

*Delivering information to those at the center of quality care*

## Register Now for Iowa CareGivers Association's May 2012 "A Call to Leadership" Program

Have you ever wanted to take a more active role in how the profession of direct care is viewed by others? Do you want to be a role model for the direct care profession? Do you want to help others understand that direct care is a career choice for many? Then, this program is for you.

For meeting dates, locations and registration information, see page 3.

## Tax Credits Can Put More Money in Your Pocket

To learn more see page 11.



*Direct Care Professionals from across the state shared their voice in the public forum discussion.*

## Public Forum Highlights Need for Educational Standards for the Direct Care Workforce

On February 21, 2012, the Iowa CareGivers Association along with co-hosts, AARP Iowa, the Alzheimer's Association, Iowa Alliance in Home Care, Iowa Association of Area Agencies on Aging, Iowa Family Caregiver Program, and the Iowa Public Health Association, held a legislative reception and public forum on "The Case for Educational Standards for the Direct Care Workforce" featuring a panel that explored the issue from several perspectives. See page 7 for more on the forum.

**Hear what direct care workers, employers, and consumers are saying. View the NEW "Empowered to Care" Video, see page 7 for more.**

**Iowa CareGivers Association has moved!**  
Our new office location is  
1231 8th Street, Suite 236  
West Des Moines, IA 50265

General Office: 515.223.2805  
Fax: 515.226.3214  
Information@iowacaregivers.org  
www.iowacaregivers.org

Pam Biklen: 515.729.9729  
pam.biklen@iowacaregivers.org

Di Findley: 515.249.0138  
di.findley@iowacaregivers.org

Georgeanna Spagnola  
georgeanna.spagnola@iowacaregivers.org



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## Help Us Touch More Lives!

Learn how you can contribute on page 8.

### INSIDE:

- "It All Adds Up" Toolkit
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- "A Call to Leadership" Program
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- LTC Ombudsman Program
- Resources and more...

## Stay Informed!

If you are interested in receiving information about educational programs, topics in direct care, and other opportunities, **register NOW** with the Iowa CareGivers Association. You can complete the registration form on our website at [www.iowacaregivers.org](http://www.iowacaregivers.org). You can also register by phone or request a form at 515.223.2805 or by email [georgeanna.spagnola@iowacaregivers.org](mailto:georgeanna.spagnola@iowacaregivers.org).

## Passion for Direct Care Rekindled by Life Stories, Suspense, and Smiles

by Di Findley, Executive Director

My first job out of high school was as a “nurse aide”, as they were referred to then, at a local nursing home. I went on to work in that field for 13 years. Some of the people I served touched my life deeply and I still remember them today. It was the most rewarding work I have ever done.

In my role as director of the Iowa CareGivers Association, I have advocated for direct care workers for over twenty years. That, too, is rewarding but I’ve been far removed from the real hands-on care during that time.

Recently, my mom, Shirley, who is 93, outlived the warranty on the knee joint that was replaced over 20 years ago and recently had a second knee replaced.

One evening I joined her for dinner in the dining room at Park Centre in Newton where she received good care and rehabilitation until she could return home. We were seated with Myrtle, who we learned later was also 93 and Bob, 84, and a former Newton “Maytager”.

At first it was very quiet, the silence broken only by the sound of forks against the plates or an occasional slurp of hot tea. We stared blindly into our plates of food.

With it being baseball season and the World Series nearing, I asked Myrtle... “so...do you like baseball?”

“No,” she said softly, “but I used to like to play it when I was a kid.”

“Oh, Mom loves baseball and she and her siblings used to play when they were young, and my grandpa was an umpire for a local baseball team”, I told her.

Mom said, “yeah...back in our day they didn’t have all of those other fancy sports like hockey, soccer, and football. I would just like baseball year round!”

Bob perked up and I noticed their appetites had as well..”well I don’t know about that Shirley. I’m 84 and I played high school and college football and not only that, I did it on one leg.”

