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The PA Insider

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Computer System Changes for IHSS & Public Authority

In early 2012, IHSS and Public Authority will be changing (upgrading) their computer system! Your timesheet will look very different and there will be a new way to record your hours and update your information.

If you are an IHSS Individual Provider (caregiver), you will be receiving mail regarding the specific changes with detailed information. It is **very important** that you receive this information. Please make sure your address is current with Public Authority.

November is National Caregivers Month...

IHSS Individual Providers work hard year-round.

To say 'Thank You!' for the excellent job performed, IHSS Public Authority will be hosting the annual Individual Provider (IP) Recognition event on:
November 8, 2011 from 10 am to 2 pm at the Balboa Park Club.

We hope to see you there!

Let's Celebrate!!!

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Cambios al Sistema de Informática de IHSS y Public Authority

A principios del 2012 , las oficinas de IHSS y de Public Authority cambiaran su sistema de Informática. Este cambio afectará la apariencia de sus hojas de tiempo y la manera de reportar sus datos.

Si UD es un Proveedor(a) Individual de IHSS, UD recibirá correspondencia tocante los cambios específicos incluyendo información detallada. Es de **suma importancia** que UD reciba esta información, por lo tanto, favor de asegurarse que su domicilio este al corriente con Public Authority.

Bud's Call to Action: Stay Positive and Make a Difference



Albert 'Bud' Sayles
Executive Director

In these difficult economic times it is easy to see the glass as half-empty instead of half-full. How can we look at IHSS more optimistically as a "glass half-full" program? I think the key is to stay focused on the good things about IHSS and work toward changing the things we don't like.

Like many of us, I have become worried and concerned when I see programs (like IHSS), that serve people with disabilities and seniors, at risk of budget cuts. Although there are challenges, I see many wonderful things about the IHSS program.

Taking Action

Now is not the time to sit passively and do nothing. If politicians (aka policymakers) make decisions that I disagree with, I have the ability to call, write, or even visit them to express my concerns and give them ideas for bettering the challenges our government faces.

When it comes to IHSS, advocates tell politicians that keeping seniors and people with disabilities in their homes is more cost effective than allowing those individuals to go into costly nursing facilities.

“...I see many wonderful things about the IHSS program.”



Bud Sayles greeting Providers at
the annual IP Recognition Event

Staying Informed

The Olmstead decision, based on the Americans with Disabilities Act, states that individuals must be allowed to reside "in the most integrated setting appropriate to the needs of qualified individuals with disabilities." This is powerful information to share with politicians.

Honestly though, the most powerful thing to share with public officials is your own story. To find information about how to contact our public officials visit: www.sdcounty.ca.gov/voters/Eng/reports/pubofficials.pdf or contact Access to Independence at 619-293-3500 to obtain this information.

Let your voice be heard and make a difference!

Spotlight on a Consumer-Provider Team

Consumer John Jahangiri has been receiving IHSS services for approximately one year and has been using the Public Authority Provider Registry for approximately six months. He decided to use the Provider Registry because, "I couldn't handle it myself." Mr. Jahangiri values the availability of his Provider, Patrick Tighe, and he feels happy when Patrick is there because, "he makes it easy for me to live here." Mr. Jahangiri also feels more comfortable knowing that Patrick is there when he is taking a shower.



Provider Patrick Tighe and Consumer John Jahangiri

Provider Patrick Tighe has been listed on the Public Authority Provider Registry for approximately 2 ½ years. Mr. Tighe enjoys learning about new cultures and meeting new people. He also values the flexibility to plan his own work schedule.

This Consumer-Provider team was made possible by the Public Authority Registry.

To get more information about the Public Authority Registry, please visit our website at www.sdihsipa.com

IHSS Public Authority– Hard at Work!

During the period from July 1, 2010 through June 30, 2011:

- Customer Service & Payroll answered 130,965 calls
- Provider Services responded to 10,796 verifications of employment
- Payroll paid 623,406 timesheets, all processed by the first 4 working days of each pay period
- 667 Providers were added to the Public Authority Registry
- Registry staff assisted 2,822 Consumers with finding Providers
- Provider Enrollment enrolled 4,413 new IHSS Providers
- Registry Coordinators completed 205 home visits to Consumers
- 254 Providers attended the 6-week Registry National Caregiver Training course



Sounds Too Good To Be True

Help paying bills: Scammers gain trust of victims and convince the victim to add them to their bank account to assist in paying bills. The scammer then either takes all the money or claims the entire account. Never give anyone that type of access to your finances.

Sweepstake and prize scams: Most of these calls and mailings are scams. Scammers tell the 'prize winner' that they must pay taxes or fees prior to receiving the prize. If you have genuinely won a prize, there should be no tax or fee. Taxes for the prize are paid to the government at the end of the year.

