

# Link2Care

## Summer/Fall 2006

A Publication of the Stanislaus County  
Public Authority

### Home Safety Checklist

The following are some questions provided by the Community and Home Injury Prevention Project for Seniors (CHIPPS) to help evaluate safety in your home environment. Take a moment to look around your home and see if there is room for improvement. While this checklist was created for seniors, we can all benefit by taking a fresh look at our homes with safety in mind.

- ◆ Can you turn a light on without having to walk into a dark room? Is a light left on at night between the bed and the toilet?
- ◆ Are lamp, extension or phone cords out of the flow of foot traffic?
- ◆ Are curtains and furniture at least 36 inches from baseboard heaters or portable heaters?
- ◆ Do small rugs and runners stay put (don't slide

**Can you turn on a light without having to walk through a dark room?**

- or roll up) when you push them with your foot?
- ◆ Do you have working smoke detectors on the ceiling outside of bedroom doors?
- ◆ Do you have a lamp or light switch within easy reach of your bed? A phone?
- ◆ Does the shower or tub have a sturdy grab bar? Does it have a non-skid surface?

- ◆ Do all entrances to your home have outdoor lights?
- ◆ Do you have an emergency exit plan in case of fire?
- ◆ Do you have emergency numbers listed by your phone?

If you've answered no to any of these questions, take a moment right now to fix issues that are easily resolved and schedule time to correct those that require additional planning.

### Diabetes: A Growing Concern

Diabetes is estimated to affect over 20 million Americans. Unfortunately, it is estimated that over 6 million of those (nearly one-third) are unaware that they have the disease. While some people with type 2 diabetes experience symptoms, others may go 7-10 years without obvious symptoms. Also, some of the symptoms for diabetes mimic other diseases or conditions, making it harder to predict an accurate diagnosis without additional information. The best way to determine if you are a diabetic, or pre-diabetic (at higher risk for developing diabetes) is to talk to your doctor about a glucose test.

Having Type 2 diabetes increases your risk for other serious complications. Some of these include heart disease, blindness, nerve damage and kidney damage. The good news is that learning about these factors and



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## Message from the Director



Time is a funny thing; a minute can seem like an eternity and a year but a fleeting instant. Try to hold your breath underwater for one minute.... Twenty seconds.... it's fairly easy. Then thirty seconds... made it! Then the seconds tick by very slowly until the fifty-ninth second seems like it will never end. By contrast a year goes by in a blur. It's been a little over one year since Link2Care moved into its office at 305 Downey Avenue. In this time so much has happened, it is hard for me to remember. We have enrolled hundreds of Providers for health insurance, conducted Provider trainings, produced a newsletter, developed a website, equipped an office, hired staff, and those are just the highlights. This made me start to think how far we have come in such a little time, but how much remains to be done.

The next big task for Link2Care is to negotiate a new labor contract for IHSS Providers. In September 2006, the current memorandum of understanding (MOU) will expire and Link2Care will begin the collective bargaining process with the United Domestic Workers to determine wages and benefits for IHSS Providers for the coming years. More information on this subject will be available in coming issues.

An exciting project is in the works. Link2Care is partnering with the Modesto Bee, Community Services Agency, the Area Agency on Aging, Behavioral Health and Recovery Services, the Health Services Agency and the In-Home Supportive Services Advisory Committee to produce an Elder Care Directory. The directory will be like a phone book but will include information specifically targeted towards the needs of seniors; information about caregiving, day care/respite care, end of life issues, healthcare, housing, etc. The directory will be available in October 2006 at selected locations, including Link2Care.

Also in this issue, you will find articles about home safety, diabetes, health insurance, the IHSS Payroll Clerks, Area Agency on Aging, the United Domestic Workers, tips for Providers and some fun stuff. I hope you find the newsletter useful; you may also view the newsletter on our website at [www.stanlink2care.org](http://www.stanlink2care.org).

A handwritten signature in black ink that reads "Jeffrey M. Lambaren". The signature is written in a cursive style.

Jeffrey M. Lambaren  
Executive Director

### Recipients and Providers have rights through In-Home Supportive Services

Listed below are the rights given to Recipients.  
Providers can find their list of rights in Caregiver's Corner, on page 5.

