

FY 2017 Southeast Lifespan Network Respite Work Plan

GOAL 1

Provider Recruitment, Retention, and Training

(Increase resources available to caregivers caring for persons with severe behavioral problems, chronic illness, and for those living in rural areas or who encounter cultural barriers in their ability to care.)

<i>Objective (what you want to achieve – brief & specific)</i>	<i>Strategy or Activity (how)</i>	<i>Collaborative Involvement (who & how)</i>	<i>Outcome Measurement (volume, numbers produced)</i>	<i>Evaluation Criteria (how to tell if work is actually making a difference)</i>
<p>1. Address lack of appropriately trained and Network-screened respite providers to address the needs of family members with severe behaviors, specific disabilities, chronic illnesses, geographically isolated, language or/cultural barriers.</p>	<p>Convene a time-limited Work Group to address challenges in meeting statutory requirements to match skilled providers with care receivers.</p> <p>Identify representatives from organizations that serve persons with severe behaviors, disabilities and illnesses and who encounter geographic, language or cultural barriers to seeking respite care to provide input and/or join Work Group.</p> <p>Contact at least five known caregivers challenged by issues noted in Objective 1 for information about the most pressing needs they would need to have a provider meet.</p>	<p>Coordinator and Assistant; other Nebraska Respite Coordinators</p> <p>At least one representative from organizations serving persons in each of the categories noted in Objective 1.</p>	<p>Creation of the following:</p> <ul style="list-style-type: none"> • A brainstormed list of strategies for outreach to potential providers likely to address the needs of caregivers with the challenges noted; • A step-by-step plan with timeframes for implementing at least the top three strategies by June, 2017; and • A carry-over plan for 2017-2018 for implementation of remaining strategies. • User-friendly data base, including a list of potential providers, that addresses caregivers’ unique 	<p>In a pre-and post-test comparison, members of the Work Group report at least a 40% increase in knowledge of the needs of family members with challenges noted in Objective 1.</p> <p>Planning steps reflect a greater understanding of family member needs.</p>

	Create data base or information sheets with existing providers' specialties, experience, previous training and spoken languages listed clearly.		concerns in finding providers.	
2. Demonstrate collaboration with an institution of higher learning to recruit, train, and retain students as respite providers.	<p>Identify at least three possible contacts at each of the following institutions: UN-L, Nebraska Wesleyan, Peru State College, SECC, Union College and Doane University.</p> <p>Contact all identified persons and request the opportunity to meet with them to explore student interest in serving as respite providers. If uninterested, request suggestions for other contacts.</p> <p>Meet with contacts and solicit ideas about how best to meet with and engage students' interest in respite provision.</p> <p>Follow up on suggestions or recommendations from contact, with a goal of engaging students in at least three institutions.</p>	YWCA Executive Director, Respite Coordinator and Assistant	<p>Meetings with at least 10 identified persons.</p> <p>Presentations/meetings with at least three student groups/classes.</p>	At least 5 students with knowledge and experience of the populations noted in goal one will become providers by June, 2017

<p>3. Increase Network provider completion of cross-system available training opportunities.</p> <p>Increased number of providers with personal skills and experience to address needs identified in Goal 1.</p>	<p>Inventory available local, state and national provider training resources.</p> <p>Add to nrrs.ne.gov/respitesearch/P rovider Calendar and notify providers as information is updated.</p> <p>Work with at least one person from each of Lincoln’s community cultural groups (ethnic [Lincoln Indian Center, Asian Cultural Community Center, Malone Center, El Centro, etc.], sexual orientation [e.g. Outlink], and behavioral and physical disabilities [the ARC, Nebraska Protection and Advocacy]) to incorporate relevant material into provider training.</p> <p>Review and research materials regarding the use of culturally and linguistically relevant outreach materials, services, and supports and incorporate it into marketing materials.</p>	<p>Coordinator and Assistant</p>	<p>Revised provider training that reflects culturally-sensitive practices for minority cultural groups.</p> <p>A living calendar with continuous educational opportunities for respite providers.</p> <p>A list of materials and services found that could benefit diverse populations.</p>	<p>At least five providers will attend training on caregiving needs noted in Goal 1 and report enhanced understanding and abilities that correspond to needs.</p>
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	<p>Incorporate culturally-sensitive information into respite care training.</p> <p>Through emails or phone calls w/ providers, maintain regular contact to encourage retention.</p>			
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4. Demonstrate efforts to encourage licensed foster parents and active Medicaid providers to also provide respite care.	<p>Meet with employees in at least four DHHS county offices who work with foster parents and Medicaid providers to explore possible outreach, given confidentiality limitations.</p> <p>Create a “one-page” for foster parents/Medicaid providers about the value of respite care and how to become a provider.</p>	Respite Coordinator	Meetings with at least four employees and developed outreach strategy.	At least two foster care and Medicaid providers willing to provide respite services.
5. Engage in regular activity with respite providers to encourage retention.	<p>Solicit input from Advisory members, respite providers and caregivers and long-term care centers on network provider collaborations by November 30, 2016.</p> <p>Implement and document other strategies as defined as a result of input</p>	Coordinator, advisory committee, providers, caregivers, system partners.	<p>A 10% reduction in attrition of providers in 2017 in comparison to 2016.</p> <p>List of provider information w/skills accessible to caregivers seeking providers with specific</p>	Contact with at least 10 caregivers, reveals their awareness of the entire listing of respite providers.

