Webinar:  
Shared Vision of ADRC/No Wrong Door & Lifespan Respite  

April 25, 2018  
Website: archrespite.org
Presenters


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**Jennifer Rosenbaum**, Assistant Director, Division of Policy, Planning, Program, and Outcomes, New York State Office for the Aging, Albany, NY

**Deana Prest**, Aging Services Program Analyst 3, Division of Policy, Planning, Program, and Outcomes, New York State Office for the Aging, Albany, NY

**Doris Green**, New York State Caregiving and Respite Coalition, Rochester, NY
Shared Vision of ADRC/No Wrong Door & Lifespan Respite
Agenda

I. Shared Themes Across Programs
II. Opportunities for Collaboration with ADRC/NWD
III. Turning Vision into Reality – State Examples
IV. Questions & Answers
Shared Challenge
Challenge

- The current LTSS system involves numerous funding streams administered by multiple federal, state and local agencies resulting in often fragmented, and sometimes duplicative processes.

- Individuals in need of services, often at times of crisis, are faced with multiple, duplicative requirements such as screening, intake, needs assessments, service planning, and eligibility determinations.

- 70% of Americans who reach age 65 will need some form of long-term care for an average of three years.
Valuing the Invaluable: 2015 Update

Shared Calling
Overarching Similarities
Tangible Links

(a) Purposes - Lifespan Respite Grantees
(1) To expand and enhance respite care services to family caregivers;
(2) To improve the state wide dissemination and coordination of respite care; and
(3) To provide, supplement or improve access and quality of respite care services to family caregivers, thereby reducing family caregiver strain.

(A) Required Uses of Funds - Lifespan Respite Grantees
(v) To assist caregivers in gaining access to such services
The Goal: LTSS Integrated System

- Statewide database of services for use for all entry points, regardless of payer
- Easy to use data collection system

Integrated NWD System

- AAAs & ADRCs
- MCOs
- Eligibility Sites
- Primary/Acute Providers
- LTSS Providers
- CILs

Multiple entry points, build on the same foundation
Measuring quality and improving performance
One common identifier for consumer
Overarching Similarities

- [https://youtu.be/y77y7XW8GtE](https://youtu.be/y77y7XW8GtE)
Opportunities for ADRC/NWD Collaboration
Polling Question
Opportunities for ADRC/NWD Collaboration

State & Local Infrastructure

NWD Access Organizations

State Leadership
Infrastructure Required for 24 Hour Flight
Importance of an Access System

70% of Americans who reach age 65 will need some form of long-term care for an average of three years.

*Similar to going on a 26,280 hour flight (requiring multiple transfers).*
State & Local Infrastructure

NWD System Key Elements
State & Local Infrastructure

I. Coordination with Key Referral Sources
   - Awareness & Outreach Campaign
   - State/Local Consumer Portals/Databases
   - Information, Referral & Assistance Training

II. Person Centered Counseling
    - 1-1 Counseling (OC, PCC, Care Transitions)
    - Application Assistance
    - PCC Training

III. Streamline Access to Public Programs
     - Eligibility & Enrollment Systems
     - Follow-Up

IV. Governance & Administration Structure
Opportunities for ADRC/NWD Collaboration

- State & Local Infrastructure
- NWD Access Organizations
- State Leadership
Janus

*Roman Mythology* - The god of gates and doorways, depicted with two faces looking in opposite directions
NWD Access Organizations

- What does a good partner look like?
- What do you look like?
NWD Access Organizations

- Area Agencies on Aging
- Developmental Disability Management Organizations
- Centers for Independent Living
- Aging & Disability Resource Centers
- Local Medicaid Agencies
- Behavioral Health Management Organizations
- Organizations serving Ethnic & Minority Populations
- School Districts
- Faith Based Organizations
- Alzheimer’s Chapters
- Organizations with Peer-to-Peer, including Family to Family models
- Local Public Housing Agency
- Other Organizations
Veteran-Directed Home & Community Based Services

