Month of the Family Caregiver: Organizations Responding to Hidden Heroes

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This material is based upon work supported by the National Institute of Food and Agriculture, U.S. Department of Agriculture, and the Office of Family Readiness Policy, U.S. Department of Defense under Award Number 2015-48770-24368.

Month of the Family Caregiver: Organizations Responding to Hidden Heroes

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Special Guests

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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://www.211.org/](http://www.211.org/)
- Elizabeth Dole Foundation
  - [http://www.elizabethdolefoundation.org/](http://www.elizabethdolefoundation.org/)
- MFLN Caregiving Resources
  - [http://articles.extension.org/pages/60270/online-resources-for-you](http://articles.extension.org/pages/60270/online-resources-for-you)
- National Resource Directory
  - Temporarily offline. NRD is in the process of migrating to a DoD web hosting environment.
  - [www.nrd.gov](http://www.nrd.gov)
- 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-distance 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 service members and veterans
- 320,000 estimated to have traumatic brain injury
- 400,000 estimated to have post-traumatic stress disorder
- More than 2/3 went to war before their 29th birthday

80% have a disabling physical injury
64% suffer from mental health or behavior issues
35% have a chronic condition, such as diabetes, cancer or heart disease
20% have a disability from brain injury
What military caregivers face

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 Guardsmen 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.
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

Operation Family Caregiver
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

(Service Member/Vet, Partner, Parent, Battle Buddy, etc.)

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

Increase in:
- Life Satisfaction
- Constructive Problem-Solving

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

CAREGIVERS:
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 ADRC - 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
- Easter Seals Washington – Seattle, WA

HOW CAN YOU HELP?
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 fineselfy. 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 theirs.”

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 EFMP 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)
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_9oAQ9xRvng0Xcbz

Certificate of Completion

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

This material is based upon work supported by the National Institute of Food and Agriculture, U.S. Department of Agriculture, and the Office of Family Readiness Policy, U.S. Department of Defense under Award Numbers 2015-48770-24368.
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