Sitting on the edges of our seats and in unison mom, Myrtle and I chanted, “What? How on earth did you ever do that?”

“When I was 8 years old I was run over by a train and I had a wooden leg,” he said. But that still didn’t answer how he could run while playing football. He explained that they were able to save the knee joint and so the artificial limb was just below the knee which made it possible for him to run and jump.

Not to be outdone, Myrtle exclaimed... but still softly, “well, I broke both of my legs and that is why I am here now.” And yes, you guessed it...once again, on the edges of our seats and in unison, Bob, Mom, and I shouted, “What? How on earth did you do that?”

“I didn’t break both of my legs at the same time. The first time I just jumped down from a little stool and the second time I was getting out of my car with a small bag of groceries and my leg just gave way,” she reported.

The conversation carried on for some time and when mom and I excused ourselves from the table Myrtle smiling grabbed my arm and asked, “what is your name? You’ll have to come to dinner again.”

And to that I replied, “I would like that very much.”

I had forgotten what the rewards of direct care really FELT like. The bond between a direct care worker and a person being served can’t be explained...only experienced. Thanks to the smiles, and sometimes suspenseful and often humorous life stories told by mom, Bob, and Myrtle... I felt it again. I was reminded of why thousands of direct care workers profess...I Love What I Do! I Love The People! I am grateful for an experience that has rekindled my passion for direct care!

## From Our Readers

*To Iowa CareGivers:*

*You make people proud to be caregivers. Thank you for all the support you have given me through the years I was a caregiver. I’ve done Home Health Care and CNA/Activities work for years. Just knowing someone respects caregivers is so nice.*

*I truly cared about every patient and did not judge them. Your group was always there if I had some questions or needed education. We need to get more caregivers involved.*

*Appreciate you,  
Angie Brisbois, Missouri Valley*

## “A Call to Mentoring”<sup>©</sup> Mentor Program

“A Call to Mentoring”<sup>©</sup> program has two components:

1. **“A Call to Mentoring: Mentor Manager Toolkit”<sup>©</sup>** for employers. The “Mentor Manager Toolkit” walks employers through the steps to ready their organization to develop, implement, maintain, and evaluate the ICA’s direct care professional peer mentor program. You can start your journey to a successful mentor program by visiting the ICA website where this new toolkit is available. (See more below.)
2. **“A Call to Mentoring: A Direct Care Professional’s Guide to Mentoring”<sup>©</sup>** is designed for direct care professionals (certified nursing assistants, home health aides, direct support professionals, patient care technicians, and hospice, rehabilitation, and medication aides). This two-day program helps prepare direct care professionals to become peer mentors at their places of employment. Currently, there are two direct care professional peer mentor programs scheduled for 2012. Look for more details soon.

**June 11 and 12, 2012: Ottumwa, Iowa**

**June 25 and 26, 2012: Ankeny, Iowa**

## “A Call to Mentoring: Mentor Manager Toolkit”<sup>©</sup> Available Online

The Iowa CareGivers Association posted its new online “A Call to Mentoring: Mentor Manager Toolkit”<sup>©</sup> on its website, [www.iowacaregivers.org](http://www.iowacaregivers.org).

Research has shown that if those in direct care have a mentor, they provide higher quality care and are more likely to stay on the job. The new toolkit is easy to use, downloadable, modifiable, and prepares managers of direct care staff in all settings to more easily develop a mentor program for the direct care staff they employ.

It is our hope that this online toolkit will provide helpful information and resources to aid in the successful implementation of a Direct Care Peer Mentor Program. If you are interested, please visit the Iowa CareGivers website at [www.iowacaregivers.org](http://www.iowacaregivers.org).

The development of the toolkit was made possible through a partnership between the Iowa Department of Public Health, Upper Midwest Public Health Training Center, and the Iowa CareGivers Association.

