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SOCIAL WORKERS PERSPECTIVE ON THE CHALLENGES AND REWARDS OF WORKING WITH THE AGING POPULATION

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SOCIAL WORKERS PERSPECTIVE ON THE CHALLENGES
AND REWARDS OF WORKING WITH THE AGING POPULATION

A Project
Presented to the
Faculty of
California State University,
San Bernardino

In Partial Fulfillment
of the Requirements for the Degree
Master of Social Work

by
Ana Milena Genece
December 2021

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ABSTRACT

This study explored social worker's perspectives on the challenges and rewards of working with the aging population. The study used 23 social worker participants completed a questionnaire focused on the work of gerontological social work. The participants gave their perspective on the need for more social workers to work with this population, and how to promote that need. The entire study was completed using Survey Monkey online, via a link that was provided to a major Southern California hospital through flyers and emails. This study was a descriptive study to gain an understanding of the major concerns and views of gerontological social work. The data analysis consisted of completing analysis via SPSS and coding the open-ended questions. The findings included that there is need for more knowledge, training, and certain skills that social workers need to possess to work most effectively with the aging population. The implications include that it would be beneficial for universities to promote more concentration in Geriatrics and trainings in the work field focused in healthcare programs specifically for the elderly.

ACKNOWLEDGEMENTS

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DEDICATION

This is especially dedicated to my children, Elijah, Isiah, and Josiah. The strength, courage, encouragement, and motivation that you give me each day is indescribable. I hope that each of you know that this was only possible because of the love that you give me each day. I would also like to dedicate this to my loving and supportive parents. I could not have completed this Masters program if it wasn't for your continued love and support. I hope that this is a bit of an accomplished goal for you as well as you came to this country to give your children a better opportunity in life, and I am proud to have immigrant parents and be an immigrant myself. I am blessed, grateful, and thankful to have supportive and dedicated parents. Your hard work ethic and dedication to our family is something that I cherish

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CHAPTER ONE

ASSESSMENT

Introduction

This project focused on social work professionals who worked with older adults and what the challenges and rewards in working with this population were. They were also asked what they felt new social workers needed to know to work most effectively with older adults and their families, and what systems they needed to master to work with older adults and their families/caregivers most effectively.

The literature review gave insight into the importance of gerontological social workers and why there is a growing need for more social workers to work with older adults. Throughout this chapter, the research focused was explained and which paradigm was used. The theoretical orientation and the potential contribution of the study to micro and the social work practice were also discussed.

Research Focus And/or Question

The research focus was to determine what were the challenges and rewards that social worker faced while working in Geriatrics and what was needed to promote more social workers to work in this population. For the purposes of this research sample, the geriatric populations were those who were 65 and older. This was an important topic to research as the older adult

population is rapidly increasing. Domingues, Ordonez, Lima-Silva Torres, Cruz de Barros, and Cachioni (2013), report that by 2050 the older adult population would include 370 million individuals globally. That number alone shows the severity of the need for more social workers to work in geriatrics.

Paradigm and Rationale for Chosen Paradigm

The critical theory paradigm was used to elucidate what professional social workers found to be the most rewarding aspects of working with older adults with the intention of enlightening social workers and social work students about the rewards of the gerontological social work practice. This study explored what was the most challenging aspects of working with older adults; and their idea of how the psychological needs for the growing aging population in the United States can be better met by the social work profession.

Literature Review

As previously noted, the senior population is growing rapidly. Kropf, Kolomer, Lewsinson, and Wilks (2006) states that “by 2030 over 70 million people living in the U.S. will be over 65, the fastest growing age cohort is individuals over 85” (p.98). This number of the American population is alarming, but it is also important to consider that these numbers are much bigger when factoring in immigrants, and those who are on the verge of turning 65. Kolomer, et al, (2006) suggested that when considering immigrant groups and baby boomer the number was 70 million.

It has been suggested that social workers who worked in geriatrics represented one of the fastest growing segments of the profession (U.S. Department of Health and Human Services, 2007). According to an article by the NASW, (2014) 70,000 social workers will be needed to work with the growing numbers of baby boomers. This did not consider the remaining number of immigrant groups and other aging groups that were born outside of the baby boomer era. The US Bureau of Labor Statistics (BLS) reports a 19 percent job growth. This is faster than average for all occupations between the years of 2012 and 2022(US Bureau of Labor Statistics, n.d.).

