

# Caring



# Matters

January-June 2013

Sacramento County IHSS Public Authority and IHSS Advisory Committee Newsletter

## COORDINATED CARE INITIATIVE



Inside

The 2012-13 California budget calls for the implementation of the Coordinated Care Initiative (CCI). The goal of this program is to enhance health outcomes and satisfaction for low-income seniors and persons with disabilities. At the same time, CCI expects to achieve savings by shifting care away from institutions to home and community-based services.

CCI calls for a three-year demonstration project for dual eligible Medi-Cal and Medicare beneficiaries. The project will organize under a single delivery system the following services:

- Acute care (hospital)
- Primary care (outpatient)
- Institutional care (skilled and nursing facility care)
- Home and community based services (IHSS, adult day care)

The demonstration project is beginning as early as June 2013 in eight California counties (Sacramento County is not part of the demonstration). With legislative authority, CCI will expand to additional counties in subsequent years.

Because Medicare and Medi-Cal overlap coverage for some services, but fragment for other services, the expectation is that by coordinating care under a single entity (a Health Maintenance Organization or HMO) while adding home and community-based services will improve service coordination and outcomes.

In rolling out CCI, the state Department of Health Care Services (DHCS) is seeking to focus on the following:

- Person-centered care coordination
- Enhanced home and community-based services
- Emphasis on prevention
- Streamlined and simplified service
- Enhanced quality monitoring and enforcement

When CCI is implemented in a county, IHSS will shift to the HMO responsible for care management. CCI provides that all the current processes (eligibility determination, enrollment, payroll, recipient selection of provider, etc.) will continue as currently provided. The expectation is that with the availability of IHSS and similar services, HMOs will achieve significant savings by beneficiaries remaining at home safely rather than relying upon more expensive institutional care.

Additional information about CCI, including notices of stakeholder meetings, may be found at [www.calduals.org](http://www.calduals.org).

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# Caregiver

## IHSS PROVIDER NOTIFICATION

Shawna Crane, Social Worker  
IHSS Public Authority

**D**id you know that the In-Home Supportive Services Program provides IHSS caregivers with an “In-Home Supportive Services Provider Notification” (SOC 858) when they begin working for a new consumer?

This form is helpful to caregivers because it informs them of what IHSS services have been authorized by the IHSS Social Worker (although it does not provide the number of hours authorized for each task.) It is helpful to discuss the SOC 858 with your consumer and determine how many hours are available to you for authorized tasks. Remember that IHSS will not pay a caregiver for completing services that were not authorized by the IHSS Social Worker.

**\*\*\* A Friendly Reminder: If you are injured on the job performing a non-authorized IHSS service, you will not be eligible to apply for Worker’s Compensation benefits!\*\*\***

### IHSS PROVIDER NOTIFICATION (SOC 858)

### NON-AUTHORIZED IHSS SERVICES

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY  
IN-HOME SUPPORTIVE SERVICES  
PROVIDER NOTIFICATION

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

Provider Number: \_\_\_\_\_  
Effective Date: \_\_\_\_\_

#### SAMPLE

- You are receiving this information because you are a provider of IHSS for:
- Below are the monthly services authorized for the IHSS Recipient named above. The hours you can claim on your timesheet will be reduced if you start or stop work in the middle of a month.
- These are the services that are authorized by the IHSS Program. It is the responsibility of the Recipient to set a schedule within authorized monthly hours.
- If the Recipient has more than one provider, it is the responsibility of the Recipient to set a schedule for each provider so that the total hours worked by all providers does not exceed monthly authorized.
- If more than the authorized hours are worked, it will be the responsibility of the Recipient to provide payment for those hours.
- Contact your County IHSS Office if the Recipient is hospitalized. You cannot claim hours for periods when the Recipient is hospitalized or after the date-of-death.
- It is the responsibility of the Recipient to make payment of any share of cost deducted from the provider's paycheck.
- Social Security taxes and State Disability insurance will be deducted from your check automatically if you qualify. To have State and Federal withholding deducted you must fill out a W-4 and/or DE-4 and submit it to your County IHSS Office.
- If the recipient you are working for is your parent, spouse or minor child, you may not be eligible for withholding social security or medicare taxes.
- If you are injured while providing IHSS services contact your County IHSS Office immediately.

