



## Lifespan Respite Technical Assistance Center

**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

2

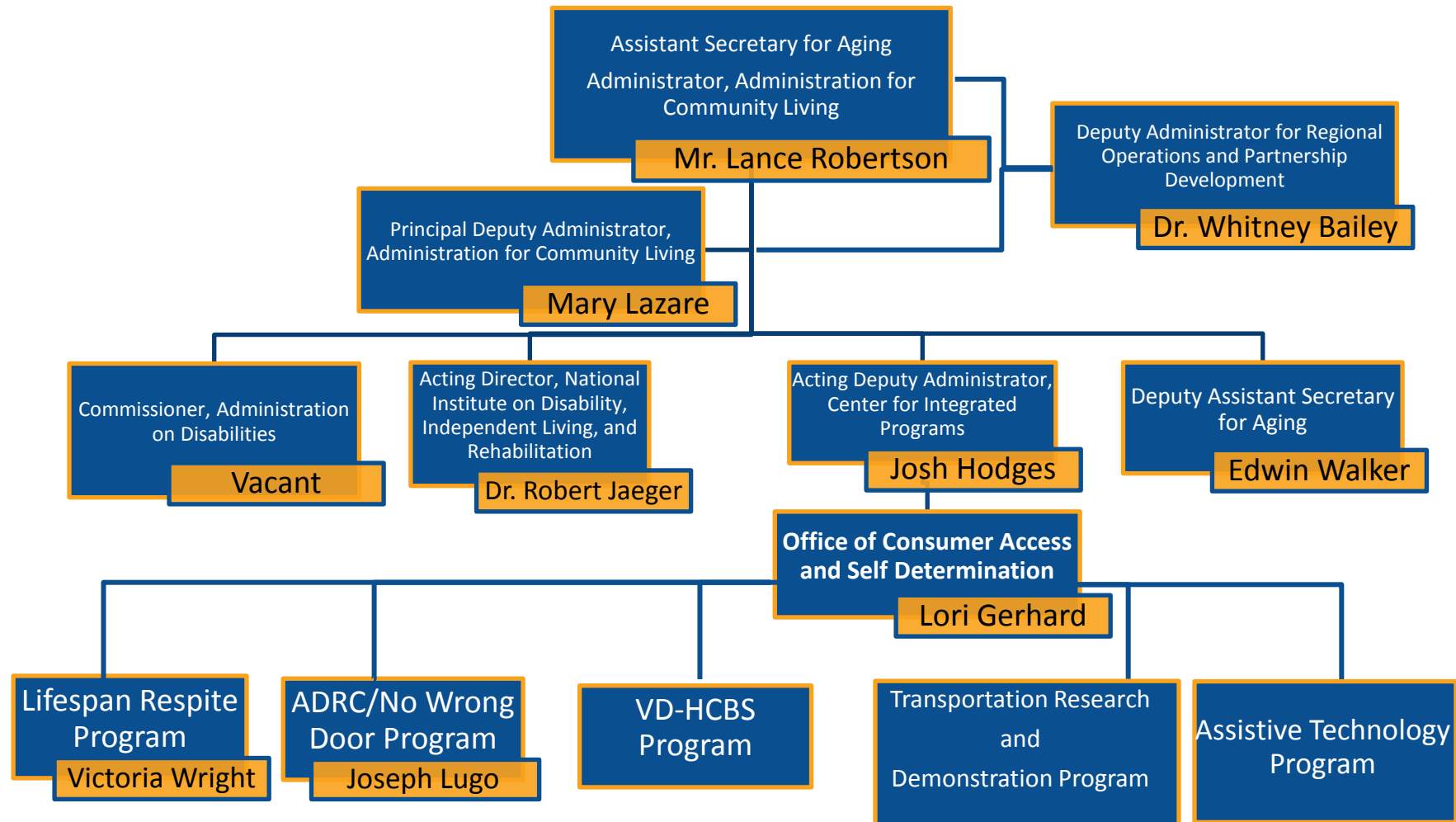
- Lifespan Respite Program and the No Wrong Door Initiative
- Shared Themes Across Programs
- Opportunities for Collaboration with ADRC/NWD
- Turning Vision into Reality – State Examples from New York and Nevada
- More State Examples
- Questions & Answers

