

IDAHO LIFESPAN RESPITE COALITION (ILRC) GUIDELINES LIFESPAN EMERGENCY CAREGIVER RESPITE PROGRAM

The purpose of the Lifespan Emergency Caregiver Respite Program (ECR) is to provide respite to caregivers of children or adults who have an urgent need for respite care in the absence of any other funding source. The ECR supports the caregiver's decision to request emergency caregiver respite service and determine where the care will be delivered and by whom.

ELIGIBILITY AND DEFINITIONS

ELIGIBILITY:

Those eligible for emergency caregiver respite services (ECR) include primary un-paid caregivers caring for a child or adult with needs which may include medical, physical, mental, and/or developmental. The caregiver is experiencing an emergency. The caregiver does not have access to other resources for ECR.

DEFINITIONS:

Adult with needs which may include medical, physical, mental, and/or developmental needs means a person 18 years of age or older who requires care or supervision to meet the person's basic needs.

Agency: a private or public, not-for-profit or for-profit organization that assists caregivers and individuals with special needs. An Agency may assist caregiver with ECR request.

Care Recipient: an adult or child with needs who requires care or supervision to meet the person's basic needs; prevent physical self-injury or injury to others; or avoid placement in an institutional facility.

Child with needs which may include medical, physical, mental, and/or developmental needs means an individual less than 18 years of age who requires care or supervision beyond that required of children generally to meet the child's basic needs.

An emergency is an urgent and unforeseen event -such as a funeral, medical or emotional distress- which results in the immediate and unavoidable absence of the primary caregiver or back up caregiver from the home.

Emergency Caregiver Respite (ECR): the placement of an in-home respite provider or the temporary placement of the care recipient outside the home, to substitute for the primary caregiver in the event of an emergency. ECR is the provision of intermittent and temporary substitute care or supervision of a child or adult with needs. ECR provides temporary relief from the stress or responsibilities associated with providing constant care. ECR may be provided on one or more occasions.

Primary Caregiver: shall mean an unpaid family member or other adult who provides in-home monitoring, management, supervision or treatment of a child or adult with needs which may include medical, physical, mental, and/or developmental.

Provider: a non-profit, for-profit organization or an individual which/who provides respite care services, including but not limited to:

- sitter-companion services
- home based services

- home consumer-directed respite
- long term care facilities
- assisted living facilities
- crisis nurseries
- certified family homes
- child care center
- adult day care

EMERGENCY CAREGIVER RESPITE PROGRAM:

ECR may be accessed in the event of:

- a planned or unplanned situation that prevents the caregiver from providing care required by the child or adult living in the home;
- an unplanned event that threatens the health and safety of the care recipient;
- an unplanned event that threatens the health and safety of the caregiver thereby placing the care recipient in danger.

An emergency may result from, but not be limited to the following circumstances:

- ❖ Caregiver illness (physical, mental or emotional)
- ❖ Caregiver hospitalization or doctor appointment
- ❖ Funeral/Wake
- ❖ Reduction of stress level
- ❖ Drug/ Alcohol Abuse counseling/support
- ❖ Preparation for care recipient to transition between living arrangements
- ❖ Other family emergency or need
- ❖ Work related situation/function

PRIORITY FOR SERVICE

Service will be given to those caregivers experiencing an emergency, where there is a lack of respite alternatives under the circumstances.

In the event that service funds are limited, priority shall be given to caregivers with the greatest economic need. Also, priority will be given to caregivers of a child with special needs or adult with special needs that cannot be cared for by other individuals or other organizations within the community (due to the complexity of their special needs).

CONFIRMING THE NEED FOR ECR

ECR may be requested by a caregiver or an agency on behalf of the caregiver. Caregivers and agencies may apply for ECR by following the Request and Authorization process in the next section.

In the event that an agency requests services for the caregiver, the agency representative will review community resources to determine that all other funding possibilities have been exhausted.

Before submitting a request, the representative can:

- ❖ Assist the caregiver to locate a respite provider if the caregiver is able to pay for the service out of pocket, through a public program or an insurance program, in which the caregiver or care receiver are enrolled.
- ❖ Access the ARCH Respite Resource Network for a respite provider that will agree to provide respite care services at <http://archrespite.org/respitelocator>
- ❖ Access 2-1-1 Idaho Careline for information about respite providers at <http://www.211.idaho.gov/>
- ❖ Contact the appropriate Area Agency on Aging (AAA) if the care recipient is an adult 60 years of age or older with special needs. <http://aging.idaho.gov/caregiver/index.html>
- ❖ Search for funds through civic groups, local churches, community case management agencies and other sources.
- ❖ Investigate volunteer respite resources to enhance or supplement paid respite.

SERVICE REQUEST and AUTHORIZATION

The contractor or designee must pre-approve all emergency caregiver respite requests and issue an authorization.

