



**RESPITE SERVICES**  
**SERVICE REVIEW SUMMARY**

**September, 2018**

## RESPITE SERVICES DRAFT REPORT

### **BACKGROUND:**

Between May and July, 2018, Harbor Regional Center (HRC) held monthly meetings designed to conduct an extensive review of policies and practices related to respite services. We invited interested HRC clients, family members and service providers to participate in these reviews which took place on May 22<sup>nd</sup>, June 27<sup>th</sup>, and July 24<sup>th</sup>.

Copies of all of the materials which were shared and discussed in the first review session on May 22<sup>nd</sup> are attached as **Appendix A**. The second review session was devoted to hearing from providers of respite. Summaries of all three of the review sessions are attached as **Appendix B**.

### **DISCUSSION SUMMARY:**

On the evening of July 24<sup>th</sup>, there were over 50 participants (including HRC Board members) who were divided into eight groups to allow for a more detailed discussion regarding various topics related to respite services. The discussion questions which formed the framework for the service review are attached as **Appendix C**. There were many suggestions and recommendations. Below is a summary of the major comments/recommendations which emerged:

### **HRC Respite Service Policy:**

- **Do you think there is anything important that is not addressed in the HRC policy?**
  - Include respite worksheet in Annual Review to determine hours for parents and consumer
  - Timeline for emergency respite services
  - List camp as out of home respite option
  - Different respite services i.e. self/agency/night care
  - Include family choice for provider
  - Policy does not address FCPP
  - Expedited process for emergency situations requiring respite for family should be addressed in policy
  - Policy does not discuss “self-directed” respite
  - Policy does not address that respite is not for “doing tasks”
  
- **Do you think there are parts of the HRC policy that need clarification?**
  - Provide clarification on respite coverage summary services
  - What to do if respite hours run out due to family emergency
  - Respite hours per client, not per family
  - Clarify multiple clients within a single family
  - Define natural support
  - What respite provider can/cannot do while providing respite services
  - Emergency respite service & expectation for services to begin

- Policy does not state that respite can now be accrued on quarterly basis.
- **Do you think there are any important concepts in the Lanterman Act provisions related to respite services that are not referenced in the HRC service policy that should be added?**
  - Needs to include what the Act says about respite
  - Out of home for minors
  - Mention of behavioral respite
- **What other suggestions do you have for changes to the HRC policy?**
  - Separate respite funding for out of home short term stay
  - Provide references to places to go for short term stay
  - Respite Worker training
  - Clarify Out of Home Respite 21 days cap availability
  - It would be great if family members can be the respite providers when services are approved
  - Consider clients culture
  - More effective training for staff providing care
  - Revise the point system currently in place to help capture specific clients need
  - Increase or consider an increase in hours for respite services during summer breaks from school
  - Consider Family members who are not able to show proof of a working permit or legal residency in the USA to be a care provider
  - Increase the income/wages for workers who provide respite
  - Consider paying self-directed workers more/fair wages for all
  - Separate the amount of hours and not do sibling rate and assess separately each individual
  - When emergencies present themselves to expedite a response the same day and not wait for the next day
  - When HRC contracts with vendors for respite to ensure the agency has an emergency response system in place
  - As policy is updated-booklet needs to be consistent
  - Camp as respite. Address in policy.
  - Consider annual respite in addition to quarterly respite
  - Simplify language

### **HRC Respite Assessment Tool:**

- **Is there any additional information that should be added?**
  - Respite only limited to in home. Consider outside trip/commuting trip
  - Needs less restrictive definition
  - What determines the actual hours
  - Bigger focus on sibling needs over caregiver needs
  - If considering out of home placement and if the parent doesn't want it, to consider providing that level of care in the family home
  - Consider both parents working or going to school full time
  - Consideration of the other children (non-HRC clients)

- Add a column for zero points- a lot of things in point item are actually zero
- Age of parent should be included in tool (recommend 60 yrs.)
- Exceptional level of need should be more than 4pts
- **Do you have some general guidance to provide concerning the assessment tools?**
  - The previous tool doesn't capture all the needs of the family/client
  - The new tool does capture more of the need
  - Both working parents should move to HIGH need on the tool
  - SC's should utilize the tool during the IPP
  - Mobility is really not addressed in the tool-barely
  - Feel that the new respite tool much easier to understand

### **Respite booklets:**

- **What are some major areas that should be added?**
  - Include poverty scale in documentation
  - Booklet should stay summary/top level, referring to detail guidelines as attached (keep the words at top level. Keep it simple)
  - Update booklet with current clients/culture
  - For cost effectiveness consider using a different material for the booklet
  - Add the assessment tool to the booklet
  - Update the booklet with current law
  - Include/ clarify how quarterly hours can be used
  - Add that family can be reassessed at anytime
  - Frequency of re-assessment
  - Respite Booklet: headlines-bullet pts-less words/more pics-simplify/streamline sections
  - Make sure booklet reflects updated policy
  - Booklet does not discuss background check/fingerprinting
- **Is there anything that you think should be deleted?**
  - Don't consider IHSS or EPSDT hours when assessing
- **Do you have some general guidance to provide concerning the use of this booklet?**
  - For SC's to provide detailed information on the booklet
  - SC's should carry respite booklet to give to parents/providers
  - Booklet is outdated.

### **Comments Re: Service Providers:**

- **Do you have some comments, recommendations, general guidance related to respite service provider issues?**
  - Service Provider needs to do focused training
  - HRC needs to collect client feedback and provide to service provider
  - Contract with more agencies, bigger pool of providers
  - Providers spend too much time on their phones
  - Providers do not interact with clients
  - Better quality assurance for providers
  - Non reliable workers

- Better way to evaluate caregivers
- Help on how to get started on self-directed respite
- Need another CPR class
- Clarify scope of work for providers
- Training for service providers on how to fill out timesheets

**Other Comments or Suggestions:**

- HRC to have a candid discussion with Parents/Caregivers on how hours are determined
- Cambrian does 92% of HRC's respite, they have a monopoly. Should equalize this with other respite agency
- Providers: Improve communication –call parents back in a timely manner
- Increase bilingual respite workers
- More behavioral respite workers
- Match respite worker to client's needs: size, height, weight
- Cultural sensitivity-language sensitive professionals
- More outreach
- Parent Trainings
- Provides translation for all participants, not enough translators for the group
- Be more understanding to each family's needs
- Be more culturally sensitive in considering family needs

**FOLLOW-UP PLAN:**

1. HRC staff will draft a revised Respite Policy incorporating the recommendations made by the service review participants. It is expected that this draft can be available for review and action by the full Board before the end of the fiscal year.
2. HRC staff will draft a revised Respite Assessment Tool incorporating the recommendations made by the service review participants and will hope to complete this project by March, 2019.
3. HRC staff will revise the Respite Booklet incorporating the recommendations made by the service review participants. Staff will share the draft with service coordinators, service providers, clients and families to seek their feedback and will revise and finalize the draft with the hope of completing this project by end of fiscal year.

**THANK YOU:**

We close with many thanks to all those whose thoughtful participation will serve to enhance Harbor Regional Center supported living services.