



Working Strategies

Strengthening the Family Support Field

Two Ends of the Rainbow: Intergenerational Family Support

Gail Koser, MSW

Family support programs and policy usually focus on young children and their parents.

Although seniors have always been part of the family support vision, many programs have opted to concentrate on the zero-to-three years in hopes of preventing problems throughout the life span.

However, even programs and policies that focus on young children are finding that seniors are a key population that cannot and should not be ignored. Increasing numbers of grandparents are raising their grandchildren and are without support. Many parents raising



children are also caring for aging relatives, due to improved medical technology as well as the same social forces that spurred early childhood

programs, such as increased family mobility and busy schedules. In addition, lack of daily interaction among generations, once common, is leaving children without the influence of their elders and seniors without companionship, support, and concrete assistance.

Many of the basic principles of family support – that all families can benefit from formal and informal supports, all family members are valued, families are resources to their own family

members, and programs should build upon community strengths – call for an intergenerational focus in all family support programs and policies. But several issues have kept efforts to serve seniors separate from childhood and youth programs: For one, money. In a time of diminishing resources for social supports, some programs and policymakers feel they must choose between meeting the needs of families with young children

(Continued on next page)

Inside This Issue: Intergenerational Family Support

Senior Services in Colfax	4
Seniors Volunteering Across the Life Span.....	6
Jewish Family Services of Los Angeles	8
Addressing Elder Concerns in Vacaville.....	10
Grandparents as Parents	11
Hints and Tips: Resources for Grandparents	12
Serving Seniors at FRCs	13
Strategies Calendar: Upcoming Events	15

(Continued from previous page)

and meeting the needs of seniors and their families.

We can allocate resources in a way that strengthens whole communities and fosters cooperation.

Intergenerational family support programs can involve providing support for those caring for seniors, grandparents

raising grandchildren, seniors caring for or mentoring young people, youths serving seniors, and adults and youth working together to serve



another group and/or addressing a social need.

Without intergenerational programs, young people often go without exposure to positive adult role

models, and older adults often feel undervalued and have physical and material needs that go unmet. And caregivers – both adults caring for their

older relatives and grandparents raising grandchildren – and their families are at increased risk of abuse and neglect when support is not available. Communities are finding

that they can't afford not to integrate multiple generations in family support programs.

Grandparents Raising Grandchildren

Currently, 3.9 million children are being cared for in 2.5 million grandparent-headed households. There are 1.3 million children being raised solely by their grandparents, and many of these children are under six years old. Their grandparents are serving as a safety net to keep children out of the foster care system. Grandparents are raising grandchildren due to substance abuse, death of a parent, child abuse and neglect, teenage pregnancy, HIV/AIDS, unemployment, family violence, or incarceration. These grandparents are confronted with obstacles and challenges including inability to place children on health insurance, lack of affordable or appropriate housing, inability to enroll children in school or provide needed transportation, strained relationships due to custody battles, and personal stress resulting from caring for an infant or young child.

Sandwich Generation

A significant number of people are caring for their children as well as their parents. This group, referred to as the sandwich generation, is growing as older adults are living longer and need ongoing support. Twelve to 25 percent of the U.S. labor force has elder care responsibilities. The National Council on Aging estimates that 30 to 40 percent of all employees will assist their elderly parents in the year 2020. The same caregivers are also caring for young children or teenagers.

Strategies FRC Directory



Strategies is pleased to announce the grand reopening of our FRC Directory!

Searchable by location and by services provided, this valuable resource makes it easy for you to find other agencies – and for others to find you.

When you add your program or center to our directory, you'll also have the chance to include that information in Family Support America's National Family Support Mapping Project – without filling out another form.

To add your program or center to the directory, visit us on the web at www.familyresourcecenters.net.

Win A Free Training!

If you add your program or center to our directory before November 30, you'll be entered in a drawing to win free attendance at any one Strategies training!



Studies show elders prefer to receive care from the following, in order from most to least preferred: family, friends and neighbors, and the formal



system. They are receiving help with transportation, shopping, personal care, and housework an average of 15 hours per week, mostly from a younger female relative. Some experts say that the best long-term care insurance is having a daughter or daughter-in-law.

Need for Contact

Our current mobile society limits opportunities for seniors and young people, including grandparents and grandchildren, to see one another on a daily basis. A recent survey by AARP indicates that grandparents want to be involved in the lives of their grandchildren and help to pass on values of integrity, success, and ambition. Although generations are frequently segregated and even compete for resources at the local, state, and federal levels, when generations come together, everyone benefits from shared time, skills, knowledge, and life perspectives.

