2022 WI Respite Summit Summary & Feedback

July 13-14, 2022
Poplar Hall, Appleton, WI

Day 1 - Insights

- Find out their contact preference from those on the registry to increase connectivity with family caregivers. Options could include:
  - Email
  - Text
  - Phone
- Have those on the registry identify other languages spoken – have to check boxes for options
- Added slide about specialty training
- Consider adding the following resources to the Resource Page –
  - Family Wall
  - Trualta
- Event Calendar
  - If you have an event you want to be listed, fill out this form (need the form)
- “It was amazing and had everything you’d need to start a respite business.” (quote about BRYC)
Federal Grant Feedback

Outcome 1: An increased number of training opportunities available to respite providers throughout the state.

**Themes**

**What’s Good**
- The trainings are very well done.
- Great resources you have
- The stipend process is really cool and beneficial.
- Specialty training is very beneficial regarding steps and processes to provide care for people in specific client groups.
- A good number of opportunities & good use of $$.  
- Lots of outside resources online are great!

**Retention**
- Reaching out to current providers
- Helping places with high turnover.

**Build the Pipeline / Recruitment**
- State XXX and offer training / College internships
- Partner with DWD, NWCEP, Workforce Resources, Employment programs, etc., to help provide, introduce, and utilize trainings.
- High School students/internships

**Mentorship (Related to BRYC)**
- Provide more mentorship (1:1)
- Mentoring
- Mentorship / Follow up course to BRYC

**Translation/Interpreters**
- International translators (expand to other languages)
- Interpreter options/resources listed on the website

**Information/Education/Resources**
- What is respite? Most people are unaware of it. Have Zoom recordings of what respite is.
- Respite 101 for general populations
- 30-minute video/zoom meeting defining and explaining what ‘respite’ actually is.
- Continue to expand outreach for resources, even to other countries. European systems for respite care.

**Training**
- Grow training, so they are more frequent.
- State certify training
- Consider incentives for completing training

**Awareness / Access**
- Portal (for caregivers)
- Make the information more readily available.
- A care recipient/manager portal to assign trainings, communicate, and provide resources.
- Internet issues – offer training in person, paper downloads, etc.
- Reaching out to providers more.
- Reaching out to resource hubs.
- Marketing training more.

**Other**
- Create melt-down space for parent (caregiver)
- Provider support group
Outcome 2: A sustainable, coordinated statewide system of respite resources and programs for all family caregivers is enhanced.

**Themes**

**What’s Good**
- It seems like lots of research is being done!
- Website navigation is seamless for families.
- Gradual increasing awareness across the state.
- Good outreach & education.

**Retention**
- Incentives for students to maybe travel, etc. to provide respite in areas further away from them
- More providers on the registry.

**Build the Pipeline / Recruitment**
- Schools – develop a club to educate the community (entrepreneurs) volunteers.
- More providers on the registry.

**Training**
- Provide a training for licensing
- Move toward state certification.
- Create a direct path from caregiver training – BRYC – Registry
- More partnership opportunities should be identified.

**Access / Awareness**
- Inconsistent awareness of respite resources.
- Family events/weekend social events (grants)
- RCAW in different areas of the state is becoming more familiar with resources in SE Wisconsin; however, Iron County ADRC had no awareness of respite resources.

**Registry**
- Provide a tier level of care identifier
- List of ALL providers, including agencies searching for support.
- Adding agencies to lists
- One-click to view providers/agencies
Outcome 3: New respite programs are created throughout the state.

"Themes"

**What’s Good**
- I do like your current behavior trainings!

**Awareness / Access**
- Radio advertising
- Great program in BRYC program but not much awareness

**Building The Pipeline / Recruitment**
- Connecting with University service-learning programs, for example, nursing, psychology, etc.
- Develop a toolkit that guides community partners for volunteer-based respite: universities, tech colleges, faith-based, high schools, etc.

