

HEMOCARE 4-1-1

This is a monthly brief on homecare-related topics issued by the PASC's Provider Services Department.
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Coming Soon!
Trainings, seminars,
guest speakers, and
many other features

PASC Provider Services Department

The Personal Assistance Services Council (PASC) has established a new department that will focus on helping IHSS providers with background check-related issues, trainings, provider-specific events and activities and other related matters. The Provider Services Department is located at 3452 East Foothill Blvd, Pasadena, CA 91107, Room #122. The official inauguration of the department is Friday, February 7, 2020. To reach the Provider Services Department, please dial **(877) 565-4477**, press **2** and then **4**.

Back-Up Attendant Program Information Meetings

PASC's Provider Services Department will be conducting six Back-Up Attendant Program Information Meetings in the coming weeks. These meetings are intended to offer a clear explanation of the program, what is expected of the providers, who can apply, and how providers are paid when they work as back-up attendants. Meetings will be held on February 11 and 19 at our office in Pasadena, and on March 18 in Los Angeles. A reservation is required due to space limitations. To reserve a space to attend one of these meetings, please call the Provider Services Department.



Open Table Talk

The Open Table Talk meeting is a new activity that the Provider Services Department will be testing. The idea behind this effort is to gather small groups of providers in a room, and allow them to talk about their experiences as caregivers, and to share ideas as to how they have handled certain challenging situations that they have encountered while providing services. From these meetings, the Provider Services Department will garner valuable information as to the different types of trainings that providers may find useful in dealing with similar situations along the way. The initial meetings will be held at PASC's office in Pasadena, but the department does not rule out conducting additional meetings in other locations. Providers who would like to take part in this activity should call the Provider Services Department, and inform the staff that they would like to participate in an upcoming *Open Table Talk*.

Face-to-Face Troubleshooting Appointments

This too is a new service available to providers with long-standing issues that just do not seem to resolve themselves. Our staff from the Provider Services Department will meet with providers who are having on-going problems navigating the In-Home Supportive Services (IHSS) program, listen to the issues carefully, and then chart a plan of action to resolve the problem. An appointment is required for these face-to-face troubleshooting activities. Providers interested in scheduling a meeting must call the Provider Services Department, and inform the staff that they would like to have a *face-to-face troubleshooting* appointment.

PASC Provider Appreciation Gift Card Awards

In December 2019, the PASC awarded 10 Provider Appreciation Gift Cards valued at \$50.00 to providers. Participants were nominated by their consumers, and the awardees were picked by a member of the PASC Board and staff. Following is a real life account, in the words of the Consumer herself, of how her IHSS provider has made a difference in her life. The provider's name has been changed to protect her identity, and minimal editing has been made to the message written by the Consumer when submitting the provider's name for an award. In case you are wondering, the provider was awarded a gift card.

Nineteen years ago "Mary" and her family immigrated to the US to create a better life for her children. "Mary" was an office worker in her country, only speaking a few words in English, with no experience in caregiving other than being a mother to her children. "Mary" has been my IHSS Provider for the past 19 years. Working for me was her first job here in the States. When "Mary" first began working for me, I had most of the physical abilities of a paraplegic, but then about a dozen years ago, because of an accident, I became a C3/C4 injured quadriplegic, unable to move below my shoulders. When this occurred I was devastated by my loss and expected "Mary" to stop working for me because of the extra care I needed and for her lack of knowledge of paramedical assistance I now needed. But much to my surprise she decided to stay with me and learn new nursing skills. Needless to say my level of injury presents many challenges for myself and my IHSS Provider. I am allowed maximum IHSS/IHO personal assistance for my level of disability, about 14 hours daily. "Mary" is with me for most of those hours, and many times for more hours than she receives compensation for. She is my right hand in every sense of the word, always available and attending to my every need, learning new procedures when necessary, traveling with me in my endeavors to educate lawmakers in Sacramento and Washington D.C. regarding disability issues, and always with a smile on her face and willingness to do whatever it takes to get the job done. Without "Mary's" assistance my mobility and travels would be seriously curtailed and my life significantly diminished. She is an excellent caregiver and a wonderful friend as well. We're like family at this point. Please consider this exceptional woman for your PASC Award. By Ms. C.S.

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