

**Small Group Exercise Instructions:**

* Look below to find the Focus Area assigned to your group.
* As a group, review the questions and answers for your assigned goal area. Note anything that did not make sense or work for you.
* Open the Goal Template. Have someone share their screen and work together to fill out the template using the answers from the worksheet.
* You do not have to complete the whole template; the goal is to give you an opportunity to get to know the process and discuss and ask questions with your group members.
* Please add any discussion notes to your goal worksheet.
* For the last two minutes of the small group exercise, please write down on your goal template (3) major takeaways (what is working and what is not). These can be addressed in the Q/A and also shared with Nick and Jane.
* When done, please send the completed goal template with comments/takeaways to [Nick Musson](mailto:nick.musson@gwaar.org) and [Jane Mahoney](mailto:jane.mahoney@gwaar.org). One template per group.
* There will be GWAAR and DHS staff visiting the groups to answer questions if needed.

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FOCUS AREA: TITLE III-B SUPPORTIVE SERVICES (Transportation)

**Goal Development Worksheet**

*Utilize the public input you received to form goals for your plan. The questions below will help you create a well-thought-out goal. Once you complete the questions you will be able to use the answers to write your goal using the template below. Remember to keep the goal SMART – Specific, Measurable, Achievable, Relevant and Time Bound. Try to make sure that what you are doing is making a difference for our customers.*

1. **What are you trying to improve? What problem are you trying to solve?**

* There are some older adults who don’t have access to transportation because of affordability and location.

1. **What is the current status of your problem or situation? Is it getting better or worse?**

* There are some transportation options available, but they are costly for an older adult on a fixed income.
* Older adults living in rural areas do not have access to transportation unless they pay a huge premium for Transportation Network Company (TNC) like Uber and Lyft. Taxi only operates within city limits.
* Current mobility management volunteer driver program is geared towards employment transportation and not older adults.

1. **What factors are hindering your progress? (preventing you from succeeding)**

* No dedicated volunteer driver programs for older adults.
* Taxi and TNC service is too expensive for fixed income older adults.
* TNC is only option in rural areas.

1. **What factors are supporting your efforts?**

* Active mobility manager
* Fixed route transit and paratransit services offered.
* Active senior center shuttle

1. **Who are your partners in helping you succeed? (who could you work with to make this better)**

* Mobility manager
* Senior center director
* GWAAR
* Other ADRCs

1. **What are some strategies or steps that could help? (ideas to fix the problem)**

* Work with the mobility manager to expand volunteer driver program to include older adults (apply for 5310 funds to support the expansion).
* Look at possibly starting ADRC operated volunteer driver service. Look at utilizing volunteer drivers from meals on wheels service.
* Look at other ADRC’s to see how they are addressing transportation access issues.
* Look at starting a voucher service to help subsidize fixed income older adult transportation services. Apply for 5310 funding to support voucher program.
* Reach out to neighboring ADRC to learn how they developed their voucher program.

1. **What do you hope to see as an outcome or result?**

* Volunteer driver operation specifically dedicated to older adults, supported by 5310 funding.
* Partnership between mobility manager to operate volunteer driver program for older adults.
* Voucher program to help subsidize transportation cost for those older adults who need financial assistance.

1. **How will you measure your progress? How will you know that you have achieved the results you wanted?**

* Mobility manager partnership formed and successfully obtain 5310 funding to support volunteer driver transportation specifically for older adults.
* Development of voucher program to help fixed income older adults utilize existing transportation services. 5310 funding successfully obtained to support program.
* Compare call-in request for transportation that were unfulfilled before and after implementation of volunteer driver and voucher program.

FOCUS AREA: III-E CAREGIVER SUPPORT

**Goal Development Worksheet**

*Utilize the public input you received to form goals for your plan. The questions below will help you create a well-thought-out goal. Once you complete the questions you will be able to use the answers to write your goal using the template below. Remember to keep the goal SMART – Specific, Measurable, Achievable, Relevant and Time Bound. Try to make sure that what you are doing is making a difference for our customers.*

**1. Problem Statement: What are trying to improve or achieve? What problem are you trying to solve?**

* Caregivers are not always able to access respite care when they need or want it due to:
  + lack of respite providers
  + high cost of home care
  + fear of allowing others into the home due to Covid
  + not knowing alternative ways to get a break or find some relief from caregiving

