

Enhancing the quality of care by providing education, recognition, advocacy, and research in support of those who work in the field of direct care.

Delivering information to those at the center of quality care

2019  
CONFERENCE

**SAVE  
THE  
DATE!**

SEPT. 9 AND 10,  
**2019**



SEE HIGHLIGHTS  
FROM 2018  
on page 7

## WE'VE MOVED



Iowa CareGivers' new office location is 939 Office Park Road, Suite 332, West Des Moines, IA 50265



**A MESSAGE TO  
ELECTED OFFICIALS  
FROM DIRECT CARE  
PROFESSIONALS**

See page 3

**IOWA CAREGIVERS  
ANNOUNCES  
2019 ISSUE  
PRIORITIES**

See page 2



**A MESSAGE TO GOVERNOR  
KIM REYNOLDS** See page 2



## MOUTH CARE MATTERS ON THE MOVE

Recent Classes and In-Services are spreading the message about the importance of oral health  
More on page 5-7.



In order to reduce printing and postage costs, the HUB will be delivered electronically only to health and long term care employers, and other stakeholders. If you need a hard copy of the HUB newsletter, please contact us.

### INSIDE:

- Help With "Help NEEDED Campaign"!
- Watch for Wage Survey
- More Mouth Care Matters Grads
- Mentor Instructor Class Coming to Waterloo
- I Smile Silver Expands
- Conference Highlights!!!
- New Board & Council Members
- Make a Financial Gift to Iowa CareGivers
- Grateful for Contributors
- And Much More...

**CARE ABOUT YOUR PROFESSION AND QUALITY CARE? THEN STAY INFORMED!**

Receive up-to-date information about educational programs, direct care news, & other opportunities!

Sign up NOW! Complete the form on our website at [www.iowacaregivers.org](http://www.iowacaregivers.org).

You can also sign up by phone or request a form at 515.223.2805 or by email at [information@iowacaregivers.org](mailto:information@iowacaregivers.org).

This newsletter is made possible by IDPH Contract #5889NW02

# A MESSAGE TO GOVERNOR REYNOLDS AND LT. GOVERNOR GREGG ABOUT 2019 PRIORITIES

Congratulations Governor Reynolds and Lt. Governor Gregg on your victory.

Now that the election is over, you have an opportunity to act on and bring to scale existing efforts designed to address the needs of the high demand direct care and support workforce. The goal of your signature Future Ready Iowa (FRI) Initiative is for 70% of Iowa's workforce to have education or training beyond high school by 2025. Unfortunately, the FRI legislation that passed during the last legislative session excluded those who work in direct care, but now is an ideal time to change that. There is no need to spend limited resources to reinvent a body of existing work that has been overseen by the Iowa Department of Public Health under both Republicans and Democratic administrations. The initiatives to address the needs of the direct care workforce, the Iowans they serve, and their employers have placed a national spotlight on Iowa. Those carrying out these solution-focused policies and practices include the University of Iowa College of Nursing, Iowa CareGivers, community colleges, employers, aging and disability advocates, and many others.

Significant public and private investments have been made over a number of years. Abandonment of long-term systems change efforts by so many is not good policy. You and your administration can have a dramatic impact on this high demand occupation by fully integrating direct care workers and the following into FRI:



## 2019 Priorities

- 1 continuation of the development of competency-based credentialing,
- 2 a centralized direct care workforce data base to maintain credentials;
- 3 a commission to identify strategies to increase direct care workforce compensation; and
- 4 support existing evidence-based recruitment and retention programs and services.



You also have the power to change the unfortunate dialogue that took place in a Senate debate during the last legislative session and instead acknowledge, as you have before, how vitally important and impactful this workforce is to Iowans of all ages and abilities. See video and letters by Fran Mancl and Vicky Garske on page 3.

As Lt. Governor, you expressed the need to professionalize the direct care workforce during an Iowa CareGivers public forum.

As a running mate with Governor Branstad, you participated in a Come Care With Me event, hosted by Iowa CareGivers, where you experienced first-hand what it is like to work in direct care. You met Rachel, a lovely teenager with a disability and her family. You arrived early to Rachel's home to help get her ready for school. That meant transporting Rachel to her wheelchair, toileting, brushing her teeth, combing her hair, dressing and feeding her, giving her a hug, guiding her wheelchair onto the school bus lift, and seeing her off to school. During an interview following the experience, you were visibly moved.