Social workers who work in geriatrics addressed a broad array of problems uniquely facing elders and their families, including functional impairment, psychological problems or cognitive impairments, grief and loss, legal and ethical issues, and end of life concerns (Waldrop, 2014). Although there is a lot of opportunities for geriatric social workers, many do not choose to work with the aging. One reason noted was ageism in which Palmore (2003) suggests is discrimination against older adults. Another reason is that some social workers did not want to deal with the circumstances that come with aging such as declined physical health, mental health (Alzheimer's and Dementia, financial hardships, and death) (Cummings and Adler, 2007). Therefore, many opt not to work with older adults.

Another reason why social workers may choose not to work with older adults is because of misconceptions and their own prejudice towards them.

Waldrop (2014) suggests that many people have a misconception that when a person ages they would become completely dependent on others. Some of these misconceptions and resistance to working in geriatrics may be due to the social workers' own anxiety regarding aging. Boswell (2015) suggested that people are worried about the aging process, and do not feel comfortable working with this population due to their own fears. It is also suggested that the personal relationship that an individual has with an older adult person will influence a social worker working in geriatrics (Boswell, 2015).

Depression is common amongst older adults, and some social workers do not view this as something they would like to work with daily (NASW Press, 2015). Others believe that working in geriatrics is not rewarding and leads to having a lower salary than other areas in social work. Another reason why social workers do not choose to work with the aging is not having the exposure, training, or academic work that would have introduced them to geriatrics (Chonody & Wang, 2014).

Theoretical Orientation

The theory that can better explain why social workers avoid working in geriatrics is the social cognitive theory. This theory suggests that the person's factors (behavioral, cognitive) are affected by their environment (Bandura, 1988). This supports this research study by giving a rationale for why some social workers choose to work with older adults while others do not. Their environment

of being exposed to older adults would have affected their relationship, fears, attitudes, and views of older adults

Potential Contribution of Study to Micro and/or Social Work Practice

The potential contribution that this study may have on a micro level is to give future social workers an inside perspective on the rewards that come with working with the aging. It can change the misconceptions that some social workers may have about older adults. Lastly, it would help better prepare a social worker who is curious about what it takes and how it is to work in geriatrics. On a macro level, it can help agencies, organizations, and even universities to know what kind of knowledge and skills social workers would need to know and develop before working in geriatrics. It can also help universities develop and implement material into their curriculum and training those social workers feel is currently not being addressed.

Summary

This chapter discussed the focus of the research which is to find the challenges and rewards of geriatric social work and what is needed to promote more social workers to work with older adults. By using the cognitive theory, it will give a better understanding of how beneficial this research can potentially promote and emphasize the need for more geriatric social workers.

CHAPTER TWO

ENGAGEMENT

Introduction

This research project focused deeply on engaging with everyone involved. It was important to build good rapport with the social workers involved throughout the process for them to feel comfortable with discussing their opinions in the survey, and so that they would be represented respectfully and appropriately. It was important to gather as much relative information and obtain access to different social workers who worked with older adults. The use of technology was utilized during the engagement phase. It had consisted of emails. Beforehand, the researcher conducted self-preparation which addressed any biases, becoming familiar with senior organizations, preparing for potential conflicts that may arise (diversity, political and ethical issues, confidentiality) for the research to be as effortlessly as possible for everyone.

Engagement Strategies For Each Stage of Study

The gatekeepers were the directors and managers of the Social Work Department at major southern California hospital. Since the initial engagement, a statement of the research focus was represented in a broad declaration; however the issue (challenges and rewards in working with the aging) was kept at the front and narrow enough to be used to gather data (Morris, 2014). Once this was established with the gatekeepers their reflections, concerns or questions

were addressed. As soon as everyone understood the study, they were able to better assist by first identifying who the participants/social workers were. Through the engagement process, they were informed about the study and given information about the purpose of the research. They were provided with consent forms and ensured of confidentiality. Confidentiality was of up most importance and since Survey Monkey was utilized there was not any personal information needed or disclosed.

Research Site

During the planning phase the researcher carried out the study at the clients' naturalistic setting. Although the study was conducted electronically, the participants completed the study at their work sites. The research site was in Southern California, specifically at major hospital which will consisted of professional social workers who had aging clients or patients. The study focused on those who had 2 years of post-bachelor's in social work and 2 years of post-master's in social work experience.

