

<p><b>Goal: SE/ALTC will increase the number and quality of caregiver assessments This goal was implemented to meet requirements for the TCARE expansion and was met. FCSP staff strive to serve every eligible caregiver and continue to find and serve new caregivers. This is routine practice and will be removed as a goal.</b></p>					
Measurable Objectives	Key Tasks	Lead Position & Entity	Timeframe for 2014-2015 (By Month & Year)		Accomplishment or Update
			Start Date	End Date	
Beginning July 1, 2011, SE/ALTC will conduct assessments on and create care plans for 149 new caregivers using the new TCARE expansion criteria as our part of the effort to enroll 1500 new caregivers statewide for the WSIPP study.	Meet target by increasing outreach to family caregivers. Increase number of screenings in TCARE. Work with screeners/assessors on increasing awareness of when those calling ALTC for help for another may be a family caregiver.	Lynne Van Horn, FCSP Coordinator TCARE certified case managers, ALTC Trained TCARE screeners	July 1, 2011	December 31, 2011	November 1, 2011 ALTC met target numbers in October, the first AAA to meet their target in WA. <b>Goal met.</b>
SE/ALTC will continue to utilize an evidence-based assessment tool, TCARE, to better target family caregiver resources.	ALTC ADRC staff will screen family caregivers using TCARE. Case Mgrs will assess family caregivers in TCARE and utilize the algorithm in TCARE to create plans of care that have been shown to meet the caregiver goals identified in TCARE	TCARE certified case managers, ALTC Trained TCARE screeners, ALTC		December 31, 2014	All TCARE assessments are performed by certified assessors, TCARE screens by assessors or screeners trained in TCARE. This is routine practice and will be removed as a goal.
FCSP Coordinator will continue to advocate for consideration of issues inherent in serving large rural geographic regions. Since its inception in January 2008, the FCSP Coordinator has served on the TCARE Policy Team. This team continues to meet to address issues that may arise	Take part in TCARE Policy Team meetings and conference calls. Advocate for consideration of the needs of caregivers in rural and high poverty areas.	Lynne Van Horn FCSP Coordinator		December 31, 2014	FCSP Coordinator still serves on Policy Team. She helped develop the Waiting List Criteria & worked with a group creating FCSP Policy and Procedure released in May 2015. This is routine practice and will be removed as a goal.

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FCSP Coordinator will be responsible for keeping AAA staff abreast of updates and/or policy changes in TCARE. The Coordinator will continue as the TCARE resource person to field questions arising at the local level. In-service trainings will be scheduled at least once a year at each office, more often as needed.	TCARE staff will be notified of any changes in state FCSP policy. TCARE staff will be notified of any changes in SE ALTC FCSP policy. FCSP Coordinator will serve as TCARE resource person for policy and application questions.	Lynne Van Horn FCSP Coordinator		December 31, 2014	Coordinator meets with FCSP staff in each office yearly. This is routine practice and will be removed as a goal.
SE/ALTC offices will increase number of caregivers served by FCSP.	Help caregivers realize they are indeed caregivers. Offer TCARE screens to caregivers.	TCARE screeners in all offices		December 31, 2014	Serving all eligible family caregivers is the core mission of FCSP. This is routine practice and will be removed as a goal.
FCSP Coordinator and/or Local Program Coordinators will conduct annual in-service trainings with HCS staff to assist them to remember to offer FCSP services to those family caregivers whose care receivers are determined to be ineligible for or decline to enroll in Medicaid-funded long term care programs.	Request of HCS local offices that LPCs be given the opportunity to make a presentation to financial staff about the Family Caregiver Support Program. Present FCSP information when the opportunity arises.	LPCs and FCSP Coordinator		December 31, 2014	Referrals do continue to trickle in from HCS staff through system set up by ALTSA. However, even with presentations, HCS staff in our region has not seemed to embrace this system. This will be removed as a goal. No presentations were given in 2014.
FCSP Coordinator will conduct annual in-service review of FCSP services for each office and updates as necessary to increase awareness of services available.	Remind front line staff of benefits and services available through FCSP. Inform all FCSP staff of updates to policies and procedures.	Lynne Van Horn, FCSP Coordinator		December 31, 2014	FCSP Coordinator conducts annual in-services. This is now part of routine practice and will be removed as a goal.

