

# Consumer~Caregiver Connections



Bridging Working Relationships

Volume 2 Issue 3  
Summer 2004

Sonoma County In-Home Supportive Services

## Public Authority

### State Budget Passed

Michael Humphrey, Manager

On July 31, Governor Schwarzenegger signed the State budget for California's 2004-05 fiscal year. The budget agreement reached by the Governor and the Legislature keeps the State funding participation for IHSS provider wages at \$9.50 per hour and continues support for benefits at \$.60 per hour. The budget also maintains the State's financial support for the IHSS Advisory Committees and Public Authorities. We are also pleased to report that the State recently received approval of the *IHSS Plus Waiver*, which provides federal funding to continue services to individuals in the IHSS Residual Program.

The Governor initially proposed to reduce the IHSS worker wages back to minimum wage and eliminate the State's funding that allows many IHSS workers to receive health and dental insurance benefits. He also wanted to eliminate the IHSS Residual Program, as well as funding for the Public Authorities and IHSS Advisory Committees.

Efforts to fight the proposed cuts included numerous rallies and town hall meetings, testimony by hundreds of IHSS consumers and caregivers at Legislative hearings, and countless individual letters and phone calls. Your phone calls, letters, and other contributions made a tremendous difference in the successful outcome of preserving IHSS. Consequently, Sonoma County IHSS caregivers will continue making \$9.50 per hour. IHSS consumers will still have the IHSS Public Authority as a resource to help find qualified and screened caregivers. Also, high quality trainings for caregivers and consumers will continue to be offered monthly.

The Public Authority would like to thank you for your help with this critical victory! We encourage you to take time to celebrate this success. On that note, we are holding an event in honor of all Sonoma County IHSS caregivers. The event is scheduled for Monday, November 8, 2004 from 10:30 AM to 12:00 noon and will be held at 2160 Northpoint Parkway. Please save the date! We hope you can join us!

### NEW 1-YEAR CONTRACT FOR IHSS CAREGIVERS

The IHSS Public Authority and SEIU, Local 250 have negotiated a new one year Memorandum of Understanding (MOU). The new MOU is basically the same as the previous MOU with new contingency language to deal with possible changes in either the State or Federal financial participation. The new MOU was effective beginning on July 1, 2004 and continues through June 30, 2005.

#### INSIDE THIS ISSUE

- Page 2** ~ IHSS Advisory Committee
  - ~ Changes to USPP
  - ~ Resources
- Page 3** ~ Announcements, Noticias
  - ~ Food for Thought
- Page 4** ~ Disaster Preparedness
- Page 5** ~ Swimming Safety & Heat Stroke
- Page 6** ~ What's NOT covered by IHSS
  - ~ Benefits Update
- Page 7** ~ Training Opportunities

## The IHSS Advisory Committee

The IHSS Advisory Committee provides the Board of Supervisors, the Public Authority and IHSS program with advice and recommendations on issues related to in-home supportive services delivery and 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 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.**

### Committee Members

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

## The Urgent Substitute Provider Program

by John Chan, Registry Supervisor

If you are an IHSS consumer and experiencing a temporary unexpected absence of your regular caregiver, and need urgent personal care, or feeding and/or meal preparation call 707-565-5719 or 800-601-4222 for an assessment for Urgent Substitute Provider Program (USPP) coverage. Please remember that if you face a medical emergency, you should call 911.

In the past, this program provided transportation assistance to critical medical appointments. Because USPP no longer offers the transportation service, here are other transportation programs.

**Basic transport needs of the community** including special arrangements for elderly or disabled individuals who do not have personal transportation and cannot utilize public transportation.

<b>894-1743</b> Cloverdale Transit	<b>462-1422</b> MTA Coast Van
<b>541-2000</b> Golden Gate Transit	<b>778-4460</b> Petaluma Transit
<b>545-6495</b> Greyhound Bus Lines	<b>543-3333</b> Santa Rosa City Bus
<b>431-3324</b> Healdsburg Transit	<b>543-3325</b> Transit Buddy System
	<b>576-7433</b> Sonoma County Transit

### Paratransit Services

(Also called Dial-A-Ride) Scheduled routes, door-to-door service.

