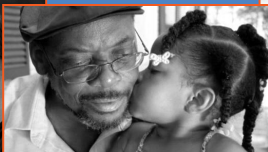


Lifespan Respite Care Program



Lifespan Respite Grantee Lead Agency: **Washington Aging and Long Term Support Administration (AL TSA), Department of Social and Health Services**

Funding Period: **2014-2017**

Primary Goal: **Lifespan Respite Washington (LRW) will strengthen its diverse community partnerships and build upon long-term sustainability in order to provide respite service options and resources statewide to unpaid family caregivers caring for persons with special needs across the lifespan.**

Key Performance Measures	Notable Achievements
<p>Washington State collected numeric data (by county) on the number of initial caregiver contacts, referral sources, vouchers applied for and received, respite hours utilized per voucher and demographic data of care recipients. Washington State also collects qualitative data providing insight about how caregivers value respite, and case studies that provide information on how respite works and challenges encountered by those providing or using respite services.</p>	<p>The lead agency and key partners expanded respite services to underserved populations, including tribal nations, through a streamlined, user-friendly voucher system. Use of vouchers, and barriers to use, are carefully examined to guide decisions about future policies and practices.</p>

Key Objectives, Activities and Outcomes	Coalition, ADRC and Community Partners
<p>Objective 1: Expand lifespan respite care through the user-friendly voucher system by focusing on underserved populations and key partnerships.</p> <ul style="list-style-type: none"> • Thirty-seven Respite Provider Agencies joined the Voucher Program providing in-home and medical in-home care, adult day programs, specialized case aides and camps, parks, and recreation programs. • Outreach to underserved populations included, for example, a pilot program with the Department of Health's Children with Special Health Care Needs program allowing approximately ten children per year to utilize services through respite voucher programs and collaboration with Local Health Jurisdictions (public health departments) and LRW. This partnership served as a model for other special population programs to join LRW's efforts: <ul style="list-style-type: none"> ▪ Eight Tribes were involved to develop and/or expand culturally relevant respite services for kinship caregivers. ▪ Home Senior Services received financial donations to support Snohomish County unpaid family caregivers with respite voucher funding from two local foundations, Nysether Family Foundation and Verdant Health Foundation. ▪ A crisis nursery provided residential crisis respite services to at risk families while offering matching funds. • During fall, 2017, with Aging and Long-Term Support Administration's (AL TSA) LR and Home Senior Services staff, the grantee worked to make the respite voucher application 	<p>State Respite Coalition/Organization Role</p> <ul style="list-style-type: none"> • Lifespan Respite Washington (LRW) moved through various phases since their inception in 2002, from beginning as a think tank to becoming a coalition of about 200 advocates. • For this grant, LRW built upon its existing respite voucher system to include focused marketing and increased services – especially for underserved populations. <p>Aging and Disability Resource Center (ADRC) Role</p> <ul style="list-style-type: none"> • The grantee formed training partnerships with ADRCs (known as Community Living Connections in Washington state) to help streamline information about and access to lifespan respite options.

and the Lifespan Respite Voucher Family Caregiver Agreement process less cumbersome and time consuming for family caregivers, and more efficient for LRW staff and respite provider agencies. An abbreviated Lean process, a method to improve efficiency and effectiveness, facilitated by an ALTA Lean Trainer was planned and implemented with a focus on reviewing and revising the voucher process in order to increase the percentage of caregivers who follow through and receive services. As a result of discussion and multiple drafts, a revised Lifespan Respite Voucher Application form was developed.

Objective 2: Increase LRW/Aging and Disability Resource Center (ADRC) engagement statewide with a No Wrong Door approach, including staff cross training, community outreach, and Options Counseling.

- Being located at (hosted by) a local Aging & Disability Resource Center (ADRC) at Homage/Senior Services of Snohomish County, a natural partnership exists for the LRW Program Coordinator. Opportunities exist for internal trainings as well as mutual conversations/consultations with staff within the agency.

Objective 3: Increase capacity for respite services and resource offerings by strengthening sustainable business model to include public/ private funding.

- The Grant Director worked collaboratively to develop new program models and policies that support unpaid caregivers using Medicaid funding.

Objective 4: Increase professional and constituent awareness and feedback about respite care through LRW Coalition activities.

- About thirty coalition partners meet at least semi-annually to share local and national respite news, share concerns, and offer insights including changes within their own agencies.

- The LRW Coordinator actively participates in ADRC trainings and meetings to ensure awareness and continuity of services.