Auth	Service Types
<input type="checkbox"/>	Domestic Services
<input type="checkbox"/>	Meal Preparation
<input type="checkbox"/>	Meal Clean-Up
<input type="checkbox"/>	Routine Laundry
<input type="checkbox"/>	Shopping for Food
<input type="checkbox"/>	Other Shopping and Errands
<input type="checkbox"/>	Respiration
<input type="checkbox"/>	Bowel and/or Bladder Care
<input type="checkbox"/>	Feeding
<input type="checkbox"/>	Routine Bed Baths
<input type="checkbox"/>	Dressing
<input type="checkbox"/>	Menstrual Care
<input type="checkbox"/>	Ambulation

Auth	Service Types
<input type="checkbox"/>	Transfer
<input type="checkbox"/>	Bathing, Oral Hygiene and Grooming
<input type="checkbox"/>	Rubbing Skin and Repositioning
<input type="checkbox"/>	Care and assistance w/prosthetics
<input type="checkbox"/>	Accompaniment to Medical Appointments
<input type="checkbox"/>	Accompaniment to Alternative Resources
<input type="checkbox"/>	Heavy Cleaning
<input type="checkbox"/>	Yard Hazard Abatement
<input type="checkbox"/>	Removal of Ice and Snow
<input type="checkbox"/>	Protective Supervision
<input type="checkbox"/>	Teaching and Demonstration
<input type="checkbox"/>	Paramedical Services

\*X = Authorized services you can be paid for

Should you have any questions regarding the above information or are no longer a provider, please contact your County IHSS Office at \_\_\_\_\_.

SOC 858 (12/11)

- Feeding, cleaning up after or exercising a pet
- Paying bills
- Routine yard work & gardening
- Washing windows
- Child care
- Moving or lifting heavy furniture, boxes, etc...
- Accompanying anyone but the recipient

Visit the IHSS Public Authority website at [www.pubauth.saccounty.net](http://www.pubauth.saccounty.net). Look for the “Caregivers Resources” tab to view this form.



## **NATIONAL CAREGIVERS' MONTH RECOGNITION!**

*Shawna Crane, Social Worker  
IHSS Public Authority*

The Board of Supervisors Chamber was all a buzz on November 6, 2012, as IHSS caregivers were recognized for their hard work and dedication during National Caregivers' Month! This annual event highlights the exemplary work of Sacramento County IHSS caregivers. The IHSS Advisory Committee chair, Leoma Lee, accepted this prestigious proclamation on behalf of all caregivers in Sacramento County.

Many thanks to SEIU-UHW West for their sponsorship of our caregiver recognition! Thank you also to Bel Air Supermarket on Arden Way for their donation to our event!



**Supervisor Don Nottoli presents IHSS Advisory Committee Chair, Leoma Lee with a resolution honoring Sacramento Caregivers**

Left to right: Nadezhda Kachagina, Alma Valle, Milton Jackson, Valeng Va, Sandra Bolmer, Gloria Caruso, Jutta Farrier, Florence Taylor, Arlene Johnson, Denise Blockmon, Leoma Lee, Cordia Rose, Supervisor Nottoli, Chandra Livingston-Blanks, and Stormaliza Powmacwizalord

## **ESKATON JEFFERSON MANOR CAREGIVER CELEBRATION!**

The IHSS Public Authority would like to extend our sincere gratitude to Eskaton Jefferson Manor and Bonnie Apple, for including the IHSS Public Authority in their 7th annual Caregiver Celebration! The residents have opened their arms to the caregivers working at this senior housing facility. Kind words were spoken about the quality of care and devotion that the consumers at this facility receive from their caregivers.



# Consumer

## FRAUD SCHEMES AGAINST SENIORS ARE GROWING

As many as one in five individuals find themselves a victim of some sort of scam. In most cases, they had no idea that the path they were following led to a significant loss until it was too late...someone else had their money. Seniors are particularly vulnerable to scams and need to have their radar up at all times. Or, if you have an elderly relative, ask questions about mail, phone calls or email they may have received that deal with financial matters or prizes. The following are some common scams:

### **YOU DID NOT JUST WIN THE LOTTERY (OR A PRIZE)!!**

It's likely you have received an email or letter saying that you just won the lottery in some other country or state. Or, you have won a prize or qualify for a free or low-cost trip. If you respond to this type of notice, they may ask you to send a small amount from your bank to cover administrative costs, taxes, or some fee. When you provide bank account information for the transfer, you may find your money is gone and there is no prize.

### **THE CHECK IS IN THE MAIL...**

Unexpectedly you receive a check in the mail saying that you have been selected for some sort of promotion. All you need to do is deposit the check and send a small amount from that deposit back to the sender to cover their costs. Problem is, the check is counterfeit and you won't know that until after you've sent some of your money. Banks would not be helpful in these cases.

### **OOPS, WE LOST YOUR INFORMATION**

You get a phone call, a letter or an email from your bank saying that they lost your information. They request that you provide your name, social security number, account number and password so they can get the information back in their system. Banks do not lose your account information and will never ask you to provide it. Ignore these requests. NEVER give your bank, credit card or other personal information to someone who contacts you by phone, mail or email...it is likely a scam.

