[RESPITE NETWORK WORKPLAN]
Center on Children, Families and the Law
Charlie Lewis
**Goal 1:** Provide programming for features and functionality of the eLifespan Respite System to support and further develop new or existing respite infrastructure, partnerships and collaborations to meet the unique respite care needs for all age categories and disability populations compliance and improve outcomes with NE Respite Network Services Standards and quality assurance measures;

**Major Outcome(s):** Programming enhancement for the eLifespan Respite System and the Support site will improve the use of the eLR system and will enhance collaboration between regional network staff, program coordinator and other contractors.

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| 1. Meet with respite coordinators to review possible needs for the eLifespan Respite System | Work group will be convened for eLifespan enhancements for SFY 2017  
Review the results with Sharon Johnson, DHHS to plan programming. | Respite Coordinators  
A4F Team  
DHHS | Meeting held and reviewed by DHHS. DHHS approves and prioritizes the programming enhancements. Meeting will be within the first month of the new fiscal year. | A plan is developed. The plan will outline programming needs for SFY 2017. |
| 2. Review Respite Coordinators’ & Authorized Partner requests | Respite Coordinators & Authorized Partners will add requests through the use of the Support Site “Parking Lot” | Respite Coordinators  
A4F Team  
DHHS  
Authorized Partners | Protocol will be used before new requests will be programmed.  
All programming requests will use the protocol to determine priority; based on the allocation of resources. | Respite Coordinators & Authorized Partners will have input into eLifespan Respite System. |
| 3. Engage respite coordinators in providing feedback about the support site. | On a quarterly basis, a communication will be sent to those staff using the support site for feedback on the use of the site.  
Based on the feedback and the ability to accommodate any changes to the support site, enhancements will be made. | Respite Coordinators  
A4F Team  
DHHS  
Authorized Partners | With the approval of DHHS, enhancements will be made to the support site. Feedback will be collected and provided to DHHS for their review and reported quarterly. | The support site is used by the Respite Network and its partners to enhance collaboration. |
**Goal 2:** Provide technical support for the eLifespan Respite System and the Support website

**Major Outcome(s):** Technical support for the eLifespan Respite System and support site will be delivered through the use of technology

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<td>1. System support to improve functionality and programming efficiency</td>
<td>Announcements will be made through the Support Site – “New Features” section when updates/features have been made to the eLifespan Respite System, NRRS/Answers4Families, or the Support Site.</td>
<td>A4F Team</td>
<td>Quality Assurance methods are used for each code change or new feature.</td>
<td>Respite Coordinators and Respite staff will have the most up to date communication about eLifespan Respite System new features/updates.</td>
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<td>2. Technical support and technical training to authorized users on use of the software, queries/reports to improve integrity and sharing of data</td>
<td>Online tutorials will be updated to reflect new features when appropriate. The use of flags to explain how to use the features and reports will be updated regularly</td>
<td>A4F Team</td>
<td>New technical assistance tools will be available on the eLifespan Respite System and will be reported quarterly</td>
<td>eLifespan users will have an understanding of eLifespan Respite System and the use of the support site</td>
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<td>3. Maintain a secure “Collaboration Site” for authorized Respite Network users.</td>
<td>The current Support Site will continue to be used with updates to the platform as they become available.</td>
<td>A4F Team, UNMC Munroe Meyer Institute DHHS</td>
<td>Support Site will be used and updates will be delivered and reported on quarterly</td>
<td>The Support Site is the communication hub for Network users.</td>
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<td>4. Coordinate and participate in cross-systems networking and communication to improve access to respite services.</td>
<td>Staff will attend meetings scheduled.</td>
<td>DHHS-Sharon Johnson CCFL</td>
<td>Number of attended meetings will be reported in the quarterly report.</td>
<td>Nebraskans will be able to access respite services more easily.</td>
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**Goal 3:** Maintain, redesign and enhance the user friendliness of the respite section of the Answers4Families and the Nebraska Resource and Referral System (NRRS) “Respite Search” functions to educate visitors about RESPITE and the process of contacting the respite coordinator in their area.