Repair scams: Include deals to finance auto and home repairs or to purchase medical equipment. Scammers charge extremely high interest rates that make it virtually impossible to repay, creating thousands of dollars in debt, within a few months. Do not accept loans over the phone.

Preventing Financial Abuse

- Keep financial information private
- Never give personal or financial information over the phone
- Register with the national Do-Not-Call Registry at 888-382-1222
- Be careful when giving out your Social Security Number
- Use a shredder to dispose of documents
- Do not give anyone your credit or ATM card
- Get your legal affairs, specifically a Will and Enduring Power of Attorney, in place
- Trust your instincts. If you feel that something is wrong, ask for help.

Take Care of Yourself

Staying emotionally healthy is very important. There are many rewards to helping people but we must also take care of ourselves in order to be effective. Here are some tips to stay in the best emotional state. You are worth it!

- Set aside time for yourself
- Keep an open and positive mindset
- Have fun and don't forget to laugh
- Surround yourself with positive people
- Stay organized
- Get rest and go to bed early
- Listen to relaxing music
- Get rid of negative thoughts

Se Oye Demasiado Bien Para Ser Verdad

Ayuda para pagar sus cuentas: Con el pretexto de ofrecer asistencia en ayudarles a pagar sus cuentas, los estafadores ganan la confianza de sus víctimas y los convencen para agregarlos a sus cuentas bancarias. Después, el estafador se lleva todo el dinero o reclama toda la cuenta. Nunca le dé a nadie este tipo de acceso a sus finanzas.

Sorteos y premios estafas: La mayoría de estas llamadas y correspondencia son estafas. Los estafadores le avisan al 'ganador del premio' que deben pagar impuestos o cuotas antes de poder recibir el premio. Si en realidad usted ha ganado un premio, no debería haber ningún impuesto o cuota. Los impuestos del premio se pagan al gobierno al final del año.

Estafas de reparaciones: Esto incluye ofertas para financiar reparaciones de su auto y reparaciones en el hogar o para la compra de equipo médico. Los estafadores cobran tasas de interés extremadamente altas que son prácticamente imposibles de pagar y crean miles de dólares de deuda en pocos meses. No acepte préstamos que le ofrezcan por teléfono.

Cuídese

Manteniendo su salud emocional es muy importante. Recibimos muchas recompensas cuando ayudamos a los demás pero también debemos cuidarnos para poder ser más efectivos. Aquí hay algunos consejos para mantenerse en el mejor estado emocional. ¡Usted vale la pena!

- ◆ Cada semana dedíquese tiempo para sí mismo
- ◆ Diviértase y no se le olvide reír
- ◆ Rodéese de personas positivas
- ◆ Manténgase organizado
- ◆ Descanse y acuéstese temprano
- ◆ Escuche música relajante
- ◆ Mantenga una mentalidad abierta y positiva
- ◆ Descarte pensamientos negativos

La Prevención del Abuso Financiero

- *Mantenga su información financiera privada
- *Nunca dé su información personal o financiera por teléfono
- *Inscríbase en el Registro Nacional "No Llame" al 888-382-1222
- *Confíe en sus instintos. Si usted presiente que algo está mal, pida ayuda
- *Tenga cuidado a quien le da su número seguro social
- *Utilicé una trituradora de papel para disponer de sus documentos
- *No le dé a nadie su tarjeta de crédito o su tarjeta del cajero automático
- *Poner todos sus asuntos legales en orden, como un testamento o poder legal



Keeping Your Skin Protected

According to the American Cancer Society, more than 2 million Americans are diagnosed with skin cancer each year. Although skin cancer happens to be the most common of all cancers, protection can help keep you and your loved ones safe. Here are some tips to protect your skin:

- *Wear sunscreen with SPF of at least 30 (SPF signifies the level of protection against ultraviolet rays)
- *When applying sunscreen, apply approximately a palmful to cover the legs, arms, neck and face, 30 minutes before going outside
- *Reapply sunscreen at least every two hours or more frequently if swimming or sweating
- *Wear a hat or visor

Regular physical activity can keep you strong, improve your flexibility and help you manage stress as well as help you fight against heart disease, obesity, and stroke. Here are some tips to help you walk towards a healthier you.



