

# CARING

January-June 2017



# MATTERS

Sacramento County IHSS Public Authority and IHSS Advisory Committee Newsletter

**HAPPY NEW YEAR!**

 *Inside*

As the IHSS program enters into 2017, everyone at the IHSS Public Authority wishes you a very Happy New Year!

This past year has seen a number of changes in the IHSS program that impact both recipients and providers. The most significant change in 2016 was the introduction of overtime and travel time pay. Changes in the Fair Labor Standards Act (FLSA) led to the implementation of IHSS overtime and travel time. Overtime is paid at time and a half (\$16.20) when an IHSS provider works more than 40 hours in a week subject to certain limitations. Travel time is paid when an IHSS provider goes from one recipient's home directly to another recipient's home and is also subject to maximums. The limitations are many and we suggest that providers and recipients watch the video offered by the California Department of Social Services at:

- <http://www.cdss.ca.gov/agedblinddisabled/PG3154.htm>
- Or enter the search words: CDSS, FLSA, Video and click on "Education Videos – CDSS"

The 28 minute FLSA New Program Requirements video covers the basics about overtime and travel time and what recipients and providers can do to avoid violations. It is critical that these limitations be understood as the penalties for violation are severe:

- 1st Violation: Warning
- 2nd Violation: Warning and a one-time opportunity to reverse the 2nd violation
- 3rd Violation: Three-month provider suspension from the IHSS program
- 4th Violation: One-year provider suspension from the IHSS program

OK...enough business.

To all the IHSS recipients, we wish you a year of independence and the ability to remain safely where you would like to live. To all IHSS providers, thank you for the valuable work you do and may 2017 be a year with just the right balance of work, family, friends, health and recreation.

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# PROVIDER

## FEDERAL INCOME TAX SAVINGS

### ARE YOU ELIGIBLE FOR FEDERAL INCOME TAX SAVINGS?

The Internal Revenue Service (IRS) has issued a notice (2014-7) that those IHSS providers who live in the same home as the IHSS recipient are not required to pay Federal Income Tax on IHSS wages.

Beginning January 2017, IHSS providers who live in the same household of their recipient may self-certify their living situation to the California Department of Social Services (CDSS). This self-certification gives CDSS notice that a provider lives in the same home as the consumer and wishes to have their Federal Income Tax obligation removed.

Providers who have the same address as the recipient should have received a letter and Provider Self-Certification Form For IRS Federal Wage Exclusion (SOC 2298) in the mail last fall. For those who may not have the Self Certification form, it may be downloaded from the Sacramento County IHSS Public Authority website ([www.pubauth@saccounty.net](http://www.pubauth@saccounty.net)). Please print the form, carefully follow the instructions and submit the form as indicated. If a provider lives with more than one recipient, a form for each recipient must be submitted to exclude the federal tax obligation.

Submitting the Provider Self-Certification Form will stop withholding of federal income tax (state income tax withholding will continue). If the Self-Certification Form is not submitted, the federal withholding may be part of a refund after filing income tax for eligible individuals.

**Note: County IHSS or Public Authority staff are not tax consultants and cannot provide any additional information about this IRS notice. Please contact a tax professional for information about filing amended returns for past years.**



# MATTERS

## TIPS FOR PROVIDERS

The job of provider requires many skills. To be a good provider requires patience, empathy, professionalism and job readiness. The following are helpful tips for providers who desire a long-term working relationship with an IHSS recipient. Remember, you are choosing to work for the recipient as much as the recipient is interviewing you for the job.

