

Volunteer Respite

*Putting the Pieces Together from
Implementation to Recruitment & Matching*



Presented by
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Today's Conversation

- **Background and Purpose of Program**
 - *History, funding*
- **Foundation**
 - *Evidence based program and practices*
 - *Two prong approach*
 - *Model Fidelity*
- **Training and Technical Assistance**
 - *Training approach, technical assistance approach*
 - *Tools and resources*
- **Outcome Accountability**
- **Questions and Wrap Up**



Volunteer Respite Initiative

For Faith based &
Community
organizations

To develop or expand
a volunteer respite
program

Serving family
caregivers supporting
individuals with special
needs.



INCREASING RESPITE RESOURCES WITH VOLUNTEER CAREGIVERS



Creating successful collaborations and relationships



Initial Large Scale Replication

➤ 2010 Needs Assessment

- Identified Respite Care as a priority in Pennsylvania

➤ 2011 Lifespan Respite Grant

- Lifespan Respite Advisory Council
- Evaluation and recommendations



➤ 2014 US Department of Health and Human Services

- Maternal and Child Health Services Title V Block Grant:
Resulted in a RFA for the creation or expansion of
volunteer respite in 25 communities called TakeFIVE



Pennsylvania's Focus

- Designed to help increase availability of respite services for family caregivers of identified populations through access to trained volunteers from faith and community organizations.
- Training, support and funding to develop or expand a volunteer respite program through immediate and ongoing Training and Technical Assistance (T/TA)



Who was involved in the Pennsylvania's Volunteer Respite Effort

1. State Infrastructure: DoH, UCEDD, Partners

2. Faith and Community organizations

- Want to create or expand a volunteer respite program
- Apply to the University for TakeFIVE grant resources

3. Families of target population

- Diagnosed with developmental or chronic health issues

4. Volunteers

- minimum of 18 years of age
- trained through TakeFIVE to provide the respite care

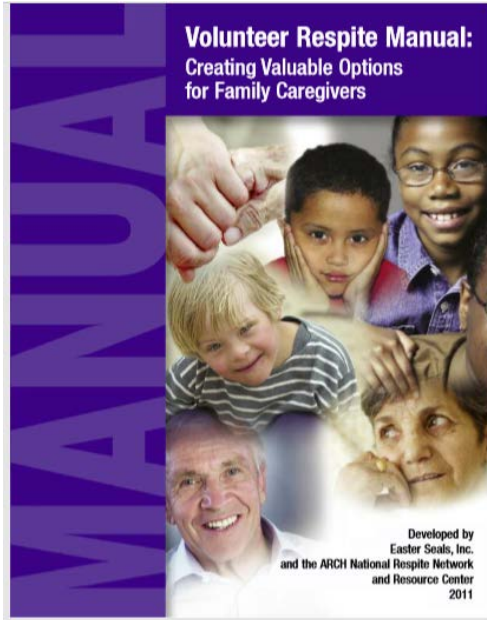




Recruit & Train Faith and Community Based Organizations to provide Respite / Short Breaks



Identifying a Successful Framework





Why Volunteers?





What's the Benefit to the Family & Community?

Evidence based / Evidence Informed

The material, activities and curriculum used for both

Part I: Implementation
and

Part II: Training of Trainers

was been developed from the evidence based program and practices of a Volunteer Respite Program with 20 years of data collection, evaluation, CQI and replication experience.



Two Prong Approach

Part I: Implementation

- **A full day training of program implementation**
 - Program operation and management
 - Marketing / Recruitment
 - Activities, benchmarks and requirements
 - Customizable content

Part II: Training of Trainers

- **A full day training of TOT Volunteer Prep**
 - Preparing to care
 - Core competencies
 - Volunteer rights and responsibilities
 - Skill building
 - Customizable content

Ongoing Training and technical assistance



PART I:

