



# IHSS Public Authority

People Helping People



Volume 8

Issue 1

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Helen Lopez,  
Executive Director

## MANAGEMENT STAFF

- Helen Lopez, *Executive Director*
- Rosa Hidalgo, *Deputy Director*
- Myette Christian, *Registry Manager*
- John Dixon,  
*Provider Services Coordinator*
- Jessica Hoier, *Staff Analyst*
- Marisol Hill, *Fiscal Assistant*

## REGISTRY UNIT

### Rancho Cucamonga / Fontana/ Rialto

- Melissa Cardenas, *Registry Specialist*
- Diana Madrigal, *Registry Clerk*

### San Bernardino

- Lidia Alcantar-Urbe, *Registry Specialist*
- Carolina De Leon-Armendariz,  
*Registry Clerk*
- Ruth Diaz, *Registry Clerk*

### Victorville/ Barstow

- Emily Penland, *Registry Specialist*
- Denise Sieber, *Registry Specialist*
- Priscilla Arias, *Registry Clerk*
- Alex Carnaval, *Registry Clerk*

### Yucca Valley/ Yucaipa

- Pauline Beschorner, *Registry Specialist*
- Maricela Lamboy, *Registry Clerk*

## PROVIDER SERVICES UNIT

- Sandy Gonzalez, *Health Benefits*
- Freddie Barrera, *Training*
- Valerie Martinez,  
*Criminal Background Investigations*
- Danielle Roberson,  
*Criminal Background Investigations*
- Haydee Duncan,  
*Criminal Background Investigations*
- Rebecca Esparza-Castaneda, *Reception*



Our seniors and people with disabilities and their homecare providers have reason to be very worried about the potential for devastating cuts due to automatic reductions authorized in the state budget because California's tax revenue fell short of expectations. With the budget deal signed by Governor Brown on June 28, 2011, there were three trailer bills signed that created a trigger mechanism of cuts contingent on a \$4 billion dollar assumption of higher state revenues for 2011-2012.

Because revenues fell short of expectations, state law required a 20% reduction in hours for seniors and people with disabilities who rely on In Home Supportive Services (IHSS). Fortunately, the trigger cut of 20% has been successfully "suspended" (meaning it will not be implemented as the legislation calls for at this time) due to a law suit that was filed by advocacy groups. This does NOT mean that the cuts are permanently prohibited; they

are temporarily banned by a court order until the law suit can take its course in the courts, and a final decision regarding their legality is made.

The consequences of an additional 20% cut to IHSS hours would be layered on top of a 3.6% cut that went into effect on February 1, 2011. The trigger cuts to IHSS were slated to go into effect on January 1, 2012, but at this time are on indefinite hold; if they are eventually implemented, they will cause severe reductions to home care and gravely endanger those seniors and people with disabilities who are affected, and who will lose essential care that allows them to live safely at home.

Statewide, approximately 440,000 seniors and people with disabilities rely on IHSS to live safely in their own homes. The average IHSS consumer receives approximately 86 hours of care a month and loses approximately 23 hours

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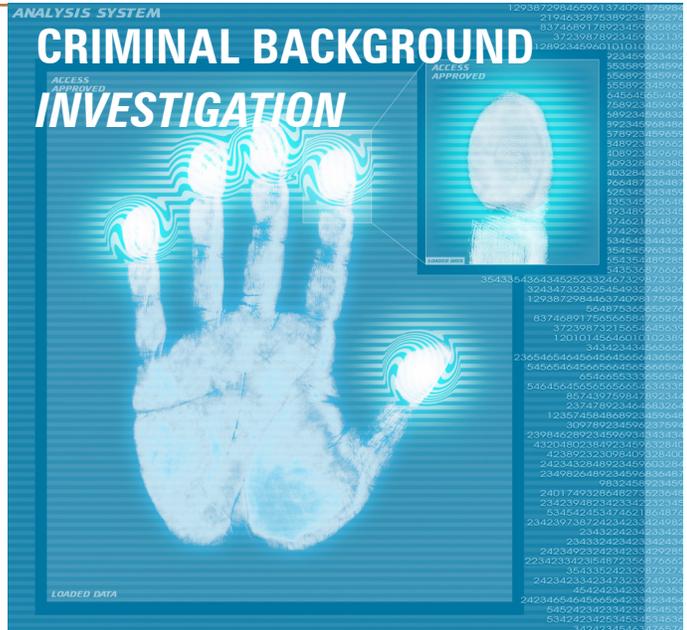
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as a result of this cut. The trigger law carved out approximately 55,000 IHSS consumers who are on special waivers and excludes consumers identified by the state who would be at high risk of institutionalization. The legislature also created a Supplemental Care Application for seniors and people with disabilities to apply to have some or all of their IHSS hours restored.

