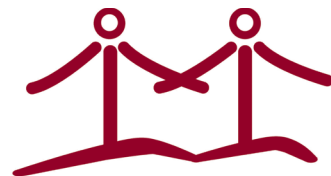


Consumer~Caregiver Connections



Volume 6 Issue 4
Fall/Winter 2008

Bridging Working Relationships
Sonoma County In-Home Supportive Services

Public Authority

Caregivers Recognized_____

by Michael Humprey, IHSS Public Authority Manager

To honor the value and contributions of IHSS caregivers, the California State Legislature proclaimed the **2nd week of November as In-Home Supportive Services (IHSS) Home Care Worker Recognition Week**. In addition, numerous national organizations have joined together in declaring the month of **November as National Family Caregiver Month and National Home Care Month**. On November 4th, 2008, the Sonoma County Board of Supervisors will adopt a resolution proclaiming: 1) National Family Caregiver Month; and, 2) the second week of November as IHSS Caregiver Recognition Week.

Sonoma County has nearly 4,000 IHSS caregivers providing crucial front-line assistance, making it possible for many elderly and persons with disabilities to remain living independently in their homes. The IHSS recipients you care for are incredibly grateful for all the help and support you provide to them.

Caregiving is extremely hard work and requires tremendous sensitivity, patience, compassion, trust, and dedication. The work of Sonoma County's caregivers helps to improve the quality of life, independence, and dignity of our elderly and disabled citizens.

The **IHSS Advisory Committee** and the **IHSS Public Authority staff** would like to applaud you and express our **heartfelt gratitude to all IHSS caregivers for the vital work you perform**.

Sincere Appreciation_____

by Diane Kaljian, Adult & Aging Division Director

In recognition of **IHSS Caregiver Appreciation Week**, the IHSS staff, including **social workers, eligibility workers, payroll staff, support staff, supervisors, and managers** would like to take the opportunity to thank IHSS caregivers for the work you do for IHSS clients. ***In-home care cannot happen without you!***

- ◆ **Thank you** for the dedication you bring to your work.
- ◆ **Thank you** for your compassion for those you work for.
- ◆ **Thank you** for the skills you use to make IHSS clients live more comfortably at home.

There are over 4,700 people receiving IHSS in Sonoma County. Each month new clients are added to the program. All clients need the valuable services you provide as a caregiver. **We thank you for making Sonoma County a good place for people who need in-home care.**

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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 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.

The Board of Supervisors appointed two new members to the IHSS Advisory Committee on April 8, 2008. Nancy Hall will fill the consumer vacancy and Richard Ruge will serve as one of the community advocates.

Committee Members

Mary Bodily
Vice Chair

Gary Fontenet
Ex-Officio Member

Stan Gow
Chair

Nancy Hall
Joann Keyston
Secretary

Mary Raymond

Richard Ruge

Marie White

Sachiko Williams

Herb Willsmore

There is a **Friendship Line for Older Adults** through the San Francisco Institute on Aging, which is a program of the Center for Elderly Suicide Prevention & Grief related Services.

24-hour Friendship Line: 1-800-971-0016

USPP

**Urgent Substitute
Provider Program
is available
7 days a week**

8:00 a.m. - 8:00 p.m.

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 only 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 e hojas de pago, llame al numero (707) 565-2852 Departamento de Pagos

Para otras preguntas referentes al Registro de la Autoridad Publica, llame a Olivia al (707) 565-5707 de Lunes a Miercoles de 8 a.m. – 3 p.m.

“Caring Matters” A Free Conference for Caregivers

Wednesday, December 3, 2008

11:30 am - 3:30 PM

Finley Community Center
2060 W. College Avenue

Conference Agenda

- 11:30 Sign-in
- 11:45 Complimentary Lunch
- 12:30 Welcome & Appreciation
- 1:30 Presentation ~ Dr. Frederic Luskin
- 3:30 Adjourn

Caregivers and their care recipients are invited to attend a free conference sponsored by Sonoma County Human Services Department, IHSS Public Authority, Area Agency on Aging, Redwood Caregiver Resource Center, Grandparents Parenting Again, and the Sonoma Kinship Center. Programs will be offering respite care in order for caregivers to attend. When making your reservation, be sure to request respite care, if necessary.