Programs that increase intergenerational contact are not separate from those that help families and the community accomplish their goals. Intergenerational programs address a wide range of

issues, including education, health, social isolation, public safety, and community revitalization. Examples of how family support programs can close the generation gap include:

Intergenerational Gatherings

Family support programs can sponsor dinners, community picnics, retreats, and other recreational events. These can pave the way for more intensive programming.

Intergenerational Reading Programs

Elders can be reading partners for young children. In addition to contributing to reading skills, this builds emotional connections and fosters positive associations with reading. Children and youths can read to older adults whose vision is failing or as a way to develop skills in English as a second language.

Arts Programs

Through visual arts, crafts, drama, music, dance, storytelling, and oral history, young and old learn, share experiences, practice new skills, gain respect, and practice teamwork.

Mutual Visiting Programs

Elders can visit schools or programs to share their wisdom and share in children's perspectives. Children can visit senior homes, centers, or other programs.

Telephone Visits and Email

When visits are impossible, regular phone visits and access to email can help. In addition to social benefits,

these programs promote safety. Programs have paired latchkey children with elders, with one calling the other to check in and chat. Others arrange for youths to call seniors to remind them about important appointments or occasions.

Child Care/Adult Day Care

As employees or volunteers in child care centers, elders may help children with art projects or other activities. Some child care centers are co-located with facilities for the elderly, allowing for interaction between groups.

Mentoring Programs

Older adults can serve as mentors to children, youth, and college students, helping them to develop the life skills needed to achieve their personal goals and become positive, productive individuals.

Learning Programs

Mentors of all ages can teach others specific skills and help ease transitions into new settings or cultures. Topics can include reading and math, computers, or language. For example, older adults could help elementary school children in reading, and the children could help them with the Internet.



Community Service

People of all ages can team up for projects that benefit the community, such as a park clean-up, neighborhood watch, health

(Continued on page 14)

Senior Services in Colfax

Barbara Alderson

Mary Ann Kollenberg has an advantage working with seniors because “they respond to the fact that I’m their age, that I have white hair.” This soft-spoken case manager for the Colfax Community Resource Center (CRC) helps older adults find resources and services such as respite care, assisted living, in-home care, and transportation.

Many people think family or community resource centers serve only parents and children, not seniors. Older people can see the family and children logos of FRCs and think it is not the place for them. Mary Ann and the staff of the Colfax CRC challenge these perceptions with their senior programs.

Colfax is a picturesque town in the Sierra foothills with about 1,800 people living in one square mile. The community, under the leadership of the Child Abuse Prevention Council, conducted a needs assessment and identified, among other issues, the importance of senior services for Colfax and the surrounding foothill region, especially in the area of health care services. A grant from the Sacramento Regional Foundation

helps to fund the Center’s programs and outreach to people 55 and older.

The Colfax CRC sits around the corner from the library, small businesses, and the old-fashioned train depot. It has been operating in its present site for a year and a half.



The Center was previously located in the local Methodist church. Cyndy Bigbee, Site Manager, said renting the lobby of the church “proved

to be great because the senior lunch program as well as the Placer Adult School senior program were there, so it was a good chance to mingle with that population.”

Build the Relationship

As people come in the Center’s front door, they see information about senior services prominently displayed. Cyndy said, “Seniors need to see when they walk in the door, immediately, that it’s a place that welcomes seniors.” Before the Center displayed senior information in the front of the office, “folks would come in and see our logo with the little family and would say, ‘oh, I don’t have kids; I shouldn’t be here.’” Now seniors represent 10 to 15 percent of the Center’s clients.

Mary Ann emphasized the need for people to build trust with the Center and with the case manager, and the need for the Center to respect the years of successful living seniors represent. “They like to tell their stories; they like to be validated. It’s incredible how many of them don’t have a lot of confidence, and you can let them rediscover it.”

Many older adults are of a generation that “did for themselves, and to come and ask for help is really hard and painful for them,” Cyndy said. “By the time they come in here, they’re very clear about what they need and they need it pretty bad. So the first need is usually clear and once you develop the relationship then others sometimes come out.” One senior who sought help with a PG&E bill later requested assistance to distinguish between valid phone calls and mail and attempted financial scams. A caregiver sought a piece of adaptive equipment for his spouse. In the process of talking about the equipment, he revealed the need for caregiver supports, such as respite care and in-home help.

In a small community, word of mouth becomes an important element in the development of a program. Once someone gets some help, the word spreads rapidly. This is reflected in the increasing number of contacts with seniors, from 12 in



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January to 44 in June. Overall, the CRC had 198 contacts and made 228 referrals in the first half of 2005. Many people had multiple contacts and referrals.

