

Consumer~Caregiver Connections



Volume 5 Issue 4
Fall/Winter 2007

Bridging Working Relationships
Sonoma County In-Home Supportive Services

Public Authority

Please join us Wednesday, November 28, 2007

A Day Acknowledging and Honoring Caregivers

Plan to attend one or both of the following events.

*A Morning Reception in Honor of
Sonoma County Caregivers
10:30 a.m.– 12:00 p.m.*

*Guest Speaker,
Assemblywoman Patty Berg*

*An Afternoon of Caring for
Sonoma County's Caregivers
1:30 – 3:30 p.m.*

*“Laughter is the Best Medicine”
Marilyn Grey, M.Ed.*

A variety of refreshments and beverages will be served at each event.

R.S.V.P. 565-5700

Adult and Aging office at 3725 Westwind Blvd., Suite 101 in Santa Rosa

Respite is available if needed. Please request it when you call to RSVP.

November is Caregivers Month!

The IHSS Public Authority and IHSS Advisory Committee are sponsoring a resolution declaring the 2nd week of November as Sonoma County IHSS Caregiver Recognition Week and the Area Agency on Aging is sponsoring a resolution proclaiming November as Family Caregivers Month. The Board of Supervisors will adopt both resolutions on Tuesday, November 27th at 8:30 a.m.

Caregiving is extremely hard work and requires tremendous sensitivity, patience, compassion, trust, and dedication. The work of Sonoma County's caregivers helps to improve the quality of life, independence, and dignity of our elderly and disabled citizens.

The Sonoma County IHSS Advisory Committee and IHSS Public Authority staff would like to express our appreciation for what you do. The IHSS Program would not be successful without you. We are very grateful to each and every one of you. Thank you!

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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. 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.

There is a current **Consumer Position Vacancy**; and, a **Community Advocate Position** will be vacant in January. If you are interested in applying for either of these positions, 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

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.

Sincere Appreciation

by Diane Kaljian, Division Director

In recognition of **IHSS Caregiver Week**, the IHSS staff, including **social workers, eligibility workers, payroll staff, support staff, supervisors, and managers** would like to take the opportunity to thank IHSS caregivers for the work you do for IHSS clients. *In-home care cannot happen without you!*

- ◆ **Thank you** for the **dedication** you bring to your work.
- ◆ **Thank you** for your **compassion** for those you work for.
- ◆ **Thank you** for the **skills** you use to make IHSS clients live more comfortably at home.

There are over 4,000 people receiving IHSS in Sonoma County. Each month new clients are added to the program. All clients need the valuable services you provide as a caregiver. **We thank you for making Sonoma County a good place for people who need in-home care.**

Everyone Needs A Break

If you are caring for an older, ill, or disabled friend, family member, or IHSS consumer, you know that caregiving is hard work. All caregivers need a break at times.

Caregivers can become weary and tired - in other words, burned out. Being burned out can be bad for your health. Your eating and sleeping patterns may suffer. You may become depressed. Caregivers can become so tired or stressed that they cannot provide enough care, or actually cause harm.

When caregivers are rested, they are able to provide better care. Even a few hours or an occasional break can make a big difference.

How can you get a break?

- ◆ Recognize that you do need and deserve the time away from work.
- ◆ Ask for help. Talk with your IHSS Consumer. Remember that friends, neighbors, and family members can provide assistance by staying with the person for a few hours, a few days, or even a weekend.
- ◆ Check with the IHSS social workers. They may know of resources or referrals.
- ◆ Check with the IHSS Public Authority Registry for a temporary caregiver.

Finally, enjoy the break when you get it!

Celebrating Diversity

by John Chan, Registry Supervisor

One of the positive aspects of the IHSS Public Authority is the diversity of cultures, backgrounds, and experiences among our staff. We represent a broad range of rich differences that provide a good foundation for working with the diversity that exists among Sonoma County's IHSS consumers and caregivers.

For many IHSS consumers and caregivers, being open-minded and respectful about individual differences has resulted in meaningful and effective work relationships. The focus of the employment relationship needs to be on the qualities of good communication, respect, sensitivity, trust, and the ability to perform the needed tasks.

The IHSS Public Authority appreciates IHSS consumers and caregivers who have embraced individual differences and developed healthy and successful work relationships. While recognizing those who have chosen to work beyond differences and encouraging others to do so, we also recommend that you maintain appropriate employment relationship boundaries and avoid discussions related to religion, sexual preferences, politics, and cultural and personal values.

