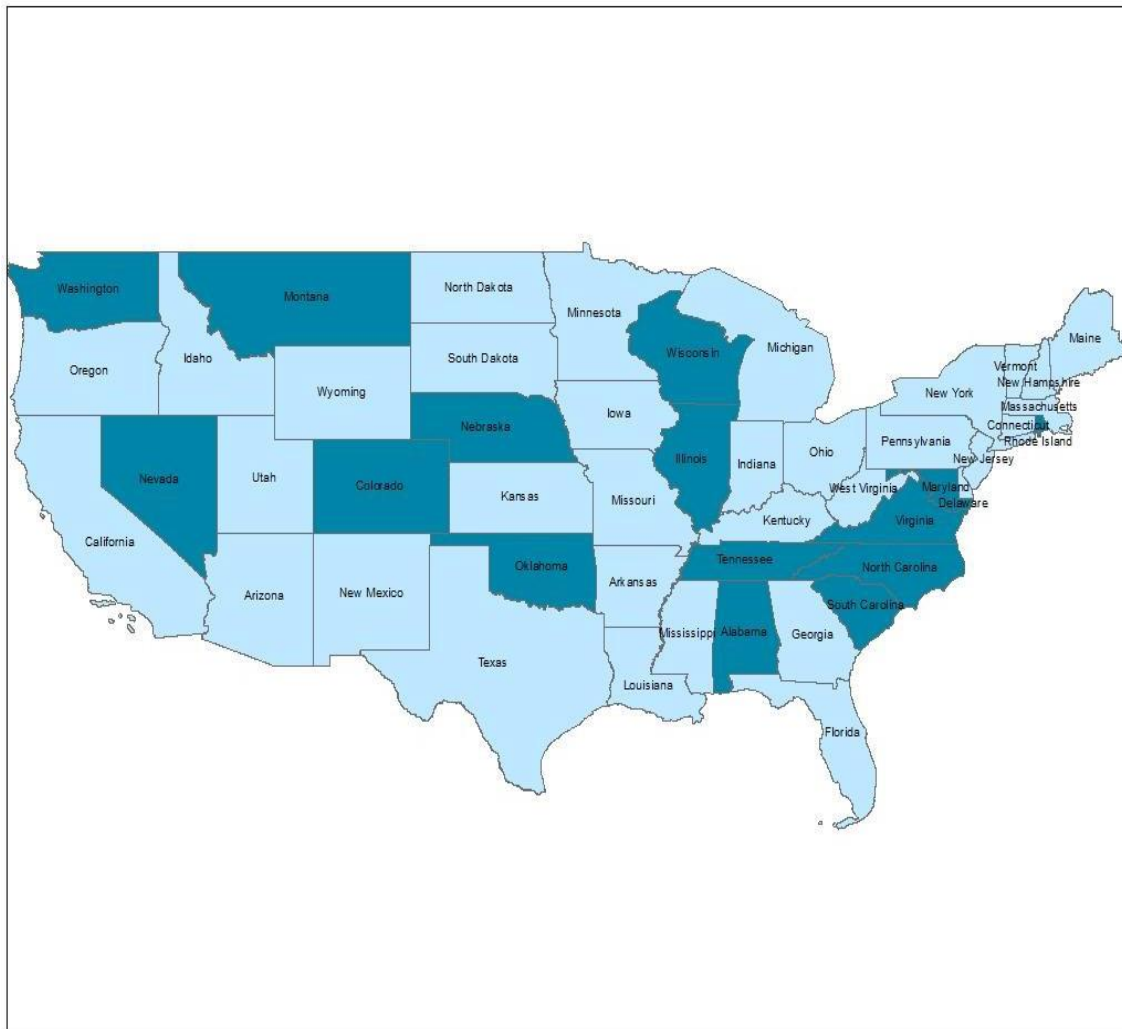


# Statewide Lifespan Respite Voucher Programs

Revised Date: 04/22/2019

The Survey was produced to determine the shared components of Lifespan Respite (LR) Voucher programs administered in different states. A total of 15 states participated in the survey as depicted in the map below.



## Age Distributions

### Caregivers

What are the ages served in your LR voucher program? (Caregivers)

State	Caregiver age range
Alabama	All ages apply
Colorado	All ages apply, but 18 & Younger

Illinois	Applies to 19 -80 years old
Maryland	Applies to 19 -80 years old
Montana	All ages apply, but 18 & Younger
Nebraska	All ages apply
Nevada	All ages apply
North Carolina	All ages apply
Oklahoma	Applies to 18 and older
Rhode Island	All ages apply, but 18 & Younger
South Carolina	All ages apply
Tennessee	All ages apply, but 18 & Younger
Virginia	All ages apply, but 18 & Younger
Washington	All ages apply
Wisconsin	All ages apply

### Care receivers

What are the ages served in your LR voucher program? (Care receivers)

State	Care receiver age range
Alabama	All ages apply
Colorado	All ages apply
Illinois	Applies to up to 80 years of age
Maryland	All ages apply
Montana	All ages apply
Nebraska	All ages apply
Nevada	All ages apply
North Carolina	All ages apply
Oklahoma	Applies to ages birth to 59 years
Rhode Island	All ages apply
South Carolina	All ages apply
Tennessee	All ages apply
Virginia	All ages apply
Washington	All ages apply
Wisconsin	All ages apply

## LR Vouchers

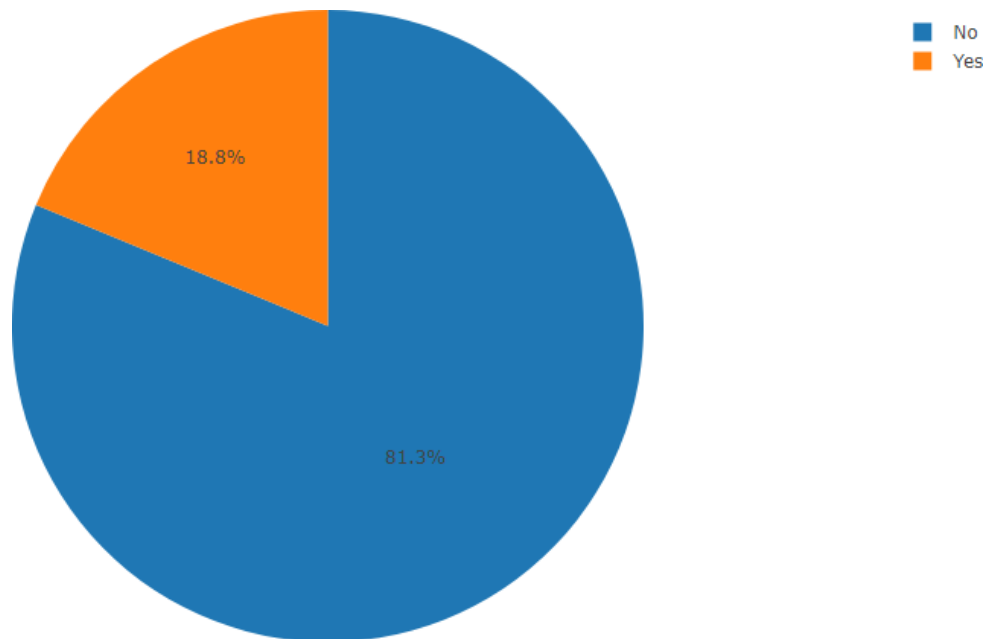
What is the anticipated percentage of caregivers by age group that will receive LR vouchers this fiscal year?

Age Range	18 and younger	18-40 years old	41-60 years old	61-80 years old	81 and older
1% -25%	6	6	3	4	9
26% - 50%	0	7	8	6	1
51% - 75%	2	1	3	2	1
76% - 100%	0	0	0	1	0
None	6	0	0	1	3
We don't collect	2	2	2	2	2

## Household Income

### Eligibility Requirement

Do your LR Voucher program funding streams impose household income eligibility requirements?



