

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



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Aging & In-Home Solutions

A member of the **IN**connect Alliance.

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)



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The Eldercare Locator: Accessing Community Based Services and Programs

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The Eldercare Locator National Call Center

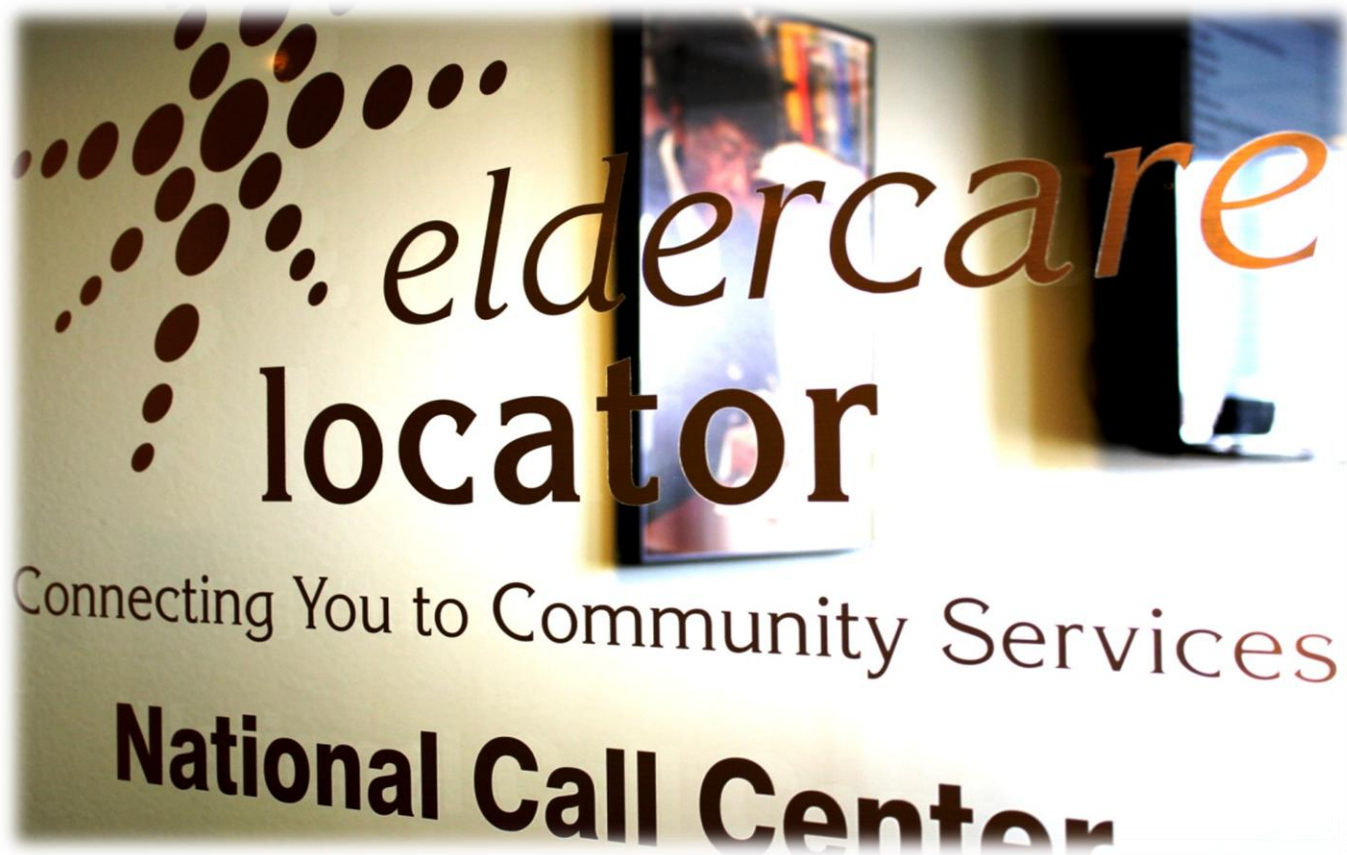
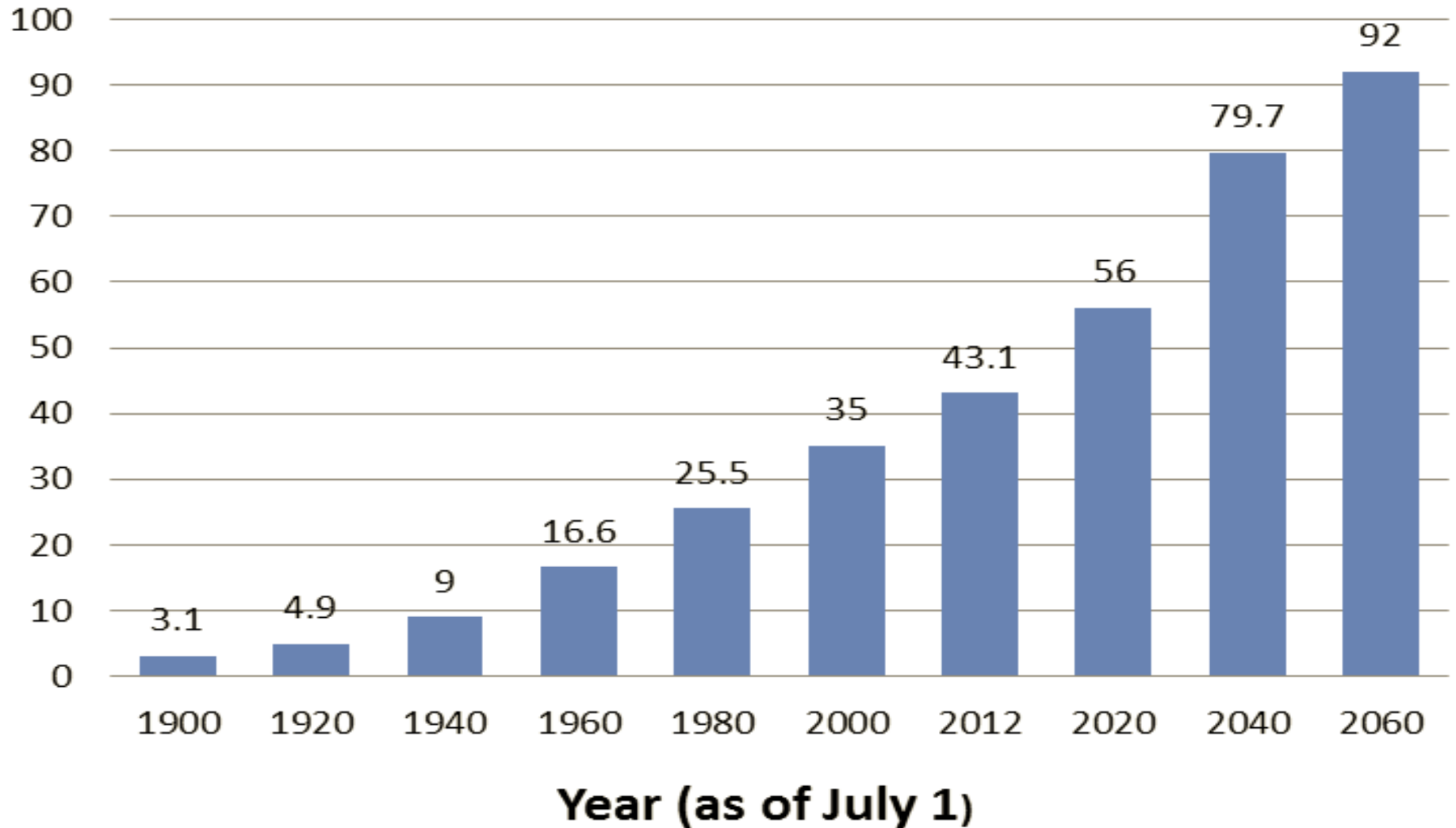