<https://youtu.be/CHKDlc9RXvY>

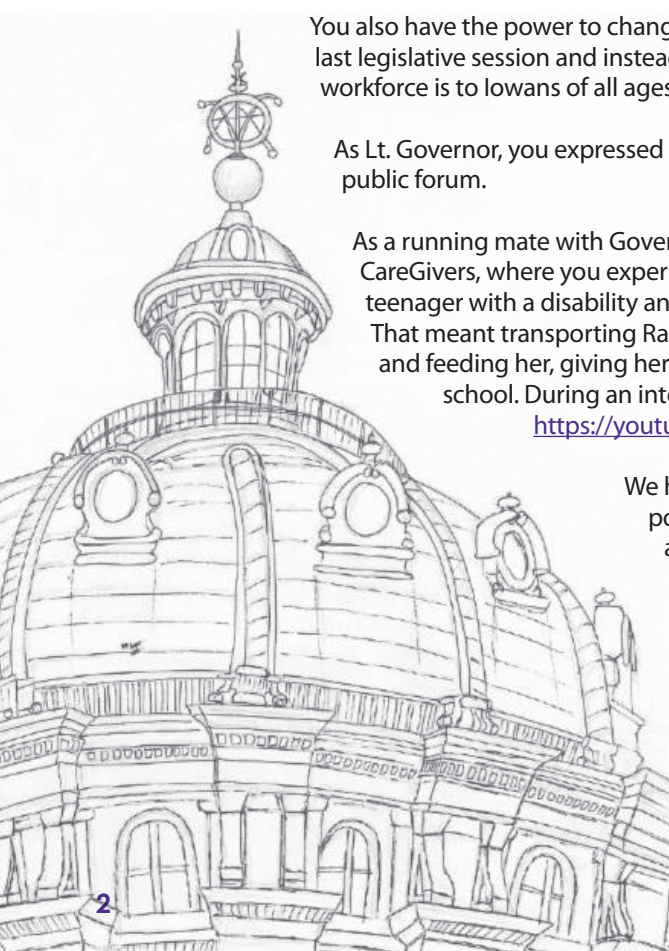
We hope your words and earlier commitments find their way into the transformative policy priorities above during the 2019 Legislative Session. We stand ready to help advance this important work.

Sincerely, Di Findley, Executive Director, Iowa CareGivers

Lives of all Iowans impacted by Direct Care Workforce

**VISIT** <https://bit.ly/2BFEivq>

Artwork by Bryce Swearngin



# A Message to Elected Officials From Direct Care Professionals

## Those in Direct Care Weigh In On Comments by Senators About Their Work

*"These are entry level jobs and for me... it's always been about return on investment."* Comment by Senator Chelgren (R) Wapello County about direct care jobs during the 2018 legislative session.

Fran Mancl's response to the Senator's comments about the return on investment in direct care:

*"The real return on investment is when a resident, in tears, thanks me for helping them with evening cares. That's a return on investment that money can't buy."*



**Vicky Garske, Certified Nursing Assistant, Montour**

*I listened to a Senate debate about an amendment that would have included the direct care workforce in the Future Ready Iowa bill. I have worked in direct care for 33 years and to hear Senators who didn't want direct care workers included because we are on the "bottom rung" is wrong. Direct care workers are the backbone of any care organization. We are the ones who know the people we serve and when something is not right so we can report it to the charge person.*

*I have worked with many great fellow direct care workers over the years who have gone on to become even better LPNs, RN's, and supervisors. I think what made these people good leaders is that they started in direct care. There are also many others, like myself, that choose to work in direct care. It's not always about the money (yes the pay is too low), but it is about the people we serve and the love of our profession. If I could say one thing to those Senators that don't think our jobs are important, it would be to take a walk in my shoes for 1 day. My fellow caregivers and I are not just the "bottom rung".*  
Vicky Garske, Certified Nursing Assistant, Montour

### View Debate About Whether Direct Care Workforce Should Be Included in the Future Ready Iowa Legislation Which Is Focused on High Demand Occupations

<https://drive.google.com/file/d/1BYbMr7RLbUh8TOTTwQOXBu90eS8qGqIM/view?usp=sharing>

The debate on amendment 5262 to HF2458 last year left me deeply stunned and wounded by some of the remarks made about my profession of direct care. And to think that these remarks came from elected officials makes them even more hurtful and an insult.

I've worked in direct care for over 25 years. What all elected officials need to know is that direct care is a valued, dignified, and honorable profession in and of itself and is most worthy of recognition, respect, and honor. And that's true whether or not it provides a pathway to



**Fran Mancl, Certified Nursing Assistant, Dubuque**

advancement in other healthcare field options. While listening to the debate I didn't sense all elected officials really know that. Direct care requires unique abilities, qualities, and achievements in both competency and character development. Education and training to achieve the needed mindset and skills along with character enrichment related to demeanor, listening, and positive human relationships, are critical and essential in direct care.

We work in multiple settings and work with persons who have dementia, autism, brain-injury, physical and mental disabilities, bone fractures, diseases, and multiple issues related to aging; and of course, providing the needed care for those who are actively dying. We provide support and services related to eating, dressing, toileting, mobility, and bathing for very vulnerable Iowans. We are expected to do all of that with the values of hospitality, reverence for life, and compassion. We are in high demand and the services I perform are highly valued, most powerfully by those who need it and ask me for it daily when I'm on the job.