## Describe Requirement

- Responses include
  - In order to receive a full or partial subsidy, household income must be less than 150% of State’s median income
  - Income by family size at 312% FPL
  - \$90,000 or less

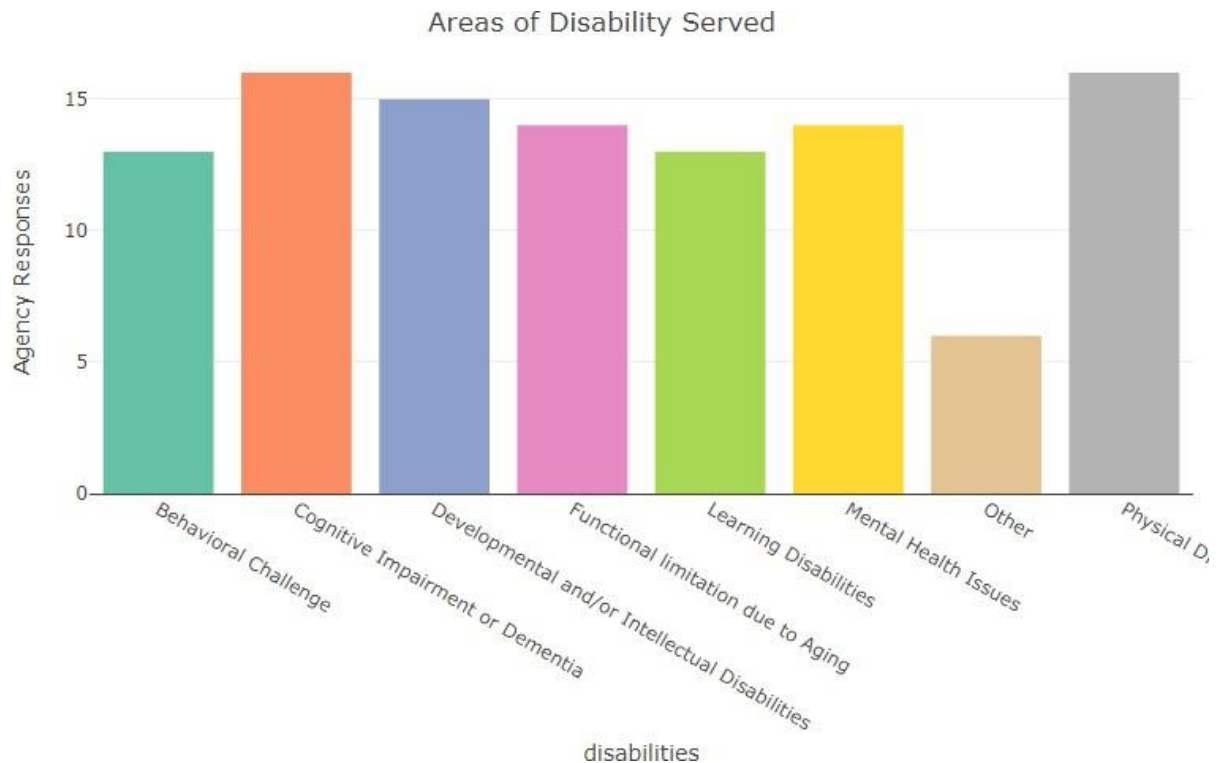
## Income guidelines

- Other household income eligibility requirements included:
  - Income guideline cutoff are \$100,000 or more
  - Income guideline cutoff of \$80,000 to \$89,999
  - One agency with household eligibility requirements did not provide a cutoff

## Disabilities Served

Please select areas of disabilities served.

## Areas of Disabilities Served

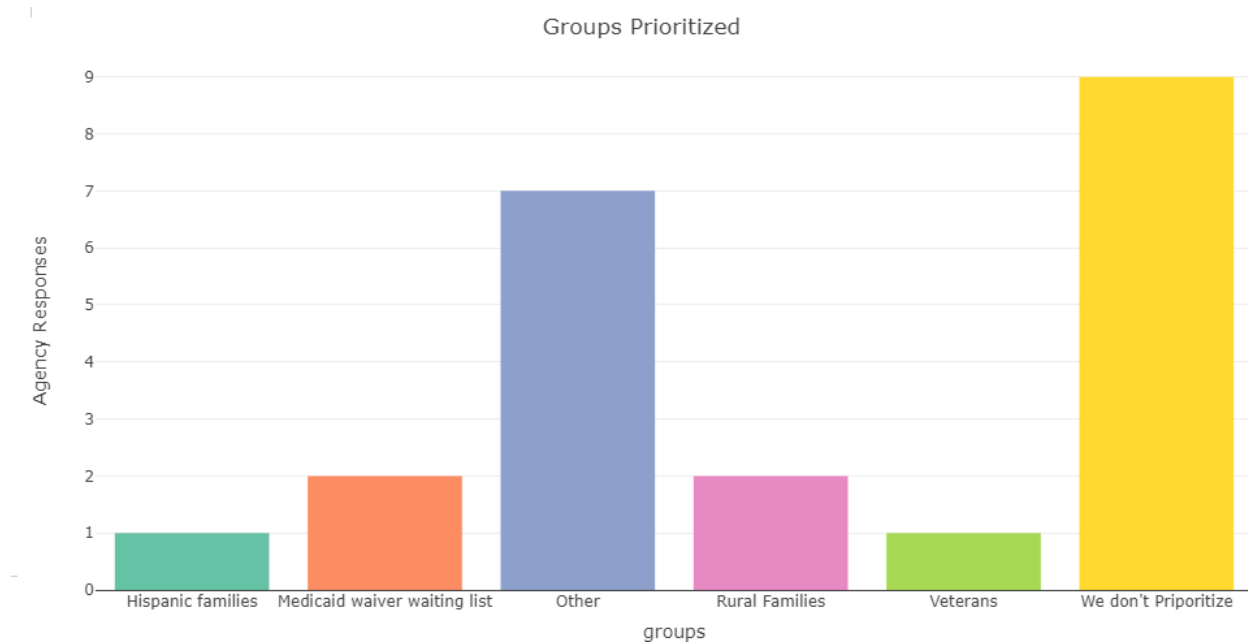


## Other Areas

- Other areas of disabilities served include:
  - Traumatic brain injury
  - Sensory impairment
  - Medically fragile
  - Chronic illnesses
  - Cancer
  - Brain injury
  - Medically complex
  - T.B.I
  - Stroke
  - Rare Diagnoses
  - Short term caregivers (such as someone caring for a family member going through chemo or recovering from medical condition or accident)

## Target Groups

If you target or prioritize groups to receive respite vouchers, please specify the groups.



## Other Groups

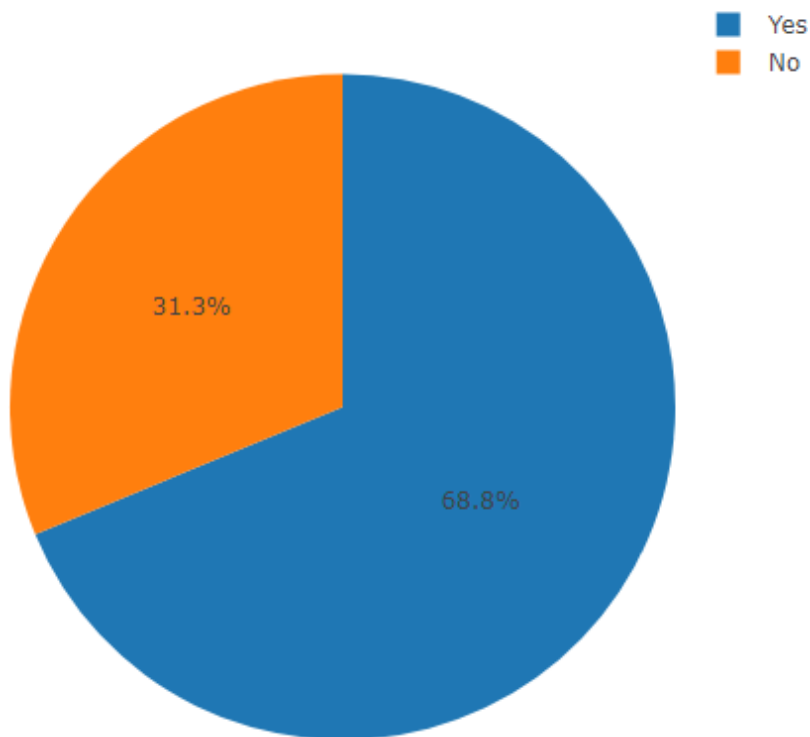
- Other groups include:
  - Care recipients ages between 18-59
  - Grandparents raising children and those with Dementia
  - Those who have never received respite services before or do not have any help at all

- TBI, children with special health care needs, tribal
- We prioritize families who are not receiving any other respite support (e.g., Medicaid waivers, other state respite programs)
- We provide respite reimbursement to family caregivers who are not eligible for any state CLTS or LTC programs or they have applied for and not received determination yet and family caregivers who are not eligible for AFCSP and NFCSP.
- Caregivers not previously receiving respite.

