

California's Caregiver Resource Center System

ANNUAL REPORT Fiscal Year 2007-08

Report to the Legislature, pursuant to Welfare and Institution Code Section 4365.5

The Comprehensive Act for Families and Caregivers
Of Brain-Impaired Adults

Chapter 1658, Statutes of 1984, as amended by Chapter 775,
Statutes of 1988 and Chapter 7, Welfare and Institution Code, Section 4362 et seq

Submitted by:
California Department of Mental Health in conjunction with
California's Caregiver Resource Centers
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Executive Summary

Debilitating conditions such as Alzheimer's disease, stroke, Parkinson's disease, Huntington's disease and traumatic brain injury all cause cognitive, behavioral and psychological changes that affect memory, emotional well being and the ability to do ordinary daily activities such as bathing, eating and dressing. When an adult suffers from chronic, debilitating health conditions, dedicated families, not institutions, provide most of the care. The demand for and number of informal caregivers (informal caregivers are those who provide care without pay) increases as California's population grows larger and older. Caregivers of cognitively impaired adults have special needs beyond basic information. They need emotional support and occasional respite care services.

The Caregiver Resource Centers (CRCs) continue to provide a single point-of-entry network for caregivers. As specified by the enabling legislation, Welfare and Institutions Code Section 4362 et seq, the CRCs focus on providing services to families whose loved ones are suffering from Alzheimer's disease, stroke, Huntington's, Parkinson's disease, traumatic brain injury, and other chronic or degenerative cognitive disorders that affect adults. There are eleven CRCs statewide that provide information, education, respite care, and emotional support services to California families that are caregivers in an effort to help those families provide long-term care at home to those suffering from chronic or degenerative cognitive disorders.

Welfare and Institutions Code Section 4354.5 requires the California Department of Mental Health (DMH), in conjunction with the Statewide Resources Consultant (SRC), to report to the Legislature annually on the effectiveness of the CRCs. The statute requires the report to include, in part, the following:

- 1) The costs and amount of each type of service provided.
- 2) An assessment of the nature and extent of the demand for services that provide respite care, and an evaluation of their success in meeting this demand.

The period covered by this report is from July 1, 2007 to June 30, 2008, Fiscal Year (FY) 2007-2008. It includes information from all eleven statewide CRCs, including the overall cost of the services, services provided by the SRC and the CRCs, and findings from the sources specified on page 8.

BACKGROUND

The California State Legislature enacted the Comprehensive Act for Families and Caregivers of Brain-Impaired Adults (Act), Chapter 1658, Statutes of 1984, to address the needs of adults with brain impairments—a population traditionally outside the mainstream service delivery system. The delivery system specified in the act was modeled after a grassroots community effort that began in San Francisco in 1976. The effort built upon a needs assessment and pilot program conducted by the Family Caregiver Alliance that showed the effectiveness of services to families and caregivers of adults with cognitive impairment.

As amended by Chapter 775, 1988, and Chapter 7, Welfare and Institutions Code, Section 4362 et seq, the statute created statewide support services for caregivers. The Department of Mental Health (DMH) established a statewide Caregiver Resource Center (CRC) system in California composed of eleven CRCs facilitating a single point of entry for caregivers within their respective service regions. The law also created a Statewide Resources Consultant (SRC) to serve as the centralized information and technical assistance clearinghouse on caregiving and cognitive impairment; provide consultation, training and technical assistance to the CRCs; conduct conferences, social policy research and training programs to enhance the quality of care and treatment of adults with brain impairments; assist the state in coordinating with other state initiatives; and aid DMH in evaluating the effectiveness of the CRCs. DMH contracts with the 11 CRCs to deliver services and contracted with the Family Caregiver Alliance to serve in the capacity of the SRC.

LEVEL OF FUNDING AND SERVICES PROVIDED IN FY 2007-08

LEVEL OF FUNDING

In FY 2007-08 the eleven CRCs and the SRC were initially funded through contracts totaling \$11,747,013. However, through State Legislative action during the last quarter of FY 2007-2008, the funding level was reduced by \$400,000 to \$11,347,013. This necessitated contract reductions between DMH and the CRC and SRC, and at the site level, CRCs had to lay off staff and not fill existing vacancies. This reduction in resources also affected service delivery resulting in increases in the number of individuals in waiting lists for respite care, counseling, and legal services. What follows are summaries of the services provided for FY 2007-08 by the SRC and CRCs.

