



# IHSS Public Authority

People Helping People



**Volume 8**  
**Issue 2**  
**Spring 2012**



**Helen Lopez**  
Executive Director

**Rosa E. Hidalgo**  
Deputy Director



**CHANGE CONTINUES...**

## MANAGEMENT STAFF

Rosa E. Hidalgo, *Executive Director*  
Myette Christian, *Registry Manager*  
John Dixon, *Provider Services Coordinator*  
Jessica Hoier, *Staff Analyst*

## FISCAL STAFF

Marisol Hill, *Fiscal Assistant*

## REGISTRY UNIT

**Rancho Cucamonga / Fontana / Rialto**

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

## San Bernardino

Lidia Alcantar-Uribe, *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 Beschoner, *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*

Rebecca Esparza-Castaneda, *Reception*

The San Bernardino County (SBC) Public Authority is greeting the new fiscal year with changes. These changes are due to California's budget and Federal programs such as Managed Care-Coordinated Care Initiative as well as staffing changes.

The Public Authority bids farewell to their leader Helen Lopez as she ventures off to retirement. Helen's successor is Rosa E. Hidalgo. Rosa was promoted to the Executive Director position in March of 2012.

Helen Lopez led the SBC Public Authority for over eight years. Helen began her career as the PA's Executive Director on December 9, 2003, during the PA's development phase where she implemented mandates and structured a high-performance Public Authority with close relationships with the Department of Aging and Adult Services, other County departments, provider labor union(s), California Department of Social Services (CDSS), and other State agencies. Her efforts have earned the PA recognition from the National Association of Counties; receiving an Achievement Award in 2011 for demonstrating an effective and innovative program that contributes to and enhances county government.

Helen represented CAPA on the California Welfare Directors' Association's Long Term Care Operations committee; was the Chair of CAPA's Southern Counties committee; and sat on CAPA's Legislative and Finance

Committee where her expertise was recognized by her peers both on a local and State level. Helen was also one of only three Public Authority directors who served on the CDSS IHSS Anti-Fraud and Program Integrity Work group since its inception in 2009.

Helen's achievements are numerous, but the best achievement was forming a solid management team that complemented her and staff that believed in her. For all these reasons it's with mixed feelings that we say farewell as she was not only the Public Authority's executive director, but a mentor and a friend. Helen from everyone in the PA we wish you a long, happy, and fulfilling retirement.

## MANAGED CARE – CARE COORDINATION INITIATIVE

In recent years, the state has taken steps to reform the way that Medi-Cal and Medicare funded services are provided in hopes of developing a more integrated system of care

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and saving the state money. Until recent changes were enacted, individuals who received either Medi-Cal or Medicare were able to receive a variety of services through multiple service providers, including doctors, therapists, adult day health care centers, and homecare workers (including IHSS). Legislation passed in 2010 required individuals who receive Medi-Cal only to be enrolled into managed care plans, which would be responsible for coordinating most of their medical and social care needs. IHSS was not included in the services provided. The Department of Health Care Services began enrolling individuals into managed care plans early last summer. In addition, the State of California was recently awarded a federal grant to implement pilot programs in four counties that will enroll individuals who receive both Medi-Cal and Medicare (commonly known as "dual eligible's") into managed care plans.

