

# Creating Community for a Lifetime Roadmap

## Recommendations—Caregiving

### *Outreach and Access*

#### **Goal 1**

Increase the number of caregivers who have access to and receive appropriate caregiver information and support.

#### **Objectives**

- Strengthen existing Information and Referral programs, as well as Outreach and Assistance providers' ability to assess family caregiver needs (through use of effective caregiver assessment protocols) and to make appropriate referrals (i.e., targeted support and follow-up).
- Enhance caregiver telephone and web-based support by providing an information and assistance counseling line/service that is available beyond traditional hours.
- Create an understanding of caregiver “reachable moments” among health care and aging service providers.
- Integrate or link caregiver information to proposed single-point-of-entry system.

### *Advocacy*

#### **Goal 2**

Encourage community-wide recognition of the contributions of family caregivers and advocate for enhanced support.

#### **Objectives**

- Develop partnerships with Advocates for Seniors, Disability Advocates and other disease-related advocacy groups to share information that will lead to increased advocacy, community awareness and appreciation for family caregiver issues. Strategies include legislative advocacy in the areas of Lifespan Respite legislation, Census tracking of caregivers, financial support through tax credits or other mechanisms.
- Create a community awareness initiative—including outreach to employers and younger persons—to provide for community dialogue on the place of family caregiving. Strategies include continued media communication efforts and targeted campaigns.

### *Caregiver Services, Choices and Convenience*

#### **Goal 3**

Increase the number of caregivers who utilize caregiver education and support services.

#### **Objectives**

- Expand services to provide a continuum of education and support including: skill training, church-led and counselor-facilitated support groups, and varied education programs—to address legal issues, financial planning, chronic conditions, self care strategies etc.

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- Increase respite options.
- Create a service delivery system which includes web-based client records and links intake and service records electronically.
- Offer consumer choice options—for example, by providing families with direct payments that they can apply to paying for the caregiver resources that they consider most appropriate.

## Work Group

During the winter and spring 2005, the Caregiver Resource Network devoted significant time during their monthly meetings to study and analysis of the Caregiving issue area for Creating Community for a Lifetime (CCFL). Members offered insights into the AdvantAge Initiative Survey of Older Adults in Kent County findings, considered best practices, and developed the CCFL Caregiving recommendations. The Caregiver Resource Network is a collaboration of West Michigan organizations dedicated to providing for the needs and welfare of family and professional caregivers in the community.

### Members

Nora Barkey ▪ Area Agency on Aging of Western Michigan  
Robert Barnes ▪ Senior Neighbors, Inc.  
Cindy Beel-Bates ▪ GVSU, Kirkhof College of Nursing  
Angela Bergsma ▪ Holland Home  
Sarah Bolter ▪ Elder Consult, Spectrum Health  
Cathy Brady ▪ Pine Rest  
Cindy Coco ▪ Advanced Professional Home Health Care  
Pamela Coleman ▪ Grand Rapids Community College  
Hanni Epp ▪ West Michigan Caregivers Alliance  
Stephanie Erickson ▪ Holland Home Care and Hospice  
Michael Faber ▪ Grand Rapids Community College  
Sherry Gaines ▪ Hope Network Behavioral Health Services  
Lois Horstman ▪ Heartland Home Health Care & Hospice  
Margaret Howard ▪ Crystal Manor Assisted Living Facility  
Michael Jankowski ▪ Heartland Home Health Care & Hospice  
Morgan Lambert ▪ Area Agency on Aging of Western Michigan  
Todd Langejars ▪ Comfort Keepers  
Christiana Leitch ▪ Alzheimer's Association  
Tomme Maier ▪ American Red Cross  
Sue Marsh ▪ Thresholds Inc.  
Judith Maxim ▪ Hope Network Behavioral Health Services  
Barb Nelson ▪ Area Agency on Aging of Western Michigan  
Jerry O'Bee ▪ O'Bee Long Term Care Planning  
Jackie O'Connor ▪ Area Agency on Aging of Western Michigan

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Gloria Van Haitzma ▪ Evergreen Commons Senior Center  
Pam Van Spyker ▪ Lutheran Social Services of Michigan  
Lucia Dvorak Yeager ▪ Easter Seals of Michigan