Respite Registries: Connecting families with the workers they need

From East to West, two states’ experiences

Rewarding Work Resources, Inc.
www.RewardingWork.org
866-212-WORK (9675)

National Lifespan Respite Conference October 2013
Presenters

- Elenore Parker, President, RewardingWork
- Jeffrey A. Keilson, Vice-President, RewardingWork
- Sharon Kaiser, Project Coordinator, NH Lifespan Respite Care
- Peter Van Voorhis, Vice President, Gateways Community Services, Nashua, NH
- Elizabeth A. Harris, Respite Project Coordinator, Arizona Caregiver Coalition
Learning Objectives

- Understand the benefits of a respite registry
- See how a respite registry can work for you
- Discover strategies that NH and AZ used in developing a registry as a resource
- Learn how a registry can be a focus for coalitions of diverse organizations
- Learn how a registry can be adapted to the specific need of your state
Relevance

Need for respite, emergency and other direct care workers is growing dramatically:

- Population aging: By 2050, 40 percent of people age 65 will survive to age 90
- More people living at home and in communities of their choice
- Direct care jobs estimated to grow by 50% between 2008 and 2018
- Aging Caregivers
- Fewer workers
Finding Qualified Workers

Traditional networks inadequate

- Family & Friends: Exhaustion
- Private agencies: Expensive, limited choice and control
- Advertise: Expensive, limited, time consuming
- Matching registry: Excellent alternative!
Who is Rewarding Work?

- Non profit corporation founded in 2004
- Rewarding Work Resources created and manages the online matching services registry, RewardingWork.org
- RewardingWork.org currently operates in seven states
- RewardingWork also created and manages the Massachusetts PCA Referral Directory
The mission of Rewarding Work Resources is to connect:

- We connect elders, people with disabilities, and their families to respite, PCAs and other direct care workers.
- We connect workers with employers.
- We connect consumers and workers to information that is important to them.
What is Rewarding Work?

- A Web-based self-directed registry
- Assists people with disabilities, elders, and families in connecting with respite and other direct care workers
- Comprehensive information about candidates
- Registry is modified to suit the needs of individual states
What else?

- Means for collaborating across disability and elder communities
- Call center available 24/7
- Outreach to existing and potential workers
- Extensive customer services to employers and workers
- Balance between national and state specific concept
States design programs to suit specific needs

- Arizona – Vouchers for respite users
- Connecticut – Free for DDS consumers who are self-directing
- Massachusetts – Free for Medicaid users
- New Hampshire – in development
- New Jersey - Paid subscriptions
- Rhode Island – Free for Medicaid users
- Vermont – Free for all residents
Rewarding Work Respite Registry adapts for users in specific region

- State consumers
- Private pay
- State agencies
- Private non-profit agencies
- Others
Benefits of dynamic database

- Database updated daily
- New prospects added everyday
- Search by specific need
  - Geography (zip code search)
  - Experience and education
  - Access to transportation
Find someone who lives nearby

Who has qualities you need, such as

- Lives near you
- Has experience you are looking for
- Available hours you need
- Has a driver’s license
- Has desired certifications
Find the right person to provide support for you or your loved ones

If you or family members of any age (child to elder) need to hire someone to provide support in your home, you’ve come to the right place.

Rewarding Work has up-to-date information on thousands of experienced people who are ready to work for you.

Start by choosing where you live:

- Choose State -  Go

Looking to hire someone?

Rewarding Work helps elders and people with disabilities receive the supports they need to lead independent, full and rewarding lives.

Register and hire someone today »

Want a rewarding job helping others?

Apply for jobs working directly for individuals needing assistance with personal care or daily activities. Learn more.

Apply now for a job »

Already a member? Login

* Indicates a required field

Username *:

Password *:

Login  Forgot password?
Using a Web-based Registry
How it Works!