**Major Outcome(s):** Answers4Families and the Nebraska Resource and Referral System will be utilized by Nebraskans to find respite providers and information on respite.

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<td>1. Nebraskans will be educated about the NRRS and Answers4Families</td>
<td>New Children and Families workers will be given information about Respite, the NRRS and Answers4Families. Presentations, exhibits, or conferences will be attended if they are at no cost. Social Media posts Any person calling Answers4Families phone line needing help with their situation and Respite is appropriate, information will be given to the caller. Redesign the respite search pages on the NRRS for user friendliness, and for easier navigation. Create a short video about what respite is, and how a family caregiver can benefit from the service.</td>
<td>CCFL A4F Team Marketing and Outreach Partner</td>
<td>Website stats will be provided quarterly</td>
<td>Increased site and resource utilization from FY 2016. Nebraskan’s will know where to locate respite services through Answers4Families and the NRRS.</td>
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**Goal 4:** Demonstrate results of involvement in statewide multi-year “Respite Evaluation Plan” (DHHS with UNMC/MMI as lead evaluator) assignments to assess outcomes of strategies to recruit, train and evaluate effectiveness of individual, agency and crisis respite providers;

**Major Outcome(s):** A4F will assist DHHS, UNMC/MMI evaluators in their work

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| 1. A4F will participate in mandatory meetings by phone or face to face if in Lincoln. | Notification of meeting requests will be collaborative                                               | Jessica Cook  
Charlie Lewis  
DHHS-Sharon Johnson  
Respite Coordinators  
UNMC/MMI  
Community Partners  
REST Network  
NE Caregiver Coalition  | Number of meetings will be documented and reported quarterly                                        | Communications will be strengthened through meetings                                                                                                        |
| 2. Support the designated Respite Evaluation portal      | Keep informed about the Respite Evaluation portal.                                                | Jessica Cook  
Charlie Lewis  
DHHS-Sharon Johnson  
Respite Coordinators  
UNMC/MMI  
Community Partners  
REST Network  
NE Caregiver Coalition  | Activities will be reported quarterly                                                             | The Respite Network will have access to evaluation material from the portal.                                                                               |
| 3. Data Dashboard collaboration is essential to this initiative. | Develop a plan to be able to include additional projects/programs on the Data dashboard.          | A4F Team  
DHHS  
Respite Coordinators  | Report quarterly on the number of additional programs added to the dashboard,                      | The Data Dashboard will be inclusive of other projects/programs that provide respite services.                                                              |
**Goal 5:** Respite Providers will gain knowledge and skills in providing respite care.

**Major Outcome/s:** Respite Providers will have access to online training and a training calendar.

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<td>1. A4F will maintain a calendar on nrrs.ne.gov/respite section.</td>
<td></td>
<td>Develop an easy to add calendar that events can be entered by Respite Coordinators, Sharon Johnson/DHHS and/or approved calendar editors. Users will be able to create their own RSS feed that will notify them of any updates to the calendar.</td>
<td>Respite Coordinators Network Respite partners Sharon Johnson A4F team</td>
<td>Respite Provider Calendar contains current training information that reflects a variety of lifespan and disability populations/special needs training opportunities located across the state.</td>
<td>Lifespan Respite Staff both DHHS and Network Partners, will enter training into the calendar and will be kept up to date with any updates to the calendar event.</td>
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<td>2. Support online provider training through the Answers4Families Classroom training site</td>
<td></td>
<td>Make edits from based on review of the WI provider training Develop certificate for the online WI provider training Explore outside resources and funding to help support online training Create online material approved by DHHS</td>
<td>Sharon Johnson A4F team Respite Coordinators</td>
<td>Statistics will be reported quarterly. Statistics to include but not limited to the number of users, number of completed courses,</td>
<td>The online Nebraska Respite training will be used by providers.</td>
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<td>3. Support training with registrations</td>
<td></td>
<td>Information will be obtained by DHHS to then create an online registration.</td>
<td>Sharon Johnson A4F Team</td>
<td>The number of registrations will be recorded and reported quarterly</td>
<td>Registrations will be used to organize any webinars</td>
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