



5<sup>th</sup> Annual Report  
**Evaluation of the California Caregiver  
Resource Centers' Service Delivery  
and System Change**

**Executive Summary**

Reporting Period: July 2023-June 2024

*Submitted by the Family Caregiving Institute October 31, 2024*

**UC DAVIS  
HEALTH**

**BETTY IRENE MOORE  
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## Evaluation Team

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## Acknowledgements

This work is a collective effort with many dedicated individuals sharing a vision and contributing their time, energy, and effort to serve the caregivers of California. The evaluation team worked closely with the Family Caregiver Alliance (FCA) team (represented by Christina Irving and Kathleen Kelly) and the Quality Process (QP) team (represented by Brad Silen) throughout the evaluation design, data collection, and data verification process. We appreciate the leadership and commitment of the eleven CRC directors and the dedicated staff who serve the caregivers of California with compassion and a dedication to high quality services.

*The photos included in this report cannot be copied or reused for other purposes*

## EXECUTIVE SUMMARY

In California, over 7 million family caregivers provide most of the long-term care, supporting older adults and persons with disabilities to remain in their environments of choice while supporting an array of physical, mental and functional needs. Family caregivers reflect the diverse population of California in age, race/ethnicity, gender, employment status and income. Eleven Caregiver Resource Center (CRC) sites serve family caregivers throughout California. Statewide implementation of CareNav™ provides the nation's first comprehensive database of family caregivers, documenting who they are, the demands they face, the resources they need, and the outcomes of services and support. Caregivers represent diverse communities and circumstances. This report contains detailed analysis of data from fiscal year 2023-2024 (hereafter abbreviated FY23/24) and a look back to 2019, prior to CareNav™ implementation. California State General Funds are allocated to CDA for the administration of CRC services through subcontracts with community-based providers, and the findings focus on these services. In addition, but not reported here, CRCs provide services to caregivers funded by federal, county and philanthropic sources.

The CRCs served over 12,217 unduplicated family caregivers in FY23/24. These diverse caregivers across the adult lifespan are caring for people with a range of health conditions and functional needs. The following infographics summarize characteristics of people served and the nature of services provided.

### **IMPACT**

**CRCs continue to serve caregivers who provide complex, intense, and time-consuming care.** Caregivers commonly have little family or paid support.

**Caregivers highly value the support provided by the CRCs.** They are highly satisfied and emphasize the crucial impact of family consultants and respite care. Caregivers report important impacts on their physical and mental health and their ability to provide and sustain care because of the CRC programs.

**The CRCs have substantially increased their outreach and education over the past year.** Public outreach increased and educational program offerings nearly doubled, including statewide programs in English and other languages. CRCs have realized efficiencies in delivery because base funding has remained the same over the past three years, without cost-of-living adjustments. Further expansion would likely require enhanced investment.

**CareNav™ implementation is advancing.** Sites are using data for program decision-making. Caregiver use of CareNav™ to enter data and initiate services is low at one in five caregivers served. This rate has remained stable for the last four years but conceals wide variability by CRC site. Those who use the online platform are very satisfied.

**Overall, CRC caregiver services and issued service grants increased**—in some cases considerably—since the year before the pandemic began. Family consultations increased the most, by over 1000%, and continue to increase year by year. This may reflect the CRC response to the increasing complexity of the caregiving role both during and after the pandemic.

**Since the pandemic, CRC in-person services such as “in-house” counseling and support groups have declined, while these service activities have steadily increased overall.** Taken together, this suggests a change in the mode of service delivery, from in-person to virtual, catalyzed by the pandemic. Further, this suggests the change in service delivery mode has been sustained and the CRCs are increasingly using technology to expand service delivery.

**Service grant vouchers increased significantly from the pandemic with the new funding awarded to the CRCs. Thereafter, there have been small yet significant declines in these valuable caregiver resources**—likely due to the unchanged level of state funding to the CRCs along with concomitant post-pandemic increases in the costs of the services themselves and in the costs of CRC operations (e.g., rent, salaries) without cost-of-living adjustments.

## **RECOMMENDATIONS**

The CRCs have expanded their services and are using CareNav™ data in important ways to inform decisions and strategy. We recommend consideration of the following:

- Use data on caregivers and services to inform implementation of the California Master Plan on Aging, the Equity Roadmap, and other statewide planning efforts

### **At the CRC site level:**

- Use CareNav™ data to understand the needs and priorities of caregivers in each region, to identify gaps in services and communities who are not able to access resources
- Develop strategies to reach and engage sub-populations that have yet to benefit from the CRC services and supports
- Develop strategies to provide technical support to caregivers who could benefit from CareNav™ and associated resources
- Gather CRC site perspectives about reasons for low versus high CareNav™ use by caregivers and contextual factors that might explain site-specific variability in caregiver use rates

### **At the CRC system level:**

- Collaborate across sites to identify programs and strategies that could be spread to other sites and provide support to leverage creative ideas
- Identify priority issues for additional programming and develop strategies to address these issues in culturally and linguistically appropriate ways
- Continue to identify opportunities for collaboration that leverage strengths across the system, for example, sharing bilingual staff across regions