Join us for a very special presentation by Frederic Luskin, Ph.D.,

author of *Stress Free for Good*, *Forgive for Good*, and *Forgive for Love*. Dr. Luskin holds a Ph.D. in Counseling and Health Psychology from Stanford University. He is the director of the Stanford Forgiveness Project. You may have seen Dr. Luskin's PBS program: *9 Steps of Forgiveness*. To forgive may be divine, according to Alexander Pope, but it is hardly easy. How do you forgive a hit-and-run driver, a boss who makes life unbearable, or a cheating spouse? Luskin says not only can you forgive such people but that for your own good mental and physical health, you must. The author is careful to make the distinction between forgiveness and condoning actions, forgetting them, or reconciling with the offender, all or some of which may not be possible. Forgiveness reduces anger, hurt, depression, and stress and leads to greater feelings of optimism, hope, compassion, and self confidence.



“Caring Matters” Conference Registration Form

Please register before November 26th by calling 707-565-5700 or mailing this form to:
IHSS Public Authority: P. O. Box 1949, Santa Rosa, CA 95402

Name: _____

Address: _____

City: _____ Zip: _____

Phone: _____

Check the appropriate box/boxes:

Please call me to arrange respite care.

I am an IHSS Recipient

I am an IHSS Caregiver

Flu Shot Saturday December 6th

For Information
707-565-4477

www.sonoma-county.org/flu

Suggested donation: \$10

No one turned away due to inability to pay.

Flu shots will be provided for all individuals, including children (at least 6 months of age) and pregnant women.

Children under 18 of age must be accompanied by a parent or guardian.

This message is sponsored and funded by the Sonoma Health Alliance – health agencies working together for a healthy Sonoma County.
Flu shot clinics dependent on vaccine availability.

sábado de vacunación contra la gripe 6 de diciembre

Para información en Español
707-565-4477

www.sonoma-county.org/flu

Hay una donación voluntaria de \$10.

Nadie será rechazado por no poder pagar.

La vacuna contra la gripe será dada a todas las personas, incluyendo mujeres embarazadas y niños (mayores de 6 meses). Menores de 18 años deben estar acompañados por sus padres o custodio legal.

Este mensaje recibe el auspicio y fondos de Sonoma Health Alliance – agencias médicas que trabajan en conjunto para un condado de Sonoma sano.
Los centros médicos para la gripe dependen de la disponibilidad de la vacuna.

At these Sonoma County Locations En Estos Lugares del Condado de Sonoma

Cloverdale 9:00 am – 12:00 noon	Alexander Valley Regional Medical Center 6 Tarman Drive
Healdsburg 9:00 am – 12:00 noon	Healdsburg District Hospital 1375 University
Oakmont 9:00 am – 12:00 noon	Berger Center 6637 Oakmont Drive
Petaluma 9:00 am – 12:00 noon	Petaluma Health Center 1301 Southpoint Blvd., Suite D
Santa Rosa 9:00 am – 12:00 noon	Empire College 3035 Cleveland Avenue
Santa Rosa 9:00 am – 12:00 noon	Lawrence Cook Middle School 2480 Sebastopol Road
Sebastopol 9:00 am – 12:00 noon	Palm Drive Hospital 501 Petaluma Drive
Sonoma Valley 9:00 am – 12:00 noon	Vintage House Senior Center 264 First Street East
Windsor 9:00 am – 12:00 noon	Our Lady of Guadalupe Church/Furth Center 8400 Old Redwood Highway



Hi Everyone,

I am happy to tell you I am retiring in November. I hope you will be happy for me too. There is no doubt I will miss all those I have worked with: Clients, Providers and Co-workers. We have had a fantastic journey together. I have learned many lessons from you and I will pass those lessons on. My heart is going to be very heavy carrying you all with me. A burden I will love doing.

I look forward to seeing my sister and my boys more. I plan to still be out there in the Community working, helping, and volunteering. I know our paths will cross soon again. I'll look forward to that and thanks for the wonderful friendships and memories.

Love,

Nancy Manning, Registry Coordinator

**Don't forget to
VOTE
Tuesday, November 4**

Daylight Savings Begins

**Remember to
set your clock back one hour
on Sunday,
November 2 at 2:00 am
(or before you go to bed
on Saturday night)**

**The ABCs of
Cold and Flu Season**



- A** Cover your nose & mouth with a tissue when you cough or sneeze.
- B** Wash your hands frequently with soap and water.
- C** Drink plenty of fluids.