- Participant-directed home care program
- Partnership between VA Medical Centers (VAMCs) and local Aging and Disability Network Agencies (VHA and ACL)
- Currently available in 62 of the 153 VAMCs and partners with more than 120 ADRCs, AAAs, CILs, and SUAs
Current Status of the VD-HCBS Program
1 out of 3 Volunteers worked at religious organization

1 out of 3 Volunteers worked at religious organization

Older volunteers were more likely to volunteer mainly for religious organizations

42.7% of individuals 65+

Across all levels of educational attainment, volunteers were most likely to volunteer for religious organizations

NWD Access Organizations
Making Dollars Go Farther

Volunteering in the United States, 2015, U.S. Department of Labor-16-0363
Opportunities for ADRC/NWD Collaboration

- State & Local Infrastructure
- NWD Access Organizations
- State Leadership
11 states currently claiming for NWD/ADRC activities
15 in the planning phase
Making the Business Case for a Coordinated Access System to LTSS

- Community-based long-term services and supports (LTSS) are less costly for state Medicaid programs compared to institutional care (Irvin et al. 2017)

- Most people who need LTSS prefer to reside in the community (Barrett 2014)

- Early use of community-based LTSS was associated with less downstream use of long-term institutional care (Stewart and Irvin 2018)

Irvin, Carol, Alex Bohl, Kate Stewart, Susan R. Williams, Allison Steiner, Noelle Denny-Brown, Andrea Wysocki, Rebecca Coughlin, Jason Smoot, and Victoria DOES EARLY USE OF COMMUNITY-BASED LONG-TERM SERVICES AND SUPPORTS LEAD TO LESS USE OF INSTITUTIONAL CARE? Kate Stewart and Carol V. Irvin (2018)
### General Information

- **Document Type:** Grants Notice
- **Opportunity Number:** HHS-2018-ACL-CIP-NWBC-0285
- **Opportunity Title:** No Wrong Door System Business Case Development
- **Opportunity Category:** Discretionary
- **Opportunity Category Explanation:** Cooperative Agreement
- **Funding Instrument Type:** Income Security and Social Services
- **Category Explanation:**
- **Expected Number of Awards:** 7
- **CFDA Number(s):** 93.048 -- Special Programs for the Aging, Title IV, and Title II, Discretionary Projects
- **Cost Sharing or Matching Requirement:** No
- **Version:** Forecast 1
- **Posted Date:** Feb 12, 2018
- **Last Updated Date:** Feb 12, 2018
- **Estimated Synopsis Post Date:** Apr 02, 2018
- **Estimated Application Due Date:** Jun 01, 2018
- **Estimated Award Date:** Sep 03, 2018
- **Estimated Project Start Date:** Sep 30, 2018
- **Fiscal Year:** 2018
- **Archive Date:**
- **Estimated Total Program Funding:** $3,946,263
- **Award Ceiling:** $600,000
- **Award Floor:** $590,000

### Eligibility

- **Eligible Applicants:** State governments
- **Additional Information on Eligibility:** Foreign entities are not eligible to compete for, or receive, awards made under this announcement.
State of Nevada
Department of Health and Human Services

Nevada Lifespan Respite and No Wrong Door

Cheyenne Pasquale, Planning Chief I
Aging and Disability Services Division (ADSD)
Planning, Advocacy and Community Services Unit (PAC)
Nevada – An Introduction

• 10 x larger than Maryland, but...
• 24.6 people per square mile
• 3 Largest Counties:
  • Las Vegas – 2.1 million
  • Reno – 446,903
  • Elko – 51,935
Nevada – An Introduction

• > 600,000 Medicaid Recipients (21% of population)

• Demographics
  • 65 and older: 14.6%
  • Disability: 8.5%
  • In Poverty: 15.2%
  • Veteran: 8%
Nevada Care Connection – No Wrong Door

• Established in 2005
• 4 ADRCs serving all 17 counties
• Services
  • Resource and Service Navigation
  • VD-HCBS
  • Care Transitions
  • Caregiver Support
• Moving towards an expanded network model
Lifespan Respite - 2009

