

# LIVING WITH AUTHORITY

A NEWSLETTER PUBLISHED BY THE RIVERSIDE COUNTY IHSS  
ADVISORY COMMITTEE AND THE IHSS PUBLIC AUTHORITY  
FOR ITS CONSUMERS AND THEIR HOME CARE WORKERS



Winter/Spring 2007

VOLUME 4, NO. 1

RIVERSIDE COUNTY, CALIFORNIA

## FROM THE DIRECTOR'S DESK...



I keep hoping to get a newsletter out to you quarterly but it seems as if too many things intervene. However, that is still our goal.

We have some great articles this time. Leo Harrison, the Adult Services Deputy Director, talks about the advent of the Baby Boomer generation. Many of us will become caregivers for our family members (been there, done that) and eventually in need of care ourselves (and I see that coming soon.) How do we prepare for either role?

Margo Hamilton, Regional Manager, for the C.A.R.E. Program, has provided us with an excellent article on elder abuse. Dependent adults and the elderly are more apt to be victims of fraud and abuse. May is "Elder Abuse Awareness Month" and we are all reminded to prevent, recognize and report.

Catch a story from Roger Swalm, a Community Program Specialist for the Public Authority Registry. Corona IHSS Supervisor, Saji Paul and Roger worked together to get a Home Care Worker for IHSS Consumer, Josephine Reynon. Let us know if you have benefited from similar assistance.

Labor Negotiations. The Public Authority and the Home Care Worker's representative union, United Domestic Workers of America, have entered into negotiations for wages, benefits, and other conditions of employment. The current contract will expire June 30th.

Your IHSS Advisory Committee needs to locate an IHSS Consumer or former Consumer to represent the Second Supervisory District-Corona and surrounding areas. Call their Secretary for more information.

We have been thinking about starting a Question and Answer Column. You write us with a question about the IHSS program, services, or the Public Authority and we will do our best to provide you with an answer. We can't answer specific, personal questions due to confidentiality but we can find out about procedures and how things are supposed to work and what you should do if they don't. So think of those questions that have been puzzling you and send them in.

Last but not least, look on page six and you will see a picture of all the Public Authority staff. We are a good looking group and always available to help you.

Take care of yourselves until next time and send in those questions.

**Michele D. Ritchie, M.S.W.**  
Executive Director,  
IHSS Public Authority

### Inside this issue:

FROM THE DIRECTOR'S DESK.....	1
MAIL ORDER PRESCRIPTIONS WITH NO CO-PAYMENT	2
JOIN THE IHSS ADVISORY COMMITTEE.....	2
FROM THE DPSS DEPUTY DIRECTOR ADULT SVCS.....	3
HOME CARE WORKER'S HEALTH CARE BENEFITS.....	4
WE HAVE A MATCH!.....	4
NEWS FROM THE REGISTRY .....	5
MEET THE PUBLIC AUTHORITY STAFF.....	6
OPPORTUNITY KNOCKS!.....	6
MAY IS ELDER ABUSE AWARENESS MONTH.....	7
IHSS REGISTRY CONSUMER TRAINING.....	8
IMPORTANT PHONE NUMBERS.....	8



**EXCLUSIVE CARE OFFERS MAIL ORDER PRESCRIPTIONS WITH NO CO-PAYMENT!**

To encourage the use of its mail order prescription drug program and save money, Exclusive Care is offering all its Members a one-time Incentive Program from April 1 through June 30, 2007 when Members can receive their 90-day mail order prescription without paying the usual 2-month co-payment. This means that during this limited time period, Members can keep up to \$50 per prescription in their pockets.

Getting started is simple:

Ask the doctor to write a new prescription for the maximum days (usually 90 days supply) with refills up to 1 year, as appropriate; and,

Complete the Medco mail order form, attach the prescription, and mail it to Medco By Mail; or if your doctor is willing, they can fax the prescription directly to Medco by mail at (800) 837-0959.

