

RCAW

**Respite Care Association
of Wisconsin**

**RESPITE PROVIDER
RECRUITMENT AND
TRAINING INITIATIVE**

**PART 1:
IDEATION**

PRESENTATION OUTLINE



Introductions



Presentation Overview



The Pilot Project:

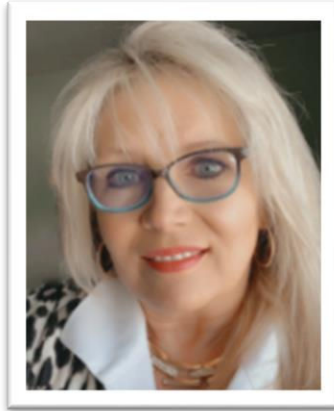
- Strategy & Outcomes
- Training Curriculum
- Marketing / Recruitment
- Evaluation
- Partners



Q&A



**YOUR
PRESENTERS**



**Lisa Schneider, Executive Director
Respite Care Association of
Wisconsin
Family Caregiver**



**Kim Whitmore, PhD, RN, CPN
Assistant Professor
Marquette University
College of Nursing
Family Caregiver**

PRESENTATION OVERVIEW

This is the first presentation in a 3-part series. Learn about an exciting new national pilot project effort currently underway designed to address a significant barrier to families receiving respite: the extremely limited supply of well-qualified respite direct support professionals.

You will learn the:

- strategy and steps taken to develop a comprehensive online competency-based training curriculum for entry-level respite professionals
- process used to develop a common message
- strategy for recruitment of direct support professionals
- overview of the training platform shared by all pilot project state partner states, and
- ongoing retention efforts.

The objective of the pilot project is to develop, test and scale a respite workforce recruitment, training and retention program to better meet the respite needs of families caring for individuals of any age and condition, particularly in light of the impact of the COVID-10 pandemic on the workforce.

P R E S E N T A T I O N
O V E R V I E W

The objective of the pilot project is to:

Develop, test and scale a respite workforce recruitment, training and retention program to better meet the respite needs of families caring for individuals of any age and condition, particularly in light of the impact of the COVID-10 pandemic on the workforce.

PRESENTATION OBJECTIVE

At the end of this presentation, you will:

- Comprehend the strategies taken to field test a comprehensive pilot project designed to increase the pool of reliable and qualified respite providers for family caregivers.
- Extrapolate what they learn at this session and implement efforts to increase the pool of trained respite care workers at the micro and macro level, should they so choose.
- Evaluate the pilot project strategy and determine if they wish to explore being a part of this national, collaborative effort to increase the pool of trained respite care workers.

Respite Provider Recruitment and Training Initiative

This project was supported, in part by grant number 90LRSP0001, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects with government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official ACL policy.



PILOT PROJECT STRATEGY & OUTCOMES

RESPITE
PROVIDER
RECRUITMENT
AND TRAINING
INITIATIVE
STRATEGY &
OUTCOMES

Project Strategy:

- **Recruitment:** Develop a targeted, comprehensive, effective recruitment campaign to reach individuals interested in providing respite care.
- **Training:** Develop an online core curriculum training program that would be provided at no cost and that meets core competencies identified by a national expert work group.
- **Retention:** Develop tools to aide in creating a culture that provides long-term retention and turns respite providers into respite ambassadors for the services you provide.
- **Evaluation:** Field test the training curriculum, pre and post surveys, marketing/recruitment and campaign and data collection processes over a 12-month period.

Project Outcomes:

- **Increase** the number of qualified and well-trained entry-level respite care professionals.
- **Improve** respite provider recruitment and retention.

RESPITE CARE PROVIDER TRAINING PROGRAM (RCPT) CURRICULUM

- We reviewed 29 different nationally published training curriculums and created a cross walk of themes.
- Those themes were reviewed by a panel of national subject matter experts and boiled down to 10 core curriculum themes.