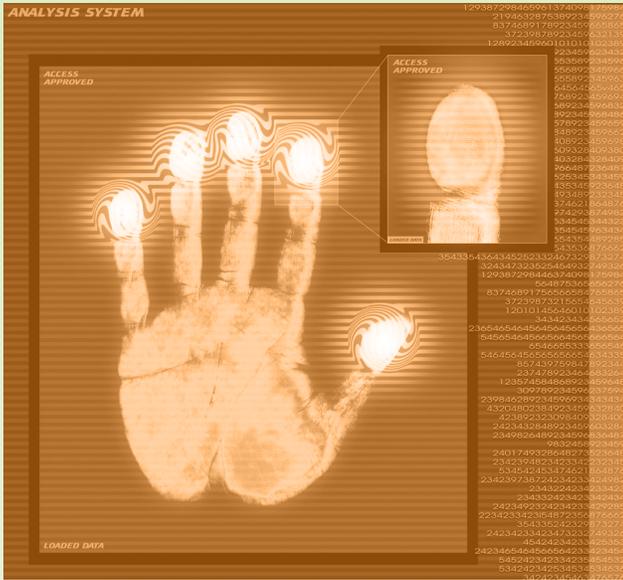
The governor has proposed to expand the four-county pilot to enroll 1.2 million dual eligible individuals into managed care plans throughout the state. His budget also proposes converting IHSS into a managed care benefit over a three-year period. During the 2012-2013 fiscal year, the IHSS Program would operate the same as it does currently. County social workers would continue to determine program eligibility, conduct assessments, and process IHSS timesheets. IHSS public authorities would continue to act as the employer of record for collective bargaining services (until 2014), operate registries to assist consumers in locating providers, and provide trainings and other support services. However, the governor's proposal states that over time, the managed care plans will have increased responsibilities in the administration of the IHSS Program. The impact that this could have on program benefits, public authorities, and the Department of Social Services is not known at this time.

The governor's May revision delays the initial implementation of the program from January 1, 2013 to March 1, 2013. It also reduces the number of counties that he had proposed to participate during the first year from ten to eight.

*(Personal Assistance Services Council of Los Angeles County).*



# CRIMINAL BACKGROUND INVESTIGATION



Beginning March 16, 2012, the state's provider tracking database began terminating those providers who have not had payroll activity within the last year, and will continue to do so every month thereafter. These terminated providers have the ability to appeal the decision to the county. If no appeal is granted, and a terminated provider becomes employed by a client, they are required to contact the criminal background department regarding fingerprinting, which is the first step in the enrollment process.

### REMINDER TO PROVIDERS:

Once you receive a clearance packet from the Criminal Background Investigation Unit granting you access to orientation, please make sure **YOU HAVE A CLIENT** before showing up for orientation. Also, please bring with you your clearance packet, photo ID, and social security card (cannot be laminated). **The names on the ID and social must match.** Show up early, because space is limited and no late entrance is permitted. Please do not bring anyone with you or leave anyone waiting for you in the car.

Criminal Background Checks	
# of Cleared IP'S (January 1, 2012 to May 31, 2012)	2381
# of IP's Disqualified (January 1, 2012 to May 31, 2012)	56



# Health Benefits

# Training

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**N**ow available exclusively for providers on the IHSS Public Authority (IHSSPA) waiting list, is a voluntary self-paid health benefit plan. The San Bernardino County IHSSPA has recognized the need for alternative health coverage for providers on our waiting list and has collaborated with Select Benefits, the current health provider, to introduce a voluntary self paid health benefit plan that can be affordable for you. This will cover you during the waiting period, until a designated opening is available for you on the current Health Benefit Plan.

Once a designated opening is available for you on the current Health Benefits plan, you will be transferred over and will no longer have to pay for the voluntary individual group health plan. 📞

Call Health Advocate at  
866-985-6322

### What comes with the proposed plan?

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

## LOOK! NEW TRAINING CLASSES

San Bernardino County IHSS Public Authority is providing new caregiver trainings!

### Are your CPR & First Aid certifications current?

Providers on our registry must maintain current CPR & First Aid certifications at all times or you will be removed from the registry starting January 1st 2013. So please check the expirations of your CPR & First Aid cards today! The PA offers free CPR/First Aid training for Registry Providers only. Limited funding available, so sign up soon. For IHSS providers there will be a small cost. Please call today to register for an upcoming class. 📞



Health Insurance is an important benefit and we are here as your resource for information. We aim to make you more knowledgeable about the options that are available to you as a homecare provider. If you are interested in finding out more information about the program or other options for you, please contact IHSS Public Authority at 1-866-985-6322 option 5. 📞





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# Suicide & Seniors

As caregivers you are often times the only person that the client sees on a regular basis. Many seniors and people with disabilities have a difficult time dealing with physical pain, psychological distress, fear of dying, social isolation and loneliness. Would you be able to recognize the signs of Suicide? Here are some clues to look for when caring for an elderly or person with disabilities.

