COMING HOME CONNECTION
creating a community of care

Theory Of Change in Action

Coming Home Connection is building on a strong history of service to the community. Thousands of older adults and others have received in-home care to help them age in place and enjoy their lives. As the population of Santa Fe skews older and the number of low-income residents grows, the community's resources have not kept pace with the need. In 2022 the board, staff and stakeholders developed a theory of change to guide the organization's work and strategic growth. The impact of the pandemic on residents, public agencies and community-based organizations resulted in both challenges and opportunities that have informed the vision for Coming Home Connection in the coming years. Coming Home Connection will continue to provide caregiving for paying clients while it delivers new programs to provide high-quality care, health navigation and medical equipment loans for those without the resources to pay.

Coming Home Connection Programs

Coming Home Connection Caregiving

The Coming Home Connection model of caregiving is based on independent caregivers who are recruited, vetted and trained by Coming Home Connection and who then work directly for clients. Coming Home Connection performs professional background and reference checks to verify eligibility and employment history. Caregivers complete in-person, hands-on training to assure an adequate skill set of basics such as bathing, dressing, changing and mobility support. Caregivers are also required to complete 30 hours of on-line learning through the Relias program in topics such as The Home Health Aide: More Than a Job, Assisting with Bathing, Assisting with Dressing, Transferring Safely, Assisting with Mechanical Lifts. These caregivers are eligible to be referred to clients at a starting rate of $20 an hour. Some caregivers have extensive experience and are credentialed as a CNA (certified nurse's assistant) or LPN (licensed practical nurse), and charge a higher hourly rate for their services. Coming Home Connection is committed to growing the field of caregiving by providing professional learning opportunities, peer learning platforms and appropriate hourly rates for services. As the number of nurses and paraprofessionals has decreased recently, Coming Home Connection encourages caregivers to continue their education and develop their expertise through a CNA program such as the program offered through Nurses with Heart.

In-home Assessment

Service to most clients begins with an in-home intake visit with Coming Home Connection staff. A team of Coming Home Connection staff is led by the caregiving manager and may include the health navigator, or a part-time LPN based on the initial request for care. The Coming Home Connection staff will assess the client's environment, well-being and resources to determine the most appropriate program and service for the client. Ideally Coming Home Connection will meet with the client's health care provider, family, POA and/or other provider such as hospice or palliative care support. Together, a schedule of caregiving and level of skill required will be

developed to allow the caregiving manager to match the client with appropriate caregiver/s and programs.

Caregiving Programs

Coming Home Connection offers a number of caregiving programs to meet the needs of residents. Clients who have the resources to pay for in-home care employ caregivers directly. Services may be short-term for post-operative care or respite for family members. Services may be long-term and on-going for clients who choose to age in place and/or receive progressive care. If clients do not have adequate resources to pay for care and are income eligible (i.e., accessing SNAP or housing benefits, Medicaid, etc.), they can receive services through other Coming Home Connection programs.

Taking Care of Neighbors – Caregiving and Housekeeping

For client who need a minimal level of caregiving or support maintaining their homes by themselves, "**Taking Care of Neighbors"** (TCN) provides 2 ½ hours of care every other week. The services are based on the client's needs and may include bathing, travel to doctors' appointments, errands, meal preparation, ambulation, laundry, light housekeeping, etc. The TCN caregivers are independent contractors paid by Coming Home Connection.

Coming Home Care

"Coming Home Care" will provide three hours of service for patients being discharged. A hospital discharge planner will contact Coming Home Connection by 10:00 a.m. and refer a client to be discharged no sooner than three hours later that day. Coming Home Connection will assign caregiver to that client who will meet the client at the hospital, meet with the discharge planner and transport the client to their home. The caregiver will ensure the client's medications are sent home with the client or will help obtain them from the client's pharmacy per their preference and the discharge plan. The caregiver will ensure the client has adequate food and/or groceries for their next meal by obtaining three frozen meals from Kitchen Angels (prior to meeting the client at the hospital). Each client will be offered a meeting with the Coming Home Connection Health Navigator to discuss the client's on-going needs and the possible resources needed for long-term well-being. If the client is eligible, they may enroll in the Kitchen Angels meal delivery program.

Volunteer Companions

To meet the requests for occasional support and companionship, the Volunteer Companion program connects volunteers with older adults based on mutual areas of interest such as gardening, music, cooking, etc. Volunteers are interviewed, vetted, and oriented to the program's guidelines. Clients and volunteers agree upon a one-time or recurring schedule for a project or regular engagement. Other volunteer services may be provided by organized church, youth or other groups.

Health Navigation

Santa Fe residents are assisted with benefits and health navigation services that link clients to essential health and community services. The Health Navigator assists individuals coordinates services including Medicaid and SNAP benefits, behavioral and mental health programs, physical needs , transportation,

utilities and housing. Navigation services are provided either through a case-management model or the one-time provision of information or guidance. Referrals made through the CONNECT 211 partnership result in an in-home interview and the opening of a case if appropriate. These clients work with the Health Navigator to develop a navigation plan that details the actions that will enable the client to meet their self-defined needs. Clients meet regularly with the Health Navigator who tracks progress and client accomplishments for each goal. The Health Navigator also works with caregiving clients when appropriate to help remove barriers to client wellbeing. With deep knowledge of the community's resources, the navigator also provides all clients with information about programs to enrich their lives through social interaction, arts, physical activities, museum lectures, etc.

Durable Medical Equipment Loans

Donations of new and gently used medical equipment ranging from walkers and wheelchairs to disposable underwear and surgical gloves are available to the public. All items are lent free for the asking, with the understanding that the recipient will pass the gift forward in good condition when they no longer need it. The loan program is available to the public at the Coming Home Connection offices during business hours Monday – Friday. Coming Home Connection is developing plans to partner with other organizations to provide access to the service in more rural areas such as Las Vegas and the Navajo Nation.

Organizational Tenets

Dignity of Clients, Access to Services

Coming Home Connection is committed to meeting the needs of the community, particularly by bringing services to low-income older adults and those living in more remote communities. Coming Home Connection prioritizes the dignity and self-determination of clients and strives to ensure that services are provided with the highest caliber of skills and respect.

Collaboration

Coming Home Connection believes that working collaboratively with clients, families, healthcare providers and caregivers is the best way to attain common goals for an individual. Similarly, working with other community-based providers, case-managers and social workers enables Coming Home Connection to maximize its resources and benefit from the expertise of the agencies. Coming Home Connection has strong relationships with the staff of the city's MIHO program and CSV HUGS program. Kitchen Angels and Coming Home Connection refer clients to each other so that clients' needs can be met. Santa Fe's programs for older adults have reopened, and Coming Home Connection works to ensure clients and families are aware of the programs that provide respite care, transportation and senior activities.

Organizational Capacity and Sustainability

An organization has an obligation to its clients and staff to be adequately staffed and resourced. Coming Home Connection believes all staff and consultants must be properly compensated with a reasonable scope of responsibilities. The board and staff are responsible for the sustainability of the organization, honoring the investment of funders and the work of the staff. As the organization grows, it is necessary to have medical expertise available for in-take and caregiver support, as well as staff to perform regular home visits for the TCN programs.