



“Care” for “The Caregiver”

EVIDENCE-BASED | CMS-APPROVED | ACL-ACCREDITED



CMS 1115 Approved



**Accredited
Evidence-Based**



**Preferred
Partner**



Serving family caregivers since 2007

22

States

100,000+

Caregivers
Impacted by TCARE

500+

Care Professionals
using TCARE

Hours of Care ≠ Caregiver Burnout



Identity Discrepancy



“Am I her **daughter** or her **caregiver**?”

FAMILY MEMBER | **CAREGIVER**



Outcomes & Engagement

84%

Report lower levels of
stress & depression

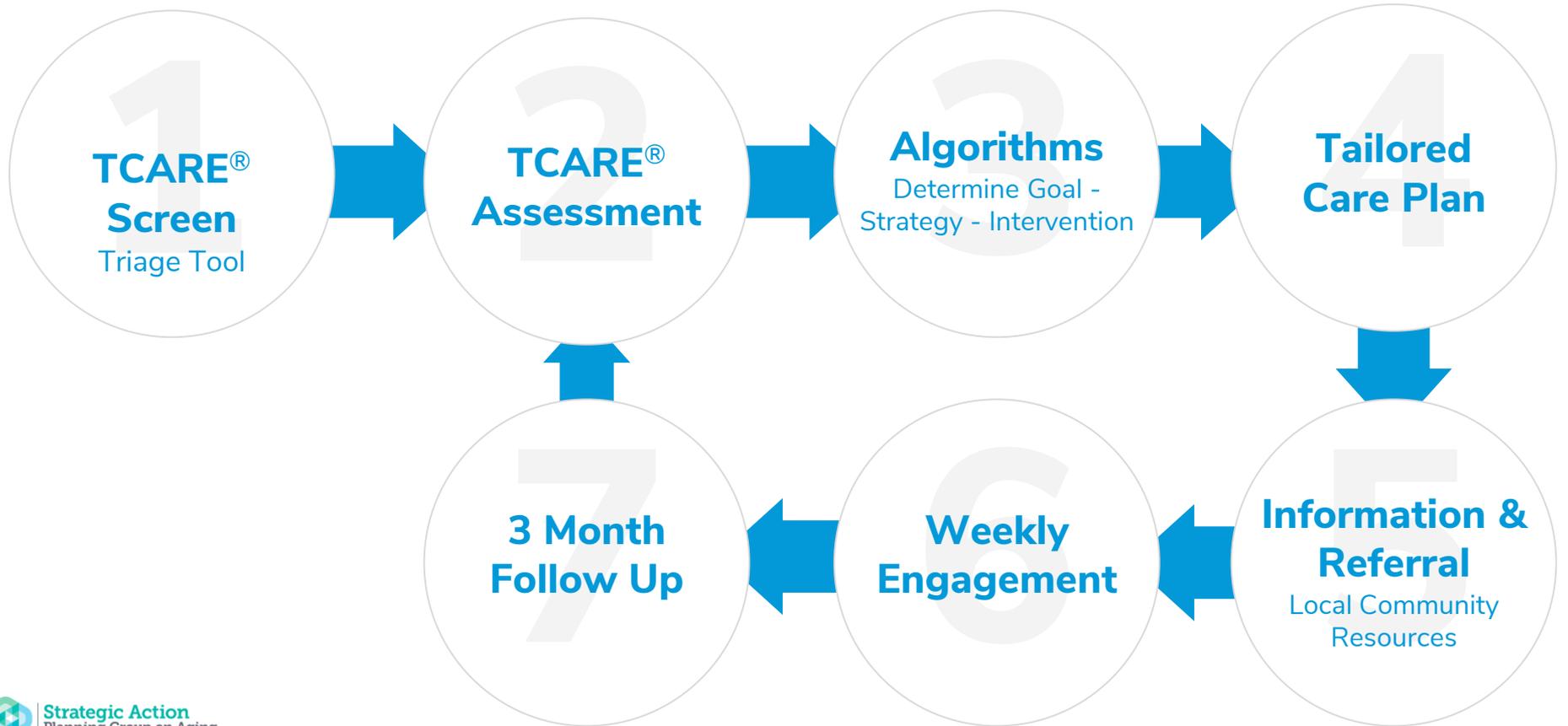
Reduced levels of
stress in as little as

3 mo.

79%

Engagement at the 3 mo.
follow up ; 54% at 12 mo.

TCARE[®] Protocol Map





tcare CAREGIVER SCREENER

CAREGIVER SCREENER

2 of 8

As a result of assisting the care receiver, have the following aspects of your life changed?

3. Have your caregiving responsibilities...

	Not at All	A Little	Moderately	A Lot	A Great Deal
(a) caused conflicts with your grandmother?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) decreased time you have to yourself?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) created a feeling of hopelessness?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
(d) given your life more meaning?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
(e) increased the number of unreasonable requests made by your grandmother?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
(f) kept you from recreational activities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
(g) made you nervous?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

STRESS BURDEN :	HIGH	IDENTITY DISCREPANCY:	HIGH
OBJECTIVE BURDEN :	MEDIUM	DEPRESSION :	HIGH
RELATIONSHIP BURDEN :	HIGH	INTENTION TO PLACE :	YES





TCARE[®]
Assessment

*Have your caregiving responsibilities
given your life more meaning?*

A little...