I along, with my co-workers, need reasonable work hours to allow for a balance between work and personal life. Turnover and vacancies in a facility often lead to 12-hour shifts, mandatory overtime, or working eight to nine days in a row and even working on your scheduled days off. These staffing patterns contribute to injury, burnout, and turnover. So not including the direct care workforce in the Future Ready Iowa Bill is very sad.

Money isn't everything and by far not always the main motive for remaining in direct care, but we do need to make a living and plan for a future retirement. For those of us who choose to remain in direct care, the real return on investment is when a resident in tears thanks me for helping them with evening cares. That's a return on investment that money can't buy.

The direct care workforce issues are important to me. Recruitment and retention have impacted many facilities in the area where I work. Turnover is very high, the resource pool is limited, and it is hard to fill vacancies. Vacancies often increase the number of residents assigned to my care. This impacts on the continuity and quality of care I can provide. All too often, residents have to simply wait until I'm available for support and service.

Employers need stable and full-time employees to provide consistent and quality care. This helps ensure short-cuts to quality care are not taken and resident care plans are up-to-date and direct care workers understand each resident's choices, preferences and healthcare needs. It also reduces stress for residents and families concerned about who is providing care each day for their loved one.

**I hope elected officials care about aging, disability, and caregiving issues. Bold leadership related to caregiving issues needs to be a priority for them. It is for me.**

# “HELP NEEDED” CAMPAIGN

## Foundations and Private Donors Partner to Bring Direct Care Issues and Solutions Forward

WAGE AND BENEFIT SURVEY • ADVOCACY TRAINING • FORUM

“**Help NEEDED**” Campaign is a recently awarded grant project funded by Northwest Area Foundation. That, coupled with a **System of Advocacy** grant from the Community Foundation of Greater Des Moines, Mid-Iowa Health Foundation, United Way of Central Iowa, and private donors will support the following:

1. Direct care worker wage and benefit survey conducted by Iowa Workforce Development;
2. Advocacy training for stakeholders; and
3. Forum for those who work in direct care/support positions; older Iowans; people with disabilities and other individuals served; family caregivers; employers; educators; business community; advocates; and policy makers to release survey results and heighten awareness about the need to instill policies that will produce the levels of compensation needed to recruit and retain the workforce.

Other sponsors of these efforts to date include the Des Moines Area Community College, EveryStep, Iowa Association of Community College Trustees, Iowa Assisted Living Association, Iowa Credit Union Foundation, Iowa Department on Aging, and others pending.



### WATCH FOR WAGE SURVEY IN JANUARY

YOU MAY BE AMONG THOSE SELECTED BY IOWA WORKFORCE DEVELOPMENT TO COMPLETE THE SURVEY. YOU MAY RECEIVE BY EMAIL OR US MAIL. PLEASE COMPLETE AND RETURN IT. YOUR ANSWERS WILL BE ANONYMOUS BUT THE OVERALL RESULTS WILL BE SHARED IN A REPORT TO YOU AND OTHERS WHO CARE ABOUT THESE ISSUES!

## Are You or Someone You Know an ALICE?



United Way of Central Iowa

“Over 450,000 Iowa households - 37% - struggle to afford basic household expenses” The United Ways of Iowa released its 2018 Asset-Limited, Income-Constrained, Employed (ALICE), report which places a spotlight on a large population of hardworking Iowans who work at low-paying jobs, have little or no savings, and are one emergency away from falling into poverty. **LEARN MORE** at: <http://www.uwiowa.org/united-way-alice-report-iowa>

### Direct Care Workforce Among Top 5 Issues of Gazette’s Iowa Ideas Conference



VISIT: <https://bit.ly/2yT8lgz> to read the full article



# THERE IS NO HEALTH WITHOUT GOOD ORAL HEALTH\*

## Mouth Rinses

Mouth rinses can help to improve overall oral health for those who have a specific oral health problem.

### ? Question: Who needs to use a mouth rinse?

Individuals who are not able to completely remove plaque with tooth brushing and flossing may need to use a mouth rinse to reduce plaque from those difficult areas. If you have a specific problem, your dentist may recommend a specific mouth rinse for you to use.



**Carol Van Aernam, RDH, BA**  
Registered Dental Hygienist

### ? Question: What types of mouth rinses are used for certain problems?

**Fluoride**—helps strengthen teeth and protect against tooth decay.

**Antiseptic/Antibacterial**—helps stop the growth of bacteria and used to treat oral infection.

**Natural Herbal—Non Alcoholic**—works much in the same way as other mouth rinses. Good for those with sensitive/irritated gums, oral sores, children, and alcoholics.

**Total Care**—antibacterial which helps to reduce the buildup of plaque. Can have additional benefits added.

**Dry Mouth (Xerostomia)**—should be non-alcoholic and sugar free. Lubricates the mouth.

### ? Question: Why would aging lowans or persons with disabilities need to use a mouth rinse?

If they have difficulty maintaining a healthy mouth, they may need to use a mouth rinse. They may have arthritis or a disability making it physically difficult to keep their mouths clean. They are at increased risk for dental decay and gum disease, which can increase the risk or worsen heart disease or diabetes. Many have a dry mouth (xerostomia) from medications and will need to use a mouth rinse or another product to lubricate their mouth.

