

Consumer~Caregiver Connections

Volume 4 Issue 1
Winter/Spring 2006



Bridging Working Relationships
Sonoma County In-Home Supportive Services
Public Authority

Caregivers were Honored with a Day of Appreciation_____

Four Sonoma County Caregivers were Recognized for Attending Over 10 or More Training Classes in the Past Year.

A morning reception featured Assemblywoman Noreen Evans who spoke about acknowledging caregivers for their hard work and dedication. She presented a copy of the California Assembly Concurrent Resolution (ACR 15) that she authored. It proclaims the second week of November to be In-Home Supportive Services Home Care Worker Recognition Week, and recognizes and commends the contribution of IHSS caregivers who give their time, patience, care, and support to their families and the entire community.

Dianne Edwards, Director of Sonoma County Human Services Department spoke briefly to the caregivers gathered. She expressed the County's appreciation for their efforts which help seniors and persons with disabilities to remain in their own homes when they are not able to fully care for themselves or handle routine household tasks.

Michael Humphrey, IHSS Public Authority Manager, took a few minutes to honor four caregivers who demonstrated an outstanding commitment to increasing their caregiving knowledge and skills. They each attended 10 or more classes in the past year and were recognized with a Certificate of Achievement as well as a gift certificate to a local restaurant. The honorees were: Gloria Hernandez, Sarah Katra, Chamundi Sabanathan and Sachiko Williams. Each one spoke from her heart and shared her feelings about the training program. Their personal stories were touching and provided a glimpse of the everyday challenges they face as caregivers. They proved to be four sterling reasons to remind us to take time to acknowledge, recognize and honor the caregivers in our lives!

The Afternoon Workshop, led by Beverly Bender, focused on *"Finding the Funny Side of Life When Nothing Seems Funny."*

Over 70 people attend the morning reception.

Caregivers, care recipients, Advisory Committee members and County staff enjoyed the morning's events.



From left: Gloria Hernandez, Sarah Katra, Chamundi Sabanathan, Michael Humphrey Assemblywoman Evans, Sachiko Williams and Lorna Schreck (IHSS Public Authority Secretary)

More than 50 people were in attendance. There was quite a bit of loud laughter coming from the conference room.

Our sincere appreciation to Assemblywoman Noreen Evans, Dianne Edwards, and Joann Keyston for their participation in the morning events; and to Beverly Bender who led the afternoon program. We offer our heartfelt thanks to all who took time to attend these events.

INSIDE THIS ISSUE

Page 2

~ What is the Registry?

Page 3

~ IHSS Quality Assurance Program

Page 4

~ Recognizing a Stroke

Page 5

~ Housekeeping 101

Page 6

~ Benefits Update

Page 7

~ Training & Payroll Information

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. 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 in the **Adult and Aging Conference Center at 2160 Northpoint Parkway** (off Stony Point Road) in Santa Rosa.

Currently there is a vacancy on the Advisory Committee for a consumer member. If you are interested and are a past or current consumer of personal assistance services paid for through public or private funds, you may call the Public Authority office for an application. **(707-565-5700)**



Several Advisory Committee members with Michael Humphrey, IHSS Public Authority Manager. From left, Mary Raymond, Joann Keyston, Herb Willsmore, Julia Regan, Michael Humphrey, and Maureen Latimer.

Committee Members

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

What is the Registry?

by John Chan, Registry Supervisor

Q. *What is the Registry?*

A. The Registry is a referral service. When an IHSS consumer needs assistance to find a caregiver, the Registry provides the consumer with an appropriate referral of active caregivers available in their area. IHSS consumers may then interview and hire a caregiver from those referred.

Q. *Are Registry caregivers screened?*

A. Yes, each caregiver listed on the Registry goes through a screening and interview process, which includes checks for a Social Security card, personal and work references, and criminal background at both the County and State Department of Justice levels.

Q. *How do I request a referral of a caregiver?*

A. Call the Registry directly at 565-5700 to make the request, or you can call your IHSS social worker who can make the request for you.

Q. *I am interested in becoming a caregiver, how do I apply to the Registry?*

A. Call the Registry at 565-5700 to request an application. Once you return the application, you will be contacted for a mandatory orientation and interview.

Q. *I am already working with an IHSS consumer. Do I have to submit an application and attend an orientation to be on the Registry?*

A. Yes. The Registry is a referral service that requires additional screening as well as orientation to the IHSS program, an interview, and union information, before someone is listed on the Registry.

