

Circle of Care

A Newsletter by the Calaveras County IHSS Public Authority

Volume 1, Issue 1

WELCOME TO OUR VERY FIRST ISSUE!

For those of you who do not know us, the Public Authority began operation in May of 2003. As a new public agency, the Public Authority's mission is to enhance the availability and quality of In-Home Supportive Services.

WHAT DOES THE PUBLIC AUTHORITY DO?

- ◆ Operates a Registry of IHSS home care Providers.
- ◆ Provides lists of screened Providers for Consumers to interview.
- ◆ Provides training sessions for IHSS Consumers and Providers.
- ◆ Offers information and assistance to IHSS Consumers on how to hire and supervise Providers.
- ◆ Acts as employer-of-record for Providers for collective bargaining purposes.



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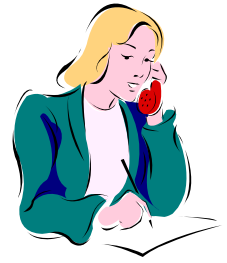
While there have been some changes in *In-Home Supportive Services*, many things remain the same. Very importantly, Consumers maintain the right to hire and train the Provider of their choice. Consumers will continue to receive the services they need to live independently in their own homes. Providers will continue to submit timesheets as usual, and the State of California will continue to mail paychecks as they have always done.

As you may know from your own experience as a Consumer or Provider, it can be difficult to find and keep quality Providers. The new *Public Authority Registry* will work to help match a worker who meets your specific needs. Prior to placing a Provider in your home, the Public Authority will provide training, perform a background check and reference check, and conduct an interview with the Provider. We encourage Consumers to call Provider references as well. Doing so will give you a better "picture" of the person who will be in your home caring for you or your loved one.



Director's Message

As the first ever Public Authority Manager, I've found the past year to be very educational and exciting. 54 counties in the State of California have established Public Authorities, and we meet each month as part of a State organization to share operational ideas and successes in implementation of this new program. We all share a common goal, which is to improve the IHSS program for both Consumers and Providers.



The Public Authority also works alongside the IHSS Advisory Committee. The purpose of the Advisory Committee is to provide ongoing advice and recommendations regarding IHSS to the Governing Board (the Board of Supervisors). The Committee also advocates for citizens who use or provide IHSS. Please see a note from Bob Louis, the Advisory Committee Chair, on page 3 of this issue.

The Public Authority staff is ready to serve Consumers and Providers of IHSS. Teresa Sable, our dedicated Office Technician, has just completed her first year with the Public Authority. Teresa handles all areas of administration, as well as Provider training, CPR/First Aid training, and community education and outreach. Bea Engel, our talented Registry/Training Specialist, will complete her first year in September. Bea is our Registry expert, working with Providers and Consumers on referrals and matches, and she is the lead trainer for Providers. Bea is also a certified CPR/First Aid instructor and is very active in community outreach.

- - Colleen Reeves



Recruitment Alert

The Public Authority is a referral agency actively and continuously recruiting dedicated, caring, hard-working individuals in Calaveras County, who want to provide in-home care for IHSS Consumers.

If you know of someone who meets the above criteria, please have them give Bea or Teresa a call at (209) 754 - 6544 for more information.

Together, we **CAN** make a difference in someone's life.

"Special Thanks"

The Public Authority staff would like to take this opportunity to wholeheartedly thank **all** the Providers of in-home care services.

Care-giving is a profession that requires dedication, patience, and compassion. We understand how difficult and demanding it can be at times, and we recognize your commitment.....THANK

"We make a living by what we get, but we make a life by what we give."

- - Sir Winston Churchill

✂ CLIP and SAVE ===== QUICK

REFERENCE NUMBERS

Sheriff's Department:	209/754-6500	ALL EMERGENCIES: 911	(APS) Adult Protective Services:	209/754-6452
Poison Control Center:	1-800/876-4766		Worker's Comp.:	209/754-6452
Public Authority	209/754-6544		(IHSS) In-home Supportive Services:	209/754-6452

CPR/First Aid Training

Are you prepared? Do you know what to do in case of an emergency?

About 2 million people each year are hospitalized because of injuries, and many injuries require immediate emergency treatment.

Everyone should know what to do in the event of an emergency.

As a Provider of in-home care, you have a responsibility to be prepared to act accordingly when this critical time comes. Well, wait

You now have the opportunity to become certified in **CPR/First Aid!**

The Public Authority offers CPR/First Aid classes **FREE of CHARGE.**

Class sizes are limited, so please call and reserve a spot. For more information about this and other training opportunities offered by the Public Authority, please call Bea or Teresa at (209) 754 - 6544.



"Somebody call '911'!"



ADVISORY COMMITTEE UPDATE.....by the AC Chair

"I was honored to be elected Chair of the In-Home Supportive Services Advisory Committee this year. I feel that the IHSS program is the cornerstone of the social programs, allowing a person to remain living safely in their own home.

I have been a senior advocate for many years and will work diligently with my committee members to ensure that the quality of service continues in this program. The Committee looks forward to actively participating in the Valley-Mountain Region of IHSS Advisory Committees in the days ahead."
- - Bob Louis, AC

"I don't know what your destiny will be, but one thing I do know: the only ones among you who will be really happy are those who have sought and found how to serve."

- - Albert Schweitzer

CONSUMER'S CORNER!

Consumer Feedback

"The Provider referred by the Public Authority is awesome! She is wonderful and takes good care of me."
Audrey - - IHSS Consumer

"Cheryl is just super with my mom! I wish you could clone her."

Gene - - IHSS Consumer's son



TIPS on BEING an EFFECTIVE EMPLOYER

Develop a "Work Agreement" with your caregiver:

- ✗ Clearly state the days and hours you expect your caregiver to work.
- ✗ Determine which tasks should be completed on which day.
- ✗ Give detailed information about work performance.
- ✗ If you have a "Share-of-Cost", disclose how much it is and when you will pay it to the caregiver.

Are you willing to pay mileage to your caregiver for driving you to the market, and your medical appointments? Do you like your laundry washed a certain way? Is there a particular way you'd like your meals prepared? ALL THIS can be defined in a "work agreement" between you and your caregiver. And remember, always acknowledge a job well done.

If you would like to receive a sample "work agreement", please contact the

E-MAIL US!!!
pa@co.calaveras.ca.

509 E. St. Charles Street
San Andreas, CA 95249
Phone: (209) 754 - 6544
Fax: (209) 754 - 9714



PROVIDER'S CORNER

"As a spouse and a Provider, I find the IHSS program incredibly helpful in maintaining the quality of our lives. We get to enjoy the continuity of our relationship with minimal disruption. My husband gets to enjoy the support of long-term friends and neighbors. It's money well-spent for all involved, and the support is greatly appreciated."

Louise - - IHSS Provider

"It is certainly comforting to know that Providers have an advocate in the Public Authority."

Lorie - - IHSS Pro-



"I've learned that people will forget what you said, people will forget what you did, but people will never forget HOW you made them FEEL."

- - Maya Angelou, Author



GET PAID ON TIME!!!

- ☒ Make sure you are enrolled as an IHSS Provider. (Your employer/Consumer has to notify his/her social worker).
- ☒ Write in blue or black ink on your timesheet, and write clearly.
- ☒ Do NOT use white-out if you make a mistake. Make sure you and your Consumer line-through & initial any changes.
- ☒ Submit only the authorized hours per pay-period.
- ☒ Make sure both you and your employer/Consumer sign the timesheet. And remember, quality counts. Make sure your timesheet is in neat condition when you turn it in.