Figure 1: Number of Persons 65+ 1900 to 2060 (numbers in millions)



The National Aging Service Network



622 Area Agencies on Aging

National Association of Area Agencies on Aging

All AAAs Play A Key Role In...

Planning

Developing

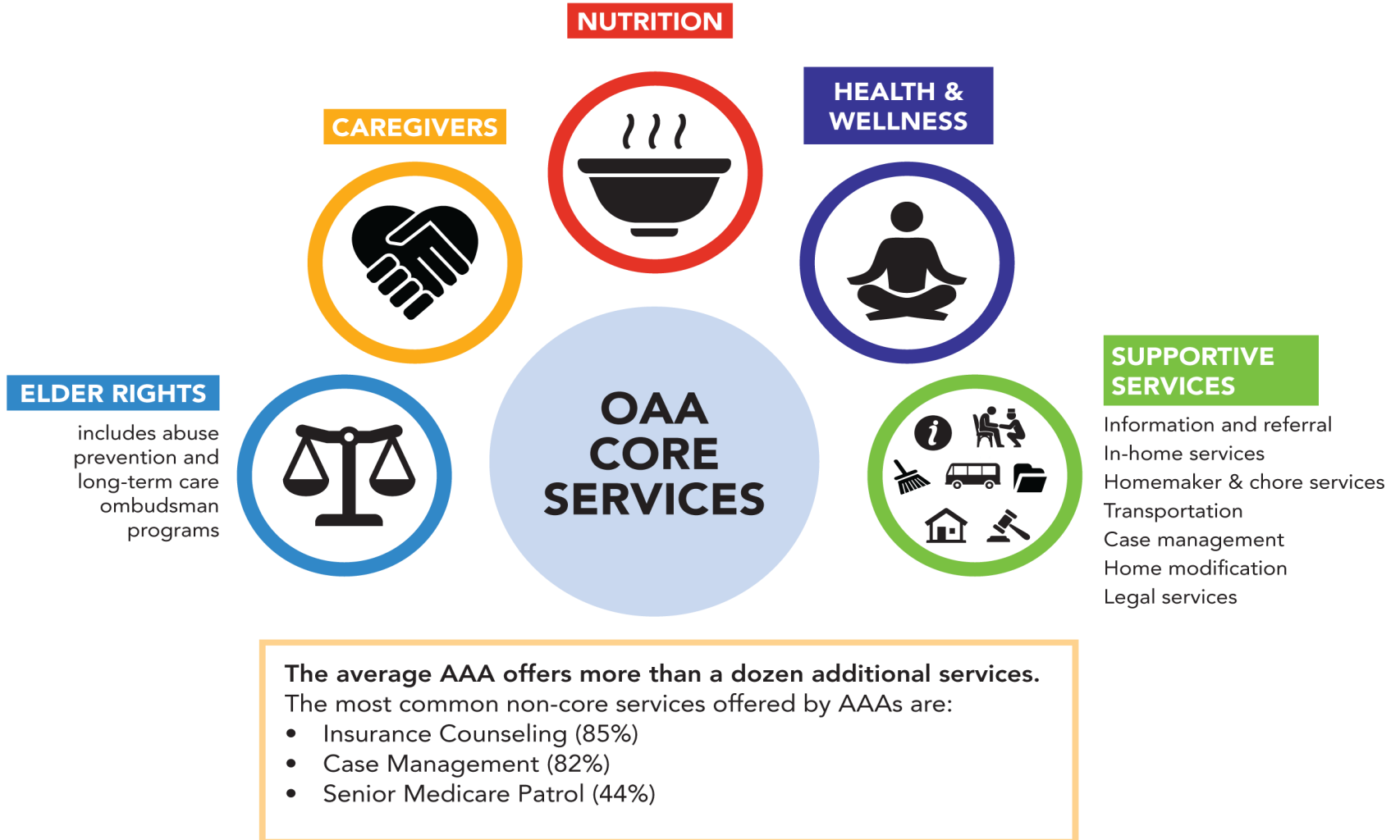
Coordinating

Delivering



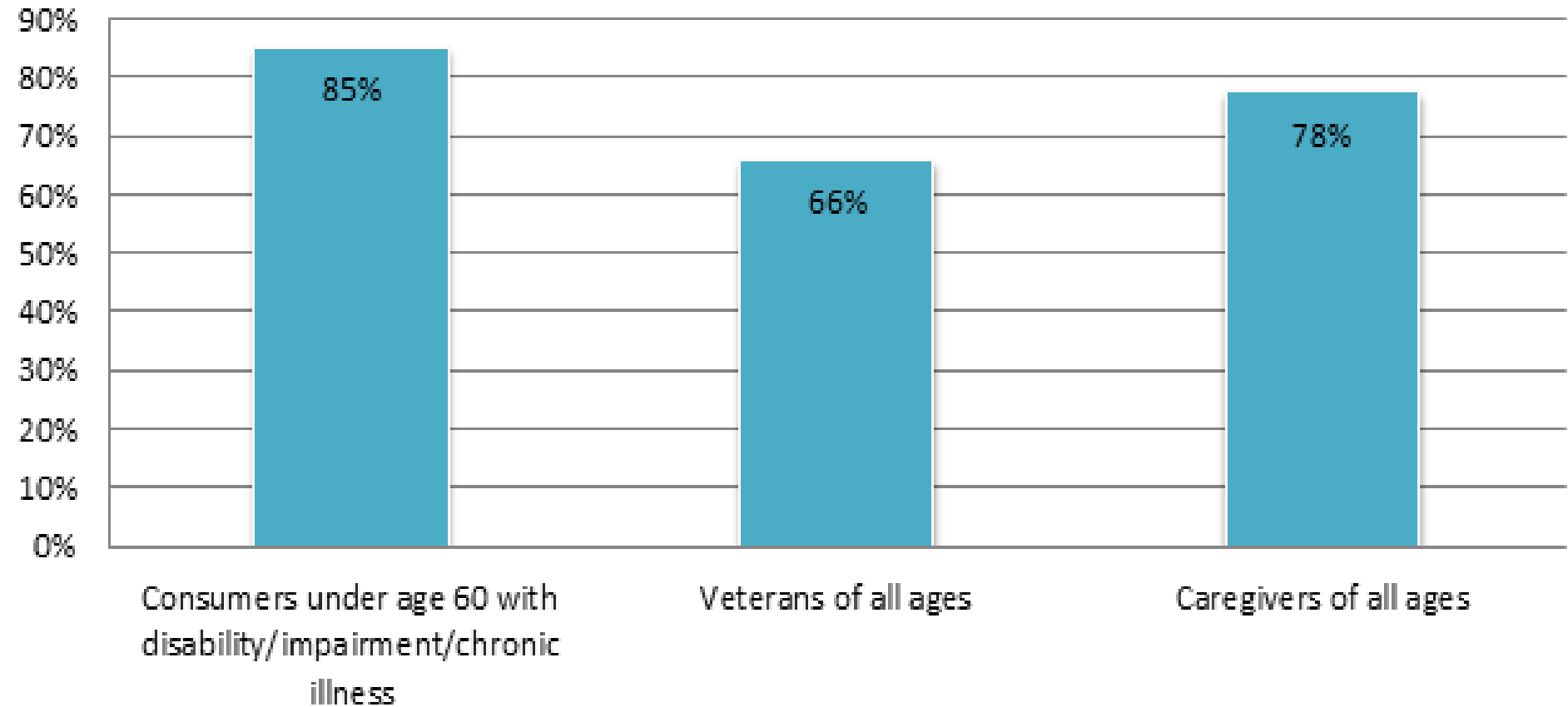
A WIDE RANGE OF LONG-TERM SERVICES AND SUPPORTS
to consumers in their local planning and service area (PSA)

