

# Lifespan Respite Care Program



Lifespan Respite Grantee Lead Agency: **North Carolina Division of Aging and Adult Services (DAAS)**

Funding Period: **2014-2017**

Primary Goal: **Ensure that family caregivers across the lifespan have access to high quality, coordinated, and person/family-centered respite resources in the State of North Carolina.**

Key Performance Measures	Notable Achievements
<p>Data collected on lifespan respite includes: evaluation of Care Management/Care Planning Tools; caregiver satisfaction; and ability to continue to provide care for their family members as a result of using lifespan respite services. North Carolina also collects qualitative data documenting their planning process, and primary data in the form of letters from caregivers about their respite experiences.</p>	<p>The Lifespan Respite Care State Advisory Team includes small work groups that meet to flesh out initiatives to propose to the large group. The Respite Barriers Strategic Plan Workgroup identified barriers that keep people from getting or using respite as intended. The workgroup developed a template to communicate basic information on each publicly funded respite option in North Carolina. The template briefly describes each option as well as information on eligibility, cost, how to apply, and who to contact for additional information. The template also identifies barriers in policy or process that keep caregivers from accessing or using respite service options.</p>

Key Objectives, Activities and Outcomes	Coalition, ADRC and Community Partners
<p><b>Objective 1: Further efforts to embed a caregiver and respite focus in the state's Long-Term Services and Supports (LTSS) system through ongoing partnerships with ADRCs, Money Follows the Person, community-based Medicaid and social services, and critical programs.</b></p> <ul style="list-style-type: none"> <li>• With extensive stakeholder input, the Lifespan Respite Advisory Team prepared and disseminated a five year strategic plan and worked on implementing recommendations of the plan, including: <ul style="list-style-type: none"> <li>▪ Development of a shared definition of respite to be endorsed by multiple organizations including the NCRCC and the Lifespan Respite State Advisory Team, to be rolled out to other interested networks and organizations.</li> <li>▪ Development of new fact sheets on each publicly funded respite option in North Carolina summarizing information on eligibility, cost, how to apply, who to contact for additional information and barriers in policy or process that hinder access or use of the service option as intended. These fact sheets are designed to be shared with caregivers, the entities which fund respite services, and agencies that work with caregivers and need information to help them find the respite services that best meet their circumstances.</li> </ul> </li> <li>• With funds from the Money Follows the Person Rebalancing Fund, the Lifespan Respite project contracted for a "Care Management Quality Initiative" to improve the quality and consistency of care planning and assessment used in the State's Project C.A.R.E. (Caregiver</li> </ul>	<p><b>State Respite Coalition/Organization Role</b></p> <ul style="list-style-type: none"> <li>• North Carolina Respite Care Coalition (NCRCC) is a 501(c)3 nonprofit organization that supports a network of parents, family caregivers, professionals in the field of respite care and others who have an investment in family support services. Its mission is: "to promote and support a statewide quality intergenerational respite care system." The NCRCC is the key partner with the DAAS in the development and implementation of the Lifespan Respite five-year strategic plan. (Note: North Carolina's respite coalition ceased to operate functionally in 2017).</li> </ul>

Alternatives to Running on Empty), a program for caregivers of persons diagnosed with dementia. This initiative developed and will evaluate new care planning/care management tools (a caregiver assessment tool, caregiver action plan/care plan and family consultant checklist) to assess the effect on caregivers' satisfaction and ability to continue to provide care for their family members.

**Objective 2: Increase capacity of the business community to support and appropriately assist employed caregivers.**

- The grantee disseminated a resource packet on caregiver needs and marketed web-based training modules to Employee Assistance Program staff in the private sector and health and human service organizations. The module, previously developed for the state's certified options counselors, is designed to provide these professionals an understanding of caregiver demographics and needs, barriers to caregivers utilizing services and how to overcome them, and how to better recognize, assess and support caregivers in using informal and formal respite services in helpful and cost-effective ways.

**Objective 3: Research and develop new strategies for state-level partnerships and sustainability of the state's respite care coalition.**

- The NCRCC more than doubled its membership size during the project period.
- The NCRCC developed and implemented a business plan for sustainability of the coalition and created leadership development opportunities for staff and members.
- The NCRCC Board determined that to best accomplish its mission, the NCRCC would focus on organizational development and advocacy to strengthen and expand lifespan respite services for families throughout the lifespan.

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

- DAAS, lead agency for North Carolina's Lifespan Respite Care Program, provides oversight for all of grant activities. DAAS works closely with the state's Area Agencies on Aging (AAAs), 100 county Departments of Social Services and more than 400 local providers administering and implementing programs funded by the Older Americans Act.
- The state's 16 AAAs play a key role in the respite care system in the state. Each AAA is staffed with a full-time family caregiver resource specialist who assists caregivers in locating respite services.

