

# Meeting the Challenges

Quarterly

published by the non-profit

## *Partnership to Preserve Independent Living for Seniors and Persons with Disabilities*

in cooperation with  
Riverside County Office on Aging  
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**and the generous contributions of our readers...**

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24 hours a day—EVERYDAY  
Information and Resources**

**A SPECIAL PUBLICATION TO HELP US MEET OUR DAILY CHALLENGES AND LIVE MORE SUCCESSFULLY.....**

### **JULIE ANN DIXON** talks about Independent Living and Riverside County Transportation

**M**y mobility is not good at all. I have Cerebral Palsy. I was born with it and have dealt with it all my life. I have 24 hour care, which means that my caregivers go with me everywhere I need to go, but I make my own arrangements - where I'm going to go, when I am going to get there, what time I am going to get there and how to get there.... I make my own route schedules.

The reason I am so independent is because that is the way my parents raised me. From the time I was little, my parents always pushed me to do what I had to, no matter what. They gave me the courage, the knowledge and the strength to do it. My parents never wanted to hear the words "I can't" or "I won't" ....it was always "I will". It taught me how to be strong and how to do what I needed to do and when I got older, it made me want to move out of my home. Basically, I would say I get my strength not only from my parents, the ways they brought me up, because they didn't shelter me, but another thing would



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Partnership to Preserve Independent Living  
6296 Rivercrest Drive, Suite K  
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**Thank you for your generosity and assistance!!**

*Meeting the Challenges*

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be God. God gives me the strength everyday, because you're talking to somebody who can't even get themselves up out of bed.

My job is an Independent Living Coordinator at the Community Access Center. Basically, everything that I know how to do for myself, I assist others to do for themselves. Sometimes its harder than it seems, because a lot of disabled people have fear. There are barriers present that make them unable to rely on public transportation. I love my job – I am very responsible with my job, because that is very important to me. I love making a difference in people's lives, teaching people with disabilities how to use public transportation, and teaching them how to be mobile and how to be independent.

There is a public transportation system in Riverside County, and the system is becoming more accessible to people with disabilities. I think they have made a lot of improvements. The new RTA buses are very, very accessible and you can even ride the Greyhound buses now. Greyhound provides buses with lifts, but you have to call in advance. You just call their 1-800 number and tell them what accommodations you

need, where you are going, what time, what day, the usual, and they put it all in the computer and they make sure that a properly equipped bus is there to meet your needs. I recently went to Orange County on the Greyhound bus.

I ride from the pass area to Riverside every month to attend staff meetings. The commute from Banning to the CAC office in Riverside takes me about 2.5 hours. This means I have to first ride Dial-A-Ride, then catch a bus into Riverside, then transfer to another bus to get there. I look up the RideGuide and find out how to go. If I have any questions I call the 1-800 number at RTA or OmniTrans, or wherever I am going to ride.

People who say there is no transportation in Riverside County should investigate the public transportation system. The transportation system is made up of several elements such as fixed bus routes, door-to-door dial-a-ride services, and MetroLink commuter trains. The other day a lady came into our Banning office and said, "I don't know how to get to Riverside from here." I said, "I can show you." I explained how to get on a bus in Banning, where to make transfers, and how to read the schedules. And she just looked at me!

Using the transportation system can be intimidating to a person who has not used the system. It is more complex and time consuming than having someone drive you, but when a person uses the transportation system they become empowered and more independent. If I can get around and I can't even physically do for myself, then there is an alternative for other people who do not drive to get around too. Also, the more people use the transportation system and the more they demand that the system be accessible, the better the transportation system will work for all of us.

If anyone needs assistance in developing their independent living skills and resources, they can call any of the Community Access Centers.

**Community Access Center, Riverside..(909) 637-6900 Voice  
(909) 637-6908 TTY**

**Community Access Center, Perris....(909) 443-1158 Voice /TTY**

**Community Access Center, Indio...(760) 347-4888 Voice (760)  
347-6802 TTY**

**Community Access Center, Banning...(909) 922-0153 Voice /  
TTY**

**Greyhound ...(800) 752-4841 (Assistance for passengers with  
disabilities) (800) 345-3109 (TDD)**

**RTA, Telephone Information Center ....1-800-800-7821**

**OmniTrans .....1-800-966-6428**

**SunLine ...1-800-347-8628**

**Also, for more information on transportation in your area,  
.....call HelpLink at 1-800-510-2020**

### ***Discounts on Riverside Transit Agency Services***

Persons who meet RTA's "disability requirements" are eligible for discounted fares on all RTA services. A photo ID card is issued to those who are eligible and the card must be shown when accessing services to receive the discount. Call (909) 565-5000 for information on how you can apply.

### **Editor's note:**

We are saddened to report the passing of Jeanette Hofmann, one of the founding members of our organization.

