No Wrong Door and Lifespan Respite: Sharing a Vision for Connecting Individuals and their Family Caregivers to Services

HCBS Conference
Baltimore, MD
August 28, 2018
Overview

- Lifespan Respite Program and the No Wrong Door Initiative
- Shared Themes Across Programs
- Opportunities for Collaboration with ADRC/NWD
- Turning Vision into Reality – State Examples from New York and Nevada
- More State Examples
- Questions & Answers
Lifespan Respite Program:

Aug 28, 2018
Lifespan Respite: Federal Program History

37 States and DC
New State Program Development Grants (FY2009-FY2017)
3-year grants ($200,000)

Planned Outcomes
Basic infrastructure
Capacity Building

16 States
Expansion Grants (FY2011, FY2012, FY2016)
1 Year Supplemental; Amount varies

Planned Outcomes
Fill identified gaps in service
Address unmet respite needs of family caregivers
Service Delivery
Consumer Impacts

31 States
Integration & Sustainability Grants (FY 2012-2014)
1.5 to 3-year grants; Amount varies

Planned Outcomes
Further implement & bring to scale a statewide Lifespan Respite Program
System change reform efforts
Supports for community living
Focused outcomes on targeted populations
Bring to scale a fully integrated long-term services and supports (LTSS) system that is fully sustainable

12 States
Advancing State Grants (FY 17)
3-year grants; Amount varies

Planned Outcomes
Build on advancements made under previous grants
Develop and strengthen the components of a Lifespan Respite Care System
Reduce duplication in respite service delivery
Lifespan Respite States Awarded as of 2018

Lifespan Respite State Grantees

Expansion Grantees

Integration and Sustainability Grantees

Advancing States
## Looking Ahead

### Performance Measurement
- We are working on a Data Collection Tool to better utilize Semi-annual and Final Reports for Grantees
- Need to demonstrate program success and progress

### Program Sustainability
- Engage grassroots/community
- Embed grant activities into ongoing state efforts
- Grow and support State Respite Coalition to focus on sustainability
- Assess Resource Gaps
- Long-term strategic planning
- Supported through current TA efforts
Contact Information

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Shared Vision of ADRC/No Wrong Door & Lifespan Respite
Valuing the Invaluable: 2015 Update

(a) Purposes - Lifespan Respite Grantees
(1) To expand and enhance respite care services to family caregivers;
(2) To improve the state wide dissemination and coordination of respite care; and
(3) To provide, supplement or improve access and quality of respite care services to family caregivers, thereby reducing family caregiver strain.

(A) Required Uses of Funds - Lifespan Respite Grantees
(v) To assist caregivers in gaining access to such services
Opportunities for ADRC/NWD Collaboration
State Governance and Administration

Public Outreach and Coordination with Key Referral Sources

NWD System Functions

Person Centered Counseling

Streamlined Eligibility to Public LTSS Programs
Infrastructure Required for 24 Hour Flight
Importance of an Access System

70% of Americans who reach age 65 will need some form of long-term care for an average of three years.

 Similar to going on a 26,280 hour flight (requiring multiple transfers).
State & Local Infrastructure

NWD System Key Elements
I. Coordination with Key Referral Sources
   - Awareness & Outreach Campaign
   - State/Local Consumer Portals/Databases
   - Information, Referral & Assistance Training

II. Person Centered Counseling
   - 1-1 Counseling (OC, PCC, Care Transitions)
   - Application Assistance
   - PCC Training

III. Streamline Access to Public Programs
   - Eligibility & Enrollment Systems
   - Follow-Up

IV. Governance & Administration Structure
Common Ground

• https://youtu.be/y77y7XW8GtE
Medicaid Claiming Expansion

12 states currently claiming for NWD/ADRC activities
15 in the planning phase
The Goal: LTSS Integrated System

Statewide database of services for use for all entry points, regardless of payer

Easy to use data collection system

Multiple entry points, build on the same foundation

Measuring quality and improving performance

One common identifier for consumer
Making the Business Case for a Coordinated Access System to LTSS

- Community-based long-term services and supports (LTSS) are less costly for state Medicaid programs compared to institutional care (Irvin et al. 2017)
- Most people who need LTSS prefer to reside in the community (Barrett 2014)
- Early use of community-based LTSS was associated with less downstream use of long-term institutional care (Stewart and Irvin 2018)

Irvin, Carol, Alex Bohl, Kate Stewart, Susan R. Williams, Allison Steiner, Noelle Denny-Brown, Andrea Wysocki, Rebecca Coughlin, Jason Smoot, and Victoria

