

Caring Matters

July - December 2011



Sacramento County IHSS Public Authority and IHSS Advisory Committee Newsletter

NEWS AND UPDATES



Inside

We wish it weren't so, but once again our leading story involves changes to IHSS caused by the ongoing California budget deficit. On March 24, the Governor signed a series of bills into law that will implement many of the changes to IHSS. The 2011-2012 budget is incomplete at the time of this story, mainly because it is still uncertain whether certain taxes and fees can be temporarily extended. It's possible that additional cuts and changes to the budget will occur.

GOOD NEWS

REJECTED: PROPOSAL TO REDUCE ALL IHSS HOURS BY 8.4%. This proposal would have affected nearly all of 429,944 recipients in California.

REJECTED: PROPOSAL TO ELIMINATE IHSS HOURS FOR DOMESTIC AND RELATED SERVICES. The governor had proposed to eliminate all domestic services for consumers in any shared living arrangement and for some minors. This proposal would have impacted more than 300,000 recipients in California.

BAD NEWS

APPROVED: IHSS ADVISORY COMMITTEE FUNDING CUT BY 90%. Fiscal year 2011-2012 will see IHSS Advisory Committee funding reduced from \$52,000 per year to \$6,000 per year. This cut reduces their ability to continue advocating on behalf of consumers and caregivers. In addition, the IHSS Advisory Committee can no longer fund this newsletter. Unless another funding is quickly identified, **this will be the last issue of Caring Matters that you will receive in the mail.** We plan to publish an online edition of the newsletter that will be distributed to those signed up on our email distribution list. **INSTRUCTIONS FOR KEEPING IN TOUCH ARE ON THE BACK COVER.**

On behalf of the newsletter staff at the IHSS Public Authority, it has been a pleasure to create this newsletter for you. Our goal has always been to create the opportunity for laughing and learning, to enhance connections, and most of all, to provide information for your continued health and happiness. Thank you kindly for many compliments about this publication and for letting us serve you.

Be joyful,
Debra, Shawna, Mary-Ann, Marni, Dorca, Allene, Mary and Rick

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Caregiver

HOW IS YOUR BALANCE? – Managing Caregiving, Family and Work



Mary was frantically trying to leave for work. She didn't want to be late again and walk to her desk while coworkers stared as they checked their watches. "It's not my fault," she thought, her eyes filling with tears. Mary's mother came to live with her after being discharged from skilled nursing a month ago. Mom's room was on the other side of the house, but she still managed to awaken Mary in the middle of the night. Mary's two teenagers resented all the extra work needed to take care of their grandmother, and expressed that resentment by leaving messes all over and complaining day and night. Fred, Mary's husband, didn't seem to understand why she was always tired and stressed out. What's worse, Mary hadn't had an hour to herself for over a month. "It's not fair!" she thought, "but there is nothing that I can do to change things."

Does Mary's story sound familiar to you? Are you like Mary? Caregivers often have to balance the demands of family, work and caregiving. They feel pulled in many different directions, it's as if their best efforts to satisfy everyone are actually satisfying to no one. They wind up distracted at work, emotionally drained and physically exhausted.

Here are some tried and true tips that will be helpful for you!

- **Accept your limitations**

Put your SuperCaregiver cape away and make tough choices that realistically allocate your time and energy. Do not allow yourself to be guilt-tripped by the impractical expectations of others.

- **Prioritize**

Make a list of all of your responsibilities and commitments – in order of importance. Let go of those at the bottom of the list.

- **Find out if your employer can help**

Talk to your supervisor or human resources department about your difficulties. Ask about an Employee Assistance Program, flex-time and about the Family Medical Leave Act. Avoid mixing work with caregiving. Set aside time on your breaks or lunch hour to make and receive calls.

- **Keep Good Records**

Caregivers have to deal with many service providers, insurance companies and other resources. Over time, it's difficult to rely on your memory. Develop a filing and note-taking system – the sooner the better!

- **Make Time for Yourself**

Put personal time on your calendar and keep your appointment with yourself. Take a walk, read a book, exercise or just enjoy peaceful and quiet moment. You will be more productive, have more energy patience. Dates with yourself prevent caregiver burnout.



