

## **Session: Adapting to National Performance Measures for Independent Living and Respite Care**

Scenario background information, work plans and discussion questions.

### **Background**

- High Hopes County has sponsored an SCP program for the past 19 years.
- They have a total of 100 active SCP volunteers and 4 stations.
- The program receives state funding from the Department of Veterans Affairs and the local offices on aging.
- The High Hopes County SCP grant is on an April 1 funding cycle so the FY13 continuation grant is due in January.

**Service Category:** Respite for Caregivers  
**Volunteers:** 50 **Clients:**100

**Stations:** 3

**Community Need:** High Hopes County social workers working with local hospice providers have identified an increase in the need for respite care for their client's family members/caregivers. These caregivers are often the sole support to their family members in hospice care and can experience increased stress and burnout without respite care.

**Service Activity:** SCP volunteers will provide direct, non-medical services to their clients/care-recipients in a home-based setting.

**Output:** 50 caregivers will have respite services provided to them on a weekly basis.

**Intermediate Outcome:** 85 % of caregivers will report a reduction in stress level and increased support

**End Outcome:** 80% of caregivers will report an improved quality of life for themselves and/or the person they are caring for, due in part, to the involvement of the Senior Companion Program volunteer.

### **Discussion Questions**

1. Do the activities outlined in the work plans fit with the National Performance Measures?
2. What would you do to transition these work plans into National Performance Measures?
  - Are the activities appropriate?
  - How would the outputs need to change?
  - How would the outcomes change?

**Service Category:** Adult Day Care  
**Volunteers:**30 **Clients:**30

**Stations:**1

**Community Need:** Clients have special needs including socialization and communication. This added attention can aid the clients in being more responsive and interactive to the daycare centers staff and others. A.J. Wright Daycare has the capacity for approximately 100 mentally and physically disabled adults. Due to the lack of funds, the center is not able to provide the extra time for one-on-one interaction with all of their clients.

**Service Activity:** Senior Companions will establish a relationship of support and care with their identified adult clients

**Output:** 30 Senior Companions will provide one-on-one assistance to 30 clients serving 8,352 hours by the years end.

**Intermediate Outcome:** Participation in activities will be beneficial to physical and mental health. Higher staff to client ratio at the centers, which results in more attention to their clients. Clients with emotional and or physical handicaps have a safe place to go during the day. Caregivers will be able to maintain their work schedule.

**End Outcome:** By providing Senior Companion service to the adult daycare centers, staff will see an improvement in their client's attitudes. A change of attitude will make the clients more responsive to educational and recreational activities.

### Discussion Questions

1. Do the activities outlined in the work plans fit with the National Performance Measures?
2. What would you do to transition these work plans into National Performance Measures?
  - Are the activities appropriate?
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**Service Category:** Companionship  
**Volunteers:** 20 **Clients:** 20

**Stations:** 1

**Community Need:** Older veterans 55 and up often feel alone and isolated leading to depression.

**Service Activity:** SCP volunteers will support older veterans in hospice care and those living in four wards of the George Washington VA Medical Center where they most likely will remain until death.

**Output:** 50 veterans, age 55 and over, will receive daily visits and support from SCP volunteers

**Intermediate Outcome:** 80% of participating veterans will feel less isolated and lonely because of the daily SCP visits

**End Outcome:** 75% of participating veterans will report they feel less depression

### Discussion Questions

1. Do the activities outlined in the work plans fit with the National Performance Measures?
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  - Are the activities appropriate?
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**Service Category:** Companionship  
**Volunteers:** 75 **Clients:** 110

**Stations:** 2

**Community Need:** One third of older adults in High Hopes county live alone. Most individuals prefer to remain at home but suffer social isolation and loneliness. Services such as homemaker, home delivered meals and personal care do not provide the level of socialization needed.

**Service Activity:** Senior Companion volunteers will provide weekly visits once or twice a week to adults 60 years or older and select disabled individuals.

**Output:** 110 clients will receive one visit per week for approximately 2 hours.

**Intermediate Outcome:** 80% of clients will feel less isolated and lonely.

**End Outcome:** 95% of clients will report being able to remain in their own homes.

### Discussion Questions

1. Do the activities outlined in the work plans fit with the National Performance Measures?
2. What would you do to transition these work plans into National Performance Measures?
  - Are the activities appropriate?
  - How would the outputs need to change?
  - How would the outcomes change?

