



Collaboration Across the Lifespan: Arizona's Approach to System Change





Objectives

- Identify diverse programs and initiatives that can potentially collaborate
- Learn about strategies that work for creating buy-in from diverse partners
- Transitioning from specific projects to larger objectives, creating sustainable system change





Outline

- Arizona programs and initiatives involved
- Distinct initiatives and activities conducted 2007 - 2013
- Where we are today and how linkages were created





Key partners

- AZ Links, Arizona's Aging and Disability Resource Consortium
- Arizona Caregiver Coalition
- Division of Aging and Adult Services (DAAS)
- Area Agencies on Aging / Assoc. of Area Agencies on Aging.
- Division of Developmental Disabilities (DDD)
- Medicaid: Arizona Health Care Cost Containment System (AHCCCS) with Arizona Long Term Care Services (ALTCS)
- Centers for Independent Living (CIL)
- Arizona Department of Health Services, Children w/ Special Health Needs



AZ Links: Aging and Disability Consortium



- 2006/7: Regional networks and cross training in two regions, website, plans for uniform assessment form
- Key partners: DAAS, DDD, ALTCS, AAAs, CILs
- 2008/9: expansion to four regions
- 2009: Care Transitions; expansion to fifth region
- 2010: Options Counseling, statewide expansion (except tribal regions)
- 2012-13: VD-HCBS, build relationship with DDD, revise website





Relationships Historically

- Arizona Medicaid HCBS in a different agency (1115 waiver), not linked with AAA or ADRC
- HCBS, FCSP, SHIP were typically separate programs at AAA level, with separate funding and staff
- Only one participant directed model in ALTCS
- Little linkage between AAAs and CILs
- DDD HCBS through ALTCS but little linkage to AAAs or DAAS





Lifespan Respite in Arizona



- 2006 to 2009 set the stage for Arizona's Lifespan Respite Program to become a system change mechanism:
 - 2006 National Lifespan Respite Act signed
 - 2007 Arizona Caregiver Coalition (ACC) conceived in Governor's Advisory Council on Aging
 - 2007 Arizona Lifespan Respite Bill passes w/ \$500K funding
 - 2008 ACC holds initial organizational meeting as a pre-conference intensive @ Governor's Conference on Aging





Lifespan Respite in Arizona



- 2009 Fiscal crisis ends state-based LRP funding
- 2009 Arizona awarded initial LRP grant from ACL
 - Public awareness campaign about family caregivers and the need for respite
 - Caregiver Assessment Tool (CAT) Developed
 - » Caregiver Assessment Tool to be used by AAA case managers
 - » Balances focus of the dyad
 - » Identifies most stressed for priority
 - » Captures objective data for evaluation



Lifespan Respite in Arizona

- 2011 Caregiver Assessment Tool implemented in AAA Regions
- 2011 Hosted Annual National Lifespan Respite Conference
 - Public Awareness Campaign launched “Give Caregivers a Hand”
- 2012 Awarded Integration and Sustainability Grant
- 2012 Caregiver Resource Line launched statewide toll-free telephone line designed to be a streamlined single entry point for family caregivers seeking services. Powered by Caregiver Advocate Volunteers!





Lifespan Respite in Arizona

- 2012 Arizona Caregiver Coalition collaborates w/ ADRC partner regarding Respite Vouchers/Registry
- 2013 Arizona Caregiver Coalition prepares to formalize structure and apply for non-profit status
- Nov. 7, 2013 Arizona Caregiver Coalition launches the statewide Arizona Respite Registry and the Respite Voucher Program at annual Respite Summit.
- Lifespan Respite Program has created seamless programs/services by designed to be a streamlined single entry point for family caregivers seeking services across Arizona.



Caregiver Resource Line

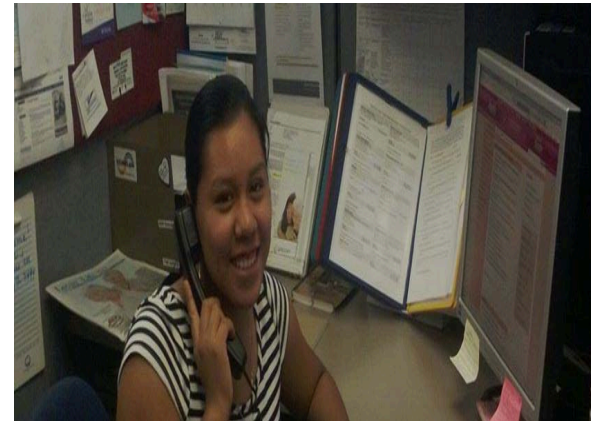


- Volunteer based Hotline
- Answered live during business hours
- After hours calls recorded and returned in 1-2 days (3 or more options)
- Volunteers trained and coordinated by grant funded worker (will be ACC staff)



Caregiver Resource Line

AZ Caregiver.org



- Currently averages 10 -15 calls a day
- Serves as the “caregiver specific” component of AZ Links
- Caregiver Advocates Volunteers – Interns/Volunteers
- Shifts Mon – Fri. 9 am – 5 pm and weekends.



2012 Lifespan Respite Grant - Integration and Sustainability



- Major deliverables include:
 - Develop and implement Respite Voucher Program
 - Addresses need for participant-directed services
 - Helps overcome cultural barriers and provider issues in rural areas
 - Streamlines access to respite services
 - Respite Registry with Rewarding Work
 - Online resource to help families connect with respite providers
 - Promotes workforce development in support of family caregivers
 - www.arizonarespiteregistry.org



Arizona Respite Registry



- Registry with Rewarding Work
 - Primarily for respite services (voucher and other)
 - DCW workforce development
 - potentially DDD independent providers
 - VD-HCBS
- Respite Vouchers: model for person-directed services
- Rewarding Work Resources

Rewarding Work

Contact No: 866-212-9675

<http://www.rewardingwork.org/en/Contact-us.aspx>



Aging Network Software



- Currently in development of new statewide Aging Network data system with coordinated I&R module
- Allows CRL volunteers to serve caregivers on behalf of AAAs and other AZ Links partners
- Web-based system encourages collaboration through sharing of resources and data
- Tracks follow-up of I&R contacts and referrals made through the system



Resource Database



- Taxonomy-based online resource database
 - Linked to I&R tool for AAAs integrated with client data tool
 - Accessible to public via www.azlinks.gov
 - Allows CRL volunteers to serve caregivers
 - Tool for DDD support coordinators
 - Potential use by other programs, including Vocational Rehabilitation, State Talking Books Library, Community Action Programs



Contact Information

www.AZCaregiver.org

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