### ? Question: Does a mouth rinse replace tooth brushing or flossing?

No. Mouth rinses are used to supplement good oral care and reach areas that are difficult to clean with a brush or floss, and to reduce the risk of dental decay and gum disease.

*All health and long term service and support (LTSS) professionals/ caregivers are expected to work within their Scopes of Practice or job descriptions as defined by the State or employer. Family caregivers are encouraged to contact the dental or medical provider before making changes to a loved one's care plan.*

\*Surgeon General, Report on Oral Health, 2000



# 9 GRADUATE FROM IOWA CAREGIVERS MENTOR INSTRUCTOR TRAINING IN SEPTEMBER

Instructors Robin Martin, Virginia Gay Hospital and Bev Riege, Kirkwood Community College (both Iowa CareGivers consultants), hosted a Mentor Instructor Training at Kirkwood Community College. The program prepares staff development, supervisors, human resource, and other lead staff to return to their organizations and provide the Iowa CareGivers "A Call to Mentoring" training for direct care staff. Mentoring has been proven, time and again, to help retain staff. To learn more about "A Call to Mentoring," call Mary Ann Young at 515-223-2805.

**Congratulations to the Following Graduates:** Tammy Steinwandt; Angela Peterson; Kristy Kelley; Stephanie Humphries; Dex Walker; Katherine Davis; Emily Ealy; Kelsey O'Brien; Marisa Wright

"This program will help us set up a stable work environment."

"This training will give us a program that is standard across all shifts."



**100%** rated the training as excellent/very good.

## NEXT PEER MENTOR INSTRUCTOR TRAINING:

**DATE:** March 28, 2019

**TIME:** 9:00 A.M. TO 4:30 P.M.

**COST:** \$259.00

**LOCATION:** Hawkeye Community College Main Campus Buchanan Hall Room 121

**REGISTER BY:** calling 319-277-2490 or <https://hawkeyecollege.augusoft.net>

**REGISTRATION DEADLINE:** March 25, 2019

### FOR MORE INFORMATION:

Brenda Helmuth, Hawkeye Community College  
319-296-2320 x 3017

[Brenda.helmuth@hawkeyecollege.edu](mailto:Brenda.helmuth@hawkeyecollege.edu)

**STILL TO COME:** A Special Edition HUB newsletter on the Iowa CareGivers "A Call to Mentoring" program.

# MOUTH CARE MATTERS ON THE MOVE

226 have graduated (205 direct care professionals and 21 nurses/others)

Staff have represented 60 different employers

One of the greatest take-aways by participants is **“a greater understanding about the link between a healthy mouth and one’s overall health and well-being.”**

To learn more about Mouth Care Matters, visit the Iowa CareGivers website at <http://www.iowacaregivers.org/education/mouth-care-matters.php#.W7zzIHtKi70>



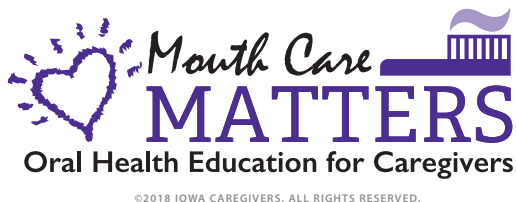
**226**  
GRADUATES

**60**

DIFFERENT EMPLOYERS



## MOUTH CARE MATTERS IN-SERVICES BROADEN AWARENESS ABOUT THE IMPORTANCE OF ORAL CARE



Carol Van Aernam, RDH, Iowa CareGivers consultant, conducted recent in-services on oral health at Immanuel Pathways Central Iowa in Windsor Heights and Bethany Lutheran Home in Council Bluffs. There were 50- 60 in attendance at both programs with many positions represented: direct care staff, nurses, home care, clinic staff, PA, dietitian, cook, drivers, education coordinator, social worker, executive director, occupational therapist, etc. Mouth Care Matters is on the move!

Learn more about in-service opportunities by visiting our website <http://www.iowacaregivers.org/education/mouth-care-matters.php#.W7zzIHtKi70>



From left to right: Evan Carver, Carol, Carly Collis, Geordyn Weiss, Mary Hart, Andrea Thome (Executive Director)



From left to right: Traci Wright CMA, Sasha LaDuke RN, Lanissa DeWindt CNA, Fran Betterman LPN, Joyce Churchill CMA.

## Mouth Care Matters Instructors Meet to Plan for the Future

25 Mouth Care Matters Instructors and Iowa CareGivers staff and consultants spent October 30 discussing the current status of the Mouth Care Matters program and making plans for the future. It was a great day with lots of great ideas shared. Kudos to all! And thanks to Julie McMahon for facilitating.



