

### THEHUB

Enhancing the quality of care by providing education, recognition, advocacy and research in support of direct care workers.

Delivering information to those at the center of quality care

**Registration is open** for the Iowa CareGivers Annual Conference designed especially for you, the direct care professional.

September 23 and 24, 2013



### Register Now and "Go the Distance!"

For more information, see page 6

## TIME FOR YOU!

FREE Health Screenings at September Conference For more information, see page 7.

### IOWANS CELEBRATING 100 YEARS

To Be Honored at October Luncheon: Direct Care Escorts Needed!

See **page 10** for more details.

### Bright Future for Direct Care! Continued on page 2 in the section "From the Director"





**Maddison Coey** 

Molly Biklen



Congratulations to all the recent Leadership Program Graduates!

See highlights from the 2013 "A Call to Leadership" Programs on **Page 4.** 

### INSIDE:

- Leadership Log
- DCP Spotlight
- IPR: From the Heart
- Leadership Council Opportunities
- Health Care Reform
- Resources
- And More!

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

If you are interested in receiving information about educational programs, topics in direct care, and other opportunities, sign up **NOW** with the lowa CareGivers. You can complete the registration form on our website at www.iowacaregivers.org. You can also register by phone or request a form at 515.223.2805 or by email at georgeanna.spagnola@iowacaregivers.org.

### **Bright Future for Direct Care!**

It's true that we, as individuals and as a State, face challenges in finding and keeping enough people in direct care to meet the growing demand for their services. In fact, the "Care Gap" we face is dire. But for the moment, I want to dismiss the doom and gloom and focus on why I believe there is great hope for the future of direct care.

### There is Molly

Molly is the 9 year old daughter of Iowa CareGivers Program Director, Pam Biklen. Molly accompanied Pam to work one day and agreed to do some volunteer work while at the office. She told her mom at the end of the day that she wanted to work at Iowa CareGivers. I immediately prepared an application for Molly to complete. Below are Molly's responses.



**Di Findley,** Executive Director, lowa CareGivers



**Molly Biklen,**Daughter of lowaCareGivers
Program Director

Di: What is your name?

Molly: Molly Biklen

Di: What town do you live in?

**Molly:** West Des Moines

**Di:** Are you old enough to work?

Molly: Totally!

**Di:** How much education do you have?

**Molly:** A Lot. I just finished 3rd grade!

**Di:** Have you ever done any caregiving?

**Molly:** Yes, I helped my brother when he broke his hip.

**Di:** Why would you like to work at lowa CareGivers?

**Molly:** I want to work for CareGivers because I want to be a doctor when I grow up and this job will help me learn more about health care.

We thank Molly for her interest in the Iowa CareGivers and we believe she has shown great leadership by taking the initiative to ask for a job and to complete the application. Molly's application is being kept on file at the Iowa CareGivers until she completes school.



Picture drawn by **Maddison Coey,** Daughter of Angie Coey

There is Angie Coey, a recent Leadership graduate. During the class, we discuss how to be role models and spokespersons for the direct care profession. We identify ways each of us can educate the general public and enhance the image of the profession. We encourage participants to share their stories for the *Hub* and other publications about the rewards and challenges of their work.

Angie shared a touching story about her daughter Maddison's recent school project. When asked what she wanted to be when she grows up, Maddison drew a picture (left) and said she wanted to be like her mom and be a nurse at the nursing home. It touched her mom's heart and it touched mine. The future of direct care is in the hands of those like Maddison and her mom, who has served as a great role model to her daughter!

("Read the Leadership Spotlight about Maddison's mom, Angie, on page 3")



There are the Ottumwa Job Corps students who attended our leadership program this spring and summer. They are smart, compassionate, and hard-working young adults with a desire to make a difference in the world. They offer a great deal of hope for the future of direct care.





### **Angie Coey**

CNA, Iowa CareGivers Direct Care Professional Leadership Council

Where I work: Parkview Home, Wayland, IA.

**Recent accomplishments:** Graduated from "A Call to Leadership" program, and became a member of our Quality Assurance team at Parkview Home.