# Lifespan Respite Program:

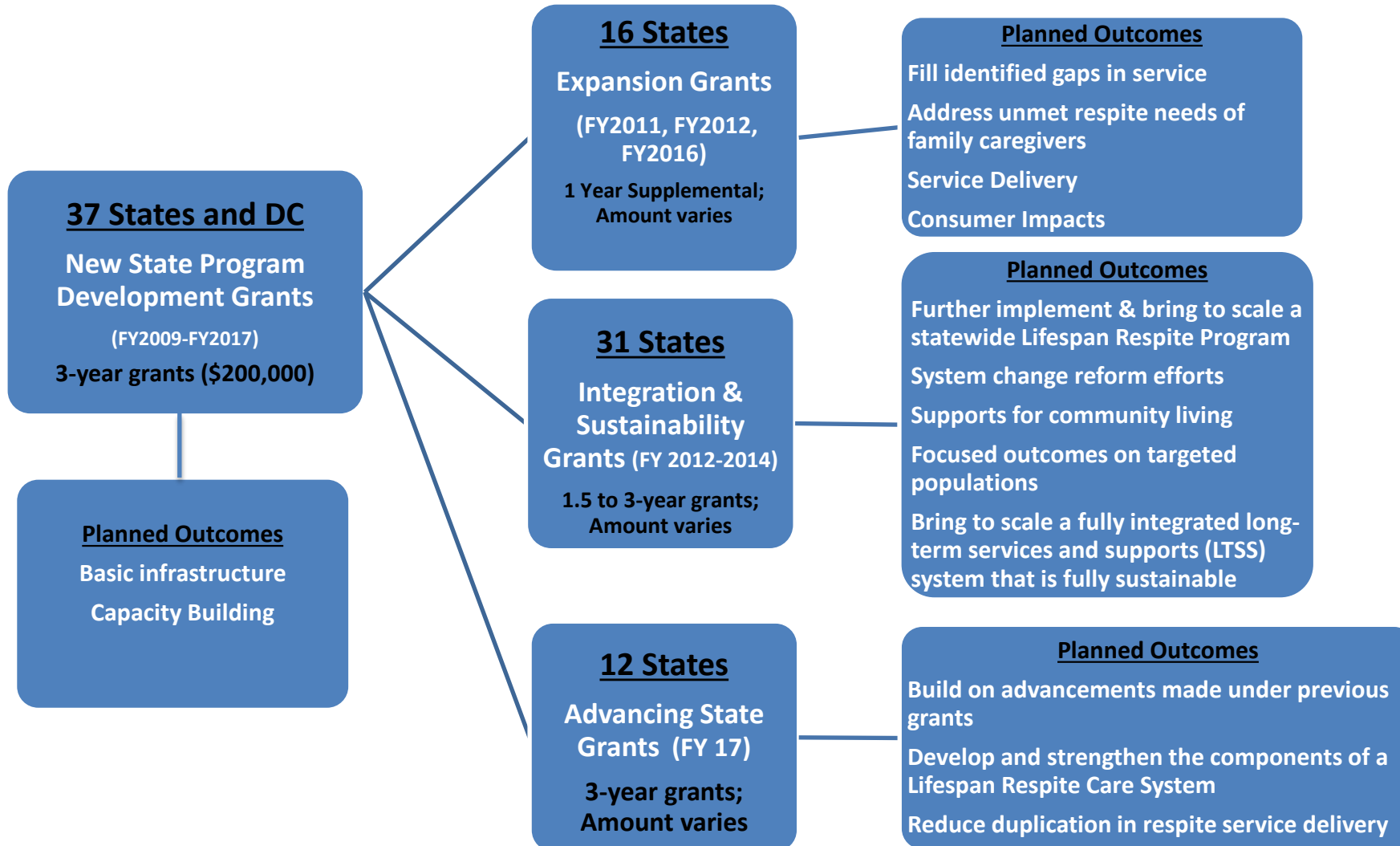
Aug 28, 2018



# Administration for Community Living Leadership



# Lifespan Respite: Federal Program History



# 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

Victoria Wright

U.S. Department of Health & Human Services  
Administration for Community Living

Washington, DC

[Victoria.wright@acl.hhs.gov](mailto:Victoria.wright@acl.hhs.gov)





