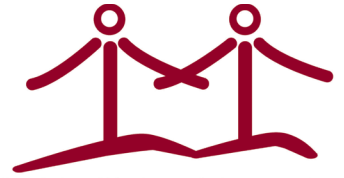


Consumer~Caregiver Connections



Volume 6 Issue 1
Winter/Spring 2008

Bridging Working Relationships
Sonoma County In-Home Supportive Services

Public Authority

Caregivers Honored in 2007

The 4th Annual Caregiver Recognition acknowledged caregivers for their hard work and dedication in late November. The day began with a reception, and ended with an afternoon workshop.

Maureen Latimer, 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.

Diane Kaljian, Adult and Aging Division Director, and **Michael Humphrey, IHSS Public Authority Manager**, honored five caregivers who demonstrated a firm commitment to increase their knowledge and skills. Each attended 9 or more classes in the past year. **Senator Carole Migden** and **Assemblywoman Patty Berg** joined the Public Authority in presenting the honorees with certificates. **Sara Katra, Carmen Marin, Donna Martin and Somphet Pheaboonma** expressed appreciation for the training program. One honoree, **Shay Hoffman** was unable to attend.

Jo Weber, Director of the Human Services Department commended the contributions of Sonoma County caregivers who give their time, patience, care, and support to their families, IHSS consumers and the community. Ms. Weber spoke from personal experience, as she expressed the County's gratitude for their efforts, which help seniors and persons with disabilities remain in their own homes when they are not able to fully care for themselves or handle routine household tasks.

Assemblywoman Patty Berg was the keynote speaker. She offered insight into specific bills which provides funding and support to the IHSS program and other community living programs.



Left to right: Sara Katra, Donna Martin, Assemblywomen Patty Berg, Carmen Marin, Somphet Pheaboonma

It was a delight to have **Marilyn Grey**, as our afternoon workshop speaker. Her presentation, "**Laughter is the Best Medicine**," was filled with stories, wisdom, and gleeful instructions for reducing stress (deep breathing and exercise just from laughing).

Our sincere appreciation to Senator Carole Migden, Assemblywoman Patty Berg, Jo Weber, Diane Kaljian, and Maureen Latimer for their participation in the morning's events; and to **Redwood Caregiver Resource Center** for introducing us to Marilyn Grey who led the afternoon workshop. We also thank all who took time to attend these events.

More photos on page 4.

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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

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. 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, November, or December.

There is a current **Consumer Position Vacancy**; and, a **Community Advocate Position**. If you are interested in applying for either of these positions, 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. Please feel free to call the Public Authority office at 565-5700 for more information.

Committee Members

Mary Bodily

Stan Gow

Secretary

Gary Fontenot
Ex-officio Member

Joann Keyston
Vice Chair

Mary Raymond

Marie White

Sachiko Williams

Herb Willsmore

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

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

The Urgent Substitute Provider Program is available to consumers who already have a regularly scheduled caregiver and need critical services due to the unexpected and temporary absence of a regular provider. This program does not offer respite or vacation coverage.

Urgent means: *not life-threatening situations that require 911 police/EMS.*

The Urgent Substitute Provider Program covers:

- Personal care requiring non-medical and medical services,
- Nutritional services,
- Provisioning of fuel for heating or cooking,
- Picking up and delivery of critical medications

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 Miercoles de 8 a.m. – 3 p.m.

Orientation for Registry Caregivers

by John Chan, Registry Supervisor

All Registry Caregivers are required to attend an orientation before being accepted onto the Sonoma County Public Authority's Registry of Caregivers. The orientation gives prospective Registry Caregivers a thorough understanding of how to be an IHSS caregiver.

Registry Coordinators present the following general information during the orientation:

- IHSS wages and benefits
- IHSS Program with an overview of social workers' roles and Notices of Actions
- How the Registry connects caregivers to IHSS consumers
- Caregiver's as mandated reporters for adult and child abuse
- The Urgent Substitute Provider Program for consumers
- The Caregiver Training program
- Union information if a union representative is unable to attend orientation.

The Registry orientation also helps bridge working relationships for caregivers and consumers. Registry Coordinators provide guidance on specific aspects of the employment process, including:

- Interviewing with IHSS consumers
- How to start the payroll paperwork in order to enroll as an IHSS caregiver
- How to accurately and correctly fill out the time sheets
- Working effectively with IHSS consumers
- Enjoying the rewards of the job

Training Opportunities for Caregivers on Elder & Dependent Adult Abuse

by Carol Rex, IHSS Program Manager

As a caregiver you are required to report suspicion of Elder or Dependent Adult Abuse under California law. Sonoma County's Adult Protective Services and Ombudsmen invite all caregivers to a free training which will highlight recent changes in the law.