Medco will send you an email notice when it is time to refill your prescription. You can easily do this by calling Medco or contacting them online at the website below. Medco will even call your doctor to get a new prescription if you are out of refills! It is recommended that you refill your prescriptions when you have at least 2 weeks supply left.

*“Members can keep up to \$50 per prescription in their pockets”*

Medco manages Exclusive Care’s prescription drug benefit and has been filling prescriptions by mail through its Medco By Mail program for over 20 years. If you ever have a question about your medications, you can speak to a pharmacist 24 hours a day, 7 days a week.

If Members have questions or concerns regarding Exclusive Care’s prescription drug plan or need mail order forms, they can call **(800) 633-2662** or visit Medco’s website at [www.medcohealth.com](http://www.medcohealth.com).

*Exclusive Care Members should watch their mail for additional information about this convenient and money saving program.*

**JOIN THE IHSS ADVISORY COMMITTEE**



The IHSS Advisory Committee is seeking current or former IHSS Consumers to join this Committee. Although these are not “paid” positions, your important input can help increase this program’s effectiveness and efficiency. There is one vacancy for a Consumer in the Second District (Corona and surrounding areas), represented by Supervisor John F. Tavaglione. The Committee meets the first Thursday of each month, except for July and August, from 1:00 PM to 4:00 PM in different locations throughout the County. Mileage reimbursement or wheelchair-accessible transportation is provided.

**For information, call Veronica Ramos, Advisory Committee Secretary at (951) 321-6169.**

## FROM THE DPSS DEPUTY DIRECTOR, ADULT SERVICES DIVISION



How does one know when something is a “hot topic”? Try a Google search, and when it gets over a million “hits” in less than 8 seconds you know it’s a hot topic!!! And that is just what happened to me recently when I went looking for information about the coming “age wave” of Baby Boomers. A Baby Boomer is generally considered anyone born between 1946 and 1964 and we have been hearing a great deal about what will happen as this group ages.

The number of Baby Boomers in America is estimated at 78.2 million.

Approximately 7,918 Americans turn 60 each day. That is about 330 every hour, or more than 4 million a year in 2006! I read that within 20 years, about 1 in 5 Americans will be older than 65. I also read that Baby Boomers who reach age 65 by 2011 can expect to live, on average another 18 years. That is very amazing when life expectancy in 1900 was 47.3 years! And did you know that California’s 85+ population is expected to grow by 47.8% between 2000 and 2010?

***“Baby Boomers  
who reach age  
65 by 2011 can  
expect to live, on  
average another  
18 years”***

So...there will suddenly be many older Americans and we (I include myself in the Baby Boomer generation) will be living longer. What does this mean for us as Home Care Workers and Consumers of IHSS services? It may mean that we will have multi-generational care giving and care receiving – a recent article discussed this as the “junior-senior” (age 60+) giving care to the “senior-senior” (age 85+). It will mean that we will have to adjust care giving to fit the needs and lifestyles of the Baby Boomers, which may be very different from the needs and lifestyles of other generations. It may also mean a growing gap between the number of caregivers and the accelerated need for them. Today, over 15 million people use caregivers in the US

and with the aging of Baby Boomers that number is expected to nearly double by 2050. The Care Giving Project for Older Americans says that Americans are poorly prepared to meet the inevitable “care giving crisis” which is predicted.

I think this demonstrates that care giving is becoming a major issue in our society today and we who are already involved in this area will have to take a leadership role on this issue. We need to educate others - our families, our social networks and our governmental representatives about the need for and nature of care giving. We need to educate ourselves so that we can do the best job possible for those we serve by learning about better methods for care giving, about health conditions, diversity and communication. We need to be creative in our approach to care giving; listening to the needs of those we serve, individually, but also as groups of Consumers – and planning and designing new and innovative ways to serve their needs.

Care giving is central to the health and well being of those served. IHSS is one of the largest Consumer-directed programs where Consumers are involved in planning and directing their own care. I believe that as the demand increases, care giving will assume a more prominent place in the public eye and become a more widely recognized, respected and valued profession. I look forward to the challenges we will face as the Baby Boomers age and to working together to make the services offered in the IHSS program some of the best in the nation!

