

To enhance the care and support of Iowans by providing education, research, recognition, and advocacy for those who provide direct care.

Delivering information to those at the center of quality care



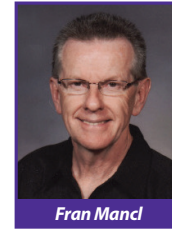
Laura Stein

CAREGIVING: A WAY OF LIFE *by Laura Stein*

There to Comfort Residents: I have been working a lot while in this pandemic. Goggles and masks are our uniform now. We are hot and sometimes can't breathe!! When the pandemic first came, no one knew what to expect... rules changed every day, we had to wear N95 masks, gowns, shoe protection, and hair nets. A Covid hall was designated for positive cases. I worked there at times and once we had to double up in rooms. When we were completely shut down and families couldn't visit,

the residents missed their families' touch and voices. We were there to comfort residents when they were scared. Donated iPads is how we communicated with residents' families.

The worst time in my profession... *(continued on page 6)*



Fran Mandl

INVESTING IN MY PROFESSION

Everyone deserves dignity and good care. In the same breath, everyone deserves a good caregiver. Direct care is hard. So many in need, so many

challenges, and so much learning and work. No one knows all of this better than Iowa CareGivers. *(continued on page 12)*

EXPERTS WILL ANSWER YOUR QUESTIONS ON COVID VACCINES

Beginning in January experts will answer YOUR questions regarding COVID vaccines through weekly e-newsletters. If you have questions send to information@iowacaregivers.org and be sure to sign up to receive the e-news at <https://bit.ly/3yYi3N5>

Your name will not be used. *(Read responses to the first questions on page 4)*

Conference
2022
SAVE THE DATES!
October 10 and 11, 2022



New location: FFA Enrichment Center, Ankeny, IA

Our plan is to hold an in-person event, however we will adjust as needed. If we've learned anything over the past few years, it is flexibility and persistence. We hope to see you then!



Direct Care Workers Talk Mouth Care Matters (MCM)

L to R: Sally Chapman and Donna Cheers, Hospice Aides, and Iowa CareGivers Direct Care Council Members pictured with Carole Ferch, I-Smile Program

For more on MCM, see page 7.



Vicky Garske

THE MAYOR OF MONTOUR

"Never think you can't do something. Sometimes it just takes stepping outside your comfort zone to make a difference."

Vicky Garske, former Iowa CareGivers Direct Care Council member, now Advisor, won the mayoral election for the city of Montour. The "Mayor of Montour" has a nice ring to it.



Congrats to the recent Mouth Care Matters (MCM) Class from Kirkwood Community College

Graduates are pictured here with MCM Instructor, Lisa Hebl, BS RDH MED

For more on MCM, see page 7.

With rapidly changing circumstances, at the time of printing, the information and resources were the most current.

Stay Informed! Share with Others! An electronic version is available at: <https://bit.ly/34dE4fJ>

A GO TO PLACE FOR DIRECT CARE WORKERS TO BE: PREPARED • CONNECTED • INFORMED • EMPOWERED

Sign up NOW! Complete the form on our website at <https://bit.ly/3pJRXdC>, or request a form by calling 515-223-2805 or emailing information@iowacaregivers.org

Information submitted to the Hub for publication does not necessarily constitute an endorsement by Iowa CareGivers of a certain product or opinion.

Grateful for All Health and Long-term Care Professionals:

As we enter 2022, my heartfelt condolences to all Iowans who have lost loved ones during the pandemic. And my heart goes out to the thousands of direct care workers (DCWs) and all essential workers who keep going beyond the mental anguish, physical exhaustion, and grief. May you find peace in knowing your caring matters to the lives of those you touched! You've certainly touched mine!



Di Findley

Progress on the Policy Front: 2022 Issue Priorities:

(<https://bit.ly/3yUFcQC>) Last year's legislation (HF692 <https://bit.ly/3Epm3Hx>) called for the modernization of the Direct Care Worker Registry, and thanks to Directors Elizabeth Matney, Iowa Medicaid Enterprise and Kelly Garcia, Department of Human Services/Public Health, it made its way into the State's American Rescue Plan Act (ARPA) spending plan proposal, just approval by the federal government. In addition, Larry Johnson, Director of Department of Inspections and Appeals (where the registry now exists) reported that they made upgrades to the registry so it can include other DCWs.

OUR ISSUE PRIORITIES:

1. Work with Departments of Human Services, Public Health, Inspections and Appeals, and Iowa Medicaid Enterprise on plans to modernize the Direct Care Worker Registry. (See Cindy, Donna, and Fran article far right)
2. Partner with various stakeholders to elevate wages for ALL DCWs.
3. Promote steps to ensure accurate workforce data and analysis.
4. Support legislation that will benefit DCWs.

Workforce Challenges Need Bold Systemic Change - No Quick Fix

Legislators return to the State Capitol on January 10, 2022

- Strive for greater collaboration between the aging and disability communities. Doing so will help build a more diverse and prepared direct care workforce. Iowans often develop disabilities and chronic health conditions as they age and people with disabilities may acquire more chronic health conditions as they age. They are competing for the same workforce, so it is critical to ensure that the workforce has the skills and training needed to provide good support or care regardless the setting or whom they are assisting.
- Seek equitable ways to increase wages for all DCWs. Stop defining, training, and paying the DCWs by the populations they serve or settings within which they work. Let's urge elected officials to look at the entirety of the direct care workforce and the diverse populations they serve when making decisions. Doing so impacts labor market competition and suggests that one setting or population served is more valuable than another. It can lead to higher turnover in one area of care, leaving those reliant on DCWs in other settings more vulnerable.
- Invest in long-term systemic change and build upon work that has been done rather than duplicate efforts.

