

# Consumer~Caregiver Connections



Volume 2 Issue 1  
Winter 2003/2004

Sonoma County In-Home Supportive Services

## Public Authority

### Training Opportunities and Resources by Michael Humphrey, Manager

The IHSS Public Authority is committed to providing training opportunities and informational resources to IHSS caregivers and consumers. The trainings and informational resources are intended to increase the knowledge and skills concerning caregiving issues and to improve the quality and stability of the IHSS caregiver/consumer relationship.

Over the past year, the Public Authority has provided monthly trainings on topics that support the needs and interests of caregivers and consumers. Specific topics included:

- ◆ Diabetes and Cardiac Disease
- ◆ Nutrition - Preventing and Managing Health Problems with Diet
- ◆ End of Life Care
- ◆ CPR (Cardiopulmonary Resuscitation)
- ◆ Traumatic Brain Injury and Stroke Management
- ◆ Management of Arthritis, Fibromyalgia, and Lower Back Pain
- ◆ Spinal Cord Injury, Multiple Sclerosis, and Cerebral Palsy
- ◆ Healthy Aging and Problems with Aging
- ◆ Elimination (bowel and bladder care)
- ◆ Dementia, Parkinson's and Alzheimer's

The total number of participants for the 2003 trainings was just over 250. Evaluations completed by the participants have been very positive. A couple of individual comments were: "I liked the warm, friendly people, knowledgeable trainer, and the good participation." "I can use the information in my caregiving." "The class was informative and educational. It was very well explained."

Please see page 7 for the list of classes offered in January, February and March 2004.

In an effort to share information and resources to all IHSS consumers and caregivers, the Public Authority began the distribution of a quarterly newsletter in July of 2003. The newsletter contains helpful information related to our monthly trainings, tips and advice on various topics, Public Authority Registry updates, insurance benefit updates for caregivers, web site suggestions, and the IHSS Advisory Committee.

The Public Authority is interested in making the monthly trainings and content of the newsletter as helpful and useful as possible. If you have comments or suggestions for improvement, please call the Public Authority office or send a letter.

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## 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 the fourth Monday** of each month. Time is set aside for **Public Comment** at the beginning of each meeting. At least once a year a Public Hearing is held, which is a time for you to speak up and lend your ideas. Meetings are held at **2160 Northpoint Parkway, Santa Rosa.**

### **Committee Members**

**Mary Bodily**

**Stacy Daniels**

**Paulene Goddard**

**Diane Kaljian**

*Ex-officio Member*

**Joann Keyston**

**Maureen Latimer**

*Secretary*

**Mary Raymond**

**M. Julia Regan**

**Marie White**

*Chair*

**Herb Willsmore**

*Vice-Chair*

## Noticias en Espanol

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.

Estamos en el proceso de traducir varias de las formas y aplicaciones que utiliza la Autoridad Publica al Espanol. Los mantendremos informados.

### **Our Apology**

We acknowledge the page number and placement mistakes in the fall issue. We hope you were not too confused with our pagination error. We will make every effort to avoid this problem in future issues.

**Thank you.**

## Updating Caregiver Information on the Registry

by John Chan, Registry Supervisor

All Registry caregivers - those who have passed their screening and have been accepted to the Registry - should call (565-5700) the Registry staff every month regarding their work availability. Report to us the times you are available, changes in phone number or address, and the types of work you are looking for. This lets the Registry know that you are still available to work and keeps you on the "active" status with our Registry.

If you are listed with the Registry and have not yet responded to our Registry Caregiver Response Form sent out in November, or have

not received it in the mail due to unreported address changes, you have been put on inactive status with the Registry. To re-activate your status, please call the Registry to report your availability immediately.

With the number of caregivers growing quickly in our Registry, one of the best ways you can increase your employment opportunities is to let the Registry know that you are actively searching for work and to keep your Registry information updated.

[Payroll also needs to know of changes in name, address and phone number.]

## **Bereavement & Grief Support**

**Memorial Hospice** provides grief support services to the community at large. Services include counseling for adults, grief support services for the Latino community and social gatherings for grief clients. Community education programs about grief and loss are provided throughout the year. For information contact: Memorial Hospice at 821 Mendocino Avenue, Santa Rosa, CA 95401, phone **(707) 568-1094**

**The Sutter VNA & Hospice Bereavement Program** offers individual and group support to those who have experienced a loss or are facing a life threatening illness. Programs are open to the public. For information and to register call **(707) 535-5780**.