### **HELP! A RELATIVE IS STRANDED AND NEEDS CASH!**

You get an email or phone call saying that a relative is stranded (or in jail) somewhere after their purse/wallet, including their cell phone, was stolen. They may even give you a relative's name or call you "grandma" or "grandpa." They will say the stranded relative asked them to contact you to wire them money. Don't do it. This is a common scam and if you send money, you will never see it again. If you think a relative is in trouble, contact another family member to investigate.

**Bottom line: Have your antenna up at all times. If something seems odd, check it out. Be aware...don't get fooled!**



## DECIDING WHEN TO FIRE A PROVIDER

**AS AN EMPLOYER, YOU HAVE THE RIGHT TO FIRE YOUR PROVIDER FOR ANY REASON, BUT YOU SHOULD THINK ABOUT THIS DECISION CAREFULLY BEFORE YOU TAKE ACTION.**

### **CAN THE PROBLEM BE SOLVED?**

It can be hard to tell someone that you no longer need their services. Try to work on any minor problems with your provider before you decide to fire him/her.

### **TALK TO YOUR PROVIDER ABOUT YOUR CONCERNS.**

Try to tell your provider as soon as you see a problem. It is best not to let problems build up, but if they do, make a list of the things you are unhappy about and decide what must change in order for you to keep your provider. Have an open talk with your provider and reach agreements about any improvements you need to see in his/her job performance. Tell him/her when the improvements will need to be made.

Remember that communication is a two-way street. Allow your provider to ask questions and be open to any thoughts and concerns he/she may have.

If you are not comfortable about having this talk alone, ask a friend or family member to be there to support you.

### **IF YOUR PROVIDER IS NOT WILLING TO IMPROVE.**

If your provider does not improve his/her performance, it may be time to end his/her employment. If it is possible, it is best to give your provider two weeks notice. This will give him/her time to look for a new job and you time to get a new provider.

### **TERMINATE AN UNSAFE PROVIDER RIGHT AWAY!**

If your provider is treating you in an abusive or threatening manner, you should call 911 and fire him/her immediately. Your personal safety is most important. If you need help doing this, call your IHSS county office, friends, or family members to help you.

### **SOME REASONS FOR FIRING YOUR PROVIDER MIGHT BE:**

- Not meeting your care needs
- Stealing your money or personal property
- Using your personal property without permission
- Coming in late to work often or not coming to work at all

### **IF YOU NEED A NEW PROVIDER QUICKLY**

If you have to fire your provider without notice, you have several options to find a new person quickly:

- Contact your Public Authority for a list of available providers at **(916) 874-4411**.
- Ask a family member or friend for short-term help (remember all providers must be fingerprinted and pass a criminal background check to be paid by IHSS).

**ALWAYS CONTACT YOUR IHSS PAYROLL IF YOU CHANGE PROVIDERS AT (916) 874-9805.**

*Article Courtesy of CDSS In-Home Supportive Services Program*



# Health

## CAN YOU SEE THE SIGNS?

Caregivers are usually compassionate by nature, putting pressure on themselves and taking sole responsibility for the well-being of the person for whom they are caring. Caregiver stress is prevalent, yet many times overlooked. Caregivers are usually so busy caring for other people, that they don't see the signs that they are experiencing caregiver stress. The physical and emotional strain of caregiving can lead to depression, anxiety, or illness. Many times the signs are not seen until the caregiver has an emotional crisis or a breakdown occurs. By identifying the signs of stress early, one can make appropriate changes to ease the stress level and improve one's overall health.

### SIGNS OF CAREGIVER STRESS:

- ❖ Agitation or irritability
- ❖ Feelings of sadness and/or depression
- ❖ Exhaustion and fatigue
- ❖ Sleeplessness
- ❖ Unmotivated to get out of bed in the morning
- ❖ Not feeling hungry
- ❖ Overeating
- ❖ Feelings of isolation from friends and family
- ❖ No interest in hobbies or activities that used to be pleasurable
- ❖ Feelings of resentment and anger toward person being cared for



### ACTIONS TO ALLEVIATE CAREGIVER STRESS:

- ❖ Take a break!
- ❖ Surround yourself with a support system of family and friends
- ❖ Develop a calendar of who will help so you can plan a break ahead of time
- ❖ Communicate with family and friends regularly on what you need help with; don't wait for others to offer help
- ❖ Utilize community organizations, such as hospitals, long-term care facilities or faith-based organization to provide respite and support
- ❖ Do not hide your emotions. Talk to professionals, such as a healthcare provider, psychologist or clergy about your feelings of stress

Remember that if you don't take care of yourself, in the long run, you will not be able to care for others needing your help and support.

The American Red Cross has developed a *Family Caregiving* reference guide with DVD for individuals who care for an elderly or chronically ill loved one. The materials help people learn basic caregiving skills such as positioning and transferring a loved one, how to reduce stress and how to balance the demands of work and home. The guide and DVD are available at your local Red Cross chapter or online at [www.redcrossstore.org](http://www.redcrossstore.org).