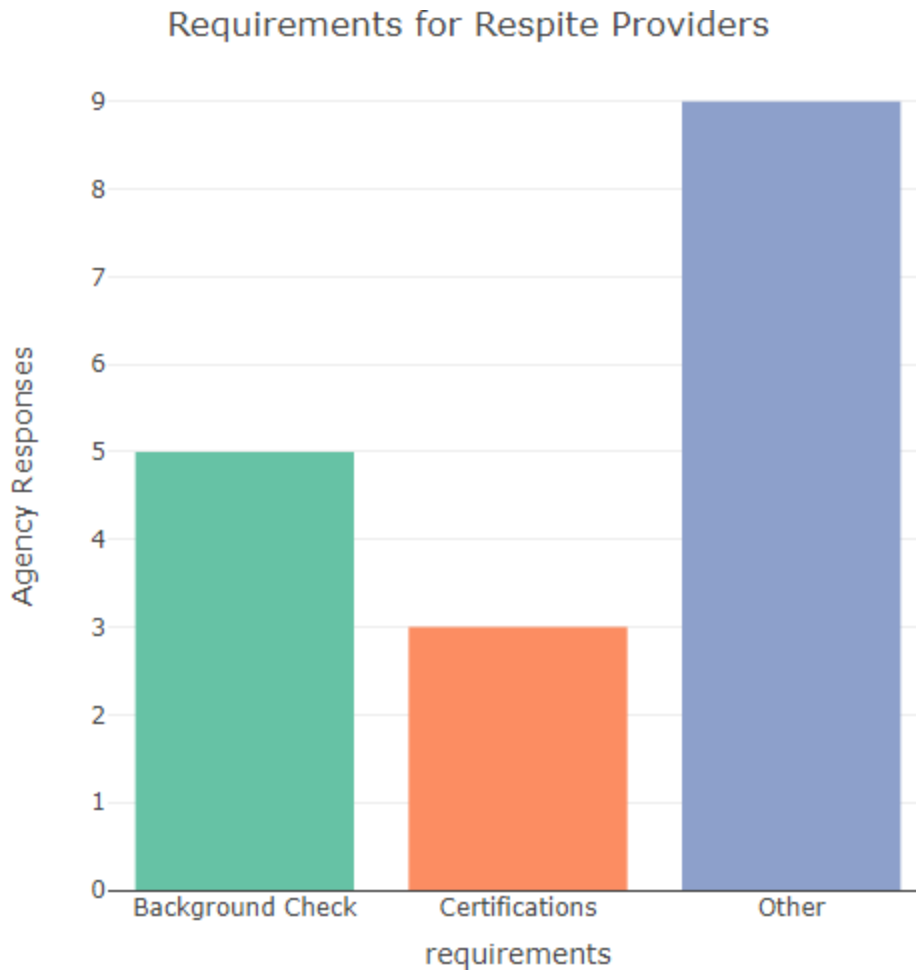
## Provider Qualifications

### Requirements

Do you have requirements for respite providers?



## Requirement Type



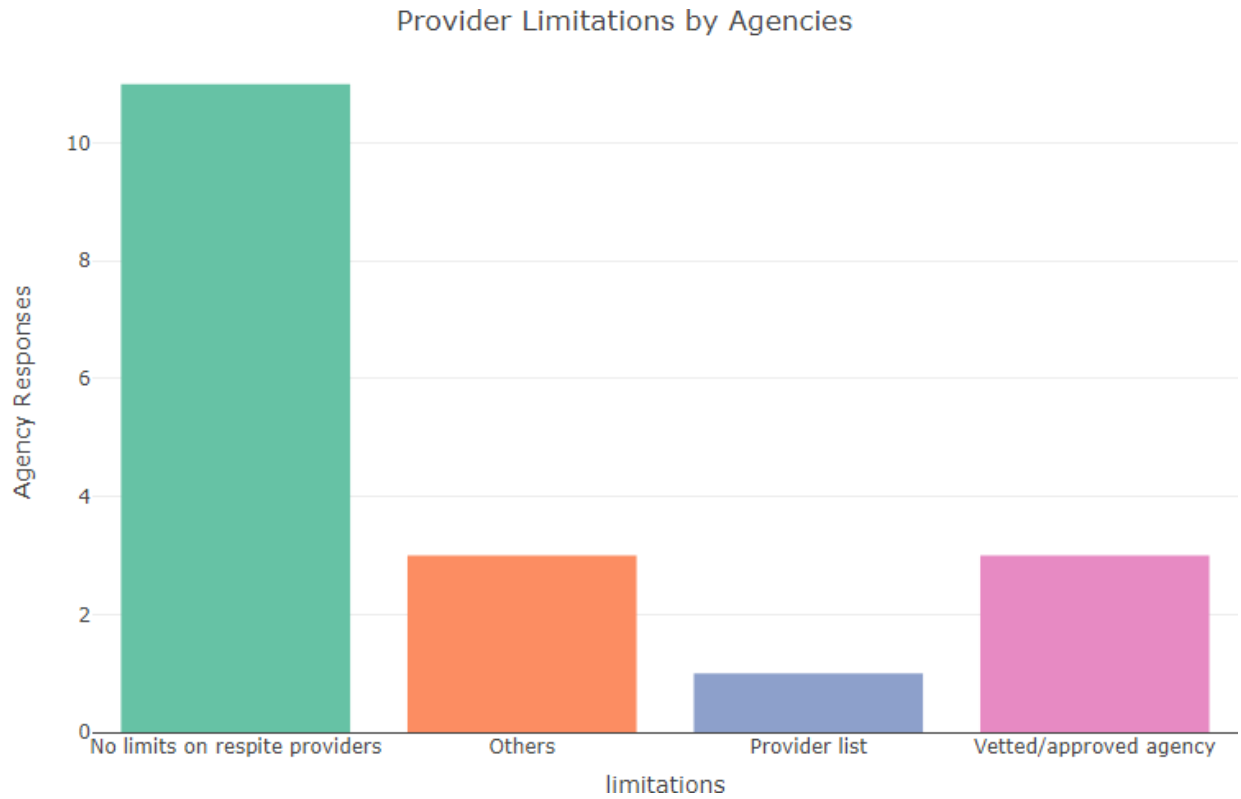
## Other Requirements

- Other requirements include:
  - Licensing when required by the State
  - Over 18 and do not live with care recipients
  - Over 18 years of age
  - Hired by respite provider agency
  - We require that care recipients needing professional medical services (e.g., tube feeding, wound care) to be provided by a licensed medical professional
  - Minimum age for worker (18), worker cannot live in same household as caregiver, and worker must use our provider paperwork
  - We will provide background checks if requested, but will not make determination if respite care worker is appropriate for any specific care situation - it is between the primary family caregiver and the potential respite care worker/provider
  - Over 18 years old
  - Living outside the home and 18 years or older

## Provider Limitations

Does the administering agency limit providers?

### Providers



### Other Limitations

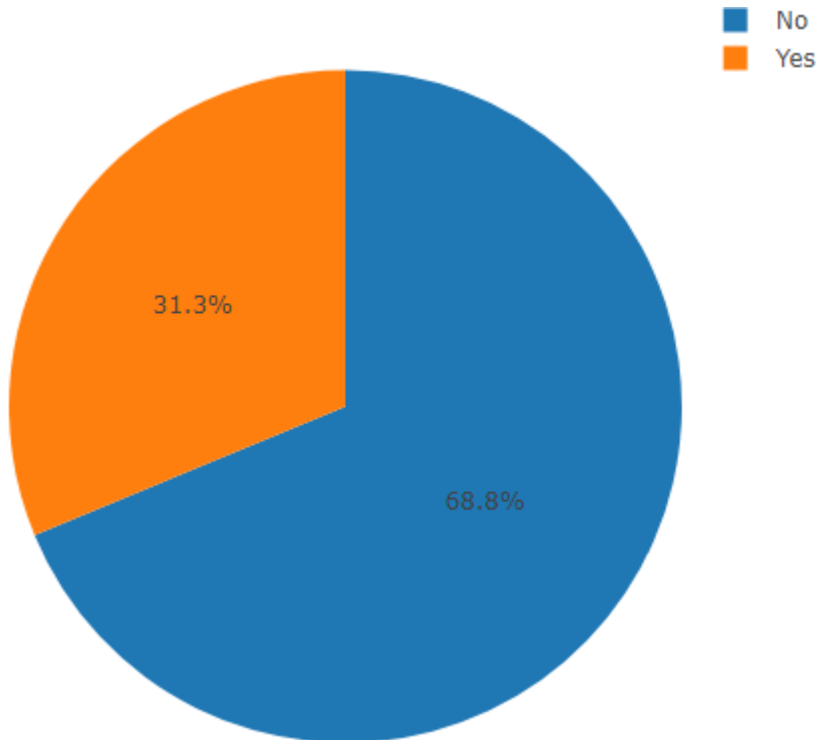
- Other Limitations include:
  - Can't live with care recipients
  - Must be 18 and older
  - Family caregivers select providers



## Provider Requirements

### Training

Do you require training for respite providers?

