

# **Montgomery County Commission on Aging Summer Study 2014**

## **Family Caregiver Support: An Exploration of Best Practices and Approach Models**

### **Executive Summary**

The Commission on Aging (COA) sponsored two activities to identify issues that are of concern to caregivers of older adults. These activities were a 2013 COA Summer Study and a COA Stakeholder Forum in February 2014:

The 2013 Summer Study identified the most significant challenges faced by family caregivers, educated Commission members about these challenges and developed a number of recommendations including 'an expansive investigation by the Commission on Aging's Health and Wellness Committee to gather information related to existing legislation, resources, and programs in order to establish a baseline of knowledge specific to this issue'. Following the 2013 Summer Study, the Health and Wellness Committee continued to focus on the caregiving issue and supported the COA recommendation to fund a Caregiver Coalition Coordinator position. It was determined, at that time that a caregiver coordinator would be better equipped to conduct an investigation and map caregiver resources.

The 2014 Stakeholder Forum resulted in caregiver recommendations including the benefit of a single point of contact and a centralized information source to address caregiver concerns and easy access to critical information. Specifically, caregiver participants requested:

- Focus on the coordination, organization and leadership of caregiver support activities, information and services in the form of a caregiver coordinator, coalition or council
- Easy access to culturally relevant information about assistance and resources available to caregivers
- Enhanced respite care availability and accessibility
- Information about and access to available mental health resources

The 2014 Summer Study builds on recommendations from the 2014 Stakeholders Forum. We explored best practices for and approaches to meeting caregiver support needs and challenges implemented by State, local governments and caregiver support organizations across the country.

## **Findings:**

- There is no “one size fits all” caregiver support approach. Caregiver support needs are as varied as the caregivers and those for whom they care.
- Technology is challenging for some and navigating through myriad websites for resources specific to personal need can be overwhelming.
- In person support groups make arranging time away from the loved one difficult and potentially expensive.
- Easy navigation through culturally relevant, varied, flexible and inclusive support approaches and communication channels will provide the greatest level of support for the greatest number of caregivers.
- Creation of an effective, efficient and sustainable Caregiver Coalition or Council requires careful thought and planning.
- The Alzheimer’s Association provides a great example of caregiver support via multiple multi-lingual and culturally relevant communication channels—including the development of spontaneous and informal caregiver support coalitions-- across the country and the world: phone, web, print, support groups (online and in person), resources, education, service providers and more.
- Local hospitals must now develop and implement Community Plans to help address community health care and mental health needs.
- Funding and sustainability are major challenges to caregiver support initiatives, programs and approaches. Partnerships enhance funding opportunities.

## **Our high level recommendations:**

- Montgomery County HHS approved FY15 staffing support for a Caregiver Coalition—a part time Senior Fellow (caregiver coordinator) position. HHS will recruit for this position once it is established in the County Human Resources System. While we greatly appreciate funding for the Senior Fellow position, we strongly recommend funding for a full time permanent caregiver coordinator position.
- The caregiver coordinator will share with Commissioners (for feedback and insights) plans to develop a public-private Family Caregiver Coalition or Council charter and options for creating an effective, efficient and sustainable operating infrastructure for said Coalition or Council.
- The AAA Staff or the Montgomery County Caregiver Coordinator, when hired, will investigate the possibility of working with Alzheimer’s to enhance Montgomery County caregiver support. Determine if there is an opportunity to utilize their caregiver support communications for County residents (perhaps co-opted branding on the Montgomery County website and other materials).
- The Commission on Aging should invite the CEOs of the 5 local hospitals to 1) share findings from the Stakeholder Forum and the CoA Family Caregiver Summer Studies, 2) learn about the “Community Plans” for

- each hospital, and 3) identify opportunities to work together to support the needs of caregivers and those for whom they care.
- The Montgomery County Caregiver Coordinator, when hired, should work with the Weinberg Foundation in developing an initiative/model for Montgomery County that would help coordinate family caregiver services and qualify for support funding from the Foundation

Detailed Summer Study 2014 findings and recommendations, presented in a chart format, below, will assist Montgomery County in determining which approaches and models might best address the needs stated by County residents who are family caregivers and enhance family caregiver support services currently offered by the County.