*Information courtesy of The American National Red Cross. All rights reserved in all countries.*



## THE ART OF STILLNESS

Mary-Ann Cowan, Social Worker  
IHSS Public Authority

Meditation is the practice of concentrating and focusing one's thoughts. This helps with calming both the mind and body, thereby reducing stress. It also helps teach patience, which is a very important skill for someone working in a field such as caregiving. There are many different meditation techniques that represent a variety of cultures and traditions. It is important to find one that works for you.

Some people enjoy activities such as walking at a comfortable pace and taking time to appreciate the sights and sounds of nature. Others may prefer to sit quietly and reflect on their thoughts while praying or listening to soft music. The goal of these practices is to help focus your mind and let go of your physical and emotional tension.

Meditation allows you to take time for yourself and find an activity that brings you peace and tranquility. Breathing is especially useful in meditation, as deep, slow breaths can sharpen the mind, lower stress levels, and improve cardiovascular function. Stress can cause our breathing to become tight and shallow, but mindful breathing techniques will help to re-oxygenate both the brain and body. This can also help alleviate symptoms of both physical and emotional pain.

You may need to try different meditation techniques to find one that is right for you. Remember that being a caregiver is a wonderful job and your efforts make a real difference in the lives of others. Caring for yourself will help you to be calmer, happier, and better focused when you are caring for your client or loved one.



### MEDITATION SUGGESTIONS:

- Walking and enjoying nature
- Yoga / gentle stretching
- Sitting in a quiet room by yourself
- Tai Chi
- Prayer
- Breathing techniques
- Listening to soft music



# Connection

## **IHSS ADVISORY COMMITTEE ~ Q & A**

### **WHAT IS THE IHSS ADVISORY COMMITTEE?**

The IHSS Advisory Committee is appointed by the County of Sacramento Board of Supervisors to provide information and advice about the IHSS program.

### **WHAT IS ITS PURPOSE?**

The IHSS Advisory Committee is charged with providing input, information and advice to improve Sacramento County's IHSS programs (county IHSS and IHSS Public Authority). The IHSS Advisory Committee also provides information to the Board of Supervisors on matters relating to the IHSS program.

### **WHO CAN BE ON THE IHSS ADVISORY COMMITTEE?**

At least half (six) of the IHSS Advisory Committee's 11 members must be current or former users of personal care (IHSS) services. The remaining members are either providers, stakeholders from other organizations or community members with a interest in IHSS.

### **WHEN DOES THE IHSS ADVISORY COMMITTEE MEET?**

IHSS Advisory Committee meetings are held the third Wednesday of each month from 1:00–3:00 pm at 9750 Business Park Drive, Suite 104, Sacramento, CA 95827. Please call **(916) 874-2888** to confirm the meeting schedule.

### **WHAT HAPPENS AT THE MEETINGS?**

Each month reports are received from the county IHSS program and the IHSS Public Authority about IHSS developments locally and at the state level. Special presentations are made on topics relevant to the IHSS program, its recipients and providers. The IHSS Advisory Committee welcomes the public comment and insight into the IHSS Program. The meeting facilities are accessible to persons with disabilities. Requests for ADA related accommodations must be made to **(916) 875-2005** at least one week in advance.

### **VACANCIES ON THE IHSS ADVISORY COMMITTEE**

**Have you been looking for an opportunity to serve?** Do you want to help others by lending your voice to the Sacramento County IHSS Advisory Committee? There are currently three vacancies on the IHSS Advisory Committee: two for current/former IHSS recipients and one for an IHSS provider. If you want additional information about participation, please call **(916) 875-2005** or visit [www.pubauth.saccounty.net](http://www.pubauth.saccounty.net) and click on the Advisory Committee link. This may be the perfect opportunity for you to help improve the IHSS program!





## ACTIVITIES AT LOCAL SENIOR CENTERS!

Mary-Ann Cowan, Social Worker  
FHS Public Authority

**A**re you a senior fifty or older and looking for fun, adventure, socialization, dancing, exercising, an inexpensive lunches? Or do you simply want to enhance the brain with a game of bridge or computer skills? Did you know that the answer to this question is simply a step away from your local senior center? Yes, I said senior center! The following are senior centers in the area.

### THE ETHEL M. HART CENTER:

915 27<sup>th</sup> Street  
Sacramento, CA 95816  
(916) 808-5462

Check each calendar month by the computer web-site: [www:cityofsacramento.org/hartcenter.com](http://www.cityofsacramento.org/hartcenter.com) or other options include phoning and goggle the Ethel M. Hart Center. They offer the following: arts and crafts, music and dance, social events, hobbies and card games, exercise, fitness, wellness activities and writing classes. There are also free tax assistance, senior legal workshops and individual consultations through Senior Legal Hotline and HICAP (Health Insurance Counseling and Advocacy Program) as well as classes and supportive services.