The training will educate you on how to report elder and dependent adult abuse and learn about your responsibilities under the law.

More specifically, the training will cover:

- What the law requires
- Who are Mandated Reporters
- Financial Abuse
- Neglect by Others
- Self Neglect
- What Adult Protective Services Can Do
- Identifying People "At Risk"
- How to Make the Report
- Overview of the Ombudsman Program
- Neglect in a Long Term Care Setting
- How You *Can* Make a Difference

Learn About Your Responsibilities as a Mandated Reporter.

The following 3 training classes are designed for **Mandated Reporters** of Elder and Dependent Adult Abuse.

Classes will be held 1:30 to 3:00 PM on:
Tuesday, January 22, 2008
Tuesday, March 25, 2008
Tuesday, May 20, 2008

Refreshments will be served.

For questions or to reserve your spot in one of the Spring 2008 classes, **call (707) 565-5922.**

Training Location:

3725 Westwind Blvd., Suite 101, Santa Rosa
 (Take 101 to Airport Blvd. Head toward the airport. Turn left on Westwind Blvd. (Just past the signal at Brickway Blvd.) Pull into the first driveway on the right.



Caregivers and Care Recipients enjoying the Caregiver Recognition events



Three caregivers at the Caregiver Reception



Abigail Barajas teaching a Diabetes class in Spanish



Marilyn Grey, workshop leader: "Laughter is the Best Medicine"



Marcia Rogers, our Red Cross Instructor listens intently during the afternoon workshop at the Caregiver Recognition



End Of Life panel members: Paula Shatkin tackles Grief & Loss while Nina Arbour covers Ritual & Ceremony



Caregivers in the classroom - building skills and increasing knowledge

The Registry Staff and several IHSS Clients feel the loss of two wonderful caregivers who passed away in 2007.

Barbara French worked her whole life caring for people; it was her bliss.

Dolores Franco was a nurturing and reliable caregiver. She was strong in faith and love.

Our clients benefited from these women and felt a special friendship with them

In gratitude and peace,
The Public Authority

IHSS Payroll Information

Time Sheet Drop Off at Westwind

We are in Suite 101 at 3725 Westwind Blvd. We have a drop box for time sheets on the south side of the building. Pull into the second driveway. Drive half way down the building and you will see a dark brown box with the County Seal. Please use this box for your time sheets. We check the box twice each business day. If you are dropping off your time sheet during business hours, please put it in the time sheet box in the lobby of Adult and Aging Division (Suite 101).

Payroll Line
(707) 565-2852



Report On-the-Job Injuries
(707) 565-2852

New Caregiver Start-up Line
(707) 565-5716

Payroll Phone Center - Hours: 9:00 am - 4:00 pm

The W-2 Forms

- ☒ The State has until **January 31, 2008** 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 Tuesday, April 15th**.
- ☒ For additional information call the **Internal Revenue Service at 1-800-829-1040**.

Free Help with 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. To find the nearest VITA site phone: 1-800-829-1040.
- ☒ **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**.

Benefits News

by Lois, Benefits Manager 565-5703

Providers who think they qualify for benefits and have not received the waitlist enrollment packet, should call the Benefits Line at (707) 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 (707) 565-5703.

The list below may help if you need a medical or dental professional and are currently without coverage.

**Redwood Community Health Coalition (542-7242 - website: rchc.net)
Health, Dental, Vision, Counseling, Immunization and Rx Services**

Cloverdale	894-4229	Alexander Valley Regional Medical Center (H,M,C,I)
Healdsburg	433-5494	Alliance Medical Center (H,D,C,I)
Guerneville	869-2849	Russian River Health Center (H,D,V,C,I)
Occidental	874-2444	Occidental Area Health Center (H,C,I,Rx)
Rohnert Park	1-800-967-7526	Planned Parenthood Golden Gate
Sonoma	939-6070	Sonoma Valley Community Health Center (H,I)
Petaluma	763-7005	Petaluma Health Center (H,D,M,)
Rohnert Park	584-3001	Walmart Independent Health Clinic - Quick Health (H,V,I,Rx)

Santa Rosa

578-2005	Roseland's Children's Health Center (H)
547-2222	Southwest Community Health Center (H,M,V,C)
565-4820	Sonoma County Indian Health Clinic (H,D,M,C,Rx)
537-1171	Women's Health Specialist (H)

St. Joseph Health System

547-5899	Dental Clinic (D)
547-2149	Children's Health (H)
546-3199	House Calls Program (H,C)
524-2477	Mobile Health Clinic (H,C,I)

H -Health D-Dental M- Mental V-Vision C- Counseling I-Immunizations Rx - Prescriptions

Home Safety

Everyone needs to pay attention to home safety issues. Here are some simple things to help keep your home or the home of a loved one safe.

