

*Spring 2017 Issue*

# Personal Care Connections

*A Quarterly Newsletter for GSIL's Attendant Care Programs*



## **\*NEW\*** Accessibility Pilot Program for Homeowners with Disabilities

**New Hampshire Housing Awards GSIL \$250,000 in grant money to support accessibility improvements for seniors and people with disabilities throughout New Hampshire.**

The New Hampshire Housing Finance Authority recently awarded Granite State Independent Living (GSIL) \$250,000 over a two-year period to help build an Accessibility Pilot Program for homeowners with disabilities.

The new funds will allow GSIL to expand the scope of its current efforts in providing accessible home modifications. Where a project used to max out at \$5,000 per consumer, the GSIL team will now be able to allocate an average of \$10,000 – \$20,000 towards project costs. Over the two-year period, GSIL anticipates serving an additional 10-22 homeowners across New Hampshire.

This larger scope of home modifications will include, but is not limited to: ramps, stair glides, door-widening, bathroom and kitchen modifications to improve accessibility.

*(Continued on Page 2)*

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## *Accessibility Pilot Program for Homeowners With Disabilities (Continued from Page 1)*

“Home modifications make a huge difference to someone’s ability to live life independently,” says Sarah Melasecca, Director of Independent Living Services at GSIL. “Modifications not only increase self-sufficiency, but also increase overall safety and the ability to independently access their home and community.”

To be eligible:

1. Program participants must be New Hampshire homeowners who are living in the property as their primary residence.
2. Have accessibility needs as identified by a Physician’s Verification of Disability.
3. Meet GSIL’s financial eligibility guidelines per household.

“We are pleased to support GSIL’s Accessibility Pilot Program through this grant,” said Dean Christon, Executive Director of New Hampshire Housing. “We look forward to working with GSIL to help improve livability and safety in participants’ homes through these modifications.”

**Contact [info@gsil.org](mailto:info@gsil.org) today to learn how our home modification services can assist you.**

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## Nonsteroidal Anti-Inflammatory Drugs (NSAIDs)

Nonsteroidal anti-inflammatory drugs (usually abbreviated to NSAIDs) are a group of medicines that have anti-inflammatory (reduce inflammation), analgesic (relieve pain) and antipyretic (lower fevers) effects. This class of drug is common treatment for chronic (long term) health problems such as arthritis, and lupus. It is the most commonly used pain med for adults.

All drugs have side effects including NSAIDs. Possible risks of taking these drugs for long periods include: stomach issues (GI bleeding, ulcers, and stomach upset), kidney problems, rashes, or other allergic reactions.

Traditional NSAIDs include aspirin, ibuprofen (Advil, Motrin), naproxen (Aleve) and many other generic names drugs. Over the counter NSAIDs have a lesser potency than prescription NSAIDs. A person should never mix over the counter NSAIDs with prescription NSAIDS nor should a person ever take more than the recommended dose, doing so can increase your risk for side effects.

**If you experience any of these side effects, report them to your physician immediately.**

Before taking NSAIDs you should talk to your doctor, especially if know you have kidney or liver problems, have had a history of stomach issues (reflux or ulcers), have inflammatory bowel disease (such as Crohn’s or colitis) or have cardiac issues.

## Preventing Medicaid Fraud

Have you seen Medicaid fraud in the news? Some articles involve doctors and hospitals, but many focus on fraud and waste in home and community-based services. In some cases, the organizations were found responsible. In the majority of cases, however, individuals were committing Medicaid fraud.

GSIL is dedicated to preventing Medicaid fraud, on behalf of our consumers and their home care attendants. Following the procedures and guidelines set by GSIL will help to protect you and your consumers against committing fraud and potentially facing federal penalties.

While GSIL does catch a handful of truly fraudulent claims each year, they are far and few between and most result from human error. The vast majority of personal care attendants provide responsible, quality care to their well-deserving consumers.

### **Committing Medicaid Fraud is Serious - It's A Felony**

Fraud is punishable by probation, hefty fines and prison time. Someone who commits Medicaid fraud also puts themselves at risk of losing the privilege to receive Consumer Directed Services at any point in the future. In addition, a person convicted of Medicaid fraud may never be allowed to work in any healthcare-related field. In fact, it is very difficult to obtain any type of employment

with fraud on a criminal record as most employers do require criminal background checks in today's workforce.

### **How You Can Prevent Fraud**

- Don't misrepresent services provided.
- Don't turn in a timesheet if your attendant did not actually work, was working somewhere else or was completing tasks that were not authorized on your care plan.
- Fill out timesheets accurately each day the attendant works.
- Report any witnessed Medicaid fraud.

The more we each work to prevent fraud, the higher the integrity grows for all Medicaid-based programs. Preventing and reporting fraud helps to eliminate waste, misuse and penalties.

### **If You Suspect Someone Is Committing Fraud...**

It's your responsibility to let your service coordinator know. You may also contact GSIL's Chief Compliance Officer/ COO at 603-410-6508.



