

RCAW
Respite Care Association
of Wisconsin

Respite Summit 2021

JULY 28, 2021
1:00 PM - 4:30 PM

AGENDA

- Welcome and Review of Agenda
- Speed Networking Activity
- Review of Previous Wisconsin Respite Summit
- Overview of RCAW Evolution
- Break
- DHS Federal Lifespan Respite Grant Activities
- NASHP/ARCH Federal Lifespan Respite Grant Activities
- Closing Remarks

4:30 pm – 6:30 pm: Networking Opportunity. Free appetizers. Cash bar.

SPEED NETWORKING ACTIVITY





REVIEW OF PREVIOUS WISCONSIN RESPITE SUMMIT

JUNE 2018

PREVIOUS SUMMIT GOALS

Goal #1 Strengthen and expand respite coalition membership

- WFACSA

Goal #2 Establish or enhance a statewide coordinated system of respite

- Research partnerships
- Successes of RCAW

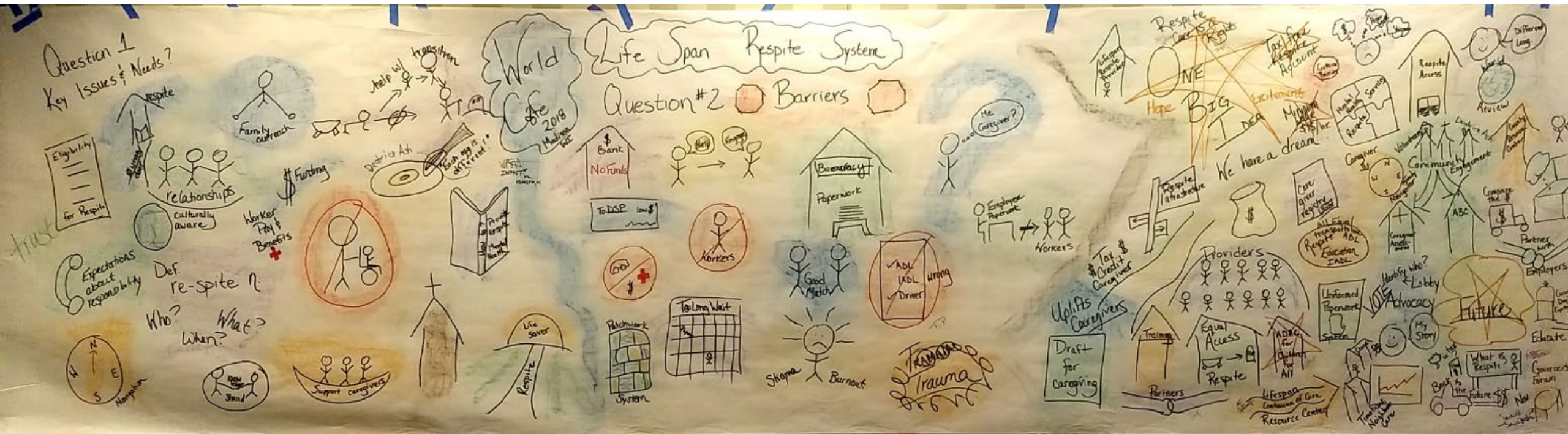
Goal #3 Plan for a federal Lifespan Respite grant

- WI got the grant!

PREVIOUS SUMMIT OUTCOMES

- Who is Missing?
- Key Issues & Needs
- Infrastructure
- Barriers to Access
- Sustainability
- Solutions to Improve Access
- “One Big Idea”

<https://app.box.com/s/8vhgz64xz6479we0gymjv3z3g33y7x eo>



RCAW MILESTONE TIMELINE

1987:
RCAW formed as a 501(c)(3) non-profit charitable organization

2010:
Receives first Federal Lifespan Respite Grant

2011:
Created Wisconsin Cares Network Training Program

2017:
New E.D. hired

2018:
Creates CRGP & GRGP

2019:
Creates CORE Grant Program

2020:
Increases staff to build capacity to address growth strategy

2021:
Creates SRGP

1999:
Wisconsin Legislature established funding via state statute to implement a lifespan respite program

2011:
Implements 5 pilot lifespan respite programs expand to cover 25 counties.

2012:
Created free online respite care registry to access list of trained respite workers

2018:
RCAW Restructures

2019:
Receives increase in State GPR Lifespan Respite Program Grant funds

2020:
Expands training portfolio

2020:
Implements new database

2021:
Creates Bringing Respite To Your Community Training Program



WISCONSIN LIFESPAN RESPITE GRANT PROGRAM

The WI Lifespan Respite Care Program seeks to facilitate coordination between existing statewide programs, reduce duplication of effort, identify needs, address gaps in support, and assist in the development of seamless respite care infrastructure at the state and local level.

The WI Lifespan Respite Care Program intends to improve the delivery and quality of respite services available to families across the age and disability spectrum by establishing coordinated lifespan respite systems.

Received \$250,000 since 1999. In 2019, WI Lifespan Respite Care Program funding was increased to \$350,000 each year.

Grant Administrator: WI DHS Division: Division of Medicaid Services, Bureau of Children's Services.

