

Consumer~Caregiver Connections



Volume 3 Issue 1
Winter 2005

Bridging Working Relationships
Sonoma County In-Home Supportive Services

Public Authority

Caregivers Were Honored with a Day of Appreciation

Over 90 Sonoma County caregivers attended events in their honor on Monday, November 8th.



Senator Chesbro with a few caregivers

A morning reception featured Senator Wesley Chesbro who acknowledged the hard work and dedication it takes to be a caregiver. He shared personal experiences regarding the caregiving needs of members of his own family. The Senator mentioned that there would be tough budget times ahead. He thanked caregivers and IHSS consumers for their efforts to preserve the IHSS program budget this past year.

Dianne Edwards, Director of Sonoma County Human Services Department, briefly spoke 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.

Caregivers in attendance took time to thank Public Authority staff, County staff, IHSS Advisory Committee members and the guest speakers for

setting a day aside in their honor. Many told us that this was a first - taking time away from their caregiving responsibilities to be with their peers at a festive event. Some caregivers attend support group meetings and others attend classes which are very helpful, but we were told that having a whole day of events set aside for them was very special. They truly appreciated the morning speakers, the afternoon Laughter Workshop, the food, and even the flowers and decorations.

Our heartfelt thanks to Senator Chesbro, Dianne Edwards, and Joann Keyston for their participation during the morning reception; and to David Fraser, the Executive Director of Inland Caregiver Resource Center, who brought us an afternoon of *Laughter is the Best Medicine*. We sincerely thank all the caregivers who took time from their daily routine to attend the morning and/or afternoon events. And finally, we express our deep appreciation to all the agencies and services that sponsored these events.



Dianne Edwards shares a moment with Peter Tiernan of SEIU United Healthcare Workers West while others mingle.

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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 & program administration. Members are appointed by the Board of Supervisors. **Currently there is a consumer vacancy** (see insert). If you are interested in filling it, 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.**



Michael Humphrey, IHSS Public Authority Manager is circled by Advisory Committee members. From left, Joann Keyston, M. Julia Regan, Marie White, Maureen Latimer and Mary Raymond.

Committee Members

Mary Bodily
Paulene Goddard
Diane Kaljian
Ex-officio Member
Joann Keyston
Chair
Maureen Latimer
Mary Raymond
M. Julia Regan
Vice Chair
Marie White
Herb Willsmore
Secretary
Vacancy for a Consumer

Noticias en Español

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

Urgent Program Now Available on Weekends & Holidays

The Urgent Substitute Provider Program (USPP), which has only been available for call in requests on weekdays, is now available for call in requests on weekends and holidays. This service provides IHSS consumers with a substitute caregiver when their regular caregiver is temporarily unable to work. Services provided by USPP must be critical to the consumer's health and safety. Services include personal care, meal assistance, prescription medication delivery, and provisioning for fuel needed for cooking or heating.

Call: (800) 601-4222 or (707) 565-5719 to access USPP

For assistance Monday through Friday
Regular Service

Call: Phone number above. If you get voice mail, leave your name and number and a Registry Coordinator will return your call within the hour.

Staff Hours: 8:00 a.m. to 4:00 p.m. Monday through Friday. Evening and weekend service can be scheduled during these hours.

For assistance on Holidays & Weekends
Weekend and Holiday Service

Call: Phone number above. A voice mail message will give you the phone number of a Home Care Agency to call.

Agency Hours: 4:00 p.m. – 8:00 p.m. on the eve of a holiday, & Fridays evenings; 8:00 a.m. - 8:00 p.m. on Holidays, Saturdays & Sundays.

Web Site Resources That May be of Interest to You

Caregiver.com

<http://www.caregiver.com>

Caregivers-USA.org

<http://www.caregivers-usa.org>

Empowering Caregivers

<http://www.care-givers.com>

Family Caregiver of Alliance

<http://www.caregiver.org>

HEMOCARE Online

<http://www.nahc.org>

National Alliance for Caregiving

<http://www.caregiving.org>

National Family Caregiver Association

<http://www.nfcacares.org>

Alzheimer's Association of Northern California

<http://www.alznorcal.org>

American Diabetes Association

<http://www.diabetes.org>

American Heart Association

<http://www.americanheart.org>

Becoming Independent

<http://www.becomingindependent.org>

Community Resources for Independence

<http://www.cri-dove.org>

Council on Aging of Sonoma County

<http://www.councilonaging.com>

Sonoma County Area Agency on Aging

<http://www.socoaaa.org>

LASAGNA - a hearty choice for family suppers from American Diabetes Association

Lasagna is always popular. To help speed cooking time, use no-cook lasagna noodles instead of regular noodles. They work equally well and don't require any advance cooking—simply line the pan with raw noodles, layer with filling ingredients, cover, and bake.

