



# Center for the Advanced Study of Aging Services

SCHOOL OF SOCIAL WELFARE  
UNIVERSITY OF CALIFORNIA, BERKELEY

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## School of Social Welfare

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### Center's Web Site:

<http://cssr.berkeley.edu/aging>

### Center's Faculty & Staff:

**Andrew E. Scharlach, Ph.D.**  
Kleiner Professor of Aging

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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...

- Next Phases of Strategic Plan on Aging
- Personnel Needs in Aging Services
- Care Management in LTC Integration
- Staff Updates

## Family Caregiver Support Program

The Center for the Advanced Study of Aging Services is pleased to formally announce its selection to assist the California Department of Aging (CDA) in the implementation and evaluation of the National Family Caregiver Support Program (NFCSP). This three-year Interagency Agreement, totaling \$1.2 million, includes both short-term start-up activities and long-term statewide policy objectives.

The Center recently delivered its first product from work on the NFCSP, *Family Caregivers In California: Needs, Interventions And Model Programs*. The goal of this report is to provide the California Department of Aging (CDA) and local Area Agencies on Aging with a comprehensive review of current knowledge regarding (1) the characteristics and needs of family caregivers; (2) caregiver support interventions and their outcomes, particularly regarding the five service areas identified in the NFCSP; and (3) model programs for supporting caregivers. It is hoped that this report will provide the California Department of Aging and local Area Agencies on Aging with a foundation for developing service programs to assist family members in maintaining their caregiver roles for their older family members who are ill or who have disabilities.

A companion report entitled *California's Grandparents Raising Children: What The Aging Network Needs To Know As It Implements The National Family Caregiver Support Program* and written by Merridith Minkler, Dr. PH and Donna Odierna from the UC-Berkeley, School of Public Health also was submitted. This report (1) profiles California's grandparents raising grandchildren; (2) provides an overview of interventions designed to assist grandparent caregivers and their families and their outcomes; and (3) offers recommendations to improve services and a selection of model programs for supporting grandparent caregivers.

The Center now is working concurrently on three other projects. One project will assess the merits of AAA local caregiver data collection procedures and make recommendations for improving data collection, reporting, and assessment systems. Another project will inventory significant caregiver resources in California and discuss current gaps in services to California caregivers. Further, the Center will review AAA local needs assessment methods and offer recommendations for improving the way local caregiver needs are identified.

The Center's fourth project is to develop a profile of California's caregivers and care receivers. To do this, the Center developed a statewide caregiver survey. Approximately 2,400 households statewide will complete a 30-minute telephone survey that focuses on four main areas: (1) caregiver characteristics; (2) services caregivers need and want, and barriers preventing caregivers from obtaining services; (3) "vulnerable" caregivers and those that need help the most; and (4) the effects of cultural background on the caregiving experience, including service use, service needs, and barriers. Survey interviews of family caregivers are projected to begin in March 2002. To further expand upon the information collected through the survey, the Center also will assist in conducting focus groups in identified Planning and Service Areas.

In April, Center staff will be presenting on the NFCSP project at the 2002 Joint Conference of the National Council on the Aging and the American Society on Aging in Denver, Colorado. Copies of the above mentioned reports are available from the Center's website.



## Next Phases of Strategic Plan on Aging in California

Professor Andrew Scharlach and Center staff are working with the California Policy Research Center (CPRC) to implement the next phases of the Strategic Planning Initiative on Aging in California. These next phases include the development of (1) a plan for a longitudinal database of aging Californians and their service use; and (2) a composite demographic profile of the aging California population, focusing on future projections.

In early 2000, CPRC began implementing Senate Bill 910 (Vasconcellos, Statutes of 1999, Chapter 948) which calls upon the Secretary of California's Health and Human Services Agency to develop, by July 2003, a statewide strategic plan for California to address the impending demographic, economic, and social changes triggered by California's aging and increasingly diverse population. Professor Andrew Scharlach has served as the chair of a SB 910 Working Group, a group of research experts convened by the CPRC to produce detailed background information and analysis.

The database planning phase of the Strategic Planning Initiative is being conducted by Professor Henry Brady and Frank Neuhauser of UC DATA. UC DATA staff are assessing the ability of existing databases to enable users to answer the important policy questions outlined in SB910. Specifically, UC DATA is: (1) reviewing existing government program administrative data, surveys and other data sources; (2) establishing major policy questions and data needs; and (3) developing recommendations for enhancing or constructing new data resources.

Concurrently, Professor Ron Lee and Tim Miller, Demography Department, UC-Berkeley, are developing a composite demographic profile of the aging California population to (1) describe the current population; (2) project the elderly population; and (3) derive projections of service needs on the basis of demographic projections.

The results of the initial phases of the SB 910 Work Group's findings and recommendations can be printed from the CPRC web page as PDF files by going to <http://www.ucop.edu/cprc/publist.html>. ➤

## 2001-02 Scholarship Recipient

Gina Rago and Sara Renke were awarded the 2001-02 Center for the Advanced Study of Aging Services Scholarship for their academic and professional promise and demonstrated potential for making a significant contribution to the field of aging.

Ms. Rago received her undergraduate degree in Communication, specializing in inter-generational communication, from UC Santa Barbara. Ms. Rago completed her first year internship at Mt. Diablo Center for Adult Day Health Care where she provided social services to disabled adults. This year, she is continuing her field work at the Over 60 Health Center as a case manager for low-income, disenfranchised seniors.