To ensure security everyone needs to register

- Register
- Log-in
- Applicant Search – Preliminary
- Applicant Search – Advanced
- Save Search Criteria
- Sort Applicants
- View Applicants
- Contact Applicants
The directory will enable PCA users in Massachusetts to receive the support they need to live independently.

*You can get names, contact information, and availability of PCAs for full- or part-time work, review their experience, and learn if they are available to work mornings, days, evenings, or weekends.*

**Click to find out how it works.** IMPORTANT! NOW You will only need to enter your MassHealth number once.

**Click here for Tips on using the Mass. PCA Directory.**

---

**If you do NOT receive PCA services from MassHealth, click here.**

---

**Looking to hire someone?**

Rewarding Work helps elders and people with disabilities receive the supports they need to lead independent, full and rewarding lives.

[Register and hire someone today »](#)

**Want a rewarding job helping others?**

Apply for jobs working directly for individuals needing assistance with personal care or daily activities. [Learn more.](#)

[Apply now for a job! »](#)
Register to find and hire the worker you need

**To ensure security**, you must register in order to view the complete list of workers available in our database.

Complete and submit the form below. After you click “Submit,” you will receive a password by email. You will use this password to log onto the website for the first time. It is recommended that you change the password at this time to one of your own choosing.

Once your registration is confirmed you may start searching the Rewarding Work PCA database immediately. Simply log in using your username (email) and password.

**Required Fields**

- I have read and agree to the [Terms and Conditions](#) of Services with regard to establishing an account.

What are you doing with my information?

<table>
<thead>
<tr>
<th>Establish an account</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
</tr>
<tr>
<td>First Name *</td>
</tr>
<tr>
<td>Last Name *</td>
</tr>
<tr>
<td>Address *</td>
</tr>
<tr>
<td>Address 2</td>
</tr>
<tr>
<td>City *</td>
</tr>
</tbody>
</table>
View the list of candidates on Applicant Search

- Enter your zip code
- From pull-down menu, enter from 1 to 50 miles
- Select choices that match your needs
- Click Search Now to view results
- Most recent names are on top
- Candidates update applications to remain active
<table>
<thead>
<tr>
<th><strong>Please choose your search criteria.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Zip Code:</strong></td>
</tr>
<tr>
<td><strong>Distance from Zip Code:</strong></td>
</tr>
<tr>
<td><strong>State:</strong></td>
</tr>
<tr>
<td>- Arizona</td>
</tr>
<tr>
<td>- Connecticut</td>
</tr>
<tr>
<td>- Massachusetts</td>
</tr>
<tr>
<td>- New Jersey</td>
</tr>
<tr>
<td>- Rhode Island</td>
</tr>
<tr>
<td>- Vermont</td>
</tr>
<tr>
<td><strong>Applicant prefers working with</strong></td>
</tr>
<tr>
<td>- Adults</td>
</tr>
<tr>
<td>- Elders</td>
</tr>
<tr>
<td>- Children</td>
</tr>
<tr>
<td><strong>Applicant is available to work:</strong></td>
</tr>
<tr>
<td>- Days</td>
</tr>
<tr>
<td>- Evenings</td>
</tr>
<tr>
<td>- Early Mornings</td>
</tr>
<tr>
<td>- Overnights</td>
</tr>
<tr>
<td>- Weekends</td>
</tr>
<tr>
<td><strong>Applicant has a valid driver's license:</strong></td>
</tr>
<tr>
<td>- Yes</td>
</tr>
</tbody>
</table>
Save your search

- Save your current search criteria
- Name your search to identify it
- Return later to view new candidates who match your criteria
- See your criteria at any time
Applicant search results

Below are the results of your search. Click on Advanced Search to choose additional criteria to narrow your search.

Click on “View” to see a candidate’s complete application.

You can save your search for future reference and be notified by email when new candidates match your criteria. If you have already saved searches, you can view them by clicking on “Your saved search” to the left under Member Navigation.