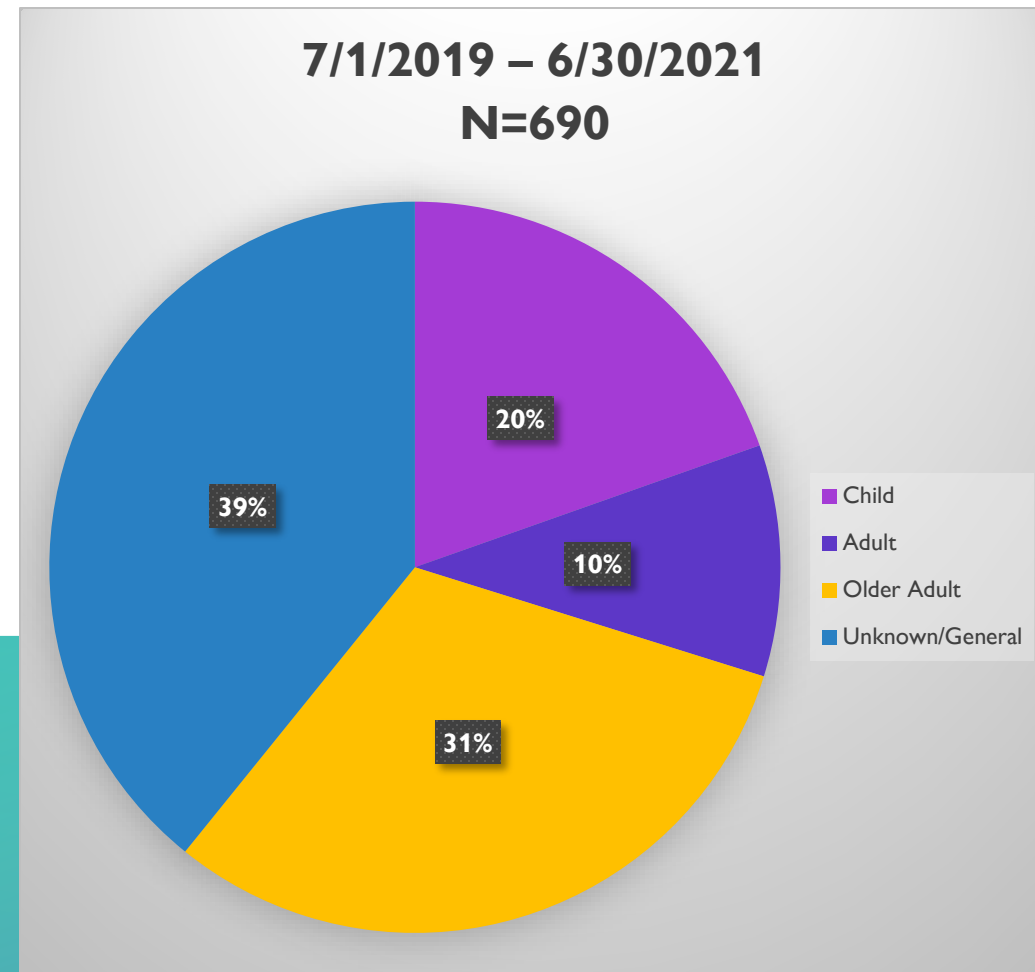
**SO, WHO ARE WE
SUPPORTING?**

**WHO IS REACHING
OUT TO US?**

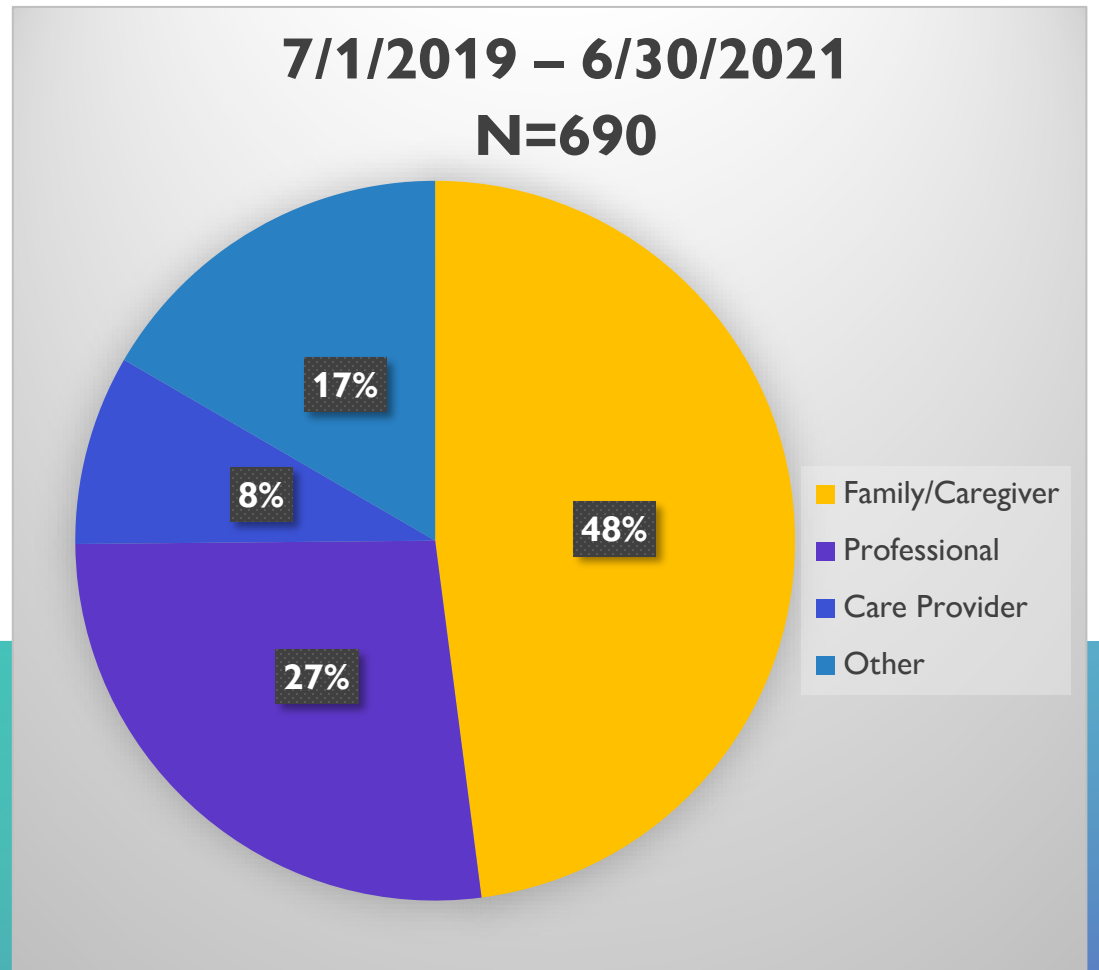
**WHAT REGION OF
THE STATE ARE
THEY FROM?**



WHO ARE WE SUPPORTING?

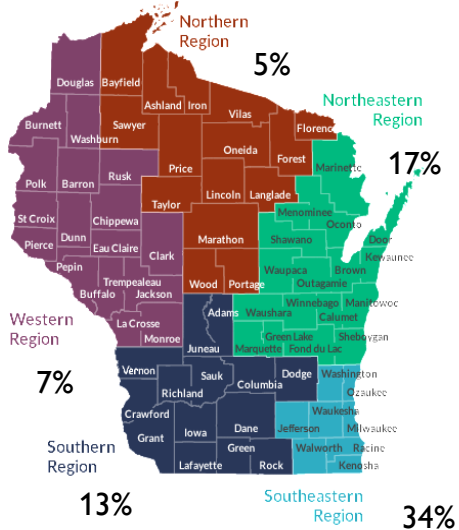
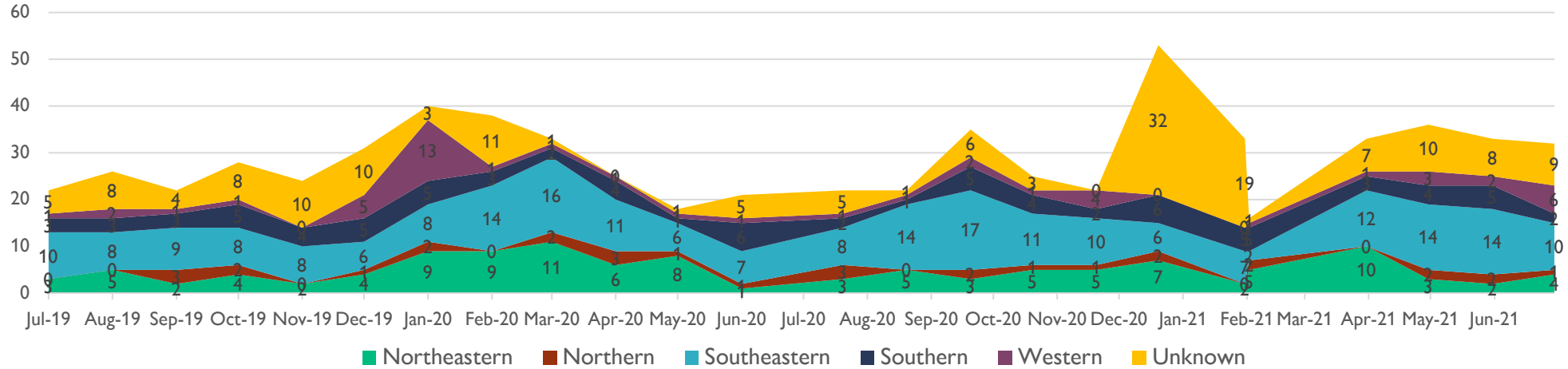


WHO IS REACHING OUT TO US?



CONTACTS BY REGION OF STATE

Period: 7/1/2019 - 6/30/2021 N=690



24% Region not captured
N=690

After reviewing our data, we asked ourselves a couple questions...



Q: What's one of the main reasons for the spike near holiday?

A: Simply answered, burnout. The holidays are often overwhelming, and caregivers often need a break after the holidays.



Q: How is it that you served more families but did not see a significant increase in the # of contacts?

A: We have automated many of our processes for completing applications, improved/simplified information on our website, and significantly increased our outreach & education efforts.

OUTREACH



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OUTREACH



Mindfulness Monday

Facilitated by a certified yoga & meditation instructor 1st & 3rd Monday each month from 9:00 am – 9:30 am. The 30 minutes will consist of 20 minutes of Mindfulness with 10 minutes of participant sharing.



Webinar Wednesday

Each month RCAW offers a 60-minute informative webinar regarding respite care in Wisconsin! RCAW staff will summarize how their programs, grants, FREE online training, and resources can maximize other primary caregiver support programs. Each month, Webinar Wednesday will also host guest speakers who are subject-matter experts to educate viewers on various respite related topics.

Monthly Mini



Monthly Mini


Each month Respite Care Association of Wisconsin releases a FREE mini online training. Monthly Mini-Courses are short courses (30 minutes) that cover a variety of topics that might be geared for either family caregivers, respite providers, or both. These courses may focus on children, adult, elderly, or lifespan topics.

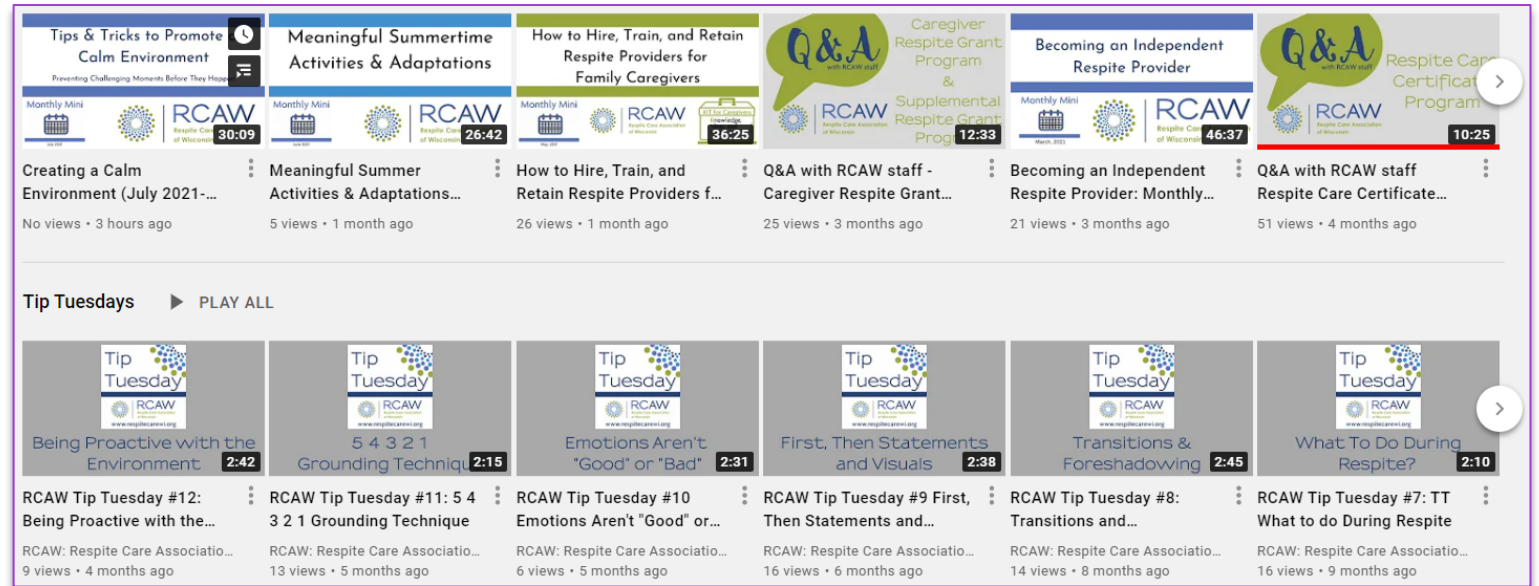


Two Minute Tip Tuesday

Twice a month, the Respite Care Association of Wisconsin publishes a short video with helpful tips, tricks, or information. Two Minute Tip Tuesday is a video series published on the RCAW YouTube page. These short videos share tips and tricks that can help respite providers, family caregivers, or anyone else supporting individuals with disabilities across the lifespan.

