



WISCONSIN DEPARTMENT
of HEALTH SERVICES

2022 Contract for Aging and Disability Resource Centers

Phoebe Hefko
ADRC Program and Policy Unit Supervisor
Office for Resource Center Development
July 13, 2021

To protect and promote the health and safety of the people of Wisconsin

Overview

- ADRC operations manual project
- 2022 scope of services
- Proposed revisions for 2022
- Input from the council
- Next steps

ADRC Operations Manual Project

Origin and goals of the project

- Evolving from the development phase
- Reducing the operational content in the scope of services
- Simplifying and streamlining by creating:
 - A single place to find current ADRC guidance
 - A system that is easy to access
 - A system that is easy to update
 - A system that is integrated with aging program operations

ADRC Operations Manual Project

- Completion target: November 1, 2021
- Rollout plan:
 - November 2021: Access in SharePoint for ADRC directors and supervisors
 - December 2021: SharePoint 101 training for all ADRC staff
 - January 2022: Operations manual training for all ADRC staff.
Public access to content through the DHS Publications Library.

2022 Scope of Services

- Scope of services annual review process will look different.
- Revisions may be incorporated in the manual or the scope.
- Scope will point to the manual for operational guidance.

Input

- Aging and Disability Professional Associate of Wisconsin (ADPAW)
- ADRC directors and supervisors
- Wisconsin County Human Services Association (WCHSA) Long-Term Care Professional Advisory Committee
- Long-Term Care Advisory Council

Proposed Changes for 2022

Wisconsin Department of Health Services

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Shared Positions

Revision

- Add information about positions shared between multiple ADRCs. Describe the expectations should the ADRCs decide they no longer wish to share a position.

Reasoning

- There are ADRCs that share positions, such as a Dementia Care Specialist, and language needs to be added to describe the minimum expectations in these instances.

Wisconsin Department of Health Services

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Waitlist Management

Revision

- Remove the waitlist management section from the scope of services.

Reason

- This section is obsolete since Wisconsin has reached entitlement throughout the state.

Refusing Services

Revision

- Add language describing the limited circumstances in which an ADRC may refuse services.

Reason

- This language is currently in a technical assistance document and should be moved to the scope of services or the operations manual.

Client Tracking System

Revision

- Add language specifying that there must be a firewall between ADRC customer information and information collected by non-ADRC programs.

Reason

- To ensure compliance with confidentiality regulations, ADRC data needs to remain outside of and separate from other county data.

Conflict of Interest

Revision

- Clarify that ADRC board members who are on the county's payroll for the purpose of being reimbursed for mileage or a per diem are **not** considered employees of the county.

Reason

- Employees of the county are prohibited from serving on the ADRC board. However, a person on payroll solely for reimbursement for board-related activities is not considered an employee.

Time and Task Reporting

Revision

- Only staff funded through the Dementia Care Specialist grant may report their time as a Dementia Care Specialist. ADRC staff doing dementia-related work and funded by another source must report their time as an ADRC specialist.

Reason

- As ADRCs choose to fund positions that are similar to a Dementia Care Specialist, this distinction is necessary to ensure appropriate reporting of expenses.

Equity and Inclusion

Revision

- Add a section to the scope of services that declares ADRCs' commitment to addressing health equity and inclusion of marginalized groups.
- Add activities related to advancing health equity and inclusion to the optional services section.

Reason

- This is a new section to formally describe expectations for ADRCs to engage in equity and inclusion related work.
- This will allow ADRCs to use their funding towards equity and inclusion related work that enhances the ADRC mission.

Next Steps

- Distribute the final draft of the scope of services to ADRC directors on July 28.
- Distribute the draft for internal DHS review and approval.
- Distribute final contract to ADRCs in October.
- Receive signed contracts from ADRCs in November.
- Launch ADRC operations manual by January 1, 2022.

Comments and Questions

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ADRC Policy Strategist
Jennifer.Speckien@dhs.wisconsin.gov
715-210-1531



WISCONSIN DEPARTMENT
of HEALTH SERVICES

2020 Member Satisfaction Survey

Jie Gu
Program and Policy Analyst
5/14/2021

Survey Sample Criteria

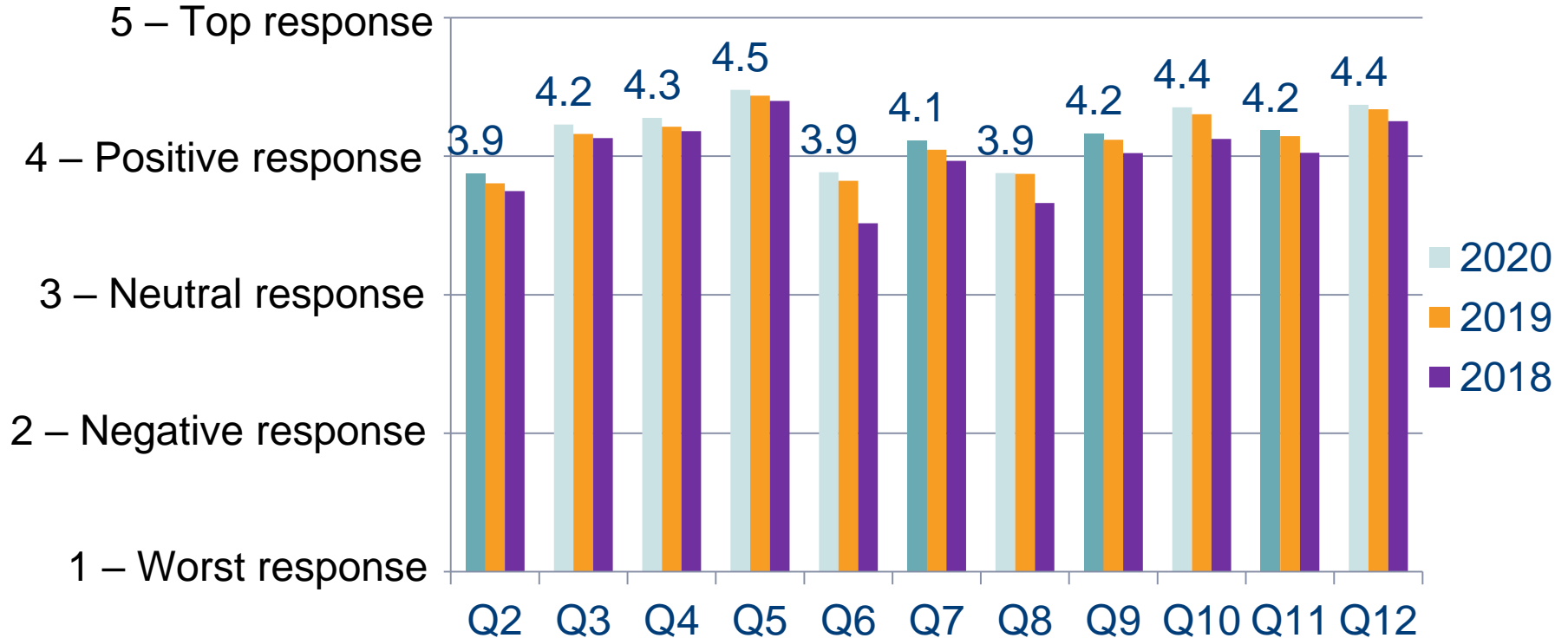
Surveys were sent to randomly selected participants meeting the following criteria:

- Current participant
- Having been a participant for 6+ months
- Distributed among all three target groups

2020 Managed Care Member Satisfaction Survey Analysis

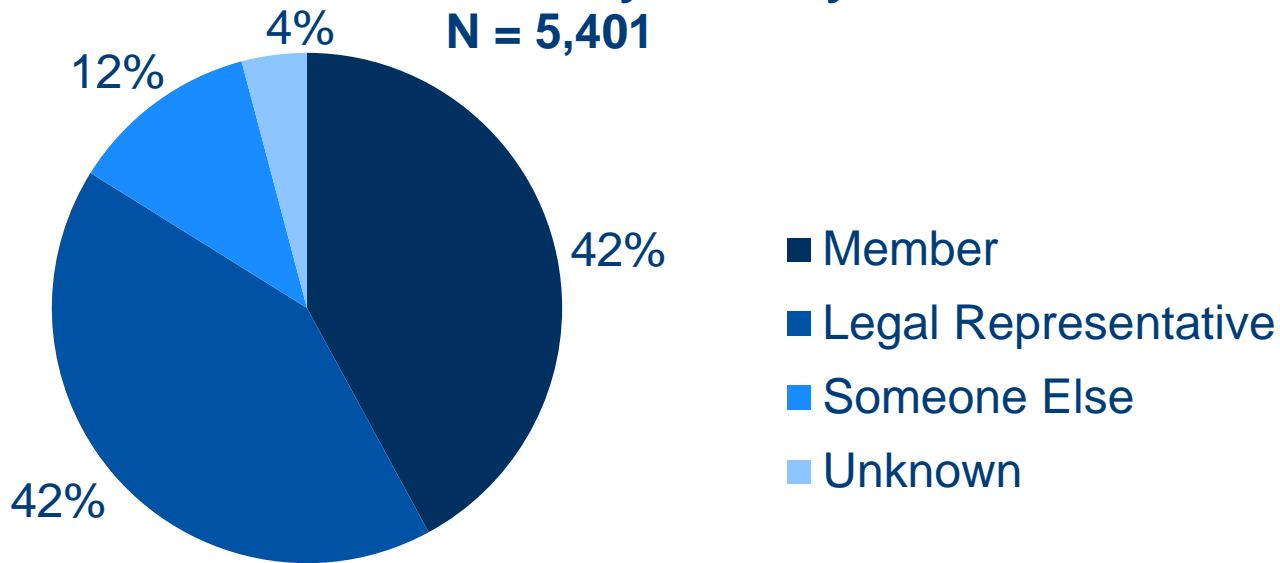
Family Care Survey Analysis

Survey Question Response – Family Care (P4P questions: Q2, Q7, Q9, and Q11)

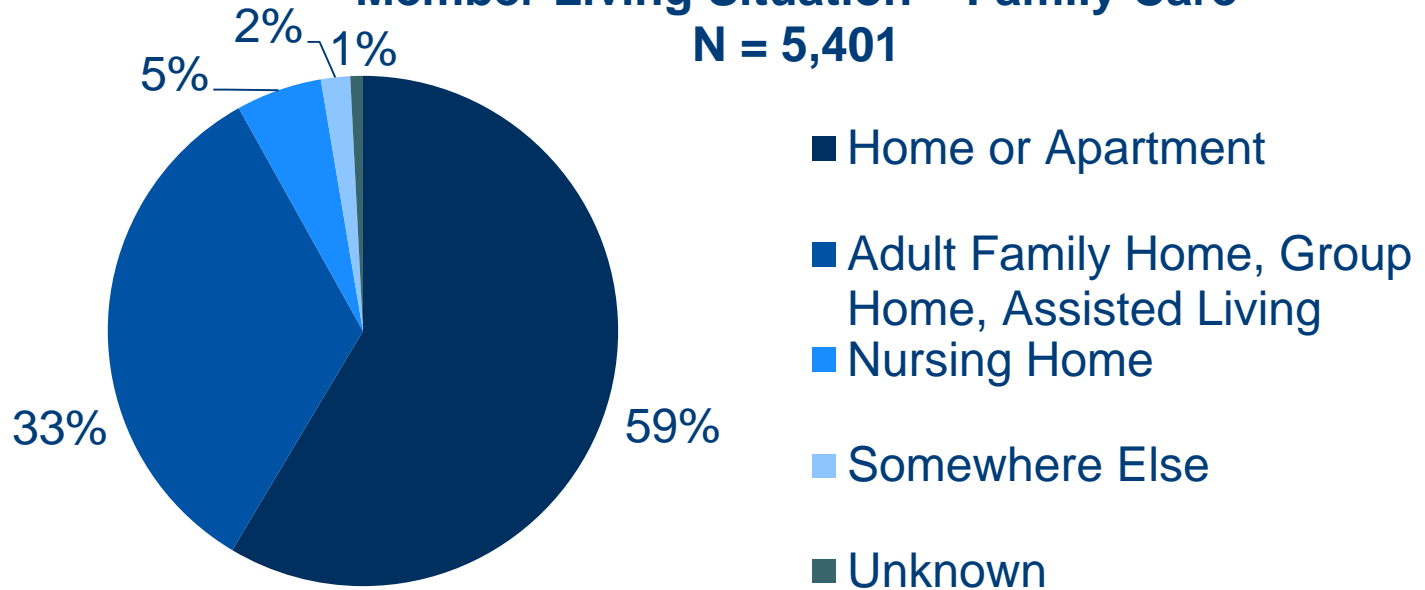


Who Answered Survey – Family Care

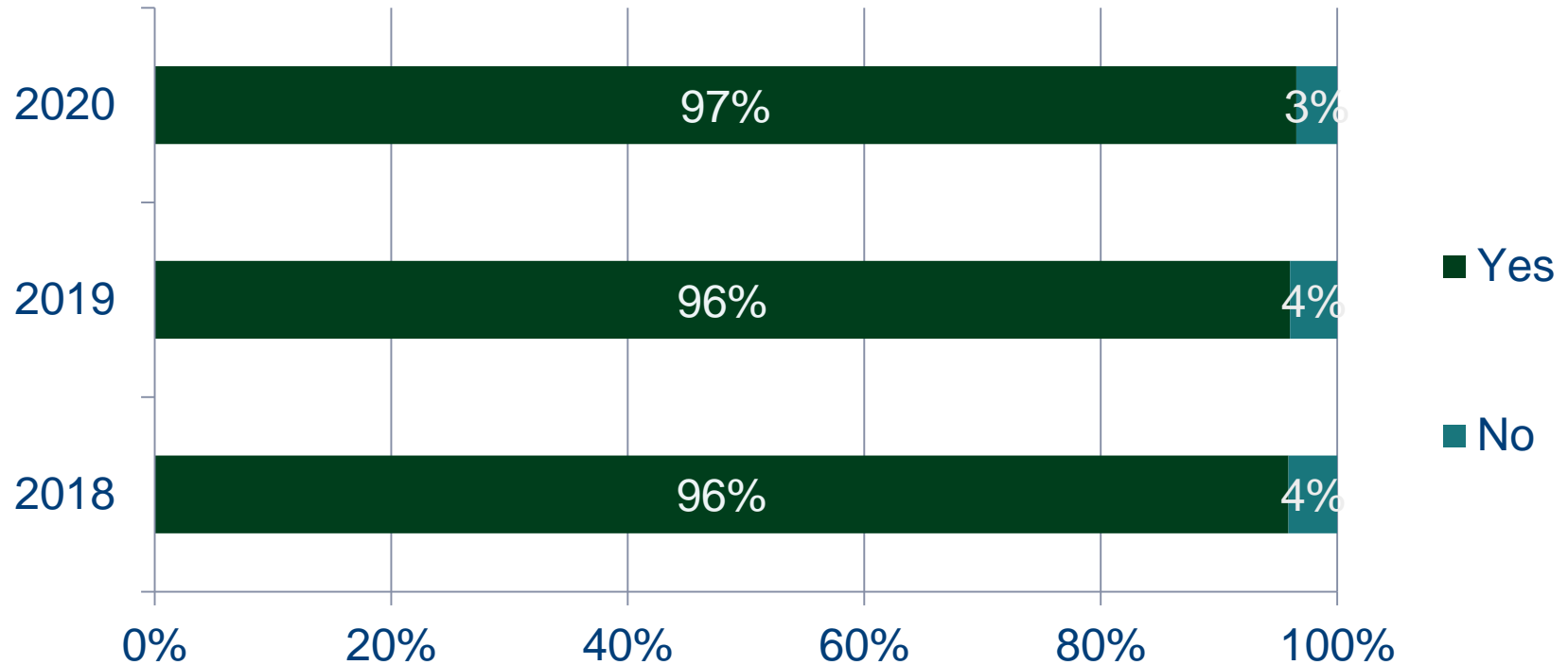
N = 5,401



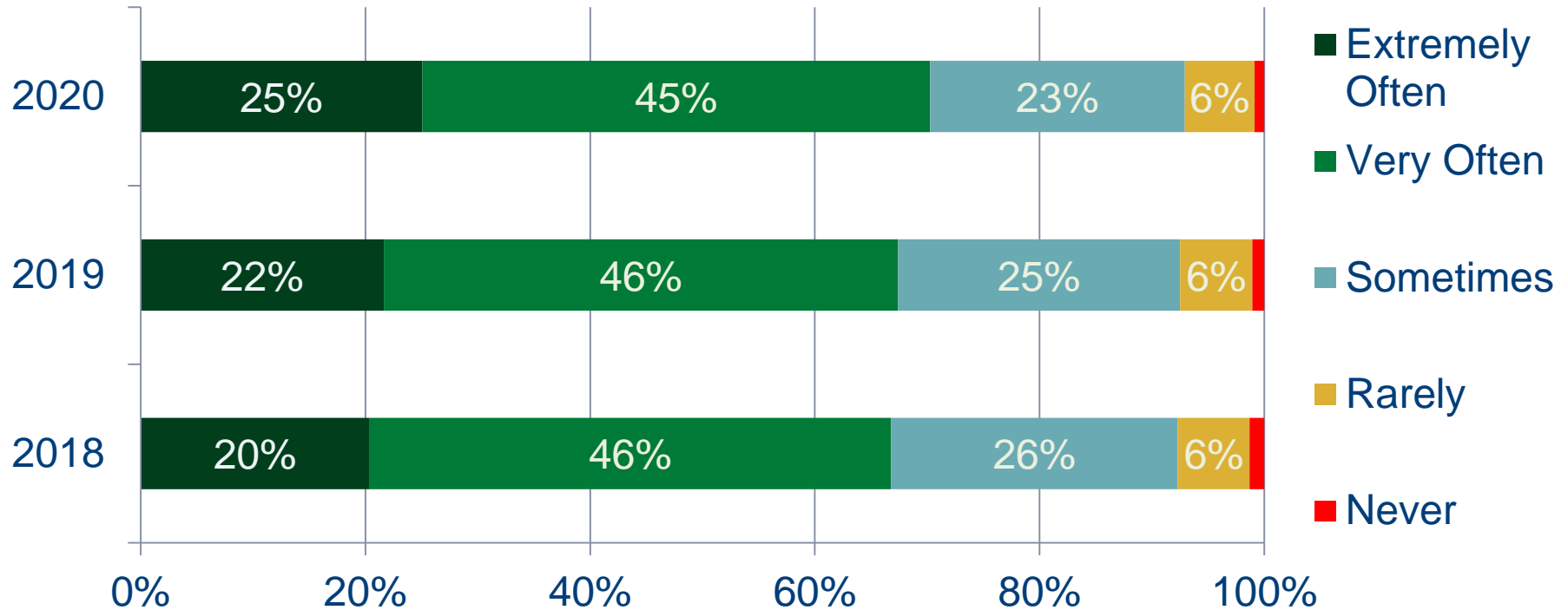
Member Living Situation – Family Care N = 5,401



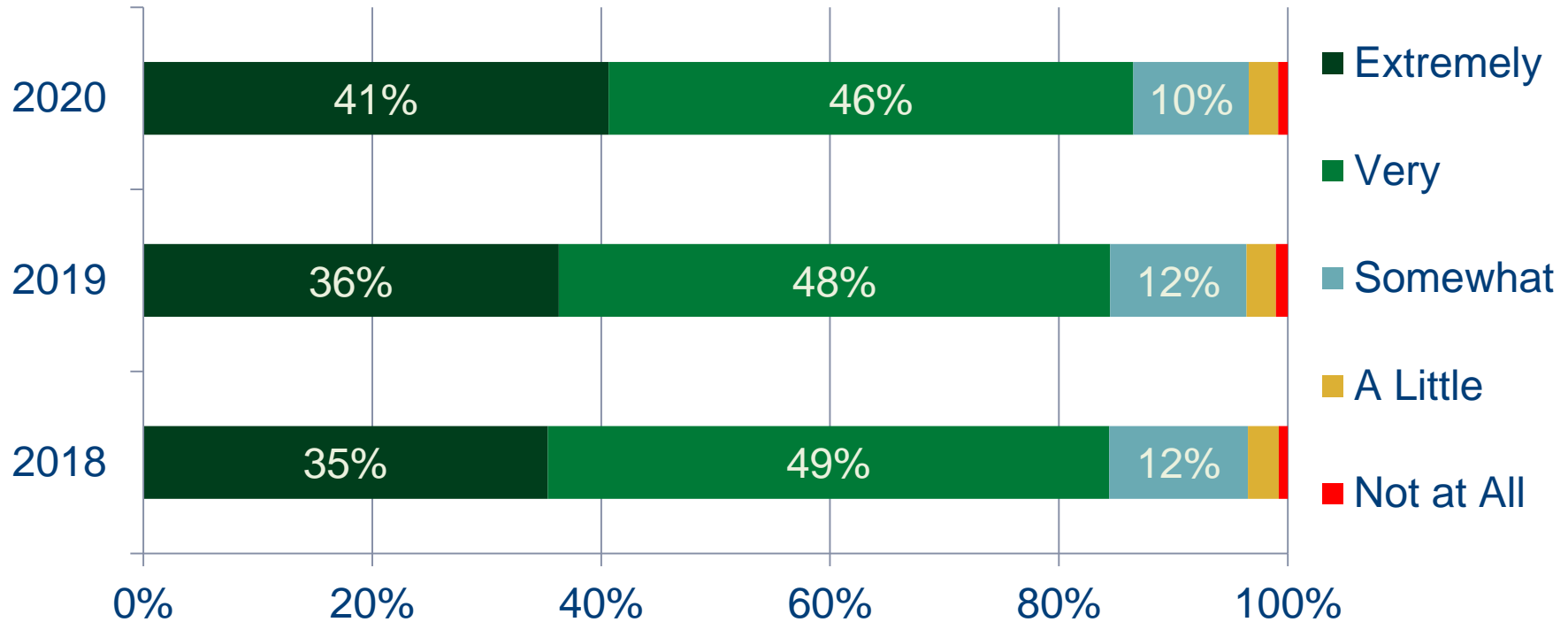
Can you contact your Care Team when you need to?



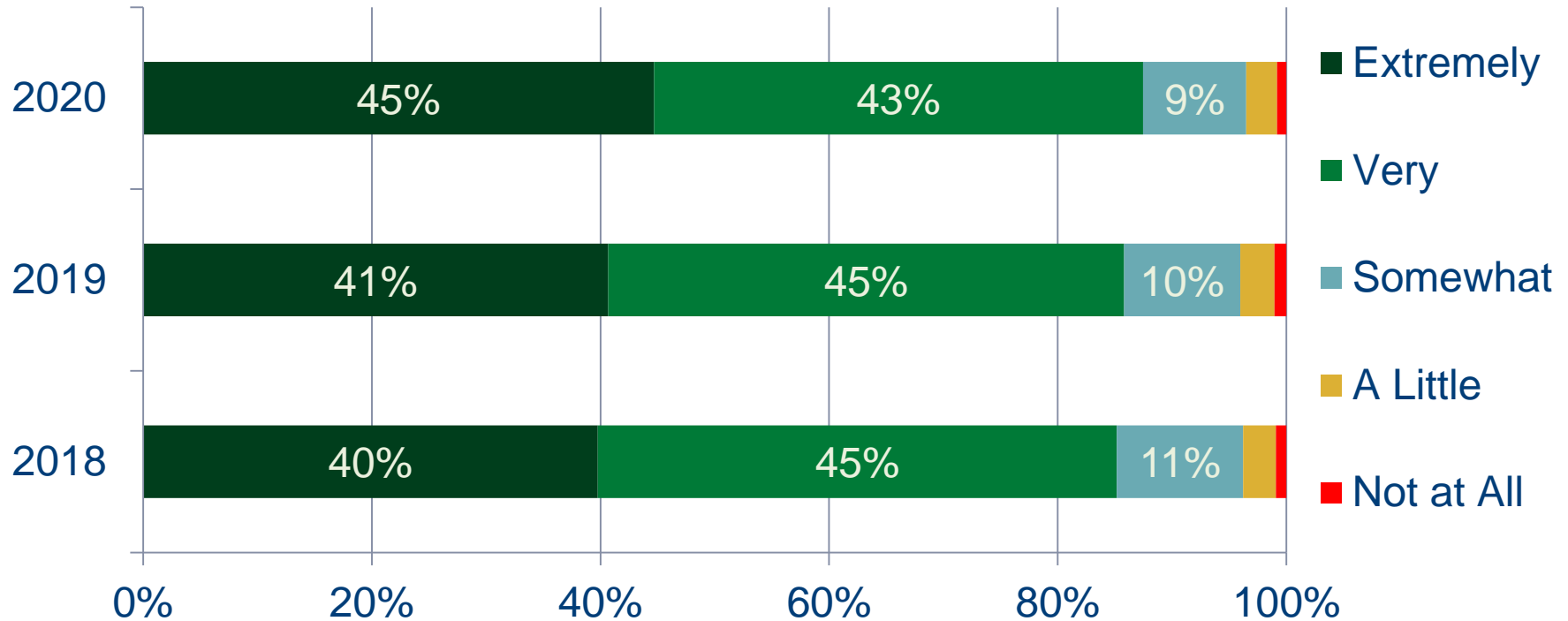
How often do you get the help you need from your Care Team?



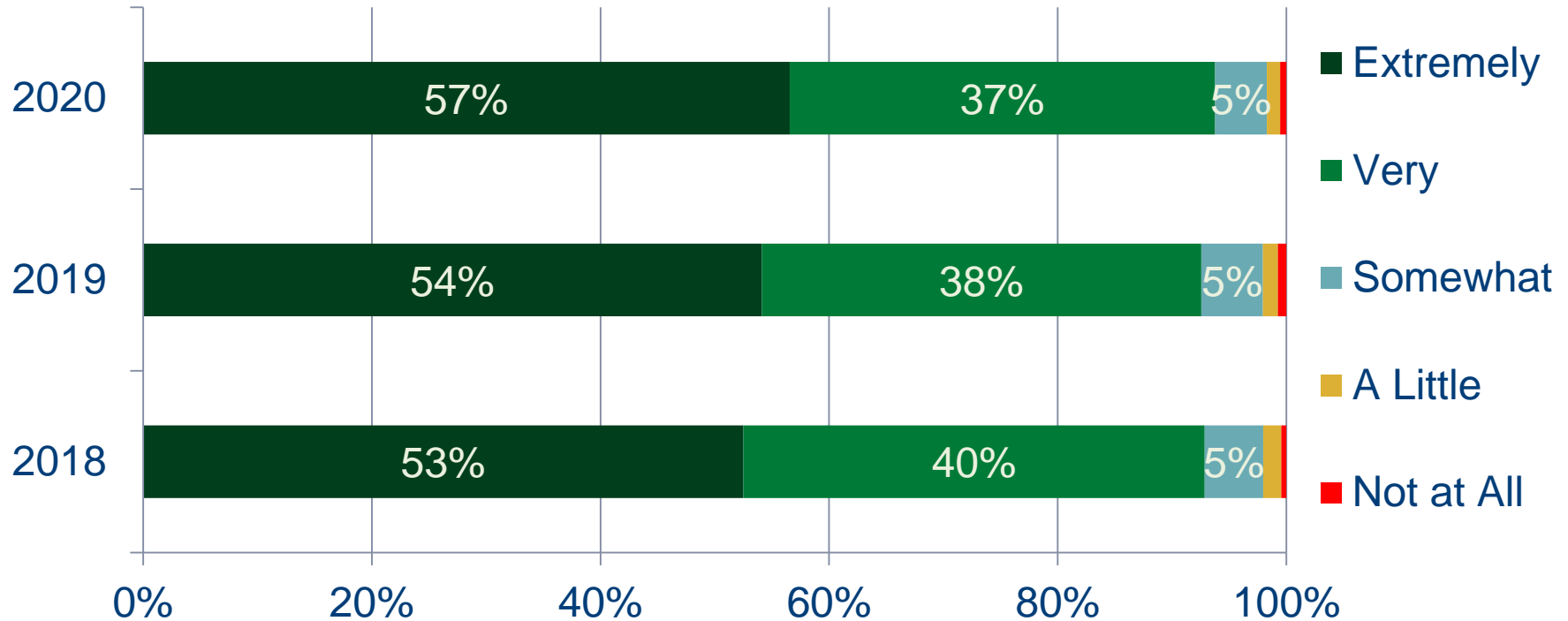
How clearly does your Care Team explain things to you?



