



Wisconsin Caregiver Support Community Statewide Webinar

January 24th 10 am to 11 am

NOTES

10:00 am Advocacy Update – Janet Zander, GWAAR

- Please see “Attachment 1 – Advocacy”

10:05 – 10:25 am State DHS and GWAAR Updates – Lynn Gall, DHS, and Bryn Ceman, GWAAR

- 2021 & 2022 Pre/Post Eval Data (Bryn)

2022 Customer Satisfaction Survey Highlights (248 responses); 34 fewer surveys than

2021

- **32** counties recorded surveys: 6 fewer counties than in 2021
- Most clients at **69%** first contact was via telephone
- Most clients at **68%** reported 1 day to 1 week between an initial request for help & first mtg w staff. Up by 7% to 14% reported having to wait a week or longer. ***We could speculate all sorts of reasons for the increase, including higher demand, staff retirements/turnover, etc.
- Most clients at **81%** (compared to 82% in 2021) reported this wait time [of approximately 1 day to 1 week] was a “short” or “very short” response time.
- Ratings of interaction with staff person:
- How well or poorly did the program staff listen to you? **93.9%** (up a tiny bit from 92.8% in 2021) rated “very well”
- How well or poorly did the staff person understand your situation? **92.7%** (up from 88.4% in 2021) rated “very well”
- How well or poorly was your privacy respected? **92.2%** (relatively the same from 2021 at 92.4%) rated “very well”
- How well or poorly did the information you received meet your needs? **87.8%** (up by 5.6% from 82.2% in 2021) rated “very well”
- Would you recommend that a friend or family member with similar needs contact the county aging unit/aging and disability resource center/tribe? Overwhelmingly **97.5%** (down from 99.3% in 2021) responded “Yes”. In 2021 2 respondents reported, “I don’t know”, in 2022 2 respondents reported “I don’t know” and 2 reported “No”.
- **Overall comparison summer for 2 years: Customer satisfaction remains high overall! And despite a slightly longer wait time for clients to meet with staff for**

caregiver programs, there were higher ratings in (1) staff listening (2) staff understanding (3) privacy being respected, and (4) staff meeting their needs.

- DHS Reporting – who’s doing it & who should be? (Lynn)
- Share several positive comments from customer surveys (Lynn & Bryn)
- Opportunity to provide feedback on the Caregiver Support section of the revised Wisconsin Aging Programs Policy Manual – Requires having SharePoint access (Lynn)

10:25 am – Caregiver Coalitions – Everyone

1. Purpose of a CG Coalition

- To ensure coordination of caregiver services in the county, the aging unit shall convene or be a member of a local family-caregiver coalition or coordinating committee with other local providers who currently provide support services to family caregivers. The aging unit shall coordinate the activities under this program with other community agencies and voluntary organizations providing services to caregivers. Funding under this program allows aging units to advocate with other provider agencies about expanding and enhancing existing services to better meet the needs of family caregivers

2. Review of poll info from AU/TAUs that responded

- Of those counties who responded (47) 80.85% or 38 counties confirmed they have an active CG Coalition. (9 counties do not.)
- Of those counties reporting they have an active CG Coalition the majority at 57.89% (22 counties) shared there are between 6-11 participates in their Coalition; 21.05% (8 counties) shared there are 12 or more participates in their Coalitions; and the same 21.05% (or 8 counties) shared they have between 1-5 participants.
- Of those counties reporting they have an active CG Coalition the vast majority at 94.73% (36) counties reported they have regularly scheduled meetings.
- Smattering of partnership reported ranging from Kinship Coordinators to formal/paid caregivers to transportation providers. The greatest partnerships reported with 92.11% was with DCSs & hospital/health care staff at 68.42%.
- From those counties reporting **no** active CG Coalitions (9 counties) cited COVID, lack of interest, retirement, re-organizing.
- Of all counties reporting (47), 70.21% (or 33) counties indicated an interest in joining an existing CG Coalition.

In summary, those CG Coalitions that are going, seem to be going strong with regularly scheduled meetings and with 6-11 partners. And of those active Coalitions & of those on hiatus, the majority are open to joining forces or combining groups.

3. Offer any DHS/GWAAR ideas to streamline / partnerships

- a. Work/facilitation be combined with DCS efforts and/or other AU efforts with the understanding work is to benefit all caregivers
- b. List of those ADRCs/AUs willing to partner

4. Luann Teige, Deputy Director Senior Connections
 - a. Evolved over the years; established a mission statement to guide action. Focus on Dementia Friendly Community, the annual caregiver conference, and Alz Walk
 - b. Family Caregivers directly a part of the Coalition is a struggle, but all partners support family caregivers (e.g., MCOs, the medical community, local technical college, etc.).
5. Kathy Fohrman, Director Forest County Commission on Aging
 - a. Reset mission, offered a hybrid option to meet, promotion of the Coalition (e.g., Marty Schreiber as a guest) & invited family caregiver to the Coalition.
6. Shelley Reukauf, Social Worker, ADRC of Southwest Wisconsin
 - a. More active prior to COVID – many activities such as POA workshop; now trying to re-established more face-to-face meetings to ‘kick-start’.
 - b. FOOD! 😊

Next Meeting Date:

- Tuesday, March 28th 10 am to 11 am
- Agendas will be forthcoming and posted on the GWAAR [website](#) along with the recordings, notes, and other meeting documents following each meeting.
- Please feel free to email Bryn at: bryn.ceman@GWAAR.org and/or Lynn at: Lynn.Gall@dhs.wisconsin.gov with NFCSP/AFCSF meeting topics or guest speaker ideas.