A stylized, light-colored illustration of a plant with several leaves and a cluster of small, round buds or flowers, positioned on the left side of the slide against a dark brown background.

# USING ONLINE TRAINING TO BUILD A CAREGIVER- SAVVY ENSEMBLE OF PROFESSIONALS

**North Carolina Lifespan Respite Care Program**  
2012 *“Building Integrated and Sustainable  
Lifespan Respite Care Programs”* Grant

# Learning Objectives for this session

- a. Participants will gain knowledge about the development of the “Planning and Using Respite” online training modules in North Carolina.
- b. Participants will experience the modules by simulating the role of the “online learner.”
- a. Participants will apply lessons learned during the session to their own organizations’ training needs and efforts.

# North Carolina's Lifespan Respite Grants

- 2009 Lifespan Respite Care Grant
- 2011 Expansion Supplement Programs
- *2012 Building Integrated & Sustainable Programs*
- 2014 Building Long-term Sustainability in State Programs



# 2012 “Integrated & Sustainable Program” Objectives

1. Embed a caregiver and respite focus in our state’s long-term services and support system including ADRCs, Money Follows the Person, community-based Medicaid and social services, and additional critical programs
2. Expand promising practices in medical, faith-based, and service provider initiatives focusing on caregiver assessment, respite resources, and effective use of respite
3. Further sustain the state’s energizing “Just One More” initiative to bring new or enhanced respite services to NC

# Framing the need...

Everyday, thousands of people seek health care and social services in a myriad of settings, ranging from ADRCs to Departments of Social Services to medical clinics.

Often, there is a family caregiver in the picture, providing essential supports to a child or adult with disabilities or an elder parent or spouse.



Yet, these caregivers may remain largely invisible to the service professional, thus hiding important needs that are important to both the caregiver and care receiver.



In order to raise awareness among service professionals and embed a caregiver & respite focus...

...the North Carolina Lifespan Respite Project created web-based, on-demand training modules entitled,

**“Planning and Using Respite:  
Working with Family Caregivers  
across the Lifespan.”**

## Training Aimed at:

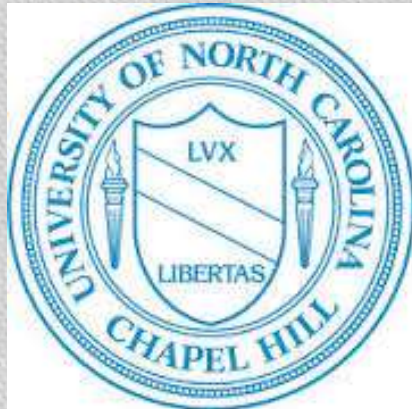


- Options Counselors
- Medical and Health care providers
- Department of Social Services Workers
- Transitions Coordinators
- 2-1-1 Information and Referral Specialists
- Others in private and public sectors
- Helpful to family caregivers too!



# Planning and Development Phase

Contract with University of North Carolina – CAREs



Subject Matter Experts

## Who?

- Members of Lifespan Respite State Advisory Team – professionals and family caregivers representing all target populations
- National advisors from ARCH and Family Caregiver Alliance



# What was important to the development team?

- Don't wait for people to self-identify as caregivers
- Emphasize creative solutions to respite and other support needs – don't oversell limited public resources
- Integrate “Setting Goals to Maximize Your Respite Time” handout



### Setting Goals to Maximize Your Respite Time

On this sheet of paper, please write down one or three specific goals of what you would like to accomplish during your respite time this week/month. Your goals can be anything (e.g., sleeping, cleaning, going to lunch with a friend), but they must be attainable during the respite time that is available to you. We recommend that you choose activities that:

- you have always enjoyed doing;
- you did before you became a caregiver but may not have been doing lately;
- have religious or spiritual meaning to you;
- may improve satisfaction with caregiving;
- may reduce the stress you might feel from caregiving;
- may increase your respite time;
- encourage you to use your respite more regularly.

#### Goals:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

At the end of the week/month, ask yourself whether you accomplished each of the goals and also whether you are satisfied with your effort at accomplishing each goal. Be honest with yourself, and use this information to revise your goals for the following week's/month's respite time. Caregivers who use their respite time to do what they intended to do may feel less burden and more satisfaction with their caregiving role.

#### Personal Reflections on Your Goals (notes):

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\*The content of this document is derived from a brochure entitled "Respite Services: Enhancing the Quality of Daily Life for Caregivers and Care Receivers," developed by faculty members from California State University, San Bernardino and The University of Utah, June, 2010, Fourth Edition.

## Modules include:

1. Introduction: Caregivers, Caregiving and Respite
2. Engagement and Screening
3. Assessing Caregivers
4. Planning Principles and Tools
5. Planning Examples and Following Up.