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FCSP Coordinator will personally meet with new case managers, information specialists, and case aides in all offices to acquaint them with FCSP services and procedures.	Meet with each new ALTC employee to acquaint them with the FCSP program.	Lynne Van Horn, FCSP Coordinator		December 31, 2014	FCSP Coordinator meets with new employees during their orientation. This is now part of routine practice and will be removed as a goal.
Care Transitions coaches through SE/ALTC will incorporate referrals to FCSP as appropriate when working with their target population	CTI coaches offer information and referrals to FCSP Program	ALTC CTI coaches		December 31, 2014	CTI coaches offer info on FCSP to family members of those transitioning to home. This is now part of routine practice and will be removed as a goal.
Human Resources departments of large employers will be contacted to request inclusion of FCSP information in company newsletters and with employee pay stubs where possible.	Contact companies to ask about including FCSP info in their communications with staff.	LPCs or Lead CMs in local areas		Discontinued in 2014	This has not resulted in any documented referrals to FCSP and will be removed as a goal.
Hospitals, nursing homes, and other facilities serving care receivers will be given FCSP brochures to include in their discharge planning.	Disseminate FCSP literature to facilities from whence residents and patients might transition to home.	LPCs in local areas		December 31, 2014	Having improved relations with hospitals through Health Homes has made sharing materials easier. This is now part of routine practice and will be removed as a goal.

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FCSP Coordinator will work with Aging and Disability Administration and other AAA FCSP coordinators to develop marketing strategies that will increase awareness of family caregiver services and help those providing informal care to recognize themselves as family caregivers	Maintain contacts with ALTA Program Managers and with FCSP Coordinators from other AAAs.	FCSP Coordinator		December 31, 2014	Maintaining contact with ALTA Program Managers and FCSP Coordinators from other AAAs has become routine practice and will be removed as a goal.

<b>Goal: Caregivers will receive training and support for dealing with stresses and responsibilities of their role. This is a core principle and routine practice and so will be removed as a goal.</b>					
Measurable Objectives	Key Tasks	Lead Position & Entity	Timeframe for 2014-2015 (By Month & Year)		Accomplishment or Update
			Start Date	End Date	
Powerful Tools for Caregivers classes will be available to caregivers in all eight counties. Class leaders have been secured for classes to be held in Ellensburg, Yakima, Walla Walla, and Clarkston. Caregivers in Columbia County will be invited to attend classes in Walla Walla and Garfield County caregivers will be encouraged to attend Clarkston classes.	Local offices shall maintain a list of caregivers interested in attending Powerful Tools for Caregivers classes. Once the number on the list has reached the recommended amount for a class to be economically feasible, FCSP Coordinator will work with Powerful Tools Class Leaders to schedule a class.	FCSP Coordinator		December 31, 2014	Winter of 2014 class was held in Lewiston. February – March of 2015, class was held in Walla Walla. Yakima class is in process of being scheduled. New location for class in Ellensburg is being considered. It is routine practice to schedule classes when there are sufficient numbers of interested caregivers and the budget allows for it so this will be removed as a goal.

Measurable Objectives	Key Tasks	Lead Position & Entity	Timeframe for 2014-2015 (By Month & Year)		Accomplishment or Update
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Care Transition coaches will incorporate referrals for education and training for caregivers when working with the target care receivers.	Care Transitions coaches will inform clients of FCSP and make referrals to the program when appropriate.	Corrie Blythe		October 2011	This is routine practice and will be removed as a goal.
SE/ALTC will train two caregiver coaches and two supervisors in the STAR-C intervention model.	STAR-C coaches will be chosen and sent to training.	LPCs		Nov 2011	<b>Goal met in 2011.</b> Two ALTC STAR-C consultants have resigned in 2015. UW will hold training in Fall of 2015. ALTC will send a minimum of 4 people.
Family caregivers living in Walla Walla and Yakima counties whose care receivers have Alzheimer's or other forms of dementia will be offered STAR-C caregiver coaching by trained SE/ALTC FCSP case managers to assist with managing caregiver and care receiver depression	STAR-c coaches will contact referred caregivers.	STAR-C coaches		December 31, 2014	<b>Goal was met in 2011 for Yakima County. Goal was unmet for Walla Walla as consultant there failed to receive certification.</b> Due to staffing issues, STAR-C coaching availability is now in Kittitas, Yakima, Garfield, and Asotin counties. STAR-C consultations will become part of routine practice and will be removed as a goal.

