

# Consumer~Caregiver Connections



Volume 3 Issue 3  
Summer/Fall 2005

Bridging Working Relationships  
Sonoma County In-Home Supportive Services

## Public Authority

### Bridging Working Relationships Between Consumers and Caregivers

Adapted from Orange County's *The Advisor*

#### EFFECTIVE WAYS OF COMMUNICATING

**Effective communication** is an essential key to a good relationship between a consumer and a caregiver. Positive, clear and respectful communications lead to cooperative and harmonious relationships between a caregiver and an IHSS consumer.

Following are some communication tips that could help you communicate more effectively.

**Avoid muddled messages.** Effective communication starts with a clear message. Think before you speak.

**Never be insulting.** Insults are ineffective. If you call people names, then they are unlikely to actually listen to what you have to say.

**Listen with understanding.** Try to see things from the other person's point of view, and sense how it feels to them.

**Give praise for good work.** Whenever possible tell someone they did a good job and that you appreciate their work.

**Be a good listener.** Good listeners do not interrupt. They allow people to finish speaking and give feedback so that they know you have heard what they said.

**Be assertive. Be respectful.** Avoid communicating aggressively. When you express your thoughts, feelings, and beliefs in ways that may humiliate, degrade, belittle or overpower the other person, you reduce the likelihood of creating healthy and long lasting relationships.

**Face confrontation with self-control.** If someone argues with you and loses their temper, you should be QUIETLY assertive. First, acknowledge what is being said by restating what you hear. Second, state your own point of view clearly and concisely with supporting evidence. Third, state what you want to happen next (move it forward).

**Seek information before acting.** Ask open ended questions using how, when, where and why. Avoid questions that can be answered with a "Yes" or "No." Finally, if you are going to criticize or discipline someone, always assume that you misunderstood the situation. Ask questions first, and then check the facts. This simple courtesy can save you from much embarrassment.

Remember that dependable, cooperative, harmonious, and long lasting relationships depend on effective and respectful communication.

**An apology is the super glue of life. It can repair just about anything. - Lynn Johnston**

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## 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. 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 are no meetings in July and December.

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*

## 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.

## Registry Update

by John Chan, Registry Supervisor

### Mandatory Background Checks

To insure the highest quality caregivers, the Registry under the guidance of the IHSS Advisory Committee has required that Registry caregivers go through several levels of background screening. These are:

1. Local court system screening
2. Work and personal reference checks
3. Social Security number and DMV checks
4. Interviewing
5. Fingerprinted state level Department of Justice screening (no cost to the applicants)

Fingerprinted state level checks have been mandated by our Registry since its inception in

October 2003. Recently, we required that all caregivers who entered the Registry before that date do fingerprint checks. Therefore all Registry caregivers, new and old, will have gone through all levels of the screening processes.

Once caregivers are qualified to become Registry caregivers, Registry Coordinators can begin referring them to appropriate IHSS consumers. Knowing that Registry caregivers have had a series of background checks helps IHSS consumers feel safe and secure with their Registry caregivers. Both caregivers and consumers benefit from the sense of safety and trust created by the screening processes.

## IHSS Program Update

by Carol Rex, Program Manager

### NEW “CAREGIVER START” LINE

Call it when a caregiver starts working for an IHSS consumer.

There is a new telephone line that has been set up just to take information when a caregiver starts a new job with an IHSS consumer. The new “**Caregiver Start Line**” telephone number is **565-5716**. Please call this number, *not payroll*, to report that a caregiver has accepted a new job or the IHSS consumer has hired a new caregiver.

When you call, be ready with the following information:

1. The caregiver’s name exactly as it appears on the social security card
2. The caregiver’s mailing address and phone number
3. The caregiver’s social security number
4. The caregiver’s birth date
5. The IHSS consumer’s name and if the caregiver and consumer are related
6. The start date that the caregiver will begin working for this consumer

Once we have this information, we will mail the caregiver a *Provider Enrollment Form*. When we receive the *Provider Enrollment Form* back, we will generate the timesheet(s) and mail them to the caregiver.

We hope this new system will speed up the time between when you report a new job or a new caregiver and when the caregiver gets the first timesheet.

Please direct your questions to the new **Caregiver Start Line 565-5716** until the caregiver receives timesheets. Payroll can answer questions after the caregiver has received timesheets.

