

DESERT SAGE



Toll free: 1-888-398-8409

www.ConsumerDirectOnline.net

Consumer Advisory Council

Since our summer edition of the Desert Sage newsletter, the Advisory Committee has been meeting monthly. The group chose the name *Arizona Clients and Caregivers United for Reform*. The group spoke with representatives at Congresswoman Gifford's office to discuss recent ALTCS budget cuts. At this time, Gifford or Grijalva cannot help with the committee's issue at the Federal level because

the State has control of the budget reductions.

Future plans include confronting the State with who is speaking and advocating for the disabled in Arizona and why state budget cuts are made without the disabled in mind. The group would like to seek audience with Governor Brewer or Senator McCain.

Other suggestions include broadcasting through KGUN9 with the local chapter of the Arizona Direct Care Worker Association.

It was also suggested the Committee create a Facebook page where members can share stories of their experiences with ALTCS/Medicaid.

There was also mention of exploring the differences in Caregiver's pay through a self-directed attendant care model. One of our committee members sent a letter to a Managed Care Organization warning of possible adverse impact on a disabled person's ability to live independently. The letter is reprinted below.

Letter From a Consumer Advisory Council Member

Dear (CEO):

I am from Tucson, AZ. I am also part of Arizona Healthcare Cost Containment System, AHCCCS. Your company, (MCO), is taking over my insurance as of October 1st. I know that as a CEO sometimes there is a disconnect. You are relying on others to manage properly, setting up pay scales, hospital charges, doctor fees and so forth.

I want to make you personally aware of an oversight that is going to cost your company money and cost me my independence. Being a quadriplegic, I need home care 7 days/week. Consumer Direct is the company that handles my care. Recently, I was informed that when (MCO) takes over, my caregivers pay will be reduced from \$11.50/hr. to \$7.78/hr. This affects me directly because I live outside town and it is farther to drive to my home. No one making \$7.78/hr can afford to purchase a vehicle, buy insurance, plus pay for fuel.

Without home healthcare I will be forced to live in a nursing home and I am sure that will cost your company much more than a livable wage for my caregivers. It makes no sense.

Are you aware that a competitor of your company, (MCO), is paying caregivers \$10.24/hr? (MCO) is the other choice I have for Pima County as of October 1st. Since I want my caregivers to be paid the higher wage it's obvious that I will switch companies.

How many other clients will switch to (MCO)? Once again, it makes no sense. If I was a shareholder I would not be happy with this business plan. I hope that after you read this you will step in and fix this. Not only does it make poor business sense, but it's cruel. These caregivers' are hard working people who truly make a difference in peoples' lives and deserve a livable wage. In the past year their pay has already been cut twice because of the states' fiscal problems. Please change the company policy before it's too late. Thank you.

Kirk Sketchley - Tucson, AZ

Poison-Proof Your Home

Home Safety Council research shows that poisoning is the second leading cause of unintentional home injury fatality, resulting in one quarter of all home injury deaths on average each year.* Still more than half of families reported chemicals left unlocked and more than 80 percent of homes leave medicines unsecured.

“Every American home has potentially toxic products, including medications, pesticides and automotive fluids,” said Home Safety Council president Meri-K Appy. “While families with young children need to take extra precautions, poison hazards are a risk for every family member. Safe handling and storage of potentially dangerous products should be a standard practice at home.”

According to the American Association of Poison Control Centers (AAPCC), 92 percent of the 2.4 million poison exposures occur in the home. The Home Safety Council recommends these guidelines to prevent unintentional poisonings in your home:

Be Prepared

- ◆ Know to call **1.800.333.1222** if someone takes poison.
- ◆ This number will connect you to emergency help in your area.
- ◆ Keep this number by every phone.
- ◆ To prevent carbon monoxide (CO) poisoning, have a service person check heaters, stoves and fireplaces every year to see that they work well.
- ◆ Have a carbon monoxide (CO) detector near the bedrooms. This will tell you if the gas level is too high. Push the “test” button on the detector so everyone will know the sound it makes.
- ◆ Know the things in your home that are poisons.
- ◆ Look at the labels for the words “Caution”, “Warning”, or “Danger” on the box or bottle. Read labels and follow directions when using these.



Protect Young Children

- ◆ Take all medicines and medical supplies out of purses, pockets and drawers.
- ◆ Put them in a cabinet with a child-safety lock.
- ◆ Have child-safety caps on all chemicals, medications and cleaning products.
- ◆ Lock all dangerous items and products in a cabinet. Cosmetics (make-up) can be poison, too.
- ◆ Keep all dangerous products in the bottle or package they came in, with the labels on.
- ◆ Store all dangerous products away from food and drinks.
- ◆ Keep each family member’s medicines in a separate place, so they don’t get mixed up.