See your current search criteria »

Zip: 02446  Distance: 5 miles
Work in State: MA
Are you willing to have a criminal background check performed at the time of a job offer?  Yes
Do you prefer working with? (Check all that apply) Elders
Are you available to work: (Check all that apply) Days
Are you willing to be called in an emergency?  Yes
Do you have experience working with individuals who have any of the following primary disabilities or diseases? (Check all that apply. You will be asked to describe your experience.)  Alzheimer's disease and related dementia
Are you a smoker?  No
Do you have a valid driver's license?  Yes

Save your search:

Enter a name for the saved search:

10-18-2011

☑  Get email notification when new applicants match the saved search

Save Search

Refine Search With Additional Keywords:
<table>
<thead>
<tr>
<th>Name</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>Last Modified Date</th>
<th>View</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jennifer Jones</td>
<td>Roslindale</td>
<td>MA</td>
<td>02131</td>
<td>10/4/2013</td>
<td>View</td>
</tr>
<tr>
<td>Camille Yahrmarkt</td>
<td>Brighton</td>
<td>MA</td>
<td>02135</td>
<td>10/2/2013</td>
<td>View</td>
</tr>
<tr>
<td>Dwayne coke</td>
<td>Dorchester</td>
<td>MA</td>
<td>02122</td>
<td>9/30/2013</td>
<td>View</td>
</tr>
<tr>
<td>valerie weaver</td>
<td>dorchester</td>
<td>MA</td>
<td>02121</td>
<td>9/29/2013</td>
<td>View</td>
</tr>
<tr>
<td>Bashirat Shittu</td>
<td>Dorchester</td>
<td>MA</td>
<td>02125</td>
<td>9/27/2013</td>
<td>View</td>
</tr>
<tr>
<td>Tameka Simmons</td>
<td>roxbury</td>
<td>MA</td>
<td>02119</td>
<td>9/24/2013</td>
<td>View</td>
</tr>
<tr>
<td>Margaret Rosado</td>
<td>Mattapan</td>
<td>MA</td>
<td>02126</td>
<td>9/21/2013</td>
<td>View</td>
</tr>
<tr>
<td>Ruth Rene</td>
<td>Cambridge</td>
<td>MA</td>
<td>02139</td>
<td>9/10/2013</td>
<td>View</td>
</tr>
<tr>
<td>Heidi Walter</td>
<td>Dorchester</td>
<td>MA</td>
<td>02122</td>
<td>9/10/2013</td>
<td>View</td>
</tr>
<tr>
<td>tamika warren</td>
<td>Boston</td>
<td>MA</td>
<td>02126</td>
<td>9/9/2013</td>
<td>View</td>
</tr>
<tr>
<td>Ruby East</td>
<td>Mattapan</td>
<td>MA</td>
<td>02126</td>
<td>9/4/2013</td>
<td>View</td>
</tr>
<tr>
<td>Eunice Derizin</td>
<td>West roxbury</td>
<td>MA</td>
<td>02132</td>
<td>8/29/2013</td>
<td>View</td>
</tr>
<tr>
<td>Julie Zaks</td>
<td>Dorchester</td>
<td>MA</td>
<td>02122-2107</td>
<td>8/29/2013</td>
<td>View</td>
</tr>
<tr>
<td>Patricia Follett</td>
<td>Watertown</td>
<td>MA</td>
<td>02472</td>
<td>8/28/2013</td>
<td>View</td>
</tr>
<tr>
<td>marjorie kananura</td>
<td>Boston</td>
<td>MA</td>
<td>02121</td>
<td>8/28/2013</td>
<td>View</td>
</tr>
<tr>
<td>Ivy Veal</td>
<td>Boston</td>
<td>MA</td>
<td>02121</td>
<td>8/26/2013</td>
<td>View</td>
</tr>
<tr>
<td>Emely Ruiz</td>
<td>Charlestown</td>
<td>MA</td>
<td>02129</td>
<td>8/22/2013</td>
<td>View</td>
</tr>
<tr>
<td>akyla palmer</td>
<td>mattapan</td>
<td>MA</td>
<td>02126</td>
<td>8/21/2013</td>
<td>View</td>
</tr>
<tr>
<td>Kendra Taylor</td>
<td>Roslindale</td>
<td>MA</td>
<td>02131</td>
<td>8/20/2013</td>
<td>View</td>
</tr>
</tbody>
</table>
Sort Results

