

Lifespan Respite Care Program



Lifespan Respite Grantee Lead Agency: **North Dakota Department of Human Services**

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

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Primary Goal: **Improve the well-being of families by coordinating existing respite systems, providing education, and training opportunities, and expanding respite services.**

Key Performance Measures	Notable Achievements
<p>North Dakota used process, product, outcome, and cost measures including: enumeration and documentation of an array of training and outreach activities; measures of learning that occurred as a result of participation in training and outreach activities; increases in the use of respite vouchers; costs of activities accomplished to meet stated objectives; and in-kind cost savings realized through partner participation in the statewide voucher respite program.</p>	<p>The grantee produced an educational video that defines respite and discusses the importance of caregivers taking a short break. The video is available for individuals to watch on their own, or for professionals to use when they would like an additional tool to share with caregivers about the importance of getting a short break.</p> <p>In addition to the 2.5-minute video, 30-second television and radio public service announcements were developed. In cooperation with the North Dakota Broadcasters Association (NDBA), the public service announcements aired on television and radio over three months. Public service announcements aired 7,357 times.</p>

Key Objectives, Activities and Outcomes	Coalition, ADRC and Community Partners
<p>Objective 1. Increase awareness of existing respite services and resources for caregivers.</p> <p>Notable Performance Outcomes and Awareness Activities</p> <ul style="list-style-type: none"> • Education and training for caregivers were enhanced through the development of the contracts with NDSU Extension, Family Voices, and NRCNAA. <ul style="list-style-type: none"> ▪ Nearly 400 individuals participated in the classes offered through these contracts. • Aging Services Division contracted with Family Voices to provide financial support for eight Caregiver Cafés for children with special needs. The events included information on the importance of respite and were offered across North Dakota. <ul style="list-style-type: none"> ▪ Prior to attending Caregiver Cafés, 35.29% of participants indicated that they needed “lots of information” or “could benefit from development” in order to feel comfortable sharing information. Following the Caregiver Cafes, 88.89% of participants stated that they “agree” or “strongly agree” they will comfortably share information on caregiving resources. • Respite as a shared topic increased during the funding period through meetings, conferences, and trainings across North Dakota including: State Plan on Aging Public Hearings; AARP statewide Lunch & Learn and Coffee & Conversation events; the North 	<p>State and Community Partners</p> <p>Key partners included the North Dakota State Respite Coalition and AARP-North Dakota.</p> <p>State Respite Coalition/Organization Role</p> <p>North Dakota formed a Respite Coalition that met quarterly, both virtually and in-person. Membership grew throughout the grant period and included representatives from all areas in the state. The Coalition, including broad representation from stakeholders, worked to promote awareness of available services, and provided regular input for administration, collaboration, and coordination of grant activities.</p>

Dakota Symposium on Aging; college and university training including Tribal colleges; ND Senior Service Provider Association; Title VI Cluster Training event; ND Committee on Aging; ND Partnership program; North Dakota Veterans of Foreign Wars and Auxiliary conference; social workers, discharge planners, and nurses from various hospitals; Home and Community Based Services annual case management training; town hall event entitled *Caregivers Need for Respite Care*; Cass/Clay Senior Coalition; and Alzheimer's Association support groups.

- In cooperation with the North Dakota Broadcasters Association, public service announcements were aired on television and radio over three months.
 - PSAs aired 7,357 times with a dollar value of \$117,567.
- Family Voices continually promoted respite in their weekly e-news and their hard-copy newsletter, and included a presentation on Lifespan Respite Care during an Extended Learning Call.

Objective 2: Streamline access to respite services through expanded use of the Aging and Disability Resource – LINK (ADRL).

Notable Access and Expansion Activities

- A specific “caregiver link” was added to the ADRL website to enhance caregivers’ and professionals’ access to caregiving information and resources across the lifespan.
- The number of calls and visits to the ADRL increased dramatically during the funding period.
- To assist in identifying existing respite resources, an on-line form was developed, making it easier to add respite information to the ADRL website, and assuring compliance through inclusion/exclusion guidelines.

Objective 3: Explore opportunities, and provide education and training on caregiving and respite care for all ages, particularly in rural and underserved areas.

Notable Performance Outcomes and Partnership Activities

- The first-ever North Dakota Lifespan Respite Summit was held, bringing together 88 people from 19 communities.
- Of those attending the Respite Summit, 97.96% reported their knowledge of respite was high or very high after attending the Summit.
- Eight Regional Caregiver Forums were held in rural communities across the state to share general information on caregiving, detailed information on respite, existing respite resources, and Lifespan Respite vouchers.
 - Group discussions on existing respite and supports for caregivers in their local communities were included, and more than 150 individuals from 42 different communities attended.
 - The Forums were covered extensively by local newspapers, and immediately following, a Qualified Service Provider Roundtable event was held in partnership with North Dakota’s Workforce Development Staff to provide attendees with information on being a respite provider.
- A contract with North Dakota State University Extension was in place each year of the grant to offer Powerful Tools for Caregivers classes to caregivers across the Lifespan.
 - Powerful Tools for Caregivers training became available virtually due to COVID-19 allowing rural caregivers to participate more easily. Information regarding the classes is continually disseminated throughout the state by a variety of entities, including NDSU Extension staff, Aging Services Division Staff, additional ND Department of Human Services staff, and members of the ND Respite Coalition.

Aging and Disability Resource Center Role

The North Dakota State Unit on Aging houses the Aging and Disability Resource Link (ADRL). The ADRL worked to include a wide array of services and agencies in their online database with the goal of having information on services and agencies across the lifespan and for all populations. The ADRL is also updating their site to be more user- and mobile-friendly and focused on ADA compliance and ease of navigation.

- Aging Services Division contracted with Family Voices to provide financial support for Caregiver Cafés for caregivers of children with special needs.
- Aging Service Division contracted with the National Resource Center on Native American Aging (NRCNAA) at the University of North Dakota to make the NRCNAA's Native Elder Caregiver Curriculum (NECC) web-based.
- The NEC's curriculum provides culturally sensitive education for Native Elder family caregivers.

Objective 4: Develop a voucher program to provide respite services.

Notable Development Activities and Performance Outcomes

- The grantee developed Lifespan Respite Care Grant service forms that were fillable electronically, including signatures. The grantee worked with service partners to problem solve reasons behind a low rate of voucher requests, and worked to change an Emergency Respite focus, to Planned, Unplanned and Emergency Respite, and they more clearly defined the intent of the vouchers.
 - This change dramatically increased the number of applications received and the number of caregivers served.

Program Flexibilities and Supports Introduced in Response to COVID-19

- Through its contract with ND State University Extension, the grantee offered Powerful Tools for Caregivers virtually.
- Changes were made to the Lifespan Respite Care Grant Service Standards to provide additional support to unpaid caregivers during the pandemic, including:
 - Waiving the requirement that the provider cannot reside in the same household as the care recipient.
 - Allowing virtual respite to be utilized if the health and safety of the care recipient could be assured.
 - Making Lifespan respite vouchers available regardless of how much respite the caregiver was receiving from other public funding sources.



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