

Consumer~Caregiver Connections



Volume 3 Issue 4
Fall/Winter 2005

Bridging Working Relationships
Sonoma County In-Home Supportive Services

Public Authority

With Appreciation to IHSS Caregivers

Joann Keyston, Chair
IHSS Advisory Committee

On behalf of the IHSS Advisory Committee, I would like to share our sincere appreciation to all IHSS caregivers for the vital work you perform. The 3,263 IHSS caregivers in Sonoma County provide crucial frontline assistance that makes it possible for 3,748 elderly and disabled individuals to remain living independently in their homes. I am certain that those you care for are incredibly grateful for all the help and support you provide to them.

Although my personal experience as a caregiver is limited, I clearly recall the physical and emotional toll it took on me when I was caring for a family member. The work of a caregiver

requires great patience, sensitivity, trust, honesty, respect, dedication, and, perhaps most importantly, compassion. This is not an easy job!

The IHSS Advisory Committee would like to say a big **"THANK YOU"** to all the **dedicated IHSS caregivers** who have chosen to do the work you do. **You are our heroes!**

To further acknowledge you for your work, there will be two events recognizing IHSS Caregivers (see invitation below). Also, on November 8th at 8:30 AM, the Sonoma County Board of Supervisors will adopt a resolution honoring Sonoma County IHSS caregivers.

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An Invitation to Caregivers

Monday, November 14, 2005

You are invited to attend

A Morning Reception in Your Honor

10:30 a.m. – 12:00 p.m.

with guest speaker

Assemblyperson Noreen Evans

Pastries and Beverages

and/or

An Afternoon for Caregivers

1:30 – 3:30 p.m.

*"Finding the Funny Side of Life
When Nothing Seems Funny"*

Beverly Bender, M.A., CLL

Afternoon Snacks

Adult and Aging Conference Center at 2160 Northpoint Parkway in Santa Rosa

Space is limited. If you are interested in attending, please call 565-5700.

Respite will be provided if necessary.

The IHSS Advisory Committee

The IHSS Advisory Committee provides the Board of Supervisors, the Public Authority, and the IHSS program with advice and recommendations on issues related to in-home supportive services delivery & program administration. Members are appointed by the Board of Supervisors. If you are interested in filling a future vacancy, applications are available through the Public Authority office. The IHSS Advisory Committee typically meets on the 4th Monday of each month from 1:00 - 4:00 p.m. There are no meetings in July and December.

There is time set aside on the agenda at the beginning of each meeting for **Public Comment**. This is the time for you to speak up and lend your ideas. Meetings are held at **Adult and Aging Conference Center: 2160 Northpoint Parkway, Santa Rosa.**



Michael Humphrey, IHSS Public Authority Manager is circled by Advisory Committee members. From left, Joann Keyston, M. Julia Regan, Marie White, Maureen Latimer and Mary Raymond.

Committee Members

Mary Bodily
Paulene Goddard
Diane Kaljian
Ex-officio Member
Joann Keyston
Chair
Maureen Latimer
Michael Naughton
Mary Raymond
M. Julia Regan
Vice Chair
Marie White
Herb Willsmore
Secretary

Registry Update

by John Chan, Registry Supervisor

Building Working Relationships through Mutual Respect

The Public Authority's Caregiver Registry has lots of experience dealing with difficulties that arise in the working relationship between IHSS consumers and caregivers. Reflecting on these experiences, it is clear that one of the main aspects to maintaining a positive and successful working relationship is mutual respect. Below are some suggestions to help foster mutual respect.

- **Communicate respectfully.** Use words that are caring, courteous, grateful, helpful, kindhearted, polite, and supportive. Avoid using words that are belittling, degrading, demanding, demeaning, humiliating, insulting, or overpowering.
- **Honor boundaries.** Don't ask or share personal information that is unrelated to the job. Avoid giving advice or having discussions related to life-style issues, religion, politics, race, gender, or other sensitive topics. Don't buy or borrow items from each other.
- **Respect each other's time.** Consumers should keep a regular schedule with their caregiver and not ask them to work beyond the agreed-upon time. Caregivers should show up for interviews and work assignments at the mutually agreed-upon times.
- **Be responsible about work tasks.** Consumers should not ask the caregiver to do tasks that are not part of their IHSS authorized hours. Caregivers should willingly complete the agreed-upon tasks in a thorough, reliable, and timely manner.