GIVE ME A BREAK! Respite Care Options for Caregivers

Caregiving is a hard job. Anyone caring for an older, ill or disabled family member or friend knows that. All caregivers need a break at times. Respite care can help.

Respite care is short-term, planned, temporary care provided to give primary caregivers rest and relief. The goal of respite care is to reduce caregiver stress and burnout, relieve caregiver isolation and to provide social and recreational opportunities for caregivers. Whether it's used for a few hours every week to run errands or a regular week off every three or four months, respite care supplies the opportunity to rewind and recharge.



Caregiving can take a heavy emotional toll unless there is adequate support. Caregiving involves many stresses; expectations placed on caregivers may be unrealistic and demands on them may be unreasonable. The rewards of caregiving, are often intangible and may be far off. Caregivers can become weary and tired - in other words, burned out! Being burned out can be bad for your health. Your eating and sleeping may suffer or you may become irritable or angry.

Respite care helps you and the person you are caring for. When caregivers are rested and relaxed they provide better care. Rested caregivers are healthier and able to spend more time providing better care.

Different Types of Respite Care are Available

IHSS Public Authority Caregiver Registry maintains lists of screened caregivers looking for short-term or on-call assignments. Give the Registry a call at (916) 874-4411 if you need help finding a respite caregiver who can be paid by the IHSS program.

Home Care agencies can provide temporary care. Home care aides can help with personal care, housework and cooking while offering companionship. Home care can be one time only, one or more times a week, or for a few hours every day.

Assisted Living overnight stays might be offered by assisted living facilities, and they may extend the stay for a few days or weeks to accommodate caregiver vacations.

Informal respite care may also be used. Friends and family members can stay with the consumer for a few hours or a few days. Some community organizations, such as churches or lodges, may have people who volunteer to provide respite care. Remember that informal caregivers must complete provider enrollment to be paid by IHSS.

**It's essential that you get the support you need. You are not alone.
Help for caregivers is available.**



Consumer

DID I TAKE MY MEDICINE YET? Ways to Manage Medication



Medications may play an important role in the health of a person that you are caring for. A recent report states that medication compliance (defined as taking the proper dosage of a medication at the proper time) among the most at-risk seniors is typically below 15%. Seniors often take more than five prescription medications throughout the day. Memory problems interfere with taking medications appropriately, and taking medications inappropriately can cause temporary memory problems. Studies show medication errors result in increased hospital and nursing home admissions.

Medication Management Tools

Luckily, there are many helpful tools that may be used to assure medications are taken properly. They range from very low-tech to state-of-the-art. Try more than one method before settling on the one that works best for you.



The first tool that almost everybody tries is a calendar or chart used to list the names of medications and the times they should be taken. If your medication regimen is too complicated to fit on a calendar, you may ask your pharmacist for a pill-organizer box. Alternately, you could see if your pharmacy will bubble-pack your medications. This consists of placing medications in bubble-cards marked for each day, time of day and dose. This is less confusing for caregiver and consumer and neither of you will wonder whether the proper medication was actually taken.



Many people have medication reminder systems that require low-to moderate technical skills to use. These are helpful for consumers on complicated medication regimens. One such device is a pillbox attached to some sort of alarm system. Medication is loaded into weekly doses and an alarm rings or vibrates when it is time to take medicine. Watches with alarm reminders can be purchased, as can pagers that vibrate when it's medication time. These systems usually cost between \$50-\$150 and are available online or in pharmacies and some discount retailers.



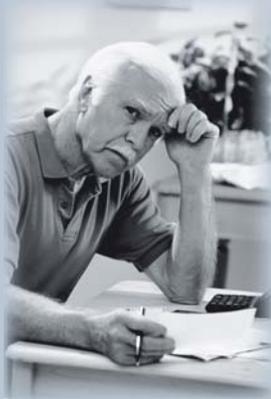
Automatic medication dispensing machines are a new tool that ensures compliance. They are similar in operation to personal medical emergency alert systems and are easy to use. Medication doseages are loaded into cups in the dispenser. The medication schedule is input into the machine. The machine dispenses the medication along with a recorded reminder message that plays when it is time to take medication. If medication isn't taken, the machine removes it to a locked storage area to prevent overdoses. A phone call is then made to assure patient safety. Advocates report up to 98% compliance when these machines are used.