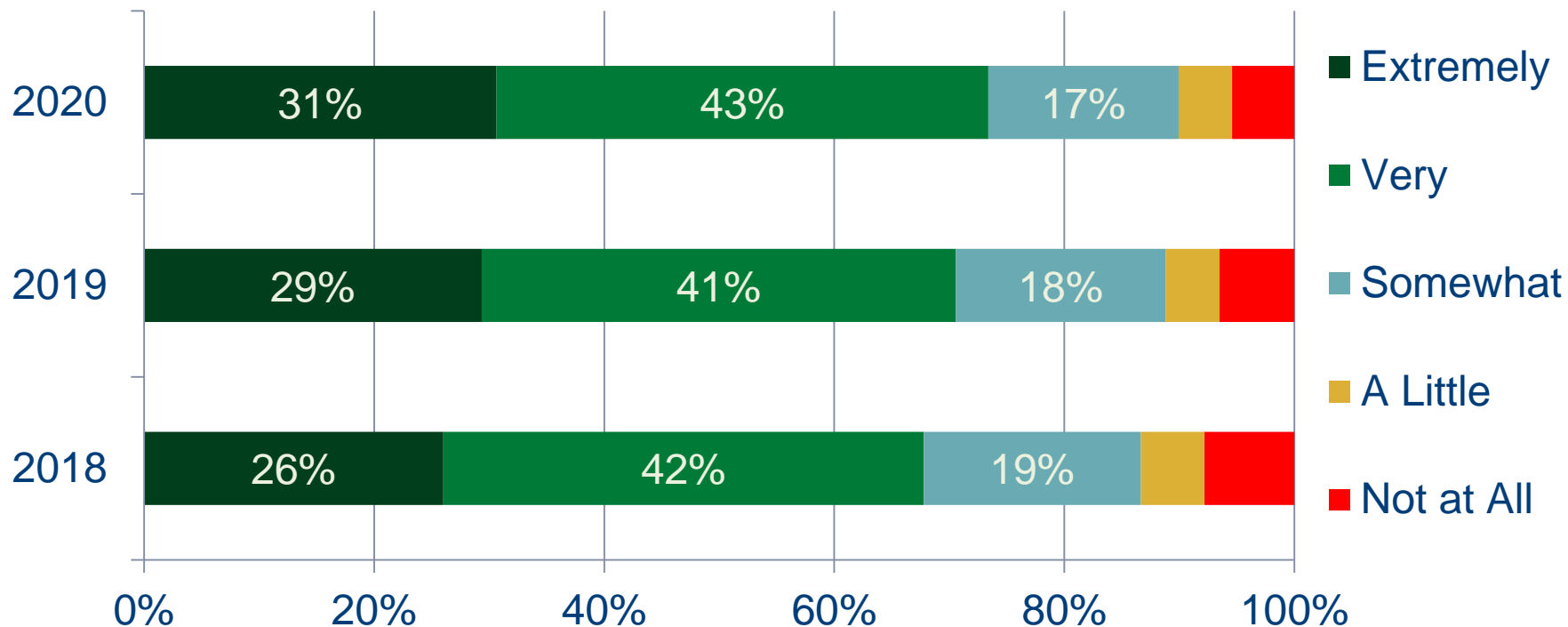
How carefully does your Care Team listen to you?



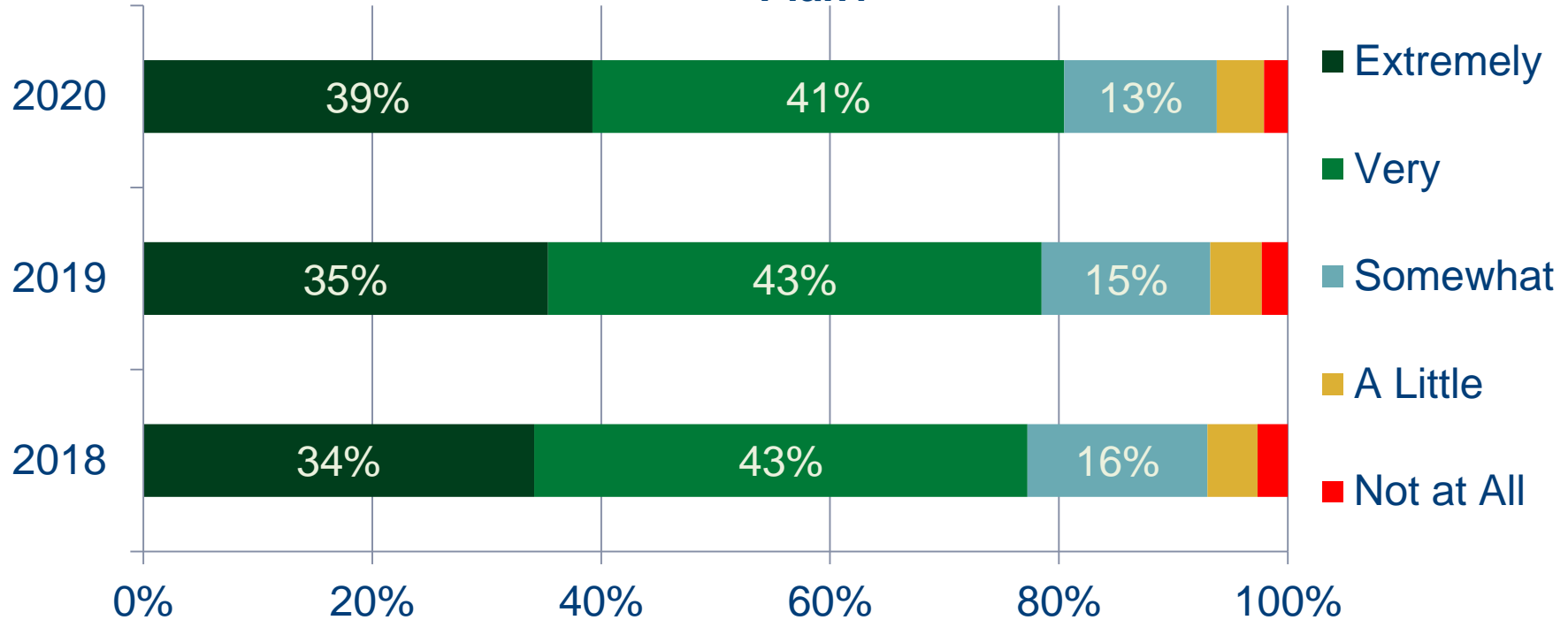
How respectfully does your Care Team treat you?



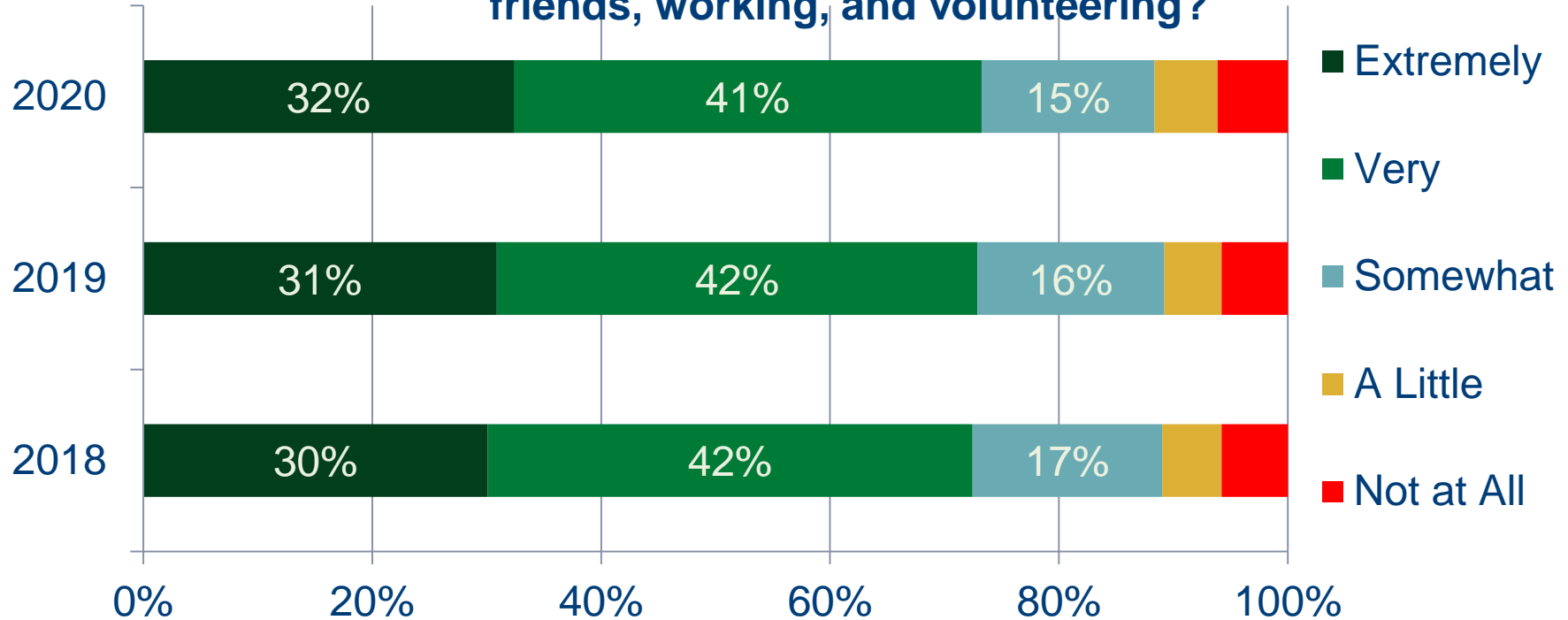
How well did your Care Team explain the Self-Directed Supports option to you?



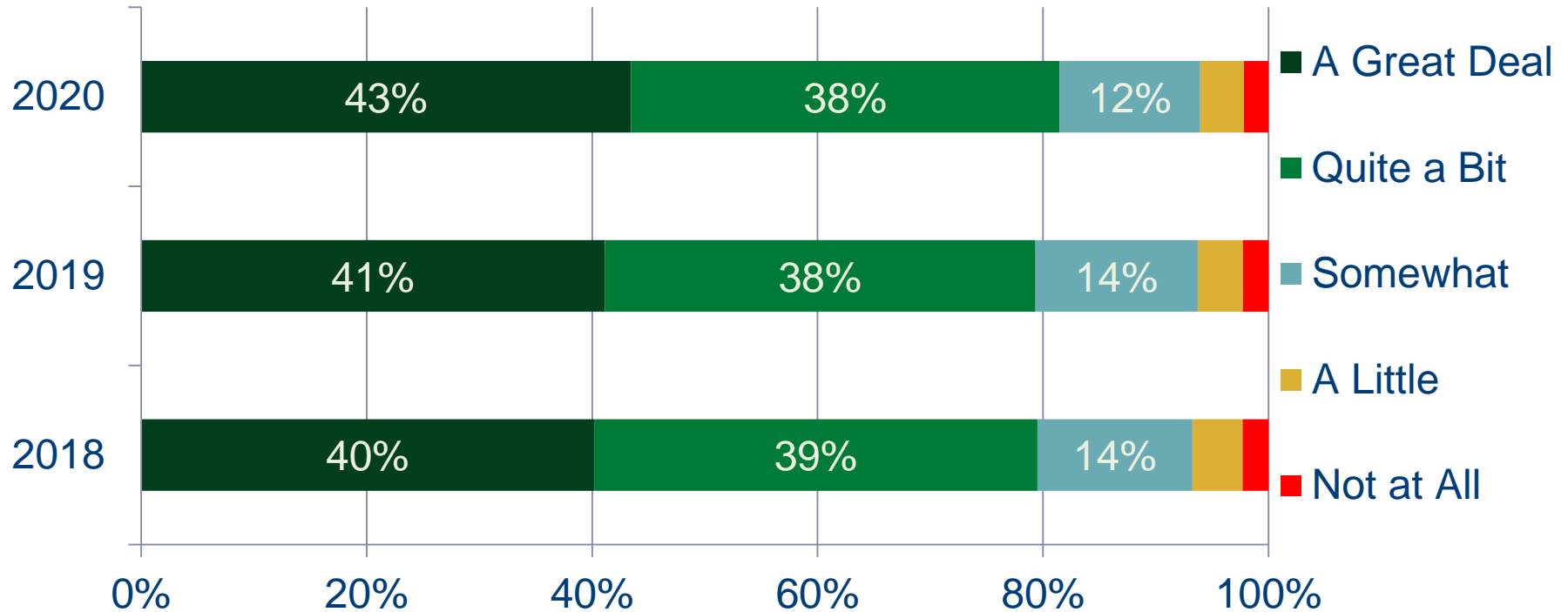
How involved are you in making decisions about your Care Plan?



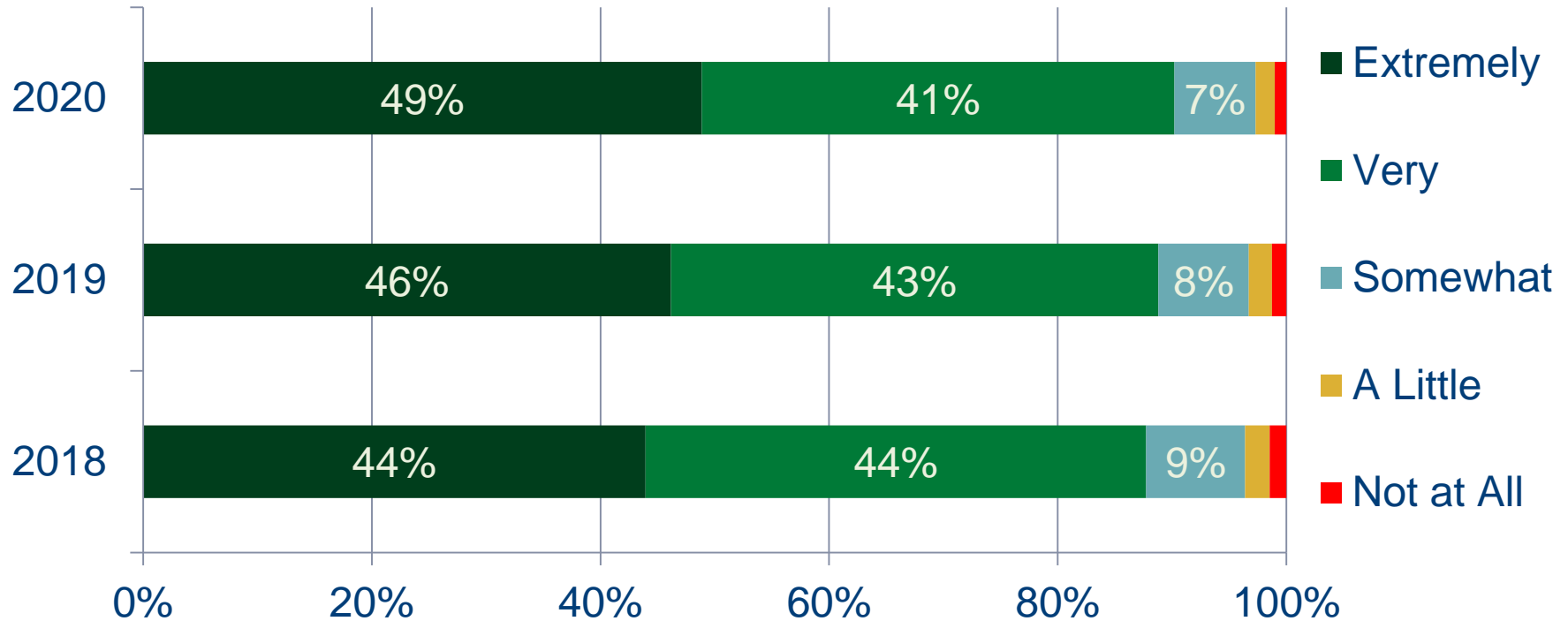
How well does your Care Plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?



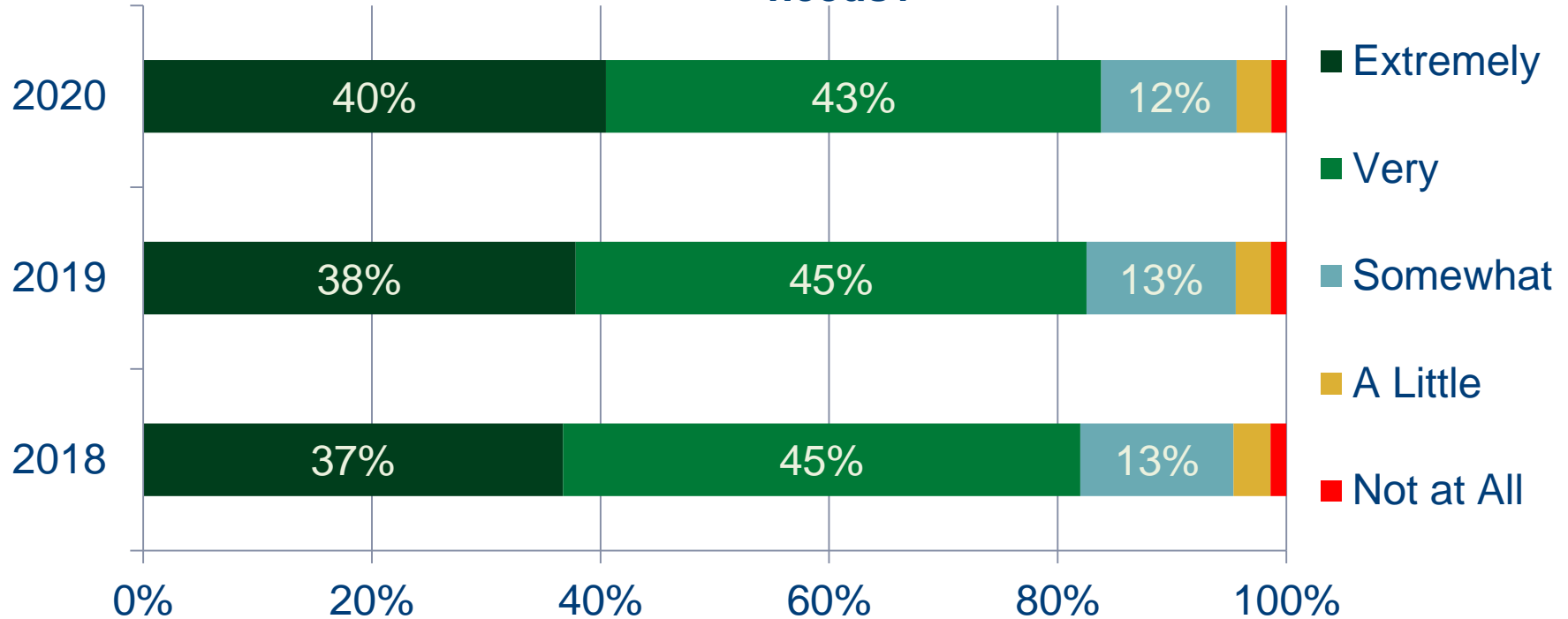
How much does your Care Plan include the things that are important to you?



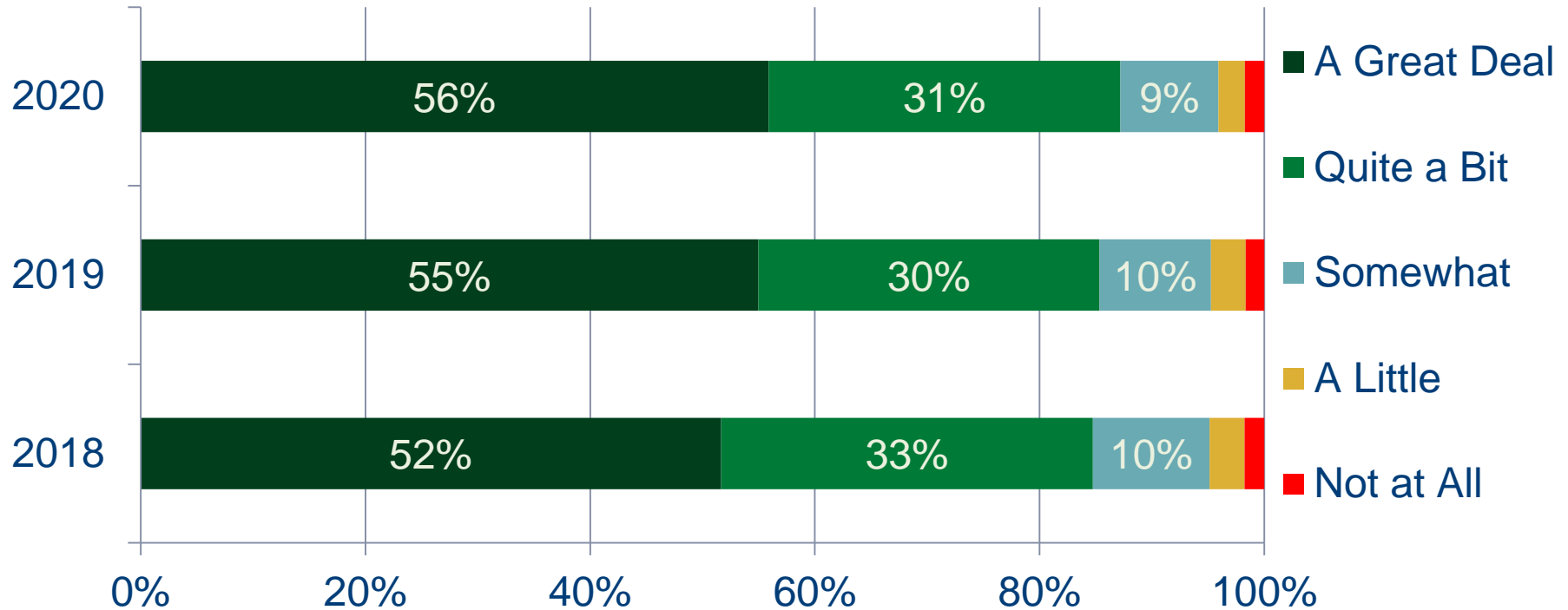
Overall, how respectfully do the people who provide you with supports and services treat you?



How well do the supports and services you receive meet your needs?

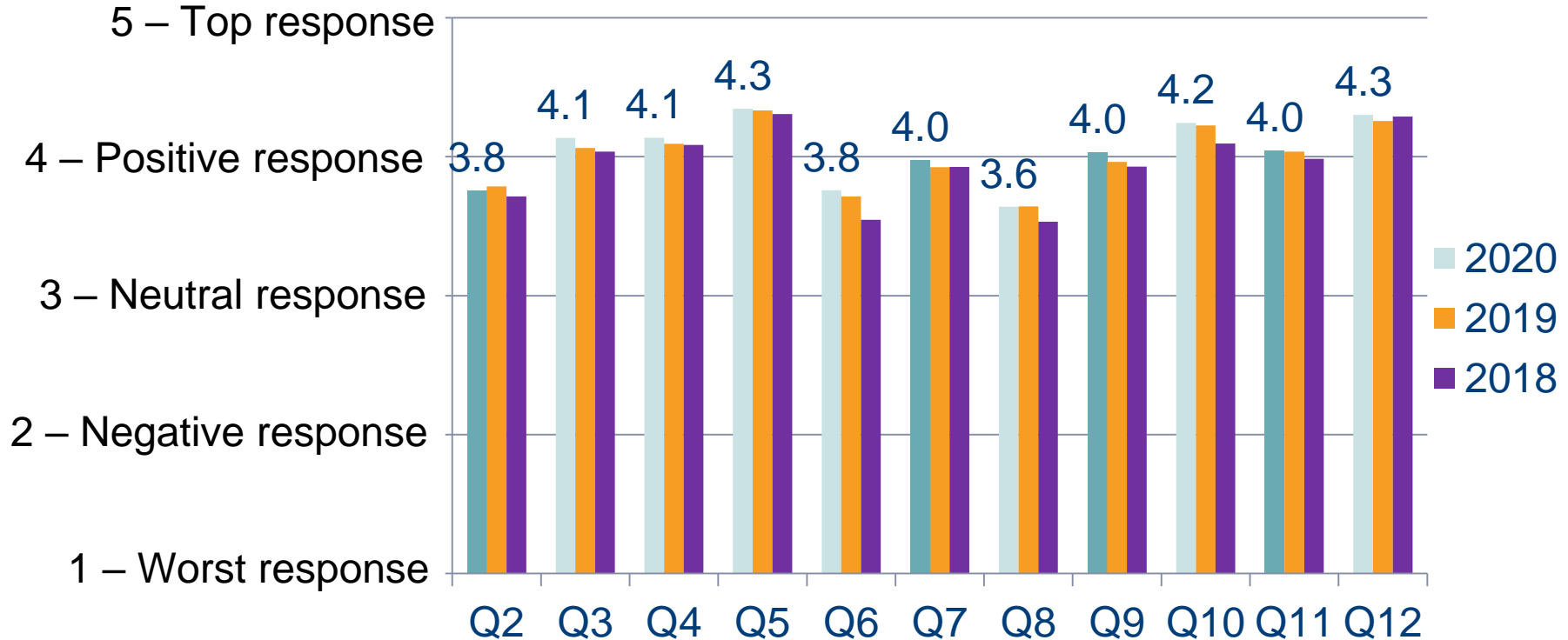


Overall, how much do you like your MCO?