- Change the “look” of your selection
- Check up to 3 columns, such as tel number, experience, and certification
- Click on Update Column Options
- See quick overview of your choices
<table>
<thead>
<tr>
<th>Name</th>
<th>Applicant's email address</th>
<th>Applicant describes experience with specific disease or disability.</th>
<th>Applicant's special skills, training or valid certification, such as CPR, First Aid or medication administration</th>
<th>Last Modified Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jennifer Jones</td>
<td><a href="mailto:jvjones815@gmail.com">jvjones815@gmail.com</a></td>
<td>I lived with and cared for my grandfather who has Alzheimer's. I massaged children young adults with autism. I did an intern with people with behavioral disorder and my daughter had diabetes.</td>
<td>CPR</td>
<td>10/4/2013</td>
</tr>
<tr>
<td>Camille Yahrmarkt</td>
<td></td>
<td>I have done PCA work with a woman who had Alzheimer's Disease</td>
<td></td>
<td>10/2/2013</td>
</tr>
<tr>
<td>Dwayne coke</td>
<td><a href="mailto:ekco33@verizon.net">ekco33@verizon.net</a></td>
<td>Following ADLS guidelines and knowing the person you're caring for and the illness they have given you the tools to provide the proper care. Everyone needs a certain kind of care pertaining to his/her specific condition.</td>
<td>CERTIFICATION NURSING ASSISTANT</td>
<td>9/30/2013</td>
</tr>
<tr>
<td>valerie weaver</td>
<td><a href="mailto:vweaver@partners.org">vweaver@partners.org</a></td>
<td></td>
<td></td>
<td>9/29/2013</td>
</tr>
<tr>
<td>Bashirat Shittu</td>
<td><a href="mailto:bashirats@aol.com">bashirats@aol.com</a></td>
<td>i have work with elderly with Alzheimer, who needs help with eating, toileting</td>
<td>I have MAP and CNA.</td>
<td>9/27/2013</td>
</tr>
</tbody>
</table>
View

- View candidate’s complete application
- Contact people who meet your specific needs
- Contact by email or phone
- Read “Useful Tips” before hiring
- Call Toll-free 1-866-212-WORK (9675) if you need additional help
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicant prefers working with</td>
<td>Adults, Elders, Children</td>
</tr>
<tr>
<td>Applicant is available to work:</td>
<td>Days, Evenings, Early Mornings, Overnights, Weekends</td>
</tr>
<tr>
<td>Applicant is willing to work as a back-up PCA worker.</td>
<td>Yes</td>
</tr>
<tr>
<td>Applicant is willing to be called in an emergency.</td>
<td>Yes</td>
</tr>
<tr>
<td>Applicant is interested in occasional overnight travel out of state.</td>
<td>No</td>
</tr>
<tr>
<td>Applicant has experience working with individuals who have the following primary disabilities or diseases.</td>
<td>ALS (Amyotrophic Lateral Sclerosis), Alzheimer's disease and related dementia, Amputation, Arthrogryposis, Autism, Brain Injury, Cerebral Palsy, Developmental disabilities, Diabetes, Heart disorders, Mitochondrial disease, Multiple Sclerosis, Osteogenesis Imperfecta, Parkinson's disease, Post Polio syndrome, Spinal Cord injury, Stroke, Other</td>
</tr>
<tr>
<td>Applicant describes experience with specific disease or disability.</td>
<td>i have a 7 years of experience, have taken care of the partially blind, deaf, stroke patient, diabetic, parkinsons, and many more patients. experience with the catheter, oxygen, colostomy bag, and both bed and wheel chair bound patients</td>
</tr>
<tr>
<td>When can applicant start?</td>
<td>Immediately</td>
</tr>
<tr>
<td>Applicant wishes to work for an agency and work with small groups</td>
<td>No</td>
</tr>
</tbody>
</table>
Tips for employers

