



## **Resolve to Create a Stakeholder Group To Identify Needs of Long-term Care Family Caregivers (LD 1624)**

**February 1, 2022**

# Acknowledgements

- Representative Margaret Craven sponsored this Resolve
- Members of the Stakeholder Group, and staff from the Maine Long-Term Care Ombudsman Program, Maine's Department of Health and Human Services, Office of Aging and Disability Services (DHHS/OADS), and AARP-Maine contributed to this effort
- AARP – Maine and The Bingham Program in Maine provided funding to engage a facilitator to support this effort

# National Landscape: Recognize, Assist, Include, Support, & Engage (RAISE) Family Caregivers Act of 2017

- RAISE Family Caregivers Act called for establishment of a Family Caregiving Advisory Council to advise and provide recommendations to the U.S. Department of Health and Human Services on recognizing and supporting family caregivers ([RAISE Family Caregiving Advisory Council's Initial Report to Congress](#))
- Recommendation 2.2 reads as follows – “Engage family caregivers through the use of evidence-supported and culturally sensitive family caregiver assessments to determine the willingness, ability, and needs of family caregivers to provide support.”
- Maine’s efforts to adopt a standardized assessment process to ensure that Maine family care partners are recognized and supported aligns with the Family Caregiver Act of 2017

# National Landscape: TCARE®

- Evidence-based screening, assessment, and tracking system used in more than 30 states to address family care partner needs
- Designed to identify care partners at risk of ‘burn out’ and to intervene with tailored care plans before a care partner burns out
- TCARE® reports positive outcomes ranging from delayed nursing facility placements to reduced caregiver burnout (<https://www.tailoredcare.com/>).
- As part of a recent federal grant opportunity, DHHS/OADS will be rolling out TCARE® in the five Area Agencies on Aging in the spring of 2022

# Maine's Stakeholder Group

Maine Long-Term Care Ombudsman Program, DHHS/OADS and AARP Maine (convening entities) convened the Stakeholder Group that included:

- family care partners
- staff from Area Agencies on Aging, providers, and advocacy organizations
- staff from the Convening Entities
- Representative Margaret Craven
- Representatives from U.S. Senator Collin's Office and U.S. Senator King's Office

Stakeholder Group met on September 23rd, October 21<sup>st</sup>, November 18<sup>th</sup>, and December 17, 2021.

# Stakeholder Group Meetings

**Meeting # 1:** Focus of the first meeting was to:

- Share the goals and objectives of the Stakeholder Group
- Hear about the State of Washington's efforts to assess and address the needs of family care partners
- Learn about the TCARE® family caregiver assessment system

**Meeting # 2:** Focus of the second meeting was to:

- Highlight the RAISE Report
- Hear about Maine's Office of Aging and Disability Services Plans for TCARE®
- Break out into three separate discussion subgroups focused on, screening, assessment, and outreach
- Identify outreach strategies to ensure that family care partners have access to the assessment system and services available to support their ongoing caregiving responsibilities

# Stakeholder Group Meetings

## **Meeting # 3**

- Greg Link, Director of the Office of Supportive and Caregiver Services with the ACL/ Administration on Aging, attended to the third meeting to share his insight into RAISE Report and to review the recommendations include in the RAISE Report and how these align with the focus of the work of Maine's Stakeholder Group to Identify the Needs of Family Caregiver
- Linda Miller, Vice President of Government Programs, TCARE, Inc., also attend the third meeting to provide a demonstration of the online TCARE<sup>®</sup> system

## **Meeting # 4**

- Focus of the fourth meeting was to share the proposed implementation plans with the Stakeholder Group and to hear their feedback

# Proposed Implementation Plan

“Being a caregiver for a loved one is profoundly challenging, both physically and emotionally. It is very difficult to find the time or energy to identify resources to alleviate the burden when you are juggling many demands of caregiving. I am very grateful that the Maine Legislature wishes to connect caregivers with resources to lighten the load which will benefit not only the caregiver but also the person who needs that care. I appreciate the opportunity to have served on the stakeholder committee to identify the needs of family caregivers.”

Jane Conrad, Family Care Partner

Based on feedback from the Stakeholder Group and staff from Convening Entities, the following is a proposed implementation plan that will identify the needs and improve referrals to services for Maine family care partners.



# PHASE 1 (begins early Spring, 2022)

## **A. Department of Health and Human Services (DHHS)/Office of Aging and Disability Services (OADS) will:**

- Identify DHHS/OADS staff responsible for coordinating access to TCARE system for five AAAs
- Develop TCARE policies, procedures, and protocols
- Develop outreach materials in collaboration with community partners to educate family care partners about TCARE
- Establish data elements to be collected, analyzed, and presented to internal and external stakeholders such as:
  - number of screenings conducted statewide
  - number of assessments conducted by AAAs
  - percent of family care partners assessed that accessed identified resources, services, and programs

# PHASE 1 (begins early Spring, 2022)

## **B. AAAs will:**

- Conduct TCARE screenings to identify family care partners who could benefit from a TCARE assessment
- Have trained and certified TCARE Specialist to receive referrals and to conduct TCARE assessments
- Provide access assistance to family care partners to community services according to TCARE policies, procedures, and protocols developed by DHHS/OADS
- Submit monthly reports to DHHS/OADS

## **C. Maine's Long-Term Care Ombudsman Program (MLTCOP) will:**

- Refer family care partners to the AAAs for screening and assessment as part of its advocacy for individuals searching for long-term care services as well as those already accessing long-term care services

## **D. DHHS/OADS, MLTCOP, and AARP Maine will:**

- Explore partnerships with community-based organizations that serve underrepresented and marginalized populations (e.g., people of color, indigenous peoples, people who identify at LGBTQ+, military veterans) to ensure equitable access to TCARE screenings and assessments

## PHASE 2 (begins Spring, 2022)

### **DHHS/OADS, MLTCOP, and AARP Maine will explore:**

- Collaborating with the single Assessing Services Agency to, with the consent of the individual, conduct TCARE screenings to identify family care partners who could benefit from a TCARE assessment
- Collaborating with the Service Coordination Agencies, with the consent of the individual, to conduct TCARE assessments for family care partners of individuals receiving long-term services and support and to include family care partners in care planning
- Partnerships with interested hospitals, home health agencies, and other healthcare partners, and provide TCARE information (developed by DHHS/OADS) to expand the implementation of TCARE screenings during the care planning process to, with the consent of the individual, identify family care partners who could benefit from a TCARE assessment

## PHASE 2 (begins Spring, 2022)

### **DHHS/OADS, MLTCOP, and AARP Maine will explore:**

- Requiring hospitals, home health agencies, and other healthcare partners, with the consent of the individual, to recognize family caregivers as a member of the care team and to be included in the discharge planning process
- Collaborating with health homes and primary care providers to provide information to family care partners about caregiver resources
- Partnerships with community-based organizations that serve other family care partner populations (for example, care partners of those with intellectual and developmental disabilities, mental health and substance use disorders, etc.) to expand TCARE screenings and assessments across the state