

Catholic Charities Caregiver Support Services



2006 Annual Report

Thank You

The work we do was made possible by the generous support of individuals, families and the following agencies, foundations and businesses.

Rensselaer County Unified Family Services - Aging

Albany County Department for Aging

Albany County Youth Bureau

Bristol-Myers Squibb Company

Brookdale Foundation

Catholic Charities of the Diocese of Albany

NYS Department of Health

NYS Office for the Aging

New York State Legislature

NYS Office of Children & Family Services

The Community Foundation

United Way of NENY

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Catholic Charities Mission

Catholic Charities, a ministry of the Catholic Diocese of Albany, is committed to active witness on behalf of the Scriptural values of mercy and justice.

Catholic Charities, recognizing human need at all stages of life, responds to all persons regardless of race, creed, or lifestyle, with special emphasis on the economically poor and the vulnerable.

Catholic Charities serves and empowers persons in need, advocates for a just society, calls forth and collaborates with women and men of good will in fulfillment of its mission.

Caregivers Support Services Mission

Follows the mission of Catholic Charities through its single goal:

“To make life better for those who care for friends and relatives in need.”

2006 Board of Directors

Ann Marie Franke, President

Richard Cirincione, Vice President

Edward Sorenson, Secretary

James J. Conroy III, Treasurer

Jerilee Beaudoin

Michael Costello

Nancy T. Daggett

Kathleen Pingelski

Mark McCarthy

Ginny O'Brien

Daniel G. Plummer

Pamela Rehak

Board President & Executive Director Letter

Catholic Charities Caregivers Support Services is an organization that focuses on responding to local caregiving needs. Over the last 19 years, it has become the leading authority in responding to those needs successfully, and, as a result, is being called on more and more to deal with its community's difficulties.

In stepping up to those demands, the agency has undergone a number of changes over the last year. Perhaps key was the acquiring of a full-time executive director who would tackle these challenges in an effective manner, unifying the staff, coordinating the multitude of efforts needed, acquiring new funding, and planning ambitiously to prepare for future demands. That individual, Renée Benson, brings with her an impressive work record with other not-for-profits, her last position having been the technical director for the NYS Conference of Local Mental Hygiene Directors.

There were changes as well in the makeup of the board. The agency welcomed new board members, Mark McCarthy and Jerilee Beaudoin, and offered its appreciation for the time and leadership of retiring board members Ed Sorenson, the previous board secretary, and Doris Davis. The board also thanks Kathleen Pingelski for assuming the role of Board Secretary in 2007. All of the members worked hard to position the agency for continuing success.

The board made terrific inroads with fund development by establishing a fund development committee. The Committee lead by Virginia O'Brien started a new fund raising initiative called "Give Green – Wear Green" that promises to be a successful on-going fund raising campaign. In 2007 the committee will continue with the annual appeal, the "Give Green – Wear Green" campaign and host a 20th anniversary celebration for the organization.

Also during that time the agency met many new challenges. Funding was a thorny issue as final state budget decisions were made, but ultimately both of the agency's two major programs were able to secure funding for full operation in 2006. A new system was put into place to ensure continuous quality improvement, and the agency established new structures to ensure it's application. Evaluative surveys were designed and initiated, with support from volunteers and student interns so that no additional expenses in overhead were incurred. These surveys revealed ways to improve what the agency was doing, and program improvements were made in responding to them. And public communication was improved in October by bringing online a new website, www.cccaregivers.org. Only a few weeks later the agency began to get calls, responding to the website, which suggests that this investment will be one that serves the community well. We thank Kilakwa, the company that helped implement the website and Bristol Myers Squibb for its funding of this effort.

Changes at the program level involving staffing include the appointment of Jodi Rosa as Kinship Care Program Director, Krista Gallup as Kinship Youth Coordinator. With the increase of youth participation in the kinship care program this additional staffing will go far to enhance the quality of services we can offer. These staff along with Kathy

Kavanaugh who has been with the program for five years now, bring a wealth of experience, training, and energy to the Kinship Care program.

Most important, of course, are the programs themselves, which change people's lives in profound ways. This past year, because of the Kinship Care program, more than 125 children are with their relatives instead of in the Foster Care system—because these relatives have found the support and respite they need to continue to care for their relatives' children. As part of this support, they may have been encouraged and inspired to confront difficulties in their lives and relationships, or they may have found new activities to enjoy or simply made new friends. Also, because of the Elder Caregiving Program, 239 people found that, as they cared for their elderly or frail loved ones, someone was also caring for them. Families could take a needed break and not burn out. 90 percent of the families served reported that this program of respite, telephone support, support groups, and linkages to other agencies helped them to delay placing their loved ones in nursing homes.