All AAAs offer five core services under the OAA



Proportion of AAAs Serving Individuals Under 60

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



Source: 2016 AAA National Survey

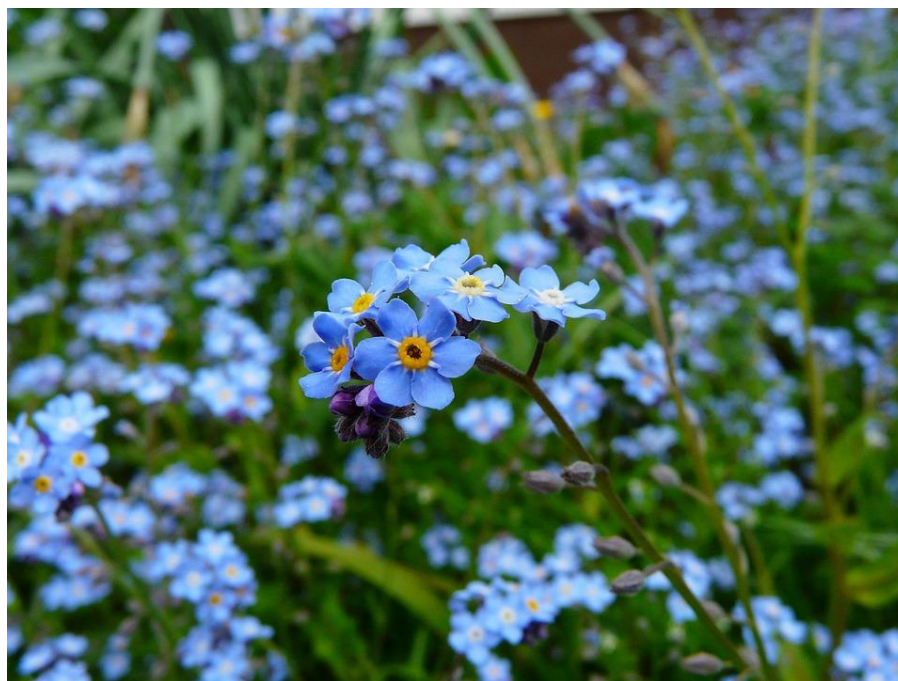
Area Agencies on Aging & Title VI Native American Aging Programs



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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

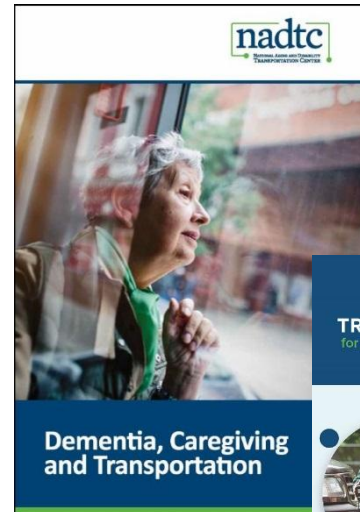
Through various publications, promotional material and outreach events, the NADTC looks to:

- 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.**



The Dementia, Caregiving and Transportation toolkit was adapted from NADTC's Winter 2017-2018 online course, which provided an in-depth look at transportation needs and concerns experienced by family caregivers, particularly caregivers of individuals with dementia, and offered guidance on community approaches for connecting transportation and caregiver networks.

NADTC recognizes the vital role of caregivers in providing transportation to older adults and people with disabilities, while acknowledging the challenges of providing ongoing care. It is important to help caregivers and individuals learn about how to access information about community transportation services, the range of transportation options that may be available,

considerations for transportation options and needs, particularly for dementia.

For people with dementia, it is important that they have access to public transportation or don't know how to use it, they risk a loss of isolation, and increased family and friends for assistance with essential medical appointments. Based on cases in the NADTC toolkit, we have found that transportation is a challenge for caregivers of individuals with dementia and that transportation and caregiving programs can be developed to address community-specific needs.

KEY FACTS

- Nearly 60% of people with dementia live in their own homes and communities.
- 44 million caregivers in the U.S.
- On average, 78% of caregivers provide or arrange transportation.
- Nearly 9 in 10 Asian American caregivers help with transportation, compared to 78% of White caregivers and 72% of African American caregivers.
- Despite need for support, only 23% of caregivers have used transportation services.

Sources: Dementia Friendly America, AARP & National Alliance for Caregiving, Caregiving in the U.S., 2015

Video materials in Sections 1 and 2 were developed as a comprehensive review; however, the individual presentations as well as the two sections may be viewed.