State and Community Partners

- Lifespan Respite Washington (LRW)
- Family Caregiver Support Program
- Area Agencies on Aging
- Developmental Disabilities Administration
- Children's Administration
- Department of Veterans Administration
- Easterseals
- Respite Provider Agencies
- Within Reach
- Parent Trust for Washington Children
- 2.1.1 Community Information Lines
- Department of Health, Children with Special Health Care Needs
- Tribal Nations in Washington State



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Lifespan Respite Care Program



Lifespan Respite Grantee Lead Agency: **Washington Aging and Long-Term Support Administration (AL TSA)**

Funding Period: **2017-2020**

Primary Goal: **Washington Aging and Long-Term Support Administration (AL TSA) and Lifespan Respite Washington (LRW) will strengthen the respite system to become more sustainable while expanding to specialized populations.**

Key Performance Measures	Notable Achievements
<p>Data collected on lifespan respite outcomes includes increases in respite service options tailored to the needs of Traumatic Brain Injury survivors and their caregivers and access to American Indians/Alaska Natives across the lifespan as evidenced by funding availability; new service options and number of users; increases in caregiver outreach opportunities; increases in timely utilization of caregiver vouchers; and commitment by one or more public/private partnerships to provide financial support for ongoing LRW services.</p>	<p>AL TSA staff held a Respite Round Table with representatives of the state's Developmental Disabilities Administration, Aging and Long-Term Support Administration, Family Caregiver Support Program, and LRW. The Round table provided a venue to acquire information from respite provider agencies about their programs and unique challenges and resulted in a WA Respite Care Information Matrix outlining the formal respite services available within the state respite system (located on the LRW website).</p>

Key Objectives, Activities and Outcomes	Coalition, ADRC and Community Partners
<p>Objective 1: Enhance respite services.</p> <ul style="list-style-type: none"> • Develop respite options to underserved populations. During the initial year of funding, LRW/AL TSA advanced efforts to increase respite service options tailored to the needs of individuals with traumatic brain injury (TBI) and their caregivers, and American Indians and Alaska Natives (AI/AN), including making a presentation at the Washington State Traumatic Brain Injury Council Conference in May 2018, and using a Tribal specific lifespan respite survey to better understand the needs of Tribal caregivers. • Create online respite options/planning modules. Online respite options and planning modules are placed on key partners' websites to increase knowledge and access to LRW. Each of the online modules designed by AL TSA's Instructional Developer provide information on what respite is, ways it could be used, how both the caregiver and recipient can plan to get the most out of the respite opportunity, along with what services are available. • Train public/private service systems. In the first year, half-day trainings on the WA Assistive Technology Act Program Technology for Independence were available for LRW and its partners conducted through collaboration with the Aging and Disability Resource Centers (ADRCs). LRW and AL TSA staff presented workshops/poster sessions at various conferences (e.g., TBI statewide annual conference, National Lifespan Respite Conference, annual Tribal Money Follows the Person Conference and a Kinship Care Conference). • Utilize ADRC system for LRW data. 	<p>State Respite Coalition/Organization Role</p> <ul style="list-style-type: none"> • Lifespan Respite Washington (LRW), founded in 2002, has served as lead on four prior Lifespan Respite ACL grants and continues offering leadership on this grant. <p>Aging and Disability Resource Center (ADRC) Role</p> <ul style="list-style-type: none"> • ADRCs are key partners in the Assistive Technology Act Program Technology for Independence. • The grant will utilize ADRC system for LRW data. <p>State and Community Partners</p> <ul style="list-style-type: none"> • Aging and Long-Term Support Administration • Department of Social and Health Services Developmental Disabilities Administration and Children's Administration

Objective 2: Evaluate respite capacity and efficacy.

- Conduct respite provider/user surveys. The first year of the program focused on gathering feedback on specific and overall respite service systems with five surveys targeted to: TBI survivors and caregivers; AI/AN caregivers; caregivers of individuals with Developmental Disabilities (DD) on no-paid services caseload; and previous lifespan respite care voucher recipients along with respite providers.
- Analyze survey data for access/consistency/quality. The grantee collects and reports data on voucher use including: demographic information, referral source, number of vouchers awarded, total amount authorized and used, average voucher amount, and also collects qualitative data exploring reasons caregivers chose not to use vouchers.
- Create issue briefs. Department of Social and Health Services (DSHS) researchers and ALTSA staff design, implement, analyze, and develop issue briefs on the results of the surveys to evaluate access, consistency, recommendations of next steps and LRW quality.
- Evaluate LRW's processes to increase efficiencies.

Objective 3: Strengthen infrastructure and sustainability.

- During the initial year of funding, ALTSA entered into a contract with Senior Services of Snohomish working as "Homage", administering and managing the Lifespan Respite Washington Voucher Program, providing respite outreach and training, assisting with sustainability, and completing reports and evaluation. During the second year, the organization, Partnerships and Action, Voices for Empowerment (PAVE) became the new home for LRW, and added executive support, data management and reporting.
- Increase respite services. In year three, LRW is contracting with TBI organizations to provide education about the value of short breaks for caregivers of people with TBI. Home care agency workers will be trained in TBI basics to increase use of paid caregivers in the TBI community. A pilot project has begun in three Washington tribal home care agencies to train tribal staff members on respite services so they in turn can educate tribal members about the importance of short breaks for caregivers and assist tribal members to apply for vouchers and choose care providers.
- Improve access and utilization of LRW vouchers. LRW vouchers totaling \$75,000 are available in each year of the grant. In year one, there would be a combination of new grant funds and third year LR Sustainability Grant funding (requested of ACL through a no-cost extension).

- Department of Veterans Administration
- Family Caregiver Support Program in partnership with 13 Area Agencies on Aging
- Centers for Medicare and Medicaid Services
- Traumatic Brain Injury organizations
- Managed Care Organizations
- Health Home, County Public Health
- Operation Family Caregiver
- Washington State Tribes



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