



Center for the Advanced Study of Aging Services

SCHOOL OF SOCIAL WELFARE
UNIVERSITY OF CALIFORNIA, BERKELEY

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The Center for the Advanced Study of Aging Services conducts activities to improve services for California's elderly through research, education & collaboration. These activities are made possible through the generous support of the Kleiner Family Foundation and the JM Long Foundation.

Issue Highlights...

- Strategic Planning for an Aging Population
- Case Management & LTC Integration
- Personnel Needs in Aging Services
- National Family Caregiver Support Program

Tribute to Rose Kleiner

The Center for the Advanced Study of Aging Services would like to dedicate this edition of its newsletter to the memory of Rose Kleiner, who died on April 14, 2001.


Like so many of today's older Californians, Rose Kleiner was an immigrant, coming to this country in 1939 from her native Poland. After raising two children, she returned to school at the age of 49 to pursue a Master's degree in Social Work at UC Berkeley. Shortly after completing her degree in 1979, Rose founded Older Adults Care Management, one of the first private geriatric care management agencies of its kind. And she went on to help create the Western Chapter of the National Association of Private Geriatric Care Managers, now the National Association of Professional Geriatric Care Managers. Rose had a vision of social workers, not as do-gooders or therapists, but as partners with family members, working together to assure that the needs of older adults would be met.



She also realized early on that the need for qualified, trained care providers is the linchpin of the entire home and community-based long-term care system. And so, she created Personal Assistance Research and Development, to develop recruitment and training technologies.

To improve social work's ability to attract and train skilled professionals to work with older adults, the Kleiner Family Foundation endowed a chair in aging at the University of California, Berkeley, School of Social Welfare, held by Professor Andrew Scharlach, the first endowed chair of its kind. She also saw the need to improve our understanding of programs and services which can meet the needs of older persons, and helped to create the Center for the Advanced Study of Aging Services.

Above all, Rose understood that the future of aging lies in the hands of young people—that we need to invest our time and energies in improving the training of social workers, nurses, and para-professionals, and that this requires creating a new, more positive image of aging and older adults that begins early in life.

In these and so many ways, Rose Kleiner was a visionary. The Center for the Advanced Study of Aging Services is dedicated to preserving and promoting that vision as we pursue research and training activities designed to improve services for today's and tomorrow's older persons. 

Developing a Strategic Plan for an Aging California (SB 910): Implications for Planning & Education

On Friday, April 20, 2001, the Center for the Advanced Study of Aging Services and the California Council on Gerontology and Geriatrics jointly sponsored a one-day conference on the aging of California at the Berkeley Radisson Marina Hotel. Bay Area educators, service providers, program managers, and policy makers came together to discuss a strategic plan for responding to the needs of California's aging population.

Several of the scheduled presenters were members of the SB 910 Work Group, chaired by Berkeley Professor Andrew E. Scharlach, convened at the request of the state legislature (Vasconcellos, Statutes of 1999, chapter 948) to analyze the state's ability to respond to the aging of California's population. Presentation topics were: *Population Aging*, Dr. Ron Lee, UCB; *Long Term Care*, Dr. Charlene Harrington, UCSF; *Transportation and Mobility*, Dr. Martin Wachs, UCB; *Work and Retirement*, Dr. Irene Yen, UCSF; *Health*, Dr. William Satariano, UCB; and *State Initiatives for an Aging California*, Lynda Terry, Director of the California Department of Aging.

In addition to the formal presentations, three smaller discussion sessions met in the afternoon to give special attention to the implications for (1) training and education, (2) program and service providers, and (3) legislative policy. Two themes were common across all the workgroups. California faces a dearth of gerontology professionals to serve this population. Effort must be made to recruit, train, and compensate people of different backgrounds and experiences to assist aging Californians as they transition into their later years. Most importantly, participants acknowledged that consumers must have a voice in the policy and planning process for an aging California.

The SB 910 Work Group's findings and recommendations were presented to a Joint Legislative Hearing of the California Senate and Assembly Committees on Aging and Long Term Care in Sacramento on April 2, 2001, and will be utilized by the California Health and Human Services Agency to develop a statewide strategic plan on aging. The California Policy Research Center is coordinating the SB 910 Work Group's efforts and summaries of the research papers can be printed from the CPRC web page as PDF files by going to <http://www.ucop.edu/cprc/publist.html>. ◀



Care Management & CA County Long-Term Care Integration

In July, Center Director Andrew Scharlach, along with staff members Nancy Giunta and Kelly Mills-Dick, presented a white paper on case management to the California Center for Long-Term Care Integration (CCLTCI). The paper describes various definitions and models of case management, provides a framework for counties to use as they design case management programs, and discusses considerations for evaluating quality, quality assurance, and effectiveness of case management programs.

The white paper will assist counties and the state with developing integrated long-term care services, as set forth in AB-1040 (1995). The presentation discussed major issues that counties need to think about while they develop case management systems as part of their LTC integration efforts. The paper provides more details on the major models, issues and ideas offered during the presentation. Both the paper and the presentation provide resources and ideas that will allow the counties to develop case management approaches responsive to their particular needs and goals.

The California Center for Long Term Care Integration is a collaborative effort of UCLA, USC, and the California Department of Health Services to provide assistance to the state and counties in their efforts to locally integrate funding and access to health care and supportive services for their aged, blind and disabled citizens, according to the provisions of AB-1040 (1995).