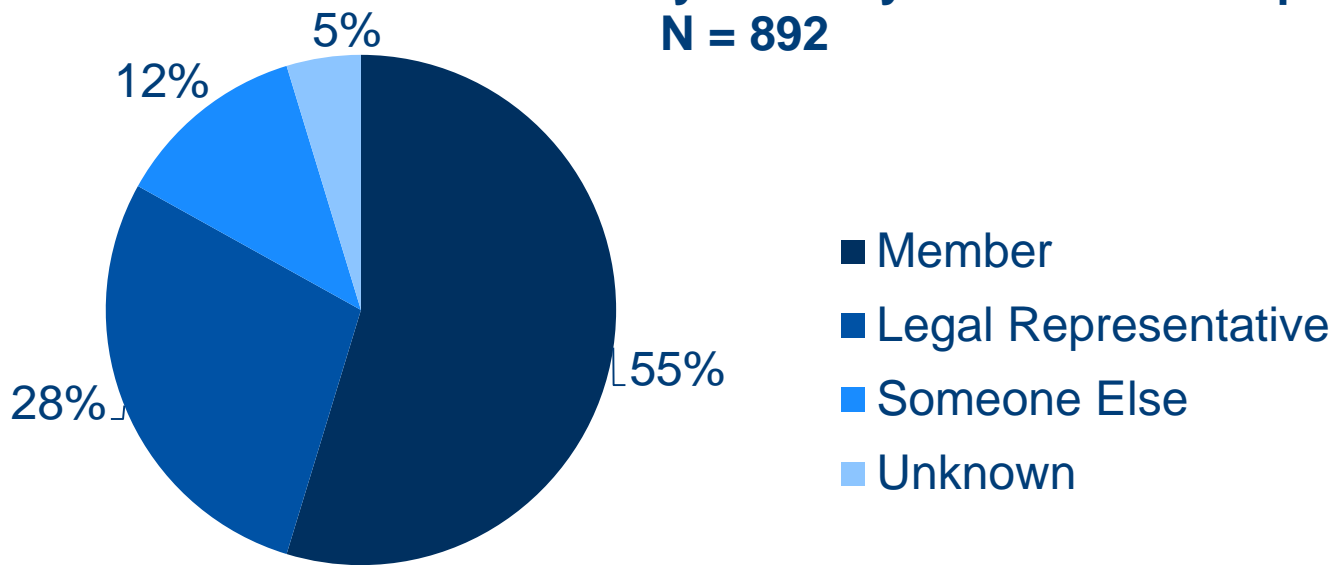


Family Care Partnership Survey Analysis

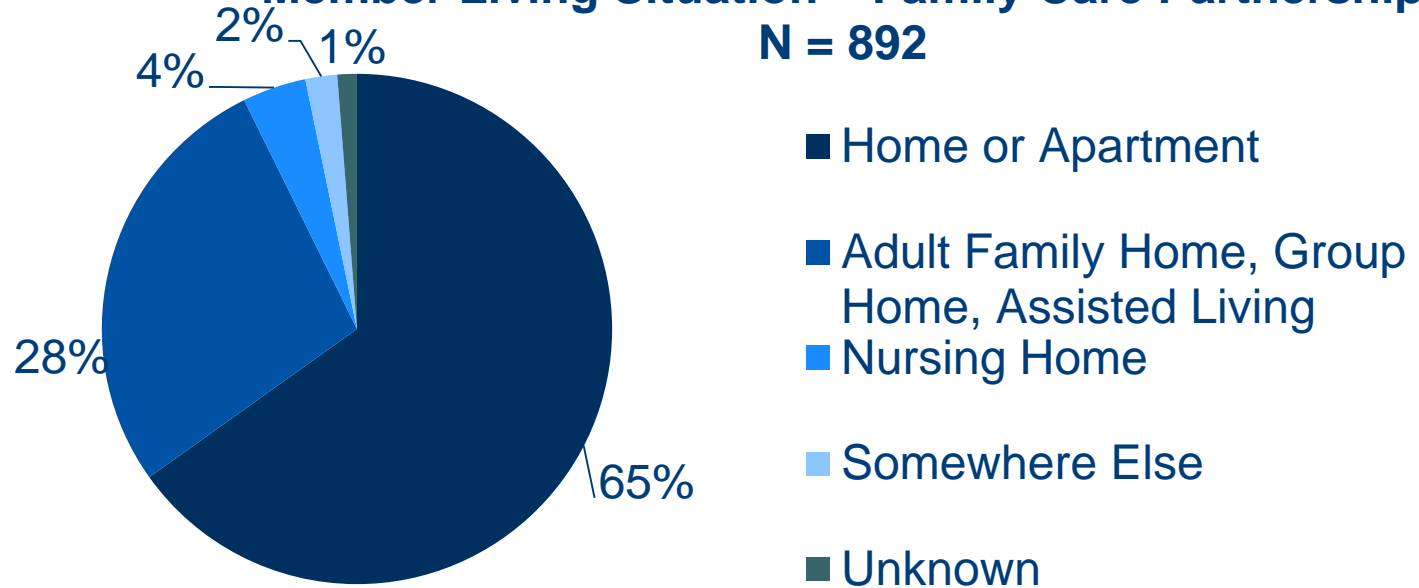
Survey Question Response – Family Care Partnership (P4P questions: Q2, Q7, Q9, and Q11)



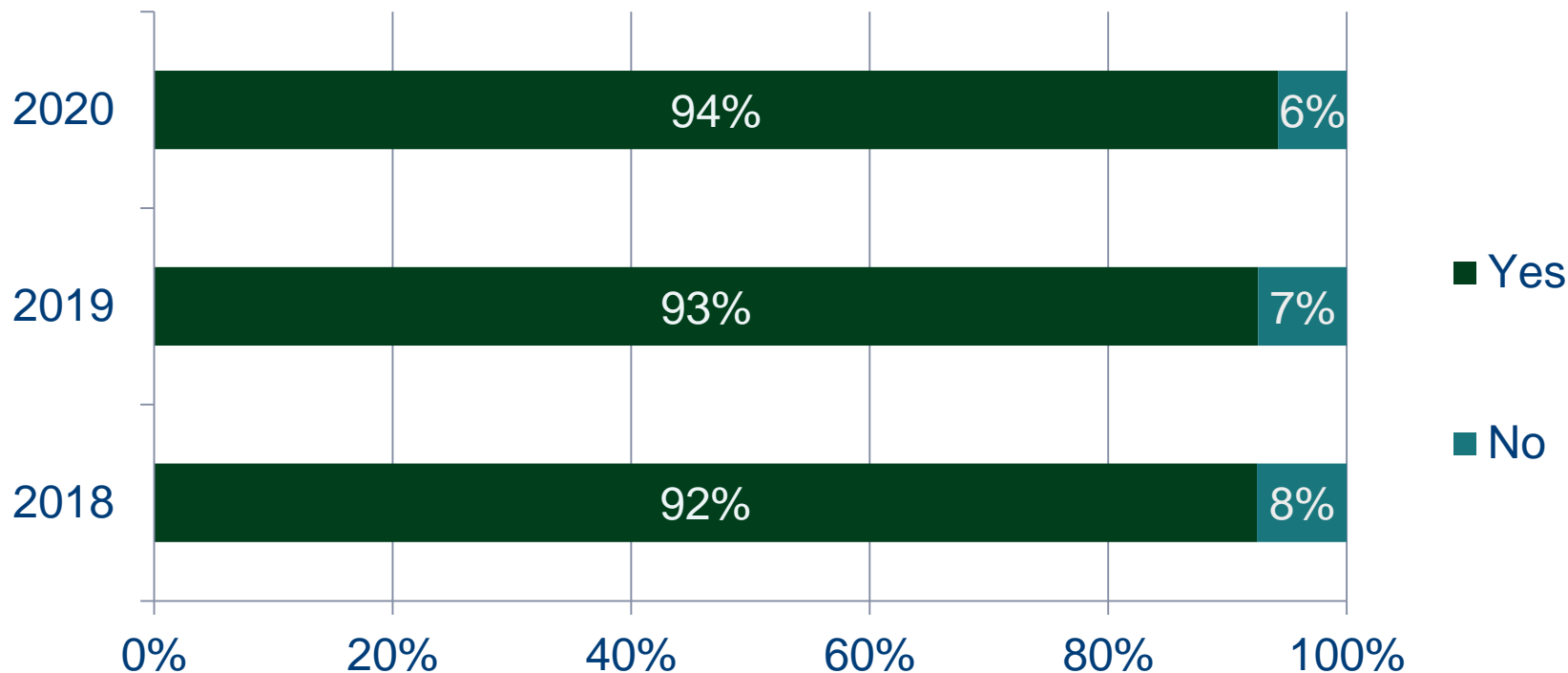
Who Answered Survey – Family Care Partnership N = 892



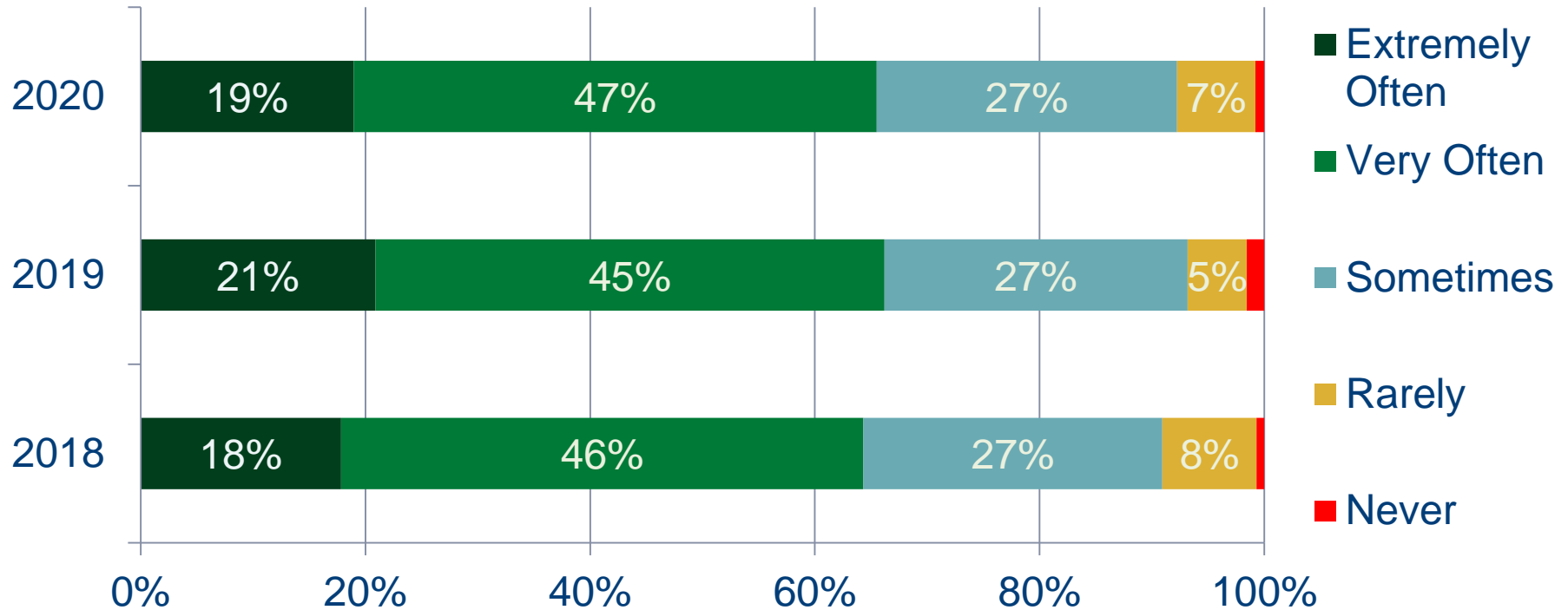
Member Living Situation – Family Care Partnership N = 892



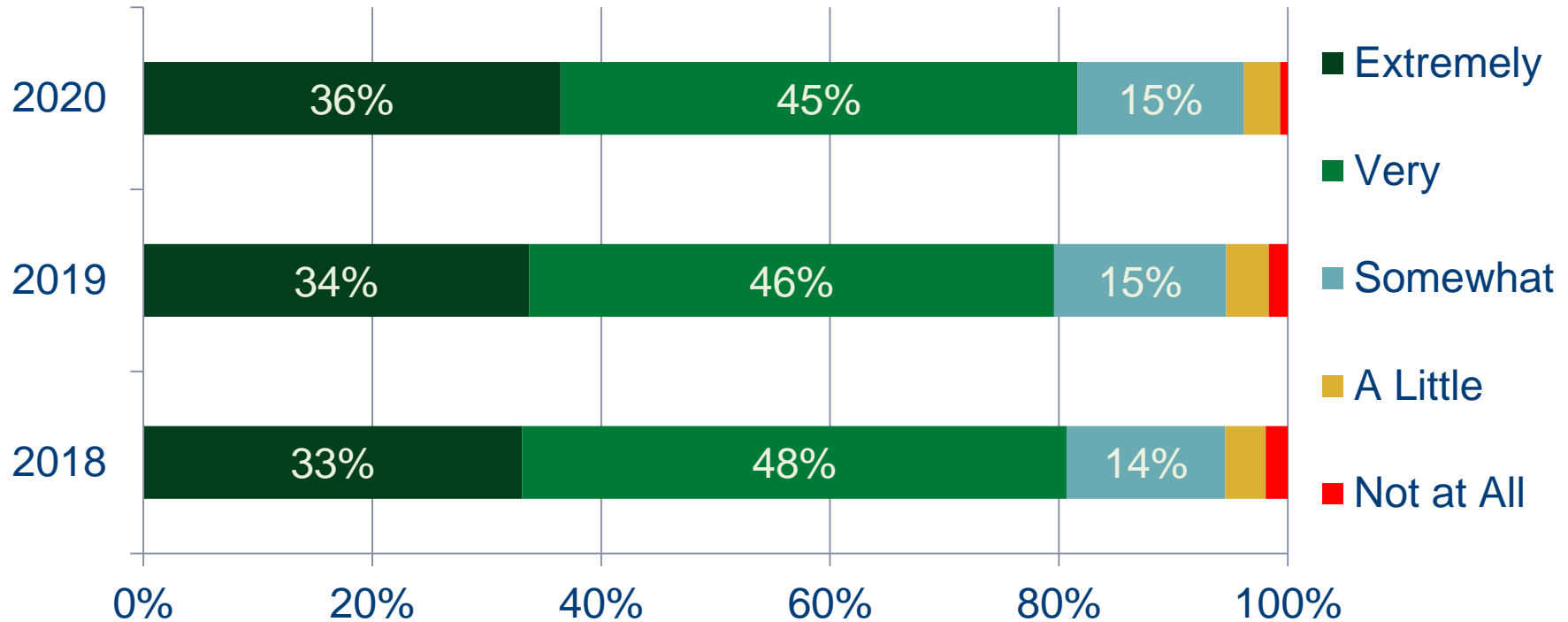
Can you contact your Care Team when you need to?



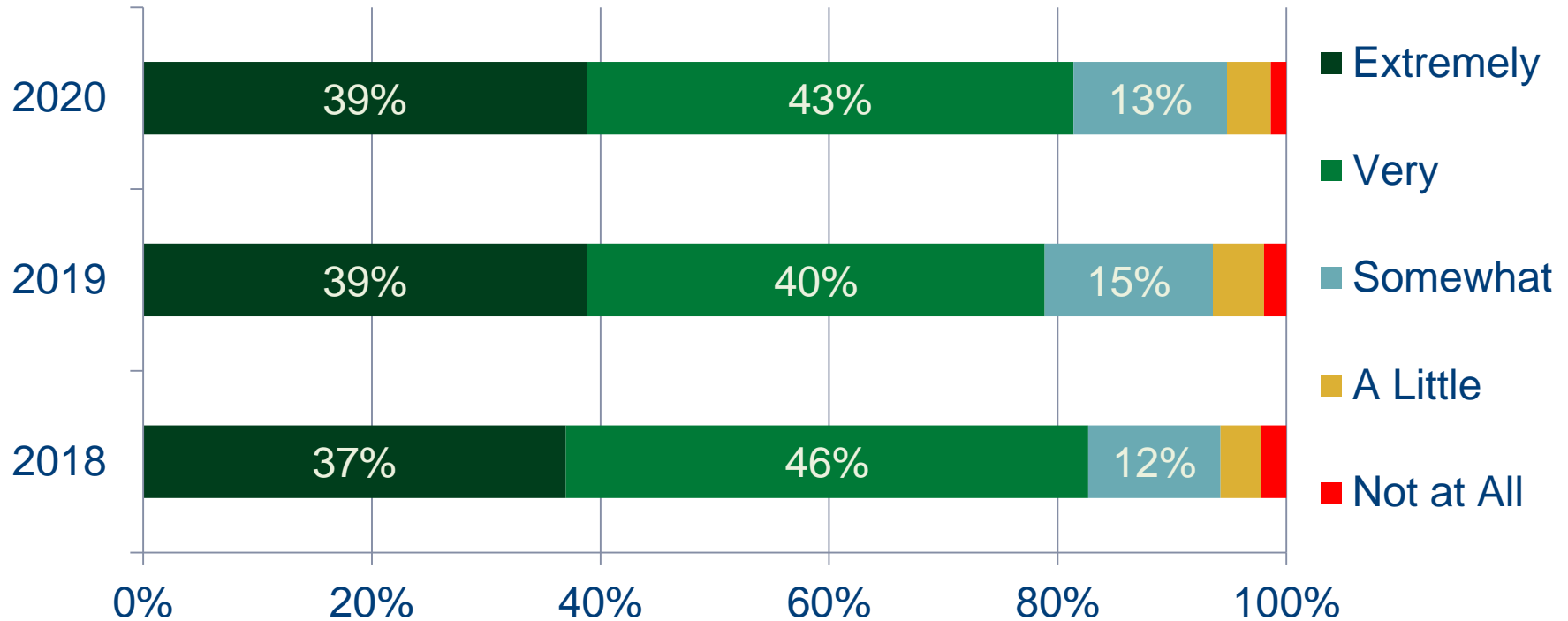
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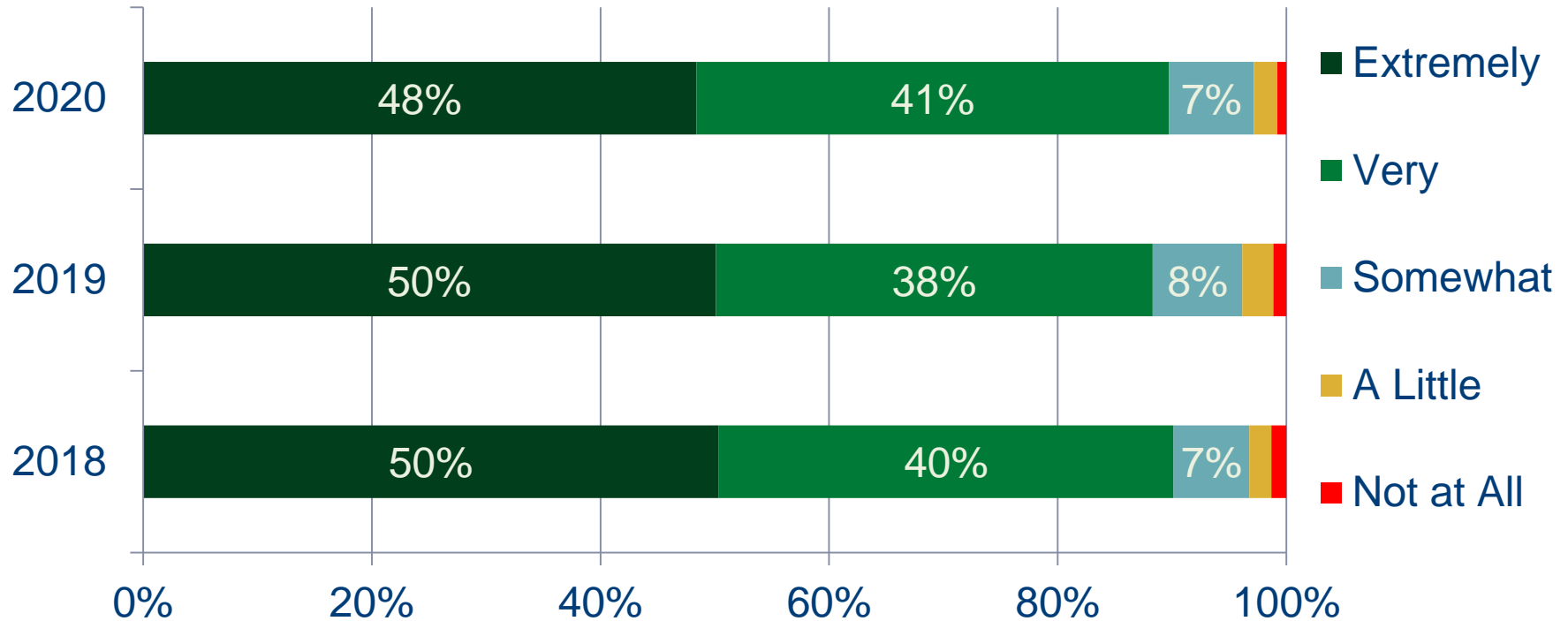
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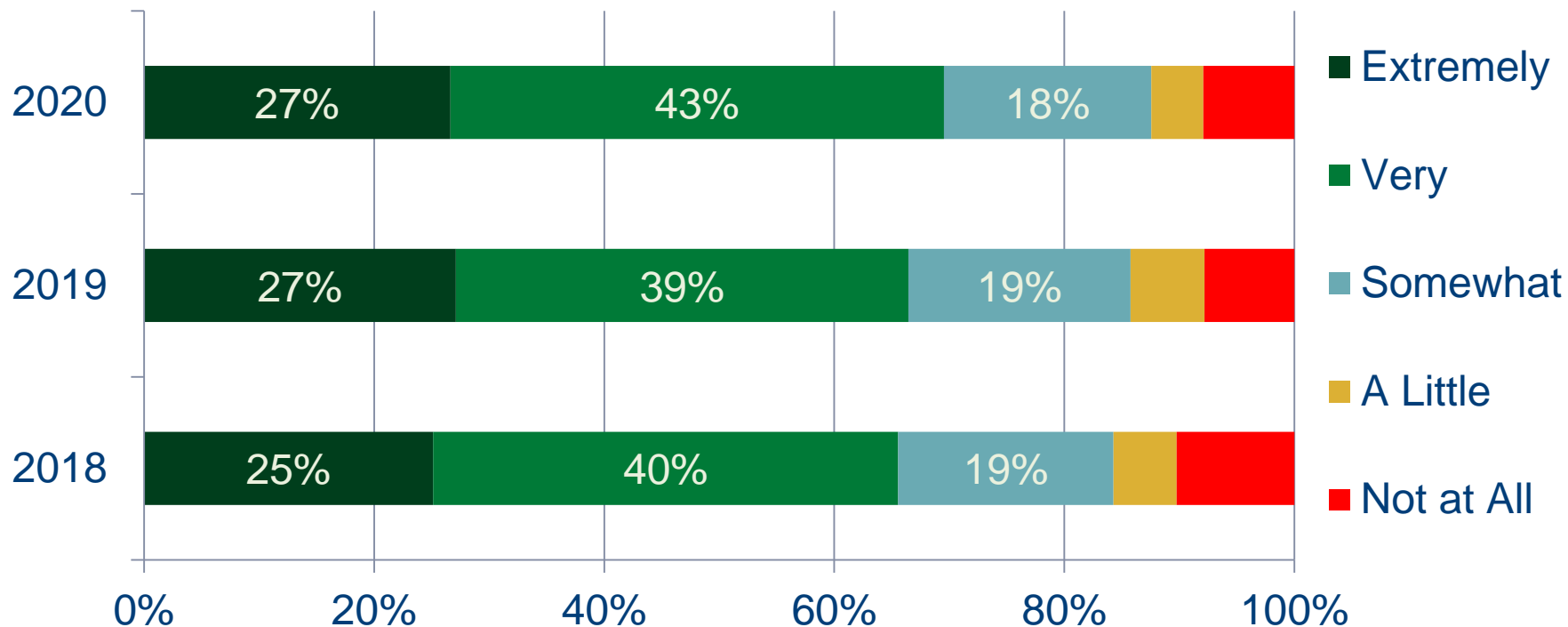
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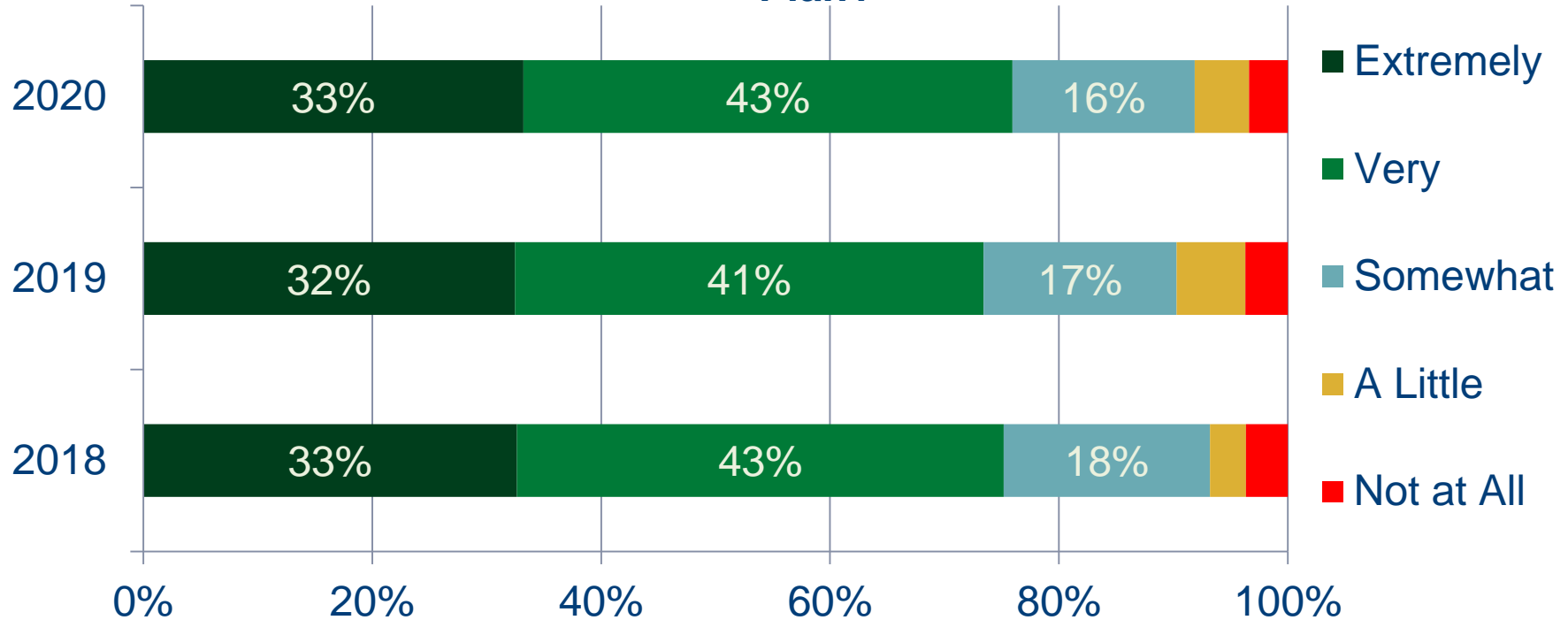
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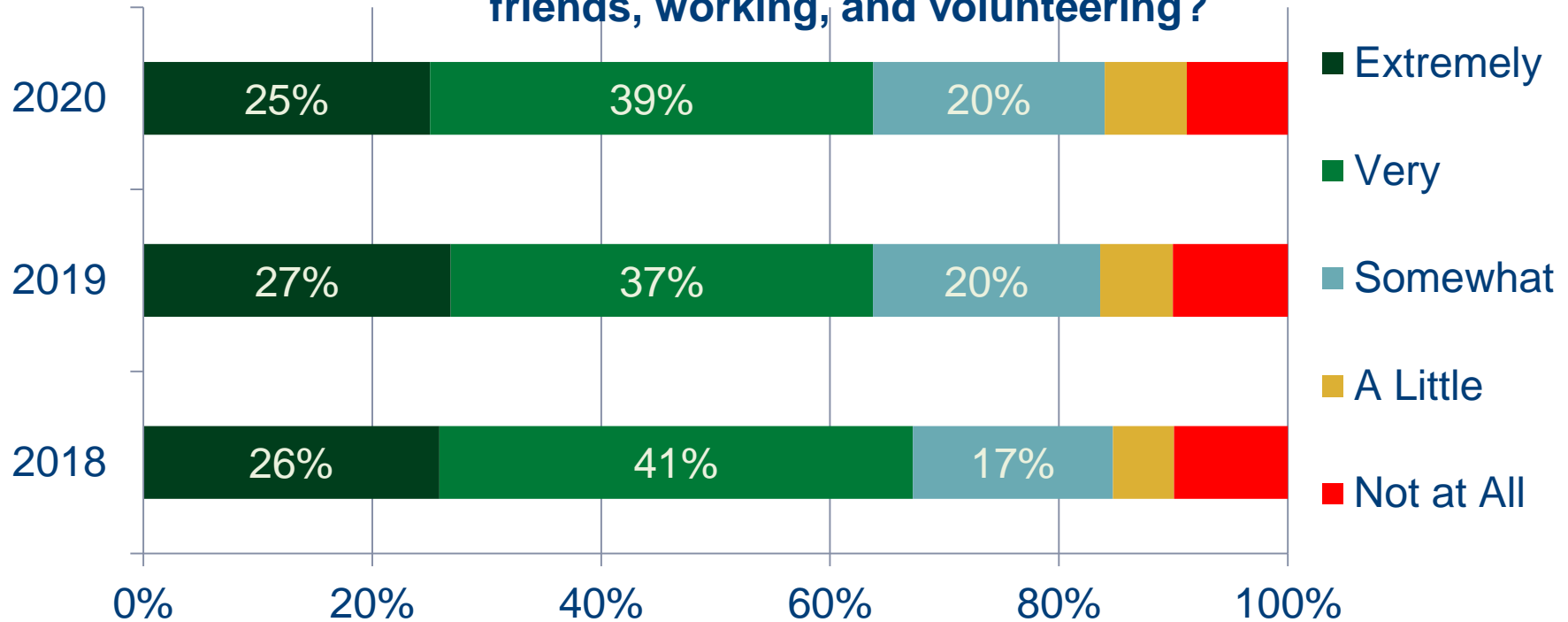
How well did your Care Team explain the Self-Directed Supports option to you?



