

Hope Grows: Mental Health Intern



Hope Grows



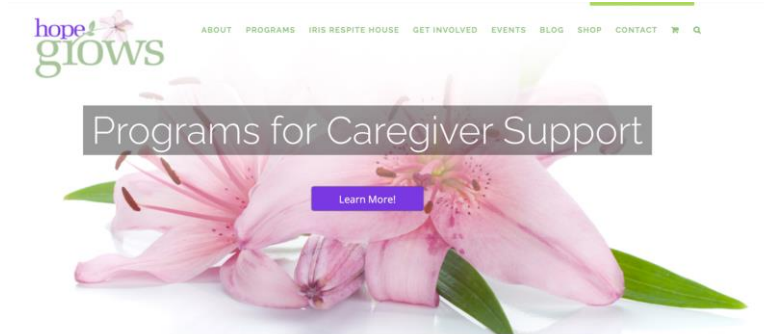
Mental Health Undergraduate Intern

Our Mission

Hope Grows is a Pittsburgh based nonprofit that provides an environment that **empowers caregivers to seek wellness of mind, body, and spirit** through counseling, education, supportive services, and therapeutic respite opportunities. We work with our corporate healthcare partners in the area to provide quality support through unique coping and self-care programs. Our person/family-centered mental health approach is mindful, positive, and holistic. Our techniques integrate nature therapy into the counseling process to help nurture individual needs and help clients work through various mental health issues, including anxiety and depression, trauma and secondary traumatic stress, caregiver stress/compassion fatigue/burnout, grief and bereavement, identity loss, family/relationship issues.

Hope Grows Contact

- Important to know this information when speaking with clients
- Website provides a list of events when clients ask about upcoming things



Position Summary

The Mental Health Intern will provide peer support to family caregivers enrolled in the Think Caregiver program. The program is a phone support check in that brings support and resources right to the caregivers' fingertips in the comfort of their home or wherever they happen to be.

Proposed Schedule: Flexible

Intern Duties & Responsibilities

Essential Duties and Responsibilities

- Work with Executive Director and Intake Care Specialist to implement program support
- Supports family caregivers through peer support
- Actively listen and provide empathic support. Learn to evaluate and identify a need for further support beyond peer support.
- Data collection for caregivers in the Hope Grows system
- Research resources for caregivers
- Attend Caregiver programs, training and meetings as assigned and appropriate
- Program development and implementation of the Grow Together with Take a Break program
- Learn Salesforce database system

Required Education, Training and Experience

- Currently attending a university in an Undergraduate degree in Psychology or related Human Service degree from an educational institution.
- Must demonstrate knowledge and/or willingness to learn about caregiver needs and active listening, unconditional positive regard, and empathic support.



Think Caregiver Program

Think Caregiver Program

The Think Caregiver Program is a pilot program funded by UPMC and is part of a co-branding communication strategy that aims to educate and connect caregivers to resources and continuum of services. This program is about “Caring for the Caregiver” with a focus on overall well-being, tailored support services, and digital solutions. Serving as the connector for caregivers and caregiver communities in a more efficient way, the impact of this program is to offer a place to let the caregiver know support is available without leaving their home. Through the Think Caregiver Program, caregivers have the option to have the following:

Phone Support

Caregivers receive check-in phone calls from a Hope Grows volunteer to provide support, resources, and referrals.

Online Support

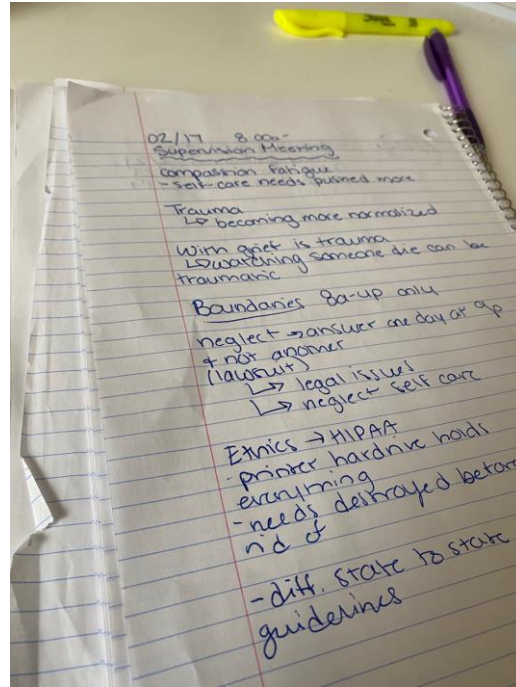
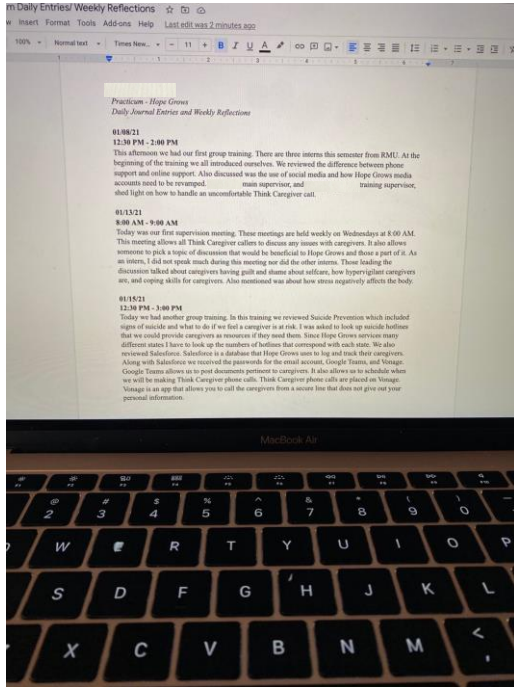
Weekly emails called “Simple Suggestions” are sent to caregivers with relaxation and stress relieving techniques.