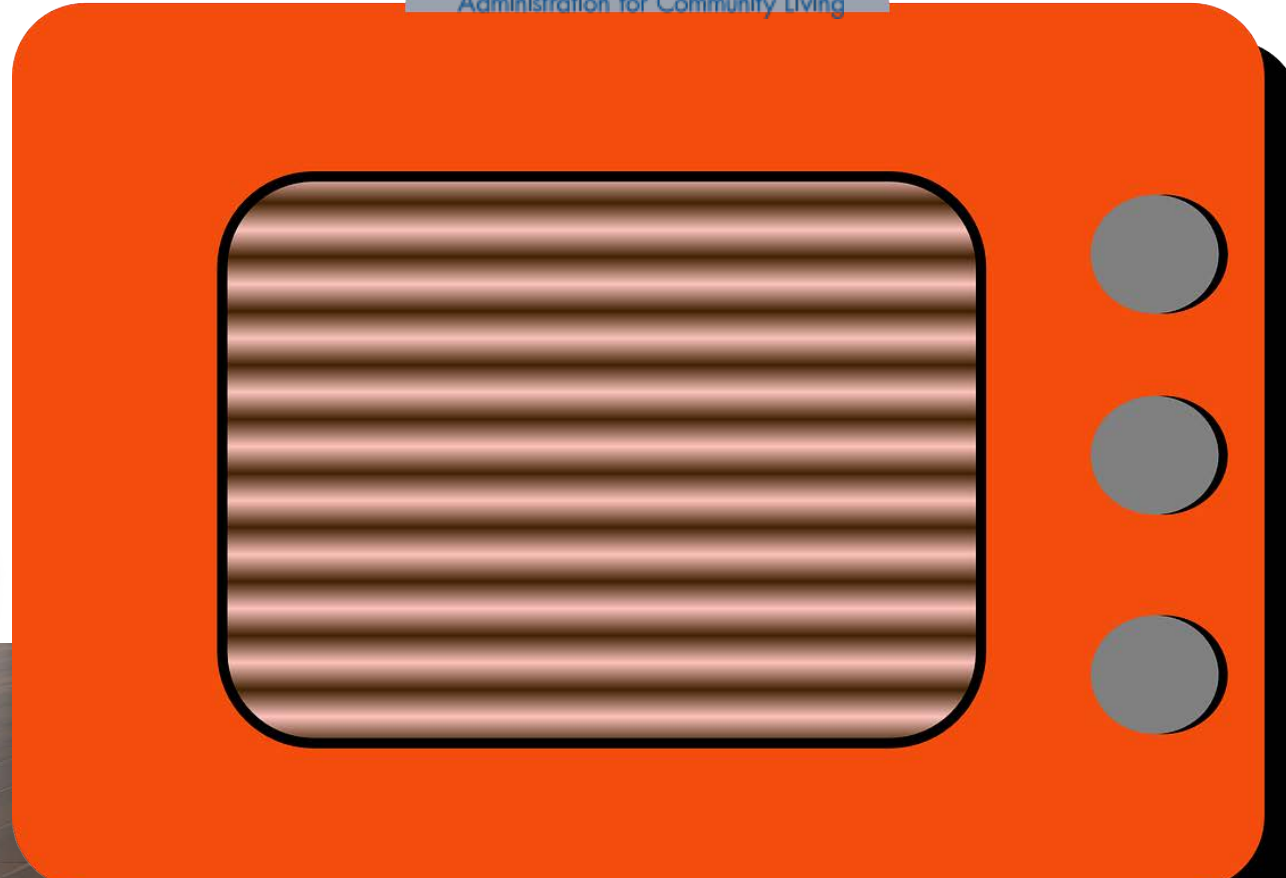
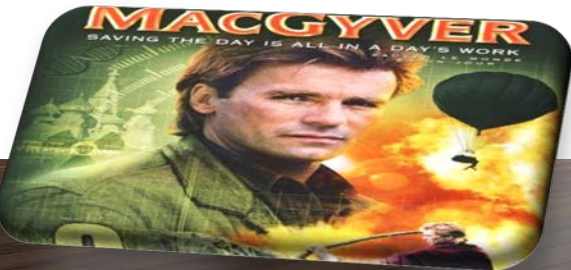


# Shared Vision of ADRC/No Wrong Door & Lifespan Respite





# Polling Question





# Valuing the Invaluable





# Common Ground

## **(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

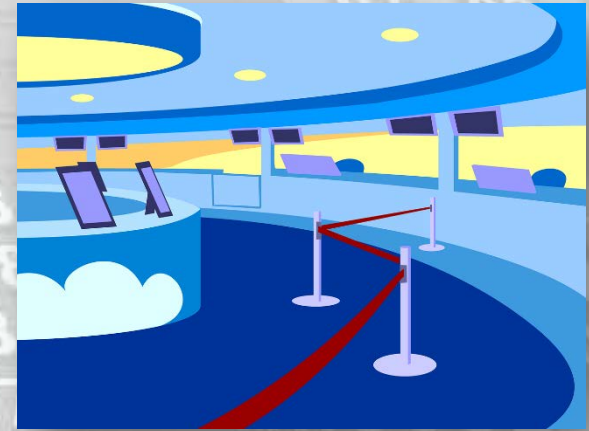
State Governance and  
Administration

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).*

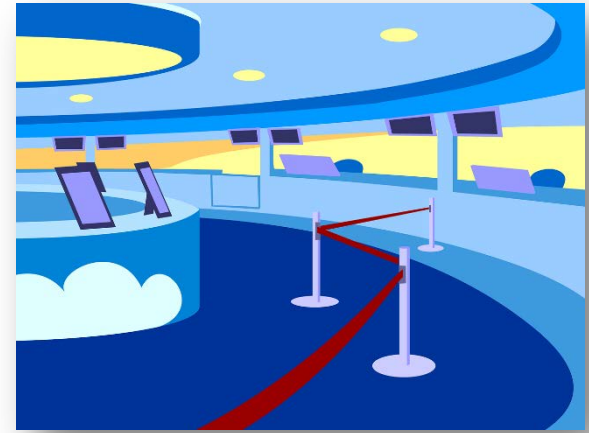




# State & Local Infrastructure



## NWD System Key Elements



# State & Local Infrastructure

## I. Coordination with Key Referral Sources

- Awareness & Outreach Campaign
- State/Local Consumer Portals/Databases
- Information, Referral & Assistance Training

