

Mark your calendar

February	March	April
12 Holiday Office Closed	11 Daylight Savings Begins -Turn clocks one hour ahead	9 IHSS Executive Committee Meeting
13 IHSS Executive Committee Meeting	12 IHSS Executive Committee Meeting	16 Tax Deadline
19 Holiday Office Closed	26 IHSS Advisory Committee Meeting	23 IHSS Advisory Committee Meeting
23 Training Class: <i>Caring for someone with Spinal Cord Injury of Multiple Sclerosis</i>	30 Training Class: <i>Basic First Aid & Home Safety: Protectiong Yourself & Your client</i>	27 Training Class: <i>Preventing Back Injuries: Lifting Techniques, Transfers & Other Body Mechanics</i>
26 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

Consumer~Caregiver Connections



Bridging Working Relationships

Volume 5 Issue 1
Winter/Spring 2007

Sonoma County In-Home Supportive Services

Public Authority

Sonoma County Caregivers were Honored in November

The third annual Caregiver Recognition Reception featured **Supervisor Mike Kerns** who acknowledged caregivers for their hard work and dedication. The Board of Supervisors proclaimed the 2nd week of November to be **In-Home Supportive Services Home Care Worker Recognition Week**. The Board also proclaimed November to be **Family Caregivers' Month**.

Supervisor Kerns recognized and commended the contributions of Sonoma County caregivers who give their time, patience, care, and support to their families, IHSS consumers and the community.

Robin Schaeff, Director of the Adult and Aging Division, spoke briefly to the caregivers gathered. She expressed the County's gratitude 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.

Michael Humphrey, IHSS Public Authority Manager, honored three caregivers who demonstrated a firm commitment to increasing their caregiving knowledge and skills. They each attended 10 or more classes in the past year and were recognized with a Certificate of Achievement and a

certificate to a restaurant. **Flora Lopez, Dmitriy Lubinskiy, and Carmen Marin** each expressed appreciation for the training program. They are reminders for us to take time to thank and honor the caregivers in our lives!



Supervisor Kerns with special honorees

Joann Keyston, Vice-Chair of the IHSS Advisory Committee, spoke on behalf of the Committee Members. She thanked all IHSS caregivers for their continued commitment to serve the IHSS Consumers in Sonoma County.

It was a privilege to have **Elaine Whitefeather**, as our afternoon workshop speaker. Her presentation, "**You Matter**," was filled with stories, wisdom, and wonderfully helpful tips that everyone could apply to their daily caregiving.

Hearts were touched and eyes were tear filled as the day progressed. Light hearted



moments brought nods and chuckles from everyone. Over 60 people felt renewed and better prepared for the next day of giving care to a loved one or an IHSS consumer.

Our sincere appreciation to Supervisor Mike Kerns, Robin Schaeff, Joann Keyston and Michael Humphrey for their participation in the morning's events; and to **Redwood Caregiver Resource Center** for introducing us to Elaine Whitefeather who led the afternoon workshop. We also add our thanks to all who took time to attend these events.

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Visit our Web Site:
www.sonomacounty-ihsspa.org

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Phone: 707-565-5700

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Sonoma County
In-Home Supportive Services
Public Authority

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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

“You get the best out of others when you give the best of yourself.”

-Harry Firestone

Treat everyone with politeness, even those who are rude to you - not because they are nice, because you are.

— Anonymous

Registry Update

by John Chan, Registry Supervisor

All Registry Caregivers: Please Update Your Information!

Registry caregivers who are looking for work, should check in with the Registry at least once a month. It is particularly important to call in with any of the following changes:

- ◆ Days & hours you are available for more work
- ◆ New or corrected address or telephone number
- ◆ Where, within the County, you are willing to work

With updated and accurate information, you will increase your chances of getting job referrals that are appropriate for your schedule and availability. Your calls will also help your Registry Coordinator get to know you better and to keep you in mind for suitable job referrals.

Periodically the Registry does send out notices for caregivers to update information. However, if you are looking for work, call your Registry Coordinator every other week so she can get to know you better. To update your information, please call 565-5700 and ask for your assigned Registry Coordinator.

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. 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, and December.

We are currently recruiting for a consumer position. If interested, 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. Meetings are held in the Adult and Aging Conference Center at 2160 Northpoint Parkway (off Stony Point Road) in Santa Rosa.

Committee Members

Mary Bodily

Stan Gow
Secretary

Diane Kaljian
Ex-officio Member

Joann Keyston
Vice Chair

Maureen Latimer
Chair

Michael Naughton

Mary Raymond

Marie White

Sachiko Williams

Herb Willsmore

“I don’t know what your destiny will be, but one thing I do know: the only ones among you who will be really happy are those who have sought and found how to serve.”

-Albert Schweitzer

Caregivers, remember to call payroll at 565-2852 to report on-the-job injuries.