Jeanette and her husband were, for many years, publishers of the *Leisure Life* Senior Newspaper. Following the death of her husband in the early 90s, Jeanette retired from the newspaper business. Hofmann Park, in San Jacinto, is named after her husband, Harry.

Jeanette later remarried and remained an active supporter of many groups until her recent death.

### ***SunLine Connects***

### ***Coachella Valley***

### ***Residents to Loma Linda***

**S**unLink now offers service to the Loma Linda Veteran's Hospital on the first three of its four Monday through Friday round-trips.

SunLink picks up/drops off at the following locations in the Coachella Valley: Palm Desert at SunBus stop # 65/66 on Town Center Drive near the Westfield Shoppingtown mall and the park and ride lot located northwest of Costco Wholesale; in Palm Springs at SunBus stop #780 on Baristo Road at Farrell near the Palm Springs Mall. ■

## PETS FOR BETTER HEALTH

By Cyndi Fiello, M.S.W.

As the population ages, there is an increasing demand on family caregivers, most of whom are older themselves. As the demands on caregivers increase, there is a need for more support for caregivers. Owning a pet may provide some of this support.

Recently, as a graduate research project, I conducted a study that looked at caregivers of brain-impaired adults and examined whether or not the social support provided by pets during the caregiving time contributed to their well-being.

For this study, data was collected from records and through phone interviews with the clients of Inland Caregiver Resource Center. "Well-being" was measured through self-rating of "health", of "perceived burden", and of "depression".

*A significant statistical relationship was found between owning a pet and a self-rating of health.* Although no direct association was found between owning a pet and a lessened self-rating of burden, nor between owning a pet and decreased depression scores, it was found self-

ratings of health were associated with lower ratings of burden and depression. So, we concluded that caregivers who own a pet and rate their health better may also have less perceived burden and lower depression scores.

There are a number of possibilities as to why a caregiver would report a higher rating of health than a non-owner. The caregivers that were interviewed provided the following insights:

- "I get the closeness that I don't get from my husband anymore."
- "When I am really uptight, I rub his (pet) chest and ears and it makes me feel better."
- "She (pet) provides a distraction."
- "The pet provides a calming effect, they know when I am stressed."

My study also found that the more time a caregiver spends with their pet the more new people they meet. Perhaps owning a pet gives us more reasons to be around others, for example, taking the pet on a walk or to the groomer.

Our results seem to show that, for some caregiv-

ers, owning a pet may be beneficial. If you are a caregiver and have the desire and ability to provide for a pet, you may want to consider bringing a pet into your home for the benefits of companionship and support they offer. If you already have a pet and are experiencing the benefits that dogs, cats, birds, horses and iguanas have to offer, keep it up!

Cyndi Fiello is a recent graduate of the Master's in Social Work program at California State University, San Bernardino. She is currently working as a Family Consultant at the Inland Caregiver Resource Center. ICRC is a nonprofit agency that provides services to the family caregivers of brain-impaired adults and the frail elderly. For more information on ICRC's services please call 800 675-6694 or 909 514-1404.

**FOR INFORMATION ON ADOPTING A PET, CALL RIVERSIDE COUNTY ANIMAL SERVICES AT: (909) 358-7387. SHELTERS ARE LOCATED IN BLYTHE, INDIO, RIVERSIDE AND SAN JACINTO. VISIT THEIR WEBSITE AT: <[www.riversideshelter.com](http://www.riversideshelter.com)>**

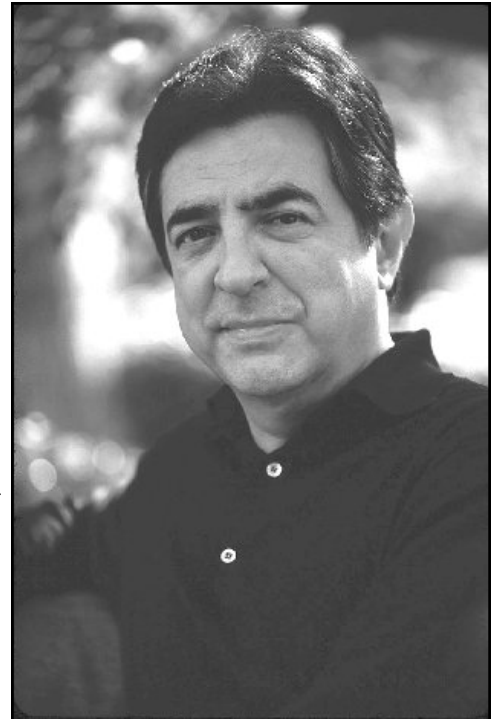
## **Television Special on CAREGIVING to Air on October 9th**

**A**re you providing care for a mother, father, spouse or friend? If not already, there is an awfully good chance that you will be a caregiver sometime soon. In either case, PBS will be broadcasting a must see special called *AND THOUGH SHALT HONOR*. Life in our country is changing in many ways, and the unprecedented, dramatic increase in the size of the older population is having a huge impact on the children of older adults.