**My favorite part of caregiving:** The appreciation I get where I work from my residents, their family members, and the wonderful staff I work with for the quality of care I give. I love the family environment that I work in.

**Something that I'd like to change about the caregiving profession:** We have enough staff where I work, however, I believe that there should be even more Direct Care Professionals so we don't have to worry about rushing out of a room to catch a call-light. I want to be able to spend more time with our residents.



**How will caregiving change in the next ten years:** I imagine Direct Care Professionals will be able to provide more extensive care for their patients.

My advice to employers about what they need to do to recruit and retain direct care workers: Make sure your DCP's always work together as a team and provide the best quality of care there is for the wonderful people we provide care for. Always reward your DCP's in some way, even if it's just a thank you card for their hard work.

**Something I'd like to accomplish:** I would love to somehow ensure that every DCP will provide the highest quality of care there is for their patients.

**Someone I admire:** I have a few ladies that I admire. Ellie Brooks, Janice Sarchett, and Kate Benedict. These ladies make up the best team and provide the best quality of care than any other DCP's that I've ever worked with in my 11 years of experience.

Outside interests: Cooking and spending time with my family.

**About my family:** My incredible husband, Cody, and I have 2 beautiful little girls. Maddison is 7 and Kathleen is 4. My husband is currently in school, studying criminal justice. They are the best thing that's ever happened to me.

My favorite vacation spot: By a lake with some fishing poles and my family.



### "A Call to Leadership"

"A Call to Leadership" is a one day educational program that focuses on leadership outside the workplace. The focus of the program is on professionalism and leadership within the direct care profession. Participants identify ways and receive tools to enhance the professional status and image of their profession, and develop various leadership and advocacy skills. The program is made possible by the lowa Department of Public Health.

### Congratulations to the 2013 Leadership Program Graduates! "This program allows us to discuss issues and to learn from one another."

#### - a recent leadership graduate

Deb Abraham Adriana Andrade Nicol Betten Kanesha Booker Aleisa Britt Shelly Brownmiller Sharon Buchholz Larry Burgess Kimberlee Clark Kelsey Clausen Michelle Coder Angie Coey **Betty Darnell Emily DeWitt** Samantha Ende Kayla Erdmann Luisa Fertio Flizabeth Fishler Joshua Fridley Angela Getty

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**Bev Morris** Joelah Oehlerich Lahana Olsen **Edward Pease** Michael Perry Frieda Phelps Laura Pluim Wanda Robinson Roxanne Rundle Raul Salazar Elizabeth Schmidt Vineta Shryock **Emily Sibley Apollonia Smith** Lauren St Clair Joan Staples **Elaine Stevens** Mackenzie Stevens Kathy Tate

Cvnthia Mooney

Melina Tegtmeier Shelbie Thompson Kellie Thoren Cathi Thornburg Amanda Tull Tia Tuttle Laurie Van Iperen Debbie Van Wyk Jessica Van Wyk Tina VanderPlught Sheila Vollink Diane Vorm Laurie Welsch **Andrew White** Elizabeth Wildebour Mary Willaby Andrea Witte Brita Woolums Vicki Zerke



Coralville Leadership Program



Mt. Pleasant Leadership Program



Sheldon Leadership Program



Sheldon Leadership Program



Creston Leadership Program



Sheldon Leadership Program

### To view the full photo gallery, visit www.iowacaregivers.org.

"It was important to me that at this program we were treated as professionals."

"Everyone has leadership qualities and we can choose to use them daily."



Mt. Pleasant Leadership Program



Coralville Leadership Program



**Creston Leadership Program** 



### Iowa CareGivers Leadership Council

by Michael Owens, Member, Iowa CareGivers Direct Care Professional Leadership Council

**The lowa CareGivers has many ways to get involved and improve yourself and your profession.** lowa CareGivers allows for opportunities for self improvement through various educational offerings. It also allows for the development and improvement of the profession through participation in the legislative process to change laws for the better.

One way I choose to be involved is through the lowa CareGivers Leadership Council. The leadership council is a group of peers that volunteer their time to help guide the activities of the lowa CareGivers. The leadership council also promotes our profession to the communities we live in by representing direct care professionals in a positive way and by promoting the benefits and importance of lowa CareGivers to our peers and employers in those communities.