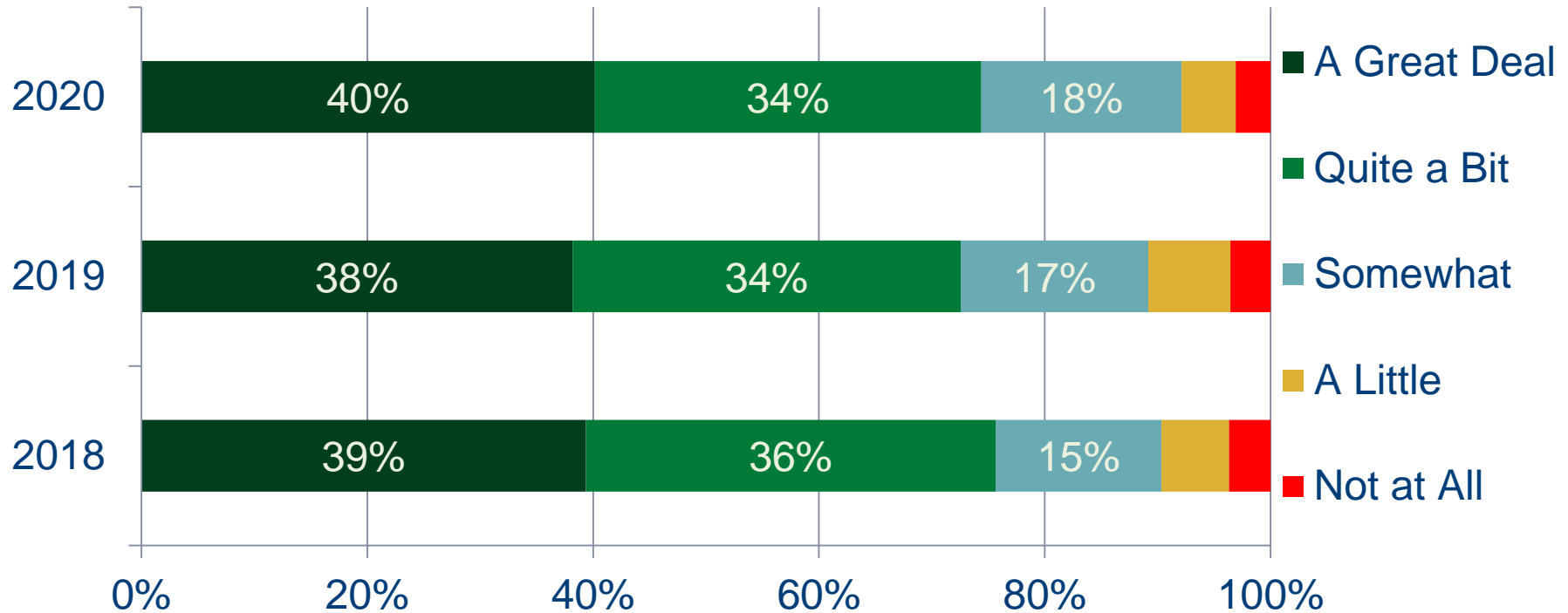
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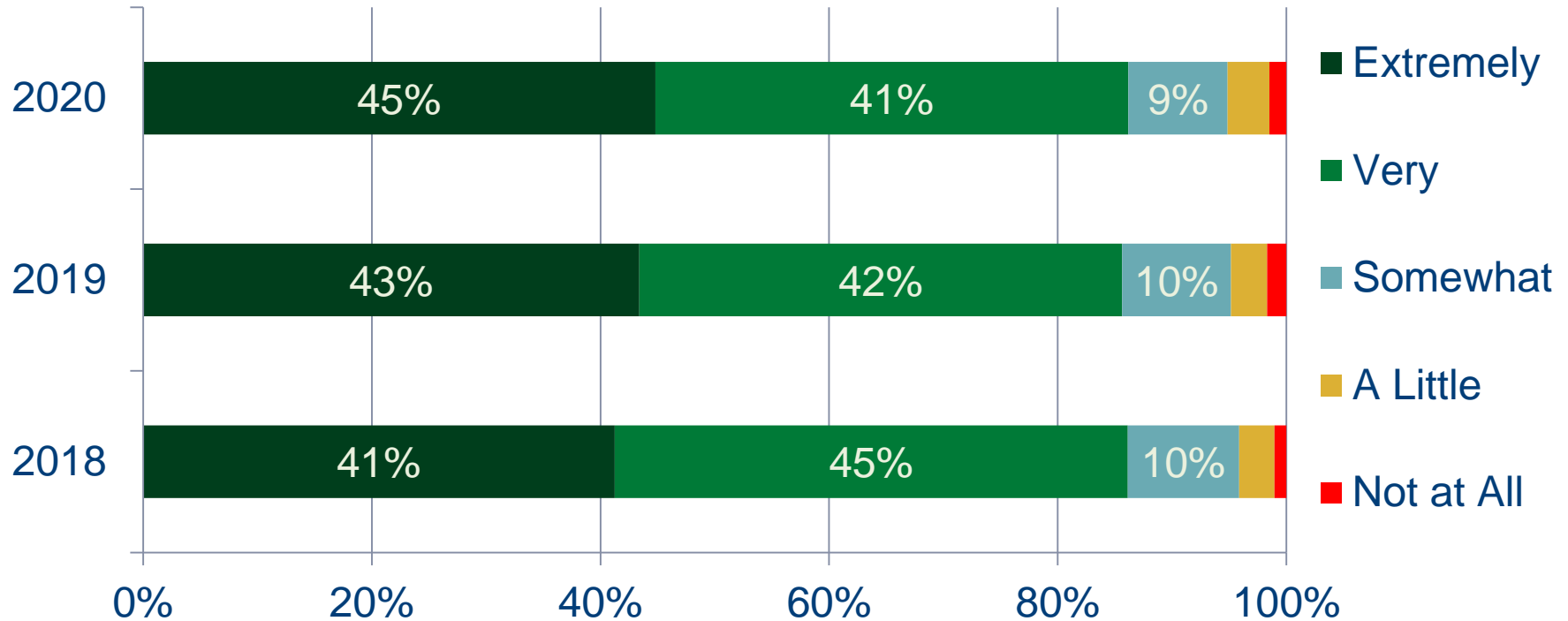
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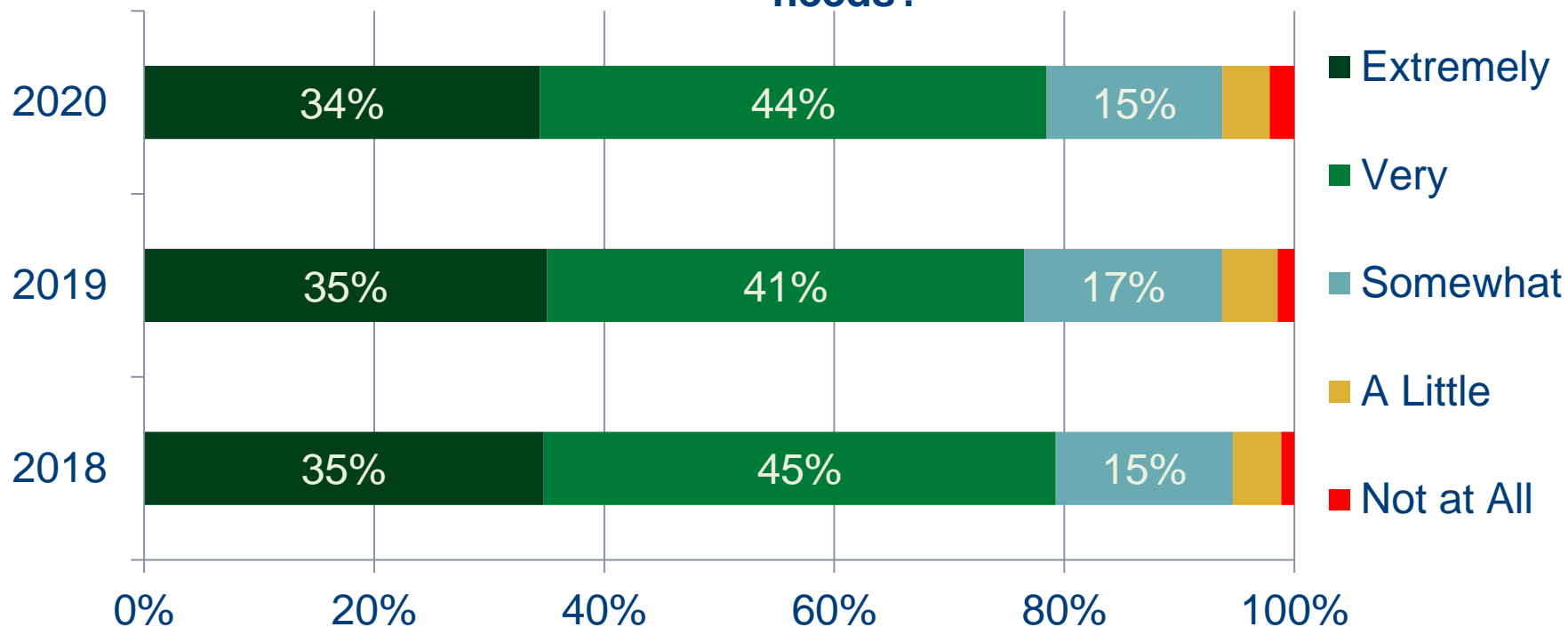
How much does your Care Plan include the things that are important to you?



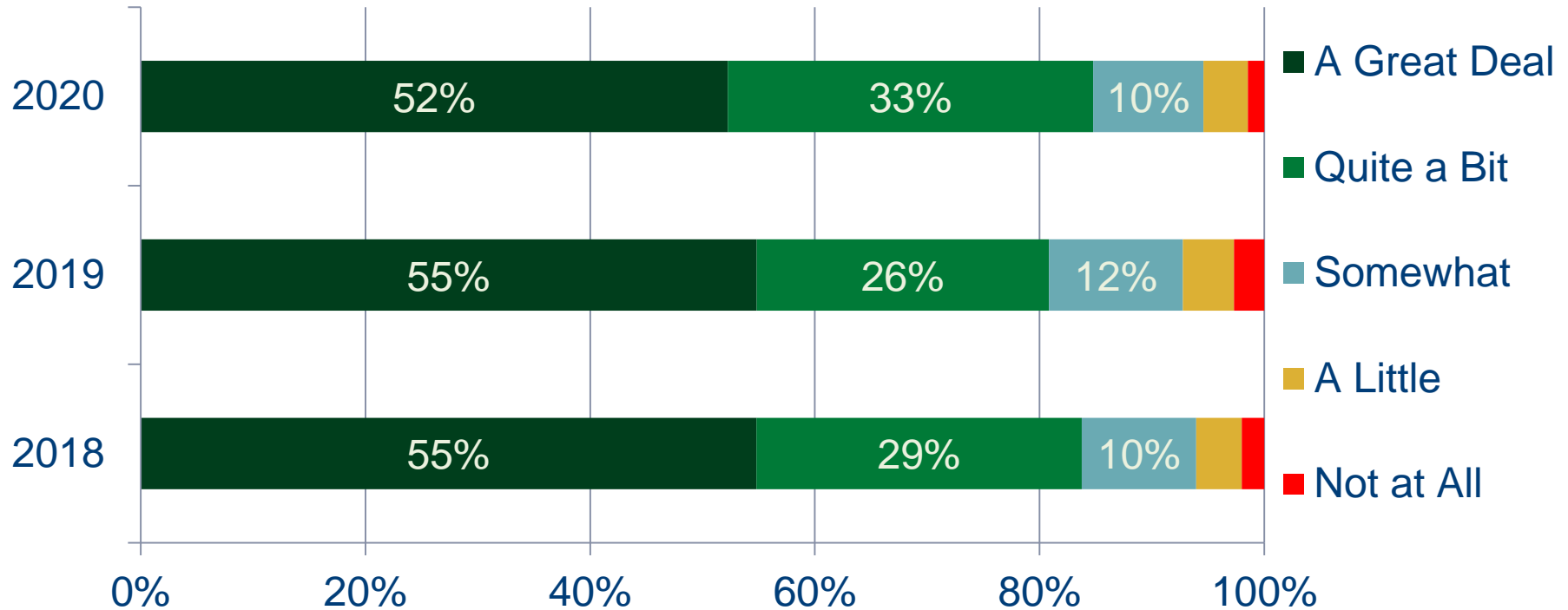
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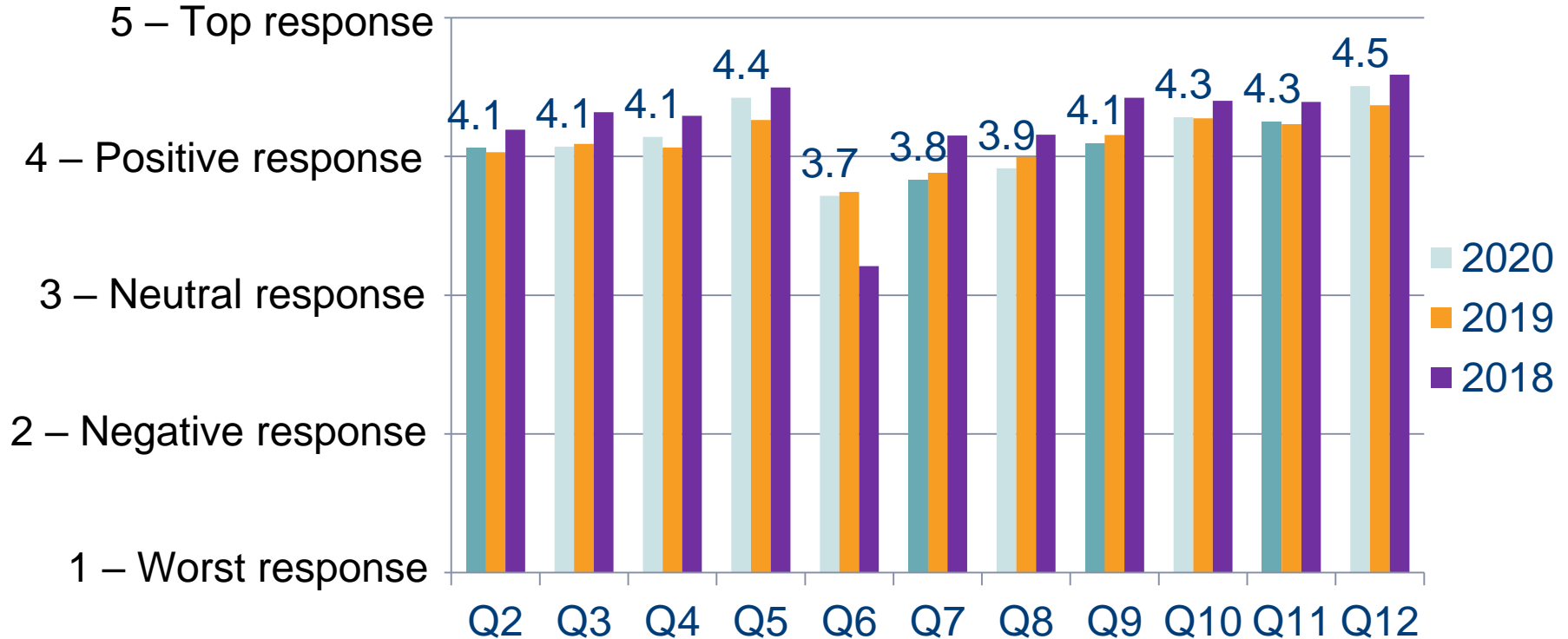
Overall, how much do you like your MCO?



PACE

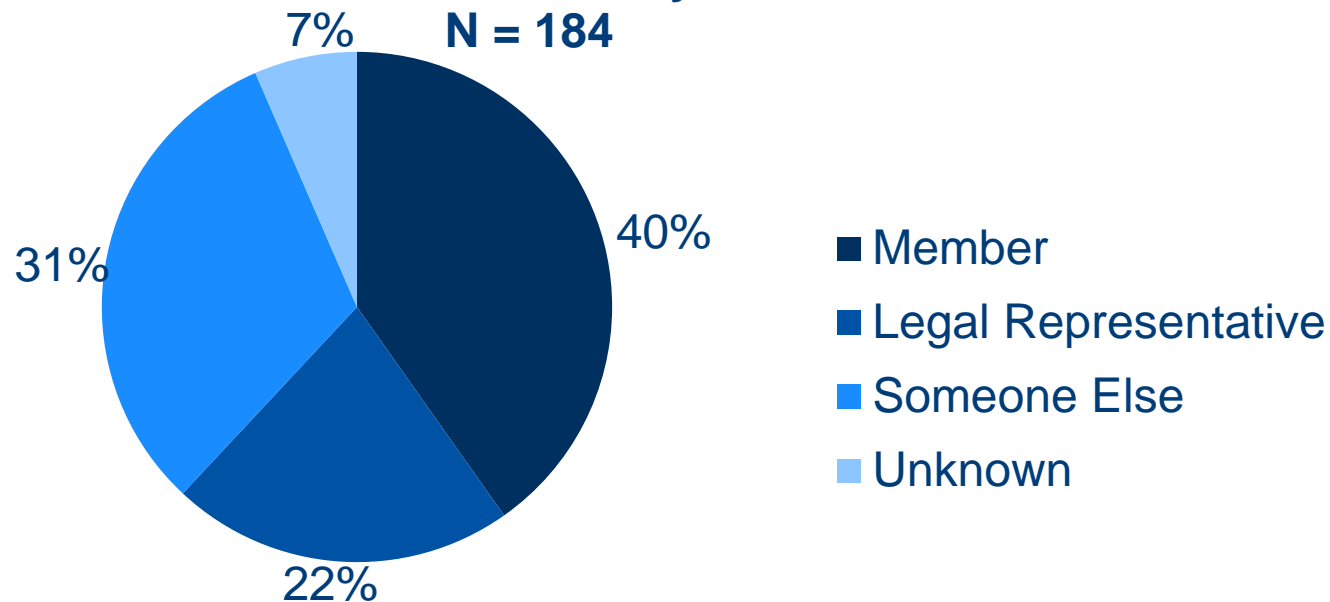
Survey Analysis

Survey Question Response – PACE (P4P questions: Q2, Q7, Q9, and Q11)



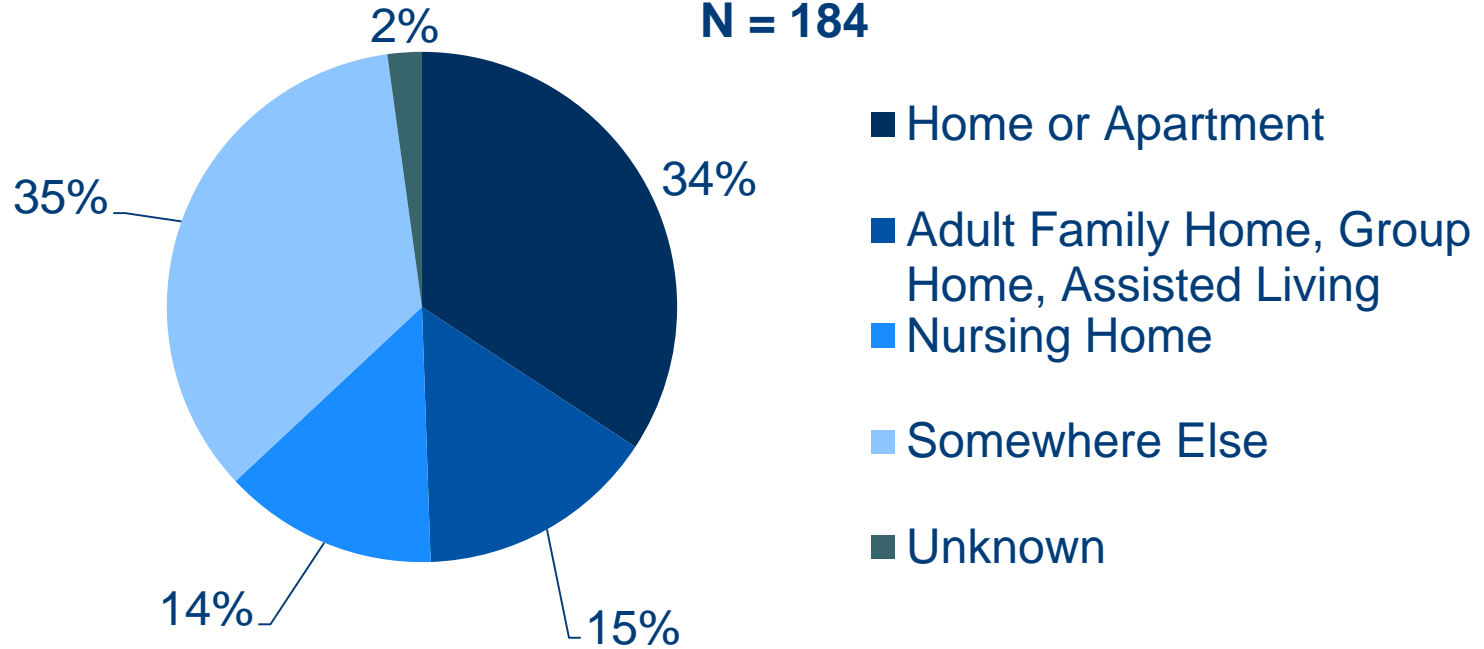
Who Answered Survey – PACE

N = 184

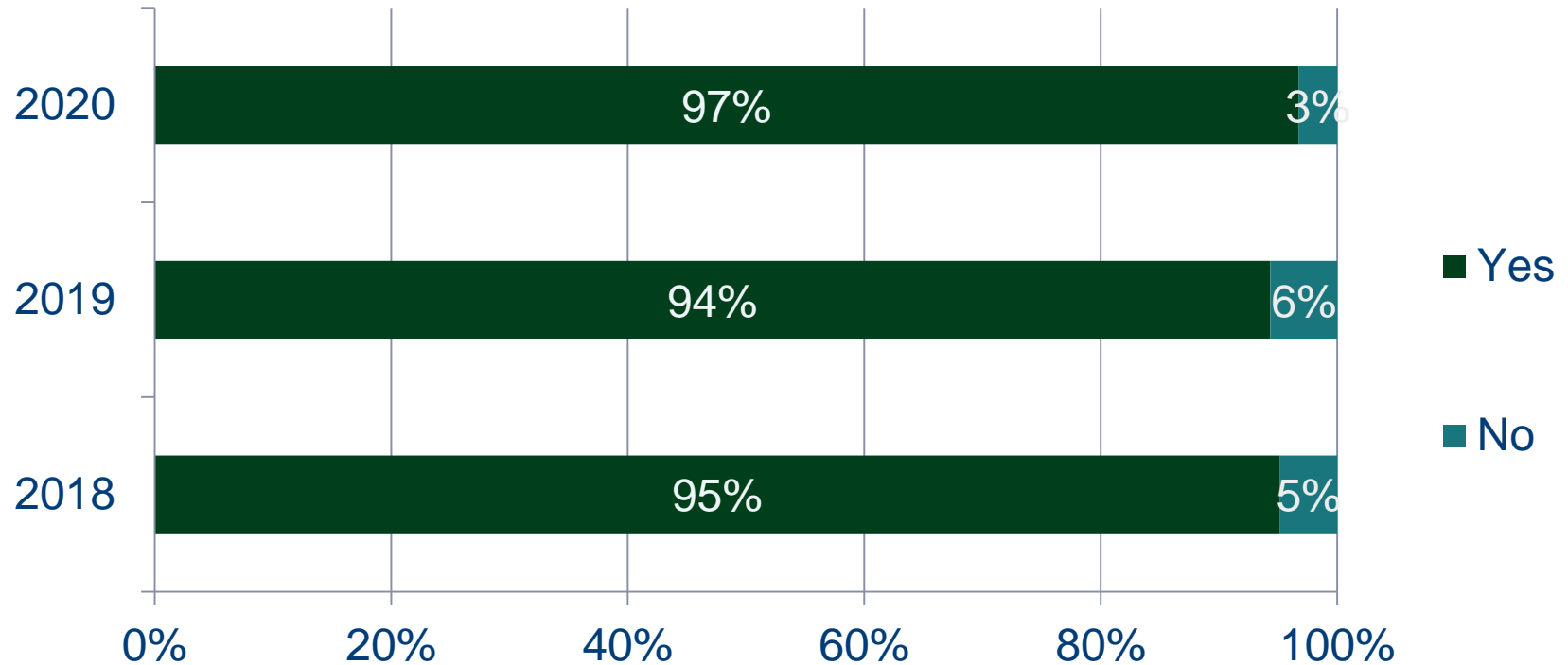


Member Living Situation – PACE

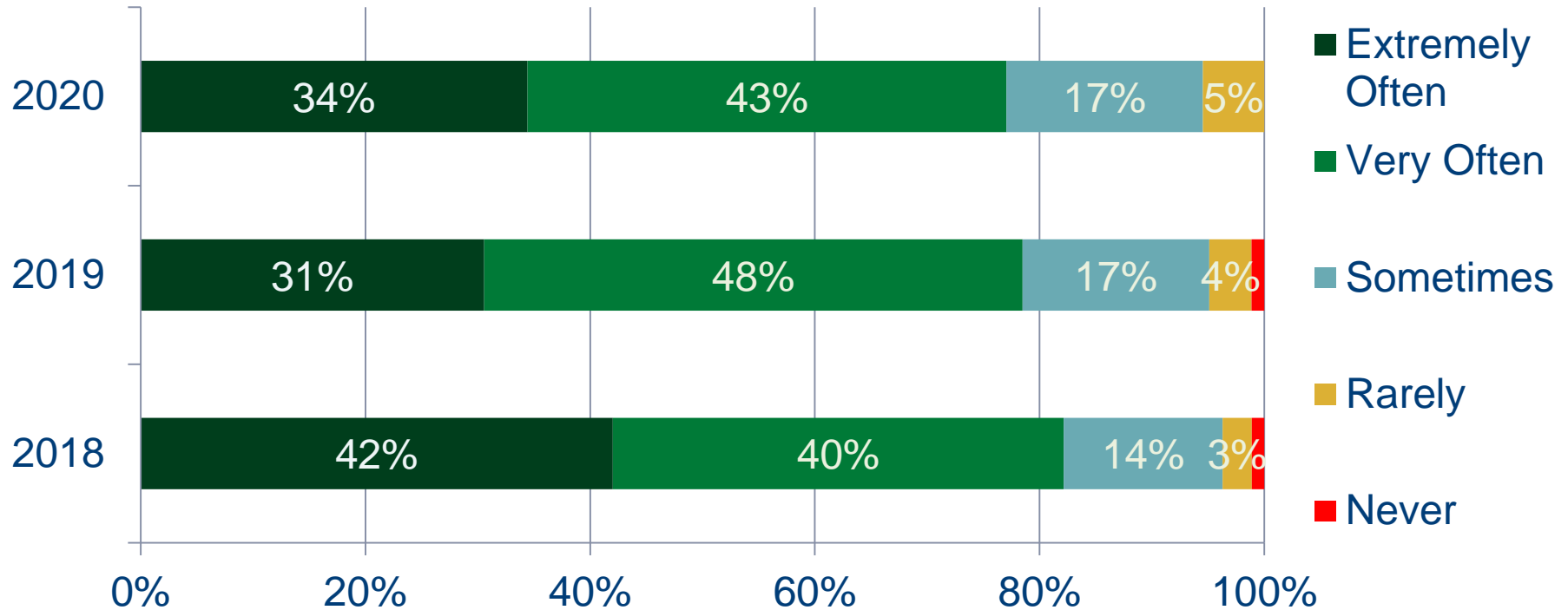
N = 184



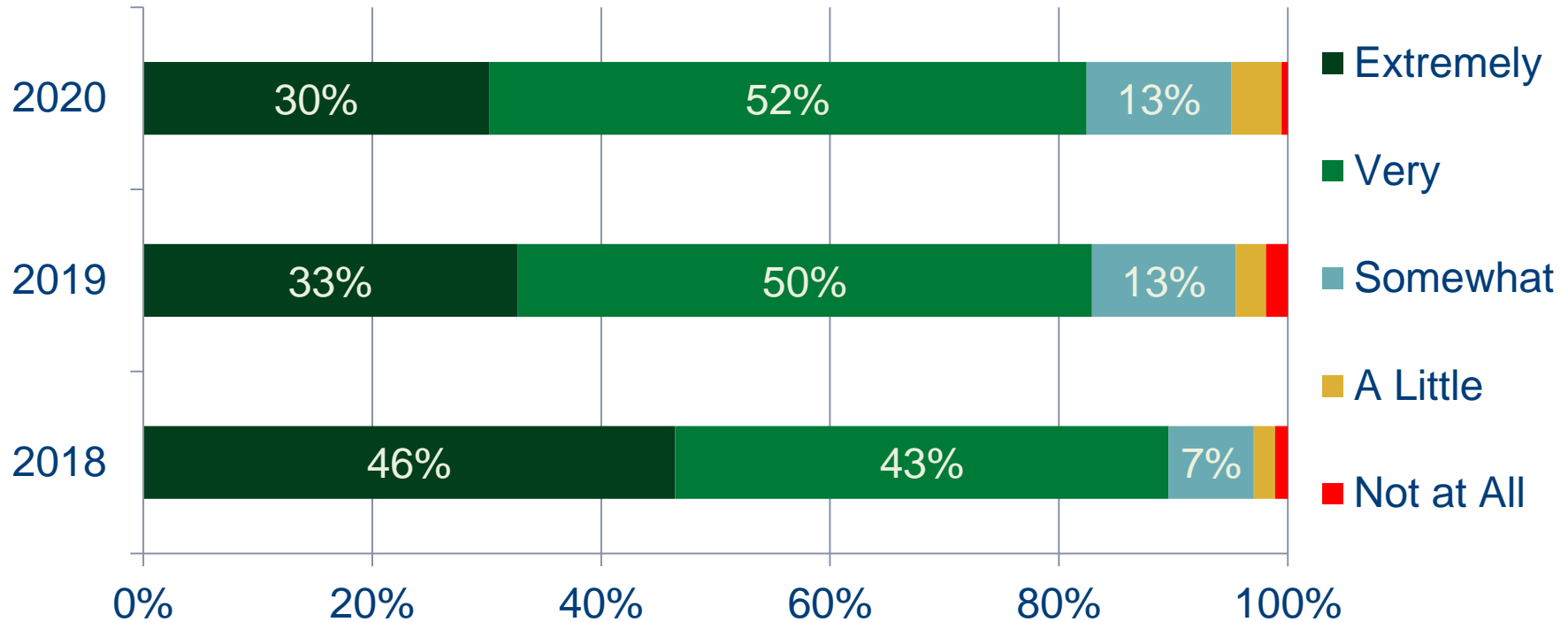
Can you contact your Care Team when you need to?