The Center reaches people through a variety of outreach strategies. They are listed in local resource guides, including a senior services guide. Center staff prepare bags with information about services and deliver them door-to-door to people living in apartments in town, including the senior housing complex. Mary Ann occasionally attends the senior lunch and the Placer Adult School to meet people and let them know about senior services through informal visits.

Offer the Service

Colfax CRC offers a combination of direct services, referrals to collaborative partners, and sponsorship of special events. Grandparents raising grandchildren participate in the Little People Play Group, which provides grandparents with opportunities to meet other parents and children with the opportunity to interact with older adults. Colfax CRC plans to incorporate additional multigenerational activities in the future. Cyndy said, “multigenerational activities improve the seniors’ place in the community. It lets our young people see a future for themselves, see life differently.”

The Center’s senior services collaborative partners are available by appointment and include Seniors First, Legal Services of Northern California (LSNC), Pride Industries, and Foothill Volunteer Services. The CRC is a satellite office for Seniors

First/Senior Link, a nonprofit that provides information, referral, and support to seniors and caregivers.

LSNC offers legal assistance to people age 60 and older. For example, when a senior had problems with a landlord, Colfax CRC helped the person gather the appropriate paperwork and fill out forms. LSNC was then able to guide the senior to a resolution of the issue.

Transportation is another need in rural communities, especially among seniors who have lost their driver’s licenses. Pride Industries operates the Consolidated Transportation Service Agency (CTSA) of Placer County, which provides dial-a-ride services and vouchers for clients. Foothill Volunteer Services provides meals, transportation, friendly visitors, home modification, and health and safety repairs for seniors.

This summer the Center sponsored Conversations at the Canyon, a four-part series “designed to engage the mind and brighten the spirit.” The series brought together residents of Canyon View Apartments and the community. Jan Huelle, an Elderhostel instructor, spoke about memorization and its positive effects on the mind. He recited poetry by Robert Service and led the group in camp songs. Alice Jacobs, an educational physiologist and trainer in the field of senior learners, led a well-received interactive program on Brain Gain, including

valuable exercises for the brain. Other events include a local history session in which all are encouraged to bring their own stories, and a presentation on the changes in Medicare.

The center will be presenting their second health fair in the fall. Seniors will be able to receive flu shots, health screenings such as blood pressure readings, and health information.

Work with Seniors

Elements that enhance work with seniors include a case manager who becomes a senior specialist, extensive use of home visitation, and work with the faith community. “Otherwise, I don’t think there’s that much difference if people truly embrace the basic concept of family resource centers,” Cyndy said. “Seniors have a family whether it’s a biological family or not. It might be the neighbor

who feeds the cat when they’re away. Helping them identify who their social family is also empowers them.”

Seniors are a valuable community resource. “They really offer an

amazing amount knowledge and skills; they’ve been through things we haven’t been through yet,” Cyndy said. “I think one role of the Community Resource Center is to support the whole community, and seniors are part of that whole community.” 🌸

Pictured: Cyndy Bigbee explains resources (left); Mary Ann Kollenberg talks on the phone (right).



Seniors Volunteering Across the Life Span

Daphne Quick-Abdullah

Our American culture has often been accused of failing to value the assets of our elders. Family resource centers (FRCs), which often receive funding for young people, may find it challenging to find resources to serve the senior population. One collaborative partner centers may want to connect with is the local Regional Center.

**One generation plants the trees;
another gets the shade.**

– Chinese Proverb

The Tri-Counties Regional Center, which serves San Luis Obispo, Santa Barbara, and Ventura Counties, is utilizing the gift of elders through their Foster Grandparent and Senior Companion Programs. The program receives funding from the Department of Developmental Services (DDS) and is designed to help children and adults with disabilities. Currently the program has 90 volunteers serving at schools and adult day care centers throughout the Tri-Counties area.

The DDS Foster Grandparent program started in 1967 at Pacific State Hospital. This program establishes person-to-person relationships between low-income seniors and children with developmental disabilities or mental health issues. Foster Grandparents bring a lifetime of experience to the

children and provide an opportunity for the children to more fully participate in school and daily living activities. For many, the volunteers are a warm touch, a smiling face, and the comfort of consistency. The Senior Companion Program, established in 1973, shares the same philosophy and goals as the Foster Grandparent program; however, it serves adults 21 years of age and older.

These programs have proven to be indispensable to schools and senior facilities. Along with the wisdom, stories, and patience that seniors bring to the program, seniors enjoy sharing their gifts as musicians, artists, and crafters, which adds to the entertainment environment of the Senior Companion programs.

