Happy Holidays!

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

NO HEALTH WITHOUT ORAL HEALTH*
**“Surgeon General, Report on Oral Health, 2000”**

Learn more about the importance of oral health to your overall health. And learn about an upcoming opportunity to help us test a new oral health care training program.

FINANCIAL FITNESS CHALLENGE

by Mary Ann Young, Iowa CareGivers Consultant

OVER 3,000 HEALTH CARE EMPLOYEES INVEST IN THEIR FINANCIAL FUTURE!!

See page 10 for more details.

Volunteers: Our Guiding Lights

The dictionary defines “light” as “a form of energy that makes vision possible.” That is also a perfect way to define our volunteers.

See page 11 for more details.

OLDER IOWANS LEGISLATURE (OIL) PASSES LEGISLATION to Ensure Iowans Have Access to High Quality Health and Long Term Care

by Bob Welsh, co-legislative liaison of the Older Iowans Legislature.

On September 29th and 30th older Iowans from across the state gathered in the House Chambers of the State Capitol to discuss bills that had been proposed for consideration.

Article continued on page 3.

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 Iowa CareGivers. You can complete the form on our website at 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.

“It was the best two days of my life!” said one “Magic Moments” Conference participant.

See more highlights and photos on pages 5 - 7.

This newsletter is made possible by IDPH Contract # 5885SN02.
Snippets from Di

**Question from a “Magic Moments” conference participant:** *Why did the candidates for Iowa Governor speak at the Iowa CareGivers statewide conference in September?*

**Answer:** By the time you receive this issue of the Hub, the election will be over, and the political ads that have taken over our lives will have ended. Thank goodness!

Those you help elect to office, whether they are running for Governor, US Congress, or the Iowa Senate or House of Representatives, make decisions that have a huge impact on your lives. They make decisions that affect your education and training opportunities and standards, your wages and other compensation, and tax credits that affect your earnings. The Iowans you care about and support every day are also affected by the decisions made by our elected officials.

You lead very busy lives! Most of you don’t have time to research and study where each of the candidates stands on issues that are important to you. We were honored that Governor Branstad, Lt. Governor Kim Reynolds, and Senator Jack Hatch accepted our invitation to speak to the 350+ who were in attendance at our conference.

Our goal at Iowa CareGivers is not to tell you how to vote, but to ensure that you receive the accurate information you need to make a well-informed voting decision. Being able to get up close and personal with the candidates at our conference is one opportunity we provide. We also asked all of the candidates the very direct question: “Why should I, as a direct care worker, vote for you?” Go to our website to see what they had to say! www.iowacaregivers.org/uploads/pdf/HUB_october_2014.pdf

Now that the election is over, the Iowa CareGivers and you can begin working with those elected to ensure that your needs are met and that they keep their promises!

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**Prepare to Care Program**

Please visit our website www.iowacaregivers for more information on Iowa Department of Public Health’s new Prepare to Care training. We are also very excited to announce that the first specialty training under the Prepare to Care program is in the area of oral health care. The oral health care specialty training will be tested in the near future thanks to financial support from Delta Dental of Iowa Foundation, Mid-Iowa Health Foundation, and the Iowa Department of Public Health.

**Enrollment for Health Insurance Now Open!**

**Even if you enrolled last year... update your current information to be certain you find the best option for you.**

If you are interested in enrolling or re-enrolling in health insurance through the Iowa Health Insurance Marketplace (sometimes referred to as the Exchange), enrollment is now open. Please watch our website for up to date information on where, when, and how to enroll. Iowa CareGivers does not assist with enrollment but provides you with the resources you need to do so.

**For more information:** Health Insurance Marketplace • www.HealthCare.gov • 1-800-318-2596
Older Iowans Legislature (OIL) Passes Legislation to Ensure Iowans Have Access to High Quality Health and Long Term Care

Continued from page 1

In committees the bills were amended, killed or passed and then submitted to the entire assembly. Bill 14-10 which passed the Legislature unanimously would codify the Iowa Health Workforce Center within the Department of Public Health as the State’s coordination point to address health workforce concerns in Iowa. The Older Iowans Legislature looks forward to working with Iowa CareGivers to obtain passage of this bill to help ensure Iowans have access to high quality care and support when and where they need it by ensuring a stable health and long-term care workforce. The Older Iowans Legislature is an independent voice for older Iowans. Its mission is to improve the quality of life for Older Iowans.