~ 25 minutes

Tailored Care Plan



SUMMARY FOR SMITH, DENISE

Case ID 204261

Section 1 : Caregiver Status

Caregiver Phase Phase II

Intention to Place No

Section 2 : Caregiver Emotional Needs

		LOW	MED	HIGH
Relationship Burden	14	5 - 7	8 - 12	13 - 25
Objective Burden	20	6 - 17	18 - 23	24 - 30
Stress Burden	13	5 - 11	12 - 16	17 - 25
Uplifts	7	6 - 12	13 - 18	19 - 30
Depression - CESD	22	10 - 18	19 - 25	26 - 40
Identity Discrepancy	23	6 - 13	14 - 21	22 - 36

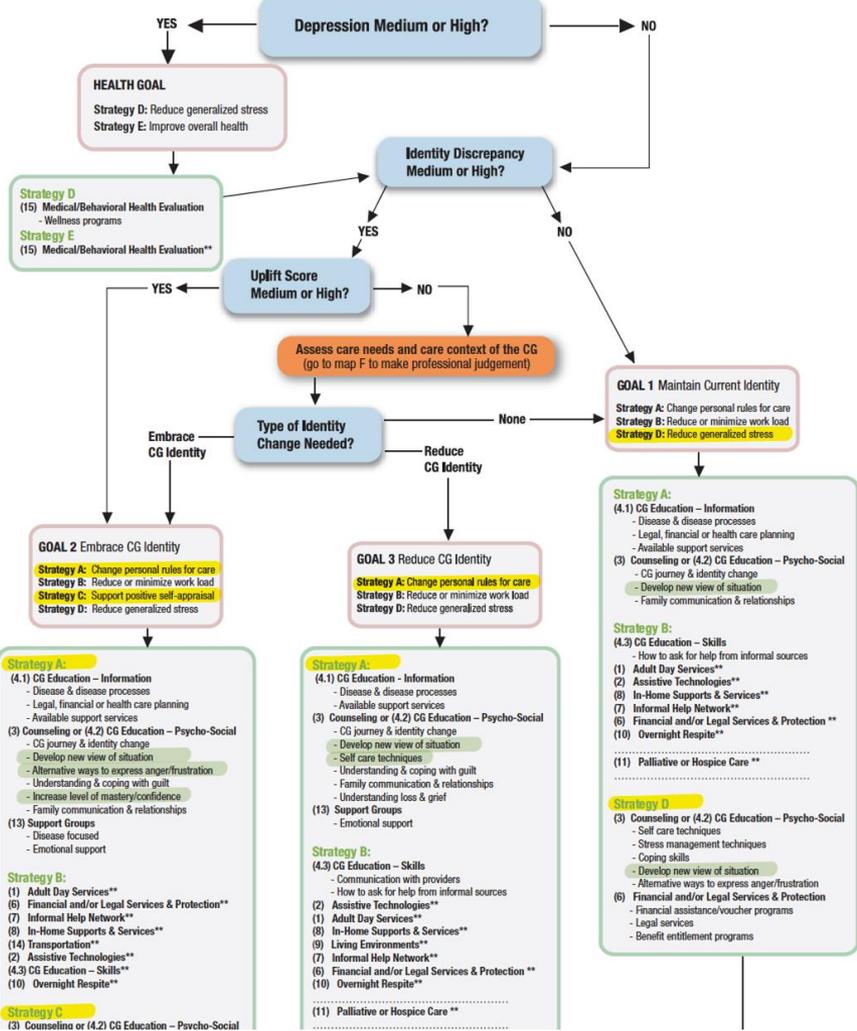
Section 3 : Care Receiver Needs

ADL	8	6 - 7	8 - 13	14 - 24
IADL	26	10 - 24	25 - 31	32 - 40
Problem Behaviors	5	0 - 2	3 - 10	11 - 45
Memory	Yes			



Algorithms

Determine Goal - Strategy - Intervention



Over 99+ categories of services...

Tailored Care Plan

Information & Referral
Local Community Resources



Community Resource Finder



Health Goal

D. Reduce generalized stress

(15) Medical or Behavioral Health Related Services

E. Improve overall health

(15) Medical or Behavioral Health Related Services

Goal 2: Embrace Caregiver Identity

A. Change personal rules for care

(3) Counseling or (4.2) CG Education psycho-social

(4.1) Education for caregiver to obtain information about services and assist with planning for the future

(4.3) Education to build caregiving skills (e.g. direct care and communication)

Skills for responding to mood and behavior changes **

PRIMARY CARE CLINIC
20 UNION ST N
MORA

Amount/Frequency

1x Week

PRIMARY CARE CLINIC
20 UNION ST N
MORA

Amount/Frequency

(13) Support Groups (Expand and sustain networks of support)

B. Reduce or minimize work load

(1) Adult Day Services (Experience time away from care responsibilities)

(2) Assistive Technologies (Promote safety and functional abilities of care receiver)

(4.1) Education for caregiver to obtain information about services and assist with planning for the future

(4.3) Education to build caregiving skills (e.g. direct care and communication)

(5) Education for care receiver (Facilitate self care and/or reduce need for assistance)

(6) Financial and/or Legal Services and Protection (Obtain assistance or counsel)

(8) In-home Supports and Services (Reduce responsibility or workload)