Awareness

Through social media, caregivers can easily share caregiver information, resources, experiences, photos and inspiration with other caregivers.

- Manual
- “Caring for the Caregiver”
- Monthly Check-in Phone Calls
 - Provide support, resources, and referrals
- Weekly Emails
 - “Simple Suggestions”
 - Relaxation and stress relieving techniques

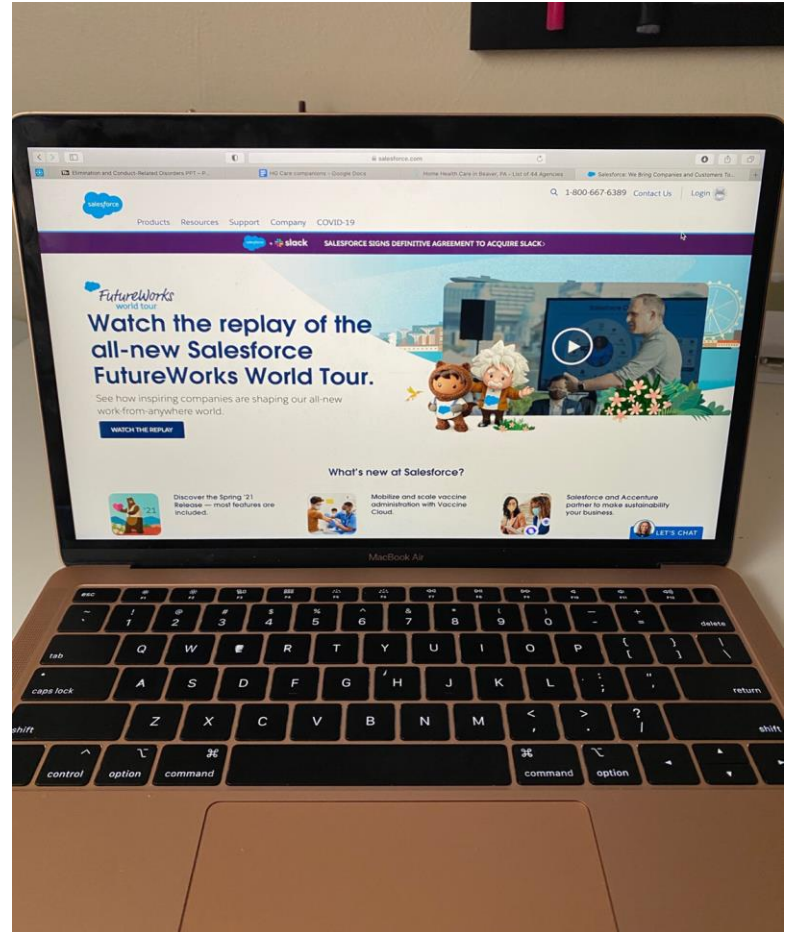
Daily Entries/Journals/Notes



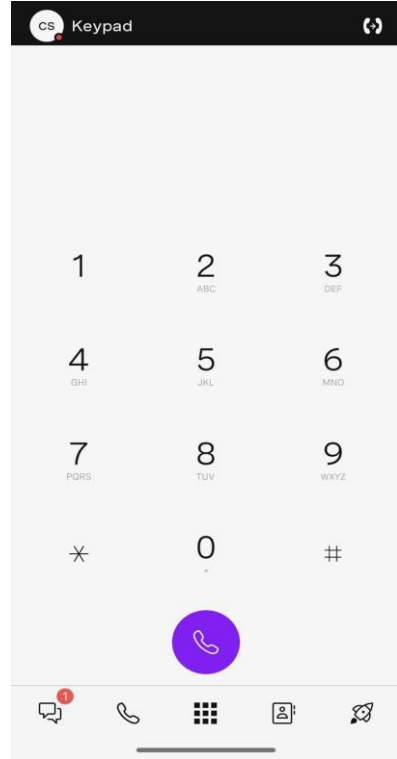
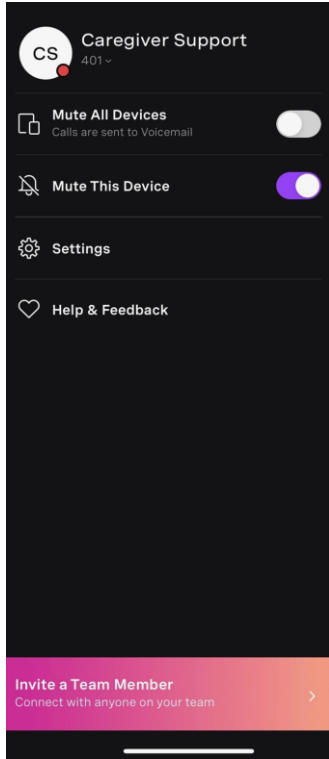
- Google Docs
- Notebook notes- for when speaking with a client and or during meetings
 - Helps me to remember what was said