**Hours: Mon.-Fri. 8am-3:30pm; Sat. 9:30am-1:00pm; Sun. 12:30pm-3pm**

### FRIENDSHIP CAFÉ

Lunches are held on Monday, Wednesday and Friday with a suggested donation of \$2.00. Reservations need to be made by 12:00 noon the day prior to the lunch. Drop-ins will be placed on a waiting list and may receive lunch if space is available.

### FRUITRIDGE COMMUNITY CENTER:

4000 Fruitridge Road  
Sacramento, CA 95820  
916-422-7610

### Available Clubs & Programs

**Contact: Sheryl Counter- (916) 422-7610 ext. 14**

**THE SOUTHGATE SUNSHINE CLUB:** Offers social activities and interactions with other seniors. Fees vary per activity from free on up. The club meets Monday-Friday.

**BRIDGE AND PINOCHLE CLUB:** \$10.00 monthly fee

**SEWING CLUB & LATIN AMERICAN CLUB:** Sheryl Counter will direct you to the contact for each club.

**SENIOR LUNCH PROGRAM:** (916) 422-7610 extension #13 - The contact person is Alice Moreno.

Lunch available to seniors 60 years and over. A donation of \$2.00 is requested. Please make your reservations by noon on Monday. The Asian Community Center runs Meals on Wheels.

**HEALTH SCREENINGS AND EDUCATIONAL SEMINARS are FREE.**

A person's overall health and well-being can improve with more social interaction and exercise. Just call (916) 498-1000 or 211 for the location of a senior center in your area or Goggle senior centers and learn about the wonderful opportunities that await you! Some other centers include: Mission Oaks Center (Carmichael), Robertson Center (Del Paso Heights), Oak Park Community Center (Oak Park), Swantston Center (Northrop and Fulton), Cordova Senior Center (Rancho Cordova) and Rusch Community Center (Sunrise).



# Education

## DISABILITY ETIQUETTE

Shawna Crane, Social Worker  
IHSS Public Authority

*Do you find yourself unsure what to say or how to act around people who have a disability?*

### TIPS TO PROPER DISABILITY ETIQUETTE



**1: BE YOURSELF.** Treat everyone with respect and consideration. Try to focus on the person, not the person's disability. Discuss topics that you would with anyone you were meeting for the first time. There is no need to treat someone with a disability differently than you would anyone else. It is ok to ask a person in a wheelchair to "go for a walk." Just be yourself.

**2: ASK FIRST!** Keep in mind that there are many things that a person with a disability can do for themselves. Ask the person if you can help them or wait to be asked for assistance. Do not automatically rush to be of assistance, as you may do more harm than good. Never touch a person with a disability without a good reason, as you could throw them off balance, startle them unnecessarily, or interfere with their mobility aid or assistive device. Think about how you would feel if someone interfered with your independence.

### **3: HAVE WORTHWHILE COMMUNICATION.**

- A common mistake that people make when communicating with a person who uses an interpreter is that we tend to talk to the interpreter and not the person needing the interpreter. Talk directly to the person, not an aid, interpreter or person assisting.
- It is important to let a person with a speech impairment finish their own sentence. If you do not understand what is being said, ask the person to repeat themselves or if needed, to write it down.
- Be detailed when communicating with a person with visual impairments. Tell them what is coming or if there is a hazard to their left or right. Assist, do not direct! Speak in a normal tone. Remember that just because they have visual impairments, doesn't mean they have hearing difficulties too. Additionally, do not touch or pet guide dogs (or dogs in training)
- When talking with a person in a wheelchair or scooter get down to their level, so that you can talk face-to-face. Do not lean on someone's wheelchair, as this invades their personal space.
- If speaking to a person who you are not receiving visual or verbal feedback, avoid assuming that they are not listening to you. Clarify by asking if they understand or agree with what you are saying. Do not assume that they are having difficulty with comprehension. Speak as you would to anyone.

As a Caregiver, it is always important to make sure that when working for a consumer with a disability, you are sensitive to their specific needs, as well as hazards that could interfere with their well-being. Make sure that their environment is safe from obstacles, disruptive sounds, chemical sensitivities, or any other factor that would affect their safety.

Although some people's disabilities are immediately noticeable, many times a person's disability is hidden, not apparent to the naked eye. If you notice a person is having difficulty following along in conversation, having difficulty reading or hearing, or seems to have inappropriate behavior, it is important to be open-minded. One should never make assumptions about a person or their disability.

