

Organizational Blueprint: Parade Pod Program

Journey

Customer Mindset

I WANT TO ... HAVE RESPITE SUPPORT FOR MY LOVED ONE

STAGES

A. DEMENTIA DIAGNOSIS	B. IDENTIFICATION OF NEED FOR HELP	C. CONTACT WITH ALZHEIMER'S TEXAS	D. POD INTAKE PROCESS	E. POD MATCHING	F. POD SETUP GUIDE	G. INITIATE POD CONTACT	H. SET POD TERMS	I. HOST THE POD	J. RECEIVE RESPITE	K. FEEDBACK	L. QUARTERLY CHECK-IN	M. POD ASSESSMENTS & ADJUSTMENTS	N. POD TERMINATION	O. DETERMINE ONGOING INVOLVEMENT
A loved one (LO) is either formally diagnosed with Alzheimer's or dementia or informally assumed to have cognitive decline.	Caregiver of person with disease (PWD) is struggling to balance personal life with caregiving. They recognize a need for help or it is suggested that they should seek help.	Caregiver is introduced to the pod program, through one of many potential sources (e.g., a social worker, church group, word of mouth).	Alzheimer's Texas determines eligibility for participation and gathers information about LO's condition, personal preferences, etc.	Pod coordinator matches caregivers based on geographic location, demographic information, preferences, and disease stage.	Caregiver receives setup guide and additional resources from Alzheimer's Texas.	Pod coordinator connects matched pod members, who arrange an initial meet and greet. If it's not a fit, caregiver(s) will go back to Stage E.	Pod members discuss and agree upon schedule, expectations, and protocols.	Caregiver hosts pod members, with the help of a paid professional caregiver, giving respite to pod mates.	In the next rotation, caregiver experiences respite via a few hours of supervised support for their LO.	Caregiver hosts log/document pod details to share with caregivers and for future research.	A check in for caregivers and PWD engaged in pods to decide if the current service should be continued or a new group can be found	Changes to pod assignments based on quarterly check in with social worker, feedback is provided to AT	PWD "off boards" pod for more appropriate situation	Caregivers and AT coordinators decide if continued involvement is appropriate for PWD

STAKEHOLDER ACTIONS

Stakeholder	A. DEMENTIA DIAGNOSIS	B. IDENTIFICATION OF NEED FOR HELP	C. CONTACT WITH ALZHEIMER'S TEXAS	D. POD INTAKE PROCESS	E. POD MATCHING	F. POD SETUP GUIDE	G. INITIATE POD CONTACT	H. SET POD TERMS	I. HOST THE POD	J. RECEIVE RESPITE	K. FEEDBACK	L. QUARTERLY CHECK-IN	M. POD ASSESSMENTS & ADJUSTMENTS	N. POD TERMINATION	O. DETERMINE ONGOING INVOLVEMENT
Family Care Partner (Caregiver)	Bring LO to provider clinic	Bring LO/PWD to provider clinic	Either referred or actively reach out	Answer questions about ADLs and personal situation	Receive contact information of matched caregivers	Receive package from Alzheimer's Texas with pod set up manual and community kit	Virtual or in-person meeting with other caregiver/PWD dyads to gauge compatibility	Following guide, establish pod expectations, protocols, and PWD preferences/tendencies	Look after pod with paid caregiver for 4 hours, log notes of events and share with podmates	Pack snacks, medications, clothing. Bring PWD to podmate's home. Pick up after 4 hours.	Fill out online satisfaction survey on a regular basis	Following guide, check in and review, share disease progression updates, determine desire to continue	If necessary, adjust pod agreement—and then re-sign	When PWD progresses or situation is no longer desirable, try to give pod a reasonable notice and complete "off-boarding"	If still desiring involvement (needing support, providing support), coordinate with Alzheimer's Texas
Person with disease/Loved one (PWD/LO)	Go through a series of tests, evaluation, monitoring					PWD shares interests and backgrounds	PWD meets other respite pod participants					PWD and its symptoms along with ADL's and MDL's are being tracked, but during this phase all those logs are compelled and PWD might be subjected or required to complete a full physician evaluation			
Clinical professionals	Diagnose Alzheimer's or other dementia	Diagnose Alzheimer's or other dementia											Assessments are overseen and formulated by Alzheimer's Texas and advised on by medical professionals		
Respite Leaders		Share knowledge of pod respite program with families that might not fit into the established respite groups		Support those who aren't a fit for pod respite in traditional group respite	Serve as a resource for the pod coordinator, connecting families in need to potential pod matches				Respite leaders with well-established themes and activity ideas can be utilized to form a bank of resources for pod groups		If the family does not fit well into the pod structure respite leaders can help identify another respite set up				
Family of Caregiver				Go through intake process in order to become involved in the care and participate in pod					Can help host pod by following pod guidelines			Family member can help log PWD's symptoms and progression			