This groundbreaking program on caring for aging parents, spouses and friends, heightens the awareness of the increasing role that caregiving plays in our lives, regardless of income, ethnic background or geographic location. You can see *AND THOUGH SHALT HONOR* on the Inland Empire's public television station, KVCR-TV, at 8:00 P.M. on Wednesday, October 9th. Actor, celebrity, Joe Mantegna is the host.

KVCR-TV has also produced a half-hour special, called *CROSSROADS: OPTIONS IN CAREGIVING*, which will air just before the PBS special at 7:30 P.M. on Wednesday, October 9th. The KVCR special talks with a panel of local experts on the many facets involved with caregiving and is hosted by KFRG's Bo Wintrow. *CROSSROADS* will also repeat, following the conclusion of *AND THOUGH SHALT HONOR* at 10:00 P.M.

Check your local PBS-TV listings for broadcast schedules in other areas.



**Joe Mantegna, Celebrity Host**



### **ARE YOU WEARING THIS PIN?**

***If you haven't joined the Volunteer Driver Corps of the TRIP Program yet, please consider joining today!***

*As a volunteer, you can receive up to \$84 each month for each person you help—tax free! There is no risk, since you are also covered by our insurance when helping as a volunteer and you get the special joy that comes from doing something really important.*

*For more information on how you, or your organization, can participate in this program of critical community support, call Gail at 1-800-510-2020.*

**For Information on how your organization can become a Driver Corps unit, call Gail at 1-800-510-2020**

## HOW TO TALK TO YOUR DOCTOR ABOUT YOUR PAIN

by Roberta Wertenberg, Coordinator, Fifth District C.A.R.E. Team

**N**agging, burning, or aching —no one feels your pain exactly the same way you do. How can you talk to your doctor about your pain in such a way, that together you may be able to achieve pain relief?

**Know that you are not alone:** There are two types of pain, acute pain that is temporary and chronic pain, which may last from a few months to many years. Such factors as your age, mood, and general health affect the way your body registers its discomfort. This is sometimes referred to as your “pain threshold”. According to a recent Gallop Poll, nine of ten Americans report that they have pain at least once a month.

**You have the right to have your pain properly treated:** There is a growing awareness that freedom from pain is a primary quality of life issue for our nation. In the year 2000, Congress declared “The Decade of Pain Control and Research.” New national pain assessment standards require that, when you enter a hospital or health care facility, you have the right to have your pain properly treated. Patients should expect at least to be asked to rate how they are feeling, from zero being without pain, to ten, which is the worst pain. In California, there is the California Pain Patients Bill of Rights and Intractable Pain Act, which directs that a doctor must either treat the pain you feel, or refer you to a qualified specialist who will treat your pain.

**Why do I feel that I can’t talk about my pain?** Society sometimes supports the view that getting older means becoming stoic about our pain. After all, we’re not young

anymore, and we are not feeling youthful. So why not just “Grin and bear it?”

As a good patient, we may not want to bother the doctor. We view him as the professional, and we hope to feel better if we do what he suggests. The doctor might even prescribe something that we can’t afford. What would we have to give up, in order to obtain the appropriate treatment for pain?

Some individuals are afraid of becoming addicted to pain medications, so they choose to suffer instead. For someone with chronic pain, there can be concern about becoming tolerant to pain medications, or worry about side effects.

### **What will my doctor want to know?**

Some people find it helpful to keep a daily journal. Document such things as where your pain occurs in your body, and when. Write down how often you feel the pain, and rate it on a scale of one to ten. (Ten being the most severe.) Does your pain interfere with your activities of daily living? If so, document what you have done to ease your discomfort. If you are currently taking any medications or therapies, be sure to include those. Are they helping? Bring your journal with you when you go to your physician.

### **Caring for someone without a voice:**

If you are a caregiver for someone who cannot verbally express their pain, it becomes necessary for you to become a good observer. Use your senses to determine if there has been a change in that person’s health. Look for weight loss, unusual gait, pacing. Check for different odors. Note changes in mood such as increased agitation, tearfulness or irritability. Does the person rub or even

avoid contact on a certain part of his body? Write down all the changes you observe, and talk to their physician.

