



## Munroe-Meyer Institute/Respite

2016-2017

### GOAL 1: Provider recruitment, retention and training

**1.1 By June 30, 2017 we will demonstrate that we have addressed the lack of appropriately trained and Network screened respite providers to address the needs of family members with severe behaviors, specific disabilities, chronic illnesses, geographically isolated, language and/or cultural barriers.**

#### **Strategy/Activity:**

1. Identify and convene a time-limited Work Group (hereafter referred to as WORK GROUP) to address challenges in meeting statutory requirements to match skilled providers with care recipients.
2. Encourage members of the WORK GROUP to offer trainings that can be opened up to our respite providers throughout the year.
3. Continue our efforts in identifying training opportunities in our area that address the above mentioned needs and notify providers of these training opportunities.

**Collaborative Involvement:** Invite the following groups to be part of the work group: Developmental Disabilities Council; Autism Center; PTI Nebraska; Munroe-Meyer Behavioral Health; Grandparent Resource Center; AARP; Eastern Nebraska Office on Aging (ENOA); Foster Care; DHHS; Foster Care, Juvenile & Criminal Justice Services, Medicaid providers and others as needed to meet goal.

**Outcome Measurement:** Identify and Invite; Convene the group for a planning meeting in August 2016; Hold meetings in September; October and November 2016.

**Evaluation Criteria:** Solid input from the committee members and have a written plan to address these issues. The identification of trainings and the opportunities for providers to attend the trainings offered.

**Completion Date:** To convene the group by August 15, 2016 and the time limited group complete meetings by December 31, 2016. Other strategies will take place throughout the year.

**1.2 By June 30, 2017 demonstrate collaboration with an institution of higher education to recruit, train and retain students as respite providers.**

**Strategy/Activity:**

1. Continue collaboration with MMI to recruit, retain and train providers.
2. Visit with representatives from Metropolitan Community College, Kaplan School of Nursing, Clarkson College, University of Nebraska at Lincoln and Methodist School of Nursing and others to solicit their help in identifying potential students to be respite providers.
3. Establish a presence in the student volunteer offices in the local colleges and universities .

**Collaborative Involvement:** MMI and UNMC staff to recruit. Investigate collaborative efforts with Metropolitan Community College, Bellevue University, Creighton University, Kaplan University, Clarkson College, the University of Nebraska at Omaha, University of Nebraska at Lincoln and Methodist School of Nursing.

**Outcome Measurement:** Recruit a minimum of 5 students to become respite providers with the Eastern Region.

**Evaluation Criteria:** A minimum of 5 individuals that have completed the entire application process and are entered into eLifespan as available providers for the Eastern Region.

**Completion Date:** June 30, 2017.

**1.3 Increase Network provider completion of cross-system available training opportunities.**

**Strategy/Activity:**

1. Work with the WORK GROUP and staff from MMI to identify a variety of training opportunities.
2. Notify all providers of relevant training opportunities in our region.

**Collaborative Involvement:** MMI and UNMC staff and the WORK GROUP along with others in the community that represent populations that might not already be identified within the WORK GROUP.

**Outcome Measurement:** Share information about identified training opportunities to current respite providers in our network via email, postal mail, phone calls and social media at whatever level we are able to do so.

**Evaluation Criteria:** A minimum of 5 individuals will go on for additional training that may be offered.

**Completion Date:** June 30, 2017.

**1.4 Demonstrate efforts to encourage licensed foster parents and active Medicaid providers to also provide respite care.**

**Strategy/Activity:**

1. Work with the WORK GROUP to identify contacts within the above referenced areas throughout the funding year.
2. Short article or recruitment information will be disseminated wherever possible to help get the word out to foster parents and Medicaid providers that we are seeking their involvement in the Eastern network.
3. Set up meetings with agencies working with foster care parents and Medicaid providers to see about visiting with the providers to solicit their interest in becoming respite care providers.

**Collaborative Involvement:** The WORK GROUP and representatives from the above mentioned organizations/businesses.

**Outcome Measurement:** Identify three individuals from these two groups to become respite providers for the Eastern region.

**Evaluation Criteria:** Three individuals completing the required application process to become members of our respite network.

**Completion Date:** June 30, 2017.

**1.5 Engage in regular activity with respite providers to encourage retention.**

**Strategy/Activity:**

1. Investigate the possibilities of creating a “newswire” that could be sent out monthly to our providers to keep them informed of any new developments, trainings, etc.
2. Send out a survey by August 1, 2016 asking what we might do to encourage provider retention. Solicit their recommendations.