TCARE[®] Continuous Engagement System

6
Weekly
Engagement

7
3 Month
Follow Up

MONTH 3

MONTH 6

MONTH 9

MONTH 12

WEEKLY TEXT-BASED TOUCHPOINTS

TCARE is all about **crisis prevention** through continuous engagement

Care Management through TCARE

Caregiver is supported
caregiving for care recipient



Care Management
by TCARE



Reduce/delay incident & utilization for care recipient

Build brand loyalty with caregiver = **New Customer**



* Available in 7 languages

MILITARY

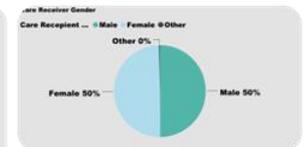
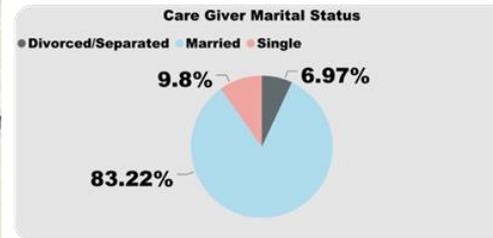
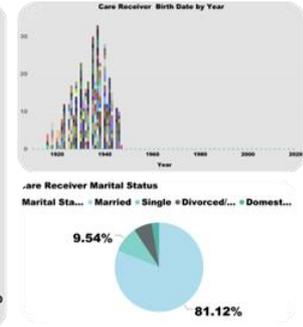
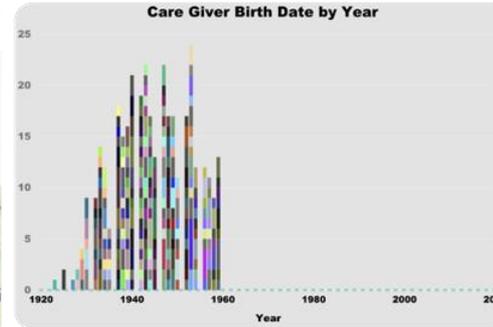
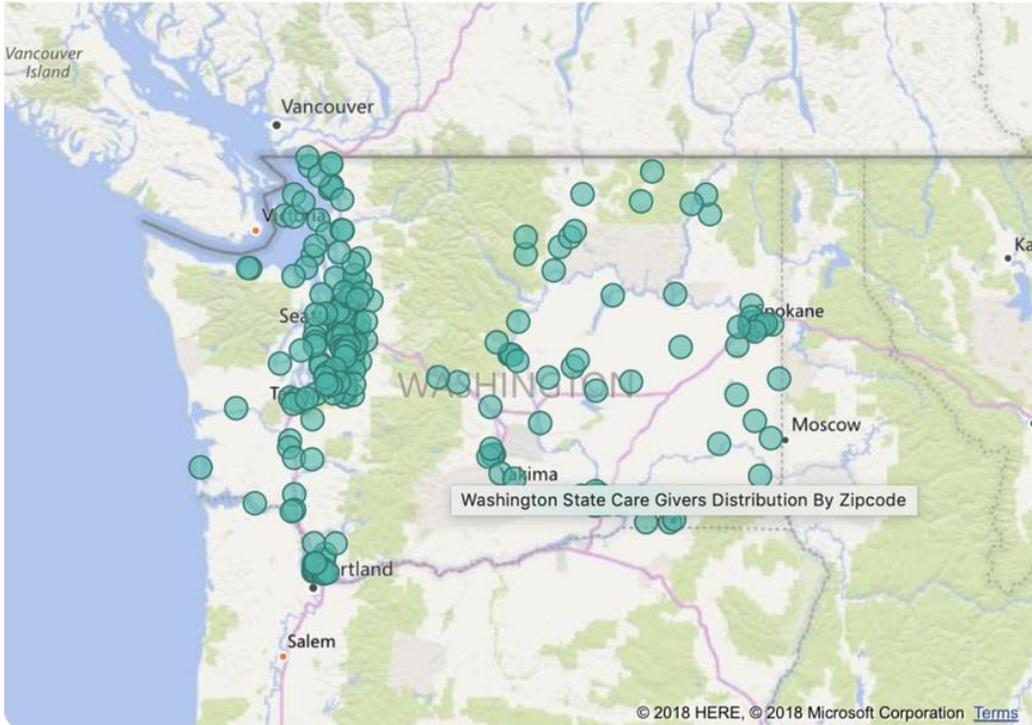
OLDER ADULTS