In the Garage and Storage Areas

- ◆ Chemicals, fuels (such as gasoline), car fluids (such as anti-freeze), pesticides (such as bug killers) and lawn and garden products (such as fertilizer) are poison.
- ◆ Close the lid and put all dangerous products away after using them.

- ◆ Store them where children cannot reach them.

When Using Motors

- ◆ Carbon Monoxide (CO) is a deadly gas that you cannot see or smell. The gas collects when fuels are burned.
- ◆ Generators and motors need open air around them for safety.
- ◆ Never run a car inside the garage, even with the door open.
- ◆ Use portable generators outside only. Never use them inside your home or garage.
- ◆ Use a barbecue grill outside only. Do not use it inside your home or garage.

Walk through the most common rooms where potentially harmful products are stored, including the kitchen, bathrooms and garage. Learn more about room-by-room poison prevention by visiting www.homesafetycouncil.org.

**Through years 1996-2000, based on The State of Home Safety in America™ report, Second Edition.*

Caregiver of the Quarter - Rand Albaroudi



Rand Albaroudi has been a Caregiver with Consumer Direct since March 16, 2009. Rand came to the United States with her family from Iraq in 2008, via China, where she learned the Chinese language and now speaks three languages. Rand has been a Caregiver to her mother since joining CDPC. Rand is a recent Medical Assistant graduate of Pima Medical Institute. She has been described by others as being a helpful person, strong of character, and caring.

*This year our Caregivers of the Quarter attended a **Caregiver Conference** sponsored by the **Tucson Direct Care Workers of Arizona**, a professional organization that provides advocacy and education for professional direct care workers. Any Caregiver may join the association located at 3003 S. Country Club Road, Suite 229, www.adcwa.org*

Each Quarter, Consumer Direct will honor special caregivers with this award and a \$25 gift certificate. At the end of the year we will also honor one of these quarterly winners as Caregiver of the Year. Fax, mail, or phone in your nominations to the Consumer Direct office.

Fall Events in the Tucson Office

Wednesday, November 2nd, 1:00pm

- ◆ Fall Prevention Continuing Education Presentation (English)*
- ◆ At **2:00pm**, Following the Fall Prevention class, there will be a presentation from our AFLAC representative. Caregivers can receive assistance in understanding and enrolling in the benefit.

Thursday, January 19th, 1:00 pm

- ◆ Diabetes Continuing Education Presentation (English)*

Thursday, January 26th, 1:00 pm

- ◆ Diabetes Continuing Education Presentation (Spanish)*

Please RSVP to Ariana @ 398-8409

**Attendance at Continuing Education Presentations will be accepted as credits to satisfy ACW's annual six hours continuing education requirements.*

CPR/First Aid Training Class Announcement

Did you know that Consumer Direct is providing CPR and First Aid training classes in our Tucson office? We contracted with a company that delivers training classes two Wednesdays per month. Please call our office at 398-8409 to inquire or sign up for your CPR/First Aid renewals.

New Managed Care Organizations in Pima County

As you know, Pima County ALTCS contracts have been awarded to Evercare Select and Mercy Care. If you are not yet sure about the MCO that will service you, you may call AHCCCS at 800-334-5283. Remember to inquire about preferred PCP providers, pharmacy, transportation, and any service that may apply to you.

Arizona Consumer Direct

Program Manager
Dina Chaudhry

Lead Support Coordinator
Neal Dorschel

Office Coordinator
Rebecca Hansen

Systems Coordinator
Maria Barton

Administrative Assistants
Ariana Escobedo
Evelyn Ortiz
Gary McGraha

Support Coordinators
Jessica Lowell
Janet Castaneda
Megan Jackson
Janice Prill

Stephanie Cruz
Kathy Koziol
Larissa Mulladzhyanov
Rosalva Friend
Luz Villalba

Field Coordinators
Falah Al-Baroudi
Linda Kinzler



50 N. Alvernon Way
Tucson, AZ 85711-2801

ADDRESS SERVICE REQUESTED

PRSR STD
US POSTAGE PAID
PERMIT 536
MISSOULA, MT 59801

DESERT SAGE

October 2011

Get Paid on Time!

- 1) Time Sheets need to be submitted on time.
- 2) Please review your time sheets for accuracy; errors will delay your pay.
- 3) We recommend Direct Deposit.
- 4) Stay current with all caregiver requirements; CPR, First Aid, TB and continuing education.

Please help us get your money to you on time!

50 N. Alvernon Way, Tucson, AZ 85711-2801
Statewide toll free: 1-888-398-8409
Website: www.ConsumerDirectOnline.net

Phone: (520) 398-8409
Fax: (520) 398-8413

Inside This Issue

Arizona Consumer Advisory Committee	1
Poison-Proof Your Home	2
Caregiver of the Quarter	3
Fall Events in the Tucson Office	3

Desert Sage is published periodically by Consumer Direct Personal Care. All rights are reserved.



Toll free: 1-888-398-8409

www.ConsumerDirectOnline.net