www.nadtc.org

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



1-800-677-1116

www.eldercare.acl.gov



Family Caregiver Needs: One Area Agency's Response

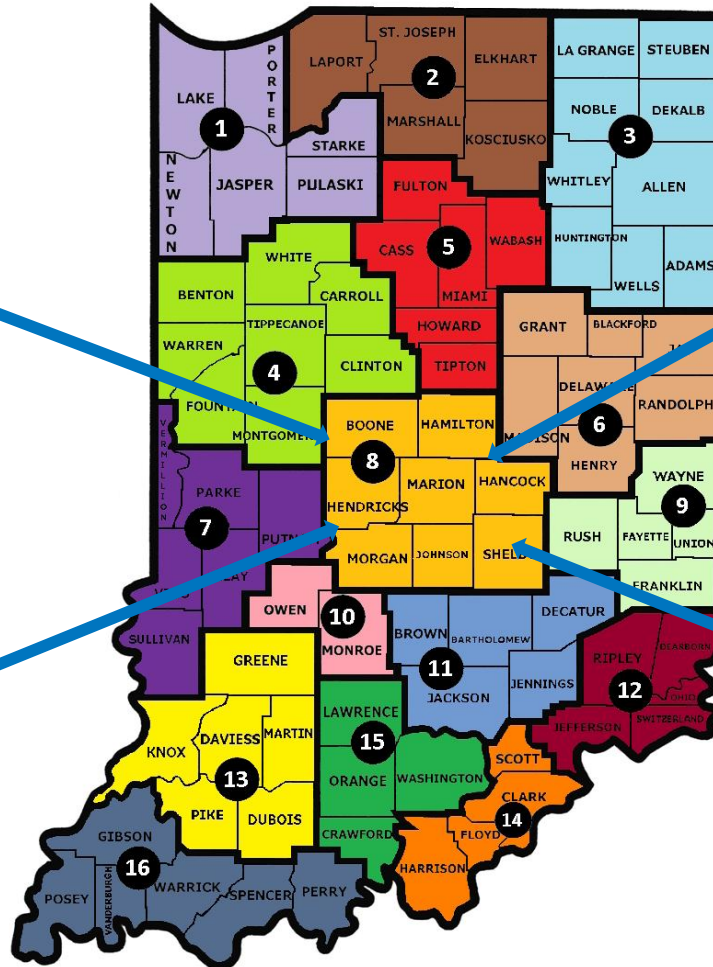
Kate Kunk, RN, CIRS-A/D

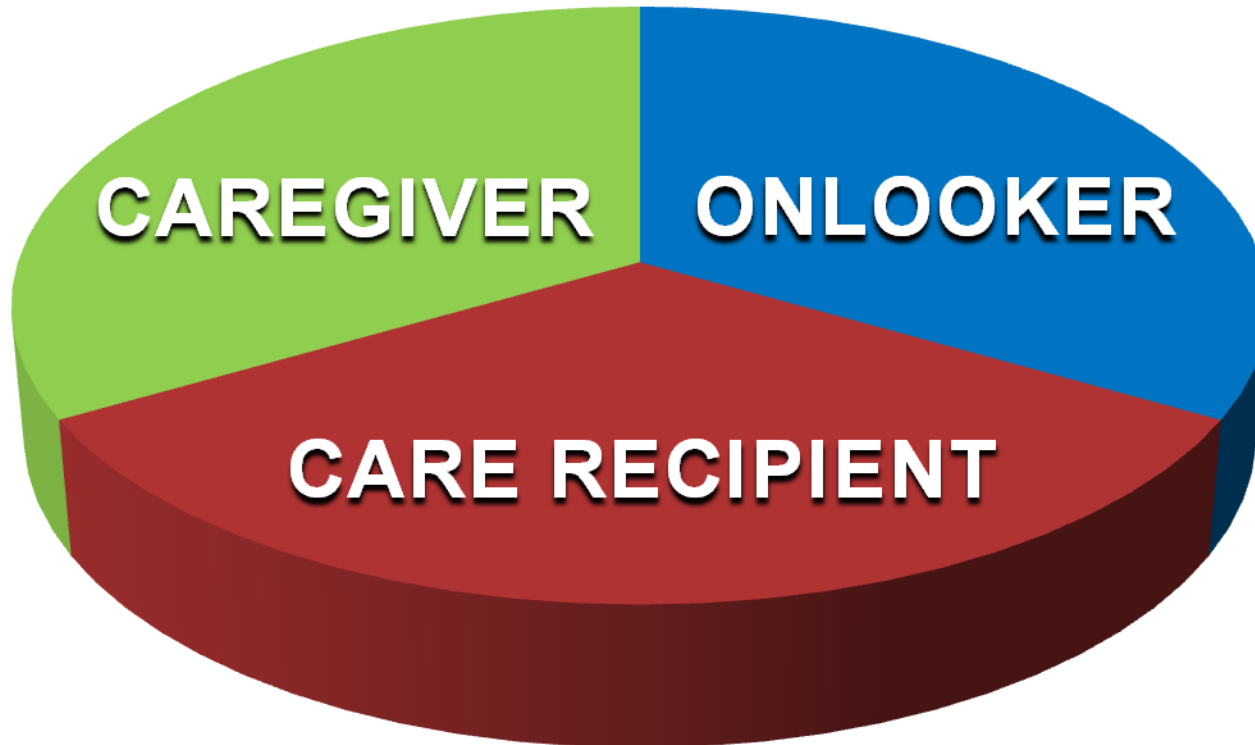
Caregiver Options Counselor

CICOA Aging & In-Home Solutions
(Indiana's Area 8 Agency on Aging)



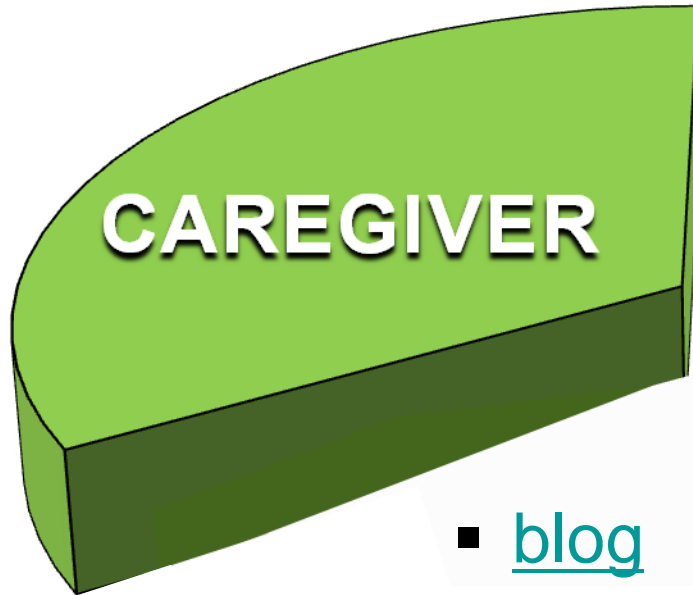
Indiana Association of Area Agencies on Aging (IAAAA)







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

- [blog](#)



Caregiver Blog



THE CAREAWARE VIDEO SERIES
Help and Hope for Family Caregivers



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