Diana Slais, Program Manager, described the volunteers as an amazing group of seniors ages 60 and older who are dedicated to serving others. They are eager to learn and make a difference in their

communities. Through the program, they make new friends, feel more satisfied, and earn a small stipend of non-declarable income that helps improve the quality of their lives. The average age of the volunteers is 75. The oldest volunteer is 92 and going strong, volunteering 20 hours a week. This dynamic yet humble woman shared her secret to longevity: early to bed, early to rise, her daily routine consists of exercising, walking daily, eating plenty of fruits, vegetables, some fish, and very little meat. She enjoys life and is full of energy, like most of the volunteers in the program.

The Foster Grandparent and Senior Companion programs benefit all parties involved. The volunteers

receive a stipend, travel expenses, a meal each day they volunteer, annual physical exams, recognition, and other benefits.



Volunteering assists the seniors in remaining physically and mentally active while providing

Pictured: Seniors work out.



Region 2

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valuable community service. In addition, children and adults with developmental disabilities or mental health issues are able to achieve improved physical, mental, emotional, and social development through these programs. In the words of Diana, “it’s a win-win program.”

For more information, contact Daphne Quick-Abdullah at (805) 404-3093 or dabdullah@icfs.org 🌸

California Family Resource Association Database Updates

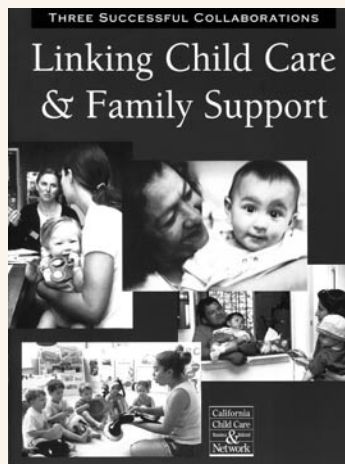
The Foundation Consortium for California’s Children & Youth is proud to be incubating the newly formed California Family Resource Association (CFRA). The association is partnering with Strategies to update the Family Support/Family Resource Center database that will include all family serving organizations and programs in California, such as providers, funders, and networks, and will provide it to CFRA.

To fill out the update form, visit www.foundationconsortium.org. If you have any questions or would like additional information, please contact Katy Lowe, Project Manager, at 916-646-3646 ext. 3013.

Linking Child Care and Family Support

The California Child Care Resource and Referral Network has released *Linking Child Care and Family Support: Three Successful Collaborations*, a new publication telling the story of a three-year collaborative project between family resource centers (FRCs) and child care resource and referral programs. The project partners launched this project in 1997 to meet community needs in the face of welfare reform. FRCs and child care resource and referral programs worked together to recruit new family child care providers within targeted communities, to provide training and technical assistance to build child care quality, and to enhance outreach strategies to increase access to family support services.

FRCs successfully brought services to new families through the close connections child care providers have to the families in their care. Linda M., a family child care provider in Placer County, says, “Sometimes the child care provider is the only connection a parent has to getting help. Within child care, the lives of families are an open book to read. Families and children tell us everything about what’s going on, and we are in a position to get information to them that they don’t know about.”



Through these activities, the project successfully impacted its four outcome areas:

1. Increased child care capacity, more child care options for families, through the recruitment and retention of licensed family child care providers
2. Enhanced quality of licensed family child care to meet children’s developmental needs and to improve the health and safety of their child care settings
3. Improved access to family support services available at local family resource centers
4. Expanded employment opportunities and increased self-sufficiency for family child care providers and the families they serve

The project received funding from the S. H. Cowell Foundation, matched by state funds provided by the California Department of Education, Child Development Division. Service areas included Gilroy, Sacramento, and Placer County. To access a PDF version of *Linking Child Care and Family Support: Three Successful Collaborations*, visit www.familyresourcecenters.net. A limited number of print copies are available free of charge on a first come, first serve basis. To request a print copy, contact Veronika Cole, California Child Care Resource and Referral Network, at veronika@rrnetwork.org or (415) 882-0234. Additional information about this project may be found in “Start a Child Care Initiative FRC Project” in the Spring 2001 edition of *Working Strategies*. 🌸

Jewish Family Services of Los Angeles and Seniors

Bianca Herrera

For over 150 years, Jewish Family Services (JFS) has provided a foundation of family support for community members of all ages in the Los Angeles and neighboring Valley area. Through their commitment to excellence and adaptability to the community's needs, JFS has established a national and international reputation for professionalism and sustainability. JFS serves over 60,000 individuals each year with the help of over 400 staff and more than 1,000 volunteers. From counseling and housing programs for homeless and abused families to programs for recent immigrants and holocaust survivors, JFS offers numerous programs throughout the community, and also makes activities easily accessible for all individuals no matter what their age, ability, or financial status.

