

Turning Obstacles into Opportunities: Reinventing Respite Programs with a Unique Service Model

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Who is Broward Children's Center

- * Established in 1971 in Pompano Beach, Florida, our private nonprofit provides an array of medical, educational, and daily living services designed to maximize the independence of those with special health care needs.
- * Broward Children's Center provides a network of care for individuals at all stages of development, from the most technologically-dependent and medically fragile to those with mild developmental delays.
- * By listening to and learning from the families we partner with, the Center has grown from a single program to one that improves thousands of lives through a dozen programs serving the tri-county area, the state, and nation. Our mission is to respond to the unique needs of every child through programs that promote Privacy, Respect, Independence, Dignity, and Engagement (PRIDE).



Who is Broward Children's Center

Medical Programs

- ❖ Comprehensive Care Center
- ❖ Prescribed Pediatric Extended Care
- ❖ 3 Group homes
- ❖ Center for Innovative Technology
- ❖ Therapies (Recreational, Physical, Speech, Occupational, and Habilitation Services)
- ❖ Home Health Services



Education Programs

- ❖ 3 Developmental and integrative preschools across Broward County
- ❖ K-12 programming for our residents



Social Services & Respite Programs

- ❖ Special Needs Case Management
- ❖ Parent Advocacy Training
- ❖ Respite Care In Home 7 days a week throughout Broward County
- ❖ Center based Respite 24/7 in Pompano Beach and Dania Beach
- ❖ Monthly Special Needs Activity Groups
- ❖ Nutrition Education Program

RESPIRE



Care for them.
Care for you.

How Respite Developed & Who We Serve

- * BCC first began respite services in the 1980's out of our skilled nursing facility.
- * First center based respite program in the state of Florida
- * CEO visited various respite facilities across the country over the years to build upon our program
- * Currently eligible recipients of Respite Care include: Broward County children and young adults, birth to 17 years of age (or up to 21 if enrolled in an educational program) with a diagnosis of autism, cerebral palsy, a delay in language, cognitive or physical development, or any special medical condition.
- * Funded primarily by Broward County Children's Services Administration
- * Currently over 220 children enrolled



Challenges we faced with Respite

BCC's challenges:

- * Maintaining a facility solely for respite
- * Having a single funding source and its contract limitations
- * Lack of client enrollment and/or usage



Families' challenges:

- * Trust & Guilt
- * Transportation
- * Medical/Behavioral
- * Typical siblings
- * Financial
- * Scheduling
- * Location



Facing Our Challenges with a New Approach- Action Plan

- * Temporarily eliminate facility solely for Respite Use
 - benefits*: multiple locations, saving \$, bringing in new clients and new staff
 - challenges*: coordinating use of 4 facilities, not every facility works for all, sharing space and supplies
- * Explore alternative respite funders
- * Advocate with existing funders
- * Broaden our spectrum of services/built onto respite
- * Address parent/family barriers to increase utilization...

Getting Rid of “Guilt” & Establishing Trust...

- * Make activities child focused and goal focused, not parent, to “trick” caregivers into giving themselves a break
- * An Expansive Plan of Care adds increased benefit to visits and dually impactful for funders: ADL assistance, Behavioral Goals, Independence Goals, Verbal Skills to incorporate into all visits
- * Start a Special Needs Social & Activities Group through Respite

***Our Special Needs Activities & Social Group** is held 1-2 Saturdays a month in Dania Beach and Pompano Beach for children of all ages to provide engagement with peers and a fun-filled activity! The day includes all activity supplies for music therapy, art therapy, or our other special activities conducted by our staff or special guest instructor along with lunch and free play.*



Special Needs Activities & Social Group





- * Great project for Interns or volunteers
- * Take photos and 'make gifts' (evidence of engagement) for parents
- * Monthly Sponsors (\$50), photos on website, email blast promotion



Getting Rid of “Guilt” & Establishing Trust (cont.)

- * Hire an already established person in their life
 - Teacher, bus aide, behaviorist, nurse
- * Allow parents to go at their own pace:
 - Staying home, allow typical sibs to join in
- * Offer parent classes or activities during respite
 - Support w/o the “support group” title
 - Mom’s Spa Day, IEP training
 - Special Needs Nutrition Class...