**Commission on Aging  
2014 Summer Study**

**An Exploration of Caregiver Support Models and Approaches**

<b>Stakeholder Recommendations</b>	<b>Summer Study Findings</b>	<b>Summer Study Recommendations</b>
<p><b>Coordination, Organization, Leadership</b></p> <ul style="list-style-type: none"> <li>• Hire the Caregiver Coordinator</li> <li>• Learn how others implement Coordinator positions or Coalitions</li> <li>• Develop a Family Caregiver Resource Conference</li> <li>• Track and support legislation to establish Task Force or Coalition on Family Caregiving</li> </ul>	<ol style="list-style-type: none"> <li>1. Many challenges are associated with mandated/legislated Councils or coalitions.</li> <li>2. Lack of Coalition or Council support or funding means volunteer resources and a need for strong leadership to ensure effectiveness.</li> <li>3. Local hospitals must now develop and implement Community Care Plans.</li> <li>4. Interfaith Works sponsors an annual Caregiver Conference.</li> <li>5. Caregiver support legislation is apparently difficult to pass and fund. OAA has not been re-funded and attempts to gain legislated support for</li> </ol>	<ol style="list-style-type: none"> <li>1. Look at what local hospitals are doing to support caregiving.</li> <li>2. Gather CEOs from the 5 local hospitals for a meeting with the Commission on Aging. Share recommendations from the Stakeholders Meeting and the Summer Study for their feedback.</li> <li>3. Engage in focused and coordinated advocacy efforts in support of caregiving legislation. Advocate strongly for funding OAA.</li> <li>4. Make Montgomery County government a model employer for caregivers.</li> <li>5. Advocate for the County and State to adopt “paid sick leave” for caregivers.</li> <li>6. Follow up on the federal</li> </ol>

	<p>Caregiving fall short.</p> <p>6. The Weinberg Foundation presented its mission to the County Council in 2012 and invited the County to apply for grant funding to enhance caregiver support.</p>	<p>perspective on caregiving. Learn what the Administration for Community Living can do to support County efforts.</p> <p>7. Look at international efforts to address caregiver support needs.</p> <p>8. Follow up with the Weinberg Foundation re: funding for Montgomery County caregiver support efforts focused on increasing cultural relevancy and reducing ethnic and health disparities.</p> <p>9. Consider partnering with and/or building on Interfaith Works efforts around Caregiving.</p>
<p><b>Information</b></p> <ul style="list-style-type: none"> <li>• Create a Caregiver Tool Kit, multi-channel and multi-language</li> <li>• Develop a Caregiver Blog</li> <li>• Create a Resource list (Angie’s List)</li> <li>• Consider developing a Consumer Checkbook for Caregiver Service</li> <li>• Improve info provided by 240-777-3000</li> <li>• Establish Caregivers Anonymous groups</li> <li>• Create Transition Care Tool Kit</li> </ul>	<ol style="list-style-type: none"> <li>1. Few research studies documenting evidence-based approaches to caregiver support exist, thus making the success of an approach or model hard to determine.</li> <li>2. N4A keeps a list of best practices for caregiver support approaches online; some are evidence based.</li> <li>3. The Alzheimer’s Association created and operates the most robust, culturally relevant, multi-lingual and multi-channel caregiver toolkit.</li> <li>4. Consider that some caregivers find technology troublesome as they age, lose sight and or hearing.</li> <li>5. ADRU may enhance service by implementing customer service and satisfaction standards</li> </ol>	<ol style="list-style-type: none"> <li>1. Enhance Montgomery County website to ease access to the caregiver support portal. Create a “one stop shop” Caregiver portal for all caregiver information easily accessible, multi-cultural throughout multiple agencies.</li> <li>2. Consider partnering with the Alzheimer’s Association differently to gain access to their on-line support tool with revised branding that is not specific to Alzheimer’s disease.</li> <li>3. Consider producing an online video about caregiver support available from the County.</li> <li>4. Create on-line chat for Caregiver support.</li> <li>5. Create ethnically focused Adult Day Centers. This is already happening. I would change to- Create ethnically focused caregiver support and services.</li> <li>6. Encourage business to develop culturally and</li> </ol>