Self-Preparation

At this stage, the researcher made connections and built rapport with the research site. Once permission was granted, the researcher continued to engage by using micro practice skills and building a deeper rapport with each person. The study then was able to evolve. Once those steps are made, the process of dispersing the electronic survey and collecting the data began. The researcher

provided key informants with the link to the online survey, which the informant forwarded it to all the social workers. Flyers were displayed at the research site. The survey consisted of mostly closed-ended questions and a few open-ended questions for qualitative responses. It was important to keep a consistent schedule of when the survey was conducted and made available to the social workers. It was also important to know their schedule as to not interrupt their professional commitment to their clients. It was imperative to keep communication with all those involved to complete the surveys in a timely matter. Another way participants were kept engaged was by explaining the study in the consent form was made available to everyone who received an invitation/email to participate. The researcher explained that this data may lead to action in both the Macro and Micro level to address any issues or concerns raised during the research. The research site and the researcher were also in agreement about the nature of this study and the required commitment from everyone involved (Morris, 2014).

Diversity Issues

As with all research, it was anticipated that diversity issues could potentially arise. Since this study dealt with seniors, there may have been issues that related to death (illness, disease, end of life) and how different cultures dealt with it in their own unique ways. Because of this issue, it was important to be aware of each patient's religion and nationality/cultural background. For example, some cultures may take at end of life as taboo to speak about while others see it

as part of life. In this case, the researcher addressed this by asking the person during the engagement phase if there are things about their culture that will not be considered acceptable to speak about. Another diversity issue that may arise may be the day they worship in which may prevent surveys from being completed on that day. In the community which the research was conducted, there are many Seventh Day Adventist whose day of rest is from Friday at sundown to Saturday at sundown. The researcher kept this in mind as many older Adventists take Sabbath seriously and prepared ahead of time by knowing that this may limit the researcher from collecting data those days.

Ethical Issues

The ethical issue that may be complex is keeping confidentiality. The survey was emailed to all the social workers who worked with older adults, and some of the social workers may speak to others about whether they will participate or not. Regardless, confidentiality was taken very seriously and no one's identity was used or displayed. The Informed consent was discussed, made available, and clarified to all the social workers before opening the link to participate. This hopefully gained the key players and gate keepers understanding, confidence, and made them feel comfortable with participating in the study.

Political Issues

Political issues can potentially come from within the organizations. They may not want the results to not show negatively reflecting on them. If the agencies feel that they are being represented negatively at any point they would not allow the study to continue. In contrast to this, the agencies may produce pressure for results to be exaggerated for the benefit of their organization or field of area. Another issue that may arise is that the results may not reflect services they claim to provide, more positive than negatives and they may become defensive in trying anything new to enhance promotion for geriatric social work. This was addressed during the engagement phase, when discussing the nature of the paradigm and how the research could help bring awareness of the lack of resources, skills, training, experience, exposure, or education that may be needed to make geriatric social work more appealing.

The Role of Technology in Engagement

The research was conducted completely online. The social workers used any electronic device such as an iPad, smart phone, or computer to complete the survey. Specifically, Survey Monkey was used which allowed the study to be more organized and kept record of the number of participants. Email was used to keep the rapport fresh with the agencies and scheduled reminders for the social workers to complete the survey.

Summary

The engagement process was very important to the research because it allowed for the development of trust between all parties. If the engagement process was not successful, the gatekeepers, stakeholders and the participants would not have been willing participate in the study. It would have had the potential to hinder the results or the study altogether. It was very crucial to build rapport and maintain that rapport to the very end.

CHAPTER THREE

IMPLEMENTATION

Introduction

Throughout this chapter, the researcher discussed the research site, study participants, selection of participants, data gathering, and phases of data collection, data recording, data analysis, and how the findings will be communicated to gatekeepers. This chapter will end with details on how this study was terminated, the follow up process and finally with a summary, including implications for social work education and practice.

Study Participants

The sample size consisted of a final estimate of 20 participants. The key stakeholders were the social workers who worked for a major southern California hospital. All the of the social workers that worked with older adults received an email.