	<p>solicited.</p> <p>Create email newsletter to send to respite providers at least three times during the 2016-2017 FY, perhaps featuring a successful caregiver and provider experience.</p>		skills and experience.	
6. Solicit input from Advisory Committee, Network & Lifespan Respite Subsidy providers, family caregivers, and system partners on Nebraska’s Long Term Services and Support (LTSS) Redesign for the top of “Network provider collaborations.” Submit local Network recommendations by November 30, 2016 that reflect involvement of stakeholders.	Extend invitations to attend and provide input in at least three locations in 17 county area to individuals identified in objective 6.	YWCA Executive Director Respite Coordinator	Understand and provide input on the recommendations gathered by the organizations listed in the objective on LTSS Redesign.	Summary report of the information gleaned from meetings uploaded into eLR by November 30, 2016.
7. Increase the number of volunteer providers and local Network organizations contributing respite data to the Respite Data Dashboard.	Research organizations throughout the SE Region that offer some form of respite; Easter Seals, Home Instead, Summer Camps, etc. and invite them to use the data dashboard	Coordinator, Organizations providing respite, advisory committee	A completed list of organizations that were contacted and invited to use the data dash board.	At least 5 organizations that provide some kind of respite will be entered in the data dashboard by June 2017.
8. Increase the number of REST trained providers. Of those who complete the training, increase the number providing respite within 60 days of completing the	Provide 2 REST trainings to increase the number of REST providers. Create data base of	Coordinator/Assistant	2 Rest Trainings with at least 5 participants	5 Rest Trained providers with at least two matched to a caregiver needing respite within 60 days of trainings.

training.	contacts from caregivers. Contact caregivers and alert caregivers of new providers and their contact information within 60 days of training.			
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GOAL 2

Promote the exchange of information and coordination among the state and local governments, community lifespan respite services programs, agencies serving individuals unable to care for themselves, families, and respite care advocates to encourage efficient provision of respite services and reduce duplication effort.

Objective (<i>what you want to achieve – brief & specific</i>)	Strategy or Activity (<i>how</i>)	Collaborative Involvement (<i>who & how</i>)	Outcome Measurement (<i>volume, numbers produced</i>)	Evaluation Criteria (<i>how to tell if work is actually making a difference</i>)
1. Identify family caregivers who are grandparents providing the majority of care to children aged 17 or younger related to them by blood, marriage, or adoption to inform of respite resources.	Brainstorm with Advisory Committee and with contacts in DHHS meetings referenced in Goal 1, Objective 4 how to best identify and reach out to grand parenting caregivers. Meet with representatives from Aging Partners and CLCs in Title 1 schools to explore how best to connect with grand parenting caregivers. Guided by information gleaned from meetings, create outreach materials/strategy for informing grand parenting caregivers of respite. Create list and contact	Coordinator/Assistant	Presentations to at least two organizations serving persons likely to be grandparents who may be providing care for children under 18.	In follow-up phone calls to no fewer than 12 persons identified as grand parenting caregivers, at least 50% report that they know about respite availability and how to access respite care.