COMPETENCY THEMES IDENTIFIED ACROSS ALL COMPETENCIES REVIEWED IN ENVIRONMENTAL SCAN	RCA W	CMS DSW Core Competencies	ACL LTSS Workforce Competency Model	PHI Competencies for Direct Care Workers	ARCH National Respite Guidelines	Arizona Direct Care Workforce (DCW) Initiative	Alaskan Core Competencies	Best Practices in State-sponsored Personal Care Aide Training Curricula: Lessons from Six States	College of Direct Support Core Curriculum	College of Personal Assistance and Caregiving (also CDS)	Colorado Respite Provider Training Toolkit	Department of Labor Employment and Training Administration's Long-Term Care, Supports, and Services Competency Model	Developing person-centered care competencies for the healthcare workforce to support family caregivers: Caregiver centered care	Iowa's Prepare to Care	LeadingAge's Personal Care Attendant Competency Model	National Alliance for Direct Support Professionals' (NADSP) Direct Support Professionals Competencies	National Care Coordination Standards for CYSHCN	National Standards for CYSHCN	NCAPPS Five Competency Domains for Staff who Facilitate Person-Centered Planning	Oregon Home Care Commission	PATHS (Professional Advancement through Training and Education in Human Services) Curriculum	REST Training Program	South Carolina Respite Coalition Respite Provider Training	The 5 Pillars of Direct Care Job Quality	The Nebraska Lifespan Respite Program	Using Community-Based Participatory Research to Develop a Series of Core Competency Trainings Within a Developmental Disability Program	WI Children's Long-term Support (CLTS) Waiver Program Core Curriculum	Massachusetts CARE training for Respite Companions		
Communication	x	x	x	x	x	x	x	x	x		x		x	x	x	x	x		x	x	x			x			x		x	
Job duties	x	x	x	x	x	x	x	x	x			x	x	x	x					x	x	x	x		x			x	x	
Person centered services	x	x	x	x	x		x	x	x			x		x	x	x			x			x					x			
Background	x	x	x		x				x	x					x					x			x	x	x				x	
Cultural competency	x	x	x		x	x		x	x						x					x		x							x	
Safety	x	x	x	x		x	x	x	x	x	x	x		x	x	x				x	x	x	x				x		x	
Ethics	x	x	x	x	x	x	x	x	x		x	x			x					x		x								x
Consumer growth and wellbeing	x	x	x				x	x	x	x	x			x	x	x	x	x	x	x	x						x	x		
Professional development		x					x	x						x	x	x				x	x				x					
Professionalism	x	x	x		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x				x			x		
Consumer and FCG role									x	x										x				x						
Self care				x			x								x					x		x								
Planning			x		x				x							x	x	x			x	x								

RESPITE CARE PROFESSIONAL CORE COMPETENCIES



Respite Care Professional Core Competencies

The following Respite Care Professional Core Competencies are meant to serve as a baseline for entry-level respite care professionals. Additional training may be required depending on the unique needs of the care recipient and their family.

Principles of Respite

The respite care professional understands the importance of providing meaningful short breaks for family caregivers to promote the well-being of family caregivers, care recipients, and other family members.

Person and Family-Centered Care

The respite care professional provides care that is focused on, and respectful of, family caregivers' and care recipients' preferences, needs, values, and goals for respite.

Cultural Competency

The respite care professional understands and provides services and supports that are respectful of the cultural preferences, traditions, and language needs of family caregivers, care recipients, and other family members.

Communication and Relationship Building

The respite care professional builds and maintains trusting relationships with family caregivers and care recipients through active listening and respectful verbal, non-verbal, and written communication that is easily understandable.

Health and Wellness

The respite care professional supports the physical health, functional ability, spiritual, and social-emotional well-being of care recipients based on the preferences of family caregivers and care recipients and in accordance with the respite care professional's training and certification, as well as local laws and regulations.

Safety and Emergencies

The respite care professional helps protect care recipients from illness, injury, abuse, neglect, or other harm; understands how to report incidents; and responds quickly and safely during emergency situations.

Planning Respite Activities

The respite care professional works with family caregivers and care recipients to explore, define, plan, and engage in appropriate and meaningful respite activities for care recipients.

Ethics and Professionalism

The respite care professional works in an ethical and professional manner by maintaining boundaries, ensuring confidentiality, and respecting the privacy, rights, and preferences of family caregivers, care recipients, and other family members.