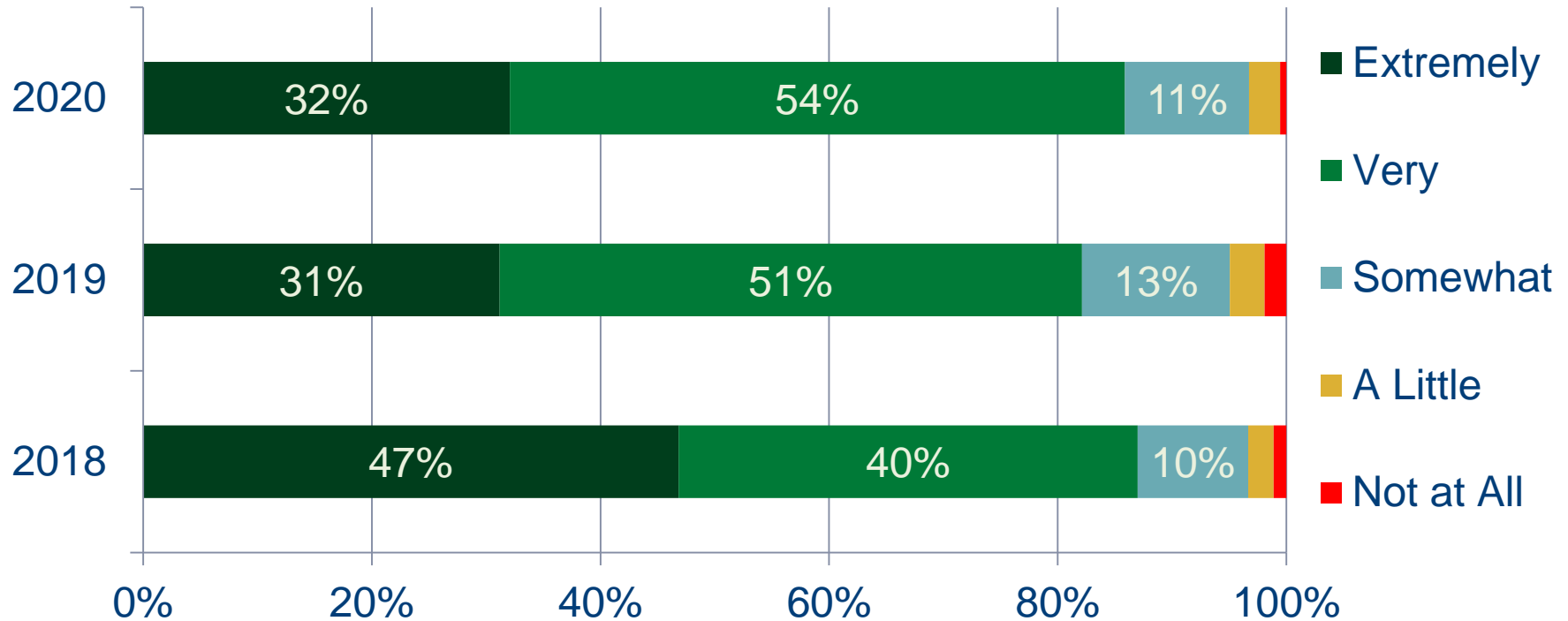
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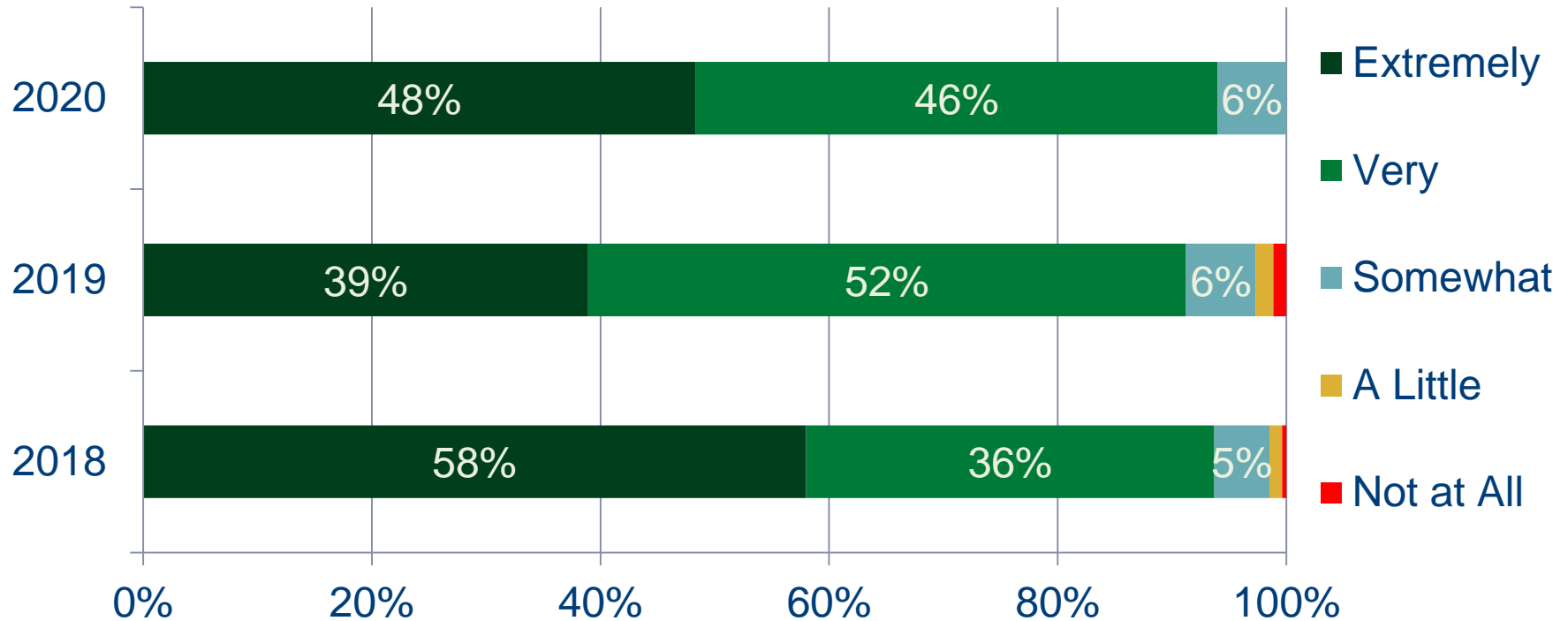
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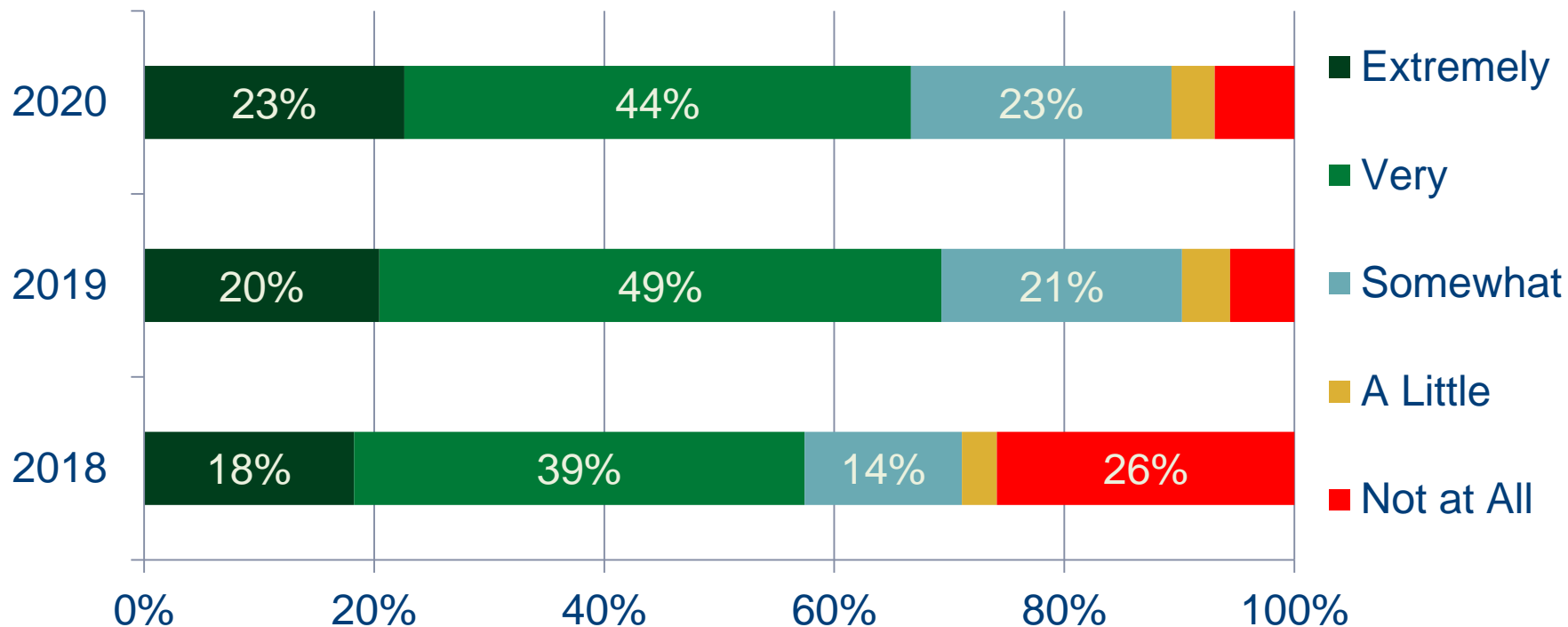
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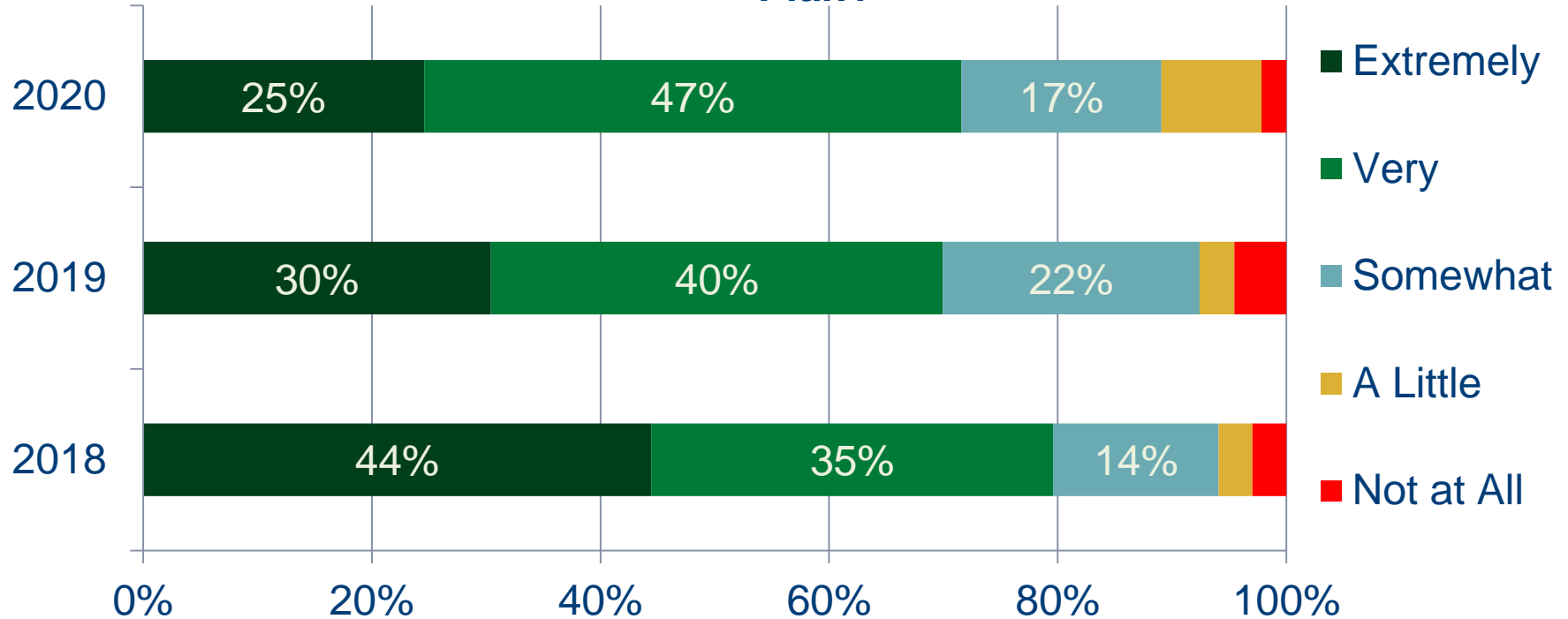
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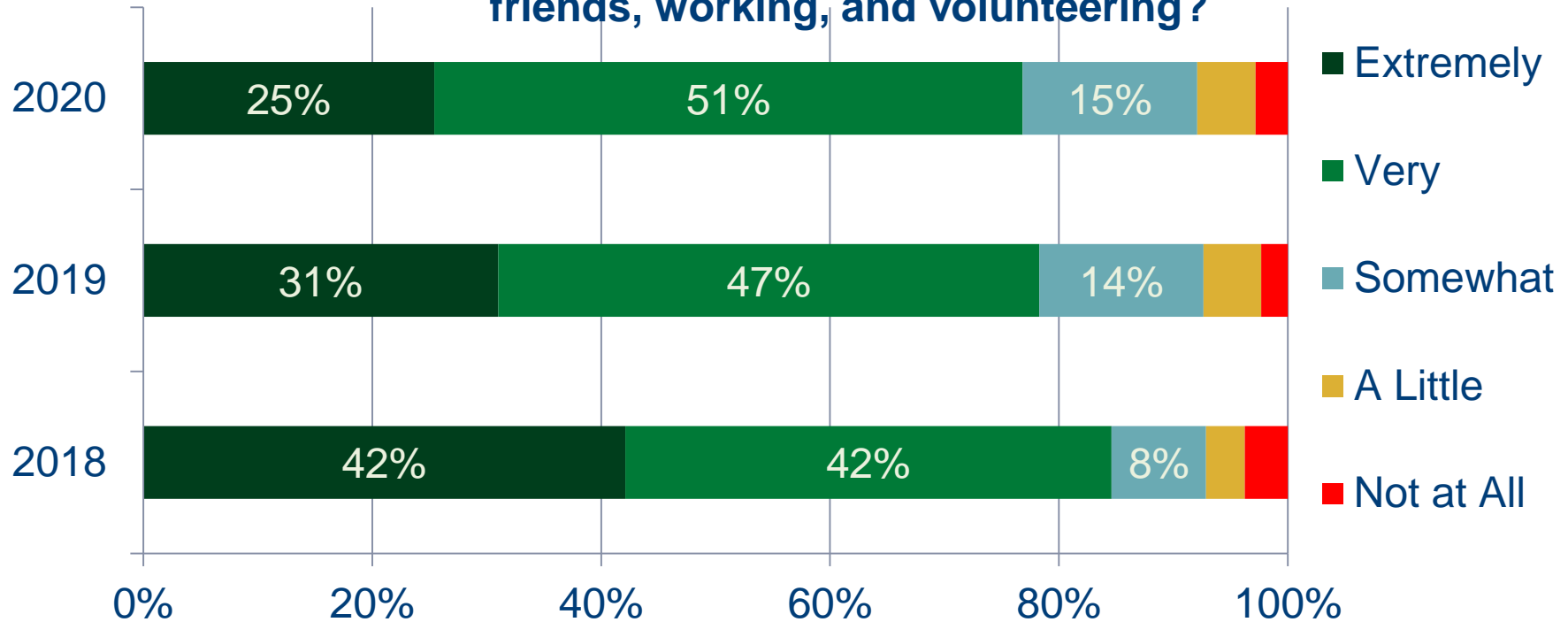
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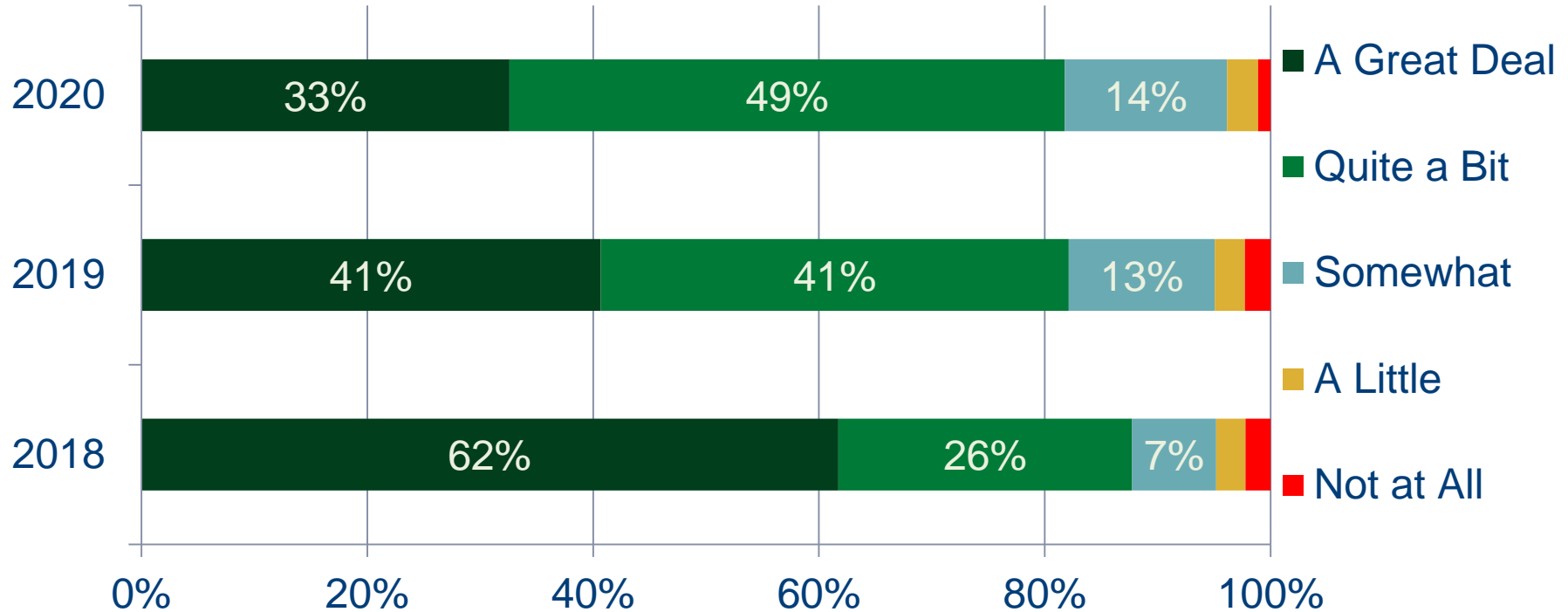
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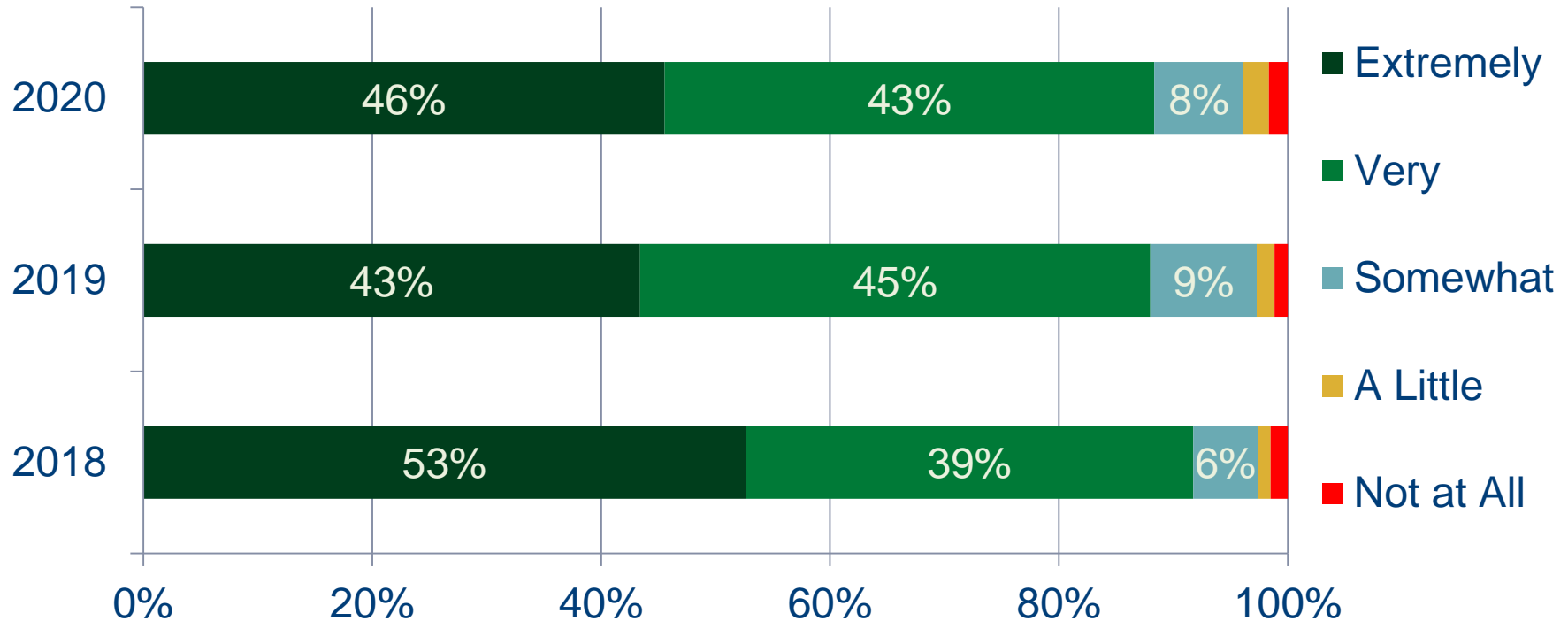
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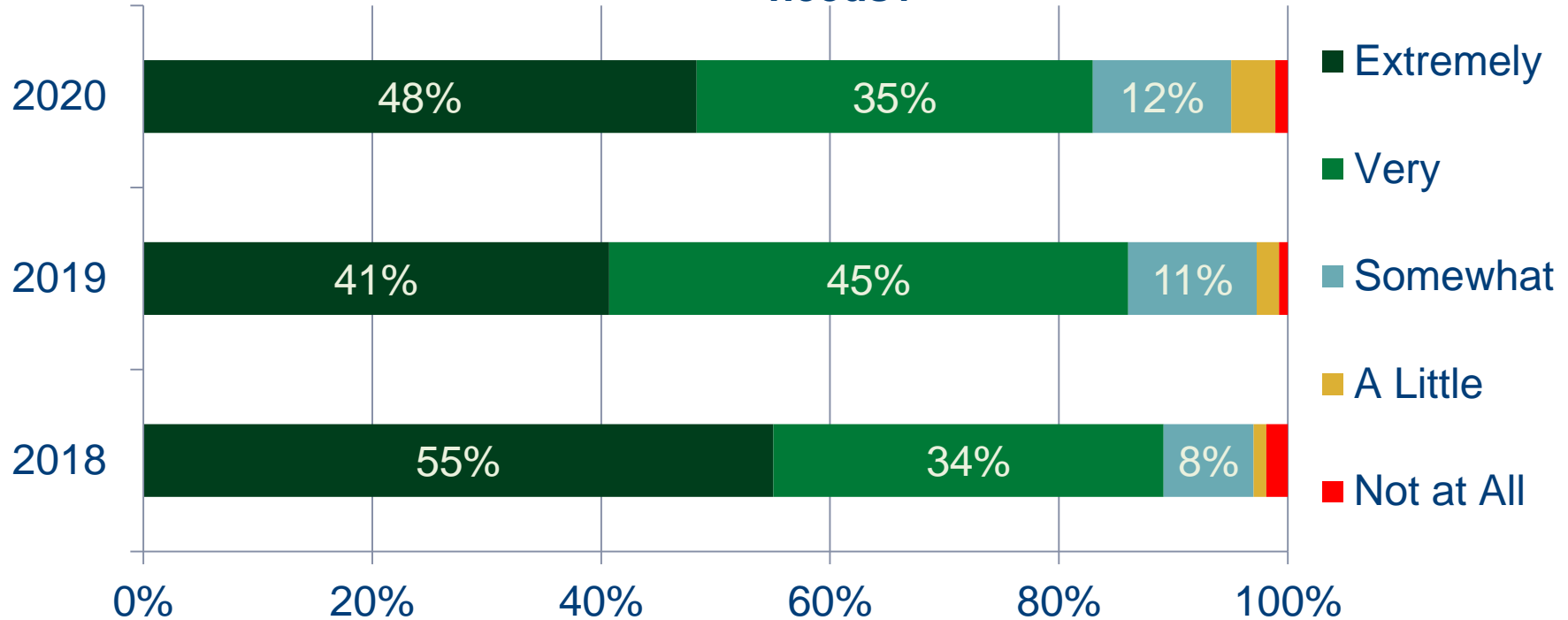
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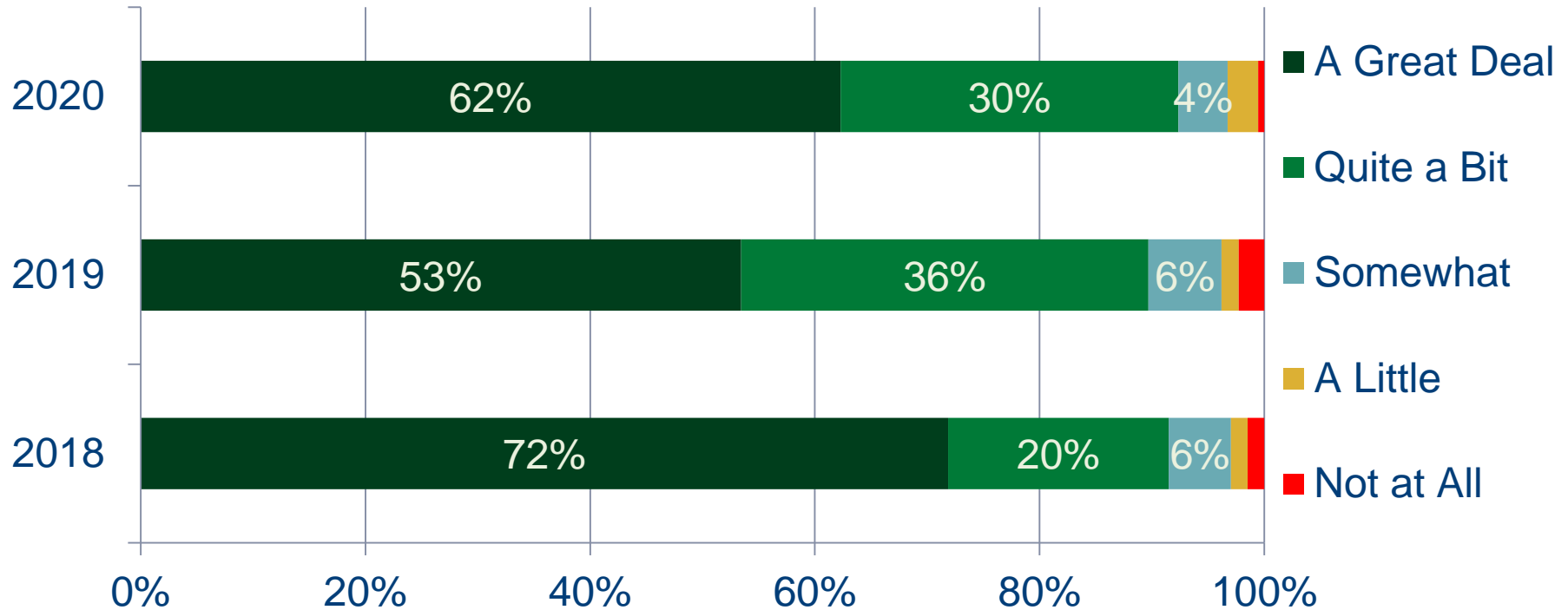
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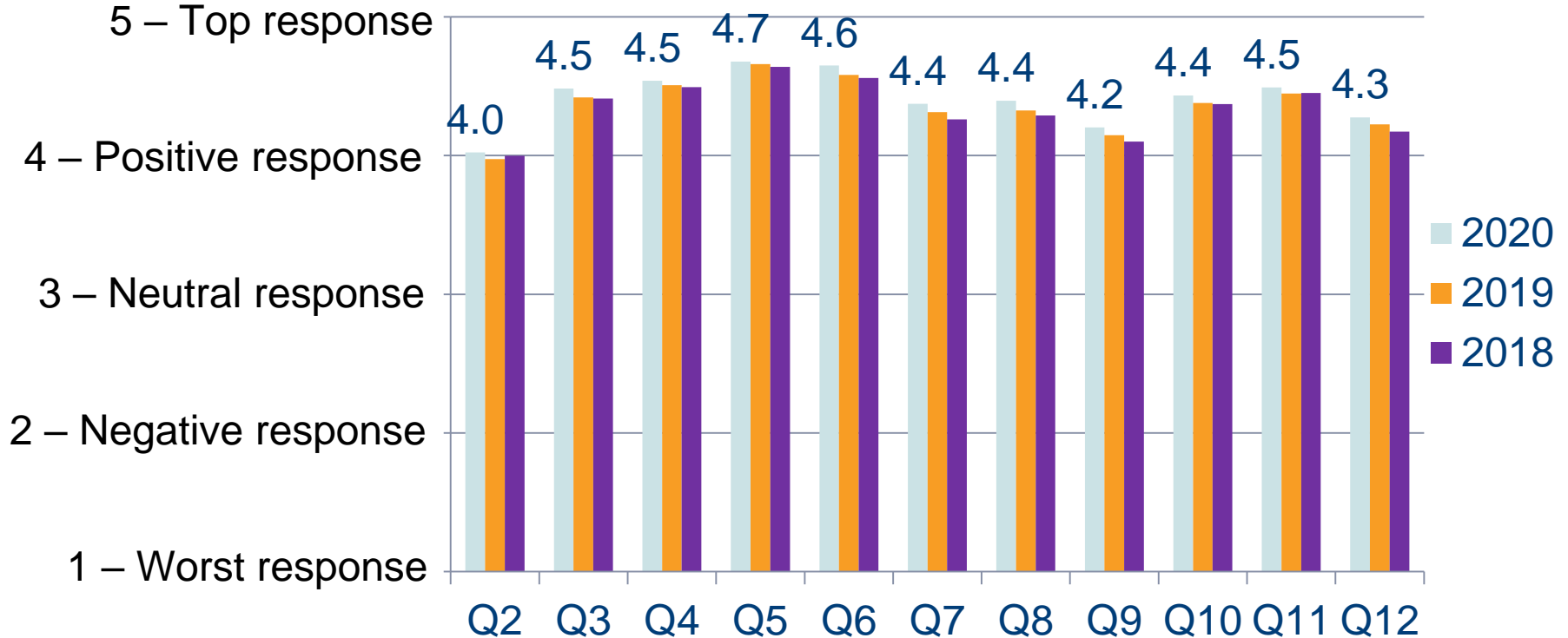


Overall, how much do you like your MCO?