Below ground actions

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Alzheimer's Texas (AT)	Make available resources online, through clinics, and word of mouth	Caregiver and/or PWD come in direct contact with AT in search for support	Process referrals from providers or other orgs; answer hotline calls or outreach			Provide funding and materials for caregiver kit	Assign paid caregiver from agency to formed pod; introduce parties		Continue providing relevant resources, trainings, events			Determines stage, progress of disease as well as how PWD is coping with pod	Would determine adjustments to pod setup, re-matching or disbanding of pod	Receive notice of caregiver leaving pod or pod disbanding	Connect caregiver to respite groups, provide volunteer opportunities
Alzheimer's Texas Pod Coordinator			Receive inbound referrals and organize database of potential pod participants. Prepare outreach.	Through phone or video meeting, complete intake assessment to determine a) eligibility and b) critical information	Based on intake criteria and pool of caregivers, match three caregiver/PWD dyads	Send package to caregivers, which includes set up guide, community kit, and Journal	After matching caregivers, connect them with one another	If a Pod Captain is identified, establish communication channel with them				Is in the know of reviewing and evaluating pod participants	Provides support if necessary to re-place caregivers	Off-boarding satisfaction survey and community departure event planning.	Coordinate any further involvement
Social Worker	Even if you don't have a diagnosis but suspect that might be happening to your LO, you might begin searching community agencies, state funded initiatives, universities and clinical studies can provide assistance and connect you to a social worker.	May schedule a follow up consultation after diagnosis to create a plan/provide resources	Inform caregiver about pod program; refers those who meet eligibility requirements to AT										If PWD has progressed out of pod participation, support into next stage of care		
Additional Dementia Support Organizations		Meet with or provide resources to caregivers seeking help	Inform caregiver about pod program; refers those who meet eligibility requirements to AT						Established respite programs and dementia support programs are good resources for activities and inspiration for the Pod.	In addition to respite pod services families may continue to use other support services to improve their PWD's outcomes.				Upon termination of pod, PWD and / or caregiver mid seek to become involved with another organization that best fits their needs	
Paid Professional Caregivers			Professional caregiver agency contracts with AT		Caregiver agency provides professional caregiver for each pod	Receive program background and pod guide from AT			Provide support and individualized summaries of care for pod members	Provide support and individualized summaries of care for pod members	Instrumental on providing/documenting specialized feedback		Provide professional support		
Transportation Services							Establish relationship with pod members to provide transportation to and from homes on a schedule	Provide transportation to and from meeting for pod members if own transportation is not feasible.	Provide transportation to and from meeting for pod members if own transportation is not feasible.			Potentially adapt schedule and/or members	Cease providing transportation services for pod.		

Areas for further investigation in stage

	Most caregivers assume their PWD can't join any respite programs because they don't have a smaller group option.	The paid professional caregiver is a position that is in an ideal version of this service however they are not vital to the POD structure but more of a supportive role but it does not hinder the service from getting up and going.		Selection criteria to be determined by AT and may shift as the Pod community becomes more established.					Hosting the Pod has been created with an in-home model in mind, but could be adaptable to other identified spaces.		Determine which metrics to capture from pod to ensure program's ongoing funding and success		Determine which metrics to capture from pod to ensure program's ongoing funding and success	This would be an ideal place to help extend involvement in the community through departure events and shows of support that keep caregivers in the network.	
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Notes:

- AT- Alzheimer's Texas
- LO - Loved One (pre-diagnosis)
- PWD - Person with the disease (post-diagnosis)
- * Further investigation