RCAW YOUTUBE CHANNEL

We currently have over 30 video presentations/trainings on our  YouTube channel. Below is just a screenshot of a few...



The screenshot displays the RCAW YouTube channel interface. At the top, there are six video thumbnails with titles and durations:

- Tips & Tricks to Promote a Calm Environment** (30:09)
- Meaningful Summertime Activities & Adaptations** (26:42)
- How to Hire, Train, and Retain Respite Providers for Family Caregivers** (36:25)
- Q&A with RCAW staff - Caregiver Respite Grant Program** (12:33)
- Becoming an Independent Respite Provider** (46:37)
- Q&A with RCAW staff - Respite Care Certificate Program** (10:25)

Below these are the video titles and view counts:

- Creating a Calm Environment (July 2021-...): No views • 3 hours ago
- Meaningful Summer Activities & Adaptations...: 5 views • 1 month ago
- How to Hire, Train, and Retain Respite Providers f...: 26 views • 1 month ago
- Q&A with RCAW staff - Caregiver Respite Grant...: 25 views • 3 months ago
- Becoming an Independent Respite Provider: Monthly...: 21 views • 3 months ago
- Q&A with RCAW staff Respite Care Certificate...: 51 views • 4 months ago

A section titled **Tip Tuesdays** includes a **PLAY ALL** button and six video thumbnails:

- Being Proactive with the Environment** (2:42)
- 5 4 3 2 1 Grounding Technique** (2:15)
- Emotions Aren't "Good" or "Bad"** (2:31)
- First, Then Statements and Visuals** (2:38)
- Transitions & Foreshadowing** (2:45)
- What To Do During Respite?** (2:10)

Below these are the video titles and view counts:

- RCAW Tip Tuesday #12: Being Proactive with the...: 9 views • 4 months ago
- RCAW Tip Tuesday #11: 5 4 3 2 1 Grounding Technique: 13 views • 5 months ago
- RCAW Tip Tuesday #10: Emotions Aren't "Good" or...: 6 views • 5 months ago
- RCAW Tip Tuesday #9: First, Then Statements and...: 16 views • 6 months ago
- RCAW Tip Tuesday #8: Transitions and...: 14 views • 8 months ago
- RCAW Tip Tuesday #7: TT What to do During Respite: 16 views • 9 months ago

GRANT PROGRAMS



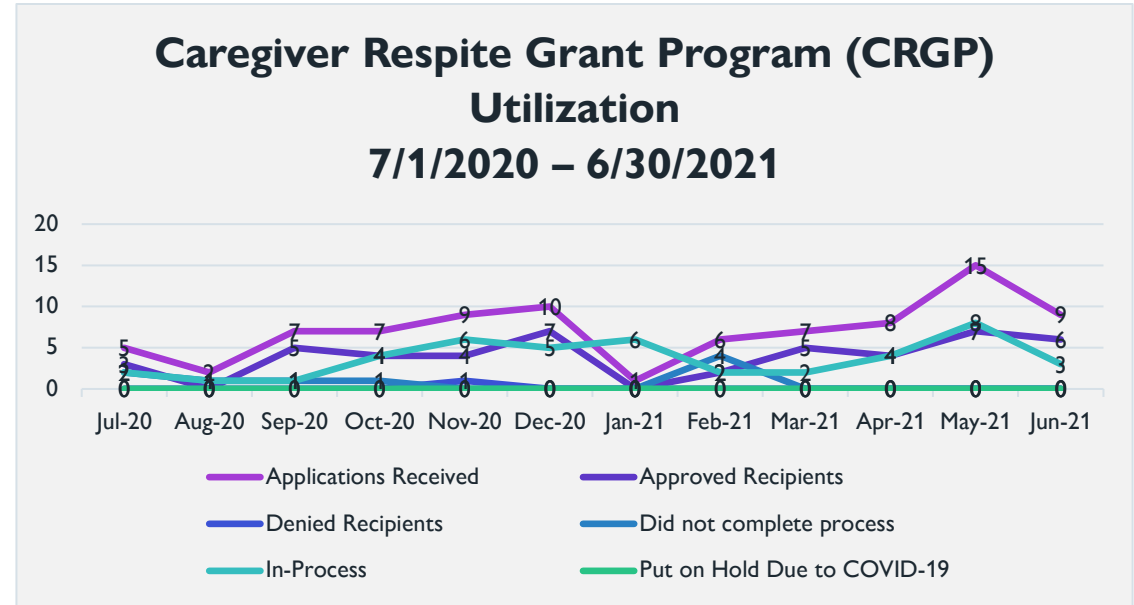
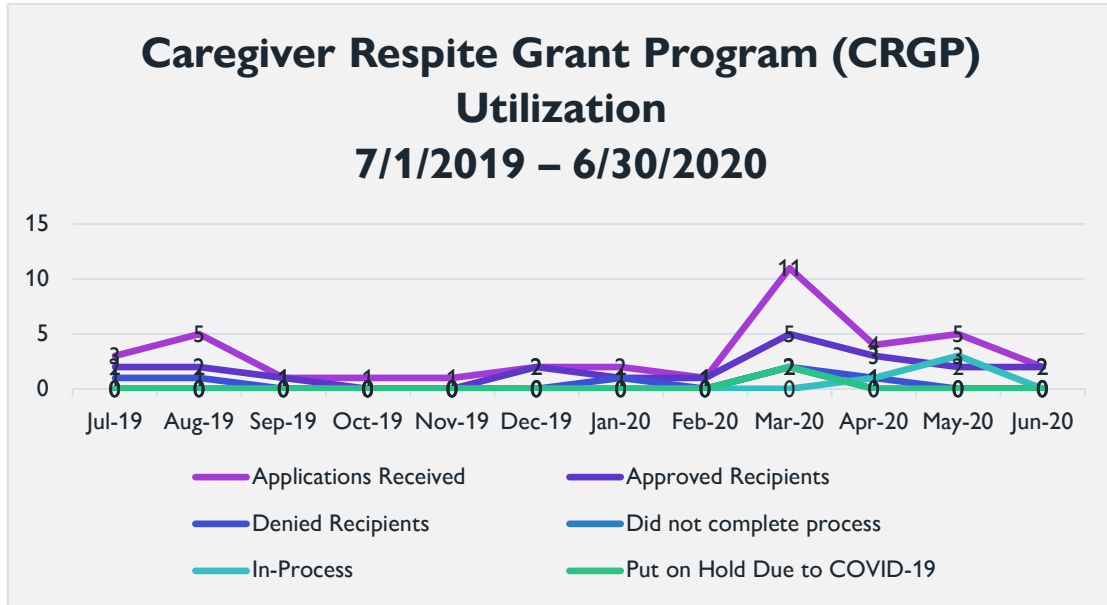
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CAREGIVER
RESPITE GRANT
PROGRAM

Our **Caregiver Respite Grant**

Program (CRGP) provides financial support for family caregivers for up to 5 days of respite care within a 90 day period. The grant helps you pay for one-on-one personal care from the caregiver of your choice for your loved one living with disabilities or special needs.