*“I have rarely left a meeting feeling as enthused, informed, and appreciated as I did Tuesday! Not to mention leaving with a goodie bag filled with thoughtfulness and so much fun!*

*Thank you all for your preparations and information! I came away feeling prepared with the tools to venture forth into the next phase of Mouth Care Matters with intent, purpose and support.*

*It was a great day. And the bonus of seeing so many friends warms my heart.”*

With gratitude,  
Sharon Kuttler, RDH



# GROWING AND NOURISHING YOUR KNOWLEDGE AND PASSION FOR DIRECT CARE.

Thanks to all who attended and to those who made it possible!



## OUTSTANDING IN THEIR FIELD



*"I have attended this conference over the past 15 years. I attribute my development as a professional and person to the classes and experience through IC. I learned to have humor. I hope this conference will be here for many years to come."*

*"What I liked most was that this is a conference that offers value and worth and applause for my profession as a delightful and honorable profession."*

### EDUCATION:

Attendees enjoyed great speakers on topics ranging from Substance Use Disorder, Therapy Dogs, Skin Care, Oral Care, Dietary Fiber, Grief and Stress, Dementia in Those with Intellectual Disabilities, Family Caregiving and so much more!



Thanks to Clayton County Community Collaboration Council for sharing the "Hidden in Plain Sight" interactive exhibit helping attendees identify indicators of substance abuse in the home setting.



*Job Corps student learns about Therapy dogs from Anna Childs of Adelhorst Kennels*

*Tyler and Paul Greene emphasized ability awareness to attendees.*



### SCHOLARSHIPS:

Ottumwa Job Corps health career students once again attend conference on scholarship with support from the Bob Sorenson Memorial and a donation by Claude Freeman.



**Visit our website for the full conference photo gallery.**

### RECOGNITION:

Donna Cheers and Sue LaPlante received the Margaret Swanson Legacy in Giving Awards for their service in caregiving.



Representative Dave Heaton and UCS Healthcare received the Iowa CareGivers From the Heart Award for their support of IC and direct care workers.



# I-SMILE SILVER PILOT PROJECT

## EXPANDS TO INCLUDE UNDERSERVED ADULTS IN SERVICE AREA

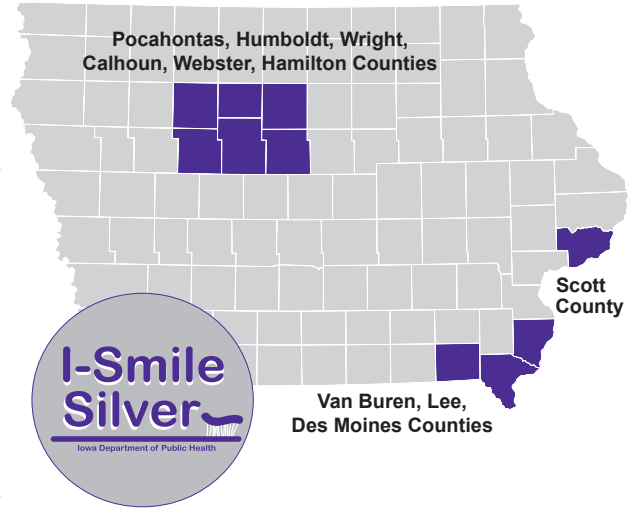
I-Smile Silver is a pilot project developing community-based systems to help prevent dental disease and improve access to dental care for Iowans aged 60 and older. I-Smile Silver is administered by the Iowa Department of Public Health through contracts with Lee, Scott and Webster County Health Departments. Counties included are Calhoun, Des Moines, Hamilton, Humboldt, Lee, Pocahontas, Scott, Webster and Wright. This November, I-Smile Silver will expand its focus to include underserved adults aged 21 and older—particularly those with Medicaid Dental Wellness Plan—within the current service area (see map below).

## I-SMILE SILVER IN THE COMMUNITY

Each of the three health departments use a dental hygienist to serve as the local I-Smile Silver coordinator. As dental hygienists, I-Smile Silver coordinators are experts in preventing dental disease and promoting oral health. Coordinators work within their communities to increase access to preventive dental care (oral screenings, fluoride, oral hygiene education) and inform and educate the community on the importance of oral health to overall health. Coordinators work with dental and medical offices to assist in referrals for dental care, link clients to a dentist and/or payment source for care, and provide training for direct caregivers and other health care professionals on oral health for their patients.

In November, coordinators will expand their focus to underserved adults – particularly those on the Dental Wellness Plan, Medicaid’s dental program for adults. Coming in November 2018, I-Smile Silver coordinators will begin expanding their current roles to include the adult population.

To learn more about the I-Smile Silver program or find your local coordinator, visit our website at <https://ismile.idph.iowa.gov/about-ismile/silver>.