Finally, there are apps! For the uninitiated, apps (applications) are easily accessed computer programs stored on smartphones (phones that also act like mini-computers). There are more than 87,000 health-related applications available for smartphones, some of which provide assistance with medication management. But beware – don't assume a health app is safe. Apps aren't regulated by the government. Ask your doctor or health care provider for advice or you can read app reviews.



MEDICARE PART D



In 2003, the federal government passed the largest overhaul of Medicare in its history. The biggest change was the creation of an entitlement for a prescription drug benefit through Medicare Part D. Today, regardless of income or health status, recipients of Medicare (or in certain circumstances Medi-Cal) are eligible for Medicare Part D.

Medicare Part D allows private companies to offer prescription drug plans. You choose the drug plan that is best for you and then pay the premium. Each prescription drug plan is different and covers different drugs. There are timelines about when you can enroll. In 2011, **you must enroll in Part D from October 15 through December 11**. There are penalties for enrolling late.

The cost of a Part D plan varies from plan to plan. In 2011, California has 33 prescription drug plans with monthly premiums starting at \$14.80. Unlike traditional medical insurance, the cost of the plan isn't related to any health conditions that you may have.

Most Part D plans have the same features:

- 1) You must pay 100% cost for all drugs until your deductible is met
- 2) Pay for 25% of drug costs until you and drug plan spend a combined total of \$2,840 on medicines
- 3) Once you and your Part D plan spend a combined \$2,840 you are in the “**donut hole**” and you have to pay for 50% of the cost of generic medicines and 93% of brand name medications until you reach your out-of-pocket limit of \$4,550. At that point, the Part D plan pays 95% for the cost of medications minus any copay. There is also a small cost per prescriptions - \$2.50 for generics or \$6.30 for brand names. Under the 2010 Affordable Care Act, the “Donut Hole” will be eliminated by 2020.

Part D plans have lists of drugs they cover, called **formularies**. Each plan has different formularies. Medicare has minimum standards but the plans can be very different. Once you choose a plan, the drugs it covers isn't likely to change until January of the next year. Drugs on the plan are priced in groups called **Tiers**, and Tiers for generics cost less than Tiers with brand-name drugs. Not all Part D plans contract with all pharmacies; consider the pharmacy and its formulary that you use when selecting your plan.

Some people are eligible for Medicare and Medi-Cal at the same time. They are “**dual-eligibles**.” This category includes adult IHSS consumers who receive SSI. There is a low-income subsidy that helps pay for all or part of the monthly premium, annual deductible, and drug co-payments. This is available to those with incomes below 150% of the poverty line.

HICAP CAN HELP. HICAP (Health Insurance Counseling and Advocacy Program) provides free information and counseling about Medicare programs, including Part D plans. Counselors can help you understand and compare Part D plans, and information about Medicare, Medicare Part D and all of the plans in California is available on their website.

Call HICAP at 1-800-434-0222 for information or to request an appointment.
Or visit their website at <http://www.cahealthadvocates.org/HICAP/>.



Health

IS YOUR MEDICINE DOING MORE HARM THAN GOOD?



Chronically ill and disabled people take more medication than any other other group. They see more doctors too, and those doctors aren't always communicating with one another...and doctors who aren't sharing records or communicating may not know the full list of drugs that each has prescribed.

Are you surprised that the leading cause of visits to the ER is adverse medication interactions???

When elderly people take several medications at the same time, they are at higher risk for drug-related problems. This is because **aging affects how our body metabolizes medications** and also because older people take more medications than younger people. The average senior takes four or five prescribed medications along with one or two drugs sold over-the-counter.

People over 65 take about 30% of all prescriptions but make up about 13% of the population!!!

Seniors are much more likely than other groups to be taking a medicine that they should never have been prescribed at all. In addition, alternative medications and herbal remedies are increasingly popular and are sometimes seen as a healthful alternative to the high cost of prescription drugs. It's important to know that **if your consumer is taking multiple medications**, whether prescribed, over-the-counter or herbal, they are **at a much higher risk for an adverse drug reaction**.

Doctors may wrongly believe that an adverse reaction from one prescription drug is a symptom of a disease or condition – and that belief leads them to prescribe another drug!

