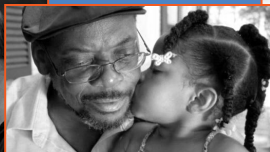


Lifespan Respite Care Program



Lifespan Respite Grantee Lead Agency: **Nebraska Department of Health and Human Services (DHHS)**

Funding Period: **2014-2017**

Primary Goals: **To enhance the utility of eLifespan Respite (a secure online data management site and a workstation site for the Nebraska Lifespan Respite Network) and the Nebraska Resource and Referral System website (nrrs.ne.gov/respite) so they are utilized by multiple state and local programs that fund or assist family caregivers in accessing lifespan respite services.**

To engage employers in increasing awareness of respite resources for employees as caregivers.

Key Performance Measures	Notable Achievements
<p>The lead agency collects lifespan respite data including: family caregiver outcomes, satisfaction with respite, respite utilization, number of providers trained, referrals to respite, provider matches to family caregiver needs, process measures of increased capacity of the eLifespan Respite database, resources added to Nebraska Resource and Referral System (NRRS)/respite website and access to Nebraska Lifespan Respite Network screened providers, and utilization of the Lifespan Respite Subsidy program.</p>	<p>Nebraska DHHS enhanced the cross-system statewide respite infrastructure supported by a system framework with extensive capacity for online data entry and analysis. The framework assists in the evaluation of Nebraska’s Lifespan Respite Network overall, as well as outcomes for family caregivers and respite providers who access the state’s diverse lifespan respite resources. A 3-year evaluation gathered comprehensive information about respite services in Nebraska and how those services were both provided and received. DHHS provided train-the-trainer events and several provider trainings (using the Respite Education and Support Tools [REST] model), added agricultural/equine assisted respite activities programming, and piloted a college-based respite-focused student service learning certificate program to increase the number of trained respite providers. The lead agency also enhanced the NRRS website to simplify provider enrollment and facilitate information on respite training and continuing education. The lead agency created a structured process and materials to engage businesses and help them educate their caregiver employees about what respite is and the lifespan respite resources available to them.</p>

Key Objectives, Activities and Outcomes	Coalition, ADRC and Community Partners
<p>Objective 1. Utilize technology and make resources available to ensure greater accessibility of respite providers.</p> <ul style="list-style-type: none"> The lead agency used targeted social media platforms (including Facebook, Pinterest, Instagram and Twitter) to increase awareness about and how to access respite. The lead agency added respite resources to the nrrs.ne.gov/respite website, including essential provider forms, recognition for REST trained and Nebraska Lifespan Respite Network screened providers, updates to improve the mapping system that helps family 	<p>State Respite Coalition/Organization Role</p> <ul style="list-style-type: none"> The Nebraska Caregiver Coalition is a statewide volunteer coalition that works closely with DHHS, AARP Nebraska Chapter and representatives from governmental, nonprofit and for-profit agencies, including faith-based

caregivers locate a qualified respite provider near to them with skills to match loved ones' unique needs, employer engagement information, and family caregiver resources.

- The lead agency implemented a text messaging outreach effort to respite providers and a similar text outreach effort to families receiving Lifespan Respite Subsidy funding.
- The lead agency collaborated across programs within DHHS and the Service Learning curriculum to encourage use of the online respite provider orientation and to share respite providers across the agency's diverse respite funding sources.
- The lead agency integrated stories and quotes from family caregivers into the extensive lifespan respite public awareness/outreach efforts.
- The lead agency created a user-friendly online provider enrollment and screening process and a Provider Portal that houses resources for respite providers including a Provider Calendar to share information on a range of trainings available as webinars or on-site.
- The lead agency held multiple REST train-the-trainer events with trainees conducting REST trainings across the state.
- Agency partners developed and implemented a Respite-Focused Student Learning Service program for college students at the University of Nebraska Medical Center in Omaha and incorporated the project into an existing course taught at a college in the Eastern region of the state.
- Funds were leveraged for equine assisted respite activities with train-the-trainer programming for statewide replication of a sustainable business model.