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. Classes are free to all caregivers and consumers. There is a cash incentive given to IHSS caregivers who complete each class. Classes are held from 1:00 p.m. to 4:00 p.m. on the last Friday of the month.

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. Please make your check out to the American Red Cross.

Marcia Rogers, RN, BSN, MA (of the American Red Cross) will be the instructor for the classes listed below:

February 23rd (3 CEUs) 1:00 - 4:00

Caring for someone with Spinal Cord Injury or Multiple Sclerosis

March 30th (3 CEUs) 1:00 - 4:00

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

April 27th (3 CEUs) 1:00 - 4:00

Preventing Back Injuries: Lifting Techniques, Transfers & Other Body Mechanics

Other Learning Opportunities

American Red Cross offers a variety of CEU courses. Call 707-577-7600.

Redwood Caregiver Resource Center offers classes with caregivers in mind. Please call 707-542-0282 for more information.

Kaiser Santa Rosa Medical Center is offering Wellness through Life’s End on Tuesday, March 27th from 3:30 - 5:30 pm. In this class you will learn how to plan for and navigate the journey through life’s end in a manner consistent with individual values and wishes. It is free and open to the public. Registration is required: call 571-4167 or 566-5277.

IHSS Payroll Information

Payroll Line

(707) 565-2852

New Caregiver Start-up Line

(707) 565-5716

Report On-the-Job Injuries

(707) 565-5716

Important Reminder

If you are a Registry Caregiver call both IHSS Payroll Unit (707) 565-2852 IHSS Public Authority (707) 565-5700 with changes of name, address and/or telephone number.

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

Payroll processes over 2,000 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.

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.

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 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 1-800-464-4000.
2. Call the Economic Assistance office 565-5200 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

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	559-7500	Petaluma Health Center ~ Centro de Salud de Petaluma (dental)

Santa Rosa	578-1700	Common Woman's Health Project	St. Joseph Health System - Sonoma Cty
	521-4545	Sonoma County Indian Health Project	546-5899 Community Health
	578-2005	Roseland's Children's Health Center	547-2221 Dental Clinic (dental)
	565-4820	Sonoma County Public Health Clinics	547-2149 Children's Health
	547-2222	Southwest Community Health Center (dental)	524-2477 Mobile Health Clinic
		(528-5770 Elsie Allen Health Center)	546-3199 House Calls Program
	576-4100	Sutter Family Practice Center	

What is Share of Cost?

by Carol Rex, IHSS Program Manager

A small number of IHSS clients pay a monthly expense out of their own pocket toward their Medi-Cal benefits. This is called having a "share of cost". **If you are an IHSS caregiver working for an employer (the IHSS client) with a share of cost, this is how it works:**

1. Your employer (the IHSS client) pays their share-of-cost by paying for any needed Medi-Cal services. These services may include deductibles for doctors' visits, prescriptions and/or paying you for IHSS caregiver services.

2. Shortly after sending in your timesheet, both you and the IHSS client will receive a letter stating the amount of the share of cost payment. This is the amount that is to be paid directly to you by your employer.
3. You will also receive a paycheck in the mail if money is owed you beyond the share-of-cost amount. The paycheck will be for wages owed to you minus the share-of-cost amount to be paid to you directly by your employer.

If you are a **Registry Caregiver** and experience difficulty with the share-of-cost process call the Public Authority at 565-5700. **Non-Registry Caregivers** may contact your employer's IHSS social worker at 707-565-5900.

Tips for Caregivers



Elaine Whitefeather

"You Matter" was the topic of the Caregiver Recognition workshop last November. **Elaine Muyami Whitefeather** presented

practical ways that caregivers could find moments in their busy days. She pointed out that if caregivers do not take time to care for themselves, they will wear down and can eventually burn out. Caregivers will be too tired to take good care of their employers and/or loved ones.

Elaine talked about honor and respect. She spoke about filling our "bowl" with units of energy during

the day so when we wake up in the morning there is something in the "bowl" to get us started. Workshop attendees recognized the truth in her words. Sometimes we go to bed so tired we can't imagine having enough energy to get up the next day and begin the same routine again.

The practical suggestions included eating your meal before you help someone else with their meal. In that way you will have more energy and more patience. The same is true when getting someone dressed or prepared for their day.

Elaine also talked about gratitude, forgiveness and, deep breathing. She explained that all

three can help us refocus our energy and help us gain control of our emotions or a situation. Elaine's words of wisdom were deeply appreciated by everyone there.

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

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 Jueves de 8:30 a.m. – 1:30 p.m.

Claim the Tax Benefits You've Earned

The **Earned Income Credit (EIC)** is a tax credit for people who work, but do not earn high incomes. For eligible taxpayers, EIC is a valuable tool to lower your taxes or to claim a refund. You must meet certain requirements and file a tax return, even if you did not earn enough money to have to file a tax return. You could be eligible!

