in the attached form to receive information about summer and fall classes.

Public Authority Moving to First Floor of Eastmont

Just a “Heads Up”: The Adult, Aging & Medi-Cal Services (AAMS) Department has announced a plan to move the Public Authority to the First Floor at Eastmont Town Center sometime between May and July 2015. AAMS and the Public Authority are both adding staff in 2015, so the Public Authority and some of the Adult Services units will move from their current location on the Third Floor to the First Floor at Eastmont where they will have additional space. We believe most of IHSS will remain on the Third Floor. At this time we do not know if there will be a change in the Public Authority’s mailing address or phone numbers.

Homecare Worker Certificate Training at San Leandro Adult School
A Great, Low Cost Health Plan For IHSS Providers

For as little as $20 a month, eligible IHSS providers in Alameda County can get full medical, dental and vision coverage as a job benefit from the Public Authority. The medical services are provided through the Alameda Alliance for Health, the health plan established by Alameda County. The dental plan provider is Delta Dental. The vision plan provider is Eye-Med.

To qualify, IHSS providers must be PAID in two consecutive months and for a total of at least 160 hours (an average of 80 per month) of IHSS work in Alameda County. To continue their coverage, providers must be PAID for at least 80 hours of IHSS work a month. Coverage is not automatic. Providers must submit a health benefits application to the Public Authority.

For information or an application, call 510 577-3551. Information is also available on the Public Authority’s website at www.ac-pa4ihss.org.

Join Or Attend
The Public Authority Advisory Board

The Advisory Board of the Public Authority in Alameda County has long been recognized as one of the most active, influential, and well-informed in California. In 2015, we are encouraging IHSS consumers in Alameda County to apply to join the Advisory Board, which provides recommendations to improve the services of the IHSS program and the Public Authority and engages in advocacy and outreach. Four positions for IHSS consumers will be available. This is your opportunity to influence how IHSS and PA services are provided.

For more information about the Advisory Board or to request an application, call 510 577-3548 or go to the PA’s website at www.ac-pa4ihss.org to learn more about the Public Authority Board and services.

El Estado Suspendió La Implementación De Nuevas Reglas De IHSS Y El Pago De Horas Extra

El 31 de diciembre, el Estado de California anunció que quedaban en suspenso todas las nuevas reglas de IHSS, incluyendo los límites de trabajo semanal y el pago de horas extras que iban a entrar en vigencia el 1 de enero de 2015. A continuación se incluye un resumen de las nuevas reglas de IHSS que fueron suspendidas. Para el momento en que usted lea este boletín, el tribunal podría haber revertido su fallo y el Estado podría haber anunciado la implementación de las nuevas reglas en algún momento, tal vez con nuevas fechas límite y otros cambios. Los cursos de capacitación programados para principios de marzo en el Condado de Alameda sobre las nuevas reglas relacionadas con las horas extra y las hojas de horas trabajadas fueron cancelados pero, EN CASO DE QUE el Estado decida implementar las nuevas reglas, consulte el siguiente sitio web del Condado para comprobar si los cursos de capacitación se han reprogramado: alamedasocialservices.org/public/services/elderly_and_disabled_adults, y luego haga clic en IHSS.

A continuación se incluyen las principales reglas y requisitos nuevos que el Estado PLANEABA implementar:

- Los siguientes formularios nuevos debían ser presentados en el departamento de IHSS en Eastmont: El formulario TEMO 300 debía ser completado por todos los beneficiarios de IHSS; el formulario SOC 2256 solo era obligatorio para los beneficiarios que emplearan a más de un proveedor. El formulario SOC 846 debía ser completado por todos los proveedores de IHSS, en tanto que el formulario SOC 2257 era obligatorio para todos los proveedores que trabajaran para más de un beneficiario. Si el formulario SOC 846 no era presentado a más tardar el 1 de marzo de 2015, el proveedor sería suspendido del programa de IHSS a partir del 1 de abril de 2015.

- El Estado planeaba enviar a cada proveedor un formulario que especificaba cuántas horas podían trabajarse cada semana laboral (de domingo a sábado a medianoche). El pago de horas extra, entre 40 y 61 horas por semana, iba a efectuarse a $18.75 por hora. Casi todos los proveedores iban a estar limitados a trabajar un máximo
Tiểu Bang Nguyên Áp Dựng Các Quy Định Mới & Trả Lương Ngoại Giờ Cho Chương Trình IHSS


Dưới đây là các quy định và các yêu cầu chính yếu mới mà Tiểu Bang ĐÃ dự định áp dụng:

