Month of the Family Caregiver: Organizations Responding to Hidden Heroes

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MFLN Intro

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U.S. DEPARTMENT OF DEFENSE

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Special Guests
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» Rosalynn Carter Institute for Caregiving, Georgia Southwestern State University

Special Guests
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» Senior Vice President – Strategic Initiatives
» Easterseals National Office

When a caregiver needs help you can’t provide, what are some go-to resources on the installation?
Type your response in the chat pod.
When a caregiver needs help you can’t provide, what are some go-to resources off the installation?
Type your response in the chat pod.

Utilizing Resources Off-Installation

**BENEFITS**
- Non-affiliation with military community
- Increased number of programs and services available for family caregivers
- Potential funding availability from private companies for caregiver and/or veteran assistance.

**RISKS**
- Non-affiliation with military community
- Difficulty identifying quality programs and services

Community Resources

- Importance of community resources for family caregivers.
  - Families are used to utilizing resources outside of the installation
  - The need for military professionals to weave in community resources as service members and families transition into civilian community.
- Trusted resources
  - Many organizations offer different types of services and it can be difficult to identify quality, reliable programs.
Sample of Resources

- 2016 Caregiver Resource Directory
- 2-1-1
  - http://211.org/
- Elizabeth Dole Foundation
  - http://www.elizabethdolefoundation.org/
- MFLN Caregiving Resources
  - http://www.mfln.org/OFRMH/online-resources.html
- National Resource Directory
  - Temporarily offline. NRD is in the process of migrating to a DoD web hosting environment.
- Wounded, Ill and Injured Compensation & Benefits Handbook

How do caregivers respond to using resources off-installation?
Type your response in the chat pod.
ABOUT US

RCI: Supporting Caregivers through Advocacy, Education, Research, and Service
The RCI was established in 1987 at Georgia Southwestern State University (GSW) in Americus, Georgia. The Institute was formed in honor of former First Lady Rosalynn Carter, an alumna of GSW, to enhance her long-standing commitments to human development, caregiving and mental health through its Advocacy, Service, Research and Education Programs.

Mission and Philosophy
The Rosalynn Carter Institute for Caregiving (RCI) establishes local, state, national, and international partnerships committed to building quality long-term, home and community-based services.

ROSALYNN CARTER INSTITUTE HOSTS...

An array of programs designed to improve the lives of family and professional caregivers and those they serve.

- BRI Care Consultation
- RCI REACH
- Dealing with Dementia
- Caring for You, Caring for Me
- Operation Family Caregiver

BRI CARE Consultation

- Telephonic/Internet
- Evidence-based information and support service for adults with physical and mental health challenges and their family
- Personalized coaching up to 12 months
- Empowerment to manage care situations
- Tailored to client needs
- Supportive throughout caregiving journey
- Prevents crisis
- Benefits: Primary, secondary, and long-distanced caregivers as well as care receivers
RCI REACH: RESOURCES ENHANCING ALZHEIMER’S CAREGIVER HEALTH

- Face-to-face, intensive
- Evidence-based information teaching problem-solving and stress management for families living with Alzheimer’s disease and related dementia
- Six month program delivered in-home
- Tailored to client needs
- Dementia Guide focusing on common issues faced
- Supportive in the caregiving journey

Dealing with Dementia

A reference guide for:
- Problem solving for dementia behaviors
- Stress management techniques
- Best practices in caregiving
- Encouragement
- Empowerment

Created for Family and Professional Caregivers
CARING FOR YOU, CARING FOR ME

- Face-to-face, group-oriented
- Five week program implemented in the local community
- Weekly, 2-hour sessions
- Programs led by members of the local community
- Tailored to fit the specific needs of the community
- Family and professional caregivers welcome

Recent wars have created the need for caregivers

- More than 2.5 million were and continue to serve
- More than 320,000 estimated to have traumatic brain injury
- More than 400,000 estimated to have post-traumatic stress

Of those returning home from war who need care:
- 80% have a disability
- 64% suffer from mental health or behavioral issues
- 35% have a chronic condition, such as diabetes, cancer or HIV/AIDS
- 20% have a brain injury
Why is Military Caregiving Unique?
A new cadre of caregivers...
- Multiple and severe injuries or illnesses
- Complex systems of care
- Invisible wounds
- Around-the-clock care
- A lifetime of care

Military caregivers, behind the scenes
- 1.1 million post-9/11 caregivers
- 12% of them spend more than 40 hours/week providing care
- The care they provide is worth nearly $3 billion
A ‘SEA OF GOODWILL’ FOR SERVICE MEMBERS

Gaps in Service Provision
The need for community-based support

- The VA acknowledges that only 50% of those eligible for services are receiving them.
- Many, especially National Guardmen and Reservists, return home to their local community, not a base, and need to be able to access support services located there.
- Stigma attached to mental health issues continues to be a barrier to families receiving services.
- Military caregivers must navigate a maze of policies, systems, eligibility requirements, information, and resources to care for their loved ones.