In this report, you will find many examples of the way this agency is changing things for the sake of the community. We hope that they will inspire you to support its work as our work with the Catholic Charities Caregivers Support Services continues to inspire us.

Ann Marie Franke
Board President

Renée G. Benson
Executive Director

2006 Program Achievements

Elder Caregiving

The Elder Caregiving Program supports caregivers as they care for their frail, elderly spouses, parents and friends. This program assists caregivers in maintaining their loved ones at home rather than placing them in nursing homes. **Respite services** include annual grants to fund home care, adult day care and facility based services to help caregivers cope with the physical, emotional and financial strains of their responsibility. **Social work services** include individual support provided by a social worker to assist caregivers in adjusting to their caregiving role. **Support groups** are social worker or registered nurse facilitated to provide encouragement, educational information and emotional support for caregivers.

This past year, 239 Caregivers contacted our office and received support services. This is an increase of 36% from last year (2005). When clients called they typically spoke with an RN who helped the caregivers in accessing needs, and discussed the level of care needed and other community programs for which they may qualify. An estimated 3-4 hours is spent with each of these callers during the delivery of services determining the best services and fit for each family. 211 individuals received home health aide, adult day care, or adult home respite services during 2005. 28 individuals received support by attending support groups hosted by our agency and 14 individuals received support through our telephone support with our program's social worker or counseling or face-to-face. Some people received multiple services and are only counted once in our aggregate number of 239.

A recent study found that if respite care delays institutionalization of a person with Alzheimer's disease by as little as a month, \$1.12 billion is saved annually (Leon, et al., 1998). A similar study in 1995 found that as respite use increased, the probability of nursing home placement decreased significantly. Our office used the services of SUNY Albany School of Social Welfare Students to conduct a survey of our clients. They telephoned or mailed surveys to 100 of our clients in 2006. They had a 41% return rate and they found that 90% of the people we serve believe that our services helped them to continue to care for their loved ones at home. The survey also indicates that 81% of the people served believe that our services helped delay nursing home placement of their loved one.

Services were provided to caregivers regardless of race, creed, or lifestyle. Very low income caregivers who are eligible for Medicaid were not served by our program because they are eligible for respite services directly through Medicaid. Medicaid recipients were referred to their case worker for respite services though they are eligible to attend our support groups if they desire. All of our service recipients were frail elderly individuals over the age of sixty.

Elder Caregiving evaluation findings

Elder Caregiving 2006 final evaluation report

Total Client Number Contacted: 100

Total Client Number Responded: 41

Response Rate: 41%

Percentage is out of the 41 contacted

1. Which of the following services did you or your loved one receive?

Respite - 34 (83%) * note, some clients received multiple respite services

- Home health aide – 12
- Day care – 20
- Adult Home – 1
- Assisted Living – 5

Counseling - 9

- Face-to- face – 8
- Telephone – 1

Support Group attendance – 15

- Once – 2
- Twice – 0
- More than twice – 13

2. If you received Respite services, do you feel that you, as a caregiver, experienced stress relief from your duties and role by the respite experience?

- Yes – 29 (71%)
- No – 4 (10%)
- N/A – 8 (19%)
- Total – 41

3. Did the services you received help maintain your own physical or emotional health?

- Yes – 36 (88%)
- No – 5 (12%)
- N/A – 0
- Total – 41

4. Did this service enable you to continue to care for your loved one at home?

- Yes – 37 (90%)
- No – 1 (3%)
- N/A – 3 (7%)
- Total – 41

5. Do you believe that the services you received helped delay nursing home placement of your loved one?

- Yes – 33 (81%)
- No – 3 (7%)
- N/A – 5 (12%)
- Total – 41

2006 Program Achievements

Kinship Care

Catholic Charities Kinship Care Program offers support to those who take on the responsibility of raising relative's children whose parents are unable to care for them. The program actively operates in Albany and Rensselaer Counties and provides consultation and support in surrounding counties. Programming includes the following services: bi-monthly adult support groups, youth program, social, recreational and educational activities for adults and children, respite services for caregivers and children, non recurring material support for special needs, social work services, technical assistance and resources.