<b>545-6720</b> American Cancer Society	<b>546-2092</b> M.V Transportation
<b>431-3324</b> City of Healdsburg	<b>573-3377</b> Volunteer Wheels
<b>996-0111</b> FISH of Sonoma Valley	<b>573-3055</b> Wheelcare Express
<b>578-1144</b> AM-Care Non-Emergency Medical Transportation	
<b>765-8493</b> Petaluma People Service Center	
<b>585-6780</b> Rohnert Park, Sunshine Bus Company	
<b>869-0618</b> Russian River Senior Center	
<b>415-454-0964</b> Whistlestop Wheels: Inter county ADA paratransit	

### Resources on the Web

**California Governor**  
<http://www.governor.ca.gov>

**California State Assembly**  
<http://www.assembly.ca.gov>

**California State Senate**  
<http://www.senate.ca.gov>

**California Legislation**  
<http://www.leginfo.ca.gov>

**National Alliance for Caregiving**  
<http://www.caregiving.org>

**Safety for Elders**  
<http://www.eldersafety.org/>

**Disaster Preparedness for People with Disabilities**  
<http://www.jik.com/disaster.html>

**Announcements, Noticias & “Food for Thought”** byStaff

**Congratulations!**

Caregiver Chophey Lhano, a Tibetan immigrant, recently passed her US citizenship test. She did this while working full-time at one job, working part-time as a caregiver for IHSS consumers and taking care of her own family!

**Attention Alzheimer’s Caregivers**

The Alzheimer’s Association has a program called “Safe Return,” which provides an ID bracelet that people with memory impairments can wear in case they are lost or missing. The ID bracelet has an ID number that is placed into a national databank in order to help law enforcement when someone who is memory impaired is lost or found. This same ID bracelet is also available for caregivers of memory impaired people to wear. Call to find out more: 707-573-1201 or 1-800-660-1993. They can provide information materials in Spanish and five other languages.

**Atencion**

**Encargados de Personas con Alzheimer**

La Asociacion de Alzheimer tiene un programa que se llama, “Retorno Seguro”, que provee una pulsera o collar de identificacion que personas con perdida de la memoria pueden traer en caso que se extravia o se le encuentra. La pulsera o collar de identificacion (I.D.) tiene un numero de I.D. registrado que se envia a las autoridades locales y eso los ayuda cuando se encuentra a una persona con perdida de la memoria. Esta misma pulsera o collar de I.D. esta disponible para las personas que estan encargadas del cuidado de una persona con perdida de la memoria. Llame al 707-573-1210 o 1-800-660-1993 para saber mas de esta importante informacion. Ellos pueden proveer material informativo en Español y cinco idiomas mas.

**A Job Well Done**

The Public Authority Staff received a phone call from Eve Peterson, the daughter of IHSS consumer Hugh Shippey. Eve informed the staff that her father had died recently and she wanted the staff to know what an exceptional job his caregiver, Herlinda Rea did in taking care of her father. Eve stated “Herlinda took wonderful care of my father for a very long time. Every nurse that visited my father at home commented on how well taken care of my father was by Herlinda. My father and my family loved Herlinda and we felt lucky to have her as a caregiver.”

**Red Potato Salad**

Recipe found on the American Diabetes Association website and from the cookbook: “Cooking with the Diabetic Chef”.

- 4 quarts water
- 1 lb red potatoes
- 6 Tbsp diced red onion
- 1/2 cup diced celery
- 3 Tbsp lite mayonnaise
- 2 Tbsp Dijon mustard
- 1/2 tsp salt
- 1/2 black pepper
- 2 each chopped green onions

1. In a large pot, bring water to a boil. Add the potatoes. Return water to a simmer, cover, and cook for 15-20 minutes, or until done. Remove potatoes from water and let them cool.
2. Cut potatoes into quarters and place them in a large bowl. Add the next 6 ingredients and mix together gently. Refrigerate overnight. Garnish with chopped green onions.

**Nutritive values per serving**

6 servings ( yield 3 cups)						1 serving = 1/2 cup	
CHO	PRO	FAT	CAL	Fiber	Sodium	Chol	
(mg)	(g)	(g)		(g)	(mg)	(mg)	
3	2	3	110	2	587	3	

Food Exchanges / serving: 1 Starch, 1/2 Vegetable 1/2 Fat

Low sodium diets: Omit salt and substitute unsalted broth and canned vegetables.