SERVICES PROVIDED BY THE SRC

In addition to providing the statutorily mandated services, in FY 2007-08 the SRC:

- Disseminated 16 Information Letters (IL) electronically to the CRCs and posted these ILs to the California CRC.org website.
- Published the Winter 2008 Calendar of CRC-Sponsored Events. The calendar is distributed to more than 1000 organizations statewide including: senior organizations, chronic disease and disability-related organizations, state legislators and policy makers.
- Published and distributed a press release titled: "Popular TeleCaring Workshops for Family Caregivers Are Now Available Free Online, 24/7."
- Developed a new Fact Sheet, "Ambiguous Loss of Caregiving."
- Published and distributed newsletter articles: A Caregiver's Pledge, A Guide to Taking Care of Yourself, Are you Getting the Help You Need?, 20 Practical Tips for Finding the Best Residential Care for Your Relative, Caregivers at Risk: It's Time to Recognize This Public Health Issue, and Diagnosing Dementia.
- Developed and coordinated a CRC Staff Enrichment Conference. Topics included:
 - Anti-Bias Educations Through Experiential Learning,
 - Working Effectively with the Complicated Caregiver,
 - How to Handle Difficult Dementia Behavior,
 - The ABCs of Professional Resilience,
 - What Was I Thinking? Personal Triggers and Coping Strategies for Working with Family Caregivers,
 - Making the CRC Action Plan Work!,
 - How to "Talk" Dementia with Family Caregivers,
 - Reaching Every Client: Culturally and Geographically Responsive Outreach,
 - How to Facilitate Controlling Frustration,
 - Talking with Family Caregivers About End of Life Issues,
 - Reaching the Caregiver through Creativity and Beauty,

- Championing Diversity – For Organizational Leaders, Managers, Directors, and Team Supervisors,
- Traumatic Brain Injury: The Alliance Model,
- What’s New at the CRC, and Mastering the Maze of Public Benefits for Caregivers and Care Receivers: A Professional’s Guide to Social Security, Medi-Cal, Medicare and Beyond.

SERVICES PROVIDED BY CRCs

As single points of entry for families caring for adults with cognitive impairments, the CRCs through their own staff or through vendors provided families with the following:

- Information, advice and referral;
- Uniform assessment of caregiver needs;
- Long-term care planning and consultation (family consultation) which often includes emotional support and problem solving and intervention with existing service systems;
- Legal and financial consultation with a contracted attorney;
- Mental health interventions, such as support groups, psycho educational groups and counseling;
 - Support groups typically are small group events that provide practical information that help families to understand cognitive disorders, manage daily care, cope with stress and plan for long-term care;
 - Psycho educational groups are structured sequential class series that combine training on practical coping skills, self-care and relaxation techniques;
 - Counseling offers more in-depth emotional support and mental health intervention beyond family consultation;
- Education and training programs, such as workshops and caregiver retreats;
- Respite care services including home care, adult day care services, transportation, temporary placement in a residential facility and overnight camps; and
- Online service for education, information and support known as “Link2Care.” Link2Care provides updated information, moderated support groups journaling functions; ask the expert assistance, and other support components. Link2Care is marketed, and accepts clients from the Alzheimer’s disease Research Centers and other related referral sources.

ASSESSMENT OF SERVICES

METHODOLOGY

The sources used for this report include:

1. Semi-annual Progress Reports Summary: This summary is submitted by each CRC to the SRC and report progress on CRC staffing and administrative functions, documents new unmet needs in the region, and reports activities and accomplishments of each CRC. The SRC Semi-annual Progress Reports provided highlights of activities and functions the SRC performed from July 1, 2007 through April 30, 2008. The SRC major duties stopped in April due to DMH contract reduction.
2. CRC 2007-08 Caregiver Satisfaction Survey Executive Summary: This survey is conducted by the SRC and includes data used from a computer-generated sample of caregivers served by all CRCs between January and March 2007. Of the 4,259 caregivers selected to complete the SRC survey, the Executive Summary indicated 1,497 responded—a 35% percent response rate. These respondents provided information about the length of time they received services, the convenience of CRC services, the responsiveness of staff to their needs and their satisfaction with each service (including written materials and educational programs).
3. Uniform Caregiver Assessment Tool. This data describes caregivers who seek any type of help (in addition to basic information) from the CRCs. CRC service staff collect the data using a comprehensive assessment instrument. Each CRC submits a hard copy of its completed instruments to the SRC for entry into the database. Data components in this report include: Demographic information for caregivers and care receivers (such as marital status and racial/ethnic identities). (See Tables 4 and 5.)

DEMOGRAPHICS FOR SERVICES PROVIDED

Findings from the CRC 2007-08 Satisfaction Survey data summary completed during FY 2007-08 provide the following information:

- Caregivers range in age from 17 to 100 years, with the average age being 59. The largest group is age 65 or older, representing 35% of caregivers (See Table 5).
- 26% of the new caregivers receiving services by the CRCs are age 50 or under; 38% of the new caregivers are age 51-64; and 36% are over age 65 (See Table 4).
- 78% of the new caregivers are female, with adult daughters representing 38% of new caregivers and wives representing 25% (See Table 4).
- Care receivers over age 65 represent 86% of the brain-impaired adults being cared for by the caregivers (See Table 5).