#### **IHSS Recipient Rights**

1. You have the right to hire your own provider, and if necessary, fire your provider.
2. You have the right to require additional screening, including fingerprinting and criminal background checks. (This screening is at your own cost, unless you are using a provider from the Link2Care Registry)
3. You have the right to direct the work in the home and are responsible for explaining to the provider how the tasks are to be done.
4. You have the right to ask your IHSS Social Worker for a reassessment of hours if your condition changes.
5. You have the right to appeal any decisions by the IHSS Program., if you do not agree with the decision. Call your IHSS Social Worker if you need help.

## Diabetes—A growing concern

Cont. from Page One

maintaining a healthy lifestyle can decrease your risk of developing these complications.

November is American Diabetes Month. This year, the American Diabetes Association is working together with the American College of Cardiology to increase awareness of the link between diabetes and heart disease. You can learn more about this at their website, [www.diabetes.org](http://www.diabetes.org). This website also has recipes, information about caring for someone with diabetes, and how to manage your diabetes in everyday situations.

**www.StanLink2Care.org**

IHSS Information

Contact Information and Maps

Resources and Web Links

Newsletters

Insurance Information

Registry Information

**The place to connect!**

Now Available!

**Myth #1: People with diabetes can't have sweets or chocolate.** If eaten as part of a healthy meal plan, or combined with exercise, sweets and desserts can be eaten by people with diabetes. They are no more “off limits” to people with diabetes than they are to people without diabetes.

## Myths About Diabetes

**Myth #2 Eating too much sugar causes diabetes.** Diabetes is caused by a combination of genetic *and* lifestyle factors. However, being overweight does increase your risk for developing type 2 diabetes. If you have a history of diabetes in your family, eating a healthy meal plan and regular exercise are recommended to manage your weight.



**Myth #3 People with diabetes should eat special diabetic foods.** A healthy meal plan for people with diabetes is the same as that for everyone – low in fat, moderate in salt and sugar, with meals based on whole grain foods, vegetables and fruit. Diabetic and “dietetic” versions of sugar-containing foods offer no special benefit. They still raise blood glucose levels, are usually more expensive and can also have a laxative effect if they contain sugar alcohols.

**Myth #4 If you have diabetes, you should only eat small amounts of starchy foods, such as bread, potatoes and pasta.** Starchy foods are part of a healthy meal plan. What is important is the portion size. Whole grain breads, cereals, pasta, rice and starchy vegetables like potatoes, yams, peas and corn can be included in your meals and snacks. The key is portions. For most people with diabetes, having 3-4 servings of carbohydrate-containing foods is about right. Whole grain starchy foods are also a good source of fiber, which helps keep your gut healthy.

**Myth #5: Fruit is a healthy food, therefore it is OK to eat as much of it as you wish.** Fruit is a healthy food. It contains fiber and lots of vitamins and minerals. Because fruit contains carbohydrate, it needs to be included in your meal plan. Talk to your dietitian about the amount, frequency and types of fruits you should eat.

Information taken from [www.diabetes.org](http://www.diabetes.org)



## Caregiver's Corner

Caregivers must find a way to “do it all”: taking care of the home, the shopping, the doctor visits, the medication, the meals, the personal care, the safety, and the emotional needs of your family. All of this responsibility is a lot to shoulder!

As a caregiver, you may be isolated from the “outside world”, unable to take time for yourself or freely attend social events. Or, you may be part of the “sandwich” generation - taking care of young children and an aging parent.

The stress associated with care giving can result in feelings of depression, anger, frustration and sadness. You are not alone! There are many resources in our local community designed to help you combat these feelings, and give you support and encouragement as you care for those who need you.

Taking care of yourself is vital to your health and the health of those around you. If you don't take care of yourself, who will take care of your loved one when you're gone? You have immeasurable value! By making it a priority to take care of yourself, you will be able to provide better care to your loved one, and will enjoy your time with them even more.

At Caregiver's Corner, we have listed some tips to help you combat stress. On the next page is a listing of websites, phone numbers, and upcoming meetings of support agencies in our community. These are all designed to encourage you as you continue to provide quality care. Take a moment to practice some of the stress reducing techniques listed, or pick up the phone and reach out to a community that is reaching out to you.

## 10 Tips for Family Caregivers

1. Learn and use stress reducing techniques.
2. Attend to your own healthcare needs.
3. Get proper rest and nutrition.
4. Exercise regularly.
5. Take time off without feeling guilty.
6. Seek and accept the support of others.
7. Participate in pleasant, nurturing activities.
8. Identify & acknowledge your feelings.
9. Change the negative ways that you view situations.
10. Seek supportive counseling when you need it, or talk to a trusted counselor or friend.