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## “A Call to Leadership” Programs

*A program for Certified Nurse Assistants, Home Care Aides, Direct Support Professionals, and other Direct Care Professionals*

**May 8, 2012 : 9am - 1pm**

**Indian Hills Community College**

655 Indian Hills Drive, Ottumwa, IA 52501  
Rural Health Education Center, Room 118

**May 15, 2012 : 9am - 1pm**

**Des Moines Area Community College**

2006 S Ankeny Blvd, Ankeny, IA 50023  
Building 24, Room 113

**May 22, 2012 : 11am - 3pm**

**Council Bluffs Public Library**

400 Willow Avenue, Council Bluffs, IA 51503  
Meeting Rooms A and B

**May 31, 2012 : 11am - 3pm**

**Hawkeye Community College**

1501 East Orange Road, Waterloo, IA 50704  
Tama Hall, Room 106

### How to Register:

You can register online at [www.iowacaregivers.org](http://www.iowacaregivers.org) or call 515.223.2805 for a registration form.

There is no cost to attend this program. A light lunch will be provided. Certificates of attendance will be provided to direct care professionals by the Iowa CareGivers Association.

*“How wonderful it is that nobody need wait a single moment before starting to improve the world.”*

*- Anne Frank*





## Spotlight: Valerie Oxenford, CNA, Rehab Aide, Transport Aide Member of the ICA Direct Care Professional Leadership Council

**Title:** CNA, Rehab Aide, Transport Aide

**Where I work:** Oaknoll Retirement Residence

**Recent accomplishments:** Getting on the Leadership Council.

### **My favorite part of caregiving:**

The residents and their families. They make me smile on a daily basis. There is never a dull moment. I love learning about their lives.

### **Something I'd like to change about the caregiving profession:**

The pay. If nothing else the pay. The Caregivers really don't get paid enough for what they do. Seems like the people who are paid the least are the people taking care of our parents and our children.... Our future and our past.

### **How will caregiving change in the next ten years?**

Hopefully Caregiving will change by the education they are required to have to obtain the job.

### **My advice to employers about what they need to do to recruit and retain direct care workers:**

1) The training. Sometimes caregivers are expected to do the job with minimal training. 2) Continued education. Where I work they pay for me to go to conferences, but most facilities don't. They feel that me being a part of the Leadership Council is a feather in their hat and support me 100%. 3) Insurance/Healthcare.

### **Something I'd like to accomplish:**

I would like to see Caregivers teaching future Caregivers with Nurses teaching them. The Nurses can give them the medical aspect of what it's like but another Caregiver can tell them what the real world is like in the Caregiving field. I plan to talk to the local community College and see if I can at least go in and talk to classes and just let them know what it's like in the workforce of Caregiving. In class you only take care of one resident at a time, in the real world you might be having to take care of 10 – 20 residents depending on the facility.

### **Someone I admire:**

I admire my Mom the most. She was a home health caregiver when I was a child. Other than that I admire a lot of people. Pat Heiden, Kim Bergen-Jackson, Steve Roe. These are all people who have encouraged me and supported me for the past 22 years that I have been employed at Oaknoll. They value me and all the staff's input into what we could do better in the Health Center.

### **Outside interests:**

Oh I love my horses!! I have taken residents out to ride my horses and have a picnic. If a resident expresses an interest in horses I do my level best to make sure they go for one more ride before they die... or at least be able to pet their soft noses. Somehow my horse (Snickers) knows when there is an elderly person on her back and is the most gentle creature on earth. Then I go to ride her the next day and then she gives me a run for my money!

### **About my family:**

I have been married for 31 years. We have 3 children, 2 boys and a girl. My oldest son has Spina Bifida and my daughter has TAR syndrome. I have 2 granddaughters, Vanessa 4 and Mackenzie 19 months.

### **My favorite vacation spot:**

My very favorite vacation spot is my house in the summer where I can ride my horse and work in my garden. I love working in the garden and seeing the vegetables ripen. Then I spend a month canning it all and swearing I'll never do it again... till next year.