Food Resources

The following resources may offer meals and/or food give-away,
especially during the holidays.

Please call them for further information.

* Dining Sites

Boyes Hot Springs

La Luz Food Bank
938-5131

Cloverdale

* Cloverdale Grange
894-4826

Food Pantry
894-2039

Forestville

* Methodist Church
887-1070

United Methodist
Church
887-2020

Guerneville Area

* Free Bread of Life
869-2435

* Russian River
Senior Center
869-0618

Russian River
Food Pantry
869-3661

Veterans Memorial
Building
869-2491

Food for Thought
887-1647

West County Services
887-2226 or 869-0654

Healdsburg

* St. Paul's
Episcopal Church
433-2107

* Senior Center
431-3324

Shared Ministries Pantry
433-3663

Petaluma

* The Kitchen
778-6380

Salvation Army
769-0716

St. Vincent de Paul
762-4278

Seventh Day Adventist
Church 578-0954

Open Closet
528-8463

Rohnert Park

* Snyder Lane Rec.
Center
584-8387

St. Vincent de Paul
584-1579

Santa Rosa

* St. Vincent Dining Site
528-7580

Santa Rosa (continued)

* Redwood Gospel
Mission
542-4817

* Indian Sr. Nutrition Site
527-5598

Salvation Army
542-0998

Harvest Christian Center
576-0747

FISH
527-5151

Sonoma

* Vintage House
823-3281

FISH
996-0111

Salvation Army
996-4761

Windsor

* Dining for Seniors
838-9261

Service Alliance
838-6947

County Wide

St. Vincent de Paul
1-800-584-1579

**Please
remember
to
Vote
on
Tuesday
November
8th!**

**Urgent
Substitute
Provider
Program
(USPP)**

CALL

**707-565-5719
or
1-800-601-4222**

Taking Care of the Caregiver

from the Family Caregiver Guide

Accepting the role of a caregiver may be one of the most challenging jobs you will ever undertake. Rarely will your caregiving role become routine. Many demands will confront you on a daily basis. Understanding your needs and recognizing your limitations are a must. Learning how to identify the signs of strain will enhance your ability to focus on your own needs.

Healthy Mind and Body

Health and wellness is achieving the maximum potential of your physical, mental, emotional and spiritual well-being. While your role as a caregiver will enhance the quality of life for the consumer, you should not neglect your own health. Your mind and body will function at their best if you strive to meet your basic human needs. Satisfying these needs will give you the strength and ability to cope with your very challenging role.

Physical Needs includes breathing, the intake and output of food, fluids, and sleep.

- Eat three nutritious meals each day.
- Drink eight, 8-oz glasses of fluid every day.
- Get adequate sleep and rest.
- Have a quiet time to relax every day.
- Spend time outdoors, weather permitting.
- Exercise every day, preferably away from the consumer. Try yoga, or just walk around the block.

Emotional Needs involve the expression of your feelings, such as love, belonging, happiness, sadness, loneliness, and fear. Stress and anxiety can put a strain on your body and affect your health. Relaxation, calm behavior, and laughter will strengthen your body's response and help to cope effectively.

- Share your feelings with others.
- Don't be afraid to cry.
- Ask for and accept help from others.
- Take time for yourself every day.
- Maintain contact with friends and family.
- Consider joining a support group.

Intellectual Needs include thinking, making decisions, learning, and solving problems.

- Read books or magazines, work crossword puzzles, or play board or card games.
- Draw a picture, write a poem, listen to music.
- Find a hobby
- Learn to use a computer.

Environmental Needs involve your physical surroundings. Housing neighborhood, climate, temperature, sanitation, and feelings of safety will have an impact on your health and well being.