## FACTS ABOUT ORAL HEALTH FOR THOSE AGED 65+

**1 IN 5**

ADULTS AGED 65+ HAVE  
UNTREATED TOOTH DECAY

**46% OF AMERICANS**

65+ DO NOT HAVE DENTAL INSURANCE



**40% OF LOW INCOME SENIORS**

STRUGGLE WITH CHEWING FRUITS AND VEGETABLES DUE TO POOR ORAL HEALTH

[https://oralhealthamerica.org/wp-content/uploads/MedicareToolkitOHA2018\\_InfographicWhyDentalCareShouldntEnd65.pdf](https://oralhealthamerica.org/wp-content/uploads/MedicareToolkitOHA2018_InfographicWhyDentalCareShouldntEnd65.pdf)

**Toothwisdom.org: A Good Resource on Oral Health** Toothwisdom.org is a project of Oral Health America, a 501 (c)(3) non-profit, and serves both seniors and their caregivers by teaching about oral health in aging and by connecting individuals with affordable dental clinics.

## SHOW YOUR PRIDE IN THE TOUGHEST JOB YOU’LL EVER LOVE

Join a grassroots movement of those who work in the field by sharing your Toughest Job You’ll Ever Love calling cards to educate family, friends, neighbors, individuals served about your profession. Broaden awareness and increase respect. Toughest Job cards are still available, call or email our office at 515-223-2805 or [information@iowacaregivers.org](mailto:information@iowacaregivers.org) to order your cards!





## BROADLAWNS RECEIVES RECOGNITION: 2018 IOWA JOB HONOR AWARDS

### Reprinted with permission from Broadlawns About the Iowa Job Honor Awards

The Iowa Job Honor Awards celebrates Iowans who overcome barriers to employment, and the employers who hire them.

The awards were presented in partnership with the Iowa SHRM State Council (Society for Human Resource Management) at their annual statewide conference on September 27 in Coralville. Hundreds of human resource professionals from across the state were in attendance, as biographical videos recounted honoree efforts to win life-changing jobs.

A subsidiary of America's Job Honor Awards, our mission is to rekindle hope and energize the work ethic across the nation through the celebration of a new kind of hero. Lead sponsor of the Awards is ManpowerGroup, world leader in innovative workforce solutions.

[www.JobHonor.org](http://www.JobHonor.org)

### PREPARE TO CARE INSTRUCTOR TRAINING

Ten individuals attended the Prepare to Care Instructor Training that was conducted at Kirkwood Community College on June 25-27, 2018. Sponsoring organizations that supported these new instructors were: Southeastern Community College, Northeast Iowa Community College, Hawkeye Community College, Kirkwood Community College and Job Corps of Ottumwa. Some individuals were approved to teach only the Core Module which is a requirement for Medication Aide, while the majority were trained in Core as well other selected modules, such as, Home and Community Living, Personal Support, Instrumental Activities of Daily Living, Personal Activities of Daily Living, and Health Monitoring and Maintenance. These individuals will join a cadre of approved Prepare to Care instructors to provide training to DCPs throughout the state. Additional instructor trainings will be taking place throughout the state this fall.

### AMERIGROUP RESOURCE: ACCESSIBILITY AND TRANSLATION

This summer, direct care workers told Amerigroup that they face occasional communication gaps with Medicaid members in all care settings. Amerigroup can help bridge the gaps.

For members who don't speak English, Amerigroup offers translation help in 15 different languages. Call Member Services at 1-800-600-4441 (TTY 711) to get any of these services at no cost to you or the Medicaid member:

- Over-the-phone interpreter services
- Interpretation at doctor visits, within 24 hours' notice
- Amerigroup's member handbook or any other written materials in a preferred language, in braille or audio CD
- For members who are deaf or hard of hearing:
- To call Amerigroup using a TTY relay service, call 711.
- Amerigroup will set up and pay for members to have a person who knows sign language help them during their doctor visits, with 24 hours' notice.



**Amerigroup is committed to helping Iowans access their Medicaid benefits. These tools will help.**

### EMPLOYER HONOREE:

Broadlawns Medical Center  
(Des Moines)

Honoree video (4:59):

<https://vimeo.com/292339196>



Des Moines-based Broadlawns Medical Center is located in one of the poorest neighborhoods in Central Iowa, in the heart of a diverse multi-cultural community. "We look at Broadlawns as the anchor for the North side," says President & CEO Jody Jenner, "as an organization that can give this part of the community hope."

To improve the health and economic vitality of the local neighborhood, Broadlawns collaborated with Urban Dreams and Central Iowa HealthWorks to launch TECH and TEACH: programs that offer training and potential employment to people with barriers including criminal convictions. "Broadlawns opened the door for me and changed the trajectory of my life," says Saleem Hamilton, healthcare tech at Broadlawns, "It's like the butterfly effect: many lives are affected in so many different ways."

