



NEVADA CARE CONNECTION: *CAREGIVER SUPPORT*

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What Does Nevada Care Connection Do?

- Provides assistance to older adults, individuals with disabilities, caregivers, veterans, and families, regardless of income or age, access long term services and support available in the community
- It is part of the larger No Wrong Door initiative to create opportunities to streamline access to services and supports for Nevadan's seeking LTSS and focus on providing services in a person/family-centered fashion.

Nevada Care Connection Resource Center Services

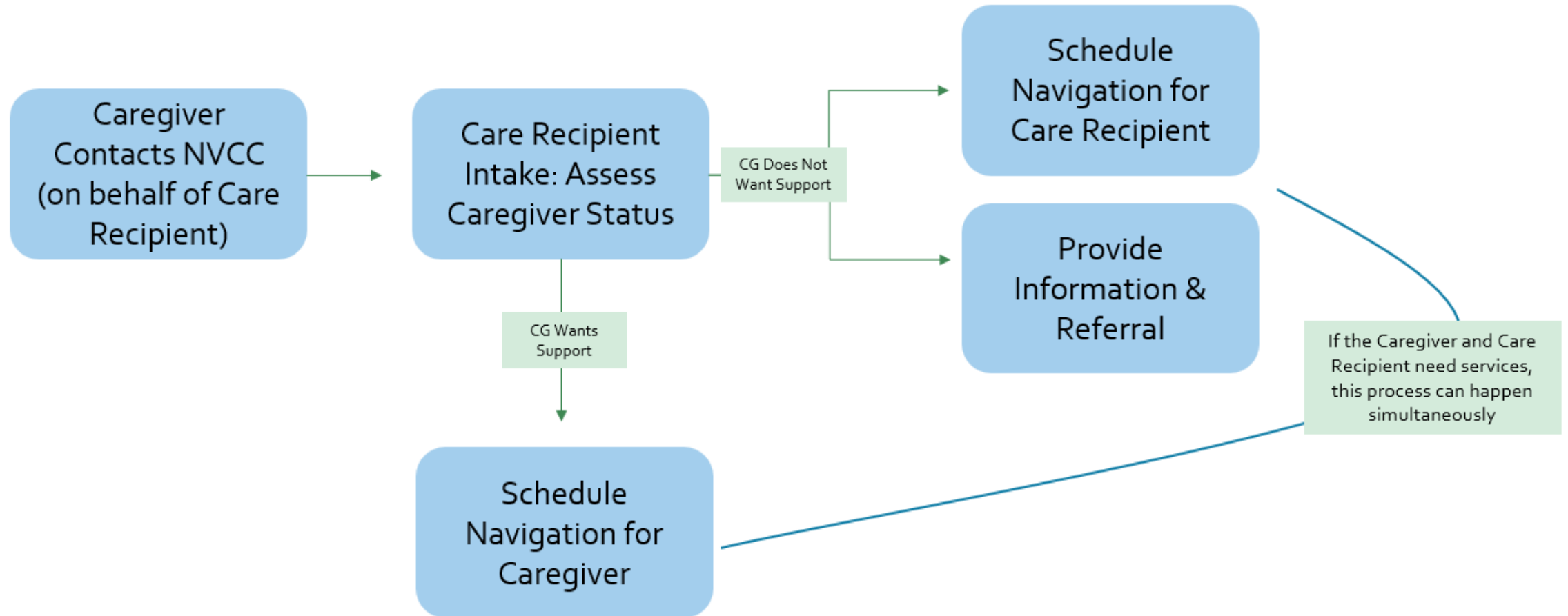
- Resource Navigators offer a wide-ranging support to help individuals identify needs, goals, and explore their options. Navigators assist individuals in navigating the complex systems by providing services including, but not limited to:
 - Application assistance
 - Pre-determining eligibility for public programs
 - **Connections to caregiver support and respite care services**
 - Consumer advocacy
 - Connections to services and resources to meet long-term goals
 - Case management for those who have:
 - Dementia or memory loss that hinders their ability to maintain services long term
 - Hearing loss or a speech disability that hinders their ability to maintain services long term

What is Resource & Service Navigation

1. Entry point for individuals/ families needing access into Long Term Services and Supports
2. Provide unbiased information to individuals/families to make informed decisions about services and resources
3. Facilitate communication with multiple agencies, advocate for accessibility, navigate public and community systems, and provide warm hand-offs to appropriate providers, services and resources



Caregiver Support Process



Identifying Caregivers

Who is the client?

If the caregiver wants support, and the care recipient is receiving support from NVCC as well, we have 2 clients: the caregiver AND the care recipient!

- Gather basic information about the caregiver (including DOB, address, phone number, etc.)
 - This information helps the Navigator stay in contact with the client through their support process
- Gather information about the care recipient

Resource and Service Navigation- Caregiver Support

- Use a person-centered, and therefore caregiver-centered approach in addressing any needs the caregiver brings up regarding
- What do we connect caregivers with?
 - Public Programs
 - If they qualify for them, are available in their area, and meet their needs
 - Private Pay Supports
 - If they have higher income
 - Informal Supports
 - Community-based
 - Friends/Family
 - Any other supports that they can leverage to help them with caregiving and/or their own needs

Some supports are not offered in rural/frontier areas of Nevada and are therefore not available to caregivers in specific areas. We then strategize in using informal supports.

Nevada Care Connection Training

- Annual Training to NVCC Resource Center Staff includes:
 - Active listening skills and other communication skills-building
 - Person-centered philosophy and approach
 - How to identify caregivers
 - How to work to achieve goals, wants, needs, etc. for the caregiver and the care recipient simultaneously
 - What roles caregivers have in making decisions for their care recipients (legal requirements, if the care recipient does/does not want the caregiver making decisions with them, etc.)