*"The best way to find yourself is to lose yourself in the service of others."*

*-Mahatma Gandhi*



## Choices

*by Renee Bernier, CNA*

We all have a choice how our day is going to go, or maybe your future.

Wake up happy, or be mad at the world.

Be a team player, or a sole survivor.

Be part of the problem, or have an idea of a solution.

Be always on the go, or take time to listen.

Willing to help out when needed or never thinking of your co-workers.

Being part of a group, or sitting in the background.

Being able to change someone's day, or turning your back.

How putting on that uniform can change a life,  
or never knowing how life as a CNA can be rewarding.

## Outreach Ambassadors: Informing Others About the Direct Care Workforce Initiative

*by Stacie Bendixen  
State Public Policy Group*

A group of direct care professionals and employers are serving as Outreach Ambassadors for the Iowa Direct Care Workforce Initiative. The Ambassadors are an important part of the larger effort to strengthen the direct care profession in Iowa through education standards and credentialing. Ambassadors representing Direct Care Professionals (DCPs) and employers in a variety of settings are leading outreach efforts across the state as they meet with their peers, hold informational sessions, advocate for the goals of the Initiative, and act as a local resource. They are the "go-to" people in their regions and industries for information on the Direct Care Workforce Initiative.

The first group of Ambassadors have received outreach orientation and are off and running. More participants are welcome – if you are interested in future opportunities to become an Ambassador, you can complete the online application here: <http://bit.ly/DCWIAmbassadors>, or contact Erin Davison-Rippey at 515-237-0340 or [edavison-rippey@sppg.com](mailto:edavison-rippey@sppg.com).

### Current DCWI Outreach Ambassadors:

Nancy C. Bunt, Administrator, Greenbelt Home Care, Eldora  
Sara Drish, Human Resources Business Partner, REM Iowa, Hiawatha  
Adam Drawbaugh, CNA, Muscatine  
Judy Clarke, CNA, Estherville  
Elizabeth Fishler, CNA/ICU Teletech, Delaware  
Keeley Foreman, Residential Trainer, Creston  
Cindee Franciskovich, CNA, West Burlington  
Traci Houghton, Owner/CEO, Brightstar Care, Ankeny  
Becky Johnson, Home Care Aide, Osage  
Patty Kelly, RN, Assistant Nursing Supervisor, Healthy Connections Inc., Thayer  
Mary Krueger, Education & Administrative Coordinator, Jennie Edmundson Hospital, Hancock  
Laura Malek, Home Care Aide, Garner  
Scott McDowell, Direct Care Support Supervisor, Cedar Rapids  
Norma Nelson, Staff Development Manager, Mosaic, Des Moines  
Kathy Odle, Home Health/Hospice Aide, Wapello  
Suzanne Russell, Executive Director, Home Caring Services, Burlington  
Lindsey Smith, DCP, Ackworth  
Amy Stevens, Director, Bob & Billie Ray Child Development Center, Easter Seals Iowa, Des Moines  
Jeffrey Weinstock, CNA, Pella

## What Have Direct Care Professional Leaders Been Up To Lately?

Here are a few activities that Iowa CareGivers Association Leadership Program Graduates have done recently:

- Shared information about the Iowa CareGivers Association with co-workers, friends, or neighbors
- Attended and/or helped at an Iowa CareGivers Association event
- Educated legislators and others about direct care
- Wrote a poem about direct care
- Appeared on a video about direct care
- Sent a letter to the editor on issues affecting direct care
- Participated on the Dependent Adult Abuse Council
- Spoke and participated in public forums
- Spoke at legislative hearings
- Contacted their legislators on the need for educational standards
- Presented on Webinar and in-person programs on direct care issues
- Promoted greater awareness of what you do everyday in direct care
- Assisted in planning programs and events

You, too, can get more involved and be a leader in the direct care profession. Each of us has unique skills to contribute. Learn more by attending the "A Call to Leadership" programs being held in May. See page 3 for more information.