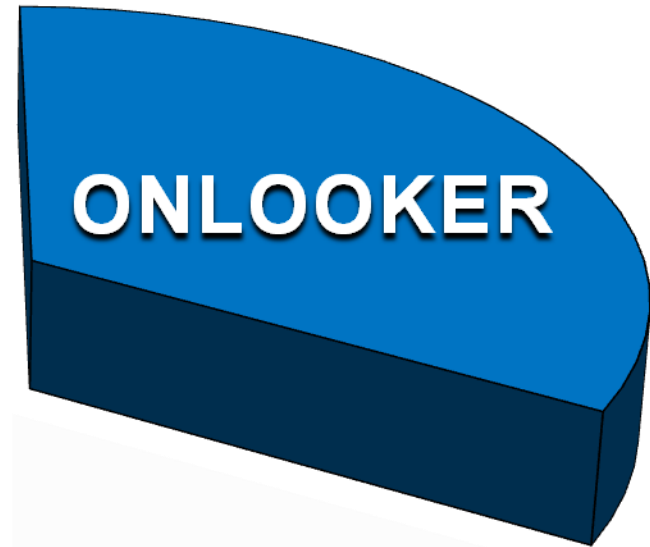




Indirect support to caregivers: **COMMUNITY EDUCATION**

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





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



Food for Thought: The Value of Listening Between the Lines

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



Food for Thought: The Value of Listening Between the Lines

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**



Selected Resources for Caregivers

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

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THANK YOU!



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Aging & In-Home Solutions

A member of the  INconnect Alliance.