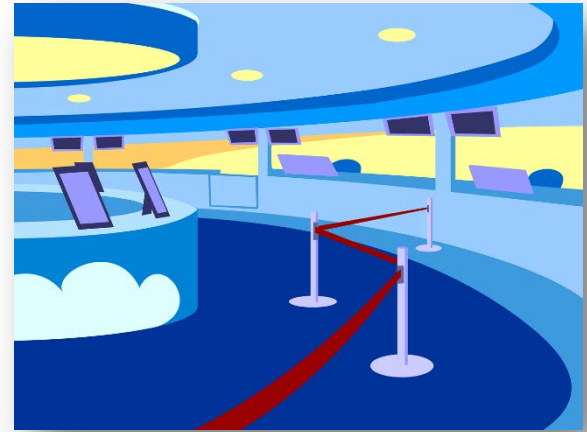
## II. Person Centered Counseling

- 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



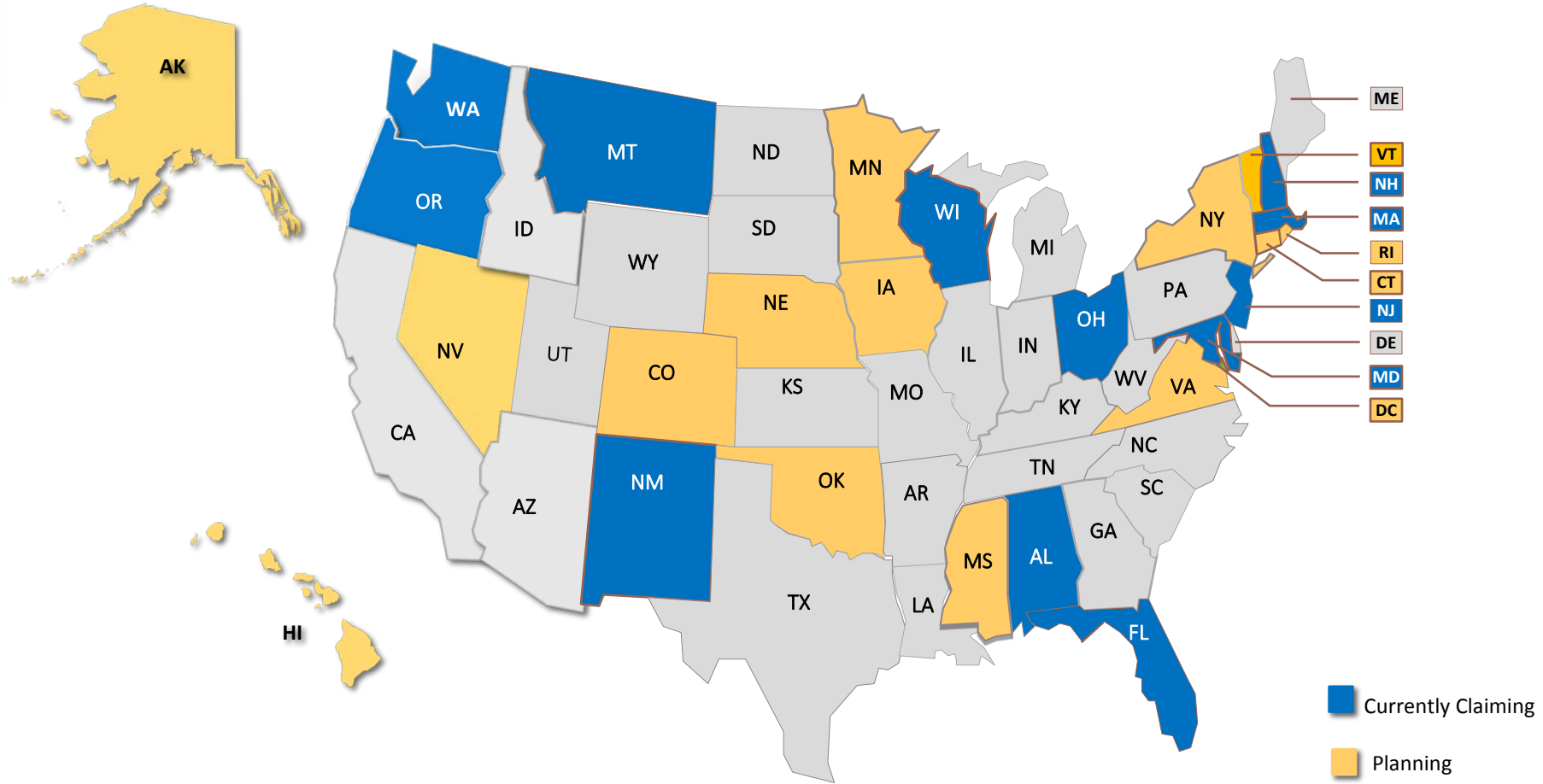
# Common Ground



- <https://youtu.be/y77y7XW8GtE>

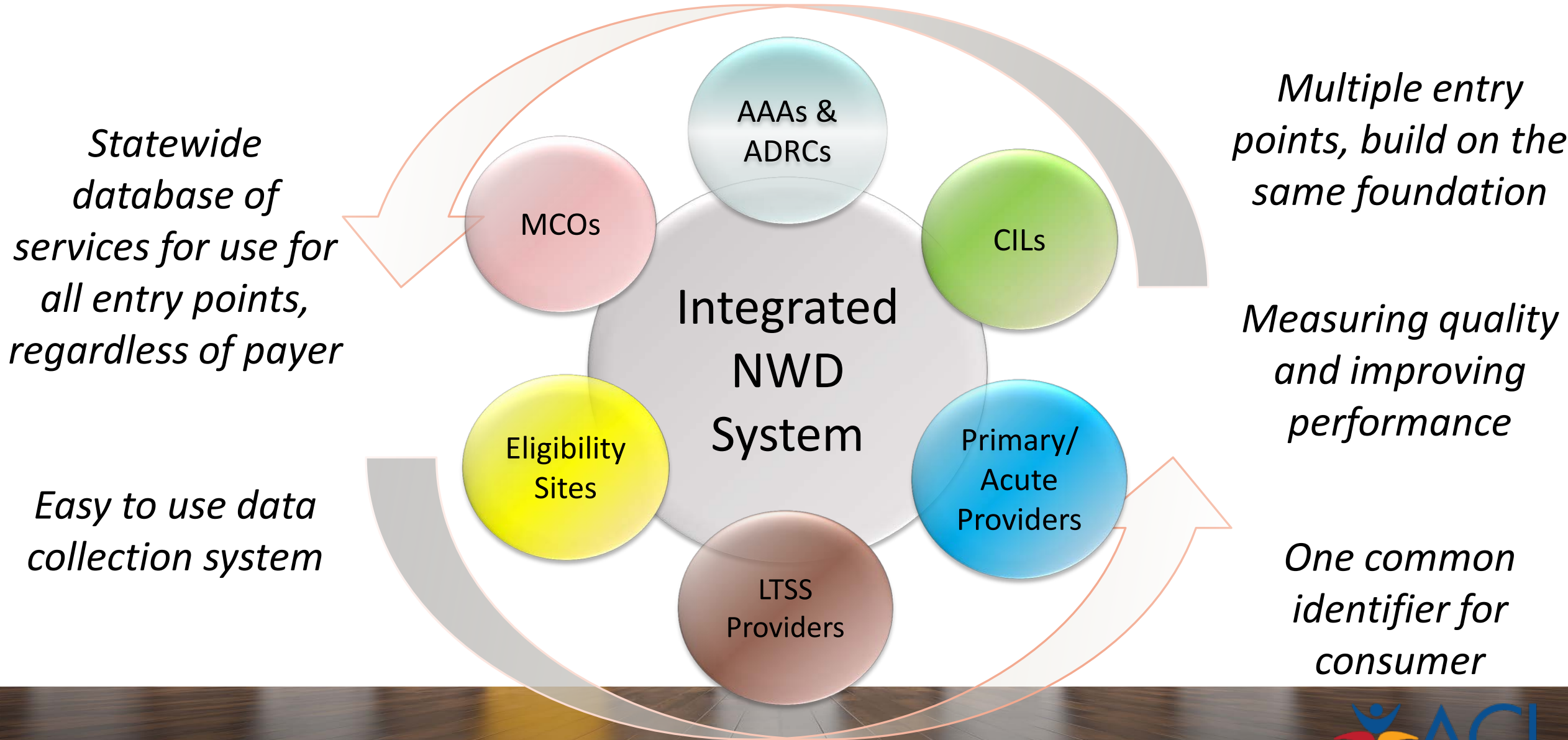


# Medicaid Claiming Expansion



12 states currently claiming for NWD/ADRC activities  
15 in the planning phase

# The Goal: LTSS Integrated System





# 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)

Barrett, Linda. "Home and Community Preferences of the 45+ Population 2014." Washington DC: AARP Research Center, September 2014.

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)



**Office for  
the Aging**

**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).

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

# 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](#) [Log In](#) [Register](#)


## 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

The screenshot displays the NY Connects Resource Directory search interface. At the top, there are three navigation buttons: "KNOW WHAT YOU NEED? Click here for a keyword search" (circled in red), "NEED HELP FINDING THE RIGHT SERVICES? Click here for a self-guided search", and "WANT TO EXPLORE OPTIONS? Click here to browse by category". Below these is a "Keyword Search" section with a search bar containing "Providers, Services, or Resources" (circled in red) and a location dropdown menu set to "Albany, Albany (Co)" (circled in red). The search results show "Find: Respite" and "Location: Albany, Albany (Co)". The footer contains "NY Connects" with sections for "PORTAL LINKS" (About Us, Frequently Asked Questions, Find Local Offices, Site Map), "CONTACT US" (Address: New York State Office for the Aging, 2 Empire State Plaza, Albany, New York 12223-1251, Telephone: 1-800-342-9871), and "LANGUAGE ASSISTANCE" (English, 中文 - Chinese, Español - Spanish, Kreyòl Ayisyen - Haitian Creole).

# NY Connects Resource Directory - Respite



Albany, County Served: Albany

**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

Home > Resources

REFINE RESULTS:

City, County, or ZIP Code  
Albany, Albany (Co)

Distance (Requires Zip Code)