**Michael Owens,** Iowa CareGivers Direct Care Professional Leadership Council

Leadership council members generally serve for three year terms and can serve two terms. Right now, the council is looking for new people to get involved. This is a call to all professionals who want to lend their leadership skills to a great organization and profession.

Please contact Pam at the lowa CareGivers Office, 515.729.9729, if you are interested in becoming a member of the Direct Care Professional Leadership Council. (You may apply if you have completed the lowa CareGivers Leadership Program.)

### Leadership



(From left to right): **Emily DeWitt**, Assistant Administrator/CMA, **Debbie Van Wyk**, Administrator/CMA, **Jessica Van Wyk**, CMA

We all three feel much reward to take care of the ones in need.

### Caregiving Runs in the Family

Hello, my name is Debbie Van Wyk. I have worked in the nursing field for the past 43 years. I started out by caring for my terminally ill father at the age of 14. He later died when I was 15. After that, I worked with the elderly in their homes. I later went to work at a nursing home as a CNA and then later on as a CMA.

In 1992, I switched my career a little bit and went to work at Diamond Life Health Care, Inc., which is an RCF for the mentally ill and handicapped. In 2010, I became the administrator of Diamond Life Health Care, Inc. I have three daughters who also work in the nursing field. My oldest daughter currently works at the Newton correctional facility as an LPN. Before that, she also worked at Diamond Life as a CMA. My second oldest daughter started working at Diamond Life when she was 14. She started out working as a "bed maker." She then went on to become a CNA, CMA, and now is working underneath me as the assistant administrator.

Finally my youngest daughter also works at Diamond Life as a CMA. She started in 2007 as a fill in, and then went on to get her CNA and now CMA.



### A Busy, Busy, Busy Year for Programs in 2014

This is the time of the year when everyone is busy planning to get back into their regular schedules, with school starting again, vacations ending, and we all try to refocus.

That is what we are doing here at lowa CareGivers. We are planning and refocusing. Every year around this time, the staff and education consultants get together to plan for the schedule of programs and events for the upcoming year. It's looking like another busy one, with some great opportunities for all of you. Once we have more detail put to the plan, we will outline the schedule for you in the newsletter.

We are also gearing up for our big annual conference. It is right around the corner and planning continues to make this event the best yet. We hope that you will sign up to "Go the Distance" and take advantage of all the great opportunities provided at this event.

"If you want something done, ask a busy person to do it. The more things you do, the more you can do."

- Lucille Ball



Pam Biklen, Program Director

Please contact me if you have any questions related to our programs or if you would like to share ideas for programs.

Pam Biklen, Program Director, lowa CareGivers 515-729-9729 pam.biklen@iowacaregivers.org

### On Your Marks, Get Set, GO!!! September 23 and 24, 2013

This year's conference theme is "Going the Distance." It takes training, conditioning, and a lot of passion to "go the distance" as an athlete. It is much the same as a direct care professional. Training, education, experience, and passion all make you successful at providing quality care to the individuals you serve.



### From the Conference Planning Committee Chair, Kim Hanson

**People amaze me.** The things that we are able to accomplish with a little mind over matter is astonishing. Case in point: Direct Care Professionals! I am in awe of you. When I talk to a direct care professional, I see the passion for the occupation eeking out of every word they say. As we selected the theme of "Going the Distance" for the conference, it was startling to me the similarities between a marathon runner and a direct care professional. We have "set a course" for you at this conference to celebrate your commitment, dedication and perseverance.

When I look at the lineup of workshops and keynote speakers for the conference I feel energized and excited. There are opportunities to make you both physically and mentally stronger. We want you to make this conference your go-to-event to recharge your professional development plan! Choose a course that meets your needs. Learn about health and wellness; setting boundaries in the workplace; conflict resolution and much more. Your career is not easy and you face daily challenges. Use the conference as an opportunity to pay attention to your body and refill your cup!

There's a word for a marathoner who never gives up... finisher. And as I think of Direct Care Professionals, I think this applies to you as well. Enjoy "Going the distance"....