Prevent Falls

- Remove or secure tripping hazards - cords, rugs
- Keep the floor and stairways free of clutter
- Wear sturdy shoes with non-slip soles
- Use grab bars in the shower or tub

Prevent Fire-related Injury

- Never smoke in bed
- Do not leave candles unattended
- Keep space heaters away from flammable materials

Be Safe with Medications

- Ask your doctor to review all medications.
- Be sure all medications are clearly labeled.
- Take medications exactly as prescribed
- Ask your doctor to advise you about alcohol and medications.

Be Prepared - Just in Care!

- Consider keeping a cell phone with you
- Consider a personal medical alert system
- Post all emergency numbers near every phone
- Plan and practice emergency drills. Map out emergency escape routes
- Give a house key to a trusted friend/neighbor

Caregiver Training Opportunities

CALL 565-5700 to Register for Classes

The IHSS Public Authority provides training opportunities to IHSS caregivers and consumers.

Classes are typically held at 3725 Westwind Blvd., Suite 101 in Santa Rosa. Classes are free to all caregivers and consumers.

Reminder to IHSS Caregivers. There is a cash incentive given to IHSS caregivers who complete each class. **In order to be eligible for the incentive, an IHSS caregiver must:**

1. Register for the class at least a week before the class is held;
2. Be on time for the class; and,
3. Stay through the end of the class.

Note for all classes: Please plan to be on time. If you are registered for a class and cannot attend, please call 707-565-5700, so someone who may be on the wait list can attend. This also helps us plan for refreshments. *Thank you for your cooperation!*

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 3 CEUs for a total cost of \$24.00. Cash in the exact amount, or checks are accepted.

Upcoming Classes

Marcia Rogers, RN, BSN, MA (of the American Red Cross) developed these programs for you and will be the instructor for the following three classes.

Location for the 3 classes listed below: IHSS Public Authority at 3725 Westwind Blvd., Suite 101 off Airport Blvd. (just past the light at Brickway Blvd). We are in the first building on the right.

Nutrition

February 29 1:00 - 4:00

This class will help you understand what constitutes good nutrition. You will learn about fats, proteins, carbohydrates, vitamins, and minerals. Other key points will include: digestion process, food pyramid, nutritional considerations for elderly, feeding techniques, and community resources.

(3 CEUs)

Elimination

(Bowel & Bladder Care)

March 28 1:00 - 4:00

This class will help you understand bowel and bladder management techniques. You will learn about urinary anatomy, catheters, and urinary tract infections and stones. Also covered is colostomy care and factors related to bowel incontinence, constipation, and diarrhea.

(3 CEUs)

Understanding Diabetes & Cardiovascular Disease

April 25 1:00 - 4:00

You will learn about hypertension, congestive heart failure, and the physiology of the cardiovascular system. It will also cover symptoms of hypoglycemia & hyperglycemia, including diet, activity, foot care, medication, eye & mouth care, and stress & illness.

(3 CEUs)

Continuing Education Units ~ Please make your check out to the American Red Cross.

Other Learning Opportunities

American Red Cross

offers a variety of classes and CEU courses. They also offer CNA classes. Call 707-577-7600.

Redwood Caregiver Resource Center

offers classes with caregivers in mind. Call 707-542-0282 for more information.

Mark your calendar

February

- 11 Executive Committee Meeting
- 12 Lincoln's Birthday
Office Closed
- 18 Presidents' Day
Office Closed
- 25 Advisory Committee Meeting
- 29 Caregiver Class:
Nutrition

March

- 9 Daylight Savings Begins - turn clocks ahead 1 hour
- 10 IHSS Executive Committee Meeting
- 24 IHSS Advisory Committee Meeting
- 28 Caregiver Class:
Elimination (Bowel & Bladder Care)

April

- 14 IHSS Executive Committee Meeting
- 15 Taxes are Due
- 25 Caregiver Class
Diabetes
- 28 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

www.sonomacounty-ihspa.org

Visit our Web Site:

Fax: 707-565-5720

Phone: 707-565-5700

Santa Rosa, CA 95402-1949

P. O. Box 1949

3725 Westwind Blvd., Suite 101

Public Authority

In-Home Supportive Services
Sonoma County

Bridging Working Relationships



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