Approximately 250,000 seniors and people with disabilities would be hit with the full 20% cut to service hours. Losing 20% of hours, on top of the 3.6% already lost, requires consumers to have to figure out things like which 2 days out of 8 will they go without meals, or which days won't they be able to take their medications. Some won't have any choice but to leave their homes. Is that what we've come to in California?" Californians with disabilities or who are elderly participate in the IHSS program because it gives them the opportunity to be independent, so it just doesn't make any sense to ruin a cost-effective program like IHSS and force people into nursing homes at five times the cost of home care - or let them wind up in the hospital because of a fall, infection, or missed medication.

The California IHSS program is one of the best such programs in the country, has helped California significantly reduce costs of long-term care for our aging population, and is vital to helping seniors and people with disabilities maintain their independence and dignity. It's time for us AGAIN to tell everyone who will listen to us that **these cuts would be shooting California in its own foot!**



In order for you to become a provider you will need to pick up a specially designated Livescan Form from your local IHSS or Public Authority. You must provide a copy of the 3 part form to the Public Authority, after you complete your fingerprinting, in order for us to track your prints and receive the results. If you fail to use the correct form, your results from the Department of Justice will not be received by the San Bernardino County Public Authority, and your clearance can be delayed. If you have any questions about the process feel free to contact the Public Authority at 1-866-985-6322 option 4.

BEWARE: If you have not worked in at least 1 year, you may be required to complete the enrollment process for IHSS again. This would mean that you would need to complete fingerprinting and orientation again. Beginning in March, the state will be creating a list of those caregivers who have not had any payroll activity in the last year. Letters will be sent to notify the caregivers. If you receive a letter, and have any questions, feel free to contact our office.

Criminal Background Checks	
# of Cleared IP'S (January 1, 2011 to December 1, 2011)	8440
# of IP'S Disqualified (January 1, 2011 to December 1, 2011)	118



# TRAINING



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Are you interested in training classes currently being offered through the Public Authority? See below for upcoming trainings. The following classes will be offered in Ontario, Victorville, Yucca Valley, and San Bernardino beginning January. Space is limited so Enroll Early! Call the IHSS Public Authority at 1-866-985-6322 option 6 or 909-891-9133.

## NATIONAL CAREGIVER TRAINING PROGRAM

The National Caregiver Training Program is a 4 week program, where caregivers learn the basic skills of care giving. Meeting times are 1 time per week from 12:00pm to 4pm. Topics covered are Personal Care, Medications, Infection Control, Bedrest, Wheelchair Use, Fall Prevention, and Fire Safety.

## OTHER AVAILABLE TRAINING CLASSES

### CAREGIVING WELLNESS

- Learn the importance of maintaining caregiver wellness
- Acknowledge and defusing difficult emotions
- Relaxation exercises & much more!

### HOW TO COMMUNICATE WITH SOMEONE WHO HAS ALZHEIMER'S DISEASE

- Defines Alzheimer's disease, and teaches communication techniques

### DEVELOPING CULTURAL COMPETENCE

- Providers will learn communication and behavioral tools that foster respect, cooperation and sensitivity.

### ESSENTIAL BEDREST SKILLS

- Learn the essential skills required when caring for someone on bedrest and how to perform procedures safely.

### HEARING LOSS

- Learn about the cause of hearing loss, symptoms of sensorineural hearing loss, audiologist evaluation and effective communication techniques in and outside the home.

CPR WILL BEGIN APRIL 1<sup>ST</sup> 2012





# CAREGIVERS



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*Wondering why you have not been referred out to Clients?*

Do you call in every month to update or tell your registry clerk that everything is the same?

**STOP!**

Take some time to thoroughly go over your profile to ensure that everything is accurate. You may have forgotten to select that you will work with pets, or that you will not wear perfumes to the client's home. These are important things to IHSS clients and if the information in our system is incorrect you may not be referred to a client. So...the next time you call in to update, make sure the cities your willing to go to, tasks your willing to do, along with contact information is current.

**Is your cellphone or message machine preventing you from getting clients?**

Sure, your cell phone looks innocent enough—it's small, it's handy, it's even kind of cute. But it can be your worst enemy.

One of the most vital things you must do while searching for employment is to present yourself as professionally as possible. A registry referral is useless if your cell phone represents you in unprofessional or inappropriate ways.