#### **Conference Location:**

The Meadows Events and Conference Center — Prairie Meadows
1 Prairie Meadows Drive, Altoona, IA 50009
515.967.1000

#### Download the full agenda at:

www.iowacaregivers.org or call 515.223.2805 for a copy.

### Register online at our website:

www.iowacaregivers.org or by mail to: Iowa CareGivers, 1231 8th Street, Suite 236, West Des Moines, IA 50265.





Thanks to SPONSORS for helping us "Go the Distance." This event would not be possible without the generous financial support of sponsors like those listed below. Thanks!

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- . . . .

Deanna Lehl

Mercy Medical Center — Des Moines

Debi Meyers

Northcrest Community, Ames

Linda and Bruce Simonton

Paul and Jennifer Storbeck



### Make sure you register soon!

Call the hotel to book your room before September 6 to get the special conference room rates! 515.957.3000



Free Health and Oral Care Screenings While at Conference! Screenings begin at 6:30 a.m. each day.

As those who work in direct care, you often put the care needs of others before your own. But, a healthy **YOU** is vital to the welfare of those who depend upon you. Thanks to Des Moines University Physician Assistant Program, Polk County Health, Iowa Dental Hygienists' Association and others, you will have the opportunity to participate in a variety of health and oral care screenings. But, not only that, there will be a lot of great resource information to aid you in caring for and supporting your clients. So, check it out when you arrive at conference.



### Coming to a Theater Near You – A Blockbuster Called "Health Care Reform!" by John Hale

OK, it may not be as exciting as some other summer blockbusters, but health care reform is coming ... and it's something you need to be aware of and pay attention to!

If anyone reading this has no health insurance, or has a health insurance plan that they don't like (because it costs too much or pays too little), health care reform may help you.

"Health care reform" is the way we describe new health insurance options that will be available to you later this year. It is a result of a federal law called the **Affordable Care Act**, passed by Congress and signed into law by President Obama in March of 2010. This is the law that you may hear being referred to as "Obamacare."

Health care reform also includes new **state** laws designed to provide more choices that lead to better health. You'll be hearing terms like the **lowa Health and Wellness Plan** — a program designed to do away with the lowa Care program and give lower income lowans access to better health care coverage at less cost, and that encourages lowans to adopt healthy behaviors.

The laws were designed to make good and affordable health care plans available to more Americans. It will do so by giving people more choices in health care plans, available via a marketplace called a "health care exchange."

Think of the marketplace as a store you contact to buy something online or via phone. In this case, the store is a place you contact to buy health insurance. The store will offer you choices to pick from. And like any product you buy, you'll need to be prepared with the information you need.

If you buy a pair of pants from a store, you want to make sure that you buy something that fits you, meets your needs, and that you can afford. It's the same with health insurance.

When you look at your health insurance options, you'll want to think through what you need, and what you can afford. And like lots of things you buy, you'll possibly need help from a customer service representative.

If I said that this would be something easy to understand and easy to do, I'd be lying to you. The reality is that health insurance is kind of like the tax code — it wasn't designed to be simple.

But you won't be on your own to figure this all out. Iowa is making preparations to get the new "exchange" up and running in 2013, and to identify who all the people and organizations in Iowa will be that will be trained to help you sort all this out.

# The important point to keep in mind is this — the new laws are a good thing.

They will be of great help to many. They will give thousands of lowans, and thousands of direct care workers, more access to services. They will greatly



**John Hale,** Public Policy and Development Consultant

reduce the number of people, like direct care workers, who are uninsured. The end result will be more people and more families leading healthier lives!

The lowa CareGivers, and many other organizations in lowa, will serve as a trusted source of information on the new options available. We want to make sure you understand what you need to do, how, when and where. While we won't be offering you "advice" on what to do, we will be helping to share helpful information with you and referring you to people that have been properly trained to offer more in-depth assistance.

As an example of our intent to help, we've arranged for lowa Insurance Commissioner Nick Gerhart to speak at the upcoming Iowa CareGivers educational conference in September. He'll be talking about what Iowa is doing to prepare, and what you need to know. Nick is someone who knows what he's talking about, who's working awfully hard to make these new laws successful, and who cares about the people these laws are intended to help. Hope to see you there!!