- Changes in eating or sleeping habits
- Unexplained fatigue or apathy
- Trouble concentrating or be indecisive
- Crying for no apparent reason
- Loss of interest in hobbies etc
- Loss of interest in personal appearance
- Behavior changes or are just “not themselves”
- Withdrawal from family, friends and social activities
- Inability to feel good about themselves or unable to express joy

## A SUICIDAL PERSON MAY ALSO:

- Give away prized possessions
- Take unnecessary risks
- Increase use of Alcohol, drugs or other medications
- Fail to take prescribed medications or follow diets
- Acquire a weapon



**Immediate action is needed if the person is threatening or talking about suicide. If you see the warning signs of suicide, here are some DO’s and DON’T’s:**

- DO take the client seriously
- DO ask the client directly if they are thinking of suicide
- DON’T be sworn to secrecy. Seek support. Get help from agencies or social workers
- Do Take Action. Remove easy methods they might use to kill themselves. Seek professional help or dial 911.

Suicide can be prevented! Most suicidal people do not want to die, but are seeking relief from emotional and physical pain. They need help.

**Suicide Prevention Hotline  
1-800-273-8255**

**24 Hour Friendship/Suicide Prevention Line for Senior’s  
1-800-971-0016** 

*Information Provided by West End Family Services Older Adult Community Services Program*





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## REGISTRY CLOSED

In an effort to utilize the great Public Authority providers we currently have on the PA registry, we have temporarily stopped accepting applications for areas that we have enough providers in.

The following is a list of cities that we "ARE" accepting provider applications in:

COLTON

LOMA LINDA

MOUNTAIN CITIES

REDLANDS

YUCAIPA

*(Proof of residence will be required when you submit your application)*

## HAVING PROBLEMS GETTING HIRED!!!

### TIPS FOR INTERVIEWING WITH CLIENTS

1. Make sure your phone number is working and has a message machine.
2. Make sure your message does not play music or have children or odd recordings.
  - a. Clients get confused and will not leave a message, and tend to move on to the next provider name on the list.
3. Return clients calls right away.
4. Be on time and dressed for an interview. Clean, neat, free from strong perfumes.
5. Remember the client is interviewing you. Not you interviewing the client.
6. If you commit to work, make sure you show up to work and call the PA to inform them of your new schedule. ☺

## IRS/VITA CORNER

### NEED TAX RETURN INFORMATION OR TRANSCRIPTS?

We offer 3 Easy Options



**1** Online — Go to [www.irs.gov](http://www.irs.gov) and click on *Order a Tax Return or Account Transcript*.



**2** Call — 800 908-9946 and follow the voice prompts.



**3** Mail — IRS Form 4506-T (or Form 4506-T-EZ), *Request for Transcript of Tax Return*. IRS forms are available online at [www.irs.gov](http://www.irs.gov) or by calling 800 829-3676.

These transcripts are mailed to your home address, free of charge.  
Allow 5 to 10 business days for delivery.

You can order an exact copy of a previously filed and processed tax return, including attachments and Form W-2, by completing Form 4506, *Request for Copy of Tax Return*. Mail the completed form with \$57 for each tax year requested to the address in the instructions. Make your check or money order payable to the United States Treasury. Generally copies are available for the current year and the past six years. Either spouse can submit and sign Form 4506 to request copies of jointly filed tax returns. Allow 60 calendar days to receive your copies.



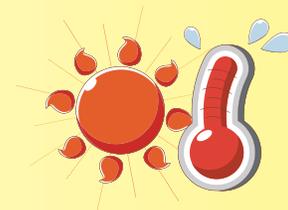
Taxpayer Assistance Center

Publication 4201 (Rev. 12-2011) Catalog Number 38943W Department of the Treasury Internal Revenue Service [www.irs.gov](http://www.irs.gov)





# Seniors and Summer Heat



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## Be smarter than the heat when working out

You've been exercising regularly, but now it's summer — and hot. Sometimes even dangerously hot, and seemingly too hot to go work out. But don't decide this is the time for a little summer break from fitness, experts say, because you may be hurting yourself in the longer term. So to keep the heat from melting your workouts, the following is recommended to you:

