



our receptionist immediately, you will be directed through a voice response system that will directly connect you with your Registry Worker, Training Schedule, Health Benefits, Employment Verification, or Workers Compensation – And will even remind you if you have called the wrong number and provide you with a phone a phone number for IHSS social workers or directly connect you to your Union (SEIU).

Of course, there is an option for immediate connection to a live voice for consumers or family members who are experiencing an emergency situation and you will still have the option of leaving a voice mail message if the person you wish to speak to is out of the office or on the phone. We are excited about the new system, and ask for your patience as we all try to get used to it. We hope that it will allow us to handle 3-4 times the number of calls we were able to handle with the old system, and that your hold time and busy signals will be greatly reduced. Let us know how we are doing!

I would also like to remind those of you who have not enrolled in the new Medicare Part "D" prescription plan that the "no penalty" enrollment deadline for those who qualify for the Low Income Subsidy (LIS) has been extended to December 31, 2006. Information on this benefit can be found at: <http://www.ssa.gov/prescriptionhelp/>.

From the Director's Desk

Helen Lopez,
Executive Director

Welcome to our Fall Newsletter. I hope everyone made it safely and healthfully through the summer here in the Inland Empire - it was a hot one, and with the added difficulties of the fires in the Morongo and mountain areas, we spent a great deal of time here at the Public Authority making sure our consumers were safe and our providers had the information and skills they needed (like getting plenty of fluids and staying cool!) to keep them that way.

The Public Authority would like to let you all know that we changed our telephone system in July, to a Voice Response System, that is intended to provide greater access to all our various departments. When you call the PA, instead of getting

Management Staff

Helen Lopez
Executive Director

Rosa Hidalgo
Registry Manager

Myette Christian
Training Coordinator

Nidia Lozoya
Fiscal Assistant

Registry Specialists & Their Areas

TBA
Victorville

Rhonda Henriksen
Barstow

Norma Mendoza
Ontario

Marisol Vizcarra
San Bernardino

Anna Carnaval
Fontana

TBA
Joshua Tree & Moutains

Registry Office Assistants & Areas

Alexandra Acosta
Ontario

Marisela Rios
Yucca Valley & Barstow

Mary Ann McAllister
Fontana

Miriam Estrada
CBI

Haydee Duncan
San Bernardino & Mountains

Priscilla Contreras
Victorville

Health Benefits Unit & Specialists

(Vacant)
Worker Comp/Health Benefits
(IEHP ONLY)

Jamie Naughton
Income & Employment Verification

Shanna Miller
Training Assistant Interim

PROVIDER REGISTRY

Helping Each Other...

The Public Authority Registry has been making many good changes as we strive to maintain a pool of quality providers who are able and willing to meet the needs of IHSS recipients and clients. Lately, we have noticed a trend that is affecting the Provider Registry. A lot of our providers do not update their hours and days of availability once they are hired. This makes it especially hard to create a list that will enable the recipient to find the right provider.

We understand that most of our providers are trying to work as closely as possible to full time. This can require some juggling of multiple recipients/clients. So, the provider naturally wants to stay active on the Registry until they are "Fully Employed". Unfortunately, when a provider's name comes up on a list and they are not actually available during the days and hours that the recipient requires, a lot of time and energy is misused.

This misuse of time and energy affects not only the registry staff but also the recipient, their family members and the unavailable providers. Let us explain how this can affect

everyone. It takes the Registry staff extra time trying to determine the actual availability of providers, it takes the recipient or their family members extra time while trying to contact providers who really aren't available, and our providers spend time answering calls or messages from the recipients for jobs they cannot accept.

To make all of our jobs a little easier, we ask the great pool of Registry Providers to please update your days and hours of availability as soon as you accept a job. This allows us to help other Providers find employment. In addition, the registry will be enforcing its policies by removing providers from the registry who do not follow the policies. If you have any questions, please contact your Registry Clerk.



Did You Know?

That as an IHSS Public Authority Provider you have RESPONSIBILITIES?

Here is information about your responsibilities as an IHSS REGISTRY PROVIDER that is included in your Provider Handbook

EMPLOYER-EMPLOYEE RELATIONS

A common question asked is: "Who is my employer?" The recipient/client is your employer for the purposes of screening, hiring, supervising, training, and terminating employment. The recipient/client (or the recipient's representative) is the employer and is responsible for setting up job duties and schedules and signing timesheets for payroll.

The recipient/client has the sole authority to hire whomever they choose, whether or not the provider was referred through IHSS Public Authority. At no time will the Registry deny a provider's right to be hired by the recipient/client through In-Home Supportive Services.

BEING PLACED AS "Available" ON THE REGISTRY

Once you have successfully completed all requirements you will be placed as "available" on the provider Registry. You will receive a letter advising you of your new status. Once you have been made available your name and telephone number will be mailed to clients based on the "best match" for the client's needs. The client will be responsible for calling, interviewing and hiring providers from the list. At times a Registry Specialist may call you on behalf of the client.