- ✓ **DON'T forget about fiber.** Load up on whole-grain breads, cereals, grains and pasta.
- ✓ **DO pick the greenest.** Buy salad greens with the deepest color, they contain more antioxidants, folic acid, calcium and nutrients.
- ✓ **DON'T pass up pasta.** It's high in protein and contains vitamins and iron.
- ✓ **DO select frozen dinners carefully.** Choose frozen meals that contain less than 10 grams of fat and the least amount of sodium.
- ✓ **DON'T dismiss frozen produce.** Some frozen fruits and vegetables contain as much or more nutrients than fresh produce. Frozen produce lasts longer too!
- ✓ Parking farther away from your destination is a good way to exercise. Those extra steps can help shed extra pounds.
- ✓ If the destination is within walking distance, walk. Walking is a form of exercise. It also helps clear your mind.
- ✓ Get a walking buddy. It will make walking fun and allows you to spend time with your buddy.
- ✓ Climb the stairs, when possible to build stronger legs.

Walking Towards a Healthier You
Healthy Food Shopping DOs and DON'Ts



Caminando Hacia una Mejor Salud

Las actividades físicas pueden mantenerlo(a) fuerte, mejorar su flexibilidad y ayudarle a lidiar con su estrés; así mismo pueden ayudarle a combatir enfermedades cardíacas, la obesidad, e infartos cerebrales. Aquí hay unas sugerencias que podrían contribuir a su salud.

- ◆ Estacionese lo más lejos posible de su destinación ya que éste es un muy buen ejercicio. Esos pasos extra pueden ayudarle a perder libras de más.
- ◆ Camine si su destinación está dentro de la distancia para caminar. El caminar es una forma de ejercicio y ayuda a despejar su mente.
- ◆ Busque a un amigo(a) que lo pueda acompañar a caminar. El caminar es divertido y le permite a UD y a su amigo(a) pasar tiempo juntos.
- ◆ Suba escaleras cuando sea posible ya que esto le permite desarrollar unas piernas fuertes.

Sugerencias de Comida Saludable

- ◆ **No se olvide de la fibra.** Coma pan, pasta y cereal integral.
- ◆ **Asegúrese en escoger las más verdes.** Para las ensaladas, procure comprar legumbres lo más verde posible ya que éstas contienen altos niveles de antioxidantes, ácido fólico, calcio y nutrientes.
- ◆ **No se olvide de las pastas.** Estas son altas en proteínas y contienen vitaminas y hierro.
- ◆ **Seleccione comidas congeladas cuidadosamente.** Escoja comida congelada que tenga menos de 10 gramos de grasa y menos sodio.
- ◆ **No rechace productos congelados.** Algunas frutas congeladas y verduras contienen mucho más nutrientes que algunos productos frescos. Los productos congelados también duran más tiempo

Protegiéndose Contra el Sol

Según la Sociedad Americana del Cáncer, más de 2 millones de americanos son diagnosticados con el cáncer en la piel cada año. Aunque el cáncer en la piel es el más común de todos los tipos de cáncer, protegiéndose contra el sol puede ayudarle a UD y sus seres queridos. Considere las siguientes sugerencias para proteger su piel:

- ◆ Utilice protector para la piel con un mínimo de 30 SPF (SPF significa el nivel de protección contra los rayos del sol ultravioleta).
- ◆ Al aplicar el protector de piel, aplique bastante para cubrir piernas, brazos, cuello y cara, 30 minutos antes de salir.
- ◆ Repita la aplicación por lo menos cada dos horas y más frecuentemente al nadar o al sudar.
- ◆ Utilice un sombrero o visera.



Como Cliente de IHSS, una de sus responsabilidades constantes es el de supervisar a su Proveedor. La supervisión incluye:

- ◆ Establecer límites apropiadas
- ◆ Establecer prioridades para las tareas que tendrán que realizarse diariamente
- ◆ Comunicar sus preferencias sobre cómo quiere que se hagan las cosas
- ◆ Mantener expectativas razonables sobre el desempeño de trabajo de su Proveedor
- ◆ Dar sugerencias a su Proveedor sobre su desempeño laboral
- ◆ Asegurarse que el Proveedor emplee su tiempo apropiadamente

Estas responsabilidades pueden sentirse incómodas al principio, pero la experiencia le dará confianza en sus habilidades de supervisión.

Sugerencias para el Cliente



Quick Tips For Consumers

As an IHSS Consumer, one of your on-going responsibilities is supervising your Individual Provider. Supervision involves the following:

- ◆ Setting appropriate boundaries
- ◆ Setting priorities for the tasks to be completed each day
- ◆ Communicating your preferences for how things are done
- ◆ Maintain reasonable expectations for your Individual Provider's job performance
- ◆ Provide feedback on his/her work
- ◆ Make sure the Individual Provider uses his/her time appropriately

These responsibilities may feel awkward at first, but experience will build confidence.

