

Five Respite Services Selected as Innovative and Exemplary in National Search

Washington, D.C., June 21, 2022 — The ARCH National Respite Network and Resource Center is pleased to announce that five respite services from across the country were recognized with the highest level of distinction -- *Innovative and Exemplary*. In addition, one service was recognized as *Innovative*, and two services were recognized as *Rising Stars*. Each respite service met a [stringent set of criteria](#) for selection in each category and all have outstanding programs that address the needs of family caregivers of children, adults and/or older adult family members. Having met the criteria, respite services selected as both Innovative and Exemplary received an honorarium for their achievements, and will be recognized at the [2022 National Lifespan Respite Conference](#) in September in Madison, Wisconsin.

The five Innovative and Exemplary Respite Services are:

- **The Center for Volunteer Caregiving, Cary, North Carolina**
- **HEARTS, Huntsville, Alabama**
- **Lutheran Social Service of Minnesota Caregiver Support & Respite Program, Moorhead, Minnesota**
- **ONEgeneration Adult Day Program, Van Nuys, California**
- **Parc Center for Disabilities, Caregiver Relief Services, St. Petersburg, Florida**

Respite is the most frequently requested support service among the nation's 53 million family caregivers, yet 86% do not receive respite services, despite the proven benefits to caregivers and care recipients. Respite for these families can help reduce caregiver stress, improve caregiver and family health and well-being, help avoid more costly out-of-home placements, and may even help to reduce the likelihood of abuse or neglect.

The pandemic intensified social isolation among family caregivers and their loved ones, further jeopardizing their well-being. Respite may have been and may continue to be the only link to services and supports for many families. During the pandemic, some of the respite services recognized by ARCH may have had to implement strict health and

safety protocols, curtail services, or offer alternative supports, but they continued to provide a critical lifeline to the caregivers they serve.

By recognizing high quality respite services across the country, ARCH hopes to encourage the study, expansion and replication of such services.

For more detailed information about each program and the selection process, see the attached and the ARCH [website](#).

ARCH extends sincere appreciation to the selection committee: Jed Johnson, MBA, MSW, Managing Director, Aging Services, CARF International; Melinda Perez-Porter, Director, The Relatives As Parents Program (RAPP), The Brookdale Foundation Group; Mike Wittke, Vice President, Research & Advocacy, National Alliance for Caregiving; Casandra Firman, MA, and Susan Janko Summers, PhD, ARCH Senior Consultants.

The ARCH National Respite Network and Resource Center (ARCH), national in scope, is a program of Families and Communities Rising in Durham, NC. ARCH assists and promotes the development of quality respite and crisis care programs; helps families locate respite and crisis care services in their communities; and serves as a strong voice for respite in all forums. The ARCH National Respite Network includes three initiatives: the [National Respite Locator](#) aids families in locating respite providers in their community; the [National Respite Coalition](#), which is the policy division of ARCH, advocates for preservation and promotion of respite in policy and programs at federal, state, and local levels; and the [Lifespan Respite Technical Assistance and Resource Center](#) provides respite training and technical assistance to [Lifespan Respite grantees](#), [State Respite Coalitions](#), ARCH's membership, and the general public.

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Visit archrespite.org or call (703) 256-2084 for more information.

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2022 Innovative and Exemplary Respite Services Selected by the ARCH National Respite Network and Resource Center

To read more about the selection criteria, visit the ARCH [website](#).

2022 Innovative and Exemplary Respite Services

The Center for Volunteer Caregiving *Cary, North Carolina*

The Center for Volunteer Caregiving has a 22-year history providing in-home respite to caregivers of adults with physical disabilities, dementia and memory conditions, chronic illness, and special medical needs. Services are available at no cost to families by more than 50 volunteers providing more than 2,000 hours of respite yearly. Person- and family-centered services begin with a thorough in-home, intake assessment and interview that guide a matching process. Personal and practical information are used to inform case management, anticipatory guidance, and referrals to additional services so that family services are both comprehensive and preventive. In addition to employing a matching process that is supportive of both families *and* volunteers, volunteers — ranging in age from 18 to 92 years — are made to “feel part of a community” through educational and social activities. Several volunteers have been with **The Center for Volunteer Caregiving** for 15 years. This program credits their stability and longevity in part to evaluation efforts that include the collection of qualitative and quantitative data according to an evaluation plan created with the assistance of the University of North Carolina School of Social Work, used to make day-to-day program decisions as well as to document outcomes and the merit of their work. [Website](#)