**Noticias en Español**

by Olivia Sandoval

Para preguntas referentes a sus cheques o hojas de pago, el numero para llamar es al Departamento de Pago (707) 565-3172. Deje su nombre igual como esta en su hoja de pago y numero de telefono. Alguien revisara los mensajes de Lunes a Viernes y regresara su llamada.

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.

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

Disaster can strike quickly and without warning. What would you do if basic services—water, gas, electricity or telephones—were cut off? The best way to make your family and home safer is to be prepared *before* disaster strikes.

### **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 non-perishable, 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 non-prescription 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).*

## Swimming Safety the Red Cross

Summer is here and accidents can happen. Most water tragedies can be prevented, if everyone remembers the basic rules of water safety. Mike Espino, American Red Cross national health and safety expert, reminds families to follow safety tips for staying healthy and safe in or around the water:

- Learn to swim.
- Do not swim alone.
- Practice “reach supervision” (be within arm’s length of a child in case an emergency occurs)
- Know your child’s skills and limits.
- Outfit everyone with the proper gear.

**Always keep basic lifesaving equipment near by and know how to use it.**

- A first aid kit - should contain plastic face shields, which can help prevent disease transmission
- A cordless phone – allows you to make that 911 call and to receive calls without leaving the area
- A phone list with emergency contact information
- A reaching pole and a plastic ring buoy with a nylon line attached

*For more information on staying safe in and around the water contact the Sonoma County Chapter of the American Red Cross at 707-577-7600 or visit their web site: <http://sonomacounty.redcross.org>.*

continued from page 4

## 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, AED and community disaster education 707-577-7600.

## Heat Stroke the Mayo Clinic

Heatstroke is similar to heat cramps and heat exhaustion, usually accompanied by inadequate fluid intake. Older adults and people born with an impaired ability to sweat are at high risk of heatstroke. Other risk factors include dehydration, alcohol use, cardiovascular disease and certain medications.

The main sign of heatstroke is a markedly elevated body temperature (generally greater than 104° F) with changes in mental status ranging from personality changes to confusion and coma. Other signs and symptoms may include:

- Fainting, this may be the first sign in older adults
- Rapid heartbeat
- Rapid and shallow breathing
- Elevated or lowered blood pressure
- Cessation of sweating
- Irritability, confusion or unconsciousness

**If you suspect heatstroke:**

- Move the person out of the sun and into a shady or air-conditioned space.
- Dial 911 or call for emergency medical assistance.
- Cool the person by covering him or her with damp sheets or by spraying with cool water and direct air onto the person with a fan or newspaper.

**Note:** Alcohol will dehydrate beach goers, contributing to heat stroke.

*For more information visit: [www.mayoclinic.com](http://www.mayoclinic.com)*

**What's NOT covered by IHSS** by Diane Kaljian, Section Manager

IHSS social workers visit IHSS consumers to determine what services s/he is eligible to receive, and how many hours of service are authorized. When the consumer is approved for IHSS, s/he is given a **Notice of Action** (NOA) that describes the tasks and the number of hours of service authorized by IHSS. The IHSS program pays only for services authorized for the IHSS consumer. Caregivers, if asked to do work not authorized by IHSS, should politely decline the request.

**TASKS THAT ARE NOT AUTHORIZED:**

- ◆ **Yard work:** mowing the lawn, weeding, watering or other gardening tasks
- ◆ **Pet care** such as feeding, walking, grooming or bathing, cleaning cat litter boxes or bird cages
- ◆ **Transportation for recreational purposes** or of family/friends of the IHSS consumer
- ◆ **Cleaning or cooking for other family members**
- ◆ **Washing windows** inside or out
- ◆ **Home maintenance and/or repairs**
- ◆ **Helping with a move:** packing, boxing, wrapping household goods
- ◆ **Moving furniture**
- ◆ **Bill paying**
- ◆ **Anything else not on the list** of approved tasks on the Notice of Action

**Health and Dental Benefits**

**For Delta Dental Enrollees - Only**

Know the terms, limitations and maximums of your dental benefits. The calendar year maximum benefit is \$1000 and runs from January 1- December 31. The orthodontic benefit has a lifetime maximum of \$1000. Remember, pre-authorizations from Delta Dental are recommended.