More than half of the individuals served at JFS are elders accessing services at one of the six senior centers, using a day care facility, or benefiting from home visitation programs. Bus tokens, taxi vouchers, and JFS' own shuttle bus in the



City of Los Angeles help transport participants door-to-door from their home to a local JFS senior center, making it easier for individuals

with all needs to participate in programs. Meals are prepared following strict Kosher guidelines at the JFS/Hirsh Family Kosher Kitchen adjacent to the Freda Mohr Senior Center and either served

on site or packaged, frozen, and delivered to homebound seniors. The kitchen is filled with elders seeking services at the nearby center but is also open to any senior passing by. Also connected to the Mohr Center is the Eichenbaum Health Center, which hosts exercise classes such as chair aerobics and boasts a newly renovated exercise room with machines specially adapted for use by seniors.

All of the senior sites, including the Israel Levin Senior Center in Venice Beach and the Pico-Robertson Storefront, offer recreational and educational programs specifically

designed to serve the rich diversity of cultures and ethnicities within each local community. Doreen Klee, Director, Freda Mohr Senior Center, has overseen various JFS programs over the years and has a true understanding of the impact these senior services have on elders in the community. The Freda Mohr Center, located in the Beverly/Fairfax area, is home to a variety of programs and serves as a hub that offers resources and referrals to its many visitors. The center has nonsectarian case management services administered by clinical social workers and supported by registered nurses and volunteers serving over 2000 seniors each year. The Telecheck Program makes daily telephone calls to homebound residents for additional reassurance and contact. The Home Secure Program offers free home safety modifications such as grab bars, adjustable shower chairs, and

peepholes to help seniors feel more secure in their own home.

JFS has proven to be at the forefront of innovative senior services through programs like

Living Independently in a Friendly Environment (L.I.F.E.), a federally



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funded grant program serving older adults living in “Naturally Occurring Retirement Communities” in Park LaBrea and West Hollywood. It’s the first of its kind in California, working collaboratively with residents, businesses, and community



leaders to connect seniors to their community and help them continue to live independently and in a safe environment. In conjunction with a variety of JFS’ existing programs, L.I.F.E. empowers seniors to help other seniors, creating additional resources and self-advocacy.

After touring the restaurant-size Kosher kitchen, sampling the same hot meal given to close to 1000 seniors each day, and talking with program managers and social workers about the work of JFS, it is clear why Doreen exudes a great sense of pride about what JFS has to offer. The positive impact is seen not only on the faces of the seniors they serve but the staff and volunteers that work alongside them.

For more information on the many programs of JFS, visit their website at www.jfsla.org.

Pictured (l-r): JFS delivers meals; JFS Senior Services building; Hirsh Family Kosher Kitchen.

Integrating Elders Into FRCs

This training is designed to encourage family resource centers to find ways of including elders in their activities. We will first look at why incorporating elders is important, and then learn more about who elders are and the issues they face. The afternoon session will focus on strategies to include elders, current programs at FRCs, and possible resources. Come and learn about your future!

November 9, 2005

Red Bluff, California

For more information, call Jody Hall-Winget at (530) 872-3896, ext. 116 or visit us online at www.familyresourcecenters.net.



Word Search – Elders and Family Support



Abuelita	Foster care	Nana
Abuelito	Grandma	Niños
Adoption	Grandpa	Parenting
Chicken Soup	Guardianship	PTA
Court	Kinship Care	Reunification
Elder abuse	Love	Support
Family	Meals on wheels	Solution page 12

Building Bridges

Addressing Elder Concerns with the Vacaville FRC and Police Department

Ruth Alderson

When the Vacaville Family Resource Center (FRC) changed to the ABC/Cal-SAHF home

visiting model of providing services, the Vacaville Police Department's Family Investigative Response and Service Team (FIRST) Office was the logical place

to move. The FIRST office housed detectives dealing with domestic violence, sexual assault, and elder and child abuse, as well as master social workers and family support workers. "Historically, Vacaville's Police Department has been socially proactive," says Supervisor Master Social Worker Gloria Diaz.

This puts the Vacaville FRC in a unique position to address elder concerns in their community. Police department volunteers make daily calls or visits to elderly community members to conduct health and safety checks. The FRC runs a community safety program for elders with Alzheimer's whose photographs and caregiver information are kept on file with the police department in case of emergency.

In addition to using their police department contacts, the FRC participates in the Vacaville Senior Roundtable, a community collaborative chaired by Vacaville City Manager David Van Kirk which addresses senior issues.



The Senior Roundtable includes representation from community groups, local governments, and even state legislators' representatives. FRC

staff single out Vice Mayor Pauline Clancy who, they say, "gives 120%" to elder issues and even goes so far as to personally refer consumers to the FRC.

Being part of an already established police department offers other advantages. Sandy Meggers, Family Support Worker, credits the "encyclopedia of knowledge in our building" with helping her develop her expertise in elder issues. "When I started," she says, "I knew nothing." The FRC is now so well-known for its elder advocacy work that its staff increasingly gets calls from family members.