The above tips were adapted from the Family Caregiver Alliance's "Taking Care of You" Fact Sheet.

### Five Things you can do Right Now

1. **Deep Breathing.** Take a moment to stop, close your eyes, clear your mind and breathe deeply.
2. **Take a Break.** Take ten minutes to do something simple for yourself. Take a walk in the fresh air, read a book or magazine, play a game of solitaire.
3. **Laugh it Off.** There are many sources to find a good laugh; comics, sitcoms, humorous books, discussion groups or a good friend.
4. **Play it Off.** When is the last time you “played”? Color a picture, play a board game, watch a cartoon.
5. **Keep an appreciation journal.** Write down the things you are thankful for. Sometimes you may find it hard to think of anything, but keeping a journal will remind you of your blessings, and be there as a reminder during the hard times.

*The above tips were taken from the article “23 Techniques that Relieve Tension and Stress” by Carol A. James. Read the entire article online at [www.inspiredliving.com/stress/stress-busters](http://www.inspiredliving.com/stress/stress-busters).*

## Supportive Services Coordinators: Your Partners at IHSS

Support Services Coordinators (SSC) work for IHSS to help Providers with issues directly affecting them. (Social Workers deal with issues affecting the Recipient.)

SSC's can help with:

- Timesheets
- Hiring packets
- W-2 and W-4 information
- Worker's compensation information
- General IHSS Provider questions

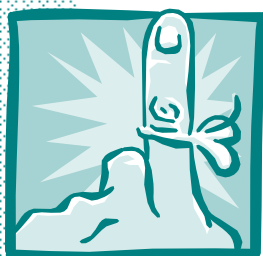
SSC's cannot help with:

- Timesheets for recipients that are not assigned to them
- Fingerprinting for the IHSS registry
- Caregiver classes for the IHSS registry
- Insurance benefits

PLEASE do not call an SSC not assigned to your Recipient, hoping to get information on timecards or payroll issues. If they are not assigned to your Recipient's case they will be unable to help you.

For registry and insurance questions call Link2Care at 558-4787. For payroll issues, call 558-3976.

Not sure which SSC to contact? Call 558-3976 and they will look it up for you.



### Timecard Reminders...

- Don't turn your timecard in early! Turn your timecards in only after working all your hours.
- Use a pen, and put your hours in the boxes under the dates you worked. Do not use an X in the box unless you did not work that day.
- Do NOT use correction fluid or scratch out mistakes. Instead, cross out mistakes with one line and ask the recipient to initial all corrections.
- Remember that you AND the Recipient must sign the timesheet. If your Recipient is unable, call your support coordinator for instructions before submitting your timecard.

### IHSS Provider Rights

1. You have the right to receive payment, currently \$8.25 per hour, for your IHSS authorized services.
2. You have the right to have federal and state income tax withheld from your check if you apply and meet certain conditions. (You need to complete a W-4)
3. You have the right to apply for Worker's Compensation if you are injured on the job.
4. You have the right to receive Social Security coverage if you qualify.
5. You have the right to receive coverage under State Disability Insurance if you qualify.
6. You have the right to be reimbursed by the recipient if the recipients share-of-cost is deducted from your paycheck.
7. You have the right to determine whether and when to use your car to shop or transport the recipient. (CSA does not pay mileage; money for gas should be arranged with the recipient)
8. You have the right to breaks and meal times in accordance with California Labor Laws.
9. If you are living in the home and provide daily care, you have the right to arrange time off with the Recipient and/or his family in accordance with the State of California Labor Laws.
10. You have the right to receive a W-2 form listing wages and deductions for the previous year.
11. You have the right to be treated with courtesy, consideration and respect.

# Health Insurance Changes in Effect

## Additional Services added for IHSS Providers

Through an agreement with the United Domestic Workers (UDW), Link2Care was able to expand the health insurance coverage offered to Providers. We now offer vision insurance to complement the medical and dental coverage already provided to In-Home Supportive Services (IHSS) Providers. Link2Care negotiated with multiple insurance companies to find an insurance plan that provides excellent benefits at a competitive price.



Unfortunately, there is a limited amount of funding available to pay for insurance premiums. By changing to SafeGuard for dental and vision coverage, we were able to decrease the cost of the dental insurance while adding the vision benefit. Providers continue to pay only \$20 per month for their insurance, while Federal, State & County funds are used to pay the remainder.

