Listening Between the Lines
Responding to Caregivers’ Needs

A collaborative presentation from
National Association of Area Agencies on Aging
Indiana’s Area 8 Agency on Aging
Expected Outcomes

At the close of this session, participants will:

- Understand key issues and trends regarding the varying needs of family and friend caregivers

- Have an improved capacity to identify caregiver needs in I&R/A inquiries; and

- Be able to identify resources that can assist I&R/A specialists to serve family and friend caregivers
Today’s Discussion

The Eldercare Locator: Accessing Community Based Services and Programs

Family Caregiver Needs: One Area Agency’s Response
(Introducing CareAware)

Family Caregiver Needs: More than Meets the Eye Ear
(Case Studies in Listening Between the Lines)
The Eldercare Locator:
Accessing Community Based Services and Programs

Patrice Earnest
Director, Eldercare Locator
n4a
202.872.0888
The Eldercare Locator
National Call Center
Figure 1: Number of Persons 65+ 1900 to 2060 (numbers in millions)

Year (as of July 1)


3.1 4.9 9 16.6 25.5 35 43.1 56 79.7 92
The National Aging Service Network

622 Area Agencies on Aging

National Association of Area Agencies on Aging
All AAAs Play A Key Role In...

A WIDE RANGE OF LONG-TERM SERVICES AND SUPPORTS
to consumers in their local planning and service area (PSA)
All AAAs offer five core services under the OAA

- **Nutrition**
- **Caregivers**
- **Health & Wellness**
- **Elder Rights** includes abuse prevention and long-term care ombudsman programs
- **Supportive Services**
  - Information and referral
  - In-home services
  - Homemaker & chore services
  - Transportation
  - Case management
  - Home modification
  - Legal services

The average AAA offers more than a dozen additional services. The most common non-core services offered by AAAs are:
- Insurance Counseling (85%)
- Case Management (82%)
- Senior Medicare Patrol (44%)
Proportion of AAAs Serving Individuals Under 60

Note: Data reflects AAAs that offer at least one service to individuals under 60
n=412

- Consumers under age 60 with disability/impairment/chronic illness: 85%
- Veterans of all ages: 66%
- Caregivers of all ages: 78%

Source: 2016 AAA National Survey
Area Agencies on Aging & Title VI Native American Aging Programs
CAREGIVING

1-800-677-1116
www.eldercare.acl.gov
CAREGIVING

Caring From a Distance

1-800-677-1116
www.eldercare.acl.gov
CAREGIVING

Caring for the Caregiver

1-800-677-1116

www.eldercare.acl.gov
SERVICES AND PROGRAMS

Driving and Transportation

1-800-677-1116

www.eldercare.acl.gov
DEMENTIA, CAREGIVING & TRANSPORTATION OBJECTIVES

Through various publications, promotional material and outreach events, the NADTC looks to:

- Provide an in-depth look at the transportation needs and concerns experienced by family caregivers, particularly caregivers of individuals with dementia;
- Provide guidance on community approaches for connecting transportation and caregiver networks.

“Addressing Transportation, Dementia and Caregiving” Webinar

MISSION: To promote the availability of accessible transportation options that serve the needs of Older Adults, People with Disabilities, Caregivers and Communities.
SERVICES AND PROGRAMS

Health Services: Help at Home

1-800-677-1116

www.eldercare.acl.gov
SERVICES AND PROGRAMS

Housing Options

1-800-677-1116
www.eldercare.acl.gov
SERVICES AND PROGRAMS

Supportive Housing

1-800-677-1116
www.eldercare.acl.gov
SERVICES AND PROGRAMS

Health Services: Medicare

1-800-677-1116
www.eldercare.acl.gov
SERVICES AND PROGRAMS

Health Services: Veterans Benefits

1-800-677-1116

www.eldercare.acl.gov
SERVICES AND PROGRAMS

Financial and Legal Services

1-800-677-1116

www.eldercare.acl.gov
SERVICES AND PROGRAMS

Elder Rights

1-800-677-1116

www.eldercare.acl.gov
The Eldercare Locator
National Call Center

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www.eldercare.acl.gov
Family Caregiver Needs:
One Area Agency’s Response