DOES EARLY USE OF COMMUNITY-BASED LONG-TERM SERVICES AND SUPPORTS LEAD TO LESS USE OF INSTITUTIONAL CARE? Kate Stewart and Carol V. Irvin (2018)
No Wrong Door and Lifespan Respite: The Shared Vision of Connecting Individuals and Families to Services and the Role of Supporting Family Caregivers

New York State Office for the Aging
Greg Olsen, Acting Director

August 28, 2018
TODAY’s AGENDA

History and Overview
- Lifespan Respite Partnership

Initiatives connecting New York’s NY Connects System and Lifespan Respite: Respite Service Access
- Lifespan Respite Think Group
- NY Connects Resource Directory: Respite Services Listings

Respite Service Access
- Making the Connection: NY Connects System and Respite
- NYS Caregiving and Respite Coalition (NYSCRC)
  - Volunteer Respite and REST training
  - Mini-grants
History and Overview
Lifespan Respite Partnership
NYS Lifespan Respite: 2010-present

Beginning in 2010…Lifespan Respite Grant from Administration for Community Living (ACL):

• Expand and enhance respite care services across the age and disability spectrum.

• Improve statewide dissemination and coordination of information about respite care.

• Provide, supplement, or improve access to and quality of respite care services.

Meet the aims of the Lifespan Respite Care Act (P.L. 109-442)
NYS Lifespan Respite: 2010-present

Lifespan Respite Grants from ACL – achieving goals and objectives through strong partnership

**Lifespan Respite Core Team** – the strength of partnership and important roles for each team member:
- NYS Office for the Aging
- Monroe County Office for the Aging
- NY Connects/NWD (NYS Aging and Disability Resource Center)
- Lifespan of Greater Rochester, Inc.
- New York State Caregiving and Respite Coalition (NYSCRC)
Memorandum of Agreement – snapshot of Lifespan Respite objectives

C. To achieve the goals of the Program, four objectives have been identified:

(1) Increase number of respite volunteers through additional training and recruitment activities;
(2) Expand available respite services statewide through formalizing a caregiver directed respite model;
(3) Expand access to caregiver services through improved respite listings in the NY Connects Resource Directory across all age and disability types; and
(4) Implement and continue to update the Statewide Action Plan for Lifespan Respite Care sustainability.

IV. AGREEMENT

The parties agree to work collaboratively, and recognize that each has specific responsibilities to be carried out in order to meet the objectives and to achieve the goals of the Program, with flexibility to adjust scope, tasks, and other partnerships that may be...(continued)
Initiatives connecting
NY Connects System and Lifespan Respite: Respite Service Access
The NY Connects System:

• Serves as the NWD “Hub”, connecting with partner agencies to better serve individuals across service systems with long term services and support (LTSS) needs.

• Provides consistent, comprehensive, and locally based information on long term services and supports (including respite).
Initiatives connecting NY Connects System and Lifespan Respite: Respite Service Access

- Respite Services – Lifespan Respite Think Group
- NY Connects Resource Directory – Respite Services Listings
Respite Services: Lifespan Respite Think Group

- Defining Respite
- Inventory of respite services in New York State across networks of care
Lifespan Respite Think Group

- People with Developmental Disabilities
- Mental Health
- Aging
- Children’s Cross-Systems Respite
- Health
- Veterans
- Hospice Respite
- Faith-based Respite services

Challenge: the meaning of ‘respite’ in different systems, for different populations.
Intersects between NY Connects/NWD and Lifespan Respite in NYS: Opportunities to collaborate

Initiatives connecting NY Connects System and Lifespan Respite: Respite Service Access

- Respite Services – Lifespan Respite Think Group
- NY Connects Resource Directory – Respite Services Listings
NY Connects Resource Directory

- Interagency effort - expand quantity and quality of listings
- Local NY Connects offices are responsible for inputting and maintaining provider information
- State Agency data feeds
- Website: https://www.nyconnects.ny.gov/
NY Connects Resource Directory - Respite

NY Connects
Tel: 1-800-342-9871 | Find Local Offices

Welcome
NY Connects is your trusted place to go for free, unbiased information about long term services and supports in New York State for people of all ages or with any type of disability.
LEARN MORE

- KNOW WHAT YOU NEED?
  Click here for a keyword search

- NEED HELP FINDING THE RIGHT SERVICES?
  Click here for a self-guided search

- WANT TO EXPLORE OPTIONS?
  Click here to browse by category
NY Connects Resource Directory - Respite
NY Connects Resource Directory - Respite
NY Connects Resource Directory - Respite

In Home Respite

Caring for an individual with disabilities requires an abundance of time and energy on the part of parents, siblings, or other caregivers who sometimes need a break. Our respite supports can provide the relief needed or help to cover vacations, illness, or an emergency. Respite is available for individuals with disabilities of any age.