Advocacy work with elders is challenging as FRC staff try to balance consumer and family needs and desires. FRC staff may work with consumers who need more care and whose families have promised to keep them in their homes. Sandy connects those families with services to support elderly consumers' wishes, such as Meals on Wheels, the police department's health and safety checks, and the Area Agency on Aging. When families need additional help, Sandy helps them set up interviews with in-home services workers. Transportation is an issue that concerns elderly consumers,

and Sandy refers them to local resources such as the local paratransit system, Faith in Action's volunteer transportation service, and half-price taxi vouchers for elders.

When issues of elder abuse and neglect, including self-neglect, arise, Sandy refers cases to Solano County Adult Protective Services. Cases of financial abuse are also referred to Detective Steve Hosking, who specializes in fraud and elder abuse and is stationed at FIRST. The FRC sees financial abuse cases that range from adult children using their elderly parents' credit cards without their knowledge or permission to unscrupulous contractors charging excessive amounts of money for work that was never completed.

While providing services to elders can sometimes be heartbreaking, it can also be rewarding. One 98-year-old consumer was left alone in her home when her caregiver had to stay in the hospital. After many attempts to call the consumer, service providers were able to enter the home and found that she had simply chosen not to answer the phone. Sandy says, "I was inspired to see how well she was doing."

For more information about the Vacaville FRC and their work with elders, contact Sandy Meggers at smeggers@cityofvacaville.com or (707) 469-6629 or Patricia Dawes at pdawes@cityofvacaville.com. 🌸

Pictured (l-r): Gloria Diaz, Patricia Dawes, and Sandy Meggers.

Recommended Reading

Grandparents as Parents: A Brief Look at Three Books

Geoffrey Biggs

Being a parent to one's grandchildren brings its own pleasures and challenges. The following three books dealing with the often wonderful and sometimes difficult relationships between grandparents and their grandchildren, especially when those grandparents become parents, are helpful to a wide range of people, including administrators trying to build programs that serve grandparents, home visitors seeing grandparents, and grandparents who suddenly find themselves being parents.

Grandparents as Parents: A Survival Guide for Raising a Second Family by Sylvie de Toledo and Deborah Edler Brown is a reference book written in an easy-to-read style. The authors skillfully guide the reader through many of the obstacles grandparents as parents face. They provide an in-depth look at many aspects of the fallout that can happen when grandparents become parents including the upheaval that can occur with an unplanned second round of "parenthood." The book describes the wide variety of circumstances by which grandchildren come to live with their grandparents and provides a guided tour of the myriad reactions their grandchildren and relatives can have to this change.

Next follows what is probably the most helpful section of the book. The authors painstakingly go through the many aspects of dealing with the

child welfare system. They discuss legal custody, guardianship, adoption, visitation, disposition, and foster care. There is even a section on how hotlines, such as a CPS hotline, may or may not be helpful. De Toledo and Brown's book is designed for the grandparent who doesn't know much, if anything, about the system and addresses the reality that it can be bewildering for grandparents when they find themselves suddenly in the midst of the complex child welfare system. They conclude with a very helpful section on the Grandparents As Parents Organization (GAP) and political activism.

Sally Houtman's *To Grandma's House, We...Stay* is a similar how-to guide for grandparents who suddenly find themselves parenting grandchildren and who need to navigate the choppy seas of the child welfare system. Houtman includes a wealth of anecdotes and advice on issues such as grandparents' feelings towards their children – "Where did I go wrong?" – custody battles, and a section called "Things every second time parent should know." This section discusses the importance of knowing your rights, financial and medical eligibility, advocacy, support, and keeping records. This book is less

academic and more conversational, and may be more consumer-friendly.

Finally, there is the upbeat *Great Ideas for Grandkids! 150 Ways to Entertain, Educate, and Enjoy Your Grandchildren Without Setting Foot in a Toy Store!* by Peggy Epstein. Epstein provides a wealth of projects to do with kids that cost little or no money, such

as how to make your own clay, activities to learn reading, simple games, and fun in the kitchen. Home visitors would find this book a helpful way to get new grandparents-as-parents started in providing a nurturing and educational structure for the grandchild who has suddenly become their child. This book would also be helpful for aunts, uncles, mentors, and

parents on a budget who want ideas for connecting with their kids.

