



## Summary of Caregiver Resource Centers

### CRC Programs and Services

Prepared by: NYS Association of Area Agencies on Aging

Updated: September 2001

#### Broome County

Contact: Judith Whiteman (607) 778-2411

##### *Publications*

- 700 Brochures
- monthly newsletter
- Loans books (36 Hour Day)- also partners with local libraries

##### *On-going Programs:*

- support group for county employees }
- also Community colleges } flyer in paycheck
- planning outreach to other employers

“How to Handle a Family Meeting”

- 2 caregiver retreats 2x/yr
  - 5 hr program, respite provided
  - focus on stress reduction, relaxation, fun
  - in conjunction with Alzheimer’s
  - include vendor tables which display info on available caregiver services (emphasis on respite)

- ½ time person handles caregiver issues
  - speaks to employers
  - Brown bag lunches
  - {no contributions}

##### *New Programs:*

- Partnering with Alzheimers Assoc to bring Naomi Feil to speak 11/6 & 11/7 to:
  - a)day family caregivers
  - b)professionals
- Nursing home administrators can get continuing education credit
- “Validation Therapy”

##### *Outreach:*

- Area nursing home mailing list

Call EISEP clients  
Local newspaper  
PR thru OFA- I&R, Information, health fairs  
Calls have doubled on the last 2 years

*New \$\$:*

will produce PSA  
Also expand day care (they run their own programs)  
Have done surveys of caregiver concerns  
1) Repite- how they can expand  
2) Counseling  
3) Xport to day care

<b>Cattaraugus County</b>
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Contact: David Rodkey (716) 373-8032
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*On-going programs:*

Resource library  
Videos; Homecare for Alzheimers  
Work in cooperation with local libraries  
Supply subscription of "Healthy Caregiver" to local libraries  
  
Support group started by OFA, but now runs independently  
Do technical support for groups run by Red Cross, nursing homes etc. but do not *own* any

*Outreach*

Created "Thank You" card to all service recipients (i.e. EISEP, MOW etc.) for them to forward to caregivers  
Put together a flyer on tax breaks distrib @ H&R Block, AARP volunteers – 6 locations  
  
Community awareness projects i.e. billboard in Nov (nat'l caregivers month)  
OFA-run Social Model Adult Day Centers (2 locations) hold Alzheimers screenings monthly

*Innovative Programs*

Programs in schools for "sandwich generation"  
Targeted 7<sup>th</sup> grade health class in all county schools (Got McD's to donate sandwiches)  
Quiz as take home for parental involvement  
Raffle CD player as prize

*New \$\$*

Respite  
Transportation

## Clinton County

Contact: Trudy LaHart (518) 565-4620

- Collaborated with SUNY Plattsburgh in presenting caregiver related training sessions.
- Conducted a “Caregiver Survey” throughout the county to assess caregiver needs.
- Coordinate respite services with the CRC in providing caregivers with direct respite services made available through a member item funded initiative.
- CRC provides caregivers with information, referrals, support groups and an on-site lending library

## Cortland County

Contact: Cynthia Lewis (607) 753-5060

- Initiated a new respite program through funds raised from a “Memory Walk.” The funds generated were used to purchase respite for caregivers.
- Presented “Labor of Love Workshops” which included topics relating to the physical, mental and emotional aspects of caregiving; legal services; Medicare/Medicaid and other benefits/entitlements.
- Made available an eldercare benefits package to employers to help meet needs of employed caregivers. Personal case management assessments and support group services were offered/provided.

