

Lifespan Respite Care Program



Lifespan Respite Grantee Lead Agency: **Tennessee Commission on Aging and Disability (TCAD)**

Funding Period: September 1, 2020 – August 31, 2023

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Primary Goal: **Expand and maintain a statewide coordinated lifespan respite system that built on the previously established infrastructure, and to respond to the needs of caregivers determined by client assessment and community conversations during the previous grant cycle.**

Key Performance Measures	Notable Achievements
<p>Indicators used to measure performance included: intake and assessment data from the web application; percentage of caregiver satisfactions surveys, including data on caregiver stress reduction and repeated service use; unique website hits; and the number of calls to the Respite Helpline. Products produced included postcards to caregivers in all 95 Tennessee counties; a monthly newsletter for caregivers and other interested organizations; a caregiver satisfaction survey for Tennessee Respite Coalition (TRC) consumers; social media posts for the general public; and a flyer targeting parents of children on the autism spectrum.</p>	<p>During the height of the COVID-19 pandemic, the TRC made significant strides to ensure that family caregivers were provided respite in unique and groundbreaking ways. Assistance provided included care packages to 94 caregivers in order to increase access to technology and much needed personal protective equipment. Other pandemic work included mini grants to provide caregivers a “non-traditional” break; the development of a Caregiver Mentoring Program; online support and discussion group; and electronic care packages that included self-care activities.</p>

Key Objectives, Activities and Outcomes	Coalition, ADRC and Community Partners
<p>Objective 1. Merge the Tennessee Respite Coalition website and the TNRecharge website to create a centralized respite resource.</p> <p>Notable Products and Performance Outcomes</p> <ul style="list-style-type: none"> The TRC Website and TNRecharge websites merged to create a centralized respite resource in Tennessee. <p>Objective 2: Create a web application to make accessing TRC respite services easier for caregivers.</p> <p>Notable Products and Performance Outcomes</p> <ul style="list-style-type: none"> The TRC web application was developed. Approximately 50% of users utilized the app to upload their verification documents. <p>Objective 3: Digitize TRC intakes, service planning, assessment, and management processes.</p> <p>Notable Products and Performance Outcomes</p> <ul style="list-style-type: none"> The TRC intake process was digitized and 75% of intakes and assessments were accomplished digitally. 	<p>State and Community Partners/State Respite Coalition/Organization Role</p> <p>The long-standing partnership between the Tennessee Commission on Aging and Disability (TCAD) and the Tennessee Respite Coalition (TRC) formed the framework for collaborative work toward their shared goal of improving the quality of life for caregivers across Tennessee.</p> <p>Aging and Disability Resource Center Role</p> <p>The nine Area Agencies on Aging and Disability in Tennessee serve as the Aging and Disability Resource Centers (ADRC) within the state. Staff at each ADRC are trained to provide information and referral to the Tennessee Respite Coalition for caregivers in need of respite services.</p>

Objective 4. Increase the availability of respite vouchers for all caregivers across Tennessee.**Notable Products and Performance Outcomes**

- Respite vouchers were provided to 200 caregivers per year of the project, with a total of 600 vouchers used by caregivers.
 - Of caregivers using voucher respite services, 80% reported a reduction in stress and the desire to use respite vouchers again.
- Utilizing the services of InLab and Salesforce, a web app was created to allow caregivers the opportunity to enroll in the Respite Voucher program from their smartphone, tablet and computer. Prior to the web app, caregivers had to call TRC and schedule a time to complete an intake.
- TRC worked with Crenshaw Technologies to create a texting program to provide caregivers with pertinent information about their respite vouchers.
 - Caregivers now receive a monthly text notifying them of their remaining respite voucher balance and the date the funds must be spent by.
 - Caregivers also receive a text when their check is mailed after submitting their respite voucher so they know when they can anticipate receiving funds.

Objective 5. Increase access to the Respite Helpline.**Notable Products and Performance Outcomes**

- A postcard campaign was conducted which helped to increase the number of calls coming into the Respite Helpline.
 - Calls to the Statewide Respite Helpline increased by 200 calls annually from a baseline of 1,118 calls.
- Three hundred and thirty-nine events were held during the same time period with materials distributed.

Program Flexibilities and Supports Offered in Response to Ongoing COVID-19 Pandemic

- TRC provided care packages to 94 caregivers to increase access to technology and personal protective equipment, including spiral-bound copies of ARCH's *Providing and Receiving Respite Care Safely During the COVID-19 Pandemic*.
- TRC provided mini grants to provide caregivers a “non-traditional” break, the development of a Caregiver Mentoring Program, online support and discussion group, and electronic care packages that included self-care activities.



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