**Collaborative Involvement:** The Public Relations department of Munroe-Meyer/UNMC to determine if we can do this type of monthly distribution to our providers. Also collaborate with providers to see what they need.

**Outcome Measurement:** Identification of activities to promote retention.

**Evaluation Criteria:** Decrease the number of providers that deactivate by 5% within the funding year.

**Completion Date:** June 30, 2017.

**1.6 Solicit input from Advisory Committee, Network & Lifespan Respite Subsidy providers, family caregivers and system partners on Nebraska’s Long Term Services and Supports (LTSS) Redesign for the topic of Network provider collaborations.**

**Strategy/Activity:**

1. Understand and provide input on the LTSS Redesign.
2. Attend stakeholder meetings that are in our area and see if there are any being offered statewide by phone or webinar.
3. As gaps are identified, invite speakers who can address the issue and formulate a plan to assist with any gaps respite can assist with in helping to keep individuals in their homes.

**Collaborative Involvement:** Advisory Committee members, WORK GROUP members, family caregivers, network providers, State Respite Coordinator and attendees of stakeholder meetings.

**Outcome Measurement:** By November 30, 2016 submit recommendations received from attending meetings and webinars.

**Evaluation Criteria:** Recommendations entered in Lifespan Respite by November 30, 2016.

**Completion Date:** November 30, 2016

**1.7 Increase the number of volunteer providers and local Network organizations contributing respite data to the Respite Data Dashboard**

**Strategy/Activity:**

1. Research organizations in the Eastern region that provide respite or offer alternatives by providing activities for individuals with disabilities that do not require the family caregiver to be present.
2. Enter all identified providers in the Respite Data Dashboard.

**Collaborative Involvement:** Solicit assistance to identify organizations not already identified from United Way, PTI-Nebraska, Ollie Webb Center, Inc. and Munroe-Meyer Institute.

**Outcome Measurement:** We will identify additional programs and services offered by organizations in our community by researching and by asking family caregivers of programs they have use.

**Evaluation Criteria:** At least 4 new providers will be identified and added to the Data Dashboard by June 30, 2017.

**Completion Date:** June 30, 2017

**1.8 Increase the number of REST trained providers.**

**Strategy/Activity:**

1. Hold two REST training sessions in 2016-2017. We plan to hold one in September/October 2016 and the other in April 2017. We plan to hold one of these sessions on the UNMC campus and the other at a location within our Eastern region.
2. Encourage participation in these sessions with individuals already in our provider network that have not already taken the training.
3. Advertise the trainings in UNMC media sources, New Horizons (The newsletter for the Eastern Nebraska Office on Aging), community calendars, in media offered by members of the WORK GROUP and any other sources of advertising that we can identify.

**Collaborative Involvement:** MMI/UNMC, the WORK GROUP, Eastern Nebraska Office on Aging and any other sources identified over the course of the year.

**Outcome Measurement:** Conduct two REST trainings with a minimum of 5 participants at each training session.

**Evaluation Criteria:** Successful completion of two REST training classes and 10 new providers that are REST trained and become network providers.

**Completion Date:** September/October 2016 and April 2017.

**1.9 Continue regular methods used to recruit and maintain new respite providers.**

**Strategy/Activity:**

1. News articles in New Horizons, O'Hana Kids, and other media forms identified.
2. Encourage current providers to recruit friends to become respite providers.
3. Handle all follow up calls to providers and keep up with data entry.

**Collaborative Involvement:** Work with faith-based groups, Eastern Nebraska Office on Aging, educational and medical institutions.

**Outcome Measurement:** Increase the number of respite providers by 10%.

**Evaluation Criteria:** Applicants completing all required steps to become respite providers.

**Completion Date:** June 30, 2017

**GOAL 2: Promote the exchange of information and coordination among state and local governments, community respite service programs, agencies servicing individuals unable to care for themselves, families and respite care advocates to encourage efficient provision of respite services and reduce duplication of effort.**

**2.1 Identify family caregivers who are grandparents providing the majority of care to children aged 17 or younger related to them by blood, marriage or adoption to inform of respite resources.**

**Strategy/Activity:**

1. Give a presentation about respite services, Lifespan Respite Subsidy and training opportunities to the Grandparent Resource Center, a program of the Eastern Nebraska Office on Aging, at their January, 2017 meeting. Their programs are already scheduled through 2016.
2. By July 31, 2016 design an informational flyer that can be distributed through public school systems, Planning Region teams, organizations working with grandparents raising their grandchildren, and to AARP and see that these groups receive both hard copy and electronic copy for distribution purposes.
3. Write up an article to be placed in New Horizons, newsletter provided by the Eastern Nebraska Office on Aging, further explaining respite and how it related to grandparents, extended family members that are providing caregiving services and others about respite.
4. Seek out opportunity to speak to grandparents in the grandparent program offered through the Nebraska Children’s Home Society.

