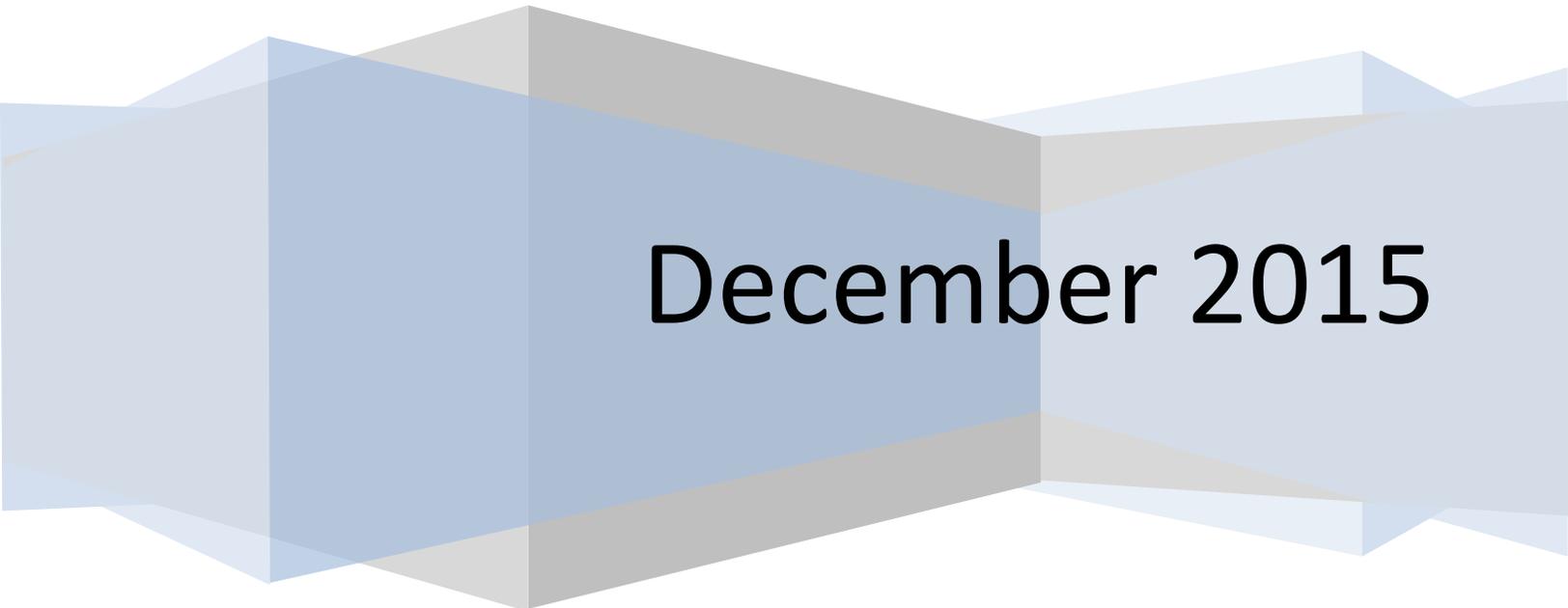


# New York State Lifespan Respite Program

## Program Evaluation Plan

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Project Evaluator



**December 2015**

**Project Title: Lifespan Respite Program**

**“Building Long-Term Sustainability in State Lifespan Respite Programs – New York”**

**AOA Funding Opportunity Number: HHS-2014-ACL-AOA-LI-0078**

**Total Project Period:** September 1, 2014 – August 31, 2017

**Stakeholders:**

New York State Office for the Aging (NYSOFA)

New York State Caregiving and Respite Coalition (NYSCRC)

New York State’s ADRC (NY Connects)

Monroe County Office for the Aging (MCOFA)

Lifespan of Greater Rochester, Inc. (Lifespan)