Between now and the end of the year, please be looking for information about the new laws in your local paper, at your local library, on television and radio, in various periodicals and online. The CareGivers website will be a source of information, as will special e-mail messages that we'll be sending, and future additions of the HUB.

### WE WANT YOU TO BE INFORMED!

We want you to take action. We want your lives to be better as a result of having better health care coverage and options. And we'll do what we can to help!



### Iowa Public Radio Receives "From the Heart Recognition"

Iowa Public Radio received the Iowa CareGivers "From the Heart" recognition for their recent series, "Being a Caregiver in Iowa." Receiving on behalf of IPR was Rob Dillard, who covered the in-depth interviews with those who work in direct care, the father of a child with autism, a hospice nurse, the Alzheimer's Association and others. "Being a Caregiver in Iowa" series, along with the accompanying "River to River" program, greatly enhanced the public's understanding of the challenges facing Iowans who need care and services, and those who provide them," said Maribel Slinde, Iowa CareGivers Board Chair.

### Listen to the "Being a Caregiver in Iowa" series

Visiting http://iowacaregivers.org/programs\_and\_events/from\_the\_heart.php. You can also view the full photo gallery from this event!

"I received more response from listeners to "The Being a Caregiver in lowa" series than I've ever received from any story."

**Rob Dillard,** Iowa Public Radio...





(Left to Right): Katherine Perkins, Executive Producer for Talk Shows, Sarah Boden, IPR Talk Show Producer, Rob Dillard, IPR Correspondent, and Kelly Edmister, IPR Interim Executive Director



(Front Row Left to Right): Nancy Anderson, Charlotte Nelson, John Hale, all from Iowa CareGivers (IC), Rob Dillard, IPR Correspondent, Maribel Slinde, IC Board Chair, Kay Runge, Chair, IPR Board, and Carol Sipfle, and Melissa Kramer, both from the Alzheimer's Association. (Back Row Left to Right): Lin Salasberry and Kim Downs, IC.



### Financial Stress Kathy Krogmeier, CEBS, CRC, CRA

When is the last time you had a checkup for your financial health? Money is considered the number one source of stress for American workers (Source: Research Works: Partnerships for Workplace Mental Health report). and we all know that stress can do some really nasty things to our bodies.

#### What can you do to help alleviate some of your financial stress? Here are a few ideas:

- Where are you spending your money? Try keeping track of where you spend every penny for one month. The results can be eye opening.
- Reassess needs and wants. What are your financial priorities? Are you spending or saving your money according to those priorities?
- Pay your bills on time. Make them one of your priorities to avoid late fees and penalties.
- Take a look at your credit cards. Consider paring them down to one or two. Too many can harm your credit score and your credit score can impact your ability to get a loan and may determine what interest rate you pay.
- Save for retirement Join your organization's retirement plan or set up an IRA. If you haven't already started, start now! If you have started, consider bumping up your contribution.

By taking a serious look at where your finances are today and making a few adjustments, you may be able to reduce your financial stress and put yourself on track for a healthier financial future.

Kathy is a Wellness Events Coordinator with Legacy Financial Group in Urbandale. She served for 15 years on the steering committee for the Governor's Conference on Aging and currently serves on the board of directors for Luther Care Services and the community advisory board for Wesley at Home.

Securities offered through LPL Financial, Member FINRA/SIPC. Financial planning offered through Legacy Financial Group, a Registered Investment Advisor and separate entity from LPL Financial.



### Smile lowa — FREE DENTAL CARE!

### Iowa Mission of Mercy | October 18-19, 2013 Varied Industries Building | Iowa State Fairgrounds, Des Moines, IA

This two-day program offers free dental care to those in need. You can volunteer or you can wait in line to receive free dental treatment (cleanings, fillings, root canals, extractions, etc.) The wait may be long, but those in line will be seen. This program usually sees 2000 patients and contributes around \$1 million in free dentistry.