Building or Expanding a Volunteer Respite Program



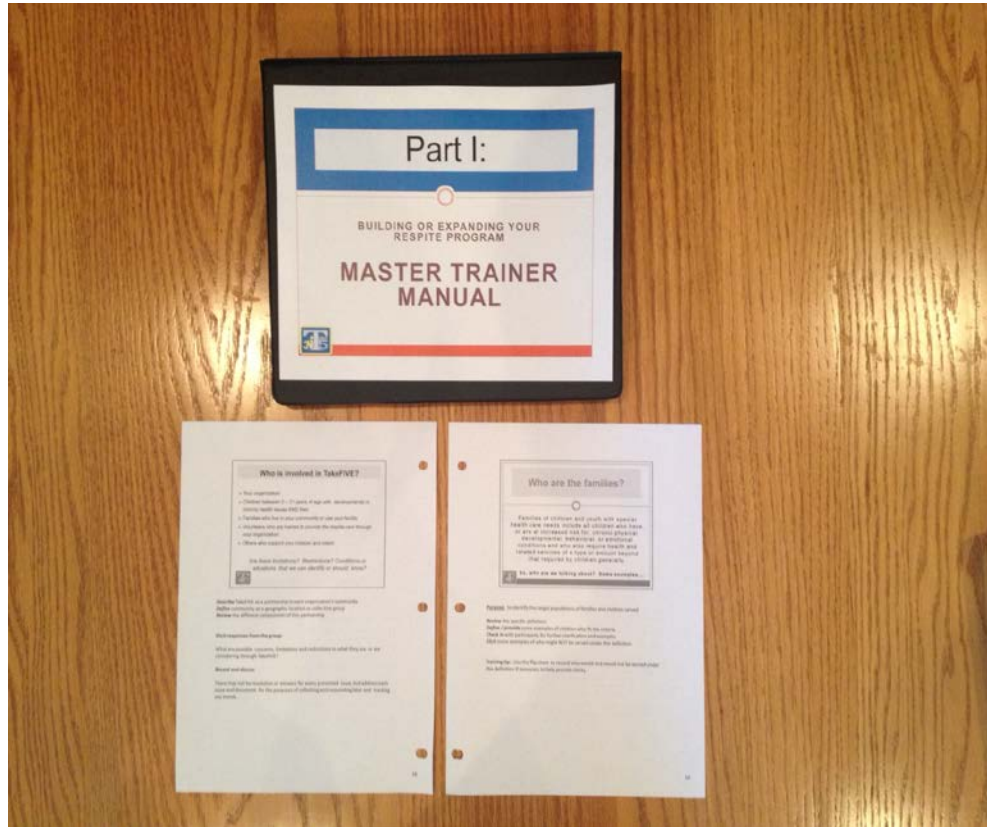
Day I: Implementation

Focus

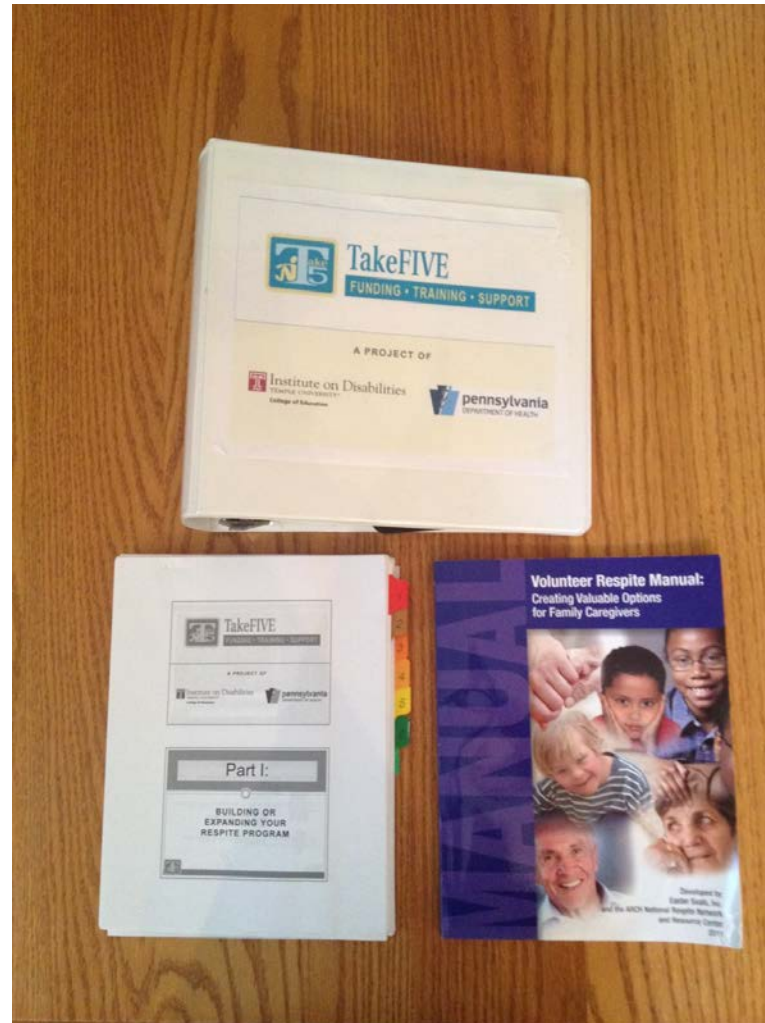
- Preparing for a TakeFive modeled program
- Planning for your respite program
- Core components
- Operating your respite program
- Getting the word out! Marketing your program
- Keeping the program running: what's helpful or required?
- Getting help! Ongoing technical assistance and support
- Wrap up and evaluation