- Contact your electric/gas company to learn about energy and heating assistance.
- Call the Sonoma County Housing Authority at 565-7500 to learn about low income housing.
- Contact community support groups , agencies or organizations to get help.

Social/Cultural Needs deal with relationships and communication. Frequent contact with people you trust will provide you with a sense of belonging.

- Practice your cultural beliefs and traditions.
- Spend time with your family and friends.
- Arrange time away from your caregiver role to do what you enjoy.

Spiritual Needs involve your values and beliefs as they relate to a higher being. Your spirituality can influence the way you respond to health and illness.

- Allow yourself adequate time and privacy to practice your faith.
- Talk to or visit your clergy

Caregiver Role Strain describes a situation in which you experience difficulties performing your role as a caregiver. Your own needs must be met before you can be an effective caregiver. Know your limits and look for signs of strain.

- Difficulty sleeping
- Problems concentrating or making decisions
- Easily frustrated
- Fatigue or loss of energy
- Weight loss or gain
- Feelings of loneliness and isolation

Asking for help and utilizing any available resources will strengthen your relationship with the consumer, reduce your stress level, and make coping with your job as a caregiver more manageable.

Housekeeping 101

modified from Good Housekeeping's The Complete Household Handbook

Establish a schedule: Discuss with the IHSS consumer the housekeeping tasks that must be completed, how often and which days each task should be done, and an estimate of time that should be allotted to each task. Establish and follow a regular schedule for completing the tasks.

Supplies: Ask what supplies and equipment are used, where they are located, and any special instructions for using them. Notify the consumer when supplies are getting low or equipment is not operating properly. Remember to put away cleaning supplies and equipment before you leave.

Tips for Using Basic Cleaning Equipment

Vacuum cleaners: Empty the dirt receptacle after every 2-3 uses or replace the bag before it is 3/4 full. Keep the brushes clean and inspect the belts.

Brushes: Wash scrub, toilet bowl and dish brushes in warm, sudsy water and dry them with their bristles down.

Mops: Rinse and ring them out frequently while using them and when finished.

Dusters: Use only clean cloths to dust. Wash or dispose of them when they begin to look dirty.

Tips for Cleaning Sinks and Faucets

Sinks need gentle daily cleaning. Rinse them thoroughly and remove any waste. Rub a nonabrasive cleanser or special products formulated for cleaning

sinks over the basin, rim, and fixtures with a damp sponge or cloth. Rinse with clean water.

Porcelain: You can remove stains from porcelain by filling the sink with warm water and adding a small amount of liquid chlorine bleach. Leave the water in the sink for a while; drain and rinse. Use a rubber sink mat to avoid scratching the surface.

Stainless steel: To make a stainless steel sink sparkle, clean and polish it occasionally with glass cleaner, metal polish, or a baking soda paste (2 parts baking soda to 1 part water). The paste is good for removing any stubborn stains in the sink or around the rim. Towel-dry to avoid spots.

Faucets: To remove soap and stain buildup from fixtures, dissolve 1 teaspoon of salt in 2 tablespoons of white vinegar. Rub the mixture on with a damp sponge. Rinse and buff dry with a paper towel or clean cloth to avoid water spots.

Clog Prevention: Once a month, pour a handful of baking soda into the drain and add a 1/2 cup of vinegar. Cover the drain for several minutes, then flush with a kettle of boiling water.

Food disposal: Always use a heavy flow of cold water when operating your disposal. Run the water before turning on the disposal and for 30 seconds after the grinding stops. **TIP:** Grind orange or lemon rinds occasionally to keep it smelling pleasantly fresh.

More Housekeeping 101 in the next newsletter.

Noticias en Español

Para preguntas referentes a sus cheques o hojas de pago, el numero para llamar es al Departamento de Pago (707) 565-2769 y hablar con Esther.

Para otras preguntas acerca del Registro de la Autoridad Publica, llame a Olivia al (707) 565-5707. Ella trabaja de Lunes a Jueves de 9 a.m. – 2 p.m.