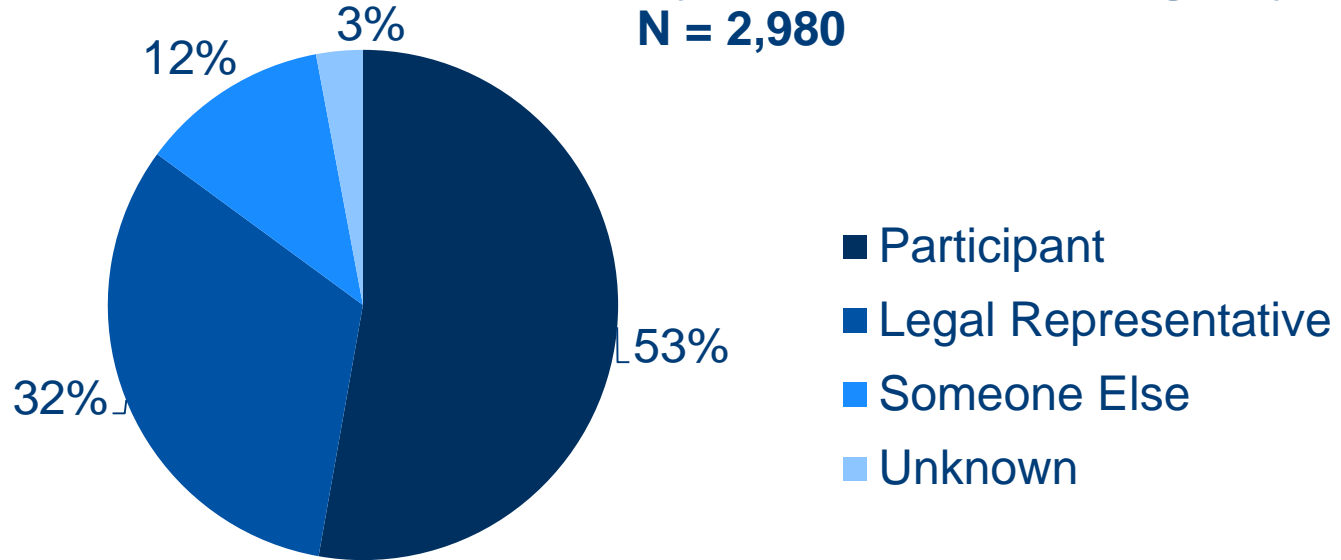
2020 IRIS Consultant Agency Participant Satisfaction Survey Analysis

Survey Question Response – IRIS Consultant Agency

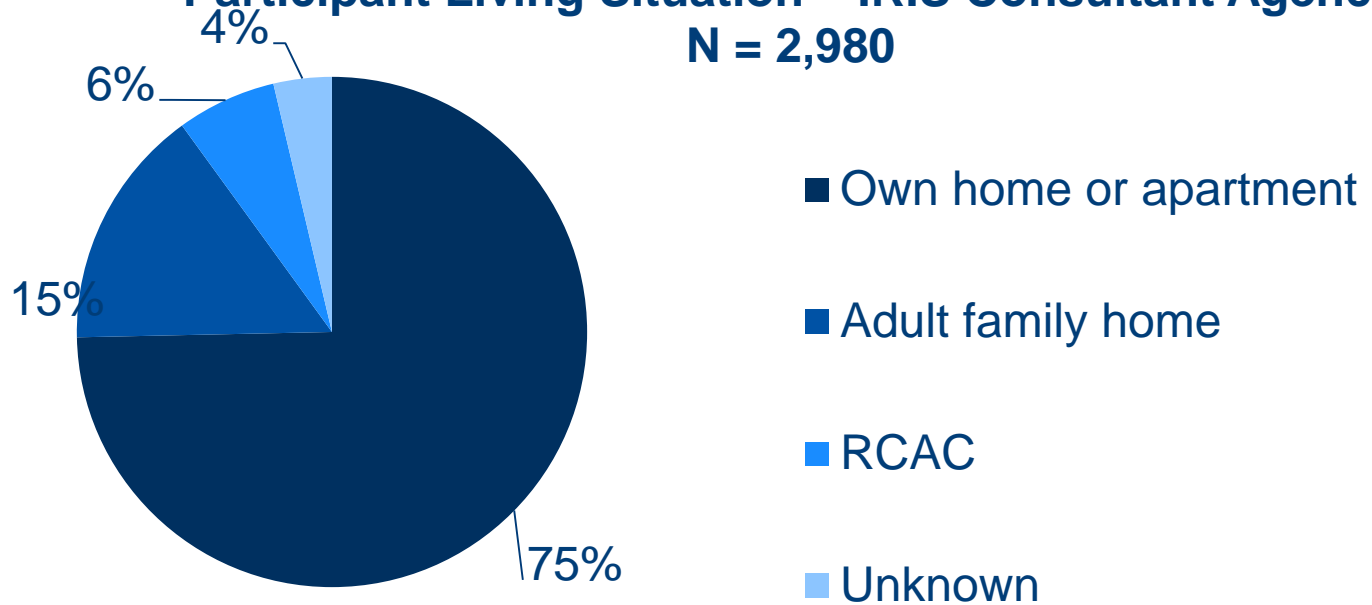


Who Answered Survey – IRIS Consultant Agency

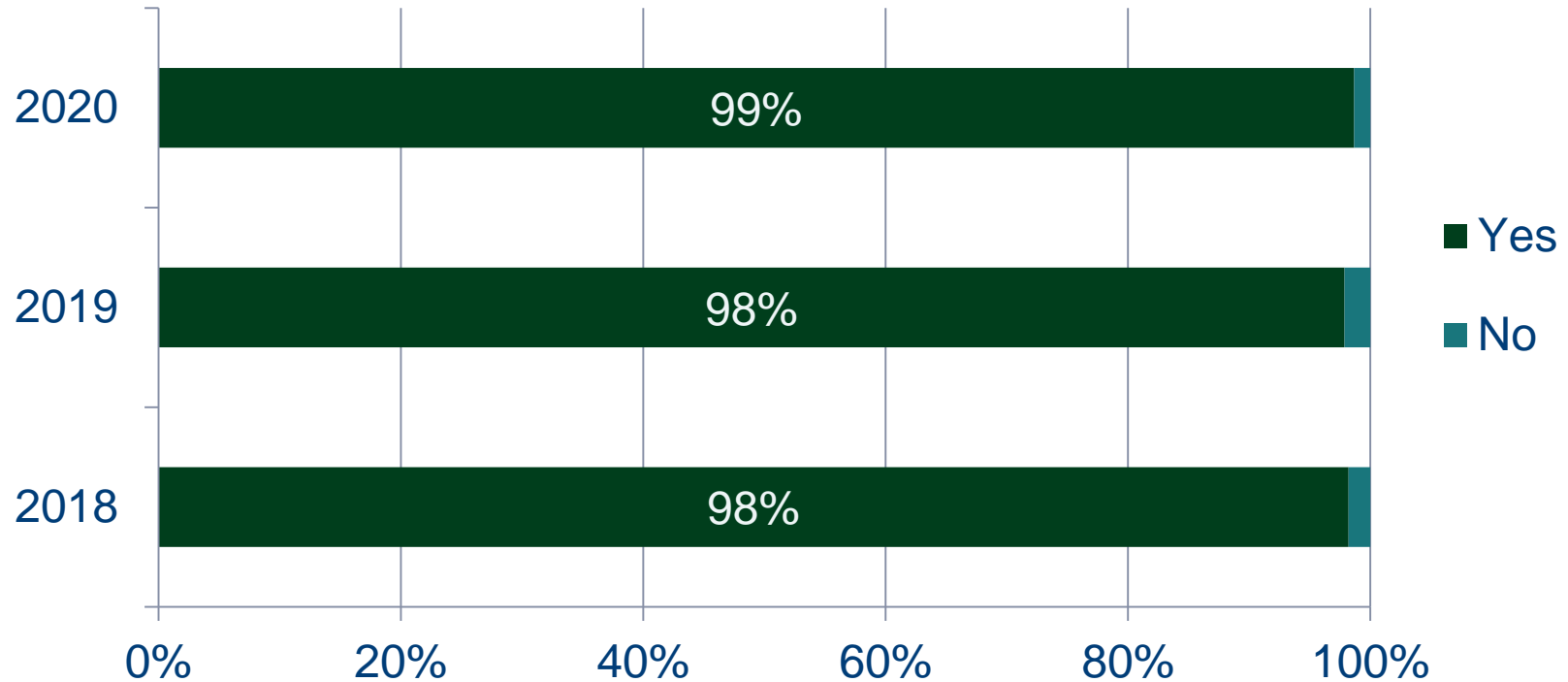
N = 2,980



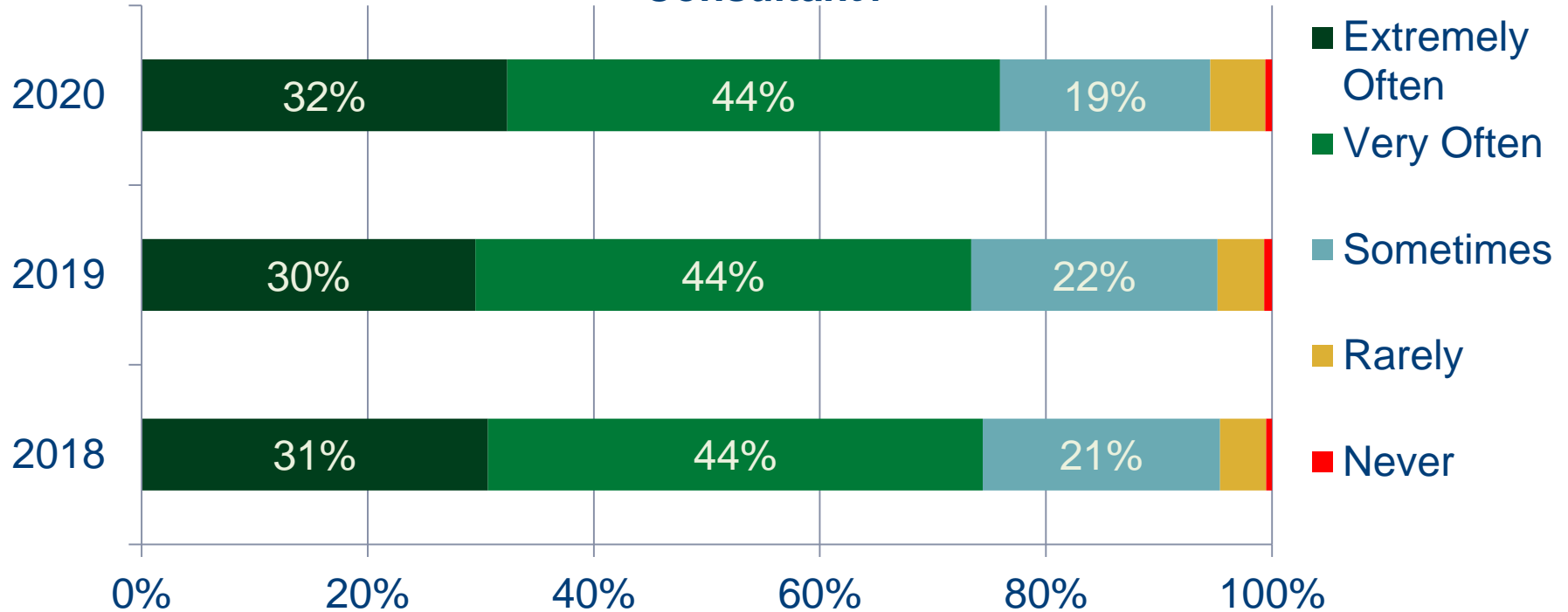
Participant Living Situation – IRIS Consultant Agency N = 2,980



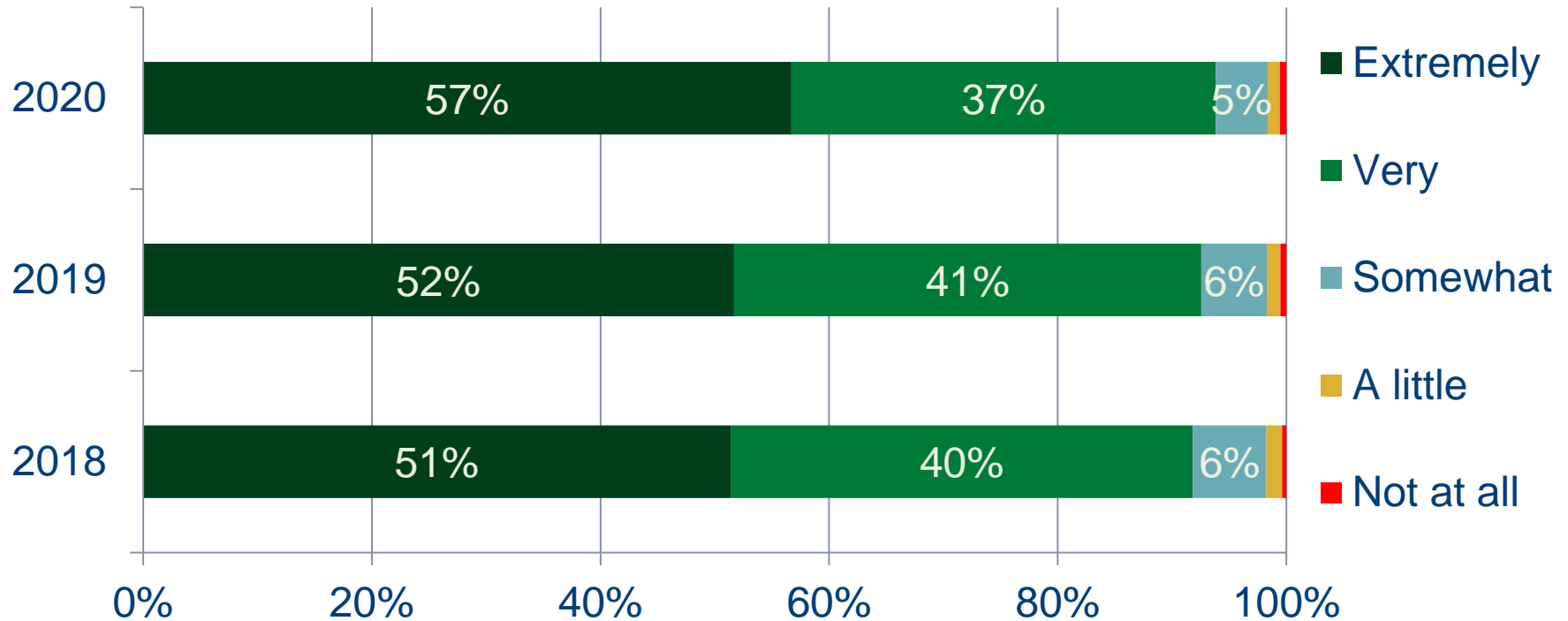
Can you contact your IRIS Consultant when you need to?



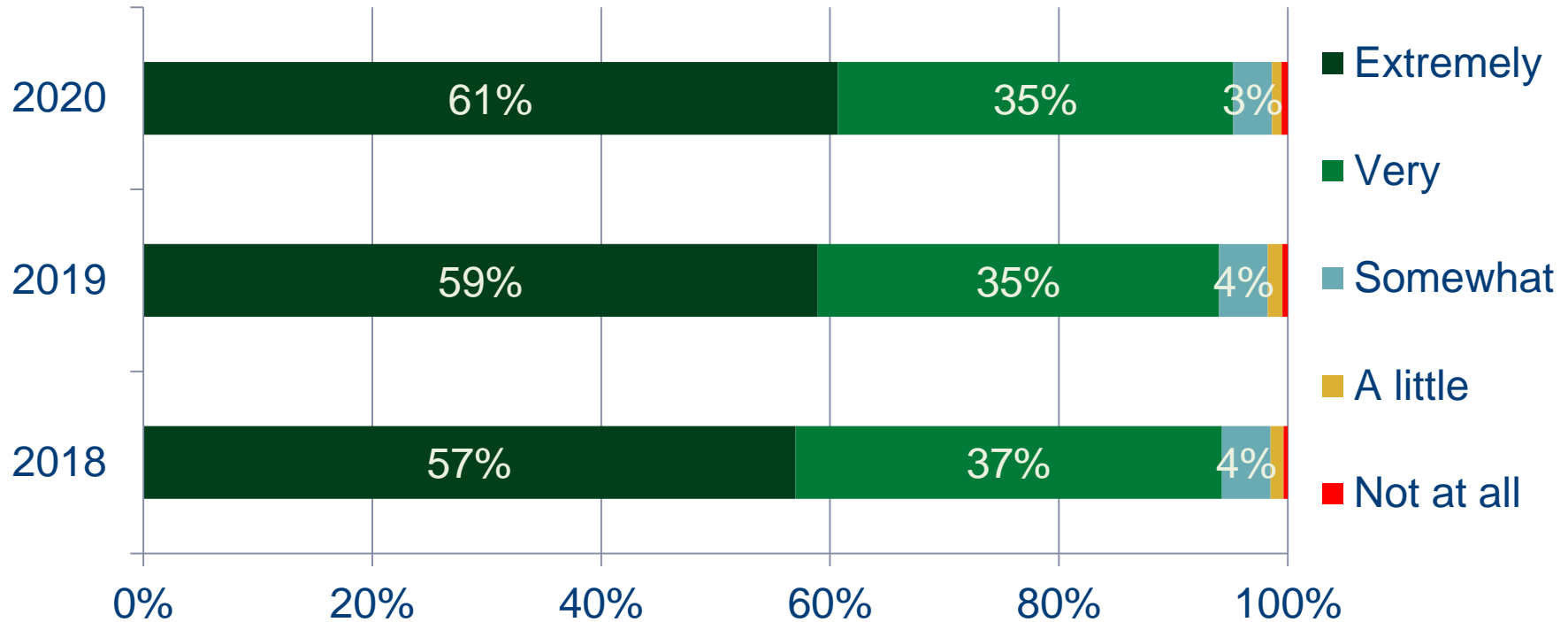
How often do you get the help you need from your IRIS Consultant?



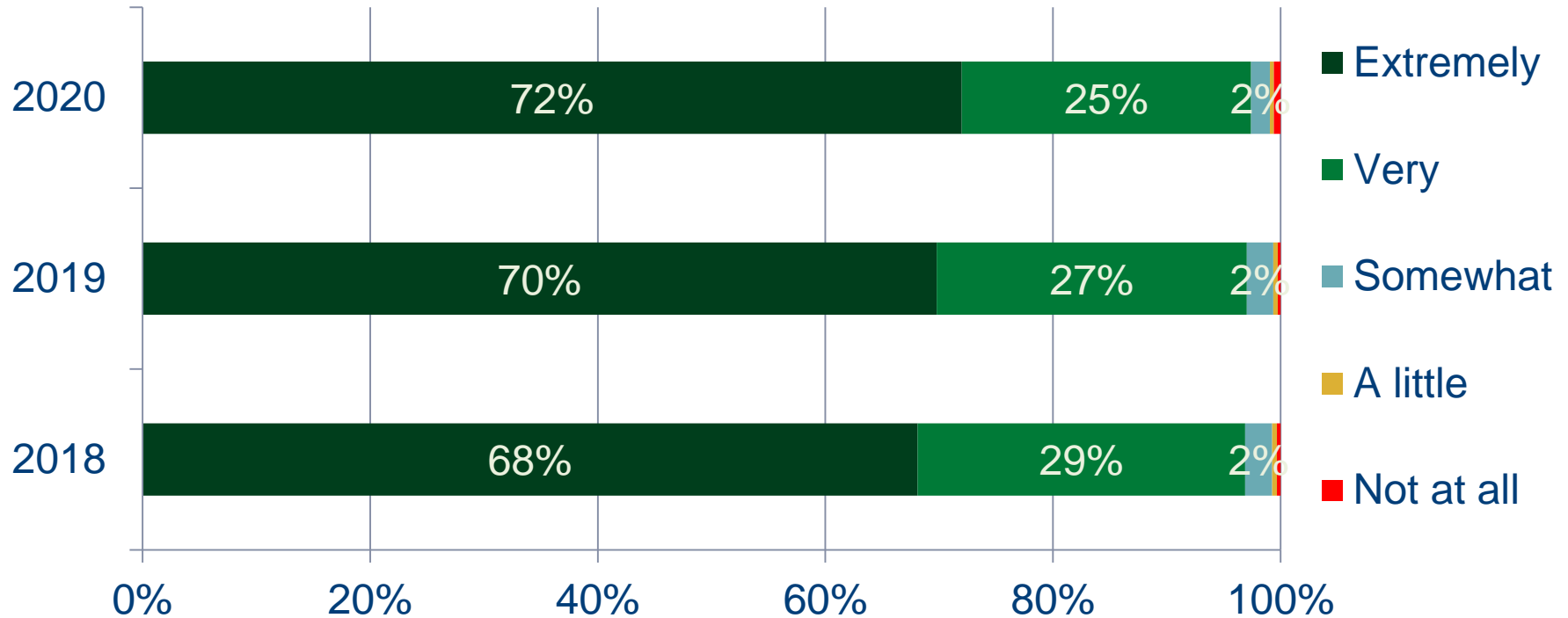
How clearly does your IRIS Consultant explain things to you?



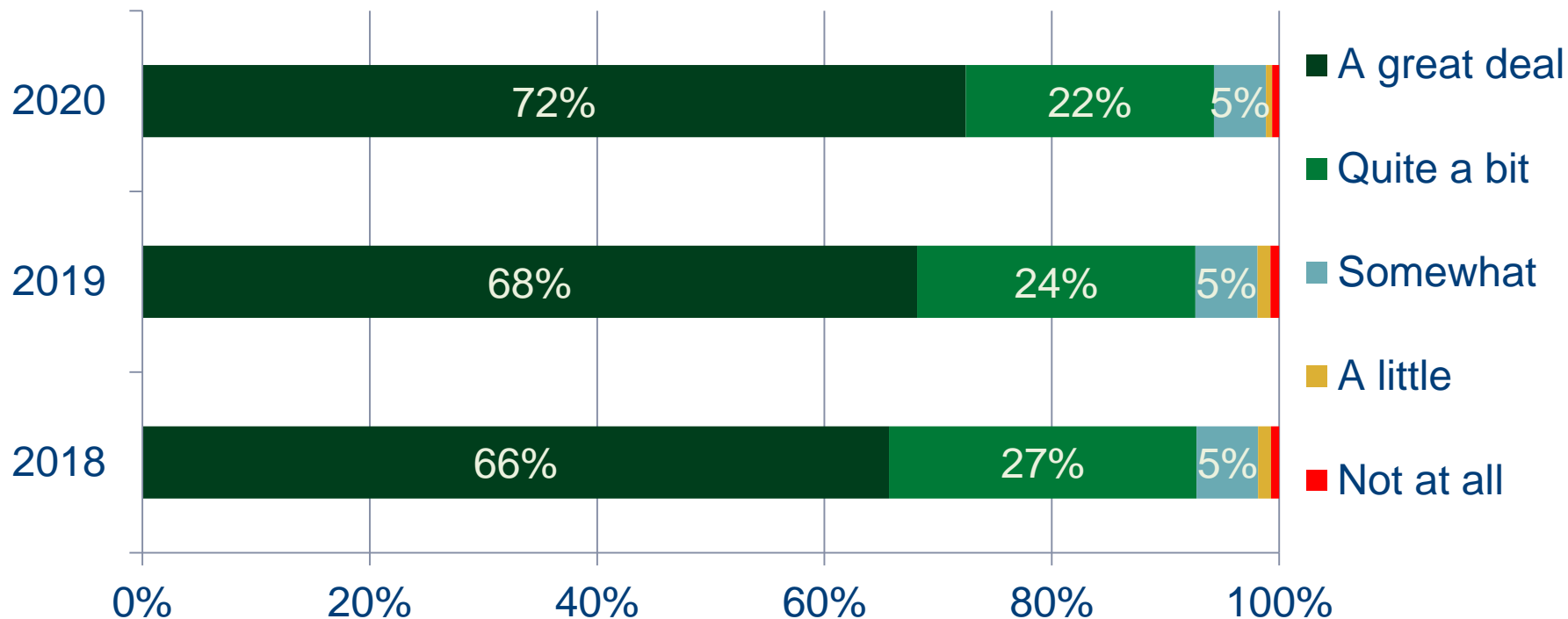
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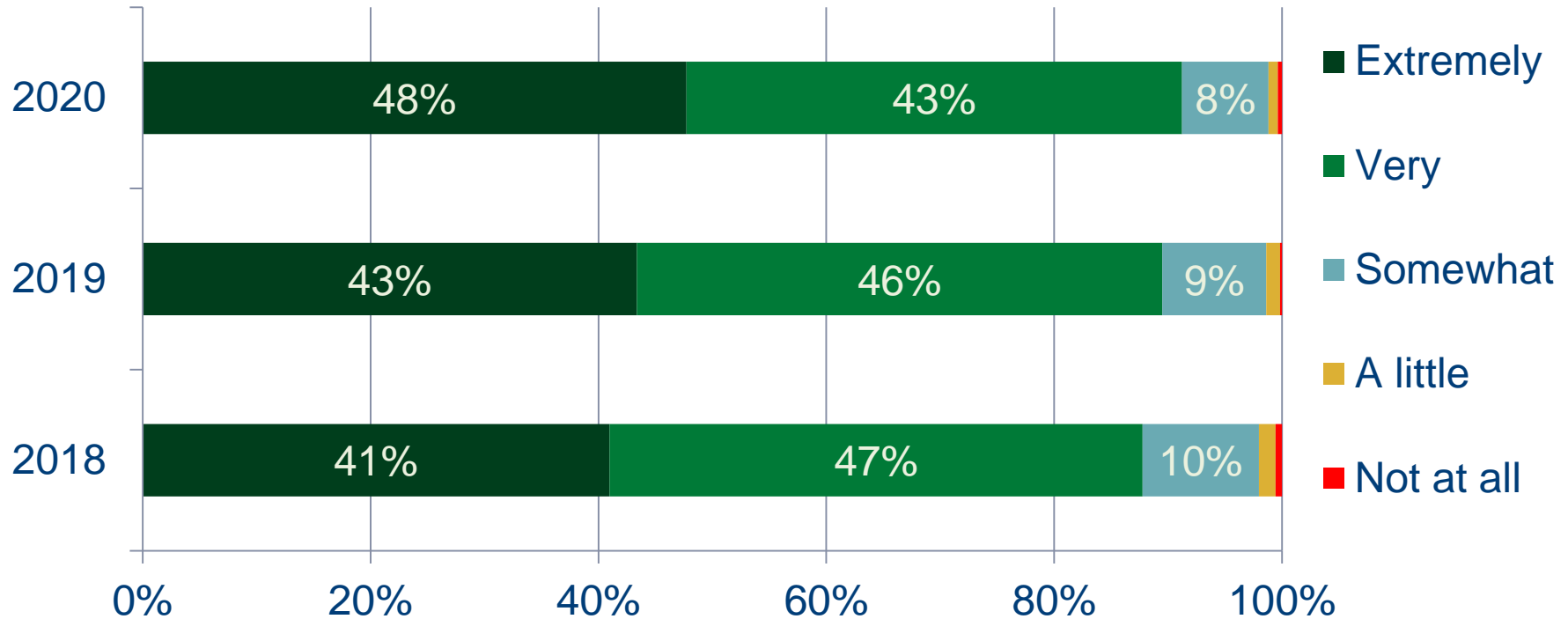
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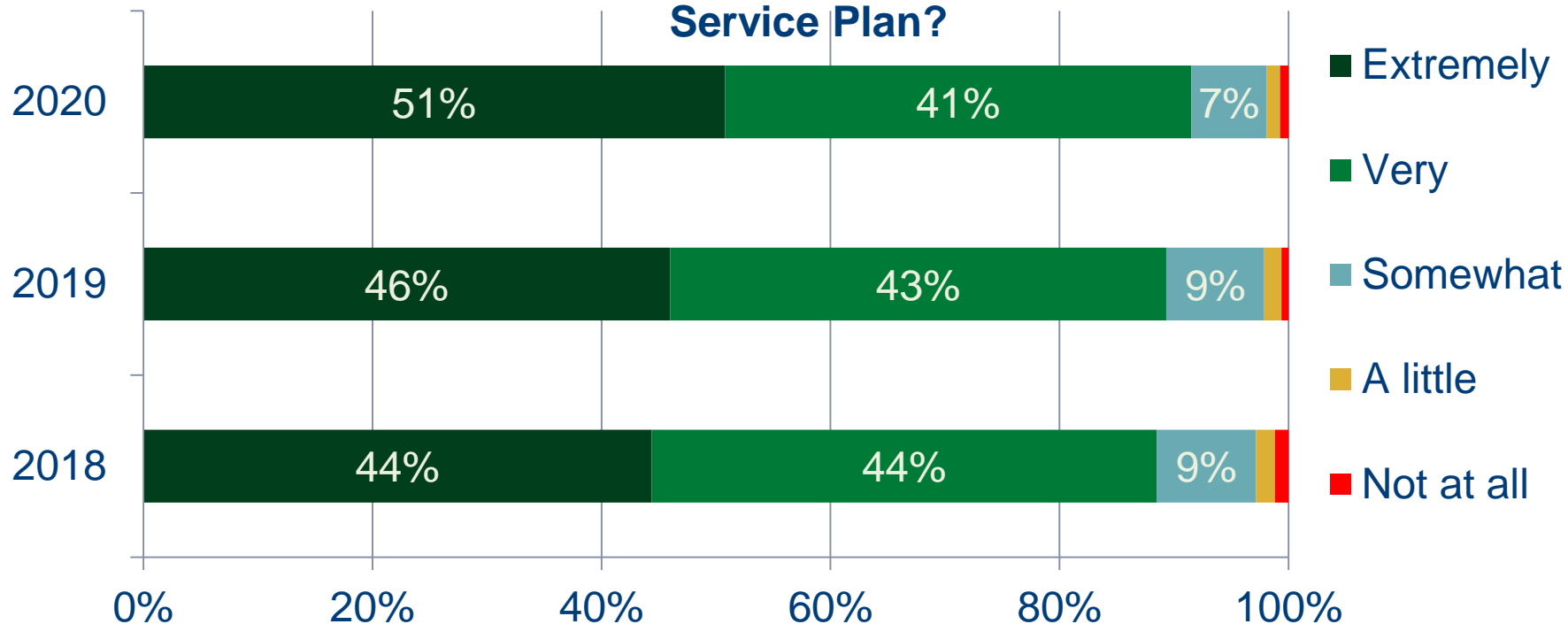
Overall, how much do you like your IRIS Consultant Agency?