HEARTS *Huntsville, Alabama*

HEARTS (Health, Emergency, And Respite Treatment Service) provides home-based respite to caregivers of children birth to 19 years with intellectual, developmental, or physical disabilities, mental or behavioral health conditions, and chronic illness or special medical needs through a voucher service model. Beginning as a single respite service 28 years ago, HEARTS has been replicated statewide in Alabama by five United Cerebral Palsy affiliates, totaling six programs that serve families in all 67 counties in Alabama. Funded by the Alabama Department of Child Abuse and Neglect Prevention, and the Children’s Trust Fund, HEARTS’ approach is guided by protective factors

research and includes a thoughtful and intentional model of parent education and support. Caregivers are informed and supported in selecting and training respite providers, and are reimbursed for respite costs through flexible funding that may be increased based upon family need. Parents are also offered training and support in stress reduction, strengthening parenting knowledge and skills, pediatric CPR and first aid, and responding to emergency situations. In addition to parent-to-parent support, a Caregiver Wellness Initiative provides mental health counseling stipends and social work staff, and monthly support groups supplement respite breaks and caregiver education. Formal evaluation is conducted and a report produced by an outside evaluator, and data are regularly collected to allow program staff to make informed decisions to support families in real time. [Website](#)

Lutheran Social Service of Minnesota Caregiver Support & Respite Program
Moorhead, Minnesota

Lutheran Social Service of Minnesota Caregiver Support & Respite Program has been supporting caregivers for the past 30 years. The program provides respite care, resources to grow their caregiving skills, and the opportunity to connect with others through support groups and education. The program offers both in-person and virtual services which are especially relevant for families living in a rural area where services aren't always available.

Emergency Care Planning is the newest service and begins with an intake process, followed by the creation of a care team based on individual family needs, including bringing family members together across distances and time zones. Then, in partnership, the family and care team create an individualized plan and disseminate it to all stakeholders. Person- and family-centered services are also supported through a matching process based on the assessed needs and interests of both families and volunteers. Several volunteers have received 10- and 20-year service awards. This program regularly and consistently collects process and outcome data, including health measures. Data are collected at relatively short intervals so that the program can track and promptly respond to caregivers' and care recipients' changing needs and family circumstances, as well as document program outcomes and the merit of their work.

[Website](#)

ONEgeneration Adult Day Program *Van Nuys, California*

ONEgeneration Adult Day Program provides center-based respite services to caregivers of adults 18 years or older with intellectual or developmental disabilities, physical disabilities, aging-related conditions, dementia or memory-related conditions, mental or behavioral health conditions, chronic illnesses, and special medical needs. Beginning in 1978 as a volunteer-led senior center, during the subsequent four-plus decades, services have grown and evolved to meet the needs of adults and older adults throughout the aging spectrum, ultimately implementing an intergenerational shared site adult day and childcare program. Using a person- and family-centered service approach, participating caregivers work with a multidisciplinary team to develop an individualized care plan that includes goals addressing both medical and social needs in order to improve the quality of lives and health of both individuals and families. Interns from local universities with concentrations in occupational therapy, physical therapy, nursing, and social work are recruited and supported in providing clinical service and exposure to community-integrated care systems. Interns also participate in professional interdisciplinary teams as part of their training and service. In addition to a formal, outcome-based evaluation plan that measures stated goals and objectives — which are also embedded in program manuals for senior and early childhood services — **ONEgeneration** regularly collects program data for decision-making and course correction in real time. Ongoing research on the benefits of an intergenerational model to caregivers and care recipients is conducted in partnership with local universities.