During 2006, the Kinship Care Program welcomed 22 additional caregivers and 28 additional children into our program for a total of 127 youth in 60 families.

The following summarizes some of the services delivered in 2006, in addition to twice monthly support groups:

To provide respite to the caregivers we offered some social activities designed just for them such as "Dancing for our Elders" which was a series of Latino dance classes held at a local community center, and a weekend away for Grandmothers who were treated to a spa weekend at Wiawaka Holiday House on Lake George. There were also additional respite activities which were separately attended by either the children or the caregiver. In addition to summer camp, some children attended ARTBreak, an arts related week of activities during winter recess. Some received partial scholarships to attend Alphabet Art through Capital Repertory Company during spring recess. Children participated in a volunteer day at Camp Chingachgook to prepare the Camp to open for the summer season.

To enhance group cohesiveness we also offered large group activities where caregivers and the youth could build relationships with others in program. These included a summer picnic with face painting and pony rides, a winter holiday party with dancing entertainment, family photos, games, prizes and a pot luck dinner.

To help families build enjoyable times together and create new family memories there were 14 recreational outings in which families could participate. Included in these outings were a variety of sporting events, a weekend family camping trip to Camp Chingachgook on Lake George, 2 family picnics, and a performance of Swan Lake by the New York City Ballet at SPAC.

During the summer of 2006, 21 children attended 36 weeks of summer camp, including 2 full scholarships to Outward Bound for 2 youth. A wide range of camping experiences were provided by a variety of institutions.

In September, the position of youth program coordinator was created within the program in an effort to create a therapeutic milieu for group activities while the caregiver attends the support group. She also arranges youth enrichment programs, after school activities and school holiday activities including coordinating summer camperships.

Kinship Care continues to be pleased with the generosity of the community. Much of what we do could not be accomplished without the kindness of the community. Donations in 2006 were substantial and helped us meet the needs of the families. The support provided ranged from scholarships to private schools, Christmas presents, camper scholarships and over 50 pieces of furniture and household items which were collected and delivered to these families.

Information and Assistance Services

A service that we provide is informing people in the community about services that are available to them as they care for their elderly loved ones at home. Registered Nurses and Social Workers relay helpful information concerning appropriate respite care by way of phone conversation with caregivers and at support groups meetings. Additional information is provided at educational presentations in the community. The individual caregiver receives assistance in defining their needs and appropriate referrals are made to other support services in local communities if it proves to be helpful. We inform caregivers about respite services Catholic Charities Caregivers Support Services offer and when funding is available, we provide such services.

Volunteers and Interns

Catholic Charities Caregivers Support Services counts on the support of both volunteers and Interns. In 2006 we benefited from a total of 1112 hours of their work. Volunteer's responsibilities vary from program to administrative activities. They are here twice a week for a total of two hours each. Program volunteers help staff our various programs. For example, volunteers who work with the Kinship Care program participate in the child care component of the support group and interact with the children. Administrative volunteers assist us with the assembling and distribution of agency packets, sending out mailings, filing, shredding, etc. Most of our volunteers are usually individuals who have accessed our services for a loved one and are giving back to the agency through volunteer work. For the year of 2006 we have had the help of four volunteers whom have worked a total of two hundred and forty eight hours.

Interns are usually BSW or MSW students who are undergoing their field placement for the Social Work Program at the University at Albany. They are here twice a week and work about sixteen hours per week. We have had four student interns who have completed a total of 864 hours through out the year. In addition to their weekly hours, interns participate in programs, support groups, health fairs, etc. They have a direct supervisor who mentors them throughout their time with the agency. Some of the Intern's responsibilities include conducting respite surveys evaluating the effectiveness of our services and working with the 'Give Green Wear Green' fundraising campaign. Interns are also assigned a client or family, so that the intern may gain experience in the field. Both volunteers and interns hold an integral role in the Catholic Charities team because they all work collaboratively towards one mission: making life better for those who care for friends and relatives in need.

Publications

Communications

The publications activity of Caregivers in 2006 has been more exciting and varied than ever. So varied, in fact, that we feel the need to include all this activity under the umbrella heading of "Communications." We have worked hard to generate a cleaner and more meaningful newsletter, launched a website that is easy to use and packed with information worthy of viewers' time and interest, and created a more comprehensive annual report.