Groups are held at Sutter VNA & Hospice, located at 1110 N. Dutton Ave., Santa Rosa. After 5:00 p.m. and on weekends, please ring the doorbell at the north entrance (marked).

Support groups are ongoing and offered at no fee. Schedules are subject to change. Individual grief counseling is also available.

### **Family & Caregiver Support Group**

Every Tuesday, 4:00 - 5:30 p.m. For adults whose loved one has a life-threatening illness

### **People in Grief**

Every Thursday 4:00 - 5:30 p.m.  
For people whose loved one has died.

### **Daughters' Grieving Their Mothers**

An 8 week group.  
Call to register for the next session.

### **Holiday Groups**

Support groups for coping with grief and loss on Mother's Day, Father's Day, Thanksgiving and Christmas holidays.

**Please remember, many others are also experiencing loss. You are not alone!**

## **Resources on the Web**

### **CAREGIVER WEB SITES**

Caregiving.com  
<http://www.caregiving.com/index.html>

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

### **CONSUMERS WEB SITES**

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

Disability Related Products/Services  
<http://www.makoa.org/cmpyinfo.htm>

Disability Resources on the Internet  
<http://www.disabilityresources.org/>

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

### **FINDING PHONE NUMBERS**

Here are two web sites that you can use to find telephone numbers.

[ANYWHO.com](http://www.anywho.com) (By AT&T - services include all USA Residential, Yellow Pages, Toll Free & Reverse Directory)

[SWITCHBOARD.com](http://www.switchboard.com) (Services include USA Residential, Yellow Pages and has a Map/Directions feature)

## Eritrea and It's People

by Nancy Manning

*[Caregivers on our Registry come from many diverse cultures and backgrounds. It is truly a multicultural Registry. This is a first in a series of articles about these diverse cultures. We hope it will help to bridge relationships. - ed]*

I am excited to share with you my own personal discover about one of the cultural groups on our Registry. They are the men and women of Eritrea. We now have 53 Eritreans on our registry and we are very happy they are with us. Many of our clients have been nurtured and cared for by these men and women. Some have even been brave enough to taste their spicy cooking!

Eritrea is located in Eastern Africa, along the Red Sea. It is bordered by Ethiopia and Sudan. The land varies from highlands, hilly rolling plain and descending coastal desert. Their natural resources are gold, potash, zinc, copper, salt, oil, natural gas and fish. Because Eritrea was first a colony of the British and then the Italians, it is no surprise that English is the National language. If a child was able to go to school, he was taught English, but surprisingly, there are 12 other languages spoken in Eritrea, including Arabic and Italian. The written language is a form of script, likened to Arabic or Chinese. Their religions were

influenced again by the British and Italian presence in their country. They practice the Roman Catholic, Muslim, Protestant and Coptic Christian religions.

Eritrea was awarded to Ethiopia in 1953. The Eritrean people were determined however to be independent. After almost forty years of war, they gained sovereignty in 1991. A border war erupted with Ethiopia in 1998 and UN peacekeeping goes on even now.

Like so many immigrant groups that have entered our American culture, many of the Eritrean caregivers are taking an active role in English classes, getting their driver's licenses, and becoming citizens. Many have responded to opportunities in our society with a strong work ethic and hope for the future for their children.

Personnaly, I am struck by the tenderness, smiles, and beauty of these people. I hope that sharing my self-discover and my heart will encourage you to work with these caregivers.

## Financial Management & Tax Planning Tools provided by Nancy Manning

Various legal tools and tax strategies exist that can help both you the person in your care. Financial management is not an activity to be taken without guidance of legal and tax experts. Here, we are simply alerting you to the terms and tools available to you. You should seek competent legal advise for your particular circumstances.

**WILL** - a legal document that describes how money and property is to be distributed after death. A will does not cover situations where the person is disabled or incapacitated; therefore, other legal papers are needed.

**LIVING TRUST** - a legal document that names someone (a trustee) to manage an individual's finances or assets. A trust includes instructions on how to manage assets and when to distribute them. It can also protect

assets from probate. Generally, the trust is activated if a person becomes incapacitated and is likely to make bad financial decisions.

**POWER OF ATTORNEY** - a document that names someone to make decisions about money and property in the event that someone is unable to make them any longer. It is suggested that a person have one power of attorney for financial management and a separate power of attorney for health care.

**REPRESENTATIVE PAYEE** - someone the Social Security Administration names to manage a person's Social Security benefits, when that person is unable to look after his/her own money and bill paying

**CONSERVATORSHIP** - a legal proceeding in which the court appoints an individual to handle another's finances when that person becomes unable to do so.