Selection of Participants

A major southern California hospital was contacted and presented with an opportunity to have their social workers participate. They were contacted via email solely for research purposes. Once access to participants was established, the researcher started to build rapport and provide the online survey, consent forms, debriefing statements, and flyers to be distributed to the social workers.

The researcher made it clear that personal information will not be reported or used in the data collection.

Data Gathering

The online survey was made available and distributed to social workers of a major southern California hospital that worked with an older adult population. Aside from asking gerontology social workers what are the most challenging (emotionally, available resources, case load size, the amount of time allotted for their work with their clients) and most rewarding aspects of working with older adults and their families/caregivers (emotionally, intellectually, professionally), they were asked what they felt that new social workers will need to know to work most effectively with older adults and their families, what systems they need to master to most effectively work with older adults and their families/caregivers (e.g., Medicare, Medi-Cal, Social Security, SSI, SSDI, IHSS, San Bernardino Department of Aging and Adult Services, Riverside County Department of Aging, Alzheimer's Association, Inland Caregiver Resource Center, private caregiver services).

Date Collection, Recording, and Analysis

During this phase of the study, all data collection was conducted through an online survey. This was descriptive and largely quantitative study, therefore, there was not any testing of any hypotheses, and data analysis consisted of

frequency analysis via SPSS and content analysis of open-ended questions to learn more about the perspective of these participants.

CHAPTER FOUR

RESEARCH DATA FINDINGS & ANALYSIS

The research conducted for this study found that the average length of social work-related experience (measured in years) of the surveyed individuals, as well as the median length of such experience for the surveyed individuals, are both less than five years, although the exact figures for both the average and median are both hard to measure precisely as the question was not asked as an exact number but ranges of numbers.

Table 1. Years Employed

Years Employed	Number	Percentage
0-5	14	60.9
6-10	3	13.0
10-20	5	21.7
21 + years	1	4.3

What is definitively known from the research about the relative experience of social workers, however (please see Table 1), is that of the 23 total survey participants, 61 percent had 5 years of experience or less, 13 percent had from 6-10 years of experience, 22 percent had from 11-20 years of experience and the remaining four percent had more than 20 years of experience.

Table 2. Degree

Degree	Number	Percentage
MSW	23	100

The research also found that of the 23 research survey participants, 100 percent had a Master of Social Work (MSW) graduate degree (Table 2).

Table 3. Licensure

Licensed	Number	Percentage
Yes	6	26
No	15	65
Other	2	8

In addition (see Table 3), the research found that 26 percent of the surveyed participants stated they were licensed social workers; whereas 65 percent said they were not licensed social workers, and the remaining 8 percent responded “other” to that survey question.

Table 4. Challenges Working with the Aging Population

Challenges	Number	Percentage
Limited resources	16	69.6
Emotionally taxing	3	13
Amount of time to work with clients	3	13
Case load size	1	4

Furthermore (please see Table 4), the research found that 70 percent said limited resources was the biggest issue with working in that field; whereas 13 percent felt the most challenging aspect of working with older adults in a social work setting was that it was emotionally taxing for them. Thirteen percent selected that the biggest issue was the amount of client work time allotted to them for each older adult client, and the remaining 4 percent stated case load size was the biggest issue with working as a social work with older adult clients.

Table 5. Rewards of Working with the Aging Population

Rewards	Number	Percentage
Emotionally Gratifying	13	56.5
Intellectually Stimulating	5	21.7
Professionally Rewarding	5	21.7

Moreover, the research revealed that 56 percent felt that the most rewarding aspect of working was with older adults is that it is emotionally gratifying (Table 5). A combined total of 44 percent selected that it was intellectually stimulating (22percent) and professionally rewarding (22 percent).

Table 6. Things Needed to Work Most Effectively with the Aging Population

What do SW need to know to work most effectively with older adults	Number of responses
Empathy	10
Patience	5
Resources	5
Listening Skills	4
Family Dynamics	3
Openness	3
Respect	2
Interpersonal Skills	1
Holistic Approach	1
Cultural Awareness	1

Participants were asked to answer an open ended question to identify the traits social workers needed to succeed in work with older adults (please see Table 6). Out of the 23 participants 5 each stated that having patience and knowledge of resources were also important. Four of the participants also listed having listening skills as another important trait that a social worker should possess. Other participants stated that knowing the patient's family dynamics as well as being open were quality traits to have. Interpersonal skills, knowledge of Holistic approaches, cultural awareness, and respect were the least traits mentioned by the participants to have to effectively work with the aging population.