Work Schedule Requirements / Attendance

Clients/Recipients have a Notice of Action (NOA) identifying the services approved by the IHSS Social Worker. These are the only services that IHSS will pay you to provide for the Client/Recipient. You are responsible for setting a schedule with the client based on their needs and your availability. Be honest when meeting with the client and be realistic about what days, weekends and holidays you will be available.

Attendance

If you choose to work a holiday, be advised there is no special pay or “holiday” pay. If you need time off, call the IHSS Public Authority and give your client plenty of advance notice so there will be time to arrange for a replacement provider.

If you are unable to go to work or going to be late, you are required to call and inform your client(s). If you are unable to return to work for a specified amount of time please call the Public Authority so that we are able to assist the client if needed, and to keep your information on the Registry current.

Never send a substitute to work for you because you will be breaking confidentiality and also because the substitute provider will not get paid by IHSS. The Social Worker and/or Public Authority will arrange a substitute provider. Submitting hours for work performed by anyone other than yourself on your timecard, constitutes FRAUD.

Personal Leave of Absence / Sick Leave

If you need time off you need to advise your client, The Public Authority and IHSS so we can find a replacement while you are out. If you are sick and will not be able to make it to your client’s home please call your client and advise them. You may also be able to work out an alternative schedule for that week.

WORKPLACE DRESS CODE

While there is no specific dress code we ask that you dress appropriately for the type of work you will be doing. Pay close attention to the type of jewelry you choose to wear, the length of your nails, the type of clothing you are wearing-is it too loose or too tight for you to do your work in? Are your shoes safe (closed toe)?

PERSONAL HYGIENE AND USE OF PERFUMES OR SCENTED LOTIONS

Your own cleanliness is very important. Make sure that you wash regularly with soap and water and when you use products such as deodorant, lotion or powders make sure that they do not have a strong smell, as some consumers may be allergic or sensitive to smell.

REPORTING PERSONAL INFORMATION CHANGES

It is your responsibility to report all personal information changes to IHSS and the Public Authority. If we have outdated information and have not been able to contact you, you will be removed from the registry.

SMOKING

If you are a smoker, please do not smoke in the client’s home. Also, do not take excessive “smoke” breaks during your work hours.

ALCOHOL, DRUGS & ILLEGAL SUBSTANCE ABUSE

1. You are not to use alcohol, drugs or any other illegal substances during work.
2. You are not to purchase alcohol or drugs for your clients.
3. Do not accept, buy or trade medications belonging to you or your clients.
4. Do not go to work while under the influence of drugs or alcohol. If we receive a complaint of this kind you can be removed from the PA Registry.
5. If your client is under the influence of drugs or alcohol and is a danger to themselves or others please call the Social Worker or APS (1-877-565-2020) depending on the situation.

TRAINING

National Caregiver Training Program Is Back!

Classes will be offered in Ontario and Victorville beginning in September. The National Caregiver Training Program is a 6 week program, where caregivers learn the basic skills of care giving.

Meeting times are 1 time per week from 1pm to 4pm.

Class Dates

Ontario **Class ID# 19073**

September 13th thru October 18th

Victorville **Class ID# 19074**

September 12th thru October 17th

Space is limited so Enroll Early! Call the "Call Registrar" to register @ (909)388-4110. Questions, contact Shanna Miller 1(866) 985-6322.

LOOK! New Training Classes

San Bernardino County IHSS Public Authority is providing new caregiver trainings!

Class	Date	Class ID	Time
<u>Caregiving Wellness</u> Learn the importance of maintaining caregiver wellness. Acknowledge and defusing difficult emotions. Relaxation exercises & much more!	10/25/06	19084	3:00-4:30 p.m.
<u>How to communicate with someone who has Alzheimer's Disease</u> Defines Alzhiemers Disease, and teaches communication techniques.	11/08/06	19086	3:00-4:30 p.m.
<u>Developing Cultural Competence</u> Providers will learn communication and behavioral tools that foster respect, cooperation and sensitivity.	10/30/06	19085	3:00-4:30 p.m.
<u>Essential Bedrest Skills</u> Learn the essential skills required when caring for someone on bedrest and how to perform procedures safely.	11/14/16	19087	3:00-4:30 p.m.

Have you taken CPR/First Aid!

All registry providers must have CPR/First Aid training within the first year of being on the registry. Training is FREE! If you have not taken this training, please contact the training information line @ (909)386-3067 to obtain the current schedule in your area. Registry providers will be removed from the registry if they have not completed this requirement. Questions: Contact Myette Christian @ (909) 386-5014.

