

Consumer~Caregiver Connections



Volume 5 Issue 3
Summer/Fall 2007

Bridging Working Relationships
Sonoma County In-Home Supportive Services

Public Authority

A Look Ahead:

Baby Boomers Will Be In Need of In-Home Help

Last September, USA TODAY reported that about 15 million people, most of them seniors, rely on home-based caregiver services today. This number is expected to double by 2050.

“*Living Longer, Living Well*,” a report by Sonoma County Area Agency on Aging used California Department of Finance population estimates to project that the Sonoma County **population of people age 85 and older will increase by 75.5% by 2010**. The Sonoma County 2010 growth projections for the 60 and older group are 48%. By comparison, the overall County population is projected to grow by only 12.5%. The report also acknowledged that this marked and rapid growth in Sonoma County will impact service needs for the elderly and those who care for them.

A report released last October by International Longevity Center-USA, “*Caregiving in America*,” points out that there is already a shortage of caregivers in the United States. The shortage is projected to get much worse. This is the first study to look at the shortfall of paid workers and family members who care for older people at home.

Most seniors at home rely on friends and family members to help with grocery shopping or other chores. But **boomers face a shrinking pool of available helpers**. Boomers have had fewer children than previous generations, so there will not be as many adults who can help out. Also, many American families today are scattered across the nation, so an older adult might be far from home when hit by a medical emergency.

Currently, about 20% of adults don’t get the assistance they need, and that shortfall is expected to get worse as baby boomers begin to develop arthritis and other conditions of old age, says Robert Butler, CEO of the International Longevity Center. Seniors who go without help at home are at risk of falls and other medical emergencies.

We moved. Our new address is:

**3725 Westwind Blvd., Suite 101
Santa Rosa, CA 95403**

FROM HIGHWAY 101

Take Airport Blvd. exit

Go west on Airport Blvd.

Turn left on Westwind Blvd.

Turn into the 1st / 2nd driveway on the right for parking.

(We share the building with Atlantic-Pacific Bank.)

**This location is served by
County Bus Routes 62 and 64.**

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If you have questions, suggestions, or helpful hints for the newsletter, please call or write the IHSS Public Authority at 707-565-5700, P. O. Box 1949 Santa Rosa, CA 95402

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 to 3:30 p.m.** There are no meetings in July, August, November or December.

If you are interested in a future opening on the Committee, please call the Public Authority at 565-5700 and ask for an Advisory Committee Member Application.

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. Please feel free to call the Public Authority office at 565-5700 for more information.

Committee Members

Mary Bodily

Stan Gow
Secretary

Gary Fontenot
Ex-officio Member

Joann Keyston
Vice Chair

Maureen Latimer
Chair

Michael Naughton

Mary Raymond

Marie White

Sachiko Williams

Herb Willsmore

Caregivers, remember to call payroll at 565-2852 to report *on-the-job injuries*.

USPP

Urgent Substitute Provider Program is available 7 days a week

8:00 am - 8:00 pm

CALL

(707) 565-5719

or

(800) 601-4222

The Urgent Substitute Provider Program is available to consumers who already have a regularly scheduled caregiver and need critical services due to the unexpected and temporary absence of a regular provider. This program does not offer respite or vacation coverage.

Urgent means: *not life-threatening situations that require 911 police/EMS.*

The Urgent Substitute Provider Program covers:

- Personal care requiring non-medical and medical services,
- Nutritional services,
- Provisioning of fuel for heating or cooking,
- Picking up and delivery of critical medications

Noticias en Español

Para preguntas referentes a sus cheques o hojas de pago, el numero para llamar es al Departamento de Pago (707) 565-2852 y preguntar por Esther.

Para otras preguntas acerca del Registro de la Autoridad Publica, llame a Olivia al (707) 565-5707. Ella trabaja de Lunes a Miercoles de 8 a.m. – 3 p.m.