Table 7. Resources

Systems	Number	Percentage
Medicare	11	47.8
Department of Aging and Adult Services	7	30.4
Medi-Cal	2	8.7
IHSS	2	8.7
Private Caregiver Services	1	4.3

Participants were asked to identify the most important resource for social workers in gerontology to be familiar with (please see Table 7). Of the responses, 48 percent felt the most important resource for social workers in the geriatrics field to be familiar with was Medicare while 30 percent selected being familiar with the department of aging and adult services. About 9 percent each felt that being knowledgeable about Medical and IHSS were important. Lastly, four percent selected having knowledge of private care givers services was needed to work effectively with the aging population.

Table 8. Training and Education

Education / Training Needed	Number
Knowledge of aging population	8
Insurance/Finance	4
Diseases	3
Education	3
Volunteer experience	2
Resources	2
Work experience	2
APS	1
Internship	1
Focused training	1
Medical terminology	1

Finally, participants were asked to identify the most critical area of education and training those social workers need to possess to succeed in the geriatric social work field (Please see Table 8). Knowledge of the population was the most common response, with 8 persons choosing this. This was followed by 4 of the participants as stating that having knowledge of insurance and well as finances were also important. It was interesting to find that 3 participants listed having training on diseases were imperative and only 3 participants mentioned having an MSW degree with a strong curriculum. Other participants mentioned having volunteer experience, training on resources, and actual work experience

with the aging population were important. The least about amount of training or education mentioned amongst the participants was having focused training such as APS and having an internship.

Discussion and Implications for Micro Practice

Some possible points of discussion for the research are as follows. First, one possibility as to why some of the survey participants answered “other” when asked about their professional licensing status is that these individuals are currently applying or have recently applied for licenses and are awaiting an answer as to whether their licenses would be granted.

Second, regarding what aspects of the geriatric social work field were the most rewarding for this study’s participants, it would be fair to say that a slight majority of them indicated it was the emotional fulfillment that can come with working in such a profession, while others said the intellectual and professional growth opportunities were the best aspects of the profession, which each of the last two responses being evenly split.

Third, regarding which resources social workers must be most familiar with to succeed professionally in that career field, a slight majority of the survey respondents said the main federal and state healthcare programs (Medicare and Medi-Cal) were the most important resources, followed by the local nonprofit or government agencies like the Department of Aging and Adult Services, and lastly private caregiver service providers. One possibility for this is that because the older adult population, and their families (especially those with relatively modest

incomes), rely more heavily on public caregiving services than private ones since they might not have the financial means to pay for private caregivers. This conclusion may be supported by the amount of government services being added on for the aging population, which is increasing, and the need for social workers to navigate and be knowledgeable of the available healthcare programs when funding is limited, unavailable, and there may be a share of cost (Bures, Toseland, and Fortune, 2008).

For a more general discussion on the research, one can first say that as observed through this survey, most social workers agree that there is a certain set of traits that are crucial to working with older adults in the social work arena – the most important of which are empathy, and patience. This may have been the highlight of the most important traits because there are attitudes towards ageism and some MSW students are not enrolling in concentrations with the aging population (Berkman, Silverstone, Simmons, Volland, and Howe, 2008). Due to this there may be a lack of these traits that some social worker do not realize is imperative to successfully and effectively work with the aging population. One can also conclude from the survey's results that social work involving older adults requires mastery of certain education and training as well – especially in areas such as knowledge of geriatric-related topics, awareness of insurance/finances, and diseases. Schropher, Berg-Weger, and Morano (2019) mentioned that many social workers within the healthcare system reported that there is need to be more knowledgeable about the aging population. A possible

reason for this is that many of the social workers are working in hospitals and have patients of all ages, therefore do not have experience fully what is needed to work with the aging population. Klug and Cordes (2021) suggests that majority of NASW members are not employed in outpatient facilities such as nursing homes. This may lead to social workers not truly having the knowledge needed to work with the aging population.

As far as diseases, the aging population tends to have a numerous amount of health complications that affect their quality of life. Some diseases may be terminal, while others may result in major life changes which are difficult for both the patient and their families. Klug and Corde (2021) mention that the top disease for social workers to be knowledgeable about was dementia and that knowing how to navigate the psychosocial needs, behavioral problems, and having the proper treatment plans is imperative to working in the aging population.