A Phone Call Worth Making

The Caregiver's Support Kit is available to caregivers for FREE from the National Caregivers Foundation. This kit has excellent information for all caregivers. It comes with several goodies such as an audio tape of music and a medication minder pillbox. Call 1-800-937-1357 to order.



Una Llamada Telefonica a su Favor

Un Kit de Respald para Ayudantes esta disponible para ayudantes GRATIS de parte de National Caregivers Foundation. El kit tiene mucha informacion excelente para todos los ayudantes. Viene con muchos articulos extras, como un cinta de musica y un fortin para medicamiento. Llame 1-800-937-1357 para ordenar.

IHSS Caregivers Are Appreciated!

by Diane Kaljian, Section Manager

On November 8, 2005 at 8:30 am the Sonoma County Board of Supervisors will recognize the valuable service provided by IHSS caregivers in Sonoma County by proclaiming November 13 - 19 IHSS Caregiver Week. November is also National Family Caregiver Month which the Board of Supervisors will recognize at their meeting on November 1st.

IHSS social workers, supervisors, payroll staff and management are aware of the valuable support you provide to the people who you care for. The work you do helps people to stay at home rather than moving out of their homes for care. **You make a big difference in the lives of those you care for!**

Currently the Sonoma County IHSS program serves nearly 3800 individuals. The number of IHSS clients continues to increase. The goal of IHSS is to help people stay at home with the support they need. Our goal could not be met without you and so many other committed care providers. There are almost 3300 IHSS care providers in Sonoma County. The work you do as a caregiver makes a tremendous difference. On behalf of the IHSS program: ***“Thank you for the service you provide to IHSS clients here in Sonoma County.”***

The ABCs of Cold and Flu Season



- A Cover your nose & mouth with a tissue when you cough or sneeze.
- B Wash your hands frequently with soap and water.
- C Drink plenty of fluids.

Baked Acorn Squash with Apple Stuffing

from the Diabetes website

Acorn squash is the most common member of the winter squash family. It's bright-orange flesh bakes beautifully, coming out moist, rich, and tender, and its pretty dark green and orange-streaked shell makes a perfect container for the delicious apple stuffing.

Number of Servings: 4
Serving Size: 1/2 squash



Ingredients

- 2 each small acorn squash, halved and seeded
- 1 each apples, peeled and diced
- 2 Tbsp celery, diced
- 2 Tbsp onion, finely chopped
- 2 tsp margarine, melted
- 1 pinch salt
- 1 pinch fresh ground black pepper

Preparation Instructions

- 1 Preheat the oven to 400 degrees F. Prepare a square baking pan with nonstick pan spray.
- 2 Place the squash cut side down in a baking pan. Bake for 20 minutes.
- 3 While the squash is baking, combine the apples, celery, onion, margarine, and 2 table- spoons water in a medium bowl; mix well.
- 4 Turn the squash cut sides up. Sprinkle with salt and pepper. Divide the apple mixture to fill the cavities of the squash.
- 5 Bake the stuffed squash halves, covered with foil, for 30 minutes more. Serve hot.

Nutritive values per serving

PRO (g)	FAT (g)	CAL	Fiber (g)	Sodium (mg)	Chol (mg)
1	2	87	5	63	0

Food Exchanges /serving: 1 Starch

Medicare Part D

by Julie A. Bennett with HICAP

Medicare changes for 2005 and 2006 are upon us. And with those changes come serious decisions for seniors and people with disabilities on Medicare. Effective **January 1, 2006**, a **drug benefit** will become available to people currently enrolled in Medicare, called **Medicare Part D**. Medicare beneficiaries will have to decide whether or not to enroll in this plan. Private insurance companies will be selling the Medicare Part D benefit, and each will have a different prescription drug formulary (a list of covered medications).

Retirement Plans: Your employer group retirement plan will be mailing you a letter to advise if your current drug benefit is comparable to or better than the Medicare Part D benefit. If your drug plan is *not* comparable, you should consider this new benefit.

