

Lifespan Respite Care Program



Lifespan Respite Grantee Lead Agency: **Arizona Department of Economic Security (ADES), Division of Aging and Adult Services (DAAS)**

Funding Period: September 1, 2017 to August 31, 2021

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Primary Goal: **Enhance current statewide respite services to provide prepaid community-based choices – fulfilling the unmet need for caregivers of low-income families by providing access to transportation and a variety of disease – , special needs – , and culturally-specific state licensed adult day health centers.**

| Key Performance Measures | Notable Achievements |
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| <p>The grantee measured changes in caregiver wellbeing and expansion of the Lifespan Respite Program through strategic outreach activities. In Grant Year 2, the grantee integrated a shortened Caregiver Assessment Tool (CAT) to capture pre and post stress indicators; increase of activities related to self-care; and other outcomes related to utilizing respite services. To create a seamless system for coordinating services, the Area Agencies on Aging (AAAs) and the Arizona Caregiver Coalition (ACC) continue to use the State’s client database, Division of Aging and Adult Reporting System or DAARS, to record demographics and service use. The Grantee and the ACC continued to develop outreach to underserved populations in Arizona by including Spanish language materials; increasing public visibility by participating in community events and presentations; and continuing to share the toll-free number to access caregiver respite and resources. The ACC continued to provide a monthly report to capture incoming caregiver contacts for the Lifespan Respite Program.</p> | <p>The collaboration between DAAS and the ACC continues to help identify gaps in respite care services and in recognizing underserved populations in Arizona. One notable achievement is the grantee partnered with the state Division of Developmental Disabilities (DDD) to identify and serve families not eligible to receive respite services through other state and federally funded respite programs. The second notable achievement is the grantee offered respite vouchers throughout the State where respite care services or providers were not available through AAAs or other community-based organizations. The voucher program was especially utilized during the COVID-19 pandemic as an alternative to Adult Day Health Centers (ADHCs). The third notable achieve is the grantee and the ACC convened an Advisory Committee that included members or participants from the AAAs, DDD, several ADHCs, home care agencies, the Veterans Administration, and Adult Protective Services, to develop a collaborative foundation for the Arizona Respite Network.</p> |

| Key Objectives, Activities and Outcomes | Coalition, ADRC and Community Partners |
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| <p>Objective 1. Increase awareness, knowledge and visibility of the Day Center Respite Program.</p> <p>Notable Public Awareness and Outreach Activities</p> <ul style="list-style-type: none"> To expand information about respite care, respite services, and ADHCs, the ACC participated in outreach events and community health fairs and made presentations to a variety of organizations and community groups. Information about ADHCs was added to the ACC website, with a page on the website dedicated to participating ADHCs. | <p>State and Community Partners</p> <p>The State Unit on Aging, Arizona Department of Economic Security (ADES), Division of Aging and Adult Services (DAAS), is the Lifespan Respite Grantee. DAAS is the administrative and fiscal arm of the grant and advises on policy development, program innovation, and carries the fiscal responsibilities for all activities related to</p> |

- Newsletter articles and Facebook posts also promoted the benefits of caregiver respite and of ADHCs.
- Flyers for the day respite program were developed and used in mailings, with partner organizations, health fairs, and posted on the ACC website.
 - In 2019, a Spanish language version of the flyers was created and disseminated.

Objective 2: Expand coordination of services by continually expanding adult day health center partnerships.

Notable Partnerships, Expansion Activities, and Performance Outcomes

- Recognizing underserved populations in Arizona, the grantee partnered with the state Division of Developmental Disabilities to identify and serve families not eligible to receive respite services through other state and federally funded respite programs.
- During the COVID-19 pandemic, the ACC worked closely with the ADHCs that closed and offered the voucher program to impacted caregivers. When or if the ADHC reopened, some caregivers reverted to the ADHC respite.
- The ADES-DAAS contracted with the ACC to coordinate activities for the Lifespan Respite Grant, including outreach, intake and assessment of caregivers, authorization of services, and reporting.
 - During the initial phase of the Lifespan Respite Program funding, a total of 18 ADHCs participated and referrals for respite services were made to 16 of the 18 centers.