	<p>applicable to the call center industry.</p> <ol style="list-style-type: none"> <li>6. Lotsahelpinghands.org is a web-based calendaring tool to help coordinate family caregiver support. Alzheimer’s uses this calendar on their website.</li> <li>7. Some caregivers cannot get away or are uncomfortable attending support groups.</li> <li>8. There is “no one-size fits all” approach. Multiple tools In multiple communications channels for a multitude of preferences are required.</li> <li>9. Governments and non-profits do not have the resources to care for every individual with caregiving support needs.</li> <li>10. Businesses offer capabilities and services for unmet needs of caregivers.</li> <li>11. Partnerships become more important as resources become scarce.</li> <li>12. There is no wrong door for those seeking caregiving support.</li> <li>13. Referring those who need additional help to the appropriate resources becomes more important.</li> <li>14. There are many different models, systems and approaches to family caregiver support. There is no one right way to help.</li> </ol>	<p>ethnically relevant support services.</p> <ol style="list-style-type: none"> <li>7. Create/support a business coalition to explain and support caregiver services (e.g., GROWS).</li> <li>8. Explore the Arts and Medicine movement. Consider alternative options to caregiver support including: visual arts, painting, dancing, story telling, journaling, gardening and music.</li> <li>9. Enhance ADRU call volume and issue tracking. Track and report on the numbers of residents on service wait lists. Determine how best to track the quality of recommended service providers and develop a process to address complaints of residents referred to vendors by the County. Look for ways to connect and collaborate with contractors/vendors to ensure a seamless experience for clients. Consider a specified caregiver call hour once a week.</li> <li>10. Identify potential caregiver support pilot projects and programs. Meet with the Weinberg Foundation to share ideas and obtain feedback. Apply for grant funding of approved pilots.</li> </ol>
<b>Respite Care</b>		1. Perform a County needs

<ul style="list-style-type: none"> <li>• Review current Montgomery County grant to ensure ease of access.</li> <li>• Provide opportunities for education about AD, MOLST, and MD Statutory Powers of Attorney.</li> </ul>		<p>assessment to determine available home care workers vs. current and anticipated resident needs. Use resulting data to develop strategies to address identified needs.</p> <ol style="list-style-type: none"> <li>2. Partner with local hospitals, schools, nursing home and assisted living providers, home health and nursing organizations, businesses and others to create and pilot caregiver support training programs—perhaps with Weinberg funding.</li> <li>3. Help businesses learn about County assistance available to caregivers.</li> <li>4. Help businesses understand when and how to refer those with overwhelming needs.</li> </ol>
<p><b>Mental Health</b></p> <ul style="list-style-type: none"> <li>• Develop and make available a list of available mental health services</li> </ul>	<ol style="list-style-type: none"> <li>1. Evidence-based programs indicate that appropriate and ongoing personal support builds resilience, reduces stress and depression.</li> <li>2. Grant-funded studies identify effective models and approaches. Program sustainability frequently relies on ongoing funding—challenging for virtually all grant-funded programs, pilots and projects.</li> </ol>	<ol style="list-style-type: none"> <li>1. Vet recommended mental health programs and services recommended by the County.</li> <li>2. Develop strategies to encourage and sustain caregiver support programs, models and approaches implemented by the County.</li> </ol>

## **Summer Study 2014 Methodology**

The initial scope for the 2014 Caregiver Support Summer Study included developing partnerships with national caregiver support organizations, representatives of federal, state and local governments to help identify the most innovative caregiver support models currently operating and assessing how those approaches filled gaps identified by the 2013 Stakeholder Meeting; identifying and tracking caregiver support legislation at federal, state and local levels; and categorizing any new or remaining work into short term, intermediate and long term goals.

