

Lifespan Respite Care Program



Lifespan Respite Grantee Lead Agency: **New York State Office for the Aging (NYSOFA)**

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

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Primary Goal: **The overriding goal is to build upon prior and current Lifespan Respite Initiatives by engaging stakeholders to increase and expand access to respite services statewide, and enhance partnerships for education, outreach, and service provision to advance the development of the Lifespan Respite care system in New York State.**

Key Performance Measures	Notable Achievements
<p>During the grant period, an independent project evaluator incorporated five outcomes identified by the grantee into a logic model, and articulated complementary processes to structure and guide program evaluation and a subsequent report. New York State was particularly interested in identifying indicators to show the extent to which the respite program was successful in providing additional respite services through volunteers trained in the Respite Education and Support Tools (REST) model (described in Objective 2). In addition, New York measured increases in the number of REST Master Trainers statewide; increases in the number of REST Companion volunteers statewide; expansion of REST training in communities with limited English proficiency; satisfaction with training among volunteers participating in REST training; increased knowledge and awareness measured by survey following Caregiver Simulation training. Evaluation also included documentation of the establishment of NYS Lifespan Respite Resource Center; and production, process documentation, and dissemination of a final evaluation report and a Statewide Action Plan for Lifespan Respite Care for sustainability.</p>	<p>In 2019, the National Lifespan Respite Conference was hosted by ARCH and the New York State Caregiving and Respite Coalition (NYSCRC), and co-sponsored by NYSOFA. The Conference brought together more than 300 participants from public, non-profit, and private service providers across the country, as well as New York State local caregiver coordinators, respite providers, NY Connects staff, Expanded In-home Services for the Elderly Program case managers, and others involved in caregiving and respite across disciplines.</p> <p>In 2018, New York State passed legislation requiring NYSOFA and the NYS Department of Labor (DOL) to develop a Caregiver Guide for Businesses to help support working caregivers across the state. A state-level workgroup was formed including NYSOFA, DOL, the NYS Worker’s Compensation Board (WCB), and the Department of Health (DOH) to develop <i>The Caregiver Guide for Businesses</i>. The guide, which was reviewed by key stakeholders, supports New York State’s business community and employed caregivers by providing relevant information on ways to best support working caregivers, including links to programs, supportive services, workplace data, and information about New York State Paid Family Leave.</p>

Key Objectives, Activities and Outcomes	Coalition, ADRC and Community Partners
<p>Objective 1. Increase number of respite volunteers through additional training and recruitment activities.</p> <p>Notable Performance Outcomes</p> <ul style="list-style-type: none"> To address gaps in the existing respite service delivery system, NYSCRC implemented the REST model for training respite volunteers, and implemented an online reporting portal to improve overall reporting, allowing the Core Team to closely monitor and report successes. 	<p>State and Community Partners</p> <p>The New State Office for the Aging (NYSOFA), NY Connects [New York State’s Aging and Disability Resource Center (ADRC) and No Wrong Door (NWD)], Monroe County Office for the Aging (MCOFA), Lifespan of Greater Rochester, Inc. (Lifespan) and the New York</p>

- NYSCRC added three master trainers, bringing the total to five master trainers in New York State.
- These master trainers trained an additional 89 trainers during the grant period, resulting in more Companion volunteers recruited, trained, and delivering respite.
- New York State steadily increased its REST Companion volunteer pool by 32%.
 - The number of Companion volunteers increased from 58 at the start of the grant in 2017 to 280 Companion volunteers in 2021, exceeding the targeted 30% increase in trained Companions.
- Trained volunteers provided 16,144 hours of volunteer respite care during the grant project period.
 - In a large and populous state, New York has achieved 92% coverage, excepting only five of 62 counties.
 - When using an hourly rate of \$25 for respite care in New York State, volunteer respite provision equated to a cost savings of approximately \$403,601.
- New York offered a Lifespan Respite Mini-Grant Program that funded eight state, local, and/or regional agencies serving caregivers of individuals across all age and disability spectrums. Applicants were required to use the REST model to develop or expand innovative local or regional community respite programs or services.
 - Mini-Grant respite programs served 569 caregivers who received 8,870 hours of respite services.