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SE/ALTC received the UW RDAD project funding. SE/ALTC will provide training to TCARE staff to offer caregivers and care receivers the individualized exercise and caregiver education program designed for individuals with dementia and their family caregivers.	RDAD coaches will be chosen and sent to training.	LPCs		2012	Two CM's were trained as RDAD coaches & have been able to offer this to caregivers in the Yakima, Kittitas, Benton, & Franklin areas. Offering RDAD is routine practice & will be removed as a goal. <b>Goal met in 2012.</b>
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SE/ALTC will continue to offer one-on-one training in caregiving fundamentals to caregivers in their own homes	FCSP CMs will make referrals to ALTC RNs RNs will instruct family caregivers in the basic skills they seek to learn.	LPCs and/or ADRC Lead CMs		December 31, 2014	This is now part of routine practice & will be removed as a goal.
Subject to the availability of certified class leaders, Powerful Tools classes will be arranged for the Tri-Cities area when the waiting list has exceeded 14 individuals.	ADRC staff will maintain a list of interested caregivers and will contact FCSP Coordinator when the requisite number is reached. FCSP Coordinator will arrange for class.	ADRC staff Lynne Van Horn, FCSP Coordinator		December 31, 2014	This is now part of routine practice and will be removed as a goal.
Subject to the availability of certified class leaders, Powerful Tools classes will be arranged for Walla Walla, Kittitas, Yakima, and Asotin counties when the waiting list has reached 10 individuals.	ADRC staff will maintain a list of interested caregivers and will contact FCSP Coordinator when the requisite number is reached. FCSP Coordinator will arrange for class.	ADRC staff Lynne Van Horn, FCSP Coordinator		December 31, 2014.	This is now part of routine practice and will be removed as a goal.
SE/ALTC will partner with local collaboration team members to present the Coming of Age seminar series annually in Yakima and Ellensburg	FCSP Coordinator and ALTC Asst Director will work with collaboration to determine topics and speakers.	Sheila Brogdon, ALTC Asst. Director Lynne Van Horn, FCSP Coordinator		March 2013	This collaboration decided not to continue with the seminar series due to low attendance in 2013.

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<p>FCSP will present caregiver conferences annually in Walla Walla, Clarkston, and Ellensburg</p>	<p>Conference location, topics, and speakers will be chosen. Advertising conference.</p>	<p>LPCs of each office</p>		<p>December 31, 2014</p>	<p>Ellensburg did not hold a caregiver conference in 2015, but may do so the following year. Clarkston began holding mini conferences on specific topics in the Fall of 2013. In 2014 a few mini conferences were offered, but declining attendance has led to the discontinuation of these. When funds are available, holding conferences are a part of routine practice and will be removed as a goal.</p>
<p><b>Goal: SE/ALTC will continue outreach to traditionally underserved populations. This, too, is a core principle and routine practice and will be removed as a goal.</b></p>					
Measurable Objectives	Key Tasks	Lead Position & Entity	Timeframe for 2014-2015 (By Month & Year)		Accomplishment or Update
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<p>SE/ALTC will collaborate with agencies and organizations that provide support to non-traditional families, those who are limited English-speaking, and/or families caring for developmentally disabled adults and children for the purpose of increasing awareness and use of FCSP services.</p>	<p>Outreach to these agencies to inform them of FCSP services.</p>	<p>LPCs and Lead CMs</p>		<p>December 31, 2014</p>	<p>This is now part of routine practice and will be removed as a goal.</p>
<p>SE/ALTC will partner with the Yakama Nation AAA to hold Family Caregiver conferences in the Lower Yakima Valley</p>	<p>Coordinate conference with YN AAA. Choose speakers, venue, and topics. Advertise.</p>	<p>Marie Miller, YN AAA Director Lynne Van Horn,</p>		<p>December 31, 2014</p>	<p>YN has not had funding to participate in this endeavor. It is routine</p>