With great respect for volunteer time and prior commitments we reduced the scope of this summer study to what could reasonably be accomplished within the given timeframe and availability of Summer Study participants. We:

- 1) Identified a wide range of innovative, successful, national, local and web-based family caregiver support programs, approaches, from across the country,
- 2) Developed and conducted a brief survey of each program, website or web-based tool to help identify best practices and evidence-based approaches,
- 3) Discussed the recommendations of the 2014 Stakeholder Forum, identified approaches or models that could support the stated needs of caregivers and developed recommendations to enhance the current County caregiver support infrastructure.

The list of Family Caregiver Support Organizations, web-based support programs surveyed is below. We also note one specific funding source for family caregiver support programs and several pieces of proposed legislation from various states.

### **Caregiver Support Organizations:**

- National Association of Area Agencies on Aging (n4a)
- National Council on Aging (NCA)
- National Alliance for Caregiving (NAC)
- AARP
- Montgomery County ADRU (ADRU)
- American Society on Aging (ASA)
- Caregiving Action Network (CAN)
- National Alzheimer's Network (Alzheimer's, and also a member of our Summer Study group)
- National League of Cities
- National Association of Counties
- State, County and local government programs, models and approaches

**Web-based Caregiver Support Programs.** Brief summaries of each online program are noted on pages 14-16.:

- <http://www.aging.ohio.gov/resources/nationalfamilycaregiversupport/>
- <http://providers.carelike.com>.
- [http://www.alz.org/socal/documents/professional\\_aadcmanual.pdf](http://www.alz.org/socal/documents/professional_aadcmanual.pdf)
- <https://mail.google.com/mail/u/0/?ui=2&pli=1#inbox/146f3ba71f9ac366>
- [http://closup.umich.edu/public-sector-excellence/info/356/the-livable-communities-caregivers-coaching-program-\(l3c\)](http://closup.umich.edu/public-sector-excellence/info/356/the-livable-communities-caregivers-coaching-program-(l3c)).
- <http://www.elderweb.com/organization/san-diego-county-aging-and-independence-services>.
- <http://www.agingcare.com/local/Westchester-County-Department-of-Senior-Programs-and-Services-Mount-Vernon-Area-Agency-on-Aging-NY>
- <http://www.connectedhealthresources.com/>
- [www.dccaregivers.org/](http://www.dccaregivers.org/)
- [www.cc-md.org](http://www.cc-md.org)
- [www.lostsahelpinghands.com](http://www.lostsahelpinghands.com)
- [www.rosalynncarter.org/GeorgiaCARENETCoalition/](http://www.rosalynncarter.org/GeorgiaCARENETCoalition/)
- [http://www.rosalynncarter.org/caregiver\\_intervention\\_database/dementia/each-ii-intervention/](http://www.rosalynncarter.org/caregiver_intervention_database/dementia/each-ii-intervention/)
- [www.mycaregiverconnection.org/](http://www.mycaregiverconnection.org/)
- <http://www.asaging.org/web-seminars>

#### **Family Caregiver Support Funding organizations**

- Harry and Jeanette Weinberg Foundation

#### **Legislative and State-based Caregiver Support Actions**

- [Maine Summit on Aging](#)
- <http://altarum.org/health-policy-blog/closing-the-care-gap-for-families-in-the-21st-century-support-the-caregiver-corps-act-of-2014>
- [Making a Plan for Alzheimer's \(MAP\)" Initiative](#)
- <http://www.acl.gov/>

Summer Study participants developed a survey (below) to guide conversations with and research into caregiver support organizations, programs, models.

### **Caregiving Program Survey**

*This is a guide for the Montgomery County Commission on Aging's Summer Study survey of Family Caregiver Support Programs. Take as many notes as needed but aim for a one page report, bullets only.*

#### **Description of the Program**

- Program contact and contact information
- Program mission
- How long as the program been serving caregivers?
- How many clients does the program serve, annually?
- Where does the program operate? If multiple locations, list.
- What is the program budget/funding sources (e.g., government, foundation, fee-based)
- Number of staff/volunteers
- What kind of organization makes the program available (government/not-for-profit/corporate)?