As the amount of money available to purchase insurance is not enough to pay for all the eligible Providers (approximately 1700) a waiting list has been established.

Over 150 Providers were on the waiting list before open enrollment started. Since then, more than 100 have been offered insurance. Right now, the only way

Providers on the waiting list are able to receive benefits is when other Providers drop their insurance.

Insurance can be dropped for a number of reasons: if they are enrolled under another family members plan, if they drop below the 75 hour per month requirement, or if they stop working in Stanislaus County. With over 50 Providers still on the waiting list for insurance, the Public Authority checks each month to cancel those Providers who no longer qualify, and enroll more Providers from the waiting list.

If you are not currently receiving health insurance, and you are not on the waiting list, please call our office at 558-4787 to see if you qualify for benefits. In order to be placed on the waiting list, you must be working for IHSS at least 75 hours per month for three months in a row. If you meet this criteria, you can be placed on our waiting list to receive vision, dental and medical insurance.



## Are you on the Waiting List?

Providers on the waiting list will be contacted when space becomes available. Before calling a Provider on the waiting list, Link2Care staff will check that you have been working an average of 75 hours per month, and are still eligible to receive insurance benefits. It is important that you maintain the required minimum hours while waiting for benefits. Link2Care will then contact you to come to the office and complete your application. If we are unable to reach you by telephone, we will send a letter requesting you contact us to make an appointment.

If you are not yet on the waiting list, you may call our office at 558-4787 to reserve your space. In order to be placed on the list, you must have worked for Stanislaus County IHSS for 75 hours or more per month for the last three months.

# Need to get paid on time?



Your paycheck is not late until at least 10 working days have passed since the date you mailed it. Weekends and holidays cannot be counted toward the ten days. Payroll staff authorize each timesheet (for keying by data entry staff), but the paychecks themselves are mailed from Sacramento. Checks cannot be given out from the Stanislaus County IHSS Office, and payroll staff cannot “rush” a check for you. Be sure to turn your timecards in on time, and follow the reminders listed on page five to prevent delays.

If **TEN WORKING DAYS** have passed, and you still have not received a check, you may call your Support Coordinator, or the Payroll Department at 558-3976.

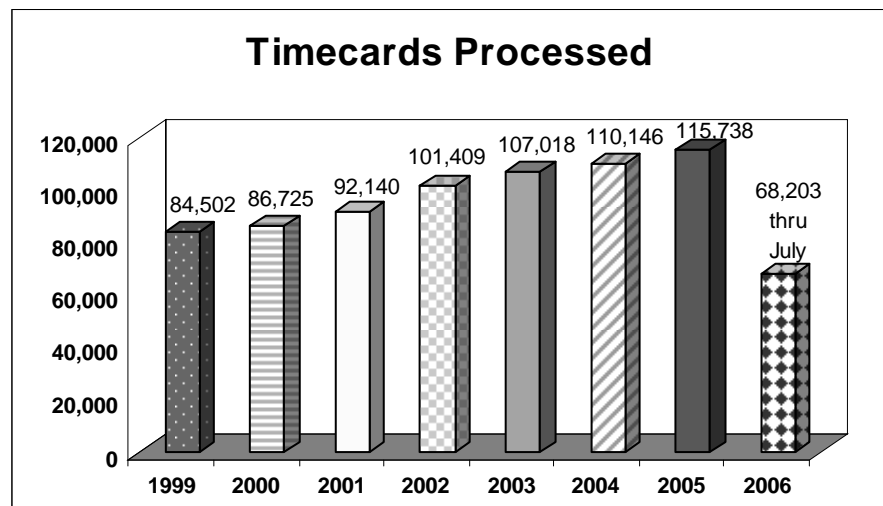
To get new timesheets, or if you need help filling out a timecard, see the article on pg. 5 about SSC's.

## Payroll clerks: The Unsung Heroes

People speak of the “the miracle of birth” but each month another miracle occurs in the In-Home Supportive Services (IHSS) program, the payroll process. In the IHSS program Providers are paid for the hours they work in two intervals. Providers are paid for time for the first (1<sup>st</sup>) of the month through the fifteenth (15<sup>th</sup>) of the month and the sixteenth (16<sup>th</sup>) through the end of the month. Each month three Payroll Clerks process an average of 9700 timecards per month. That volume works out to a little over one time card per minute per clerk. Wow!