- The majority of caregivers served by the CRCs are White (66%) and 34% of caregivers are non-white (See Table 5).

FINDINGS RELATED TO SERVICES

At the time a caregiver first contacts the CRCs, the most frequently expressed need among caregivers is for general information, followed by emotional support and respite care services. For caregivers who have been assessed and are clients of the CRC system, a different pattern emerges. Respite care is the most frequently identified unmet need, followed by emotional support and basic information. In some difficult cases, caregivers may not be able to keep their loved ones receiving care at home.

- There were 5,729 caregivers that received at least one CRC service. CRC services include intake, assessment, family consultation, counseling, legal consultation, respite care assistance, psycho educational groups and support groups (See Table 2). This represents a decrease of 1,109 from FY 2006-07. Some of these caregivers were new to the CRCs and received intake services and basic information but wished no further assessment or service.
- A total of 1,734 caregivers received respite care services. The total number of respite care hours provided was 185,233; an average of 107 hours per caregiver (See Table 3). A total of 2,311 caregivers for all 11 CRC sites were added to the wait list for respite services. This represents an increase of approximately 44% of caregivers to the wait list. The total of caregivers on the wait list for respite care is 5,239.
- In all, 5,936 new caregivers completed the intake process; 3,754 went on to have full, usually in-home, assessments of their needs (Table 4).
- The most-used core services caregivers used were: family consultations (13,143 families), respite care (1,734), support groups (1,109), and psycho educational groups (712). (See Tables 1 and 2).
- Overall, among all services tracked by hours, respite care had by far the highest usage at 185,233 hours. Among the respite care options of in-home care, daycare, out-of-home facility care, in-home care was used most: 133,733 hours (See Table 3.).
- Ten CRCs offered legal and financial consultation. 278 caregivers took advantage of the legal consultation (See Table 1).
- In all, 374 caregivers received individual counseling this year. This represents a slight increase from 278 last year (See Table 1).

CAREGIVER SATISFACTION

The following statistical information was extracted from the executive summary of, "California Caregiver Resource Centers 2007-08: Caregiver Satisfaction Survey," a summary submitted to DMH by The Family Caregiver Alliance. Below are significant quotations from the summary. The summary indicates:

"On par with their surveys in previous years, a majority (94%) of the respondents indicated that their satisfaction with the overall quality of the services received from their CRC met, was above, or was far above their expectation.

There was a wide range of responses across CRCs in answer to the question, 'How satisfied are you with the overall quality of service you received?' The percentage of those that felt that their CRC was above or far above their expectations in this respect ranged from 62% (Orange) to 83% (Coast). Concurrently, the percentage of those who felt it was below or far below their expectations ranged from 1% (Del Mar) to 14% (Southern). Regarding the CRCs' ability to satisfy caregivers with the 'information and resources needed to best manage' their situation, positive responses ranged from 54% (Orange) to 83% (Coast), with the majority of responses in the high 60s."

Regarding the experience with the CRC:

"Family caregivers were asked to rate their experience with their CRC during the prior 6 months on the following scale: "Far below my expectation," "Below my expectation," "Met my expectation," "Above my expectation," "Far above my expectation," or "N/A." To arrive at the following percentages, "met," "above," and "far above expectations" responses have been combined, and "N/A" responses have been excluded.

- 94% agreed the CRC staff was responsive to their situation.
- 96% agreed the CRC staff were available at times that were good for them.
- 95% agreed that CRC services were convenient and easy to use.
- 94% commented CRC staff provided them with information and resources to best manage their caregiving situation."

Caregivers who used a service offered by a CRC were asked;

"Thinking of your experience over the last 6 months, was the service (the CRC) provided or helped you to pay for helpful to you in your caregiving situation? (Check 'N/A' for any services not used)." The following percentages reflect the total number of caregivers who responded to each question positively ("Strongly agree" or "Agree").

- Of 946 respondents, 96 percent found that the written information received was helpful in answering question regarding the help and support available.
- Of 503 respondents, 96 percent found the education programs helpful.
- Of 804 respondents, 96 percent found that the caregiver consultations provided support and help in resolving problems.

- Of 309 respondents, 88 percent found counseling helpful.
- Of 522 respondents, 95 percent found support groups helpful in answering questions and providing support.
- Of 403 respondents, 89 percent found legal/financial consultations helpful.
- Of 284 respondents, 87 percent found Link2Care convenient and informative.”