#### **Track Record and Challenges: What Has and Hasn't Worked**

- Note major successes (quantify if possible), including awards
- Note major issues overcome or facing the program today (if possible)
- Notable best practices
- Notable lessons learned

#### **Resources/For More Info About the Organization**

- Note the website url
- Note other references describing this organization (studies, articles, press releases)

We summarize the programs researched by Summer Study participants, their websites and lead contacts, the program mission and goals, program location, length of service and numbers of clients served, the annual program budget, costs and funding source for each program, and best practices vs. evidence based findings in the chart below.

**Caregiver Support Programs, Models, Approaches and Coalitions Identified**  
**By**  
**The Commission on Aging Caregiver Support Summer Study Group**  
**Summer 2014**

<b>Program/Contact</b>	<b>Mission/Goals</b>	<b>Program/Location</b>	<b>LOS/# clients</b>	<b>Budget/Costs</b>	<b>Best Practice</b>
<p><b>Montgomery County Adult Day Resource Unit (ADRU)</b></p> <p>David Salem</p> <p>Montgomerycountymd.gov/seniors</p>	<p>Connect county residents who are or care for older adults with information about available resources programs and supports at both the national and local levels.</p>	<p>ADRU responds to calls from 777-3000, until 7pm T/W/TH, outreach strategies publicize phone number. Funding limits caregiver specialists to 2 staff.</p>	<p>ADRU is rolling out an integrated client database that should help staff better understand and track where their clients are in the County system. Next rollout will include a centralized intake and assessment database.</p>	<p>Federal, state, local funds and grants combined</p>	<p>24/7 availability (after hours answering service), provide information by phone in 170 languages. Available resources and programs also available on Montgomery County, MD website.</p>
<p><b>NYC Caregiver Initiative</b></p> <p><b>Mary Mittleman, DR. P. H.</b></p>	<p>NYUCI is a counseling and support intervention for spouse caregivers intended to improve well being of caregivers and delay nursing home placement of patients with Alzheimer's Disease. The program also aims to help spouse caregivers mobilize their support network and help them better adapt to caregiving</p>	<p>New York City, Sydney, Australia, Manchester, England</p>	<p>339 interventions</p>	<p>Multiphase training process and continued telephone consultations = \$30,000 per year. Annual costs for program ranged from \$856 to \$1437 per year per caregiver.</p>	<p>Key findings:</p> <ol style="list-style-type: none"> <li>1. Caregivers in intervention group said they felt better physically than comparison group.</li> <li>2. The length of time from enrollment in intervention until nursing home placement was 557 days longer than comparison group.</li> <li>3. Caregivers reported fewer depressive symptoms with</li> </ol>

	role. The program has four components: 1) 2 individual counseling sessions; 2) 4 family counseling sessions; 3) encouragement to participate weekly in local support groups after participating in intervention; and 4) ad hoc counseling by telephone when needed.				intervention than comparison group. 4. Those in intervention group reported higher level of satisfaction with social support group networks than comparison group.
<b>Ohio Respite Coalition (ORC)</b>  <a href="http://ohiorespite.com/">http://ohiorespite.com/</a>	The ORC is a statewide collaboration among family members, caregivers, advocates, respite providers, agencies, community groups, and state and local government. Its mission is to educate, advocate, and promote access to respite options for people who care for a loved one.	A strongly detailed strategic plan highlights the 5 year approach to increasing the availability of respite service in the state.	n/a	n/a	1.Sponsored in partnership with the Ohio Respite Coalition, Benjamin Rose Institute on Aging, and Easter Seals of Ohio. 2.Regional summits engaged approximately 150 different organizations during the year of summits. 3. Detailed strategies and tactics create a clear roadmap for the way forward.
<b>Stress Busting Program for Family Caregivers</b>  WellMed Charitable Foundation San Antonio, Texas 1-866-390-6491	Sponsor Master Training Sessions for Stress Busting Program (SBP) to provide support for family caregivers taking care of loved ones with Alzheimer’s Disease or related dementia. Designed to: -improve quality of life of family caregivers -help caregivers manage stress and cope better with life.	9 week program. weekly 90 minute sessions with small groups facilitated by Master Trainers. Focus on education, support, problem solving, and stress management.  6 states in mostly Area Agencies on Aging, mostly central and south Texas	Developed 1996	1996-2010, NIH funding. Now AoA/WellMed Partnership for funding. License Fee \$50 Single Entity License \$1,000 Master Training (2 trainers per class program required)\$1,500 per participant	Recognized by AoA as highest level criteria for evidenced based program and by VA as evidence supported program. SBP written into Texas State Plan on Alzheimer’s Disease.