Common Timesheet Errors

1. One of the common errors on timesheets is that the time worked on each day does not add up to the total amount of time claimed. Sometimes the amount is more than the allowable time and sometimes it is less. When this occurs it may delay the processing of your timesheet. If it is less, then it can be assumed that the Provider worked fewer hours than allowed. Please make sure that the hours worked add up to the amount located in the in blank for TOTAL.
2. Many times Providers fail to indicate (on their timesheets) a change in address . When this occurs, the check is sent to the old address on record. This will delay payment as the Postal Service sends the check back to the State. Please let the Department of Aging and Adult Services (DAAS) know your new address by checking the Address Change box on the front of the timesheet and writing the new address on the back of the timesheet. It is also important to give DAAS an update when your phone number changes.

Spend the Day at the

4th Annual
Celebrating
Seniors
Healthy
Aging Fair

Thursday, September 21, 2006
9:00 a.m. to 2:00 p.m.

The Orange Show Fairgrounds
689 South E Street
San Bernardino

Reservations Required
Call 1-800-510-2020

Free Lunch
Entertainment
Door Prizes

Over 100 product and Service
Vendors

Event sponsored by the San Bernardino
County Department of Aging & Adult Services
in collaboration with county Departments,
Community –Based Organizations and Elected
Officials

A Registry Special Provider, Elizabeth Washington

Mr. and Mrs. H, expressed appreciation of Elizabeth Washington during a recent home visit by the Public Authority Specialist. Elizabeth began working for Mr. and Mrs. H in the middle of July and from the moment she walked in for the interview, both clients felt she was perfect for the position. They expressed what was expected during the interview and Elizabeth never missed a beat. Without disrupting their routine, Mr. and Mrs. H felt Elizabeth has created a regimen that compliment their daily interactions, and has visited daily to assist them with all of their needed tasks. Since Elizabeth's arrival, Mr. and Mrs. H have never had to ask her to do things differently than she naturally does. Each day, Elizabeth makes sure that she takes Mrs. H on her daily walk and receives a hug from each client as she leaves. Mr. H told the Public Authority Registry, "If there is any way to give recognition for a job well done, make sure Elizabeth receives it. Elizabeth goes above and beyond what is expected of a provider".

Elizabeth Washington is a provider that goes out of her way to make her clients comfortable and safe.

Elder Neglect And Abuse

The abuse of elders and dependent adults is a crime that may be happening in your community. Abusers are family members, caregivers, strangers, men and women. Elders and dependent adults from all walks of life can be victims of abuse.

Individuals that are isolated from society with little outside support are particularly vulnerable. Often they are dependent on their abusers and are reluctant or embarrassed to speak out. Remember, **any** elder or dependent adult may fall victim to abuse.

Abuse is often divided into four main categories: physical abuse, neglect, psychological or emotional abuse and financial abuse. Other types of abuse may include isolation or abandonment.

Recognizing the Warning signs of Abuse!

Physical Abuse

- Injuries that are incompatible with explanations
- Bruises, scratches or other injuries
- Inappropriate use of a physical restraint or medication

Neglect

- Poor Hygiene, dirty or torn clothes
- Medical conditions that go untreated
- Malnutrition or dehydration

Psychological or Emotional Abuse

- Elderly person or dependent adult is withdrawn, secretive or is hesitant to talk freely around caregiver
- Family members or caregivers isolate the elder or dependent adult, restricting contact with other family members or friends

Financial Abuse

- Unusual bank account activity
- Unpaid bills, eviction notices or discontinued utilities
- Implausible explanations given about an elder or dependent adults finances
- Changes in spending patterns often accompanied by the appearance of a new "best friend"

Anyone who suspects abuse should report it as soon as possible. An abusive situation can continue and often escalates if there is no intervention. Your call can possibly save the health, dignity, assets or even the life of an elder or dependent adult.

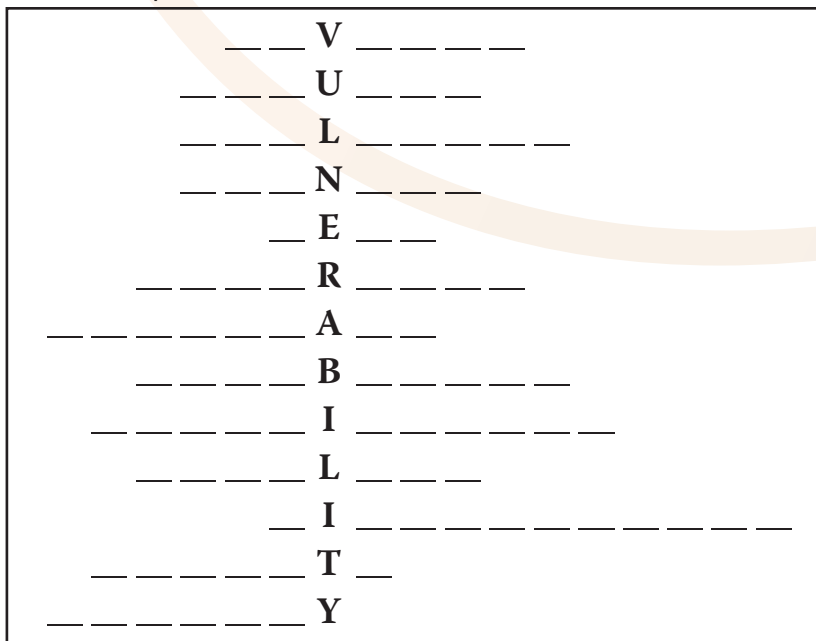
**To Report Abuse,
Call (877) 565-2020**