Broward Children's Center & the Walmart Foundation present



Healthy Nutrition for Children with Special Needs

Join us for a new Parent Nutrition Education and Cooking Demonstration Series specific to children with various special needs including Autism, Developmental Delays, Cerebral Palsy, ADHD, and various special medical or behavioral conditions.

These hands on and interactive monthly classes are held by Registered Dietitians, Nutrition Staff, and members of our special needs therapy and social services and include topics such as:

- *Gluten-Free Truths and Myths
- *Sensory Challenges for Nutrition
- *Healthy Snacks on a Budget
- *Diet and Behaviors

Classes are completely FREE and open to any parent or adult family members of children with special needs. Participants will enjoy networking with other special needs parents, free cooking samples and recipes, and a full bag of healthy groceries from Walmart to take home!


Child care during classes provided by our special needs experienced staff at either free or subsidized cost based on income, child's diagnosis, and space availability. Healthy snacks and special activities for children will be provided.

Individual Nutritional Consultations and Special Needs Case Management are also available to those who are interested and qualify. Classes held at Pompano Beach and Dania Beach locations.

**CLASSES HELD 1 Saturday a month
10:30a-12:30pm | Dania Beach location
*pre-registration required**

Visit www.bcckids.org/nutrition to learn more and register, or contact:

Melissa McQuinn, Social Services Admin.
954-963-2277 x112 | melissam@bcckids.org



Special Needs Parent Nutrition Education Class

- * Dually beneficial
- * Unique way to fund and encourage respite
- * Monthly Special Needs Topics: Gluten, Behaviors, Sensory.
- * Bring full bag of recipe groceries home, recipes online
- * Hands on activity to do with your child, child samples
- * RD on site for Q&A
- * Friendships established
- * Monthly Speaker
- * Raffle prizes



Transportation & Financial Barriers

- * Do enrollment in the clients home
- * School buses- cost sharing
- * Partner with local agencies
- * Charge a small copay
- * Hire respite workers with CDL
- * Minimum 8 hours visit= cost beneficial
- * Free classes during respite
 - Nutrition, Spa Day
 - Raffles, gift cards
- * Free or low cost transportation
- * Social Workers to help with financial assistance- SSI, WIC



Flexibility in Scheduling and Service Delivery

- * In home, Center based @ 4 locations, overnights, 24/7
- * Flexible start/stop times for visits
- * 80 per diem staff/250 children

THE KEY IS TO STAY ORGANIZED!

- * Monthly Request Calendar
- * Scheduling through Outlook
- * Calendar access via on call iPhone or online
- * Stick to the rules!



Search Respite S - Calendar (Ctrl+E)

October 2014

Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

October 04, 2014		Saturday	
		4	
		PPEC	
		PSN	
		PSS; Respite S	
9 am	Juvlyne-Logan Inverso Pompano Beach-954-778-8337 Tracy Inverso	Uchechukuwu Ibeji Miramar - Stella - 786 382 1168	Camella-Hollie&Hannah Corgosinno Pompano Beach - Ursula - 9546635363
10 ⁰⁰			Rosa-Justin & Jarek Phang Coral Springs - Sophia - 954 548 1559
11 ⁰⁰			Leonora-Gerald Stubbs Deerfield - ruth - 954 881 0170
12 pm			
1 ⁰⁰			
2 ⁰⁰			Mavis-Michael Watts Plantation- Lakesha-754-779-3454. Or 954-857-8954
3 ⁰⁰			Shatory-Emma Charney Fort Lauderdale - Pam (954) 770-9560
4 ⁰⁰	Charlie Conroy Margate - Alissa - (954) 871-9178	Monique A.-Sophia & Ryan Porcile Hollywood - Romina (754) 204-3734	
5 ⁰⁰			
6 ⁰⁰			Korey Jackson Cooper City (954) 249-6812 Allison
7 ⁰⁰	Tracey-John Bredoff		

- My Calendars
- Calendar - MelissaM@bcckids.org
 - Calendar - Reccenter Room
 - Calendar - Respite S
 - Calendar - respite sharedcalendri
- Shared Calendars
- MEDS W
 - Calendar - Respite S
 - Respite User

- Mail
- Calendar
- Contacts
- Tasks

File Invited Event Insert Format Text Review

Cancel Meeting Copy to My Calendar Forward OneNote Appointment Scheduling Assistant Tracking

Actions Show

No responses have been received for this meeting.