Among those who used respite care services:

- “88 percent (291 responses) found the adult daycare services provided to be helpful.
- 90 percent (484 responses) found the in-home respite care received to be helpful.
- 78 percent (134 responses) found out-of-home respite care (nursing home and assisted living) helpful.
- 87 percent (218 responses) found caregiver retreats helpful.”

PROGRAM IMPACT

With respect to program impact, the CRC 2007-08 Caregiver Satisfaction Survey Executive Summary provides a summary of 1,397 responses by caregivers regarding their satisfaction with services provided by the 11 CRCs to client caregivers.

The survey provides valuable data from caregivers about how the CRCs promote continued quality of care and enable caregivers to maintain a more normal routine while providing care.

According to the summary:

“Of the total surveys returned, 28 in Spanish and 8 in Vietnamese, the following percentage combine positive responses and exclude missing data and ‘N/A responses.

- 93% of the respondents said they felt more competent as a caregiver (compared with 95% on last year’s survey).
- 94% of caregivers felt that they were better able to manage the care of the care receiver (compared with 90% on the 2006-07 survey).
- 95% said the information and services they received increased their knowledge and awareness of community resources to help caregivers (compared with 96% on the 2006-07 survey).
- 90% agreed that as a result of receiving services they are now taking better care of their own health, both physically and mentally (compared with 95% on the 2006-07 survey).
- 94% of caregivers commented that they were better able to manage the care of the care receiver).
- 87% agreed that since receiving services they have experienced a sense of relief from stresses related to giving care.” (This was the first year this question was asked).”

Table 1. Caregiver Services - Number of Clients Served by Service and by site 2007-2008

	Total # Clients	DelMar	DelOro	Southern	Orange	Redwood	Inland	LA	Coast	Mountain	Valley	Bay
ASSESSMENT	3,523	104	282	434	263	354	287	466	154	197	419	563
-Caregiver Questionnaires returned	3,088	93	223	347	260	292	195	427	152	174	419	506
FULL REASSESSMENT	3,754	106	335	346	357	389	203	584	137	211	806	280
Caregiver Questionnaires returned	2,269	91	201	211	242	213	101	236	106	173	542	153
SHORT REASSESSMENT	4,316	91	343	466	288	504	169	664	161	318	477	835
COUNSELING (Indiv)												
-CRC	165	19	18	30	43	16	2	34	0	0	0	3
-Voucher	209	31	10	0	0	7	0	0	18	20	15	108
-Total (Unduplicated Count)	374	50	28	30	43	23	2	34	18	20	15	111
COUNSELING (Group)												
-CRC	17	17	0	0	0	0	0	0	0	0	0	0
RETREAT												
-CRC	403	24	0	0	79	45	71	51	31	34	43	25
-Voucher	17	1	0	0	0	0	0	0	0	16	0	0
-Total (Unduplicated Count)	405	24	0	0	79	45	71	51	31	36	43	25
FAMILY CONSULTATION	13,143	613	1,266	1,496	875	1,413	196	2,139	658	756	1,608	2,123
FOLLOWUP-Intake&Referral (I&R)	2,653	152	0	493	629	443	0	935	0	1	0	0
LEGAL CONSULTATION	278	30	16	47	0	52	8	51	4	6	6	58
RESPIRE												
-In-Home	1,413	103	79	79	56	93	74	174	75	93	205	382
-ADC	159	11	20	7	9	26	9	10	11	21	13	22
-24 hr. in-home	98	0	2	1	4	9	1	0	4	1	15	61
-24 hr. out-of-home	42	2	3	0	1	2	10	0	0	0	1	23
-Transportation	10	7	0	0	1	0	0	0	0	0	2	0
-Camp	38	0	0	0	0	0	1	0	0	0	0	37
-Other	36	0	0	1	0	0	0	4	0	0	31	0
Total Respite (Unduplicated Count)	1,734	112	96	87	67	121	90	188	89	103	256	525
FAMILY ED/TRAINING	669	286	11	0	85	0	42	146	0	62	37	0
PSYCHO-ED GROUP	712	46	0	30	48	128	19	59	10	43	194	135
SUPPORT GROUP	1,109	85	67	150	59	169	15	76	99	167	171	51

Table 2. Caregiver Services - Number of Clients Served by Service and by site 2007-2008

