



Respite Voucher Learning Collaborative

April 21, 2022 | 1:30 – 3:00 PM EDT (12:30 PM CT, 11:30 AM MT, 10:30 PT)

Zoom Link:

<https://friendsnrc.zoom.us/j/87007391708?pwd=end6Njc0a1FETVN0czFhOVZwN1A5Zz09>

Breakout Room Discussion Guide

Instructions: Two 20 minute sessions with 3 breakout rooms in each session will be offered. Please select the first breakout group you would like to participate in from the three groups described below. The first session will last 20 minutes and then we will return to the main room. At that time, select a different group to join, or you may return to your original group. After the second session, we will return to the main room as a large group to share highlights and identify issues for future discussion.

Don't worry about getting through all the questions. Multiple questions are provided to help stimulate a free flow of ideas while staying on topic. Each session will have a facilitator who will take notes and/or record the session.

Group #1. Flexible and Responsive Voucher Programs. This discussion will focus on features of respite voucher programs that make them responsive to the needs of family caregivers while ensuring quality care.

Facilitator: Tracy Kahlo, Lifespan Respite Washington.

1. **Self-Direction.** Can families choose respite providers from among their family members, friends, personal social and community networks or must they select from a list of vetted agencies using trained providers?? What are the pros and cons of each? How do you adhere to state statutes and requirements for voucher programs (if you have any) and still be creative?
2. **Voucher Reimbursement.** Does your program reimburse family caregivers or respite providers or both depending on the situation? What are the pros and cons of each?
3. **Flexibility.** What do you require or permit to ensure the greatest amount of flexibility (e.g., in choice or providers, in reimbursing families, in respite settings, in eligibility) in your voucher program? Did you sacrifice anything to ensure flexibility?

Group #2. Voucher Program Outreach to Special Populations. Many of the Lifespan Respite voucher programs target hard-to-reach or unserved populations. This session will explore outreach strategies or approaches used to ensure that these populations are served.

Facilitator: Nadine Walter/Aietah Stephens, OK Lifespan Respite

1. **Targeting for Services.** How do you decide which populations of caregivers and care recipients to serve?
2. **Outreach for Special Groups.** What outreach strategies do you use to find and serve these targeted groups? Describe the specific strategies you use for reaching grandparents and other relatives raising grandchildren, for adoptive families, or for culturally or ethnically diverse groups.
3. **Outreach Strategies Generally.** How do these strategies differ from what you might use for the broader population in terms of messaging, selecting who delivers the message, and where and when you engage in outreach (e.g., on social media, radio, TV, community meetings, conferences, support groups, city or tribal councils)?

Group #3. Helping Family Caregivers Navigate and Access Respite Options. This session is intended to learn about how and to what extent respite voucher programs utilize staff to work one-on-one with family caregivers to help them understand the voucher program, and to find and use respite providers or programs that will be most responsive to their needs. We also know from research that if family caregivers plan how they will use their respite time, that respite care may be more beneficial and the outcomes more long-lasting.

Facilitator: Jill Kagan, ARCH

1. **Family Caregiver Education and Engagement.** Is it important to provide family caregivers with personal assistance in using the voucher, in identifying providers or respite programs, helping to match them to a known provider, or planning their respite time? Are there special techniques or tools you use to do this?
2. **Time and Costs.** Do you budget for staff time to provide this level of assistance to family caregivers seeking respite? How much? How much time do your staff spend with family caregivers to help them understand and navigate the process and find providers (e.g., 15 minutes, 1 hour, 4 hours)? Help them plan their respite time?
3. **Staff Training.** Do you train staff in how to offer this personal guidance to family caregivers to help them find and use respite?