

# Personal Care Connections

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

## Recruiting and Retaining Workers

In today's economy and the lowest unemployment numbers in years, we are all feeling (especially consumers) the struggle to find good dependable attendant care workers. Granite State Independent Living has put together a task force for recruitment/ and retention ideas. We have implemented block time interviews for new applicants where we interview first before putting on registry, in hopes to weed out applicants that just won't show or call back consumers when contacted. If they show up for the interviews it will hopefully show they are committed to work. We are also very please to have hired a recruitment manager who will be in the fore front of the recruitment efforts to find good quality care givers who will believe in GSIL's mission and will support consumers.

As a consumer, you can help this effort by letting your coordinator/ or recruiter know when you are in need of workers, and also when you fill your hours. Communication is the key to help move this effort and best assist our consumers. If you contact an ACW and they don't return your call, or are a no show, please communicate this, so that we can remove them and keep the registry up to date.



## in this issue

Recruiting & Retention	1
Advanced Systems	2
Depression & Suicide	3
Harvard Pilgrim Grant	4
Simple Tastes	4
Medicaid Billable and Non-billable Services	5
HR - <i>Who Does What?</i>	6
Hospital Admissions	6
Worker's Compensation	6
New Staff	7
Linkables	7
Quiz	8

*(Continued on Page 2)*



Recruitment, as challenging as it is, has another piece - retention. It is so important that as a supervisor and employer we work together to retain our workforce. You can help this effort by remembering your role and responsibilities as a supervisor of a consumer-directed program. Boundaries, once crossed, seem to be the beginning of broken working relationship. As difficult as it may be sometimes, we all need to remember to keep work separate from social.

Recognize your ACWs who go above and beyond, go the extra mile, and who Shine. We have 3 initiatives which are ways you can recognize and acknowledge your workers. **There are the Above and Beyond, Kudos Corner, and the SHINE programs.** This is a way you as a supervisor can show your workers that what they do matters. Please see your coordinator to nominate your workers for one of these three acknowledgments. A simple thank you goes a long way. Remember to say “thank you” and recognize the work they do.

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### Advanced Systems: Time and Attendance

Granite State Independent Living is currently the largest employer of Attendant Care Workers (ACW) in the state of New Hampshire. As a result, we currently process more than 900 ACW paper timesheets/week. This is a huge endeavor for our three payroll associates to complete. They must review each timesheet for correct input, matching hours and overlapping hours then they must contact consumers and ACWs to review and correct errors.

Not only is the use of paper timesheets cumbersome for our payroll staff, it is also very cumbersome for consumers and ACWs, in that they must remember to document their time accurately on a daily basis and submit the timesheets to our corporate office by 5:00 p.m. on Tuesdays, in order to meet Department of Labor guidelines.

**GSIL has been researching automated time/attendance software and have finally found the solution to streamline our payroll process for all involved: consumers, ACWs and GSIL staff.** The new software is called Advanced Systems and we are currently rolling out this program, starting with a small group on a one month pilot. We will soon be bringing on the remaining consumers and ACWs until all our consumers are on the new system.

We understand there may be situations where this software is not viable (i.e. areas where a consumer may not have the appropriate phone/computer services). Rest assured, if that is the case we will have in place a process to make sure your timesheets are able to be processed appropriately.

Your LTS coordinators will be updating you as we move along this process, so do not hesitate to contact your coordinator if you have any questions.

## Depression and Suicide

A depressive episode is a combination of symptoms that interfere with a person's ability to work, sleep, study and enjoy life. It is disabling and can occur once in a lifetime or can be re-occurring. It is identified by a persistent sad, anxious and/or empty feeling.

If you are suffering from depression, you may lose interest in things that once brought you pleasure. You may have difficulty concentrating. If reading is something you usually find pleasurable you might find that you have to re-read a chapter or paragraph... or that you don't even have the energy to pick the book up at all. Getting out of bed may be a challenge. You might find that all you want to do is sleep.