Wishing You and Yours a Safe, Healthy, and Normal New Year!

Di

Our Voices Shared on Modernization of Direct Care Worker Registry!

December 13 Meeting Video:
youtube.com/watch?v=mwp2OtrMbCI

(Please Share)



Cindy Ramer, Fran Mancl, Donna Cheers,
Iowa CareGivers Direct Care Council

Do You Have a Story to Share?

We had the opportunity to attend and share our thoughts with elected officials about the need to upgrade the Direct Care Worker Registry. Several legislators and state officials discussed plans to modernize or expand the Iowa Direct Care Worker Registry. We are hopeful that these changes to the registry will reduce the burden on those in direct care. Director Matney even said she wanted to make sure that those in direct care are part of the planning.

Many of us have been affected by the outdated registry and laws. Some have lost active status on the Registry because they decided to work in home care, hospice, or in a community setting assisting people with disabilities. Some have had to take the same training over and over because there isn't a place where all our training or credentials are recorded and can follow us wherever we go. The proposal submitted by Iowa CareGivers would also create a voluntary public portal of caregivers. That would help aging Iowans and people with disabilities who are having difficulty finding caregivers.

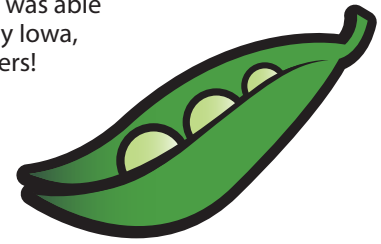
If you have a story about losing your CNA active status on the Registry please email it to information@iowacaregivers.org or call **515-249-0138** and we can arrange for an interview.

Thanks and Happy New Year!
Cindy, Donna, and Fran

3 Ps PROGRAM SERIES HIGHLIGHTS

We completed our last 3 Ps Program Series for 2021 in October. Thanks to everyone who was able to participate and a BIG thanks to all our speakers and partner organizations: COVID Recovery Iowa, Alzheimer’s Association, Dr. Steenblock at Iowa Veterans Home, Brain Injury Alliance and others!

- *Just happy that I joined...I enjoyed seeing new people with different experience and hearing the stories that they share... inspired by the different presentations.*
- *Very organized pertinent information, supportive, statistics and strategies, easy access on Zoom, knowledgeable friendly presenters.*



3 Ps IN A POD
PROFESSIONAL. PERSONAL. PEER.

“It’s hard to give up an entire day to do trainings so the ZOOM option with shorter time spans is perfect for us.”



Thanks to Carroll County Home Care Aide Service, gathered here to watch the 3 Ps Program together. We are so glad you took advantage of this educational opportunity!



Thanks Renee Schulte for presenting ABCs of Self-Care for Caregivers. Renee is a Specialty Coordinator for Workforce with COVID Recovery Iowa.

POLK COUNTY COMMUNITY BETTERMENT GRANT WILL ENGAGE MORE DIRECT CARE WORKERS IN POLK COUNTY IN THE TOUGHEST JOB YOU’LL EVER LOVE



Karen Kubura, CNA

“I’m a direct care worker (DCW) in Des Moines and have completed a Toughest Job You’ll Ever Love class. I didn’t know there was such a support system available. I look forward to helping with the outreach and promotion of this wonderful program in the Polk County area.”— Karen Kubura



Ever wonder how to explain what we do as DCWs? The impact we have? Why we do what we do? Ever think about how we and others think and talk about our chosen profession? Many say it is “the toughest job you’ll ever love.”

The Toughest Job You’ll Ever Love is a grassroots awareness initiative focused on training for those in direct care.

- Provides messaging tools, guidance, and opportunities for peer outreach activities
- Encourages professional empowerment outside the workplace
- Identifies natural leadership skills and various styles
- Challenges people to change the way they think and talk about direct care to enhance the image
- Promotes direct care as a career choice or a stepping-stone to another health profession

Existing workforce challenges have worsened with the pandemic making it all the more essential to provide supports and resources to DCWs. A Polk County Community Betterment grant was awarded to Iowa CareGivers to provide “Toughest Job You’ll Ever Love” classes for those in Polk County and surrounding areas. The goal is to increase awareness about who DCWs are and the impact they have on the lives of Polk County residents.

Watch for more information and class registration.

The Toughest Job You’ll Ever Love video features a few DCWs who completed a pilot class of IC’s Toughest Job You’ll Ever Love. They speak from the heart about rewards and challenges of their work... even before COVID. Please share with others and post on your Facebook page!

<https://bit.ly/3mMpP82>

COVID-19 VACCINE INFORMATION

The Iowa Department of Public Health (IDPH) has created a COVID-19 Vaccine Information page. You can view the latest data on COVID-19 vaccine doses administered in the state of Iowa and you can find a vaccine provider near you. To go to Iowa's COVID-19 Vaccine information visit <https://coronavirus.iowa.gov/pages/vaccineinformation>.