	information of grandparents who are caring for children under the age of 18.			
2. Increase awareness of respite resources and how to access programs across systems by training local service coordination and public education staff in the DHHS Divisions of Developmental Disabilities, Children & Family Services, Behavioral Health, Medicaid & Long-Term Care and Public Health.	<p>a. Refer to attached ARCH resource, “Federal Funding and Support Opportunities for Respite—Building Blocks for Lifespan Respite Systems,” November 2016 for an overview of federally funded programs available in Nebraska and the intertwining of respite resources.</p> <p>b. Review current respite resources available across Nebraska program funding streams and summarize information in a brief format for staff identified in objective 2.</p> <p>c. Meet with at least six different staff members from agencies identified in objective 2 to share information and request the opportunity to meet with staff to provide brief training.</p>	Coordinator and Assistant	<p>A list of names and contact information for each of the identified agencies listed in objective 2.</p> <p>At least one training provided to staff and associates to at least two of the agencies listed in objective 2.</p>	Pre and post-tests reveal staff in the training shows at least a 50% increase in knowledge of respite services and the referral system.
3. Convene meetings and conduct trainings with county juvenile court and juvenile probation staff, DHHS Protection & Safety Works responsible for supervision of children and youth impacted by “No Fault Filing” by families, state wards living at	<p>a. Refer to http://partnering4students.org/Part Three: Juvenile & Criminal Justice Systems for more information about Nebraska’s Probation System and Nebraska’s Child Welfare System.</p> <p>b. Create contact list of persons</p>	Coordinator and Assistant	<p>At least one training provided to staff and associates to at least two of the agencies listed in the objective.</p> <p>A list of names and contact information on organizations who agreed to</p>	Of persons contacted, in follow-ups (via email or phone) at least 50% report increased knowledge of respite services.

<p>home with CPS supervision, self-injurious children and youth, state ward permanency planning, and families involved in reunification efforts.</p>	<p>in the agencies listed in objective 3.</p> <p>c. Make telephone calls requesting appointments to discuss respite resources.</p> <p>d. Upon invitation, provide information to directors of public offices to discuss the importance of respite and request opportunity to train staff and associates how to use the database to improve the quality of life of caregivers.</p>		<p>a meeting on respite for future follow up, with a goal of having at least five contacts.</p>	
<p>4. Use public and university or college libraries to support family caregiver issues and disseminate information.</p>	<p>Conduct research and create fact sheets regarding caregiving issues, including respite link and contact information for distribution.</p> <p>Contact at least 10 public/higher education libraries to discuss how to make informational materials available.</p>	<p>Coordinator, Assistant and Advisory Committee</p>	<p>A list of at least five colleges and universities that were given materials and related contact information.</p>	<p>Documentation of at least five contacts who agreed to make available distributed information and their strategies for dispersal.</p>
<p>5. Implement the local Network Marketing and Communications Plan that informs lifespan family caregivers, system partners, and employee caregivers about respite resources.</p>	<p>A marketing plan that will strategize month to month ways to outreach the population on how to receive respite and respite resources</p>	<p>Coordinator/Assistant Advisory Committee</p>	<p>Communication plan updated by 9-15-2016 and documentation of outreach to family caregivers, system partners, and employee caregivers about respite resources.</p>	<p>A 15% percent increase in caregivers using respite.</p>
<p>6. Encourage active local advisory committee participation with the statewide NE Caregiver</p>	<p>Solicit involvement by advisory board members in the statewide caregiver coalition to enhance the advisory board's awareness of</p>	<p>Coordinator</p>	<p>Completed list of dates and the information shared when coordinator encouraged the advisory</p>	<p>At least two members of the advisory board participate in at least one caregiver coalition</p>

Coalition for improved representation of local Network issues, communication and advocacy.	caregiver issues and ability to vote knowledgeably. Brainstorm and explore strategies for participation in the Coalition in addition to attendance at meetings.		board to remain updated on caregiver issues. Completed list of other strategies for advisory committee members to participate with the statewide Coalition.	meeting. Evidence of the use of at least one other strategy used by a committee member to participate in the statewide Coalition.
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Goal 3
Employment Engagement Activities are expected to increase awareness of employee caregiver issues and provide respite resources to employers.

Objective (<i>what you want to achieve – brief & specific</i>)	Strategy or Activity (<i>how</i>)	Collaborative Involvement (<i>who & how</i>)	Outcome Measurement (<i>volume, numbers produced</i>)	Evaluation Criteria (<i>how to tell if work is actually making a difference</i>)
1. Target employers with wellness programs to improve access to quality respite resources.	Contact by phone, email, mail or in person at least 20 companies and organizations with wellness plans and request that they add the respite link to their website and keep information on respite and fact sheets on site so employee will have access to them.	Coordinator	A spreadsheet of at least 10 organizations that have added the respite link and made information on respite available to employees.	In checking with contact persons at those organizations that have made respite information available to employees, at least 2 contacts indicate that employees have sought or accessed available information.
2. Bring family caregiving issues and solutions to new businesses and corporations.	Create fact sheets on caregiver issues and make them available to at least 10 organizations to increase the employer’s knowledge of the	Respite Coordinator	Completed fact sheets on caregiver issues written and in circulation by October 1, 2016.	In meetings with contacts at 10 organizations, at least 7 indicate an increased knowledge of family caregiving issues at the end of the meeting in