## Fulton County

Contact: Meredith Lord (518) 736-5650

### *Resource Library:*

Top Titles include:

36 Hour Day

Complaints of a Dutiful Daughter

Daughters of the Elderly

All Alzheimers information is very popular

Connected with local libraries & senior centers

### *On-going programs:*

3 support groups

2 contracted out: Good Grief and Alzheimers & Others

Grandparents Raising Grandchildren conducted in-house

1 to 1 counseling done thru case management

### *Trainings:*

Conducted 10 times/year

Topics include:

Practical caregiver classes

Legal Issues for caregivers

Annual Alzheimers film festival

Caregivers Night Out- Laughing for the Health of It

*Outreach:*

Outreach through Office for the Aging includes:

Health fairs

General agency outreach

Outreach to existing OFA clients

CAPS (central assessment and placement)

*New \$\$:*

Expand existing services

Increase lending library

Provide respite care

Target minority populations

Web site development

Expand outreach

<b>Genesee County</b>
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Contact: Ruth Beatty (716) 343-1611
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*On-going programs:*

Hold support groups:

General caregiver,

Alzheimer specific,

Parkinson's specific,

Parkinson's exercise class

\*1 to 1 counseling\* found to be most effective

Respite: through Social Adult Day Programs and In-home

“Helping You Care” Training Series

Caregiver Information Day

Full day of workshops ranging from home care services to end of life issues

*Resources:*

Reprinted resource directory w/ emphasis on caregivers

Materials for Alzheimers most popular in library

Videos for public information

*Outreach*

- Caregiver newsletter  
825 on mailing list
- Partnership with local hospital
- Caregivers identified through EISEP & HDM assessments

*Innovative Programs*

- Enhanced transportation services to seniors and caregivers
- Parkinsons Disease Exercise Group  
Held simultaneously with Caregiver Support Group

*New \$\$:*

- Add on to outreach
- Primary care clinics & Indian reservation
- Hire part time person for outreach

**Madison County**

Contact: Theresa Roberts (315) 684-7870

*Lending library*

- Books, videos
- Favorites include:
  - Painted diaries (Alzheimers)
  - 36 Hour Day
  - Surviving Alzheimers: A Guide for Families
  - Understanding Alzheimers

Also books on:

- |                    |                     |
|--------------------|---------------------|
| General caregiving | Alzheimer's Disease |
| Depression         | Elder Abuse         |
| General Aging      | Long term care      |
| Humor              | Reference Books     |
| Death & Dying      | Geriatrics          |
| Health Problems    |                     |
| Insurance          |                     |

*Trainings:*

- Caregivers
- Alzheimers
- Home care aides (for respite)
- Home care aides (for Alzheimers specific respite)
- 4 trainings per year

*Support groups:* 3 per month- 2 in mornings; can bring patient  
1 in evening for working caregivers  
Grandparents as caregivers- meets at public library

*Respite:* Family Respite Grant (member item)

Family interviews respite caregiver and chooses  
Could be neighbor or home care aide  
Not restricted to Alzheimers

*New \$\$:* Expanding respite  
Add'l books  
More trainings

*Outreach:* Work w/ RSVP  
Newsletter  
Flyers  
Radio announcements  
Every Saturday in local paper  
Health fairs

## Monroe County

Contact: Steven Newcomb (716)428-4949

- Contracts with LIFESPAN to jointly provide an enhanced I & R service facilitating access to professional consultation, case management, and linkages to other needed support services.
- Contracts with Mercy Center in initiating and facilitating coordination of needed community based services including: adult day services; LTC Ombudsman program; elder counseling; volunteer and respite services.
- Developing special population support groups to address the needs of bilingual Hispanic caregivers, "Parents Again," as well as a bereavement support group.
- Enhanced Volunteer Financial Management Program to address caregivers who are having difficulty managing day to day finances

## Nassau County

Contact: Carolyn Acerra (516) 571-5814

- Presented at the annual May conference workshops focusing on family dynamics, empowerment issues and other caregiver related topics.
- Presented an ongoing series of caregiver topics at the Department's Elmont and Long Beach offices designed primarily to benefit members of the support groups affiliated with the office.
- Contracts with the Urban League of Long Island to enhance outreach efforts directed at the caregiver households in the black community.
- Presented series of training workshops of interest to caregivers
- Developed and updated brochures of interest to caregivers

## Onondaga County

Contact: Paula Flanders (315) 435-2362

*Resource Library:* Materials kept in county library system (31 branches)

*Lunchtime program:* Corporate Caregiver series  
Several x/mo  
4 companies so far  
Companies' HR promotes  
High attendance