### Characteristics of a good provider:

- Responsiveness
  - To phone calls-call the recipient back, even if not interested in the job
- Punctuality is very important
  - For interviews
  - For work
- Communication
  - Respond to voice messages
  - Ask clarifying questions during the interview
  - Know the schedule you are prepared to work
  - Ask for clarification on authorized tasks or job duties
  - Keep the lines of communication open; problem solve if an issue arises, once you are employed by the recipient
- Time management
  - Cell phone calls during work limited for emergencies only; unless it is a break and or lunch

### Interviewing:

- Phone interviews-preliminary to in-person interview
- Face-to-face interview; contact recipient if you are going to be late or need to reschedule
- Show driver's license if requested

### Job Expectations between recipient and provider:

- Understand authorized tasks of the recipient
- Providers will receive a mini Notice of Action, once hired
- Track dates and times of work (please write down and have initialed by recipient)
- Job/Expectations-can be a written agreement of recipient expectations



# RECIPIENT

## HIRING TIPS FOR RECIPIENTS

The job of hiring a new provider can be daunting for a recipient. I recently spoke with a member of the IHSS Advisory Committee for tips in what she looks for in a provider. Below is additional information compiled from questions and information the IHSS Public Authority provides to recipients to assist with the hiring process.

**Remember the person you are hiring as a provider will be in your home performing tasks authorized by the In-Home Supportive Services program.**

**To be prepared, have a list of what you need and are looking for in a provider.**

- Prepare questions to ask the provider during the phone interview
- If the phone interview goes well, arrange for a face-to-face interview
- Meet in a public place if this will make you more comfortable
- Ask for identification of the provider to make sure the name of the person matches the name from your Registry list or other referral
- If you as a recipient have personal care tasks, ask the provider if this is something they are comfortable doing
- Ask if the provider is allergic to cats or dogs- give a provider a list of animals in the home to determine if a provider is able to work in your home
- Does the provider have lifting limitations if this is part of the recipient's care
  - groceries
  - wheelchair to car etc...
- Remember to ask the provider to do the tasks according to how you want them to be performed
- Do not discuss your personal life or problems with the provider
- Reinforce with the provider this is a job and boundaries and professionalism are required
- Cooking-tell the provider what you like to eat and how you like your meals prepared
- Give the provider a schedule of days and times.



# MATTERS

## WHAT IS A FAMILY-SERVICE WORKER?

**Sacramento County In-Home Supportive Services employs nine Family Service Workers who help IHSS applicants and recipients in many ways.**

### **A Family Service Worker can assist with:**

- Locating a care provider, getting a list of potential providers from the Public Authority, and helping with the interview
- Educating IHSS applicants and providers about responsibilities and duties, how to fill out a timesheet, and community resources
- Inspecting for a one-time heavy cleaning to keep the IHSS recipient in a clean and safe environment
- One-time emergency food bag delivery
- Monitoring and evaluation of a care provider's performance if needed
- Securing the recipient and provider Work Week Agreement
- Family Service Workers cannot assist with:
  - Yard Abatement Assessments
  - Transportation
  - Case Management

Family Service Workers receive referrals for recipient assistance from IHSS Social Workers, Supervisors, and Public Health Nurses. The IHSS Family Service Workers enjoy the time they spend with their clients and the opportunity to provide support and assistance in the community.

**If you think a Family Service Worker is needed in your situation, please contact your IHSS Social Worker.**



# HEALTH

## HOLIDAY DEPRESSION

Holidays can be filled with joy, laughter, family and good friends. But for some, the holidays bring on additional stress and seasonal “blues.” The commercialization of the holidays barrages us with unrealistic expectations to have the “picture perfect” holiday season. This can put added stress on finances and can leave people feeling inadequate when perceived expectations are not met. The holidays are especially difficult when feelings of sadness, loneliness, depression and anxiety are the opposite of the “Hallmark” images we see all around us.

### If depression comes on during the holiday season, there are ways to keep it at bay:

1. Avoid withdrawing socially, but focus on spending time with family and friends who are supportive and positive.
2. Take care of your physical health: minimize alcohol intake, get outside during daylight hours for some exercise and fresh air, and maintain good sleep habits.
3. If you feel like you can't handle it on your own, there are support services available to help you through – please reach out and remember you are not alone this holiday season.
  - Consumer Operated Warm-Line: 916-366-4668
  - Sacramento County Suicide Prevention Line: 916-368-3111
  - Sacramento County Suicide Prevention Text Line: 916-668-4226

“The holidays are a time of music, good cheer and family, but that doesn't mean they are easy for everyone; spending time with family can be as stressful as it is enjoyable, and grief for lost loved ones may be amplified by their absence,” says Dr. Amy Barnhorst, Medical Director, Sacramento County Mental Health Treatment Center. “Winter days sometimes feel dark and cold, and expectations of a joyful holiday season may not be met, leading to feelings of disappointment, isolation or sadness.”