Each timecard must be reviewed to ensure that the time claimed for each day and the total hours for the pay period fall within the allowable Recipient authorized hours. Some signatures on timecards may be checked against “authorized signature” cards if a signature appears to be questionable. All of this is done within 3-5 work days. Generally, the majority of the time timesheets are processed within three business days. If the client did not sign the timecard it must be returned to the Client, likewise if there is a math error the time sheet is returned to the Provider for Correction.

Each year for the last 6 years the number of timecards processed has increased an average of five percent (5%) per year. The number of Payroll Clerks has remained constant for the last several years. The next time you receive your paycheck stop for a second and thank a Payroll Clerk.



# Partners in Care:

Information from other agencies in our community

## The Stanislaus County Area Agency on Aging

### Help is Just a Phone Call Away...

The Stanislaus County Area Agency on Aging is the agency with the responsibility of allocating how the funding from the Older Americans Act and the Older Californians Act is spent in the County. Most of the programs are contracted to local non-profit agencies and several are handled through the Area Agency on Aging office. The programs are designed to help senior citizens, disabled persons and their caregivers to be able to maintain independent and meaningful lives in the community.

The programs include the Senior Law Project, Assisted Transportation, Long Term Care Ombudsman, Family Caregiver Support, Linkages Case Management, Senior Community Service Employment, Health Insurance Counseling, Alzheimer's Day Care, Brown Bag Foods, Senior Lunch Sites, Home Delivered Meals, Young At Heart Fitness, Homemaker and Information & Assistance programs.

The Information & Assistance program is handled through the Area Agency on Aging office. In the course of the week the staff assists folks in connecting with the programs listed above as well as many other agencies that deal with the needs and concerns of senior citizens. The staff can also refer callers to services elsewhere in California and the nation.

The Area Agency on Aging is located at 121 Downey Ave, Suite 102 A, Modesto, in the Woodside Professional Office Building. Two telephone numbers can be used to access the Information & Assistance program: 1-800-510-2020 and 558-8698. Call us or come see us!

### Alzheimer's Aid Society

1-800-540-3340 or [www.alzheimersaidsociety.org](http://www.alzheimersaidsociety.org)

The Alzheimer's Aid Society of Northern California provides families with education, support, guidance, and general referral services.

Alzheimers Aid Society has a Modesto Support group every Monday at 9:30am. (Support groups available in other cities also)



### Stroke Resources Inc. 521-1786

Programs designed to assist stroke survivors with rehabilitation and offer emotional support to caregivers.

Stroke Resources Inc. has a potluck every 3rd Weds. From 11:30 to 1:30 at Trinity United Presbyterian Church.

## The Info Van is Coming!!



**The InfoVan from the Area Agency on Aging (AAA) is used to provide information about services for senior citizens in areas outside of the Modesto office.**

**The friendly staff is available to distribute printed information in both English and Spanish and is always happy to refer folks to appropriate agencies and services.**

**Look for it at drug stores, health clinics, community events and information seminars.**



## A New Year and a New UDW

Dear Brother and Sisters:

Last year saw many changes and new challenges for our Union, the United Domestic Workers of America (UDW). I am convinced these changes have made us stronger. And they will allow you to have a greater voice in determining your future in this very honorable occupation in which you are employed.

As 2006 started, a New Year for the new UDW also began. UDW now has 13 bargaining units in 11 counties with Addus HealthCare or the county IHSS Public Authorities. Those Counties are Butte, El Dorado, Kern, Merced, Orange, Placer, Riverside, San Diego, San Luis Obispo, Santa Barbara and Stanislaus. We are nearly 50,000 home care workers strong!

We are proud to announce that all UDW bargaining units are covered by a collective bargaining agreement. At a minimum, these agreements guarantee increased wages, health insurance, labor-management rights and a grievance procedure.

We are rebuilding our union, making it stronger than ever before. Here are some of our goals for 2006:

- UDW will begin educating new providers during orientations
- Communicating better with UDW members
- Identifying, training and working with new member leadership
- Bargaining for better wages and benefits
- Remaining active in Sacramento

Our heartfelt thanks go out to so many members who have stood up for UDW during the trying days of 2005. We are also grateful to those helping us realize our goals for 2006.

If you have questions or concerns please feel free to contact your local UDW office at 209-526-5274, or stop by at 500 9th street, Suite G Modesto.