Grandparents as Parents: A Survival Guide for Raising a Second Family, ISBN 1-57230-020-5, is published by The Guilford Press and retails for \$17.95. *To Grandma's House, We...Stay*, ISBN 1-882349-24-5, is published by Studio 4 Productions and retails for \$14.95. *Great Ideas for Grandkids! 150 Ways to Entertain, Educate, and Enjoy Your Grandchildren Without Setting Foot in a Toy Store!*, ISBN 0-071411-91-7, is published by The McGraw-Hill Companies and retails for \$10.95. 🌸



Contemporary Concerns

Serving Seniors at FRCs

Alejandro Moreno

The senior citizen population is growing in need in California. This reality presents a major concern for human service providers and family resource centers (FRCs). Many

seniors are not aware of services available to them. Community- or church-based FRCs can find resources and support for senior services in

their area as well as recruit seniors for currently funded programs.

FRCs need to continuously educate themselves on serving seniors, as well as utilizing seniors to promote and strengthen their programs. One of the best ways for FRCs to serve those seniors is to open up their doors for seniors to help either as volunteers or as part-time employees with a salary often paid by federal programs.

“Working with seniors” says Gloria Alvarado, Director, Santa Ana Senior Center, “will only require some (minor) adjustments such as providing adequate lighting and/or raising the volume of desk phones. Other than that, the benefits really outweigh the needs.” Gloria further notes that other services that seniors need come in the form of education,



information dissemination, and referrals.

Leda Albright, Director, Families Costa Mesa Resource Center, rarely has a senior citizen walk through her door asking for services because

the center she directs provides services to a very different need in the community. The center is understaffed and they cannot go out to look for

seniors and try to provide services for them. However, she says in a proud voice, “those few elders who come through our door are assisted with whatever they ask.”

Ann Nguyen, Director, Family Support Center of Stanton, is very concerned with the senior population because “seniors come for the food we offer and stay asking for more services.” Ann, who runs a church-based center, adds, “we have a large population of seniors in our church community and they come to us because they go where they are comfortable and have access. Although we can offer little more than food, we are working on minimizing the frustration that comes with

all the referrals and phone numbers seniors are given to try to get answers to their needs. We want to minimize that frustration.”

Seniors rarely go knocking on doors because one of the biggest problems facing senior citizens, according to Gloria, is their isolation. “Seniors need help paying bills, education on housing, translations. They need to be educated about the support services that exist for them, but overall they need to know that they can still be useful and society has a place for them. There is concern that society is focusing on children and forgetting the seniors.”

Seniors are often reluctant to search out services that are available to them due to lack of knowledge about available services, language barriers, lack of transportation, or feelings of isolation. FRCs that offer services to seniors must take strides to reach out to those in need. Senior citizens can be a vital asset to FRCs and their communities. 🌸



(Continued from page 3)

campaign, or environmental campaign.

Getting Started, Moving Ahead

The following important steps for those engaging in intergenerational programs come from the BRAG (Building Respect Across Generations)

Coalition

publication

Quick and Easy

Approaches to Starting

and Growing an

Intergenerational

Program (Charlotte,

N.C.), Dr. Rick

Moody and Dr.

Robert Disch of

the Brookdale

Center on Aging,

Generations

United, and the

Minnesota Children

Youth & Family

Consortium

Electronic Clearinghouse.

1. Think Creatively

Identify program goals that may be compatible with those of other organizations that work with another age group. The developmental and social needs of the young and the old have some similarities and some differences. Meet all major groups of possible participants and become familiar with them.

2. Open Up the Planning

When you're ready to plan intergenerational activities, involve participants, especially older adults, in planning programs and activities. Prepare a clear, brief description of

the proposal, get their feedback, and move forward with them.

3. Prepare Groups Separately

Before the groups come together, have sessions with each of them to sensitize them to each other's needs and concerns. Do role-plays. Make certain the adults are clear on their roles and responsibilities.

Get to know their perspectives, knowledge, and attitudes.

4. Attend to Details

Details regarding activities, sites, transportation, and program design are crucial. Will you need wheelchair accessibility? Is the space large enough to accommodate all, but small enough to feel comfortable?

Is the temperature appropriate for the age groups? Who will clean up? Is transportation available for everyone, even those with disabilities? Is it reliable, and will participants be insured in case of an accident?

Are chosen activities appropriate for group or one-to-one participation?

5. Collaborate Carefully

Work with other organizations with a strong sense of the benefits that come from sharing resources. From the beginning obtain support from the administrators and program staff of all the organizations involved; share planning, preparation, coordination, and leadership; and establish clear lines of communication and areas of responsibility.

6. Provide Training

Provide information and support to staff and managers who have focused on one age group before expanding to other age groups. Host presentations and training sessions by members of other age groups and those who serve them. Show films and hold reading groups.