Nutritive values per serving					
PRO (g)	FAT (g)	CAL	Fiber (g)	Sodium (mg)	Chol (mg)
28	11	303	3	620	100

Food Exchanges / serving: 1-1/2 Starch, 3 Meat Lean

Ingredients

1 lb lean ground beef
 3/4 cup chopped onions
 1 garlic clove, minced
 16 oz canned tomatoes, drained
 & coarsely chopped
 12 oz tomato paste
 2 tsp basil
 1 tsp oregano
 1-1/2 tsp salt
 8 oz lasagna noodles, uncooked
 3 cups low-fat ricotta cheese
 1/4 cup fresh, chopped parsley
 2 eggs or 1/2 cup egg substitute
 2 cups mozzarella cheese
 1/3 cup Parmesan cheese

Preparation Instructions

1. In a large skillet, brown the beef with the onion and garlic; drain well. Return the mixture to the skillet and add the tomatoes with liquid, the tomato paste, basil, oregano, and salt. Simmer, uncovered, for 30 minutes, stirring occasionally.
2. Preheat the oven to 350 degrees F.
3. Cook the lasagna noodles according to package directions. (Or use no-cook noodles to speed up the cooking time.)
4. In a small bowl, mix the ricotta cheese, parsley and eggs.
5. Spray a 9x13-inch baking pan with nonstick olive oil-flavored pan spray. Layer in half the noodles and half the cheese mixture, then the meat sauce, and then the mozzarella. Repeat layers with the remaining ingredients. Sprinkle the top with Parmesan cheese.
6. Bake for 35 to 45 minutes. Let stand 10 minutes before cutting into 12 rectangles (each about 3x3 inches).

The Caregiver Reception 11-08-04



Senator Chesbro speaks of his own experiences and family needs.



Over 90 people attended a day of events honoring Sonoma County Caregivers



Dianne Edwards addresses crowd



Carmen Puccini & Barbara Edmundson, Sonoma County Home Care Aides



Senator Chesbro with a few caregivers



Senator Chesbro with caregivers, sponsors and even some IHSS consumers.

House Cleaning Tips

Mary Ellen Pinkham host of HGTV's *TIPical Mary Ellen*

It takes constant attention to keep a home clean. We all know it is easier if there is a place for everything and everything is in its place. However, sometimes we are not able to keep up with daily chores. Here are a few ideas to make housework a little easier and a bit more efficient. And try to pick up as you go and keep things off the floor.

Cleaning Wood, Tile, and Linoleum

- **Black heel marks** - comes off with a pencil eraser
- **Tracked in tar** - use paste wax to remove
- **Wood floors** - spray water from a bottle and then mop up immediately (much quicker than using a wet mop)!

Removing stains on Carpets

- **Food stains** - scrape off excess food and apply warm water, then blot with white towels. Do not rub. Mix 1/2 teaspoon liquid dish detergent in 1 cup warm water. Spread it on the spot, let it soak for 5 minutes. Blot up. Rinse thoroughly, blotting until no moisture shows. Vacuum or brush to restore pile texture.
- **Coffee, tea or cola stains** - soak the area with 2 tablespoons white distilled vinegar to 1 quart of water. Blot, rinse and blot stain as above.
- **Chocolate stains** - use food stain technique first, then use the coffee stain technique.

In the Kitchen

- **Refrigerator doors** - clean with scrubbing bubbles bathroom cleaner, then wipe.
- **Dish Washing** - add 1 tablespoon baking soda to water with dish detergent to cut grease and keep hands soft. A tablespoon of bleach will discourage bacteria.
- **Microwave stains** - combine 1 tablespoon baking soda with 1 cup warm water in a glass dish. Allow mixture to boil in the microwave for several minutes. Wipe out stains.
- **Smelly garbage disposal** - spoon in 1/2 teaspoon of baking soda, followed by a dose of white vinegar. Let the disposal run briefly (but not too long without water).

In the Bathroom

- **Toilet bowl** - drop in 2 Alka Seltzer tablets or denture tablets and let sit for 20 minutes, then brush and flush.
- **Shower door** - wipe down with a damp sponge soaked in white vinegar. Buff with furniture or car wax to reduce deposits on the shower door.
- **Shower walls** - spray with a light bleach solution after each shower to prevent mold build-up on the grout.

IHSS Program Update

by Diane Kaljian, Section Manager

The IHSS program has seen a steady increase over the past two years. IHSS social workers have been handling more and more cases. In an effort to ease their work load the annual reassessment process has been reviewed. As a result, a Variable Assessment process was created which could extend the renewal period from 12 to 18 months.

Social workers will review each IHSS client file to see if the client meets specified criteria. If all criteria is met, the social worker may then submit a request to a supervisor for approval. Once approved, the IHSS client will be notified that their annual reassessment would be extended.

