

Oregon Community Services and Supports

OAA Family Caregiver Support Program Assessment Tool 2021

Due: January 31, 2022

Please submit only to SUA.Email@dhsosha.state.or.us.

AAA: Multnomah County ADVSD

Date of Assessment: December 2021-January 2022

Contact person for assessment questions: Jennifer Foreman

Contact phone number: desk 503-988-8210 Cell:503-407-3942

Part 1: AAA Review

Please complete the following section for programs funded by the AAA using Older Americans Act (OAA) Title III-E funds. Page numbers refer to Oregon's Family Caregiver Support Program (FCSP) Standards found on the Oregon CSSU website.

Family Caregiver Support Program Standards

1. Which of the following core services does the AAA provide to individuals who meet the eligibility requirements of the FCSP? <i>(check all that apply)</i>		
a. Counseling (p. 4)	Yes X	No <input type="checkbox"/>
Provided by a qualified counselor designed to support caregivers and assist them in decision-making and problem solving. If yes, please indicate how counseling is provided <i>(check all that apply)</i> : <input type="checkbox"/> AAA staff – individual and/or group <input type="checkbox"/> AAA contracts with counselor(s) – individual and/or group X Other: please explain:		

			<p>Mult Co ADVSD works with a few vetted counselors who have agreed to take referrals and invoice us for payment. An award/grant is approved for the Family Caregiver and the counselor that the Family Caregiver selects is provided with a “guarantee of payment” letter and invoicing instructions. The Family Caregiver can select one of the counselors that we have this relationship with or they can select their own and find out if that counselor is qualified and will accept our guarantee of payment. This process of overseen by our FCSP Program Specialist/Coordinator</p>
<p>b. Training (p. 4)</p>	<p>Yes X</p>	<p>No <input type="checkbox"/></p>	<p>Provides caregivers with instruction to improve knowledge and performance of specific skills relating to caregiving. If yes, please indicate what training is offered (<i>check all that apply</i>):</p> <ul style="list-style-type: none"> X Powerful Tools for Caregivers X Savvy Caregiver <input type="checkbox"/> REACH X STAR-C X Other training, please explain: <p>Please indicate who provides training (AAA staff or community partners), targeted audiences for training and any further information to explain the activity provided:</p> <p>Several of our community partners are trained to offer Savvy Caregiver, Star C and Powerful Tools for caregivers. The new coordinator of the FCSP program in Multnomah county is pursuing becoming a trainer.</p> <p>Please indicate trainings specifically related to RAPP:</p>

			Nothing this last year specific to RAPP but currently coordinating an upcoming Rapp learning series in conjunction with Clackamas and Washington counties for spring of 2022.
c. Case Management (p. 4)	Yes X	No <input type="checkbox"/>	<p>A Case Manager is a trained or experienced individual who delivers services and coordination at the direction of the caregiver. Please list below who receives services your Case Manager provides at the directive of caregivers.</p> <p>X A family caregiver who is 18 years or older caring for a person 60 years of age or older; or a person with Alzheimer’s disease or other dementia of any age.</p> <p>X A parent or relative caregiver age 55 or older who lives with, and is the primary caregiver for, an individual with disabilities age 18 or older.</p> <p>X An older relative caregiver (other than a parent) age 55 or older who lives with and is the primary caregiver for a child age 18 or younger.</p> <p>Other, please explain:</p>
d. Respite care (p. 5)	Yes X	No <input type="checkbox"/>	<p>If yes, please provide additional information (<i>check all that apply</i>):</p> <p><input type="checkbox"/> AAA provides funds to the caregiver to use in paying for respite</p> <p>XAAA pays respite agencies or services directly</p> <p><input type="checkbox"/> Policy or process for providing respite In-Home, Out-of-Home (day), Out-of-Home (night)</p> <p><input type="checkbox"/> Other: please explain:</p> <p>Please indicate the amount of respite grants/funding, targeted audiences for respite, and any further information about how respite is provided: Currently we offer grants for respite to caregivers up to \$1200 for caregivers whose income is at or below 400% of the poverty level. Caregivers can access this grant and availability of additional awards during the FY is budget dependent. We evaluate spending on a quarterly basis to determine if</p>