Objective 3: Increase access to respite for most vulnerable caregiver populations.

Notable Partnerships and Expansion Activities

- A respite voucher program was added in 2020 to increase respite care options for caregivers living in geographically rural areas that did not offer ADHC sites.
- The respite voucher program was made available to caregivers impacted by the COVID-19 pandemic as ADHCs closed.
- A voucher program was offered by the Area Agency on Aging, Region One, Inc. as the “Friends and Neighbors” program, allowing families to select their own respite providers and receive reimbursement. Noting that no other AAA program in the state offered a reimbursement or respite voucher program, the ACC recognized the success of the Friends and Neighbors Respite Program and the need to offer respite care options statewide.
- A second AAA, the Pima Council on Aging, added a respite voucher program to its services, modeled on the voucher programs offered by the Area Agency on Aging, Region One, Inc. and the Lifespan Respite program.
- The AAAs in Arizona and the ACC continue to work collaboratively to ensure caregivers are supported by each other. The AAAs send the ACC referrals if they are experiencing wait lists for case management or respite care services.

Objective 4: Disseminate program results.

Notable Performance Outcomes

- The DAARS database ensures that the AAAs and the ACC may cross-reference respite care services, input client demographics, complete assessments, authorize services, input enrollment for services, report utilization, and track expenditures
- Evaluation data were collected and disseminated to document grantee activities and demonstrate caregiver outcomes.

the grant. The Arizona Caregiver Coalition (ACC) funded through ADES, DAAS is the programmatic and public-facing arm of the Lifespan Respite Care Program; Area Agencies on Aging (AAAs) handled payments for the adult day centers as allocated from ADES, DAAS; the Foundation for Senior Living, a local non-profit funded the Caregiver Resource Line, Arizona’s statewide, toll-free resource line; and adult day health centers throughout the state served as key partners.

State Respite Coalition/Organization Role

The ACC administers the adult day center respite program, the voucher program, the Arizona Family Caregiver Reimbursement Program, and the Caregiver Resource Line; advocates for caregivers through community outreach; partners on caregiver-related projects; and assists with legislative advocacy on behalf of Arizona caregivers.

Aging and Disability Resource Center Role

ADRCs disseminated information about respite services, and referred families to receive respite services.

- During the grant period from September 2017 to June 2021, a total of 249 unique caregivers were served with ADHC services, with 34 caregivers receiving a second service.
- During the grant period from September 2018 to September 2020, 55 caregivers received respite vouchers.
- Hours of Adult Day Health Center services provided during the funding period totaled 18,985.
- Hours of respite provided through vouchers during the funding period totaled 51.
- The CAT was used to assess self-perceived stress levels experienced by caregivers pre- and post-respite services.
 - Survey results show that for both respite programs, nearly twice as many caregivers reported reduced stress levels after receiving respite services. Voucher clients also reported a reduction of high stress levels, although ADHC clients did not see a large reduction in perceived stress.
 - Caregivers reported a decrease in feelings of sadness, anxiety, or nervousness after having used respite.
 - Caregivers reported an increase in time available to them to engage in enjoyable activities, from 6% of caregivers prior to receiving respite, to 52% of caregivers after using respite.
 - Caregivers overwhelmingly reported that the respite service benefitted them and made their life easier.

Program Flexibilities and Supports Introduced in Response to COVID-19

- Arizona had added a voucher option in year 3 of the grant, 6 months prior to COVID-19 forced closures. Allowing family caregivers to choose friends, family members or neighbors as respite providers proved advantageous for families who increasingly were afraid to let outsiders into their homes.



For more information, contact ARCH at (703) 256-2084