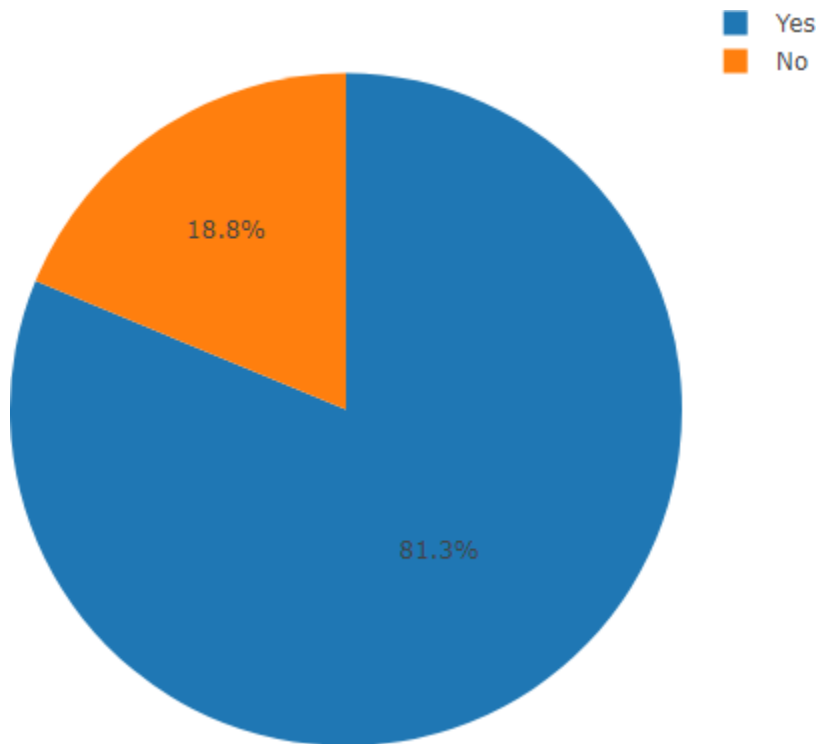


### Type of Training

- Other trainings include:
  - Caregiver offers training they require
  - As required by licensing/certification standards
  - Training is based on specific needs of caregiver & recipient. Basic training would involve safety & emergency care.
  - Respite Care Association of Wisconsin
  - We do not require it, but State of WA requires 65 hours for in-home care workers.

## Minimum Age

Is there a minimum age for a respite provider?



## Age Requirements

- Legal age of majority- 10 respondents said age 18 years and 2 said 18 years and older
- Whatever the agency determines, likely 21 years (depending on type of respite care)

## LR Voucher Implementation

### Anticipated LR Voucher Funding

How much LR Voucher funding does your state anticipate expending on respite vouchers this fiscal year? Enter zero if none

state	Amount
Nevada	\$118,500
Rhode Island	\$385,000
Colorado	\$47,000
Montana	\$60,000
Virginia	\$58,000
Illinois	\$161,000
Washington	\$60,000 +

Maryland	\$1,800,000
North Carolina	\$246,000
Nebraska	\$400,000
Wisconsin	\$30,000
South Carolina	\$254,000
Oklahoma	\$50,000-\$60,000
Tennessee	\$266,400
Alabama	\$150,000

## Total Caregivers

How many total caregivers does your state's LR voucher program anticipate serving this fiscal year? Enter zero if none

- Responses included a wide range of caregivers
  - 35
  - 322
  - 50
  - 100
  - 145
  - 800
  - 225
  - 80
  - 1,000
  - 354
  - NE counts clients not caregivers but this information can be captured. Many caregivers have multiple care receivers. Some are single head of household and others are couples. Estimate based upon active clients would be 300
  - 75
  - 508
  - 150-170
  - 444
  - 1500

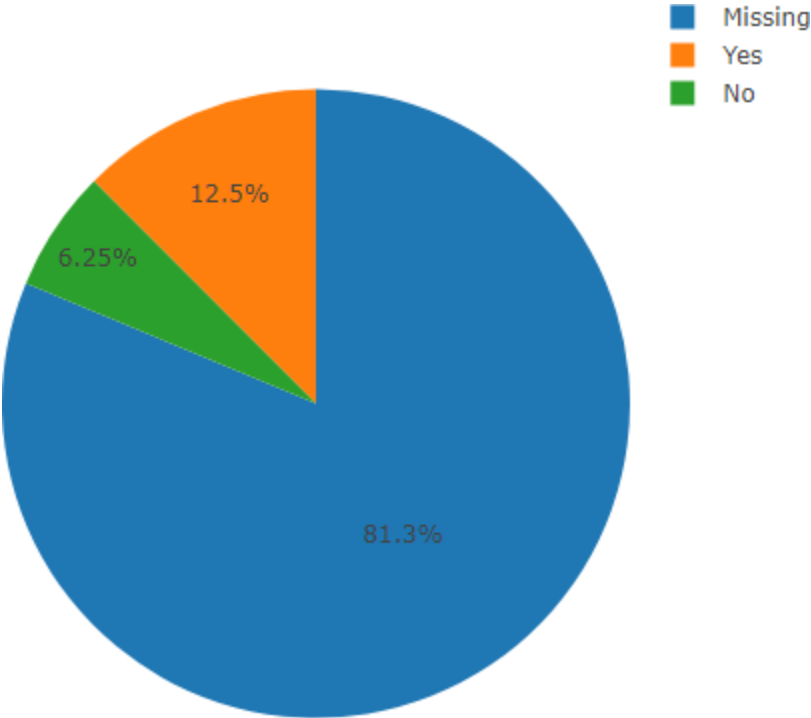
## Percentage LR Grant Funds

Please estimate what percentage of the LR funds are from the federal respite grant. Please enter zero if none

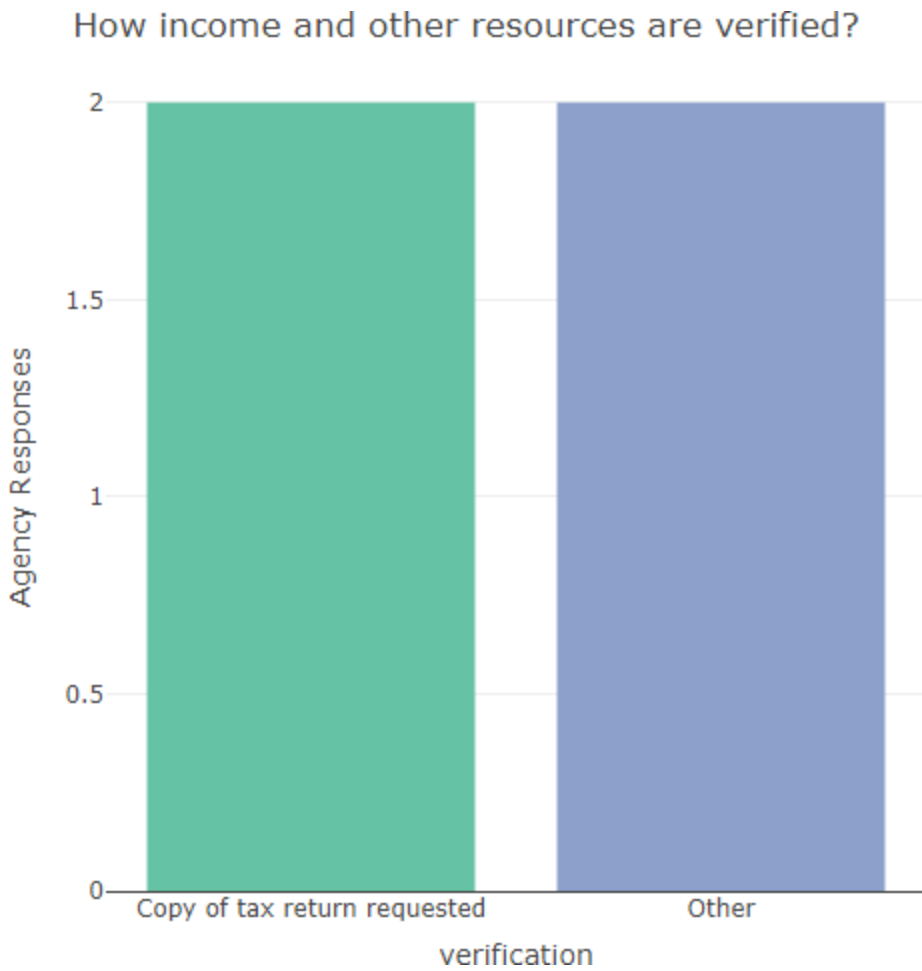
Range of responses included (0%, 4%, 25%, 44%, 50%, 75%, 95%, 100%)

# Income Verification

Are income and resources verified?



