Support Wherever You Are
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Overview

- History & Background
- Changing Caregiver Profile
- CRC Services
- Statewide Site/Enrollment
- CRC System Impact
- ICRC, SMP, CHAPCA Collaboration
- Questions?
History & Background

- CRCs were established in 1984
- First-in-the-nation statewide network of caregiver resource centers
- Today, there are 11 CRCs, serving every county in CA
- Visit our website www.caregivercalifornia.org
The CRCs had distinct characteristics since its inception in 1984:

- Defined package of services administered by all CRCs statewide
- Target unpaid informal caregivers of persons with Alzheimer’s and related dementias, Parkinson’s, head injuries, stroke, and other adult-onset cognitive impairments and chronic health conditions
- Serve all income groups including the “missing middle income”
- Use uniform intake and assessment covering multiple domains of caregiver assessment and care receiver information
History and Background

- From FY84 to FY08, the CRCs were under the CA Department of Mental Health
- From FY09 to FY22, the CRCs were under the CA Department of Health Care Services
- In FY 23, the CRC system transferred to CA Department on Aging
Changing Caregiver Profile

- There are now approximately **5.5 million caregivers** in California
- Caregivers are getting younger → **80% under the age of 65**
- More diverse population
- **Over 50%** of caregivers are **in the workforce**
- **Increased use of technology** in daily transactions
Needs of Informal Caregivers

- Times are changing, but the needs of informal caregivers remain constant:
  - Education about the disease & direct care/medical needs
  - Emotional & psychological support
  - Respite Care
  - Learning how to manage activities of daily living & home safety
  - Learning behavior management techniques & communication skills
  - Connection to resources & community support services
  - How to balance work & caregiving
COVID-19 Trendlines

- Has caused increased complexity of providing care in the home
- Accelerated the need for remote service delivery
- “Sandwich Generation Caregivers” were faced with:
  - Working from home
  - Caring for children who are home from school
  - Providing home schooling
  - Caring for an older adult with dementia or other cognitive/physical impairments
CRC Service Package:
- Information and Referral
- Uniform Intake & Assessment
- Care Plan & Consultation
- Counseling (short-term)
- Legal and Financial Information and Consultation
- Respite Vouchers (including consumer-directed choice and options)
- Psychoeducational interventions
- Professionally-led support groups
- Linkage to other community resources
- *Please note each individual CRC may offer other programs through other funding streams*
CRC Service Package:
- Specialized training for direct care issues
- Education programs
- State and regional training calendars for classes for anyone/anywhere
- Monthly consumer/caregiver newsletters

Consumer Information and Content (200+) including:
- Fact Sheets & Tip Sheets & Checklists
- Video clips on direct care, medical tasks and management
- Webinar archives
- For most used/requested Fact Sheets, over 50 are translated into Spanish and Chinese; over 40 are translated into Vietnamese and Tagalog. Many classes, videos and webinars are in other languages
Services: Community Outreach

CRC’s use partnerships and collaborations to expand reach and services:

- In diverse communities
- To produce larger scale community conferences
- Deliver specific educational topics, i.e. legal, health, benefits
- To conduct area-wide, community assessments of service capacities, caregiver needs, gaps in services
- Participate in research and pilot-testing of interventions
CRCs are using a cross section of technologies to achieve outcomes:

- CareNav: secure, client-facing record and reporting system
- Secure communication platforms (e.g. Zoom Health)
- Social media platforms (facebook, twitter, instagram, LinkedIn, Nextdoor, podcasts, live streams)
- Organizational website with CareNav portals
- Mass e-communications (email, e-newsletters, invites, text messaging, video clips)
CA CRC Website

Are You a Caregiver?
The term caregiver refers to anyone who provides physical, emotional, financial, or logistical support to someone with a disabling condition. It is important for them to know about the free resources available to support.
Find out if you are a caregiver by taking the quiz below.

AM I A CAREGIVER? QUIZ

Social Distancing while Caregiving
As caregivers we love working with our patients to encourage positive engagement in the outside world. Time in the sunlight and fresh air is revitalizing to us all, especially to patients that often spend most, if not all, of their time confined indoors.

Read More>

Beginner Steps for Caregivers
Becoming a caregiver for an elderly or disabled adult family member or friend is a major change for both the caregiver and for your family member or loved one. This transitional time, as you ease into a new role can be confusing, stressful, and overwhelming.

Read More>
Welcome back!

You have not completed the CARE REVIEW process.

Please review and complete the About Me, Caring For, and Current Needs steps information. When finished, press the "Go to My CareNav" button at the end of the Current Needs section.

Care Review

We'd like to learn a little about you.

In order to assist you, we would like to begin by asking you some questions about yourself and the person you care for. These questions will take approximately 10 to 15 minutes to complete. Based on your answers, tailored informational materials will be presented in your "My Resources" section. All of your responses and comments will be kept confidential. Please be assured that there are no wrong answers. Please mark only one answer per question, unless otherwise noted.

Yes, Let’s Get Started
I’d Prefer to Do This Later

CareNav Client Dashboard allows clients to self-administer their intake/care review.
The intake includes questions about:
- Caregiver demographics
- Risk assessment
- Caregiver needs
CN Provides an Online Assessment covering:

- Direct Care
  - ADLs/IADLs
  - Medical Tasks
  - Memory and Behavior Problems
  - Health Care Utilization
  - Technology Use

- Plan Care
  - Insurance
  - Legal Documents
  - Formal/Informal Supports

- Self-Care
  - Caregiver Health
  - Burden Scale
  - PHQ9
  - Loneliness Scale
CRC System Impact

- Served 16,000 caregivers with clinical services
  - 6000 new; 10,000 returning
- Completed 4,299 assessments
- CareNav database: 33,000

Provided:
- 25,546 units consultation
- 1,369 hours of counseling
- 135,656 hours of respite
- 134 hours of legal assistance
- 3,731 outreach activities

Reached over 500,000 Californians
Satisfaction with CRC Services \((n=2,869)\)
CRC System Impact

- CRCs serve clients at higher risk when compared to the general population of informal caregivers.
- CRC program participants reflect multicultural groups with important differences in their caregiving experiences.
- CRCs address the unique needs of the caregiver populations in their geographic catchment areas.
- Caregivers are highly satisfied with CRC services.
- CareNav™ offers a solid platform to support future adaptation of the CRC intervention, ongoing evaluation, and future dissemination.
ICRC, SMP, CHPCA Collaboration

• Spanish Speakers are eager to learn more about Medicare and the Hospice benefit.
• There is a lot of misinformation about Hospice in the community resulting in fraud.
• Culturally appropriate information and outreach can help lower fraud rates.
• Speaking to the target community is key in these efforts.
Questions?

Contact Information:

California Caregiver Resource Centers
www.californiacaregiver.org

Inland Caregiver Resource Center
(Inyo, Mono, Riverside, San Bernardino Counties)
800-675-6694
www.inlandcaregivers.org