- Continue analysis of caregiver, caregiving, and care recipient characteristics that predict caregiver use of CareNav™ to identify target groups for outreach to increase use of the platform
- Continue to engage in statewide CareNav™ data quality efforts toward standard service documentation to support future analysis of service impact on caregiver outcomes
- Consider a statewide tech support model to assist family caregivers as they navigate the CareNav™ platform
- Participate in reviewing the Equity Roadmap, prioritize potential actions, and develop plans to address disparities in caregiver experience, services and outcomes

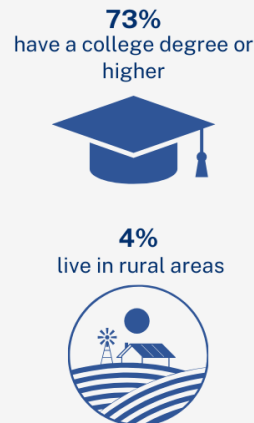
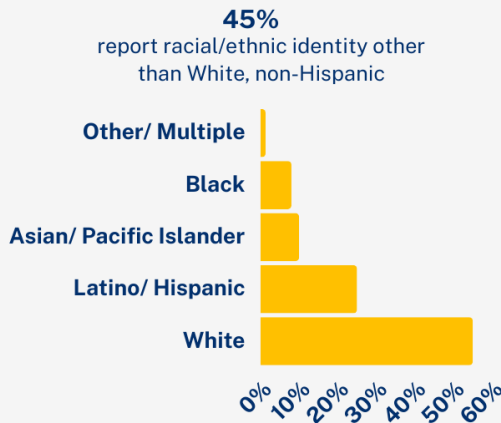
***At the state level (California Department on Aging):***

- Increase awareness about caregiving, visibility of caregivers, and information about services
- Provide ongoing leadership for implementation of the Master Plan on Aging and the Equity Roadmap
- Consider enhanced funding to sustain current services and enable further service expansion with annual cost of living adjustments to all contracts for services
- Prioritize funding for increasing diversity, equity, and inclusion with investments in linguistic and cultural refinements of resources and supports already available in the CRC system
- Use data on caregivers and services to inform implementation of the California Master Plan on Aging, the Equity Roadmap, and other statewide planning efforts

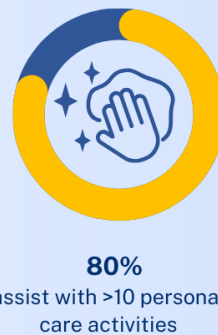
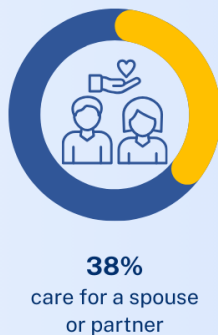
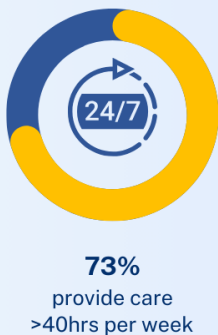


# California Caregiver Resource Centers: Population Spotlight Fiscal Year 2023-2024

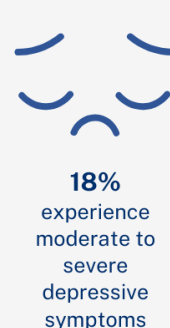
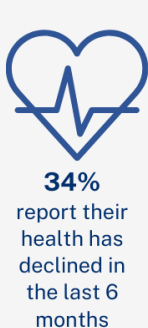
## WHO ARE THE CAREGIVERS?



## WHAT ARE THE CAREGIVERS DOING?



## WHAT ARE THEIR OUTCOMES?

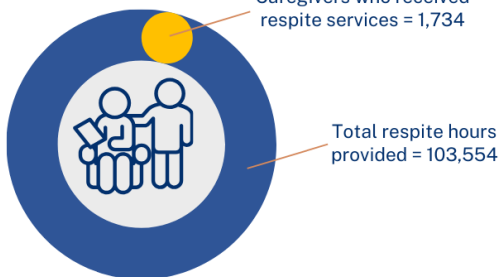


# California Caregiver Resource Centers: Dashboard Fiscal Year 2023-2024

Case Status



### Respite Hours and Services



### Legal Consultation Hours and Services



### Outreach and Education Activities



**Outreach = 13,092**  
Direct referrals, general public information/awareness activities, provider awareness.



**Education = 1,223**  
Program designed to help caregivers learn new skills or educate providers about the needs of family caregivers and available resources.

### Caregiver Supports



Family Consultation = 41,422 hours



Support Groups = 1,194 clients



Individual Counseling Services = 436 clients



Supplemental Services Vouchers = 96 clients

*"I would not have been able to navigate the challenges of caring for an aging parent alone - CRC saved me! I felt I had no where to turn, no support and very alone until CRC provided counseling, a support group and resources. THANK YOU!"*

-CRC Caregiver