Salesforce

- Site used to track clients and log their information
- Where one puts information after a Think Caregiver call



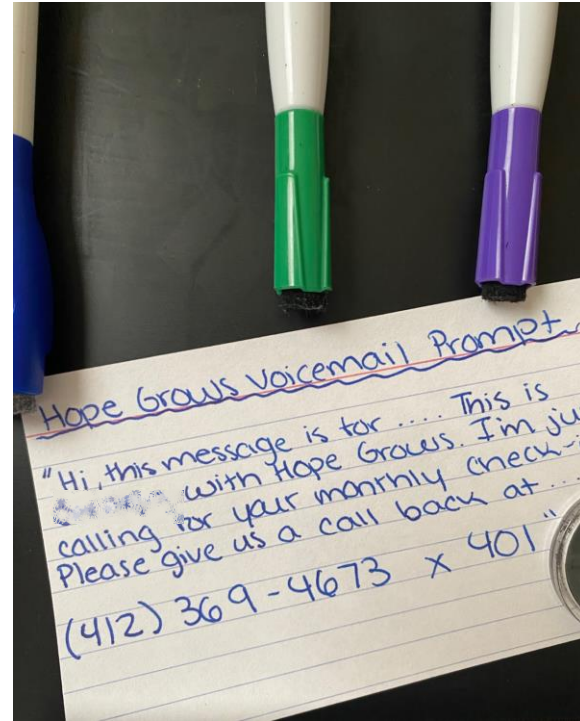
Vonage



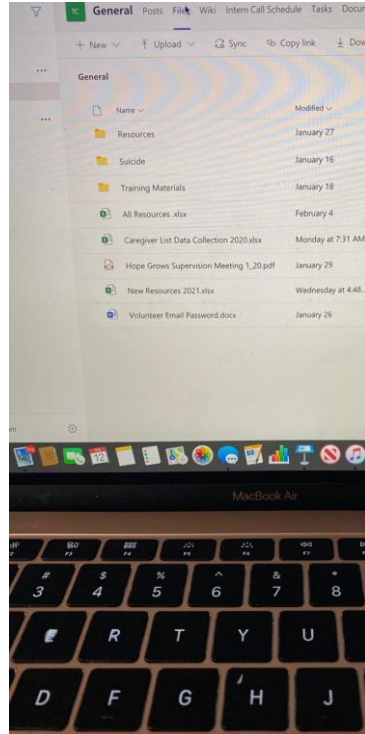
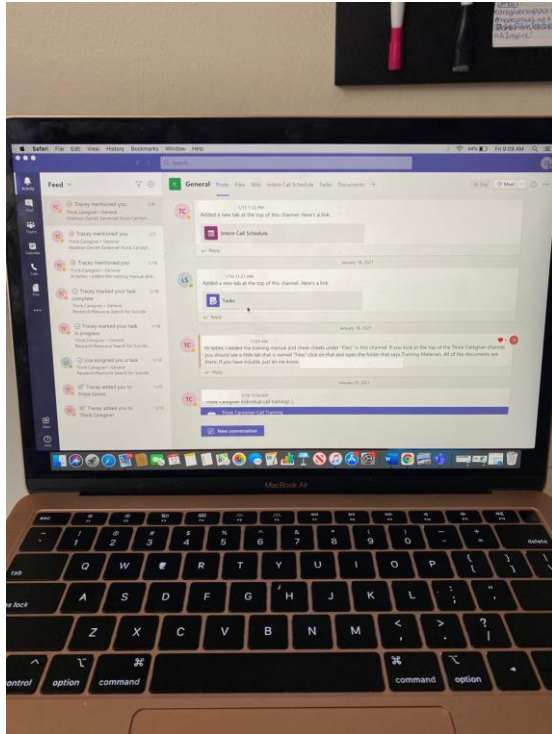
- Secure service/ app
- How we conduct Think Caregiver phone calls
- Mute this Device- keeps you from receiving phone calls accidentally
 - I answered thinking it was a normal call and it was a Vonage call
 - Told the client a staff person would call her back
 - Reached out to staff member to let her know
- Can listen to client voicemails if your assigned client calls back

Think Caregiver Calls/ Voicemails

- Voicemail prompt when clients do not answer their monthly check-in calls
- Common occurrence to leave a voicemail