	Total #											
	of Clients	DelMar	DelOro	Southern	Orange	Redwood	Inland	LA	Coast	Mountain	Valley	Bay
A. TOTAL # CLIENTS SERVED *	15,729	793	1,308	1,592	1,336	1,524	900	2,655	715	794	1,666	2,446
TOTAL # CLIENTS Rec CORE SRVC**	14,183	772	1,296	1,590	1,046	1,491	249	2,603	671	759	1,634	2,072
TOTAL # CLIENTS REC CORE SRVC BEYOND Follow up & IR	13,294	742	1,296	1,535	913	1,436	249	2,176	671	759	1,634	1,883
TOTAL # ACTIVE CASES	12,346	325	811	1,481	885	1,293	818	2,133	484	742	1,414	1,960
TOTAL # RECVNG F-UP I&R ONLY	700	30	0	55	133	55	0	427	0	0	0	0
TOTAL # RECVNG INTAKE ONLY	1,029	19	8	4	267	8	208	30	40	6	29	410
B. CRC INTAKE AND I&R	Total # of Callers											
SOURCE												
1. FAMILY	7,688	458	360	1,504	1,405	505	443	968	266	240	566	973
2. PROVIDER	1,775	10	95	1,052	318	0	273	27	0	0	0	0
3. NON-TARGET POPULATIONS	1,367	0	0	1,090	277	0	0	0	0	0	0	0
4. TOTAL	10,830	468	455	3,646	2,000	505	716	995	266	240	566	973
C. NON-CLIENT PARTICIPANTS												
EVENT	Total # of Participants											
Education/Family	11,669	413	1,429	4,280	162	605	0	1,088	231	397	977	2,087
Education/Non-Family	2,435	61	0	1,844	0	275	0	180	23	7	45	0
Orientation	10,631	487	1,536	520	54	703	0	514	153	16	6,211	437
Support Group	6,517	1,232	548	1,094	636	377	39	206	626	869	890	0
D. WAIT LIST FOR RESPITE	5,289	135	371	666	321	457	342	968	253	382	795	599

* Unduplicated Count of clients using services including Intake and Assessment/Reassessment

** Core Services include family consultation, counseling, legal consultation, respite, psycho-ed groups, and support groups but excludes intakes, assessments and reassessments and wait lists.

Table 3. of Caregiver Services - Units Of Service by Site 2007-2008

	Unit	Totals*	DelMar	DelOro	Southern	Orange	Redwood	Inland	LA	Coast	Mountain	Valley	Bay
ASSESSMENT	ea	3,523	104	282	434	263	354	287	466	154	197	419	563
FULL REASSESSMENT	ea	4,706	131	428	424	413	471	247	674	175	266	1150	327
SHORT REASSESSMENT	ea	4,392	91	350	469	292	511	169	667	161	354	491	837
COUNSELING (Indiv)													
-CRC	15 min	3,055	292	416	551	906	305	48	465	0	0	0	72
-Voucher	15 min	4,393	557	151	0	0	124	0	0	384	333	252	2592
-Total	15 min	7,448	849	567	551	906	429	48	465	384	333	252	2664
COUNSELING (Group)													
-CRC	hours	85	85	0	0	0	0	0	0	0	0	0	0
-Total	hours	85	85	0	0	0	0	0	0	0	0	0	0
RETREAT													
-CRC	24 hours	733	42	0	0	102	90	142	122	31	68	86	50
-Voucher	hours	518	15	0	0	0	0	0	0	0	503	0	0
-Total	hours	1,255	57	0	0	102	90	142	122	31	575	86	50
FAMILY CONSULTATION	15 min	134,469	8884	12702	17102	11503	15001	1212	15721	13651	10715	18181	9797
FOLLOWUP-I&R	15 min	5,983	609	0	1172	1321	1232	0	1647	0	2	0	0
LEGAL CONSULTATION	15 Min	475	30	15	47	0	51	8	74	6	6	6	232
RESPIRE													
-In-Home	hours	133,733	11496	5511	8899	7921	9309	11654	40579	9455	5206	10795	12908
-ADC	days	4,227	286	402	191	133	791	415	533	386	760	89	241
-24 hr. in-home	24 hour	653	0	8	4	63	99	6	0	65	2	47	359
-24 hr. out-of-home	24 hour	349	5	12	0	15	42	153	0	0	0	2	120
-Transportation	trips	540	274	0	0	136	0	0	0	0	0	130	0
-Camp	hours	132	0	0	0	0	0	25	0	0	0	0	107
-Other	hours	1,170	0	0	29	0	0	0	49	0	0	1092	0
Total Respite	Hours**	185,233	13618	8805	10361	10724	18230	18400	41161	13717	10574	13686	25957
FAMILY ED/TRAINING	hours	16,064	1712	386	310	557	43	204	829	40	522	313	11148
PSYCHO-ED GROUP	hours	6,034	443	0	326	398	1509	104	691	177	279	805	1302
SUPPORT GROUP	hours	10,048	1471	575	1468	424	1484	409	621	849	1331	990	426

* Total Units as indicated in Unit Column

** Total Respite includes 24 hr days converted to hours, day care days converted to hours

Each CRC collects information about the caregivers and the individuals they care for, the care receivers. The following reports are a snapshot of the new Caregivers/Care receivers that called for intake during 2007-2008.