**Collaborative Involvement:** Eastern Nebraska Office on Aging (ENOA), Munroe-Meyer Institute, members of the WORK GROUP, and agencies that work with grandparents raising their grandchildren.

**Outcome Measurement:** Track the number of persons that attend meetings where we give presentations, distribute a minimum of 100 hard copy fliers and notify at least 5 organizations that may deal with grandparents raising grandchildren.

**Evaluation Criteria:** Being contacted by at least 5 grandparents to learn more about accessing respite care and respite care funding in 2016-2017.

**Completion Date:** June 30, 2017.

## **2.2 Increase awareness of respite resources and how to access programs across systems by training local services coordination and public education staff**

### **Strategy/Activity:**

1. Set up a presentation at one of the State Service Coordinator meetings by November 30, 2016 to explain respite services and respite care funding opportunities.
2. Quarterly send out information to as many public education staff as we can identify, through involvement with Planning Region Teams and members of the WORK GROUP.
3. Work with the Department of Special Education at UNO to see if we can give a presentation to at least one class that has junior or senior level students attending during the Fall of 2016 and again in the Spring session beginning in January 2017.

**Collaborative Involvement:** MMI/UNMC, the WORK GROUP, State Service Coordination, and the public education system.

**Outcome Measurement:** The ability to give at least 3 presentations to increase awareness of respite resources.

**Evaluation Criteria:** Successful scheduling of at least 3 presentations.

**Completion Date:** June 30, 2017

## **2.3 Convene meetings and conduct trainings with county juvenile court and juvenile probation staff, DHHS Protection & Safety Workers responsible for supervision of children and youth impacted by "No Fault Filing" by families, state wards living at home with CPS supervision, self-injurious children and youth, state ward permanency planning, and families involved in reunification efforts**

### **Strategy/Activity:**

1. Respite Coordinator will contact the Juvenile Justice system and seek out assistance on who would be the best representative to discuss respite issues. She will also see if this individual would be able to serve on the WORK GROUP.
2. Respite Coordinator will discuss how she might collaborate with the "Through the Eyes of a Child" meetings handled through the local Early Development Network office.
3. Once we feel that the Eastern region has enough adequately trained providers able to work with individuals in this area, the Respite Coordinator will seek out meetings and trainings with county juvenile court and juvenile probation staff and others.

**Collaborative Involvement:** State Respite Coordinator, Douglas and Sarpy juvenile court and juvenile probation staff and others identified by the WORK GROUP.

**Outcome Measurement:** The ability to network with the above mentioned groups and have a sufficient number of adequately trained providers.

**Evaluation Criteria:** An increase in the number of providers able to provide care to this population. Presentations and trainings to the above mentioned groups on respite care services.

**Completion Date:** June 30, 2017.

#### **2.4 Use public and university or college libraries to support family caregiver issues and disseminate information**

**Strategy/Activity:**

1. By July 31, 2016 design a promotional flier that could be placed in public, university and college libraries.
2. Once identified, add representatives from public, university and college libraries to our email distribution list and send out quarterly information about respite care, caregiving, and/or respite funding or other resources.

**Collaborative Involvement:** Public, university and college libraries and the Public Information office of MMI/UNMC.

**Outcome Measurement:** Distribution of promotional flyer and quarterly email distribution on other pertinent information.

**Evaluation Criteria:** An increase in the number of calls received from family caregivers that indicate they saw the information at one of these locations.

**Completion Date:** July 31, 2016 the flyer, quarterly distribution of information throughout 2016-2017.



**2.5 Implement the local Network Marketing and Communications plan that informs lifespan family caregivers, system partners and employee caregivers about respite resources**

**Strategy/Activity:**

1. Refer to and continue to revise what was proposed in our FY2016-21017 Marketing Plan.
2. Solicit ideas from stakeholders in our network, members of both the Advisory Committee and the WORK GROUP on other ways to market to family caregivers.
3. Distribute information through identified means quarterly throughout FY 2016-2017.

**Collaborative Involvement:** MMI/UNMC, the WORK GROUP, Eastern Nebraska Office on Aging, the Advisory Committee and any other sources identified over the course of the year.

**Outcome Measurement:** More family caregivers will be reached and will learn more about what respite care is, who family caregivers are and how to access respite services and the Lifespan Respite Subsidy.