## Tools



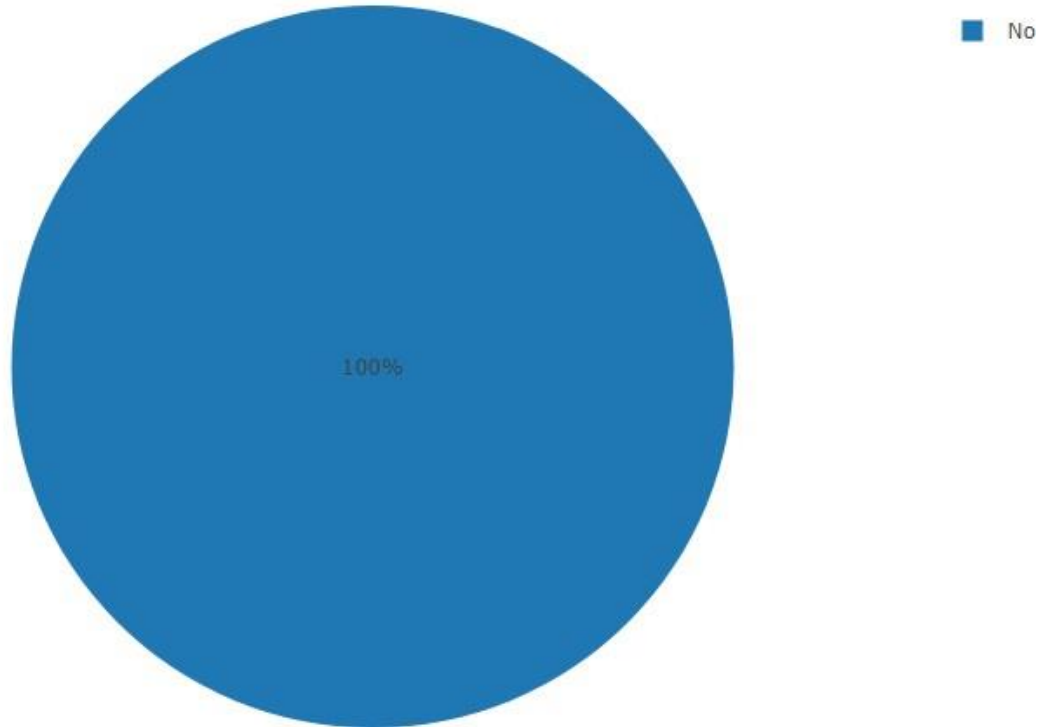
## Other

- Other forms of verification included:
  - Verification from Social Security statements, pay stubs, bank statements, etc.
  - SSA Verification Letters, Insurance Policy Letters, Bank Statements, Self-Employment Records

## Caregiver Employment

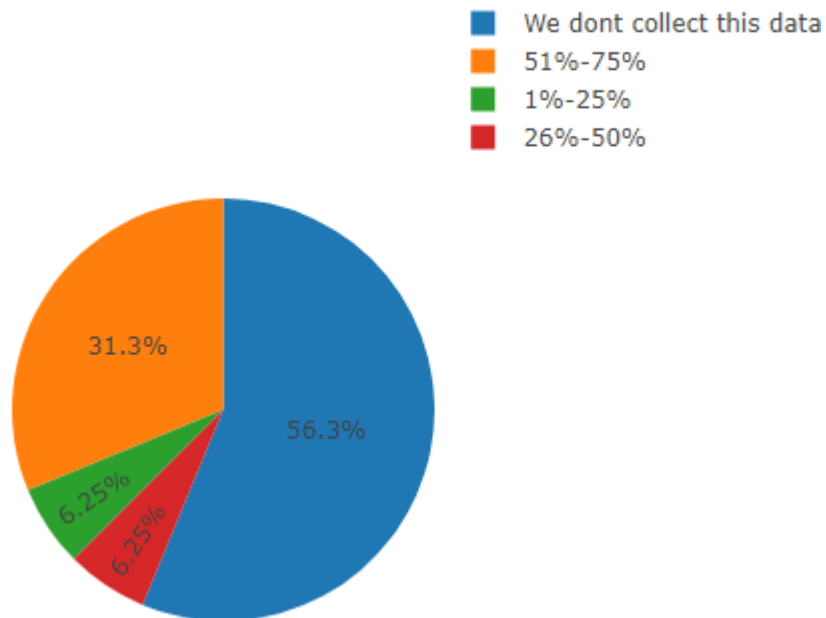
### Voucher tied to Employment Status

Eligibility based on the employment status of the caregiver?



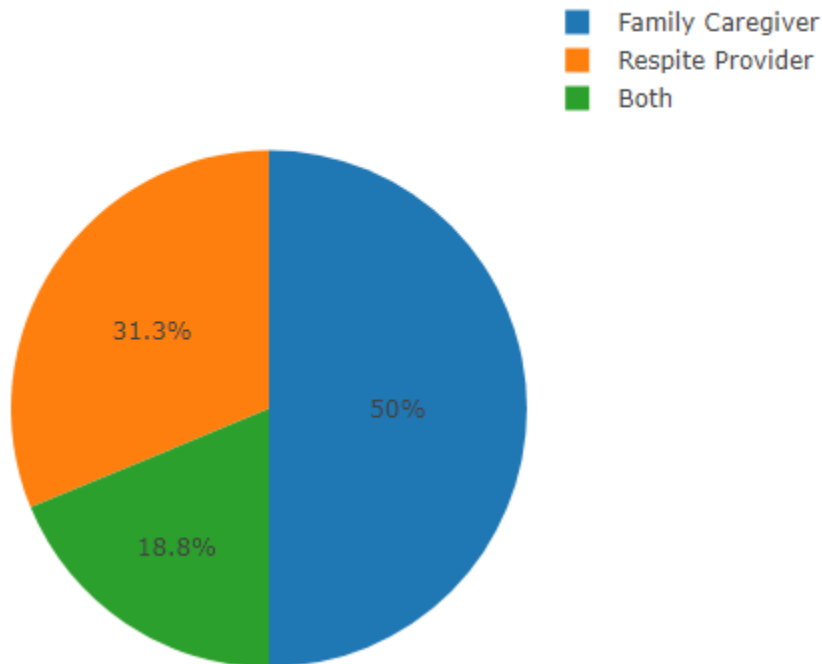
## Employment outside Home

Percentage of caregivers employed outside home



## Reimbursement to Family caregiver or provider

### Family caregiver or respite provider reimbursement



## Amount LR Voucher

What is the approved amount of a single LR voucher?

- Responses included:
  - \$2,880.00
  - Varies by income
  - \$500 twice
  - \$600 twice
  - \$400
  - Varies i.e. training voucher is typically \$200; DMH vouchers \$200 - \$300 twice a year
  - \$250-\$500
  - \$1,000
  - Maximum of
  - \$125/month x 12 months plus many receive additional \$1,000 per eligibility year
  - It all depends on need, acuity, locality
  - \$500 - \$1,500\$300 per every 90 days
  - \$200

## Timeframe LR Voucher

What is the timeframe of that voucher?

- Responses included:
  - 30 days
  - 12 months thrice
  - Annual
  - 4 months, 120 days
  - Don't have one
  - 90 days thrice
  - 1 year or 12 months
  - 45 days
  - 4-6 months
  - 3 months with option to renew if more time needed
  - Within cycle of funding - no more than a year
  - 3 months

## Administrative Issues

### Average time

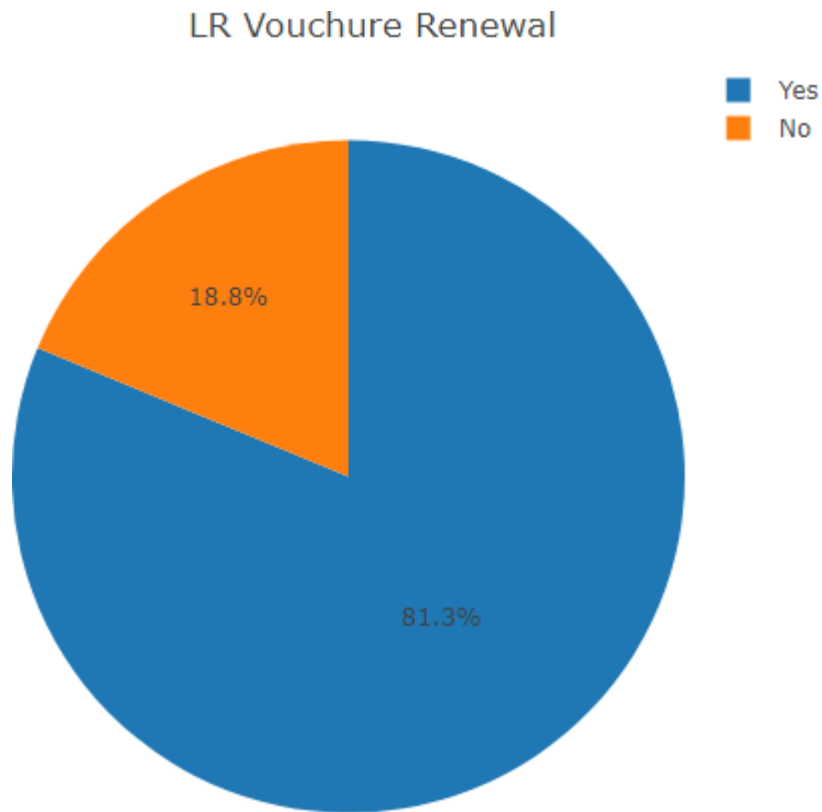
What is the estimated average administrative time spent per voucher?