Medicare Advantage Plans (HMO Plans): For those of you currently enrolled in an individual Medicare Advantage plan, your choice will be decided by the HMO plan. You will receive a letter from your HMO carrier mid-October with your options.

Medigap Plans: If you are in a Medigap plan (Medicare Supplemental plan) H, I, & J which offers prescription drug coverage and if you keep your Medigap plan and do not sign up for Medicare Part D by May 15, 2006 you will be penalized. The penalty will happen if, you decide to sign up for Part D at a later date, because the Medigap plans may not be comparable coverage to part D. Medigap plans H, I, & J will no longer be sold with prescription drug coverage after December 31, 2005. In 2006 there will be two new Medigap Plans K & L.

Medicare and Medi-Cal (Medi/Medi): If you have both Medicare and Medi-Cal (California's Medicaid program), as of January 1, 2006 Medi-Cal will no longer cover your prescription drug costs. Your prescriptions **will now be covered instead by Medicare Part D**. In October 2005, you will be notified of these changes and time frames. **All of your other hospital and medical benefits will continue to be covered by the Medi-Cal program.** You will need to select a Part D plan by

the end of 2005. Otherwise Medicare will randomly assign you to a plan. Once you join a Part D plan, you can switch to a different plan any time you feel your current benefits are not meeting your needs. If you have both Medicare and Medi-Cal, you do not pay a monthly premium or an annual deductible. You will, however, have small copayments based on your income. You will pay \$1-2 for generic drugs and \$3- \$5 for brand names.

Low-Income Subsidy (Includes Medi-Cal with a Share of Cost): If you do not qualify for 100% Medi-Cal or your income and assets are higher than Medi-Cal limits, you *may* qualify for a low-income subsidy to assist you with Medicare Part D's premium, deductible, and co-insurance. The **Social Security Administration (SSA)** offices are assisting people with the application form. To find out how to apply, call **1-800-772-1213** or visit www.socialsecurity.gov.

Prepare for These Changes

Learn as much as you can. Make a list of the drugs you take and what pharmacies you use. You will need this when you are deciding which Part D plan to join. Talk about these changes with your friends and family, your doctors and others in your community.

Available Resources

- ❑ **HICAP** a program of Senior Advocacy Services (in Santa Rosa) assists seniors 65 and older and disabled persons of all ages with their Medicare issues. **1-800-434-0222**.
- ❑ **Medicare Information for Californians** can be reached by phone **1-800-434-0222** or check their website: www.calmedicare.org.
- ❑ **Medicare** - for more information about Medicare Part D, call **1-800-MEDICARE (1-800-633-4227)** or visit their website at www.medicare.gov.
- ❑ **Center for Healthcare Rights** can be reached at **1-800-824-0780**

Disaster Preparedness From the Sonoma County American Red Cross web site.

Watching and reading about the enormous devastation caused by Hurricanes Katrina and Rita, and the Pakistan earthquake reminds us of the critical need to periodically review and update our personal disaster preparedness plans. Below is information provided by the American Red Cross on disaster preparedness.

MAKE A PLAN

Planning ahead is the first step to a calmer and more assured disaster response.

- 1 Talk** - Discuss with your family the disasters that can happen where you live. Establish responsibilities for each member of your household and plan to work together as a team. Designate alternates in case someone is absent.
- 2 Plan** - Choose two places to meet after a disaster:
 - Right outside your home, in case of a sudden emergency such as a fire.
 - Outside your neighborhood, in case you cannot return home or are asked to evacuate your neighborhood.
- 3 Learn** - Each adult in your household should learn how and when to turn off utilities such as electricity, water and gas. Ask someone at the fire department to show you how to use the fire extinguisher you store in your home.
- 4 Check supplies** - Review your disaster supplies and replace water and food every six months. (More information on disaster supplies appears in the following section.)
- 5 Emergency contact information** - Make copies for everyone to carry with them. Be sure to include an out-of-town contact. It may be easier to call out of the area if local phone lines are overloaded or out of service. Keep the information updated.

BUILD A KIT

Plan to store enough supplies for everyone in your household for at least three days.