VISIT IOWA'S CORONAVIRUS WEBSITE FOR UPDATED STATISTICS AND RESOURCES

<https://coronavirus.iowa.gov/>

EXPERTS ANSWER YOUR QUESTIONS ABOUT COVID VACCINES

(continued from page 1)

Nathan Boonstra, MD, UnityPoint Health, Blank Children's Pediatrics Answers Your Vaccine Questions



Nathan Boonstra, MD

Question: My daughter was vaccinated at age 17 with Pfizer vaccine. Her 2nd shot was in early May. She is now 18. Does she qualify for booster?

Answer: As you may have heard, Food and Drug Administration (FDA) and Centers for Disease Control(CDC) have now authorized boosters of Pfizer for all 16 and 17 year olds, so she would qualify. Those 12 to 15 years old may be authorized for a booster by the time this is published. Everyone under 18 would get a Pfizer booster, as there is no other authorized vaccine for this age group. I think it's a good idea for everyone who is eligible to get a booster - the data indicates that the third dose really adds to the efficacy and durability. My teen got a booster as soon as it was available.

Question: My son is 20. He was vaccinated with Pfizer. It has been 6 months since his 2nd dose. Have been hearing concerns about young adult males and risks of heart inflammation from getting booster shot. What are the risks and what is your recommendation for young adult males?

Answer: For a 20 year old, I do think that they should get a booster as well. It is true that heart inflammation has been detected, but it's still pretty rare, and a lot less likely than with COVID itself. It appears to be around 1 in 7000 second doses in the peak risk range - younger adult males and older teen males. There's not good data to say exactly how rare it is with the third dose, but there are no safety signals I know of to indicate that the risk would be anywhere near the risk of COVID itself, which is many times more likely to cause heart inflammation, not to mention other problems. Because the data on efficacy is so good for the third dose, I think it's worth it. There is some research that indicates the inflammation risk is lower with Pfizer than Moderna, so I think a Pfizer booster is a good choice for that age.

And remember:

Experts will be answering your questions related to the COVID-19 vaccines weekly. Watch for these in your email! Send your questions to information@iowacaregivers.org. Your name will be kept anonymous.

MADE TO SAVE

Made to Save is a national grassroots effort to ensure communities hardest hit by the pandemic have access to the COVID-19 vaccines and accurate, timely information.

<https://madetosave.org>



COVID-19 BOOSTERS

The Centers for Disease Control (CDC) has authorized boosters of Covid-19 vaccines for everyone age 16 and over. You can view more information about the COVID-19 Boosters on the CDC website:

<https://bit.ly/32Pq1fq>

DO YOU NEED HELP COPING WITH COVID-19?



To find an agency near you, call 855-581-8111 or visit yourlifeiowa.org

The Iowa Department of Public Health developed the Emergency COVID-19 project, a program to support healthcare professionals like you who may be struggling with mental health or substance use disorder. The program is a grant that provides telehealth and recovery support services at low or no cost for adults whose behavioral health needs have been impacted by COVID-19.

Seven community behavioral health agencies across Iowa are participating in this program and can provide online assessments and therapy at no cost to providers. To find an agency near you, call 855-581-8111 or visit yourlifeiowa.org

UCS Healthcare is one of the seven agencies participating in the grant and are ready to help you. As a nonprofit integrated health care clinic, counselors and therapists work closely with patients to determine the right treatment plan based on individual needs. Everyone can access treatment at UCS Healthcare through grants, sliding fee scales, Medicaid/Medicare or third party insurance. For more information, call us at 515-280-3860 or visit our website at ucsonline.org

BRAIN INJURY ALLIANCE OF IOWA RESOURCES

It is the mission of the Brain Injury Alliance of Iowa to keep Iowans updated on information, services and supports to help them navigate life after brain injury. Due to the various impacts of Covid-19, they have compiled a Covid-19 resource page with up to date local, state, and national information where individuals can access a variety of resources all in one page. It also includes accessible resources tailored to individuals with disabilities. The Brain Injury Alliance of Iowa has followed emerging research to share long-term effects of Covid-19 along with best and promising practices for management of these symptoms. The most recent updates highlight these findings along with in-home strategies and exercises that are being utilized in managing Long-Haul Covid including an "in-home cognitive stimulation guidebook."

COVID COPING CONNECTIONS SUPPORT GROUP

Additionally, the Brain Injury Alliance of Iowa now offers a support group called Covid Coping Connections to provide a space of support for Iowans living with fatigue, brain fog, memory or cognitive changes associated with having Covid-19. This is a virtual group held the last Tuesday of every month for discussion on experiences and emerging research.

Helping Iowans navigate life after brain injury



Covid-19

Long-term

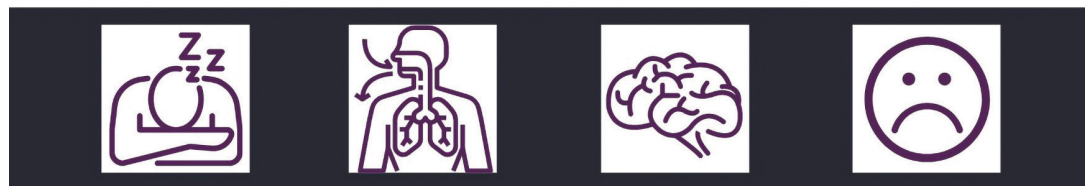
Known as long COVID, long-haul COVID, post-acute sequelae of SARS-CoV-2 infection, long-term effects of Covid-19, or chronic COVID.



» What is it?

Most people with COVID-19 get better within weeks of illness, yet some people experience longer term COVID related conditions.