• Our first grant!
• Focused on...
  • Training for Resource Centers
  • Website for Respite
  • Vouchers
• Results...
  • 60% increase in referrals to respite
  • Respite page within NWD portal
  • I & R for Respite module
Lifespan Respite – 2012 and 2014

- **2012 grant focused on...**
  - Expanding website content
  - Vouchers
  - Strategic Plan

- **2014 grant provided...**
  - Training for respite providers
  - Pilot BRI Care Consultations
  - Outreach Campaign

*Helping People. It’s who we are and what we do.*

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**Being a caregiver to a loved one is a demanding job.**

As a caregiver, taking care of yourself is essential so you can be refreshed and ready for the activities and challenges you may face. At Nevada Care Connection, we have many free or low-cost resources available that can help you.

Visit [NevadaCareConnection.org/Caregivers](http://NevadaCareConnection.org/Caregivers) or call 2-1-1 today.
Lifespan Respite - 2017

• Current Project
• Focused on...
  • Systemic changes
  • Strengthening coalition
  • Self-Directed voucher
Summary

- Infrastructure
- Training

2009

2012
- Information
- Planning

2014
- Integration

2017
- Systemic Changes

Helping People. It’s who we are and what we do.
Questions?

Cheyenne Pasquale

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No Wrong Door and Lifespan Respite: The Shared Vision of Connecting Individuals and Families to Services and the Role of Supporting Family Caregivers:

NEW YORK STATE
New York Presenters

• Jennifer Rosenbaum, Assistant Director, Division of Policy, Planning, Program, and Outcomes, New York State Office for the Aging, Albany, NY

• Deana Prest, Program Director, Lifespan Respite, Aging Services Program Analyst 3, Division of Policy, Planning, Program, and Outcomes, New York State Office for the Aging, Albany, NY

• Doris Green, Director, New York State Caregiving and Respite Coalition, Rochester, NY
TODAY’s AGENDA

History and Overview
- Lifespan Respite Partnership

Initiatives connecting New York’s NY Connects System and Lifespan Respite: Respite Service Access
- Lifespan Respite Think Group
- NY Connects Resource Directory – Respite Services Listings

Respite Service Access
- Making the Connection: NY Connects System and Respite: Examples
- NYS Caregiving and Respite Coalition (NYSCRC):
  - Volunteer Respite and REST training
  - Mini-grants
History and Overview
Lifespan Respite Partnership
NYS Lifespan Respite: 2010-present

Beginning in 2010…Lifespan Respite Grant from Administration for Community Living (ACL):

- Expand and enhance respite care services across the age and disability spectrum.
- Improve statewide dissemination and coordination of information about respite care.
- Provide, supplement, or improve access to and quality of respite care services.

Meet the aims of the Lifespan Respite Care Act (P.L. 109-442)
NYS Lifespan Respite: 2010-present

Lifespan Respite Grants from ACL – achieving goals and objectives through strong partnership

**Lifespan Respite Core Team** – the strength of partnership and important roles for each team member:
- NYS Office for the Aging
- Monroe County Office for the Aging
- NY Connects/NWD (NYS ADRC)
- Lifespan of Greater Rochester Inc
- New York State Caregiving and Respite Coalition (NYSCRC)
Memorandum of Agreement – snapshot of Lifespan Respite objectives

C. To achieve the goals of the Program, four objectives have been identified:

(1) Increase number of respite volunteers through additional training and recruitment activities;
(2) Expand available respite services statewide through formalizing a caregiver directed respite model;
(3) Expand access to caregiver services through improved respite listings in the NY Connects Resource Directory across all age and disability types; and
(4) Implement and continue to update the Statewide Action Plan for Lifespan Respite Care sustainability.

IV. AGREEMENT

The parties agree to work collaboratively, and recognize that each has specific responsibilities to be carried out in order to meet the objectives and to achieve the goals of the Program, with flexibility to adjust scope, tasks, and other partnerships that may be
Initiatives connecting
NY Connects System and Lifespan Respite:
Respite Service Access
The NY Connects System:

• Serves as the NWD “Hub”, connecting with partner agencies to better serve individuals across service systems with long term services and support (LTSS) needs.