**Leo Harrison, M.S.W**  
DPSS Deputy Director,  
Adult Services Division



## HEALTH CARE BENEFITS UPDATE

**NO HEALTH BENEFITS WAIT LIST-** After some recent re-calculations by our DPSS Fiscal Management Reporting Unit, the Riverside County cap (or the maximum number of Home Care Workers that can be enrolled into Exclusive Care) has risen to 2,591 possible enrollees.

Using this new figure, the good news is we were not only able to enroll all of the eligible Home Care Workers who applied during our latest Open Enrollment, but we have no need for a WAIT LIST---at least for the near future. We are now at approximately 86% of our cap, so we definitely have some room to grow. Once we learn about the new Memorandum of Understanding (MOU), the cap may need to be adjusted once again. But the 2,591 figure should be fairly accurate through June of 2007.

As always, if you have any questions about health benefits or eligibility for health benefits, please call our toll free number at 888 470-4477 and press "2" to speak to our friendly, knowledgeable health benefits staff.

**Nan Mc Coy,**  
Administrative Services Manager  
IHSS Public Authority Benefits Unit

## WE HAVE A MATCH!

The Public Authority is continuously meeting the needs of our Consumers and Home Care Workers. We look at the best interest of IHSS Consumers and Home Care Workers to ensure that we have the best possible mutual match. Recently, I received a phone call from Corona IHSS Supervisor Saji Paul stating that Josephine Reynon, an IHSS



*Home Care Worker Jerri Tillman (left) and Consumer Josephine Reynon (Right)*



*IHSS Supervisor Saji Paul (left) and Community Program Specialist, Roger Swalm (Right).*

Consumers needed assistance in seeking a Home Care Worker through the Public Authority. Mrs Reynon stated that she needed a "Home Care Worker to assist her with certain tasks around the house". Our Registry service is built to help people remain safely in their homes and meet the needs identified by the IHSS social worker. Our immediate response was to profile Mrs. Reynon's application information into our registry. Our list (which consisted of 6 names of Home Care Workers) provided a qualified Home Care Worker by the name of Jerri Tillman, who specifically met the needs of Josephine Reynon while treating her with dignity and compassion. Both parties have stated they are happy with their decision and they feel this will be a lasting relationship between Consumer and Home Care Worker.

**Roger Swalm,**  
Community Program Specialist-Riverside Region

# NEWS FROM THE REGISTRY



The Public Authority Registry continues to make great strides into 2007. Due to the increased demand for English-speaking Home Care Workers who are able to transport Consumers, we are limiting our recruitments to English speaking applicants who have valid driver's licenses, auto insurance and dependable transportation. We are happy to report that even with these limitations, we have had good attendance at our recruitment meetings. The Community Program and Registry Specialists have been very busy. Ninety-nine Home Care workers on our Registry were hired by IHSS Consumers this quarter and we have added 179 workers to our Registry. The number of referrals from the IHSS social workers is improving but we encourage you to contact us directly if you are needing help locating and hiring a Home Care Worker.

### **ATTENTION: REGISTRY HOME CARE WORKERS**

We are changing the format of our Registry Update forms, so look for them in the mail. Keeping your information and availability current with us is a very important part of being on the Registry. We send out the Registry Update forms every other month. If you have not been receiving the Registry Update forms, please call our office and let the Registry Specialist who covers your area know. We are also exploring the possibility of putting these forms on our Public Authority web site so that workers have easier access to update their information with us and to help us keep our data base current. Please let us know if you would be interested in this option. Our training staff is busy offering training classes to Registry Home Care Workers. CPR/First Aid are our most well attended classes. We will be adding more specialized classes later in the year. Some of the topics will include: Senior Mental Health Issues, Dementia, Alzheimer's, and Developmental Disabilities.