CRGP APPLICATION REQUESTS



38 Applications Received
21 Applications Approved
4 In-Process

← Comparison from last year to this year →

126% increase of applications received
123% increase of applications approved

86 Applications Received ↑
47 Applications Approved ↑
44 In-Process ↑

CRGP QUESTIONS



Q: What are the reasons for being denied include:

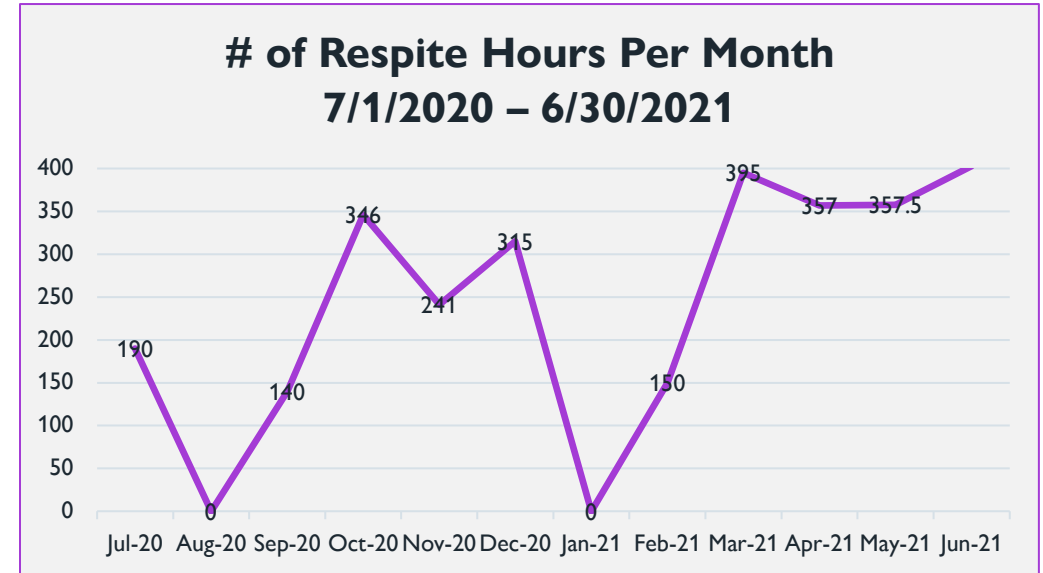
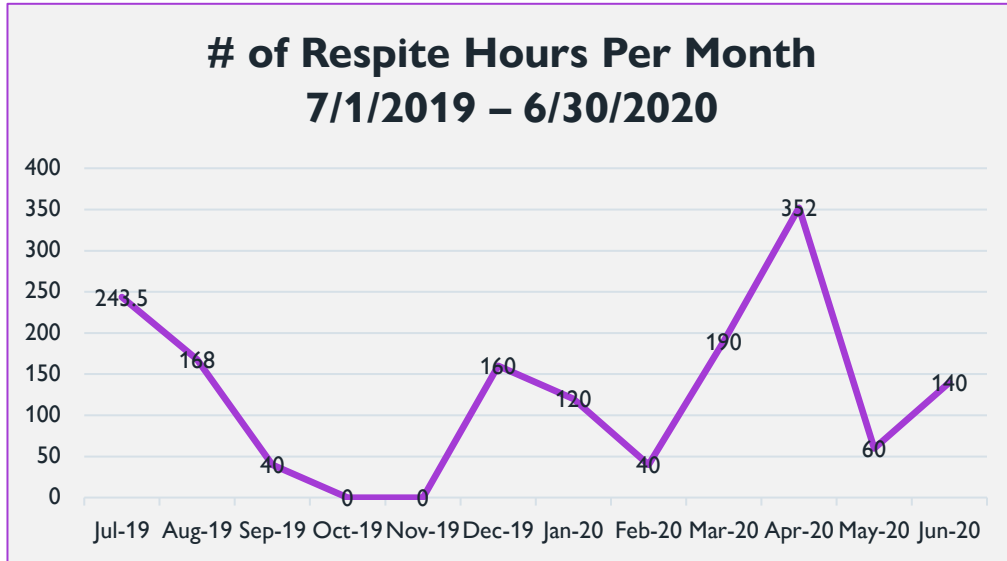
A: Applicants did not finish the process or asking for retroactive services.



Q: What is the reason for the significant increase in CRGP utilization?

A: Couple reasons; 1) Increase in outreach efforts; 2) federal funding; and 3) COVID-19 Pandemic.

CRGP UTILIZATION & DATA



1513.5 Hours provided
 \$28,026 in CRGP awarded
 \$1,334.60 avg. grant award
 72.02 avg. # of hours requested
 \$18.52 avg. hourly rate paid

← Comparison from last year to this year →

2894.5 Hours provided ↑
 \$47,042 in CRGP awarded ↑
 \$1,001 avg. grant award ↓
 61.59 is the avg. # of hours requested ↓
 \$16.25 avg. hourly rate paid ↓

91.2% increase of applications received
 67.8% increase of applications approved

INTERESTING TID-BITS

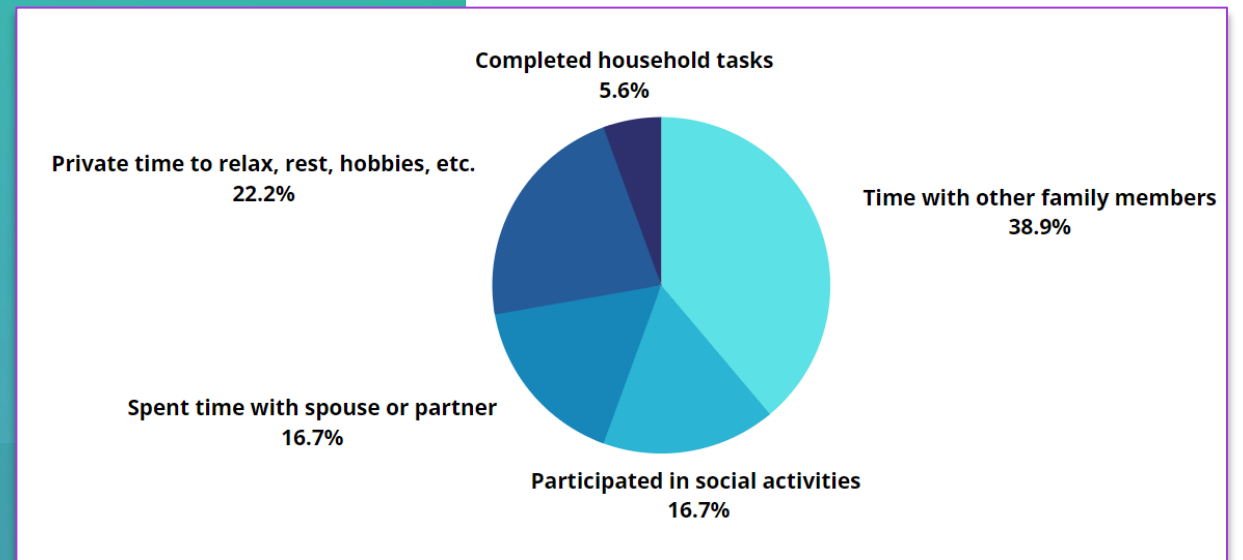


WE HAVE NO MINIMUM OR MAXIMUM
AMOUNT OF \$ AN APPLICANT CAN
REQUEST.



YET OUR AVERAGE HOURLY RATE IS
WITHIN CURRENT MARKET STANDARDS
AND UNDER 5 FULL DAYS OF RESPITE.

WHAT DID CRGP FAMILY CAREGIVERS DO FOR RESPITE?



S U P P L E M E N T A L
R E S P I T E
G R A N T
P R O G R A M

Our Supplemental Respite Grant

Program (SRGP) supports primary caregivers by providing \$250 every ninety days (up to \$1,000 per year) of funding for supplemental respite services. This grant allows you to hire the person of your choice to help you with housekeeping, meal prep, laundry, lawn care, snow removal, transportation, and technology.

\$5,750 (12/1/20 – 6/30/21)

Main request: Housekeeping

GROUP RESPITE GRANT PROGRAM

The **Group Respite Grant Program (GRGP)** provides funding for group activities for those with physical or cognitive limitations (or their family members) while also giving their primary caregivers or other family members a short break.

\$15,480 (7/1/2020 – 6/30/2021)

Hours of respite provided: 6,114

of people who received respite: 169

\$7,500 (7/1/2019 – 6/30/2021)*

Hours of respite provided: 700

of people who received respite: 55

\$16,000 (7/1/2018 – 6/30/2019)

Hours of respite provided: 204

of people who received respite: 5,364

WHO USES GRGP?

WISCONSIBS USES OUR GRGP FUNDS TO SUPPORT THEIR
SIBSHOP CAMPS AND SIBSDAYS THROUGHOUT THE SUMMER.





WHO USES GRGP?

MOONBEACH MEMORY CAMP FOR
PEOPLE LIVING WITH MILD TO
MODERATE DEMENTIA AND THEIR
CARE PARTNERS.

CORE GRANT PROGRAM

The purpose of the CORE Grant Program is to expand the pool of trained respite care providers by hosting recruitment and outreach events, educate family caregivers about long-term care resources, including respite care, and collaborate with agencies that support family caregivers, including but not limited to ADRC's, County CLTS, and CCOP staff, and Tribes.

CORE GRANT SUCCESSFUL EXAMPLE

Happy to report how we are **EXPANDING** respite care in rural areas. Barron, Rusk, and Washburn Counties had **ZERO** providers listed on the registry. Because of a CORE Grant applicant collaborating with RCAW, they have **increased the registry with 11 new trained respite care workers**.

Barron, Rusk, Washburn CORE Grant:

- The project began in February 2021
- To date, BRW ADRC has hosted 7 Respite Care Informational Sessions
- RCAW staff and ADRC join together for 45 minutes to talk about the RCCP and the benefits of being a respite care provider.
- A \$100 stipend was used as an incentive for those who completed RCCP and have an active profile on the Wisconsin Respite Care Registry.



BARRON, RUSK, WASHBURN RECRUITMENT/OUTREACH

Flyer



Barron, Rusk, & Washburn Residents!