While there are MSW programs all over the country, one key to contribute to having well prepared social workers in the field of aging is having more MSW programs with concentrations on Geriatrics. Schroepfer and colleagues (2019) suggest that by having universities hire professors who are seasoned geriatric social workers, it may help with educating and training the next generation of gerontological social workers. This will ensure that those who are enrolled with the concentration in the aging population will be educated fully on the needs and services that are imperative to work in that setting. They will be knowledgeable in

all are such as diseases, healthcare, outpatient facilities (nursing homes and rehabilitation centers), caregiver services, and the psychosocial needs of the patient and their families.

Conclusion

Some possible conclusions from the research in terms of trying to develop an overarching narrative, or joint construct, to frame the research findings are as follows. First, most social workers are highly educated, in that all the survey's respondents have a Master of Social Work (MSW) degree.

Second, most of them said that the most common potential drawbacks of social work with older adults are that it is emotionally taxing, there is not enough time allotted for each client, and that there are limited resources, with the last drawback being by far the most common one, whereas the strongest potential rewards from that type of social work are that it is emotionally gratifying, intellectually stimulating, and professionally rewarding.

Third, based on the survey results, one can argue that to make this area of work more popular and accessible among future students, as well as current social workers considering a change in specialties, is for institutions such as colleges and universities to provide more access to knowledge of geriatric-related knowledge through initiatives such as an MSW curriculum more focused on geriatric-related social work. Such institutions can also help through expanding internship opportunities, as well as hosting seminars that discuss the

most used caregiving resources for older adults and improving upon and help guide social workers in the use of such resources.

Finally, these institutions can contribute to lowering entry barriers to the geriatric social work field by creating more training and awareness programs on the importance of developing and using certain traits when working with older adults, such as practicing empathy, active listening, open mindedness, and other skills that are needed in working with older adult populations.

CHAPTER FIVE

CONCLUSIONS OF RESEARCH

Communicate Findings

Communicating the findings to the research sites and other participants was conducted at the completion of this study. This was shared via email. There was an explanation of the tools used and a discussion summary of the results. The Dissemination Plan was presented to practitioners who may positively respond to changes that need to be made to promote geriatric social work. Such a plan included suggestions for curriculum and training to bring awareness that social workers for the aging are in great demand.

Termination

The termination of this study was conducted by thanking and showing appreciation all participants and wishing them well. The researcher does not think that it is ethical to develop any personal relationship with the participants as this research is completely for educational purposes. The hope of this study to see give bring awareness to the geriatric field within social work.

Follow Up

Based on the type of study, no follow-up steps were planned or implemented.

Dissemination Plan

This study was shared during the social work research symposium and is available for public review via a university website.

Summary

The participants were informed about the study and the data collecting process took place. After looking at simple statistical pattern the results will be explained. Hopefully the study will be used to encourage more similar research, promote, and advocate the needs of the aging. The termination and follow up phase will conclude at the research project. The dissemination plan was made up of the results from the findings and suggestions for change and advocacy.

APPENDIX A
QUESTIONS



College of Social and Behavioral Sciences

School of Social Work

Questions on Survey Monkey

1. How long have you worked with the Elderly as a Social Worker? 0-5, 5-10, 10-20, 20+
2. What kind of education do you have? BSW, MSW?
3. Are you licensed?
4. What are the most challenging in working with the elderly? Select those that apply: emotionally, available resources, case load size, the amount of time allotted to work with clients.
5. What is most rewarding aspects of working with older adults and their families/caregivers. Select those that apply: emotionally, intellectually, and professionally.
6. What do you feel that new social workers need to know to work most effectively with older adults and their families?
7. What systems do new social workers need to master to most effectively work with older adults and their families/caregivers? (Medicare, Medi-Cal, Social Security, SSI, SSDI, IHSS, Dept. of Aging and Adult Services, Alzheimer's Association, Inland Caregiver Resource Center, private caregiver services, etc.).
8. What kind of training, or education do you feel new social will need to know before coming into the Geriatric field

APPENDIX B
INFORMED CONSENT



College of Social and Behavioral Sciences
School of Social Work

Informed Consent

Name of Principle Investigator: Ana Genece

Name of Organization: California State University-San Bernardino

Name of Dept: School Of Social Work

Name of Project and Version: Social workers perspectives on the challenges and rewards of working with the ageing population.