### **ATTENTION: REGISTRY IHSS CONSUMERS**

On April 6th we sent IHSS Consumer Registry users a Customer Satisfaction Survey. We want to know how we are doing and how we can improve our services to you. We would greatly appreciate it if you would give us your feedback by completing the survey and returning it to us. If you need help completing the form or would like to complete one over the phone, please call us at 1-888-470-4477.

**Linda L. Gort, L.C.S.W.,**  
 Administrative Services Manager  
 IHSS Public Authority Registry Unit

<b>Registry Staff</b>		
<b>MID-COUNTY</b>	<b>METRO RIVERSIDE/CORONA/ MORENO VALLEY</b>	<b>DESERT AREA</b>
<b>Rose Valdes</b> Community Program Specialist	<b>Roger Swalm</b> Community Program Specialist	<b>Hector Miranda</b> Community Program Specialist
<b>Elia Chavez</b> Registry Specialist	<b>Berenice Guillen</b> Registry Specialist	<b>Rita Diaz</b> Registry Specialist
<b>Martha Williams-Garcia</b> Community Program Specialist Training Team	<b>Yareth Fabela-Navarro</b> Community Program Specialist Training Team	<b>Martha Williams-Garcia</b> Community Program Specialist Training Team
<b>Cynthia Urrutia</b> Registry Specialist Training Team	<b>Alma Esquivel</b> Registry Specialist Training team	<b>Cynthia Urrutia</b> Registry Specialist Training Team

## MEET THE IHSS PUBLIC AUTHORITY STAFF



**Front Row Seating (left to right):** Veronica Ramos (Public Authority and Advisory Committee Secretary), Nan McCoy (Admin Services Manager-Operations), Michele Ritchie (Executive Director), Linda Gort (Admin. Services Manager -Registry), Martha Williams-Garcia (Community Program Specialist II-Training Division), Alma Esquivel (Registry Specialist-Training Division).

**Back Row Standing (left to right):** Leti Galindo (Program Specialist II), Hector Miranda (Community Program Specialist II), Rita Diaz (Registry Specialist), Cynthia Urrutia (Registry Specialist), Belina Lopez (Office assistant III), Elizabeth Dyches (Office Support Supervisor), Freda Hurst (Office Assistant III-Employment Verification/Workers Comp), Elia Chavez (Registry Specialist-), Barbara Simpson-Lara (Staff Analyst II), Sarita Orozco (Office Assistant III-Benefits), Yareth Fabela-Navarro (Community Program Specialist II), Berenice Guillen (Registry Specialist), Bobbie Rivas (Sr. Admin Analyst), Rose Valdes (Community Program Specialist II) and Roger Swalm (Community Program Specialist II).



### OPPORTUNITY IS KNOCKING

Have you ever thought about owning your own home, going back to school or starting a business of your own and wondered how you could afford to pay for it? Riverside County Individual Development Account (IDA) may be just what you need! The Riverside County IDA (RivCo.IDA) program matched savings incentive program is seeking applicants to fill remaining program spaces. Participants must attend a series of 15 workshops and earn a savings match of \$2 for every \$1 saved up to \$2,000 toward the purchase of a first home, advanced education, or small business start-up or expansion. Eligibility is based on the following:

1. County of residence
2. Household size
3. Household income

If you received Earned Income Credit (EIC) on your 2006 Federal Tax Return, you may be eligible to participate. Please contact Community Action Partnership of Riverside County at **(951) 955-4900** for more information and orientation dates in your area. Hurry, this opportunity won't last forever!



## **CELEBRATE THE GOOD NEWS!**

May is a month for celebrations. With summer just around the corner, next month we will celebrate Cinco de Mayo, Mother's Day, Armed Forces Day and Memorial Day. But did you know that **May is also "Elder Abuse Awareness Month?"** While it's for sure that elder abuse is no cause for celebration, you may be surprised to learn that there is lots of GOOD NEWS about elder abuse in Riverside County!

For instance, did you know that Riverside County's Adult Services has 46 social workers countywide who investigated over 4,400 reports of abuse in 2006?