Professional Development

The respite care professional obtains appropriate training based on the unique needs of care recipients and seeks opportunities for ongoing education and training.

Selfcare

The respite care professional recognizes the importance of selfcare and actively engages in practices that promote their own safety, health, and well-being.



THOSE 10 CORE
COMPETENCIES
SERVED AS THE
BASIS FOR
DEVELOPING
THE FOLLOWING
COMPREHENSIVE
CORE
CURRICULUM.



RESPITE CARE
PROVIDER
TRAINING
(RCPT)
COURSES

101: What is Respite?

102: Disability Basics for Respite Providers

103: Client Care for Respite Providers

104: Medication Awareness for Respite Providers

105: Safety Procedures for Respite Providers

106: Caring for Challenging Moments for Respite Providers

107: Wellness, Household, and Respite Activities

108: Professional Ethics and Interpersonal Skills for Respite Providers

109: Meeting with the Caregiver and Care Recipient

110: Next Steps in Becoming a Respite Provider

STATE SPECIFIC
COURSES – 3
SECTIONS

101: What is Respite?

105: Safety Procedures for Respite Providers

110: Next Steps in Becoming a Respite Provider

There will be slides/sections in each of these courses that need to be updated or added with your state-specific information. Look for the state outline in the bottom left corner. Each state will receive a template as a guide for creating the state-specific content.

Respite Care Provider Training

The Respite Care Provider Training (RCPT) is designed for people who are interested in providing respite care to individuals with varying disabilities and ages across the lifespan.

Learners can work at their own pace to complete the ten required online courses, stopping and starting as needed.

There is no cost for the courses in this program.

Respite Care Provider Training

The Respite Care Provider Training is designed as an entry level training program. It is suitable for individuals who have never provided respite before, along with individuals who are currently respite providers.

MARKETING & RECRUITMENT CAMPAIGN

MARKETING & RECRUITMENT STRATEGY

- **Develop, test and scale a respite workforce recruitment, training and retention program** to better meet the respite needs of families, particularly in light of the impact of the COVID-19 pandemic on the workforce.
 - **Pilot states jointly create a recruitment/marketing campaign** that promotes the same respite message (respite is important, here is training opportunity, it is free, etc.) but can be branded or customized for each pilot state organization to promote specifically in their state. Populations affected economically by COVID-19 and seeking alternative employment would be targeted for recruitment.
 - **Establish targets or goals for piloting recruitment/ marketing campaign and utilization of training program.**
 - **Develop common report for pilot states to complete/record** responses to recruitment/ marketing campaign, number of people trained, number who go on successfully to provide services, and other process measures. For outcomes, in addition to use of online pre and posttests, develop common survey to be used by states to assess training participants to find out how they found out about program, how they liked training, if they experienced in increase in knowledge, etc.

Work with DSP Recruitment & Retention Subject Matter Expert – Five (5) 1.5-hour workshops.

Training to find new respite workers

- Breaking the McDonald's Mindset & how to “clone” the best respite care workers
- First steps to build a talent pipeline
- Effect outreach & the simple reason 98% fail
- Outreach follow-up & next steps
- Session for questions and/or overflow



Marketing campaign assets

- Guide on marketing/advertising traps to avoid
- Guide on how to effectively promote this initiative with the media
- Assets for your target audiences
- Library of quick videos to help people use and understand the marketing assets

1 - Build Your Cloning Machine

Thursday, Dec. 2nd



Workbook (Google Doc) to Build Your DSP Cloning Machine

1. [Your state's folder](#)
2. Open "1 - YOUR_STATE - Build a Cloning Machine for Respite Care Workers"



Presentation (PDF) [Build Your DSP Cloning Machine](#)



Video of [Build Your DSP Cloning Machine workshop](#)

3 - Avoid Common Outreach Traps

Thursday, Jan. 13th at 3 pm Eastern / 11 am Pacific



Workbook go to:

1. [Your state's folder](#)
2. Open "3 - YOUR_STATE - Avoid Common Outreach Traps"



Presentation [Avoid Common Outreach Traps](#)



Video - [Avoid Common Outreach Traps](#)

Marketing / Recruitment Campaigns & Messaging

2 - The Simple First Step to Your Talent Pipeline

Thursday, Dec. 16th



Workbook go to:

1. [Your state's folder](#)
2. Open "2 - YOUR_STATE Talent Pipeline"



Presentation [The Simple First Step to Your Talent Pipeline](#)



Video [The Simple First Step to Your Talent Pipeline workshop](#)

4 - Make It Easier to Succeed

Thursday, Feb. 3rd at 3 pm Eastern / 11 am Pacific



Resources

1. [Your state's folder](#)
2. Open "2 - YOUR_STATE Talent Pipeline"
3. Also reference "4 - YOUR_STATE Scorecard for Talent Pipeline"



Presentation [Make It Easier to Succeed](#)



Video [Make It Easier to Succeed](#)

Marketing / Recruitment Campaigns & Messaging



Free Respite Provider Training

Explore support for loved ones with special needs. Respite care services.

- Pay opportunity
- Certificate of completion
- Opportunity to work independently

The SC Respite



**Respite Care
Provider Training**

FREE ONLINE COURSE

Explore the opportunity to support a family caring for a loved one living with a disability by becoming a respite care provider.

CERTIFICATE OF COMPLETION

**OPTION TO CREATE A PROFILE
ON THE WISCONSIN RESPITE
CARE REGISTRY**



www.respitecarewi.org

PROJECT EVALUATION

OVERALL PROJECT OUTCOMES

- **Outcome 1:** Establish a standard respite care training that aligns with the Core Competencies for Respite Care Professionals
 - **Outcome 2:** Establish a strategy for recruiting respite care providers
 - **Outcome 3:** Improve individual knowledge and confidence in providing respite care among training participants
 - **Outcome 4:** Increase the number of trained respite care providers
 - **Outcome 5:** Increase the number of people who join the respite care registry (if applicable)
 - **Outcome 6:** Increase the number of people who indicate intent to provide respite care
 - **Outcome 7:** Increase the number of people who are actively providing respite care (long-term)
- *Attend “Part 3” presentation tomorrow at 10:15 am in Conference Room I to learn more about the evaluation!***

PILOT PROJECT PARTNERS

Selection of Pilot Project Partners

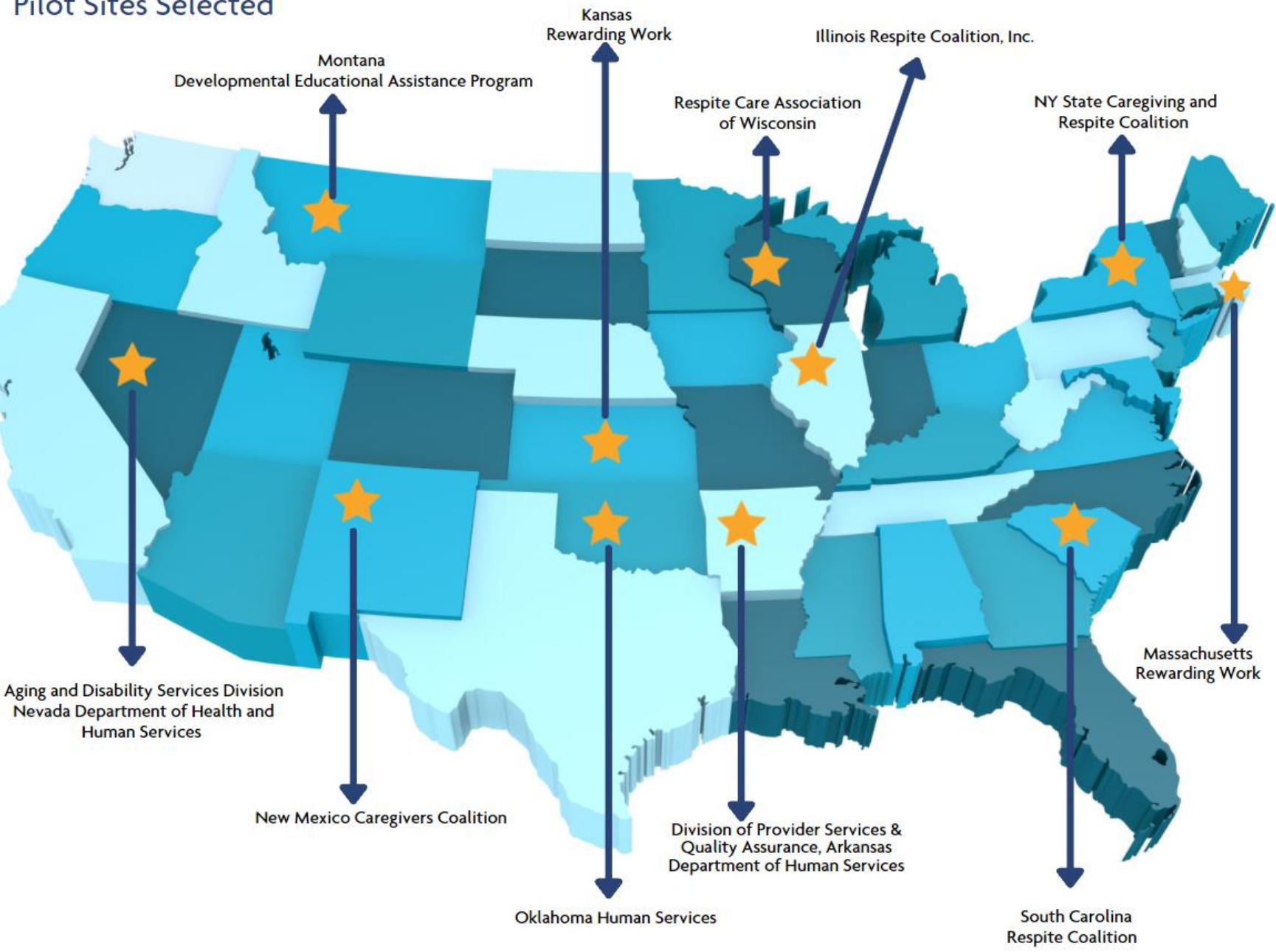
We developed and issued a National RFP to solicit States to apply to be part of the pilot project.