EIC won't count as income when you apply for or renew benefits like food stamps, SSI, Medi-Cal, cash assistance, or public housing. Some benefit programs may have a limit on how long your can keep your refund in a bank account.



- ◆ Did you work in 2006? Were you raising one child in your home in 2006? Did your family earn less than \$32,001?* You could get an EIC up to **\$2,747**.
- ◆ Were you raising more than one child in your home in 2006? Did your family earn less than \$36,348?* You could get an EIC of up to **\$4,536**.
- ◆ If you were not raising a child, did you earn less than \$12,100* in 2006? Were you between the ages of 25 and 64? You could get an EIC up to **\$412**.

* If you are married, the income limit is \$2,000 higher than this amount.

The W-2 Forms

- ☒ The State has until **January 31, 2007** to mail out all the W-2 forms. Please allow **10 business days** for delivery.
- ☒ Requests for **replacements or duplicate W-2** forms can be taken beginning February 15th.
- ☒ If you work for more than one IHSS Consumer, you will receive **one W-2 form for each IHSS Consumer**.
- ☒ **Keep all your W-2** forms in a safe place until it is time to file your taxes.
- ☒ Make sure the Payroll Department has your **current and complete address** on file.
- ☒ If you moved, worked only part of the year, or are not currently working, update the Payroll Department with your address, and status.
- ☒ Remember to **file your taxes on or before Monday, April 16th**.
- ☒ For additional information call the **Internal Revenue Service at 1-800-829-1040**.

Free Help with Your Tax Returns

Get free help filing your tax returns and Earned Income Tax Credit forms. The Internal Revenue Service and the Franchise Tax Board jointly sponsor two programs to offer free tax help if you qualify. Trained community volunteers provide free tax return preparation assistance, and help with special credits.

- ☒ **Volunteer Income Tax Assistance (VITA) Services:** offers free tax help to people who make a certain income (under \$40,000) or who have special needs. Phone 1-800-829-1040 to find the nearest VITA site.
- ☒ **Tax Counseling for the Elderly (TCE) Program:** offers free tax help to people age 60 and older and/or low income. As part of TCE, trained and certified **AARP Tax-Aid Volunteers** offer free tax help between February 1 and April 15. Check with the Senior Center closest to you.

For information call: **IRS at 1-800-829-1040** or go to **www.ftb.ca.gov**.

Safety Tips

When to call 9-1-1

Sometimes it is hard to know when to call for help. Here is a list of some physical conditions that require emergency services:

- ◆ Severe bleeding
- ◆ Seizure
- ◆ Paralysis
- ◆ Vomiting blood or bleeding from the rectum
- ◆ Possible broken bones after a fall
- ◆ Slurred speech
- ◆ Persistent pressure or severe pain in the abdomen
- ◆ Difficulty breathing
- ◆ No pulse and no breathing
- ◆ Chest pain or pressure in the chest
- ◆ Particular danger signs associated with a heart attack include: radiating pain from the chest down into the arms, up the neck to the jaw, and into the back; crushing, squeezing chest pain or heavy pressure in the chest, shortness of breath, excessive sweating, bluish and pale skin, nausea, vomiting, and weakness.

Emergency Preparedness

As we enter late winter and early spring we face our annual concerns about flooding, earthquakes, and other natural disasters. We must also be prepared for illnesses and epidemics that can drastically change our daily living routines.



The following are five important first steps for a caregiver to do with an IHSS client/consumer when working on a disaster plan:

- ◆ Assemble a Disaster Supplies Kit
- ◆ Identify someone to check on the IHSS client if the caregiver is not available.
- ◆ Write down important emergency contact and health information
- ◆ Know how and where to shut off the gas, water and electric utilities
- ◆ Designate an "out-of-area contact" whom both you and the consumer can contact in case phone lines are down in the area

The "Keep-it-Clean" Plan

from RealSimple.com

The following room-by-room to-do lists will help you get the work done quickly and efficiently.

Bathroom

- ◆ Wipe out the sink
- ◆ Wipe the toilet seat and rim
- ◆ Swish the toilet bowl with a brush
- ◆ Wipe the mirror and faucet
- ◆ Squeegee the shower door
- ◆ Spray shower & curtain liner with a shower mist after use

Bedroom

- ◆ Make the bed
- ◆ Fold or hang clothing and put away jewelry
- ◆ Straighten out the night-table surface



Kitchen

- ◆ Wipe down sink after doing dishes or loading the dishwasher
- ◆ Wipe down the stove top
- ◆ Wipe down the counters
- ◆ Sweep, Swiffer or vacuum the floor

Family Room/Living Room

- ◆ Pick up crumbs and dust bunnies with a handheld vacuum
- ◆ Fluff the cushions and fold throws after use
- ◆ Wipe tabletops, cabinets and bookcases when you see fingerprints
- ◆ Straighten coffee-table books and magazines.
- ◆ Throw out newspapers
- ◆ Put away CDs, DVDs and videos