Table 4. Caregiver Report - Demographics 2007-2008													
	Totals	%*	DelMar	DelOro	Southern	Orange	Redwood	Inland	LA	Coast	Mountain	Valley	Bay
D. CALLER/CAREGIVER DATA													
1. TOTAL # NEW CALLER/CG	5,936	100	458	360	529	628	505	443	968	266	240	566	973
2. COUNTY OF RESIDENCE													
2. AGE	**n= 5,480												
<18	4	0%	0	0	0	0	1	0	0	0	0	0	3
18 TO 22	23	0%	8	0	0	1	1	1	2	2	1	3	4
23 TO 35	214	4%	19	7	22	24	16	16	31	10	9	29	31
36 TO 50	1,179	22%	105	73	117	133	97	81	165	49	38	132	189
51 TO 59	1,506	27%	113	87	149	124	125	118	156	68	51	130	385
60 TO 64	612	11%	50	43	69	87	64	66	94	35	27	77	0
65 TO 74	965	18%	56	67	77	119	87	85	107	47	46	93	181
75 TO 84	703	13%	28	64	64	93	95	60	29	43	52	79	96
85+	274	5%	7	19	18	28	18	9	29	13	12	85	36
<i>Age Not Determined</i>	464	8%	72	0	12	19	1	6	303	0	3	0	48
3. GENDER													
	**n= 5,155												
MALE	1,158	22%	99	67	141	175	115	93	195	73	59	141	0
FEMALE	3,997	78%	358	293	386	453	390	337	767	193	180	425	215
Sum of Percentages May not Equal 100													

* Percentages are reported on the number of instances information was actually captured. Across the CRCs there are instances where information was not forthcoming (callers either did not know or were reluctant to give information. For example, some callers are reluctant to provide age, ethnicity, or are unclear on the actual diagnosis of their loved one.) Percentages are rounded to nearest 1%

**The "Not Determined" is not included in the 5,480 individuals for which age data is reported.

Table 4. Caregiver Report - Demographics 2007-2008 Continued

	Totals	%*	DelMar	DelOro	Southern	Orange	Redwood	Inland	LA	Coast	Mountain	Valley	Bay
4. RACE/ETHNICITY	**n= 5,353												
AFRICAN-AMERICAN	465	9%	14	26	17	16	18	49	138	2	0	26	159
ASIAN	348	7%	22	9	29	93	7	4	56	7	0	12	109
HISPANIC	811	15%	136	20	57	96	23	84	140	29	7	118	101
WHITE	3,550	66%	154	299	390	409	384	274	323	224	212	396	485
OTHER	153	3%	11	0	7	14	4	12	0	0	0	14	91
Pacific Islander	5	0%	0	5	0	0	0	0	0	0	0	0	0
Native American	21	0%	0	0	0	0	0	0	9	4	8	0	0
<i>Ethnicity Not Determined</i>	565	11%	121	1	28	0	69	3	302	0	13	0	28
5. RELATIONSHIP TO CARE-RECVR	**n= 5,739												
WIFE	1,444	25%	63	123	127	160	139	125	183	81	85	151	207
HUSBAND	550	10%	22	44	52	87	55	48	54	36	29	62	61
DAUGHTER	2,154	38%	169	132	186	209	179	155	342	72	68	208	434
DIL	149	3%	19	14	18	16	12	21	20	7	9	13	0
SON	568	10%	39	18	70	59	45	35	89	25	21	49	118
SIL	48	1%	7	1	3	3	3	4	5	3	4	10	5
BROTHER	29	1%	1	1	0	6	2	1	6	1	1	3	7
SISTER	107	2%	0	2	0	17	9	12	28	5	0	6	28
MOTHER	130	2%	18	7	10	13	6	8	31	10	4	10	13
FATHER	30	1%	4	2	3	3	0	2	1	3	2	3	7
FRIEND/NEIGHBOR	115	2%	18	5	6	15	11	7	21	3	2	7	20
CALLER IS IMPAIRED PERSON	81	1%	11	1	17	0	3	0	34	11	2	0	2
OTHER RELATIVE	334	6%	43	10	27	39	27	16	60	9	10	44	49
<i>Relationship Not Determined</i>	171	3%	44	0	10	0	14	0	100	0	3	0	0
Sum of Percentages May not Equal 100													

*Percentages are reported on the number of instances information was actually captured. Across the CRCs there are instances where information was not forthcoming (callers either did not know or were reluctant to give the information. For example, some callers are reluctant to provide age, ethnicity, or are unclear on the actual diagnosis of their loved one.) Percentages are rounded to nearest 1%.

