

6th Annual Report Evaluation of the California Caregiver Resource Centers' Service Delivery and System Change

Executive Summary

Reporting Period: FY24/25 (July 2024-June 2025)

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"I am ever so grateful for the services I receive from CRC!! They have been supportive and caring by being great listeners, non-judgmental, informative, and encouraging! The respite hours I have are uplifting, rejuvenating, renewing, and relaxing! I am indeed Blessed! Thank you"

– CRC Caregiver

EXECUTIVE SUMMARY

The California Caregiver Resource Center (CRC) system has been a mainstay of support and services for California since 1984. In 2018, California state invested in advancing infrastructure by deploying a statewide caregiver resource network supported by CareNav™, an online platform. This innovation facilitates caregivers' access to vital services and has resulted in a robust data set that characterizes the caregivers served. . The CRCs represent a national model for delivery of caregiver services and support, aligning well with the 2021 California Master Plan for Aging and the 2022 National Strategy to Support Family Caregivers. The CA Department of Aging engaged the Family Caregiving Institute at the Betty Irene Moore School of Nursing at UC Davis to provide ongoing synthesis of data about caregiver characteristics, needs and resources.

The 11 CRCs serve as a point of entry to services available for caregiving families in every county of California. All CRCs have core programs that provide uniform caregiver assessment, information, education, and support for caregivers. The CRCs provide services across income categories. In addition, CRCs augment the core services with relevant programs and additional funding from federal, county and philanthropic sources. The [CRC website](#) provides on-line access to all CRCs with information about the services and programs they provide. This sixth annual report for fiscal year 2024-2025 (hereafter FY24/25) summarizes the CRC population served, services provided, CRC client satisfaction and experiences, caregiving outcomes, changes in service delivery over time, and a special chapter on referral sources and unmet needs.

Impact

The CRC sites continue to provide vital services and support to family caregivers throughout California, facilitated by the CareNav™ platform. Detailed information is available to help us to understand the caregivers served, their needs and the outcomes of the services and support provided.

Major findings include:

- CRC Caregivers care for people with complex needs, often involving multiple comorbid conditions, such as memory loss.
- Caregivers report challenges with their own health, including anxiety, depression, and sleep difficulties.
- On average caregivers reported nearly seven unmet needs for themselves or their care recipients, with one in four reporting 10 or more, especially related to their own physical and emotional health.
- CareNav™ is a high-need entry point. Although about a quarter of intakes occur online, these caregivers consistently report more unmet needs, indicating that CareNav™ reaches high-need populations.
- Referral patterns are limited and uneven. Most caregivers learn about CRCs through health/social service providers or family/friends; very few are reached via the internet or public events.
- CRC services demonstrate a strong impact with 93% of caregivers expressing high satisfaction, praising knowledgeable and compassionate staff and improved caregiver capacity, mental, and physical health.

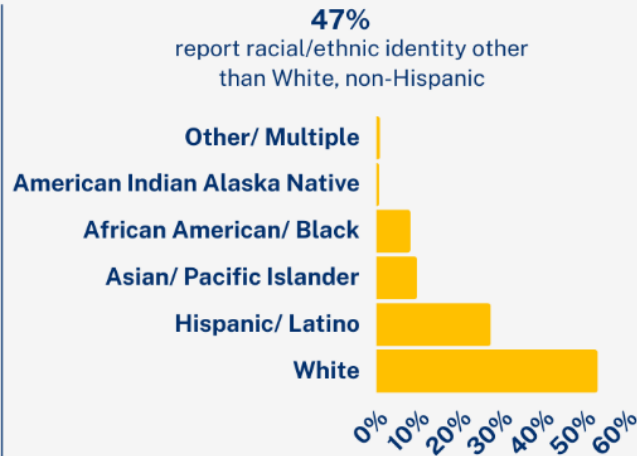
- Outreach grew by 9% and partnerships expanded multilingual education, but education activities fell by 24% and rural outreach remains difficult due to geography and staffing.