**How will my pain be treated?** Depending upon your medical history, your physician may suggest one or more of the following: **medications** aimed at reducing pain and depression; **electric stimulation; nerve block** which can aid in confirming the diagnosis or be part of the treatment; **surgery; individual or group therapy** to assist in developing positive coping skills and reduce stress; **behavior modification; physical or occupational therapy** for conditioning and stabilization; **relaxation and meditation; hypnosis; biofeedback** to teach the patient how to relax and control body functions; **or acupuncture.**

**For more information on pain and patients rights:**

California Wellness Foundation <[www.calpatientguide.org](http://www.calpatientguide.org)>  
American Academy of Pain Management

<[www.aapainmanage.org](http://www.aapainmanage.org)>

The Mayday Pain Project <[www.painandhealth.org](http://www.painandhealth.org)>

International Assoc. for Pain Study <[www.iasp-pain.org](http://www.iasp-pain.org)>

National Foundation for the Treatment of Pain

<[www.paincare.org](http://www.paincare.org)>

**Some general health care web sites:**

The Consumer and Patient Health Information Section (CAPHIS) of the Medical Library Association

<[www.caphis.mlanet.org/consumer/index.html](http://www.caphis.mlanet.org/consumer/index.html)>

Healthscope <[www.healthscope.org](http://www.healthscope.org)>

The American Medical Association—Health Insight

<[www.ama-assn.org/ama/pub/category/3457.html](http://www.ama-assn.org/ama/pub/category/3457.html)>

Harvard Medical School—Health OnLine

<<http://www.health.harvard.edu>>

Mayo Health Clinic <<http://www.mayohealth.org>>

**OR..... YOU CAN ACCESS THESE AND MANY OTHER HEALTH SITES, in one place, AT VITAL CONNECTIONS**

<[www.vitalco.net](http://www.vitalco.net)>

**“Ask five economists.....  
and you'll get five different answers  
(six if one went to Harvard).”**

-Edgar R. Fiedler

**What is “Mental Health”?**

**A**ccording to a report of the U.S. Surgeon General, *“Mental Health” can be seen everyday in the attitudes and activities of those who have it.*

Here’s how it looks: People who are mentally healthy are involved in productive activities and have fulfilling relationships with others. They are able to adapt to changes and take set-backs and difficulties in stride—dealing with them in positive ways.

For information on Riverside County’s mental health services, please call 1-800-706-7500. ■

**It’s A Lot of Fun to Get Older!!  
...HONEST!**

**T**he results of a 23 year study, by researchers at Yale University, are in: *Having a positive attitude about life and living reduces a person’s risk of dying!*

According to the report, published in the Journal of Personality and Social Psychology, persons who view aging in a positive way, and do not dwell on the negative aspects of aging, live between 7 and 8 years longer. Interestingly, having a positive attitude has the same effect regardless of a person’s wealth, general conditions of health, gender, or if they live alone. ■

## ***New Video for Grandparents Raising Grandchildren.....***

***“Wherever you are and whoever you are, it can happen to you! .....assuming the role of a parent for grandchildren is a very difficult responsibility that is now extremely common in our country.”***

- Michelle Rainer,  
Deputy Director for Senior Programs,  
Riverside County Office on Aging



***“...We in Riverside County are dedicated 100% to improving the systems in place and assisting grandparents with their needs and the needs of the children. We are committed to this mission....”***

County Supervisor  
Jim Venable

**B**ecoming the Parent of a Grandchild is an important new video, now available for viewing in public libraries and at senior and community centers throughout Riverside County. The video details the special services and resources that are now available to help grandparents who are raising their grandchildren, and provides information on how to access those services.

If you are a grandparent raising grandchildren, you are not alone! You will be interested to hear the stories of many other grandparents in the *Becoming the Parent of a Grandchild* video. But more, you will learn how to get the support and services you need!

There are programs that may provide cash, extra help with your food budget, child care assistance and medical insurance for your grandchildren. You may also be able to get help obtaining legal guardianship or help with the adoption of your grandchildren.

It is often emotionally very difficult for both grandchildren and grandparents to adjust to changes in their re-

lationship. Psychological services, including evaluations and referrals may be needed. Treatments, in individual and group settings, may also be available. Other health services may also be needed.

Many grandparents, who suddenly find themselves raising their grandchildren, find comfort, support and access to important information in support groups. These groups focus on the needs of the grandparents and provide an opportunity to meet others who share the same experiences.

To find a Grandparents Raising Grandchildren support group in your area, call the Office on Aging HelpLink at 1-800-510-2020.

We hope you will ask for this video at your library or senior center and take a few minutes to watch. It is so full of information that you may want to view it twice and take notes!

In the mean time, here are the two most important numbers for you to have and use regularly:

WARMLINE 1-800-303-0001  
HelpLink 1-800-510-2020

**Get answers to questions about raising grandchildren, call WarmLine at 1-800-303-0001**



### Support Services Available for Caregivers.....

Special caregiver services are available for family caregivers of persons over 60 years of age, or for grandparents caring for grandchildren, when the grandparent is over 60 years of age.

Funded through the National Family Caregiver Support Program, Inland Caregiver Resource Center provides services in our area which include *respite care*, as well as caregiver training, participation in support groups, counseling, and needs assessment with referral to other appropriate services.

