

## **California Caregiver Resource Center System Senate Budget Subcommittee #3 Request: Quick View**

**Budget Ask:** The Caregiver Resource Centers (CRC) received a three-year increase of \$10M/year in their appropriation for 2019-20 to 2021-22. This request is to extend and increase the appropriation for the next three years (FY 2021-22 to FY 2023-24) with additional funding (\$2M/year) to be targeted to building an Equity and Inclusion Core within the system: 1. To provide additional bi-cultural, bi-lingual staff for CRCs with highly diverse populations; 2. to develop direct assistance for those CRCs that may need bi-lingual, bi-cultural staff on an intermittent basis; 3. To utilize state and national organizations to disseminate best practices and training in equity and inclusion for all CRC staff.

### **Goals at a Glance:**

- **Retains the goals of original request but adds:**
- *Take a deeper dive into understanding additional needs of caregivers involved in complex care and modifying practices to best address those needs*
- *Increase client engagement strategies with CareNav client record to create efficiencies in operations*
- *Increase number of education classes to be formatted for participant interaction, using communication platforms to increase quality*
- *Increase outreach to local and state health/social organizations to enhance referrals, partnerships, etc. and look for coordination partnerships to expand care opportunities; implement warm hand-off referral mechanisms*
- **Retains evaluation, reporting and statewide outreach functions but adds:**
- *Expand robust analysis of impact of services, by measuring change over time*
- *Expand multivariate analysis to determine optimal service package for specific segments of the caregiver population*
- *Increase statewide outreach through partnerships with local and state organizations; increase social media reach and referrals from the state website to CRCs*
- **Asks for an additional \$2M to develop an Equity and Inclusion Core to:**
- *Hire additional staff for CRCs with high diversity populations*
- *Create a pool of bi-lingual, bi-cultural staff who can work remotely with diverse caregivers at individual CRC sites*
- *Partner with state and national organizations to train/advise the CRC system on equity and inclusion issues*

### **Original Ask (2019-20 request):**

- Triple the number of caregivers served who receive information and education during intake (from 18,000 to over 50,000 families)
- Provide consultation to new and returning families with critical concerns to over 30,000 families
- Assess and address the training, planning and well-being needs of families providing complex care to an adult with cognitive impairment + other health care issues (from 2,700 to over 8,000 caregivers)
- Provide evidence-based interventions to 3,000 caregivers a year
- Provide consumer-directed short-term respite to over 2,700 caregivers (up from 900)
- Improve data capturing capabilities to track caregiver and care receiver needs and service usage; use data to demonstrate social impact, improve quality, and aid in planning
- Train staff on a) uniform assessment, risk assessment, best practice care navigation using appropriate interventions; and b) on platform administration, telehealth, online instruction and social media marketing to younger, diverse caregivers

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