Q. *Are the Registry services free?*

A. Yes.

ATNetwork

Assistive Technology...Tools for Living

The AT Network is a statewide non-profit project of the California Foundation for Independent Living Centers providing free information and referral service on:

Assistive Technology Suppliers
Daily Living Devices
Funding Resources
Service Providers
Community Resources



(707) 528-2745

ask for Vaughn or Kim

1-800-390-2699

1-800-900-0706 (TTY)

info@atnet.org / www.atnet.org

Board of Supervisors Approves Wage Increase for IHSS Caregivers

The Sonoma County Board of Supervisors recently approved two wage increases for In-Home Supportive Services (IHSS) caregivers. **Effective December 1, 2005, the hourly wage increased from \$9.50 to \$10.00. Effective June 1, 2006, the wage will increase to \$10.50 per hour.** These wage increases were the result of negotiations among the Sonoma County IHSS Public Authority and SEIU - United Healthcare Workers - West.

Did you know that practicing kindness actually relieves stress and depression for the one who is being kind?

IHSS Quality Assurance Program

by Diane Kaljian, Section Manager

IHSS has a new Quality Assurance Program as a result of State legislation in 2004. The purpose of the QA Initiative is to improve the quality of IHSS services provided to consumers and to make sure every consumer receives the same level of service regardless of whom the social worker may be or in which county they may be living.

The process will include having the Sonoma County Quality Assurance Specialist, Tracy Repp, contact consumers either by telephone or by visiting in person at your home to find out how you feel about your service. It will also allow consumers to provide ideas as to how your services may be improved. The questions that will be asked will include how the communication is with your social worker, your payroll worker and your provider, and how satisfied you are with your current levels of service.

This interview process will be starting in the next couple of weeks and should take no more than ten to fifteen minutes to complete. Having this process in place will allow IHSS to continue to improve on its high level of service!

USPP

The Urgent Substitute Provider Program is now

available
EVERYDAY

from

8:00 a.m.

to

8:00 p.m.

CALL

(707) 565-5719

or

(800) 601-4222

Recognizing a Stroke

A neurologist says that if he can get to a stroke victim within 3 hours he can totally reverse the effects of a stroke...totally. He said the trick was getting a stroke recognized, diagnosed and getting to the patient within 3 hours, which is tough.

A true story... *Sherry saw Susie stumble and then she asked Susie 3 simple questions, which literally saved Susie's life. Susie failed all three so then 9-1-1 was called. Even though she had normal blood pressure readings and did not appear to be having a stroke as she could converse to some extent with the Paramedics, they took her to the hospital right away. Susie is recouping at an incredible pace for someone with a massive stroke and thanks Sherry for the sense to remember the "3" steps.*

Sometimes symptoms of a stroke are difficult to identify. Unfortunately, the lack of awareness spells disaster. The stroke victim may suffer brain damage when people nearby fail to recognize the symptoms of a stroke. Now doctors say a bystander can recognize a stroke by asking three simple questions:

1. Ask the individual to **SMILE**.
2. Ask him or her to **RAISE BOTH ARMS**.
3. Ask the person to **SPEAK A SIMPLE SENTENCE** (Coherently) (i.e. It is sunny out today.)

If he or she has trouble with any of these tasks, call 9-1-1 immediately and describe the symptoms to the dispatcher. After discovering that a group of non-medical volunteers could identify facial weakness, arm weakness and speech problems, researchers urged the general public to learn the three questions. They presented their conclusions at the American Stroke Association's annual meeting in February 2005. Widespread use of this test could result in prompt diagnosis and treatment of the stroke and prevent brain damage.

Morning Rush-Hour Burrito

from: Quick & Easy Diabetic Recipes for One

This breakfast travels well in rush-hour traffic.

Serving Size: 1 burrito

Food Exchanges /serving: 1 Starch, 1 Fat, 1-1/2 Fruit

Ingredients

1 Tbsp cream cheese, low-fat
 1 ea 6-inch flour tortilla
 1 tsp strawberry jam, low-sugar
 1 ea kiwi fruit, peeled and sliced

Preparation Instructions

1. Spread the cream cheese over the tortilla.
2. Spread the jam over half of the tortilla.
3. Place kiwi slices over the other half of the tortilla.
4. Fold the two sides together and serve.

Nutritive values per serving

PRO (g)	FAT (g)	CAL	Fiber (g)	Sodium (mg)	Chol (mg)
5	6	211	4	220	10

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 1-800-930-1357 to order.**



Una Llamada Telefonica a su Favor

Un Kit de Respalda 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 medicamento. **Llame 1-800-930-1357 para ordenar.**

Housekeeping 101

modified from Good Housekeeping's The Complete Household Handbook

Tips for Cleaning Stoves & Ovens

Stoves with Porcelain Enamel: Wipe up spills immediately. When the surface is cool, wash it with an all-purpose cleaner; rinse and polish with a clean, dry cloth. Avoid using cleaners and harsh abrasives, which may scratch.