- Các mẫu đơn mới sau đây dự định được nộp cho văn phòng IHSS tại Eastmont: Mẫu TEMP 300 được yêu cầu đối với tất cả các người nhận dịch vụ IHSS; Mẫu SOC 2256 chỉ yêu cầu đối với các trường hợp có nhiều hơn một người cung cấp dịch vụ. Mẫu SOC 846 yêu cầu đối với tất cả người cung cấp dịch vụ cho IHSS; SOC 2257 yêu cầu đối với tất cả người cung cấp dịch vụ làm việc cho nhiều hơn một người nhận dịch vụ. Nếu không nộp mẫu SOC 846 trước ngày 1 tháng Ba, 2015, người cung cấp dịch vụ sẽ bị đình chỉ từ khi cung cấp dịch vụ cho IHSS có hiệu lực vào ngày 1 tháng Tư, 2015.
- Tiểu Bang dự định sẽ giúp cho mỗi người cung cấp dịch vụ một mẫu đơn để cụ thể hóa nguy cơ có thể làm việc trong một thời gian (sau Uhrzeit) cho overlay và người nhận dịch vụ. Mẫu SOC 846 yêu cầu cung cấp dịch vụ phải hỗ trợ cho mẫuSOC 2257 yêu cầu cung cấp dịch vụ phải hỗ trợ cho mẫuSOC 2257 yêu cầu cung cấp dịch vụ phải hỗ trợ cho mẫuSOC 846 trước ngày 1 tháng Ba, 2015, người cung cấp dịch vụ sẽ bị đình chỉ khi cung cấp dịch vụ cho IHSS có hiệu lực vào ngày 1 tháng Tư, 2015.

Tiếp theo phần ĐÀO TẠO tại trang 18
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4 Continued Articles
IMPLEMENTATION
continued from page 11

of 61 hours and to reclaim up to 7 hours of time of
time of travel between IHSS clients each day.
- The employment of IHSS beneficiaries will need
at the direction of time of each day to

A partir del 1 de abril de 2015, todo proveedor
que presenta una hoja de horas trabajadas que
cedería el límite de 61 (o 66) horas o el 7
horas de tiempo de viaje por semana, o
que omitiera obtener la aprobación para los cambios
en las horas de trabajo que dieran lugar a horas
extra, hubiera incurrido en una violación.
Luego de la tercera violación, el proveedor sería
suspendido durante 3 meses.
Una cuarta violación daría lugar a la
suspensión por 12 meses.

ÁP DỤNG
tiếp theo từ trang 13
Nhan viên xã hội thuộc sở hữu sòc của như
người nhận dịch vụ sẽ lập bảng thời điểm
thay đổi giờ làm việc từ tuần này qua
tuần trước nếu như vì gì đó dẫn đến phải
tưp làm ngoài giờ (hoặc phải làm thêm
lương ngoài giờ).

Bắt đầu từ ngày 1 tháng Tư, 2015, nếu như
người cung cấp dịch vụ gửi bảng chấm công
vượt quá 61 (hoặc 66) giờ cho một tuần làm
việc hoặc 7 giờ cho việc di chuyển trong tuần
làm việc, hoặc không xin phép thay đổi
giờ làm việc dẫn đến làm ngoài giờ, họ sẽ
phải chịu phạt.
Nếu vi phạm lần thứ tư sẽ bị đình chỉ 12 tháng.

Important Phone Numbers
Public Authority for IHSS
Main Number  (510) 577-3552
Registry Consumer Line  (510) 577-1980
Registry Provider Line  (510) 577-5694
Training Program  (510) 577-3554
Provider Health Benefits Eligibility  (510) 577-3551
Public Authority Fax  (510) 577-3579

IHSS/County Numbers
Area Agency on Aging, Alameda County  (510) 577-1900
IHSS Intake (Applying for IHSS)  (510) 577-1800
IHSS Payroll (Timesheets and paychecks)  (510) 577-1877
On-the-Job Injuries: Report to IHSS Payroll  (510) 577-1877
Alameda County Social Services (Medi-Cal, Cal Grants, Cal Works, etc)  (1888) 999-4772
Fraud  (510) 383-8777
Direct Deposit Information  (1866) 376-7066

Emergency Numbers
Emergency Response  9-1-1
Adoptive Protective Services  (1866) 225-5277

Numbers for IHSS Homecare Workers
Alameda Alliance for Health  (510) 747-4567
Delta Dental PPO  (1800) 765-6003
Delta Care USA (HMO)  (1800) 422-4234
EyeMed Vision Benefits  (1866) 723-0514
SEIU LTCW (Worker Union)  (1877) 698-5829
EDD for Unemployment  (1800) 300-5616
Workers Compensation Insurance  (1866) 391-9675
Labor Commission  (1866) 622-2573