Meet the Registry Coordinators

by John Chan, Registry Supervisor

Our Registry has undergone a few personnel changes. We welcome *Joni*, who recently joined the Registry staff. *Cathy* is taking a leave of absence and is temporarily replaced by *Lynn*. Below is our current roster of Registry Coordinators. Each Coordinator covers particular geographical areas. If you are an IHSS consumer or caregiver and need Registry assistance, please contact the Registry Coordinator who works in your area:



Nancy - 565-5704
Santa Rosa
zip codes
95401
95407



Joni - 565-5705
West County
(Sebastopol,
Russian Rivier area)
North County
(Windsor, Healdsburg,
Cloverdale area)
Santa Rosa
zip code
95403



Lynn - 565-5706
Santa Rosa
zip codes
95404,
95405,
95409



Olivia - 565-5707
South County
(Petaluma, Cotati,
Rohnert Park,
Glen Ellen,
City of Sonoma)

Planning Ahead for Disasters

by IHSS Staff

We live in a very unpredictable world. How would we react if there were a sudden disaster? In order to manage such changes in our lives, we must plan and be prepared!

One of the first steps in preparing for a disaster is to ensure we have the ability to communicate with each other. Knowing where to go or what to do is important for keeping ourselves safe and healthy.

The Sonoma County Human Services Department and the Sonoma County Department of Health Services are interested in gathering information to find the best ways to keep in contact with residents in the event of a disaster. Examples of such situations include earthquakes, floods or disease outbreaks.

The In-Home Supportive Services program will be mailing out a survey in August to a random sample of IHSS clients to get their feedback on disaster preparedness issues. The survey will ask questions related to how people get their information and what plans they may have to keep themselves safe in an emergency. The information gathered from this survey will assist us in determining the best ways to reach clients and offer assistance to care for their needs in the event of an emergency.

If you are chosen as a survey participant, please take the time to complete the survey and return it to our office. You will not only be helping yourself, but also helping your friends, neighbors, and community. We value receiving input that works to improve the quality of services to our IHSS clients.

Beating the Heat

The Centers for Disease Control (CDC) prepared the following information:

- Elderly people (aged 65 and older) are more prone to heat stress than younger people for several reasons.
- Elderly people do not adjust as well as young people to sudden changes in temperature.
- They are more likely to have a chronic medical condition that upsets normal body responses to heat.
- They are more likely to take prescription medicines that impair the body's ability to regulate its temperature or that inhibit perspiration.

Heat Stroke is the most serious of heat-related illness. It occurs when the body becomes unable to control its temperature. Your temperature rises rapidly, the body loses its ability to sweat, and it is unable to cool down. Body temperatures rise to 106°F or higher within 10 to 15 minutes. Heat stroke can cause death or permanent disability if emergency treatment is not provided.

Signs and Symptoms of Heat Stroke

Warning signs vary but may include:

- An extremely high body temperature (above 103°F)
- Red, hot, and dry skin (no sweating)
- Rapid, strong pulse
- Throbbing headache
- Dizziness
- Nausea

Heat Exhaustion is a milder form of heat-related illness that can develop after several days of exposure to high temperatures and inadequate or unbalanced replacement of fluids.

Signs and Symptoms of Heat Exhaustion

Warning signs vary but may include:

- Heavy sweating
- Paleness
- Muscle Cramps
- Tiredness
- Weakness
- Pulse rate - fast and weak
- Breathing - fast and shallow
- Dizziness
- Headache
- Nausea or vomiting
- Fainting
- Skin - cool and moist

What You Can Do to Beat the Heat

The Centers for Disease Control (CDC) suggests you follow these prevention tips to protect yourself from heat-related stress:

- Drink cool, non-alcoholic, non-caffeinated beverages
- Rest
- Take a cool shower, bath or sponge bath
- Seek an air-conditioned environment
- Wear lightweight clothing
- Remain indoors in the heat of the day
- Do not engage in strenuous activities

If you have elderly relatives or neighbors, you can help them protect themselves. Visit older adults at-risk at least twice a day and watch for signs of heat exhaustion or heat stroke. Take them to air-conditioned locations. Make sure they have access to an electric fan whenever possible.