- 1 Water** - Have at least one gallon per person per day.
- 2 Food** - Pack nonperishable, high-protein items, including energy bars, ready-to-eat soup, peanut butter, etc. Select foods that require no refrigeration, preparation or cooking and little or no water.
- 3 Flashlight** - Include extra batteries.

- 4 First aid kit** - Pack a reference guide.
- 5 Medications** - Don't forget prescription and nonprescription items.
- 6 Battery operated radio** - Include extra batteries.
- 7 Clothing** - Provide a change of clothes for everyone, including sturdy shoes and gloves.
- 8 Personal items** - Remember eyeglasses or contact lenses and solution; copies of important papers, including identification cards, insurance policies, birth certificates, passports, etc.; and comfort items such as toys and books.
- 9 Sanitary supplies** - You'll want toilet paper, towelettes, feminine supplies, personal hygiene items, bleach, etc.
- 10 Money** - Have cash. (ATMs and credit cards won't work if power is out.)
- 11 Contact information** - Carry a current list of family phone numbers and e-mail addresses including someone out of the area who may be easier to reach if local phone lines are out of service or overloaded.
- 12 Pet supplies** - Include food, water, leash, litter box or plastic bags, tags, any medications and vaccination information.
- 13 Map** - Consider marking an evacuation route on it from your local area.
- 14 Needs Specific items** - Include any necessary items for seniors and people with disabilities in your kit.
- 15 Kit Container** - Store your disaster supplies in a sturdy but easy-to-carry container. A covered trash container, backpack or duffel bag will work.
- 16 Tools** - Assemble a wrench to turn off gas if necessary, a manual can opener, a screwdriver, hammer, pliers, a knife, duct tape, plastic sheeting and garbage bags and ties.

The American Red Cross has a limited number of basic disaster kits available for sale. Please call the Sonoma County office for more information (707-566-7600).

Disaster Preparedness continued**GET TRAINED**

Learning simple first aid techniques can give you the skills and confidence to help anyone in your home, your neighborhood and at work. When a major disaster occurs, your community can change in an instant. Loved ones can be hurt and emergency response can be delayed. Make sure that at least one member of your household is trained in first aid and CPR and in how to use an automated external defibrillator (AED). The three steps below can help you to react well in an emergency:

- Check the scene for safety and the victim for life threatening conditions.
- Call 9-1-1 or your local emergency number and request professional assistance
- Care for the victim if you can reach the person safely.

Community Disaster Education presentations can provide you with more information on how to prepare for disasters. Contact the Sonoma County Chapter of the American Red Cross for class descriptions, times and information about first aid, CPR, and community disaster education. Their local phone number is: **707-577-7600**.



Assistance Dog Special Allowance (ADSA) Program

The ADSA program provides a monthly payment to eligible persons who use a guide, signal or service dog to help them with their disability related needs. The allowance is to help pay the costs of food, grooming and health care for the dogs.

To be eligible for the ADSA program you must meet all four of the following criteria. #1 Live in California. #2 Blind, Deaf, Hard of Hearing or Disabled. #3 Use the services of a trained guide, signal or service dog, and #4 Received benefits from one or more of these programs: SSI, SSP, IHSS, SSDI, or CAPI.

**For information or to obtain an application contact:
1-916-657-2628 or TTY 1-916-651-6248.**

Sonoma County's Economic Assistance Programs

The Economic Assistance Division of Sonoma County Human Services Department provides avenues to improved health and nutrition. It assists clients in obtaining food, shelter, medical, vision and dental care. These services are provided to single adults, families, the disabled, and the elderly.

Medi-Cal pays for covered medical, dental and emergency services and prescriptions for eligible clients. This program is available to families with children, pregnant women, and the elderly and disabled. Clients receive low cost or free benefits.

CMSP (County Medical Services Program) provides medical assistance for individuals who are not eligible for Medi-Cal. This generally applies to those between the ages of 21 and 65 who have no children in the home and who are not disabled.