Bob Welsh, co-legislative liaison of the Older Iowans Legislature.

For more information on OIL: contact welshbob@aol.com

Frequently Asked Questions

Iowa CareGivers has been receiving a number of calls lately from family caregivers looking for assistance in providing care to their immediate family, extended family or friends. For instance, the most recent call was from a mother caring for her disabled daughter.

Question:
I am unable to work due to my caregiving responsibilities and had heard that there was funding through the state that might be available to help me out. What resources are available?

Answer:
Under Medicaid Home and Community Based waivers, there are paid family members as caregivers under a service called Consumer Directed Attendant Care or Consumer Choices Option. For both of these services the Medicaid member or a representative has to be able to direct the service. The Iowa Department of Human Services (DHS) does not pay parents of minor children or spouses. Please note that the requirements for being a Medicaid provider including background checks, documentation, audits, etc. would still apply. If anyone is interested in enrolling, they can contact the Iowa Medicaid Enterprise provider services (check out this link: http://dhs.iowa.gov/ime/providers).

Also, just becoming an enrolled provider does not guarantee payment. A care plan must be put together through a care manager which outlines what services are paid for and the amount of time dedicated, etc.

Another resource is the Home and Community Based Service (HCBS) specialists who are located throughout the state (link to map of specialists below). This would be for either the provider or family member. Other options are to contact the county regions, Aging and Disability Resource Centers (ADRC’s), local DHS offices, or case management offices. http://dhs.iowa.gov/ime/members/medicaid-a-to-z/hcbs

Response from Iowa Department of Human Services

The bill will be posted on the Iowa CareGivers website soon. For more information, please contact Julie McMahon at 515.223.2805 or mcmahon_ia@mac.com or Di Findley at 515.223.2805 or di.findley@iowacaregivers.org.
Coming Soon!
Oral Health Training!

by Mary Ann Young,
Iowa CareGivers Consultant

In the field of direct care, you are there every day providing oral care to individuals that you serve. Access to oral care by older adults is so important to overall good health. Iowa CareGivers is pleased to announce the Oral Health Education for Direct Caregivers Project that will develop and test an Oral Health Specialty Training for those who work in direct care.

The goal of the project is to improve access to quality oral health for older Iowans in central Iowa who are homebound or live in nursing homes. Using the Iowa Department of Public Health’s new oral care competencies, an oral health curriculum will be developed and tested. About 150 direct care workers will be given the opportunity to participate in the free training. During the two-year project, the oral health training will be offered in several locations in the central Iowa regions served by Des Moines Area Community College.

Iowa CareGivers received funding from the Delta Dental of Iowa Foundation, the Iowa Department of Public Health, and Mid-Iowa Health Foundation to carry out the goals of the project. It is an initiative of the Lifelong Smiles Coalition led by Delta Dental of Iowa Foundation.

Partners include the University of Iowa Colleges of Dentistry and Nursing, the Iowa Dental Hygienists’ Association, Iowa Department of Public Health, State Public Policy Group, Des Moines Area Community College, and the National Resource Center for Family Centered Practice. Area Agencies on Aging, health and long term care providers and others will also participate.

Learn more about the importance of good oral health for older adults at: www.toothwisdom.org This is an online tool to connect and educate older adults and their caregivers to oral care resources.

Meet Carol, a Registered Dental Hygienist, that will be a regular contributor to the HUB during the Oral Care Project.

Carol worked in private dental practice for several years and the last 34 years has worked for the Veterans Administration, Central Iowa Health Care System as a dental hygienist. She specializes in geriatric care and has presented programs to those who work in direct care, dietitians, dentists, dental hygienists, and other caregivers. She presented a national webinar on aspiration pneumonia. She also serves as an adjunct instructor for Des Moines Area Community College (DMACC) and the University of Iowa.