Introduction

My name is Ana Genece and I am conducting a study for my graduate research project which has been approved by the School of Social Work Institutional Review Board Subcommittee at California State University, San Bernardino. I am studying the social worker's perspective on working with the elderly. The study should take 10-15 minutes and you may withdrawal at any time. The survey is voluntary and completely anonymous. If you would like to participate in the study, please click in the link below.

Purpose of the research

The purpose of the research is to determine what are the challenges and rewards that social workers face in working in with elderly patients.

Type of Research Intervention

This research will involve your participation in an online survey that will take about 15 minutes.

Participant Selection

You are being invited to take part in this research because we feel that your experience working with the elderly can contribute much to an understanding and knowledge of the challenges and rewards of working in geriatrics.

Voluntary Participation

Your participation in this research is entirely voluntary. It is your choice whether to participate or not, and you may quit the survey at any time. If you choose not to participate there will be no penalty.

Procedures

You will be asked to complete an online survey. During the survey, if you do not wish to answer any of the questions, you may move on to the next question. I will not ask you to share personal beliefs, practices or stories and you do not have to share any knowledge that you are not comfortable sharing.

909.537.5501 · 909.537.7029

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The research takes place over a couple of days in a few months' time in total. Although, this survey will only take 15 minutes for a participant to complete.

Risks

I will not ask any personal and confidential information other than demographical information. You do not have to answer any question or take part in the discussion/interview/survey if you don't wish to do so. You do not have to give me any reason for not responding to any question, or for refusing to take part in the survey.

Benefits

There will be no direct benefit to you, but your participation is likely to help me find out more about more about your professional perspective on working with the elderly.

Reimbursements

You will not be provided any incentive to take part in the research.

Confidentiality

I will not be sharing information about you to anyone outside of the research team. The information that I collect from this research project will be kept private and anonymous.

Sharing the Results

Please be assured that nothing will be attributed to you by name. I will publish the anonymous results so that other individuals' interested working in geriatrics may learn about social workers' perspectives.

Right to Refuse or Withdraw

You do not have to take part in this research if you do not wish to do so, and choosing to participate will not affect you in any way. You may stop participating in the online survey at any time that you wish without you being affected.

Who to Contact

If you have any questions, you can ask them now or later. If you wish to ask questions later, you may contact any of the following: Ana Genece 908-692-0206 and/or genecea@coyote.csusb.edu

This proposal has been reviewed and approved by the School of Social Work Institutional Review Board Subcommittee at California State University, San Bernardino.

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APPENDIX C
IRB APPROVAL

CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO
SCHOOL OF SOCIAL WORK
Institutional Review Board Sub-Committee

Researcher(s): Ana Genece,

Proposal Title: SOCIAL WORKERS PERSPECTIVE ON THE CHALLENGES
AND REWARDS OF WORKING WITH THE AGING POPULATION

SW1882

Your proposal has been reviewed by the School of Social Work Sub-Committee of the Institutional Review Board. The decisions and advice of those faculty are given below.

Proposal is:

approved

to be resubmitted with revisions listed below

to be forwarded to the campus IRB for review

Revisions that must be made before proposal can be approved:

Investigators' signature missing

missing informed consent debriefing statement

revisions needed in informed consent debriefing

data collection instruments revision

agency approval letter missing

CITI missing

revisions in design needed (specified below)

-Please check with your research supervisor regarding your survey instrument before starting to collect data (see the attached).



Committee Chair Signature

5/29/2018

Date

Distribution: White-Coordinator; Yellow-Supervisor; Pink-Student

APPENDIX D
DEBRIEFING STATEMENT



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School of Social Work

Research Debriefing Statement

This study you have just completed was designed to discover social worker perspectives on working with aging adults. In this study we hypothesized that social workers who have not worked with this population soon realized that more information and education is needed; the questionnaire you completed was designed with the goal of obtaining useful information to examine that hypothesis.

Your participation is not only greatly appreciated by the researchers involved, but the data collected could possibly aid people working in Geriatrics. If you have any questions about the study, please feel free to contact Ana Genece at 908-692-0206 or via email at genecea@csusb.edu.

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