**DEVELOPMENTALLY
DISABLED (IDD)**

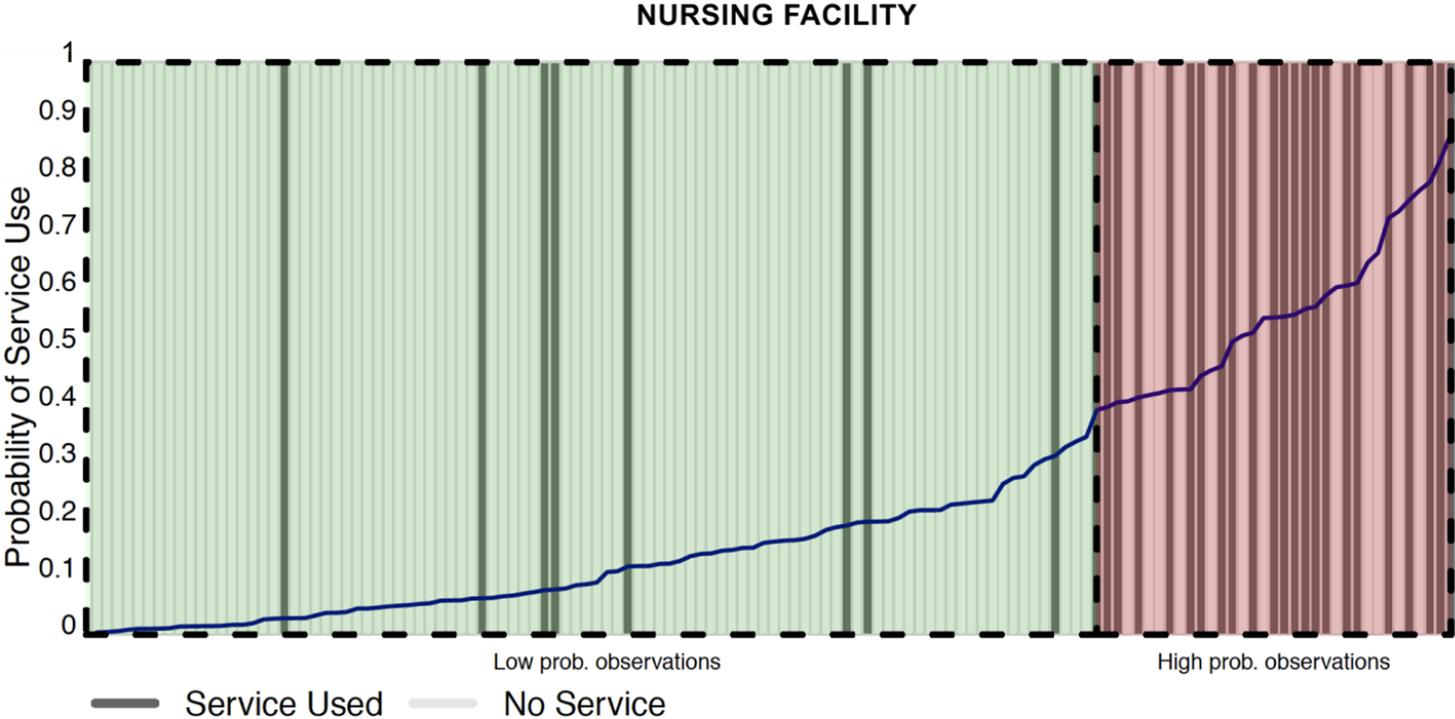
DEMENTIA



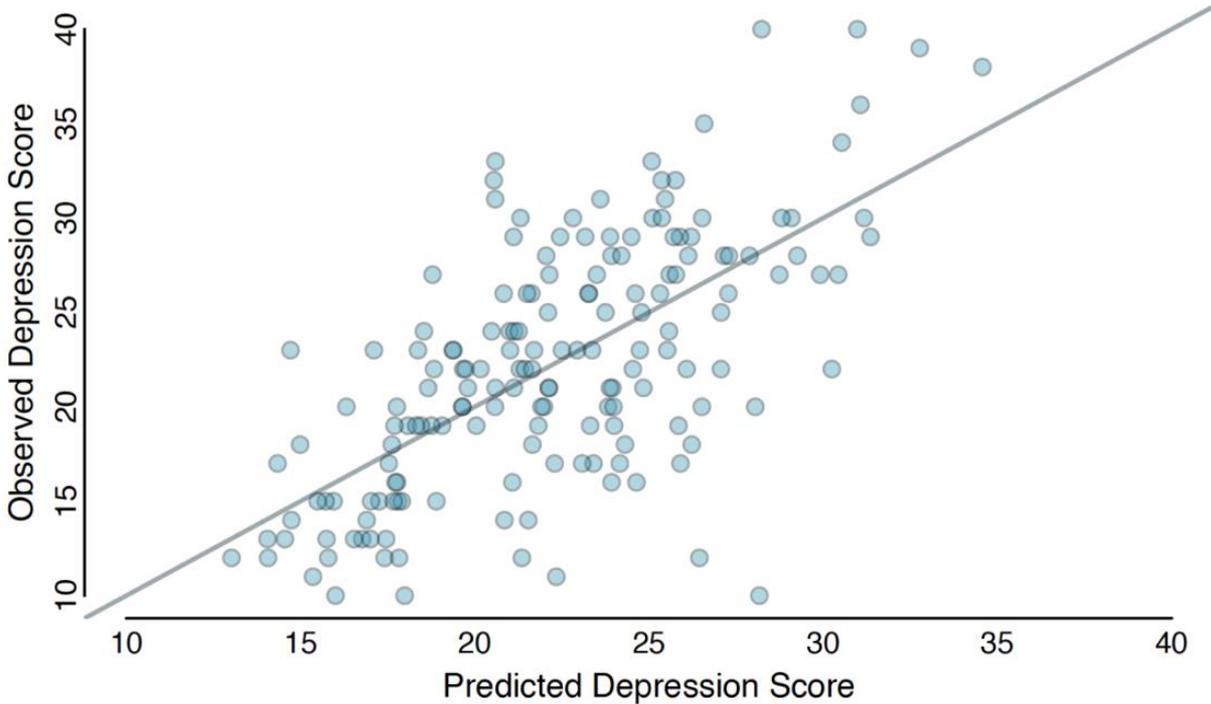
Predictive, data dashboards



Predictive Data Models

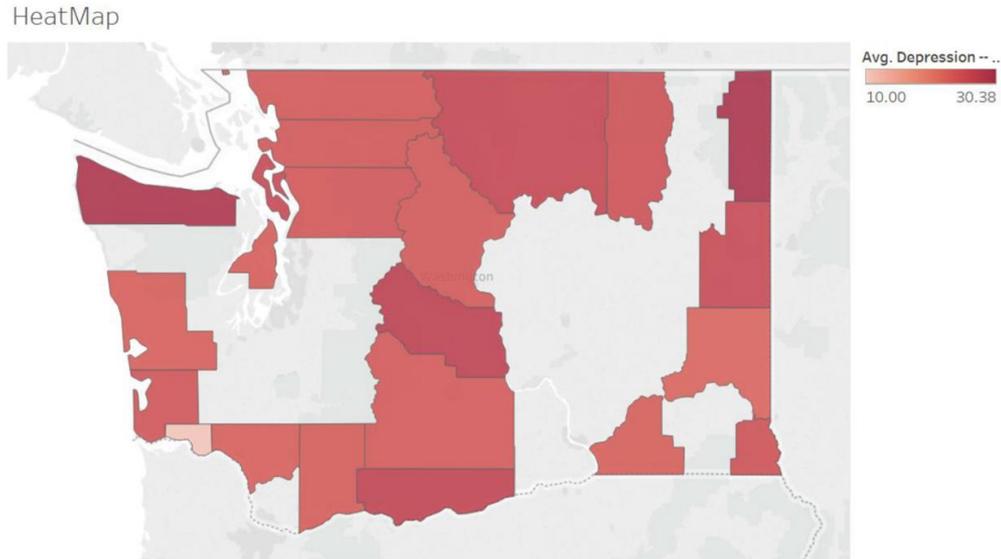


Predicting Depression



Predicting Depression

Heat map of how depression varies across regions in Washington



Impact in Washington (2,300 caregivers)