Apply

Add to Favorites Request Information Print Email Export

1 2 3 4 5 Next Last

Select All (0 Selected) Viewing 1-10 of 62 Results

Results per page 10

Sort by Random

[Respite](#)  
247  
Provider: Interim Health Care

# 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

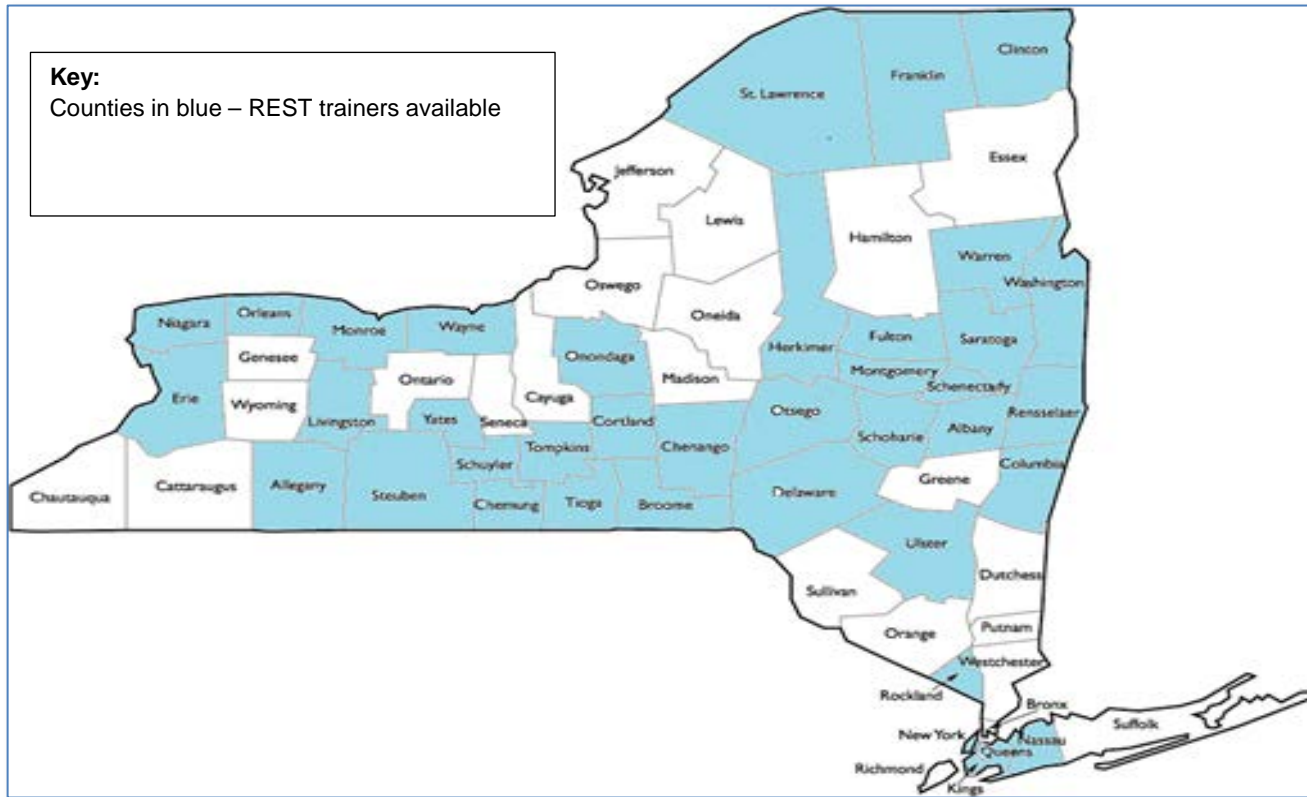
# Lifespan Respite and the NYS Caregiving and Respite Coalition (NYSCRC)

Service Access:

Volunteer Respite – REST Training in New York



# REST Trainers in New York



# 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

**Doris Green**

**Director, New York State Caregiving and Respite Coalition (NYSCRC)**

Lifespan of Greater Rochester Inc., Rochester, NY

[dgreen@lifespan-roch.org](mailto:dgreen@lifespan-roch.org)

585-287-6393

-----  
**Deana Prest**

**Lifespan Respite Program Director**

NYS Office for the Aging

Division of Policy, Planning, Program, and Outcomes, New York State Office for the Aging, Albany, NY

[deana.prest@aging.ny.gov](mailto:deana.prest@aging.ny.gov)