**The "Not Determined" is not included in the 5,353 and 5,739 totals for ethnicity and relationships, respectively.

Table 5. Care Receiver Report - Demographics 2007-2008

	Totals	%*	DelMar	DelOro	Southern	Orange	Redwood	Inland	LA	Coast	Mountain	Valley	Bay
E. SUMMARY DATA FOR ADULTS WITH BRAIN IMPAIRMENT													
1. TOTAL NEW B-I ADULTS	5,635	100	437	360	529	628	512	355	893	240	238	509	934
2. AGE	**n= 5,363												
<18	8	0%	6	0	0	0	0	0	1	1	0	0	0
18 TO 22	25	0%	2	2	0	1	2	1	7	4	2	4	0
23 TO 35	55	1%	11	5	7	3	0	6	8	4	4	7	0
36 TO 50	181	3%	13	11	17	23	16	16	38	23	8	16	0
51 TO 59	263	5%	9	8	26	18	22	12	32	21	9	27	79
60 TO 64	225	4%	10	11	15	29	24	22	33	15	8	20	38
65 TO 74	948	18%	55	78	108	149	65	69	132	28	37	91	136
75 TO 84	2,050	38%	142	139	202	240	220	145	259	81	96	202	324
85+	1,608	30%	125	106	148	163	162	81	203	63	73	142	342
<i>Age Not Determined</i>	261	5%	64	0	6	2	1	3	179	0	1	0	5
3. GENDER	**n= 5,509												
MALE	2,474	45%	162	190	226	270	228	158	377	114	113	240	396
FEMALE	3,035	55%	235	170	302	358	284	193	446	125	125	269	528
Sum of Percentages May not Equal 100													

*Percentages are reported on the number of instances information was actually captured. Across the CRCs there are instances where information was not forthcoming (callers either did not know or were reluctant to give the information. For example, some callers are reluctant to provide age, ethnicity, or are unclear on the actual diagnosis of their loved one.) Percentages are rounded to nearest 1%.

**The "Not Determined" is not included in the total for age.

Table 5. Care Receiver Report - Demographics 2007-2008 Continued

	Totals	%*	DelMar	DelOro	Southern	Orange	Redwood	Inland	LA	Coast	Mountain	Valley	Bay
4. PRIMARY Diagnosis/Cause	**n=	5,054											
CEREBROVASCULAR ACCIDENT/DISEASE	915	18%	39	56	81	111	83	95	124	43	45	100	138
DEGENERATIVE DISEASE/DEMENTIAS(COMBINED)	3,707	73%	230	287	410	291	332	238	529	172	157	379	682
-AIDS DEMENTIA	3	0%	1	0	0	0	0	0	0	0	0	0	2
-ALZHEIMER'S DISEASE	1,323	26%	57	114	131	119	139	102	225	56	46	142	192
-AMYOTROPHIC LATERAL SCLEROSIS	56	1%	6	3	6	1	1	0	13	6	2	11	7
-HUNTINGTON'S DISEASE	26	1%	3	1	3	0	2	0	10	2	1	2	2
-MULTIPLE SCLEROSIS	78	2%	4	4	12	11	7	0	8	5	5	12	10
-MULTI-INFARCT DISEASE	20	0%	1	1	0	2	7	2	0	1	0	0	6
-PARKINSON'S DISEASE	372	7%	31	45	37	26	42	16	48	20	19	38	50
-OTHER DEGENERATIVE DISEASE	1,829	36%	127	119	221	132	134	118	225	82	84	174	413
TRAUMATIC BRAIN INJURY	208	4%	5	11	21	17	14	11	35	20	12	15	47
TUMOR	78	2%	3	4	7	7	12	6	13	4	2	10	10
OTHER NON-DEGENERATIVE DISEASE	146	3%	101	4	3	9	2	2	13	1	2	5	4
<i>Diagnosis Not Determined</i>	581	10%	59	0	7	193	69	0	179	0	20	0	54
5. MULTIPLE DIAGNOSIS													
(# of Care Receivers with more Than one diagnoses)	1,057	19%	29	29	103	27	43	66	84	31	36	68	541
Sum of Percentages May not Equal 100													

* Percentages are reported on the number of instances information was actually captured. Across the CRCs there are instances where information was not forthcoming (callers either did not know or were reluctant to give the information. For example, some callers are reluctant to provide age, ethnicity, or are unclear on the actual diagnosis of their loved one.) Percentages are rounded to nearest 1%.