#### USPP on Monday - Friday 8:00am - 4:00 pm

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

### PAYROLL HAS A NEW PHONE NUMBER

Did you know that Payroll processes over 8,000 timesheets every month? At the same time they respond to hundreds of requests or questions from consumers, caregivers, social workers and registry coordinators. In an effort to address your requests and questions, we have created more efficient ways to contact payroll.

You can reach IHSS payroll two new ways:

1. IHSS Payroll has a new telephone number. The new number is **565-2852**. When you call payroll you will be able to stay on the line to speak to a staff person. Our goal is to provide a quicker response to your questions.
2. You can also reach the payroll unit using e-mail. The new e-mail address is **ihsspay@schsd.org**. To protect your confidentiality, you will need to answer the following questions when requesting personal information.
  - Caregiver’s first and last name
  - Caregiver’s date of birth (month/day/year)
  - The last 4 digits of the caregiver’s social security number
  - The first and last name of the IHSS consumer for whom the caregiver works.

*Personal information* is anything to do with a caregiver’s paycheck, timesheet, address, or telephone number.

### Urgent Substitute Provider Program Phone Numbers: 707-565-5719 or 1-800-601-4222

#### USPP on Holidays and Weekends

A voice mail message will give you the phone number of a home care agency to call. You will reach this message 4:00 p.m. – 8:00 p.m. on the eve of a holiday and Friday evenings; and from 8:00 a.m. to 8:00 p.m. on Holidays, Saturdays, and Sundays.

## Earthquakes and You

from the FEMA website (<http://www.fema.gov/hazards>)

### What to do before, during and after an earthquake

California has recently experienced a number of noticeable earthquakes. They strike suddenly, violently and without warning. Identifying potential hazards ahead of time and advance planning can reduce the dangers of serious injury or loss of life from an earthquake.

#### BEFORE AN EARTHQUAKE STRIKES

##### Check for hazards in the home.

- Place large, heavy or breakable objects on lower shelves.
- Hang heavy items away from beds, couches, and anywhere people sit.
- Repair defective electrical wiring and leaky gas connections.
- Secure a water heater by strapping it to the wall studs and bolting it to the floor.

##### Identify safe places in & out of the house.

- Under sturdy furniture (heavy desk or table).
- Against an inside wall.
- Away from glass windows, mirrors, etc.
- Away from furniture that could fall over.
- In the open, away from buildings, trees, etc.

##### Have disaster supplies on hand.

- Flashlight and extra batteries
- Portable radio and extra batteries
- First aid kit and manual
- Emergency food and water
- Non-electric can opener
- Essential medicines
- Cash and credit cards
- Sturdy shoes

##### Develop an emergency communication plan.

In case family members are separated from one another during an earthquake, develop a plan for reuniting after the disaster. Ask an out-of-state relative or friend to serve as the “family contact.” Make sure everyone in the family knows the name, address, and phone number of the contact person.

#### DURING AN EARTHQUAKE

##### If indoors:

- Take cover under a piece of heavy furniture or against an inside wall and hold on.
- Stay inside.

##### If outdoors:

- Move into the open, away from buildings, street lights, and utility wires.
- Once in the open, stay there until quaking stops.

##### If in a moving vehicle:

- Stop quickly and stay in the vehicle.
- Move to a clear area away from buildings, trees, overpasses, or utility wires.
- Avoid bridges or ramps that might have been damaged by the quake.

#### AFTER AN EARTHQUAKE

##### Look around you and move carefully.

- Be prepared for aftershocks. Although smaller than the main shock, aftershocks cause additional damage and may bring weakened structures down.
- Help injured or trapped persons.
- Give first aid where appropriate. Do not move seriously injured persons unless they are in immediate danger of further injury. Call for help.
- Listen to a battery-operated radio or television for the latest emergency information.
- Remember to help your neighbors who may require special assistance—infants, the elderly, and people with disabilities.
- Return home only when authorities say it is safe.
- Use the telephone only for emergency calls.
- Clean up spilled medicines, bleaches or gasoline or other flammable liquids immediately.
- Open closet and cupboard doors cautiously.

For additional information, contact the Sonoma County Department of Emergency Services office at (707)-565-1152 or the local chapter of the American Red Cross at (707) 577-7600. For information on earthquakes contact The USGS Earthquake site <http://quake.wr.usgs.gov/>

## Summer Sun Safety

source: American Cancer Society, Inc. © 2005 All rights reserved.