“Don'ts”:

- **Don't use ring back tones.** Ring back tones are the snatches of music or dialogue that someone calling you hears instead of a traditional ringing sound. Usually, the goal is not to annoy your potential client. Always assume that someone will be irritated by being forced to listen to music against their will. And some clients may be confused and just hang up. These rules goes double—no, quadruple—for offensive or risqué music that references sex, drugs, violence or religion. You'd be shocked how frequently people use wildly inappropriate music for their ring back tones. It's like yelling, “I COMMAND YOU TO NEVER HIRE ME!”
- **Don't answer your cell phone in public or noisy places.** It's better to let it go to voicemail and return your potential clients call when you're in a quiet location as soon as possible.
- **Never answer your cell phone while you're at your current place of work.** This is a recipe for double-trouble: It looks unprofessional to a prospective client and can land you in hot water with your current client.





## CAREGIVERS

Obtained from [www.jobseekers.com](http://www.jobseekers.com)



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### “Do’s”:

- Use a brief and professional voicemail message, and include either your name or phone number so that a prospective client knows they’re contacting the right person. Avoid using casual or silly voicemail messages and your small children. And don’t use music either: It’s the ring back tone issue all over again. Music is bad.

### The Wrap

Like it or not, cell phone faux pas can harm you in the eyes of potential clients; always show them the professional *you*.

## Registry Statistics

REGISTRY PROVIDER NUMBERS	SEPT THRU NOV 2011 TOTALS
# OF PROVIDERS ON REGISTRY	1,906
# OF PROVIDER APPLICATIONS	659
# PROVIDERS ACCEPTED TO REGISTRY	223
REGISTRY CONSUMER NUMBERS	TOTALS
# OF CONSUMERS ON REGISTRY	875
# OF NEW CONSUMERS	113
# OF REFERRAL LIST SENT	402
# OF REGISTRY MATCHES	152

### CALLING ALL YUCCA VALLEY & MOUNTAIN PROVIDER!

The public authority registry *Needs* you!

*The Registry needs providers to help consumers in the Yucca Valley and mountain areas of San Bernardino County. If you are or know a provider who lives in the Yucca Valley or Mountain area please have them pick up and complete a registry application at their local public authority office or call our main office at 1 (866) 985-6322 to mail you an application.*





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# HEALTH Benefits



We are pleased to announce the implementation of an alternative, Self-Paid Voluntary Medical Insurance plan provided by Select Benefits exclusively for people on the current Public Authority waiting list. We mailed out new applications to those who are eligible, and that have shown interest in the Self-Paid Voluntary medical insurance plan.

We anticipate an effective enrollment date of April 1st, 2012 for the initial enrollees; however, as additional individuals are admitted to the waiting list they too will receive application to enroll. In order to achieve and retain eligibility in this Self-Paid Voluntary plan, you must continue to work and be paid for at least 80 hours or more per month. Only IHSS Providers on the current health benefit waiting list may enroll in this Self-Paid Voluntary medical insurance plan.

This offer will cover you during the waiting period, until a designated opening is available for you on the current medical plan. Once moved to the current plan you will no longer need to pay for the voluntary health plan. If you elect not to apply for the Self-Paid Voluntary medical insurance plan at this time you may apply in the future ONLY during the annual open enrollment period, if you continue to be eligible. Payments can ONLY be made through direct deductions from an eligible bank account (EFT).

## WHAT COMES WITH THE PLAN?

- Health coverage
- A Pharmacy Discount Program is included at no additional cost
- Patient Advocacy Services at no additional cost
  - o Find the right doctors, dentist, specialist and other providers
  - o Schedule appointments, arrange for special treatments and tests
  - o Answer questions about test results, treatments and medications
  - o Plus many more services





## ADVERTISEMENT

### *Do you need a private care provider?*



We are a group of caregivers who are, or have been, available through the Public Authority Registry and are available for private pay services. Payment arrangements are made directly with us, and neither the Public Authority nor IHSS is responsible if you hire us privately.

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#### **VICTORVILLE AREA / BARSTOW**