Empower Inform Support
Empower Inform Support
Free Public Authority Training in 2015

Consumer Training

IHSS Consumer Phone Discussion Group – a 6-week phone series
Want to discuss with other IHSS consumers how to find, train and keep good homecare workers? Join the next six-week session of Your Homecare Worker and You: Navigating your Relationship. Thursdays, March 12th – April 16th from 11:00 am to 12:00 noon. A simple toll-free phone call will let you join the discussion. To sign up, call Kathy Taylor or Debra Howell and register by March 9th: (510) 577-1980. Telephone service for discussions is provided by Senior Center without Walls, an outreach program of Episcopal Senior Communities.

Training for Consumers and Providers

Making Connections: Information & Community – a monthly series
Join a social/educational gathering of consumers and providers to hear and discuss brief presentations on topics of interest. We meet on the 4th Wednesday of every month from 2:00 pm to 4:00 pm in the Big Sur Room in the IHSS offices of Eastmont; 6955 Foothill Blvd, 3rd Floor, Oakland.

The Internet and Your Health – a 2-hour workshop
If you know where and how to look, you can find on the internet useful information on medical conditions, medications, healthy living, and much more. In this class for consumers and providers, you will learn how to do an effective web search and how to distinguish between reliable and unreliable web sites.

Training for Providers

CPR/First Aid – a 6-hour workshop
This is a workshop with an emphasis on hands-on learning. Discover what to do in a cardiac, breathing, or first aid emergency. Learn CPR, choking, rescue breathing, First Aid, treating injuries, and caring for shock and bleeding. Current IHSS CPR certificate provided upon completion.

Supporting People Who Clutter, Hoard, or Compulsively Acquire – a 3-hour workshop
Do you work for someone whose clutter interferes with daily activities of living or their ability to use spaces in their home for their intended use? If so, this class is for you. Learn about hoarding and clustering issues, effective harm reduction techniques, and tools for supporting people who are dealing with clutter issues. Current IHSS providers will receive a $20 gift card for attending the class.

All about Diabetes – a 3-hour workshop
This course will help you learn about diabetes and how it can affect a person’s overall health. You will learn what happens when the body does not produce enough insulin to convert sugar and starches into energy. You will also learn how to support a person who has diabetes; specifics on diet, exercise and medication. Current IHSS providers will receive a $20 gift card for attending the class.

Certificate Training with Community Education Partners

Homecare Worker Certificate Training (San Leandro Adult School & Other Community Partners) – a 24-hour course
Don’t miss this opportunity to improve your skills, knowledge, and confidence as a homecare worker. Instruction will cover the basics of aging and disabilities; independent living philosophy; assisting with medications and nutrition; maintaining good hygiene and personal care skills; building and keeping good relationships; practicing health and safety on the job; and working with assistive technology and durable medical equipment. The next series of 8 classes starts March 3rd and meets on Tuesday & Thursday evenings from 5:45-8:45 pm. Free for IHSS providers. You can register at the first class March 5. For more information go to: www.sanleandroadultschool.org. Location: 1448 Williams Street, San Leandro.

Homecare Worker Advanced Homecare Worker Certificate Training – a 100-hour course
This course is a wonderful opportunity to improve your skills as a caregiver and increase your opportunities for employment. Qualified students can earn a spot on the Public Authority Registry. In addition to superior classroom instruction, students will also work on computers and benefit from the interactive, web-based curriculum created by the Center for Personal Assistance Services at UCSF. How might this class help place you on the Registry? Students with excellent attendance and the instructor’s recommendation can join the Registry without the usual requirement to have experience in homecare and the instructor can serve as one of the three required employment references. Students must have a working e-mail address in order to be accepted into the course.

Sign up, return checklist on pages 20 & 21

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11. From 2006 through 2010, collaborated with NIOSH and implemented an innovative, grant-funded pilot to educate providers and consumers and resulted in a significant reduction in accidents and injuries in the home.

12. Increased the percentage of phone calls answered live by Public Authority staff from less than 33% prior to 2010 to well over 75% currently.

Accomplishments

9. In June 2004, the Public Authority director, on behalf of staff and the Advisory Board, accepted the Betty Hamilton Outstanding Advocacy Award from the Alameda Developmental Disabilities Council.

10. The Public Authority has provided free CPR/First Aid classes and thousands of hours of training on various homecare topics and support groups and informational materials to IHSS providers and consumers.

FREE HANDBOOK ON IHSS??!