The holiday season can be especially hard on the elderly and children, particularly those who are separated from family and loved ones. With the added social commitments and extra time demands that the holidays bring, it's easy to lose track of routines.

Don't let the stress of this season make the holidays something you dread. Take steps to prevent the stress and depression that can come during the holidays. With some positive thinking and a little planning, you can find peace and joy during the holiday season.



# MATTERS

## WHAT IS A PUBLIC HEALTH NURSE?

Sacramento County IHSS public health nurses are registered nurses. IHSS public health nurses work with IHSS Social Workers. They help make sure IHSS recipients can live safely in their own home.

### A Public Health Nurse:

- Makes home visits to assess home safety, recipient's needs for durable medical equipment, and paramedical services.
- Accompanies Social Workers at home visits to assess recipient's needs for services based on certain medical conditions.
- Helps with locating a primary doctor and referrals to specialized medical care.
- Provides health evaluation and teaching to recipients and their caregivers.
- Connects clients to emergency care when medically needed.
- Answers questions about end-of-life and long-term illnesses.
- Coordinates health services with the social workers and other community agencies.
- Advocates for clients within the health care system.

If a Public Health Nurse referral is needed, please contact your IHSS Social Worker.





# CONNECTION

## IHSS TASK TRACKING SHEET

SATURDAY								
FRIDAY								
THURSDAY								
WEDNESDAY								
TUESDAY								
MONDAY								
SUNDAY								
DAY	DATE	START TIME	END TIME	HOURS WORKED	TASKS PERFORMED	PROVIDER SIGN	RECIPIENT SIGN	

County of Sacramento



# MATTERS

## FILING TAXES

With the New Year, it is time to think about filing federal taxes. The Earned Income Tax Credit (EITC) is a benefit for which many IHSS providers and recipients will qualify.

The County of Sacramento Department of Human Assistance (DHA) has again partnered with the Capital Region VITA Coalition (CRVC) 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.

**DHA will have tax preparers available to complete your taxes from 1/31/17 - 3/30/17 by appointment at the four (4) locations listed below:**

Bureau	Mon	Tues	Wed	Thurs	Fri	Sat
2700 Fulton Ave.		5:00 pm – 8:00 pm		5:00 pm – 8:00 pm		9:00 am – 1:00 pm
5747 Watt Ave.	5:00 pm – 8:00 pm		5:00 pm – 8:00 pm		5:00 pm – 8:00 pm	
2450 Florin Rd.		5:00 pm – 8:00 pm		5:00 pm – 8:00 pm		9:00 am – 1:00 pm
10013 Folsom Blvd	5:00 pm – 8:00 pm		5:00 pm – 8:00 pm		5:00 pm – 8:00 pm	

When it comes time to schedule an appointment simply call the Sacramento Info Line (2-1-1), to make appointments at any one of our four locations. We will start offering appointments in mid-January.

## TRACKING SHEET INSTRUCTIONS

The IHSS Task Tracking Sheet on page 8 is a good tool to use prior to preparing your timesheet. Below are some guidelines to follow:

1. Keep these Tracking Sheets in a folder for each recipient;
2. Fill in the date for each day you work;
3. Fill in the time you start work and stop working before you leave the recipient's home;
4. Fill in the hours worked for each recipient before you leave the recipient's home;
5. List out the tasks you performed for the recipient during the hours worked for each day;
6. You can sign and/or initial at the bottom of each day;
7. The recipient can look it over and make sure it is correct and then sign the bottom.

Using this tool will allow for good communication regarding your hours worked and tasks performed and may help avoid any confusion in the future.



# EDUCATION

## CAREGIVER APPS

“It’s a new age, Golde, a new age” is a line from Fiddler on the Roof. Tevye and his wife struggle with their children seeking their own relationships rather than relying on the village matchmaker. Tevye finally realizes that the old ways are gone...it is time to adjust to the new age.

