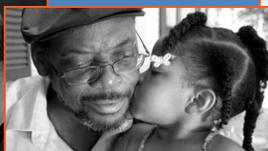


## Lifespan Respite Care Program



Lifespan Respite Grantee Lead Agency: **Massachusetts Department of Developmental Services (DDS)**

Funding Period: **2014-2017**

Primary Goal: **To ensure that respite is integrated as a critical component of the No Wrong Door approach to long-term services and supports (LTSS) in Massachusetts, and further establish the Massachusetts Lifespan Respite Coalition (MLRC) as a visible source of respite information and supports in Massachusetts.**

Key Performance Measures	Notable Achievements
<p>Massachusetts measures outcomes and products. Outcomes include: 1) increased consumer access to respite services; 2) increased knowledge of best practices in respite care; 3) increased number and diversity of MLRC collaborators; 4) increase in a sustainable pool of respite providers; 5) integration of respite information across state LTSS partners; and 6) improved capacity of employers to recognize and support the role of respite for their employees. Products include 1) a replicable model for states to share best practices on respite mini-grant development and evaluation; 2) a blueprint for statewide respite cross-training for relevant partners; 3) a replicable respite training model; 4) an enhanced provider directory; and 5) training materials for the business community.</p>	<p>The Massachusetts Lifespan Respite Coalition (MLRC) staff conducted “Respite 101” trainings at several Massachusetts companies, assisted company staff in developing a respite/caregiver survey for their employees, and conducted outreach to staff in Human Resources (HR) and Employee Assistance Program (EAP) officers at these companies. MLRC also created an employee survey that they piloted with several local and national corporations and have made this available as a model to be used by other corporations to assess working caregivers’ burden and to further cultivate relationships with the business community.</p>

Key Objectives, Activities and Outcomes	Coalition, ADRC and Community Partners
<p><b>Objective 1: Provide respite to unserved and underserved populations by distributing a replicable model of “Respite Innovation Mini-Grants” to Massachusetts’ non-profit agencies.</b></p> <ul style="list-style-type: none"> <li>Massachusetts DDS funded five minigrants during the first year of this grant. These mini-grants provided more than 1835 hours of respite services to 174 individuals, supporting both caregivers and care recipients. During the three years of funding, through Respite Innovation Mini-Grants, grantees provided 455 caregivers with 5,553 hours of respite.</li> <li>The lead agency also worked to reach underserved populations through their sponsorship of a REST Train-the-Trainer event in March 2017 at which nine new REST trainers were certified.</li> </ul> <p><b>Objective 2: Expand collaboration with the statewide ADRC network and other LTSS systems in Massachusetts.</b></p> <ul style="list-style-type: none"> <li>The lead agency completed and issued a written evaluation documenting successes and lessons learned from statewide collaboration and included 11 key recommendations. They also developed and refined a successful evaluation model including simple tools that can be</li> </ul>	<p><b>State Respite Coalition/Organization Role</b></p> <ul style="list-style-type: none"> <li>The Massachusetts Lifespan Respite Coalition (MLRC), formed in 2010, was led by a broad range of experts and advocates, including family caregivers, leadership from state agencies, and care providers including representatives from DDS, Massachusetts Executive Office of Elder Affairs, Mass Health Office of Long Term Care, Massachusetts Executive Office of Health and Human Services, National Multiple Sclerosis Society/Greater New England Chapter, Massachusetts Developmental Disabilities Council, Children’s Hospital Boston, and Massachusetts Aging and Disability</li> </ul>

adapted for use by others. These tools were modified for use with two related initiatives – Integrated Memory Cafés and Autism Eats, a communal dining out event for families of children with autism.

**Objective 3: Expand availability of workforce development and respite workforce trainings.**

- The MLRC played an instrumental role in the operation of the Rewarding Work Respite Directory from its inception in 2013. The Directory is a free online resource that allows families to connect with workers who have expressed interest in providing respite as well as personal care assistants (PCAs) and other supports to people with disabilities. They also recently launched a job-posting site that allows families to post their own customized job description, which potential workers would then respond to. The Directory currently has a database of over 7000 potential workers.
- The MLRC worked closely with the Students for Higher initiative at Horace Mann Educational Associates (HMEA) as well as its companion program, The Respite Project (TRP).

**Objective 4: Expand and update information on the [www.massrespite.org](http://www.massrespite.org) website, particularly the provider directory section of the website.**

- As part of their work expanding the coalition website, the grantee produced and hosted a Cable Television Show on caregiving and respite reaching 22 Massachusetts communities and several other states.

**Objective 5: Develop and implement a model approach for outreach to the business community on respite issues.**

- MLRC staff conducted “Respite 101” trainings at several Massachusetts companies such as EMC and Raytheon and assisted EMC staff in developing a respite/caregiver survey for their employees. MLRC also conducted outreach to staff in HR and EAP officers at these companies.
- MLRC also created an employee survey that they piloted with several local and national corporations and have made this available as model to be used by other corporations to assess working caregivers’ burden and to further cultivate relationships with the business community.

Resource Consortia. Key coalition members – the National MS Society, ALS Association, Huntington’s Disease Society, Massachusetts Brain Injury Program, Brain Injury Association of Massachusetts, Autism Division at DDS, Autism Support Center at Northeast Arc, Autism Resource Center at Horace Mann Educational Associates, Massachusetts Families Organizing for Change, and Massachusetts Commission on the Status of Grandparents Raising Grandchildren – provided service and advocacy to ensure services are responsive to underserved populations.