Test what you have learned!

Directions: Place each word from the list below into the puzzle, using the blanks provided as a clue. Cross through each word in the list as you use it.

Deliberate	Intimidation
Dignity	Isolation
Fear	Mistreatment
Humiliate	Reporting
Insults	Revenge
Secrecy	Threats
Stealing	Dignity

**Answers on Page 6*



(Advertisement)

Private Pay Caregiver Service

Do you, or someone you know, desire additional care giving beyond your authorized IHSS hours? Private Pay Caregiver Services may be an option for you and your family.

We are a group of Caregivers from the Public Authority Registry that are also available to provide private pay service.

The client makes payment arrangements directly with the provider. Using private pay does not affect your authorized hours. The Public Authority does not refer providers for private pay and therefore is not responsible if you choose to hire them.

- **Renee Butler**
1700 E. Date St. # 2005
San Bernardino, CA 92404
Home (909) 882-2112
Msg (909) 883-5321
- **Irma Gomez**
Adelanto, Victorville and Phelan
(760) 530-1382 or
(760) 900-1232
- **Trishine Lockett**
700 E. Date St. # 2005
San Bernardino, CA 92404
Home (909) 636-5454
Cell (909) 910-5975
- **Roma Murphy**
Cell (909) 644-2834
- **Lisa Patterson**
Victorville, CA
(760) 680-6767
- **Gloria Pryor**
San Bernardino
(909) 770-0132 or
(909) 888-2955
- **Brenda Ramirez**
(760) 245-7653
- **Rhonda Vann (IP & CNA)**
Fontana, CA
Home (909) 428-1223
Cell (562) 505-7927

SAN BERNARDINO DIRECTORY

**Abandoned or
Dangerous Building/
Abandoned or
Inoperative Vehicle**
(909) 384-5205

**Broken/Burned Out
Street Light/ Missing/
Damaged Sewer or
Drain Cover**
(909) 384-5129

**Damaged Bus Shelter or
Concrete Bench**
1-800-966-6428

Dead Animal
(909) 384-1304

**Fallen Tree in Street/
Uncollected Trash**
909-384-5335

Graffiti
(909) 384-5250

**HI-CAP-Health
Insurance Counseling
and Advocacy Program**
1-800-434-0222

**Loud Noise/ Nuisance
Pay Phone/Nuisance
Bar/ Belligerent Person**
(909) 383-5311

Occupied Lot
(909) 384-5205

Open Fire Hydrant
(909) 384-5095

Overflowing Dumpster
(909) 384-5335

Pot Hole / Damaged
(909) 384-5045

Public Defenders
(909)387-8373

Public Health
1-800-637-6280
1-800-722-4794

Rats
(909) 388-4600

**Suspected Arson
Emergency 9-1-1
Information**
(909) 384-5388

Vacant Lot
(909) 384-5100

Shopping Cart
1-800-252-4613

Street Traffic Problem
(909) 384-5245

Sidewalks
(909) 384-5045

**Senior Information &
Assistance**
1-800-510-2020

Senior Employment
(909) 891-3913

SEIU 434B
1-877-734-8864

**Trash/ Weeds/Sewer
Overflow or Flooded
Street or Clogged Storm
Drain**
(909) 384-5045

**Trash or Debris on
Private Property**
(909) 384-5205

**Tree Limb in Electric
Wire**
1-800-611-1911

United Way
#2-1-1

**Unsanitary Animal
Condition**
(909) 384-1304

Water Quality
(909) 384-5139

Water Service or Leaks
(909) 384-5141

***Answers
from
Page 6**

Revenge
Insults
Isolation
Dignity
Fear
Reporting
Humiliate
Deliberate
Intimidation
Stealing
Mistreatment
Threats
Dignity

PRSR STD
U.S. POSTAGE

PAID

San Bernardino, CA
PERMIT No. 1677

600 N. Arrowhead Ave. STE 100
San Bernardino, CA. 92415-0034
Phone: (866) 985-6322
Fax: (909) 386-3071
TDD: (909)386-5080



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Visit us @

<http://hss.co.san-bernardino.ca.us/PA/>