ARCH Innovative and Exemplary Initiative

Informational Webinar, September 5, 2023

Presented by:

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Background on ARCH and the Innovative and Exemplary Practice Initiative

The ARCH National Respite Network

- **National Respite Locator** online help for caregivers and professionals to locate respite/short break services in their communities.

- **National Respite Coalition**, a group of diverse members who advocate for preserving and promoting respite policy and programs at national, state, and local levels.

- **Lifespan Respite Technical Assistance and Resource Center**, funded by the U.S. Administration for Community Living, Department of Health and Human Services.

The mission of the ARCH National Respite Network and Resource Center is to assist and promote the development of quality respite and crisis care programs in the United States; to help families locate respite and crisis care services in their communities; and to serve as a strong voice for respite in all forums.
ARCH’s Innovative and Exemplary Practice Initiative was established in order . . .

1. To identify and document promising respite practices across settings and service populations.

2. To learn more about respite services that are evidence-based or evidence-informed or are developing new service models and collecting practice-based evidence documenting their benefits to caregivers, care receivers and families.

3. To learn ways of addressing challenging aspects of providing respite to special populations.

4. To honor the work of Innovative and Exemplary Programs.
• Research-based evidence about what constitutes best practice in respite is limited. Therefore, the criteria we use for selecting programs is extrapolated from other supportive services programs.

• An important part of the selection process is learning about and from respite programs, based on program documentation, and performance and evaluation data, what is working to support families, and what questions they have about the merit of their work.
Innovative and Exemplary Evaluation Project

- Four programs were awarded one-year grants to enhance their program evaluation activities.
- Programs represent various populations, age groups, respite models, and areas of the country.
- Among other outcomes important to individual programs, each program will be exploring outcomes related to caregiver wellness.
Innovative and Exemplary Podcast Series

https://archrespite.org/provider-resources/caring-conversations-exploring-respite-care-innovations/
Today, we will . . .

• Describe the 7 qualities and characteristics of programs and services that make them Exemplary or Innovative.

• Provide real-life examples and strategies lifespan respite programs of all sizes, locations, and funding levels use to create Innovative and Exemplary services.
Innovative and Exemplary Respite Services

2024 Innovative and Exemplary Respite Services Application: Open through October 16, 2023

The purpose of the Innovative and Exemplary Services initiative is to establish a registry of programs and services to help advance our collective understanding of what respite best practices mean. Respite service providers can apply to be recognized as an Innovative and Exemplary Respite Service.

The call for applications for recognition by ARCH as an Innovative and Exemplary Respite Service is now open. Read more and apply.

An information session will be held on September 5, 2023, at 1:00 PM ET to answer questions about the initiative, the selection criteria, and the application process. Please register in advance for the information session.
About ARCH’s Innovative & Exemplary Practice Initiative

Do you know a respite service that is Innovative & Exemplary?

The application & review process.

https://archrespite.org/provider-resources/innovative-and-exemplary-respite-services/

Pre-Application Checklist
For Innovative and Exemplary Respite Services

Before you proceed with the application, make sure you meet the following minimum criteria. You must be able to respond YES to each of the three questions below before completing the application. Programs that cannot answer yes to all three Pre-Application Screening questions cannot be considered for a full review.

1. Have you been in operation for at least 3 years?
2. Do you have written guidelines for your respite service or an operations manual that you would be willing to share with ARCH and with others who might wish to replicate your services if selected as exemplary or innovative?
3. Do you have a written plan for how you will measure performance or a logic model for measuring performance? The written plan may be as simple as identification of a single outcome or multiple outcomes you plan to measure and a short description of how you plan to measure them. It is not necessary to have completed a logic model or formal evaluation at the time you complete this application.
7 Criteria for Selection