- **HYDRATE, HYDRATE, HYDRATE.** Maintain salt-water balance by drinking plenty of fluids (preferably water) before, during and after physical activity. Avoid alcoholic and caffeinated beverages.
- **EXERCISE SMARTER, NOT HARDER.** Work out during the cooler parts of the day, preferably when the sun's radiation is minimal — early in the morning or early in the evening. Decrease exercise intensity and duration at high temperatures or relative humidity. And don't hesitate to take your exercise inside, to the gym, the mall or anyplace else where you can get in regular physical activity.
- **EASE IN TO SUMMER.** Allow your body to adapt partially to heat through repeated gradual daily exposures.
- **TEAM UP.** If you can, exercise with a friend or family member. It's safer, and could be more fun.

## Know what's up

Because vigorous exercise in hot and humid conditions can lead to heat stress, heat stroke and related complications, you should know the signs of danger to keep an eye out for.

## Symptoms of heat exhaustion:

- Headaches
- Heavy sweating
- Cold, moist skin, chills
- Dizziness or fainting
- Weak or rapid pulse
- Muscle cramps
- Fast, shallow breathing
- Nausea, vomiting or both

## Symptoms of heat stroke:

- Warm, dry skin with no sweating
- Strong and rapid pulse
- Confusion and/or unconsciousness
- High fever
- Throbbing headaches
- Nausea, vomiting or both

**Take steps to cool down and get medical attention immediately if you experience any of these symptoms.**





## ADVERTISEMENT



## PRIVATE PAY

*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.*

### 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
- Estellita Mejia-760-475-7488
- 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
- Maria Lopez- 760-265-5922
- 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-Rodriquez- 760-488-1160
- Nicholas Moore- 760-284-2712
- Nicole Hixson- 760-912-5598
- Pamela Plummer- 817-710-9053
- Que'Ana Fleming- 760-951-1830
- Rebecca Meyers- 760-646-3873
- Rene Cisneros- 760-605-9639/  
760-669-5102

### VICTORVILLE / BARSTOW

- Rosa Lorenzo- 760-780-5550
- Sandra Collins- 760-694-5617
- Sandra Davis- 760-964-5800
- Shirley Bailey- 760-336-9090
- Stella Achor- 760-552-1337/  
760-951-2727
- 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
- Clara Jefferson- 760-820-1155
- Donald Lyon- 760-369-5049
- Donna Kronick- 760-288-1467
- Elaine Bixon- 760-288-6563
- Glenn Hildreth- 760-408-3522
- Heather Anderson- 760-810-8912
- John Quinn- 760-364-9264
- Karen Cruzan- 760-401-6612
- Krystale Jones- 760-821-5149
- Maria Deltoro- Palmer 760-992-6069
- Maria Guzman -760-366-2524
- Marilyn Ehrlich- 760-808-3060
- Nancy Zanin- 760-401-9639
- Patricia Copland- 760-910-9118
- Patricia Giffin- 760-401-7364
- Rebecca Bell-760-219-0519
- Rita Molina- 760-678-8098
- Tabitha Ohara- 760-927-5219
- Teresa Soto-Sanchez- 760-368-7904
- Theresa Bowls- 760-808-3306

### MOUNTAINS

- Carolyn Bateman- 909-585-3451
- Carrie Parmenter- 760-220-2570
- Heather Nicholson- 909-338-6514

### 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 & 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
- David Richardson- 909-246-8386
- Debbie Venable- 310-597-1844
- Dominga Palomares - 909-795-6052
- Elzena Hill- 909-257-1871
- 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
- Regina Mickens- 909-268-7010
- 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.



## 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**

686 East Mill Steet  
San Bernardino, CA 92415-0034

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

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green with our newsletters,  
and will no longer be mailing  
them out.

If you wish to receive an electronic  
copy of each forthcoming newsletter,  
please send an email to  
[Jessica.Hoier@hss.sbcounty.gov](mailto:Jessica.Hoier@hss.sbcounty.gov).