			<p>additional award(s) can be provided to a caregiver who has already received an award. The caregiver’s case manager submits the respite request to the FCSP coordinator who reviews and verifies eligibility. The coordinator then sets up and coordinates payment to the respite provider either via contract payment (for those respite provider that we contract with) or via direct payment (for a respite provider that the caregiver has selected and we do not have a contract with)</p>
e. Supplemental services (p. 5)	<p>Yes X</p>	<p>No <input type="checkbox"/></p>	<p>If yes, please provide additional information (<i>check all that apply</i>):</p> <p><input type="checkbox"/> AAA provides funding to the caregiver to use in paying for needed services</p> <p>X AAA pays directly for supplemental services</p> <p><input type="checkbox"/> Other: please explain:</p> <p>Please explain any policies or guidelines the AAA uses to decide what kinds of supplemental caregiver services are provided: Currently, the Case Manager for the caregiver submits a request for supplemental services and the FCSP coordinator approves the request and coordinates acquisition of services or items and pays the vendor directly.</p>
f. Support Groups (p. 4)	<p>Yes X</p>	<p>No <input type="checkbox"/></p>	<p>If yes, please provide additional information (<i>check all that apply</i>):</p> <p>X This non-registered service is led by an individual who meets state/territory policy requirements to facilitate caregiver discussion of their experiences and concerns and develop a mutual support system.</p> <p><input type="checkbox"/> Your support groups do not include caregiver education groups, peer-to-peer support groups, or other groups which primarily teach skills or meet without a qualified facilitator.</p>

			<p>Please explain any barriers you experience with this revised process: In 2021 our FCSP program has offered several support groups facilitated by a licensed therapist or other professional who meets policy requirements. In person groups have pivoted to online groups, which presents with challenges due to technology barriers and preferences of the caregivers.</p>
g. Information and Assistance (p. 4)	<p>Yes X</p>	<p>No <input type="checkbox"/></p>	<p>If yes, please provide additional information: X Your service provides an individual with current information on opportunities and services available to the individual within their community.</p> <p>Please explain any barriers you experience with this revised process: Challenges and barriers identified include a reduced amount of services available due to the pandemic. Agency caregiver shortages make it challenging for a Family Caregiver to find a respite care provider for their loved one. Reduced community events or community events that have moved to online format due to the pandemic are not as accessible or desirable by family caregivers. This layer of issues during the pandemic also then increases the challenge of BIPOC family caregivers accessing and utilizing our services.</p>
h. Information Services (p. 4)	<p>Yes X</p>	<p>No <input type="checkbox"/></p>	<p>If yes, please provide additional information: X Your service provides public and media activity that conveys information to caregivers about available services, including in-person interactive presentations, booth/exhibits, or radio, TV, or Website events.</p> <p>Please explain any barriers you experience with this revised process: Due to Covid our program hasn't participated in tabling or other public outreach. However, the former program coordinator (retired) and the new program coordinator performed regular outreach via relationship building with other community programs, an ongoing program specific website, and our ongoing relationships with our community partners.</p>

<p>2. Caregiver Assessments (information identified by the Caregiver to appropriately target recommendations for support services) (p. 6)</p>	<p>Yes X</p>	<p>No <input type="checkbox"/></p>	<p>If yes, please provide information included within your Caregiver Assessment tool (check all that apply):</p> <ul style="list-style-type: none"> X Specific needs X Barriers X Existing Supports <p>Please include a copy of your policy and assessment tool and explain how it is used.</p> <p>The Assessment tool is utilized during I and R process and is accessed through Get Care, the Cm reviews barriers, specific needs and existing supports once they are assigned to the client. FCSP clients are also eligible for Options Counseling to help them set goals and establish a plan.</p>
<p>3. Outreach and awareness (p. 6)</p>	<p>Yes X</p>	<p>No <input type="checkbox"/></p>	<p>If yes, please explain briefly how the AAA identifies and provides services to FCSP priority groups.</p> <p>If the AAA also provides specific outreach and services to other risk groups identified in the OAA (including caregivers with limited English proficiency; specific race/ethnic caregivers; Tribal caregivers; caregivers at risk of institutionalization; rural, LGBTQ, non-traditional family caregivers; or relatives raising children), please briefly explain the AAA's work in reaching any of these groups:</p> <p>Multnomah County AAA's Enhancing Equity contracts have been established to meet the specific needs of caregivers with limited English proficiency; specific race/ethnic caregivers; Tribal caregivers; LGBTQ caregivers. The new program provider is working with these partners to address under utilization of grants for their clients and to identify other gaps of service for these caregivers.</p>