Post-COVID conditions can be new, returning, or ongoing health problems people can experience four or more weeks after first being infected with the virus. Symptoms range from mild to incapacitating and may include **fatigue, shortness of breath, cognitive difficulties or "brain fog," sleep problems, fever, anxiety, and depression.**



» Current research suggests that more than **1 in 10** people who tested positive for COVID-19 may experience cognitive dysfunction and/or other thinking or memory challenges.

The Brain Injury Alliance of Iowa facilitates an educational Covid-19 Long-Haul support group for Iowans living with memory, thinking and other cognitive challenges after having Covid-19.

Please scan the code below or go to our website to learn more, get answers or individualized support, and access Covid-19 resources including times and registration links for our Long-Haul Support Group.

Learn more, get answers or individualized support, and access Covid-19 resources on our website! www.biaia.org, at info@biaia.org or at 855.444.6443.



The development of this project is supported through the Brain Injury Services Program (BISP) of Iowa, through contract 5882BI06 with the Iowa Department of Public Health (IDPH). The contents are the sole responsibility of the authors and do not necessarily represent the official views of IDPH.



CAREGIVING: A WAY OF LIFE

(continued from page 1)

...was when I helped a dying resident FaceTime the family members so they could let their loved one know they loved them so much. I absolutely let my tears flow, and I just wanted to reach into the iPad and hug them. We were there for so many who passed away...over 30 in one month.

We have no positive cases now and families can visit again. We still wear goggles and masks. We often work double shifts, and no job applications are coming in. Several staff aren't vaccinated, and a lot of staff quit because our job is very hard mentally. We don't see healthcare getting any better and some are concerned that more staff will quit over vaccine mandates.



Laura Stein, CNA and Iowa CareGivers Direct Care Council Advisor

I do what I can to make my residents happy. The residents own my hair. They tell me what colors they want, and I dye my hair different colors to make them smile... red and green for the holidays. They want to touch it to see if it is a wig. I wear sparkly shoes and mismatched clothes. One resident is always cold and wants to wear a hat but says she feels stupid wearing it. To make her feel better about wearing her hat, I wear a hat with a big ball on.

There to Comfort Our Son and His Family: During the pandemic we almost lost our son to a rare flesh-eating disease and as a mom and family caregiver I tried to be strong. We Face-Timed him while he was in the hospital and he would cry because he missed his kids, one only 6 months old at the time. He was in intensive care for a month, had many surgeries, and couldn't work for months. He's slowly returning to work now and we have another baby on the way.

This pandemic has taken a toll on absolutely everyone! Yet, as a caregiver, I'm glad I've been able to be there for those I care about in my personal and professional life.

NEED TO UNPACK SOME PANDEMIC STRESS?

Free Virtual Counseling for You, Your Family, and Those You Serve



COVID Recovery Iowa

From direct caregivers to family caregivers, COVID Recovery Iowa knows it isn't easy being on the frontlines of this pandemic. We want to let you know that we appreciate you and your wellbeing is important, too.

COVID Recovery Iowa offers FREE, virtual counseling and assistance to ALL Iowans. Whether you just need someone to talk to or help connecting with other resources, COVID Recovery Iowa is here to help. On our website www.covidrecoveryiowa.org, you can schedule an appointment to connect with one of our counselors via text, call, or email. You can also call one of these numbers, both lines operate 24/7:

844.775.WARM – Iowa Warm Line

800.447.1985 – Iowa Concern Line

In addition to one-on-one counseling, COVID Recovery Iowa offers workplace stress management and debriefing for staff by Zoom or in-person. Trained facilitators share stress management and self-care tools, as well as give staff a chance to unpack some of the stress brought on by the pandemic. To set up one of these sessions, please contact Karen Hyatt at khyatt@dhs.state.ia.us.

Interested in seeing more of what we offer? Head over to our Facebook page "COVID Recovery Iowa," and join one of our many groups, such as Caring for the Caregiver or Silver Linings: Older Iowans. We hope through these groups, you are able to connect with others, share resources or stories, and maybe even have a little bit of fun!

ALZHEIMER'S DISEASE AND DENTAL CARE: IS THERE A CONNECTION?

There are over 400 species of bacteria in the human mouth



Bob Russell,
DDS, MPA, CPM, FACD, FICD
 Public Health Dental Director
 Iowa Department of Public Health

For many, the thought of dental care was limited to having white pearly teeth' gum disease treatment, and the removal of dental decay. There was little knowledge about the causes of tooth decay or gum disease and the reasons for the loss of teeth other than pain. Going to the dentist was to treat swollen gums and tooth pain or make teeth bright for that perfect smile!

There is a growing list of new evidence that now suggest that good dental health is critical to overall health...in areas few would expect. The root of the problem is germs, what some call bacteria. Did you know that there are well over 400 species of bacteria in the human mouth? Some of those germs may travel to other parts of the body and cause harm. One new aspect on how the mouth can impact health is in cases of dementia such as Alzheimer's disease in older adults. We are seeing the prevalence (or cases) of Alzheimer's is increasing among older populations in the United States.

In an article published in The Economist in 2021 titled: "Time to Take Gum Disease Seriously" it was stated, "Beyond Cardiovascular Disease and diabetes, emerging evidence links periodontitis (gum disease) with cognitive decline, Alzheimer's disease and dementia. Some authors suggest that periodontitis is a risk factor for cognitive decline."