Food Stamps is a program which supplements the food budgets of eligible households. The food stamp program provides benefits to low income families and individuals that are working full or part time or are unemployed. The elderly and disabled may also qualify for this program.

General Assistance services include temporary help with food, shelter and employment services. This program also assists the disabled in obtaining services that will provide long-term benefits.

For more information: Call or stop by to apply in person. The office is open Monday through Friday from 8:00 a.m. to 5:00 p.m. for visitors. Incoming phone lines are open from 10:00 a.m to 3:00 p.m.

**Sonoma County
Economic Assistance
(707) 565-2715 or (800) 331-2278
2550 Paulin Drive,
Santa Rosa CA**

Benefits News

by Lois, Benefits Manager 565-5703

Any provider who feels they qualify for benefits and has not received the waitlist enrollment packet should call the Benefits Line at 565-5703.

Cualquier proveedor que piensa que califica para beneficios y no ha recibido las formas para estar en la lista de espera, debe llamar al Departamento de Beneficios 565-5703.

If you lose your benefits and the COBRA premium is too expensive or if you are looking for medical care, here are several options:

1. If you were enrolled in Kaiser for six months before you lost your benefits and there was not a break in your coverage, you should call Kaiser and inquire about the STEPS program. You may need to pay for COBRA until you get approved under the STEPS program. The STEPS program is a 4-year reduced premium program for income-qualified people. Call 1-800-464-4000.
2. Call the Economic Assistance office 565-5200 to see if you qualify for Medi-Cal or CMSP. Healthy Families offers insurance for your children. Contact them at 1-888-742-1222
3. Call individual insurance companies and inquire about various plans:
 - Blue Shield 1-800-431-2809 (www.blueshieldca.com)
 - Blue Cross 1-800-777-6000 (www.bluecrossca.com)
 - Health Net 1-800-909-3447 (www.healthnet.com)
 - Kaiser 1-800-464-4000 (www.kaiserpermanente.org)
4. Use clinics that participate in a sliding fee scale for people without insurance who are income qualified. Redwood Community Health Coalition 778-7942. See the list below.

Redwood Community Health Coalition

Dental & Health Care, Wellness Check-up, Immunizations

Cloverdale	894-4229	Copper Towers Family Medical Center (dental)
Healdsburg	433-5494	Alliance Medical Center (dental)
Guerneville	869-2849	Russian River Health Center (dental)
Occidental	874-2444	Occidental Area Health Center
Rohnert Park	1-800-967-7526	Planned Parenthood Golden Gate
Sonoma	939-6070	Sonoma Valley Community Health Center
Petaluma	763-7005	Petaluma Health Center ~ Centro de Salud de Petaluma (dental)

Santa Rosa

578-1700	Common Woman's Health Project
544-4056	Sonoma County Indian Health Project
578-2005	SCPEO Southwest Children's Health Center
565-4820	Sonoma County Public Health Clinics
547-2222	Southwest Community Health Center (dental)
544-7526	Women's Health Program/Family Planning
576-4100	Sutter Family Practice Center

St. Joseph Health Foundation

546-5899	Medical Access Programs
547-2221	Dental Clinic (dental)
528-5770	Elsie Allen Health Center
524-2477	Mobile Health Clinic
546-3199	House Calls Program

Caregiver Training Opportunities

CALL 565-5700 to Register for Classes

The IHSS Public Authority provides training opportunities to IHSS caregivers and consumers.

Monthly classes are held at the Adult and Aging Services Conference Center, 2160 Northpoint Parkway. There is a \$10 incentive given to IHSS caregivers who complete each class. Continuing Education Units (CEUs) are available for most classes. Classes are usually held from 1:00 p.m. to 4:00 p.m. on the last Friday of the month. The cost of CEUs is \$8.00 per unit. Each three-hour class provides you with 3 CEUs for a total cost of \$24.00. Checks may be made out to the American Red Cross.

Due to holiday scheduling, the November class has been cancelled and the December class has moved to the second Friday of December.

Friday, December 9th 1:00 - 4:00

Nutrition

(3 CEUs) Presented by Marcia Rogers, R.N.