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

- Massachusetts’ Balancing Incentive Program (BIP) (awarded in 2014 by the Centers for Medicare and Medicaid Services to promote greater use of home and community-based long-term services and supports) identified the No Wrong Door system as key to ensuring that all individuals may easily access consistent information about options such as respite care. BIP looked to ADRCs as key partners in No Wrong Door information and referral, and MLRC strengthened and enhanced their strong collaboration with the statewide ADRC network in order to position themselves as “Go To” respite care experts in Massachusetts.

**State and Community Partners**

- Massachusetts Lifespan Respite Coalition
- Massachusetts Executive Office of Elder Affairs
- Massachusetts Rehabilitation Commission
- DDS funded Family Support Centers
- Massachusetts Options Counseling Program
- Department of Mental Health
- Personal and Home Care Aide State Training Program (PHCAST)



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

# Lifespan Respite Care Program



Lifespan Respite Grantee Lead Agency: **Massachusetts Department of Developmental Services (DDS)**

Funding Period: **2018-2021**

Primary Goal: **To leverage experience and expertise found in state agencies and Massachusetts Lifespan Respite Coalition (MLRC) community partners in a strategic way to increase the capacity to serve individuals eligible for state agency services and the wider constituency who would benefit from respite**

Key Performance Measures	Notable Achievements
<p>Data collected includes: increase in consumer access to respite services; increase in knowledge of best practices in respite care among respite care providers; increase in the diversity of Massachusetts Lifespan Respite Coalition (MLRC) collaborators; increase in sustainability of respite providers; and improvement in the employers' capacity to recognize and support the role of respite for their employees. Products include a replicable model for states to evaluate the collaboration and effectiveness of a strategic alliance of state agencies providing respite; a blueprint for statewide respite training for relevant partners; a replicable respite training model; and an enhanced provider directory on the Rewarding Work website.</p>	<p>Massachusetts formed a statewide strategic alliance comprised of eight state agencies providing respite services. They also completed a comprehensive environmental scan of state agency respite services, funding, data tracking, and community partners, and conducted a baseline evaluation of level of integration among strategic alliance members.</p>

Key Objectives, Activities and Outcomes	Coalition, ADRC and Community Partners
<p><b>Objective 1: Increase awareness by family caregivers on how to access respite services.</b></p> <ul style="list-style-type: none"> <li>The MLRC Advisory Group will explore and share the current delivery practices and potential gaps in MA long-term services and supports, state respite programs and options. The overarching goal of the Lifespan Respite Advisory Group will be to review existing programs across agencies and develop an action plan in response to the identified limitations and barriers with a goal to improve state-funded family caregiver services across programs.</li> </ul> <p><b>Objective 2: Increase the number of qualified respite providers.</b></p> <ul style="list-style-type: none"> <li>Developing an infrastructure to train future, diversified groups of respite providers is key to increasing the capacity. The initial task will be the development of an interagency respite training subcommittee as part of the MLRC to share training approaches. MA proposes using an existing Executive Office of Elder Affairs (EOEA) respite volunteer curriculum, recently adapted from the MA Personal and Home Care Aide State Training direct care worker training. The curriculum is available in English and Spanish. The goal of the EOEA Respite</li> </ul>	<p><b>State Respite Coalition/Organization Role</b></p> <ul style="list-style-type: none"> <li>This project builds upon previous work of the Massachusetts Lifespan Respite Coalition (MLRC) and aims to align with existing regional coalitions throughout the state to conduct outreach to current and potential respite providers in their region, develop recruitment strategies for volunteer opportunities and identify best practices.</li> <li>The Massachusetts Lifespan Respite Coalition (MLRC), a key partner in the grant, promotes and supports access to quality respite care options that enhance the lives of individuals and families with special needs throughout the lifespan.</li> </ul>

## Key Objectives, Activities and Outcomes

Provider Training is to provide respite information for seniors who desire an opportunity to “give back” to the community through volunteerism.

- The EOEA Respite Provider Training will conduct pilot trainings at two regional Retired Senior Volunteer Programs (RSVP) with an expected outcome of 20 trained senior respite volunteers (10-trained volunteers at each RSVP). Assessment of the training outcomes will provide vital information for improving the training.

### **Objective 3: Share strategies to develop and promote respite service across state agencies.**

- MLRC continues to increase access to respite providers through the development of the Rewarding Work online respite directory. Building on the history of the MLRC, this project will refocus the meeting structure/agendas to support the achievement of Objectives 1 and 2. The Coalition and Advisory Group will share best practices, identify common issues, and strategize on methods to collaborate and leverage scarce resources.

### **Objective 4: Track availability and utilization of respite provided by state agencies.**

- The MLRC Advisory Group will seek to establish a common definition for respite services across state agencies and identify existing and possible measures to track respite service availability, utilization, expenditures and outcomes across state agencies.
- The MLRC Advisory Group will discuss strategies to incorporate the impact of respite services of caregivers as part of state agencies’ training for new and incumbent employees.

## Coalition, ADRC and Community Partners

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

- Representatives from the Massachusetts Aging and Disability Resource Consortia (ADRCs) are members of the MLRC.

### **State and Community Partners**

- MLRC is led by a broad range of experts and advocates, including family caregivers, leadership from state health and human service agencies, and providers of home, health and personal care. Members include (but are not limited to) representatives from:
  - Developmental Disability Services (DDS)
  - Massachusetts Executive Office of Elder Affairs (EOEA)
  - Mass Health Office of Long Term Care (OLTC)
  - Massachusetts Executive Office of Health and Human Services (EOHHS)
  - Massachusetts Department of Mental Health (DMH)
  - Massachusetts Department of Public Health (DPH)
  - Massachusetts Department of Children and Families (DCF)
  - Massachusetts Rehabilitation Commission (MRC)
  - University of Massachusetts Medical School
  - Massachusetts Aging and Disability Resource Consortia (ADRCs).



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