**DAILY ORAL CARE = INFECTION CONTROL**

**THERE IS NO HEALTH WITHOUT ORAL HEALTH***

by Carol Van Aernam, RDH, BA

**Question:** Why is Oral Care so Important?
**Answer:** Daily brushing and flossing disrupts the bacteria (plaque) in our mouth that causes cavities and gum disease. We need to provide oral care at LEAST twice daily for those with teeth or dentures.

**Question:** What happens if you do not provide daily oral care?
**Answer:** Plaque irritates the gums and allows the bacteria to enter the bloodstream:
- Increasing your risk by 70% for a heart attack or stroke, or other heart problems.
- Makes diabetes more difficult to control.
- Stresses your immune system.

Bacteria in the oral cavity on your teeth, gums, or dentures:
- Increases the risk for aspiration pneumonia by 50%.
- Increases your risk for dental cavities.
- Increases bad breath.
- Affects your nutrition when it causes loose, broken or missing teeth, or sores in your mouth.


**For additional information:**

Mary Ann Young,
Consultant, Iowa CareGivers
515-360-7003
email: whink1234@mchsi.com
Recognition

Congratulations to our 2014 award recipients
They were all recognized at the 2014 “Magic Moments” conference.

Erin Drinnin and Dr. Anita Stineman
Receive Iowa CareGivers “From the Heart” Recognition

Erin Drinnin now with the United Way of Central Iowa, and Dr. Anita Stineman, College of Nursing, University of Iowa, were both honored for the ground-breaking work they have performed in developing, testing, and promoting educational standards and opportunities to grow professionally within the field of direct care. More specifically, they are recognized for their leadership in the State’s new “Prepare to Care” program for those in direct care.

“More importantly, both Erin and Anita consistently display a genuine appreciation for the important role that those in direct care play to the overall quality of care and support to Iowans.”

Both Erin and Anita were recognized at the recent 2014 Iowa CareGivers “Magic Moments” Conference.

Congratulations to Laura Stein,
2014 Leadership Award Recipient!

The “Leadership” award pays tribute to the leadership role taken on by a direct care professional for the benefit of quality care and the direct care profession. Here are a few of the activities that Laura has participated in as a leader in her profession.

• Attending a Day at the Capitol to meet with her legislators
• Serving as a panelist and speaking at various events about direct care
• Volunteering to work at our statewide conference, regional conference and various public forums
• Promoting her profession and serving as a role model for those in the field and those considering a career in direct care.

Congratulations Judy on 50 years of service!

The 2014 Margaret Swanson Legacy in Giving Award was presented to Judy McNeal for 50 Years of Service in Direct Care. She is employed by Mahaska Health Partnership Hospice. Kim Stek, Patient Care Coordinator, at Mahaska Health Partnership Hospice said, “Judy’s work is her life…she is so forgiving and brings peace to the individuals she serves in hospice by playing the guitar and singing to them.” Judy definitely displays the “magic of caregiving” in her work.

Judy was one of 20 conference attendees who have 30 or more years in the field of direct care. Together they tallied a total of 720 years of service.
2014 Highlights

5.4% overall increase in attendance over 2013
94% said they can use the information
94% rated it as excellent or very good
92% said the conference increased their likelihood of remaining in their field of direct care (83% in 2013)
79% said the conference increased the likelihood of remaining with their current employer

Visit www.iowacaregivers.org for more conference highlights and the full photo gallery!