Ms. Renke received her undergraduate degree in Psychology from UC Davis. Ms. Renke completed her first year internship at the City of Fremont Senior Support Services program, where she provided case management for frail elderly to help them remain safely in their homes as long as possible. This year, she is continuing her field work at Alzheimer's Services of the East Bay in Hayward, an adult day health care center that specializes in dementia. ➤

Gina Rago



Sarah Renke



## Personnel Needs in Aging Services

The Center has completed a survey of Personnel Needs for California's Older Adults, and the final report is now available on our website. The survey examined characteristics of current aging services workforce and the preparedness of aging services personnel to meet the needs of California's Baby Boomers. The survey results offer insight on current aging services personnel in Area Agencies on Aging and county adult and aging services departments in California at a time when they are serving an extremely diverse population of older Californians. As the population increases, becomes more diverse, and places greater demands on public aging services, the Center thought it necessary to assess the adequacy of aging services personnel to meet the demands for service.

The findings suggest the following recommendations: (1) increase the number of social workers, especially those trained and experienced in gerontology; (2) develop programs to recruit and train aging services workers; (3) increase emphasis on gerontology in University courses and programs; (4) create incentives and training programs for professional development; and (5) increase funding, especially to offer more competitive salaries.

Efforts to improve the education and training of social workers will better prepare them to develop and coordinate interventions that help clients meet their complex needs, cope with change and loss, and navigate a complex service system. Some current legislation related to this research is California Senate Bill 953 that includes in its provisions a requirement for gerontology education in all bachelor and graduate programs in the helping professions available within the state's public system of higher education. ●

## Case Management in Long-Term Care Integration

In November 2001, the Center for the Advanced Study of Aging Services completed a white paper on case management in long-term care for the California Center for Long-Term Care Integration. The paper, *Case Management in Long-Term Care Integration: An Overview of Current Programs and Evaluations*, was presented last summer to county administrators who are implementing integrated long-term care service systems through Assembly Bill 1040 (1995). The goal of the paper is to identify, describe, and analyze models of care management in order to assist Counties and the State in developing integrated long-term care services, as set forth in AB-1040 (1995).

The paper describes the various definitions, principles, values and goals of case management, describes common tasks and roles of case managers, presents traditional and innovative models of case management, and provides a framework for counties to use as they design their own integrated case management programs. Finally, the paper discusses the various aspects of evaluating quality, quality assurance, and effectiveness of case management while describing current and ongoing evaluations of case management programs.

The California Center for Long Term Care Integration (CCLTCI) 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). A copy of the report is available at the Center's website. You can learn more about CCLTCI by going to its website at <http://www.ltcu.ucla.edu> ●



### Advisory Committee

**Lisa Chanoff**, Kleiner Family Foundation

**Jennie Chin Hansen**, Exec. Dir. On Lok Senior Health Services

**Diane Driver**, Coordinator Center on Aging, UC Berkeley

**Roy Earnest**, Foster Grandparent / Senior Companion, San Francisco

**Cecilia Espinola**, Dir., Social Services, Santa Cruz County

**Steven Gold**, President Goldman Institute on Aging

**David Ishida**, Regional Director Administration on Aging

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**Robert Sessler**, Dir., Adult & Aging Services Contra Costa Cty

**Charlene Silva**, Dir., Aging & Adult Services, San Mateo County

**Lynda Terry**, Dir., California Department of Aging

## Professor Scharlach, Fullbright Senior Scholar, in Australia

During the Spring 2002 semester, Professor Andrew Scharlach is on sabbatical as a Senior Fullbright Scholar at the University of Melbourne School of Social Work in Victoria, Australia. He is working with the School to investigate Australian long-term care policies as they impact disabled elderly persons and their families. He also is looking specifically at Australia's long history of research on family caregivers, which has served as the basis for comprehensive federal and state caregiver programs. Professor Scharlach has met with leading academics, elected officials, and government administrators, as well as the United States Ambassador to Australia. He is giving lectures and leading workshops addressing the financing and provision of aging services in the United States and other countries. Professor Scharlach's observations will have a substantial impact on the direction and nature of the Center's ongoing research on quality assurance in long-term care. Key findings from his investigation of Australia's long-term care system will be published in the next issue of the Center's Newsletter. ●



Professor Scharlach (top, left) pictured with other Australian-American Fulbright scholars and U.S. Ambassador to Australia, Thomas Schieffer

## New Student Staff Members

**Kathryn Kietzman** is a second year MSW student who also received her undergraduate degree in Social Welfare from UC Berkeley. She currently has aspirations to advance to the doctoral program in Social Welfare. Ms. Kietzman is interested in aging policy, particularly within the arenas of caregiving and long-term care systems integration. Since entering the MSW program, Ms. Kietzman has worked as an intern at the Area Agency on Aging in Alameda County, as a Graduate Student Researcher at the California Social Work Education Center (CalSWEC), and is presently interning at Family Caregiver Alliance in San Francisco. At the Center, Ms. Kietzman is a part of the research team evaluating the implementation of the National Family Caregiver Support Program in the State of California.

**Joshua Hill** is working at the Center as part of the Undergraduate Research Apprentice Program at UC Berkeley, completing his bachelor's degree in Political Science with an emphasis on civil and human rights. He developed an interest in working with the Center after a close family member suffered a stroke and developed a need for long-term caregiving. Prior to working with the Center, Joshua worked extensively with child service organizations, and he will be volunteering this summer with the International Justice Mission in Thailand to work on issues of juvenile prostitution and sex trafficking. Joshua has been working specifically on the National Family Caregiver Support Program's statewide survey of caregivers. He plans to graduate this spring and to pursue a graduate degree in public interest law. ●

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