Flora Walker, Administrator

**The Local UDW office is located  
at: 500 9th St., Suite G, Modesto  
(209) 526-5274**

United Domestic Workers of America  
*YOURS FOR A BETTER LIFE  
THROUGH A POWERFUL UNION*

The Modesto Senior Citizens Center offers a variety of activities for persons over 50 and persons with disabilities. Scheduled activities include bowling & swimming, and there are plenty of drop in programs to choose from as well.

**Drop-In Programs Include:  
Bridge, Bunco, Chess,  
Crafts, Matinee Movies,  
Tai Chi and more!**

Contact the SCC at 491-5944 to learn more about all the activities they offer.

**Valley Caregiver Resource Center**  
1-800-541-8614 [www.valleycrc.org](http://www.valleycrc.org)

Helps families and communities master the challenges of caring for adults with brain impairing conditions, such as Alzheimer's disease, stroke, Parkinson's and traumatic brain injury.

Valley Caregivers Resource Center offers a class titled: Controlling Your Frustrations. Call for more info.



**Healthy Aging  
Association**  
523-2800

Offers free fitness & health programs for seniors age 60 and over.

Programs are held at many locations in the county. Call for more info.  
[www.yahfitness.com](http://www.yahfitness.com)



# The Water Cooler

**A place to hear about current events, local news, and other issues ...**

## Scam Alerts

### Notices to Homeowners about Overpaid Property Taxes

The Modesto Bee reported on June 7th, 2006 about a scam involving Property Taxes. Homeowners receive a notice from a company called the Property Tax Assessor Records Corporation, which has a PO Box in Modesto. The notice says the homeowner overpaid on his or her property taxes. Homeowners are instructed to fill out a card that comes with the notice, and send it back with a \$25 processing fee you'll be billed for later. The form includes a space for a Social Security number. Don't respond to this notice if you receive it. Your money and potentially your identity are at risk if your Social Security number falls into the wrong hands.

To report these or other scams, call the State Attorney General's Office at 1-800-952-5225

### Jury Duty "No Show" Scam

A new scam is being used to scare people into giving out their Social Security Number and other personal information. Seniors are being contacted and told that a local judge has issued a warrant for their arrest because they missed jury duty earlier that week. When the senior protests, the callers asks for their Social Security number for confirmation. These calls may actually appear to be coming from the county courthouse on Caller ID. A technique called "spoofing" allows scammers to choose any number to display on a Recipient's caller ID. Authentic jury duty notifications, as well as "no-show" summons, are almost always delivered by mail. Local, state, and federal officials would never ask for personal information over the phone.

## Web Sites

### Gas Prices get Bigger, Wallets get Smaller

At the MSN website, they have added a feature that allows you to enter your zip code and find the lowest gas prices in your area. Check it out at <http://autos.msn.com/everyday/gasstations.aspx>.

### Help to Lower Medical Costs

Tips on ways to lower medical costs are always welcome, since it is a big concern for Providers and Recipients alike. Though this article is on the AARP website, it is helpful to everyone, young and old. Information on lowering costs for doctor visits, prescriptions, eye exams and much more at [http://www.aarpmagazine.org/health/affordable\\_health\\_care.html](http://www.aarpmagazine.org/health/affordable_health_care.html).

## Local Events

### The Healthy Aging Summit, Friday October 13th

Free health screenings and information for those 50 years of age or older. Health screenings including bone density test, diabetes, screening, cholesterol tests, stroke screenings and more! Contact the Area Agency on Aging at 1-800-510-2020 or 558-8698.

# America's number one Condiment—

## Fresh to your table!



This recipe for homemade salsa was taken from a booklet of recipes distributed by the American Diabetes Association. Salsa is not only for chips! Use it on eggs, meats such as carne asada, pork, and even fish! Try using salsa instead of ketchup, to spice up your meal. What better way to enjoy your vegetables?

- 3 large tomatoes, peeled
- 1/2 c. white onion, chopped fine
- 1/2 jalapeño pepper, chopped
- 1 Anaheim pepper, chopped

- 1/2 sweet red pepper, chopped
- 2 tbsp. Cilantro, chopped
- 1/4 tsp. salt
- Fresh juice from 1/2 lime
- 1 tsp. white wine vinegar
- 1 tbsp. water or tomato juice

Place tomatoes in a colander to reduce the tomato liquid while you prepare the rest of the ingredients. Place a bowl under the colander if you want to collect the tomato juice. Put all ingredients in a glass, ceramic or stainless steel bowl. Mix well, let

stand for 30 minutes. Serve salsa with baked tortillas, meats or other main dishes.