WHAT IS OPERATION FAMILY CAREGIVER?

Operation Family Caregiver coaches the families and friends of newly returning service members and veterans to manage difficult transitions.
And how does it work?

Together, caregivers and their OFC coaches develop strategies that can help them get through the tough times and make plans for how to manage over the long term.

1. CAREGIVER REACHES OUT FOR HELP
2. CAREGIVER CONNECTS WITH OFC COACH
3. CAREGIVER AND COACH DEVELOP A PLAN
4. CAREGIVER DEVELOPS AND PRACTICES NEW SKILLS
5. CAREGIVER, FAMILY, AND ENTIRE COMMUNITY GROWS STRONGER
Operation Family Caregiver
Strong Military, Stronger Families

• Non-clinical, supportive adjunct to any other support the family is receiving.
• A medical or mental health diagnosis is not required.
• Takes basic education a step further to help facilitate behavioral change

Key Components
• Secure, online assessment
• Training & practice in FOCUS model of problem-solving
• Importance of caregiver self-care
• Safety planning*
• Suicide awareness/prevention*
• Conduit into other support services
• Military Caregiver Guide - a resource for sustaining new skills
• Caregiver coach gives ongoing motivation, encouragement and support

Elephants in the Room
Military Suicides

• OFC Caregiver Coaches train in suicide awareness and prevention
• Proactive vs. Reactive
• Caregivers are at risk too
**Elephants in the Room**

Domestic Violence

- Higher rates than general population
- Coaches make caregivers aware of their reporting options
- Coaches work with the caregiver to create a personal safety plan for themselves and the family

**UNIQUE, ONE-OF-A-KIND PROGRAM**

- Evidence-based
- Proven effective
- Unique to each caregiver
- Delivered anywhere by Skype/FaceTime
- Minimized stigma

**OFC – Direct and Extended Impact**

Positive Impact on Family, Children, Employment, Community, etc.

CAREGIVER (Partner, Parent, Battle Buddy, etc.)

Decrease in:
- Health Complaints
- Caregiver Burden & Depression
- Dysfunctional Problem-Solving

Increase in:
- Life Satisfaction
- Constructive Problem-Solving
Demonstrating Positive Outcomes

CAREGIVERS:
are more satisfied with their lives.
feel better prepared to take care of their families.
report fewer health complaints.

14 LOCATIONS

- Conemaugh Memorial Health - Johnstown, PA
- Veterans One-stop Center of Western New York - Buffalo, NY
- Southern Caregiver Resource Center - San Diego & Los Angeles, CA
- Central Texas ADVRC - Belton, TX
- Augusta Warrior Project - Augusta, GA
- Florida State University - Tallahassee, FL
- Riverside CEALH - Williamsburg, VA
- Easter Seals UCP - Raleigh, NC
- Blue Star Families - San Antonio, TX
- Blue Star Families - Washington, DC
- Nevada Senior Services – Las Vegas, NV
- Easterseals Washington – Seattle, WA

HOW CAN YOU HELP?

- Conemaugh Memorial Health - Johnstown, PA
- Veterans One-stop Center of Western New York - Buffalo, NY
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- Easterseals Washington – Seattle, WA
How to Refer

Fillable PDF at: www.operationfamilycaregiver.org

Or send an email to: reachout@operationfamilycaregiver.org
About Easterseals

- Established in 1919
- Premier nonprofit provider of services for people with disabilities and other special needs and their families, working to create a world of inclusion, empowerment and independence.
- 75 U.S. Affiliates with partners in Puerto Rico, Canada, Mexico and Australia
- Headquarters – Chicago with DC Office of Public Affairs
- Support individuals with all disabilities across the lifespan with expertise in:
  - Caregivers across the lifespan
  - Young children, Autism
  - Workforce development
  - Adults & seniors
  - Mobility/transportation

Supporting service members, Veterans & their families since WWII
Easterseals Military & Veteran Caregiver Initiative

• Overall Goals
  – Provide high quality, dynamic, impactful training for key stakeholders (military caregivers, volunteers, professionals)
  – Significantly increase access to evidence-based and sustainable programs in support of military caregivers that help close the gaps identified in Hidden Heroes RAND report.
  – Identify and reduce (or eliminate!) systemic barriers that impede access to military caregiver services.