- Responses included:
  - 6 hours
  - Unknown
  - 5 hours
  - 2 hours
  - 8.6
  - 40%
  - 10 hours
  - 3 hours
  - 1 hour
  - 5-10 hours
  - <1 hour
  - 4 hours
  - 1/2 to an hour
  - 5 hours
  - 15 mins



## LR Voucher Renewal

Can the voucher be renewed?



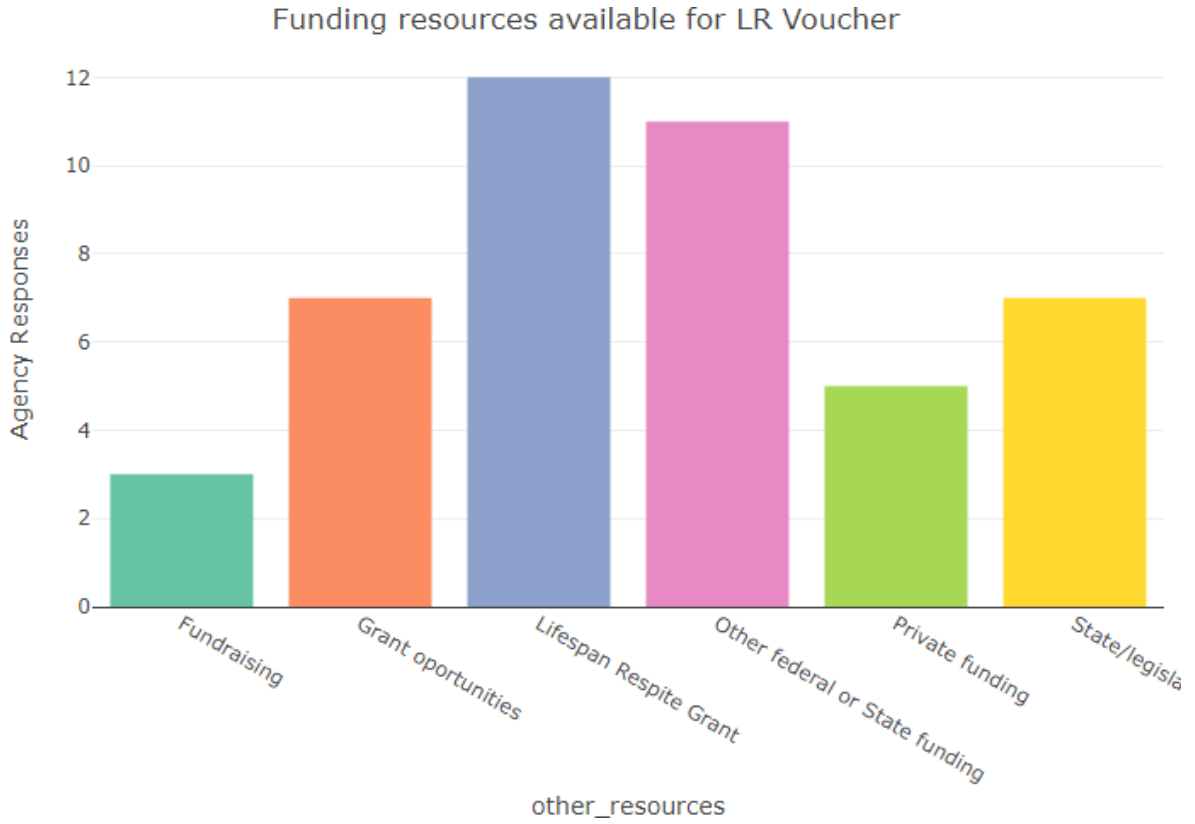
## How Often

How often the voucher is renewed?

- Responses included:
  - 1 time
  - Annually, three times on 3 separate occasions
  - Annually with no limit if eligible
  - Two in one calendar year; new applicants receive priority funding
  - Once per calendar year
  - 1 yearly
  - Annually, but they fall behind those who have not been awarded. Often if someone applies, a year since last date of service passes, and another awardee cancels, we offer it to the priority user if they are poised and ready to use it.
- We don't offer vouchers, we offer grants/reimbursement
- Twice during a FY
- Every 90 days
- Once a year they can apply