## A Note Worth Sharing

When Public Authority staff learn that someone has become a US Citizen, we send a card welcoming the new citizen. One caregiver responded with the following note, which we are reprinting with her permission.

*"Your congratulations card was a wonderful surprise for me. I never expect that. I'm go save this card on my diary forever, to remember that in my new country we are equal. That make me love this country and the people here more and more. In my country I was an old abused wife without expectation, here I'm somebody with a life, dreams, I work, I learn to drive. I thank you to make me welcome here, and thanks to all Americans ancestor, whose build this marvellous country that welcome us with open heart. Thank you."*

*Diciola Paixau*

*"If you find it in your heart to care for somebody else, you will have succeeded."*

Maya Angelou

*"Kindness is the language which the deaf can hear and the blind can see."*

Mark Twain



## IHSS Program Information

by Diane Kaljian, Section Manager

The Center for the Advanced Study of Aging Services report on "Family Caregivers in California" estimates that more than 1.5 million adults in California have physical or mental disabilities necessitating ongoing assistance with day-to-day activities. The In Home Supportive Services (IHSS) in Sonoma County documents 6,300 IHSS consumers and caregivers in the county and the elderly and disabled populations are increasing each year. Some interesting statistics follow.

### Caregiver Statewide Survey

- ◆ 76% Female
- ◆ 60 is the median age
- ◆ 78% live with patient
- ◆ 53% under the age of 65
- ◆ 18% quit their jobs to give care
- ◆ 42% reduced their work hours
- ◆ 69% said patient could not be left alone
- ◆ 49% unable to perform 3 out of 5 activities of dailing living (e.g., eating, bathing, dressing, transferring, doileting)
- ◆ \$20,000 - 25,999 is the median household income

The above numbers come from the Caregiver Resource Center (CRC) in a 2002 report.

The California Department of Aging ([www.aging.ca.gov](http://www.aging.ca.gov)) documented the Seniors and Caregivers information below.

### California Seniors

- ◆ With 3.3 million residents age 65 and over, California is home to the largest elderly population in the country, 10 percent more than Florida, which has the next greatest number
- ◆ By 2010, one in five Californians will be age 60 or over
- ◆ The fastest growing population group is age 85 and over
- ◆ One in 77 Californians are over 85 years old; that number will grow to 1 in 62 in 2010, and 1 in 34 by 2040

### California Caregivers

- ◆ Families in California provide 80% of all long-term care at home
- ◆ One in four households in California are involved in care giving (23% or 22.4 million)
- ◆ Nearly 85% of home care is provided by family or friends; 29% daughters, 23% wives; 13% husbands, and 9% sons.
- ◆ Between 20 to 40% of caregivers also have children under 18
- ◆ The average woman spends 17 years caring for children and 18 years caring for an elderly relative.

## Know Your Dental Benefits

The Benefits Department

### Delta Dental - Benefits and Covered Services

**You must be eligible to receive benefits and be enrolled in the program to be covered by our insurance plan. Co-share premiums are mandatory and failure to pay the premium can result in loss of coverage.**

How well do you know what is covered on the dental plan?

- ◆ Did you know root canals are not covered until the second year?
- ◆ Did you know crowns are not a covered benefit until the third year?

**It is your responsibility to know what your plan covers.**

There are three levels of coverage: first year, second year, and third year benefits. The tiered benefits increase the second and third (continuous) years of enrollment.

There is a new list of DPO participating dentists. The list was mailed to those enrolled in January. *Keep this information for future reference.* If you are enrolled in the Delta Dental plan and have not received this updated DPO list, call me at 565-5703 and request the Delta Dental DPO list.

Take care of your teeth; they are vital to your health and well being.

If you feel you are eligible for benefits and have not received a packet of information, call 565-5703. If you do not have health insurance and need assistance while waiting to be enrolled, contact the Economic Assistance Division through Human Services. This department has programs for individuals who economically qualify under Medi-Cal and the County Medical Services Program (CMSP). To learn about these programs, call 565-5200.