**A Matter of Balance
MANAGING CONCERNS ABOUT FALLS**

The final classes of 2008 will be held at the Cloverdale Senior Center (311 North Main Street) Tuesdays & Thursdays 11/11 to 12/9/2008

Call to Register: 707-565-5936
Sonoma County Area Agency on Aging

**Medicare's
Annual Election Period (AEP)**

November 15 through December 31
Effective date: January 1, 2009

This is the time for Medicare beneficiaries to switch, enroll, or cancel their Medicare Advantage Plan (Part C) or Medicare Part D stand-alone prescription drug coverage. The changes for 2009 will be out by the beginning of November.

Employment Verification_____

Frequently Asked Questions

How do I obtain employment or income information?

Fill out and sign a *Request Form* provided by IHSS Payroll and return it by either: dropping it off, mailing it, or faxing it.

How long will it take to be completed once Payroll receives the request?

Usually within 3-5 business days.

What is the fax number for Payroll?

(707) 565-5919

What is Payroll's address?

Mailing Address:

P. O. Box 1539,
Santa Rosa, CA 95402

Street Address:

3725 Westwind Blvd., Suite 101
Santa Rosa

Once you complete the form, will you fax it to whomever I want?

Yes. Payroll will forward the completed form to the person and/or entity indicated on the form.

Will you mail me a copy?

Yes, if you requested it on the form.

Is there any way to speed up the process?

Be sure to sign the *Employment Verification* request form. Your signature authorizing the release of information. If the form is not signed, the form will be held until the provider is able to sign it.

IHSS Payroll Information_____

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 a.m. - 3:00 p.m.**

**Caregivers,
please remember to
report on-the-job injuries
by calling Payroll at:
565-2852**

Direct Deposit for Providers

For questions, call the toll-free
Direct Deposit
Processing Center at:
866-376-7066

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.

Proveedores que se creen calificados para beneficios y no se han inscrito en la lista de espera deben llamar al Departamento de Beneficios al (707) 565-5703.

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.

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.

Reminder for the 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 one week (7 days) before the class is held;**
2. **Be on time for the class;**
3. **Stay through the end of the class.**

Upcoming Class:

How to Communicate Effectively and Avoid Conflict

January 30, 2009 ~ 1:00 - 4:00 (3 CEUs)

This class will help caregivers understand the types of communications, factors affecting communication, and the barriers to communication. This course will also explain communicating in special circumstances.

Instructor, Marcia Rogers, RN, BSN, MA is with the American Red Cross and developed these classes for the IHSS Public Authority.

Location for this class: 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.

Other Learning Opportunities

American Red Cross offers a number of classes and CEU courses. They also offer CNA or HHA classes; CPR classes and First Aid classes.

Call 707-577-7600 for current schedule.

Redwood Caregiver Resource Center offers a series of classes on a wide variety of topics with family caregivers in mind.

Call 707-542-0282 for more information.

English as a Second Language

These classes are sponsored by the Santa Rosa Junior College
For information call 522-2795
All calls are returned

Clases de Inglés como Segundo Idioma

Patrocinadas por Santa Rosa Jr. College
Llame al 522-2795
Hay que dejar un recado
y le devolveremos su llamada.



3725 Westwind blvd., Suite 101
P. O. Box 1949
Santa Rosa, CA 95402-1949

Phone: 707-565-5700

Fax: 707-565-5720

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SANTA ROSA, CA
PERMIT NO. 64

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

Mark your calendar

November

- 2 Daylight Savings Begins
- 4 Election Day
- 11 Veteran's Day
Office Closed
- 27 Thanksgiving Holiday
Office Closed
- 28 Day after Thanksgiving
Office Closed

Note: *The IHSS Advisory Committee does not meet in November or December.*

Note: *Due to the "Caring Matters" Conference and holiday schedules, there will not be any Caregiver Training Classes in November or December.*

December

- 3 *Caring Matters ~*
A Conference for
Caregivers at Finley
Center in Santa Rosa
- 25 Christmas Holiday
Office Closed

January

- 1 New Year's Day
Office Closed
- 12 IHSS Executive
Committee Meeting
- 26 IHSS Advisory
Committee Meeting
- 30 Caregiver Class:
How to Communicate
Effectively and Avoid
Conflict

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