Did you know that the Riverside County C.A.R.E. Program, a division of Adult Protective Services, provides hands-on advocacy for elderly victims of consumer fraud, and travels throughout the county educating seniors and gatekeepers about prevention, recognition and reporting of elder abuse?

Did you know that every month, in 3 different areas of the county, a 40 member elder abuse multidisciplinary team meets to share best practices to combat elder abuse and works together toward protection of our elders and dependent adults, and prosecution of offenders?

Did you know that the Riverside County Office on Aging routinely works with community partners to help reduce elder abuse by educating the public and improving the quality of life for our elders by addressing their present needs and planning for their emerging needs of tomorrow?

Did you know that the Riverside County District Attorney's Office maintains three regional elder abuse vertical prosecution units staffed with attorneys and investigators specially trained in the prosecution of elder and dependent adult crimes?

Did you know that law enforcement agencies all across Riverside County have signed a mutual agreement with Adult Protective Services and the District Attorney's office to work together under a uniform policy and procedure for handling abuse and neglect of elders and dependent adults?

Did you know that Senate Bill 1018 took effect on January 1, 2007 making financial institutions mandated reporters of elder and dependent adult financial abuse?

Did you know that there are currently 35 bills before the State Legislature regarding elder rights, protection and services, two-thirds of which are related directly to elder abuse and the protection of our elderly and dependent adult population?

So please join us as we celebrate the GOOD NEWS about reducing elder abuse in Riverside County through increases in awareness, protection and prosecution. Help us celebrate in the month of May and all year long! You are welcome to call our office at **800-476-7506** to find out the locations and times we will be visiting your community sharing the good news and teaching recognition and reporting of abuse. We look forward to seeing you!

**Margo Hamilton,**  
Regional Manager,  
C.A.R.E. Program

**To report elder or dependent adult abuse please call the  
Adult Protective Services 24 hour hotline at 1-800-491-7123.**

## IHSS REGISTRY CONSUMER TRAINING

So now you are the boss and you ' re not quite sure what to do. If you tell your Home Care Worker what to do, will he or she be angry with you? What if your Home Care Worker is your daughter, son, or other family member and to make it even more complicated, you are all sharing the same house. How do you get your needs met the way you would like without causing family disruption? What if you live alone and really need to have someone else clean your cat ' s litter box but your IHSS Social Worker has told you that IHSS does not pay for your Home Care Worker to do that task? What do you say if your Home Care Worker asks for a loan " just until payday " or tells you that she is having trouble finding a reliable babysitter so she needs to bring her children with her until she can " work things out. " Very real problems and it is often difficult to find a solution you are comfortable with. The Public Authority training team wants to help IHSS Registry Consumers with these difficult predicaments. Give us a call at 1-888-470-4477 and ask for the Training Team. Our job is to help you. All discussions are confidential.

## IMPORTANT PHONE NUMBERS

ELDER ABUSE HOTLINE 1(800) 491-7123

IHSS INFORMATION TOLL FREE 1(888) 960-4477

EXCLUSIVE CARE 1(800) 962-1133

OFFICE ON AGING SENIOR HELPLINK 1(800) 510-2020

IHSS ADVISORY COMMITTEE 1(888) 470-4477 x227

WORKERS' COMPENSATION/EMPLOYMENT VERIFICATION FOR HOME CARE WORKERS 1(888) 470-4477

DIAL 2-1-1 from your residence or 1(800) 464-1123 from your cell or business line to get information on critical health and human services available in your community.

CHILD ABUSE HOTLINE 1(800) 442-4918

IHSS PAYROLL UNIT 1(800) 575-2588

UNITED DOMESTIC WORKERS 1(866) 417-7300

IHSS PUBLIC AUTHORITY 1(888) 470-4477

County of Riverside  
IHSS Public Authority  
12125 Day St S-101  
Moreno Valley, CA 92557

PRESORTED  
STANDARD  
U.S. POSTAGE  
**PAID**

San Bernardino, CA  
PERMIT NO. 2051

What's new with  
I.H.S.S.?