Other supplemental services, which may be available, include minor

home modification, home-maker assistance with such things as shopping and meal preparation, chore assistance with heavy housework and yard work, home security, assistive devices, and legal assistance. Special priority is given to caregivers who are “low income, an ethnic minority, geographically isolated and/or have high social need.”

Inland Caregiver Resource Center (ICRC) is a private, non-profit social service Agency. ICRC also has funding available through the State Department of Mental Health to provide most of the above services to family caregivers of adults with brain impairing condi-

tions (Alzheimer's Parkinson's, Stroke, Huntington's, MS, TBI, etc.).

In order to access these services, or to obtain further information about caregiving issues, family caregivers can **call ICRC at (909) 514-1404 or (800) 675-6694, Monday through Friday, 9:00 a.m. - 5:00 p.m.** In addition to family members, a caregiver may also be a “non-paid” friend or neighbor who is providing care. IHSS helpers may still qualify.

Inland Caregiver Resource Center can also provide community education on caregiver issues and available services. ■

### Some Tips for Dealing with Aggressive Behavior [from WebMD's Medscape]

Aggressive behavior comes in many different forms: *predatory*, when violence is planned and directed at a single “target”; *dominant*, when resulting from an effort to challenge or protect community status; *fear-induced*, when it comes from an inability to escape a perception of being trapped; *impulsive*, unpredictable in persons suffering from various personality and behavior disorders; and *late-life*, when associated with conditions in older adults, such as dementia, chronic illness and pain.

Often it falls to family members, as

caregivers to deal with these issues. Professional assistance should always be sought, but here are some tips that can help:

1. Make sure person's needs are being met. Persons with cognitive impairments are less likely to be aggressive if they feel we are responsive to their needs.
2. Demonstrate expected behavior. Aggression is often directed towards caregivers who are not perceived as being compassionate or responsive.
3. Protect patient from stress. Identify and eliminate environmental stress factors. ■

## ***Are You Receiving Necessary Health Care?***

**N**early 1 in 7 of us are not covered by any health insurance, according to the *Agency for Healthcare Research and Quality*. And then there are those of us who just don't go to the doctor unless and until something doesn't work right anymore.

If we are not seeing a physician regularly for check-ups, we are not receiving important preventative health services, including tests to help uncover potential problems before they become serious!

**Here are some of the tests that we should all have on a regular basis:**

1. Blood Pressure Check. High blood pressure can lead to heart disease, stroke and kidney disease. High blood pressure can be controlled through diet, exercise and medications to prevent more serious complications.
2. Cholesterol Check. Cholesterol levels start to increase as we age and as we gain weight. If unchecked, high cholesterol can result in serious heart and cardiovascular disease. Diet changes, exercise, and weight loss are often prescribed. In some cases, medications may be necessary.
3. Blood Sugar Levels. Diabetes is a terrible disease if unrecognized and untreated. It can lead to vision loss, kidney failure and poor extremity circulation resulting in amputation. 1 in 5 adults over the age of 65 has diabetes, and the odds are worse to get it if someone else in our family has it or if we are overweight.
4. Tests for Cancer. Most breast cancers occur in women over the age of 50. All sexually active women are at risk for cervical cancer. Both older men and older women are more likely to get colon can-

cer. Prostate cancer is very common in men over the age of 50, especially in African-American men and those with a family history of the disease. Skin cancer is very curable when caught early. Oral cancers most often occur in persons over the age of 40, who have used tobacco or alcohol.

You may be feeling great but, if you haven't had these tests, or you aren't seeing a doctor regularly, the best thing to do is to make plans right now to get the health care you need!

Riverside County's Family Care Centers are low cost and conveniently located. Several payment plans are available:

- MEDI-CAL
- ABILITY TO PAY (ATP) PLAN BASED ON INCOME, FAMILY SIZE AND SERVICE PROVIDED
- PERSONS CERTIFIED AS MEDICALLY INDIGENT (MISP) ARE ACCEPTED

Call the clinic nearest you today:

- Banning Family Care Center, 3055 W. Ramsey, Banning, CA 92220 (909) 849-6794
- Blythe Health Center, 1293 W. Hobsonway, Blythe, CA 92225 (760) 921-5670
- Corona Family Care Center, 505 S. Buena Vista, Corona, CA 92882 (909) 272-5445
- Hemet Family Care Center, 880 N. State St., Hemet CA 92543 (909) 766-2450
- Indio Family Care Center, 47-923 Oasis St., Indio, CA 92201 (760) 863-8283
- Jurupa Family Care Center, 9415 Mission Blvd., Riverside, CA 92509 (909)360-8795
- Lake Elsinore Family Care, 30195 Fraser Drive, Lake Elsinore, CA 92530 (909) 674-3250
- Palm Springs Family Care, 3111 E. Tah-