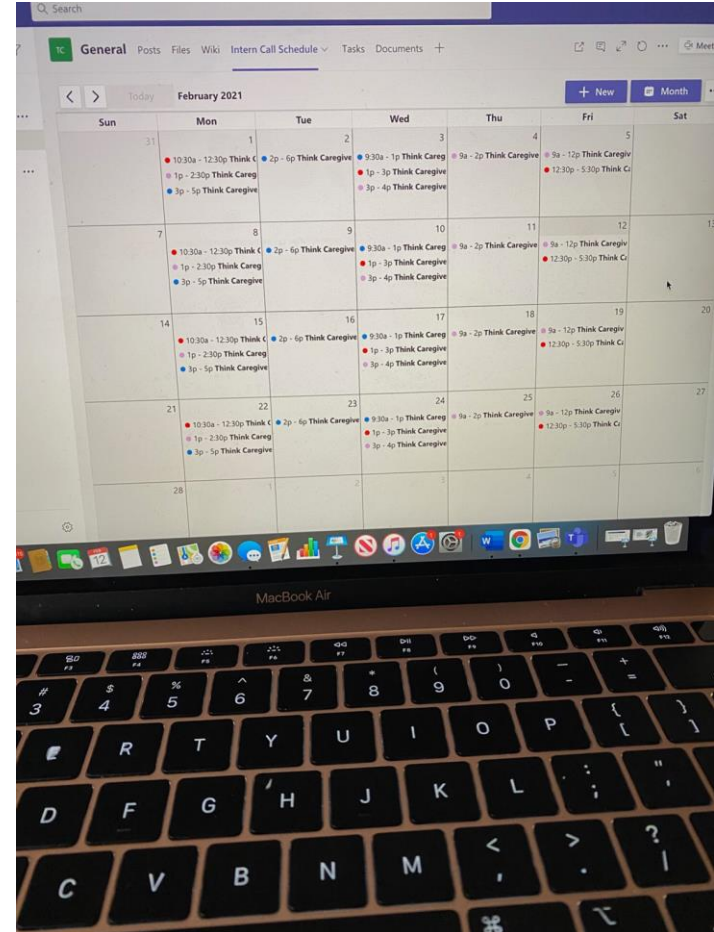
Google Teams



- Find resources and files for Hope Grows
- Calendar for meetings

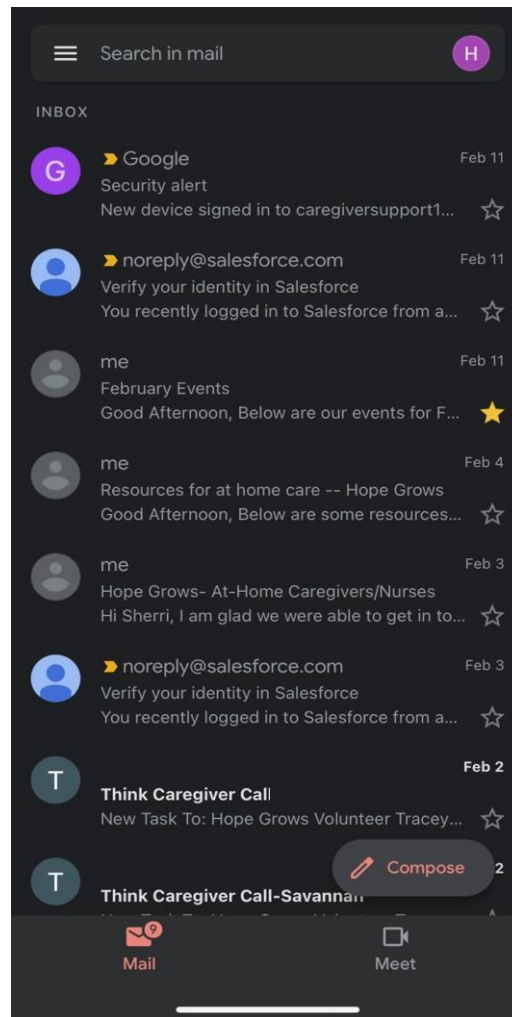
Intern Calendar

- Found on Google Teams
- Interns put hours they could make phone calls and conduct research
- Vonage only allows two people to use the app at once
 - Made sure we weren't overlapping times

