



Center on Children, Families and the Law

# SFY 2017 Sustainability Plan

Nebraska Lifespan Respite

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## Nebraska Lifespan Respite Network

Nearly 44 million adults in the US are providing personal assistance for a family member with a disability or other care needs. That's more than one out of every six adults. More than 34 million care for frail elders and nearly 4 million help children with disabilities. About 6.5 million care for both. (NAC and AARP Public Policy Institute, 2015)

Many of us will be in the role of family caregiver for an older parent, a spouse, a child with a disability, grandchildren, or even possibly for a friend or neighbor. It is very important to provide support and respite options for caregivers so they can continue being successful in their caregiving roles.

Caring for a loved one is an activity that cuts across most demographic groups, but is especially prevalent among adults ages 30 to 64, a group traditionally still in the workforce. Eight in ten caregivers (79%) have access to the internet. Caregivers are highly engaged in the pursuit of health information, support, care and advice, both online and offline, and do many health-related activities at higher levels than non-caregivers.

59% of caregivers with internet access say that online resources have been helpful to their ability to provide care and support for the person in their care. 52% of caregivers with internet access say that online resources have been helpful to their ability to cope with the stress of being a caregiver. (Susannah Fox, Maeve Duggan, Kristen Purcell, 2013)

Respite care means the provision of short-term relief to primary caregivers from the demands of ongoing care for an individual with special needs. Families receiving occasional respite services are less likely to request admission of an individual to a nursing home, foster care, or other out-of-home care at public expense.

Respite services reduce family and caregiver stress, enhance family and caregiver coping ability, and strengthen family and caregiver ability to meet the challenging demands of caring for family members. Respite reduces the risk of abuse and neglect of children, senior citizens, and other vulnerable groups.

The Nebraska Lifespan Respite Services Program established 16 years ago is administered by the Department of Health and Human Services (DHHS). There are six regional service areas that serve Nebraskans to facilitate access to local respite services. The agencies that contract with DHHS to coordinate respite services acts as a single local source for respite service information and referral. Respite Coordinators are tasked with matching families and caregivers with providers, linking them with funding sources, identifying, coordinating and developing community resources for respite services, and assisting families and caregivers to identify respite care needs and resources. Other components of the Lifespan Respite Network (LRN) include recruiting, screening and training respite providers.

In 2010 The Center on Children, Families and the Law (CCFL), acquired responsibilities to provide technical support for the IRis (software) based computer system for the LRN. IRis is a

proprietary information and referral platform for human service providers as well as client information. Challenges remained in reaching new populations, supporting emergency or crisis respite needs and making the provider information more available and useful to consumers. By moving away from IRis which was dated, not web accessible and expensive to maintain, CCFL was tasked to create a need-based matching system to replace IRis. The system needed to be accessible 24/7, web-based, user friendly, and data driven.

CCFL launched the eLifespan Respite System (eLRS) for the Nebraska Lifespan Respite program in the fall of 2012. eLifespan Respite System was created and designed specifically for respite coordinators. The web-based system is centrally located and allows multiple concurrent users access to critical information in real-time.

Reports can be generated at any location. All a user would need is network or internet access to gain access to this secured database. No additional application files or programs are needed to gain access to the database.

The system matches the needs of the caregiver and care recipient with the skill set of the provider.

## **FEATURES**

- Easily capture detailed Provider related profile and services information
- Allow Respite Coordinators to keep a history of referrals they make to the Providers and the outcome.
- Flexible reporting capabilities.
- Ability to export defined data fields to other databases

One of the most useful functions within the eLifespan Respite System is the ability to quickly and easily tracks provider's background status. Alerts are generated to the respite coordinator for caregiver follow-up, background checks becoming due, and for anything in the system that "needs reviewed".

The Nebraska Resource and Referral System (NRRS) is the online public access to respite providers. Family caregivers can locate respite providers by an easy search, or can complete an assessment to be able to match the providers to what their needs are.

Collaborating as a team can be a real challenge. Getting everybody on the same page, assigning tasks, following up on pending items, and making sure everyone is always in the loop is never easy, and it is something that the Respite Network struggled with. The Respite Network Support Site was built to alleviate this struggle. Coordinator have a direct line to system issues and is a place to ask other coordinators about anything respite.