Do you want a unique opportunity to be your own boss with a flexible schedule? Want to learn more about how you can earn money while getting to create meaningful moments in the lives of family caregivers and care recipients in their homes?

Learn how you can become an independent respite care provider and earn an average of \$12-20/hr.

Earn a \$100 gas card incentive!

*with the completion of RCAW's FREE Respite Care Certificate Program (RCCP) and registering as a provider on the Wisconsin Respite Care Registry

Want to learn more!

Check out this video provided by the Respite Care Association of WI to learn more about the program and how you can enroll!
<https://youtu.be/of45JTsXQaQ>

Questions? Contact:
trisha.witham@co.barron.wi.us
alisa.lammers@co.barron.wi.us
1-888-538-3031



Social Media Post

Searching for individuals interested in becoming their own boss as independent, in-home respite care providers.

Independent respite care providers set their own schedule, determine what in-home services are provided and negotiate their salary with customers. Typical wage is \$12-20 per hour for providing in-home care to people of all ages with disabilities or dementia.

Free online training available to those interested in being listed on the statewide registry through the Respite Care Association of Wisconsin. Those who complete free online training and registry profile will be eligible to receive a \$100 gas card upon completion. (Must be willing to offer services in at least one county in our service area which includes Barron, Rusk, and Washburn counties).

For more information, contact Alisa Lammers at the Aging and Disability Resource Center at 1-888-538-3031 or by email at [Email hidden].

*Independent respite providers are not employees of the Aging and Disability Resource Center, Barron County or the Respite Care Association of Wisconsin.



Direct Letter

| | | | |
|---|---|--|--|
|  | Barron 335 E. Monroe Ave. Room 100, Barron, WI 54812 | Tel: (715) 537-6225 Fax: (715) 537-6842 | adrc@co.barron.wi.us www.adrcconnections.org |
|---|---|--|--|

April 21, 2021

Dear Chores N' Care Provider,

We sincerely thank you for your work with helping older adults and adults with disabilities remain in their homes by providing cares, chore work, and respite, especially during the COVID-19 pandemic! As we look to the future of our Chores N' Care file and its sustainability, we are looking to shift connecting customers to people willing to provide this work using an existing online platform.

The Respite Care Association of Wisconsin (www.respitecarewi.org) maintains an online registry of respite providers for the State of Wisconsin that is organized by county. The definition of "respite", is providing a break or time of relief for an older adult or person with a disability to help their primary caregiver. Many of you are doing this already through the companionship, light housework, and other assistance you are providing. Since the Respite Care Association of Wisconsin runs and maintains a database, we are partnering with them to start utilizing their online registry to provide referrals to customers looking for private pay chores, care, and respite services.

Please see enclosed flyer on how to access the training and registry. For a limited time, we are partnering with the Respite Care Association of Wisconsin to provide a \$100 Kwik Trip gift card after you complete the training and register.

If you do not have access to internet or a computer, we can loan you a tablet or you can utilize a computer in our office location.

I will plan to call and follow up with you regarding any questions you may have or please feel free to call Trisha Witham with questions and/or concerns, 715-537-6226 or trisha.witham@co.barron.wi.us. Even if you are hesitant with technology, we are here to help! In addition, if you are no longer interested in providing these services, please call or email, so we can remove you from the file.

Sincerely,

REGISTRY



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People Care Association
of Wisconsin

What is the Wisconsin Respite Care Registry?

- A **FREE**, searchable list of respite care providers
- An effort to address the shortage of trained in-home respite care providers
- Primary caregivers use it to find a respite worker when you are in need of a short break or support with their caregiving duties
- It is statewide, and people searching the registry can filter providers by county

How does it work?

- Primary or family caregivers in need of respite care can search the registry and research respite provider profiles. The primary caregiver then contacts the respite provider to set up an interview, ask for a background check, negotiate specific care needs, and the hourly rate for providing care.

WISCONSIN RESPITE CARE REGISTRY

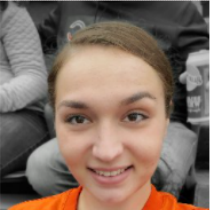
REGISTRY ACTIVITY

| | |
|-----|--|
| 216 | New learners successfully completed RCCP |
| 69 | New registry registrants past program year |
| 185 | Current # of individuals on our registry* |

** A bit lower than in years past as we have implemented a process to ensure the registry is current with active and available workers.*

Profile Example

Korin Carter
Click to Collapse

| | | |
|---|--------------------------------------|---|
| Full Name | Korin Carter |  |
| Email | Cartkor.kc@gmail.com | |
| Phone | (262) 744-4060 | |
| Address | Beloit, WI, 53511-3713 | |
| Added to Registry | 2018-01-01 00:00:00 | |
| Last Registry Access Date | 2021-01-05 11:39:00 | |
| Counties Available to Work In | Jefferson, Rock, Walworth, Winnebago | |
| Age(s) Willing to Work With | Children, Adults, Elderly | |
| Hours Available to Work | Please contact for availability | |
| Experience / History | | |
| <p>I have 10 years experience working with consumers of all different ages with a wide variety of diagnosis both in-home and facility based, as a highly competent provider I would bring a hard working, service focused, and dedicated mindset to any role I take on I have a knack for problem solving and love a challenge I am a self starter and excel in patient care, mobility assistance, and daily living support. I am familiar with HIPPA compliances and learn things quickly, as an extended part of your family i will help provide the support and help to achieve your service goals as well as provide excellent companionship!</p> | | |
| Education / Certifications / Licenses | | |
| <p>1. Understanding challenging Behaviors, 2. Understanding dementia behaviors, 3. Ethics and home care aide, 4. Medication Administration, 5. First aid/CPR, 6. Nutrition and sanitation, 7. Fire safety, 8. Suspected Child abuse and Neglect, 9. Standard precautions, 10. Residence rights, 11. HIPAA and confidentiality, 12. Elopement precautions, 13. Diabetes management, 14. Mental illness and traumatic brain injury, 15. Wisconsin lifespan respite training, 16. Mandated Reporter Training, 17. Managing Aggressive Behavior</p> | | |
| Other Information | references available upon request! | |
| Type of Respite | in-home, facility-based | |
| Background Check Date | 2017-03-31 00:00:00 | |
| Provider Region(s) | Northeastern, Southeastern, Southern | |

REGISTRY QUESTIONS



Q: Why are there more people who completed the RCCP training than were added to the registry?

A: Many learners take our RCCP training for employment purposes. Some technical schools are beginning to require it as part of their curriculum, i.e., VITC



Q: Why do some people start the training but not complete it?

A: People may choose to only take parts of the training that are pertinent to their current needs and not complete the whole RCCP.

TRAINING



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TRAINING OFFERINGS

RCCP



Respite Care
Certificate Program

KIT for Respite Providers

Knowledge,
Ideas, and
Tools



RCAW
Respite Care Association
of Wisconsin

KIT for Caregivers

Knowledge,
Ideas, and
Tools



RCAW
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Bringing Respite to
Your Community
Workshop



Respite Care Association of Wisconsin

Monthly Mini



RCAW
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SPECIALIZED
TRAINING
Online ~ In-Person



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RCCP TRAINING STATS

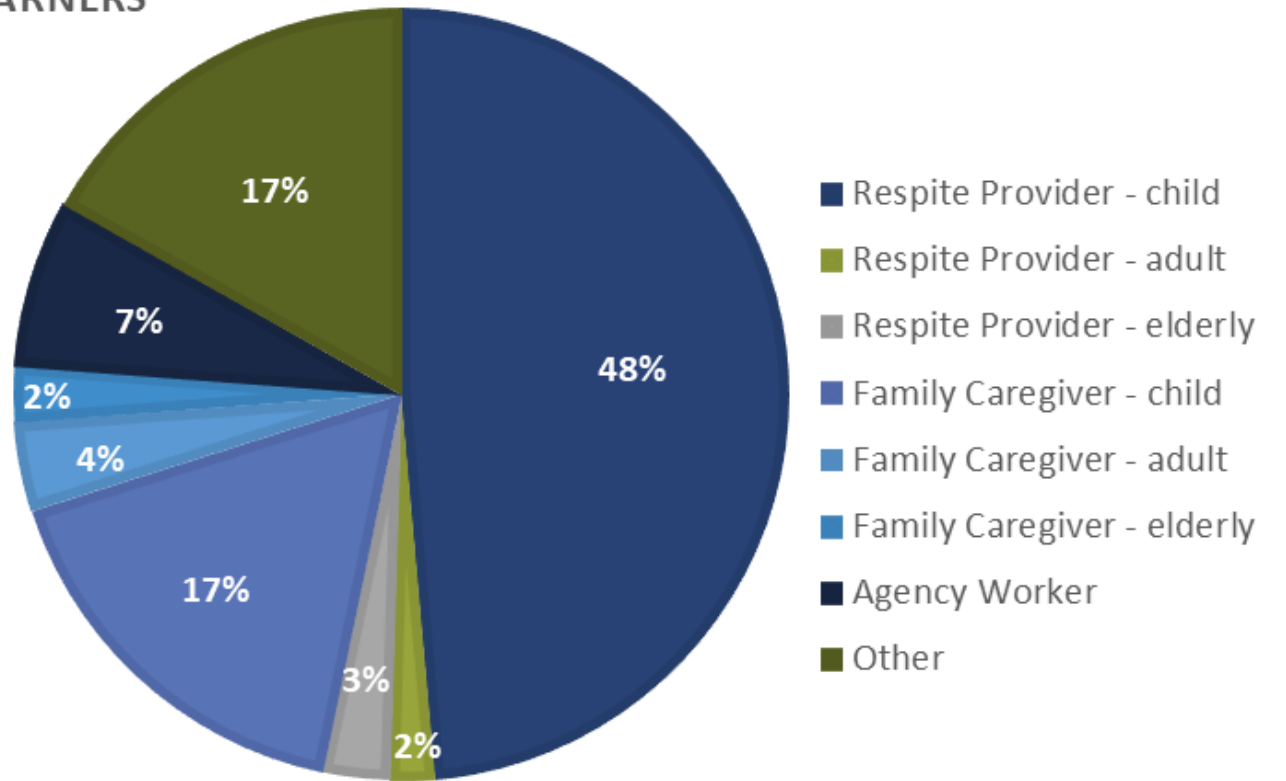
| RCCP Jul 2020 – June 2021 | |
|------------------------------|------------|
| Learners Registered for RCCP | 375 |
| Learners Completed RCCP | 216 |
| Completion Rate | 58% |