Good oral health is important, and in more than one way, as it ultimately impacts our health. Indeed, the time has come to take dental care very seriously. **Let's spread the word!**

MOUTH CARE MATTERS (MCM) PHASE II CONTINUES WITH GRANT FROM RRF FOUNDATION FOR AGING

Iowa CareGivers, (IC) was awarded a grant from the RRF Foundation for Aging to continue their previous support of Phase II of Mouth Care Matters (MCM). MCM is an oral health specialty training program for direct care and other health professionals who provide care and support for older Iowans. Delta Dental of Iowa Foundation and Lifelong Smiles Coalition has also been a key supporter of the program, their grant ending in October of 2021.

The goal of MCM Phase II is to increase access to optimal oral care for older Iowans by 1) integrating the best practice and evidence-based MCM program into community colleges throughout the state as part of their regular course offerings and 2) disseminating an electronic MCM Employer Implementation Toolkit to all health, long-term care, and home and community-based service providers in the state.

Naomi Stanhaus, RRF Program Consultant, said, "RRF Foundation for Aging places a high priority on supporting initiatives that focus on long-term systemic change to improve the quality of life for older people, and we believe that MCM has the capacity to accomplish that." RRF Foundation for Aging is one of the first private foundations devoted exclusively to aging and retirement issues. Its mission is to improve the quality of life for older people. For more information <https://www.rrf.org>

"It has a long and impressive history of supporting many worthwhile initiatives and we are very fortunate that RRF Foundation for Aging finds MCM and Iowa CareGivers (IC) worthy of continued support," said Di Findley, Executive Director of IC.

Mouth Care Matters and I-Smile Programs Promoted During Iowa Dental Hygienists' Association's Fall Event at FFA Enrichment Center on the DMACC Campus in Ankeny

(continued from page 1)



Mary Kelly (far left), Sue Hyland and Carole Ferch (far right), all registered dental hygienists, visit Donna and Sally at the Mouth Care Matters table.



To learn more about Mouth Care Matters, visit <https://bit.ly/3H5S7C8>



Iowa Rural Healthcare
Workforce Connection

FIND A JOB POST A JOB

<https://www.iowaruralworkforce.org>

The Iowa Department of Public Health is hosting a new website dedicated to providing people with information and resources about rural healthcare in Iowa. The website launched July 1, 2021. Through this website, you will be able to:

- Access employer recruitment and retention programs
- Understand what it is like living in rural Iowa
- Learn about health sciences careers
- Find a job
- Post a job
- Find education and training opportunities
- Understand Iowa's healthcare system and workforce



Since 1989, CareSource has changed the industry of managed care. As a nonprofit health plan and national leader in managed care, it is reimagining healthcare. CareSource believes that health care should be focused on all aspects of a person's life to address their full continuum of needs. To achieve this, we put people over profits by redefining the expectations of managed care for members and providers.

Our collaboration with providers and caregivers to support our members is one we take to heart. In addition to providing essential health services—CareSource provides innovative programs like CareSource Life Services® and CareSource JobConnect™ that assist individuals in overcoming barriers and addressing the social determinants of health. Through JobConnect, members receive one-on-one support from a Life Coach for up to 24 months to meet their personal goals.

CareSource Life Coaches assist with educational programs (e.g., GED classes and test support), job placement, support with career advancement, transportation, housing assistance and childcare/ respite relief for caregivers. As CareSource looks to enter Iowa, we are exploring ways to partner with providers to leverage these innovative tools to support and grow the direct service workforce.

"As a Midwestern company with expertise in complex populations, we are uniquely suited to serve the needs of Iowans and bring high quality care to those who need it most," said Matthew Tipples, Director Business Development at CareSource. "We understand how critical caregivers are to improving the lives of members in this population and look forward to supporting the community towards the goal of driving positive health outcomes."

For updates and information, visit www.caresource.com or email Questions@caresource.com.

MENTAL HEALTH FIRST AID



Jason Haglund

The COVID-19 pandemic is creating an unprecedented rise in mental health and substance use issues, leaving many of us asking how we can better support our friends, youth and loved ones.

Mental Health First Aid, an international, evidence-based program that teaches people to identify, understand and respond to signs and symptoms of mental health and substance use challenges.

"Never have I observed the need like the need I see today, prolonged isolation, anxiety and depression have impacted all of us in ways we never imagined over the past 16 months."

-Jason Haglund

One in five Americans has a mental illness, and the pandemic has dramatically increased depression and anxiety especially here in Iowa, but many are reluctant to seek help or don't know where to turn for care. Unlike physical conditions, symptoms of mental health and substance use problems can be difficult to detect. Friends and family members may find it hard to know when and how to step in. As a result, those in need of mental health services often do not receive care until it is too late.

Just as CPR helps even those without clinical training assist an individual having a heart attack, Mental Health First Aid prepares participants to interact with a person experiencing a mental health crisis. Mental Health First Aiders learn a 5-step Action Plan that guides them through the process of reaching out and offering appropriate support.

"Never have I observed the need like the need I see today, prolonged isolation, anxiety and depression have impacted all of us in ways we never imagined over the past 16 months" stated Jason Haglund who provides various trainings and taught both Youth and Adult Mental Health First Aid across the state of Iowa since 2008. Haglund continued "until we are honest about the impact of stigma and the need for mental health resources our communities and especially our youth will suffer".

For more information or to participate in a Mental Health First Aid training in your community contact Jason Haglund at haglundconsulting@icloud.com or to learn more about Mental Health First Aid USA, visit MHFA.org.

HEALTH CARE CAREERS SCHOLARSHIPS – APPLICATION DEADLINE: MARCH 31, 2022

Working in direct care and want to advance your career in health care?