\*\*\*Information courtesy of Lynch Associates and West Virginia University Office of ADA Coordinator\*\*\*



## Are You Tech Savvy?

Allene Brenenstall, ASO 1  
IHSS Public Authority

### Have you ever wanted to use a computer, but just didn't know how to get started?

You are not alone! According to a 2009 poll taken by AARP, nearly one-thirds of adults ages 50 and older do not use a computer at home or at work. If you'd like to change that, there are resources available – and many of them are free or available for a small fee.

#### E.M. HART SENIOR CENTER

Computer classes are offered in eight-week sessions, five times per year at the **E. M. Hart Senior Center**. The cost is \$40 which includes instructional materials for the class. In addition, public computers are available to practice skills or play online games for free in the lobby. The **E. M. Hart Senior Center** is located at 915 27<sup>th</sup> Street, Sacramento and is open 7 days per week; call **(916) 808-5462** for hours of operation.

#### PUBLIC LIBRARIES

Most public libraries have computers available to the public for use at no charge. Please check hours of operation for the library of your choice before heading out to tickle the keys, though, as many of our public libraries have staggered hours. Their phone number is **(916) 264-2700** or **(800) 209-4627**.

If you already have internet access and want to check out the goldmine of entertaining and/or factual information, visit the Sacramento Public Library at [www.saclibrary.org](http://www.saclibrary.org). Many popular magazines (including glamour, cooking and how-to magazines), books, articles and video's are downloadable to your personal computer.

#### LEARNING EXCHANGE

Classes are also available through the Learning Exchange and your local Community Colleges, as well as the public libraries. And let's not forget that most teens and pre-teens are learning computer skills in public schools these days; it's hard to find a better teacher than your own child or grandchild! Think of the bonding opportunities!




**And finally, once you've mastered the basics, you'll be amazed at the amount of information you will have at your fingertips!**




# Learning

## Class Schedule


### January 2013 Classes

<b>Points for Providing Personal Care/Wheelchair Users-</b> Helpful tips for mouth care, bathing, feeding, dressing, and grooming your recipient.	1/16/13	Wed.	5:30-7:30pm
	IHSS Public Authority Staff 		
<b>Every Woman Counts-</b> Learn valuable information about breast and cervical cancer, the importance of early detection and whether you are eligible to participate in the free cancer detection program.	1/30/13	Wed.	5:30-7:30pm
	Deborah Garrett, California Health Collaborative Cancer Detection Program		


### February 2013 Classes

<b>Home Safety and Universal Precautions-</b> Stay safe on the job and injury free by applying these tips and hints.	2/6/13	Wed.	5:30-7:30pm
	IHSS Public Authority Staff 		
<b>Grief and Bereavement-</b> Understand the phases of grief, normal reactions and tools to use when "stuck" in the grieving process.	2/27/13	Wed.	5:30-7:30pm
	Tonya Edelman, MSW		

### March 2013 Classes

<b>Community Resources to the Rescue!</b> - Learn about programs that can be of help to caregivers and consumers. ***El Hogar (Senior Link), TLC, & Shield Healthcare.	3/13/13	Wed.	5:30-7:30pm
	IHSS Public Authority Staff 		
<b>Understanding and Dealing with Diabetes-</b> Diabetes is the fastest-growing chronic disease in America. This class provides information about the causes, treatment and care for adults with this diagnosis.	3/27/13	Wed.	5:30-7:30pm
	Tami Mac-Aller, CA Diabetes Program		

### April 2013 Classes

<b>How to Talk to Your Doctor-</b> Help your consumer manage medical appointments and medication.	4/10/13	Wed.	5:30-7:30pm
	IHSS Public Authority Staff 		
<b>Handling Difficult Consumer Behaviors-</b> Learn strategies to effectively care for those diagnosed with major forms of mental illness and tips for how to deal with difficult behaviors.	4/17/13	Wed.	5:30-7:30pm
	Linda Ellis, RN, MN		

## What is a Core Class?

Core classes provide information about basic caregiving skills. When IHSS caregivers have taken at least one class in each of the six categories, they are recognized at the Caregiver's Core Class Graduation. At least one core class is offered every month. Look for the apple next to classes listed on the IHSS Public Authority class schedule to identify which of the classes is a core class.


### Core Class Categories

- Safety • Mobility • Nutrition • Personal Care
- Community Resources • Medication Management


 =CORE Class



## May 2013 Classes

<b>Nutrition for the IHSS Consumer-</b> You can eat in a healthful way-even on a budget. Special attention is paid to the senior diet.	5/8/13	Wed.	5:30-7:30pm
	IHSS Public Authority Staff 		
<b>Resources for Adult Independence-</b> There are a multitude of resources and services to assist adults with delays or disabilities to maintain their independence. Be sure you know about them by attending this class.	5/22/13	Wed.	5:30-7:30pm
	Resources for Independent Living (RIL), Supporting Community Connections		