| Pre/Post Test Scores - RCCP - ALL Learners | | |
|---|---------------|---------------|
| COURSE | PRE | POST |
| What is Respite? | 60.71% | 89.71% |
| Disability Basics | 32.10% | 85.66% |
| Client Care | 72.24% | 90.57% |
| Medication Administration | 79.96% | 90.91% |
| Abuse & Neglect | 71.50% | 89.20% |
| Caring for Challenging Moments | 61.33% | 88.85% |
| Wellness, Household, & Free-Time Activities | 70.26% | 87.17% |
| Professional Ethics & Interpersonal Skills | 51.73% | 83.40% |
| Meeting with the Care Recipient | 86.06% | 94.17% |
| AVERAGE OF ALL SCORES | 65.10% | 88.85% |

| Why are you taking the RCCP? (can choose more than one) | | | | | |
|--|--------------------------------|-------------------------------|----------------------------|---------------------------------|-------|
| To be on the RCAW Registry | Required by employer or county | Help care for a family member | Continuing Education hours | Exploring a new job opportunity | Other |
| 186 | 97 | 94 | 45 | 109 | 55 |

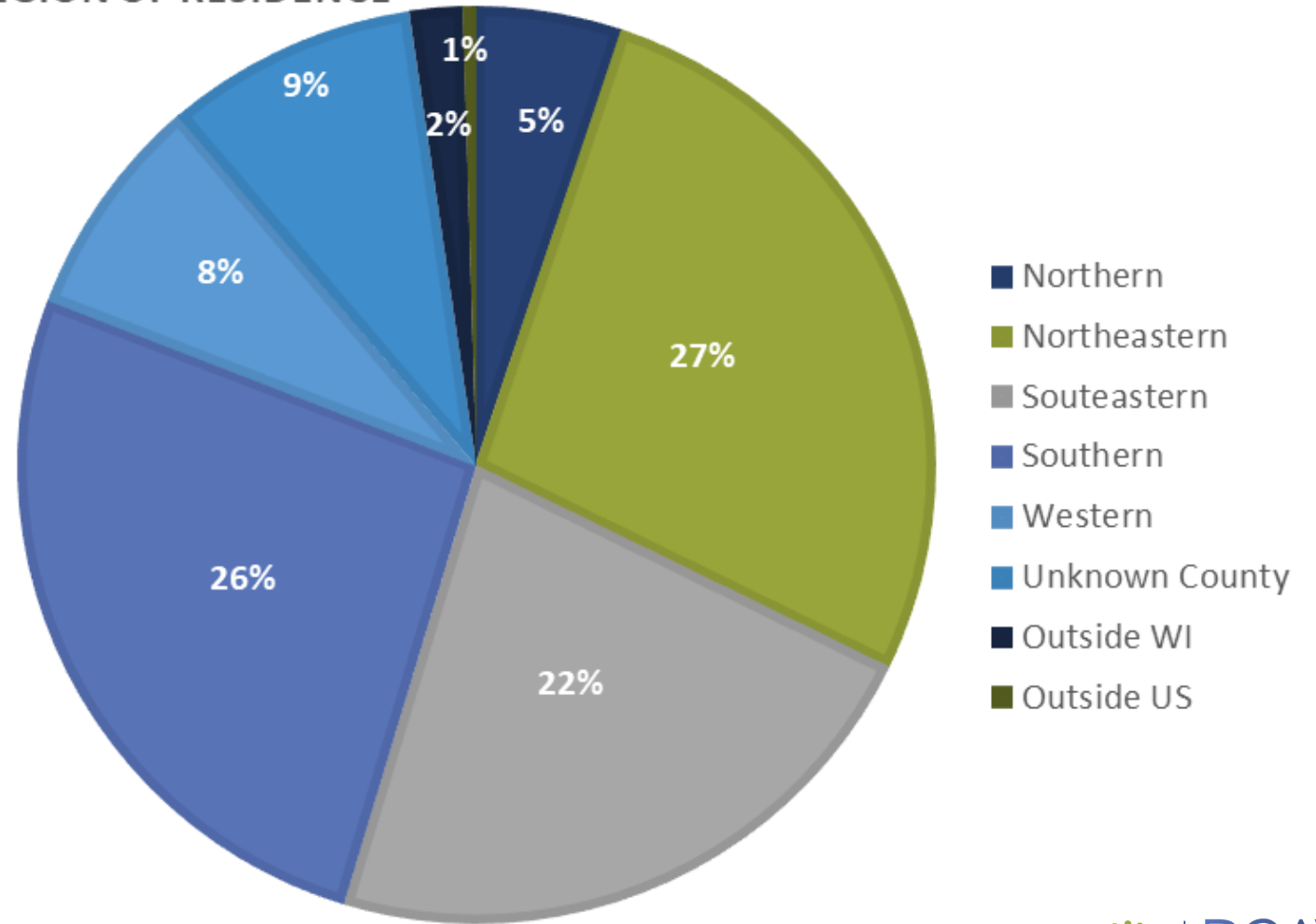
TRAINING STATS – LEARNERS WHO HAVE COMPLETED THE RCCP

ROLE OF LEARNERS



TRAINING STATS – LEARNERS WHO HAVE COMPLETED THE RCCP

REGION OF RESIDENCE





**15 MINUTE
BREAK!**

FEDERAL GRANTS:

DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

ADMINISTRATION
FOR COMMUNITY
LIVING (ACL)

LIFESPAN
RESPIRE CARE
PROGRAM

Lead Agency: Wisconsin Department of Health Services (DHS)

- Lifespan Respite Care Program
 - *\$635,495 over 3 years, 9/1/2020 – 8/31/2023*
- Lifespan Respite Care Program – Administrative Supplement
 - *\$28,776 1-year award, 9/1/2020 – 8/31/2021*

Lead Agencies: National Association of State Health Policy (NASHP) & ARCH National Respite Network and Research Center (ARCH)

- Lifespan Respite Care Program
 - *\$200,000 over 3 years, 10/1/2020 – 9/30/2023*
- Lifespan Respite Scare Program - Supplemental Award
 - *\$180,000 over 2 years, 10/1/2021 – 9/30/2023**

**Under consideration*

WI DHS FEDERAL GRANT ACTIVITIES



WISCONSIN LIFESPAN RESPITE CARE GRANT 2010

2010 Federal Lifespan Respite Care Grant – partnership between DHS, RCAW, and ESW

Three Areas of Focus

- Developing training throughout the state (Caring Network)
- Creating a statewide registry
- Developing a statewide marketing campaign about respite

The current Federal Lifespan Enhancement Grant needs to build on these three areas

THE WI FEDERAL LIFESPAN RESPITE ENHANCEMENT GRANT (2020-2023)

Goal – The Wisconsin Lifespan System will expand and strengthen the availability and accessibility of high-quality, person-centered respite services to caregivers regardless of age or special needs of the care recipient.

