2009

LLMHS Elderly Services Outreach Program: Lincoln, Lyon & Murray Human Services

Jamie Olson

Minnesota State University - Mankato

Follow this and additional works at: http://cornerstone.lib.mnsu.edu/etds

Part of the Geriatrics Commons, Gerontology Commons, and the Social Work Commons

Recommended Citation


This Other Capstone Project is brought to you for free and open access by the Theses, Dissertations, and Other Capstone Projects at Cornerstone: A Collection of Scholarly and Creative Works for Minnesota State University, Mankato. It has been accepted for inclusion in All Theses, Dissertations, and Other Capstone Projects by an authorized administrator of Cornerstone: A Collection of Scholarly and Creative Works for Minnesota State University, Mankato.
Lincoln, Lyon & Murray Human Services (LLMHS) is a tri-county social service agency in Southwest Minnesota. LLMHS provides services to individuals of all age, one of the populations is elderly. Those over 65 are entitled to a long term care consultation in their home by a long term care social worker from the agency. The workers will assess their level of need and their financial situation to determine eligibility for programs to help pay for home and community based services. If eligible, elderly can continue with case management as well as needed services. If ineligible, the worker will make recommendations, give resources and answer questions. The overall goal of the LLMHS worker is to help the elderly individual remains safe and aging in their home as long as possible.

Project Purpose

Right now there is a lack of professional and community knowledge regarding the services LLMHS provides in Minnesota. LLMHS provides services to individuals involved with the over 65 population. The program includes:
- what services are available through the county
- the referral process
- key signs to make a referral

It focuses on spreading knowledge so that more seniors can get long term care consultations. The ultimate goal is to promote healthy, happy, and safe living in the home and community for our tri-county seniors. This capstone project was to develop this program based on research so it can be implemented.

Project Description

In order to create this program, a project was created to address the lack of knowledge and spread knowledge on the county programs and role of LLMHS. The program created was the LLMHS Elderly Services Outreach Program. The LLMHS Elderly Services Outreach Program is an educational outreach program that brings coherence and fidelity to the process of reaching and helping those over sixty-five. The program educates the public that are most frequently involved with the over 65 population. The program includes:
- what services are available through the county for seniors
- the referral process
- key signs to make a referral

It focuses on spreading knowledge so that more seniors can get long term care consultations. The ultimate goal is to promote healthy, happy, and safe living in the home and community for our tri-county seniors. This capstone project was to develop this program based on research so it can be implemented.

Methodology

1. Found social problems/areas of need within practice agency which were of interest to me
2. Narrowed project idea to one then get support of my advisor, MSW supervisor, and the agency
3. Developed capstone proposal and submitted to academic advisor, gave copy to supervisor and agency
4. Developed capstone timeline for project implementation into my practice
5. Conducted literature review of best presentation methods, outreach methods, and elderly service programs
6. Completed IRB process due to need for professional input into project development
7. Developed a consent form for professionals participating in the informal interviews and focus group
8. Filled out an IRB application and submitted IRB application with consent form to IRB board
9. IRB approved on 4/24/2009 by MSU MIRB Review Board
10. Got consent and conducted interviews/focus groups with medical, social work, and other professionals
11. Graphed the results of the interviews to show the areas of educational interest local professionals have
12. Created the power point, as suggested by the literature review, based on the interest areas as well as Department of Human Services literature on elderly services provided through LLMHS
13. Created a brochure, as suggested by literature, which outlines need for outreach as well as program and referral information
14. Created a sign up sheet for people to request more information following the presentations
15. Critiqued all materials with MSW supervisor and received feedback
16. Received approval from LLMHS supervisor on all materials
17. Completed Capstone Presentation Poster
18. Started scheduling presentations

Comprehensive Programs

<table>
<thead>
<tr>
<th>Program Goal</th>
<th>Initial planning phase:</th>
<th>Input from:</th>
</tr>
</thead>
</table>
| Elderly and community outreach | Service provider, visit, register, create interventions, | Core team, | C:
| | | community members, | LLMHS, | Senior
| | | agencies, | community, | volunteers
| | | community, | media, | organizations
| | | community, | & senior | professionals
| | | community, | caregivers, | & family
| | | community, | & community | volunteers