Active people, especially those with fair skin, who spend a lot of time outdoors, have a higher risk of developing skin cancer. Melanoma is the most serious skin cancer and will affect about 60,000 people this year.

The key to staying fit and sun safe during the summer months is planning activities for the early morning or late afternoon. The sun's rays are most harmful between 10 a.m. to 4 p.m.

Some excellent early morning outdoor activities include: swimming, hiking, kayaking, jogging and walking. Late afternoon and early evening activities could include tennis and other sports played on lighted courts or fields.

During the midday hours, exercise activities should either be planned for indoors or proper steps should be taken to be sun safe. Gyms are the obvious choice for getting in shape while staying out of the sun. Most gyms offer a wide variety of indoor activities, including weight training, aerobics, swimming, racquetball, and more.

Outdoor activities, such as gardening, can be made sun safe by covering as much skin as possible, especially arms, legs, and torso. For maximum protection against harmful UV rays, wear a hat with a wide brim and sunglasses. A sunscreen with a sun protection factor (SPF) of 15 or higher should be reapplied throughout the day.

For more information about sun safety and skin cancer, contact the American Cancer Society at 1-800-ACS-2345 or visit <http://www.cancer.org>.

## Heat and Your Health

There are predictions for a hot summer. Remember to drink lots of water and keep as cool as possible. Watch for signs of heatstroke (elevated body temperature with personality changes or confusion and coma).

**If you suspect heatstroke** move the person out of the sun, dial 911 and cool the person with damp sheets or by spraying them with cool water.

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

## Greek Pasta Salad

Number of servings: 6

Serving Size: 1 cup

### Preparation Instructions

1. In a small bowl, add the balsamic vinegar. Whisk the olive oil in slowly until it is thoroughly combined. Add the garlic, oregano, mint and black pepper.
2. In a separate bowl, combine the cooled pasta with the remaining ingredients. Pour the vinaigrette over the pasta and toss until well-coated. Refrigerate for 1 hour before serving.

### Ingredients

|         |                        |         |                                    |
|---------|------------------------|---------|------------------------------------|
| 3 Tbsp  | balsamic vinegar       | 12      | cherry tomatoes, cut and quartered |
| 1/3 cup | extra-virgin olive oil | 1/2     | red onion, sliced                  |
| 2/4 tsp | garlic cloves, minced  | 1/2     | seedless cucumber, diced           |
| 3/4 tsp | fresh oregano, chopped | 1/2 cup | Greek olives, pitted               |
| 3/4 tsp | fresh mint, chopped    |         |                                    |
| 1/4 tsp | black pepper           |         |                                    |

### Nutritive values per serving

| PRO<br>(g) | FAT<br>(g) | CAL | Fiber<br>(g) | Sodium<br>(mg) | Chol<br>(mg) |
|------------|------------|-----|--------------|----------------|--------------|
| 6          | 29         | 429 | 2            | 100            | 0            |

Food Exchanges /serving: 2 Starch, 1/2 Vegetable, 5-1/2 Fat.

From: *Cooking with the Diabetic Chef*, by Chris Smith and published by the American Diabetes Association

**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 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 565-5703.**

**New Minimum Work Requirement for Providers Newly Enrolling on the Waitlist**

Effective January 1, 2005, the minimum number of hours worked in order to qualify for benefits is 75 hours for three consecutive months.

**Frequently Asked Questions (FAQ)**

**I just lost my benefits; it will be 11 months before I can get back on the waitlist. The insurance premium on COBRA is too expensive for me, where can I get medical care?** You have several options:

1. If you were enrolled in Kaiser for six months before you lost your benefits and there was not a break in your coverage, you should 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 Kaiser 1-800-464-4000.
2. Call Medi-Cal/CMSP office 565-5200 to see if you qualify for either program.
3. Call individual insurance companies and inquire about various plans: Blue Shield 1-800-431-2809 ([www.blueshieldca.com](http://www.blueshieldca.com)), Blue Cross 1-800-777-6000 ([www.bluecrossca.com](http://www.bluecrossca.com)), Health Net 1-800-909-3447 ([www.healthnet.com](http://www.healthnet.com)), Kaiser 1-800-464-4000 ([www.kaiserpermanente.org](http://www.kaiserpermanente.org)), etc.
4. Use clinics that participate in a sliding fee scale for people without insurance who are income qualified. Redwood Community Health Coalition 778-7942. See the list below.