Outcome 1

An increased number of training opportunities available to respite providers throughout the state

Outcome 2

A sustainable, coordinated statewide system of respite resources and programs for all family caregivers is enhanced

Outcome 3

New respite programs are created throughout the state

OUTCOME 1 OBJECTIVES & TASKS

An increased number of training opportunities available to respite providers throughout the state

Providers will have access to specialty training and continuing education

- Stipend Process for Continuing Ed and Conferences
- Partnership with other states

Translate RCAW's Respite Care Certificate Program (RCCP) into Spanish

- Work with the University of Wisconsin Oshkosh's Center for Community Development, Engagement and Training (CCDET) for translation

YEAR 1 ACCOMPLISHMENTS

Trained providers were given the opportunity to access to continuing education options

- *Direct College partnership*
- *Dementia Generalist/ Specialist Course*
- *Stipends to pay for conferences*

Partnership was started with South Carolina

Two RCCP courses have been translated

OUTCOME 2 OBJECTIVES & TASKS

A sustainable, coordinated statewide system of respite resources and programs for all family caregivers is enhanced

Establish a Statewide Project Advisory Committee

- Include people that represent populations across the lifespan to review federal project activities
- Annual Wisconsin Respite Summit

Upgrade RCAW's current Respite Registry and database

- Gnosis for Nonprofits
- Update Registry to include function for caregivers to post respite needs

Develop a public awareness & recruitment campaign for RCAW

- Implement a statewide campaign that promotes the VVI Respite Registry, need for respite, and RCAW programs to reach specific populations throughout the lifespan



OUTCOME 2 OBJECTIVES & TASKS CONTINUED

A sustainable, coordinated statewide system of respite resources and programs for all family caregivers is enhanced

Develop a sustainable system for ongoing assessment of the current state of respite care and needs in Wisconsin

- Establish a statewide Respite Research and Evaluation Advisory Committee
- Annual survey of family caregivers, providers, and care recipients
- Develop a tool to measure satisfaction and quality of respite
- Identify common data elements for evaluating respite outcomes
- Develop a webpage dedicated to ongoing assessment activities

OUTCOME 2 OBJECTIVES & TASKS CONTINUED

A sustainable, coordinated statewide system of respite resources and programs for all family caregivers is enhanced

Develop & provide respite information, resources, respite funding, and new programs to underserved populations through partnership agencies

- Identify underserved populations throughout the state, across the lifespan
- Create partnerships with key agencies that provide services to underserved populations
- Create respite information and resources for identified underserved populations
- Provide funds for respite care to partner agencies that are providing services to underserved populations
- Provide start-up funds to develop new respite projects for underserved populations

YEAR 1 ACCOMPLISHMENTS

Gnosis Database Software was implemented, updated registry went live

A statewide Project Advisory Committee was established consisting of 20 members

RCAW contracted with a consultant to host a series of workshops related to recruitment and retention of direct support professionals

Funds were distributed through an RFP process to 3 agencies that provide direct respite services to underserved populations

Review of current data that is collected regarding respite throughout the state, across the lifespan

Annual Wisconsin Respite Summit

OUTCOME 3 OBJECTIVES & TASKS

New respite programs are created throughout the state

Develop a training for learners to build a business plan to create respite programs or agencies

- Create curriculum, run pilot, plus 5 additional courses throughout the three-year grant
- CCDET to develop an evaluation tool to follow up at 3, 6, 12 months

Develop a volunteer-based University model for respite care

- Review existing volunteer-based University programs throughout the county
- Identify potential University partners; and identify key components to be included
- Develop a downloadable toolkit that provides guidance to University partners and establish a system to track outcomes

YEAR 1 ACCOMPLISHMENTS

Conducted Bringng Respite to Your Community Workshop

- April 2021 – 9 participants
- Program design ideas handout
- September 2021 – 8 signed up

Review and analyzed existing volunteer-based University models for respite care

COVID-19 SUPPLEMENTAL FUNDS

Enhance existing respite by dedicating PPE & resources to programs affected by the pandemic (one year)

Purchase and Distribution of PPE

- Provide PPE kits to individuals providing in-home respite and to family caregivers

Direct Respite Care funds to offset the cost of COVID for agencies currently providing respite

- Statewide RFP process for agencies to request up to \$4,000 for COVID related respite costs

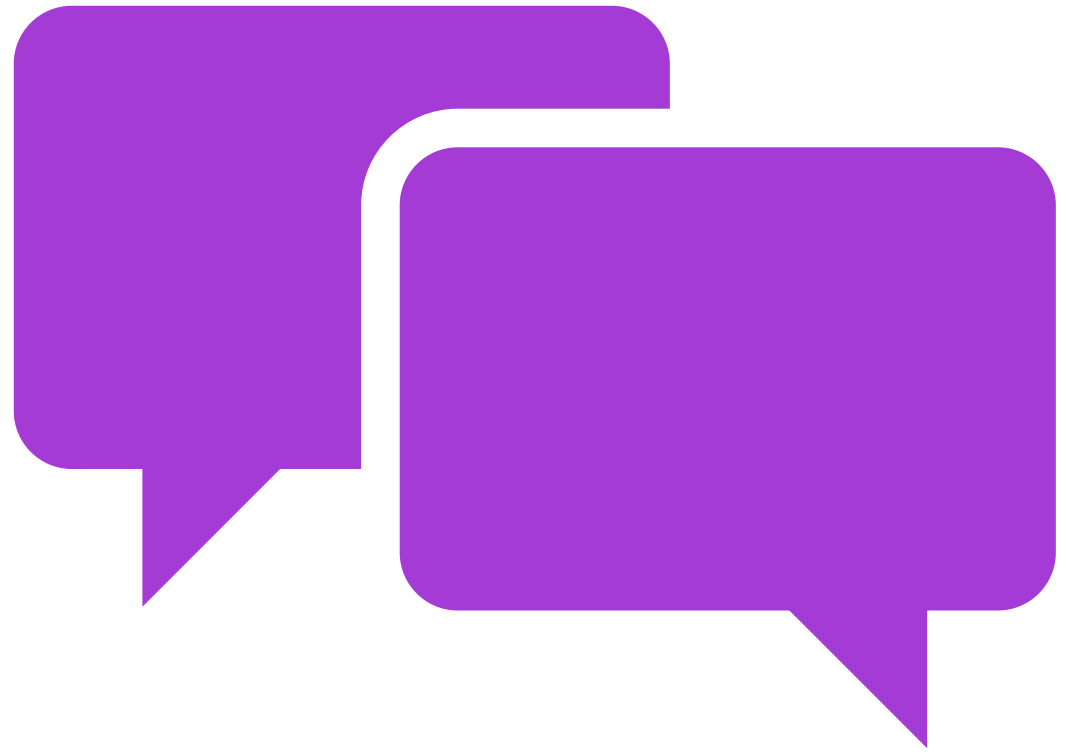
YEAR 1 ACCOMPLISHMENTS

49 individuals from the Registry received PPE kits

5 family caregivers receiving CRGP funds were given 5 kits for each day of respite

7 agencies received funds through the RCAW Covid Relief Grant to offset the costs of pandemic related expenses

**FEEDBACK
ON
ACTIVITIES**



NASHP/ARCH GRANT ACTIVITIES



NASHP PROJECT OVERVIEW

Part of larger 3-year project: Respite and Direct Care Workforce: Promoting Best Practices, Building State Capacity

Funded by the Administration for Community Living

Lead agency: Center for Health Policy Development
National Academy for State Health Policy (NASHP)

Overall Goal: To support and foster state and national efforts, including those of the RAISE Advisory Council, in promoting access to respite for family caregivers.

OBJECTIVES

Develop,
test and
scale

Develop, test and scale a respite workforce recruitment, training and retention program

Develop
and field

Develop and field test a state-based framework and roadmap for respite system planning and development, which ties to the forthcoming National Caregiving Strategy

Strengthen
and test

Strengthen and test approaches to help caregivers and families develop or strengthen their own natural support systems to include respite and other supports



OUTCOMES

Improve

- Improve the evidence base for respite care workforce training and recruitment to better meet the respite needs of families

Strengthen

- Strengthen the National Family Caregiving Strategy based on evidence-supported practices and state policies

Support

- Support states in their efforts to improve and expand the long-term services and supports (LTSS) direct care and respite workforce and natural supports

YEAR 1 ACTIVITIES

Identify

- Identify existing core competencies and evidence-based frameworks for training direct support professionals.

Convene

- Convene an Expert Work Group to establish a set of core competencies specific to respite providers

Revise

- Revise RCAW's Respite Care Certificate Program (RCCP) training curriculum to align with core competencies.

Prepare

- Prepare to pilot the training in Wisconsin and 2 additional states (includes developing criteria and process for state selection).

Year 2 Activities



Create recruitment and marketing campaign



Develop and refine survey instruments



Conduct Field Test

Year 3 Activities



Complete Field Test



Analyze Results and complete evaluation report



Develop online replication toolkit with lessons learned

ROLE OF THE EXPERT WORK GROUP

EXPERT WORK GROUP

Gina Ervay, Kansas
Respite Coalition (and
family caregiver)

Yadira Holmes,
Consumer Direct Care
Network

Kathy Mayfield Smith,
SC Respite Coalition,
University of SC

Lisa Maynes, Family
Voices, Inc., Leadership
in Family Professional
Partnerships

Shannon McCracken,
ANCOR

Beth Peterson,
Consumer Direct Care
Network

Kezia Scales, PHI

Leanne Winchester,
University of
Massachusetts

Amy York, Eldercare
Workforce Alliance

THE EXPERT WORK GROUP WILL...

Review

- Review core competencies and evidence-based frameworks developed by national and state organizations, governmental entities, and universities in training curriculum for direct support professionals

Advise

- Advise which core competencies should be used to enhance the current RCAW training

Meet

- Meet 3 times in Year 1 and review resource materials and drafts that support this work between virtual meetings

RESPIRE CARE CERTIFICATE PROGRAM (RCCP)



RESPITE CARE CERTIFICATE PROGRAM (RCCP)

The *Respite Care Association of Wisconsin's* Respite Care Certificate Program (RCCP) is a **free training program** designed for people who are interested in providing respite care to individuals with varying disabilities and ages across the lifespan.