IHSS Payroll Information

Payroll Phone Center - New Hours

On Monday, October 1st payroll changed the hours for the phone center. The **Payroll Line will now be answered from 9:00 a.m. - 4:00 p.m. Monday through Friday.** Payroll is closed on weekends and holidays.

The change in Phone Center hours allows payroll staff uninterrupted time at the beginning and end of the day to complete tasks and research issues for IHSS caregivers and their clients. When you leave a voice mail message your call will be returned the next business day. When leaving a message, be sure to speak slowly and clearly; and, spell your first and last names. Please remember to leave your phone number.

When you call the Payroll Phone Center, please take the time to listen to their message. It walks you through the options and will allow you to make the appropriate selection.



Payroll Phone Center
(707) 565-2852

New Caregiver Start-up Line
(707) 565-5716

Report On-the-Job Injuries
(707) 565-2852

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.

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

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.

Time Sheet Drop Boxes

You may drop off time sheets at the following locations:
3725 Westwind Blvd., #101
(south side of the building)
or
2550 Paulin Drive
(There is a delay getting timesheets to payroll when you use this box.)

Payroll processes over 4,000 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.

Food Resources

The following resources may offer meals and/or food give-away, especially during the holidays. Please call them for further information.

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

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

* 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

* Dining Sites

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.

Flu Information Line

565-4477

Flu Information website
www.sonoma-county.org/flu

Vegetables are a must on a diet. I suggest carrot cake, zucchini bread, and pumpkin pie.

— Jim Davis

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 are typically held at 3725 Westwind Blvd., Suite 101 in Santa Rosa. Classes are free to all caregivers and consumers.

Reminder to IHSS Caregivers. There is a cash incentive given to IHSS caregivers who complete each class. **In order to be eligible for the incentive, an IHSS caregiver must:**

1. Register for the class at least a week before the class is held;
2. Be on time for the class; and,
3. Stay through the end of the 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

Marcia Rogers, RN, BSN, MA (of the American Red Cross) developed these programs for you and will be the instructor for both classes.

Managing Alzheimer's & Parkinson's Diseases, and other Demintias. This class explains what is happening to the brain of individuals experiencing one of these forms of dementia. Understanding often leads to improved care!

December 7 (3 CEUs) 1:00 - 4:00

LOCATION: This class is being held at the Library in Petaluma. Take 101 south to the E. Washington exit. Turn right on E. Washington. Make a left on Fairgrounds Drive. The Library is located in the red brick building at 100 Fairgrounds Drive.

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

Healthy Aging - Health Maintenance in Human Aging. This class will help you understand the stereotypes and myths of aging. You will learn about the theories of aging and the effects of aging on various organs and the systems of the body.

January 25 (3 CEUs) 1:00 - 4:00

Location: IHSS Public Authority at 3725 Westwind Blvd., Suite 101 off Airport Blvd. (just past the light at Brickway). We are in the first building on the right.

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

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. Call 707-542-0282 for more information.

CPR classes are offered once a year in late spring or early summer. If you need your CPR certificate before then, check out www.cprandfirstaid.net. They offer on-line classes with two-year certificates at reasonable rates. Also, check with the American Red Cross. They often have CPR and First Aid classes on their schedule.

Mark your calendar

November

- 4 Daylight Savings Time Ends - turn your clock back an hour.
- 12 Office Closed for Veterans' Day
- 22 Office Closed for Thanksgiving Holiday
- 23 Office Closed Thanksgiving Holiday
- 28 Caregiver Recognition Events

Note: The Advisory Committee does not meet in November

December

- 7 Training Class: *Alzheimer's & Parkinson's Diseases and other Dementias* at the Petaluma Library (100 Fairground Drive)
- 25 Office Closed for Christmas Day

Note: The Advisory Committee does not meet in December

January

- 1 Office Closed for New Year's Day
- 14 IHSS Executive Committee Meeting
- 21 Office Closed for Martin Luther King Day
- 25 Training Class *Healthy Aging - Health Maintenance in Human Aging*
- 28 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-ihspa.org

Fax: 707-565-5720

Phone: 707-565-5700

Santa Rosa, CA 95402-1949

P. O. Box 1949

3725 Westwind Blvd., Suite 101

Public Authority

Sonoma County
In-Home Supportive Services



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