<p>San Diego County Caregiver Support – Aging and Independence Services</p> <p>Martin.Dare@sdcounty.ca.gov</p>	<p>Program mission provides services to older adults, people with disabilities and their family members and others who provide care for a loved one.</p>	<p>Provides services to older adults, people with disabilities and their family members and others who provide care for a loved one.</p> <p>San Diego County</p>	<p>Pre-dates AoA. 1,200 to 1,500 unduplicated, more involved in outreach meetings and webinars.</p>	<p>State mental Health \$ and some foundation grants.</p>	<p>Webinars and trainings. Partnering with the Rosalynn Carter institute working with Hispanic caregivers of Alzheimer’s patients <a href="http://www.rosalynncauter.org/souther_caregiver/overcome">http://www.rosalynncauter.org/souther_caregiver/overcome</a></p>
<p>Harry and Jeanette Weinberg Foundation</p>	<p>3-year Family and Informal Caregiver Support initiative to help community partnerships develop innovative ways to support family and other non-professional caregivers. One of the goals of the Caregiver initiative was to support development of one-stop community-based models of caregiver support through community partnerships to improve caregiver access to comprehensive assessment and coordinated services.</p>	<p>A total of 14 projects in 9 states received funding to support the development of programs to provide support and guidance to family caregivers.</p>	<p>3 year initiative.</p>	<p>The Caregiver Initiative provided \$8,184,145 million to expand support for family and informal caregivers of older adults living in the community.</p>	<p>The Caregiver Initiative supported the development of a caregiver network in 14 communities using innovative approaches to address the needs of caregivers from rural, LGBT, minority, ethnic and other culturally diverse groups.</p>
<p>Alzheimer's Association Alzheimer's and Dementia Caregiver Center</p> <p>24/7 Helpline at 800-272-3900</p>	<p>Provide Alzheimer's and dementia caregivers with resources, tools and support online, all of the time.</p>	<p>Online search portal.</p>	<p>New Service</p>	<p>Funding for Alzheimer's care, support, advocacy and research comes from individual donors and from organizations whose work is aligned with our mission. Online service maintained by Alzheimer’s</p>	<p>Consolidation of all the information in one location makes it easy for family members and caregivers to search and access local resources.</p>

				Association.	
<p>Alzheimer's Association Community Resource Finder</p> <p>24/7 Helpline at 800-272-3900</p>	<p>Online search engine offered by the Alzheimer's Association® that enables a person with dementia &amp; caregivers to locate community programs, services and resources.</p>	<p>Online search portal. CareLike LLC, a leading and Technology Service Company, and the Alzheimer's Association have partnered to launch this new online search portal.</p>	New Service	<p>Alzheimer's member donations.</p>	<p>270,000 listings from local care resources and services through a highly functional and sophisticated online search portal. Consolidation of all the information in one location makes it easy for family members and caregivers to search and access local resources. Partnership with <i>CariLike</i> enables local care providers to profile their services, and update their local information online.</p>
<p>Alzheimer's &amp; Dementia: Global Resources</p> <p><a href="http://www.alz.org/global">www.alz.org/global</a></p>	<p>To serve the global population living with Alzheimer's and other dementias. The Alzheimer's Association has translated its most popular and unique online resources and tools.</p>	<p>International resources: Country-specific Alzheimer's statistics, research plans and local support services. Educational content covering risk factors, symptoms, diagnosis and treatment. An overview of the Alzheimer's Association role in funding critical dementia research. An interactive brain tour. A call to action for the global community to join the cause.</p>	New Service	<p>Individual donors and from organizations whose work is aligned with our mission.</p>	
<p>Caregiver Coalition of San Diego</p> <p><a href="http://www.caregivercoalitionsd.org/">www.caregivercoalitionsd.org/</a></p>	<p>Caregiver Coalition of San Diego is an alliance of agencies that provide services for Family Caregivers; supporting caregivers</p>	<p>Identify and address the needs of Caregivers through advocacy efforts and</p>	<p>December 16, 2002 Conferences 500-675 per year, webinars 308,</p>	<p>Sponsored by members but services are free</p>	<p>Aging in America Conference" will be hosted in San Diego. CCSD asked to speak at the event about the caregiver coalition</p>