**I was enrolled in benefits at the 65 hour requirement. Do I have to increase my hours to 75 to remain eligible?** No. Providers enrolled on the waitlist by February 2005 (reviewing November and December 2004 hours) will remain at the 65-hour eligibility requirement for as long as they remain enrolled in the PA benefits program, without a break in coverage. When a provider is terminated from benefits, they have a 6-month disqualifying period before they may begin to re-establish eligibility under the new minimum work requirements of 75 hours per month for three consecutive months.

**Redwood Community Health Coalition**

**Dental & Health Care, Wellness Check-up, Immunizations**

|              |                |   |
|--------------|----------------|---|
| Cloverdale   | 894-4229       | Copper Towers Family Medical Center (dental)                  |
| Healdsburg   | 433-5494       | Alliance Medical Center (dental)                              |
| Guerneville  | 869-2849       | Russian River Health Center (dental)                          |
| Occidental   | 874-2444       | Occidental Area Health Center                                 |
| Rohnert Park | 1-800-967-7526 | Planned Parenthood Golden Gate                                |
| Sonoma       | 939-6070       | Sonoma Valley Community Health Center                         |
| Petaluma     | 763-7005       | Petaluma Health Center ~ Centro de Salud de Petaluma (dental) |

**Santa Rosa**

|          |  |
|----------|--|
| 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 (dental) |
| 544-7526 | Women's Health Program/Family Planning     |
| 576-4100 | Sutter Family Practice Center              |

**St. Joseph Health Foundation**

|          |                           |
|----------|---------------------------|
| 546-5899 | Medical Access Programs   |
| 547-2221 | Dental Clinic (dental)    |
| 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 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, August 26 1:00 - 4:00**

#### **Caring for Someone with Spinal Cord Injury or Multiple Sclerosis**

(3 CEUs) Presented by Marcia Rogers, R.N.

#### **Friday, September 30 1:00 - 4:00**

#### **Basic First Aid & Home Safety: Protecting Yourself & Your Client**

(3 CEUs) Presented by Marcia Rogers, R.N.

#### **Friday, October 28 1:00 - 4:00**

#### **Preventing Back Injuries: Lifting Techniques, Transfers and Other Body Mechanics**

(3 CEUs) Presented by Marcia Rogers, R.N. Also covered: Managing back pain, arthritis and fibromyalgia.

## IHSS Payroll Information

**Please be aware that Payroll processes over 2000 timesheets in the first three days after the pay period ends (1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> and 16<sup>th</sup>, 17<sup>th</sup>, 18<sup>th</sup> of the month – or the next days if those are weekends). 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 Number

**(707) 565-2852**

### Caregiver Start-up Line

**(707) 565-5716**

### 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.
- ◆ Do not claim more than 60% of the monthly hours in the first half of the month. To figure 60%, multiply the hours for the whole month by .6 – (point 6).
- ◆ Do not claim more than 12 hours per day unless you have permission from the social worker.

### **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  | September   | October   |
|---|---|---|
| 2 Senior Day at the Fair  | 5 Labor Day Holiday<br>Office Closed  | 10 IHSS Executive<br>Committee Meeting  |
| 8 IHSS Executive<br>Committee Meeting   | 12 IHSS Executive<br>Committee Meeting  | 24 IHSS Advisory<br>Committee Meeting   |
| 23 IHSS Advisory<br>Committee Meeting   | 26 IHSS Advisory<br>Committee Meeting   | 28 Training Class:<br><i>Preventing Back<br/>Injuries: Lifting<br/>Techniques,<br/>Transfers and Other<br/>Body Mechanics</i> |
| 26 Training Class:<br><i>Caring for Someone<br/>with Spinal Cord Injury<br/>or Multiple Sclerosis</i> | 30 Training Class:<br><i>Basic First Aid and<br/>Home Safety:<br/>Protecting Yourself<br/>and Your Client</i> |   |

### Save the Date:

**November 14, 2005 for  
Caregiver Recognition Events**

## 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](http://www.sonomacounty-ihspa.org)

Fax: 707-565-5720

Phone: 707-565-5700

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**Public Authority**

In-Home Supportive Services  
Sonoma County



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STANDARD U.S.  
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