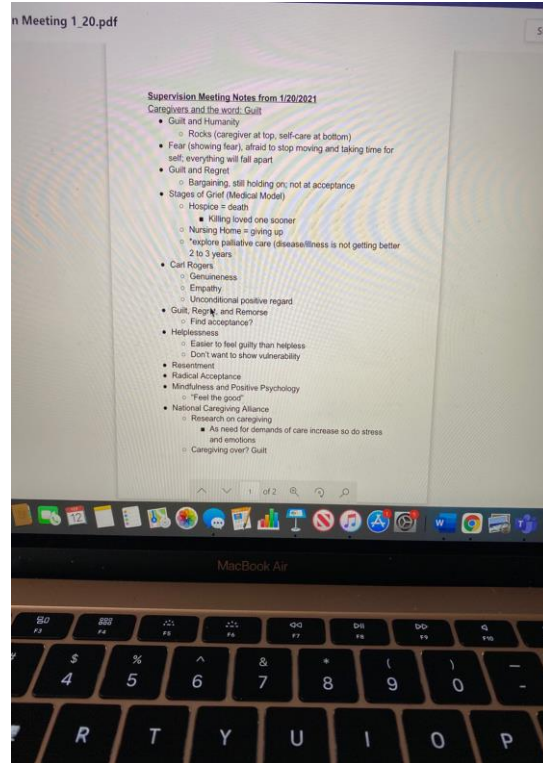
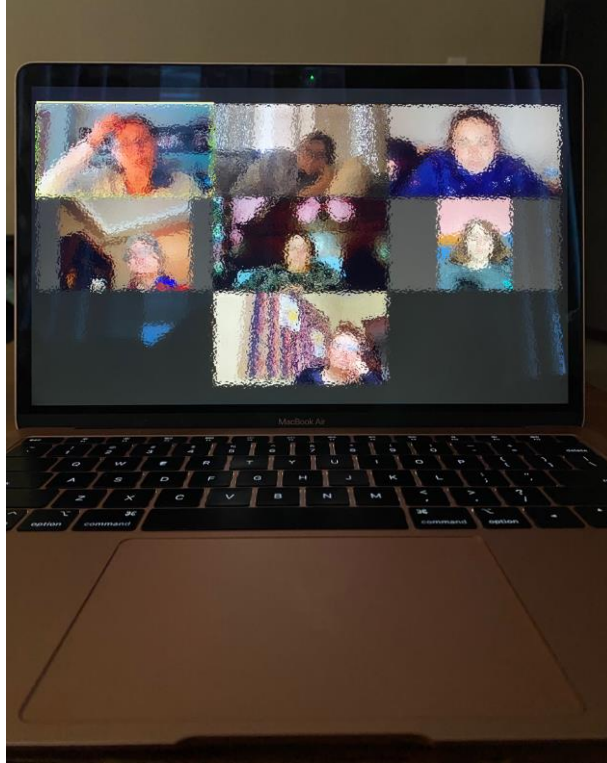


Gmail

- Main service of communications
- Lets one know when they are assigned a new call or meeting



Supervision/Consultation Meetings



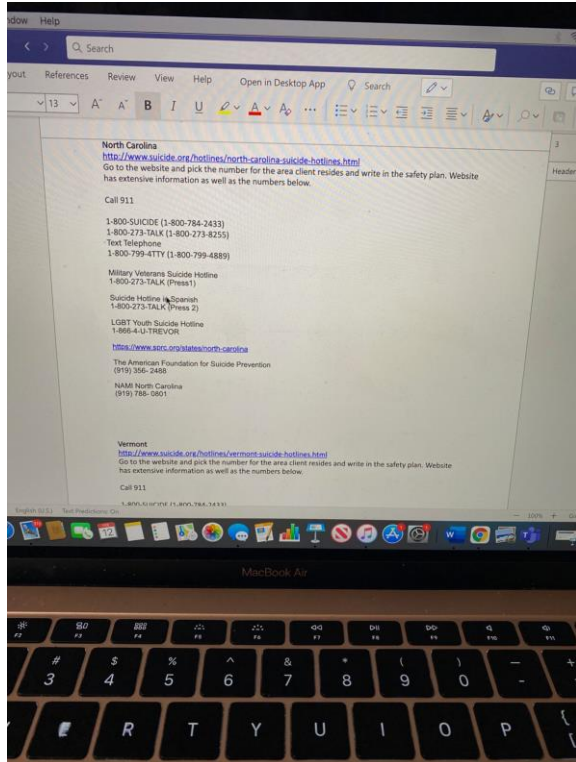
- 8am meeting
 - Last an hour
- Via Zoom or Google Teams
- Discussed clients
- Discussed important topics
- Discussed future events
- Discussed intern progress

Comfortable Attire



- Can wear whatever you want
- Only are seen in meetings
 - Most wear PJs or lay in bed during meetings

Suicide Hotlines



- One of my assignments- find the suicide hotlines for the every state in which we have a client

Researching Resources

Vaccination Locations in Beaver County

- Client asked for these resources to hopefully get themselves and their care receiver vaccinated

COVID-19 Vaccination Locations

very difficult to find which vaccine locations are offering

Link for WTAE: updated March 2, 2021

<https://www.wtae.com/article/pennsylvania-coronavirus-where-to-get-the-covid-19-vaccine/35384218#>

Link for map from PA Department of Health showing locations of enrolled COVID-19 vaccine providers throughout the state.

<https://padoh.maps.arcgis.com/apps/webappviewer/index.html?id=c6f78224c6fe4313a1f70b56f553c357>

Places in Beaver County:

Giant Eagle Pharmacy-75

Location [1600 State St., Baden PA 15005](#)

n

Website <https://www.gianteagle.com/covidvaccin>

g

Phone 724-869-8420

Number

RITE AID STORE #10894

Location [1021 FIRST AVENUE, CONWAY PA 15027](#)

Website <https://www.riteaid.com/pharmacy/covid-qualifier>

Care Companions in Beaver County

- Client wanted these resources to get care receiver extra help and allow client a break

Care Companion Resources

Comfort Keepers

https://findacomfortkeeper.com/pittsburgh/HomeCare/?_vsrefdom=Google_PPC&vt_k=%2Bcompanion%20%2Bcare_b&Campaign=NonBrand&device=c&keyword=%2Bcompanion%20%2Bcare&matchtype=b&gclid=Cj0KCQIAyJOBBhDCARIsAJG2h5f1pMlgeaB6dBGbojHr4hB0xIII2quB333-fCu5eMr0lJBvAKrY8aArvEEALw_wcB