Tevye’s experience might be yours as well. But instead of matchmaking, it may be adjusting to all the things that must be done online, or on a smart phone. Debit cards have replaced checks. Email, texts and tweets have replaced mailed letters. On-line purchases have replaced going to the local store for almost everything. And just what is Periscope?

**As change is embraced, there are new tools that can provide education and support for caregivers. Check out the following apps:**

**CareZone:** Organizes someone’s medical information and tracks medication. There is a tracking tool for upcoming appointments. It contains a journal to track changes in health condition and manages contacts.

**WebMD:** Check symptoms, medication tracking and reminders, medication size effects, first aid guide and even a fitness tracker.

**Good Rx:** Tracks and reports the costs of medications from a variety of pharmacies. Can be a real money saver when having to pay for medications.

**My Fitness Pal:** What does fitness have to do with caregiving, you ask? Plenty! If providers are not healthy, how can we care for those we support? My Fitness Pal allows one to track food intake, exercise and has health recipe recommendations.

**Sleep Cycle:** Monitor’s individual sleep level and time. Gives a report each morning about sleep quality, a graph of your sleep cycle and the amount of time spent in sleep.

**YouTube:** Need to learn how to perform a particular caregiving skill? YouTube is a treasure box of caregiving skills videos to be learned in just a minute or two.

**While apps are very convenient and can be most helpful, keep in mind that all recipient information is to be kept confidential. Be sure that your use of an app assures privacy.**



# MATTERS

## TIMESHEET AND SECOND VIOLATION TIPS

Overtime and travel time violations happen for different reasons. The information below will help you and tells you what to do if you get a Second Violation.

**Overtime violations are often caused by making errors on the time sheet.**

**Here are some tips:**

1. Always check your work
2. Write down the hours you work every day on a calendar
3. Add the hours in the Claimed field of the timesheet to the Total Hours on the timesheet

Example:

	<b>INCORRECT</b>
	Workweek #1
Claimed	05:00
S	00:00
M	00:00
T	02:00
W 01	02:00
T 02	02:00
F 03	00:00
S 04	02:00
Total	08:00

	<b>CORRECT</b>
	Workweek #1
Claimed	05:00
S	00:00
M	00:00
T	02:00
W 01	02:00
T 02	02:00
F 03	00:00
S 04	02:00
Total	13:00

4. Use hours and minutes
5. Mail one timesheet for each person you work for every pay period
6. If you work for more than one person you can work up to 66 authorized hours per week
7. You can be paid for up to 7 hours of time every week for travelling directly from one workplace to the next work place.
8. If you get a second violation letter you can take the one-time self-certification training. The information is in the envelope with the violation. Sign and date the form and send it to the county. This must be done within 21 calendar days from the date of the violation.

**Have questions? Call the IHSS office at (916) 874-9471 (press “1”) between 9:00 and 4:00 and ask to speak with an FLSA Social Worker.**



# LEARNING

## JANUARY 2017 CLASSES

<b>Points for Providing Personal Care &amp; Wheelchair Use</b> Helpful tools to and tips to assist with bathing, grooming, dressing, oral mouth care and feeding. Included will be a video on how to assist a person who uses a wheelchair. It includes information for recipients who use walkers, crutches and canes.	1/12/17	Thurs.	5:30-7:30pm
	PA Staff-OB3		

<b>Find out about how to get Free Community Resources through 2-1-1</b> Find out about free community resources from 2-1-1 (the information line). This includes clothing closets, food banks, and apartment and housing lists according to zip code, etc.	1/26/17	Thurs.	5:30-7:30pm
	Bob Diercks-OB3		

## FEBRUARY 2017 CLASSES

<b>Home Safety and Universal Precautions</b> Learn how to protect yourself and stay safe and free from injury working as a provider.	2/2/17	Thurs.	5:30-7:30pm
	Staff - 3700 Branch Center		