*"Nobody made a greater mistake than he who did nothing because he could only do a little."  
- Edmund Burke*

## Anything Going on at the Iowa Capitol these Days of Interest to Direct Care Workers?

### *Not surprisingly, the answer is YES!*



*John Hale,  
Public Policy and  
Development  
Consultant,  
Iowa CareGivers  
Association*

Lots of things are happening at the Iowa Capitol in Des Moines that will impact you and the work you do. Here are some examples:

- A bill that would increase the **educational standards** and opportunities for ALL direct care workers in Iowa. The bill would require a minimum amount of basic training for those entering the field. The new system will make it easier for direct care workers to move from one type of work setting to another. And it would create opportunities for direct care workers to specialize in areas such as mental health, Alzheimers, oral care, and end of life care. Those who have worked in the field for years would be given credit for their knowledge and experience and be grandfathered into the new system. It would send an important message to direct care workers that they are considered “professional,” doing critically important work that is valued by Iowans. And, it would create a Board of Direct Care Professionals to oversee the profession. This effort is being supported by a number of other organizations including AARP Iowa, Iowa Alliance in Home Care, Iowa Public Health Association, Alzheimer’s Association, Iowa Association of Area Agencies on Aging, Office of the Long Term Care Ombudsman, Family Caregiver Program, Community Health Charities, several community colleges, individuals, and organizations.
- A bill allowing **sexual offenders** to reside in care facilities as long as appropriate notice is provided to residents and their families, staff members, and others. (Go to our website and respond to our survey on this issue, [www.iowacaregivers.org](http://www.iowacaregivers.org)).
- A bill to **expand the Earned Income Tax Credit** (EITC) in Iowa which can put more money in your pocket (page 10 for more on EITC).
- A bill to create an expanded **focus on Alzheimers Disease** in the Department of Public Health.
- A bill to **create a “Health Insurance Exchange”** in Iowa to help uninsured and underinsured Iowans find insurance that meets their needs. This is important since many direct care workers lack access to affordable health care coverage.
- A bill to redesign the way that **mental health services** are provided in Iowa.

Stay tuned for more updates. If you have computer access, go to [www.iowacaregivers.org](http://www.iowacaregivers.org) every now and then to get more current information!

## Direct Care Workers Share Voices on Issues Affecting Them

Lin Salasberry, CNA, recently testified in front of the Iowa Senate Subcommittee meeting on educational standards and establishment of the Board of Direct Care Professionals. She spoke to why it’s a good thing. Some of the reasons she highlighted were: 1) Finding quality affordable education is hard for Direct Care Professionals and this step toward standards would help, 2) Direct Care Professionals are working under the same title, but have different levels of training, some even no training. Under new educational standards, you would know what type of training they had based upon their certification. 3) Currently, there is not much education for home health, outside of the agencies. This would help there be more opportunities. 4) In some settings, organizations or individuals are hiring people to provide care who have little to no training, this system would ensure that you know what you are getting in the way of care based on their certification. Lin said, “It was a good experience for me to tell legislators and others in attendance what it is like out there for the direct care professionals. It was interesting to hear different perspectives on this issue. And it was important to hear others validate the reasons that educational standards would benefit direct care professionals, employers, and clients/consumers.”



*Lin Salasberry, CNA,  
testified on February 9,  
2012 to the Iowa Senate  
Subcommittee.*



*Becky Johnson, Home  
Health Aide, testified  
at an Iowa Legislative  
Hearing on February 14,  
2012.*

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*It's true that not everyone considers direct care as a profession or career, but they MIGHT... if they were given a reason to.*

*The case for establishing educational standards for those who view this work as a career choice is a good idea and it will benefit those who work in direct care, the people we serve, and those who employ us.*

1. *My fellow direct care workers and I will receive consistent education and training making it easier to work in lots of different settings.*
2. *We will be able to specialize in areas like Alzheimer's, mental health, oral care, and other special areas.*
3. *We will receive the professional status we long for.*
4. *Older Iowans and people with disabilities and their families will know that those assisting them have a certain level of knowledge and skill.*
5. *Iowans will receive enhanced quality care and support.*
6. *It will make it easier to attract people to the field.*
7. *It will be easier to keep people in the field.*
8. *Employers will have a more qualified workforce and they will save money that they pay out in turnover costs and training.*