It's never too soon to take precautions to minimize the risk of an adverse medication event. The most important thing you can do is to **maintain an updated list of current medications**, listing the name, dosage and reason for taking the medication along with any dosing directions. Make multiple copies for home, to take on doctor visits, or give to emergency caregivers. **Update this record** every time you stop or start a medication. Write the condition being treated on each bottle. You might find your consumer taking different pills for the same condition, each prescribed by a different doctor.

Remember you can always discuss medication concerns with a pharmacist, FREE of charge!

Make a **brown-bag date** with the pharmacist! Put all drugs, vitamins, herbal supplements in a brown bag and ask the pharmacist to check for adverse interactions. **Throw out** old medications. **Get all prescriptions from the same pharmacy.**

Protect your consumer from harm! Know what to look for and how to help!

Remember, the link between illness, interactions, adverse reactions and side-effects might be difficult to determine. But for patients and their caregivers, what is most important is to determine when someone is being harmed by a medicine that is supposed to be helping.



HOW TO SAVE ON PRESCRIPTION DRUGS



Prescription drugs are one of the fastest growing expenses in the country, making up to 15% of all health care costs. Seniors are hardest hit because they take more medicines than younger people, but the skyrocketing cost of prescriptions may cause all age groups to worry whether they can afford the expense.

Without careful budgeting and planning, the cost of prescriptions may cause us to find ourselves in a financial or medical crisis.

Here are some ideas that may be of help to you...

BEFORE THE PRESCRIPTION IS WRITTEN talk to your doctor. Doctors may prescribe medication without thinking of the cost. It's okay to ask your doctor about lower cost alternatives to his recommended drug. Be honest if you will be unable to afford the medication. Ask if generics are appropriate. Can your doctor provide a sample to treat a short-term illness? Will he/she provide a trial package to see if the prescribed medication will be helpful to your condition? Your health will not be improved if your doctor prescribes a medication that you cannot afford to purchase.

SPLIT PILLS if your doctor or pharmacist says you can. See if you can get your prescription at double your dose and then split them in half. This can result in significant savings. Always get the doctor's okay before you use this money saving technique.

BE INFORMED ABOUT YOUR INSURANCE OPTIONS after the prescription is written. Check to be sure that the pharmacy you use is in your insurance network. Know your formulary (a list of drugs that a health plan covers) and which drugs are on the least expensive Tier I list and which are on the more expensive Tier II and Tier III lists.

SHOP AROUND for the best deal. Many stores offer very low generic drug pricing. Generic drugs are the chemical equivalent of the brand-name drug and are required to have the same active ingredients. Does the pharmacy have a customer loyalty program? Prices vary and you should compare prices and ask for price-matching.

ORDER BY MAIL OR ONLINE. Some insurance companies and retailers offer deep discounts on mail orders, especially if you order a multi-month supply of medication. Deal only with reputable pharmacies located in the U.S and licensed in the state where they are located.



Connection

FAREWELL AND GOOD LUCK TO MARNI COTTA-WARREN!



As this edition of “Caring Matters” goes to print, we all have to say good-bye to Marni Cotta-Warren, who supervises Caregiver Registry and Caregiver Enrollment services. She was the fifth person to be hired when the IHSS Public Authority was newly created, beginning as a social worker in the education unit. She was promoted to Registry supervisor in 2005 and counts among her many achievements enhancing the professionalism of Registry caregivers through careful selection and exercising agency leadership in implementing the newly mandated caregiver enrollment requirements in 2009. Marni leaves the IHSS Public Authority to use her talents in another way- she will be supervising a unit of IHSS social workers.

It’s difficult to say so long to a good supervisor, colleague, and friend ~ but we wanted to take this moment to let Marni know how much her contributions were valued and how greatly she will be missed.

CALLING ALL CAREGIVERS: MEET OUR NEWEST EXPERTS



Dr. Cory Vu: Dr. Vu will discuss eye disease and treatment. Dr. Vu graduated from the University of California, Berkeley School of Optometry and completed residencies at the Veteran’s Hospital in Palo Alto and the Berkeley School of Optometry. He is a consultant for Medi-Cal Vision Care and is an Assistant Clinical Professor at the Berkeley Optometry School.

Caryl Rose, MSW: Ms. Rose will co-facilitate a presentation in July to explain financial abuse. Her passion for protecting Sacramentans has been exhibited throughout her career. She has worked for the IHSS program and now is a seasoned member of the Financial Abuse team at Adult Protective Services. She views her work as a way of giving something back to the community she loves.