## Funding Sources

### Availability



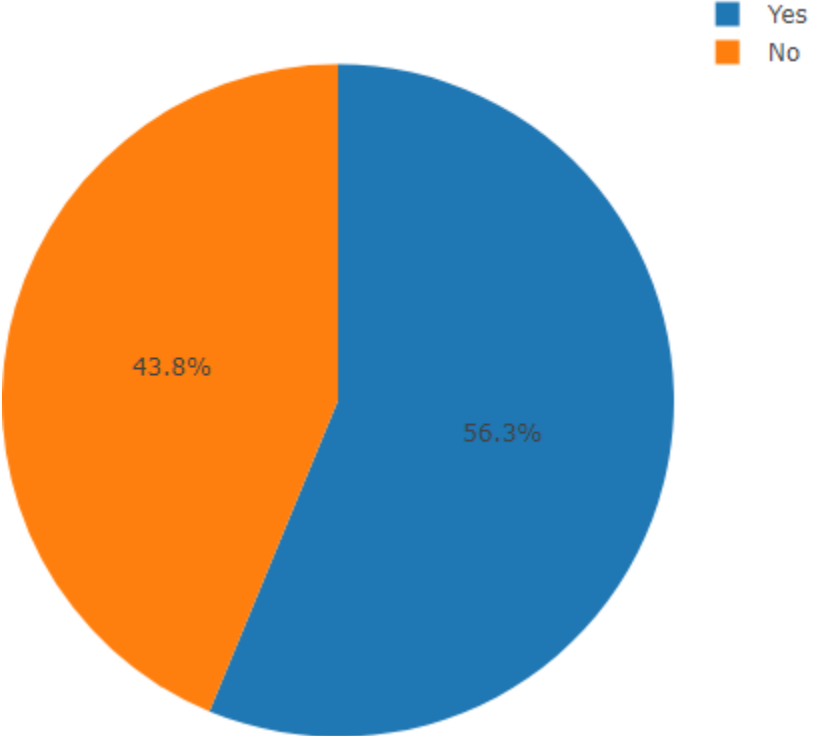
### Other sources

No other sources were reported

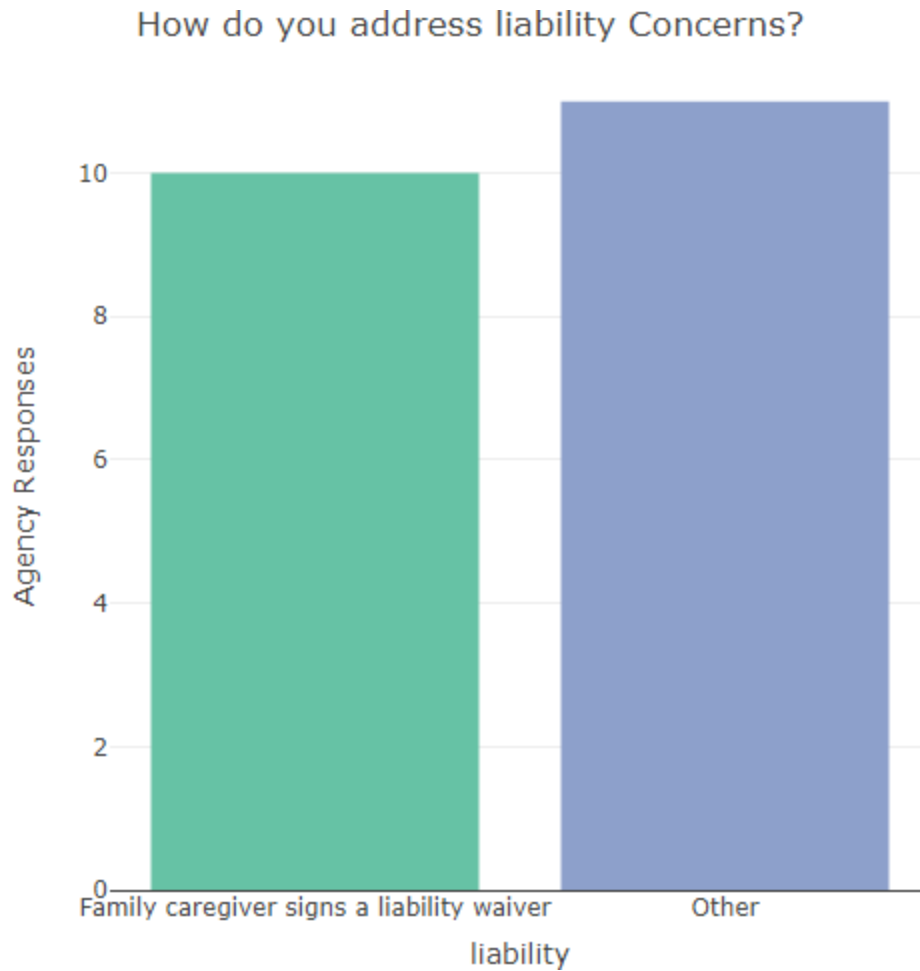
# Liability

## Concerns

Do you address liability concerns?



## Address liability



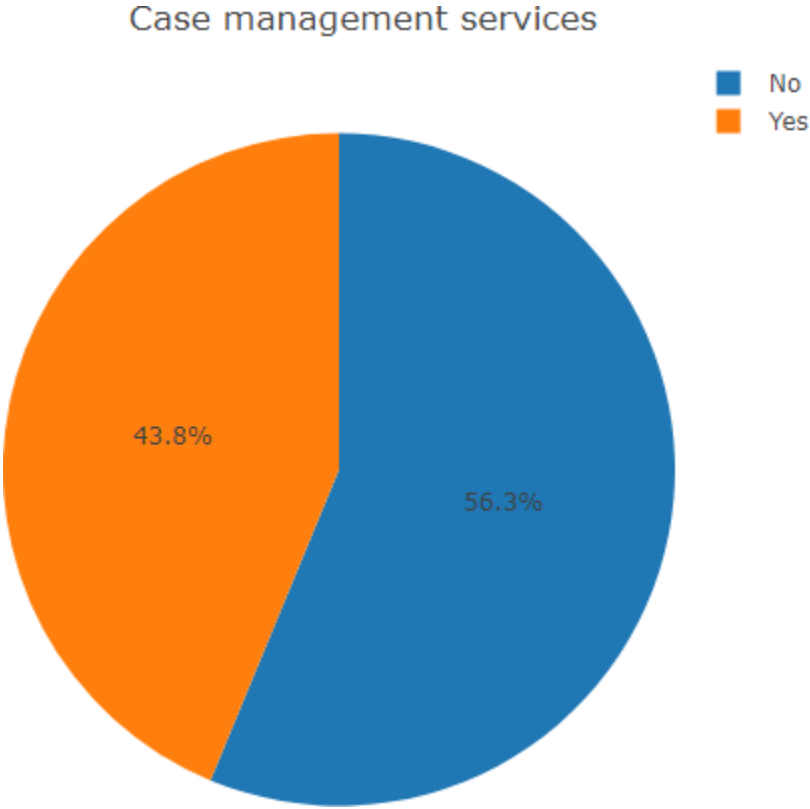
## Other ways

- Other ways included:
  - Agency with professional/cyber liability
  - Information given
  - Inter-agency agreement and caregiver application contain hold harmless clauses. We do not allow transportation (which can be limiting) due to liability concerns
  - Educate family caregiver regarding liability
  - Liability is addressed in program expectations

# Case Management

## Services

Do you specifically provide case management services to help family caregivers access respite and other supports?



## Support

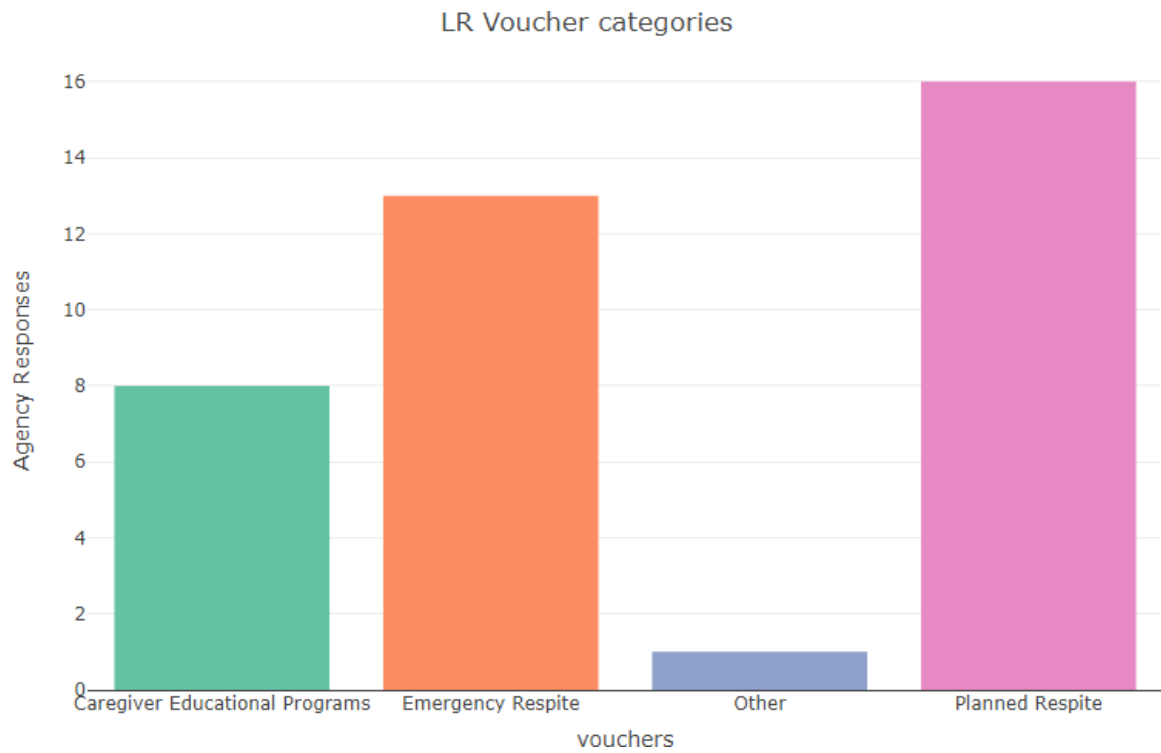
Would case-management services be helpful to your caregiver?

No responses recorded

## Voucher Categories

### Provisions

- Do you provide vouchers for caregiver education, planned or emergency respite?



### Other categories

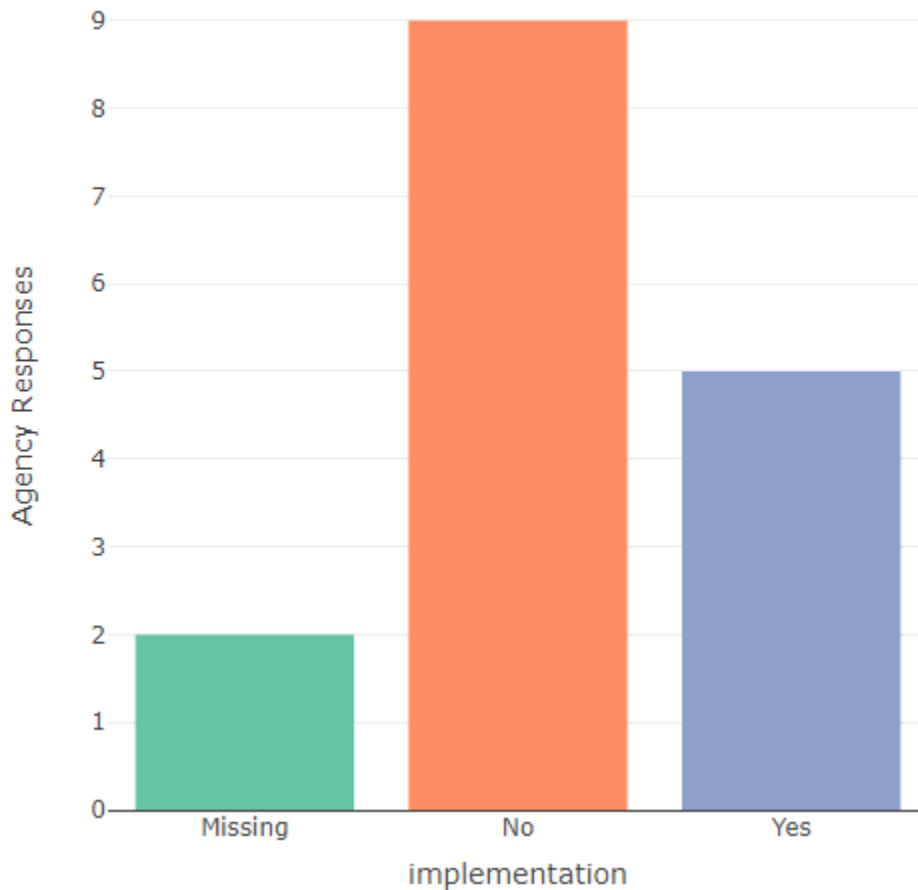
- Camps (No other responses have been recorded for this category)