20% + **21 mo.** = **\$20M**

Less likely to
use **Medicaid LTC**

Delay in **nursing
home placement**

**Annual
savings**



Washington State
Department of Social
& Health Services

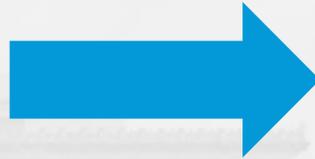
[RDA-Report 8.31 "Expanding Eligibility for the Family Caregiver Support Program in SFY 2012"](#)
Bridget Lavelle, PhD, David Mancuso, PhD, Alice Huber, PhD, Barbara E.M. Felver, MES, MPA

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Legislatively Mandated FCSP in Washington



CMS 1115 Approved



Washington State Department of Social and Health Services

Aging and Long-Term Support Administration

About ALISA | Frequently Asked Questions | Find Local Services, Information and Resources

Caregiver Assessment and Planning - TCARE

Are You Providing Care for a Loved One?

Learn about how the Family Caregiver Support Program can help.
Get information on specific caregiving topics.

This section of this site is for family caregiver service providers and stakeholders interested in learning about the family caregiver assessment and tailored planning process offered through Washington State's Family Caregiver Support Program offices.

Additional Family Caregiver Support Program (FCSP) Resources and Reports

- Expanding Eligibility for the Family Caregiver Support Program in SFY 2012, Updated Findings, Research and Data Analysis/DSHS – April 2014
- Has the use of Tailored Caregiver Assessment and Referral® System Impacted the Well-being of Caregivers in Washington? Rhonda J.V. Montgomery, PH.D, Helen Bader School of Social Welfare, University of Wisconsin-Milwaukee
- FCSP Expansion Report January 2013. A report describing the FCSP Expansion July 2011 through June 2012.
- Did Expanding Eligibility for the Family Caregiver Support Program Pay for Itself by Reducing the Use of Medicaid-Paid Long-Term Care?
- RCW 74.41 law mandating the creation of an evidenced-based caregiver assessment.
- History of Family Caregiver Support in Washington State an overview of the major milestones in family caregiving throughout the last 25+ years.

TCARE® Theory

The following is information from Rhonda Montgomery, PH.D, researcher and developer of TCARE®.

- http://www.rosalynncarter.org/caregiver_intervention_database/miscellaneous/t_care/: This site provides Family Caregiver Specialists and TCARE® Assessors and with useful information as they implement the TCARE process with family caregivers they serve.

Caregiver articles based on TCARE® theory from eXtension

- Coping with Stress discusses different types of caregiver stress or burden, consequences of not dealing with the stress, and strategies to reduce it.

<https://www.dshs.wa.gov/altsa/stakeholders/caregiver-assessment-and-planning-tcare>