## June 2012 Classes

<b>Mobility and Fall Prevention-</b> Learn about condititons that can lead to falls and how to prevent accidental falls in the home.	6/5/13	Wed.	5:30-7:30pm
	IHSS Public Authority Staff 		
<b>Recognizing the Signs and Symptoms of Domestic Abuse and How to Help the Survivors-</b> Recognize the signs and types of domestic violence and learn more about resources and intervention.	6/12/13	Wed.	5:30-7:30pm
	Roger Freeman, W.E.A.V.E. (Women Escaping a Violent Environment)		
<b>Core Class Graduation-</b> Congratulations Graduates! This event honors caregivers who have completed one class from each of the six core class categories. (By invitation only!)	6/26/13	Wed.	5:30-7:30pm
	IHSS Public Authority		

### \*\*\*CLASS LOCATION\*\*\*

IHSS Public Authority Offices are located at 3701 Branch Center Road, Sacramento, CA 95827

Fax: (916) 875-0946 Training line: (916) 876-5173

E-mail: [IHSS-PA-Education@saccounty.net](mailto:IHSS-PA-Education@saccounty.net) Website: [www.pubauth.saccounty.net](http://www.pubauth.saccounty.net)

## TRANSLATIONS

Core caregiving skills are important no matter what language you speak! That's why we have begun to provide materials for our CORE Caregiving Class Series in Spanish, Russian and sometimes other languages. Classes are more accessible than ever before so don't delay – **register for class today!** If you can volunteer to translate materials into languages other than English call Mary-Ann Cowan at **(916) 876-5682**.

Las habilidades básicas de un proveedor son importantes - ¡No importa qué idioma hables! Es por eso que hemos comenzado a proporcionar materiales para nuestra serie de clases llamadas "CORE Caregiving" en español, ruso y a veces otros idiomas. Las clases son más accesibles que nunca así que no se demoren – **regístrense hoy para su clase.** Si usted puede ofrecerse voluntariamente para traducir documentos en otros idiomas aparte del inglés, llame a Mary-Ann Cowan al **(916) 876-5682**.

Основные навыки по уходу важны независимо от того на каком языке вы говорите! Именно поэтому мы начали предоставлять материалы для Серий Основных Классов по Уходу на испанском, русском, а иногда и других языках. Классы стали более доступны чем прежде, так что не откладывайте— **зарегистрируйтесь на класс сегодня!** Если вы можете добровольно сделать переводы материалов на другие языки кроме английского звоните Дебра Ларсон (Mary-Ann Cowan) **(916) 876-5682**.

# TRAINING MATTERS

## WHAT'S NEW AT THE SACRAMENTO PUBLIC LIBRARY?

Everyone knows the Sacramento Library system has what seems to be an unlimited amount of information at its locations, but did you know much of it is now also available online?

*Allene Brenenstall, ASO 1  
FHSS Public Authority*



In addition to revamping their website the last week of November, they also added the ability for library card-holders to download and read popular publications such as “do-it-yourself” and even glamour magazines, newspapers and professional periodicals. EBooks have been available for a while, but now there are even more of them. All you have to do is log on to the library site and they have provided appropriate software downloads for most of the digital devices that exist, including a personal computer such as a PC, Mac, iPhone, Nook or Kindle.

The library has new web site! [www.saclibrary.org](http://www.saclibrary.org)

### WEBSITE

*Ann Owens  
Sacramento Public Library*

#### HERE'S WHAT YOU CAN DO THERE:

Be among the first to learn about new arrivals by clicking the New Books ribbon, and choosing the featured titles, or selecting one of the many new book categories on the right. New books are added regularly, and it's easy to sign up for e-mail alerts in the categories that interest you most.

Get recommendations for great reads! Click the Recommended Books ribbon and find Staff Picks and Notable Books for adults, teens and kids.

Upcoming events and programs are featured right on the home page. Click any one for the details.

### RESEARCH

#### CHECK OUT THE FUN NEW ONLINE OFFERINGS ON THE RESEARCH PAGE:

**Zinio:** Read your favorite magazines on your computer or mobile device. On the Research page, click Magazines & Newspapers and scroll all the way down to find Zinio. Set up a free account at [www.zinio.com](http://www.zinio.com), or get the free Apple or Android app for your phones and tablets. You'll be able to read the latest issues wherever you are. No need to return them, and you can check out and download each new issue as soon as it is published. There are over 60 magazine titles in the library's Zinio collection! All you need is your library card!

**Online Learning:** Want to brush up your Microsoft Word or Excel skills? Need to update your resume, or practice answering interview questions? How about finding practice educational and employment tests? Your library card is the ticket. Log on and learn!

### LIBRARY CATALOG

Be a catalog power-user and find books, books on CD, DVDs, and articles. Type what you are looking for in the catalog search box on the home page, and use the “facets” in the left column to select just the format you want. For example, if you are looking for DVDs about First Aid,

- Type first aid in the search box and click the little magnifying glass to get all the results.
- Then look at the Formats in the left column and click DVD. Now all the books are gone, and you see only the list of DVDs about first aid.