Originally discussed 2-3 States, but NASHP and ACL provided us with extra funds so that we could broaden that effort to 11 States.

Criteria was used to select our pilot project partners and submissions were reviewed by national reviewers, scored, and ranked.

Selections were made, and the following slide shows all of our partner states.

Pilot Sites Selected



Arkansas: AR Dept of Human Services, Division of Provider Services & Quality Assurance

Illinois: Illinois Respite Coalition, Inc.

Kansas: Rewarding Work

Montana: Developmental Educational Assistance Program

Massachusetts: Rewarding Work

New Mexico: NM Caregivers Coalition

New York: New York State Caregiving and Respite Coalition

Nevada: Aging and Disability Services Division

Oklahoma: Oklahoma Department of Human Services

South Carolina: South Carolina Respite Coalition

Wisconsin: Respite Care Association of WI



Sign Up for FREE Online Respite Training Using the Links Below

Click on the link for your state to register for training. If your state does not have a training site, please use Other.

Arkansas



[Arkansas Online Respite Training](#)

Illinois



[Illinois Online Respite Training](#)

Kansas



[Kansas Online Respite Training](#)

Massachusetts



[Massachusetts Online Respite Training](#)

Montana



[Montana Online Respite Training](#)

Nevada



[Nevada Online Respite Training](#)

New Mexico



[New Mexico Online Respite Training](#)

New York



[New York Online Respite Training](#)

Oklahoma



[Oklahoma Training - Coming Summer 2022](#)

South Carolina



[South Carolina Online Respite Training](#)

Wisconsin



[Wisconsin Online Respite Training](#)

Other States



If your state is not listed, please use this link to sign up.

[Other States Respite Care Online Training](#)

Each State has their own training portal

- Our intent was to develop a national set of common core curriculum for training people to provide respite care.
- Each state was provided with the common core curriculum with additional slides to add their own's state specific training requirements.

PROJECT LOGISTICS

Communications

- Emails & Monthly Check-In Meetings

Support

- 1:1 Meetings available when requested

Central Storage of Shared Documents

- Google Drive

Free Marketing Tools/Apps

- Canva, Adobe Spark, Buffer



QUESTIONS & CLOSING REMARKS

CONTACT US!



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