Until you spend time with your new personal assistant and come to trust that person, you will be dealing with a stranger. Below are suggestions to help you stay safe and begin a successful relationship with your new employee.

*These suggestions are offered as a service to employers, and Rewarding Work cannot be held liable for any interactions between people who use this website.*

**Develop a telephone interview** to determine whether applicant meets the minimum requirements of the job. Be honest about your needs, the requirements of the job, the pay, and the hours. Preparing a list of questions and priorities helps you focus the interview on the things that are most important to you, and prevents discrimination because you will be asking every applicant exactly the same questions.

**Determine your level of comfort** before meeting the applicant for the first time. Will you hold the interview in your home? If so, will there be anyone else in the house? Would you prefer to meet in a public place, such as a restaurant or library?

**Listen to your instincts.** If you have a bad feeling about someone you are interviewing, there may be a good reason for your feelings.

**Be as clear as possible about the job,** your expectations of your employees, and what they may expect of you. Present a job description that describes the duties they will need to perform.
Resources on Rewarding Work

- Instructions for use
- Helpful resources for each state
- Tips for hiring staff
- Information can be modified for specific respite use
Recruiting Workers

- Word of mouth of workers
- Families
- Website
- Online marketing
- Brochures and posters
- Agencies
- Training workers
Training Workers

- Workers training workers
- Community colleges
- Technical colleges
- College of Direct Support
- State training programs
- Vocational high schools
- REST volunteer respite training program
Arizona Respite Registry Objectives

- To connect those who need respite with those providing care
- To find experienced and skilled help quickly and easily
- To create a statewide, online directory making it easier for caregivers and people of all ages and all disabilities to find care assistance
AZ Key Partners/Stakeholders

- AZ Links, Arizona’s ADRC
- Arizona Caregiver Coalition
- Division of Aging and Adult Services (DAAS)
- Area Agencies on Aging and Assoc. of AAA
- 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 Needs
Connects with Arizona Lifespan Respite Program

- 2012 Arizona Caregiver Coalition collaborates w/ADRC, re: respite vouchers and registry
- Nov. 7, 2013: Arizona Caregiver Coalition to launch Arizona Respite Registry and respite voucher program at annual respite summit.
- Lifespan Respite Program provides seamless service designed as single entry point for family caregivers seeking services across Arizona
Are you a family caregiver looking to take a break?

We can help you find the right resource for your family!

The Arizona Respite Registry offers a comprehensive and current list of people working in direct care who are ready to provide respite and personal care in a variety of settings. This registry will enable individuals and families throughout Arizona to easily access individual workers and other resources to provide the support you or your family member may need to remain living in your own home.

You can get names, contact information, and availability of direct care workers and agencies that provide respite services or personal care, review their experience, and learn if they are available to work mornings, days, evenings, overnight, or weekends.

The Arizona Respite Registry is a partnership between the Arizona Caregiver Coalition and Rewarding Work Resources, Inc., and was developed in part with funding from the Arizona Lifespan Respite, Integration and Sustainability Grant awarded by the U.S. Administration of Community Living.