518-486-2719

# Thank you





**Brian Sandoval**  
*Governor*



**Richard Whitley**  
*Director*

State of Nevada  
Department of Health and Human Services

---

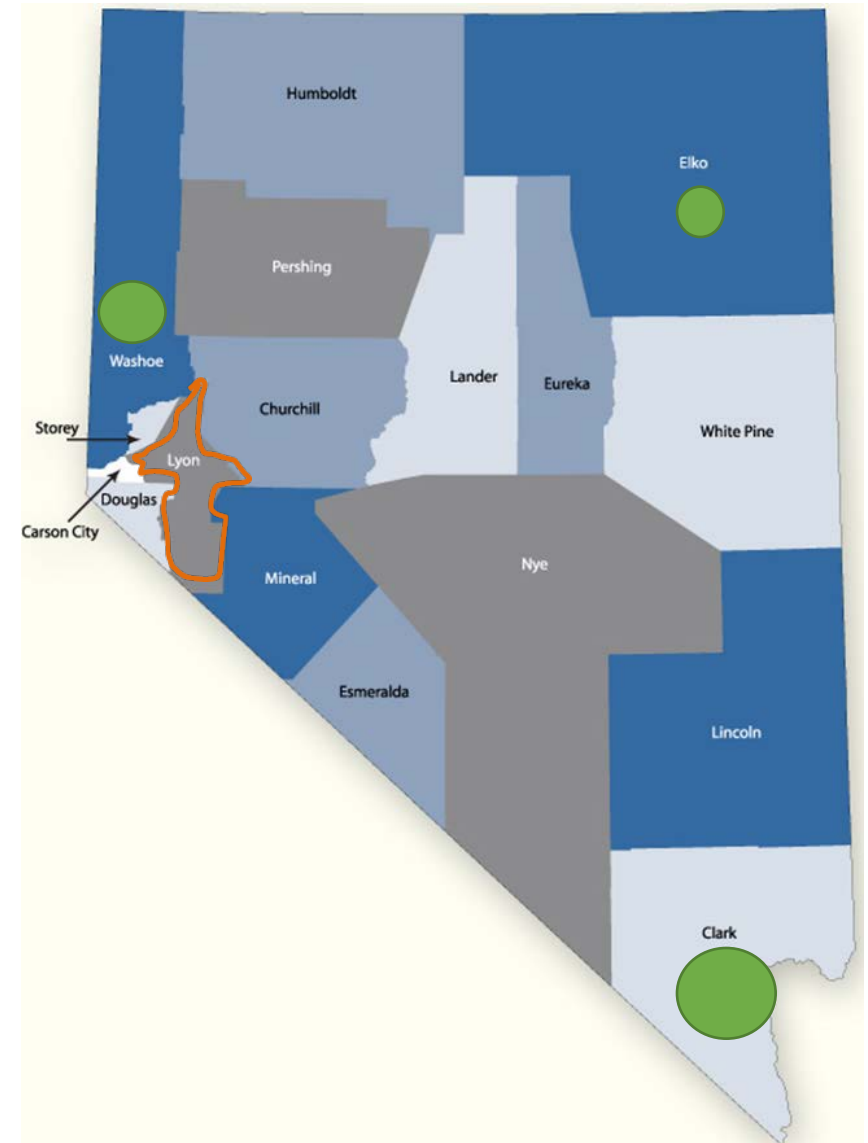
## **Nevada Lifespan Respite and No Wrong Door**

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



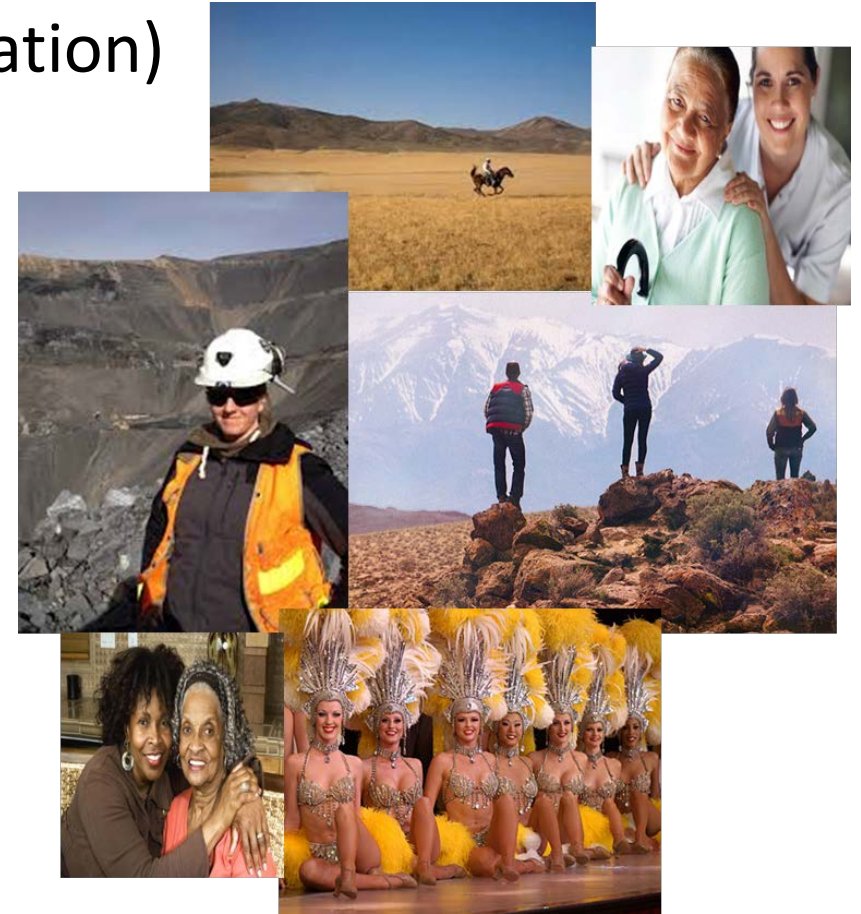
# Nevada – An Introduction

- 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

Being a caregiver to a loved one is a demanding job.

As a caregiver, taking care of yourself is essential so you can be refreshed and ready for the activities and challenges you may face. At Nevada Care Connection, we have many free or low-cost resources available that can help you.

Visit [NevadaCareConnection.org/Caregivers](http://NevadaCareConnection.org/Caregivers) or call 2-1-1 today.