Comments from Participants

★ I liked the feeling of value and purpose in my career choice.
★ Made me feel good and it was a privilege to be here and to meet the Governor.
★ Made me feel important that my employer picked me to go; let me know we are important and what a good job we do.
★ I love seeing all of the Direct Care Professionals (DCPs) and hearing about how much they enjoy doing what they’re doing. I never knew of this conference, so I am glad I came.
★ Meeting a wide variety of people who do exactly what I do is actually very uplifting.
★ Being in a positive environment where you actually feel appreciated for the work you do.
A Magic Moment Story

Congratulations to our “Magic Moments” Contest Winner — Amy Parr

Here’s the winning “Magic Moment” Story:

MY MINNESOTA LADY
I once cared for a lady who had spent summers in a cabin she had built herself years earlier in Northern Minnesota. Turns out I also had lived in that area but when we got to know one another we both had moved to Iowa. This amazing lady who had found and hauled every stone for the fireplace for her beloved cabin had not seen it in almost 20 years because of a farming accident that left her paralyzed on one side of her body.

That Christmas I had a trip planned to go up North. I knew I needed to find that cabin and take a picture for her so she could see her cabin one more time. After searching two hours and walking through knee deep snow I found my way to her cabin and snapped a few pictures. Once back home I took the picture to work to surprise her.

That very day she received a package in the mail from her daughter...it was a bag of potpourri with pine cones and said, “thought this would remind you of Minnesota!” We brought her cabin to her that day and her smile said everything. Priceless.

Amy won an Ipad mini in the “Magic Moments” Contest

Jasper County Home Care Aides (HCAs) given the opportunity to attend

Home Care Aides (HCAs) from the Jasper County Home Care Aide program in Newton, Iowa were given the opportunity to attend the Iowa CareGivers two-day educational conference in September.

Supportive Supervisor and Co-Workers

Lisa Damman R.N., Supervisor, Jasper County Home Care Aide (HCA) program and two on-call HCAs, Amanda Van Ekeren and Dana Deaton, covered clients so that all six HCAs could attend the conference. Lisa said, “We are a small agency that employs only six full time HCAs and 2 as needed HCAs who serve approximately 90-100 clients at any given time. It is challenging to schedule all the home care aides off to attend the Iowa CareGivers conference, but I feel it is very important that they have the opportunity to enhance their skills, network with others in the field, and to be thanked for the important work they do.”
“Magic Moments” Highlights

...It was a wonderful experience and I want to thank you for the opportunity to take part in this inspirational, informative event...

The theme of the Conference was “Magic Moments” and it was magical... I will certainly want to attend it again in the future after receiving it as a gift. Had I not received this gift, I would not have realized the importance of attending this function....

**Lois Salazar**, Direct CareGiver, Home Health/Hospice, Orange City Area Health Systems

Thank you for the wonderful opportunity I had to attend the Iowa CareGivers Conference this year! I really did not know what to expect. The speakers were awesome! They did a wonderful job of getting us excited about our careers as well as examining ourselves.... I enjoyed meeting Governor Branstad and Senator Hatch, as well as hear their plans for the future of Caregivers.... I really enjoyed the learning sessions....

I used to find myself telling people “I’m just a CNA.” Not anymore! I came back from the Conference feeling empowered and valuable! There is strength in numbers and Iowa is blessed with many caring people called CNAs.

**Vicki Lammers**

Just wanted to say thank you for having me at the conference it was the best time of my life by far. Hope to be there next year.

**Glen Carter**, Ottumwa Jobs Corps

Thank you so much for the chance to be able to attend the Iowa CareGivers Conference this year.... there were a few lectures that I attended that made me want to stay in the Medical field. I enjoyed the Iowa CareGivers Conference this year.

**Chisa Nakajima**, Ottumwa Job Corps

It was wonderful, and it was full of very useful information. The seminars, the speeches. The booths. The people. So many connections that make a network. Again, I just thank you, for letting us have a wonderful opportunity.

**Jacob Wells**, Ottumwa Job Corps
Contributions

WE’VE GOT YOUR BACKS!©

When direct care workers have been asked “What’s So Special About the Iowa CareGivers?” a common response has been… “Iowa CareGivers has our backs!”

We know that when we’ve got your backs that you can do what is important to you…provide the best care and support to the Iowans you serve. You’ve counted on us. Can we count on you? You can help support the Iowa CareGivers by making a “Got Your Back” contribution.