Click here to read how the registry can work for you.
DEVELOPMENT TIMELINE FOR NH SHARED COMMUNITY SITE

New Hampshire Shared Community Site

- AUGUST 2012 PROPOSAL
- FALL 2012 BUSINESS PLANNING
- MARCH 2013 TECHNOLOGY SELECTION
- MAY 2013 LIFESPAN RESPITE JOINS
- DECEMBER 2012 FUNDED
- JANUARY 2013 PROJECT PLAN
- SUMMER & FALL 2013 CONTENT FOR SITE
- MARKETING & COMMUNICATIONS
- FEBRUARY 2014 SUPERVISORS
- MARCH TO DECEMBER 2014 ADD REGIONS
- JANUARY 2015 EXPANDED ROLLOUT FOR SENIORS
- DECEMBER 2015 STATEWIDE & ALL GROUPS
FUTURE STATE OF NH SHARED COMMUNITY SITE BY DECEMBER 2105

- SUPPORT ALL GROUPS & POPULATIONS TO EFFECTIVELY ADOPT CONSUMER DIRECTED SERVICES
- AGILE DEVELOPMENT BUILDING AND ROLLING OUT AS PARTNERS JOIN MISSION
- ON-LINE TRAINING RESOURCES SPONSORED BY NH AGENCIES
- JOB SEEKERS ARE DIRECT CARE PROVIDERS
- PARTNERS WITH AGENCIES FOR CHILDREN, ADULTS, & SENIORS NEEDING SPECIALIZED DIRECT CARE
- STATEWIDE COVERAGE
- JOB APPLICANTS JOIN FOR FREE
- INDIVIDUALS & FAMILIES ENROLL THROUGH SPONSORING AGENCY OR PAY FEE
- NH EMPLOYERS OF RECORD AVAILABLE VIA EASY LINKS TO SCREEN & HIRE & MANAGE PROVIDERS
- SUSTAINABLE DEVELOPMENT THROUGH ANNUAL FEES
- CUSTOMIZED NH DASHBOARD PROVIDES TOOLS TO ADMINISTER STATE ENROLLMENT
- PARTNERS CAN CREATE CUSTOM ARRANGEMENTS AND DERIVATIVE TRAINING/SCREENING OPTIONS
New Hampshire Respite

- **Mission:** To recruit and train qualified respite care providers which NH caregivers can easily access

- **Vision:** All caregivers in NH will be able to access high quality, affordable and culturally appropriate support delivered according to families needs
NH Respite Providers

- **Volunteer Respite Providers**
  - Trained through REST program

- **Certified Respite Providers**
  - Completion of 40+ hours of web based independent study curriculum
  - Passed NH Criminal Background check
  - Passed 2 NH Registry Checks for abuse and neglect and sex offender listing
Vision for the Future: Collaboration Across the Lifespan

- National Registry: Local control with the advantages of partnerships across the country
- Collaboration ensures success
- Need to break down separate silos
- Managing information enhances collaboration
Collaboration: Everyone Wins

- People with disabilities: get workers they need
- Elders: able to stay in their homes
- Caregivers: get a break
- Workers find jobs easily
Everybody Wins

- **State agencies:**
  - Save money
  - People avoid institutions and remain in the community

- **Private agencies:** Can do their job better

- **Community:** wins
Review

- A web-based registry is a resource for caregivers to connect with respite and emergency workers
- Partnerships enhance effectiveness of a web-based registry of respite workers
- A web-based registry supports collaboration across elder and disability communities
Supporting caregivers

- Easy access to respite workers
- Effective system to identify and hire workers
- Caregivers get a break
- Loved ones can remain living at home
- Respite workers find work more easily
Outcomes

Less duplication results in:

- More effective finding/hiring of respite workers
- Satisfying need for caregivers/families
- Allow loved ones to remain in their homes
Outcomes

- Reduce stress on caregiver
- Reduce health care costs for caregiver
- Reduce emergency room use
- Reduce hospitalizations and re-hospitalizations
- Reduce use of long term care facilities
Consumer testimonial

“I have found several aides that have been a huge help in caring for my wife who has had a stroke. Rewarding Work has certainly been my salvation. Please keep up the wonderful job you folks do.”

---Family Member
The end result

Families/caregivers can easily find quality respite and emergency workers.