Volunteer Respite

Putting the Pieces Together from Implementation to Recruitment & Matching

Presented by
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Today’s Conversation

• Background and Purpose of Program
  – History, funding

• Foundation
  – Evidence based program and practices
  – Two prong approach
  – Model Fidelity

• Training and Technical Assistance
  – Training approach, technical assistance approach
  – Tools and resources

• Outcome Accountability

• Questions and Wrap Up
Volunteer Respite Initiative
For Faith based & Community organizations
To develop or expand a volunteer respite program
Serving family caregivers supporting individuals with special needs.
INCREASING RESpite RESOURCES WITH VOLUNTEER CAREGIVERS

Creating successful collaborations and relationships
Initial Large Scale Replication

- **2010 Needs Assessment**
  - Identified Respite Care as a priority in Pennsylvania

- **2011 Lifespan Respite Grant**
  - Lifespan Respite Advisory Council
  - Evaluation and recommendations

- **2014 US Department of Health and Human Services**
  - Maternal and Child Health Services Title V Block Grant: Resulted in a RFA for the creation or expansion of volunteer respite in 25 communities called TakeFIVE
Pennsylvania’s Focus

• Designed to help increase availability of respite services for family caregivers of identified populations through access to trained volunteers from faith and community organizations.

• Training, support and funding to develop or expand a volunteer respite program through immediate and ongoing Training and Technical Assistance (T/TA)
Who was involved in the Pennsylvania’s Volunteer Respite Effort

1. State Infrastructure: DoH, UCEDD, Partners

2. Faith and Community organizations
   ▪ Want to create or expand a volunteer respite program
   ▪ Apply to the University for TakeFIVE grant resources

3. Families of target population
   ▪ Diagnosed with developmental or chronic health issues

4. Volunteers
   ▪ minimum of 18 years of age
   ▪ trained through TakeFIVE to provide the respite care
Recruit & Train Faith and Community Based Organizations to provide Respite / Short Breaks
Identifying a Successful Framework
Why Volunteers?
What’s the Benefit to the Family & Community?
Evidence based / Evidence Informed

The material, activities and curriculum used for both

Part I: Implementation

and

Part II: Training of Trainers

was been developed from the evidence based program and practices of a Volunteer Respite Program with 20 years of data collection, evaluation, CQI and replication experience.
Two Prong Approach

Part I: Implementation

• A full day training of program implementation
  – Program operation and management
  – Marketing / Recruitment
  – Activities, benchmarks and requirements
  – Customizable content

Part II: Training of Trainers

• A full day training of TOT Volunteer Prep
  – Preparing to care
  – Core competencies
  – Volunteer rights and responsibilities
  – Skill building
  – Customizable content

Ongoing Training and technical assistance
PART I:

Building or Expanding a Volunteer Respite Program
Day I: Implementation

Focus

• Preparing for a TakeFive modeled program
• Planning for your respite program
• Core components
• Operating your respite program
• Getting the word out! Marketing your program
• Keeping the program running: what’s helpful or required?
• Getting help! Ongoing technical assistance and support
• Wrap up and evaluation
Part I Training Resources: Master Trainer
Part I Training Toolkit: Participants
Exploring Different Kinds of Volunteer Respite Models

- Center Based
- Scheduled Activity Respite
- Home Based in the family’s home
- Special Event Respite
- Community Based
- Regular Ongoing Breaks
Core Components

These standards must be in place in order to be a part of this effort.

These components help define the volunteer respite programming that is funded through this effort.

These elements can be observed, measured or demonstrated.

All TakeFIVE modeled programs received ongoing training and technical assistance to promote their success towards implementing the standards.
Core Components

Standard 1: Volunteer Recruitment

Benchmark

• Recruitment strategies that realistically portray the benefits, practices and challenges of volunteering in the program.

