

Family Caregiver Supports & Services

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Relevant Work Experience

- ▶ **Doctorate in Health Communication**
 - ▶ Trained in research design, methodology, data analysis
- ▶ **Community Researcher & Evaluator**
 - ▶ Understand rural dynamics, rapport with community partners
- ▶ **Journalist: 13 years**
 - ▶ Expert in qualitative interview techniques
- ▶ **Technical Writer: 13 years**
 - ▶ Create and edit reports, fact sheets, & publications

Overview

- ▶ 62,000 family caregivers
- ▶ Perform medical and non-medical tasks (unpaid)
- ▶ Provide about \$860 million worth of care (2013)
- ▶ More than half of North Dakotans aged 45+ very likely will care for adult loved ones

What has been done?

- ▶ Regional Human Service Centers received funds to implement Family Caregiver Support Program statewide
 - ▶ Provide information & support services to unpaid caregivers of older adults
 - ▶ Assistance from a trained Caregiver Coordinator to help caregivers assess needs and access support services in their community
 - ▶ Individual and family counseling, support groups, and training
 - ▶ Respite care for caregivers' health & emotional well-being
- ▶ AARP currently conducting caregiver survey
 - ▶ Listening lunches held in Fargo, Grand Forks, Bismarck, Minot

What needs to be done?

- ▶ Better understand needs of North Dakota rural caregiver needs
- ▶ Need personal perspectives in smaller communities
- ▶ Effectiveness:
 - ▶ What services do you currently use?
- ▶ Growth:
 - ▶ What services do you desire?

Needs Assessment

- ▶ **Purpose:** produce a holistic picture of caregiver resources and challenges in North Dakota
 1. Develop resource guide
 2. Identify & better understand caregiver's unmet needs
 3. Research best practices and models

1. Develop Resource Directory

Approach: formulate asset map of regional resources for family caregivers

- ▶ Take stock of existing resources
- ▶ Many resources; fragmented compilation
- ▶ Increase efficiency
- ▶ Prevent duplication of services
- ▶ Connecting resources to strengthen networked approach
- ▶ Build off of existing infrastructure
 - ▶ ND Dept of Human Services
 - ▶ AARP

Similar Resource Directories: Pembina County

Directory of Pembina County Resources and Services For Senior Citizens

- ▶ Goal: Raise awareness about and promote resources available to caregivers and aging individuals who desire to live independently in rural Pembina County.




Thematic Approach

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Adaptive, Vulnerable or Disability Services

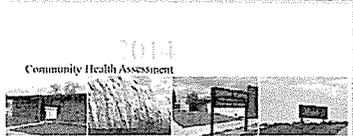
1. Pembina County Social Services 300 Boundary Road West Cavalier, ND 58220 Phone: (701) 265-8441	4. Interagency IPAT 3240 15 th Street South, Suite B Fargo, ND 58104 Phone: (701) 365-6242 or Toll free: 1-800-895-4728
2. Pembina County Veterans Service Office 301 Dakota Street West Cavalier, ND 58220 Phone: (701) 520-2704; Cell: (701) 265-4228	5. Long-Term Care Ombudsman Services Serving Region IV Contact Person: Tammy Ferdorfer ND Phone: (888) 607-8610
3. North Dakota Hearing Loss-School for Deaf 1401 College Drive North Devils Lake, ND 58301 Toll free: 1-800-887-2980; Fax: (701) 665-4409	

2. Identify caregivers' unmet needs

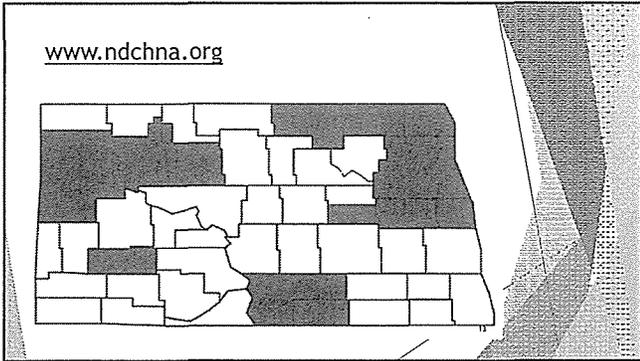
- ▶ Method: systematic process of gathering information
- ▶ Approach care issue from caregivers' viewpoint and culture
- ▶ Primary data collection:
 - ▶ Key informant interviews
 - ▶ 1 on 1 promotes candor yet maintains anonymity
 - ▶ Public health nurses, social service representatives, tribal leaders, veterans' organizations and local non-profit organizations
 - ▶ Focus groups with caregivers in rural areas
 - ▶ Better understand their role and value their input
 - ▶ Identify places of overlap & gaps

Similar Needs Assessments

- ▶ 15+ Community Health Needs Assessments
 - ▶ Conduct key informant interviews
 - ▶ Facilitate focus groups
 - ▶ Disseminate print & online survey
 - ▶ Gather secondary data at local, state and national levels
 - ▶ Analyze data and present findings



**Linton Hospital & Clinics
and Emmons County
Public Health**
Linton, North Dakota



3. Identify best practices

- ▶ Secondary: conduct nation-wide literature review focusing on:
 - ▶ caregiver best practice models
 - ▶ technological resources
 - ▶ trainings to support caregivers

Conclusion

- ▶ Create a directory that highlights existing resources in one composite list
- ▶ Identify challenges unique to rural caregivers
- ▶ Identify coordinated care efforts
- ▶ Recommend areas for improvement

Timeline

- ▶ Nov.-Dec: Start literature review of relevant caregiver studies and models
 - ▶ Design interview question guide
- ▶ Jan: Inventory state-wide resources; schedule interviews
 - ▶ meet with AARP to discuss caregiver survey findings
- ▶ Feb: Conduct focus group & key informant interviews
- ▶ March: Continue with interviews and lit review
 - ▶ Present preliminary findings to Human Services Committee
- ▶ April: Synthesize primary and secondary data; prepare recommendations
- ▶ May 10: Write report and submit to Human Services Committee