**Evaluation Criteria:** Completion of a solid marketing and communication plan. See an increase in the number of family caregivers seeking information about respite services and applying for the Lifespan Respite Subsidy.

**Completion Date:** June 30, 2017

**2.6 Encourage active local advisory committee participation with the statewide NE Caregiver Coalition for improved representation of local Network issues, communication and advocacy.**

**Strategy/Activity:**

1. The Eastern Region has a representative involved with the NE Caregiver Coalition and that individual brings information to the Advisory Committee.
2. Information about the NE Caregiver Coalition is provided to all individuals attending REST Training and is also distributed when we have tables at community resource events.
3. The Faces of Caregiving dvd done by the NE Caregiver Coalition has been uploaded to the Munroe-Meyer/UNMC website and we now show it at REST training.

**Collaborative Involvement:** MMI/UNMC, the WORK GROUP, attendees of REST trainings and members of the Advisory Committee

**Outcome Measurement:** More individuals will seek out the NE Caregiver Coalition and will participate in their efforts to spread the word about respite, family caregivers and to participate in any of their solicitation for feedback from the community on the needs of family caregivers.

**Evaluation Criteria:** Hard to actually determine on this. Possibly get feedback from the NE Caregiver Coalition on an increase in the number of individuals asking to participate with them.

**Completion Date:** June 30, 2017

**GOAL 3: Employer Engagement activities are expected to increase awareness of employee caregiver issues and provide respite resources to employers.**

### **3.1 Target employers with wellness programs to improve access to quality respite resources**

#### **Strategy/Activity:**

1. By July 31, 2016 a planning meeting will be held with representatives from Wellcom (initial discussion has already taken place) to determine how we can work together to get the word out about respite services to companies in Douglas and Sarpy counties.
2. Attend Coffee and Contact meetings that are scheduled every other month and are sponsored by Wellcom. These meetings provide a wonderful opportunity to network with a smaller group of business representatives that have wellness programs.
3. Work with Kim Falk at Munroe-Meyer to collaborate on efforts she is making with employer engagement at UNMC.

**Collaborative Involvement:** MMI/UNMC and staff of Wellcom.

**Outcome Measurement:** Ability to reach more employers in Douglas and Sarpy counties.

**Evaluation Criteria:** See an increase in the number of family caregivers calling in for respite information and services resulting from learning about this information from their employer.

**Completion Date:** By July 31, 2016 have first meeting scheduled with Wellcom to see about collaboration. Remaining objectives throughout FY 2016-2017.

### **3.2 Bring family caregiving issues and solutions to new businesses or corporations**

#### **Strategy/Activity:**

1. Through efforts listed above with Wellcom, come up with ways to bring family issues and solutions to businesses.
2. Work with Kim Falk at Munroe-Meyer to collaborate on efforts she is making with employer engagement at UNMC.
3. Send caregiver information out again to those businesses the Eastern region covered in FY 2015-2016.

**Collaborative Involvement:** MMI/UNMC and Wellcom.

**Outcome Measurement:** Distribution on caregiver issues and other pertinent information sent to employers in our region.

**Evaluation Criteria:** An increase in the number of calls received from family caregivers that indicate they learned about this information from their employer.

**Completion Date:** June 30, 2017

### **3.3 Incorporate at least two active business representatives on advisory committee**

#### **Strategy/Activity:**

1. Through efforts listed above with Wellcom, we will identify potential employer representatives to serve on our Advisory Committee.
2. Seek out at least one employer that represents a minority owned businesses or that employs a significant number of minorities to serve on the Advisory Committee.

**Collaborative Involvement:** Wellcom and the Chamber of Commerce

**Outcome Measurement:** Identification of two business representatives to serve on the Advisory Committee.

**Evaluation Criteria:** Active involvement of two business representatives on the Advisory Committee.

**Completion Date:** June 30, 2017

### **3.4 Engage a minimum of one business in a respite volunteer event or REST provider training**

#### **Strategy/Activity:**

1. Prepare an announcement about sponsoring a respite event to members of the PIA Network and MEN's network.
2. Through involvement with the PIA Network and the MEN's monthly networking opportunities, seek out one business that would be interested in collaborating on a respite event or to either offer REST training to their employees or encourage an employee to attend a REST training already offered by our office.