Or maybe you want to do anything but sleep. Early morning waking is a common complaint from people with depression. Your appetite may be a problem. You might have very little appetite or you may find yourself eating more than usual for you. Apathy is another symptom - You just don't care.

Depression has many different causes. Seasonal Affective Disorder (S.A.D.), affects people in the winter months when there is less sunlight. It usually starts around November then lifts when spring arrives with longer periods of daylight. It can also be caused by an event or trauma, either recent or in your past. It may also just be a result of a chemical imbalance in your brain. When the levels of the serotonin change, which is the chemical in your brain that regulates your mood, it can result in depression.

Suicide and suicidal thoughts are a by-product of depression. These thoughts can be feelings of hopelessness. That things won't get better. That you feel you are a burden to family or friends. That maybe you'd be better off dead.

**But remember that you are never alone.**



**There is help.  
Things will get better.**

**If you experience any of symptoms of depression, reach out for help.**

Reach out to a trusted friend or family member. Contact your primary care provider. Call your area mental health clinic. Medicines and talk therapy work wonders.

**If you or someone you know is experiencing thoughts of suicide - TELL SOMEONE!**

To learn more or to get help immediately, visit the National Suicide Prevention Lifeline online at <http://suicidepreventionlifeline.org>. In the links section of this newsletter are some phone numbers for your resources at GSIL.

As they say, suicide is a permanent solution to a temporary problem.

## Chicken Marsala



### Ingredients:

- ¼ cup flour
- ½ tsp salt
- ½ tsp pepper
- ¼ tsp oregano
- 4 boneless chicken breast
- 4 tbsp butter
- 4 tbsp oil
- 1 cup of sliced mushroom
- ½ cup marsala wine

### Directions:

1. In a shallow dish or bowl, mix together the flour, salt, pepper and oregano. Coat chicken pieces in flour mixture.
2. In a large skillet, melt butter in oil over medium heat. Place chicken in the pan, and lightly brown.
3. Turn over chicken pieces, and add mushrooms. Pour in wine. Cover skillet.
4. Simmer chicken for 10 minutes, until no longer pink and juices run clear

## Harvard Pilgrim Grant Farm-to-Table

Have you heard about our first year?

The vegetable garden was a huge success! The team grew cucumbers, tomatoes, zucchini, summer squash, lettuce and green beans. A wonderful harvest dinner was held in October, where the residents shared some of their bounty from the garden.

Throughout the year, cooking classes were also offered. Numerous guest speakers presented on variety of topics, Earn & Learn students helped prepare and serve a healthy breakfast, and a special holiday event took place, with spirited caroling... Even Santa came for a visit!



**All this was made possible by the Harvard Pilgrim Grant, in an effort to bring healthier eating and healthier lifestyles to consumers in the community.**

## Medicaid Billable Services

Have you ever wondered what a Medicaid billable service is? **A Medicaid billable service is a service that is covered under Medicaid.** Featured below is a chart to give you some examples of both Medicaid billable services and non-billable services:

*(Please continue to refer to your Care Plan for authorized billable services, as these are just examples.)*

### Billable Services

Light cleaning - *limited to consumer's bedroom, bathroom, mobility, medical devices.*  
Kitchen - *limited to consumers who live alone.*

Laundry - *limited to consumers personal clothing, towels and bedding.*

Shopping/Errands - *limited to necessary tasks as defined in the Care Plan.*

Food Prep - *preparation of meals and snacks.*

Snow Removal - *limited to walkways and entrances.*

Dishes - *limited to the consumers dishes.*

Animal Care - *limited to Service animals.*  
*\*Must be specified in plan of care.*

Services must be provided while consumer is home.

Accompaniment in the community  
*\*as allowed on Care Plan.*

### Non Billable Services

Heavy cleaning, cleaning light fixtures, windows, dusting, attics, basements, yardwork, etc.

Laundering other household members clothing, towels, bedding, etc.