[Website](#)

Parc Center for Disabilities, Caregiver Relief Services *St. Petersburg, Florida*

Parc Center for Disabilities, Caregiver Relief Services, in existence 12 years, serves children birth through 18 years with intellectual, developmental, or physical disabilities, mental health or behavioral conditions, chronic illness, special medical needs, and/or diagnosed trauma. Qualifying families at or below 300% of the poverty level receive 15 to 35 hours of in-home respite monthly, at no cost to them. The program's whole-family approach works to reduce caregiver stress and support family stability. Enrolled families are further supported by a formal crisis planning process that is comprehensive in scope and includes ongoing practical support to help families avert emergencies. The program's evaluation approach focuses on performance measurement in real time to address the changing needs of families experiencing difficult life circumstances. The program's evaluation method includes a proprietary evaluation tool; measures of caregiver stress; measures of wellbeing of the child receiving services and their siblings;

ongoing documentation of client communication, and written records for all home-visits. Data is reviewed twice monthly, or more often if necessary, so that adjustments and adaptations to services can be made as needed to support families, in real time. [Website](#)

2022 Innovative Respite Service

LUK, Inc. Hourly Respite Program *Fitchburg, Massachusetts*

LUK (Let us Know) Crisis Center Hourly Respite Program, established in 2004, provides respite services to caregivers of children birth to 18-years with emotional and/or behavioral disturbances in a center-based setting, through home-based respite, or out in the community, such as at YMCAs, parks, libraries, and farms to engage in accessible activities at no cost to families. Using a family systems approach to services, **LUK Respite** also provides crisis respite in a residential setting. Receiving referrals from the Departments of Mental Health, Developmental Services, and Children and Families, **LUK Respite** employs a broad definition for “caregivers,” and also works with foster caregivers and with children in difficult life circumstances to help stabilize caregiving situations and address children’s social-emotional, mental health, and behavioral needs. The program matches a trained respite worker to a family to ensure individualized services. Because the program works in an area that is culturally diverse, **LUK Respite** establishes strong connections with culturally diverse organizations, and hires multilingual staff members. Families and staff are matched in part based upon cultural background and language spoken. The program offers staff flexibility in taking extended work breaks to care for their own emotional and mental health needs when they arise. Data are recorded and tracked using *CareLogic*, a web-based electronic health record systems for behavioral health. In addition to tracking authorizations, consents and counseling services, **LUK Respite** works with each family to develop an individualized action plan to address identified family issues, guide parent coaching, and support caregivers in developing skills to engage with their children and cope with stress and parenting challenges. [Website](#)

2022 Rising Star Respite Services

Community Connections

Conway, Arkansas

Community Connections was established in 2007 when the owners of a pediatric therapy clinic observed that children with developmental disabilities tended to be excluded from the greater community, and that parents were in need of support. Available to caregivers of children birth to 18-years with disabilities, **Community Connections** offers three-hour respite sessions monthly, at no cost to families, in three locations — Bryant, Conway, and Little Rock, Arkansas — in order to reduce family travel. **Community Connections** strives to support caregiver’s mental health by providing a worry-free short break from caregiving and guidance in time use to enhance the benefits of respite. Children with disabilities and their siblings are provided time spent doing enjoyable activities in community settings. In addition to a program director and nurse at each site, volunteers are recruited from local colleges and universities, and local faith based and service organizations to provide services. Each volunteer is supported with 1:1 training and staff support after having completed on-line respite training. Some volunteers providing respite service are bilingual, and **Community Connections** offers both English-speaking and Spanish-speaking parent support and parent education groups. [Website](#)

Eagle Valley Children’s Home Respite

Carson City, Nevada

Eagle Valley Children’s Home Respite, established in 1985, began by serving four caregivers of children with disabilities, and through “word-of-mouth” in this rural area, has grown over the years to serve more than 50 families, with more than 30 families on a waitlist for services. Respite is provided in-home, and care recipients never age out of services. Siblings are also cared for to allow caregivers a short break from all caregiving responsibilities, and emergency respite requests are accommodated when needed. Respite is at minimum four hours weekly for each family, with additional hours provided when possible. More than 8,000 respite hours were provided to families last year. Staff members are trained to address the behavioral, physical adaptations and supports, as well as the technological needs of care recipients. Case notes are maintained and reviewed and inform changes when needed in care, and staff endeavor to tailor services to family needs based on family survey data. Some staff members have been with the organization as long as 26 years and have moved into leadership positions within the organization. [Website](#)