- Amanda Housatchenko- 760-810-0239/760-605-4400
- Antionette Sylvester- 760-927-9463
- Arlene Medina- 760-247-6879
- Brenda Travis- 818-439-5958
- Carolyn Coley- 760-792-1485
- Cathy Shelby- 760-900-0164
- Clara Waters- 760-605-9141
- Deborah Hope- 760-900-3251
- Diana Matta- 760-605-8424
- Edna J. White- 760-963-9534
- Elizabeth Aguirre- 760-927-7611
- Fabiola Rivas- 760-524-3569
- Hector Salinas- 760-596-7583
- Irma Gomez- 760-792-6851/ 760-962-1223
- Jamie Wesley- 909-579-7869
- John Family- 760-240-4512
- Julie Ararid- 760-948-8604
- Katherine Rowfe- 760-220-3229
- Kathryn Ross- 760-780-0512/ 760-780-8945
- Kimberly Smith- 760-680-6253
- Krissy Thorne- 909-997-1746
- Leslie Morton- 760-486-5910/ 760-247-6937
- Lillie Scarlett- 760-605-2661
- Linda Gill- 760-221-0217
- Linda Swan- 760-952-2317
- Loretta Jemison- 760-553-3667
- Marlene Brumfield- 760-684-0550
- Mary Martini- 760-246-5653
- Mercy Wood- 760-686-6542
- Michelle Hunt- 760-952-9916
- Michelle Montalvo- 760-261-9221
- Modelfa Lozano- 760-488-1160
- Rodriguez-760-488-1160
- Nicholas Moore- 760-284-2712
- Nicole Hixson- 760-912-5598
- Pamela Plummer- 817-710-9053

#### **QUE ANA AREA**

- Que'Ana Fleming- 760-951-1830
- Rebecca Meyers- 760-949-1835
- Rene Cisneros- 760-605-9639/ 760-669-5102
- Rosa Lorenzo- 760-780-5550
- Sandra Collins- 760-694-5617
- Sandra Davis- 760-964-5800
- Shirley Bailey- 760-245-4786
- Stella Achor- 760-985-6556
- Tunleha Hunter- 323-347-1714/ 760-241-9240
- Una Mitchell-909-586-7562
- Velma Watson - 760-953-9343
- Venea Tunstell- 760-949-7177
- Yesenia Grajeda- 760-617-0631

#### **YUCCA VALLEY AREA**

- Angela Hypes- 760-364-3089
- Heather Anderson- 760-810-8912
- John Quinn- 760-364-9264
- Krystale Jones- 760-821-5149
- Maria Deltoro- Palmer- 760-992-6069
- Nancy Zanin- 760-401-9639
- Patricia Copland- 760-910-9118
- Tabitha Ohara- 760-927-5219
- Teresa Soto-Sanchez- 760-368-7904

#### **NEEDLES**

- Jodie Staniforth- 760-628-8200
- Lynne Phillips- 760-335-8825/ 928-444-7175

#### **RANCHO CUCAMONGA AREA**

- Emma Cardenas- 909-952-0677
- Lourdes Sevilla- 909-275-0822
- Maricela A. Perez- 909-917-5521
- Roderic Bryant-702-429-6142
- Tina Lopez- 909-355-2100

#### **SAN BERNARDINO AREA AND SURROUNDING CITIES**

- Abigail Rodriguez- 909-809-8269
- Annie King- 909-282-5449
- Athea Davis- 909-883-6349
- Carol Cole- 909-882-4417
- Cathy Velasquez- 909-381-1924
- Charlotte Jackson- 909-806-6367
- Debbie Venable- 310-597-1844
- Dominga Palomares - 909-795-6052
- Fannie Griffin- 909-356-0889
- Irene Morgan- 714-396-8240
- James Harris- 909-520-9598
- Jeanice Jeters- 909-763-3224
- Leba Templeton- 909-265-8017
- Lillian Zuniga- 909-820-7186
- Linda Brooks- 909-232-5070/ 909-222-4229
- Loretta Collier- 909-862-8345
- Loretta Glen- 909-890-6836
- Maritza Engelsman- 909-795-0742
- Martha Crosthwaite- 951-306-7304
- Martha Singleton- 909-747-2818
- Mary Gillion- 909-246-0474
- MaryAnn Andrew- 909-389-4689
- Monica Aguilar- 909-888-7054
- Nathaniel Larry- 951-224-7026
- Patricia Sullivan- 909-520-4136
- Pauline Shipp- 909-907-2299
- Roma Murphy- 909-644-2834
- Sandee Randle- 760-881-0646/909-882-2124
- Sandra Soto- 909-874-3812
- Shirley Johnson- 909-873-8836
- Yotashiko Tucker- 909-269-5032

If you would like to be put on Private Pay List please contact the PA Newsletter Department.





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# IRS News Release

Media Relations Office

Washington, D.C.

Media Contact: 202.622.4000

[www.irs.gov/newsroom](http://www.irs.gov/newsroom)

Public Contact: 800.829.1040

## IRS Kicks Off 2012 Tax Season with Deadline Extended to April 17

*IRS YouTube Video: [April 17<sup>th</sup> Tax Deadline](#)*

IR-2012-1, Jan. 4, 2012

WASHINGTON — The Internal Revenue Service today opened the 2012 tax filing season by announcing that taxpayers have until April 17 to file their tax returns. The IRS encourages taxpayers to e-file as it is the best way to ensure accurate tax returns and get faster refunds.