“When one member joins the military, the whole family serves”

Military & Veteran Caregiver Services

• Education & Training
  – National Veteran Caregiver Training Program
  – Military Caregiver Webinar Series
  – Living Tobacco Free: Toolkit for Military & Veteran Caregivers
  – Hidden Heroes Respite Provider Training
• Community Supports
  – Respite Care (Exceptional Family Member Program, Legacy Corps, Adult Day Services)
  – Operation Family Caregiver, Homefront Strong
• Transportation/Mobility
  – National Aging and Disability Transportation Center
  – Veteran Transportation & Community Living Initiative
• Public Policy
  – Lifespan Respite
  – Caregiver Coalitions
  – Hidden Heroes Caucus, Caregiver Caucus
VA Caregiver Support Program:
National Veteran Caregiver Training Program

- One component of VA Caregiver Support
- Easterseals partners with:
  - Atlas Research,
  - Family Caregiver Alliance,
  - National Alliance for Caregiving, &
  - National Alliance for Hispanic Health
- Standardized Core Curriculum
  - Self-study workbook or web-based
  - English & Spanish
- In-person Self-Care courses:
  - Problem Solving
  - Managing Stress
  - Utilizing Technology
  - Taking Care of Yourself
- Over 40,000 Family Caregivers have completed various training modalities since initiated
- www.caregiver.va.gov

Easterseals Military Caregiver Webinars

- www.easterseals.com/carewebinar
- Partnership with the Elizabeth Dole Foundation - free, online webinar series for military caregivers
  - Focus on actionable, practical support
  - Feature Elizabeth Dole Foundation Fellow
  - Fully accessible format including live-captioning
  - English and Spanish
  - Recorded and available online 24/7
- Six other partner organizations including: Atlas Research, Caregiver Action Network, Family Caregiver Alliance, National Alliance of Caregiving, Rosalyn Carter Institute for Caregiving and USO
- To date the webinar series has reached over 3,500 Caregivers
  - 2015 funding through Newman’s Own Foundation
  - 2015 Caregiver Friendly award winner

Living Life Tobacco Free:
Toolkit for Military/Veteran Family Caregivers

“I think that any caregiver, under the extreme amounts of daily stress we face, is always looking for an escape or a way to help calm down and alleviate some of that stress. Once you turn to smoking as that escape, it can be nearly impossible to quit.”

Caregiver caring for her Veteran spouse
Toolkit Launching via webinar tomorrow! www.easterseals.com/militarycaregiver

- Supported by CVS Health Foundation
- This easy-to-read, actionable, downloadable online tool-kit contains:
  - Best Practices and Tips Sheets
  - Fact Sheets
  - Resource Lists
  - Input and experiences from Military Caregivers themselves including testimonials and success stories
- ...all written with the Military Caregiver in mind

Hidden Heroes Respite Provider Training

- Elizabeth Dole Foundation Respite Impact Council & other key partners
- 5 Training modules
  - Participant guide
  - PowerPoint slide deck
  - Respite scenario
  - Knowledge check
  - Additional Resources

Hidden Heroes Respite Provider Training

- About Military Caregivers
- Introduction to Military Culture
- Physical and Mental Health Concerns
  - Amputation, Burn Injuries, Hearing Loss, and Chronic Pain
  - Traumatic Brain Injury, Posttraumatic Stress, and Memory Loss
  - Depression, Substance Abuse and Suicide Prevention
- Home Life and Family Issues
- Respite Provider/Military Caregiver Relationship
Respite Provider
(sample discussion exercise)

- How might these core values impact Military caregivers:
  - Reaching out for respite support?
  - Your relationship with the caregiver?
  - With the veteran?

