

# Pilot Overview and Outcomes

June 5, 2023



**caregiver**  
TECH SOLUTIONS

# Lead Entity: Healthy Community Alliance, Inc.



- Established in 1996 as a Rural Health Network
- Serving:
  - Cattaraugus County
  - Chautauqua County
  - Southern Erie County
  - Portions of Wyoming County

**The mission of HCA is to improve the quality of life of rural communities through broad-based, inclusive partnerships that support wellness and prevention.**

# Caregiver Tech Solutions Pilot Core Group

- This pilot is a collaboration of partners in Cattaraugus, Chautauqua, and Wyoming counties in WNY:
  - Area Agencies on Aging
  - Community-Based Organizations
  - Community caregivers
  - Stakeholders looking to advance respite opportunities for caregivers

- Funding was provided by



# Rural Caregiver Respite Challenges

- Traditional respite care typically provides a combination of congregate care for short-term respite
- Traditional Respite does not always meet rural caregiver needs and values
  - Barriers to transporting loved ones
  - Limited access and availability
  - Significant time and effort required to get to and from
  - Lack of trust in institutional care (e.g., nursing homes, home health)

**The COVID pandemic both highlighted and exacerbated the challenges of place-based care in rural communities**

# Reimagining Caregiver Respite

## Caregiver Tech Solutions Reimagines Caregiver Respite Through:

- **Expanding the definition** of respite care from place-based to digital and on-demand
- **Leveraging pandemic learnings** about shifting to digital solutions
- **Co-designing** solutions that work for rural caregivers
- **Personalizing and customizing** solutions to the caregiver's needs
- **Using technology** to provide respite solutions

# Caregiver Tech Solutions Overview

- **Caregiver Tech Solutions** serves Cattaraugus, Wyoming, and Chautauqua Counties
- **The program has four key components:**
  - **Assessment** – Identify needs and values through the What Matters Most caregiver assessment designed through the project
  - **Coaching** – E-Respite Coaching Sessions to design and support the respite solution with the caregiver
  - **Solutions** – Deploy and train caregivers on technology identified by the assessment (e.g., cameras, iPad, reminder rosie, animatronic animals etc.)
  - **Follow-up** – Measure impact, understand ongoing utilization of technology, and provide referral to meet additional needs

# Pilot Participants

- Currently, 91 Caregivers are enrolled, or have completed the program
  - Caregiver Profile
    - 77% had never participated in a respite program
    - 100% rural
    - Generally white women, between the ages of 55-74
    - 45% retired, 32% employed full time
    - 94% are caring for one adult
    - 68% are the child of the care receiver
    - 65% live in the same household



# **Caregiver Tech Solutions Pilot Preliminary Outcomes**



# Caregiver Intensity Index

**Caregiver Tech Solutions was successful in relieving caregiver stress and reducing burdens in caregiving.**

There were statistically significant improvements in specific factors included in the CII ( $p < .05$  in paired Wilcoxon signed-rank test), as listed below.

- I am stressed out
- I don't have as much personal freedom as I would like
- Caregiving has limited my ability to spend time doing things I take pleasure in
- Our family has disagreements about people not doing enough to help
- Our family has disagreements about people not spending enough time with the person I am providing care to
- Caregiving is a financial burden on me or my family
- I feel like I should be doing more than I am doing as a caregiver
- I have more to do as a caregiver than I can handle

(Source: NYAM evaluation)

# Caregiver and Partner Testimonials

- **Caregiver:** “I would HIGHLY recommend the program for a peace of mind. It offers caregivers comfort while allowing the person to still have their independence. My grandma isn’t ready to give up living upstairs, so the Google Nest alerts me if the detector goes off.”
- **Caregiver:** “The blink cameras are great. I’ve been able to keep an eye on my loved one to make sure they are safe. It has decreased my stress level. The cameras have given me the ability to decide if I want to leave town.”
- **Partner:** “The Caregiver Tech Solutions program has been such a blessing in Wyoming County. There is a lack of options for brick-and-mortar type of respite, and we’ve needed to be creative. It is rewarding when our Case Managers can work with a caregiver, and link to a respite option they haven’t thought of before. The ‘What Matters Most’ assessment tool really addresses with the caregiver what their needs are, and we end up learning a lot about the caregiving journey we wouldn’t otherwise have the chance to find out.”

# Plans for the Future

- Caregiver Tech Solutions is in the process of finalizing a data-supported value proposition to promote the program
- The What Matters Most Assessment has been adopted by Western New York Integrated Care Collaborative (Medicare focus caregiver program)
- **Next steps are to evaluate:**
  - Funding opportunities for continuation and geographic expansion
  - Potential partnerships in offering the program to broaden the geographic reach
  - Potential for developing a training program for other organizations interested in leading the program
  - Steps to becoming an evidence-based program

# Caregiver Tech Solutions Value Proposition

**Caregiver Tech Solutions** provides customized technology-based respite solutions supported by one-on-one coaching. Caregiver Tech Solutions identifies caregiver needs using the proprietary What Matters Most assessment and delivers technology solutions to meet those needs. Caregivers receive free technology resources and equipment and are supported by a coach in implementing and using the technology.

**These supports** allow caregivers to ease stress and have greater peace of mind, knowing their loved one's needs are being met while the caregiver takes needed time for himself or herself. Caregivers reported a statistically significant reduction in stress and caregiving burdens due to the program.

**What makes Caregiver Tech Solutions unique is** a personalized and customized approach to respite that utilizes technology to make caregiving more manageable and less stressful. Caregiver Tech Solutions provides caregivers with tools and technology to support the caregiving journey, giving them more control and greater peace of mind instead of just time off.

# One Year Budget

- Total Budget: \$100,000
- Time Period: January 1, 2024 - December 31, 2024
- Expense Items:
  - Wages and fringe for Coaching and Program Coordination
  - Customized technology solutions and tech support identified for 40 Caregivers
  - Stipends for CBO coaching partners and caregivers when follow up is completed
  - Marketing and Communications expenses to identify and recruit participants
  - Other program expenses such as supplies, travel, management services fees
  - Administrative Effort

# Contact Information

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**Thank you to Exhale for the opportunity to share Caregiver Tech Solutions!**