<b>Access Leisure for Children and Adults</b> Find out how Access Leisure provides fitness and social programs for children and young adults with disabilities.	2/23/17	Thurs.	5:30-7:30pm
	Jenny Yarrow and staff-OB3		

## MARCH 2017 CLASSES

<b>Community Resources to the Rescue</b> Senior Link/El Hogar-Find out a free service for recipients in need of socialization whether at home or within the community.	3/9/17	Thurs.	5:30-7:30pm
	Debra Bonner-OB3		

<b>To be arranged - Check the IHSS Public Authority website for class subject (www.pubauth.saccounty.net)</b>	3/23/17	Thurs.	5:30-7:30pm
	OB3		

### What is a Core Class?

The core classes are designed to provide basic caregiving skills and information. When an IHSS provider has taken at least one class in each of the six categories, they will be recognized for their achievement. One core class is offered each month.

#### Core Class Categories

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

= CORE Class



# MATTERS

## APRIL 2017 CLASSES

<b>Senior Legal Services of Northern California</b> Find out what free services this resources and program are provided such as; Senior Legal Hotline and Health Insurance Counseling & Advocacy Program (H.I.C.A.P).	4/6/17	Thurs.	5:30-7:30pm
	Jenni Gomez- 916-551-2192-OB3		

<b>How to Talk to your Doctor</b> Help your recipient manage medical appointments and medication.	4/20/17	Thurs.	5:30-7:30pm
	PA Staff-CORE OB3		

## MAY 2017 CLASSES

<b>The Importance of Footcare</b> Learn more about common foot problems such as bunions, callouses, diabetic feet and treatment options.	5/4/17	Thurs.	5:30-7:30pm
	Dr. Karen Romines OB3		

<b>Nutrition for the IHSS Recipient</b> You can eat in a healthful way-even on a budget. Special attention is paid to the senior diet.	5/18/17	Thurs.	5:30-7:30pm
	PA Staff - 3700 Branch Center		

## JUNE 2017 CLASSES

<b>Mobility and Fall Prevention</b> Learn what physical changes can lead to falls and find out how to prevent falls in the home and in the community.	6/1/17	Thurs.	5:30-7:30pm
	PA Staff-OB3		

<b>Cultural Competence</b> Learn how differences in cultural behaviors and beliefs can impact caregiving and communication. Understanding these differences is the key.	6/15/17	Thurs.	5:30-7:30pm
	PA Staff - 3700 Branch Center		

### \*\*\*CLASS LOCATIONS\*\*\*

The following classes are located at OB3: 3701 Branch Center Road, Sacramento, CA 95827

- January 12 •January 26 •February 23 •March 9 •March 23 •April 6 •April 20

The following classes are located at 3700 Branch Center Road, Sacramento, CA 95827

- February 2 •May 18 •June 15

Fax: (916) 875-0946 Training line: (916) 874-2888

E-mail: IHSS-PA-Education@saccounty.net Website: www.pubauth.saccounty.net

# TRAINING MATTERS

## FEATURE A TEACHER

### MY STORY: HOW HAS EDUCATION BEEN IMPORTANT TO ME?



Carol Palmer has been an advocate and participant in education her whole life. Carol started by being a member of the Future Nurse's Club while in high school. Ms. Palmer is a graduate of a Medical Assistant's College. Ms. Palmer is also a Certified Nursing Assistant and a Certified Home Health Aide. Ms. Palmer has worked at Guam Memorial Hospital, Spain Naval Hospital. Ms. Palmer has worked for the American Red Cross and has "given hundreds of volunteer hours to the Red Cross." Ms. Palmer has worked in blood pressure clinics and was asked by the Eye Team of Sacramento to go to the border of Mexico to assist with eye surgeries. Ms. Palmer has been a member of the Flying Doctors of Mercy (Liga International) and has flown to different villages in Mexico, assisting in the operating room, as a triage nurse and in the pharmacy.

**Instructors note:** Ms. Palmer attends the IHSS education classes on a regular basis and always appears to be warm and engaging in her interactions with other attendees. It is evident to all who have heard Ms. Palmer speak of the recipients she cares for that she is a dedicated provider.