*(Continued on page 11)*

quitz Canyon, Palm Springs, CA 92262 (760) 778-2210

- Perris Family Care Center, 237 N. 'D' Street, Perris, CA 92570 (909) 940-6700
- Riverside County Regional Medical Center, 26520 Cactus, Moreno Valley, CA 92555-3911 (909) 486-4000
- Riverside Neighborhood Health Center, 7140 Indiana Ave., Riverside, CA 92504 (909) 358-6000
- Temecula Family Care Center, 41002 County Center Drive, Bldg. B, Temecula, CA 92591 (909) 600-6300

The Riverside Community Health Agency's website is <http://www.rivcoph.org>

Community Health Systems operates low cost and no cost primary care clinics in many areas of Southern California. Services can be provided under;

- MEDI-CAL and MEDICAL HMOs
- A SLIDING SCALE BASED ON ABILITY TO PAY
- STATE PROGRAMS, INCLUDING *PACT AND PE*
- and AT NO COST THROUGH "EXPANDED ACCESS" GRANTS FOR THOSE WHO QUALIFY

Community Health Systems' clinic locations in our area include:

- Eastside Health Center, 1970 University Avenue, *Riverside*, CA 92507 (909) 276-0661
- Inland Empire County Health Center, 18601 Valley Blvd., Bloomington, CA 92316 (909) 877-1818
- Fallbrook Family Health Center, 617 E. Alvarado Street, Fallbrook, CA 92028 (760)728-3816
- A new family health clinic is planned to open at the Mead Valley Community Complex in January 2003. Some health

screening services are already available. Mead Valley Community Complex is located at 21091 Rider Street, Perris, CA 92570. Their phone number is (909) 657-0686.



**Medi-Cal** is for low income families or individuals, older adults and persons with disabilities, and **can pay up to 100% of hospital and doctor's bills**, prescription cost, and many other medical care related services.

While Federal Medicare insurance comes with Social Security benefits and requires the payment of monthly premiums and deductibles, Medi-Cal is not tied to Social Security benefits and provides comprehensive coverage of most medical expenses.

Medi-Cal also offers an HMO option. HMO's require that services are provided from doctors and facilities they designate. Under this option all Medi-Cal services are available, but must be provided by the HMO.

If you are over 65, or blind or disabled and on SSI (Supplemental Security Income - federal assistance to low-income Social Security recipients), you are eligible for Medi-Cal benefits. Other older adults or persons with disabilities may be eligible if they have limited resources (less than \$2000 in countable assets for single persons, \$3000 for couples) and payment of medical bills would leave them with less than the available "need standard" for their living expenses, currently \$600 per month for a single person, \$934 for a couple (persons with a higher monthly income must contribute the excess, called a "share-of-cost," toward their medical expenses).

**For information on how to apply for Medi-Cal, call 1-800-952-5253.** Eligibility for Medi-Cal can be made retroactive for up to 3 months prior to the month in which you apply.

[SOURCE: California Registry]

**BOARD OF DIRECTORS, 2003 PROGRAM YEAR**

**Cis LeRoy, *President*** - Member, American Planning Association; Member, American Public Transit Association (APTA); Transportation and Grants Consultant.

**Roberta L. Wertenberg, *Vice President*** - Member, Advisory Board, Alzheimer's Disease and Related Disorders for Secretary of Health and Welfare, State of California; 5th District Coordinator, C.A.R.E. Team; Member, Advisory Board and Speaker's Bureau, Alzheimer's Association, Riverside/San Bernardino Counties Chapter; Member, Older Adults Mental Health Task Force of Riverside County.

**Chris Stone, *Secretary of Board*** - Director, Valley Partnership Employee Assistance Program; Program Officer, Desert Community Foundation; Founding Member, Nonprofit Partnership (Coachella Valley); Member, Abuse Recovery Coalition (Coachella Valley).

**Beverly Haun, *Treasurer*** - California Senior Legislature Assembly Member (4th term); Former Member, Citizens Advisory Council, Riverside County Transportation Commission; Former Member, Advisory Committee for SunLine Transit Agency; Real Estate Broker/Senior Real Estate Specialist—National Certified Senior Advisor—Life License, Long Term Care Specialist.

**Grace Bacher** - Secretary/Treasurer, Prime of Life Board; Board member, Friends of Moreno Valley Senior Center; Retired Director, Moreno Valley Senior Center; Member, P.E.O. Board; Member, Senior Networking Group; Former Member, RSVP Board.

**Janie Bershas** - Founding Member, Partnership to Preserve Independent Living for Seniors and Persons with Disabilities; Founding Member, Friends of Moreno Valley Senior Center; Member, American Institute of Parliamentarians.

**Helen M. Crum** - Founding Member, Partnership to Preserve Independent Living for Seniors and Persons with Disabilities; Member, Riverside Community Auxiliary; Janet Goeske Senior Center Volunteer; Member of Executive Board, Cardiac Foundation, RCHF; Member, John Tavaglione Senior Advisory Committee; CCHA Executive Board, CCHA Sunshine, Director for CowTown Singles and Gingham.