The Iowa Hospital Association (IHA) supports the Health Care Careers Scholarship program. Scholarships are available through the Iowa Hospital Education and Research Foundation (IHERF), an IHA subsidiary.

Scholarship Amount: Up to \$7,000 (\$3,500 per year for a maximum of two years, applicants must apply each year)

Number of Scholarships: 60

Application: You can register to apply here: <https://bit.ly/3sz4NgG>

Careers That Qualify: Audiologist, Clinical and Medical Laboratory Technician, Dietitian, EMT (Associate or Certificate), Coder (AA Degree), Nurse (ADN, BSN, MSN), Occupational Therapist, Pharmacist, Physical Therapist, Physician Assistant, Radiology Technician, Respiratory Therapist, Social Worker, Speech Therapist, and Surgery Technician (AA). CNA is not included. Please review the application for the entire list.



Resources from U.S. Department of Labor | Wage & Hour Division

The U.S. Department of Labor's Wage and Hour Division (WHD) has developed the "Know Your Rights" video series in English and Spanish to provide workers with useful basic information in different scenarios that workers encounter in the workplace. The videos provide valuable basic information to correct common misinformation, such as what the federal minimum wage is; when overtime pay is due; when an employer has to pay an employee; whether off the clock work is compensable or not; who is an employee and who is an independent contractor; what rights young workers have; whether seasonal workers are subject to wage and hour laws or not; and how and what is needed to file a complaint with WHD. You can view a video below or visit:

Division of Wage and Hour website:

<https://www.iowadivisionoflabor.gov/search/site/Wage%2520and%2520Hour%2520Division>

DOL website:

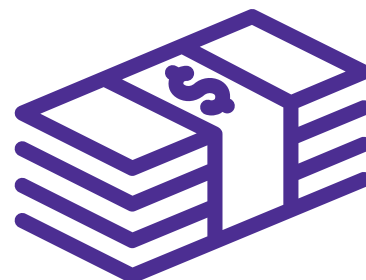
<https://www.iowadivisionoflabor.gov>

Know Your Rights

(English) <https://www.youtube.com/watch?v=SUstGnmXp9I&feature=youtu.be>

Colección del Vídeo Informativo de Conozca sus Derechos:

(Spanish) <https://www.youtube.com/watch?v=IT39iZ5Mqw0&feature=youtu.be>



MEET THE NEW STATE LONG-TERM CARE OMBUDSMAN



Angela Van Pelt has served as the State's Long-Term Care Ombudsman since June 11, 2021

In her prior position, she was the Legislative Liaison and Public Information Officer for Iowa Department on Aging. "I learned about aging issues, specifically in relation to the Older American's Act during that time. In addition, I have direct experience with my parents' facility care, and experienced firsthand the frustrations that go along with that," she said. As the new Ombudsman, she has a set of guiding principles to help drive her behavior and decision-making – "integrity, transparency, and visibility." When asked what the most important thing people should know about those living in long-term care communities, she said, "We live in a world where it doesn't matter until you are having to deal with a situation personally. People age, but they don't lose value—the people in long-term care communities are our parents, relatives, or former teachers. At some point you may know someone in a facility. Their quality of life does matter."

What is the Office of the Long-Term Care Ombudsman?

State Long-Term Care Ombudsman programs serve as advocates for residents of nursing homes, board and care homes, assisted living, and similar adult care facilities. They work to resolve problems of individual residents and to bring about improvements to residents' care and quality of life at the local, state, and national levels.

What is the focus of the Long Term Care Ombudsman office?

The mission of the OSLTC is to protect the health, safety, welfare and rights of individuals residing in long-term care facilities by investigating complaints, seeking resolutions to problems, and providing advocacy with the goal of enhancing quality of life and care.

Long-Term Care Ombudsman may do activities such as:

- Resolve complaints made by or for residents of long-term care facilities
- Educate consumers and long-term care providers about residents' rights and good care practices
- Promote community involvement through volunteer opportunities
- Provide information to the public on nursing homes and other long-term care facilities and services, residents' rights and legislative and policy issues
- Advocate for residents' rights and quality care in nursing homes, personal care, residential care and other long-term care facilities
- Promote the development of citizen organizations, family councils and resident councils

For additional information, contact:

Office of the State Long-Term Care Ombudsman
510 E 12th St., Ste. 2 • Des Moines, IA 50319
Phone: (515) 725-3308 or (866) 236-1430



Managed Care Ombudsman (MCO) Program:

The MCO Ombudsman Program advocates for the rights and needs of Medicaid managed care members in Iowa who live or receive care in a health care facility, assisted living program, or elder group home, as well as members enrolled in one of Medicaid's seven home and community-based services (HCBS) waiver programs (AIDS/HIV, Brain Injury, Children's Mental Health, Elderly, Health and Disability, Intellectual Disability and Physical Disability).

For additional information, contact:

Managed Care Ombudsman

510 E 12th St., Ste. 2
Des Moines, IA 50319
(866) 236-1430
ManagedCareOmbudsman@iowa.gov



The Iowa Department of Inspections and Appeals (DIA) oversees the Iowa Direct Care Worker Registry. They have made some changes to their website. We urge CNAs and others to visit the Direct Care Worker page of the website, to explore the various resources available.

