



Sourcewise Overview

The Sourcewise is a non-profit organization designated by the State of California as the Area Agency on Aging in Santa Clara County.

Area Agencies on Aging are the result of the 1973 Amendments to the 1965 Older Americans Act. The role of the Area Agency is to develop and provide programs and coordinate and advocate for service systems designed to meet the needs of older persons in a specific geographic area. The Sourcewise is one of 33 Area Agencies in California administering programs under the Title III of the Older Americans Act. The geographic area served by the Sourcewise is Santa Clara County with a population of approximately 252,000 older persons, age 60 or over (2006 Census estimate). The Sourcewise receives Older American Act Title III funds which provide for grants to provide services to the older population in Santa Clara County. These services are provided through contract with local agencies.

Structure

The Sourcewise is governed by a nine member voluntary, elected Board of Directors which meets monthly and sets overall agency priorities, goals and objectives for developing and improving services to older county residents.

In addition, Sourcewise has a forty-one member Advisory Council representing cities, county, and various senior organizations and interest groups. The Advisory Council to the Sourcewise meets ten times per year, is responsible for conducting the annual planning process, and deals with a number of broad-based advocacy issues of concern to senior citizens.

Both the Sourcewise and Advisory Council meetings are open to the general public and interested and concerned individuals are encouraged to attend.

The Advisory Council

Members of the Advisory Council participate in the development, implementation, and monitoring of the Area Plan and Contract Services. They advocate at all levels of government on programs, procedures, and legislation effecting older persons. They are a source of information to senior organization and the public on issues of concerns to older persons, develop legislative platforms with other State advocacy organizations, and sponsor public hearings. They bring the concern of the group or area they represent to the Advisory Council and take information regarding Sourcewise programs and activities back to their appointing body.



Targeting

In its planning, the Sourcewise must give priority to those in most social and economic need. Social need is defined as a person having two or more of the following characteristics; living alone, age 75 or over, disabled or having language barrier. Economic need is defined as living at the SSI level or below.

Overview of Services Provided

The Sourcewise receives Older Americans Act funds to plan, coordinate, and advocate for the development of a comprehensive service delivery system to meet the needs of older persons. Sourcewise either provides these services directly or contracts with local agencies to provide services when appropriate. Below is an overview of the some of the services funded by Sourcewise. Specific providers of service can be found in the Sourcewise Senior Service Directory, on Sourcewise website (www.mysourcewise.com), or by calling Sourcewise Information and Awareness line (1-800-510-2020).

Direct Services

Sourcewise provides many services directly to local seniors.

Information and Awareness

Frequently persons need services but do not know where to turn to receive them. Information and Awareness is provided by Sourcewise and offers a needs assessment and information on available services. Appointments are made for services when necessary and clients are monitored to insure that services are received. Training is also available on county-wide resources. Information presentations are made to interested groups.

Case Management – Multipurpose Senior Services Program (MSSP)

The Sourcewise MSSP program, funded primarily through the state's Medi-Cal program, provides for comprehensive care management and a range of health and supportive services for frail, functionally impaired older persons at risk of institutionalization.

Under this program, eligible seniors receive both a health and psychosocial assessment from the Sourcewise nursing and social work staff. A care plan is developed and a wide range of services brought into the home in order to allow the individual to safely remain in his/her own community.

Meals on Wheels

The Sourcewise provides home delivered meals in collaboration with the County of Santa Clara Social Services Agency. Meals can be arranged by calling Sourcewise at 1-800-510-2020. Clients are eligible who are 60 or over and homebound due to illness or disability and unable to shop or prepare a meal. Frozen meals are delivered weekly and include seven breakfasts and seven main meals, plus milk, bread, fruit, and juices.

Health Insurance Counseling and Advocacy Program (HICAP)

HICAP provides assistance to older persons confronted by the medical maze of bills, policies, paperwork, and the confusing array of supplemental health insurance plans commonly referred to as Medi-gap. This service is provided through a network of professionally trained volunteers who are located throughout the County. HICAP publishes an analysis of policies and provides community education to senior groups.

Senior Employment

The Senior Community Services Employment Program (SCSEP) is a program that serves low-income persons who are 55 years of age and older and have poor employment prospects, with emphasis on those individuals who are in greatest social and economic need. Sourcewise assists them to transition to unsubsidized employment opportunities by assigning them in a temporary part-time community service position to receive on-the-job training, classroom training, and/or on-the-job-experience training. The program fosters individual economic self-sufficiency and increases the number of older persons who may enjoy the benefits of unsubsidized employment in both the public and private sectors.

IHSS Public Authority

The IHSS Public Authority is a program established in Santa Clara County through county ordinance in 1996 to be the employer of record for IHSS Independent Providers (IPs) for the purpose of negotiating wages, benefits, and terms and conditions of employment. The Public Authority began operations in spring of 1999 as a program of Sourcewise through a management services agreement with the county.

