



2021 Budget Request Summary: *Equity, Diversity and Inclusion*

Budget Request: Extend by two years and increase the current limited supplemental funding for the Caregiver Resource Centers \$12 million a year through FY 2024

In 2019, the California legislature included a three-year, \$30M augmentation to the Department of Health Care Services for the 11 nonprofit Caregiver Resource Centers (CRCs) for the *Picking Up the Pace of Change: Scaling Services for a Changing Caregiver Profile* project to “expand and improve family caregiver services and enhance CRC information technology services.” During the first year (FY 2019-20) and despite COVID SIP orders, the CRCs deployed an interactive caregiver client record system (CareNav™) that includes uniform caregiver assessment and care plans, data collection, tailored consumer information, secure communications and other information; increased CRC staff technical capacity and technology acquisition to scale services; promoted uniform quality practice and availability of core CRC services statewide and; increased the number of family caregivers served with one or more CRC services.

FY 2019-20 CRC Services	
 12,000	check-in calls
 13,000	care consultations
 2,600	support group participants
 680	counseling sessions
 3,100	families received respite
 107,600*	participants in education programs

When SIP orders were announced, the CRCs were able to quickly pivot because they had the infrastructure, training and knowledge to put in place online delivery of services and were able to work remotely due to a cloud-based record system and access to secure conference and training platforms for telehealth, support groups, counseling, and education.

COVID accelerated change in the way everyone worked, shopped, socialized, accessed healthcare and social care services. It also made prominent inequities in access to health and social care services and how these inequities lead to higher rates of COVID and impact for lower income families and persons of color. COVID also highlighted the unequal access to technologies that allowed many services to be delivered.

The CRC 2021 Budget Request is targeted to strengthen the diversity response that already exists within the CRC system by: 1. providing additional bicultural and bilingual staff for those CRCs with highly diverse populations; 2. developing direct assistance system for those CRCs that have smaller pockets of diversity but need bicultural and bilingual staff on an intermittent basis; 3. partnering with state and national organizations to expand best practices to embody the principles of equity, diversity and inclusion and train CRC all staff to apply these principles in their work with family caregivers.

The CRCs have identified pockets of underserved caregivers in all communities in California. Some of these communities need linguistically and culturally competent staff to address their needs (e.g. Spanish, Chinese, Vietnamese and other non-English speaking) while other communities need expanded competencies for working with LGBTQ, younger working caregivers and rural caregivers. **Early Solutions:** *Leveraging unique resources across the CRCs, an education collaborative was formed to expand online learning programs this fiscal year. So far 186 programs (September 2020 – May 2021) including 34 non-English programs (Spanish, Cantonese, Mandarin, Vietnamese, Tagalog) have been marketed statewide.*

According to CRC data from the first year, over 40% of family caregivers across all ethnic groups are providing complex care, including medical interventions, often to a person with a cognitive impairment. Complex care requires training that most family caregivers indicate that they need

**collaboration with multiple organizations for COVID information*

but do not receive. **Early Solutions:** *The CRCs have partnered with the Home Alone Alliance (AARP, UC Davis, United Hospital Fund NY, Family Caregiver Alliance) to use their over 40 evidence-based videos and materials with identified family caregivers who provide complex care such as injections, special diets, health monitoring equipment, wound care and other medical tasks.*

The Budget Request: Increase of \$2M for FY 2021-22 for capacity building and extend the \$12M appropriation for two years (FY 2023, 2024) to continue services and build a longitudinal database of caregiver experience. The additional time and funding would allow the CRCs to:

- Retain and extend the goals of the **2019 Budget Request***
- Modify practices to address complex care needs and strengthen diversity, equity and inclusion response
- Increase client engagement strategies with CareNav™ client record to create efficiencies in operations
- Increase number and quality of education classes formatted for online interactive participant
- Increase outreach to local and state health and social organizations
- Increase referrals from new statewide website to local CRCs
- Establish partnerships to expand care opportunities and implement warm hand-off referral tools
- 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
- Work towards the goals as stated in the Master Plan on Aging and in concert with other key initiatives as appropriate such as The BOLD Infrastructure for Alzheimer's Act (Centers for Disease Control, State Departments of Public Health)

This investment works towards the goal that all California's unpaid family caregivers have access to high quality, culturally appropriate services and supports.

*** 2019 Budget 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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