Successful Approaches for Measuring Lifespan Respite Outcomes

A Peer Led Discussion

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What is evaluation? Are we doing what we said we’d do?

Why evaluation? Are we demonstrating value and impact?

Telling our story to persuade others to join in our efforts.

Demonstrating our value and impact means showcasing success, innovation, and lessons learned.
Innovation: to discover new ways of meeting unmet respite needs

Innovation: 3 strategy areas

- Programming
- Outreach targeting underserved populations
- Leveraging resources by expanding collaborations
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**Evaluation Goals:**

- Use methodologies that have been tested and validated
- Do not overburden sub grantees or staff with data collection requirements
- Introduce sub grantees to process of measuring outcomes
Process:
- Reviewed measurement tools used by other LRCP grantees
- Reviewed ARCH evaluation materials
- Surveyed sub grantees current procedures
- Researched tools for measuring caregiver outcomes
Evaluation tool:

- Administration on Aging Performance Outcome Measurement Project (POMP) toolkit “Caregiver Services Survey Instrument.”
- modified questions slightly
- Sub grantees conduct surveys on at least 20 percent of the individuals they serve.
- Demographic data collected for all individuals served
Data collected through survey:

- As a result of the respite care services, do you feel less stress?
- As a result of the respite care services, do you have more time for personal activities?
- Would the person you care for have been able to continue to live in the same home if respite care services had not been provided?
- How did the respite care services help you? Please describe below.
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Challenges – “Lessons Learned”:

- Different definitions and types of respite
- Challenges in collecting data after services are provided
- Method for collecting data online had limitations
- Subjective data
- Multiple interpretations of questions – need more training
- How to monitor reported results?
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**Benefits:**

- Demographic data that can be tracked over multiple grant years
  - Valuable data on age, race, ethnicity and disability of care recipients
- Sub grantees understand value of outcome data
- Open ended questions provide excellent information
- Able to report to policy makers on benefits of respite care
Mission: To promote and support access to quality respite care options that enhance the lives of individuals and families with special needs throughout the lifespan.

Vision: Throughout Massachusetts, every individual, caregiver, or family needing respite services will have access to a seamless, statewide system that provides quality, individualized respite services that meet their needs.
Desired Outcomes – Round One

Mini Grants

- Decrease caregiver stress and improve caregiver quality of life
- Increase information on cost-effectiveness of various respite models
- Explore new models for sustainable respite care
- Increase collaboration among providers of respite, health, and social services
- Identify a replicable model for distribution of respite funding
Added Additional Outcome: Effective Respite Activity

Dr. Dale Lund’s Research -
http://archrespite.org/webinars-and-teleconferences/making-respite-more-effective

Effective Respite – Meaningful Respite
- Allows for continuing of meaningful activity
Evaluation Data

- Participant demographics
- Care recipient level of care
- Stress level
- Total participants served
- Total respite hours provided
- Meaningful Respite Activity (new!)
- Program description
- Success Stories and Challenges
Evaluation Tools

- Monthly Tallies
- Demographic Information Form
- Client Level of Care Determination Chart
- Stress Survey (pre- and post-): shorter version (new!)
- Program Final Reports
- Focus groups (new!)
Evaluation Challenges

- **Data Collection**
  - Implementing stress surveys
  - Missing data: demographics

- **Comparisons of Services**
  - Types of respite received: apples and oranges

- **Memory Café: New models = new challenges!**

- **Cost Effectiveness Assessment**
  - Total participant hours/other variables e.g. staff hours

- **Incentivizing data collection – show the data for remainder of funding**
Peer Led Group Discussion

Part 1 – What’s Working

- What are you evaluating and which outcomes and measurement tools are you using?
- Why did you select these outcomes?
- What helped you get started?
- What are you doing about sustaining these activities?
If you have not engaged in any performance measurement or have not been successful in these efforts, please describe any challenges you might be facing.

What can ARCH do, or what can we do, to help you get started?

Other questions or comments?
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