	through education and advocacy.	collaboration of a broad coalition membership in order to improve the overall quality of life for Caregivers, their families and the community."	monthly educational seminars for coalition members		works without funding.
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Brief Summaries of online Caregiver Support Tools and Legislative Actions surveyed by Summer Study participants follow.

**Montgomery County Commission on Aging  
Family Caregiver Support Summer Study**

**Online Caregiver Support Programs, Models and Approaches**

<http://www.aging.ohio.gov/resources/nationalfamilycaregiversupport/>  
Family Caregiver Support Program (FCSP) FCSP services for family caregivers (provided through local area agencies on aging) include: **information, assistance, individual counseling, support groups and caregiver training, respite care**, limited supplemental services, such as transportation and home modifications. Care Recipient Eligibility: adults age 60 and older. Adults with dementia can be any age. Caregiver Eligibility: adults age 18 and older caring for someone who meets care receiver eligibility. Adults age 55 or older who are caring for anyone (that is not their child) over 18 years old with developmental disabilities grandparents or other relatives age 55 or older caring for children (age 18 and under).

<http://providers.carelike.com>. Alzheimer's Assoc. CareLike's database is available to thousands of healthcare professionals who work within hospitals, patient advocacy groups, insurance companies, and EAP organizations. These professionals make recommendations based on search results from the CareLike database—now open to the public, to caregivers.

[http://www.alz.org/socal/documents/professional\\_aadcmanual.pdf](http://www.alz.org/socal/documents/professional_aadcmanual.pdf) This online manual Specifically addresses **outreach to diverse communities**. Replicable Caregiver Support Program PDF identifies lessons learned and best practices.

<https://mail.google.com/mail/u/0/?ui=2&pli=1#inbox/146f3ba71f9ac366> , Aging & Independence Services, San Diego, CA coordinates a Caregiving **Webinar Series** that enables working family caregivers to take advantage of traditional training and education workshops through the Internet.

[http://closup.umich.edu/public-sector-excellence/info/356/the-livable-communities-caregivers-coaching-program-\(l3c\).](http://closup.umich.edu/public-sector-excellence/info/356/the-livable-communities-caregivers-coaching-program-(l3c).) Westchester County, NY. Caregiver coaches are **volunteers trained by professionals to provide one-on-one support to family caregivers** and to help them more fully understand their options. As a result, the caregivers are better able to make informed decisions to meet the challenges and responsibilities of caring for an older or disabled person.

<http://www.elderweb.com/organization/san-diego-county-aging-and-independence-services>. Award winning **on-line eldercare resource book**.  
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<http://www.agingcare.com/local/Westchester-County-Department-of-Senior-Programs-and-Services-Mount-Vernon-Area-Agency-on-Aging-NY> . Webinars, resources and support for family caregivers including **livable community caregiver support circles**.

<http://www.connectedhealthresources.com/>. **Helps caregivers and patients** better understand their health needs and navigate community health and daily living resources. **Helps providers and insurers** through reduced hospital readmissions, which are a significant cost driver in today's system. **Helps communities** promote aging in place and supports and reassures all patients and families that they have the resources and commitment to maintain and improve their health.

[www.dccaregivers.org/](http://www.dccaregivers.org/) DC Caregiving Institute. The District of Columbia Caregivers' Institute strives to be **a one-stop, centralized resource to help caregivers make critical decisions**, develop and implement a Caregiving Support Plan, advocate for themselves and the older person, and participate in activities designed for personal rejuvenation.