RESCHOOL SOUTH

To... ionabryan15@hotmail.com

Subject: PSS

Location:

Start time: Sat 10/4/2014 12:00 AM

End time: Sat 10/4/2014 12:00 AM

- Jack Hill 1:1 10:30a-2:30p
- Luis Andrietta 8:30a-4:30p

- Iona 8:30a-4:30p
- Isolyn 10:30a-2:30p

Shared Folder: Respite S

Priscilla Luera

Korey Jackson - Appointment

File Appointment Insert Format Text Review

Save & Close Delete Copy to My Calendar Forward OneNote Appointment Scheduling Assistant Invite Attendees Show As: Busy Reminder: None

Actions Show Attendees

Conflicts with another appointment.

CANCELLATION

Subject: Korey Jackson

Location: Cooper City (954) 249-6812 Allison

Start time: Sat 10/4/2014 6:30 PM All day event

End time: Sat 10/4/2014 10:30 PM

- 8/2 calendar received via email, Iona requested
- 9/10 emailed Iona
- Iona confirmed via email and phone
- 9/25 mom cancelled via email

In Shared Folder: Respite S

Keeping Respite Cost Effective

- * Maximize all your staff and resources!
 - Respite staff can do bus driving
 - School teachers and scheduling coordinators can do respite
 - Interns can plan special events
 - Share space with other agencies, use buses from partner schools.....
All shared costs!
- * Per Diem Respite Staff
 - Cost effective for agency, 2nd job for them, available when respite is most needed
 - Quality Assurance through Core Competencies
 - *Allows you to only 'spend' more on staff who have earned it!
 - *Appealing to funders and parents
 - Leveling Respite Staff- Level I,II,III (entry level/Bachelor's/ABA)

Respite Core Competencies

-In order to maintain employment with Respite every employee must maintain an overall score of 3 or higher on each of the follow core competencies of the program.

-Any score below a 3 in any area requires a 30 day action plan, can result in suspension/termination.

-Any staff that receive a 4 or 5 in all areas will be eligible for a small incentive or reward such as gift card, BCC shirt, free entry to events, etc. These staff may also be offered or given priority on additional work shifts as requested.

-Allow for feedback from all areas of work: Coworker/Supervisor/Administration/Parent

-Focus on areas of importance:

- Direct care with child
- Work with other staff
- Organization & Paperwork
- Communication
- Facility use



Funding respite 'outside the box'

- * **Overlap your funding...** what do you already do that you can incorporate respite into your plan and budget, what could you be offering and apply for funding for that could incorporate respite?
 - Nutrition & Respite, Case Mgmt & Respite, Activities & Respite
- * **Who aren't you serving that you could be?....**Who might fund that?
 - United Way & children with cancer, private foundations
- * **Engage your funders...** what can you offer them in return?
 - Follow up, photos, logo on website and marketing materials, signage, presence at respite events
- * **Networking 'outside the box'...** you never know unless you get out there!
 - Go to events, Use your young professionals, Know your pitch and 'heartstring' story
- * **Bring in others and go out on tours** of other non profits and agencies/schools/companies as much as possible!

Impact of our 'Reinvention'

- * 2010- 60 Clients 2014- 220 clients **272% increase**
- * 1 Funder to 5 Funders contributing to respite within 4 years
 - County, City, Foundation, & Corporate
- * 1 Respite Program into a comprehensive Social Services Dept. with 5 different special needs programs...
 - Respite, Special Medical Respite, Case Mgmt, Advocacy, Nutrition, & Activities Group
- * Enough clients, funders, programs and staff to now warrant our own facility that would be used 24/7 through program collaboration

Brainstorm and Q & A



Thank you from the Broward Children's Center Respite Program!!

For more information on Broward Children's Center or consulting services please contact:

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