IOWA DIRECT CARE WORKER REGISTRY

<https://dia-hfd.iowa.gov>

DCW Fact Sheet: <https://dia.iowa.gov/sites/default/files/document/DIA-DCW-Fact-Sheet.pdf>

The information on the website has been updated along with fact sheets and resources. If you are a CNA on the Direct Care Worker registry, we encourage you to become familiar with the site. DIA is the source of the information below and is an example of the information available to you:

GOOD TO KNOW: *A CNA cannot report their own hours to the registry, nor can the CNA provide a letter verifying employment from the facility to DIA directly.*

It is a CNA's responsibility to make sure that all of their personal information is up to date.

Direct care workers (DCWs) are responsible for the care of thousands of clients, patients, residents, or tenants in health care facilities throughout Iowa. DCWs provide assistance with daily activities, administer medications, and ease the burden for Iowa's elderly and persons with disabilities. In Iowa, only certified nursing assistants (CNAs), also referred to as nurse's aides, are placed on the Direct Care Worker Registry. CNAs may apply online to be added to the registry so they are eligible for work in an Iowa long-term care facility, and CNAs are only required to be on the registry if they are seeking employment in a long-term care facility (nursing home, skilled nursing facility, or a skilled or swing bed unit of a hospital).

CNAs may visit the Health Facilities Division website to see if they are currently active on the registry. Select "DCW Search" on the left side of the page, and search by Registry ID number, first or last name, city, or county.

To gain placement on the registry

1. The CNA candidate must take and complete the 75-hour course.
2. The candidate must pass both a written and a skills test within four months of their hire date.
3. Both tests must be passed within three attempts. If a candidate does not pass the written OR skills test after three attempts, they must retake the 75-hour course AND begin a new testing cycle.
4. Upon successful completion of the written and skills tests, registry staff will receive notice from the testing entity and the CNA will be placed on the registry. Processing time varies; please allow at least two weeks.

To remain active on the registry

The Centers for Medicare and Medicaid Services (CMS) requires that a CNA perform at least eight hours of nursing or nursing-related duties every 24 months. Additionally, long-term care facilities only are required to provide and CNAs are required to complete at least 12 hours of in-service training per year. (Keep in mind the 12 hours of in-service that employers are required to provide annually is not continuing educating that keeps CNAs active on the registry).

Contact DIA for more information at DCW@dia.iowa.gov, or by phone at 515.281.4077 or 515.281.0108.

INVESTING IN MY PROFESSION (continued from page 1)

by Fran Mancl

When I needed emotional support and skills to deal with my grief from the loss of residents with COVID, Iowa CareGivers was there. I was offered learning, sharing, healing, fun, and joy in my caregiving. That's the essence of Iowa CareGivers, empowering value, quality and goodness within caregivers like myself.

I made a monetary donation to Iowa CareGivers. Not extravagant, but it was an investment in my profession and a sign of my profound gratitude. It made me feel part of something so much bigger and more beautiful than myself alone.

Visit our website at <https://www.iowacaregivers.org/make-a-donation> to view 2020 and 2021 contributions or to make a contribution online.

EXTENDING A HEARTFELT THANK YOU TO GRANTORS THAT SUPPORT ESSENTIAL WORKERS

A **Polk County Community Betterment Grant awarded by Polk County Board of Supervisors** will support the **Toughest Job You'll Ever Love (TJYEL)** classes for direct care workers (DCWs) in the Polk County area. TJYEL is a peer-led outreach effort designed to raise awareness about who DCWs are and the key role they play in the overall delivery of care and support to Polk County residents. With the worsening workforce shortages, those best qualified to promote their profession and talk about the rewards of their work are those who are always at the epicenter of care... direct care worker!

(See page 3 for more info)



"RRF Foundation for Aging places a high priority on supporting initiatives that focus on long-term systemic change to improve the quality of life for older people, and we believe that **Mouth Care Matters (MCM)** has the capacity to accomplish that."

-Naomi Stanhaus, RRF Program Consultant

The **RRF Foundation for Aging** grant provides support for the continuation of the MCM program. MCM is an oral health specialty training for DCWs and other health and long-term care professionals. The primary goal of the continuation grant is to sustain the program by 1) integrating the best practice and evidence-based MCM program into community colleges throughout the state as part of their regular course offerings and 2) disseminating an electronic MCM Employer Implementation Toolkit to all health, long-term care, and home and community-based service providers in the state.

<https://www.rrf.org>



Anonymous Donor

Support from an **Anonymous Donor** will advance **Advocacy** efforts to reduce state and federal regulatory burden on direct care workers. The burden is the direct result of outdated laws and the lack of foundational infrastructure needed to build and retain a strong direct care workforce. Activities will include engagement of those most impacted by the laws that hamper their ability to work. Direct care workers will share their stories with elected officials and others.

United Way of Central Iowa

Advocacy for Skills grant will build upon and help to advance advocacy specific to foundational state infrastructure needed to ensure a strong direct care workforce. Specifically, the focus will be on modernization of the direct care worker registry and creation of a voluntary public portal of caregivers. The State recently received approval to use federal funding to begin this critically important work. Grant activities will include stakeholder outreach and community education to ensure the voices of those impacted are part of the planning.

<https://www.unitedwaydm.org>



STILL TIME TO ENROLL IN HEALTH CARE COVERAGE – DEADLINE JANUARY 15, 2022

Visit [HealthCare.gov](https://www.healthcare.gov) or [CuidadoDeSalud.gov](https://www.cuidadodesalud.gov) to view 2022 plans and prices and enroll in a plan that best meets your needs.