Respite Scenario
Jun was in Iraq when the truck he was in hit an IED and blew up. He was blown out of the truck, receiving severe burns on his arms, chest, and part of his face. Admitted to Landstuhl Army Regional Medical Center in Germany, he later spent significant time at the San Antonio Military Medical Center while having operations and skin grafts. The scar tissue on his arms makes it difficult to reach all the way forward and even 2 years later, he still tries to tuck portions of his bottom lip had to be reconstructed, so sometimes his words aren’t always clear when speaking. He reports that, “People I meet sometimes have a hard time dealing with my burns. They try not to stare at my face and some seem uncomfortable when I extend my hand to shake them.”

Jun studied to be a bookkeeper while he was healing and going through therapy. “After all, my brain still works great, it’s just my body that isn’t like it used to be,” he says with a smile.

Discussion Questions:
1. What factors might you and Jun want to keep in mind when planning activities?
2. How might you approach difficult public situations such as those described by Jun?

Differences based on era . . .
- World War II (1939 – 1945)
- Korean War (1950 – 1953)
- Gulf War (1991)

National Hospice and Palliative Care Organization: www.wehonorveterans.org
Psycharmor: www.psycharmor.org
Examples of Easterseals Affiliate efforts

- Easterseals UCP North Carolina & NEW – Easterseals Washington (state)
  - Partner with RCI to offer Operation Family Caregiver program
- Exceptional Family Member Program
  - 32 Easterseals affiliates partner with Child Care Aware of America in provision of EMP Respite support for U.S. Air Force and U.S. Navy families
- Over 80 adult day centers, many supporting older veterans and their family caregivers
- Legacy Corps (Univ. of MD)
  - Evidence-based, volunteer, in-home respite – veterans & military families
  - Funded through CNCS/AmeriCorps
  - 15 sub-award sites in 10 states (2 Easter Seals affiliates)
- Camping & Recreation
  - Easterseals Southeast WI Camp ‘Yellow Ribbon’
- Easterseals DC/MD/VA "Little Warriors"
- ES Michigan offers “Homefront Strong” in partnership with University of MI
  - Behavioral health focused, multi-week, evidence-based, group therapy intervention

Transportation/Mobility

- National Aging & Disability Transportation Center
  - www.nadtc.org
  - Partnership with n4a (National Assn. of Area Agencies on Aging)
- National Center on Mobility Management
  - “Meeting the Healthcare Access Needs of Veterans”
  - www.nationalcenterformobilitymanagement.org
  - Partnership with CTAA & APTA
  - Community Transportation Assn. of America
  - American Public Transportation Assn.

Military & Caregiver Public Policy Efforts

- Hidden Heroes Caucus, ACT (Assisting Caregivers Today) Caucus
  - Bipartisan, bicameral
- November is National Family Caregiver Month!
- Co-Chair Elizabeth Dole Foundation Respite Impact Council with ARCH National Respite
- Lifespan Respite, Lifespan Respite/Caregiver Coalitions
- Expansion of Military Caregiver eligibility (Caregiver and Veterans Omnibus Health Services Act of 2010)
- General Caregiving
  - Financial Security through Tax Credits and Social Security Credits
  - RAISE Act (Recognize, Assist, Include, Support and Engage) family caregivers
  - National Alliance for Caregiving (caregiving.org)
  - Family Caregiver Alliance (caregiver.org)
  - Caregiver Action Network (caregiveraction.org)
Certificate of Completion

» The MFLNMC Concentration Area offers certificates of completion for today’s webinar for those interested in receiving training hours.
» To receive a certificate of completion, please complete the evaluation found at: https://vte.co1.qualtrics.com/SE/?SID=SV_9oAQ9rFvngOx

Upcoming Event

» Title: TRICARE® Autism Care Demonstration (ACD)
» Time: 11:00 a.m. - 12:00 p.m. ET
» Date: Wednesday, December 7, 2016
» Location: https://learn.extension.org/events/2825

For more information on MFLNMC go to: https://blogs.extension.org/militaryfamilies/military-caregiving/
Connect with MFLN Military Caregiving Online!

- MFLN Military Caregiving
- MFLN Military Caregiving @MFLNMC
- MFLN Military Caregiving @mfln_mc

We invite MFLN Service Provider Partners to our private LinkedIn Group!

DoD
Branch Services
Reserve
Guard
Cooperative Extension

https://www.linkedin.com/groups/8409844

Find all upcoming and recorded webinars covering:
- Personal Finance
- Family Transitions
- Military Caregiving
- Network Literacy
- Family Development
- Nutrition & Wellness
- Community Capacity Building

www.extension.org/62581

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