1. An Evidence-Based or -Informed Approach
2. Written Plan with Goals and Objectives
3. Program or Service Manual or Guide
4. Person- and Family-Centered Services
5. Professional Development Plan
6. Evaluation and Data Collection Plan
7. Sustainability
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<th>Criteria</th>
<th>Checklist</th>
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<td><strong>ARCH INNOVATIVE AND EXEMPLARY PROGRAM/SERVICES CRITERIA</strong></td>
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<td><strong>An Evidence-Based or Informed Approach</strong></td>
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<td>➢ The approach, or key elements of the approach, are based on evidence of efficacy. The program/service can identify the research and practice-based evidence used to inform their program design.</td>
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<td>➢ The approach is novel, in that it includes service components that are unique and/or unique to a specific community or population for whom it is provided. Despite its uniqueness, there is a strong rationale and clear goals for the practice.</td>
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<td><strong>Written Plan with Goals and Objectives</strong></td>
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<td>➢ The program has clearly specified goals and objectives that are observable and measurable. The goals and objectives are identified within a logic model, conceptual framework, or business plan.</td>
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<td>➢ Goals and objectives include performance targets. The targets are set after studying baseline data to ensure they are realistic yet ambitious. Performance targets are tracked and adjusted as needed.</td>
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<td><strong>Program or Service Manual or Guide</strong></td>
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<td>➢ The program has a manual, guide or written protocols that include policies and procedures or day-to-day activities that allow program/services to be implemented efficiently.</td>
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<td>➢ The program uses a fidelity checklist or a similar system for monitoring program implementation. Adjustments are made, such as additional staff training, to minimize implementation drift.</td>
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<td>➢ The program’s manual or guide is sufficiently detailed to support program replication.</td>
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<td><strong>Person- and Family-Centered Services</strong></td>
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<td>➢ The program has documented procedures to ensure individuals and family caregivers guide their own choices regarding respite services. The services are appropriate and sensitive to the cultures of those receiving services.</td>
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<td>➢ Family caregivers and/or care recipients have meaningful roles on the program’s advisory board or in some other advisory capacity.</td>
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<td><strong>Professional Development Plan</strong></td>
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<td>➢ The program ensures volunteer and paid personnel are trained to competently and confidently follow program policies, protocols, and procedures required for the respite services they offer. All personnel have been carefully screened to ensure the highest safety standards for families. Volunteers and paid staff members receive ongoing training, coaching, and supportive supervision.</td>
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<td><strong>Evaluation Plan and Data Collection</strong></td>
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<td>➢ The program has an evaluation plan for measuring consumer satisfaction with services, service implementation/model fidelity, and participant-focused outcomes corresponding to goals and objectives identified in the program logic model or conceptual framework.</td>
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<td>➢ The program has followed the evaluation plan and collected data on consumer satisfaction, service implementation/model fidelity, and participant-focused outcomes. Evaluation results have been shared by program administrators and shared with staff, consumers, and other stakeholders. As a result of evaluation findings, program improvements have been made and documented.</td>
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<td>➢ A full evaluation report has been written and published (may be in an electronic format). The evaluation may have been conducted internally. The evaluation concludes that caregivers and care recipients experienced positive outcomes as a result of the program’s services.</td>
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<td>➢ An external or an internal evaluation in partnership with a college, university, or research institute, has been completed and has documented positive effects for caregivers and/or care recipients who have received program services.</td>
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An Evidence-Based or Evidence-Informed Approach...

guided by research, data, and the knowledge and wisdom gained through practice
A Written Plan with Goals and Objectives...

that clearly articulates your program’s targeted outcomes and performance targets. Goals and objectives inform data collection efforts.

Noteworthy Results

Our program goals, objectives, and intended outcomes align with our mission to protect at-risk children and support families through crisis, strengthening communities to end child abuse and neglect. Last year, 99% of children were reunited with their parent or guardian and 68% of our highest-risk families stated their family stability increased as a result of their child’s stay at Providence House.

Learn more.

Research

The Crisis Nursery model is an effective and proven early intervention resource, which can strengthen and preserve families and help children achieve their optimum potential throughout their lives.

From Providence House, 2019 Innovative and Exemplary program’s Website

https://www.provhouse.org/outcomes/overview
A Program or Service Manual or Guide ...

That connects outcomes with the activities that led to them. A detailed manual or guide is necessary for program fidelity and replication.
Person-and Family-Centered Services...

is a collaborative approach to planning, delivering and evaluating services.
Professional Development Planning…

ensures volunteers and staff are trained and supported in competently and confidently providing safe and effective services according to program plans, policies and protocols.
Program Evaluation and Data Collection...

measures program implementation and fidelity, consumer satisfaction, and person- and family-centered outcomes related to individual and program goals.

Participant Satisfaction Survey: Group Respite – Girls Weekend

Date of Survey: __________ Name of Surveyor: ________________
Participant Initials: ________

How feedback was given (i.e. verbal, gestures, communication device, facial expressions): ____________________________

1. Do you feel safe at ChildServe?

2. Did you have fun today? Is there anything you would change?

Yes I don’t know No
Sustainability…

includes stable and shared leadership, diversified resources, and a written plan.
Q & A
For More Information . . .

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https://archrespite.org/provider-resources/innovative-and-exemplary-respite-services/

Lifespan Respite Technical Assistance and Resource Center
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