Learners are able to **work at their own pace** to complete the online courses.

A **minimum score of 75%** for the final test for each course is required to receive a certificate of completion. We track pre and post tests for each course to measure increase in learning.

The next slide illustrates a **cross-walk of 25 nationally published core curriculum competencies** to help our expert workgroup examine and determine recommended common core competencies for our pilot project training.

CORE COMPETENCIES FOR RESPITE CARE PROFESSIONALS

OVERVIEW OF THE PROCESS

Environmental Scan (Crosswalk Themes)

Expert Work Group Review

Public Comment Survey

Expert Work Group Final Determination of Core Competencies/Courses

RCAW to update its RCCP curriculum accordingly



CORE CURRICULUM COMPETENCY THEMES CROSSWALK/COMPARISONS

| Themes | RCAW | CMS DSW Core Competencies | PHI Competencies | ARCH National Respite Guidelines | Arizona Direct Care Workers Initiative | Alaskan Core Competencies | Best Practices in State-sponsored Personal Care Aide Training Curricula: Lessons from Six States | College of Direct Support Core Curriculum | College of Personal Assistance and Caregiving (also CDS) | Colorado Respite Provider Training Toolkit | Department of Labor Employment and Training Administration's Long-Term Care, Supports, and Services Competency Model | Developing person-centered care competencies for the healthcare workforce to support family caregivers: Caregiver centered care | Iowa's Prepare to Care | Leading Age's Personal Care Attendant Competency Model | National Alliance for Direct Support Professionals' (NADSP) Direct Support Professionals Competencies | National Care Coordination Standards for CYSHCN | NCAPPS Five Competency Standards for Staff who Facilitate Person-Centered Planning | PATHS (Professional Advancement through Training and Education in Human Services) Curriculum | REST Training Program | South Carolina Respite Provider Training | The 5 Pillars of Direct Care Job Quality | The Nebraska Lifespan Respite Program Research to Develop a Series of Core Competency Trainings Within a Developmental Disability Program Waiver | WI Children's Long-term Support (CLTS) Waiver Program Core Curriculum |
|-------------------------------|------|---------------------------|------------------|----------------------------------|--|---------------------------|--|---|--|--|--|---|------------------------|--|---|---|--|--|-----------------------|--|--|--|---|
| Communication | x | x | x | x | x | x | x | | x | | x | x | x | x | x | x | x | x | x | x | x | | |
| Job duties | x | x | x | x | x | x | x | | | x | x | x | | | | | | x | x | x | | | x |
| Person centered services | x | x | x | x | | x | x | | | x | | x | x | x | | x | | x | | | | x | |
| Background | x | x | | x | | | | x | x | | | | x | | | | | | x | x | x | | |
| Cultural competency | x | x | | x | x | x | x | | | | | x | | | | | | | x | | | | |
| Safety | x | x | x | | x | x | x | x | x | x | | x | x | x | | | | x | x | | | | x |
| Ethics | x | x | x | x | x | x | x | | x | x | | | x | | | | | | x | | | | |
| Consumer growth and wellbeing | x | x | | | | x | x | x | x | | | x | x | x | x | x | x | x | | | | x | x |
| Professional development | | x | | | | x | x | | | | | x | x | x | | | | x | | | x | | |
| Professionalism | x | x | | x | x | x | x | x | x | x | x | x | x | x | x | x | x | x | | | x | | x |
| Consumer and FCG role | | | | | | | x | x | | | | | | | | | | | | | x | | |
| Self care | | | x | | | x | | | | | | | x | | | | | | x | | | | |
| Planning | | | | x | | | x | | | | | | | x | x | x | | x | x | | | | |

PROPOSED COMPETENCY THEMES

Respite Role and Value

Person and Family-Centered Practices

Cultural and Linguistic Competency

Communication and Relationship Building

Health and Wellness

Safety and Emergencies

Planning Respite Activities

Ethics and Professionalism

Professional Development

Selfcare

Results

- A total of 205 responses were received
- Overall, the respondents felt the proposed competencies were very appropriate (Average 85.5%; Range 77.5% – 95.5%) or somewhat appropriate (Average 13.1%; Range 3.5% – 21.4%) for entry-level respite care professionals.

General Themes from Public Comment Survey Feedback

- Many people shared comments of gratitude for developing these competencies, with one respondent stating, “Propose you make this a certification similar to CNA training. Primary Respite Caregiver (PRC) certification.”
- Language or wording for each competency should be easier to understand (i.e., plain language)
- Requesting specific training requirements for respite care professionals (i.e., First Aid, CPR, ADLs, Dementia training, etc...)
- Suggestions to include examples or vignettes for each competency.
- Characteristics of an effective respite provider were mentioned, including compassionate, non-judgmental, kind, reliable, adaptable, mature. One respondent suggested we develop a sample job description for respite care professionals.
- Need a way to operationalize and measure/evaluate the competencies.

SURVEY RESPONSES/RESULTS

SURVEY
FEEDBACK
USED TO
MODIFY CORE
COMPETENCIES
FOR REVIEW
BY EXPERT
WORK GROUP

| <i>Proposed Respite Care Professionals Core Competencies</i> | <i>Summary of Relevant Feedback from Public Comment Survey</i> | <i>Revised Respite Care Professionals Core Competencies</i> |
|---|--|---|
| <p>Respite Role and Value The respite care professional understands the role and value of respite, recognizes the importance and impact of respite, and understands their role in promoting overall well-being for family caregivers and care recipients.</p> | <ul style="list-style-type: none"> • Change wording to enhance readability • Add definition of respite as a break for family caregivers • Change title to “Principles of Respite” • Consider adding family members in addition to caregivers as benefitting from respite | <p>Principles of Respite The respite care professional understands the importance and impact of providing meaningful short breaks for family caregivers and recognizes their role in promoting the overall well-being of the family.</p> |
| <p>Person and Family-Centered Practices The respite care professional uses person and family-centered practices, assisting and empowering family caregivers and care recipients to plan respite goals, make choices, and provide services to help family caregivers and care recipients achieve their respite goals.</p> | <ul style="list-style-type: none"> • Change wording to enhance readability • Confusion about who’s goals are being planned • Overly ambitious for entry-level • Remove the word empowering • Change to help “families” achieve their respite goals • Define what is meant by person and family-centered practice | <p>Family-Centered Care The respite care professional provides care that is focused on and respectful of the preferences, needs, values, and goals of the family.</p> |
| <p>Cultural and Linguistic Competency The respite care professional respects cultural and linguistic differences and provides services and supports that meet the needs and preferences of family caregivers and care recipients.</p> | <ul style="list-style-type: none"> • Change wording to enhance readability • “Differences” may not be the best word because it has negative overtones. Maybe respects cultural and linguistic preferences and traditions. • Consider using “language” instead of “linguistic” | <p>Cultural Competency The respite care professional provides services that are respectful of the cultural preferences, traditions, and language needs of the family.</p> |
| <p>Communication and Relationship Building The respite care professional builds trust and productive relationships with family caregivers, care recipients, and others through active listening and respectful, <u>culturally</u> and linguistically appropriate, and</p> | <ul style="list-style-type: none"> • Change wording to enhance readability • Builds “and maintains” trusting relationships • Unsure what “productive” relationship means | <p>Communication and Relationship Building The respite care professional builds and maintains trusting relationships with families through active listening and respectful verbal, non-verbal, and written communication that</p> |

Snippet of incorporating survey feedback.

THE PILOT PROJECT

PILOT PROJECT STRATEGY

Recruitment: Develop a targeted, comprehensive, effective recruitment campaign to reach individuals interested in providing respite care.

Training: Develop an online core curriculum training program that would be provided at no cost and that meets core competencies identified by a national expert work group.

Retention/Culture: Develop tools to aide in creating a culture that provides long-term retention and turns respite providers into respite ambassadors for the services you provide.

ELIGIBILITY CRITERIA

Applicants can include State Respite or Caregiver Coalitions, governmental agencies, academic institutions, regional or statewide non-profit organizations.

Applicant has **experience** in providing respite and supports collaborative partnerships to develop, enhance and coordinate community-based respite care services.

Applicant has **capacity** to support involvement in the training pilot project.

Applicant demonstrates **readiness** to implement the training during the timeframe of this project.

TIMELINE AND NEXT STEPS

- 8.06.21 Pilot Project Application Due
- 8.20.21 Pilot Project State Selection(s) Announced
- 9.15.21 Pilot Project Contracts Fully Executed
- 9.16.21 Pilot Project Begins
- 12.31.22 Pilot Project Ends
- 01.01.23 Data Collection, Evaluation, Replication Toolkit Work begins
- 09.31.23 Data Collection, Evaluation, Replication Toolkit Work wraps up



Thank You

CLOSING REMARKS & CONTACT INFO

RCAW

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RCAW
Respite Care Association
of Wisconsin



4:30 PM – 6:30 PM

**NETWORKING
OPPORTUNITY**

Free appetizers

Cash bar