The State Legislatures passed AB 1682 in 1999 requiring all counties to act as, or establish an employer of record through a public authority or nonprofit consortium by 2003. The legislation set forth four mandates for public authorities. The public authority must have an 11 member advisory committee, be the employer of record for the purpose of collective bargaining, establish a registry to assist IHSS consumers in finding workers, recruit and screen potential IPs, provides access to training for IHSS consumers and IPs and perform any other functions related to the delivery of IHSS.

The County Board of Supervisors is the Governing Body of the Public Authority. The Governing Body appoints an 11 member Advisory Board, of whom at least 50% must be current or past users of personal assistance services. The Advisory Board meets monthly and is mandated to make recommendations to the Governing Body, IHSS staff and public authority staff regarding IHSS.

The Public Authority is responsible for administration of health, dental and vision benefits and VTA Eco Pass issuance for IPs. The County remains the party responsible for determining IHSS eligibility and recertification, hours determination, etc. The IHSS consumer remains the employer with respect to hiring, firing and supervising their independent provider.

Public Authority Registry

The IHSS Public Authority Registry is a countywide service that assists low-income elderly and disabled persons who need household and/or personal assistance to find home care providers. The IHSS Registry is a referral service only; it is not an employer. The IHSS Registry attempts to match consumer needs and preferences to the home care providers, as much as possible, and refers available home care providers to eligible IHSS consumers. Requests for service may originate from recipients, providers, the recipient's social workers, or other concerned for the well-being of the recipients.

The Public Authority established a hard to serve (HTS) component of the Registry. This provides concentrated assistance for IHSS consumers who are unable to perform functions of an employer without assistance. The HTS component of the Registry provides assistance with scheduling and conducting interviews, establishing expectations agreements, completing enrollment forms and problem resolution between consumers and providers.

The Public Authority also established an Urgent Care Registry (UCR) as a safety net for IHSS consumers whose provider is unable to work due to illness or family emergency, etc. IHSS consumers who are authorized 50 hours or more per month are eligible to request UCR services. Registry staff rotates responsibility for taking calls on the dedicated phone 365 days/year between the hours of 6:00 a.m. and 10:00 p.m. When services are needed staff contact a home health care agency to order service for the IHSS consumer to their needs are met to remain safe and healthy.

Contracted Services

Sourcewise contracts with cities, the County of Santa Clara, and local non-profit organizations to ensure comprehensive services are available for seniors.

Care Management

Care Management assists older persons with multiple needs to obtain services that will enable them to remain independent and living in their own homes. It consists of the following services:

1. Comprehensive assessments of a person's psychosocial, economic, and health status;
2. Individualized care plan;
3. Service arrangement and referral to appropriate services;
4. Periodic monitoring of each client's care plan.

The Sourcewise contracts with cities and private non-profit agencies to provide care management throughout the county for homebound and isolated seniors. In addition, the Sourcewise provides care management services directly.

Long Term Care Ombudsman

The Long Term Care Ombudsman program provides residents of nursing and residential care homes with an independent source of help in resolving problems within the facilities. If a resolution cannot be affected, a referral is made to a legal supporting agency. Family members,

friends, and persons representing community organizations may also request assistance from the Ombudsman services for problems affecting a resident.

Legal Services

The Sourcewise contracts with Senior Adults Legal Assistance (SALA) to provide advocacy and legal services for seniors in Santa Clara County. Service priorities include: public benefits (Social Security, SSI, Medi-Cal), housing problems, long-term care issues, consumer protection, and elder abuse. Services are provided at designated community and senior centers throughout the County and appointments can be made at those locations.

Adult Day Care/Adult Day Health Services

Adult Day Care provides rehabilitative services, nutrition, and care for persons with physical, mental, or social impairments and assists them to maintain their maximum level of self-competence and independence. In addition this service gives respite and counseling to the families and caregivers of impaired adults. Some programs are licensed to include an array of health services, including nursing care, specialized therapy, counseling, and consultation with a medical doctor.

Nutrition

The Sourcewise contracts with the County of Santa Clara Services Agency to furnish hot, nutritious meals at sites on the included list. Meals are served in a congregate setting where participants may also become involved in social activities and receive supportive services. Transportation to and from sites can often be scheduled through the Nutrition Site Manager. Under the same contract, home delivered meals are provided to homebound seniors.

Family Caregiver Support

Sourcewise recognizes that ensuring the livelihood of older adults in our community also involves supporting elders' loved ones. In that spirit, Sourcewise both directly provides and contracts for services to support the family members of older adults. Caregiver support groups, care management, respite services, and more are available to family members caring for a loved one. Services are also available for grandparents age 55 or older caring for a child.

[For additional information visit us at www.mysourcewise.com](http://www.mysourcewise.com)