**George F. Dickerman** - Elder Law Center Civil Litigation Attorney; Advisor, Riverside County C.A.R.E. Team; Volunteer, Riverside County's Public Services Law Corporation.

**Annette Green, R.D.** - Former Manager, Information and Assistance, Riverside County Office on Aging; Nutrition Consultant.

**Judy Nieburger** - Board Member, Community Assistance Program; Board Member, RCC Associates Board, Friends of RCC Forensics; Board Member, Friends of Moreno Valley Senior Center and Friends of Moreno Valley Library; Member, Moreno Valley Noon Rotary and Moreno Valley Soroptimists; Member, Riverside County Parks & Open Space Commission and Moreno Valley RCC Campus Partners; Past Mayor, City of Moreno Valley.

**Measure A—the Transportation Initiative to Come Before Voters in November...**

**W**hat is different in Riverside County from probably most other counties and places in the United States? One thing is the approach the County takes to *transportation* funding!

Nearly a dozen innovative special transportation programs, for seniors and persons with disabilities, are now funded by the half-cent Measure A sales tax initiative that was overwhelmingly approved by Riverside County voters in 1988. Programs, receiving substantial Measure A support, include **TRIP's volunteer escort-driver program**, as well as the Volunteer Center's TAP that distributes free bus tickets to the truly needy, Blindness Support Services' mobility training, and small van services that supplement transit agency curb-to-curb in rural areas.

To best understand the current state of transportation funding in California, it is important to look back at more than 30 years of history. In the mid 1960's, transportation was the second largest line item in the state budget. Most of Southern California's freeway system was built in the 1960's and early 1970's.

In the 1980's, state priorities changed. The state forced local areas to find ways to fund their own projects. By the late 1970's and early 1980's many California counties approved half-cent sales taxes for transportation. Riverside County also adopted the

sales tax transportation funding approach—the original 1988 Measure A.

But there was a big difference in the way Riverside County viewed and structured transportation funding and that difference has resulted in the favorable environment that now exists for supplemental transportation programs here.

According to John Standiford, Public Information Officer for the Riverside Transportation Commission, "From the beginning and even until today, the Commission has always wanted Measure A to be about *transportation*, and that's every form of transportation. Unlike many other counties, Measure A is not a highway measure or, as is the case in some other counties, a transit measure. *It's intended to pay for transportation of all kinds.*"

Standiford continues, "The idea was to develop a comprehensive transportation program that incorporated funding for freeways, streets and roads, public transit, commuter rail service, and provide funds to meet the special transportation needs of seniors and persons with disabilities. After all, every taxpayer in the county would contribute to the program with every purchase, so why not make sure that every form of transportation would receive funding?"

It is not this way in most other places. Voters will be asked to renew the Measure A initiative in November. ■

**DID YOU KNOW** that the color of the car you drive could influence whether or not you will be involved in an accident? The Automobile Association of America reports that red and black vehicles are more likely to be involved in accidents than vehicles that are "greenish yellow, cream, yellow, and white". They also tell us that the most visible vehicles on the road are painted in light, single-tones. ■

**Senior Ombudsman Services.....Riverside (909) 686-4402....Coachella Valley (760) 770-9999**

## ***Superando Nuestros Re-***

### ***¿Tiene problema con su HMO? He aquí como obtener ayuda...***

**E**l Centro de Ayuda HMO para el Departamento Salud Manejada del Estado de California puede ayudarle a resolver problemas con planes de salud, incluyendo cuestiones sobre cuidado médico, prescripciones, exámenes preventivos y servicios de salud mental.

El primer paso es someter una queja con su plan de salud, pero el Centro de Ayuda HMO puede también asistir con información sobre cualquier proceso de queja de HMO. Los números telefónicos para el Centro de Ayuda HMO son (888) HMO-2219 o TDD (877) 688-9891. Ellos también le ayudarán con preguntas sobre el proceso de quejas y sus derechos en cuidado de salud. O, Ud. puede fácilmente tener acceso al sitio del internet por medio de un enlace directo en la página de enfrente de Vital Connections <[www.vitalco.net](http://www.vitalco.net)>.

Si su plan de salud no resuelve su queja a satisfacción suya dentro de los 30 días requeridos, Ud. puede entonces someter una queja con el Departamento de Cuidado de Salud Manejada. El proceso de quejas del Departamento consiste en una revisión de toda la información escrita proporcionada por ambos, Ud. y el plan de salud, incluidos archivos médicos relevantes, si se hace necesario. Todo intento se hace para resolver quejas dentro de los 30 días.