[www.cc-md.org](http://www.cc-md.org) Catholic Charities. Answers for the Aging provides information, guidance and counsel for the aging and their caregivers.

[www.lostsahelpinghands.com](http://www.lostsahelpinghands.com) Lotsa Helping Hands. A **web-based service or "caregiver calendar"** that can be used by a caregiver to ask for assistance with certain tasks from a network of individuals. Family, friends, neighbors, etc. can view the needs and sign-up to help. For example, meals on Monday, ride to doctor's appointment on Tuesday, sit with individual for three hours on Thursday, etc.

[www.rosalynncarter.org/GeorgiaCARENETCoalition/](http://www.rosalynncarter.org/GeorgiaCARENETCoalition/) **Rosalyn Carter Caregiving Institute** Georgia Family Support Program – Partnering with two Area Agencies on Aging, Northeast Georgia AAA and Southern Crescent AAA, and the New York University Caregiver Intervention (NYUCI) to implement this program. Provides assistance to spousal caregivers of individuals with Alzheimer's disease and related dementia. The focus is to diminish the negative impacts and increase the positive supportive elements of family caregiving through a combination of **individual coaching sessions, family network consultation and additional support interventions**, such as support groups and the availability of ad hoc counseling.

[http://www.rosalynncarter.org/caregiver\\_intervention\\_database/dementia/reach-ii-intervention/](http://www.rosalynncarter.org/caregiver_intervention_database/dementia/reach-ii-intervention/) **Multi-component psychosocial behavioral intervention** to reduce caregiver burden and depression, improve caregivers' ability to provide self-care, provide caregivers with social support, and help caregivers learn how to manage difficult behaviors in care recipients with Alzheimer's disease or related disorders. Target Audience: Caregivers of people with Alzheimer's disease and related dementias. Culturally appropriate for ethnically diverse populations. 6-month period, 9 home visits and 3 **telephone sessions** delivered by a certified interventionist, 5 **telephone support group sessions** facilitated by a certified support group leader.

[www.mycaregiverconnection.org/](http://www.mycaregiverconnection.org/) **Caregiver Coalition of Northeast Florida.** Coalition member organizations host a series of workshops in communities throughout Northeast Florida. "**Caring for the Caregiver**" is about helping caregivers find local resources, take better care of themselves and loved ones, meeting fellow caregivers and building friendships, and above all, showing caregivers they **are not alone**. **Professional speakers provide information** about illness-specific care, help with Medicare/Medicaid affairs or legal/estate issues, ensuring the loved one's safety and security, and much more. Provides information and resources to manage the challenges that come with caregiving.

<http://www.asaging.org/web-seminars> American Society on Aging provides free training, education and support **webinars for caregivers**.

## Family Caregiver Support Initiatives funded by the H. J. Weinberg Foundation

[http://hjweinbergfoundation.org/wp-content/uploads/downloads/2011/09/HJWF-Caregiver-Initiative-Showcase\\_V7.pdf](http://hjweinbergfoundation.org/wp-content/uploads/downloads/2011/09/HJWF-Caregiver-Initiative-Showcase_V7.pdf)

## Legislative and State-based Initiatives to Support Family Caregivers

[Maine Summit on Aging](#). The meeting resulted in identification of LTSS challenges in the state along with recommendations for action.

<http://altarum.org/health-policy-blog/closing-the-care-gap-for-families-in-the-21st-century-support-the-caregiver-corps-act-of-2014> . Altarum Institute explains the purpose of and goals for the proposed **Caregiver Corps Act** (introduced during July 2014 at some point) including training and support for volunteer caregivers.

[“Making a Plan for Alzheimer’s \(MAP\)” Initiative](#). The West Virginia Partnership for Elder Living and the Alzheimer’s Association convened 30 stakeholder groups from across the state to create a strategic plan for the state to identify the needs of patients with Alzheimer’s and their caregivers across the state and develop solutions for those needs. Participants recommended the establishment of an Alzheimer’s disease training program for family and lay caregivers to be offered statewide.