



Part 3:

Choosing a Program to Support Caregivers Based on Identified Gap

Date: 3/13/2023

Organization: Example Organization A

Submitting Personnel:

Name: Person One

Role/Title: Program Supervisor

Name: Person Two

Role/Title: Program Coordinator

This part of the Organizational Assessment is designed to help you select a specific caregiving program or service area that you want to work on as an organization.

The first step is to fill in this grid. Think of potential programs or services you'd like to work on and categorize them below:

<p style="text-align: center;">1 Easy Less Important</p> <p style="text-align: center;"><i>Help with transportation, such as bus passes</i></p>	<p style="text-align: center;">2 Easy Important</p> <p style="text-align: center;"><i>Outreach to community partners about what the Family Caregiver Program can do</i></p>
<p style="text-align: center;">3 Hard Less Important</p> <p style="text-align: center;"><i>Target outreach to grandparents raising grandchildren; this outreach has not increased our service to grandparents in the past</i></p>	<p style="text-align: center;">4 Hard Important</p> <p style="text-align: center;"><i>Bring back Powerful Tools for Caregivers</i></p> <p style="text-align: center;"><i>Outreach to underserved populations Gain trust of community</i></p>

Now, take a close look at Quadrants 2 and 4 and pick one program or service area that you think would be a good place to start.

We think we want to focus on:

We believe bringing back Powerful Tools for Caregivers would be a good place to start. This will allow us to bring back a valuable service to caregivers.

Now, to help you confirm a specific program or service area that you want to work on, ask yourselves these questions:

1. Do we have enough data on actual caregiving needs in our community?

X	Yes
	No

Why we chose our response:

Our organization gathers demographic information at intake. We discuss what stressors the caregivers have and how Service Coordinators can assist. We are looking at adopting a more comprehensive assessment at the state level. However, this assessment has not been implemented yet.

2. Have we comprehensively examined our current caregiving support and service approaches?

	Yes
X	No

Why we chose our response:

Within the last several years, our organization has gone through staffing changes, including multiple members of the management team retiring. With these changes, as well as the COVID 19 Pandemic and staffing shortages, we have been primarily managing our day-to-day operations and have not been able to do a deeper dive into the Family Caregiver Program.

3. Do we need to refine our gap analysis based on more in-depth information?

X	Yes
	No

Why we chose our response:

As an Agency, we have identified a few gaps in service. This includes reaching underserved populations, such as rural residents, and the LGBTQ and BIPOC communities. It would be great to be able to do a more in-depth needs analysis of these communities.

4. Have we really focused on the best program or service option, including strengths and weaknesses of the strategy?

X	Yes
	No

Why we chose our response:

Our Agency has adapted the Family Caregiver Program to fit consumers' needs as much as possible. We have focused primarily on respite care due to the vital need of family caregivers for a respite from caregiving. We have had great feedback from the caregivers in the past stating the Powerful Tools for Caregivers workshop was both informative and supportive to them and their current situations. We want to bring back this portion of the program as soon as possible. Within the last month, we have been able to send two staff members to PTC training, and we hope to have a workshop in the spring.

The caregiver support/service strategy on which we have decided to focus:

We have decided to focus on:

- 1. Bringing back Powerful Tools for Caregivers*
- 2. Providing targeted outreach to underserved populations, like rural residents, LGBTQ and BIPOC communities, and grandparents raising grandchildren.*