**2. What is the current status of your problem statement? Is it getting better or worse?**

* we are unable to provide enough respite options to caregivers – local agencies are short-staffed
* our county won’t let us reimburse non-professionals (family/friends) to provide respite
* COVID has made it even more difficult for caregivers to find respite
* Governor’s budget includes additional support for caregivers
* ARPA includes additional funding for caregiver support

**3. What factors are hindering your progress?**

* lack of home care agencies and staff, COVID restrictions,
* lack of knowledge about importance of respite or how to find respite in non-traditional ways
* people don’t always know all of the options that are available

**4. What factors are supporting your efforts?**

* Statewide registry is available and being improved
* caregiver coalition partners are interested in working on increasing access to respite

**5. Who are your partners in helping you succeed?**

* Respite Care Association, local homecare agencies, adult day program, Caregiver Coalition

**6. What are some strategies or steps that could help?**

* respite care association of Wisconsin (RCAW) mini-grant - recruitment event
* change county policy to include reimbursement of non-professional respite providers
* increase awareness of the importance of respite – use caregiver coalition
* teach caregivers how to find “non-traditional” respite (asking family/friends, adaptive equipment,
* work with assisted living, RCACs and CBRFs to allow short term/overnight respite

**7. What result or outcome are you trying to achieve?**

* Increase the number of respite options available to meet the needs of caregivers
* Reduce caregiver burden

**8. How will you measure your progress? How will you know that you have achieved the results you wanted? How will you know if your work made a difference in people’s lives?**

* Compare the number of available respite options now vs. end of goal period
* Handout with respite options created and widely distributed
* Reduced number of times caregivers report inability to find respite

FOCUS AREA: RACIAL EQUITY

**Goal Development Worksheet**

*Utilize the public input you received to form goals for your plan. The questions below will help you create a well-thought-out goal. Once you complete the questions you will be able to use the answers to write your goal using the template below. Remember to keep the goal SMART – Specific, Measurable, Achievable, Relevant and Time Bound.*

**1. What are you trying to improve or achieve? What problem are you trying to solve?**

* There is a disparity in the communities that our programs are serving. We predominantly provide services to White people, and we need to make our spaces safer for people from marginalized communities.

**2. What is the current status of your problem or situation? Is it getting better or worse?**

* We have identified that this is an issue, but haven’t taken many action steps to rectify it.

**3. What factors are hindering your progress? (preventing you from succeeding)**

* This is a relatively unprecedented change in our Department/Bureau. Paving a new path for outreach protocol and establishing safety for our communities.
* Wanting to make sure we do this effectively and have the right tools to proceed has made this move slowly.
* Uncertainty and barriers caused by the pandemic.

**4. What factors are supporting your efforts?**

* Everyone on our team is committed to the work and eager to succeed.
* This is a Department-wide effort to increase health equity, so there are many sources of support.

**5. Who are your partners in helping you succeed? (who could you work with to make this better)**

* *[Insert community partners who are also invested in the effort].*
* Bureau leadership, colleagues, BADR Health Equity Consultant.

**6. What are some strategies or steps that could help? (ideas to fix the problem)**

* We could collect data from a survey sent to program participants to determine their sense of belonging and safety in our spaces.
* Offer training to staff, interns, volunteers, and anyone who has contact with program participants. Aim to reduce implicit biases and offer conflict resolution to situations of injustice and discrimination while working.
* Periodic goal setting and evaluations to determine success.
* Defining what success will look like, how we will know it has been achieved.
* Establish a reporting system/protocol if not already in place.

**7. What result or outcome are you trying to achieve?**

* Reducing instances of injustice and discrimination to increase safety in our programs. Increasing number of participants from marginalized communities.

**8. How will you measure your progress? How will you know that you have achieved the results you wanted? How will you know if your work made a difference in people’s lives?**

* Validating self-reporting will be key to overcome statistical disadvantages, meaning taking people for their word when they disclose their identities and when they disclose instances of discrimination. We will have to make note of the identities currently represented by our participants and then do the same periodically (maybe monthly). *[Insert percentage increase that we would like to see in a time period]*. In this case, presence of reports of injustice will not be a failure, it will actually be a measure of progress because it will indicate that a trustworthy reporting system is in place.