Key Recommendations

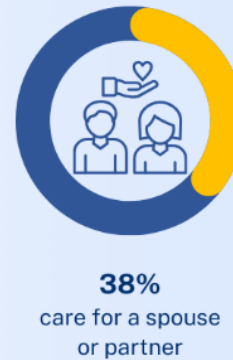
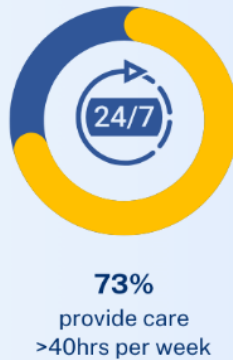
- **Strengthen and diversify referral pathways:** Educate health and social service providers about the full scope of CRC services (beyond respite), formalize pipelines, and co-design workflows with advisory groups.
- **Target high-need groups with tailored interventions:** Focus on caregivers more likely to report higher unmet needs, including women, caregivers of recipients with worsening conditions or memory loss, and caregivers from minoritized racial/ethnic groups.
- **Expand online and awareness campaigns:** Build on the capacity of CareNav™ to reach high-need caregivers with statewide marketing and mass media campaigns, aligned with the National Strategy to Support Family Caregivers and track effectiveness of campaigns.
- **Enhance caregiver mental health support:** Increase counseling and integrate stress management or peer support programs to address the high prevalence of caregiver anxiety, depression, and sleep difficulties.
- **Strengthen rural service strategies:** Use mobile outreach units, local partnerships, and hybrid service models to overcome barriers in large or rural catchment areas.
- **Leverage community partnerships:** Continue multilingual outreach, caregiver conferences, and community events to engage diverse populations.
- **Address systemic challenges:** Advocate for increased funding and resources to address geographic, cultural, and competitive barriers, potentially through collective statewide advocacy.
- **Improve CareNav™ utilization:** Collaborate to develop targeted interventions to market CareNav™ to groups of caregivers with lower rates of using the portal (i.e. adults over age 65 years, racial/ethnic groups other than White non-Hispanic, caregivers who are working less than full time, caregivers who have been caring for less than two years). Technical support may also be required to support caregivers with lower rates of technological acceptance and use.
- **Use data to guide equitable outreach impact:** Leverage CareNav™ and enrollment data to identify underrepresented populations, track participation trends, and assess which outreach strategies most effectively reach and retain caregivers from diverse backgrounds. Use these insights to refine outreach priorities and allocate resources toward approaches that yield measurable gains in representation.

California Caregiver Resource Centers: Population Spotlight Fiscal Year 2024-2025

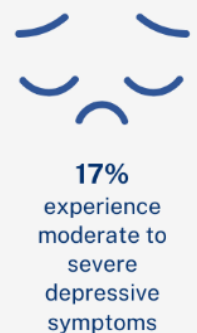
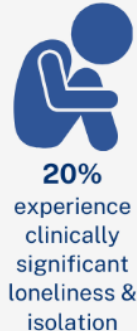
WHO ARE THE CAREGIVERS?



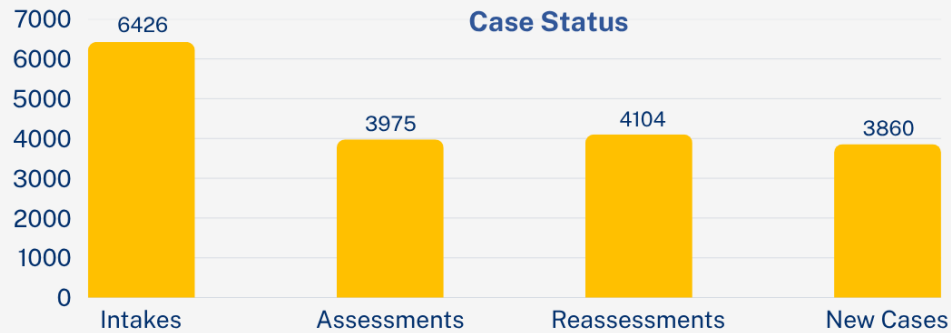
WHAT ARE THE CAREGIVERS DOING?



WHAT ARE THEIR OUTCOMES?



California Caregiver Resource Centers: Dashboard Fiscal Year 2024-2025



Respite Hours and Services



Caregivers who received respite services = 1,748

Total respite hours provided = 118,774

Legal Consultation Hours and Services



Caregivers who received legal consultation = 121

Total legal hours provided = 145

Outreach and Education Activities



Outreach = 14,206

Direct referrals, general public information/awareness activities, provider awareness.



Education = 932

Program designed to help caregivers learn new skills or educate providers about the needs of family caregivers and available resources.

Caregiver Supports



Family Consultation = 173,915 hours



Support Groups = 1,333 clients



Individual Counseling Services = 473 clients

"I am so fortunate that I found CRC. It has helped me to not feel alone, get awesome training, learn to take care of myself and not feel guilty about it, [and] helped us with respite care. Made a huge difference in our lives. Thank you!"

-CRC Caregiver