**Nutrition Information:**  
 Serving Size: 2/3 cup (makes 4 servings)  
 Calories: 48      Calories from Fat: 5  
 Total Fat: 1g      Cholesterol: 0  
 Sodium: 173mg      Carbs: 11g  
 Fiber: 2g      Sugars: 6g  
 Protein 2g

### Word Jumble: Unscramble the letters to reveal local cities served by IHSS

COLTUKR

TATSOPERN

VIRKANREB

GKINTHS      FRYRE  
     

STODOME

(Answers below)

Answers to Word Jumble: Turlock, Patterson, Riverbank, Knights Ferry, and Modesto

### Typical Tasks — Services Providers are authorized to perform for IHSS Recipients

F E O O L T G D N R L Q Z S I N G I T R K  
 K C W V I M E R E D C A N R G S Q M U L M  
 L S G N I N A E L C E S U O H L W C M A H  
 P T R J L T Z S I Y U B G N X E N L K C A  
 D R Y I K J O S C X Q S L P D T G U Y C B  
 G E E H J N O I T A R I P S E R I U Y O G  
 P B O O L Y N N L D B Y J H G A Y N O M I  
 R W F N M V F G Q E W F C M K N O K L P T  
 W X S E C G T H L I T E A D R S F T H A Y  
 E W S F E R H T U N K I I O L F N J T N W  
 X A F O O D S H O P P I N G P E J U Y Y R  
 E W S F R T I B N M K J L G P R I Y T T C  
 Q L U Y H N G N I K O O C S E R M K L O O  
 U Y B A T H I N G B F H G V M I K U O D Y  
 M W B G R O P Y E T Y V W O U N D C A R E  
 Y U N J R T Y U B F E W A X E G M P L K N

- |                 |                |              |
|-----------------|----------------|--------------|
| Accompany to Dr | Feeding        | Respiration  |
| Bathing         | Food Shopping  | Toileting    |
| Cooking         | House Cleaning | Transferring |
| Dressing        | Laundry        | Wound Care   |

### Words of Wisdom

- “You can’t do anything about the length of your life, but you can do something about it’s width and it’s depth.” Evan Esar (1899-1995)
- “Opportunity is missed by most people because it is dressed in overalls and looks a lot like work.” Thomas Edison (1847-1931)
- “Live in such a way that you would not be ashamed to sell your parrot to the town gossip.” Will Rogers (1879-1935)
- “We make a living by what we get, we make a life by what we give.” Sir Winston Churchill (1874-1965)

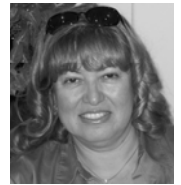
### **Are you doing a lot of driving for the person you care for?**

If you are like most of our Providers, you have a Recipient who is considerate of your time, appreciates everything you do for her/him, and realizes that you also have your own family that requires your care and attention.

Once in a while we hear back from one of our Providers that they were on the road with their Recipient for 4, 6 and sometimes 8 hours. You ask, “What were they doing for so many hours?”. We hear back from our Providers that they went shopping at the mall for 2 1/2 hours, went to lunch for 1 1/2 hours, then drove them across town to visit their daughter for an hour, and ended their day with a trip to the Recipient’s favorite grocery store for an hour and a half. They arrived home, and the provider put the groceries away. Their total hours for that day was 7.5 hours.

Of those hours, our Provider could only claim four hours. Why? The shopping at the mall falls under “other errands” and the Recipient only had one and a half hours for the entire month. Lunch could not be counted at all, because caregivers can take a lunch break, but they do not get paid for it. Providers are not paid to take the recipient for a visit. The Provider received full payment for the grocery shopping, but that is the total for the month and he/she is not eligible to be paid for any more grocery shopping that month. Putting the food away was covered under household chores. Also, if you are claiming more drive time than they are eligible to receive, that constitutes fraud.

My advice to you is to be aware of what the recipient’s needs are and how much time is assigned to each chore on a monthly basis. That information is available to you through the Social Worker or the Supportive Services Coordinator who sent you the hire packet. Knowing this information will help you be a better Provider and help you avoid the “Driving Miss Daisy” syndrome.



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