An audio recording and power point slides from the presentation are currently available on the CCLTCI website; the white paper also will be available when it is complete – <http://www.ltc.ucla.edu>. ▶

Personnel Needs in Aging Services

The Center recently completed a comprehensive survey of adult and aging services directors and other managers of publicly supported aging services programs to identify the characteristics of aging services personnel in California, as well as current barriers to meeting personnel needs.

The survey results revealed tremendous variation in the number of Masters of Social Work (MSW) level employees in the various public aging services program areas. In several program areas where advanced knowledge of geriatric assessment and intervention skills are needed, the survey identified substantial gaps in the professional education and training in the state's aging services personnel. For example, only 42% of adult protective services (APS) workers and 36% of case managers have an MSW. When asked to identify the greatest barriers to hiring aging services personnel, 72% of respondents cited a lack of qualified and properly educated applicants; 70% cited inadequate salaries; and 40% cited insufficient numbers of ethnically diverse applicants.

The findings of the study suggest that California faces difficult issues related to aging services, including the education and training of staff. The findings also reflect a need in aging services for a greater number of ethnic and culturally competent staff as well as staff who are trained and experienced in working with older adults. Innovative programs are needed to enhance the professionalism of aging services personnel and increase agency leadership while encouraging agencies to hire more MSW's and other professionals trained to work with older adults.

The survey was conducted in conjunction with the California Policy Research Center's initiative to help formulate state policies and programs to better meet current and future needs associated with California's aging population. For a summary of the report, see the Center's website (<http://cssr.berkeley.edu/aging/developing.html>). ◀

Hartford Bay Area Practicum Project

The Center is beginning its second academic year of a three-year implementation grant awarded by the John A. Hartford Foundation of New York to the Hartford Bay Area Practicum Consortium, one of six national sites intended to strengthen MSW social work training in gerontology. The specific goals of the training project are to increase the number of MSW students trained in Bay Area county departments of adult and aging services, and to increase the capacity of UC Berkeley, San Francisco State and San Jose State Universities to recruit and place students at these sites. Overall, the goal is to train 54 students over the three-year period of the grant.

The primary strategy for accomplishing this is to offer students a coordinated, structured placement which provides them with a broad exposure to the clientele served by county departments of aging. The Consortium training model consists of student assignments to one primary program area, such as Adult Protective Services or MSSP, followed by structured rotations through all of the programs administered by the department.

During the 2000-2001 academic year, 11 second year and 3 first year MSW students have completed training in five county aging departments. In the 2001-2002 academic year, it is estimated that 7 second year and 10 first year MSW students will begin their fellowships at the departments of aging. First-year students currently receive annual stipends of \$5,000 and second-year students receive stipends of \$7,000. More information about the Hartford Bay Area Practicum Project is available at its website – <http://cssr.berkeley.edu/hartford/> ▶



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National Family Caregiver Support Program

The California Department of Aging (CDA) has asked the Center for the Advanced Study of Aging Services to assist it in the implementation and evaluation of the new federal, National Family Caregiver Support Program (NFCSP). The NFCSP was approved by Congress in December 2000 and includes \$125 million of new funding as part of the newly reauthorized Older Americans Act. The NFCSP is intended to provide critical support needed by families to assist them in maintaining their caregiver roles for their older family members who are ill or who have disabilities and also older adults who have primary care responsibilities for young children.

The federal funds have been awarded to State Units on Aging who will work in partnership with area agencies on aging to implement the new program. The NFCSP is being implemented in a manner that provides significant flexibility to states. California, like many other states, will need to perform a statewide assessment of caregiver demographic characteristics, caregiver needs, resources available, resource deficiencies, and associated infrastructure/program development requirements, in order to create effective statewide policy.


Although a final agreement between the University and CDA has not yet been formalized, the Center's role will likely include development of a profile of California's caregivers and care receivers, an analysis of the state's caregiver support resources, guidance regarding best practices and potential short-term and long-term data collection activities, and examination of the impact of the new NFCSP. One of the Center's primary steps in the project's implementation will be meeting with important stakeholders and experts in this area to solicit input in the development of the project. 

New Student Staff Members

Two new students have joined the Center staff to work on the implementation of the National Family Caregiver Support Program.

Jill Greenlee is a doctoral student in the Political Science Department at UC, Berkeley. Ms. Greenlee was first introduced to policy concerns surrounding family caregiving while working as a Professional Staff Member for Senator John Breaux's Special Committee on Aging in Washington, DC. There, she was involved with the drafting of legislation that led to the establishment of the NFCSP. She also organized several hearings on family caregiving in Washington, DC, as well as in several other states.

Ms. Greenlee received her undergraduate degree from the University of Michigan, concentrating in Political Science. She worked on the Aging Committee for three years before beginning her graduate work at UC, Berkeley.

Stephanie Whittier received her undergraduate degree in Philosophy from the University of North Florida in Jacksonville. After graduating, she served as a Peace Corps Volunteer in San Juan de Opoa, Copán, Honduras. Upon completion of service, Ms. Whittier began work at the I.M. Sulzbacher Center for the Homeless in Jacksonville, providing case management services. Ms. Whittier is a second year MSW student, concentrating in Management and Planning. Ms. Whittier is an intern with California Advocates for Nursing Home Reform on a project to advocate for state licensing and monitoring of Assisted Living Facilities in California. 

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