**Program Planning and Design through:****

- ELD PHASE: Intake, planning, and implementation
- MIDDLE PHASE: Staff advocacy, program, and maintenance
- LATER PHASE: Staff training, program development, and evaluation

**Evaluation methods:**

- Pre/Post implementation evaluation of knowledge, skills, and attitude of the participant
- Pre/Post implementation evaluation of the participant's ability to use the information
- Pre/Post implementation evaluation of the participant's ability to use the information

Next Steps

1. Develop evaluation methods
2. Monitor number of referrals prior to and following the presentations
3. Post-test survey program participants self-evaluation knowledge gain
4. Continued focus group check ins with coworkers/professionals to monitor progress success
5. Present to director and human services board members
6. Present to public professionals
7. Review program evaluation results, make program modifications as needed
8. Write and publish program development process and evaluation results in a scholarly journal

Acknowledgements

Thank you to the following:
- Robin Wingo, my academic advisor who helped me get IRB approval and followed my progress
- David Beirnes, for helping with project dialogue groups and capstone poster development
- Jennifer Klein, for her supervision of my work while at LLMHS
- MSU Mankato’s IRB board for their approval of my capstone research proposal
- The professionals who allowed me to do the interviews on which this project is built and for their dedication to our elderly population

Results

Based on the literature review and informal interviews the program was created consisting of educational sessions and brochures which include visual, oral, and written education techniques. Specifically:
- a verbal in-person presentation by a long term care social worker from LLMHS
- 17 succinct power point slides including visual aids, referral process, and descriptions of the programs for elderly
- a question and answer session at the end of each presentation
- a brochure explaining the purpose of the outreach program and what happens when a referral is made

The goal is to get the referral and program information to as many people in the counties as possible. The educational sessions will be conducted in a variety of settings, including:
- collaborative meetings held within the counties
- medical facilities
- home care offices
- assisted living facilities
- other elderly service providers

A majority of the educational sessions will be done initially, within the first 6 months to a year of the program implementation, then as needed. The worker will also be available by phone, email, or face to face contact to answer questions regarding referrals and services on behalf of the county.

LLMHS Elderly Services Outreach Program

Lincoln, Lyon & Murray Human Services

Jamie Lyon Olson

Literature Review

In order to create and implement this program I researched what I needed to have been successful and unsuccessful at developing similar programs. By searching the Minnesota State University, Mankato library databases I was able to find numerous scholarly articles in journals such as the Journal of Gerontological Social Work and Gerontology and Geriatrics Education. Some of the articles I found are studies while others are just descriptive of their program. Connell, Holmes, Voelkl, and Bakakar (2002) point out that few of the elderly outreach programs, especially in the rural and need areas, have been written about or published on. This did make a literature review more difficult as I wanted to have a lot of resources to help me in planning this program. I also found multiple articles that are outdated and many are related to mental health services and the elderly. I also noticed that many articles and programs such as the one described by Yang, Garis, and McClure (2005) are outreach programs that involve using the community but their primary focus is on outreach directly in the home and community for our tri-county seniors. This capstone project was to create a program based on research so it can be implemented.

Common themes to the ways the programs are set up, administered, and evaluated are:
- to rely heavily on expertise of community professionals when planning, implementing, and evaluating
- to have a focus work group formed and conduct interviews or brainstorm when planning the program
- to have the professionals monitor the program and evaluate it themselves
- to have participants evaluate their learning using questionnaires

It was helpful to do this literature review because it serves as a basis for the creation of this program. I too am using professional knowledge and using interdisciplinary brainstorming to come up with the most pertinent information to be taught. I hope that my educational outreach program is similar to that I read about in this literature review, as their program results were positive.

Top Areas of Educational Interest

<table>
<thead>
<tr>
<th>Collaboration Methods</th>
<th>Adaptation Summary</th>
<th>Resources Available</th>
<th>Program Goals</th>
<th>Program Meetings</th>
<th>Dialogue</th>
<th>Reference</th>
<th>Program Changes</th>
<th>Budget/Financial Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core team plus three outside agencies</td>
<td>Training on the end of life</td>
<td>Home care staff</td>
<td>15 succinct power point slides including visual aids, referral process, and descriptions of the programs for elderly</td>
<td>Interdisciplinary brainstorming to come up with the most pertinent information to be taught</td>
<td>Monthly meetings</td>
<td>dữ liệu từ các nguồn khác nhau</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>