TCARE[®] Impact on Medicare



CMS Star Ratings

Significant impact on **CAHPS**
Member Satisfaction

Reduced readmits
& length of stay in

5 DRGs

Ulcers, Pneumonia,
CHF, COPD, UTI

TCARE's Clients

State DHS



MCO/MLTSS/Medicare



Communities



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LTC/Life Insurance



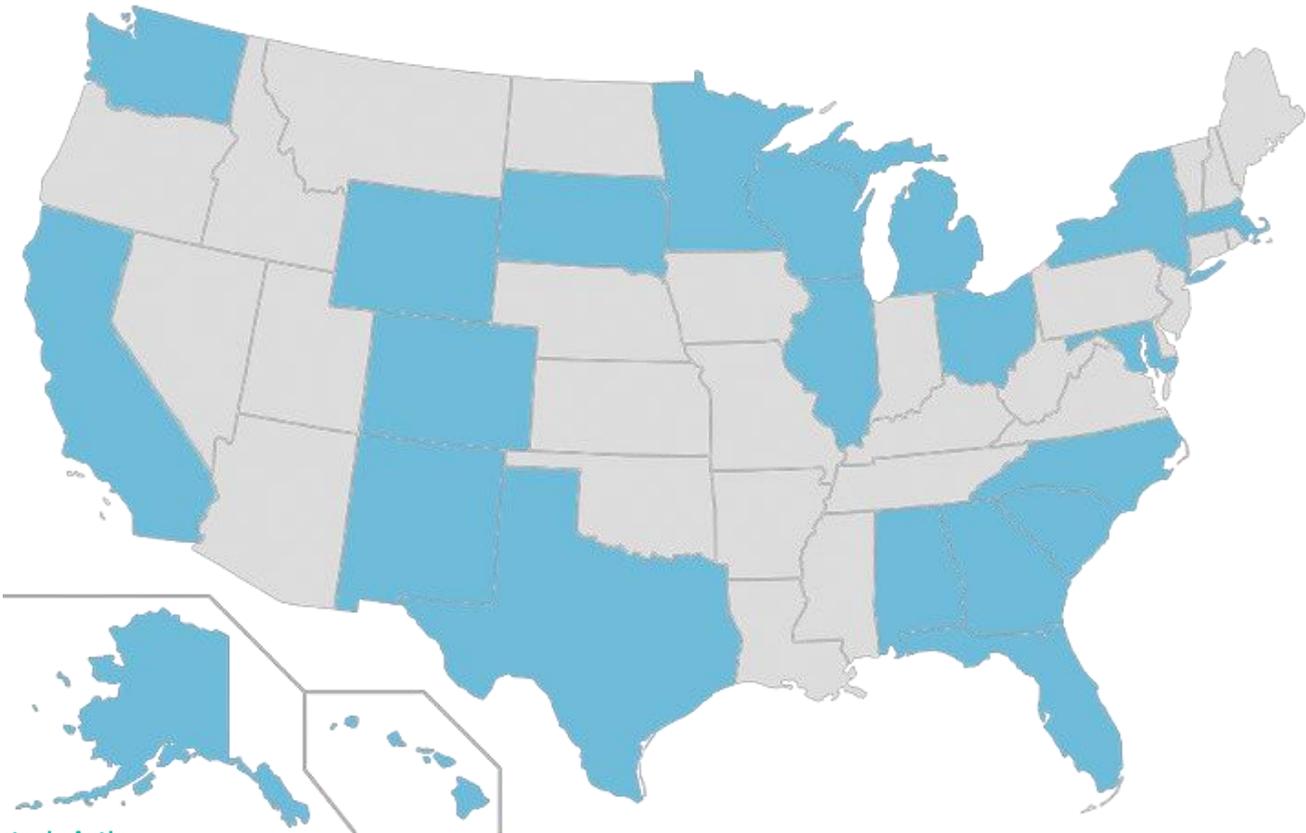
Mutual of Omaha



Employee Benefit/Wellness



68 AAAs across 22 States



Preferred Partner

A team of technologists, business & healthcare professionals



Rhonda Montgomery, Ph.D.
CSO & Cofounder



Ali Ahmadi
CEO & Cofounder



Mike Mings
CIO



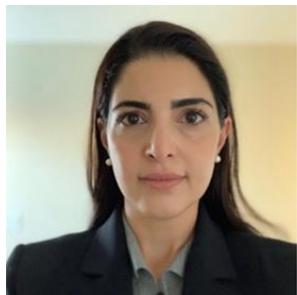
Brian Notario
VP of LTSS



Sohini Ponnam
VP of Digital Transformation



Linda Miller
Director of Caregiver Services



Sara Khaledpour,
MS LPC LCPC
Strategic Action
Planning Group on Aging



Vijay Anand
CTO



Andrew Pandji
Head of Design



Mat Anderson
Account Manager



Sarah Czirr
Director of Communications



Dan Skylar Sun
Data/ML Engineer



THE SECRETARY OF HEALTH AND HUMAN SERVICES
WASHINGTON, D.C. 20201

MAR 26 2019

Dr. Rhonda Jean Voight Montgomery
Co-Founder and Chief Science Officer
20469 Oakland Beach Road
Detroit Lakes, Minnesota 56501

Dear Dr. Montgomery:

I am delighted to invite you to serve on the RAISE Family Caregivers Advisory Council for a term beginning immediately and ending in three years, subject to prescribed appointment procedures. Enclosed is a copy of the Charter which describes the structure and functions of the committee.

Please indicate your acceptance or declination on the enclosed Acknowledgment of Invitation form and send it to the contact at the top of the form. Upon learning of your acceptance, I shall ask the Administrator of the Administration for Community Living to supply you with further information relating to your appointment.

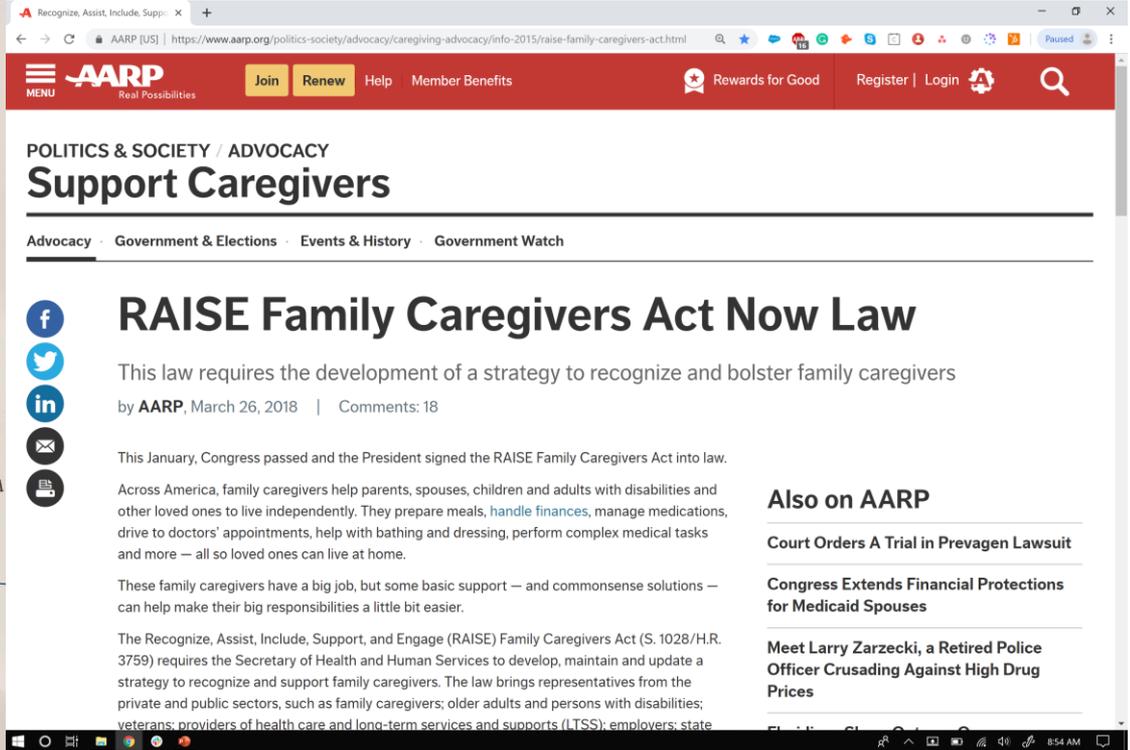
I hope you will find it possible to accept this invitation and give us the benefit of your valued counsel.