If you see any signs of severe heat stress, you may be dealing with a life-threatening emergency. Have someone call 9-1-1 while you begin cooling the person. Do the following:

- Get the person to a shady area
- Cool the person rapidly
 - Immerse the person in a tub of cool water
 - Place the person in a cool shower
 - Use the garden hose - and gently spray the person
 - Wrap the person in a cool, wet sheet and fan him/her vigorously
- Monitor body temperature and continue cooling until the body temperature drops to 101°F
- Get medical assistance as soon as possible
- Do not give the person alcohol to drink
- Call the hospital emergency room for further instructions.

IHSS Payroll Information

Parent/Spouse/Family Providers May be Eligible for Elective State Disability Insurance (SDI)

The following providers can have SDI withheld if they elect to do so: parent, spouse, child under 18 working for parent. To set up elective SDI, call Payroll at 565-2852. Other Providers automatically have SDI withheld from their pay checks.

Time Sheet Drop Off at Westwind

We recently moved. We are in Suite 101 at 3725 Westwind Blvd. (see directions on front page). We share the building with the Atlantic-Pacific Bank. **DO NOT PUT YOUR TIME SHEETS IN THE BANK'S NIGHT DEPOSIT BOX** in the front of the building. We have a drop box for time sheets on the south side of the building. Pull into the second driveway. Drive half way down the building and you will see a dark brown box with the County Seal. Please use this box for your time sheets. We check the box twice each business day. If you are dropping off your time sheet during business hours, please put it in the time sheet box in the lobby of Adult and Aging Division (Suite 101).



Time Sheet Drop Boxes

You may drop off time sheets at the following locations:

2550 Paulin Drive

or

**3725 Westwind Blvd., #101
(south side of the building)**

Northpoint drop box is no longer available.

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

Payroll processes over 3,000 timesheets in the first 3 days after the pay period ends:

1st, 2nd, 3rd & 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.

Registry Caregivers

call both

IHSS Payroll Unit

(707) 565-2852

IHSS Public Authority

(707) 565-5700

with changes

of name, address and/or telephone number.

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 (707)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 (707)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 group benefits through Kaiser for six months before you lost your benefits and there was not a break in your coverage, you may 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 1-877-699-6868 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 542-7242 (www.rchc.net)
See the list below.

Redwood Community Health Coalition (542-7242 - website: rchc.net)
Health, Dental, Vision, Counseling, Immunization and Rx Services

Cloverdale	894-4229	Alexander Valley Regional Medical Center (H,M,C,I)
Healdsburg	433-5494	Alliance Medical Center (H,D,C,I)
Guerneville	869-2849	Russian River Health Center (H,D,V,C,I)
Occidental	874-2444	Occidental Area Health Center (H,C,I,Rx)
Rohnert Park	1-800-967-7526	Planned Parenthood Golden Gate
Sonoma	939-6070	Sonoma Valley Community Health Center (H,I)
Petaluma	763-7005	Petaluma Health Center (H,D,M,)
Rohnert Park	584-3001	Walmart Independent Health Clinic - Quick Health (H,V,I,Rx)

Santa Rosa

578-2005	Roseland's Children's Health Center (H)
547-2222	Southwest Community Health Center (H,M,V,C)
565-4820	Sonoma County Indian Health Clinic (H,D,M,C,Rx)
537-1171	Women's Health Specialist (H)

St. Joseph Health System

547-5899	Dental Clinic (D)
547-2149	Children's Health (H)
546-3199	House Calls Program (H,C)
524-2477	Mobile Health Clinic (H,C,I)

H -Health D-Dental M- Mental V-Vision C- Counseling I-Immunizations Rx - Prescriptions

Caregiver Training Opportunities

CALL 565-5700 to Register for Classes

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

Classes will be held at 3725 Westwind Blvd., Suite 101 in Santa Rosa. Classes are free to all caregivers and consumers. There is a cash incentive given to IHSS caregivers who complete each class.