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

A HEARTFELT THANK YOU to all of the following for your generous support through tax deductible contributions, event sponsorships, and project partnerships.

In Honor
Dee Dee Kennedy, Mercy Hospice
Sue LaPlante

In Memory
Virginia Hopkins (Trish Stull’s grandmother)
Shirley Sorenson

Partners & Donors Contributing
$1,000 and Above
Des Moines Area Community College
State Public Policy Group (SPPG)
UnityPoint Health- Des Moines

Partners & Donors Contributing Up to $999
Connect America Medical Alert
Des Moines Area Community College Aging Services Management
Betty Grandquist
Mary Oliver
Shirley Sorenson
Mary Jean Timp

Our Sympathy

Our sympathy to the family of Reuben “Pop” R. Tichy. Mr. Tichy had generously sponsored scholarships in the past for direct care workers to attend the Iowa CareGivers Conference.

Direct care workers played an important role in his life, as his son-in-law, Anthony Wells, is a CNA, CHPNA and he was cared for by many dedicated caregivers.

Listed are contributions from the period 7/9/2014 to 11/13/2014, including some conference sponsors.

YES, COUNT ME IN FOR A “GOT YOUR BACK” CONTRIBUTION

Name________________________________________
Complete Home Mailing Address_____________________________________________
City, State, Zip_________________________________
County_______________________________________
Phone (home)_________________________________
Phone (work)__________________________________
Phone (cell)______________________________________
Email Address_____________________________________
Gift amount $__________
My gift is: □ In Honor of □ In Memory of
Full name of Honoree or Memorial:
____________________________________________
Mailing Address of Honoree or Family of Memorial:
____________________________________________
____________________________________________
□ Please keep my contribution anonymous

(Listed are contributions from the period 7/9/2014 to 11/13/2014, including some conference sponsors.)
**Report Medicare/Medicaid Abuse**  
*By Jacob A. Schunk, Assistant United States Attorney, United States Attorney’s Office*

Our office is committed to ensuring taxpayer money for healthcare is properly spent and people obtain the care they deserve. To help us eliminate fraud, waste, and abuse in government programs, we need caregivers to tell us when they see providers overbilling for services, providing unnecessary services, or failing to deliver on promises to the government or to patients. Simply put, if you think something is not right and that the government might want to know about it, we want to hear from you.

You can report potential Medicare or Medicaid abuse by calling the HHS Hotline: 1-800-HHS-TIPS, or you can report Medicaid issues to the State of Iowa at either 1-877-446-3787 or 515-281-5717. Anonymous calls are welcome, although providing contact information helps because investigators can then talk to you if they have questions. You can also email the state at surs@dhs.state.ia.us or obtain more information at www.oig.hhs.gov.

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**FINANCIAL FITNESS CHALLENGE**  
*By Mary Ann Young, Iowa CareGivers Consultant*

**OVER 3,000 HEALTH CARE EMPLOYEES INVEST IN THEIR FINANCIAL FUTURE!!**

Iowa CareGivers congratulates the 50 health care organizations and over 3,000 health care employees who have participated in the Financial Fitness Challenge as of September 2014. Key Results from the 2014 Iowa Financial Fitness Challenge include:

- **Over 3,000** health care employees participated
- **5,700** courses completed
- **7,500** hours of FREE financial education received by participants
- **85%** would recommend the courses to family, friends, and co-workers
- **70%** have made/will make changes financially, because of the Challenge
- **47%** improvement of employees that are setting aside more of their income toward savings
- **96%** improvement in employees’ confidence in understanding topics related to retirement

Go to the Iowa CareGivers website (www.iowacaregivers.org) to see a list of persons who have demonstrated initiative and taken the Financial Fitness Challenge under the Iowa CareGivers organization, as well as a list of employers who have recognized the importance of financial well-being of their employees and have participated in the Financial Fitness Challenge.