Part I Training Resources: Master Trainer



Part I Training Toolkit: Participants



Exploring Different Kinds of Volunteer Respite Models

Center Based

Home Based in
the family's
home

Community
Based

Scheduled
Activity Respite

Special Event
Respite

Regular
Ongoing Breaks



Core Components

These standards must be in place in order to be a part of this effort

These components help define the volunteer respite programming that is funded through this effort

These elements can be observed, measured or demonstrated

All TakeFIVE modeled programs received ongoing training and technical assistance to promote their success towards implementing the standards

Core Components

Standard 1: Volunteer Recruitment

Benchmark

- Recruitment strategies that realistically portray the benefits, practices and challenges of volunteering in the program.
- Strategies that employ person first language



Benchmarks

Core Components

Standard 2: Volunteer Screening

- **Volunteer**
 - Completes application
 - Agrees to minimum commitment for volunteering
- **Program**
 - Conducts an interview
 - Checks references
 - Completes a comprehensive background check



Benchmarks

Core Components

Standard 3: Volunteer Training

- **Program** provides a minimum of 4 hours of in person training
- **Training** includes evidence based materials and topics provided in the CareBreak Curriculum



Core Components

Standard 4: Family Outreach and Enrollment

Benchmark

- Program has an organizational and community outreach & enrollment plan
 - The plan reflects person first language
 - The plan is sensitive to culture and community



Benchmarks:

Core Components

Standard 5: Monitoring & Support

- **Program**

- Documents information about services provided and collects data to measure impact
- Provides volunteers resources and support
- Provides volunteer networking and recognition.



Benchmarks:

Core Components

Standard 6: Closure

- **Program has**
 - procedures to manage anticipated closures
 - Procedures to manage unanticipated match closures
 - Measures the impact of the volunteer care giving on the family and volunteer



Putting it all together.....



Part II: Building a Program to Prepare & Maintain Volunteers



Customizable Content!



Who were potential groups or organizations encouraged to recruit as respite volunteers?



- Individuals who are a minimum of 18 years of age
- Members of their organization
- Specific committee or mission members
- Local college students
- Families
- Citizens from the community





Beyond “TRAINING”

- Applying the basic pre implementation strategies
- Implementing a program
- Preparing volunteers
- Providing relief to family caregivers
- Retaining volunteers
- Gathering data
- Documenting success!