• Strategies that employ person first language
Core Components

Benchmarks

• Volunteer
  – Completes application
  – Agrees to minimum commitment for volunteering

• Program
  – Conducts an interview
  – Checks references
  – Completes a comprehensive background check

Standard 2:
Volunteer Screening
Core Components

Standard 3: Volunteer Training

**Benchmarks**

- **Program** provides a minimum of 4 hours of in person training

- **Training** includes evidence based materials and topics provided in the CareBreak Curriculum
Core Components

Standard 4: Family Outreach and Enrollment

Benchmark

• Program has an organizational and community outreach & enrollment plan
  – The plan reflects person first language
  – The plan is sensitive to culture and community
Benchmarks:

- Program
  - Documents information about services provided and collects data to measure impact
  - Provides volunteers' resources and support
  - Provides volunteer networking and recognition.

Core Components

Standard 5: Monitoring & Support
Benchmarks:

Core Components

Standard 6: Closure

• Program has
  – procedures to manage anticipated closures
  – Procedures to manage unanticipated match closures
  – Measures the impact of the volunteer care giving on the family and volunteer
Putting it all together.....

Statewide Respite Initiative

- Volunteer Recruitment
- Volunteer Screening
- Volunteer Training
- Monitoring and Support
- Family Outreach & Enrollment
- Closure

(FRIENDS logo)
Part II: Building a Program to Prepare & Maintain Volunteers

Customizable Content!
Who were potential groups or organizations encouraged to recruit as respite volunteers?

- Individuals who are a minimum of 18 years of age
- Members of their organization
- Specific committee or mission members
- Local college students
- Families
- Citizens from the community
Beyond “TRAINING”

• Applying the basic pre implementation strategies
• Implementing a program
• Preparing volunteers
• Providing relief to family caregivers
• Retaining volunteers
• Gathering data
• Documenting success!
Ongoing Support

Implementing Volunteer Training & Core Components

- Data Collection & Evaluation
- Program Technical Assistance
# Fidelity Checklist

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<tr>
<th>Standard</th>
<th>Benchmarks/ Requirements</th>
<th>Measures</th>
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| 1. **Volunteer Recruitment** | a. Program engages in recruitment strategies that realistically portray the benefits, practices and challenges of volunteering in the program.  
   b. Program engages in strategies that employ person first language | □ Program outreach & recruitment materials  
□ Elevator Pitch  
□ Volunteer Job Description  
□ Completed interest / recruitment tracking indicating potential volunteers are:  
   • a minimum of 18 years of age  
   • demonstrate an interest / ability in fulfilling volunteer respite tasks as defined by the program |
| 2. **Volunteer Screening** | a. Volunteer completes an application.  
  b. Volunteer agrees to minimum commitment for the volunteering relationship.  
  c. Program conducts at least one face-to-face or telephone interview with volunteer.  
  d. Program conducts reference checks (personal and/or professional) on volunteer.  
  e. Program conducts a comprehensive child abuse and criminal background check on volunteer | Volunteer file for each volunteer indicating the volunteer meets the minimum of 18 years of age and containing:  
□ Completed volunteer application  
□ Completed volunteer policy  
□ Completed volunteer interview form  
□ Completed / verified reference checks  
□ Comprehensive background check that includes at minimum:  
   • Child Abuse Clearance  
   • State Police Criminal Background check |
Training and Technical Assistance:

• Recruitment Strategies
• Customizing training content
• Trouble shooting
• Disability specific resources
• Peer to Peer sharing
• Data Collection and Evaluation
• Other areas defined by programs
Evaluating Effectiveness

- Faith and Community organizations committed to respite
- Number of screening and trained volunteer respite providers
- Amount of respite received by families of individuals with special healthcare needs
Pennsylvania TakeFIVE Volunteer Respite Effort Makes a Difference!

720,000 hours: the number of hours volunteers have provided to PA families of children with special needs

$14.63: The value of one hour of respite in Pennsylvania determined by Labor & Industry (cost equivalent for Home Health aide)

$10.5 million: the value of the volunteer respite provided by volunteers over 2.5 years

“As a parent, this time is meaningful to me. I can reconnect with my husband and my church family and feel hopeful instead of helpless”

“As a respite volunteer, I can’t imagine a better use of my gift of time. I’m prepared and feel confident and competent to serve the children in our program!”

“This program has made our family stronger and better. There is something very gratifying about having someone volunteer to spend time with your child, and seeing by the look on their face that they are having just as much fun as my child is.”

Feedback from TakeFIVE participants
Questions
Want to know more?

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