Call the Marketplace Call Center at 1-800-318-2596, which provides assistance in over 150 languages.

TTY users should call 1-855-889-4325.



THANK YOU SPONSORS!

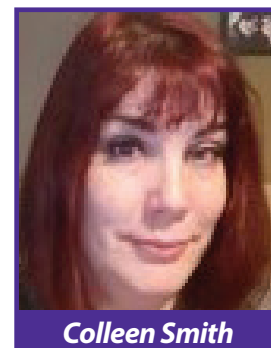
THE HUB NEWSLETTERS HAVE BEEN MADE POSSIBLE BY:



Welcome to Iowa CareGivers!

MEET NEW TEAM MEMBER COLLEEN SMITH

My name is Colleen Smith. In January I will be married to my husband Billy for 14 years. We have five boys and one girl. We are originally from California and have been in Iowa for eleven years. I currently work for Unity Point and have done so for seven years. In my new role at Iowa CareGivers I will serve as a part-time Program and Data Management Associate. In my spare time I enjoy kayaking or trying out new crafts. I also enjoy exploring Iowa. My favorite season is Fall because I love the crisp air and the changing of the color of the leaves. I look forward to continuing growing as an individual in my new position at Iowa CareGivers.



Colleen Smith

NEW BOARD MEMBERS



Scott Hartsook

Scott Hartsook

From 1997 to 2018, Scott Hartsook was the Managing Attorney of the Legal Hotline for Older Iowans, a special project of Iowa Legal Aid that provides free legal advice to Iowans who are 60 or older. Scott graduated from the University of Iowa College of Law in 1977 and is a frequent speaker about Medicaid. He currently practices part-time in Des Moines, helping people with Medicaid and other elder law issues.



Julie McMahon

Julie Mason McMahon began her 44-year career and passion as a public health nurse in Wyoming and ended in Iowa when she retired in 2013 as a division director within the Iowa Department of Public Health. In retirement she continues her commitment through her involvement with Iowa Public Health Association, Common Good Iowa and served as a prior consultant for Iowa CareGivers before joining the Board of Directors.

NEW DIRECT CARE COUNCIL MEMBERS



Ann Brighton



Brenda Bowen



Connie Cochran



Karen Kubura



Paula Luther

Can You Say Revivification? We can't either! But That's What We Did!

Council Members enjoyed a Retreat to Revivify from the Past Two Years!!

It was a wonderful day of sharing caregiving experiences...some joyful and some sad but all extremely meaningful!! UCS Healthcare Speakers shared information on stress management and mental health services and a fun presentation by Erik J. Dominguez, Motivational Speaker, on the power in their stories. Special thanks to Board member, Scott Hartsook for donating meeting space at the Thoreau Center and board member, Deb Madison-Levi, for donating the funds from a Facebook "National Ice Cream Day" fundraiser to help cover the costs of the retreat.

Thanks Donna, for volunteering at the IC office!



Donna Cheers

I was super excited to be able to go up and help in the office. Since I had to retire early it made it feel useful and knew it helped them out also or at least I hope I didn't cause more work for Pam. It has been my pleasure to be able to help them out!

—Donna Cheers, Iowa CareGivers Direct Care Council Member

Iowa CareGivers (IC) Taking Applications for the IC Direct Care Council

The Iowa CareGivers (IC) Direct Care Council serves an important role for the IC and the profession of direct care. They offer valuable insight into first-hand experience and knowledge that guides the activities and decisions of the IC Board. They share concerns, identify solutions, and take steps to change the way that people think and talk about direct care. Their voices and your voices matter! Their role on the Council has provided many opportunities to make a difference in their personal and professional lives.

IC is currently looking for those working in direct care from across the state and represent the diversity of the workforce by workplace setting, populations served, regions of the state, race, ethnicity, gender, sexual orientation, age, and others who make up this very large workforce. If you want to get more involved, please contact us.

Learn more about the council here: <https://bit.ly/3mwVkJC>

Fill out an application here: <https://bit.ly/3z8ottn>

Or contact Pam Biklen: pam.biklen@iowacaregivers.org



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IOWA CAREGIVERS' DIVERSITY, EQUITY, AND INCLUSION STATEMENT

The Iowa CareGivers strives to be a model of diversity, equity, and inclusion in all aspects of our work. We seek to represent and advocate for the many caregivers who proudly work in our state, and we value and promote inclusiveness in all aspects of our work. The organization employs and promotes individuals, recruits volunteers, and partners with programs that inclusively support the diversity of our state.

In all levels of staff and governance, the Iowa CareGivers is dedicated to greater diversity within the organization and to providing equal opportunity to people, without regard to race, religion, skin color, gender, national origin, ethnicity, sexual orientation, gender identity, physical or mental abilities, genetic information, pregnancy, disability, age, family or marital status, veteran status and socio-economic status or other characteristics protected by applicable law.

We believe that each caregiver, donor, volunteer, advocate, and employee must have equal access to addressing our issues. We recognize that we have the role, responsibility, and opportunity to partner across organizations throughout the state to close equity gaps.

Make sure to visit us on the web at: www.iowacaregivers.org and follow us on Facebook and Twitter

Please remember to update us if you have any name or contact information changes, so that you can continue to receive the Iowa CareGivers HUB and other program announcements. Thank you.

Iowa CareGivers does not discriminate in its educational programs and activities on the basis of race, creed, national origin, ancestry, color, religion, sex, age, disability, veteran status, sexual orientation or any other protected class under relevant state and federal laws.