Objective 2: Expand available respite services statewide through formalizing a caregiver-directed respite model.

Notable Performance Outcomes

- To further address the shortage of available respite services, NYSOFA continued its efforts to formalize a caregiver-directed respite model under the National Family Caregiver Support Program (NFCSP, Title III-E).
 - In 2018, NYSOFA issued a Program Instruction to the local Area Agencies on Aging (AAAs) advising that they may offer caregiver-directed in-home respite services funded under NFCSP when providing respite services to benefit the caregiver.
 - Over the grant period, 19 AAAs were approved to offer caregiver-directed respite under the NFCSP.

Objective 3: Expand access to caregiver services through improved respite listings in the NY Connects Resource Directory across age and disability types.

Notable Performance Outcomes

- NYSOFA invests significant resources to develop and maintain the Statewide NY Connects Resource Directory, a statewide web-based platform at nyconnects.ny.gov aimed at improving public access to LTSS for individuals across all age and disability spectrums.
 - More than 21,000 providers and 75,000 programs listed in the Resource Directory offer provider information on a wide range of programs, services, and supports – including respite services – for individuals in need of LTSS and their caregivers.
- Resources listed in the Directory are kept up-to-date by local NY Connects NWD staff, and through monthly data feeds containing LTSS providers and programs from NYS Department of Health (DOH), NYS Office for People with Developmental Disabilities (OPWDD), NYS

State Caregiving and Respite Coalition (NYSCRC) have been working in partnership as the Lifespan Core Team since 2010, and continue to work with key stakeholders to build a statewide Lifespan Respite Program that is fully integrated into New York State's LTSS system and is sustainable beyond the period of federal grant funding.

State Respite Coalition/Organization Role

NYSCRC has been working in partnership as part of the Lifespan Respite Core Team (The Core Team) since 2010 and continued to do so throughout the grant initiative. The Core Team also works with key stakeholders to build a statewide Lifespan Respite Program that is fully integrated into New York State's LTSS system and is sustainable beyond the period of federal grant funding. In addition to sponsoring the National Lifespan Respite Conference in 2019, the NYSCRC sponsors annual statewide lifespan respite conferences. In 2020, NYSCRC presented a webinar series, providing an alternative learning and networking opportunity as a result of the pandemic.

Aging and Disability Resource Center Role

NY Connects [New York State's Aging and Disability Resource Center (ADRC) and No Wrong Door (NWD)] is a key member of the Core Team and helps individuals across the age and disability spectrums access supports at the community level. The goal of NY Connects is to improve access to long term services and supports, including respite care.

Office of Mental Health (OMH), and NYS Office of Alcoholism and Substance Abuse Services (OASAS), and food pantries across the state.

Objective 4: Implement and continue to update the Statewide Action Plan for Lifespan Respite sustainability.

Notable Partnerships, Planning Activities, and Performance Outcomes

- Two Lifespan Respite Sustainability Retreats were held in collaboration with NYSCRC, Lifespan of Greater Rochester, Inc., NYSOFA, and MCOFA and led by Dr. Thomas Caprio using a facilitated discussion with attendees serving as the core Sustainability Planning Workgroup.
 - The retreat objectives were: (1) examine the effort in coalition building through NYSCRC, including opportunities for membership expansion and enhanced engagement; (2) review sustainability self- assessment core elements and score the progress indicated in the self-assessment toolkit; (3) discuss performance measures to evaluate progress in planning and implementation;(4) develop action steps toward a statewide Sustainability Plan; and (5) identify potential challenges to sustainability.
 - Two products were produced from the retreats including the *Lifespan Respite Sustainability Logic Model* and the *Financing Strategies Logic Model*.

Program Flexibilities and Supports Introduced in Response to COVID-19

- All five (5) mini-grantees provided alternative respite care options to people receiving care, including virtual activities to provide respite to family caregivers.
- In place of its annual caregiver conference, NYSCRC presented six (6) webinar trainings on caregiving and respite for professionals, offering participants Continuing Education Unit (CEU) credits, as well as a webinar series focusing on “Diverse Elders.”



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