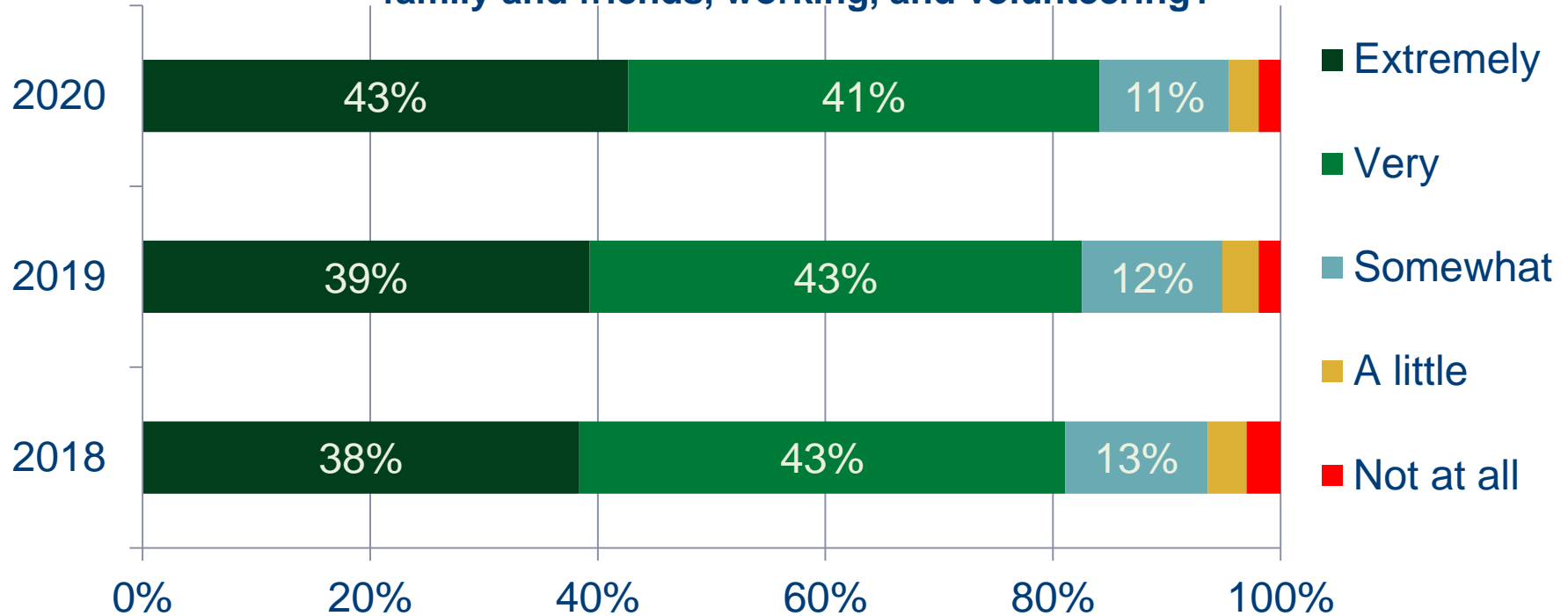
Overall how well do the supports and services you receive in your Individual Support and Service Plan meet your needs?



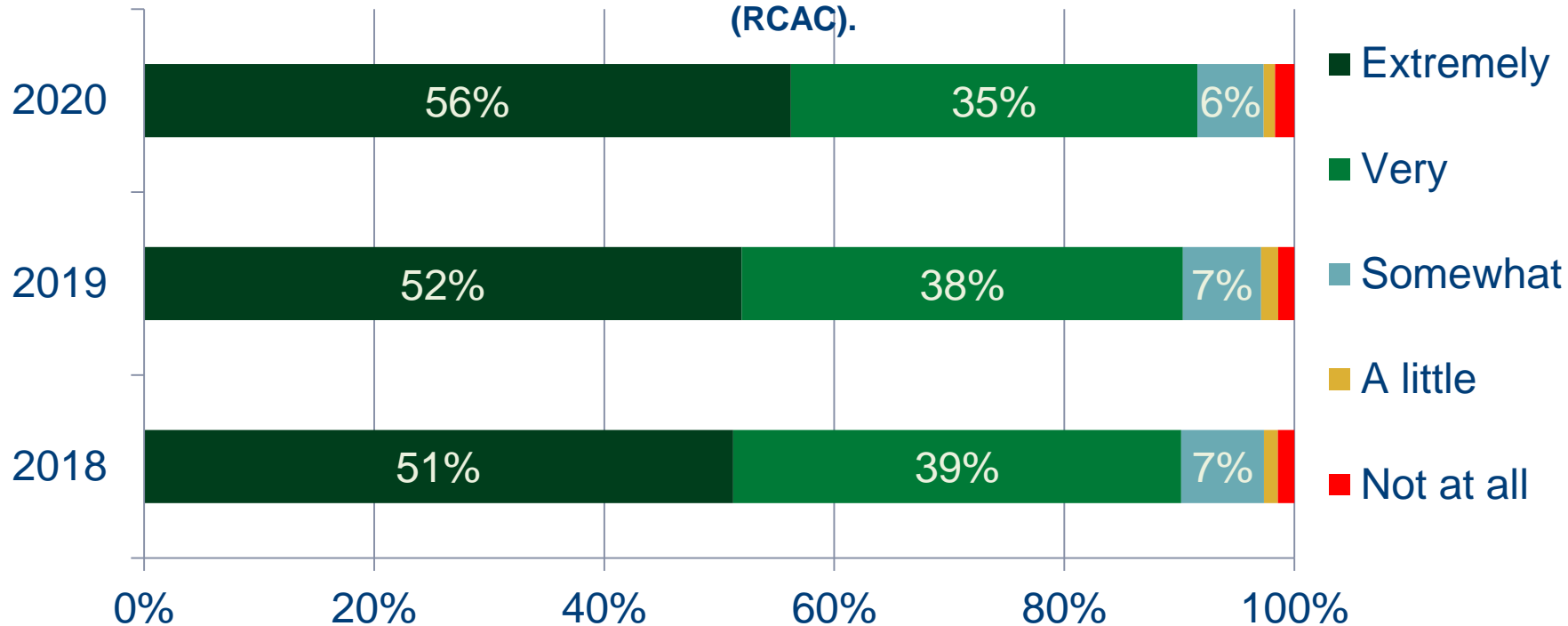
How well does your IRIS Consultant Agency provide you the information you need to develop your Individual Support and Service Plan?



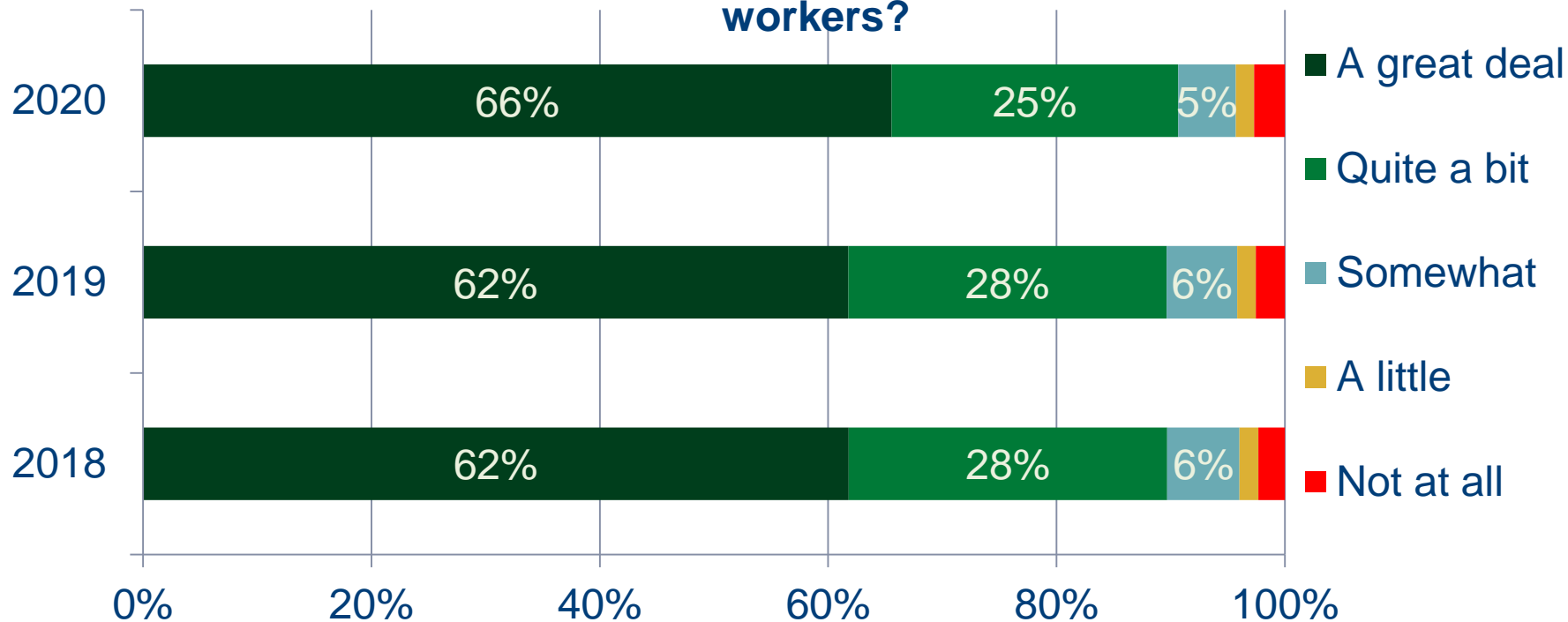
How well does your Individual Support and Service Plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?



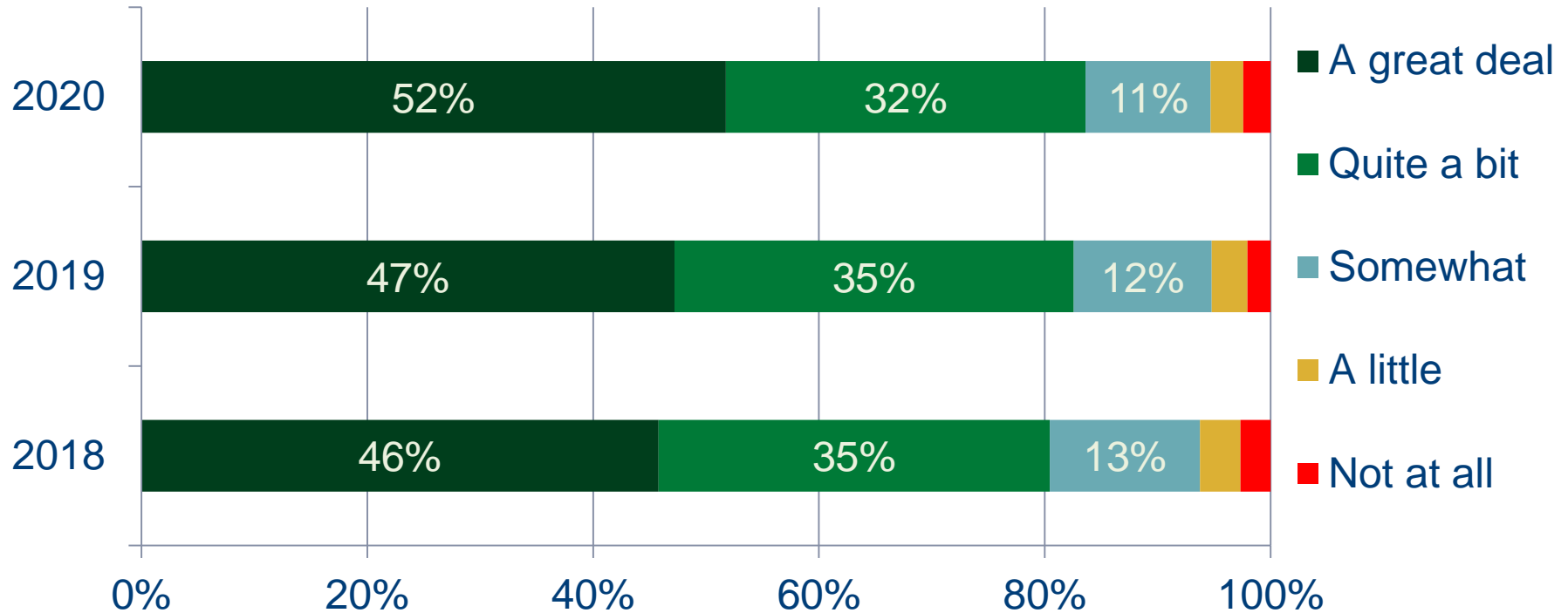
How well does your Individual Support and Service Plan support your needs related to living in a place of your choice? This may include your own apartment or house, Adult Family Home (AFH), or Residential Care Apartment Complex (RCAC).



How much control do you feel you have over recruiting, hiring, training, supervising, disciplining, or terminating your workers?

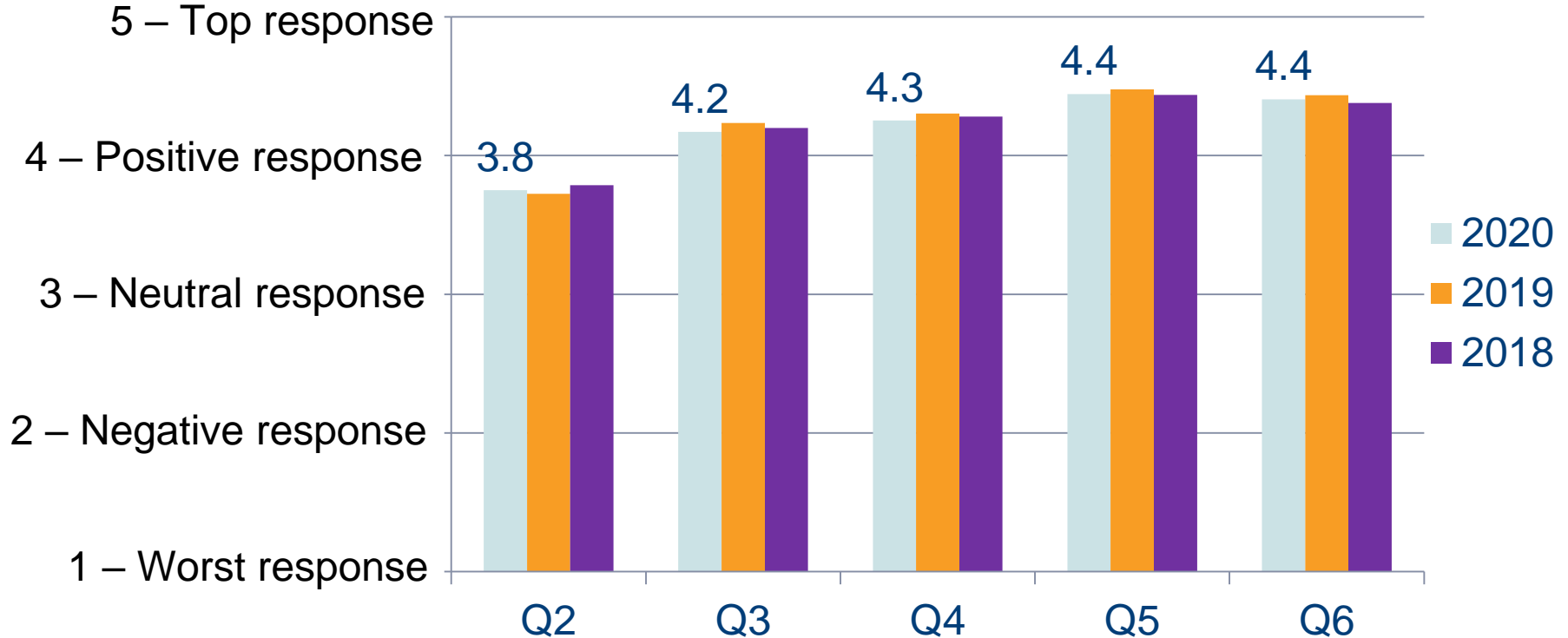


How much control do you feel you have over how your budget is spent to purchase allowable services to meet your needs?

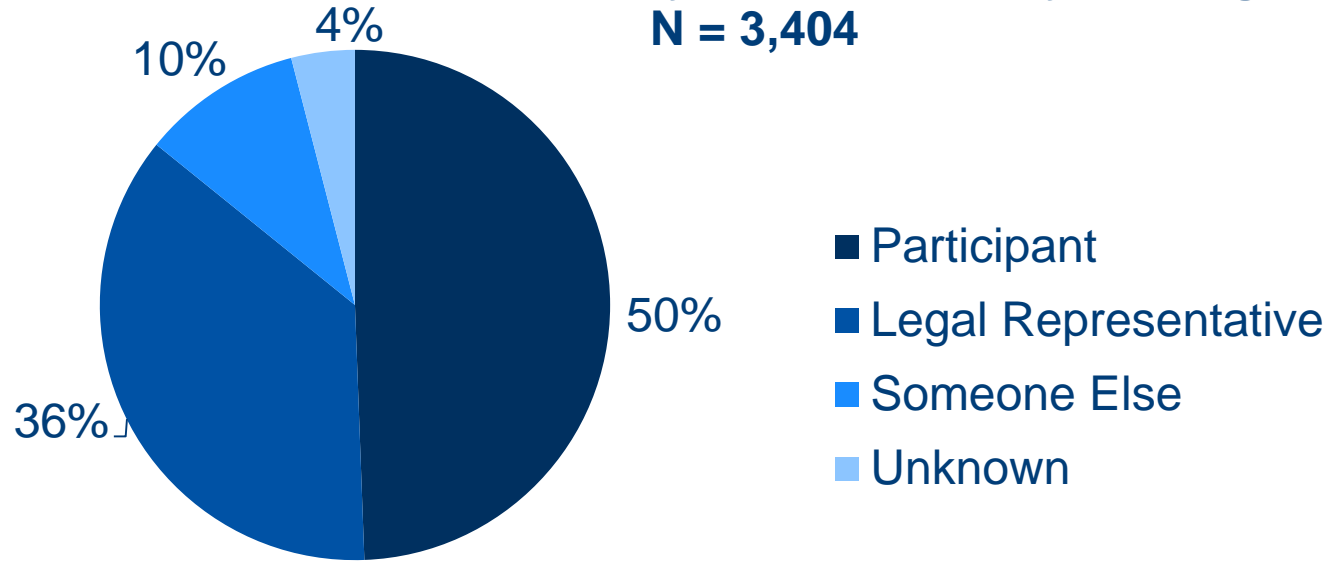


2020 IRIS Fiscal Employment Agent Participant Satisfaction Survey Analysis

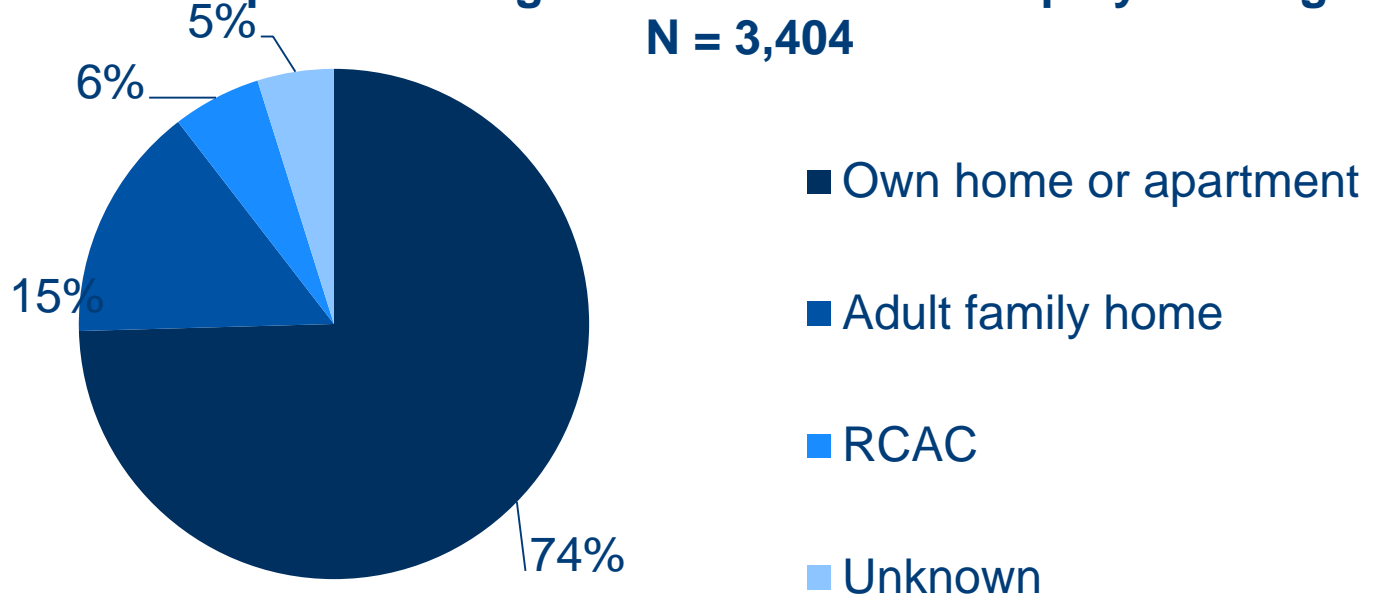
Survey Question Response – Fiscal Employment Agent



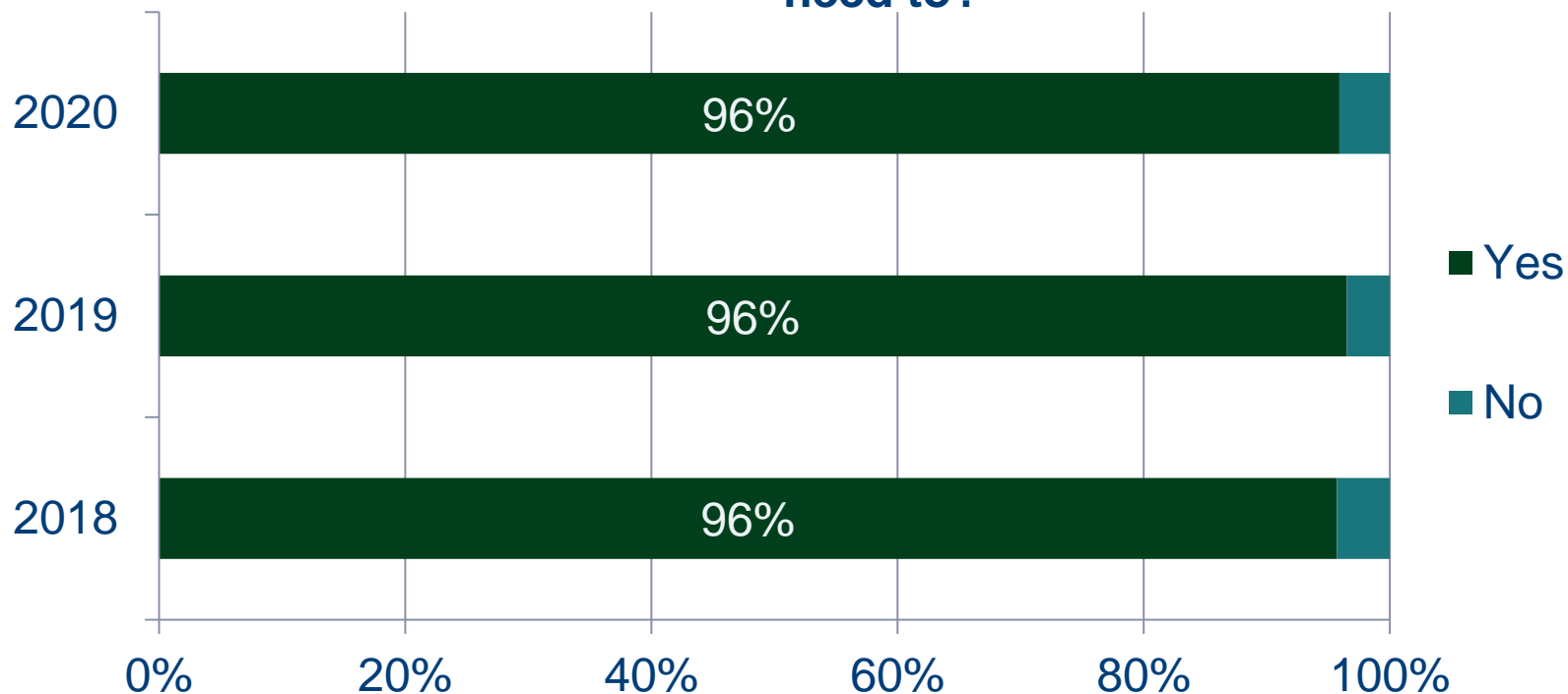
Who Answered Survey – Fiscal Employment Agent
N = 3,404



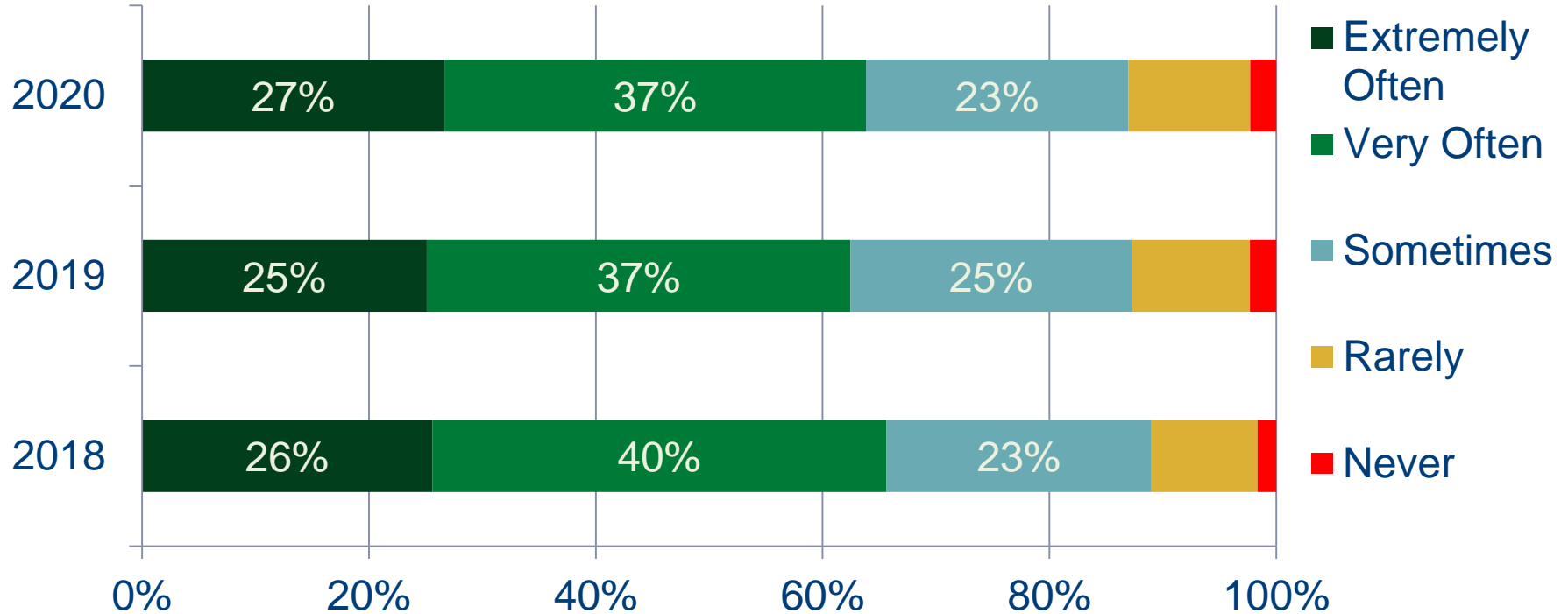
Participation Living Situation – Fiscal Employment Agent N = 3,404



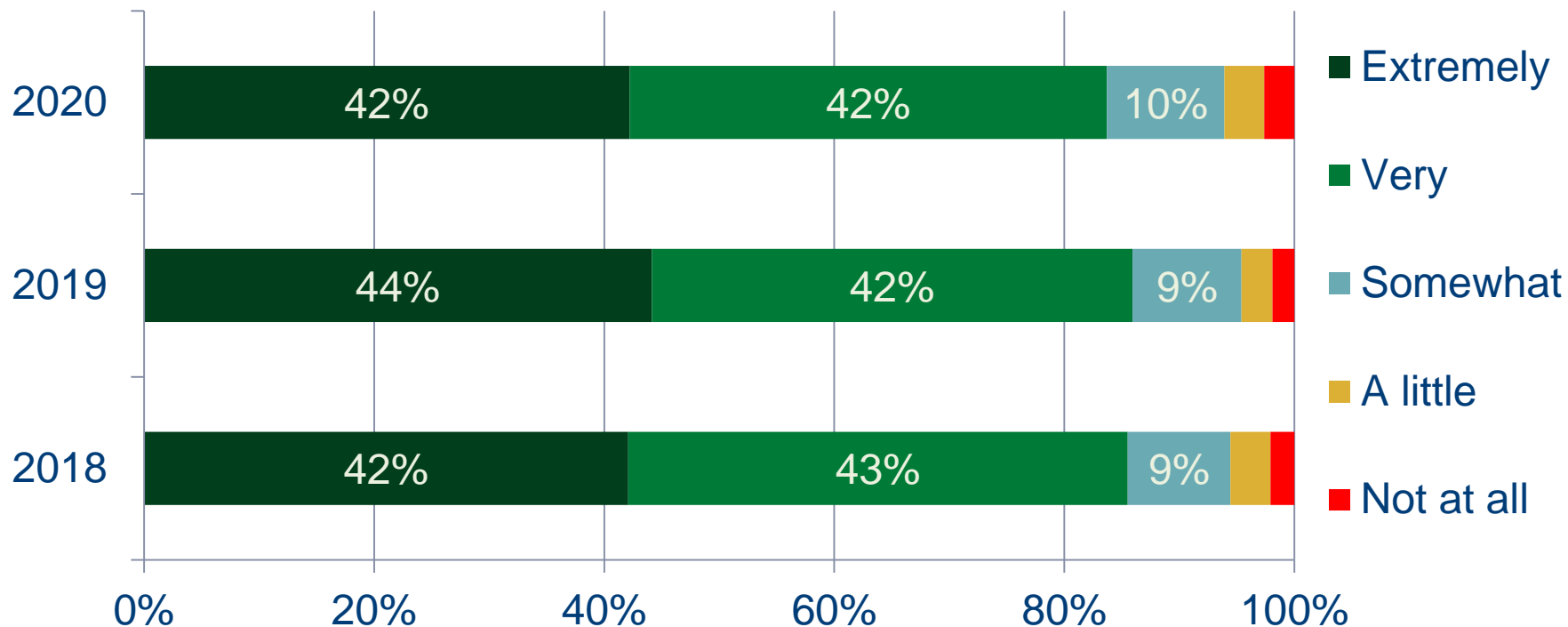
Can you contact your Fiscal Employer Agent when you need to?



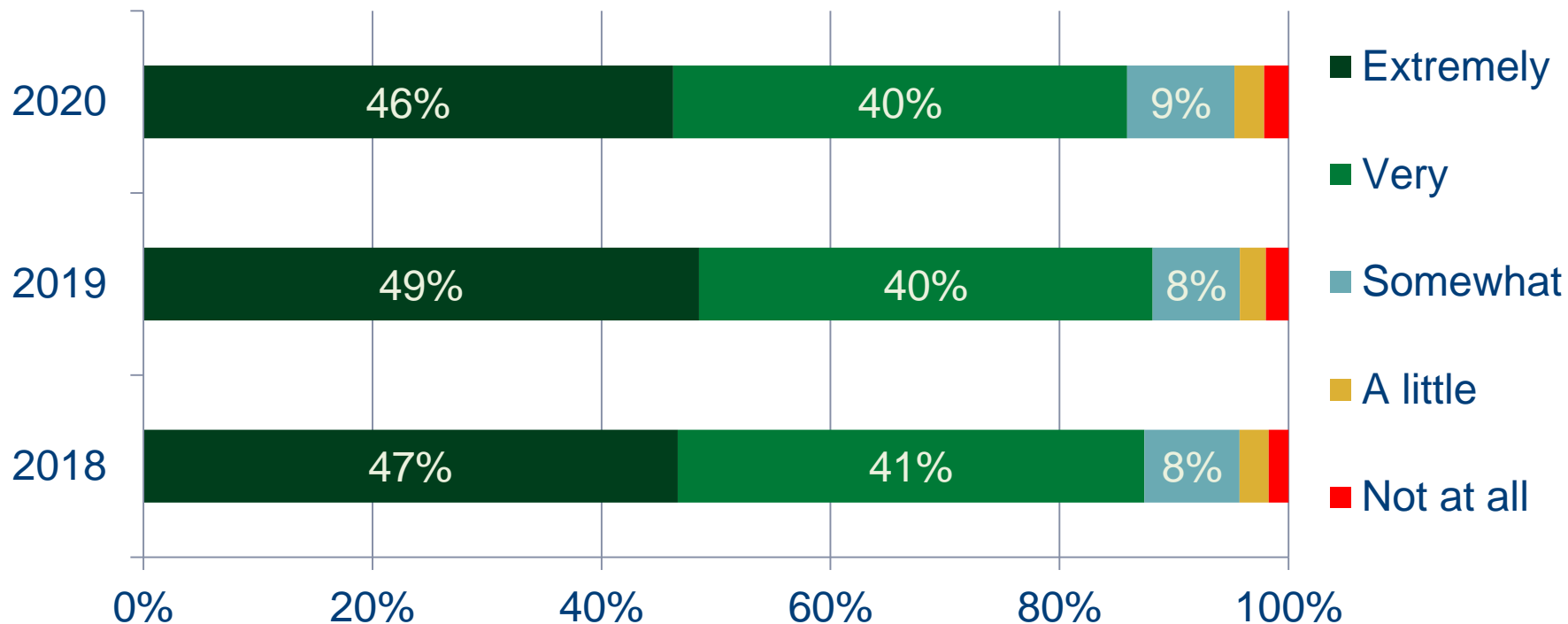
How often do you get the help you need from your Fiscal Employer Agent?



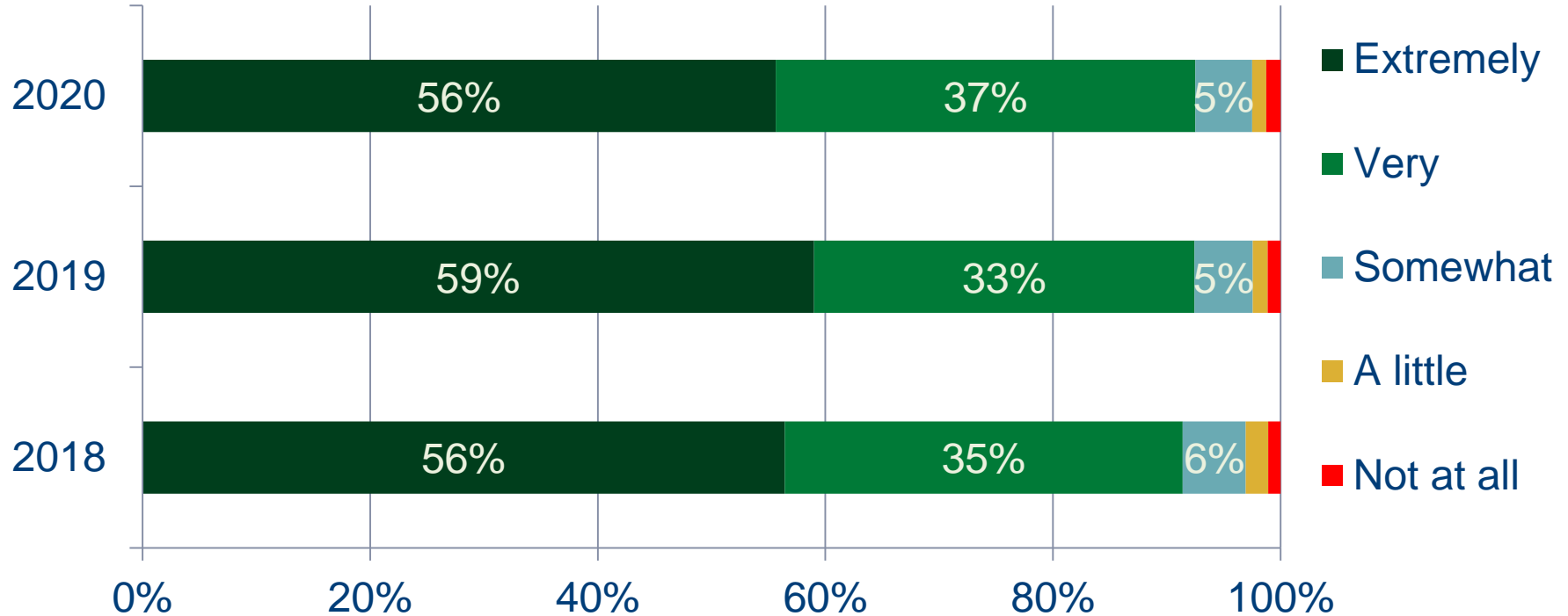
How clearly does your Fiscal Employer Agent explain things to you?



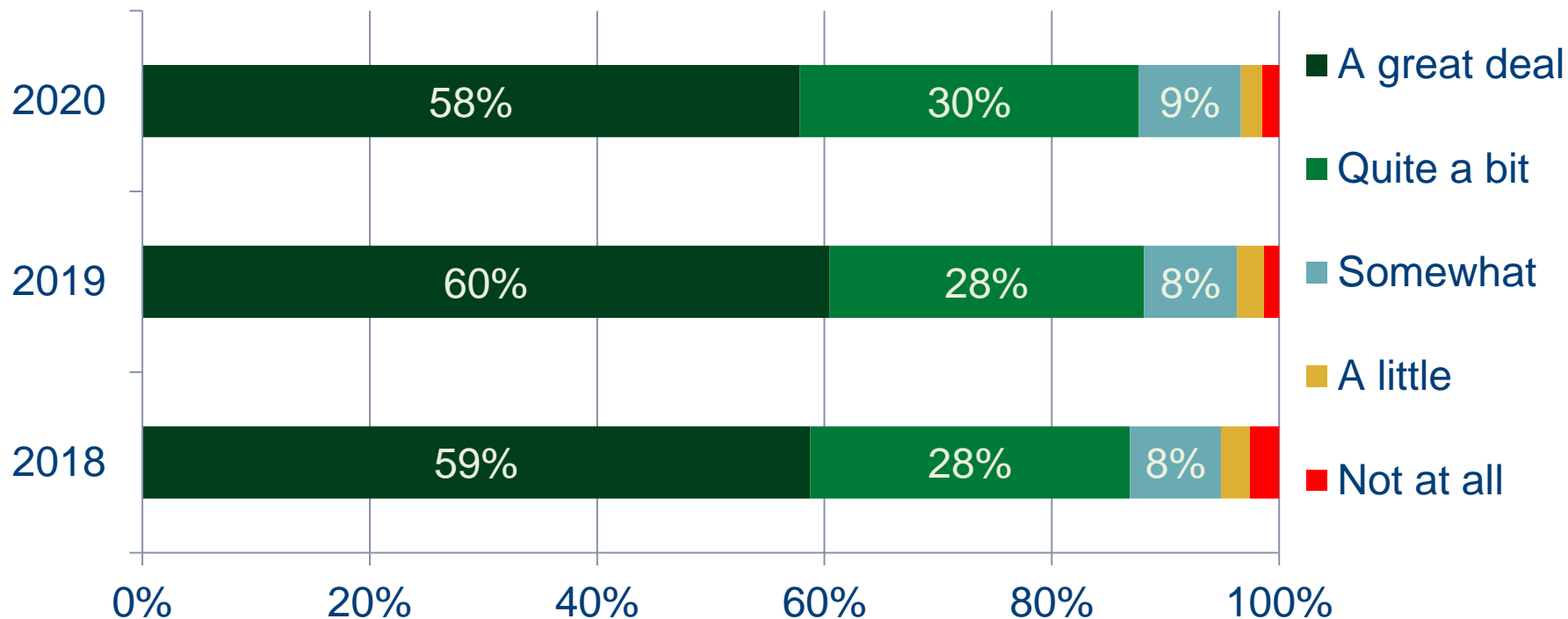
How carefully does your Fiscal Employer Agent listen to you?



How respectfully does your Fiscal Employer Agent treat you?



Overall, how much do you like your Fiscal Employer Agent?



2020 MCO Pay for Performance Results



July 29, 2020

Jasmine Bowen, Quality Assurance Program Specialist
Bureau of Programs and Policy

Purpose of Pay for Performance

Pay for Performance (P4P) is a value-based payment system in which MCOs are incentivized to achieve goals or objectives pertaining to quality. It is an outcomes-based initiative that uses data collection and analysis to drive continuous improvement.

MCO P4P Initiatives

2018	2019	2020	2021
Satisfaction Survey	Satisfaction Survey	Satisfaction Survey	Satisfaction Survey
	Competitive Integrated Employment	*CIE P4P suspended due to COVID-19	Competitive Integrated Employment
	Assisted Living Communities	Assisted Living Communities	Assisted Living Communities

Satisfaction Survey

P4P Questions

1	How often do you get the help you need from your Care Team?
2	How involved are you in making decisions about your Care Plan?
3	How much does your Care Plan include the things that are important to you?
4	How well do the services you receive meet your needs?

Responses range on a 1 - 5 Likert scale (Not at All; A Little; Somewhat; Very; Extremely)

Satisfaction Survey

2019 Results

MCO	Withhold (0.25%) “Very” or “Extremely” Satisfied	Incentive (0.20%) Only “Extremely” Satisfied
Inclusa (Family Care)	4/4	4/4
Community Care, Inc. (Family Care)	4/4	4/4
Lakeland Care, Inc. (Family Care)	3/4	0/4
My Choice Family Care (Family Care)	2/4	0/4
Care Wisconsin (Family Care)	0/4	0/4
iCare (Partnership)	2/4	0/4
Care Wisconsin (Partnership)	1/4	0/4
Community Care, Inc. (Partnership)	1/4	0/4

Satisfaction Survey

2020 Results

MCO	Withhold (0.25%) “Very” or “Extremely” Satisfied	Incentive (0.20%) Only “Extremely” Satisfied
Inclusa (Family Care)	4/4	4/4
Community Care, Inc. (Family Care)	4/4	4/4
Lakeland Care, Inc. (Family Care)	4/4	4/4
My Choice Wisconsin (Family Care)	2/4	2/4
iCare (Partnership)	4/4	4/4
My Choice Wisconsin (Partnership)	0/4	0/4
Community Care, Inc. (Partnership)	3/4	2/4

Satisfaction Survey

Comparing 2018-2020, % “Very” or “Extremely” Satisfied

Question	FC	FCP	PACE
Q1. How often do you get the help you need from your Care Team?	2018: 66.8% 2019: 67.4% 2020: 69.8%	2018: 64.3% 2019: 66.2% 2020: 61.0%	2018: 82.2% 2019: 78.5% 2020: 77.0%
Q2. How involved are you in making decisions about your Care Plan?	2018: 77.3% 2019: 78.5% 2020: 79.9%	2018: 75.2% 2019: 73.4% 2020: 76.1%	2018: 79.6% 2019: 70.0% 2020: 71.6%
Q3. How much does your Care Plan include the things important to you?	2018: 79.5% 2019: 79.3% 2020: 80.5%	2018: 75.6% 2019: 72.6% 2020: 78.9%	2018: 87.7% 2019: 82.1% 2020: 81.8%
Q4. How well do the supports and services you receive meet your needs?	2018: 82.0% 2019: 82.5% 2020: 83.2%	2018: 79.2% 2019: 76.5% 2020: 79.0%	2018: 89.1% 2019: 86.0% 2020: 83.0%

Survey P4P Effectiveness

Survey P4P (2018, 2019, 2020)

- ◆ From 2018 to 2020, across all survey questions, there was a **2.0% increase** in satisfaction across all programs and MCOs.
- ◆ In 2020, **81.9% of members were Very or Extremely Satisfied** overall, up from 79.9% in 2018.

Assisted Living Communities Overview

The initiative is focused on incentivizing MCOs to improve quality of care provided at Assisted Living Communities (ALCs) in their provider network. ALCs include three facility types:

- Community-based residential facilities (CBRFs)
- Certified residential care apartment complexes (RCACs)
- 3-4 bed adult family homes (AFHs)

Assisted Living Communities Overview

Incentive 1 Category

Members in an ALC that:

- Is compliant with the Home and Community-Based Services settings rule
- Qualifies for an abbreviated DQA survey

Assisted Living Communities Overview

Incentive 2 Category

Members in an ALC that:

- Is compliant with the Home and Community-Based Services settings rule
- Qualifies for an abbreviated DQA survey



- Is a member of the Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL) in good standing
- Has a rate of less than three falls with injury per 1,000 occupied bed days during CY 2019.

Assisted Living Communities

2019 Results

	iCare	LCI	CCI	Inclusa	All
# Members in Incentive 1 Category (HCBS and DQA abbrev. survey)	43 (33.3%)	658 (33.9%)	1596 (37.5%)	1850 (38.9%)	4147 (37.4%)
# Members in Incentive 2 Category (HCBS, DQA abbrev. survey, WCCEAL, and falls measure met)	8 (6.2%)	129 (6.6%)	351 (8.2%)	386 (8.1%)	874 (7.9%)
# Members in Neither Category	78 (60.5%)	1153 (59.4%)	2309 (54.3%)	2525 (53.0%)	6065 (54.7%)
# Total Members in ALCs (MCO data submissions as of 12/31/2019)	129 (100%)	1940 (100%)	4256 (100%)	4761 (100%)	11086 (100%)

Assisted Living Communities

2020 Results

	iCare	LCI	CCI	Inclusa	MCW	All
# Members in Incentive 1 Category (HCBS and DQA abbrev. survey)	39 (27.7%)	1142 (39.9%)	1708 (40.8%)	1876 (40.8%)	1961 (33.4%)	6726 (38.1%)
# Members in Incentive 2 Category (HCBS, DQA abbrev. survey, WCCEAL, and falls measure met)	8 (5.7%)	184 (6.4%)	306 (7.3%)	397 (8.6%)	466 (7.9%)	1361 (7.7%)
# Members in Neither Category	94 (66.7%)	1539 (53.7%)	2174 (51.9%)	2329 (50.6%)	3439 (58.6%)	9575 (54.2%)
# Total Members in ALCs (MCO data submissions as of 12/31/2019)	141 (100%)	2865 (100%)	4188 (100%)	4602 (100%)	5866 (100%)	17662 (100%)

Assisted Living Communities

2019 Results

	iCare	LCI	CCI	Inclusa	All MCOs
Incentive 1 Earnings	\$10,368.94	\$158,668.92	\$384,856.52	\$446,105.62	\$1M
Incentive 2 Earnings	\$9,153.32	\$147,597.25	\$401,601.83	\$441,647.60	\$1M
Total Earnings	\$19,522.26	\$306,266.17	\$786,458.35	\$887,753.22	\$2M

Assisted Living Communities

2020 Results

	iCare	LCI	CCI	Inclusa	MCW	All MCOs
Incentive 1 Earnings	\$5,798.39	\$169,788.88	\$253,939.93	\$278,917.63	\$291,555.16	\$1M
Incentive 2 Earnings	\$5,878.03	\$135,194.71	\$224,834.68	\$291,697.28	\$342,395.30	\$1M
Total Earnings	\$11,676.43	\$304,983.59	\$478,774.61	\$570,614.91	\$633,950.46	\$2M

ALC P4P Effectiveness

Assisted Living Communities P4P (2019, 2020)

In 2020, approximately a third of all MCO members lived in ALCs. Of those members:

- ◆ **38.0%** lived in ALCs achieving HCBS Settings Rule compliance and the abbreviated DQA survey (Incentive 1). This percentage **increased by 0.6%** from 2019 to 2020.
- ◆ **7.7%** lived in WCCEAL ALCs that meet the falls performance target (Incentive 2). This percentage **decreased by 0.2%** from 2019 to 2020.
- ◆ More years of data are needed to assess the effectiveness of P4P on increasing the percentage of members in high quality ALCs.

ALC P4P Effectiveness

Assisted Living Communities P4P (2019, 2020)

The number of ALCs in WCCEAL continues to increase.

- ◆ From 2018 to 2020, there was a **12.4% increase** in the number of ALCs in WCCEAL (58 new WCCEAL ALCs).
- ◆ In Q4 2020, there were **467 WCCEAL ALCs**, up from 409 in Q4 2018.
- ◆ Gold Membership is a new WCCEAL benefit offered to ALCs as of Q3 2019. Gold Members exemplify a high level of engagement with WCCEAL. As of Q4 2020, there were **129 WCCEAL Gold Member ALCs**.

Competitive Integrated Employment 2021 Overview

Due to COVID-19, the 2020 CIE P4P initiative was suspended until 2021. The CIE P4P resumes in 2021, with withhold and incentive criteria as follows. Percentage increase is compared between Quarter 1 of 2021 to Quarter 4 of 2021.

0.25% Withhold

Maintain **90-100%** of the number of members in CIE age 18-45

Or 0.125% Withhold

Maintain **80-89.9%** of the number of members in CIE aged 18-45

0.10% Incentive

Make a **4% increase** in the number of members in CIE aged 18-45OR

Or 0.05% Incentive

Make a **2-3.9%** increase in the number of members in CIE aged 18-45

2023 Community Engagement Pay for Performance Exploration



July 13, 2021

Jasmine Bowen, Quality Assurance Program Specialist
Bureau of Programs and Policy

Introduction

- DMS has the opportunity to develop a new P4P initiative effective 2023 focused on community engagement.

Building Full Lives: Carol Anne and Luke's Stories

- From the Wisconsin Board for People with Developmental Disabilities (BPDD) Building Full Lives Initiative (<https://wi-bpdd.org/index.php/building-full-lives/>)
 - [Luke](#)
 - [Carol Anne](#)



Reflection on the Videos

- In what ways were Carol and Luke engaged in their communities?
- What does it mean to belong and be an active member in the community?
- What role do you feel employment plays in community engagement?

Poll: What is the best name for this initiative?

- Community Engagement
- Building Full Lives
- Community Living
- Community Life
- Beyond Work
- Community Life Engagement
- Other (please submit in the Chat)

Next Steps

- Project team will give updates to the LTCAC and seek ongoing feedback on the development of the P4P initiative.
- The 2023 P4P development process will be completed by May 2022.



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Michelle Wegner
MFP Project
Director
July 13, 2021

Money Follows the Person

Supplemental Funding Opportunity

Acronyms

- MFP, Money Follows the Person
- LTSS, Long-Term Services and Supports
- ID/DD, Intellectual Disability/Developmental Disability
- PCW, Personal Care Worker
- CMS, Centers for Medicare & Medicaid Services

Funding Announcement

- Announced September 2020
- Intent is to support states in LTSS rebalancing progress
- Must be operating a current MFP program
- Use for planning and capacity building
- Up to \$5 million total
- Spending available in year awarded, up to four additional years
- Submission due date: June 30, 2021

Stakeholder Engagement

Name	Organization
Sam Wilson	AARP Wisconsin
Janet Zander	Greater Wisconsin Agency on Aging Resources
Lea Kitz	Disability Rights Wisconsin
Maureen Ryan	Wisconsin Coalition of Independent Living Centers
Lisa Pugh	ARC Wisconsin
Lynn Breedlove	Disability Rights Wisconsin
Deb Kurek	Lakeland Care
Kit Kerschensteiner	Disability Rights Wisconsin
Ann Fischer	Lutheran Social Services-IRIS
Beth Sweeden	Wisconsin Board for People with Developmental Disabilities

DHS Participants

Name	Bureau
Michelle Wegner	Programs and Policy
Betsy Genz	Programs and Policy
Rebecca Wetter	Office for Resource Center Development
Ashley Walker	Office for Physical Disabilities
Annie Yoveff	Quality and Oversight
Al Matano	Programs and Policy (Tribal)
Denise Pommer	Tribal Affairs
Diana Adamski	Office for Resource Center Development
Kevin Coughlin	Administrator's Office

Workgroup Recommendations

- Direct Service workforce
- Accessible and affordable housing
- ID/DD facility closure analysis
- Technology access

Direct Service Workforce

- One in four direct caregiver positions is vacant
(<https://leadingagewi.org/media/83324/2020-workforce-reportfl.pdf>)
- 20,000 additional home care workers needed by 2024
(<https://phinational.org/news/new-phi-initiative-aims-to-transform-home-care-jobs-in-wisconsin/>)
- Annual turnover surpasses 50 percent
(https://phinational.org/wpcontent/uploads/2017/09/wisconsin_home_care_landscape_phi_2017_0.pdf)
- Lack of standardized training and portability
- No career laddering in WI

Decision

- PCW recruitment, retention, education and training
 - CMS current focus
 - ◆ Lewin Group Learning Collaborative
 - Wisconsin Caregiver Taskforce Report
 - Builds on current resources
 - Sustainable

Wisconsin Personal Caregiver Workforce Careers

- Create a two-tiered classification system for PCW
 - **PCW1**
 - ◆ Meets current requirements
 - ◆ Work within capacity allowed by Administrative Code
 - **PCW2**
 - ◆ Wisconsin-approved, portable PCW2 certificate
 - ◆ Public registry listing

Wisconsin Personal Caregiver Workforce Careers continued

- Develop a standardized certification program and curriculum
 - Wisconsin Technical College collaboration
 - Create a public registry listing certified PCWs
 - ◆ Encourage hiring of certified PCWs

Wisconsin Personal Caregiver Workforce Careers continued

- Vouchers pay for PCW2 certificate program
 - Approximately 7,700
 - Safeguards to prevent monetary loss
- Retention bonus
 - Approximately 3,800
 - Eligible recipient:
 - ◆ New hire
 - ◆ Completed a PCW certificate
 - ◆ Worked as a PCW for one year

Wisconsin Personal Caregiver Workforce Careers continued

- Promote and expand the current WisCaregiver Career website
 - Home and Community-Based Settings
 - Training site and participating employer locator map
 - Marketing: videos, brochures, social media, public service announcements, commercials, radio
 - Stakeholder page focused on resources that increase retention
 - Tracking system to support caregivers through process
 - Satisfaction Surveys
 - ◆ Successes
 - ◆ Barriers