**KEEP ELIGIBLE  
MEET MINIMUM WORK REQUIREMENT  
65 hours per month for two consecutive months  
SUBMIT TIMESHEETS BY DEADLINE  
15th of each month**

#### Important Numbers

<b>(707) 565-5703</b>	IHSS Pubic Authority Benefits Enrollment & Eligibility
<b>(888) 838-5370</b>	Employees'/Employers' Dental & Medical Trust
<b>(800) 585-4250</b>	SEIU, Local 250, Oakland
<b>(707) 526-4825</b>	SEIU, Local 250, Santa Rosa
<b>(707) 565-5900</b>	IHSS Payroll

## 2003 Tax Forms

The Payroll Department

Along with the new year comes TAX season. Your 2003 W-2(s) will be mailed to you by January 31, 2004. It is important that we have your correct home address on record to avoid any delays in receipt of your W-2 form(s). It often takes two to three weeks for the post office to return undelivered W-2's to Sacramento; therefore duplicate reprints will not be available until the end of February 2004.

If you work for more than one client during the calendar year, you will receive a separate W-2 for each of your clients. Make sure you have contacted the Payroll Department and mentioned the name of each client when correcting your address. If you need to change your address,

please call Payroll before December 24th.

The Internal Revenue Services requires that you file and updated employee withholding allowance certificate (Form W-4) if your marital status or number of exemptions has changed since the last filing of your W-4. The Internal Revenue Services also requires that if you are eligible to get advance EIC payments for 2004, you must file a new W-5 form for the current year.

#### For further information contact:

- ◆ IHSS Payroll at 707-565-5900,
- ◆ Internal Revenue websit [www.irs.gov](http://www.irs.gov)
- ◆ Franchise Tax Board's website [www.ftb.ca.gov](http://www.ftb.ca.gov) or call 1-800-852-5711.



## Caregiver Training Opportunities



### CALL 565-5700 to Register for Classes & Video/Discussion

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. All classes are usually held from 1:00 p.m. to 4:00 p.m. on the last Friday of the month.

**Friday, January 30th 1:00 - 4:00**

Spinal Cord Injuries and Multiple Sclerosis

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

Traumatic Brain Injury and Stroke Management

**Friday, March 26th 1:00 - 4:00**

Management of Arthritis, Fibromyalgia, and Lower Back Pain

**Monthly videos** are usually shown on the last Thursday of the month from 1:30 to 2:30 p.m. and are followed by a group discussion at the Public Authority office: 2280 Northpoint Parkway.

**Thursday, January 29th 1:30 - 2:30**

At Home with Home Care

**Thursday, February 26th 1:30 - 2:30**

At Home with Homecare - Hands on Skills

**Thursday, March 25th 1:30 - 2:30**

At Home with Homecare - Essential Knowledge

## IHSS Payroll Information

by Diane Kaljian, Section Manager

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.

### Timesheets - Helpful Hints

- ◆ Always 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.

### 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 =	.0

### Turn in Timesheets on Time

- ◆ Paulin Building at lobby or drop box
- ◆ Northpoint drop box
- ◆ U.S. Mail
- ◆ Time sheets 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) 565-3190	Report work injury
(707) 565-2896	Employment verification

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

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

Phone: 707-565-5700

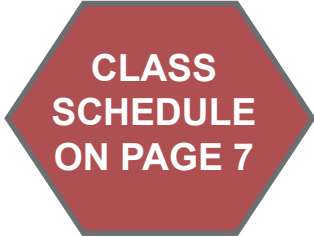
Fax: 707-565-5720



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**Visit our Web Site:**

**[www.sonomacounty-ihsspa.org](http://www.sonomacounty-ihsspa.org)**



**Mark your calendar**

<b>January</b>	<b>February</b>	<b>March</b>
01 New Year's Day	09 IHSS Executive Committee Meeting	08 IHSS Executive Committee Meeting
05 Resume regular work schedule	12 Lincoln's Birthday Office Closed	22 Advisory Committee Meeting
12 IHSS Executive Committee Meeting	16 President's Day Office Closed	25 Video & Discussion
19 Martin Luther King Day Office Closed	23 Advisory Committee Meeting	26 Training Class
26 Advisory Committee Meeting	26 Video & Discussion	
29 Video & Discussion	27 Training Class	
30 Training Class	29 Leap Year's extra day	

**Resources**

- IHSS Public Authority & Registry**  
(707) 565-5700  
(707) 565-5720 (fax)
- IHSS Program, Social Workers, and Payroll**  
(707) 565-5900  
(800) 938-9501
- IHSS Advisory Committee**  
(707) 565-5700
- Benefits Enrollment & Eligibility**  
(707) 565-5703
- Español**  
(707) 565-5707
- Urgent Substitute Provider Program (USPP)**  
(707) 565-5719  
(800) 601-4222