*Support groups:* Low attendance

One to one counseling: 30-40 phone/mo

*Outreach:* Community presentations  
Cable access show  
Talk radio shows  
"Prime" newspaper

*Directory of services:* Reformatted from agency-directed listings to service-directed listings  
Includes some pay services  
Provided to libraries, corporations, social service agencies  
3 ring binder format

*New \$\$s:* PSAs  
Adult Day placement scholarships

## Orange County

Contact: Bobbi Hull (845) 291-2150

*Caregiver resource center* founded in 1989

Basic foundation is NYSOFA curriculum: "Practical Help for Caregivers"

3 core curriculums-

- 1- anyone caring for an older adult in need of assistance
- 2- Caring for someone w/ Alzheimers/dementia
- 3- for teenagers

each is a multi-chapter curriculum including:

- psychology, vision hearing & speech programs
- physical skill for caring for the elderly

CRC gives Caregiver practical help workshops in conjunction w/ hospitals, Cornell Coop Ext, Nursing students, private practitioners

12 hour program

usually given in 2 hr sessions over 6 wk term

at end of series, they offer on-going peer support group (w/ goal of being self-sustaining)  
Broad-based topics as opposed to Alzheimers-specific

### *Dependent Care Alliance*

Began with Member item to start Family Development Center at Orange County Community College  
To look at caregiving thru the lifespan  
501(c)(3) – no paid staff  
Monthly meetings targeted to outreach & education of corporate community  
Hold legislative breakfasts  
Conferences (up to 300 attendees)  
Free from county financial scrutiny (i.e. lessening of matching funds)  
Many supportive services go thru Dependent Care Alliance  
Training of in-home aides

### *Outreach*

In schools: Teenage Gatekeepers  
Aging sensitivity  
Girl & Boy scouts (earn badges)

### *Survey Instrument:*

Available to business community  
Analyze and put together policies and programs that can be applied to workplace

### *New \$\$s:*

Expand In-house Central Intake Unit  
Now includes: 1 full time case mgr, 3 FT , 3 PT aging Svc Specialists  
60% of calls are from primary caregivers seeking supportive services  
Central Intake Unit also: does in-home visits, collect data for case mgr, process HEAP, weatherization, last resort funds, HDM assessments, EISEP assessments  
\*Fully integrated program\*  
Dependant Care Alliance assisted the local Cooperative Extension in obtaining Brookdale Foundation Seed grant for Grandparents as Caregivers rather than SOFA \$\$s  
Grant written under Cornell Coop Ext as grantee  
Will want some new \$\$ to go to Cornell Coop Ext as subcontractor to replenish this funding.

## **Putnam County**

Contact: Doreen Crane (845) 225-1034

### *On-going programs include:*

Counseling- Individual and group  
I&R  
Support groups/ relatives/spouses- (at this time, day programs only)  
6 week video series  
Partner with Alzheimers Association  
Brown bag lunches with companies

*Outreach:*

- Monthly task force meeting (w/i the community)
- Video library
- Health fairs
- 2x/yr newsletter
- Resource directory put into hospital discharge packet
- Advertisements
  - PSAs on cable and in Pennysaver

*Innovative program:*

- Alzheimers Intake Center- county funded
  - Coordinated between Putnam County OFA, Putnam Hospital and Alzheimers Assoc.

*New \$\$s:*

- Night seminars for support groups
- Transportation for Social Adult Day Care
- Saturday Social Adult Day Program (county is a direct service provider)
- Community Education (commercial for programs & services)
- Update Resource directory
- Personnel

<b>Rockland County</b>
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Contact: Mary Kay Eggers (845) 364-2110
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- Through a contract with the Volunteer Counseling Services (VCS) of Rockland county, trains volunteer counselors, who, in turn, provide direct one to one counseling for caregivers.
- Incorporates a bi-monthly caregiver newsletter in the area agency. This publication is entitled "Looking Forward." This has been utilized as an important outreach tool.
- Provides ongoing weekly training to Resident Advisor Program staff on issues/topics important for caregivers living in public housing settings.