## Farmer's Casserole

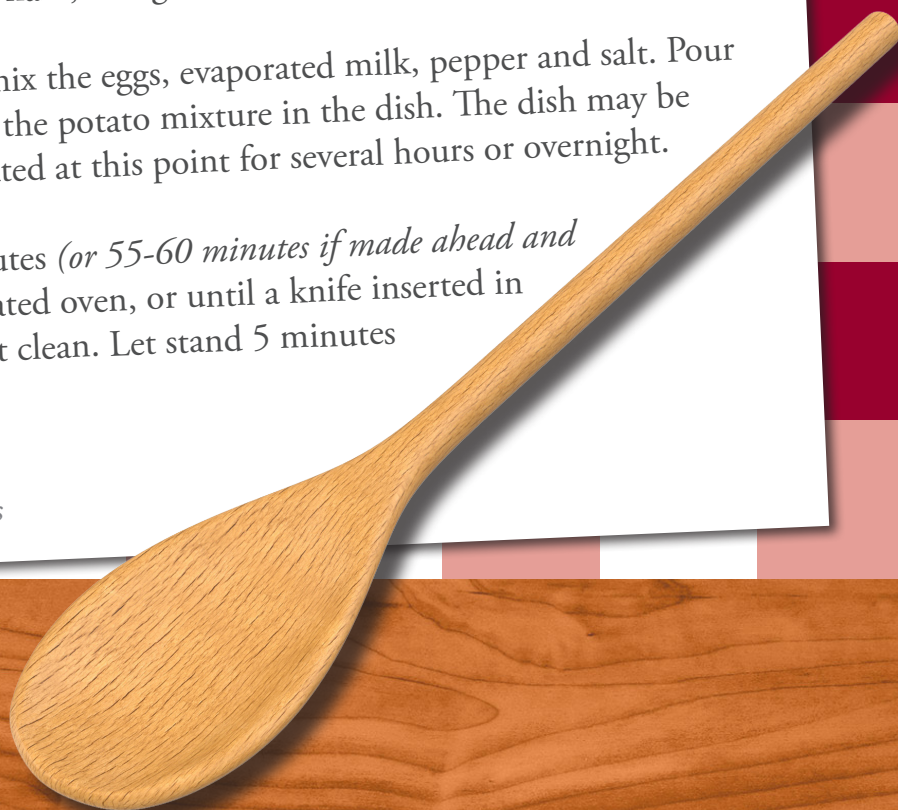
### Ingredients:

- 3 cups frozen hash brown potatoes
- 3/4 cup shredded pepper jack cheese (or sharp Cheddar)
- 1 cup cooked ham, diced
- 1/4 cup chopped green onions
- 4 eggs, beaten
- 1 (12 fluid ounce) can evaporated milk
- 1/4 teaspoon ground black pepper
- 1/8 teaspoon salt

### Directions:

1. Preheat oven to 350 °F (175°C). Grease a 2 quart baking dish.
2. Arrange hash brown potatoes evenly in the bottom of the prepared dish. Sprinkle with cheese, ham, and green onions.
3. In a medium bowl, mix the eggs, evaporated milk, pepper and salt. Pour the egg mixture over the potato mixture in the dish. The dish may be covered and refrigerated at this point for several hours or overnight.
4. Bake for 40-45 minutes (*or 55-60 minutes if made ahead and chilled*) in the preheated oven, or until a knife inserted in the center comes out clean. Let stand 5 minutes before serving.

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## Meet Shawn

Shawn sustained a diving accident in 1989 during a swimming trip to Pawtuckaway with his buddies. Everyone was diving into the water, so naturally Shawn followed suit.

That's when something went wrong. To this day, he's not sure what actually happened, but he struck a foreign object in the water leaving him paralyzed from the neck down.

Shawn, now a quadriplegic, did not let his injury stop him from living his life. He went on to finish college and obtain an associate's degree in Information Technology. Looking around his bedroom, the wall boldly displays other certifications that Shawn has obtained over the years.

Shawn worked for a short time in an IT department of a local company. He was forced to resign when he developed a decubitus ulcer in his foot that required surgery. This set back limited Shawn to his bed for an extended period of time.

Shawn was introduced to Granite States Independent Living while he was living in his apartment and attending college. His mother has worked as his PCSP for approximately 12 years. In the beginning, Shawn had difficulties with retaining a dependable PCA. But then, about 10 years ago, he hired his PCA, Denise. She has been a faithful employee ever since and continues to help Shawn regularly. She is dependable and Shawn says she is absolutely exceptional at her job.

Granite State Independent Living's PCSP and PCA programs stand out in Shawn's mind as a reflection of independence. Shawn states "I don't have to be in a nursing home." He directly relates maintaining his independence to his PCA and PCSP programs.

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"I don't have to be  
in a nursing home."

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## Who Does What in HR?