Benefits are based on continuous enrollment. Beginning the first year, your benefits are limited to basic cleaning and simple restorations. Year 2 includes the addition of miscellaneous restorations, oral surgery and endodontics. It is not until year 3 (of continuous coverage) that benefits

include periodontics, crowns, jackets and cast restorations, prosthodontics and orthodontics.

If you have questions or need to find a Delta Dental dentist call 1-888-335-8227 or visit their website [www.deltadentalca.org](http://www.deltadentalca.org)

**KEEP ELIGIBLE FOR BENEFITS**

- **MEET MINIMUM WORK REQUIREMENT**  
65 hours per month for two consecutive months
- **TIMESHEETS DUE by 15th of each month**  
for the prior month's hours

If you do not have medical or dental benefits call Human Services (565-5200) to see if you qualify for MediCal or CMSP(County Medical Services Program). Alternative sources for health and dental care in Sonoma County:

**Redwood Community Health Coalition**

Cloverdale	894-4229	Copper Towers Family Medical Center
Healdsburg	433-5494	Alliance Medical Center
Guerneville	869-2849	Russian River Health Center
Occidental	874-2444	Occidental Area Health Center
Rohnert Park	(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
<u>Santa Rosa</u>		
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	
544-7526	Women's Health Program/Family Planning	
576-4100	Sutter Family Practice Center	
537-1171	Women's Health Specialists	

**St. Joseph Health Foundation**

546-5899	Medical Access Programs
547-2221	Dental Clinic
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 generally a \$10 incentive given to IHSS caregivers who complete each class. Continuing Education Credits (CEU's) 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.

**Friday, August 27th 1:00 - 4:00**

**Understanding HIV and Other Communicable Diseases** (3 CEUs) will be presented by Marcia Rogers, R.N. of the American Red Cross.

**Friday, September 24th 1:00 - 4:00**

**Staying Healthy Naturally: An Overview of Alternative Medicine** (3 CEUs) will be presented by Marcia Rogers, R.N. of the American Red Cross.

**Friday, October 29th 1:00 - 4:00**

**Understanding Stress, Depression and Mental Illness** (3 CEUs) will be presented by Marcia Rogers, R.N. of the American Red Cross.

## IHSS Payroll Information

Please be aware that Payroll is processing hundreds of timesheets the first three days after the pay period ends (1st, 2nd, 3rd and 16, 17, 18th of the month).

**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 Numbers

- (707) 565-5900 Ask for payroll
- (707) 545-3172 Español
- (707) 565-3154 Report work injury
- (707) 565-2896 Employment verification

### 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.

### **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

### August

- 16 IHSS Executive Committee Meeting
- 27 Training Class: *Understanding Aids (HIV) and Other Communicable Diseases*
- 30 Advisory Committee Meeting

**NOTE:** The Executive & Advisory Committee meetings have been changed from the 2nd and 4th weeks to the 3rd and the 5th weeks for August only.

### September

- 6 Labor Day Holiday the office is closed
- 13 IHSS Executive Committee Meeting
- 22 First day of Autumn
- 24 Training Class: *Staying Healthy Naturally: An Overview of Alternative Medicine*
- 27 Advisory Committee Meeting

### October

- 11 IHSS Executive Committee Meeting
- 25 Advisory Committee Meeting
- 29 Training Class: *Understanding Stress, Depression and Mental Illness*
- 31 Daylight Saving Time ends - turn back your clocks!

## Resources

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

**IHSS Payroll**  
(707) 565-5900

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

**IHSS Advisory Committee**  
(707) 565-5700

**Español**  
(707) 565-5707

**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, Local 250, Oakland**  
(800) 585-4250

**SEIU, Local 250, Santa Rosa**  
(707) 526-4825

**Visit our Web Site:**  
[www.sonomacounty-ihspa.org](http://www.sonomacounty-ihspa.org)

Phone: 707-565-5700

Fax: 707-565-5720

2280 Northpoint Parkway  
P. O. Box 1949  
Santa Rosa, CA 95402-1949

**Public Authority**  
Sonoma County  
In-Home Supportive Services



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