

Successful Approaches for Measuring Lifespan Respite Outcomes

A Peer Led Discussion

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Evaluation's Role

- 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.

Evaluation Opportunity: Discovery

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

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Process:

- Reviewed measurement tools used by other LRCP grantees
- Reviewed ARCH evaluation materials
- Surveyed sub grantees current procedures
- Researched tools for measuring caregiver outcomes

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Evaluation tool:

- Administration on Aging Performance Outcome Measurement Project (POMP) toolkit “Caregiver Services Survey Instrument.”
http://www.aoa.gov/aoaroot/program_results/POMP/Instruments.aspx
- modified questions slightly
- Sub grantees conduct surveys on a at least 20 percent of the individuals they serve.
- Demographic data collected for all individuals served

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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

Massachusetts Lifespan Respite Coalition (MLRC)

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

Desired Outcomes – Round Two Mini Grants

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?

Peer Led Group Discussion

Part II – Challenges and Support Strategies

- 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?

Contact Information

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