Sincerely,



Alex M. Azar II

Enclosures



Recognize, Assist, Include, Support, and Engage (RAISE) Family Caregivers Act Now Law

This law requires the development of a strategy to recognize and bolster family caregivers by AARP, March 26, 2018 | Comments: 18

This January, Congress passed and the President signed the RAISE Family Caregivers Act into law. Across America, family caregivers help parents, spouses, children and adults with disabilities and other loved ones to live independently. They prepare meals, handle finances, manage medications, drive to doctors' appointments, help with bathing and dressing, perform complex medical tasks and more — all so loved ones can live at home. These family caregivers have a big job, but some basic support — and commonsense solutions — can help make their big responsibilities a little bit easier. The Recognize, Assist, Include, Support, and Engage (RAISE) Family Caregivers Act (S. 1028/H.R. 3759) requires the Secretary of Health and Human Services to develop, maintain and update a strategy to recognize and support family caregivers. The law brings representatives from the private and public sectors, such as family caregivers; older adults and persons with disabilities; veterans; providers of health care and long-term services and supports (LTSS); employers; state

Also on AARP

- Court Orders A Trial in Prevagen Lawsuit
- Congress Extends Financial Protections for Medicaid Spouses
- Meet Larry Zarzecki, a Retired Police Officer Crusading Against High Drug Prices