*Ex: shopping/errands for 5 days a week, when the Care Plan allows for 2 days a wk.*

Preparing meals for other household members.

Lawn Mowing

Washing, drying, and putting away dishes for other household members.

Walking and/or changing litter boxes, feeding and watering and brushing pets.

Billing for services while consumer is in the hospital, respite, or nursing home.

Billing for driving consumer to and from hospital, respite, nursing home, etc.

**If you have questions on billable tasks please contact your assigned Coordinator.**

## who does what in human resources?

- 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*

## hr/payroll corner

### Hospital Admissions and Billing

When a consumer is admitted to the hospital, they are now under the hospital's care. Once the admission occurs, a consumer can no longer receive services from their Attendant Care Worker. **Services can only resume once the hospital officially discharges them.**

**What does this mean for consumers?** This means that ACWs cannot stop at their consumer's home during the hospital admission to complete tasks. It also means that ACWs cannot come to the hospital to perform services. In the event a consumer is hospitalized and services are provided by the ACW and billed to Medicaid, Medicaid fraud has occurred and an investigation will ensue.

In addition, if a timesheet needs to be submitted, please instruct your ACWs to submit them by the Tuesday at 5pm deadline. Contact your LTS Coordinator or Payroll Associate if you are unable to sign by the deadline; GSIL wants to ensure that your ACWs are paid appropriately.

### Worker's Compensation Injuries

GSIL is committed to maintaining a safe work environment for all of our employees. In order to do so, we require your assistance and diligence. Unfortunately, many injuries are caused by the mechanics of lifting or repositioning persons in their homes. Please keep all equipment used for this purpose in good working order and that care attendants adhere to proper lifting, bending and transfer techniques.

If an employee is injured, or experiencing pain or discomfort, from a work-related task, it is critical to request them to **report the incident to Human Resources immediately or within 24 hours.**

Thank you for insuring GSIL is compliant with all OSHA rules and regulation relating to worker injuries.

#### HR Contact List

(603) 228-9680

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

## New Staff



**Rachel Elliott**, *LTS Program Coordinator in Southern NH* joined GSIL on August 16th.



**Patricia Matthew** transferred to the *LTS Service Coordinator* position in the *Laconia* area effective October 1, 2016. She was formally the *Scheduling Coordinator*.



**Elizabeth Zaluki**, *LTS Service Coordinator in Southwestern NH*, joined GSIL on October 17, 2016



**Monique Goudreault**, *Attendant Care Specialist for the seacoast area* joined GSIL on October 29, 2016.



**Michelle Young**, *Scheduling Coordinator for southern NH* joined GSIL on November 3, 2016



**Donna Befort**, *Attendant Care Specialist for the Manchester/ Nashua Area* joined GSIL on December 1, 2016



**Denise Bean**, *LTS Service Coordinator for the Concord area* joined GSIL on December 27, 2016

## Linkables

**Internal Revenue Service - Report Phishing & Online Scams**  
<https://www.irs.gov/uac/report-phishing>

**National Suicide Prevention Lifeline**  
<http://suicidepreventionlifeline.org/>

**Fuel Assistance Low-Income Assistance**  
<http://www.aarp.org/money/low-income-assistance/info-12-2011/heating-costs-rise-liheap-faces-cuts.html>

## information on specific programs

**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)

## locations for hiring process appointments

**Concord Area**

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

**Manchester Area**

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



Nonprofit  
Organization  
US Postage  
PAID  
Concord, NH  
Permit #1426

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 April 1st**.  
Your name will be entered to win a \$25 Award (taxes applicable).

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

1. If a worker gets hurt during their shift... Call GSIL within \_\_\_ hrs and report to \_\_\_\_\_ in Human Resources.
2. What is the name of the new GSIL software program for timesheets?
3. What does the acronym S.A.D. stand for?
4. Name at least three symptoms of depression.
5. If I am admitted to hospital, it is okay for me to have my PCA or PCSP go to my home and clean/run errands, feed my animals and submit a timesheet for their time..... True or False