**Collaborative Involvement:** PIA Network and MEN's networking groups

**Outcome Measurement:** Identification of one business that would do a respite event or sponsor a REST training

**Evaluation Criteria:** One business participating.

**Completion Date:** June 30, 2017

<b>GOAL 4: Sustainability Funding</b>
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### **4.1 Identify and analyze unmet family caregiver access to existing respite funding sources by reason and source, as available**

#### **Strategy/Activity:**

1. Create a spreadsheet to track unmet caregiver access to existing funding for respite services as available.
2. Report the findings to other regional respite coordinators to discuss how they might be addressing the issues.
3. Seek feedback from family caregivers annually through a survey soliciting various types of information, with respite funding being one of the questions asked.

**Collaborative Involvement:** Lifespan Respite Subsidy staff, Enrichment Foundation staff, family caregivers

**Outcome Measurement:** Learn more about access to funding and any difficulties family caregivers are having at accessing these services.

**Evaluation Criteria:** Findings will be uploaded to eLifespan by June 30, 2017 showing the number of family caregivers identified with unmet funding needs providing reason and source when possible.

**Completion Date:** June 30, 2017 (4.1)

**4.2 Identify potential public or private sources of sustainable local Network funding for lifespan respite activities other than DHHS Tobacco Cash Settlement contracted funds.**

**Strategy/Activity:**

1. Work with Wayne Stuberger and other MMI staff to identify potential sources of funding for the local network.
2. Work with the WORK GROUP to identify potential collaborations and/or potential public or private sources of funding.
3. If possible, apply for funding through the Nebraska Council on Developmental Disabilities

**Collaborative Involvement:** MMI and the WORK GROUP.

**Outcome Measurement:** The ability to seek additional funding and what steps are needed to make applications.

**Evaluation Criteria:** Establish a plan with MMI to determine the types of funding we can/cannot seek and the process we must make to apply for funding.

**Completion Date:** June 30, 2017

**4.3 Combine or leverage funds or other resources such as administrative support, space, goods or services, volunteers, marketing, pro-bono professional or legal support from community member, employer support, organizational support for target activities, food for events, etc.**

**Strategy/Activity:**

1. Work with Wayne Stuberger and other MMI staff to identify how and where these funds or resources would be utilized.
2. Work with WORK GROUP to see about how to access other areas of support that will enhance the respite program.

**Collaborative Involvement:** MMI and the WORK GROUP.

**Outcome Measurement:** The ability to combine or leverage funds and or other resources with the community.

**Evaluation Criteria:** Establish a plan with MMI to determine the types funding that could be leveraged and the types of support services we are able solicit from outside of the Munroe-Meyer Institute and the University of Nebraska Medical Center.

**Completion Date:** June 30, 2017

**4.4 Apply independently or collaboratively for local, state or national grants(s), Senior Corps National & Community Program, AmeriCorps, Foster Grandparents, College Work Study or service learning experience, High School community service volunteer, or other sources of volunteer support for respite activities**

**Strategy/Activity:**

1. Work with Wayne Stuberger and other MMI staff to identify what we are able to recruit from.
2. Work with WORK GROUP to see about how to access other areas of support that will enhance the respite program.
3. Visit with a couple of churches that we have worked with over the past few years to see if they would be interested in offering a respite activity for members of their church and/or neighborhood.

**Collaborative Involvement:** MMI and the WORK GROUP St. Matthew Evangelical Lutheran Church and other churches we have worked with.

**Outcome Measurement:** The ability to apply for or work collaboratively with the above listed organizations.

**Evaluation Criteria:** Establish a plan with MMI to determine the types activities and grants that could be leveraged and the types of support services we are able to solicit from outside of the Munroe-Meyer Institute and the University of Nebraska Medical Center.

**Completion Date:** June 30, 2017

<b>GOAL 5: Manage the day-to-day operations of the Eastern Region of the Nebraska Lifespan Respite Network</b>
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**5.1 Provide follow up and data entry for caregivers, providers, Lifespan Respite Subsidy and the Nebraska Lifespan Respite Network.**

**Strategy/Activity:**

1. Take contact calls from family caregivers and others seeking information, enter data, share provider contact information and mail caregiver packets to family.

2. Handle all required follow up calls to family caregivers and enter data.
3. Respond to notices on eLifespan (ie. needs review, past due, etc.) and do all pertinent data entry.
4. Respond to requests from Lifespan Subsidy Program office to follow up with Lifespan Respite Subsidy recipients. (renewals, acceptance, non-usage, etc.) and perform all pertinent data entry.

**Collaborative Involvement:** Our office works closely with the Nebraska Lifespan Respite Network and Subsidy offices.

**Outcome Measurement:** Handle all requests for information and follow up in a timely manner.

**Evaluation Criteria:** Ability to maintain a current set up records.

**Completion Date:** June 30, 2017