**Information/Education/Resources**
- Plan to transition program for older adults

**Retention**
- Networking is available between providers.

**Training**
- Push the program (Spanish/English) and train the trainer
- Trainer
- Focus on the 6-week program in alternative languages to address the underserved populations.
- Bring Respite To Your Community program
- More specific hands-on trainings
- Trainings on Adaptive equipment, G-tubes, potty training, etc., medical cares
- Expand training program to include ‘medically fragile’ and adults/children, ‘Alzheimer’s/dementia,’ and ‘autism.’
- Peer run Co-op
- Make BRYC a regional event with marketing
- Assessment

**Registry**
- Level of care selections explaining what is (could be) required at each level so the respite providers can select and show their comfort level – core level form
- We need to increase awareness and look for additional partners such as faith communities (rural faith communities)
Day 2
Feedback/Insights on Registry

1. **How can we increase the number of profiles on the registry?**

- Universities, Tech Schools, Marketing to Students (doesn’t have even to be healthcare)
- Could it be part of the curriculum
- Job Fairs at Universities
- Send marketing materials today to centers
- Contacting the Adult Family Homes and letting them know about the registry, so they offer respite
- CNAs – marketing to them that respite care is an option
- Radio Stations
- How do you market and define respite to get those interested?
- Aging units, working with GWAAR
- Facebook and marketing ads (this is what a provider could be like, etc.)
- They can set their hours, be their boss
  - [Add something to the training page incentivizing the flexibility](#)

2. **How Can We Better Connect Respite Care Providers with Family Caregivers?**

- State CLTS meetings (RCAW staff be guest speakers)
- WABS (Wisconsin Association of Benefits Specialists)
- Keep it fresh into the ADRCs (I&As & ADR directors)
- General Public Service Announcements of what respite is
  - Some professionals don’t use the term respite – they use the term “break.”
  - The word is not well understood
- Asking caregivers, “what would you do if your loved one was here (adult day break)” and that’s how you can
- It’s essential to do a personal follow-up with those who’ve completed the
- If you know anyone else interested, please let them know about the training
- Handshake (app)
- MCOs – more outreach
- Life After High School (event)
- Transition programs for high schools
- AARP membership – can we market to retired people?
- Mall Walkers “you don’t have to do this every day.”
- Rural communities – faith communities and educating social workers in SNFs
- Community health partners – AHEC
- Tavern League
- Food trucks
- Radio Show
- Veterans (AMVETS of Wisconsin)

- Find ambassadors from other organizations to be RCAW ambassadors
- Created a Kiosk
- Libraries are trying to get more involved in the community, and could they host tech classes and also have an RCAW kiosk in the library
- Connect respite care providers with family caregivers
- Radio commercials
- Mileage reimbursement
- RCAW can create business cards and send them to people listed on the registry to hand out to people
3. **How or What Can We Do to Increase Respite Being Achieved Because of the Registry?**

- Create a universal “everyone who is employed with whoever” (fiscal agents) be employed through the registry
- Putting marketing materials in the Initial Contact Packet (for ADRCs)
- Host a Town Hall (during caregiver month) and talk about funding to put on a buffet, reach out to a local politician, and have someone from RCAW come and talk about what respite is.
- ADRC aging conference for the state
- DCS and Caregiver specialists would be the ones who know who they should get to (at the top)
- Youth and Transitions Options Counseling
- Forward Health Portal
- Advisory Board – 1 per county

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**The Cooperative Business Model**

- Co-ops are a legal entity
- Different than a non-profit, but are not for profit
- You can incorporate as a co-op and operate as a non-profit
- Types of Co-Ops
  - Consumer
- Examples:
  - *Soaring Independent Cooperative in Dane County, WI*
  - *Cooperative Care in Wautoma, WI*
1. Who are the primary stakeholders in the respite care community?
   - “Everybody”
   - County,
   - ADRC,
   - Employers,
   - Local businesses,
   - Family caregivers,
   - Care recipients,
   - Co-op workers/care providers

2. What are the needs of each of the stakeholders?
   - Consumers want quality care at a lower cost / Workers want a livable wage
     - This can be conflicting values
   - Benefits (affordable)
   - Can stakeholders provide services (i.e., barber, etc.) to pay their co-op dues?

Of the stakeholders you’ve named, can you envision a group that could organize cooperatively to meet shared needs while also addressing the needs of the entire community?

- SNFs, CBRFs, AFHs, Hospitals
- Moms of kids living with special needs and cannot access childcare, etc.