

Part 2: Looking for a Service Gap and Considering Ways to Fill it

Date: 7/14/2023

Organization: Example Organization B

Submitting Personnel:

Name: Person One

Role/Title: Program Supervisor

Name: Person Two

Role/Title: Program Coordinator

For many older people trying to remain in the community, the support they receive from family and friends is the critical factor in maintaining independence. This organizational assessment tool is designed to help you reflect on areas of strength, and opportunities in your efforts to support family and friend caregivers. The assessment will require you to talk with leadership, administration, and service personnel within your organization, and to review organizational materials.

What gaps have you identified between what caregivers in your community need and what your organization offers?

- *Low-cost respite care in the home*
- *Personal care training*
- *Limited Day Out/Adult Day resources (need exceeds availability in our community)*
- *Connection to underserved communities (e.g., racial/ethnic minorities, cultural differences in view of caregiver role)*

What challenges or barriers have you experienced in providing services or support to caregivers in your community?

- *Self-identification as a caregiver early in the process (we don't see folks until they are already headed for burnout)*
- *Lack of awareness of services and resources (working to engage with workplaces/employers), lack of interest in partnership, or lack of understanding of need and effect on workplace efficiency*
- *Opportunities to improve connection/synergy between case managers and caregiver program (referral)*

What knowledge and/or training does your organization need to provide better services or support to caregivers in your community?

- *Intake assessment formalization and training*
- *QPR suicidal ideation training for all caregiver-facing staff*

What resources (not just monetary) does your organization need to provide better services or support to caregivers in your community?

- *Connection/true partnership with employers, medical professionals, discharge planners, and others in the community who also interact with caregivers and their loved ones*

What areas of caregiver support would your organization most like to improve?

- *Intake assessment*
- *Quality assurance and surveying over time to identify changes in needs*
- *Respite availability*
- *Personal care training for friend/family caregivers*