

# WHAT WORKS WHEN WORKING WITH KINSHIP CAREGIVERS

## LESSONS FROM WASHINGTON'S CASE MANAGEMENT KINSHIP PROGRAM



In 2019, Kinship Navigators at agencies across WA state participated in a pilot to provide case management to kinship caregivers.



We held focus groups to ask kinship caregivers which parts of the program were most helpful.

### HERE'S WHAT CAREGIVERS VALUED MOST



#### NEEDS ASSESSMENT

Navigators walked through a list of possible needs with caregivers. From that, individualized SMART goals were developed. The Kinship Navigator and kinship caregiver worked in partnership to find resources to meet these goals.



#### FOLLOW UP

Caregivers valued that their Navigator followed up with them at 3 and 6 months to make sure they got their needs met.



#### EMPATHETIC NAVIGATORS

Caregivers appreciated their Navigator listening to them and truly caring about their family. Caregivers felt especially seen and understood when Navigators had experienced kinship care themselves.

“ It's just a great way of navigating and being informed of what services are in the community and what's going on and what you guys are giving away to help us or whatever services are out there. In case we needed them and we didn't know about them. ”

“ I know that I could reach out to my [navigator] and she'd go ahead and help me out or she'd reach out to the agency or department for example, if I didn't have any success. ”

“ We shared similar situations. So it was nice to hear that I wasn't alone, I think that that was the biggest part. I'm just pleased [with] how [they're] communicating with the grandparents and [their] empathy; [they] know what we're going through. ”

# MEETING UNIQUE COMMUNITY NEEDS

Washington’s Kinship Program is building support for culturally responsive adaptations as case management is expanded. Below we highlight three examples of program adaptations that were made to be responsive to community needs.



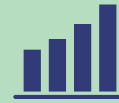
## TRIBALLY ADAPTED NEEDS ASSESSMENT

During the case management pilot, the Port Gamble S’Klallam tribe adapted the needs assessment tool to be relevant to their own unique needs. The tribally adapted tool is available to other tribes.



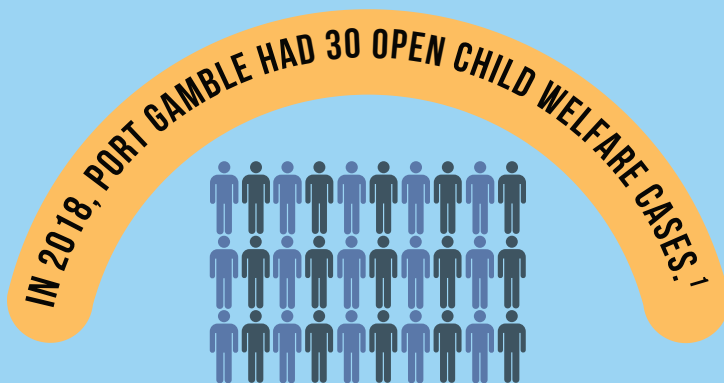
## SPANISH TRANSLATION

Given the large number of monolingual Spanish speakers in Yakima, Franklin and Benton Counties, the program hired bilingual Kinship Navigators and translated program materials to Spanish. Navigators work with caregivers in their language of choice. Bilingual navigators are also available in Lewis, Mason, and Thurston county.

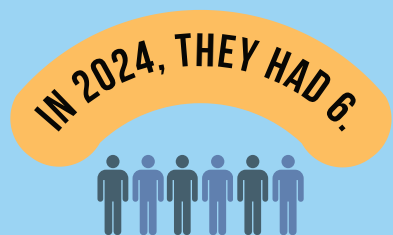


## RACIAL EQUITY

The total study population aligned with the state’s caregiver demographics. Comparing program enrollment demographics to Census data in each of our pilot areas allowed program staff to adapt recruitment practices so the program reached caregivers who reflected the areas’ demographics.



prevention efforts including introduction of case management



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**Ya estoy tranquilo porque ya me está echando la mano, y ya sé adonde ir, y la guía uno.”**

*Translation: “Now I am calm because they are taking me by the hand and I know where to go, and they guide you.”<sup>2</sup>*