- All New Hire Paperwork, I-9s, BEAS
- Change of Address/ Name
- Criminal Records Check
- Change in Employment Status/Terminations
- TB Tests
- Driver/Vehicle Releases
- Welcome Packets
- Motor Vehicle Insurance

For above categories:

*Last names A - M:*

Contact Stephanie Janes

*Last names N - Z:*

Contact Cynthia Paris

- Verification of Employment  
Cynthia Paris
- Voluntary Short Term Disability  
Cindy Walsh
- Wage Adjustments  
Cynthia/Cindy
- Work Related Injuries (*must notify GSIL within 24 hours*)  
Cindy Walsh

## Changes in the New Hire Packet

The care attendant New Hire packet has been updated. The major change involves the deletion of 3 forms, including:

1. Second Injury Fund Information form
2. Disability Status form
3. Photo Release form (*now signed at the time of picture and ID creation*)

Unsure how to complete a form in the New Hire packet or which sections are to be completed by the consumer versus care attendant? GSIL has a tool to assist you. A PowerPoint presentation is located on the GSIL website to assist/instruct consumers in the completion of the forms in the new hire packet. There is a visual guide with directions on each form.

**Submit your paperwork using the HR fax number:** 603-717-0823

## Direct Deposit is the Safest Way to Pay

You've heard Payroll say this before, but the safest way for employees to receive their pay is by signing up for direct deposit. Over the past few months, some "live" paychecks have been delayed, lost or sent back to us due to an address change. This summer, there may be new employees filling in at the Post Office, potentially causing further delay. Checks and vouchers are typically mailed on Mondays (*Tuesday, if there is a holiday*) allowing several days for our employees to receive them in time for payday (*Thursdays*). Employees on direct deposit receive their payments on time, assuming a timesheet is received for the corresponding pay period.

**In the event a check is not received via mail,** please contact the Payroll Department at 228-9680 to issue a replacement check.

The direct deposit form is included in the new hire packet, but is available by request from the payroll office or HR department anytime. Once we receive the form, "prenoting" can take a couple of weeks for our bank to check with their bank to verify the information before any money is put into their account(s).

### HR Contact List (603) 228-9680

**Stephanie Janes** ext. 1156  
**Cynthia Paris** ext. 1139  
**Vickie Trudelle** ext. 1162  
**Cindy Walsh** ext. 1166

## New Staff



**Jennifer Elliott**, *LTS Program Assistant working in the Concord main office with the program files joined GSIL on February 6th.*



**JoAnn Brown**, *Recruitment and Retention Manager, joined GSIL on February 8th.*



**Diane Burke, RN**, *KTS Program Manager for the Keene area, joined GSIL on March 27th.*

## Linkables

### Smoking Cessation

<http://www.smokefree.gov/quit-smoking/>  
<http://www.cancer.gov/cancertopics/tobacco/quittingtips>

**Disability Rights Center** - *NH provides information, referral, advice, legal representation and advocacy to individuals with disabilities on a wide range of disability-related problems.*

<http://www.drcnh.org/>

### Know your Elected Officials

<http://www.lfda.org/representatives?gclid=CLnxiI7S4tMCFV5LDQod8a0LGg>

## Program Info

### Personal Care Attendant (PCA) Program & Personal Care Services Program (PCSP)

x1153 or contact us at [LTSinformation@gsil.org](mailto:LTSinformation@gsil.org)

### Agency Directed Home Care Services

(North) Donna Potter  
x1609 or [dpotter@gsil.org](mailto:dpotter@gsil.org)  
(South) Victoria Chapman  
x1115 or [vchapman@gsil.org](mailto:vchapman@gsil.org)

### Recruiter

Vickie Trudelle - ext. 1162  
or [vtrudelle@gsil.org](mailto:vtrudelle@gsil.org)

### ACW Liaison/Registry

Maureen Whittemore -  
x1112 or [mwhittemore@gsil.org](mailto:mwhittemore@gsil.org)

## Hiring Process Appointments

### Concord Area

*Hours: 9am-12:30 p.m.  
& 1pm-4pm*

### Manchester Area

*By appointment only.  
Call Stephanie at  
603-410-6576*

Granite State Independent Living  
21 Chenell Drive  
Concord, NH 03301

CHANGE SERVICE REQUESTED

## You Could Win A \$25 Award!



How??? Just answer these 5 questions correctly, then send your completed quiz to GSIL by mail:  
21 Chenell Drive | Concord, NH 03301

You may also fax your answers to 228-1673 or send them to [cpinheiro@gsil.org](mailto:cpinheiro@gsil.org) **no later than July 1st**.  
Your name will be entered to win a \$25 Award (taxes applicable).

**Your Name:** \_\_\_\_\_

1. What 3 forms are being removed from the new hire packets?
2. Name at least 3 consequences for fraud?
3. Some side effects of over use of NSAID's include:
4. Eligibility for the Homeowners access grant include:
5. Who should you call if you need to make an appointment in Manchester for assistance with new hire paperwork?