Kate Kunk, RN, CIRS-A/D
Caregiver Options Counselor

CICOA Aging & In-Home Solutions
(Indiana’s Area 8 Agency on Aging)
Indiana Association of Area Agencies on Aging (IAAAAA)
Direct support: CAREGIVERS

- One-on-one coaching
  - intermittent (as needed, for any caregiver)
  - intensive (12 sessions) for caregivers of dementia
- Workshops for caregivers
- Resource library
  - brochures, books
- Video series at www.cicoa.org

CAREGIVER

blog

Caregiver Blog
Indirect support to caregivers: RAISING AWARENESS

Providing information to:

- Employers
- Clinicians
- First Responders
- Township Trustees
- Stephen Ministries
- Civic organizations
- Clergy, Parish Nurses
- Community leaders
- Schools of SW & Nursing
- Home-Care Providers
- Neighborhoods
Indirect support to caregivers:
COMMUNITY EDUCATION

A variety of trainings:
- CICOA Services Overview
- Dementia Friendly Indiana
- Preventing the Unthinkable (Elder Abuse)
- Senior Sensitivity and Awareness Training
- Aging in Place
Indirect support to caregivers: PREVENTION

Trainings specific to the needs of current or future care recipients:

- Seniors Fighting Ageism
- Seniors & Balance
- Seniors & Poison
- Seniors & Eye Health
- Grandparents Raising Grandchildren
- CICOA Services Overview
- Seniors & Driving

CARE RECIPIENT (current OR potential)
**INCREASED** PUBLIC AWARENESS, ACCESS TO SUPPORTS

**REDUCED** IN THE COMMUNITY:
- Caregiver illness and burnout
- Preventable injuries in the home
- 9-1-1 emergencies and NON-emergency calls
- Risks for elder abuse and/or neglect
- Early hospital readmissions
- Unnecessary and premature nursing home admissions
- Healthcare costs overall

**IMPROVED** QUALITY OF LIFE FOR EVERYONE, e.g. YOURSELF!
Family Caregiver Needs:
More than Meets the Eye *Ear*

(Case Studies in Listening Between the Lines)
Case Study #1:

Who Knew?!

Grandkids Caring for Grandpa with Advanced Alzheimer’s
Case Study #2:

Almost Too Late

Wife Caring for Middle-Aged Husband With ALS
Case Study #3:

All Behavior Has Meaning

Young Mom Caring for Elderly Parent With Dementia
1. Often a caregiver caller *doesn’t know what she doesn’t know*. We can help her/him figure that out by:
   a) Using our communication skills to informally assess the knowledge base
   b) “Listening” for the non-verbal cues
   c) Using critical thinking skills to piece information together
2. Utilizing those “Oh, by the way…” opportunities can:
   a) Provide teaching moments that ultimately reduce risks for caregiver, care recipient, and the entire family
   b) Assist the consumer in attaining and sustaining optimal quality of life
   c) Provide teaching moments that result in a profound ripple effect throughout the entire community
   d) Save lives

Food for Thought:
The Value of Listening Between the Lines
Selected Resources for Caregivers

AARP (877) 333-5885
Alzheimer’s Association (Caregiver Center) (800) 272-3900
  (including Savvy Caregiver Series training)
Caregiver SOS (866) 390-6491
CICOA Aging & In-Home Solutions (CareAware Video Series, Blog)
Department of Veterans Affairs (855) 260-3274
Family Caregiver Alliance (800) 445-8106
Powerful Tools for Caregivers (503) 719-6980
Rosalynn Carter Institute for Caregiving (Caregiver Webinars, RCI REACH)
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THANK YOU!