### NOVEMBER IS NATIONAL FAMILY CAREGIVERS MONTH.

Find information and this year's theme, "Supercharge Your Caregiving":

<http://caregiveraction.org/national-family-caregivers-month>

What is the true value of the care we provide to our aging parents? Many of us have willingly honored our parents with our own time in helping shepherd them through health challenges, often leading to end-of-life transitions. But in many cases we haven't done this alone. The direct care workforce is a critical component of the care we desire for our loved ones, yet my experience is that this important group of hard working people doesn't get a corresponding level of support. Iowa CareGivers (IC) is an organization focused on the support of direct care workers, including training, education, fair wages, skills, and growing the talent pool as the population needing care grows - especially as a large component of our population ages. With the personal experience I've had engaging assistance from direct care workers for my parents' care, my appreciation has grown for these people's skills, knowledge, and commitment. This workforce needs a strong advocate in the face of limited access to training, education, and fair wages. I've asked myself what I can do to help. One of my actions has been to make a donation to IC in support of the much needed programs provided to the direct care workforce. In the face of this current and looming crisis of a growing need and a shrinking workforce, I encourage you to join me in making a donation in support of IC's valuable programs.



**Jim Miles-Polka,**  
Iowa CareGivers  
Board of Directors

## WE ARE GRATEFUL!

### IN MEMORY

#### Colleen Jolly

*Di Findley  
Rae Messer Reilly  
Maribel and Terry Slinde  
Shirley Sorenson*

#### Margaret Mancl

*Shirley Bailey*

#### Mary Nizzi

*Linda and Bruce Simonton*

#### Mary Ann Raynoha and Frances

**McLaughlin**

*Mary and Don McLaughlin  
In memory of our moms who died 20 days  
apart this spring, MaryAnn Raynoha and  
Frances McLaughlin. We bless their sweet  
memories.*

#### Tom Slater

*Julie and Tom McMahon  
Tom was a strong advocate for direct care  
workers. He recognized the importance  
of direct care workers in a comprehensive  
long term support and services system, and  
committed his many talents and energy  
towards addressing the many challenges  
faced by direct care workers.*

#### Connie Stevens

*Pam and Bryce Biklen  
Ann Black  
James Fallon  
Terry Fankhauser and Mike Polich  
Di Findley  
Becky and Wes Groff  
Deanna Lehl  
Julie and Tom McMahon  
(In memory of Di's beloved sister, but also  
in honor of Di who, as family caregiver,  
contributed so very much to Connie's  
quality of life these last several months.)  
Linda and Bruce Simonton  
Maribel and Terry Slinde  
Shirley Sorenson*

*Carol Van Aernam  
Robert Vander Veer  
Mary Ann and Bill Young*

#### Jimmy T. Stevens

*Di Findley*

#### Princess Camryn Storbeck

*Paul and Jennifer Storbeck*

#### Jacob Addison Swearngin

*Di Findley*

#### Richard "Bob" Van Aernam

*Julie and Tom McMahon*

#### Jennie Wolnerman

*Missy and Michael Wolnerman*

### IN HONOR

#### Pam Biklen

*Di Findley*

#### Shirley Sorenson

*Betty and Thomas Barton*

### Partners and Donors Contributing \$1,000 and Above

#### AARP Iowa\*

#### Amerigroup Iowa, Inc.\*

#### Tom Carpenter

#### DMACC\*

#### Claude H. Freeman

#### Iowa Association of Community

#### College Trustees

#### Iowa Department on Aging\*

#### Iowa Geriatric Education Center\*

#### Iowa Insurance Division\*

#### D.J. and Owen J. Newlin

#### Kathy and Joel Olah

#### Maribel and Terry Slinde

#### UCS Healthcare\*

#### UnitedHealthcare

#### Community Plan\*

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#### Des Moines\*

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#### Nancy and Stephen Anderson

#### Anonymous

#### Anonymous

#### Anonymous

#### Jane P. Bell

#### Sandra and Walter Clark

#### Deanna Clingan-Fischer

#### Dana and Tom Ericson

#### Betty Grandquist

#### Green Hills Retirement Community\*

#### HCI Care Services\*

#### Anne Kinzel and Lou Cathcart

#### Sandi Koll

#### Deanna Lehl

#### Mary Greeley Medical Center\*

#### Stephanie and Michael McLaughlin

#### Becky and James Miles-Polka

#### Charlotte Nelson

#### North Iowa Area Community College\*

#### Northcrest Community\*

#### Jodi O'Donnell

#### Shirley Renfro

#### Laura Schroeder

#### Linda and Bruce Simonton

#### Shirley Sorenson

#### Jennifer and Paul Storbeck

#### Mary Jean Timp

#### Pat Underwood

#### Western Iowa Tech Community College\*

*On behalf of my family and me, thank you so much for your many condolences, memorials, flowers, food, and overall support during my sister, Connie's, illness and recent passing. She knew many of you and was one of Iowa CareGivers' greatest promoters. She volunteered for 25 years and always said if she ever won the lottery she would give it to Iowa CareGivers. Paid in Iowa CareGivers t-shirts for her volunteer work, she proudly wore them and shared, with all, our important mission. Toward the end of her battle with breast cancer she received services from the staff at Home Instead, and in her final days from a great team of hospice nurses and aides from EveryStep. Thanks so much!*

**-Di Findley, Executive Director, Iowa CareGivers**

**For testimonies from our contributors, view our website at**  
**[www.iowacaregivers.org/make-a-donation/index.php](http://www.iowacaregivers.org/make-a-donation/index.php)**

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\*indicates program or event sponsorships

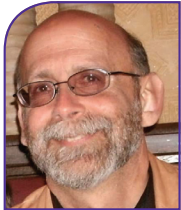
Listed are contributions from the period 1/11/2018 to 10/31/2018.