Only a small number of IHSS clients will qualify for the extension. However, the few who qualify will help to ease the load for all IHSS social workers.

This Variable Assessment process has no impact on services an IHSS client receives.

This is only a partial list of the Variable Assessment Criteria

- Client does not receive Advance Pay or Restaurant Meal Allowance
- Client does not have a Parent Provider or Spouse Provider
- Client has had at least one face-to-face reassessment since the initial program intake assessment.
- There has been no change in the client's supportive services needs within the previous 24 months.
- Client has had the same provider(s) for six months
- Client has not been hospitalized within the last three months.

Changes to the Health and Dental Benefits

The Sonoma County IHSS Public Authority and SEIU United Healthcare Workers West recently made changes to the benefits program. **The following changes apply to the health and dental benefits program.**

New Minimum Work Requirement for Benefit Eligibility

Effective January 1, 2005, the minimum number of hours worked in order to qualify or re-qualify for benefits increased from 65 hours for two consecutive months to 75 hours for three consecutive months. However, this change will have no immediate impact on Providers who either are receiving benefits or who are already on the waitlist as of February 28, 2005 (“65-hours exception”).

As long as providers in the “65-hours exception” group remain on the waitlist or enrolled in benefits, their minimum work requirement will remain at 65 hours per month. Should they be terminated from either benefits or the waitlist for any reason, they must meet the new minimum work requirements of 75 hours per month for three consecutive months to reestablish eligibility.

- **Total enrollment** increases to 630 providers for health and dental insurance.
- **Monthly Co-Share premium** increases \$1.00 for Kaiser. \$15 for Kaiser and \$6 for Delta Dental.

For Delta Dental Enrollees

- **Trying to Maximize your Dental Benefits?**
 - ➔ Know the terms, limitations and maximum of your dental benefit.
 - ➔ Remember to confirm that your dentist is still on the DPO list; the list changes.
 - ➔ Get extensive and “major” dental work preauthorized by Delta Dental so you know your financial responsibility before work begins.
- **Updated list of Delta Dental DPO Providers** available through Benefits Department (565-5703) or you can go on line at www.deltadentalca.org (by selecting these commands, “dentist directory”, “Delta Preferred Option (DPO/PPO)”, “Inside California”, identify desired city for search) .

Any provider who feels they qualify for benefits and has not received the enrollment packet should call the Public Authority benefits line at 565-5703.

Are You Without Insurance?

Kaiser has a reduced premium program “STEPS” for members previously enrolled in Kaiser within 6 out of the last 12 months. For more information, call Kaiser at (800)464-4000 or visit their website at www.kp.org to see if you qualify. Kaiser also offers individual plans.

If you do not have medical or dental benefits, call Human Services (565-5200) to see if you qualify for Medi-Cal or CMSP (County Medical Services Program).

KEEP ELIGIBLE FOR BENEFITS

- **MEET MINIMUM WORK REQUIREMENT**
75 hours per month for 3 consecutive months
- **TIMESHEETS DUE by 15th** of each month
for the prior month’s hours

Important Numbers

(707) 565-5703 IHSS PA Benefits & Enrollment
(707) 565-5900 IHSS Payroll
(800) 464-4000 Kaiser
(888) 335-8227 Delta Dental
(888) 838-5370 Dental & Medical Trust
 SEIU United Healthcare Workers West:
(800) 585-4250 Oakland; **(707) 526-4825** Santa Rosa

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 Units (CEUs) 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, February 25 1:00 - 4:00

Understanding and Managing Diabetes and Cardiovascular Disease

(3 CEUs) will be presented by Marcia Rogers, R.N. of the American Red Cross.

Friday, March 25 1:00 - 4:00

Elimination (Bowel and Bladder Care)

(3 CEUs) will be presented by Marcia Rogers, R.N. of the American Red Cross.

Friday, April 29 1:00 - 4:00

Understanding and Managing Alzheimer's Disease and Parkinson's Disease

(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) 565-2769 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

February

- 11 Office Closed for Lincoln's Birthday
- 14 IHSS Executive Committee Meeting
- 21 Office Closed for Washington's Birthday
- 25 Training Class: *Understanding and Managing Diabetes and Cardiovascular Disease*
- 28 Advisory Committee Meeting

March

- 10 IHSS Executive Committee Meeting
- 25 Training Class: *Elimination (Bowel and Bladder Care)*
- 28 Advisory Committee Meeting

April

- 11 IHSS Executive Committee Meeting
- 15 TAXES are DUE
- 25 Advisory Committee Meeting
- 29 Training Class: *Understanding and Managing Alzheimer's Disease and Parkinson's Disease*

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 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

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2280 Northpoint Parkway

Public Authority
Sonoma County
In-Home Supportive Services



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