**The "Not Determine" is not included in the total for primary diagnosis.

EXHIBIT A
LIST OF
CALIFORNIA'S CAREGIVER RESOURCE CENTERS

<i>Site Number, CRC, and Host Agency Counties Served</i>		Program Information
<p>(01) BAY AREA CRC</p> <p>Alameda, Contra Costa, Marín, San Francisco, San Mateo, Santa Clara</p>	<p>Family Caregiver Alliance Kathleen Kelly Executive Director 180 Montgomery St., Suite 1100 San Francisco, CA 94104 (415) 434-3388 (800) 445-8106 E-Mail: kkelly@caregiver.org</p>	<p>Donna Schempp, LCSW Director, Programs and Services 180 Montgomery St., Suite 1100 San Francisco, CA 94104 (415) 434-3388 (800) 445-8106 (statewide) FAX: (415) 434-3508 E-Mail: info@caregiver.org Web: www.caregiver.org</p>
<p>(02) REDWOOD CRC</p> <p>Del Norte, Humboldt, Lake, Mendocino, Napa, Solano, Sonoma</p>	<p>North Coast Opportunities, Inc. Morgaine Colston Executive Director North Coast Opportunities, Inc. 413 North State Street Ukiah, CA 95482 (707) 462-3200 (800) 606-5550</p>	<p>Nancy Powers-Stone, MA Program Director Redwood Caregiver Resource Center 141 Stony Circle, Suite 200 Santa Rosa, CA 95401 (707) 542-0282 (800) 834-1636 (regional) FAX: (707) 542-0552 E-Mail: nps@redwoodcrc.org Web: www.redwoodcrc.org</p>
<p>(03) LOS ANGELES CRC</p> <p>Los Angeles</p>	<p>University of Southern California Andrus Gerontology Center Gerald Davison Faculty Liaison Dean, Leonard Davis School of Gerontology 3715 McClintock Avenue University Park, MC-0191 Los Angeles, CA 90089-0191 (213) 740-1354</p>	<p>Donna Benton, Ph.D. Director Los Angeles Caregiver Resource Center 3715 McClintock Avenue University Park, MC-0191 Los Angeles, CA 90089-0191 (213) 821-7777 (800) 540-4442 (regional) FAX: (213) 740-1871 E-Mail: benton@usc.edu Web: www.usc.edu/lacrc</p>

(04) INLAND CRC

Inyo, Mono,
Riverside, San
Bernardino

Inland Caregiver Resource
Center
Errol Mackum
President, Board of Directors
1420 E. Cooley Dr. Suite 100
Colton, CA 92324
(909) 514-1404

David Fraser, MSW
Executive Director
Inland Caregiver Resource Center
1420 E. Cooley Dr. Suite 100
Colton, CA 92324
(909) 514-1404
(800) 675-6694 (CA)
FAX: (909) 514-1613
E-Mail: dfraser@inlandcaregivers.org

(05) DEL ORO CRC

Colusa, Sutter,
Yuba, Sierra,
Nevada, Placer, El
Dorado, Amador,
Alpine, Calaveras,
San Joaquin,
Sacramento, Yolo

Del Oro Caregiver Resource
Center
Carol Kinsel, President Board
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5723A Marconi Ave.
Carmichael, CA 95608
(916) 971-0893

Michelle Nevins, MBA
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Del Oro Caregiver Resource Center
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(800) 635-0220 (regional)
FAX: (916) 971-9446
E-Mail: mnevins@deloro.org
Web: www.deloro.org

(06) SOUTHERN CRC

San Diego, Imperial

Southern Caregiver Resource
Center, Inc.
Nancy Ewin
President, Board of Directors
3675 Ruffin Road, Suite 230

San Diego, CA 92123
(858) 268-4432

Lorie Van Tilburg, LCSW
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Southern Caregiver Resource Center
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E-Mail:
lvantilburg@caregivercenter.org
Web: www.scrcc.signonsandiego.com

(07) COAST CRC

San Luis Obispo,
Santa Barbara,
Ventura

Cottage Rehabilitation Hospital
Melinda Staveley, MS
2415 De La Vina Street
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Mary Sheridan, MFT
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Web: www.coastcrc.org

**(08) MOUNTAIN
CRC**

Butte, Glenn, Lassen,
Modoc, Plumas,
Shasta, Siskiyou,
Tehama, Trinity

CSU Chico Research
Foundation
Jeanne Thomas, Ph.D.
Chair, Center Policy Board
California State University,
Chico
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(09) VALLEY CRC

Fresno, Kern,
Kings, Madera,
Mariposa, Merced,
Stanislaus, Tulare,
Tuolumne

Valley Caregiver Resource
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Chris Morse
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(10) DEL MAR CRC

Monterey, San
Benito, Santa Cruz

Health Projects Center
John Beleutz
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(11) ORANGE CRC

Orange

Saint Jude Medical Center
Barry Ross
Vice President, Healthy
Communities
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MAP OF CALIFORNIA'S CAREGIVER RESOURCE CENTERS