-did not show much information on their website

-will have to put full name, email address, and phone number in order to find out more information about their services

-located in Wexford, PA

Care.com

<https://www.care.com/companion-care/monaca-pa>

-lists caregivers available in Monaca

CareInHomes

<https://www.careinhomes.com>

-by typing in zip code you can find agencies around Beaver county for care companions

Homemaker Home Health Aide Service of Beaver County

<https://www.hmhh.org/?useYB=1,3&cam=ppc-g-m180374-c660209-g1753269->

-specifically lists dementia care in their personal care services

-located in Beaver County, Market Street

Elderly Companion Care Pittsburgh- Gallagher

<https://www.gallaghercares.com/services/companion-care-services>

-5/5 stars and very well known service

-located in Beaver County, Third Street

Data Collection

● Reaching out to caregivers to collect information

- Age
- Caregiver Chronic Illness
- Income Range
- Work Status
- Race/Ethnicity
- US Veteran
- Care-Receiver Veteran
- Phone
- Email
- Mailing Address

83				No phone number
84	Coraopolis	PA	15108	VM
85	Bethel Park	PA	15102	Call cut out, couldn't reach
86	Oakdale	PA	15071	Phone didn't ring
87	Pittsburgh	PA	15217	VM
88	Moon Township	PA	15108	VM
89				VM
90				Call another time- evening?
91				VM
92				VM
93	Pittsburgh	PA	15220	VM
94				VM
95	Pittsburgh	PA	15108	VM
96				VM
97				X
98	Pittsburgh	PA	15210	VM
99	Pittsburgh	PA	15213	VM
100	North Versailles	PA	15137	VM
101				VM
102				VM
103	Huntersville	NC	28078	X
104				Call wouldn't connect
105				VM
106				No phone number listed here
107				No phone number listed here
108				VM
109	Washington	PA	20015	No phone number listed here
110				No phone number listed here

Data Collection Worksheet

1. Look at the data collection spreadsheet.
 - a. Feel free to double check some of the clients to see if we have all of their information.
 - b. This will also tell you if they do not want to answer the questions. (This could be a note or comment in one of the activity logs)
2. Go to a client's profile and scan through the contact information.
 - a. If we don't have certain information in the upper portion of the client's profile page (e.g. income, work status, race/ethnicity, etc.) then we want to give them a call and see if we are able to obtain that information.
3. Use the following worksheet when calling a client. This can be an easy way to get the information that you need.
4. If a client doesn't answer, I would try calling back a few days later.
 - a. If they still don't answer, maybe try calling again one more time in the following week.

Script for When Someone Answers:

"Hi this is _____ from Hope Grows."

- They will most likely ask you how you are doing and make it conversational. "oh I'm doing really good." "how have things been?" etc. Then you can forward with the conversation by saying:

"I'm reaching out because we are curious to know any feedback that you have regarding our programs in general"

- Write down this feedback somehow.
- As the conversation goes on, mention to them "I'm not sure if you knew this or not, but all of our programs are actually grant funded. In order for Hope Grows to continue to receive funding, we have to report back certain demographic data. So if you're comfortable, would it be okay if I asked a few questions?"
- At this point, if they don't to answer these questions, do not force them. Just make sure they are receiving the services that they need and/or want.
- If they do agree to answer the questions, try and get the following information:

Extra Assignments

Neurologists in the Greater Pittsburgh Area

- Asked by a coworker to find this information out
- Sent via email

RMU Clubs

- Manager wanted to know the different clubs that RMU has
- There is the hope that RMU will start a Hope Grows club to get more students involved at Hope Grows

Special Interest Organizations & Activities

Active Minds	Film Club	Saudi Student Club
Asian Student Association	Freedom Players	Strong Women, Strong Girls
Athletic Business Association	Gallery Club	Student Alliance for Equality (S.A.F.E.)
Black Student Union	Hillel	Student Program Board
Carpe Mundum	Intensity (Spoken Word)	Student Veteran Association
Checkers Club	League of Legends	Voci Italiane
Chess Club	Lego Club	Woman in Business
Claddagh Club	Magic: The Gathering Club	
College Democrats	Outdoor Adventure Club	
College Republicans	RMU Gaming Club	
Colonial Crazyies	RMU Investment Network	
Comic / Manga Club	RMU Musicians Association	
Creativity Club	Photography Club	
Design Network	Radio Club	
Enactus RMU	ROTC Club	

Giver Gathering with a Purpose!

April 2021

<p>Join Us for a Caregiver Gathering with Purpose!</p>	<p>April 14 @ 10:00 am - 2:00 pm Recurring Event (See all)</p>	<p><i>Hope Grows</i> 183 Shafer Road Moon Township, PA 15108 United States</p>	<p>Google Map</p>
 <p>Caregivers, current and prior, are invited to a functional group specifically designed to give a brief break to caregiving while lending a hand to caregivers through Hope Grows. Wednesday, March 17th & April 14th from 10AM 2PM Where? Hope Grows in Moon Township, PA Call 412-369-4673 or email info@hopegrows.net for details.</p> <p>Find out more ></p>			

- Event interns created with staff to bring caregivers to Hope Grows and provide a way for them to give back

Joy of Living



- In main hallway of building
- Pamphlets and Joy of Living information
- Joy of Living is a support group
 - Focuses on the use of essential oils to help uplift one's mood

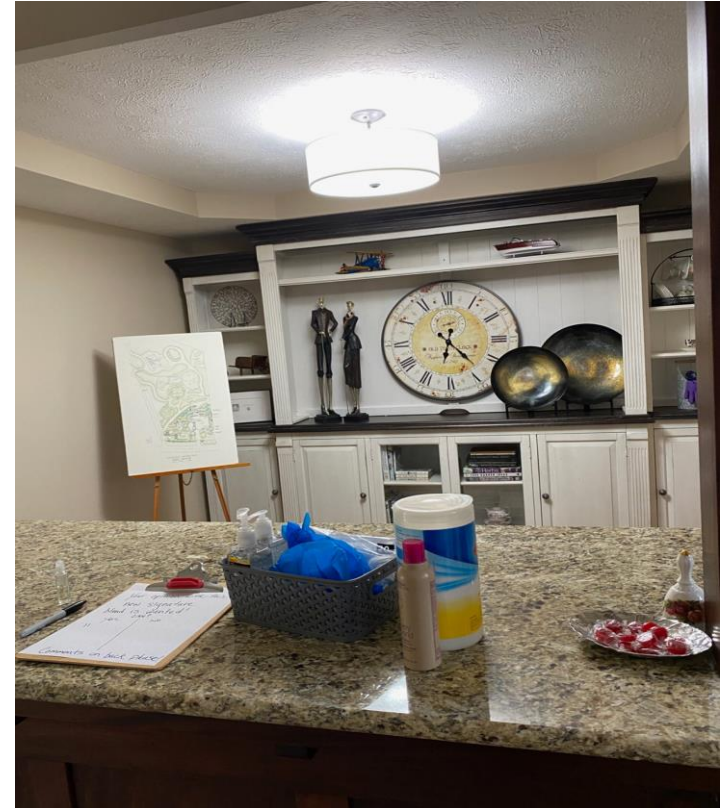
Hope Grows Tour

- See Hope Grows in person
 - Huge property
 - Pool hidden downstairs
- Limited parking
- Meeting staff and interns in-person



Hope Grows Check-In

- New addition to the building
- Future Bed & Breakfast check-in area
- Currently where everyone can try new essential oils made by staff and leave a review



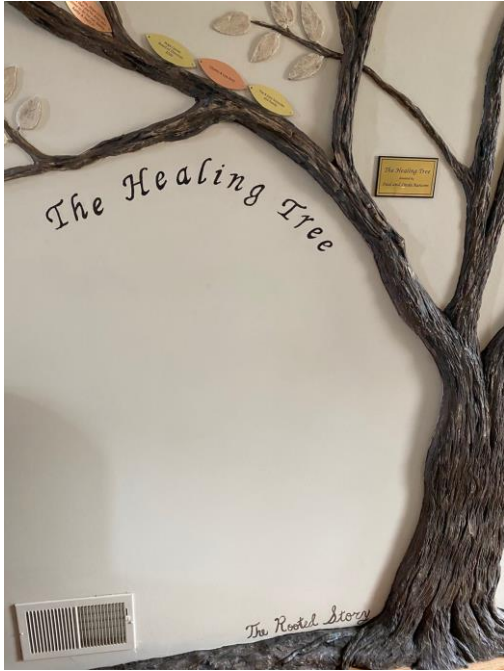
Certified Wildlife Habitat

- The owner loves nature and got the property certified
- Helps build upon getting in touch with nature to heal and cope



The Healing Tree

“Be a part of our story and help give back to those who give tirelessly to others.”



- In entryway of “Iris Respite House”
- Leaf Sponsorship (\$500)
- Each leaf gives a healing message of hope strength, and joy to every caregiver who sees it as they enter the house for care and respite

Hope Grows Garden



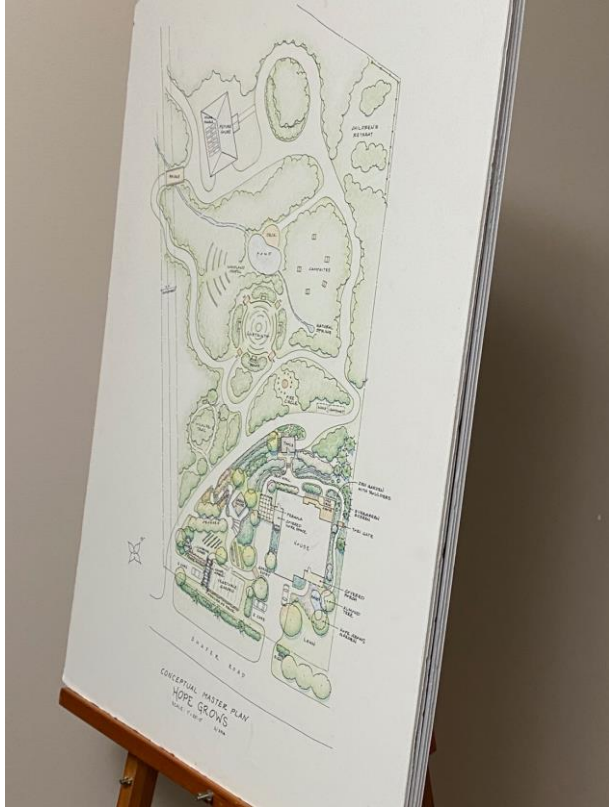
- Nice place for clients to come and relax
- Allows clients to get in touch with nature and make a difference
- Very pretty in the spring and summer
 - Not so much in the winter