Please only check classes you will attend.

# Registration



## January 2013

Points for Providing Personal Care/Wheelchair Users	1-16-13	Wed.	5:30- 7:30pm	
Every Woman Counts	1-30-13	Wed.	5:30- 7:30pm	

## February 2013

Home Safety and Universal Precautions	2-6-13	Wed.	5:30 - 7:30pm	
Grief and Bereavement	2-27-13	Wed.	5:30 - 7:30pm	

## March 2013

Community Resources to the Rescue!	3-13-13	Wed.	5:30 - 7:30pm	
Understanding and Dealing with Diabetes	3-27-13	Wed.	5:30 - 7:30pm	

## April 2013

How to Talk to Your Doctor	4-10-13	Wed.	5:30 - 7:30pm	
Handling Difficult Consumer Behaviors	4-17-13	Wed.	5:30 - 7:30pm	

## May 2013

Nutrition for the IHSS Consumer	5-8-13	Wed.	5:30- 7:30pm	
Resources for Adult Independence	5-22-13	Wed.	5:30 - 7:30pm	

## June 2013

Mobility and Fall Prevention	6-5-13	Wed.	5:30 - 7:30pm	
Recognizing the Signs & Symptoms of Domestic Abuse	6-12-13	Wed.	5:30 - 7:30pm	

To enroll in classes, complete and return this form. Register Early! Walk-ins welcome as space permits. For more information, please call: (916) 876-5173 or visit our website at [www.pubauth.saccounty.net](http://www.pubauth.saccounty.net).

IHSS Public Authority Office: 3700 Branch Center Road, Suite A, Sacramento, CA 95827  
 Fax: (916) 875-0946

PLEASE FILL OUT ENTIRE PAGE AND FAX OR MAIL TO THE ADDRESS ON THIS FORM

<b>Name:</b>	Please Print Clearly!		
<b>Mailing Address:</b>			
<b>Phone #:</b>			
<b>E:mail:</b>			
<b>Last 6 of SSN:</b>	XXX-____-_____	<i>The last 6 numbers of your social security number required to obtain credit</i>	



Sacramento County  
 IHSS Public Authority  
 3700 Branch Center Road, Suite A  
 Sacramento, CA 95827



**IHSS General Information**  
 (916) 874-9471

**IHSS Caregiver Registry**  
 (916) 874-4411

**IHSS Caregiver-Consumer Education**  
 (916) 876-5173

**IHSS Payroll**  
 (916) 874-9805

**Governing Board:**

Phil Serna  
 District 1

Jimmie Yee  
 District 2

Susan Peters  
 District 3

Roberta MacGlashan  
 District 4

Don Nottoli  
 District 5

**DHHS Ombudsman**  
 (916) 875-2000

**Editors:**

Shawna Crane  
 Rick Simonson

**Design Layout:**

Shawna Crane

**Contributing Writers:**

Allene Brenenstall  
 Mary-Ann Cowan  
 Shawna Crane  
 John Kozitza  
 Ann Owens  
 Rick Simonson

**SPOTLIGHT: TIPS FOR TAX SEASON**

*John Kozitza, ASO II  
 IHSS Public Authority*



As we begin the new year, it is time to start thinking about filing our taxes by Monday, April 15, 2013. To help make filing as easy as possible, we have some helpful information to offer our readers.

Department of Human Assistance (DHA) has again partnered with the Sacramento Coalition for Working Families (SCWF) to offer the Volunteer Income Tax Assistance (VITA) Program. This program offers a free income tax preparation service to moderate and low-income working individual and families with the emphasis on claiming the federal Earned Income Tax Credit (EITC).

The staff is trained by the IRS to process federal and state tax returns electronically, saving the cost of using a paid tax preparer or fees charged by rapid-refund lenders which average between \$250 and \$300. DHA has 33 trained employees working by appointment at three (3) locations in the county:

- **E Bureau** - 2700 Fulton Avenue, Sacramento
- **F Bureau** - 5747 Watt Avenue, North Highlands
- **V Bureau** - 2450 Florin Road, Sacramento

Bureau - Site Coordinator	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b><u>E Bureau</u></b>	5:00pm-8:00pm		5:00pm - 8:00pm			9:00am - 1:00pm
<b><u>F Bureau</u></b>		5:00pm - 8:00pm		5:00pm - 8:00pm		9:00am - 1:00pm
<b><u>V Bureau</u></b>		5:00pm - 8:00pm			5:00pm - 8:00pm	9:00am - 1:00pm

This program will run from February 4, 2013 through March 30, 2013.  
 Please call 211 or (916) 498-1000 for appointments at any one of the three locations.