Friday, January 27th 1:00 - 4:00

Part 1 of a 2 part series Staying Healthy Naturally: Complementary and Alternative Medicines

Presented by Marcia Rogers, R.N. **Part 2 is scheduled for February 24th.** (This two part series offers a total of 6 CEUs and you must attend both sessions and take the test after part 2 in order to qualify for CEUs. The cost of CEUs is \$48.00 or \$8.00 x 6 units)

IHSS Payroll Information

Please be aware that Payroll processes over 2000 timesheets in the first three days after the pay period ends (1st, 2nd, 3rd and 16th, 17th, 18th of the month – or the next days if those are weekends). Response to your calls may be delayed during payroll processing days.

Tenths Chart

6 minutes = .1
12 minutes = .2
18 minutes = .3
24 minutes = .4
30 minutes = .5
36 minutes = .6
42 minutes = .7
48 minutes = .8
54 minutes = .9
60 minutes = 1.0

Turn in Timesheets on Time

- ◆ Paulin Building at lobby or drop box
- ◆ Northpoint drop box
- ◆ U.S. Mail
- ◆ Timesheets for the prior month must reach the payroll office in the **Paulin Building by the 15th** in order to be **on time for benefits**.

Payroll Phone Number

(707) 565-2852

Caregiver Start-up Line

(707) 565-5716

Timesheets - Helpful Hints

- ◆ Fill out your timesheet and sign it with a pen. Pencil is not allowed.
- ◆ Check for errors. Do not fix mistakes with correction fluid. Write in the correct information and ask the consumer to initial the correction.
- ◆ Make sure you and the consumer sign and date the timesheet.
- ◆ You can leave the total blank if you want Payroll to write in the total for you.
- ◆ Do not claim more than 60% of the monthly hours in the first half of the month. To figure 60%, multiply the hours for the whole month by .6 – (point 6).
- ◆ Do not claim more than 12 hours per day unless you have permission from the social worker.

Important Reminder

If you are a Registry caregiver, **call both** the IHSS Payroll Unit and the IHSS Public Authority **with changes** of name, address and/or telephone number.

Mark your calendar

Resources

November

- 8 Election Day
Remember to Vote
- 9 IHSS Executive
Committee Meeting
- 11 Veteran's Day
Office Closed
- 14 Caregiver Recognition
Events
- 24 Thanksgiving Day
Office Closed
- 25 Day after Thanksgiving
Office Closed
- 28 IHSS Advisory
Committee Meeting

December

- 9 Training Class:
Nutrition
- 26 Christmas Holiday
Office Closed

CALENDAR NOTES

#1 Due to the Holidays, there is no training class in November and the December class is moved to the 2nd Friday of the month.

#2 The IHSS Advisory Committee does not meet in December.

January

- 2 New Year's Holiday
Office Closed
- 9 IHSS Executive
Committee Meeting
- 23 IHSS Advisory
Committee Meeting
- 27 Training Class:
*Part 1 - Staying
Healthy Naturally:
Complementary and
Alternative Medicine*

IHSS Public Authority & Registry
(707) 565-5700
(707) 565-5720 (fax)
(707) 565-5707 (Español)

Caregiver Start-up Line
(707) 565-5716

IHSS Payroll
(707) 565-2852

IHSS Program, Social Workers
(707) 565-5900
(800) 938-9501

IHSS Advisory Committee
(707) 565-5700

Urgent Substitute Provider Program (USPP)
(707) 565-5719
(800) 601-4222

IHSS Benefits Enrollment & Eligibility
(707) 565-5703

Employees'/Employers' Dental & Medical Trust
(888) 838-5370

SEIU United Healthcare Workers West
Oakland (800) 585-4250
Santa Rosa (707) 526-4825

Visit our Web Site:
www.sonomacounty-ihspa.org

Fax: 707-565-5720

Phone: 707-565-5700

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P. O. Box 1949
Santa Rosa, CA 95402-1949

Public Authority
Sonoma County
In-Home Supportive Services



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