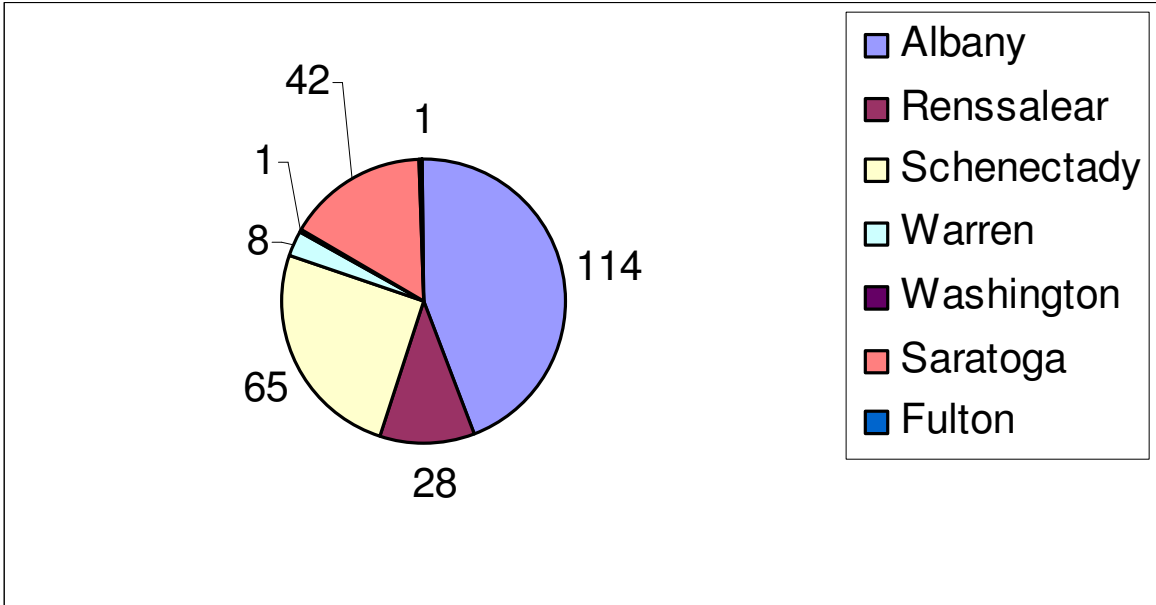
Newsletter: We are very proud of the quarterly *Reach Out* newsletter. This year the staff worked together to design a thematic newsletter with updates on program activities and useful information that can improve the lives of the families we serve. The layout was modified slightly to provide more room for articles, more identifiable colors were chosen, and the cost was offset through advertisements. Each article is written by a member of our dedicated staff. In 2006, more than 1100 copies of *Reach Out* were mailed out each quarter. The articles, centered on a particular theme, are helpful and often thought-provoking. In the Fall 2006 issue, for example, where the theme was "stress," articles were included suggesting how stress might be better managed and how one might arrive, in spite of all the difficulties of the day, at a "place of relaxation." The executive director's introduction in that issue related how a stress-inducing activity within the agency itself was mitigated in part by the joy of bringing that activity to a successful conclusion, by the reward of being able to give back, and by the love engendered from working well together. The response to such insightful issues has been encouraging. The readership is increasing, as is the advertising, due in part to the added emphasis placed on expanding readership by distributing copies for publicity purposes and encouraging others to add their names to our mailing list.

Website: The website launched on October 30th provides a place for individuals to learn more about our programs, services, and resources for themselves and those they love. We expect that, as baby boomers begin to find themselves in the role of caregiver or receiver, they will use the internet to seek out information. Having a web presence is now more critical to the agency and the people we serve than ever before. We thank Bristol Myer Squibb, which, through a one-time grant, made it possible for us to fund the development of the website. We were grateful that Kilakwa, a web development company that specializes in non-profit web development, was able to work with us to create such a lovely and useful site. Through fund raising, we hope to continue to cover the cost of maintaining the website, a powerful tool that will reward us for years to come.

Finally, this new annual report was created in part because of the opportunity presented by the new website. Without incurring costs for printing and distribution, we can now present a full picture of the year past to those who access our services and to those who fund us, thus allowing them to gain a more complete perspective about and appreciation for our many important activities.

Fiscal overview

Individuals Served by Elder Caregiving Program by County



Budget distribution to services