Quick Tips for Individual Providers

Working as an Individual Provider is important and rewarding but can be very hard. Some Consumers may be challenging. A Consumer's condition or situation may cause you to worry or may be upsetting to you. Here are some tips to be a good employee:

- Try to maintain a positive attitude
- Communicate any concerns, questions, schedule conflicts, etc.
- Arrive on time to your scheduled shift
- Keep track of your hours daily
- Be sensitive to your Consumer's needs
- Participate in trainings that will benefit you and your Consumer
- Contact the IHSS Social Worker if you have questions about authorized tasks

Be a Good Employee

Sugerencias para Proveedores

El ser Proveedor(a) es un trabajo muy importante y muy satisfactorio, pero puede llegar a ser muy difícil. Algunos Clientes pueden ser muy exigentes. La condición o situación de un Cliente puede preocuparle o incomodarle a UD. Tome en cuenta las siguientes sugerencias en cómo UD puede ser un buen empleado:

- Trate de mantener una actitud positiva
- Comunique cualquier problema, pregunta o conflicto de horario
- Llegue a tiempo a su jornada de trabajo
- Apunta sus horas de trabajo diariamente
- Sea consiente con las necesidades de su Cliente
- Participe en cursos de entrenamiento que van a beneficiar a usted y a su Cliente
- Si tiene dudas sobre los servicios autorizados, comuníquese con el trabajador social de IHSS

Sea un Buen Empleado

National Caregiver Training Program

Free

This **FREE** 6-week course is designed to help IHSS Providers get the care giving skills needed to perform safe and confident home care. The class, which is held once per week for 3 hours, is free and open to all Registry and Non-Registry Providers. Non-Registry Providers who complete the class and are interested in joining the Registry will receive priority scheduling for the Registry Application Workshop.

Classes include instruction on:

- *Caring for someone on bed rest
- *Safe wheelchair use
- *Infection control
- *Fire safety
- *Personal care
- *Medication Management
- *Fall prevention
- *Many more topics!

Please contact the Registry at **866-351-7722** if you are interested in attending.

Free Senior Center Without Walls

What is Senior Center Without Walls?

Senior Center Without Walls offers activities, friendly conversation and an assortment of classes and support groups to homebound elders and others who find it hard to leave their homes. Participants call from the comfort of their home. No special equipment is needed and the call is completely free.

*For more information or to request a catalog of the current session, call toll-free at **877-797-7299** or visit the website: www.seniorcenterwithoutwalls.org

There is no cost to register, and you can sign up for the program anytime throughout the year.

Free Healthier Living Classes

Aging & Independence Services (AIS) provides more than 30 different programs to benefit older adults and persons with disabilities. Among those programs are Healthier Living Classes.

Come to the 'Healthier Living: Managing Chronic Conditions' workshop and find out how to 'Put Life Back In Your Life.'

For more information about this course or to find a workshop near you, call

(858) 495-5230

It's fun! It's free! It's effective!

- ◆ Amerimed CPR
(English & Spanish CPR Classes)
8939 La Mesa Blvd #2
La Mesa, CA 91941
(619) 469-7109
www.amerimedcpr.com



- ◆ Crown Cove Aquatic Center
(CPR, AED & First Aid)
5000 Highway 75
Coronado, CA 92118
(619) 575-6176

First Aid & CPR Classes

- ◆ American CPR Training
(CPR, AED & First Aid)
565 Westlake St Blvd 100
Encinitas, CA 92024
(888) 228-6694
www.americancpr.com



- ◆ A-B CPR & First Aid
(CPR & First Aid)
3717 Camino Del Rio South
San Diego, CA 92108
(619) 281-3304
www.abc.biz



Registry vs. Provider Enrollment



The **Public Authority Registry** provides a **free and voluntary** process through which IHSS consumers in need of assistance can find and hire an Individual Provider (IP) to deliver in-home supportive services.

In order to work as an IHSS IP and receive payment for their services, the enrollment process must be completed with the **Public Authority Provider Enrollment Department**.

Call the Registry:

- *If you are an IP and would like to get more work
- *If you are an IP and would like additional training
- *If you are a Consumer requesting a Provider list

Call the Provider Enrollment Department:

- *If you are an IP that has an active IHSS Consumer and you need an enrollment packet
- *If you are an IP and need to check your enrollment status

For more information, please call 866-351-7722.



Important Phone Numbers

AIS Call Center / Adult Protective Services / IHSS Intake
800-510-2020

Direct Deposit
866-376-7066

IHSS General Line
619-476-6200

Economic Development Dept (EDD)
800-300-5616

Public Authority
866-351-7722

Fraud Hotline
800-421-2252

Social Security Administration
800-772-1213

Goldman & Walker Insurance, LLC.
800-883-0902

United Domestic Workers (UDW)
800-621-5016

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US POSTAGE PAID
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COUNTY OF SAN DIEGO
IHSS PUBLIC AUTHORITY
780 BAY BLVD., SUITE 200
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