**Project Evaluator:**

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## **B. Introduction**

Lifespan Respite Care Programs are coordinated systems of accessible, community-based respite care services for family caregivers of children or adults of all ages with care needs. Such systems bring together federal, state and local resources and funding streams to help support, expand and streamline the delivery of planned and emergency respite services while also providing for the recruitment and training of respite workers and caregiver training and empowerment. Rather than supplant, replace, or duplicate federal, state, local and private respite care development and funding activities, the Lifespan Respite Care Program seeks to facilitate coordination between programs, reduce duplication of effort, and assist in the development of respite care infrastructure at the state and local level. The Lifespan Respite Care Program is intended to improve the delivery and quality of respite services available to families across the age and disability spectrum by establishing coordinated lifespan respite systems. (Source: [http://archrespite.org/images/lifespan101/2013\\_Toolkit/2014\\_Lifespan](http://archrespite.org/images/lifespan101/2013_Toolkit/2014_Lifespan))

In September 2014, New York State was awarded a Lifespan Respite Grant for Building Long-term Sustainability in State Lifespan Respite Programs, a federally funded program through the Administration on Aging (AoA)/Administration for Community Living (ACL) of the United States Department of Health and Human Services (HHS). The funding provided through this grant is intended to help drive the creation of new and meaningful caregiving and respite support strategies, as well as the expansion of existing programs, for New York's family caregivers who are caring for individuals across the age and disability spectrum.

## **C. Background**

The New York State Office for the Aging (NYSOFA), NY Connects (New York's Aging and Disability Resource Center or ADRC), and the New York State Caregiving and Respite Coalition (NYSCRC) worked in partnership to form a Lifespan Respite Core Team which has worked toward a triple aim to expanding long-term supports and services (LTSS) in New York State to provide the right care, at the right time, in the right place. To accomplish this aim, it has become clear that caregivers need to be supported, and respite is a key component of that caregiver support. The Core Team has been working with key stakeholders to build a statewide, integrated, sustainable Lifespan Respite Program that established a strong statewide caregiving and respite coalition to help increase access to information on caregiving and respite services for families across the age and disability spectrum. Over the last five years, the Core Team has coordinated community forums, statewide caregiving and respite conferences, caregiver forums, statewide surveys of NY Connects providers and family caregivers, established a Lifespan Respite Think Group of stakeholders, and completed a statewide inventory of caregiver and respite services.

This current initiative seeks to scale up available respite resources across New York state through growth and expansion of trained respite volunteers, implementation of respite voucher programs, and integration of respite services throughout the state LTSS.

## **D. Evaluation Outline**

**Goal:** To continue building a coordinated Lifespan Respite Program that is fully integrated into the New York State Long Term Services and Supports System (LTSS) and is sustainable beyond the period of Federal funding.

**Project Period:** 3 Years from September 1, 2014 to August 31, 2017

**Proposed Intervention:** The proposed intervention aims are to expand respite capacity through a pilot initiative to train a volunteer work force to help to fill gaps in needed respite, to continue to build respite into the LTSS system and into the NY Connects Resource Directory information system about LTSS in New York, and to sustain the Lifespan Respite Program beyond this federal grant. This intervention will be built around the three objectives, which are further described, below.

### **Major Grant Objectives:**

***Objective 1:*** Expand available respite by (a) implementing a workforce development initiative targeting respite volunteers, and (b) developing protocols for local area agencies on aging to implement respite voucher programs

***Objective 2:*** Integrate the Lifespan Respite Program into the state LTSS and integrate respite services into the NY Connects Resource Directory database

***Objective 3:*** Develop a Statewide Action Plan for Lifespan Respite Care sustainability

**Composite Outcome:** Lifespan respite grantees develop a sustainable state-wide system that increases community awareness of, and access to, community-based respite services.

**Key Products:** Expanded respite options available through the NY Connects database; a self-assessment caregiver screen; research report of findings on Aging Network services to dually eligible consumers with a caregiver; evaluation report of the REST model for training respite volunteers.

**Work Plan:** See ***Logic Model***. Timeline as outlined in the Monroe County Office for the Aging Project Work Plan – Year One FFY 2014-2015

**Recommended Outcomes for the Lifespan Respite grant as submitted by ARCH to the Administration on Community Living (ACL):**

**Outcome:**

1. Grantees achieve the goals identified in their proposal.

**Indicators:**

1.1 By the end of the funding period, grantees meet the goals and objectives identified in their proposal.

1.2 Semi-annually, grantees document progress towards the achievement of their outcomes.

Other outcomes and indicators presented in the *Measuring Systems Change and Consumer Outcomes* may be appropriate for many grantees, but not all. An adaptation of sample outcomes 2 and 3 is presented below as a recommended outcome for all grantees.