Detective Steve Atkinson: Detective Atkinson of the Sacramento Sheriffs Department will draw on his more than 20 years of law enforcement experience and education in criminal justice when he discusses avoiding financial scams in July. His dual goals of arresting bad guys and protecting victims is demonstrated by his assignments to units investigating sexual assault, domestic violence and now elder abuse/financial crimes against the elderly.

Lee Belshin, M.S.: Mr. Belshin will give us advice on a healthy heart. His career includes such accomplishments as past-President of the Golden Empire Heart Association, and writing three books (Love Your Heart, The Love Your Heart Guide for the 90’s and The Complete Prostate Book). He is a recipient of the Heart Association’s *Distinguished Service Award*. He recently fulfilled his lifelong ambition of becoming a stand-up comic, reflecting his excellent sense of humor and lifelong interest in the relationship between heart health and humor.



IHSS ADVISORY COMMITTEE

Marni Cotta-Warren
IHSS Public Authority



Francisco Godoy

Have you ever said to yourself “So much has been done for me, I want to do something to give back; to make a difference?” Sometimes in life, opportunities like that do come along and for Francisco Godoy, being a member of the Sacramento County IHSS Advisory Committee has become one of those opportunities.

After sustaining injuries in a car accident that led him, at the age of 24, to use a wheelchair as a quadriplegic, Francisco made the decision to go back to school. Initially, his educational goal was to improve his English and get his GED, so that he could better advocate for himself and others in need. He later attended American River College where just as he prepared to graduate with his AA in Social Science, he suffered a debilitating setback due to pressure sores (a common problem for wheelchair users).

After being waylaid for several years, Francisco returned to school to get that degree and then moved on to CSU Sacramento, where his studies took him on a path which led to a Masters degree in Social Work.

Ready to lend his voice to helping others, Francisco has been busy advocating and educating within the Sacramento community. Along with his role as a member on the IHSS Advisory Committee, his work includes volunteering with the UC Davis Spinal Cord Injury program, as well as being a peer counselor and board member with Resources for Independent Living (RIL). Ever humble, Francisco stressed how important it was to him that he was able to give back for all the support he has received over the years; that these opportunities to serve were very empowering and rewarding. And that being a part of the Advisory Committee has given a better understanding of the system surrounding the IHSS program and has been better able to voice how changes in these systems impact the people served by them.

VACANCIES ON THE IHSS ADVISORY COMMITTEE

Have you been looking for an opportunity to serve? Do you want to help others, as Francisco does, by lending your voice to the Sacramento County IHSS Advisory Committee? The committee currently has three openings for current or former recipients of the IHSS program in Sacramento. If you are interested and would like to know more about what it involves and how to apply, call the Sacramento County IHSS Public Authority at **(916) 874-2888**.



Education

ENTER THE INTERNET FOR INFORMATION



Are you having difficulty communicating with your caregiver? Perhaps you would like a resource to enhance your caregiving skills? Or, maybe, you might want to get in touch with your union. You can find information about all of these things, and more, right in your own living room by logging on and clicking away to the IHSS Public Authority Website.

You will notice that the **HOMEPAGE** prominently features links and information for provider enrollment, making it easy for new caregivers to complete this process easily. On the left of this page, there are **RESOURCES** that you can use to become or hire a registry caregiver, get updates on news or register for classes. This is also where caregivers check on their benefits status. The **HOMEPAGE** also has **RELATED LINKS** that are used to learn more about social security and disability benefits, file a fraud report, get in touch with the caregivers union (SEIU-UHW) and access the many services listed by Infoline Sacramento and 211.

Look at the top of the **HOMEPAGE** – you will see a bar with internal links to pages in the website. For example, there is a **PAGE FOR CONSUMERS**. Use the **ADVICE, TIPS & RECOMMENDATIONS BROCHURE** to get tips on arranging interviews, hiring and supervising your caregiver. Pay close attention to the “Consumer Don’t” advice, such as don’t borrow money and loan money or record hours that the caregiver didn’t work! Click on “How to Hire a Caregiver” for more detailed hiring information. Use the **TASK GRID** to plan and record your caregiver’s work. Consumers who want to stay cool should read the brochure on hot weather tips linked in this section.

The **PAGE FOR CAREGIVERS** is designed to provide practical workplace training and job performance information. The 2010 revised CPR guidelines and video are linked here as is the current class schedule, providing tools to enhance your skills and ability to care for consumers with a variety of conditions. The **CAREGIVER TOOLKIT** is the star resource on this page! Your toolkit contains advice on questions to ask before scheduling an interview, a sample job agreement to develop with your consumer along with a sample contract. There are burnout prevention tips to use if ever you feel overwhelmed along with lots of tips that help cope with stress. You can learn about how to deliver basic care, from toileting assistance to range of motion exercises, with the step-by-step instructions in this toolkit.

Educational Opportunities links to information about caregiver training while the **Advisory Committee** page updates you as to their activity.

Take advantage of these free links and resources that can enhance your health, independence and professionalism.



MEMORY ADVICE YOU SHOULDN'T FORGET!



Are your “senior moments” occurring more often as you become more, well...senior? You're not alone. It's inevitable that some brain changes will occur as we age. These senior moments usually begin in our 50s as brain activity declines and almost everyone has some level of decline by the time they reach 65. Doctors don't know whether the changes in brain function are due to decreased blood flow or to the accumulated loss of brain cells that actually begins to occur when we are in our 20s.

Most doctors agree that there are significant differences between memory problems that are a natural result of aging, and those caused by diseases such as dementia and Alzheimer's. They also agree that problems related to memory can be reversed with a few simple lifestyle changes and activities.

What is normal memory loss? Many aging adults begin to worry when they begin to forget names, items they meant to get at the grocery store or where they left their car keys. Forgetting these things is normal and is just a glitch in your memory. You will remember these things with time. It can be embarrassing but isn't serious.

More concerning would be forgetting the name of a family member, not being able to remember how to get home from the grocery store or what car keys are used for. Memory problems are serious if they interfere with your ability to function. Sometimes it can be hard to know if a problem is serious; you may need to speak to a doctor to be sure. The doctor will screen for concerns related to medication, illness or depression.

Steps to Improve Your Memory

- **Nourish your brain first and foremost.** Any exercise that increases your heart rate also increases the supply of blood to the brain. Try 45 minutes of moderate exercise, like walking, three times a week.
- **Eating right** is also important for your brain. Eating fruits, nuts, vegetables, whole grains and “healthy” fats will improve your memory as well as your health. Avoid memory killers! Saturated fats and too much alcohol are not good for the brain or body.
- **Improving your mood** can lead to a better memory. Depression hurts our ability to recall, as does chronic stress. And a sad or stressed mood makes sleep difficult, and well-rested minds remember better. Help your memory out by making time for friends and fun.
- **Give your brain a workout.** Memory is like a muscle and if you don't use it, you will lose it. Any activity will do so long as it's new, challenging and fun!



Learning

Class Schedule

July 2011 Classes

Points for Providing Personal Care/Wheelchair Users- Helpful tips for mouth care, bathing, feeding, dressing, and grooming.	7/06/11	Wed.	5:30-7:30pm
	IHSS Public Authority Staff 		
Common Eye Care Diseases and Available Resources- All eyes will be on Dr. Vu as he discusses eye health, conditions and diseases and changes that occur in the aging eye.	7/13/11	Wed.	5:30-7:30pm
	Cory Vu, D.D. CA Dept. of Health Care Services		
Adult Abuse Investigations and Financial Crimes- Get advice about how to protect your consumer from being targeted by scammers and learn how law enforcement and adult services can assist when crimes occur.	7/20/11	Wed.	5:30-7:30pm
	Sac Sheriff Elder Abuse & Sex Assault Div., Adult Protective Services, Sac. Financial Abuse Team		

August 2011 Classes

Home Safety and Universal Precautions- Stay safe on the job and injury free by applying these tips and hints.	8/03/11	Wed.	5:30-7:30pm
	IHSS Public Authority Staff 		
The Importance of Foot Care- Feet are important! Learn more about common foot problems and treatments.	8/10/11	Wed.	5:30-7:30pm
	Dr. Karen Romines		
Grief and Bereavement- Understand the phases of grief, normal reactions and tools to use when "stuck" in the grieving process.	8/31/11	Wed.	5:30-7:30pm
	Tonya Edelman, MSW		

September 2011 Classes

Community Resources to the Rescue! - Learn about programs that can be of help to caregivers and consumers.	9/07/11	Wed.	5:30-7:30pm
	IHSS Public Authority Staff 		
Keep Your Heart Healthy- Learn about the different diseases of the heart, early warning signs of heart disease, tips for caregivers, as well prevention of heart disease.	9/21/11	Wed.	5:30-7:30pm
	Lee Belshin, American Heart Association		

October 2011 Classes

How to Talk to Your Doctor- Help your consumer manage medical appointments and medication.	10/05/11	Wed.	5:30-7:30pm
	IHSS Public Authority Staff 		
Sleep Disturbances- Learn more about what causes sleep problems and learn tools to help alleviate these problems.	10/13/11	Thur.*	5:30-7:30pm
	Ann Hatfield, LCSW, Mercy Catholic		
Help with Hoarding- Learn to recognize when hoarding is a problem, the causes for hoarding and strategies to cope with consumers who hoard.	10/19/11	Wed.	5:30-7:30pm
	Kim Dochterman, MSW Adult Protective Services		

CLASS LOCATION

IHSS Public Authority Offices are located at 3700 Branch Center Road, Sacramento, CA 95827

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

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



November 2011 Classes

Handling Difficult Consumer Behaviors- Learn strategies to effectively care for those diagnosed with major forms of mental illness and tips for how to deal with difficult behaviors.	11/02/11	Wed.	5:30-7:30pm
	Linda Ellis, RN, BSN, MN		
Nutrition for the IHSS Consumer- Shopping and eating tips to support good health.	11/16/11	Wed.	5:30-7:30pm
	IHSS Public Authority Staff 		
Conservatorships, Trusts, & Future Planning- Legal information and useful options for planning for dependent adult care.	11/30/11	Wed.	5:30-7:30pm
	Law Offices of Michael Pearce		

December 2011 Classes

Chronic Pain Management- Topics include pain indexes, current treatments, medications and alternative therapies.	12/07/11	Wed.	5:30-7:30pm
	Penney Cowan, Chronic Pain Assoc.		
Mobility and Fall Prevention- Learn about conditions that can lead to falls and how to prevent accidental falls in the home.	12/14/11	Wed.	5:30-7:30pm
	IHSS Public Authority Staff 		

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



PREVIOUS CORE CLASS GRADUATES



=CORE Class



TRAINING MATTERS

A TIMELY TIMSHEET REMINDER FROM PAYROLL



IHSS Payroll

Payroll staff knows that caregivers need to be paid promptly. IHSS Payroll receives hundreds of calls every month from caregivers who face financial difficulties because their paycheck was delayed for some reason. Sometimes your paycheck is lost in the mail or perhaps your timesheet contains an error that prevents it from being processed. IHSS Payroll staff can assist you to correct these concerns.

What is truly troubling is when IHSS Payroll does not receive timesheets at all. Many caregivers fail to submit timesheets, sometimes for months at a time. This causes concern for the assigned social worker, who worries that a vulnerable consumer may not be receiving care.

Payroll would like to remind you that all timesheets need to be signed and mailed to IHSS immediately after the pay period ends. It is the responsibility of the recipient to make sure their caregiver receives timely compensation for services provided. County staff receive a monthly report that notifies them of timesheets that have not been received in a timely fashion ~ we hope your name isn't on it.

EARLY DETECTION LEADS TO SAVINGS IN THE IHSS PROGRAM



IHSS Fraud Task Force

In December, 2009, the Sacramento County IHSS Fraud Task Force began using a new data matching tool called CUTE (Case Update Tracking and Eligibility) Data Match. It allows the Task Force to identify fraud and overpayment claims sooner than previously possible. Each month, lists of IHSS consumers and providers are compared against the local Jailed Persons list as well as the list of persons who have died in Sacramento County. Matches are flagged as "hits." Task Force members then compare the hits with IHSS time sheets. If a provider has claimed pay during an ineligible time, a full investigation can be conducted. The Task Force immediately notifies the IHSS program so no further money is paid out for work that couldn't have been performed as claimed.

Sacramento County now has the ability to detect fraud and overpayment claims made by providers who claimed pay when they or the consumer were incarcerated.

181 fraud referrals were generated between December 1, 2009 and June 30, 2010, using the CUTE Data Match

- 48 of which were based on providers claiming pay for periods when their consumers were actually in jail
- 100 were based on providers claiming pay for periods when they themselves were in jail
- 32 were because the provider claimed pay after the consumer had died
- 1 was based on a person submitting a timesheet in the name of a deceased provider

Although \$164,737.30 of IHSS funding had already been paid out, without the CUTE match the loss to the program would have been greater. We are very proud that Sacramento County has been able to develop and utilize a system which is an innovative and effective way to minimize IHSS fraud and overpayments.



Please check
classes you will
attend.

Registration



July 2011

Points for Providing Personal Care /Wheelchair Users	7-06-11	Wed.	5:30- 7:30pm	
Common Eye Care Diseases & Available Resources	7-13-11	Wed.	5:30- 7:30pm	
Adult Abuse Investigations & Financial Crimes	7-20-11	Wed.	5:30-7:30pm	

August 2011

Home Safety and Universal Precautions	8-03-11	Wed.	5:30 - 7:30pm	
The Importance of Foot Care	8-10-11	Wed.	5:30 - 7:30pm	
Grief and Bereavement	8-31-11	Wed.	5:30 - 7:30pm	

September 2011

Community Resources to the Rescue!	9-07-11	Wed.	5:30 - 7:30pm	
Keep Your Heart Healthy	9-21-11	Wed.	5:30 - 7:30pm	

October 2011

How to Talk to Your Doctor	10-05-11	Wed.	5:30 - 7:30pm	
Sleep Disturbances	10-13-11	Thur.*	5:30 - 7:30pm	
Help with Hoarding	10-19-11	Wed.	5:30 - 7:30pm	

November 2011

Handling Difficult Consumer Behaviors	11-02-11	Wed.	5:30- 7:30pm	
Nutrition for the IHSS Consumer	11-16-11	Wed.	5:30 - 7:30pm	
Conservatorships, Trusts, and Future Planning	11-30-11	Wed.	5:30-7:30pm	

December 2011

Chronic Pain Management	12-07-11	Wed.	5:30 - 7:30pm	
Mobility and Fall Prevention	12-14-11	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.sacihsspa.net.

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

Name:	Please Print Clearly!		
Mailing Address:			
Phone #:			
E:mail:			
Last 6 of SSN:	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

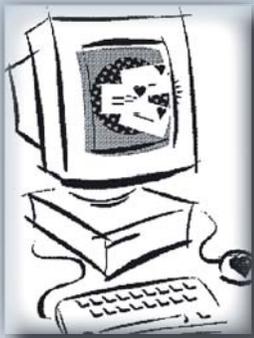
Rick Simonson
 Acting Executive
 Director
 IHSS Public Authority

Editors:
 Debra Larson
 Shawna Crane

Design Layout:
 Shawna Crane
 Debra Larson

Contributing Writers:
 Marni Cotta-Warren
 Jeannette Johnson
 Debra Larson
 Laura West

SPOTLIGHT: TIPS ON KEEPING IN TOUCH



As you will read on the front page “News and Updates”, this is the last issue of your newsletter. State budget difficulties have resulted in a cut to the IHSS Advisory Committee funding which in turn, has resulted in a loss of funding for “Caring Matters.” The newsletter will continue to be distributed, but in an email format.

Since we can’t keep in touch with you – can you stay in touch with us?

SIGN-UP FOR CAREMAIL: If you have access to the internet, you are invited to visit our website at www.sacihsspa.net. Our homepage has a link to subscribe to Caremail. After subscribing, you will receive email notices of important changes to the program, information about classes and other news of importance to caregivers and recipients.

VISIT OUR WEBSITE: The IHSS Public Authority website is at www.sacihsspa.net. The website has current information as well as resources for caregivers and providers.

KEEP YOUR ADDRESS UPDATED: Be sure the address on your timesheet is current and update any out of date information – including your phone number! You can also update your contact information by calling payroll at **(916) 874-9471**.

LOOK FOR FLYERS: We will be strengthening our relationships with our community partners. We will be posting information at IHSS Offices, senior apartments and other places where consumers and caregivers gather.

STAY IN TOUCH – STAY INFORMED- STAY IN TOUCH