This free handbook explains many of your questions about IHSS rules and expectations. It will explain who to call if you are injured on the job. It will give you the number to call to get the application for health benefits: 510-577-3551. You will also find out if you are paid at least 80 hours a month, you may be eligible for full health benefits, which include medical, dental and vision coverage. And much, much more.

IHSS Consumers

This free handbook explains many IHSS rules. It will give you the basics about hiring a new worker and what your responsibilities are as an IHSS consumer. It lists resources and important phone numbers.

You can find all of this information and so much more in the IHSS Handbook. Handbooks are available from the Public Authority n English, Spanish and Chinese. Access it on line at www.ac-p4ihs.org or check the box on the return sheet and we will mail it to you directly.
All classes are FREE for IHSS Providers and Consumers. Place a check mark next to the classes you are interested in, mail in the form to the Public Authority, and we will contact you with the time and location of the next classes.

- IHSS Consumer Phone Discussion Group
- Making Connections: Information & Community
- Buried in Treasures Workshop
- The Internet and your Health
- CPR/First Aid
- Memory, Mental Illness and the Brain
- IHSS Homecare Worker Basics
- Supporting people who clutter, hoard, or compulsively acquire
- Talking about end-of-life care
- Body Mechanics & Transfer
- All About Diabetes
- Homecare worker certificate training
- Advanced Homecare Worker Certificate Training
- Please send me a copy of the IHSS handbook
- Tội muốn tham dự lớp học công nghệ của thông dịch tiếng Việt
- Tạm dừng nhận học viên mới khi lớp đã đầy
- Memory, Mental Illness and the Brain
- IHSS Homecare Worker Basics
- Supporting people who clutter, hoard, or compulsively acquire
- Talking about end-of-life care
- Internet and your health – a 2-hour workshop on how to use the Internet to find health information.
- CPR/First Aid – a 6-hour workshop. After completing the course, a CPR Certificate for Adults from the Red Cross will be given.
- IHSS Homecare Worker Basics – a 6-hour workshop on various aspects of the job of a homecare worker. Current IHSS providers will receive a $50 gift card for completing the class successfully.
- Body Mechanics and Transfer – a 3-hour workshop to learn how to transfer and lift without injury. Current IHSS providers will receive a $20 gift card for attending the class.
- All About Diabetes – a 3-hour workshop on the care of people with diabetes. Current IHSS providers will receive a $20 gift card for attending the class.
- IHSS Homecare Worker Basics – a 24-hour course on issues related to the care and safety of disabled and elderly people and technology. Monday and Thursday evenings, 5:45 to 8:45 pm. Free for IHSS providers.
- Request a free brochure with answers to many questions about IHSS, including the expectations for beneficiaries and the benefits of work for IHSS workers. Available in English, Spanish and Chinese at the Public Authority. Access the brochure online at www.ac-pa4ihss.org or check this box and we will send it directly by mail.

Take this Opportunity to Improve Your Skills, Knowledge, and Confidence during 2015

Please mail to / Favor de enviar por correo a / 請寄信寄至:

Public Authority for IHSS
6955 Foothill Blvd, 3rd Floor
Oakland, CA 94605

Please add my e-mail to the Public Authority E-News list. E-News is sent out bi-monthly.

Please indicate any other concerns:

Social Security No. / No. de seguro social / 社会安全號

I am an / Soy un / 是消費者

Consumer / Consumidor / 消費者

Consumer of IHSS / Consumidor de IHSS / IHSS消費者

Provider / Aprovechar esta oportunidad para mejorar sus habilidades, su conocimiento y su confianza durante el 2015

- Internet y tu salud – un taller de 2 horas de duración sobre cómo utilizar Internet para buscar información de salud.
- Resucitación cardíopulmonar (CPR)/Primeros Auxilios – un taller de 6 horas de duración. Al finalizar el curso, se entregará un certificado de aptitud en CPR para Adultos de la Cruz Roja.
- Aspectos básicos del trabajador de cuidado en el hogar de IHSS – un taller de 6 horas de duración sobre numerosos aspectos de la tarea del trabajador de cuidado en el hogar. Los proveedores actuales de IHSS recibirán una tarjeta de obsequio de $50 por completar la clase con éxito.
- Mecánica corporal y transferencia – un taller de 3 horas de duración para aprender a aprender a transferir y levantar evitando lesiones. Los proveedores actuales de IHSS recibirán una tarjeta de obsequio de $20 por asistir a la clase.
- Todo sobre la diabetes – un taller de 3 horas de duración sobre el cuidado de personas con diabetes. Los proveedores actuales de IHSS recibirán una tarjeta de obsequio de $20 por asistir a la clase.
Attention
IHSS Community!

BE INFORMED!
LOOK INSIDE!