



In Home Supportive Services Advisory Board *News Bulletin*

Spring Edition-Special Edition

2020



Having trouble paying your PG&E bill during this uncertain time?

You might be eligible for up to **\$400.00!** Beginning April 1, 2020, the REACH program will provide financial support for those customers who have been impacted by the COVID-19 virus. Customers who are flagged in PG&E's billing system may receive up to \$400 from the **REACH** program to pay for their current utility bill. Customers must self-certify that they are experiencing economic hardship due to the COVID-19 so their PG&E accounts can be flagged. *Customers must call 1-800-743-5000* to speak to a PG&E representative before they can apply for the grant. Customers must be past-due on their PG&E account and meet program income requirements.

Previous REACH assistance will not affect eligibility within this special assistance period. **Salvation Army (707) 442-6475** and **211 Humboldt** can help with REACH apps.

ESSENTIAL PROTECTIVE GEAR (EPG) OR (PPE) FOR IN-HOME SUPPORTIVE SERVICES RECIPIENTS AND PROVIDERS are available for those that need them DUE TO COVID-19.

Last month, over 350 organizations joined the State Council on Developmental Disabilities (SCDD) in urging that personal protective equipment (PPE) be available to prevent the spread of COVID-19. We asked the Governor to make (PPE) available for workers who give in-person services to people with disabilities through either In-Home Supportive Services (IHSS) or Regional Centers. The good news is that he listened, and now essential supplies are available.



Individual recipients and providers should reach out to SEIU who is partnering

County to get the supplies out to those that need it. They are at the office at: 314 L Street in Eureka on Wednesday from 12-3. They are also going to outlying areas to distribute and people can call to find out when they'll be in their area or make arrangement for delivery. The number there is (707) 296-3537.

Families that receive Redwood Coast



New Timesheet and Reporting Required-

As a recipient or provider of In-Home Supportive Services (IHSS) you should have received a letter from the state advising you that as of July 01, 2020 Electronic Visit Verification (EVV) will be implemented in the county as required by federal law.

EVV is an electronic system that requires providers of personal care services at home, like **IHSS**, to confirm in real-time that services were delivered.

In the last year the state and county has encouraged everyone to sign up for electronic timesheets. However, at last count only a little over 50% of those that either receive or provide services have gone through the process. With this new requirement by the federal government it is going to be even more imperative that you complete the necessary steps to do so.

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Regional Center Services can contact the main office line for further information. The number is (707) 445-0893. Additional protective equipment is available for those with special needs during this time. (EPG) does not guarantee total protection and must be used in combination with precautionary measures to be most effective. Following guidance from public health officials is important to stay safe.

The EVV verification will be done through your computer, smart phone or landline phone. You will be reporting:

- Start Times
- End times
- And location of care

Yes, we all resist change but using computers/phones is now become necessary. If you have not called to get assistance, please call the local IHSS office for more information. **(707) 476-2100** For more information see the "What's New" section of the ESP at: www.etimesheets.ihss.ca.gov.

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