**Outcome:**

2. Grantees develop a state-wide system that increases the involvement of organizations and individuals in promoting community-based respite services.

**Indicators:**

2.1 An increase in the number of stakeholders<sup>1</sup> who actively<sup>2</sup> promote, fund, provide, or otherwise support respite services.

2.2 An increase in financial and in-kind contributions to the state's Lifespan Respite project.

<sup>1</sup> A stakeholder is any individual or organization who actively participates in developing policy, securing resources, provides, uses, or actively promotes respite.

<sup>2</sup> *Actively promote, fund, provide, or otherwise support respite* means the stakeholders are doing such things as serving on advisory committees, disseminating information about respite, recruiting, training and supporting respite providers, supporting the lifespan respite program with funds or in-kind donations.

**Outcome**

3. Lifespan Respite activities result in increased respite resources across the state.

**Indicators:**

3.1. Lifespan Respite directories document annual increases in:

- the number of respite providers available
- regions (zip codes) in which respite providers can provide services.
- agencies/organizations where caregivers can access information about how to obtain and pay for respite.

## E. Logic Model

**Goal:** Build a coordinated Lifespan Respite Program that is fully integrated into the New York State Long Term Services and Supports System (LTSS) and is sustainable beyond the period of Federal funding

**Impact:** New York State will implement a lifespan respite program that coordinates existing respite services across all sectors.

Inputs	Activities	Outputs	Outcomes	
			Short Term	Long Term
<p><b>NYSOFA</b></p> <p><b>Lifespan of Greater Rochester</b></p> <p><b>NYSRCRC</b></p> <p><b>NY Connects</b></p> <p><b>Respite Volunteer Programs</b></p> <p><b>Facilitators for Respite Training</b></p>	<p>1. Implement a workforce development initiative targeting respite volunteers</p> <p>2. Establish protocols for local area agencies on aging to implement respite voucher programs</p> <p>3. Integrate the Lifespan Respite Program into the state LTSS and integrate respite services into the NY Connects Resource Directory database</p>	<ul style="list-style-type: none"> <li>• Applications to become regional facilitators for respite volunteer programs</li> <li>• Written protocols for communication between volunteer respite program facilitators and NYSRCRC Director</li> <li>• Listing of the scheduled events/meetings planned by facilitators across the state</li> <li>• Self-assessment caregiver screen</li> <li>• Tool to survey knowledge of respite services by Local NY Connects and LTCCs in NYS</li> </ul>	<ul style="list-style-type: none"> <li>• Respite Volunteer Program Facilitator Activity/Progress Reports</li> <li>• Number of trained volunteers (250) will satisfactorily provide respite to at least 500 caregivers and their families</li> <li>• The number of caregivers using NY Connects will increase (target #?)</li> <li>• Technical assistance/education materials developed for local NY Connects and LTCCs concerning respite services in NYS</li> <li>• Research report of findings on Aging Network services to dually eligible consumers with a caregiver</li> <li>• Evaluation report of the REST model for training respite volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>• Expanded respite options available through the NY Connects database</li> <li>• A sustainable, replicable model of training for respite volunteers will be established</li> <li>• Consumer-directed voucher model being established under the OAA III-E program will result in an increase in respite services delivery</li> <li>• Recommendations for sustainability of caregiver resources and programs</li> <li>• Statewide Action Plan for Lifespan Respite Care sustainability</li> </ul>

## F. Evaluator Recommendations

The critical steps in implementation of this project are based upon the collection of baseline data regarding current respite programs in New York State, the identification and recruitment of regional “facilitators” for respite training, and standardization of a “train-the-trainer” model (i.e. training toolkit and building master training classes) for fidelity of the respite volunteer training across statewide sites. Concurrent with those activities are the development and implementation of the caregiver self-assessment tool, the data analysis regarding dual eligible care recipients (Medicare/Medicaid), and the standardization of communication protocols (and site data collection) by the respite programs and project leadership. This communication will be the cornerstone in assessing respite voucher utilization, workforce (volunteer) development, estimating the number of caregivers served by programs, and will inform the next steps in developing a Statewide Action Plan.

Recommend that uniform data collection be implemented across respite programs:

- 1) Number of volunteers completing training in the program
- 2) Number of recipients of care
- 3) Funding source (State, county, donation, health system, vouchers, etc.)
- 4) Region (zip codes served by programs)
- 5) Source of caregiver and respite information resources (NY Connects?)

Would recommend tracking process measures through the project:

- 1) Number of NYSCRC newsletters sent (distribution and frequency)
- 2) Respite voucher utilization
- 3) Number of NY Connects touchpoints (requests for information/assistance regarding respite and caregiver resources)

Data Collection and Analysis Recommendations:

- 1) Use online surveys for NYSCRC conference evaluations
- 2) Consider developing a Respite Volunteer Post-Training Survey (to assess volunteer knowledge/satisfaction after completing training)
- 3) Standardize data collection (and frequency of reporting) across respite training sites statewide
- 4) Cluster the unit of analysis for program using the 10 NYSOFA geographic regions across the state
- 5) Engage New York City Partners for data collection and reporting
- 6) Determine scope and timing of when the caregiver self-assessment tool is utilized (is this a pre- and post- design or a one-time prevalence assessment?)

## G. Project Status

An initial statewide inventory was completed to identify respite program in Erie County, North Country, Capital Region, Finger Lakes, and Hudson Valley. This inventory likely needs to be expanded and enhanced with information but represents a good “first pass” The 2015 NYSCRC conference was held in Albany in November and participant evaluation data is being collected via online survey (Survey Monkey). A NYSCRC Newsletter and email distribution continues to provide statewide updates and assist in developing relationships with stakeholders. The Powerful Tools for Caregivers report has been issued as a project brief <http://www.nyscrc.org/documents/PTfCInformationBrief1.pdf>. Finally, at end of Year One funding under the grant, the NYSCRC program director has left his current position and this will present a new challenge/opportunity in Year 2 as a new program director comes on board.

### Areas for Ongoing Work in Year 2:

- 1) **Facilitator Recruitment:** There is still a need for regional facilitators to serve as “champions” who can drive the growth/enhancement of existing programs, create new programs, and serve to recruit respite volunteers.
- 2) **NYSCRC Website:** It will be important to track usage, web traffic, and consider if updates or redesign is necessary as some of the information is outdated.
- 3) **DOH Caregiver Grants:** There has been recent funding by the New York State Department of Health (DOH) for caregiver programs related to Alzheimer’s disease. The Buffalo area/Catholic Charities, Eddy Alzheimer’s/Capital Region and Lifespan/Rochester awardees all have expansion of their respite programs written into these funded projects. If NYSCRC can continue to be involved in offering technical support to these programs, the grant’s overall numbers will benefit from their implementation and growth.

### Future suggestions as outlined by outgoing NYSCRC Director:

- Reach out to faith-based health/nursing programs, even in communities where there is no active respite program (natural connection)
- Regional summits featuring speakers from current respite programs and perhaps scaled down training programs
- Connect with and keep open dialogue with all DOH caregiver grant awardees to stimulate future growth in Respite/Powerful Tools programs
- Revisit survey on volunteer-based respite completed in Winter of 2015 (on survey monkey)
- Research and present on collaborative respite programs in the state and across country to spur connections between like-minded organizations throughout New York communities. This would be in-line with DOH grants as well as some of the other existing initiatives.
- Enlist for-profit organizations in health care field to help keep programs sustainable

## Appendix A: Program Evaluation Activities Summary

- April 5, 2015 - NYSOFA, MCOFA, Lifespan – Initial organizational meeting for project overview and background for evaluation plan and establishment of evaluator contract outline
- May 15, 2015 – evaluator contract finalized with Lifespan
- June 9, 2015 – NYSOFA and Lifespan Mtg to discuss Evaluation Plan
- July 14, 2015 Meeting with Tom Harner (Program Director- NYSCRC) for discussion of Outcome Measures and implementation plans
- September 28, 2015 – Meeting with Tom Harner for project updates, evaluation data collection
- November 13, 2015 – Communication with Tom Harner prior to his departure from NYSCRC position for project update and data collection/outcomes to date
- December 31, 2015 – Submission of written evaluation plan summary
- January 2016 – NYSOFA/Lifespan meeting to be scheduled for project updates and Year 2 Planning