• Provides consistent, comprehensive, and locally based information on long term services and supports (including respite).
Initiatives connecting NY Connects System and Lifespan Respite: Respite Service Access

- Respite Services – Lifespan Respite Think Group
- NY Connects Resource Directory – Respite Services Listings
Lifespan Respite Think Group

• Defining Respite

• Inventory of respite services in New York State across networks of care
Lifespan Respite Think Group

- People with Developmental Disabilities
- Mental Health
- Aging
- Children’s Cross-Systems Respite
- Health
- Veterans
- Hospice Respite
- Faith-based Respite services

Challenge: the meaning of ‘respite’ in different systems, for different populations.
Initiatives connecting NY Connects System and Lifespan Respite: Respite Service Access

- Respite Services - Think Group
- NY Connects Resource Directory – Respite Services Listings
NY Connects Resource Directory

- Interagency effort - expand quantity and quality of listings
- Local NY Connects offices are responsible for inputting and maintaining provider information
- State Agency data feeds
- Website: https://www.nyconnects.ny.gov/
NY Connects Resource Directory - Respite

NY Connects
Tel: 1-800-342-9871 | Find Local Offices

Welcome

NY Connects is your trusted place to go for free, unbiased information about long term services and supports in New York State for people of all ages or with any type of disability.

LEARN MORE

KNOw WHAT YOU NEED?
Click here for a keyword search

NEED HELP FINDING THE RIGHT SERVICES?
Click here for a self-guided search

WANT TO EXPLORE OPTIONS?
Click here to browse by category
NY Connects Resource Directory - Respite
NY Connects Resource Directory - Respite
NY Connects Resource Directory - Respite

In Home Respite

Caring for an individual with disabilities requires an abundance of time and energy on the part of parents, siblings, or other caregivers who sometimes need a break. Our respite supports can provide the relief needed or help to cover vacations, illness, or an emergency. Respite is available for individuals with disabilities of any age.

Provider: Disabilities Services
Provider Address: 1 Park Place, Suite 200, Albany, Albany, NY, 12205-
Telephone: (518)-783-1111
Service Access:

Making the connection: NY Connects System and Respite for Caregivers and Families across the age and disability spectrum
Examples of NY Connects System
Connecting Caregivers to Respite

- NY Connects Resource Directory
- Unified Approach: NY Connects System Statewide
  - Long Term Care Councils
  - Coordinated Process
- On-going joint training and support
  - NY Connects staff are invited to annual Caregiver Forums
  - Caregiver Coordinator calls
  - Attendance at New York Caregiving and Respite Coalition (NYSCRC) annual conference
- Innovative Respite Strategies
  - Caregiver Discharge Planning packets
  - 48 Hour Plan – Emergency Respite
- Lifespan Respite: Implementation of Volunteer Respite
  - REST Initiative
Lifespan Respite and the NYS Caregiving and Respite Coalition (NYSCRC)

Service Access:
Volunteer Respite – REST Training in NYS
Lifespan Respite and the NYS Caregiving and Respite Coalition (NYSCRC)

Service Access:
Mini Grant Initiative – 2017
Resulted in 3487 hours of respite
NY Connects System and Lifespan Respite:
Shared Vision of Connecting Individuals and Families to Services and the Role of Supporting Family Caregivers
Lifespan Respite Contact Information

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Questions?

Please type your questions into the Chat Box

or

If you would like to ask a question through the phone, please mute your computer speakers and call 866-546-3377 with Access Code: 643869 and then raise your hand by clicking on the little waving person in the menu ribbon at the top of your screen.
Please take a moment to provide feedback here:

https://www.surveymonkey.com/r/LRCP_NWD

Thank you for joining the Webinar!

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ARCH National Respite Network
and Resource Center
http://www.archrespite.org

Lifespan Respite
Technical Assistance Center

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