Provider: Disabilities Services
Provider Address: 1 Park Place, Suite 200, Albany, Albany, NY, 12205
Telephone: (518)-783-1111
Service Access:

NY Connects System connecting caregivers with respite across the age and disability spectrum
Examples of NY Connects System Connecting Caregivers to Respite

- NY Connects Resource Directory
- NY Connects System Statewide
  - Long Term Care Councils
  - Coordinated Processes
Examples of NY Connects System Connecting Caregivers to Respite

• On-going joint training and support
  – NY Connects staff invited to Caregiver Forums - annual
  – Caregiver Coordinator calls - monthly
  – Attendance at New York Caregiving and Respite Coalition (NYSCRC) annual conference - annual

• Innovative Respite Strategies
  – Caregiver Discharge Planning packets
  – 48 Hour Plan – Emergency Respite
Lifespan Respite and the NYS Caregiving and Respite Coalition (NYSCRC)

Service Access:
Volunteer Respite – REST Training in New York
REST Trainers in New York

Key:
Counties in blue – REST trainers available
Lifespan Respite and the NYS Caregiving and Respite Coalition (NYSCRC)

Service Access:
Mini Grant Initiative – 2017
Resulted in 3,487 hours of respite for caregivers
Lifespan Respite in New York

Shared Vision:
- Connecting Individuals and Families to Services
- Supporting Family Caregivers with Respite
Lifespan Respite in NYS: Contact Information

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Thank you
Nevada Lifespan Respite and No Wrong Door

Cheyenne Pasquale, Planning Chief I
Aging and Disability Services Division (ADSD)
Planning, Advocacy and Community Services Unit (PAC)
Nevada – An Introduction

• 10 x larger than Maryland, but...
• 24.6 people per square mile
• 3 Largest Counties:
  • Las Vegas – 2.1 million
  • Reno – 446,903
  • Elko – 51,935
Nevada – An Introduction

• > 600,000 Medicaid Recipients (21% of population)
• Demographics
  • 65 and older: 14.6%
  • Disability: 8.5%
  • In Poverty: 15.2%
  • Veteran: 8%
Nevada Care Connection – No Wrong Door

• Established in 2005
• 4 ADRCs serving all 17 counties
• Services
  • Resource and Service Navigation
  • VD-HCBS
  • Care Transitions
  • Caregiver Support
• Moving towards an expanded network model
Lifespan Respite - 2009

• Our first grant!
• Focused on...
  • Training for Resource Centers
  • Website for Respite
  • Vouchers
• Results...
  • 60% increase in referrals to respite
  • Respite page within NWD portal
  • I & R for Respite module
Lifespan Respite – 2012 and 2014

• 2012 grant focused on...
  • Expanding website content
  • Vouchers
  • Strategic Plan

• 2014 grant provided...
  • Training for respite providers
  • Pilot BRI Care Consultations
  • Outreach Campaign
Lifespan Respite - 2017

• Current Project
• Focused on...
  • Systemic changes
  • Strengthening coalition
  • Self-Directed voucher
Summary

- Infrastructure
- Training

2009

- Information
- Planning

2012

- Integration

2014

- Systemic Changes

2017

Helping People. It’s who we are and what we do.
Cheyenne Pasquale

cpasquale@adsg.nv.gov
Lifespan Respite ... a system of services

Lifespan Respite Definition:

- Coordinated **SYSTEMS** of accessible, community-based respite services for all family caregivers regardless of age or special need.
Lifespan Respite Built on Collaboration

State Lead Agency + ADRC + State Respite Coalition = State Lifespan Respite System
Role of Aging and Disability Resource Center

- House respite data bases
- Provide referral assistance
- Assist with outreach and public awareness
More State Examples

- **South Carolina**: Bridges Family to Family Health Information Center with ADRC as Lifespan Respite partners.

- **North Carolina**: Expand NWD partnership between Division of Aging and Adult Services and United Way 2-1-1 by increasing the quantity and quality of respite resources.

- **Alabama**: Lifespan Respite added to the Universal Intake Form (UIF) used by ADRCs. Alabama Respite provides training to ADRC staff.

- **Maryland**: Caregivers will access ADRC No Wrong Door system (MAP) using a universal respite care application.
Questions?
For More Information

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ARCH National Respite Network
and Resource Center
http://www.archrespite.org

Lifespan Respite
Technical Assistance Center

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