*Becky Johnson, Home Health Aide, Osage*

**Opening Comments for the Public Forum**

*(Becky is one of six direct care professionals selected to serve on the State's Educational Review Committee to review the new educational standards for direct care professionals.)*

**NEW "Empowered to Care" Video**

When decisions are made that directly affect direct care professionals, it is important that their voices are heard. That is why this video is so effective. Direct care professionals who are serving on the Educational Review Committee discuss benefits of the new educational standards on this new video.

Visit [www.iowacaregivers.org](http://www.iowacaregivers.org) to link to the short video, "Empowered to Care: The Case for Educational Standards for the Direct Care Workforce" or go directly to <http://www.training-source.org/direct-care-interviews/>



*"Empowered to Care" Mary Lawrence, CNA shares her voice in regards to educational standards. Also sharing views at the forum are Anne Lehman, CNA and Richard Wallace, Direct Support Professional.*



**If you would like to hear more from the public forum, you can view the video highlights at:**

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



*Panelists provided an in-depth look at educational standards from various perspectives. Included on the panel: (Front) Bruce Hamilton, Consumer; (Back Row from L to R) Erin Drinnin, Iowa Department of Public Health; Becky Johnson, Home Health Aide; Fran Mancl, Certified Nurse Assistant; Anne Peters, Home Instead Senior Care; and (pictured at right) Kent Sovern, AARP Iowa.*

**DID YOU KNOW?**  
The direct care workforce in Iowa is now estimated to be 75,000 in number.

**Annual turnover costs for the direct care workforce in 2011 was estimated at \$189 million.**

## Help Us Touch More Lives!

by Di Findley, Executive Director, Iowa CareGivers Association

For 20 years we have been devoted to those who touch the lives of thousands of older lowans and kids and adults with disabilities every day! As we reflect on the impact we've had, it has been significant, but little compared to what we could do with your help.

At a time when our programs and services are SO important to lowans who rely on the direct care workforce, we must build our capacity to grow and expand our programs and services statewide. **We can't do that without your help!**

If you are a consumer or family caregiver whose life has been touched by a home care or hospice aide, a direct support professional, a certified nursing assistant, personal care attendant, or other direct care professional please consider making a contribution in their honor.

If you are a direct care professional, your life is also touched every day by the people and families you serve. Make a general contribution in honor of all of the families and consumers who have touched your life.

If you are an employer, direct care professionals are the backbone of your industry, consider paying tribute to them by supporting Iowa CareGivers programs and services.

Each year I make a financial contribution in memory of my grandson, Jacob Addison Swearngin, who died at birth and touches my heart everyday, and my brother in law, Jim Stevens, who received excellent care at the Monarch Wing in Newton. This year I am also contributing to honor the direct care and nursing staff at Park Centre in Newton who provided good care for my mother, Shirley, following knee replacement surgery last year.

Direct care professionals touched the lives of all of these individuals I hold so dear.



John Hale, Public Policy and Development Consultant

**ANNOUNCEMENT:**  
John Hale, pictured, will be taking on more responsibility in the area of fund development for Iowa CareGivers.

See back panel for contributions received since the last newsletter.

*"I contribute to ICA because it is the best and most reliable "one stop shopping" opportunity for quality information and support for people in the direct care field. The information comes from people with hands-on experience in the field who truly know the problems we face every day."*

**Shirley Amos, Life Skills Coordinator/Direct Support Professional, Waterloo, IA**

### WE ASK FOR YOUR SUPPORT

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

### Here's how you can help:

#### Make a financial contribution.

YES I WILL. Make checks payable to Iowa CareGivers Association or contribute online at [www.iowacaregivers.org](http://www.iowacaregivers.org)

Amount of Contribution \$ \_\_\_\_\_

YES I WILL. Please contact me about considering a larger gift in my will or estate plan.

