Lifespan Respite Grantee Lead Agency: **Oklahoma Department of Human Services Aging Services Division (OKDHS AS)**

**Funding Period:** 2013-2017

**Primary Goal:** To integrate, expand, enhance and ensure the sustainability of lifespan respite services in Oklahoma.

### Key Performance Measures

To document their work, Oklahoma measures:

- Expanded respite services and choices; reduced out-of-pocket expenses for respite services;
- Improved independence for caregivers and care receivers;
- Improved physical and mental well-being of caregivers;
- Sustainability of at-home care for care receivers;
- Reduced negative impact on caregivers’ out-of-home work;
- Caregiver satisfaction with respite services received;
- Use of the ADRC as caregivers’ source of information and referrals on respite services;
- Training provided for caregivers, long-term care professionals and care recipients;
- Enhanced public knowledge of lifespan respite.

### Notable Achievements

The lead grant agency provided seed grants to four community organizations who established grassroots partnerships within their communities allowing grantees — through outreach for the respite voucher program and development of new locally tailored respite services — to reach areas of the state and caregivers previously not served.

### Key Objectives, Activities and Outcomes

#### Objective 1: Provide seed grants to bring to scale, and enhance respite care services.

- **Seed grants were awarded to four community-based organizations who used innovative respite service delivery models:**
  - **Single Parent Support Network** provided services to support grandparents raising grandchildren. Direct respite was provided to single grandmothers caring for grandchildren at a notable event, Queen for a Day.
  - **Kingfisher Community Collaborative** developed new respite programs for caregivers of children with special needs in rural communities without respite programs. Services provided by the collaborative included a free monthly three-hour respite session in four communities, with plans for expansion in other parts of the state.
  - **Day Break of Grove’s** grant funded a new mobile adult day care program that travels to three rural communities. Each week, the program offers care recipients light physical exercise, cognitive enhancement activities, entertainment and a nutritious meal, while providing caregivers uninterrupted respite.
  - **Daily Living Center’s** grant expanded adult day respite in four locations supporting overnight respite care for three nights and providing respite gift cards for up to five days of respite at the adult day center.

#### Coalition, ADRC and Community Partners

**State Respite Coalition/Organization Role**

- Oklahoma Caregiver Coalition’s (OCC) mission is to improve the supports and experiences over the lifespan of caregivers through education, advocacy, and access to resources.

**Aging and Disability Resource Center (ADRC) Role**

- Oklahoma’s Aging and Disability Resource Consortium is housed at OKDHS AS. The ADRC priority for this project is the creation of a web portal to serve as the one-stop access point for statewide resources dealing with aging and disability issues and provide extensive reporting capabilities on the information and referrals accessed through the site.
The four seed grantees developed written guides for other programs wishing to replicate and sustain similar respite services.

**Objective 2: Expand respite vouchers by linking with organizations serving underserved populations.**
- A grant funded voucher program reached 312 additional families with respite services for caregivers otherwise ineligible for federal and state funded respite services.

**Objective 3: Provide training opportunities for caregivers, long-term care professionals and care recipients.**
- Throughout the grant period, state agency staff presented at conferences and organizations that include family caregivers, care recipients, and professionals working with them including: the Oklahoma Conference on Aging, the Choctaw Nation’s Oklahoma Aging Advocacy Leadership Academy, and annual statewide trainings for state Title III Older Americans Act (OAA) providers.
- The seed grantees also provided training at the community level to caregivers on how to access respite vouchers through such venues as health fairs and support group meetings.

**Objective 4: Enhance outreach through collaboration with other agencies/community organizations.**
- Approximately 250 caregivers and 100 service providers were surveyed statewide regarding caregivers’ needs, and the highest priority identified was caregivers’ need for respite services.
- Grant partners brought together the independently operating Oklahoma Caregiver Coalition, seen as an extension of the previous Oklahoma Respite Resource Network (ORRN), to develop a broad vision encompassing respite care and information, caregiver training, education, outreach and coordination. Parties invited to participate are interested in family caregiver issues and respite for caregivers and included: support groups, AAAs, University of Oklahoma Sooner Success (OUSS), Sunbeam Family Services, 2-1-1 (the state information and referral line), Adult Day Centers, OKDHS Aging and Developmental Disability Services, AARP, VA, tribal groups, and various other private for profit and nonprofit businesses.
- At the community level, seed grantees, familiar with and connected to their local communities, reach out to caregivers directly through: local schools, support groups, OKDHS staff, social organizations, and county coalitions. Grantees used varying outreach techniques including flyers, local newspapers articles, emails, presentations, and word-of-mouth.

**Objective 5: Identify nonprofit organization(s) to sustain vouchers.**
- During the grant period, administration of the Lifespan Respite Grant funded Voucher Program was transferred to OUSS, a well-established nonprofit information and referral resource for Oklahomans with special needs. Targeted outreach to caregivers flourished, and respite vouchers for $400 were issued to 312 eligible applicants who did not meet eligibility requirements for other existing voucher programs.

**Objective 6: Evaluate programs/disseminate results.**
- Results of caregiver surveys comparing pre-respite to three months post-respite receipt:
  - 93% of Seed Grant Respite care recipients, and 89% of Voucher Respite Care program recipients, reported being “extremely satisfied” or “very satisfied” with the services.
  - 86% of Seed Grant Respite care recipients, and 90% of Voucher Respite Care program recipients, agreed or strongly agreed that the respite helped the caregiver’s independence.

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**Key Objectives, Activities and Outcomes** | **Coalition, ADRC and Community Partners**
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- The four seed grantees developed written guides for other programs wishing to replicate and sustain similar respite services. | **State and Community Partners**
- Objective 2: Expand respite vouchers by linking with organizations serving underserved populations. | - The Oklahoma Department of Human Services Aging Services (OKDHS AS)
- A grant funded voucher program reached 312 additional families with respite services for caregivers otherwise ineligible for federal and state funded respite services. | - OKDHS Developmental Disability Services (DDS) is a partner in providing respite vouchers to individuals diagnosed with a developmental disability and administers four Home and Community-Based Medicaid Waivers for recipients eligible to receive respite services
- Objective 3: Provide training opportunities for caregivers, long-term care professionals and care recipients. | - University of Oklahoma Sooner SUCCESS (OUSS) administers the Lifespan Respite Voucher Program, which is funded by a combination of grant and state funds. OUSS provides respite vouchers to caregivers that do not qualify for any other respite voucher programs
- Throughout the grant period, state agency staff presented at conferences and organizations that include family caregivers, care recipients, and professionals working with them including: the Oklahoma Conference on Aging, the Choctaw Nation’s Oklahoma Aging Advocacy Leadership Academy, and annual statewide trainings for state Title III Older Americans Act (OAA) providers. | - Oklahoma’s Area Agencies on Aging (AAAs)
- The seed grantees also provided training at the community level to caregivers on how to access respite vouchers through such venues as health fairs and support group meetings. | - Oklahoma Department of Mental Health and Substance Abuse Services
- Objective 4: Enhance outreach through collaboration with other agencies/community organizations. | - Sunbeam Family Services whose mission is to provide people of all ages with help, hope, and the opportunity to succeed through Early Childhood, Foster Care, Counseling and Senior Services
- Approximately 250 caregivers and 100 service providers were surveyed statewide regarding caregivers’ needs, and the highest priority identified was caregivers’ need for respite services. | - Oklahoma Caregiver Coalition
- Grant partners brought together the independently operating Oklahoma Caregiver Coalition, seen as an extension of the previous Oklahoma Respite Resource Network (ORRN), to develop a broad vision encompassing respite care and information, caregiver training, education, outreach and coordination. Parties invited to participate are interested in family caregiver issues and respite for caregivers and included: support groups, AAAs, University of Oklahoma Sooner Success (OUSS), Sunbeam Family Services, 2-1-1 (the state information and referral line), Adult Day Centers, OKDHS Aging and Developmental Disability Services, AARP, VA, tribal groups, and various other private for profit and nonprofit businesses. |
- 52% of Seed Grant Respite care recipients, and 89% of Voucher Respite Care program recipients, stated that their relationships with other family members improved due to the time relieved from caregiving duties.

- 36% of caregivers receiving Seed Grant Respite care, and 38% of caregivers receiving Voucher Respite Care, reported lower stress levels following use of the respite program.

- 56% of all caregivers receiving respite services indicated that they learned new information and became aware of community resources that could help them in their caregiving role.

- Survey results were shared across state agencies, with the public and public officials, and through the Oklahoma Caregiver Coalition and its network of caregivers and providers.
Lifespan Respite Grantee Lead Agency: Oklahoma Department of Human Services, Aging Services (OKDHS AS)

Funding Period: 2017-2020

Primary Goal: Expand, enhance, and ensure the sustainability of gap-filling respite services to Oklahoma family caregivers across the lifespan and disability spectrum.

Key Performance Measures

Measurements include the extent to which respite vouchers are easily accessible and manageable by caregivers; and the extent to which the partnership with Oklahoma Aging and Disability Resources Consortium/No Wrong Door (okADRC/NWD) results in streamlined access to valuable resources. Additional performance measures include increases in public/private partnerships, and improvement in caregivers’ health. Policy development events to promote caregiving services and nurture sustainability will be documented. Additional outcomes anticipated include: refreshed, informed caregivers; a respite voucher program; an easy to use online searchable database; productive public/private partnerships; an employee caregiver training; an increase in respite support; and a comprehensive final program report.

Notable Achievements

The Oklahoma Caregiver Coalition (OCC) Executive team and respite subcommittees are taking part in a strategic planning process to expand and sustain respite services in Oklahoma with the help of a strategic planner. The strategic plan will include securing a nonprofit entity as a fiscal and administrative sponsor or gain 501(c)(3) status for the OCC to expand caregiver services and activities.

Key Objectives, Activities and Outcomes

Objective 1: Advance existing lifespan respite services statewide.
- Oklahoma’s 2017 Lifespan Respite Grant (LRG) funds “On The Road” (OTR) training bringing caregiving providers (many are OCC partners) together to share resources and services to caregivers and care recipients in strategically placed urban and rural locations across the state. One OTR training in a rural county took place through a fruitful partnership with the Comanche Nation. Caregivers report that the best thing about OTR trainings is that they leave with names and contact information of individuals who can assist them in readily accessing resources.

Objective 2: Actively collaborate with the Oklahoma Caregiver Coalition (OCC) to provide supportive respite services.
- OCC partners with approximately 130 family members, care recipients, and public and private agencies across the state. OCC meets quarterly to provide updates on respite programs; share success stories; coordinate limited resources; discuss marketing strategies; review possible funding sources; and maintain contact with partners. Each partner is assigned to one of the nine OCC subcommittees.

State Respite Coalition/Organization Role
- The grantee’s key partner is the statewide Oklahoma Caregiver Coalition (OCC) with approximately 130 Oklahoma partners providing supportive caregiver services. A partnering agency is the Oklahoma Aging and Disability Resources Consortium/No Wrong Door (okADRC/NWD).

Aging and Disability Resource Center (ADRC) Role
- okADRC/NWD is housed in OKDHS Aging Services (AS) and works closely with Area Agencies on Aging (AAAs), Centers for Independent Living, Developmental Disability Services (DDS),
**Objective 3: Develop policies and strategies to sustain access to respite services.**

- Due to limited resources and the lack of Oklahoma legislators agreeing on how to solve Oklahoma’s fiscal crisis, many state-funded services and supports are shrinking or disappearing. Oklahoma leaders, including the Governor and five state agency chief executives, have joined together to develop a plan for a “No Wrong Door” system for Oklahoma that connects individuals to a full range of community services and supports. The Lifespan Respite Grant Manager has been involved in planning the development of a web portal named “Oklahoma Supports” that will provide resources to the aging, mental health, and developmental disabilities populations. Since these populations rely heavily on caregivers, it is important that caregivers’ needs be considered as the statewide web portal is being developed. The web portal will be a valuable link on the website being designed for Oklahoma caregivers.

**Objective 4: Evaluate and disseminate program results.**

- The Lifespan Respite Grant Voucher Program developed pre- and post-surveys, and applying caregivers are required to complete the pre-survey along with their application for services. After caregivers have submitted a voucher for payment, a post-survey is sent to the caregivers. Almost 100% of pre- and post-surveys are returned.

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**Coalition, ADRC and Community Partners**

and other agencies to build and expand a collaborative network. Five of the major state health and human services agencies are developing a web portal to include an online resource directory for caregivers.

- OKDHS AS provides funds from the Older Americans Act (OAA) and National Family Caregiver Support Program (NFCSP) to the AAAs for respite programs. The AAAs provide respite services in their Planning and Service Areas based upon needs assessments to identify services needed in their communities.

**State and Community Partners**

- Oklahoma Caregiver Coalition
- Veterans Administration
- Department of Mental Health
- AARP
- Office of Disability Concerns
- 2-1-1 (a statewide information and referral system providing information on respite and helping caregivers navigate services)

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