CCFL has been partners with DHHS-Respite Program since 2010 and remains committed to family caregivers in ensuring access to respite resources and provider recruitment.

Mission:

**To educate, advocate, and promote access to respite options for people who care for a loved one.**



## What Do You Want to Sustain?

### **ULTIMATE OUTCOMES**

*“Increasing access to and availability of high quality respite resources for all family caregivers and respite providers”*

- Nebraskans will have easy access to respite resources in their communities through the use of the Nebraska Resource and Referral System (NRRS) and Answers4Families website.
- Continue to strengthen the six Respite Networks through the use of the eLifespan Respite System and Support Site.
- Respite providers will have training opportunities available, both online and face-to-face
- Policy makers, professionals and the public will understand the needs, available resources and benefits of respite care through the use of respite data.

## How Will You Measure Your Progress?

### **INDICATORS of ULTIMATE OUTCOMES**

- Increase the NRRS/Answers4Families usage for respite information and locating providers. Both the Answers4Families and the NRRS/respite search websites will be redesigned to enable easier navigation, separate sections focused on the type of user.
- The eLR will be user friendly and will match providers to caregivers/care recipient’s needs and provide supporting documentation of each Region’s efforts as well as Quality Assurance.
- A calendar is available for respite providers to locate training. Providers will have online training opportunities developed in partnership with CCFL. Providers will be trained to deliver quality care.
- Improvement in comprehensive data using the Respite Data Dashboard with real-time data from the eLR and will have data from other programs with respite as a service.

***INTERIM OUTCOMES/CONDITIONS  
AND CAUSES***

- Public lack of awareness as to what respite is and how to utilize it.
- Lack of assistance in technology support for respite coordinators and their agencies.
- Lack of awareness and notification of available training for respite providers.
- Respite providers not aware of policy changes, application process and other respite initiatives.

***INDICATORS OF INTERIM OUTCOMES***

- Increase awareness of the NRRS/respite search and Self-Assessments to Nebraskans.
- Assist in developing online surveys and registrations, as well as provide promotional ideas and assistance with graphics. Based on feedback from respite coordinators, adjustments will be made to eLR and the Support Site.
- Online calendar(s) will be made are available to coordinators and state staff, as well as to the public. Coordinators and state staff will have the ability to add events directly to calendar.
- Dedicated section of the NRRS for respite providers to access respite policies, application(s) and other information deemed appropriate by DHHS and respite coordinators.

**STRATEGIES AND ACTIVITIES**

- Develop action plan to include (but not limited to) the following; social media, free community presentations and exhibits, email communications to community agencies (such as librarians, human service agencies, government representatives, public health departments, community action programs, and area agencies on aging).
- Develop content for use on social media to drive traffic to Answers4Families and NRRS/respitesearch. Collaborate with DHHS and Lifespan Respite Network to provide relevant social media communications with content and schedule approved by DHHS
- Survey respite coordinators to define their needs around technology, online surveys, registrations, content, graphic needs and other additional technology assistance CCFL can provide.
- Use Support Site as communication and a strategic planning hub between respite coordinators, partners and CCFL.
- In partnership with respite coordinators, a process will be developed to notify providers of available training.
- After finalization from DHSS and respite coordinators, CCFL will adapt Wisconsin’s online provider training curriculum.
- CCFL will meet with state programs that provide respite as a service and collect data to present in the Data Dashboard.

**PERFORMANCE MEASURES**

- Increase website visitors to Answers4Families and NRRS/respitesearch
- Increased usage of the Self-Assessments on the NRRS.
- Survey results and other feedback will be analyzed and reported quarterly. Some of our surveys have been removed to focus on UNMC survey...
- Provide assistance based on feedback from respite coordinators. Priorities are defined using labels within the Support Site.
- Providers will be aware of available training and the notification process will be in place.
- Online basic training for Nebraska respite providers will be available.
- Increase comprehensive data collected via Data Dashboard, providing a view of respite across programs in Nebraska.