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

• 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](http://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
  Contact No: 866-212-9675
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

- Arizona Dept. of Economic Security, Division of Aging and Adult Services (DAAS), 602-542-4446

- Arizona Caregiver Coalition, Elizabeth Harris, 602-542-6593, EHarris2@azdes.gov

- Family Caregiver Support Program, ADES-DAAS, David Besst, 602-542-6431, DBesst@azdes.gov