### lowans Celebrating 100 Years to be Honored at October 14th Luncheon: Direct Care Escorts Needed!

lowans who have reached the 100 year old milestone will be honored at a luncheon during the lowa Department on Aging's "Prospects for Independent Living" Conference. The event is being held October 14-15, 2013 at the Scheman Building in Ames at the ISU campus!

A few who work in direct care will be selected to serve as escorts to the Centenarians and their families during the luncheon on **October 14th. If you are interested in being an escort,** please contact the lowa CareGivers office at 515-223-2805.

### Increase in State Earned Income Tax Credit May Benefit You!

#### Mike Tramontina — President, ISED Ventures

Next year, lowa's State Earned Income Tax Credit will be 14% of federal, up from 7% this year. In 2014 it goes up to 15%. The lowa Fiscal Partnership estimated this could put \$350 more, depending on family size and earnings, in the hands of low-and moderate income families. Over 500,000 working lowans will benefit, including more than 266,000 children.



**To be eligible,** the applicant must be a resident of Polk, Dallas or Warren Counties, must have earned income and must be a low income person.

### Major Change in CDAC Program

Consumer-directed attendant care — transition from individual providers to agency providers or consumer choice option, 77.30(7), 77.33(15), 77.34(8), 77.37(21), 77.39(24), 77.41(2) Notice ARC 0888C. These proposed amendments are being implemented as part of the Department's costsavings and cost containment strategy. These changes will transition the provision of service provided by individual providers of personal care under the consumer-directed attendant care (CDAC) option to agency-provided personal care services and will retain the consumer choice option for those individuals able and desiring to self-direct services.

The Department intends to eliminate individual CDAC providers from the list of enrolled Medicaid providers effective July 1, 2014. Members will have the option to use an enrolled agency provider of CDAC to meet their personal care services needs or to use the consumer choice option (CCO) to self-direct services. Starting October 1, 2013, all annual service plans developed and authorized shall not include individual CDAC provider services. Members will be required to transition to use either an enrolled CDAC agency or CCO. All members using individual CDAC providers will be transitioned to use an agency CDAC provider or CCO by July 1, 2014.

### Show Your Support For Those Who Provide Direct Care

The lowa CareGivers provides high quality programs, resources, research, and advocacy designed to help ensure that the needs of those who provide most of the direct care and support in our state are addressed. Without this vital workforce, the needs of lowans cannot be met and that is a major concern given the increasing demand for their services. As a 501 (c)(3) nonprofit, we rely on various sources of financial support that include private and corporate foundation grants, individual contributions, public funding, fees for service, and sponsorships.

You can help ensure that the direct care workforce receives the education and support they need to be there when and where they are needed most! Consider a contribution to the lowa CareGivers.

### A Heartfelt thank you to all of the following for your generous support and special contributions.

**In Memory Jacob Addison Swearngin** 

Di Findley

Juanita E. Buck Nancy Anderson **Jimmy T. Stevens** *Di Findley* 

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Tom Carpenter
Deanna Lehl
Mercy Medical Center —
Des Moines
Reuben R. Tichy

Listed are contributions from the period 5/18/13 to 8/8/13



### Iowa CareGivers Board of Directors 2013 Meetings

All meetings will be held at the lowa CareGivers Office Conference Room, unless noted otherwise.

Executive Committee Meeting	September 25, 2013
Board Meeting/Annual Meeting	October 28, 2013

### Resources

### **Learn More About Earned Income Tax Credit**

Look for an updated Earned Income Tax Credit toolkit on our website **www.iowacaregivers.org** towards the end of the year

#### Iowa CareGivers Board of Directors 2013

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**Look inside** for articles, information, and much more...



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#### Please Consider a Gift to the Iowa CareGivers

Show your support for the work we do on behalf of aging lowans, lowans with disabilities, their families, and the paid direct caregivers that support them. Your contribution will support 1) high quality educational programs that increase the knowledge and skills of paid direct caregivers; and 2) advocacy that impacts policies that a) ensure the safety and well-being of you and your loved ones and b) encourage lowans to become paid direct caregivers and make it a career.

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City State 7in
City, State, Zip
Phone (home) Phone (work)
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Email Address(Emails are not shared with others.)
☐ Please keep my contribution anonymous.

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

lowa 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.