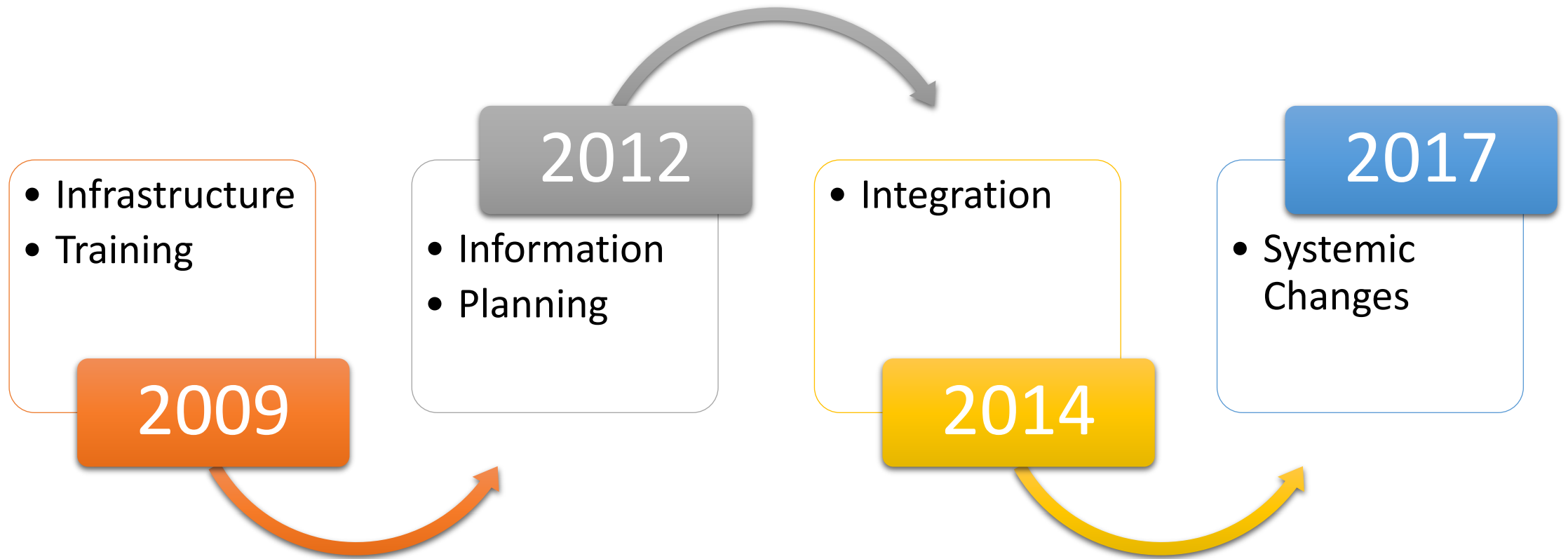
- 2012 grant focused on...
  - Expanding website content
  - Vouchers
  - Strategic Plan
- 2014 grant provided...
  - Training for respite providers
  - Pilot BRI Care Consultations
  - Outreach Campaign

# Lifespan Respite - 2017

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



# Summary







THANK  
YOU!

Cheyenne Pasquale

[cpasquale@adsd.nv.gov](mailto:cpasquale@adsd.nv.gov)

# Lifespan Respite ... a system of services

58

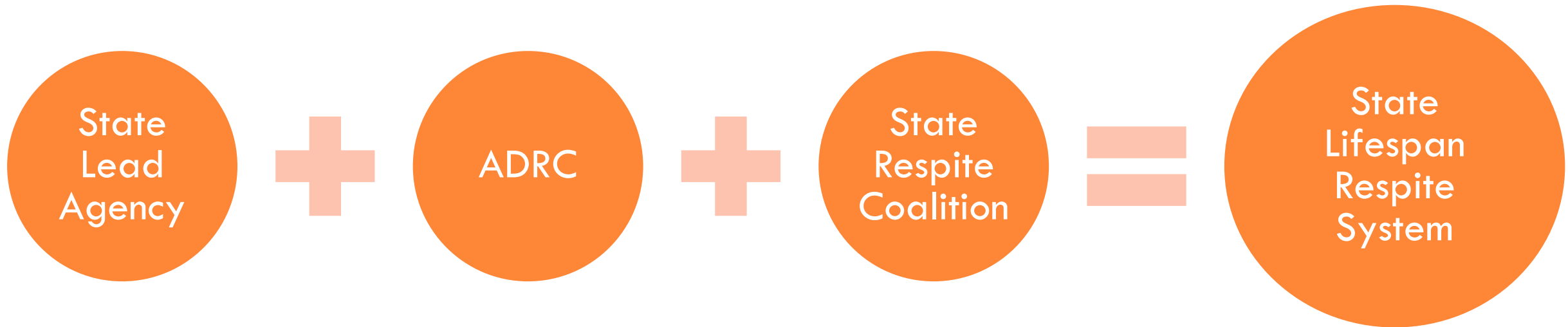
## *Lifespan Respite Definition:*

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



# Lifespan Respite Built on Collaboration

59



# Role of Aging and Disability Resource Center

60



- ❑ 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

63



Jill Kagan  
Program Director  
703.256.2084

[jkagan@archrespite.org](mailto:jkagan@archrespite.org)

ARCH National Respite Network  
and Resource Center

<http://www.archrespite.org>

## Lifespan Respite Technical Assistance Center



This project was supported, in part by grant number 90LT0002, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.