Para someter una queja con el Departamento de Cuidado de Salud Manejada, Ud. debe completar un “Formulario de

Queja del Consumidor” (llame para solicitar o transferir del internet) y mándela con una “Autorización de Liberación de Archivos Médicos” firmada a la dirección en el Formulario de Queja. Documentos de soporte deben adjuntarse. El Formulario de Queja y copias de los documentos pueden también mandarlos por fax al Centro de Ayuda HMO al (916) 229-0465.

***Si su disputa involucra una amenaza seria o inminente a su salud (tal como negación de tratamiento por cáncer mortal), informe al Centro que su llamada es una cuestión urgente. Hay ayuda disponible 24 horas al día, siete días a la semana, en la Línea de Ayuda al Consumidor gratuita: (888) HMO-2219 o (877) 688-9891 (TDD).***

Si el Departamento resuelve la queja a su favor, se le ordenará al plan de salud que proporcione los servicios requeridos, que pague por los servicios, o que tome la acción necesaria. Si el plan de salud se rehúsa, la cuestión se referirá a los abogados de autoridad o licencias para posible imposición de multas administrativas o acciones formales de enforzamiento.

El proceso de quejas del Departamento de Cuidado de Salud Manejada no sustituye una acción civil. El Centro de Ayuda HMO no dará consejo legal ni actuará como su abogado. El proceso de quejas no deberá considerarse como forma de reunir datos en preparación de cual-

## .....**Superando Nuestros Retos**

quier acción legal potencial. Ud. puede, sin embargo, tomar acción legal en cualquier momento durante el proceso de queja a menos que su plan requiera que se sometan las disputas a arbitraje o que su plan requiera el uso del proceso de Revisión Médica Independiente antes de que pueda tomar acción legal.

Si Ud. es miembro de un HMO Medicare, Ud. tiene derechos especiales para apelar el rechazo del HMO para proporcionarle o pagarle cualquier servicio. También, si Ud. es beneficiario de Medicare, Ud. puede pedir ayuda del Programa Abogacía y Consejería de Seguros de Salud (HICAP) (909) 697-6565.

Translation provided by Leopoldo Treviño

### **Programa de C.A.R.E.**

El Programa de C.A.R.E. ofrece educación y entrenamiento sobre el abuso y maltrato de los ancianos, y fraude del consumidor a través de la abogacía.

El Programa de C.A.R.E. sirve la población anciana y los adultos dependientes del Condado de Riverside.

Junto con el Equipo de C.A.R.E., entrenan voluntarios y ayudan a los ancianos que fueron víctimas de fraude del consumidor.

**Para más información llame:  
1-888-960-4477**

### **Estos Recursos Son Para TI !! Usalos**

#### **Transportacion:**

- Sundial Transportacion (Sundial Transportation) (760) 341-6999 (por el costo de un \$1.00 o un \$1. 50 le pueden proveer transportacion)
- Transportacion Para Ciegos (Blind Transportation) (760) 323-4414 (costo de membresia \$25.00 anual y de \$1-\$2 por viaje)

#### **Comida Para El Necesitado:**

- Comida en Necesidad de Distribucion (Food in Need of Distribution) (760) 328-3663
- Caridades Catolicas(Catholic Charities) (760) 347-1188 Indio; (760) 202-1222 Cathedral City

#### **Otros Recursos:**

- Programa de Diabetis (Diabetese Program) (760)773-1403
- Instituto Para Ciegos(Braille Institute) (760) 321-1111 (locacion en Cathedral City, tiene actividades y provee transportacion)
- Programa Asistencia En Casa (In Home Support Services) 1-800-491-7123 (para personas mayor o incapacitadas)
- Stroke Activity Center (760) 323-7676 (centro de actividades para personas victimas de un ataque al corazon)
- Grupo De Apoyo-Alzheimers (Alzheimers Support Group) (760) 327-2732, (760) 346-3119

**What are the symptoms of a food allergy?**

Symptoms usually appear within a couple of minutes up to two hours after eating and can include: - a tingling sensation of the tongue and throat; - rash; - eczema; - hives and swelling; - vomiting; - abdominal cramps; - diarrhea; - wheezing; - difficulty breathing; - drop in blood pressure; - loss of consciousness. If you have any of these symptoms shortly after eating, even if they are mild and go away, The Food Allergy & Anaphylaxis Network advises us to talk with our doctor. Up to 90% of all food allergies are caused by: milk, eggs, peanuts, soy, wheat, other nuts, fish, and shellfish.

**Fall 2002**



**Meeting the Challenges**

**Quarterly**

*Partnership to Preserve Independent*

6296 Rivercrest Drive, Suite K, Riverside, CA 92507

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**Inside..... ▶ "The reason I am so independent.." ▶ Pets and Caregivers ▶ How to Talk With Your Doctor About Pain ▶ Support Services for Caregivers ▶ Are You Receiving Necessary Health Care? ▶ Measure A, the Transportation Initiative ▶ ..¿Tiene problema con su HMO? He aquí como obtener ayuda... ..AND MUCH MORE!!!!**