

Part 3:

Choosing a Program to Support Caregivers Based on Identified Gap

Date: 8/26/2023

Organization: Example Organization B

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>Standardized process to monitor and adapt the continuum of support a family caregiver may need during different stages of care</i></p>	<p style="text-align: center;">2 Easy Important</p> <p style="text-align: center;"><i>Our Family Our Way worksheet</i></p> <p style="text-align: center;"><i>Safe space for care receivers while caregivers are in the building (harder than Our Family Way worksheet, easier than in-home respite)</i></p>
<p style="text-align: center;">3 Hard Less Important</p> <p style="text-align: center;"><i>Personal care training</i></p> <p style="text-align: center;"><i>Campaign to help caregivers self-identify as such, with a focus on underserved populations</i></p>	<p style="text-align: center;">4 Hard Important</p> <p style="text-align: center;"><i>Caregiver respite in the comfort of their own home</i></p> <p style="text-align: center;"><i>Access to and acceptance of mental health services</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 want to start with implementing Our Family Our Way worksheet. When our Caregiver Program Coordinator explained this program to our support group participants, they expressed interest, said it would help clarify and divide shared responsibilities, and minimize hurt feelings.

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:

We have a dedicated group of caregivers (and former caregivers) of different backgrounds — dementia, general health and mobility, developmental disability, etc. They provide us with valuable insight into their own lived experiences. We use this, in addition to national and statewide reporting, to see what trends align.

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

X	Yes
	No

Why we chose our response:

Yes, given feedback from participants, we are able to grade our program's effectiveness. Our goal is to appeal to our established members' sensibilities while also creating new experiences to attract caregivers who may not typically associate themselves with the role.

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

X	Yes
	No

Why we chose our response:

Delaware experiences growth at an alarming rate. In addition, the pandemic helped to reshape the landscape, and new tools are required to determine if any areas are underserved. We have recently established focus groups for different communities and minority populations to gather input. We will refine these groups based on feedback.

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:

We feel as though our strategy considers the important bullet points from the caregivers already enrolled in our programs, as well as the trends outlined in recent caregiver reports from other data sources. We would like to make space for new members while valuing the original participant's input to create a solid experience for both.

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

We chose the Our Family Our Way worksheet due to direct feedback of interest from active caregivers in current support groups. To implement, we will modify the worksheet slightly to better fit the needs of our county. This modification simply requires coordination with our communications department for access to Adobe. Caregivers have already expressed buy-in.

In contrast, providing a safe space for care receivers in the building while caregivers are attending something else in the building (or eventually in the community), will take more internal coordination including building space, programming, and marketing.

We can learn from the easier support/service strategies to implement the harder, more complex strategies. Providing caregiver respite relief in homes with volunteers includes more layers of coordination, such as our volunteer recruiter as well as a specific training series for the volunteers and matching volunteers with families.

Regarding access to mental health services, we recently restarted dialog with a provider of mental health services about how we can best partner and harness the benefits of their services in the building and in-home for our county's residents 55+, as well as family caregivers.