Sunroom



- Great room to relax and hold a larger group
- Many plants and windows
- Super pretty and relaxing

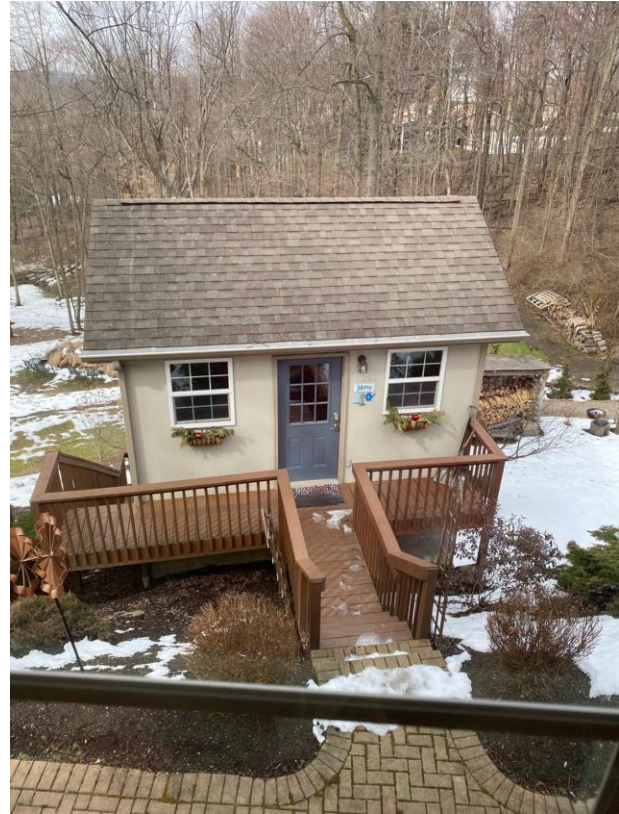
Hope Grows Expansion/Future



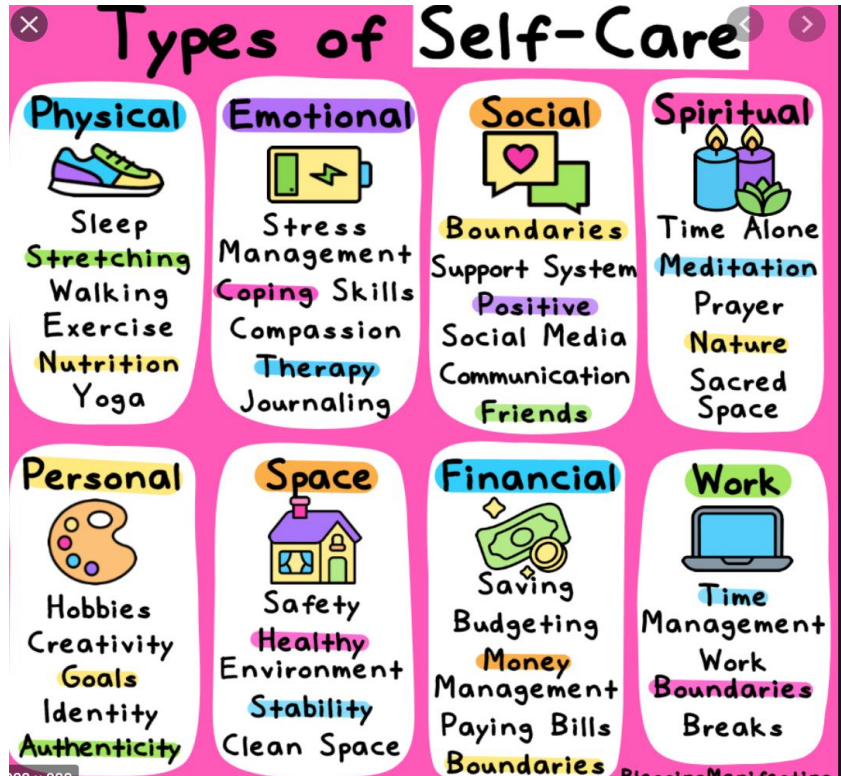
- Future Bed & Breakfast
- The owner will live in a barn at the back edge of property
- Children's Retreat
- Pond
- Campsites
- Labrinth
- Fire Circle

Lisa's Future Office

- At the moment, the owner is at the front of the house
- Until renovations are complete she is considering moving her office into this shed



Self-Care



- Huge aspect of Hope Grows
- Needed for everyone
 - One speaks to clients all the time about self-care and realized they themselves need self-care