Objective 2: Document the outcomes and effectiveness of the state and local lifespan respite programs.

- The lead agency used data from family caregiver and provider surveys, evaluation and other sources to evaluate network activities and document caregiver satisfaction with respite used, impacts of respite on family caregiver health and mental health, and factors affecting respite use and accessibility.
- The lead agency developed a Data Dashboard that provides access to current and historical respite data for each of the six regions of the Nebraska Lifespan Respite Network.

Objective 3: Engage businesses in increasing awareness of employee caregiver issues, the benefits of respite care, and access to resources available through the Nebraska Lifespan Respite Network.

- DHHS provided training, technical assistance, structured presentations, and flyers for local Lifespan Respite Coordinators to help them engage employers.
- Local Lifespan Respite Coordinators joined chapters of business and nonprofit networking associations to help establish connections with area businesses and key human resource personnel.
- Informational materials on Nebraska Lifespan Respite Network resource and caregiver issues were disseminated to all Chambers of Commerce, Walmart, and McDonalds managers in the state.
- Outreach resulted in several businesses providing referrals to the Lifespan Respite Subsidy Program and the placement of resources or links to the state respite website (NRRS) on the businesses' websites.
- University of Nebraska Medical Center and Nebraska Medicine both integrated information on respite resources into their employee new hire orientation process.

organizations, advocacy groups and family caregivers to support the ongoing development and improvement of Nebraska's Lifespan Respite System.

- The NE Caregiver Coalition focuses on education, identifying system gaps and policy changes needed to address those gaps as well as identifying solutions to barriers family caregivers face in finding and using respite services. The coalition involves many family caregivers and serves as a vehicle for family caregiver input into respite solutions and the Lifespan Respite System to caregivers, providers and policy makers.

Aging and Disability Resource Center (ADRC) Role

- The ADRC Nebraska Demonstration Project was established by the Nebraska Legislature in 2015 under LB 320. The purpose is to evaluate the feasibility of establishing resource centers statewide to provide information about long-term services and supports (LTSS) available in the home and community for older Nebraskans, persons with disabilities, family caregivers, and persons who request information or assistance on behalf of others. The goal is to assist eligible individuals to access the most appropriate public and private resources to meet their LTSS needs, including respite.

State and Community Partners

- The Nebraska Department of Health and Human Services (DHHS) oversees the state-funded Lifespan Respite Program, which provides lifespan respite services, a state-funded lifespan respite subsidy program, supports to family caregivers caring for loved ones of all disability populations and is tasked with building systems of lifespan respite care across the state. The state agency oversees six local respite networks and collaborates with the NE Caregiver Coalition to: identify, coordinate and develop community resources for respite; conduct public awareness about respite; organize family

Key Objectives, Activities and Outcomes

- DHHS created a statewide Business Outreach Record template for local Lifespan Respite Coordinators to enter information on engagement of local businesses. Summary results are posted online in the eLifespan Respite system's Employer Engagement portal (<http://support.answers4families.org/node/1133/webform-results>).

Coalition, ADRC and Community Partners

caregiver and provider trainings; recruit and screen paid and volunteer respite providers; and help caregivers identify respite needs and link them to available providers and payment resources. Since inception of this grant, they also engage businesses to increase awareness of respite resources among employees as caregivers targeting workplace wellness, employee assistance programs, human resource professionals and trade organizations. The state Lifespan Respite program also created and manages the eLifespan Respite secure web-based data collection and reporting system and a 24-hour toll-free helpline.

- The Nebraska Special Needs Ministry Network provides a collaborative community where participants meet regularly to discuss the issues, ideas, needs, and solutions unique to special needs ministry and respite delivery.
- The University of Nebraska's Medical Center Munroe-Meyer Institute actively engaged in respite evaluation, public dissemination of information on the grantees' innovative Employer Engagement Initiative and Respite-Focused Service Learning Program for college students wishing to become certified in home-based respite care providers.



For more information, contact ARCH at (703) 256-2084 or jkagan@archrespite.org