– About 3 ½ hours in length when completed.

## Piloting the Training

- Over 100 participants
- Evaluated results from 40 people

## Findings from the Lifespan Respite Modules, Pre- and Post- Tests

### Did the training improve knowledge as tested?

*Yes – The increase in average scores was 17.6 points from 49% correct at pretest to 67% at post-test. This is statistically significant at  $p < .0001$ .*

### Who took the training?

- *Mostly women (85% at pretest, 91% at post-test)*
- *Mostly white (90% at pretest, 94% a post)*
- *A modest majority (62% were ages 50 and younger)*
- *A similar modest majority (60%) had Bachelor's Degree or Associate Degree; none had less education than an Associate's Degree.*

### Other points of interest:

- *78% strongly agreed they would recommend*
- *Concern about difficulty of post-test led to change of approach in final product*

# Converting to the Learning Management System

“Planning and Using Respite” Trailers

[http://ssw.unc.edu/cares/lifespan respite/trailer/story.html](http://ssw.unc.edu/cares/lifespan%20respite/trailer/story.html)

# TOURING THE FIVE MODULES...



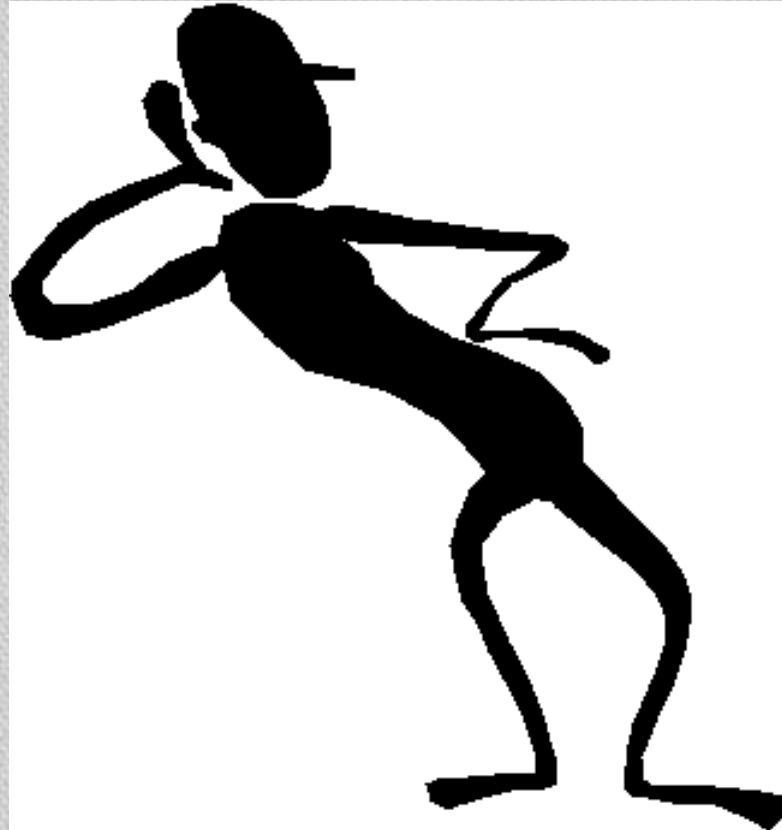
The screenshot displays the "Planning Principles and Tools" module of the North Carolina Lifespan Respite Project website. On the left is a vertical menu with the following items: Planning (Time for a Plan, What Do Caregivers Know About..., Why a Plan?, Level of Satisfaction, Respite Best Practices, How Do Caregivers Use Respite?, Maslow's Hierarchy, First Responder Barriers, 5 Essential Elements, Appropriateness/Accessibility, Affordability, Accessibility/Availability, Change is Difficult, Barriers Good and Bad I Know..., Blue Sky), Tools, and Sources of Respite (Adapted by Nancy Korman, "Faster" Services, and a link to www.ncrespite.org). The main content area features a laptop displaying the website's "Home" page, which includes a header with the project logo and a section titled "Respite Resources for Family Caregivers" with a list of links and a small image. A yellow pencil is placed on the laptop's keyboard. The interface includes a "Home" button in the top right, a "Respite" button in the top right corner of the content area, and navigation controls at the bottom: a back arrow, a play/pause button, a progress bar, a refresh button, and "PREV" and "NEXT" buttons.

On the North Carolina Respite Care Coalition website you can click on the link "Respite Resources for Family Caregivers" to see a document listing statewide resources for all ages. Click on the picture of the site to open it in a new browser window.





*How does your state/organization offer training about identifying and supporting family caregivers?*





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