	caregiver's concerns.			comparison to the start.
	Contact 20 businesses and organizations and request the opportunity to do "lunch and learns" or other employee meetings to inform employees about respite and caregiver issues.	Coordinator	At least 2 business "lunch and learn" or informational meetings on caregiver issues and respite held by June 2017.	Using pre and post-tests, at least 50% of employees present at 2 "lunch and learn" or informational meetings on caregiver issues report greater awareness of respite services.
	Create and make a podcast suitable for use by businesses and organizations on caregiver issues and the importance of respite and respite resources.	Coordinator	A completed Podcast by June 1, 2017 that can be accessed by businesses and organizations.	At least one business contact reported that the podcast was a useful tool for employees to learn about respite resources.
3. Incorporate 2 business representatives to join the Advisory Committee.	Extend invitations to a sufficient number of representatives from the business sector to achieve the goal of 2 joining the advisory committee.	Coordinator/ Advisory Committee YWCA Executive Director	Two new members on the advisory board who represent businesses or organizations.	At least two new ideas for successful outreach to business and industry about respite services useful for employees.

<p>4. Engage a minimum of one business in a respite volunteer event or REST provider training.</p>	<p>Contact at least 5 business representatives and request the opportunity to hold a provider REST training for employees.</p>	<p>Coordinator</p>	<p>A REST training for employees held by at least one business or organization.</p>	<p>At least one business will have a REST training for employees and 1 employee will become a provider by June 1, 2017</p>
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GOAL 4

Sustainability Funding

Increase funding to ensure sustainability of Respite Referral Services in Southeast Nebraska.

Objective (<i>what you want to achieve – brief & specific</i>)	Strategy or Activity (<i>how</i>)	Collaborative Involvement (<i>who & how</i>)	Outcome Measurement (<i>volume, numbers produced</i>)	Evaluation Criteria (<i>how to tell if work is actually making a difference</i>)
1. Identify and analyze unmet family caregiver access to existing respite funding sources by reason and source, as available.	Research why caregiver’s are being denied respite funding.	Coordinator and Assistant	A summary of barriers to caregivers’ ability to receive respite funding and reasons why funding requests are being denied.	A report will be uploaded into eLR by June 2017 stating reasons why caregivers are being denied respite funding.
2. Identify potential public or private sources of sustainable local Network funding for lifespan respite activities other than DHHS Tobacco Cash Settlement contracted funds.	Review 1099 data for all Nebraska-based foundations to identify potential interest in respite services. Create list of program needs that correlate with potential in-kind contributions by business and organization donors.	Coordinator and Assistant	A list of at least five grant-making organizations whose giving programs suggest alignment with caregivers unmet needs, and at least five businesses and organizations who would be likely to make in-kind contributions..	Five grant-making organizations identified by December 31, 2016.
3. Combine or leverage funds or other resources such as administrative support, space, goods or services, volunteers, marketing, pro-bono professional or legal support from community members, employer support, organizational support for targeted activities, food for events, etc.	In collaboration with YWCA Executive Director, draft and submit proposals. Contact by phone and in person local businesses and organizations for in-kind donations for respite activities.	Coordinator and Assistant YWCA Executive Director	Two completed proposals submitted to foundations addressing caregivers unmet needs and requesting funds in support of such needs. Request in-kind donations for food and respite activities from at least five businesses and organizations. A list of program needs that could be met by in-kind donations requested and the	At least \$500 in in-kind contributions received and used. In-kind donations for at least two identified needs received.

			organizations to whom the requests were made.	
4. Apply independently or collaboratively for local, state or national grant(s), Senior Corps National & Community Program, AmeriCorps, Foster Grandparents, College Work Study or service learning experience, High School community service volunteer, or other sources of volunteer support for respite activities.	Identify at least five resources for which to submit proposals for volunteer support for respite services. Submit applications independently or collaboratively with other Nebraska respite coordinators.	Coordinator and Assistant YWCA Executive Director	A list of at least five resources to which applications were made in support of respite activities.	Volunteer support, at least at the equivalent of one .25 FTE, added in support of the Respite Program.