No Caregiver Left Behind



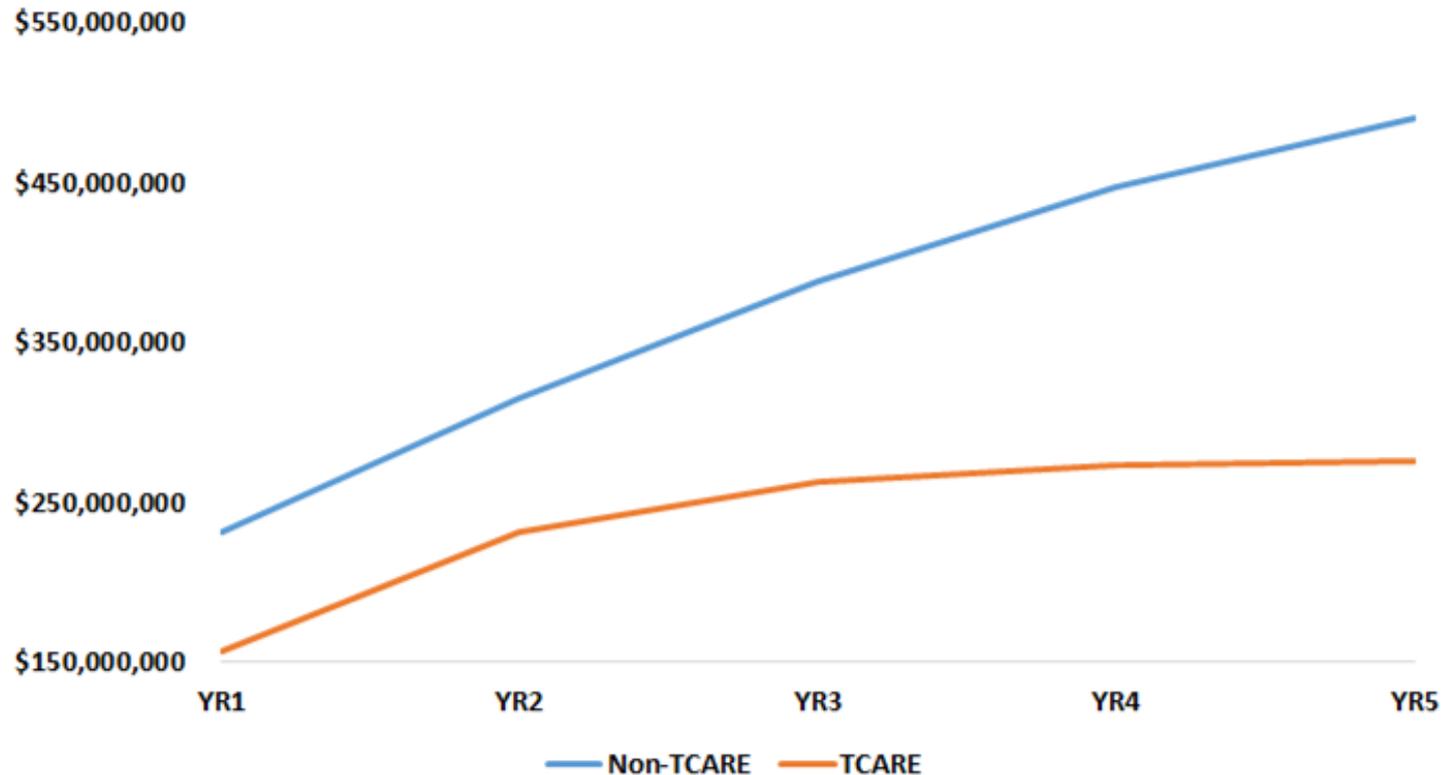


Appendix

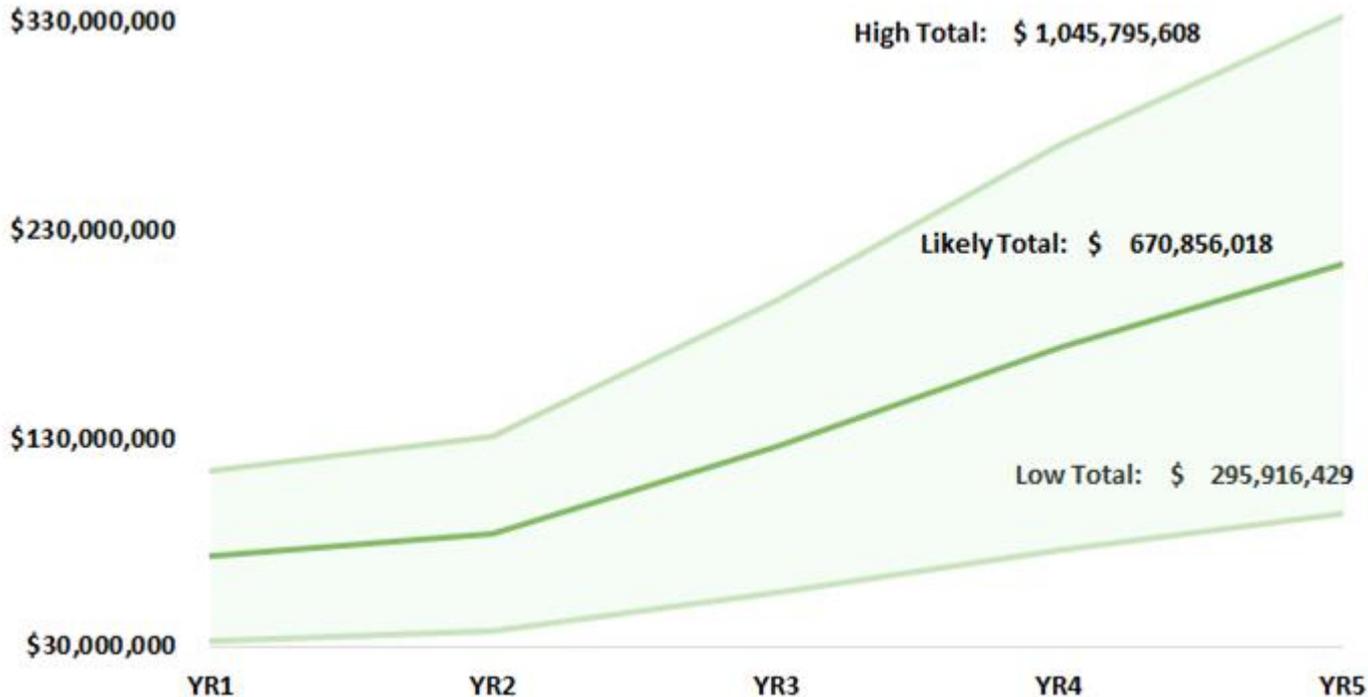
TCARE[®] Implementation



Likely LTC Service Costs (25K Older Adult Pop.)



TCARE® Colorado Savings Sensitivity Analysis (25K Elder Pop.)



Technical Specifications

TCARE 3.0 Platform

TECHNICAL SPECIFICATIONS

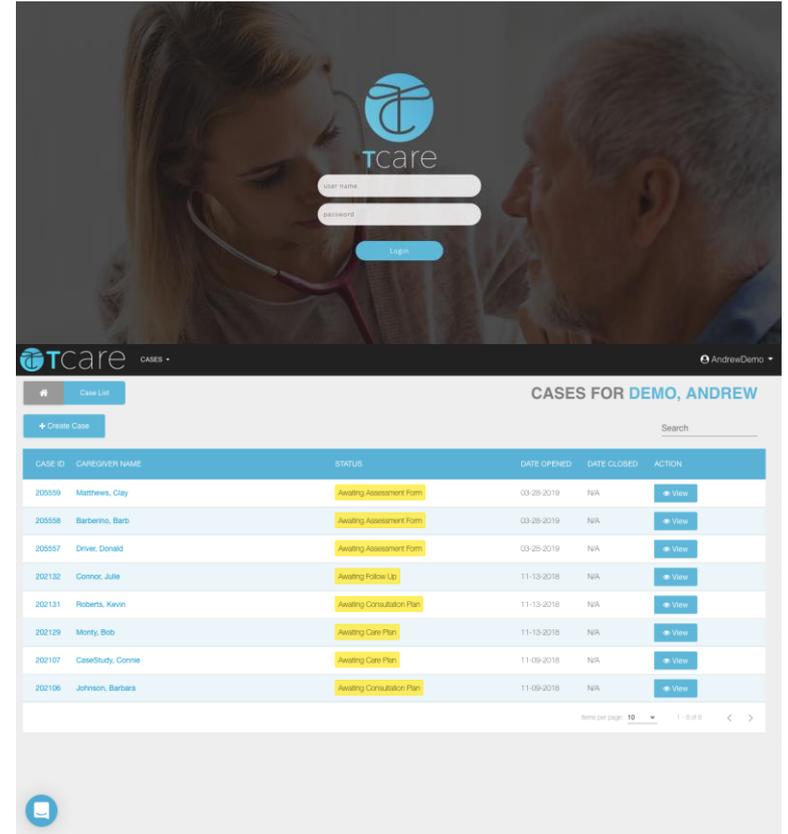
- Cloud-based, internet-enabled web-application
- Compatible with the latest versions of **Chrome (preferred)**, Firefox, Safari, Microsoft Edge, and IE10+
- Built on modern Java-based frameworks (**Angular 6.2.5**)
- Deployed on Microsoft Azure Cloud **SOC 2 Type 2** compliant environment
- Technology development team available for 24/7 support

SECURITY

- **HIPAA** certified
- **SSL with TLS 1.1**
- **Role Based SSH Access**
- Data encryption based on **SHA256** hash algorithms
- External facing documents (Care Plans) contain no PHI; access to encrypted PHI requires two-step authentication
- System snapshots stored in highly reliable Azure servers with automated scheduled bi-weekly backups (individual knowledgebase backups taken every 24 hours)

INTEGRATIONS

- Open APIs allow integration with external systems through **12 REST** and **SOAP APIs**
- Data stored in readable and easy to generate and parse **JSON** format
- Product extensions like “TCARE Screen” easily integrate with other systems as a “**plug-and-play**” outbound weblink



Integrations & Customization

Integrates easily with existing workflows and systems to provide a highly customized experience for your organization's needs.

- Plug-and-play screener link and marketing materials co-branded for your organization
- Open JSON API's to integrate with industry-standard case management systems
- Resource database built specifically for your population



{ json:api }

RESOURCE DB 