<b>Steuben County</b>
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Contact: Patty Baroody (607) 7776-7813
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*On-going programs:*

Support groups:

- 4 support groups for Alzheimers/Caregivers
- 1 support group for grandparents raising grandchildren (1x mo)
- Individual counseling

Resource library:

- Most popular books and videos include:
  - "Complaints of a Dutiful Daughter" video

“How to Care for Your Aging Parents” by Virginia Morris  
Collaboration with local libraries  
Large repository of magazine articles, book excerpts targeted to topics

*Outreach:*

Monthly press release- to 31 agencies  
Newsletter from CRC monthly  
Morning radio discussion on special topics  
Working with hospital discharge planners

*Innovative program:*

New At-Risk Older Driver Program  
Brochure to give an overview  
Last month had a panel discussion for video

*New \$\$:*

Enhance lending library  
    More extensively catalog articles  
    Pre-paid mailer envelopes to increase circulation of materials  
Expand driver program  
Increase number and variety of learning seminars  
Evaluate existing support groups and need for additional groups

<b>Sullivan County</b>
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Contact: Deborah Allen (845) 794-3000
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*Contracts Caregiver Resource Center programs to Cornell Cooperative Extension*

*OFA:* Will write grant for new \$\$s and turn it over to Cornell  
Maintains a caregiver resource library for caregivers/families  
OFA staff provide counseling and assistance to caregivers and families

*Best Publications:*

“How to Care for Your Aging Parents” by Virginia Morris  
“I Have Put My House in Order” (pamphlet)  
    published by Turner and Associates  
    concerns safekeeping of personal records ie. Bank acct #s, life ins, will

*Profile of Group served:*

Cross section (not just Alzheimers or dementia)

*Outreach:*

Handled by Cornell Cooperative Extension (see below)

**Cornell Cooperative Extension of Sullivan County**    Contact: Bonnie Lewis  
(845)292-5250

*Support Groups:*

For caregivers of parents and spouses  
After working hours  
Developing a day program

*Outreach:*

Reaching out to local businesses thru their HR depts.

Member Healthy Living 2000- A Health Consortium

Appearances at:    Health Fairs  
                            Wal-Mart  
                            Shop Rite  
                            Correctional Facilities  
                            Local Hospitals  
                            Lions Clubs  
                            County Fairs  
Mailings to:        schools  
                            Senior Clubs  
                            Police  
                            District Attorneys

*Upcoming programs*

Lifting for Caregivers  
Brochure on Medications for Seniors

*New \$\$:*

Respite Care  
    For caregivers to attend support groups  
    Emergency Respite care  
Newsletter

<b>Tompkins County:</b> Contact: David Stoyell (607) 274-5482
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*On-going programs:*

Lending library  
1 to 1 caregiver counseling  
Alzheimers support  
Quarterly newsletter  
Trainings:    employee groups (Cornell EAP)  
                    General  
                    Co-sponsored

Sr Citizens Council  
Mental Health Assn  
Depression Conferences  
Ithaca College  
Alzheimers Assn  
Workshops can include legal & financial info

*Support groups:*

General Caregivers Group  
Alzheimers (& general dementia)  
Parkinsons support group  
Caregivers of Adults with Developmental Disabilities

*Outreach:*

Thru I&R  
Long term care services  
Local newspaper guest editorial  
Other social services agencies

*Innovative programs:*

Alzheimers Support Unit  
New "Project Care" Volunteer Service for Caregivers  
Older parents of (adult) children with developmental disabilities  
College for Lifelong Learning

*New \$\$s:*

In-home respite care contracted out  
Expand program to develop volunteer respite & other supplementary volunteer services for stressed caregivers  
Develop community outreach

## Westchester County

Contact: Gerri Cisco (914) 813-6400

- Maintain a CRC (main branch) in Mount Vernon, as well as an office in Yorktown Heights to serve the northern part of the county – staffed five days a week.
- Have established an additional CRC office to better serve the central part of the county (located in White Plains) through a contract with the Alzheimer's Association of Westchester/Putnam.
- Established an arrangement with the Westchester County Department of Community of Mental Health to collaborate on providing case management services to households with a DD member.