My contribution is:  In Honor of  In Memory of  
Full name of Honoree or Memorial:

\_\_\_\_\_

Mailing Address of Honoree or Family of Memorial:

\_\_\_\_\_

\_\_\_\_\_

Name \_\_\_\_\_

Complete Home Mailing Address

\_\_\_\_\_

City, State, Zip \_\_\_\_\_

County \_\_\_\_\_

Phone (home) \_\_\_\_\_ Phone (work) \_\_\_\_\_

Phone (cell) \_\_\_\_\_

Email Address \_\_\_\_\_

(Emails are not shared with others.)

Please keep my contribution anonymous.

Your contribution may be tax deductible as prescribed by law. Donors will be listed in the Iowa CareGivers Annual Report unless otherwise instructed.



### **Anne Kinzel Rejoins Iowa CareGivers Association Board of Directors**

Anne Kinzel is returning to the Iowa CareGivers Association Board after completing her role as Coordinator of the Iowa Legislative Health Care Coverage Commission.

Anne is an independent health law and policy specialist with a wide ranging background. Anne has helped to shape healthcare access policy in Iowa and California, authored four major studies on healthcare access in Iowa, and has made numerous presentations to policy-makers and the public on healthcare access, the economic effects of rising healthcare costs, and the status of the US healthcare system.

Currently, Anne serves as the COO of Iowa State University's Cenus Bioenergy research project and is an adjunct faculty member at Des Moines University. She is a great advocate for those who serve in direct care.

**Thank you to the Community Foundation of Greater Des Moines for the donation of file cabinets to Iowa CareGivers Association. It is appreciated.**

**Iowa CareGivers Association 2011 Annual Report will be available soon.**

**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**

## Resources

### **MARK YOUR CALENDARS!**

**Person Directed Care: The Steps to Changing Your Culture**  
May 10, 2012

**FFA Enrichment Center, DMACC Ankeny Campus**

**Featured Speakers:**  
Janette Simon, Ed.D., C.N.A., LNHA  
Shannon Minshall

- Recognize the steps in providing education to empower and get buy in
- Identify steps to implementing culture change and evaluating effectiveness
- Discuss how to implement best practices, including identifying and addressing obstacles

**\$50 tuition includes lunch and limited snacks**

**Brochure and additional details to follow. (Approx. beginning of April)**

**Questions-contact Jaime Wheelock [jlwheelock2@dmacc.edu](mailto:jlwheelock2@dmacc.edu) or 515-964-6353**

## Iowans for Social & Economic Development (ISED)

*Iowans for Social & Economic Development (ISED) is a non-profit organization with a mission to create opportunities for low and moderate income Iowans to increase income and achieve financial stability. Our vision is to see vibrant Iowa communities where families and individuals have the opportunity to find economic independence and success.*

ISED provides the following resources:

### Financial Education

ISED offers Money Management classes to teach an understanding of credit reports and scores, how to create a budget, open and manage bank accounts, learn savings tips and set goals for the whole family. A six week series of classes is offered several times a year. There are two sessions beginning soon: Friday mornings beginning March 16 or Tuesday evenings beginning March 13. Individual financial counseling is also available.

### Free Tax Preparation

ISED partners with volunteers across Iowa to offer free tax preparation at tax filing season to assist in collecting refunds and Earned Income Tax Credits.

### Community Resources Screening

ISED can assist in identifying and applying for federal, state and local, public and private benefits including housing vouchers, children's health insurance, Supplemental Nutrition Assistance, heating assistance, medical and dental coverage.

For more information on ISED see their website at [www.isediowa.org](http://www.isediowa.org) or call 515.283.0940.

