

Lifespan Respite Care Program



Lifespan Respite Grantee Lead Agency: **North Carolina Division of Aging**

Funding Period: September 1, 2020 through February 28, 2025

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Primary Goal: **Strengthen and sustain the systems and capacities that deliver respite care and related services to family caregivers of adults and children with special needs.**

Key Performance Measures	Notable Achievements
<p>Data were collected in four areas: (1) the number of trained respite providers and volunteers; (2) a survey of service accessibility gaps; (3) number of targeted outreach activities to underrepresented populations; and (4) products and process documentation showing strengthened collaboration and partnerships among community agencies and community organizations.</p>	<p>Funding through the State Program Enhancement grant enabled more than a thousand caregivers across the lifespan to access person-centered, consumer-directed respite services. Caregivers were able to choose how and where their respite services were provided and who provided them. Consumer satisfaction surveys were regularly distributed to assess the effectiveness and impact of the Lifespan Respite Voucher Program. Results indicate a high level of satisfaction, with 100% of respondents reporting that they were either extremely or very satisfied with the respite services they received.</p>

Key Objectives, Activities and Outcomes	Coalition, ADRC and Community Partners
<p>Objective 1. Enhance and expand the provision of direct respite services by trained respite providers and volunteers.</p> <p>Notable Partnerships, Products and Performance Outcomes</p> <ul style="list-style-type: none"> The grantee developed online respite training modules on topics including: assisting caregivers across the lifespan, planning and using respite effectively, and understanding respite options. Caregiver-directed respite vouchers were awarded to family caregivers of individuals across the lifespan through the Lifespan Respite Voucher Program, Project C.A.R.E., and the NC Chapter of the ALS Association. <ul style="list-style-type: none"> During FY 2021-22, High Country AAA awarded respite vouchers to 270 caregivers; Project C.A.R.E. awarded 104 vouchers to 77 caregivers; and the ALS Association NC Chapter awarded vouchers to 43 caregivers. During FY 2022-23, High Country AAA awarded respite vouchers to 271 caregivers; Project C.A.R.E. awarded 260 vouchers to 193 caregivers; and the ALS Association NC Chapter awarded vouchers to 32 caregivers. 	<p>State and Community Partners</p> <p>The Division of Aging worked continuously with the Lifespan Respite State Advisory Team, made up of key public and private partnerships, and with the Lifespan Respite project team at the Division of Aging to review the status of ongoing projects and guide the grant toward achieving goals and outcomes.</p> <p>State Respite Coalition/Organization Role</p> <p>The Lifespan Respite State Advisory Team served as a key partner in North Carolina's marketing and outreach efforts and respite voucher program.</p>

- During FY 23-24, High Country AAA awarded respite vouchers to 257 caregivers; the ALS Association NC Chapter awarded vouchers to 32 caregivers across the state; and Project C.A.R.E. awarded 357 vouchers to 236 caregivers of individuals with dementia.
- From July 2024 to February 2025, High Country AAA awarded respite vouchers to 122 caregivers of individuals throughout the lifespan.

Objective 2: Increase and strengthen collaborations and partnerships with stakeholders.

Notable Partnerships, Products and Performance Outcomes

- The NC Division of Aging contracted with the Center of Volunteer Caregiving to build the **NC Volunteer Respite Consortium** and create an initiative focused on expanding access to respite care through volunteer-driven support.
 - The consortium brought together a network of community organizations, aging and disability advocates, and state agencies to develop and promote volunteer-based respite services across the state.
 - Its goals included training volunteers, increasing public awareness of the benefits of respite care, and ensuring that caregivers—especially those in rural or underserved areas—have access to free or low-cost support.
- The grantee established the Trualta/NC Caregiver Portal to host the Lifespan Respite application process.
- To enhance respite care infrastructure and expanded support for North Carolina’s family caregivers:
 - A triage sheet outlining state caregiver programs was produced alongside a bilingual consumer satisfaction survey, and outreach flyers were updated in both English and Spanish.
 - Presentations were developed to train new partner agencies and inform advisory team members.

Objective 3: Identify service gaps and expand efforts to reach underserved populations across the lifespan.

Notable Partnerships, Products and Performance Outcomes

- The grantee developed an emergency respite survey to gather input from respite providers on how service delivery practices were adapted during the COVID-19 pandemic and to assess the processes used for making service referrals throughout this period.
 - The 2020 Emergency Respite Survey collected responses from eight of nine providers offering respite services. All respondents reported continuing services during the pandemic, implementing modifications such as health screenings, social distancing, increased sanitation, use of PPE, and virtual service delivery.
- Lifespan Respite project staff strengthened marketing efforts to caregivers and providers to reach caregivers across populations and across the lifespan.
 - Outreach and voucher materials were distributed to/through the AAA network, the Lifespan Respite State Advisory Team, the Family Caregiver Support Program, and potential referring agencies across the state serving caregivers of children and adults.

Aging and Disability Resource Center Role/No Wrong Door System Role

In North Carolina, ADRC functions are commonly delivered through:

- Options Counseling
- Care Management
- Aging & Disability Information & Assistance (I&A)
- Caregiver Navigators (in some regions)
- NC 211 (for initial information & referral)

- Targeted outreach efforts were conducted with local chapters of The Arc of North Carolina; local chapters of First in Families; local Family Support Network organizations; local Children’s Developmental Services Agencies (CDSAs); local county resource specialists of the Autism Society of North Carolina; local Management Entities/Managed Care Organizations (LME/MCOs) managing funding and services for people with intellectual/developmental disabilities, mental illness and substance abuse/addiction disorders; county departments of social services; and other local groups which offer respite and/or other services for children and adults with intellectual disabilities.



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