## Iowa CareGivers 2019 Board and Executive Committee Meeting Schedule

Date	Meeting
Jan. 16, 2019	Board of Directors Meeting
March 27, 2019	Executive Committee Meeting
April 17, 2019	Board of Directors Meeting
June 26, 2019	Executive Committee Meeting
July 17, 2019	Board of Directors Meeting
Sept. 25, 2019	Executive Committee Meeting
Fall 2019	Annual Meeting (TBD)
Dec. 18, 2019	Executive Committee Meeting

All meetings are held at the Iowa CareGivers office in the conference room unless otherwise noted.

## WELCOME TO NEW BOARD MEMBERS— RICK KOZIN AND KIM DOWNS



**Rick Kozin**

Iowa CareGivers Welcomes Rick Kozin, Retired, Polk County Health Department to the Board of Directors.

"Iowa CareGivers has an impressive track record. I am very excited to join the Board to help amplify the voices of people who are not always listened to."



**Kim Downs**

Kim Downs Returns to Iowa CareGivers Board and will serve as Secretary on the Executive Committee.

Welcome back Kim!

## IC WELCOMES DONNA CHEERS TO DIRECT CARE PROFESSIONAL COUNCIL

Donna has worked in the field of direct care for more than 40 years and is a former recipient of the IC Leadership award. She has many interests and skills to share and is a great addition to our team.



**Donna Cheers**

## IOWA CAREGIVERS (IC) TAKING APPLICATIONS FOR THE IC DIRECT CARE PROFESSIONAL COUNCIL

The Iowa CareGivers Direct Care Professional Council serves an important role for the Iowa CareGivers and the profession of direct care.

**TO LEARN MORE** about this opportunity, contact [pam.biklen@iowacaregivers.org](mailto:pam.biklen@iowacaregivers.org) for an application or visit our website at [www.iowacaregivers.org](http://www.iowacaregivers.org).

## COUNCIL TERMS EXPIRE FOR 3 DIRECT CARE PROFESSIONALS

Kathy Leibold, Laura Stein, and Jeff Weinstock just completed three 3-year terms on the IC Leadership Council. Iowa CareGivers has grown because of their long-term commitments to their profession and the organization and they have grown in their professional and leadership roles. On behalf of us all at Iowa CareGivers, thank you! These individuals will be formally recognized during the 2019 statewide conference.



**Kathy Leibold**



**Laura Stein**



**Jeff Weinstock**

Be looking for regular communications from Iowa CareGivers in the form of emails and postcards. We will be keeping you informed about "What's Up at Iowa CareGivers". If we don't have your email, please send it to [information@iowacaregivers.org](mailto:information@iowacaregivers.org), so you don't miss out on these updates.



## Iowa CareGivers Board of Directors 2018

Anne Kinzel, Chair  
Deanna Lehl, Vice Chair  
Kim Downs, Secretary  
Jerry Jenkins, Jr., Treasurer

Elisabeth Buck  
Jim Knoepfler  
Rick Kozin  
Michael McLaughlin  
Jim Miles Polka  
Becky Pryor  
Jodi O'Donnell

### Advisors

Nancy Anderson  
Tom Carpenter  
Dr. Robert Denson  
Betty Grandquist  
Ivan Lyddon  
Charlotte Nelson  
Maribel Slinde  
Shirley Sorenson

## Iowa CareGivers Direct Care Professional Council Members

Donna Cheers  
Leslie Hayenga-Adams  
Kathy Leibold  
Michael Owens  
Laura Schroeder  
Laura Stein  
Jeffrey Weinstock

### Advisors

Renee Bernier  
Vicky Garske  
Tracy Hoveland  
Anthony Wells

## Iowa CareGivers Staff

Pam Biklen  
Program Director  
Contributing Editor

Di Findley  
Executive Director

## Iowa CareGivers Consultants

Alan Black – Grant-writing

Terry Fankhauser  
Finance Consultant

Brian Allen – Website Consultant

Julie McMahon – Program &  
Policy Consultant

Mike Peterson – Design Consultant

Jeannette Roth – Data System Consultant

Victor Tonelli, IT Consultant

Carol VanAernam – Mouth Care  
Matters Consultant

Mary Ann Young – Program Consultant

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# IOWA CAREGIVERS HAS MOVED



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[www.iowacaregivers.org](http://www.iowacaregivers.org)



**Make sure to visit us on the web at: [www.iowacaregivers.org](http://www.iowacaregivers.org)  
and you can 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.*

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