The IRS also announced a number of improvements to help make this tax season easy for taxpayers. This includes new navigation features and helpful information on IRS.gov and a new pilot to allow taxpayers to use interactive video to get help with tax issues.

“At the IRS, we’re working hard to make the process of filing your taxes as quick and easy as possible,” said IRS Commissioner Doug Shulman. “Providing quality service is one of our top priorities. It not only reduces the burden on taxpayers, but also helps in filing an accurate return right from the start.”

Taxpayers will have until Tuesday, April 17 to file their 2011 tax returns and pay any tax due because April 15 falls on a Sunday, and Emancipation Day, a holiday observed in the District of Columbia, falls this year on Monday, April 16. According to federal law, District of Columbia holidays impact tax deadlines in the same way that federal holidays do; therefore, all taxpayers will have two extra days to file this year. Taxpayers requesting an extension will have until Oct. 15 to file their 2011 tax returns.

The IRS expects to receive more than 144 million individual tax returns this year, with most of those being filed by the April 17 deadline.

The IRS will begin accepting [e-file and Free File](#) returns on Jan. 17, 2012. Additional details about e-file and Free File will be announced later this month. IRS Free File provides options for free brand-name tax software or online fillable forms plus free electronic filing. Everyone can use Free File to prepare a federal tax return. Taxpayers who make \$57,000 or less can choose from approximately 20 commercial software providers. There’s no income limit for Free File Fillable Forms, the electronic version of IRS paper forms, which also includes free e-filing.

The IRS also reminds paid tax return preparers they must have and include a Preparer Tax Identification Number (PTIN) on all returns they prepare. All PTINs must be renewed for 2012. Tax return preparers can obtain or renew PTINs [online](#)





## Assistance Options

The IRS continues to focus on taxpayer service. The best way for taxpayers to get answers to their questions is by visiting the IRS website at IRS.gov. The IRS has updated the front page of the [IRS website](#) to make it easier for taxpayers to get key forms, information and file tax returns. The front page also has links to taxpayer-friendly videos on the IRS YouTube channel. More improvements are planned for IRS.gov in the months ahead.

Last year, the IRS unveiled IRS2Go, its first smartphone application that lets taxpayers check on the status of their tax refund and obtain helpful tax information. The IRS reminds Apple users that they can download the free IRS2Go application by visiting the Apple App Store and Android users can visit the Android Marketplace to download the free IRS2Go app.

Individuals making \$50,000 or less can use the [Volunteer Income Tax Assistance](#) program for free tax preparation and, in many cases, free electronic filing. Individuals age 60 and older can take advantage of free tax counseling and basic income tax preparation through Tax Counseling for the Elderly. Information on these programs can be found at IRS.gov.

For tax law questions or account inquiries, taxpayers can also [call our toll-free number](#) (7 a.m. to 7 p.m. local time) or visit a taxpayer assistance center, the locations of which are listed on IRS.gov.

## Virtual Service

The IRS has begun a new pilot program where taxpayers can get assistance through two-way video conferencing. The IRS is conducting a limited roll out of this new video conferencing technology at 10 IRS offices and two other sites, and may expand to further sites in the future. A list of locations is available on IRS.gov.

## Check for a Refund

Once taxpayers file their federal return, they can track the status of their refunds by using the ["Where's My Refund?"](#) tool, which taxpayers can get to using the IRS2Go phone app or from the front page of www.IRS.gov. By providing their Taxpayer Identification Numbers, filing status, and the exact whole dollar amount of their anticipated refund taxpayers can generally get information about their refund 72 hours after the IRS acknowledges receipt of their e-filed returns, or three to four weeks after mailing a paper return.





# STAFF *changes*

- Wesley Williams and Laura DeLuca are no longer with the Public Authority.

***Please join us in welcoming two new Registry Specialists:***

- Denise Sieber will be handling the case load in Victorville. She comes to us with experience as a Mental Health Counselor and a Behavioral Therapist. Denise also possesses a Bachelor's Degree in Social Science.
- Pauline Beschorner will be working caseloads in Yucca Valley, Yucaipa and the surrounding areas. She will spend 2 days a week in the Yucca Valley office and 3 days a week in the San Bernardino office. Pauline has a Bachelor's Degree in Social Science and a Master's Degree in Management.

## IHSS Public Authority

TOLL FREE **866-985-6322**  
Or **909-386-5014**

Registry: **Press 4**  
Benefits: **Press 5**  
Fingerprints: **Press 6**

Paychecks: **800-722-4595**  
FAX: **909-891-9130**

Visit us @

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

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