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		ALTC FCSP Coordinator.			practice to work with YN at their request and when we identify areas where we could offer support. This will be removed as a goal.
SE/ALTC will share its video and print resources with the Yakama Nation AAA.	When new or revised resources are created, Lynne will contact Beth Downs at YN AAA to offer these resources and to assist with tailoring them to fit YN AAA needs.	Lynne Van Horn, FCSP Coordinator		December 31, 2014	In 2014, Lynne assisted Beth Downs with creating referral forms for service authorizations. This is now part of routine practice and will be removed as a goal.
SE/ALTC bilingual TCARE staff will continue to present information on FCSP on Radio KDNA, the Spanish language station in the Yakima Valley.	Bilingual staff will review FCSP and answer questions on air. Scheduling of speakers will be set up.	Patty Powers will do the scheduling. Bilingual FCSP staff will make radio presentations.		December 31, 2014	Radio KDNA no longer offers ALTC the opportunity to present information at this time due to funding issues at the station.
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SE/ALTC will establish a support group for Spanish speaking family caregivers in the Lower Yakima Valley.	Locate and train a native Spanish speaker to facilitate the group. Obtain the use of a venue in Lower Valley.	Linda Whiteside of the Alzheimer's Association Lynne Van Horn, FCSP Coordinator		December 31, 2014	<b>Goal met for support group held in Yakima in mid 2014. Goal unmet for support group in Lower Yakima Valley.</b> Efforts to start a caregiver support group for Spanish speaking family caregivers in the Yakima Valley have not

					<p>yielded results as yet. The facilitator who was trained to provide this has backed out. The Alzheimer’s Association WA Chapter has received a grant, part of which is planned to be used to start a Spanish speaking support group in the Lower Valley in 2014. This plan is being discussed in Alzheimer’s Association regional council meetings. SE/ALTC’s FCSP Coordinator serves on this council. The Alzheimer’s grant <b>has</b> resulted in a support group for Spanish speakers being offered in Yakima once a month in the evenings.</p>
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FCSP Coordinator and/or SE/ALTC TCARE staff will continue to offer presentations on FCSP to churches and other groups serving LGBT populations and other non-traditional	Contact will be made with churches and other non-traditional groups to offer a presentation.	LPCs and Lead CMs		December 31, 2014	Contacts were attempted with churches and LGBT associations. Efforts

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family units. Internet searches will be employed to try to reach LGBT groups with information about FCSP services					continue. It is part of routine practice to provide outreach to underserved populations and will be removed as a goal.
SE/ALTC will establish and finance support groups for LGBT caregivers in Walla Walla and Yakima counties, should such an interest be expressed	Known groups in the area will be contacted and offered the opportunity to educate their members about FCSP.	Mary Cleveland, LPC of Walla Walla		December 31, 2014	Despite determined efforts to reach out to the LGBT communities, no group has been able to be started. Efforts will continue and are routine practice.
SE/ALTC will continue to offer in-home counseling/training by bilingual counselors to monolingual and bilingual Spanish speaking family caregivers in Benton, Franklin, and Yakima counties	Referrals will be made to bilingual counselors.	FCSP staff		December 31, 2014	<b>Goal met.</b> Referrals are routinely made to Valdez and Associates who employ bilingual counselors. This is now part of routine practice and will be removed as a goal.
SE/ALTC will continue to seek out bilingual providers with whom to contract for FCSP services to bilingual family caregivers in all eight counties	Contact counselors and other vendors who are bilingual and can offer services to FCSP.	Lynne Van Horn, FCSP Coordinator		December 31, 2014	This is now part of routine practice and will be removed as a goal.