



Part 4:
Planning and Piloting the Program You Have Chosen

Date: 10/4/2023

Organization: Example Organization B

Submitting Personnel:

Name: Person One

Role/Title: Program Supervisor

Name: Person Two

Role/Title: Program Coordinator

Now that you have identified a specific program or service area that you want to work on as an organization, this part of the Organizational Assessment is designed to help you think through a detailed planning process.

Who should be included in the planning process? - Who needs to “buy in”? Who has the knowledge, skill, talent, or resources to help your program/service be successful?

We will need “buy in” from the following: our organization’s board members, our Senior Advisory Council, community members, staff members, and community partners. Our Senior and Disability Service staff members have the skills needed to assist with the success of this service.

Planning Phase

Program/Service Description - What is the program/service you are offering?

We, as an agency, are able to provide family caregivers with \$1,000 respite care, yearly. This program is already established, and we serve over 200 consumers within our two-county region. Out of these consumers, there are only two older relatives who are caring for children enrolled in this service. As an agency, we would like to focus outreach within this specific older adult population.

Program/Service Goal(s) - What do you want to accomplish with this program/service?

We would like to increase participation within our population of grandparents raising grandchildren. This would assist with caregiver burnout and allow for more kinship families to access the much-needed respite services they need.

Target Population - Who will be served by the program/service? Consider income, geography, type of caregiving support needed, characteristics of person receiving care, number to be served by program, duration of contact with program/service.

The target population for this service is older kinship adults raising relative children. The respite program is a yearly allowance of \$1,000 to assist with respite care. Individuals who access this service can use this funding as long as respite services are needed.

Resources Needed – Consider start-up costs, infra-structure needs, ongoing staffing, number of personnel and training/credentials needed, ongoing financial support, marketing.

This program is already established and would not need any current additional infrastructure changes. Our organization has four (4) staff members who work on our family caregiver program, and they would be able to incorporate the additional clients of grandparents raising grandchildren into their caseloads. Training regarding the challenges this population may face will be important for staff to understand and assist with resources available. Our organization has Older Americans Act funding to help support this expansion of services. Marketing and collaboration with community partners will be a humongous part of outreach.

Time Frame for Implementation - When will the program/service be implemented and for how long? Working backwards from your target date for serving your first caregiver, develop a detailed timeline. Identify the list of activities/tasks that need to be accomplished in order to meet your goal(s) and the timeframe of those activities. Identify the person in charge of each task.

Goal	Activity/Task	Timeline	Lead
<i>Increase knowledge around services available to grandparents raising grandchildren</i>	<i>Create marketing materials specific to grandparents raising grandchildren, including presentations that specifically target such</i>	<i>Summer of 2023</i>	<i>Program Supervisor</i>
<i>Outreach to community partners regarding services available</i>	<i>Present to community partners regarding Grandparents raising their grandchildren</i>	<i>Fall of 2023</i>	<i>FCG Staff Members</i>
<i>Increase participation of grandparents raising grandchildren</i>	<i>Enroll family caregivers into the program</i>	<i>January of 2024</i>	<i>All Staff</i>
<i>Evaluate the program’s effectiveness for grandparents raising grandchildren</i>	<i>Create a survey to see how the needs of grandparents raising grandchildren could be different from a family caregiver taking care of an older adult, and create an evaluation of services to see what is working and what needs troubleshooted</i>	<i>Spring of 2024</i>	<i>Program Supervisor</i>

Evaluation Planning - How will you know if you are providing a quality service/program?

What outcome measures will be examined? - What do you hope caregivers will learn or gain from using your program/service? How will you know if the program/service is successful?

Our organization will look at the number of grandparents raising grandchildren who have enrolled since the increased outreach work. Currently, we have two consumers enrolled and would like this to increase to 15 participants. These caregivers would be able to gain the ability to have a break from their caregiving responsibilities. They will also be able to access Powerful Tools for Caregivers, a workshop to assist with caring for yourself while caring for others.

Data Collection - What data will you collect to evaluate program performance? How will you collect program data? (e.g., surveys, questionnaires, focus groups, interviews)

We will collect demographic information at intake that includes what type of caregiver an individual is, and we will then create a spreadsheet of all grandparents raising grandchildren. We will need to develop a survey to see what type of resources this population could benefit from as their challenges could be different than a family member caring for an older adult.

Quality Monitoring - What quality measures have you included in your program/service design?

In our family caregiver respite program, we currently have quality monitoring through our State Unit on Aging. Every two years, we look at the services provided and get feedback from the State. We also participate in the Older Americans Act survey for caregivers, and grandparents raising grandchildren will be sampled to provide feedback on services.