<p>4. AAA partners with private or public programs, businesses, faith organizations, health agencies or others to provide services or information that benefits caregivers. (p. 6)</p>	<p>Yes X</p>	<p>No <input type="checkbox"/></p>	<p>If yes, please provide a brief description of your FCSP partnerships:</p> <p>Multnomah County works in partnership with many community organizations. Currently our in person programming has been on hold due to covid therefore much of what we would historically utilize through our community relationships is on hold. Historically we have worked with organizations such as Volunteers of America, Gethsemane Lutheran Church, and community library branches who offer us space to host events. Elder Law has offered free training to our clients. We have offered quarterly Trainings for family caregivers in partnership with AARP, Providence Elder Place; Providence Hospice and Health Services and Oregon Care Partners. Some small virtual trainings have been offered through partners during the pandemic but have been limited. It is expected that these relationships and community offerings will continue and pick back up as things shift and re open. Community partnerships are a key component to the FCSP program in Multnomah County.</p>
<p>5. Is there a process in place to regularly ensure quality of services and feedback from those receiving FCSP services? (p. 6)</p>	<p>Yes X</p>	<p>No <input type="checkbox"/></p>	<p>If yes, please describe your FCSP feedback process including how often this is done and what questions are asked. Please also describe if feedback has been used to review, change and/or ensure quality of services within the past 2 years:</p> <p>All evidence-based classes have standard evaluations that are completed after each class Multnomah County FCSP offers. Satisfaction Surveys are given after other non-evidence based classes. We also have a short survey to solicit feedback regarding relief grant services.</p>
<p>6. Do you recruit and train volunteers to help in provision of FCSP services? (p. 6)</p>	<p>Yes X</p>	<p>No <input type="checkbox"/></p>	<p>If yes, please describe how volunteers are recruited, trained, and used to expand the provision of FCSP services:</p> <p>Multnomah county has a specific process to onboard volunteers including a background check and orientation. Once vetted by the county the FCSP</p>

			<p>program uses them to help with community events and other tasks that bolster our program. We also at times have access to county interns who offer a great amount of help to our program.</p>
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7. National Aging Program Information System (NAPIS) and service data must be updated and completed/submitted at least annually for the State Program Report (p. 7). Please indicate how this data is collected and updated for caregiver services; how the AAA uses this data for any of its own quality, grant-writing, or reporting purposes; and any challenges and/or successes the AAA has experienced in completing reporting requirements for the FCSP.

The data is collected at different points; depending on the service it can be collected by our community partners in order to provide caregiver services and is entered into Multnomah County database; for training, respite and supplemental services the data can also be collected by Multnomah County ADVSD staff and entered in the same database, this data is routinely sent to RTZ-GetCare for use in the State Program Report. This data is also used for performance measures in the Multnomah County budgeting process and for consumer satisfaction surveys.

8. What has been implemented in your county to promote or facilitate equitable services and resources for caregivers who are people of color, Oregon Tribal members, and members of LGBTQIA+ and immigrant communities?

We contract with culturally specific partners to provide services to these specific populations. The coordinator of FCSP is currently working to identify utilization gaps present amongst these populations. The same services are available to all of our clients however not all the populations we offer services to access the services at the same rate.

9. Any additional comments on how the AAA implements the Family Caregiver Support Program? No

Part 2: Plans to Address Any Identified Gaps

Please identify any areas where your AAA or program partners are not fully meeting the standards, need assistance to meet the standards, or need to take further steps to reach a program goal.

Issue where AAA is not yet meeting standards, or facing challenges	Proposed plan or steps the AAA will take	Lead or responsible person	Goal date for completion
1. Some of our Enhancing Equities Partners are not accessing or utilizing our services fully.	The coordinator is collaborating and reaching out to our community Enhancing Equity partners to discuss under utilization and strategize ways to help them access the services and how services could be offered differently to better accommodate the needs of their clients.	Jenn	Summer to fall 2022
2.			
3.			

Part 3: Areas of Program Success

Please identify any areas where your AAA has been successful in achieving or exceeding its goals while fully meeting the standards and identify the main factor(s) in achieving success.

Area of success	Brief description of particular program success and sustainability	Main factor(s) leading to particular success (be brief and specific)
1. Access to relief grants	Our community partners are excellent at submitting requests for relief grants and advocating for the specific needs of their clients. Due to this several	Good communication with our community partners who case manage our clients. The cm's are well educated as to the process to access these funds and they communicate well

	clients access these funds every trimester because their cm's are on top of the process.	with me, the coordinator, as issues or questions arise.
2.		
3.		

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