7. Educate and Reflect

In all programs, include an educational component and opportunities for reflection for young and old so that participants understand that their experiences are part of a larger community effort. 🌸



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About the Author

Gail Koser, a senior consultant with Family Support America, was a long-term care planner with the New York Department of Health and obtained her master's degree in social work and public health with a concentration in gerontology. She is the author of *Enhancing and Sustaining Informal Support Networks for the Elderly and Disabled*.

Strategies Calendar – Upcoming Events

October 2005

Home Visiting Essentials
El Centro – October 26-27
(530) 872-3896, ext. 116

November 2005

Integrating Elders Into FRCs
Red Bluff – November 9
(530) 872-3896, ext. 116

Case Management
Fremont – November 15-16
(714) 517-1900, ext. 237

Case Management
Bakersfield – November 30-
December 1
(805) 485-6114, ext. 676

December 2005

Peer Review
El Centro – December 6
(714) 517-1900, ext. 237

Youth Development
Anaheim – December 8
(805) 485-6114, ext. 676

January 2006

Parent Involvement
San Bernardino – January 18
(805) 485-6114, ext. 676

Case Management
Ontario – January 24-25
(714) 517-1900, ext. 237

Impact of Depression
Fresno – January 26
(805) 485-6114, ext. 676

February 2006

Peer Review
Northern California – February 2
(714) 517-1900, ext. 237

February 2006 (cont.)

Peer Review
Madera – February 8
(714) 517-1900, ext. 237

Home Visiting Essentials
San Luis Obispo – February 8-9
(530) 872-3896, ext. 116

Impact of Depression on Families
Red Bluff – February 15
(805) 485-6114, ext. 676

FRC Fundamentals Teleconference
Series
9:00 - 10:30 AM – February 16
(714) 517-1900, ext. 237

Nonprofit Management
Teleconference Series
1:00 - 2:30 PM – February 16
(714) 517-1900, ext. 237

February 2006 (cont.)

Community Development
Santa Clara County – February 23
(714) 517-1900, ext. 237

FRC Core Training
Red Bluff – February 28-March 2
(530) 872-3896, ext. 116

March 2006

Bridges Out of Poverty
Weaverville – March 2-3
(530) 872-3896, ext. 116

Case Management
Santa Cruz – March 8-9
(714) 517-1900, ext. 237

Community Development
Burbank – March 14
(714) 517-1900, ext. 237

California Telephone Access Program

The California Telephone Access Program (CTAP) provides free telephone equipment and services to people who have difficulties using the telephone – hearing, visual, speech, cognitive, and mobility challenges. To qualify, you must live in California, have phone service in your home, and be certified by a medical doctor or other authorized agent listed in the CTAP brochure as having a permanent or temporary impairment.

The Deaf and Disabled Telecommunications Program (DDTP) also offers other services at no charge. The California Relay Service (CRS) allows people with hearing loss or a speech disability to communicate by text telephone (TTY) to others with a standard phone. The Speech to Speech (STS) Relay service allows people with speech disabilities to communicate by phone. These services also work in reverse for people wanting to contact a hearing or speech disabled person by phone.

To arrange a free presentation about CTAP for your consumers or staff, contact Love Miller, CTAP Outreach Specialist, at (916) 927-0516 or Love@ddtp.org. To find out more about DDTP, visit their website at www.ddtp.org.



Case Management Practice

November 15-16 2005

Hilton Newark/Fremont
39900 Balentine Drive
Newark, California

January 24-25, 2006

Doubletree Hotel Ontario Airport
222 North Vineyard Avenue
Ontario, California

March 8-9, 2006

Best Western Capitola By-The-
Sea Inn & Suites
1435 41st Avenue
Capitola, California

This training covers the principles, practices, and issues in case management, including assessment of and service to families in the least restrictive, most strengths-based, and most cost effective family support settings.

Topics Include

- Overview of Case Management Process and Practice
- Implementation of Best Practices in Case Management
- Case Management Skills: Interpersonal and Information Gathering Skills, Goal Setting, Intervention and Evaluation
- Case Management Skills: Reassessment, Outcome Monitoring and Advocacy, General Case Management Issues

For more information, call Norma De Leon at (714) 517-1900, ext. 237 or visit us online at www.familyresourcecenters.net.



Youth For Change

Paradise Ridge Family Resource Center
Working Strategies
6249 Skyway
Paradise, CA 95969

For more information about trainings, workshops, conferences, and more, contact your region.

Region 1 Jody Hall-Winget (530) 872-3896 ext. 116

Region 2 Geoffrey Biggs (805) 485-6114 ext. 642

Region 3 Norma De Leon (714) 517-1900, ext. 237

Please notify Jody Hall-Winget of any address corrections.

Email: jwinget@youth4change.org

Phone: (530) 872-3896, ext 116

Fax: (530) 872-4093

Mail: 6249 Skyway, Paradise, CA 95969

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