Welcome,

I am the Caregiver Programs Specialist at Greater Wisconsin Agency on Aging Resources, Inc. (GWAAR). I am here to provide guidance on policies, technical assistance, and updates for our caregiver programs—including the Alzheimer's Family & Caregiver Support Program (AFCSP) and the National Family Caregiver Support Program (NFCSP). I work closely with Lynn Gall (lynn.gall@dhs.wisconsin.gov) to ensure you receive timely support.

Below is a list of steps to take to get yourself organized and to make sure that you are signed up to both GWAAR resources as well as DHS resources:

- First, I would recommend that you book mark this page from the GWAAR website:
 https://gwaar.org/family-caregiver-support-for-professionals.
 This page has most of the program-related resources—policies, forms, training materials, marketing tools, and reporting instructions information you'll need.
- 2) Second, please register with GWAAR Education and Development (GWAAR ED) using the following form: https://gwaar.wufoo.com/forms/z95v3sv0qqhoha/. (If you work with all Older Americans Act (OAA) programs, select "all programs" so that you have access to all the training modules for programs you'll be working with.) After registration, you will receive an email with password setup instructions. Once you have completed the initial three courses: GWAAR Overview, NFCSP 101, and AFCSP 101, please email me at bryn.ceman@gwaar.org with your availability so we can schedule a virtual meeting to address any specific questions.
- 3) Now that you've register for GWAAR ED, you'll want to register for our GWAAR Partner Resources Site (also known as GWARR's "External/Partner SharePoint Site"). Detailed instructions on how to register are found here. Once you register, it can take up to 10 business days to get access. Once approved, the confirmation email will include PDF instructions for setting up multi-factor authentication to gain access to the External SharePoint Site.
- 4) You will also want to sign up for our weekly GWAAR Newsletter here: Greater Wisconsin Agency on Aging Resources: Sign Up to Stay in Touch (constantcontact.com). This is a helpful weekly newsletter full of information related to caregiver programs as well as other Older Americans Act (OAA) Programs. I post "need to know" and "nice to know" information in this Newsletter to prevent your inbox from overflowing.

 © If you happen to miss a week, the newsletters are archived here Newsletters.
- 5) As a new Aging Unit (AU) or ADRC staff you will want to register for PeerPlace. PeerPlace is our statewide reporting software. Please click here and then click on "How to get access to PeerPlace". Peerplace. Peerplace Case Management is where you will report the services provided to caregivers who enroll in AFCSP/NFCSP and where you will enter information from the Caregiver Needs Assessment.
- 6) We are very lucky in the state of Wisconsin to have Trualta! Trualta is available FREE of charge to all caregivers. This means even if a caregiver does not qualify for NFCSP or AFCSP, they can still benefit from the wonderful training & educational content, the free caregiver support groups and the free special events (e.g. virtual book clubs and more!). We are working to have each county set up with an "central intake" account. Please speak with your supervisor to find out the shared username and password for Trualta. If your county does not have a **central intake** account set up yet, we can fix that! Please work with your local supervisor to determine if a current ADRC or Aging Unit email will work; sometimes this is the "general email/inbox" for the agency. Or you can work with your local IT to create a separate email address to manage the caregivers who register for Trualta (e.g. caregiver@county.gov, Trualta@county.gov, etc.). Once

you've identified that central intake email, please either email Sue Murawsky (<u>sue@trualta.com</u>, Trualta) or me and we will help with next steps. Also available is recorded training for the <u>Trualta Re Launch 2025</u> - <u>YouTube</u>. In the past Wisconsin had worked with Trualta and lost funding. With the award of an 2-Year ACL grant, the State of WI has made Trualta available once again through 2026.

- 7) Bookmark <u>Trualta Staff Space!</u> This allows you 'behind-the-scenes' access to Trualta professional materials. You can create, customize and print flyers to promote Trualta. There are also professional development trainings under the "webinar" folder.
- 8) If you haven't yet, you'll want to be sure your contact information is added to the <u>DHS SharePoint</u> site. This step helps to ensure you are kept informed about DHS updates. The state has also created a tutorial video on how to add your information to this site. You can go directly to the tutorial video by clicking <u>here</u>.
- 9) Lastly, I would recommend you review and bookmark this site as well, <u>WisconsinCaregiver.Org</u>. In time, you'll notice that the GWAAR website is full of professional resources enrollment forms, policies, technical assistance documents, etc. The <u>WisconsinCaregiver.Org</u> site is full of resources geared specifically for family caregivers. It is intended to be user-friendly, welcoming, and offer information about virtual and telephonic caregiver support groups & resources and so much more.

Building relationships with colleagues:

Since NFCSP covers grandparents and other relatives (55+) who are raising grandchildren or relative children, it is important to reach out to the **Kinship Coordinator** in your county. They may be working with caregivers who qualify for NFCSP & the Kinship Coordinator may be able to offer your caregivers resources as well. You can find the coordinator for your county here: Kinship Care Coordinators Contact Information Map (wisconsin.gov). Another person you should connect with is the **Dementia Care Specialist** (DCS). To learn more about the DCS Program, click here: What do dementia care specialists do?. Your local DCS will be a great source for finding caregivers who qualify for AFCSP and NFCSP, so it is a good idea to be in contact with them often. Similar to your local Kinship Coordinator, your DCS can also offer services, resources, and support to your caregivers; these are mutually beneficial relationships to have! If you are part of an integrated ADRC you'll find that referrals back and forth with your ADRC Specialists, EBS, DBS, Transportation Coordinator, Nutrition Coordinator, local senior center staff and more will all be vital partnerships in building a network of support for your caregivers!

I understand that this is a long list of items. Please know this does not all have to happen right now! You'll have time to work through this list and we'll have at least one (if not more) one-on-one training session(s) together. We'll use this together to answer any questions you may have and walk through each of the caregiver programs and additional grant resources. To help you keep track of your training progress, I've also attached a Caregiver Coordinator Training Curriculum.

I'm here to help! I look forward to working with you! I hope you have a wonderful day, and welcome!

Respectfully, Bryn E. Ceman, M.S. Caregiver Programs Specialist