Ongoing Support

Implementing Volunteer
Training & Core
Components

Data
Collection &
Evaluation

Program
Technical
Assistance



Fidelity Checklist

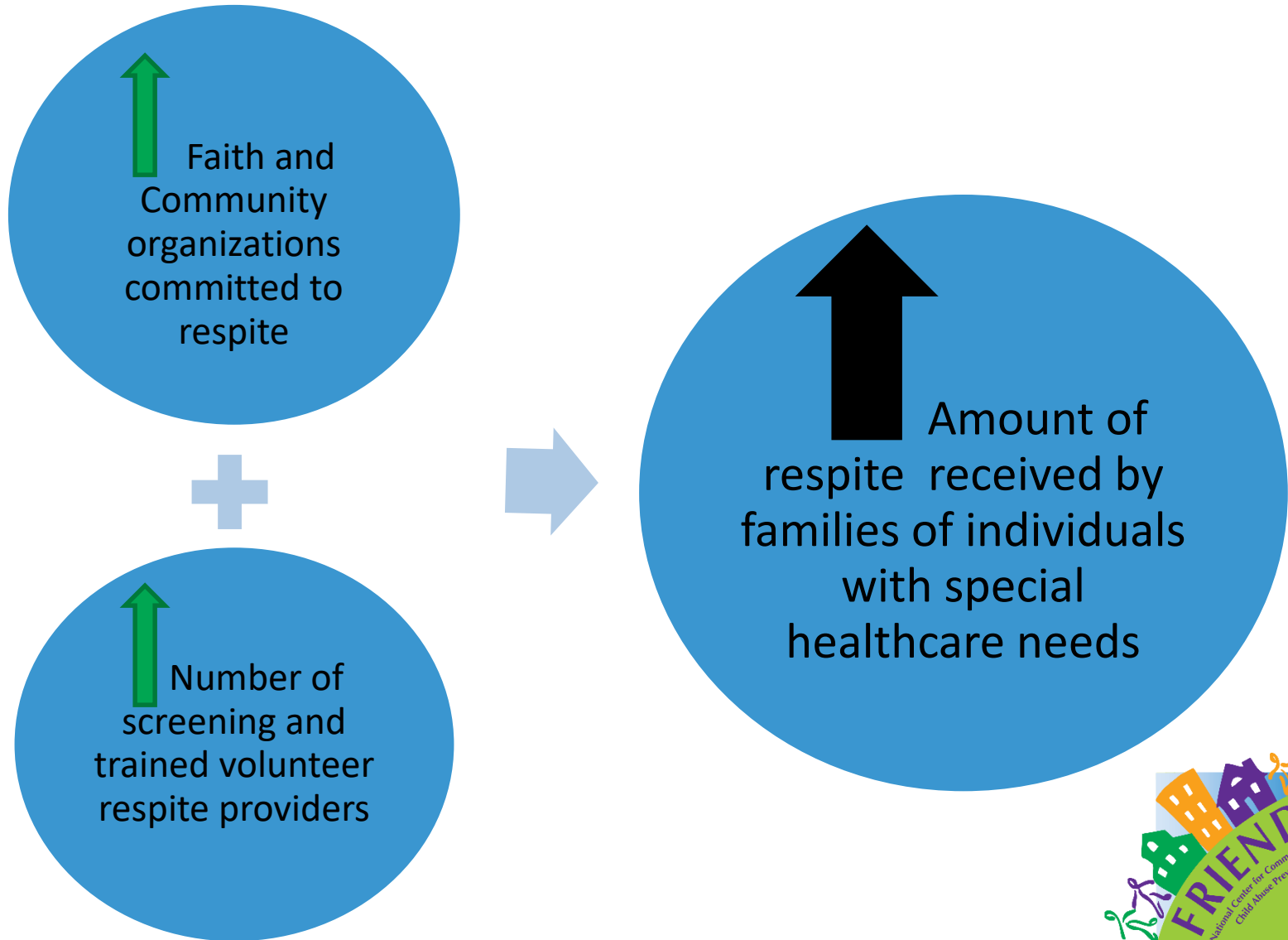
Standard	Benchmarks/ Requirements	Measures
<p>1. <u>Volunteer Recruitment</u></p>	<p>a. Program engages in recruitment strategies that realistically portray the benefits, practices and challenges of volunteering in the program.</p> <p>b. Program engages in strategies that employ person first language</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Program outreach & recruitment materials <input type="checkbox"/> Elevator Pitch <input type="checkbox"/> Volunteer Job Description <input type="checkbox"/> Completed interest / recruitment tracking indicating potential volunteers are: <ul style="list-style-type: none"> • a minimum of 18 years of age • demonstrate an interest / ability in fulfilling volunteer respite tasks as defined by the program
<p>2. <u>Volunteer Screening</u></p>	<p>a. Volunteer completes an application.</p> <p>b. Volunteer agrees to minimum commitment for the volunteering relationship.</p> <p>c. Program conducts at least one face-to-face or telephone interview with volunteer.</p> <p>d. Program conducts reference checks (personal and/or professional) on volunteer.</p> <p>e. Program conducts a comprehensive child abuse and criminal background check on volunteer</p>	<p>Volunteer file for each volunteer indicating the volunteer meets the minimum of 18 years of age and containing:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Completed volunteer application <input type="checkbox"/> Completed volunteer policy <input type="checkbox"/> Completed volunteer interview form <input type="checkbox"/> Completed / verified reference checks <input type="checkbox"/> Comprehensive background check that includes at minimum: <ul style="list-style-type: none"> • Child Abuse Clearance • State Police Criminal Background check

Training and Technical Assistance:

- Recruitment Strategies
- Customizing training content
- Trouble shooting
- Disability specific resources
- Peer to Peer sharing
- Data Collection and Evaluation
- Other areas defined by programs



Evaluating Effectiveness



Pennsylvania TakeFIVE Volunteer Respite Effort Makes a Difference!

720,000 hours:
the number of
hours volunteers
have provided to
PA families of
children with
special needs

\$14.63: The value of
one hour of respite in
Pennsylvania
determined by Labor
& Industry (cost
equivalent for Home
Health aide)

\$10.5 million:
the value of the
volunteer
respite provided
by volunteers
over 2.5 years



“As a parent, this time is meaningful to me. I can reconnect with my husband and my church family and feel hopeful instead of helpless”

“As a respite volunteer, I can’t imagine a better use of my gift of time. I’m prepared and feel confident and competent to serve the children in our program!”

“This program has made our family stronger and better. There is something very gratifying about having someone volunteer to spend time with your child, and seeing by the look on their face that they are having just as much fun as my child is. “

Feedback from TakeFIVE participants



Questions



Want to know more?

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