To learn more about the Financial Fitness Challenge go to: [www.financialfitnesschallenge.com](http://www.financialfitnesschallenge.com)

Thank you to all individuals and health care organizations participating in the current Financial Fitness Challenge that ends on November 21, 2014! The Iowa Financial Fitness Challenge is a highly effective on-line training program focused on financial education and well-being. This program is being offered, **FREE of charge**, to Iowans who work in direct care and to all employees of Iowa health care organizations—thanks to the generous support of the Iowa Insurance Division, and in partnership with Iowa CareGivers, the Investor Protection Institute, and the Financial Fitness Group.

Be sure to check the Iowa CareGivers website to learn more about possible offerings of the Financial Fitness Challenge in 2015!

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**November is National Family Caregivers Month**  

**Earned Income Tax Credit (EITC)**  
Look for an updated EITC toolkit on our website soon.
Linda Simonton, Volunteer: A Guiding Light

The dictionary defines “light” as “a form of energy that makes vision possible.” This is experienced when a light, fire, or candle makes it possible for us to see an object in the darkness. But what a perfect way to define our volunteers. They are Guiding Lights who share the Iowa CareGivers vision that all Iowans will receive good care and support when and where they need it…by serving the needs of those who provide most of that care…the direct care workforce. Their energy, like the candle, helps to make our vision possible.

One of those volunteers is Linda Simonton. She has been a volunteer since 1992 which began with her finding donated office space for a small organization that had no start-up money….only hope. Over the years she has provided countless hours of professional consultation in the areas of marketing, planning, and research.

When asked why she volunteers for Iowa CareGivers she said, “Iowa CareGivers has many ways for volunteers to use their talents. I personally enjoy helping with Iowa CareGivers’ surveys that ask Direct Care Workers what they want and need. That way, the organization can always fulfill its mission of serving Direct Care Workers. I’ve also met many wonderful people while volunteering for Iowa CareGivers.”

Volunteers like Linda are the glimmers of hope…that give us confidence that our vision will one day be fully realized!

To My Friends at Iowa CareGivers:
I want to say thank you so much for all of your calls, cards, and prayers after I was diagnosed with breast cancer.
I am doing OK now. You’ve all made me feel very special.

Connie Stevens, former long-time volunteer for Iowa CareGivers

2015 Board and Executive Committee Meeting Schedule

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<th>Date</th>
<th>Meeting Description</th>
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<td>December 17, 2014</td>
<td>Executive Committee Meeting</td>
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<td>January 21, 2015</td>
<td>Board Meeting</td>
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<tr>
<td>March 25, 2015</td>
<td>Executive Committee Meeting</td>
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<td>April 15, 2015</td>
<td>Board Meeting</td>
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<td>June 24, 2015</td>
<td>Executive Committee Meeting</td>
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<td>September 30, 2015</td>
<td>Executive Committee Meeting</td>
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<td>October 2015</td>
<td>Annual Meeting</td>
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All meetings are held at the Iowa CareGivers office in the conference room.

Congratulations to our 2015 Executive Committee!

Maribel Slinde, Chair
Anne Kinzel, Vice Chair
Nancy Anderson, Secretary
Tom Carpenter, Treasurer

Iowa CareGivers thanks Mary Oliver for her service to the Iowa CareGivers Board of Directors and wishes her well in her next endeavors!
The Iowa CareGivers Direct Care Professional Leadership Council serves an important role for the Iowa CareGivers and the profession of direct care. They provide a voice to discussions, promote events that are important to peers, network in a variety of settings, and do all of this above and beyond their busy work schedules. For a list of council members, see page 11. Here are a few of their recent activities:

I'm participating on a committee at my organization that is working on certification requirements.

I'm following up on connections I made at conference.

I'm working extra hours at my place of employment.

I'm speaking with my supervisor about providing a conference workshop on social programs for those with disabilities.

I'm making connections with my local community college about the “Prepare to Care” program.

I'm preparing to provide an in-service.

I promoted the Iowa CareGivers annual conference to my co-workers.

I'm participating on a committee at my organization that is working on certification requirements.

I've shared the Special Edition HUB: Vote with others.

Make sure to visit us on the web at: 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.