#### How long has Ms. Palmer been an IHSS Provider?

"I have been working as an In-Home Supportive Services provider for the last seven years. I currently work for two recipients and use my skills and education for their care."

#### What have you discovered attending education classes through the IHSS Public Authority?

"It's been a great benefit to me to attend the caregiver classes. I have learned from each and every class I attend. It is also very important to see and to converse with the other caregivers. The classes are most informative and they keep me current on how to do things properly with clients."

#### How have your recipients benefitted from the education you have received?

Recently the Sacramento State nursing student interns taught a class on "Mobility and Fall Prevention" and the nursing students showed the class how to properly put a gait belt on a client.

#### What are your future goals?

"My future endeavors would hopefully be to complete a book that I have already begun to write. My passion is to work and take care of our Country's military veterans."

✓ Please check classes you will attend

# REGISTRATION



## JANUARY 2017

Points for Providing Personal Care & Wheelchair Use	1-12-17	Thurs.	5:30-7:30 pm	
211-Connecting the Community with Valuable Local Resources	1-26-17	Thurs.	5:30-7:30 pm	

## FEBRUARY 2017

Home Safety and Universal Precautions	2-02-17	Thurs.	5:30-7:30 pm	
Access Leisure for Children and Adults	2-23-17	Thurs.	5:30-7:30 pm	

## MARCH 2017

Community Resources to the Rescue	3-09-17	Thurs.	5:30-7:30 pm	
To Be Arranged	3-23-17	Thurs.	5:30-7:30 pm	

## APRIL 2017

Senior Legal Services	4-06-17	Thurs.	5:30-7:30 pm	
How to Talk to Your Doctor	4-20-17	Thurs.	5:30-7:30 pm	

## MAY 2017

The Importance of Foot Care	5-04-17	Thurs.	5:30-7:30 pm	
Nutrition	5-18-17	Thurs.	5:30-7:30 pm	

## JUNE 2017

Mobility and Fall Prevention	6-01-17	Thurs.	5:30-7:30 pm	
Cultural Competence	6-15-17	Thurs.	5:30-7:30 pm	

**To enroll in classes, complete and return this form. Register Early! Walk-ins welcome as space permits. For more information, please call: (916) 874-2888, visit our website at [www.pubauth.saccounty.net](http://www.pubauth.saccounty.net), or email us at [IHSS-PA-Education@saccounty.net](mailto:IHSS-PA-Education@saccounty.net), or Fax: (916) 875-0946.**

**Mail Form To: IHSS Public Authority 3701 Branch Center Rd. Suite A, Sacramento, CA 95827**

**\*\*Class locations can be found on page 13\*\***

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

Please Print Clearly!

<b>Name:</b>	
<b>Mailing Address:</b>	
<b>Phone #:</b>	
<b>E-mail:</b>	
<b>Last 6 #'s of SSN:</b>	XXX-____-_____ <small>The last 6 numbers of your social security number required to obtain credit</small>



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

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 General Information**  
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**Health Benefits**  
 1-800-824-3316

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

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## IHSS PUBLIC AUTHORITY NEW PHONE MENU

The IHSS Public Authority initiated a new phone menu to better assist the variety of caller questions.

The IHSS Public Authority's main phone number is (916) 874-2888. After calling this number, the following menu options are now available with descriptions for each option. Please listen to each option's description before making your selection. (Have pen and paper handy).

1. Provider Enrollment Information
2. Registry Information for Providers
3. Registry Information for Recipients
4. Education Classes
5. Payroll/Fraud/Adult Protective Services
6. Background Report Information
7. Directions to IHSS Public Authority
8. Public Authority Administration

After pressing the option of your choice, please listen carefully to the information provided and if leaving a message, please provide all the information requested so we can return your call promptly.

We made every effort to provide enough information that each caller can receive the information they need with their first phone call and if needed, an option to leave a message for a return call from our staff.

Additionally, we have all the same information available on our web site with forms available to print out at: [www.pubauth.sacounty.net](http://www.pubauth.sacounty.net).

The phone prompts are different when calling IHSS Program at (916) 874-9471.