## It All Adds Up! Toolkit

A Tax Season Resource for Those Who Work  
in Direct Care and Their Employers

### Tax Credits Can Put More Money In Your Pocket

"We can't afford health insurance because it takes half of my paycheck and my husband doesn't have health care coverage because he has temporary employment. We use the extra money we get back each year in our tax return to help pay off overdue doctor and other bills." (Tracy Hoveland, Certified Nursing Assistant)

You may be eligible for:

- tax credits that will give you a bigger tax refund
- free tax preparation by volunteers

The Iowa CareGivers and its partners, Iowans for Social and Economic Development (ISED), PHI, and Upper Midwest Public Health Training Center (UMPHTC), have put together the **It All Adds Up toolkit**.

The **It All Adds Up toolkit** shows you easy ways to make the most of this tax season through the Federal and Iowa Earned Income Tax Credits (EITC) and free tax preparation services. The toolkit also lets you know of programs and services available to help you take advantage of financial education and savings programs to make the most of your money – at tax time and throughout the year!

Made possible with financial support from Mid Iowa Health Foundation and Northwest Area Foundation.

Visit [www.iowacaregivers.org](http://www.iowacaregivers.org) to access the **It All Adds Up toolkit**.

## Did You Know?

Each year, the IRS announces the allowance for business miles driven in your personal car. For 2012, the rate is 55.5 cents per mile. If your employer does not reimburse you for business miles driven in your personal vehicle, you are entitled to deduct allowable miles at 55.5 cents per mile. If your employer reimburses you less than 55.5 cents per mile, you are entitled to deduct the difference for allowable miles. Miles driven from home to the office and the office to home are considered commuting miles and are not deductible. Allowable miles are any miles driven during your work day for business purposes that are not reimbursed by your employer.

It is important to keep an IRS compliant mileage log book that includes the date, destination, odometer readings, total miles traveled, and business purpose for each day. It is a good idea to keep your mileage log in your car and start a routine of recording this information each time you drive for business.

**Michelle Bartusek**  
EITC Program Coordinator  
Iowans for Social and Economic Development (ISED)

## Iowa's Long-Term Care Ombudsman Program

by Deanna Clingan-Fischer, JD, State Long-Term Care Ombudsman

### What is the Iowa Long-Term Care Ombudsman Program?

Long-Term Care Ombudsmen are advocates for residents and tenants of long-term care facilities, assisted living, and elder group homes. Long-Term Care Ombudsmen work to resolve concerns of individual residents and tenants, assist individuals in understanding resident's rights, and provide a voice for those unable to speak for themselves.

### Long-Term Care Ombudsmen Responsibilities:

Long-Term Care Ombudsmen responsibilities outlined in Title VII of the Older Americans Act and in Iowa Code 231 include:

- Identify, investigate, and resolve complaints made by or on behalf of residents/tenants;
- Provide information to residents/tenants about long-term care services;
- Represent the interests of residents/tenants;
- Educate and inform consumers and the general public regarding issues and concerns related to long-term care;
- Provide technical support for the development of resident and family councils to protect the well-being and rights of residents; and
- Advocate for changes to improve residents' quality of life and care

### Resident's Rights:

Long-Term Care Ombudsmen help residents and their families and friends understand and exercise rights guaranteed by law. Residents have the right to:

- Be treated with respect and dignity
- Be free from chemical and physical restraints
- Manage their own finances
- Voice grievances without fear of retaliation
- Associate and communicate privately with any person of their choice
- Send and receive personal mail
- Have personal and medical records kept confidential
- Apply for State and Federal assistance without discrimination
- Be fully informed prior to admission of their rights, services available, and all charges
- Be given advance notice of transfer or discharge

The Iowa Long-Term Care Ombudsman Program may be reached through the state office or through one of eight Local Ombudsman and by calling 1-866-236-1430.

**We're making progress. The Direct Care Professional Recruitment Toolkit will be available soon.**



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

*Iowa CareGivers Association 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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### *Di Findley*

*in honor of the staff of Park Centre, Newton*

### *Kathy and Joel Olah*

*in honor of Dotty and Ellen Babas,*

*who took such good care of Joel's mom*

*\*Listed are contributions from the period  
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