Stoves with Stainless Steel: Clean with hot, sudsy water or a paste of baking soda and water. Rinse and towel-dry. To polish, moisten a cloth with mineral oil; wipe the surface and towel dry to prevent streaks.

Electric Stove Burners: Most are self-cleaning. Turn the burners on high to burn off spills.

Gas Stove Burners: Wipe the grate, burner, drip pan and drip tray as soon as they are cool. Clean burner caps with detergent and water.



Stove Knobs: Control knobs on most cook tops and ranges are removable for cleaning. Pull them straight off, wash, rinse, and dry well. Replace firmly in the "off" position. Water should not be allowed to drip behind the knobs.

Ovens, Front and Sides: Remove any control dials/knobs; rinse and dry thoroughly. Wash the front and sides with an all-purpose household cleaner.

Oven Interior: Clean a standard oven by applying a commercial oven cleaner, following the manufacturer's instructions.

Fans and Range Hoods: All of them have filters that need periodic cleaning. Remove the wire mesh filters and clean them in the dishwasher or soak them in the sink in a solution of hot water and all-purpose household cleaner. Rinse well, and let dry thoroughly. Before replacing a filter, wipe the fan blades with a clean, damp cloth.

Tips for Cleaning Refrigerators & Freezers

Refrigerators: To absorb odors, place an open box of baking soda in the back of the refrigerator or on a shelf in the door. Replace it every 2 months. Wipe up spills as soon as they occur. Check the inside walls for residue and wipe them off. Sponge the front, sides, handle, and top regularly with an all-purpose cleaner to remove marks and greasy dust.

Refrigerator Drawers: Remove the drawers. Clean both inside and out using a baking soda solution (1 tablespoon baking soda to 1 quart of warm water). While the drawer is out, wipe the floor of the refrigerator and towel dry.

Gaskets and Doors: Wipe the door gaskets and the rubber seal around the door(s) with the baking soda solution, being sure to clean in the folds. If there is mildew on the gasket, use a chlorine bleach solution (1/4 cup of liquid chlorine bleach to 1 quart of water) to remove it; rinse and towel dry. Wash the door shelves and the door frames with the baking soda solution.

Freezers: Do not touch frozen surfaces with wet or damp hands; use a sponge or clean cloth dipped in a solution of 1 tablespoon of baking soda to 1 quart of water. Defrost freezer once a year. Don't let more than 1/4 inch of frost build up. Wash shelves and inside walls of the freezer with the baking soda solution. Be sure to clean the door gaskets and remove any mildew with the bleach solution. Rinse and towel dry. Return food to the freezer when it is completely dry.

Tips for Cleaning Dishwashers

Dishwashers: Occasionally wipe the outside edge or rim of the door with warm, sudsy water. Wipe the door front with a solution of warm water and detergent; rinse and wipe dry. Avoid harsh or gritty cleaners or scouring pads that may scratch the finish.

Noticias en Español

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

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

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	Roseland's 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 \$15 incentive given to IHSS caregivers who complete each class. Classes are usually held from 1:00 p.m. to 4:00 p.m. on the last Friday of the month.

Continuing Education Units (CEUs) are available for most classes. The cost of a CEU 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.

Friday, February 24th 1:00 - 4:00

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

Presented by Marcia Rogers, R.N. 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

Friday, March 31st 1:00 - 4:00

Understanding AIDS/HIV and Other Communicable Diseases

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

Friday, April 28th 1:00 - 4:00

Managing Arthritis, Fibromyalgia, and Lower Back Pain

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

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

- ◆ 2550 Paulin Building at lobby or drop box
- ◆ 2250 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

February	March	April
8 IHSS Executive Committee Meeting	16 IHSS Executive Committee Meeting	2 Daylight Saving Time begins - turn your clock one hour ahead!
13 Lincoln's Birthday <i>Office Closed</i>	17 Happy St. Patrick's Day	10 IHSS Executive Committee Meeting
14 Happy Valentine's Day	20 1st Day of Spring	15 Tax Day
20 President's Day <i>Office Closed</i>	27 IHSS Advisory Committee Meeting	24 IHSS Advisory Committee Meeting
24 Training Class: <i>Part 2 - Staying Healthy Naturally: Complementary and Alternative Medicine</i>	31 Training Class: <i>Understanding AIDS/HIV and Other Communicable Diseases</i>	28 Training Class: <i>Managing Arthritis, Fibromyalgia, and Lower Back Pain</i>
27 IHSS Advisory Committee Meeting		

Resources

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-ihsspa.org

Fax: 707-565-5720

Phone: 707-565-5700

Santa Rosa, CA 95402-1949

P. O. Box 1949

2280 Northpoint Parkway

Public Authority
Sonoma County
In-Home Supportive Services



RESORTED
STANDARD U.S.
POSTAGE PAID
SANTA ROSA, CA
PERMIT NO. 64