# Emergency LR Voucher Implementation

## Guidelines

- Do you have written guidelines for implementation of emergency respite vouchers?

Written guidelines for LR Voucher Implementation



## Explain

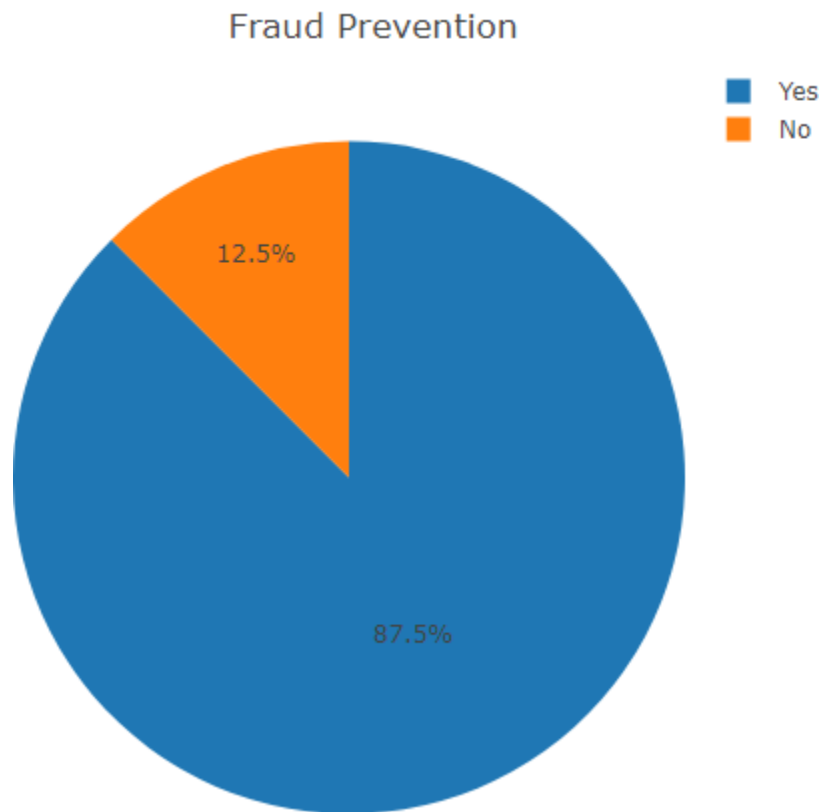
Explain your emergency service voucher guidelines

- Responses included:
  - Any caregiver caring for someone of any diagnosis across the lifespan is eligible if they are experiencing an emergency, such as: caregiver hospitalization, sickness, and doctor’s appointments. We allow the caregiver to hire someone during this emergency and we reimburse them for paying someone else, whether it be an agency or an individual.
  - Families must be experiencing an emergency, Caregiver hospitalization, surgery, illness, loss etc.
  - Referred to as exceptional circumstances, including crisis respite. Separate application to describe need for additional financial support. Family must demonstrate they are using/billing for planned respite.
  - One time \$250 voucher for a caregiver emergency such as an unplanned surgery, funeral, illness...
  - Sick, hospitalized, funeral, etc.

## Fraud

### Prevention

- Do you have controls in place to prevent fraud?



### Explain

Please explain how you prevent fraud?

- Responses included
  - Verification process/Avoid voucher duplication
  - Signed vendor invoices & family notification
  - Family signature on application stating that all information is true
  - Signatures of caregiver and provider on reimbursement
  - Proof of payment and signed time sheets of care providers
  - Fraud prevention is followed by the IRC/Maryville Academy policy
  - Unsure how 'fraud' is defined. We monitor but there are likely some dishonest applicants. This becomes evident over time and is usually addressed. There are



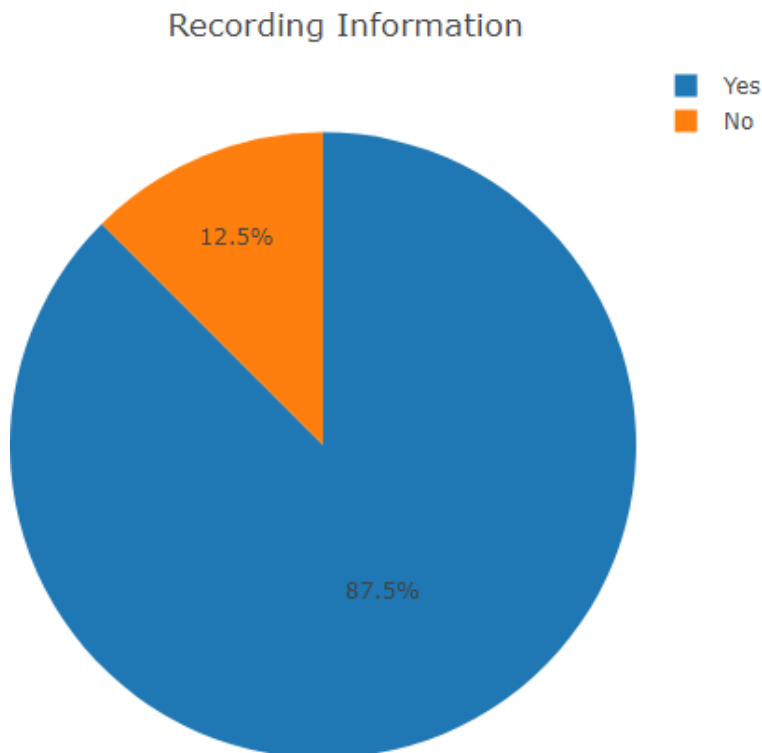
probably times where we offered vouchers in good faith that may not have been properly used. It becomes a learning opportunity then.

- In most cases, reimbursement is made directly to the paid care provider, not the family caregiver
- Signed timesheets, signed worker agreement forms, 2-person check process for separate approval and check distribution
- 4-party review of billing documents
- Families are coached about respite and develop a plan for a break. Must submit what they did for respite and dates and time of respite on voucher claim which is signed by both family caregiver and respite providers. Agencies bill directly. Random follow-up conducted with respite caregivers to verify they provided services and were paid.
- Fraud detection mark on checks. Not 100% preventative against fraud but helps.
- Both caregiver and respite provider supply information on voucher and both sign that it is correct
- Proof of diagnosis and third party verification

## Data Collection System

### Information

Do you have a data collection system in place to track voucher use and other relevant information?



## Additional Comments

- Responses include:
  - The program is still under development, so information above is subject to change.
  - Exit survey is completed by each recipient to gather further data.
  - In the past we have used XL spreadsheets to contain data. In the future, we will be using Salesforce. Also, regarding emergency respite vouchers, there have been times when the voucher came through as more of an emergent need that we were able to respond to, but this is contingent upon 'luck of the draw' factors that in place. Typically, it can take a while to set up respite use.
  - We answered the responses related to voucher liability and case management based only our own lifespan respite voucher program. Our state's waiver and other ongoing respite funded programs do address liability and provide ongoing case management.
  - Secure, on-line client eligibility system is regularly updated for improved quality assurance and efficiency. Creating an online billing process for improved timeliness of payment and to reduce errors. Have a significant number of reports to administer program and track program utilization. Clients receive support from local network respite coordinator to assist with provider needs, access to respite resources and program eligibility.
  - While we don't do case management, we do coach people on what respite really is; that it is for them to get a break and take care of themselves. We teach them how to recruit respite providers and how to develop circles of support to build resources for respite.