Note for all classes: Please plan to be on time. If you are registered for a class and cannot attend, please call 707-565-5700, so someone who may be on the wait list can attend. This also helps us plan for refreshments. *Thank you for your cooperation!*

Continuing Education Units (CEUs) are available for most classes for those who need to renew their license. The cost is \$8.00 per unit. Each three-hour class provides you with 3 CEUs for a total cost of \$24.00. Cash in the exact amount, or checks are accepted.

UPCOMING CLASSES - TWO GREAT SERIES OF WORKSHOPS!

Journey Through Life's End is a series of three workshops designed for caregivers caring for someone who is now or will soon be living through the ending of life. You may take individual workshops, although we encourage you to attend all three classes.

This training program was developed by and will be facilitated by Susan Keller, M.A., M.L.I.S., Executive Director, Community Network Journey Project, and, author of Journey to Life's End: A Traveler's Guide.

August 3rd (3 CEUs) 1:00 - 4:00

#1 Planning the Journey

August 10th (3 CEUs) 1:00 - 4:00

#2 Being with and Caring for the Dying

August 17th (3 CEUs) 1:00 - 4:00

#3 Hellos, Good-byes, Memories & Rituals

Continuing Education Units ~ Please make your check out to the Community Network Journey Project.

Staying Healthy Naturally: An Overview of Complementary and Alternative Medicine is a two part class designed for caregivers and care recipients interested in learning about the wide variety of Complementary and Alternative medical approaches to Medicine available today.

Marcia Rogers, RN, BSN, MA (of the American Red Cross) developed this program for us and will be the instructor. She developed it because this information was requested by many caregivers on their class evaluations.

September 28th (3 CEUs) 1:00 - 4:00

Part 1 - Complementary and Alternative Medicine

October 26th (3 CEUs) 1:00 - 4:00

Part 2 - Complementary and Alternative Medicine

Continuing Education Units ~ Please make your check out to the American Red Cross.

If you missed the recent CPR classes we offered, check out www.cprandfirstaid.net. They offer on-line classes with two-year certificates at reasonable rates.

Other Learning Opportunities

American Red Cross offers a variety of classes and CEU courses. They also offer CNA classes. Call 707-577-7600..

Redwood Caregiver Resource Center offers classes with caregivers in mind. Please call 707-542-0282 for more information.

Mark your calendar

August

- 3 Caregiver Class:
*Journey through Life's
End Workshop #1
Planning the journey*
- 10 Caregiver Class:
*Journey through Life's
End Workshop #2 Being
with & Caring for the
Dying*
- 17 Caregiver Class:
*Journey through Life's
End Workshop #3
Hellos, Good-byes,
Memories & Rituals*

Note: The Advisory Committee will not meet in August.

September

- 3 Labor Day Holiday
Office Closed
- 10 IHSS Executive
Committee Meeting
- 24 IHSS Advisory
Committee Meeting
- 28 Training Class:
*Complementary and
Alternative Medicine
Part 1*

October

- 8 IHSS Executive
Committee Meeting
- 22 IHSS Advisory
Committee Meeting
- 26 Training Class
*Complementary and
Alternative Medicine
Part 2*

SAVE the DATE:

*The Annual Caregiver
Recognition Day is
scheduled for Thursday,
November 8th.*

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

www.sonomacounty-ihsspa.org

Visit our Web Site:

Fax: 707-565-5720

Phone: 707-565-5700

Santa Rosa, CA 95402-1949

P. O. Box 1949

3725 Westwind Blvd., Suite 101

Public Authority

In-Home Supportive Services
Sonoma County



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