**State and Community Partners**

- Division of Aging and Adult Services, North Carolina Department of Health and Human Services (NCDHHS)
- North Carolina Respite Care Coalition
- Area Agencies on Aging
- Division of Medical Assistance (DMA) manages the state Medicaid Program and has been a key collaborator with DAAS Lifespan Respite Project staff and the Lifespan Respite Project's Advisory Team. During the last three-year grant, DMA's Money Follows the Person Rebalancing Fund began supporting Family Caregiver-to-Caregiver Peer Support grantees across the state, which remained active throughout the three-year grant period.
- University of North Carolina at Chapel Hill, Center for Aging and Educational Resources (CARES) shared expertise in curriculum development, instructional design and e-learning for human services professionals. Under North Carolina's previous Lifespan Respite grant, UNC CARES helped design web-based training modules for health and human series professionals who provide information and referral options counseling to family caregivers. Under this grant, UNC CARES helped DAAS modify the modules for their roll out to staff in the private sector.



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# Lifespan Respite Care Program



Lifespan Respite Grantee Lead Agency: **North Carolina Division of Aging and Adult Services (DAAS)**

Funding Period: **2017-2020**

Primary Goal: **Advancing state systems and capacities to deliver respite care and related services to family caregivers of adults and children with special needs.**

Key Performance Measures	Notable Achievements
<p>Data collected will document the extent to which the state system of public and private partnerships supports community living and recognizes the value of person-centered options, respite, and caregiver inclusion; the extent to which online and telephone information and assistance services effectively inform and connect caregivers with respite resources across the lifespan and across the state; and the extent to which procedures and best practices for consumer-directed respite voucher providers and programs are improved. Products include a survey tool for providers to inform consumer-directed respite voucher programs; educational materials for providers and caregivers on maximizing efficiencies and overcoming barriers; a report outlining best practices for a respite voucher program; and call center staff training materials and protocols for optimum interaction with caregivers seeking resources.</p>	<p>North Carolina is working to expand the No Wrong Door partnership between the Division of Aging and Adult Services and United Way 2-1-1 by increasing the quantity and quality of respite resources available for caregivers through the 2-1-1 system and by enhancing training on respite resources for 2-1-1 Call Center staff. Recognizing the importance of a No Wrong Door approach to long-term services and supports, the NC General Assembly appropriated funding for a full-time position within DAAS to partner with United Way 2-1-1 for statewide information and assistance with access.</p>

Key Objectives, Activities and Outcomes	Coalition, ADRC and Community Partners
<p><b>Objective 1: Improve the state’s consumer-directed respite voucher programs at the systemic level for both family caregivers and providers.</b></p> <ul style="list-style-type: none"> <li>In North Carolina, grant funding is used to impact caregivers and providers who interact with these vouchers, regardless of how the vouchers are funded. Because getting caregivers to accept and hire help is a learning experience for many, they need support initially. North Carolina’s intervention aims to systemically improve the practice and policies for consumer-directed respite voucher programs, thus enhancing the effectiveness and ease of use for respite providers, paid and volunteer staff, caregivers, and their loved ones.</li> </ul> <p><b>Objective 2: Strengthen the capacity of North Carolina’s statewide information and assistance network to more fully and accurately respond to caregivers’ resource and respite inquiries.</b></p> <ul style="list-style-type: none"> <li>North Carolina is working to expand the No Wrong Door partnership between the Division of Aging and Adult Services and United Way 2-1-1 by increasing the quantity and quality</li> </ul>	<p><b>State Respite Coalition/Organization Role</b></p> <ul style="list-style-type: none"> <li>North Carolina’s respite coalition ceased to operate functionally in 2017. The State’s Lifespan Respite Advisory Team and the Jordan Institute for Families at UNC’s School of Social Work have been fulfilling the functions of this organizational role.</li> </ul> <p><b>Aging and Disability Resource Center (ADRC) Role</b></p> <ul style="list-style-type: none"> <li>North Carolina’s respite voucher program is administered by DAAS and a AAA with special expertise in operating a caregiver foundation.</li> </ul>

## Key Objectives, Activities and Outcomes

## Coalition, ADRC and Community Partners

of respite resources available for caregivers through the 2-1-1 system and by enhancing training on respite resources for 2-1-1 Call Center staff.

- Recognizing the importance of a No Wrong Door approach to long-term services and supports, the NC General Assembly appropriated funding for a full-time position within DAAS to partner with United Way 2-1-1 for statewide information and assistance with access.

### **Objective 3: Expand the referral network of the direct service respite voucher program to increase access to respite for caregivers in identified gap populations across the state.**

- The grantee is working to maintain or increase voucher use annually and target populations found to be least connected to accessible respite services. This includes updating materials related to client confidentiality and waiting list policies, and increasing the number and capacity of referring agencies, including United Way 2-1-1, by working with members of Lifespan Respite State Advisory Team to broaden the referral network of direct service respite providers by 1) sending team members a sample e-mail with specific information on the Lifespan Respite Voucher program with marketing materials attached, and 2) requesting that they share that information with providers in their networks.
- The AAA respite voucher contractor is also increasing outreach activities.

### **State and Community Partners**

- United Way 2-1-1
- Project Advisory Team (with 60 members actively engaged in the activities and direction of the lifespan respite program)



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