Caregiver submit request:

- ❖ The caregiver may submit an ECR request via fax (or email?) to contractor. Fax number: XXX-XXX-XXXX
Email address: XXX-XXX-XXXX
- ❖ ECR request form is located at (contractor's name and web address). Instructions such as the following are provided on the website: Call XXX-XXX-XXXX Monday through Friday from XXXX to XXXX and a copy of the ECR request will be faxed or emailed to you. If leaving a voicemail please leave a detailed message with your phone number.
- ❖ Once the request is received the contractor or designee will review the request and make a decision based on ECR criteria. The contractor will contact the caregiver with the decision.
 - If the ECR request is denied, the contractor or a designee will inform the caregiver. The contractor will refer the caregiver to the 211 Careline for resource information and provide information via email or postal service.
 - If the ECR is approved, the contractor or a designee will contact the caregiver and provide assistance for initiating ECR, which includes scheduling the respite date/time/location with a respite provider.
- ❖ The caregiver and/or the care recipient will choose the location where respite services will be provided. If the family does not have a respite provider selected the contractor will assist the caregiver to identify a provider.

- ❖ The caregiver will complete an evaluation of the administrative process and the ECR experience. When the evaluation has been received the contractor will pay the respite provider invoice.
- ❖ The respite provider will submit an invoice approved by the caregiver to the contractor via fax (or email?) after the ECR was delivered.
 - Fax number:
 - Email address:
- ❖ After the caregiver evaluation and respite provider invoice are received and reviewed by the contractor, the respite provider invoice will be paid within 30 days from the date the invoice for payment is received.
- ❖ The request for payment from the respite provider must be made within 60 days from the first day of service.

Agency submitting request:

In the event that an agency is requesting emergency caregiver respite service for a caregiver the interviewer requesting will:

- ❖ Interview the primary family caregiver and assist with completing the request form.
- ❖ Submit the request as above.
 - If the ECR request is denied, the contractor or a designee will inform the Interviewer, who will then inform the caregiver of the denial and assist the caregiver in seeking other resources.
 - If the ECR is approved, the name of contractor or a designee will contact the Interviewer. The Interviewer will contact the caregiver with the instructions for initiating ECR, which include scheduling the respite date/time/location with a respite provider.
 - The caregiver will complete an evaluation of the administrative process and the ECR experience. When the evaluation has been received the contractor will pay the respite provider invoice.
 - The respite provider will submit an invoice approved by the caregiver to the contractor via fax (or email?) after the ECR was delivered. The caregiver must sign the invoice to verify that service was delivered as authorized.
 - Fax number:
 - Email address:

LIFESPAN EMERGENCY CAREGIVER RESPITE PROGRAM REQUIRED FORMS

ECR Required Forms include:

- ❖ Emergency Caregiver Respite Request from caregiver or agency
- ❖ Authorization or denial from (name of contractor) for ECR services
 - Instructions for caregiver with caregiver after authorization
 - Invoice for respite provider use
 - Caregiver evaluation of service survey
 - Confirmation of payment for respite services provided from provider.

IDAHO LIFESPAN RESPITE COALITION COORDINATION

Caregivers, providers and agency interviewers will be asked for email addresses to participate in a voluntary email list for receiving information of interest from the Idaho Lifespan Respite Coalition. The Idaho Lifespan Respite Coalition (ILRC) will be conducting training, preparing online resources, and gathering other information of interest to caregivers, providers and agencies. The ILC will also be involved in evaluation and improvement of the ECR.

LIFESPAN EMERGENCY CAREGIVER RESPITE PAYMENT LIMITS

The name of contractor must assure that ECR does not exceed \$500 per fiscal year per caregiver/family. Exceptions may be allowed contingent upon approval by ICOA.

Any unspent funds from each ECR request will remain in the ECR Program for initial or revised requests. Since this is an emergency based program all services must be prepared to work in an expedited fashion. If the provider's funding request is not pursued within 60 days after the service has been provided (by submitting receipts and proper reporting documents,) the total funding request will remain in the ECR Program for use. An agency or provider can contest non-payment of funds by contacting the contractor and justify why she/he could not meet the 60 day requirement. Payment will be contingent upon the availability of funds. It will be at the discretion of the contractor to waive the 60 day rule and pay the provider.

CANCELLATION OF EMERGENCY CAREGIVER RESPITE AUTHORIZATION

There may be instances when an ECR Authorization form is submitted and the caregiver's circumstances change and the service is no longer needed. The caregiver will contact the (contractor's name) as soon as possible to cancel the ECR. The contractor will fax (and email?) the caregiver a cancellation notice. If an agency interviewer assisted the caregiver to apply for ECR, the agency will notify the contractor to cancel the ECR and the contractor will fax (and email?) a cancellation notice to the agency. In the event that the caregiver has another emergency which requires ECR the caregiver will need to submit a new request.

CONTACT INFORMATION: Submit all necessary documentation to:

Emergency Caregiver Respite Program

Contractor

Address

Phone

Fax

Email

Website

Attention to: