

REPORT TO THE LEGISLATURE

Adult Planned Respite

Engrossed Substitute Senate Bill 6052
Chapter 4, Laws of 2015, Section 205
(Partial Veto)
64th Legislature
2015 3rd Special Session

January 3, 2017

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Transforming Lives

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EXECUTIVE SUMMARY

In the 2015-2017 biennial budget, the Washington State legislature provided funding for the Developmental Disabilities Administration (DDA) to develop eight planned respite beds for adults, age 18 and older, with developmental disabilities. The intent of this service is to provide short-term community based planned respite services across the state as an alternative to using services in a Residential Habilitation Center (RHC).

BACKGROUND AND CONTEXT

Legislative Charge

As part of the 2015 legislative Session, the Washington State Legislature passed ESSB 6052 appropriating funds for the development and implementation of eight community respite beds across the state for adults. Overnight Planned Respite Services (OPRS) for adults are intended to enable DDA enrolled individuals who meet eligibility criteria, access to short-term respite in a DDA contracted and certified residential setting. These services are intended to provide families and caregivers with a break in caregiving and to create additional capacity to serve the short-term needs of adults with developmental disabilities.

ESSB 6052 requires DDA to develop a respite utilization report by January 2, 2016 and each year thereafter. At a minimum, the report must describe the following:

- (1) The number of individuals who have used community respite in the preceding year; and
- (2) The location and number of days per month that each bed was occupied

Currently the large majority of services provided by DDA are provided in the community, with only a few hundred clients receiving services in RHCs. The community currently has few funded respite options to meet the needs of families to occasionally have an extended break in caregiving. As a result of the lack of community respite options, some families are using RHCs for respite care. This service is limited and comes at a high cost. It is also very inconvenient for families to use who do not live in close proximity to one of the four RHCs.

As the state relies on families as the largest providers of residential supports for individuals with developmental disabilities at a very minimal cost, the opportunity for respite to be provided across the state is a very important policy decision.

The goal of these respite services is to provide them in accordance with the Center for Medicare and Medicaid (CMS) requirements for residential programs. This will include offering these services throughout the state in integrated settings that will support access to community activities when appropriate.

Other Respite Services

The table below shows the number of persons who utilized both planned and emergent respite at the various RHCs and the State Operated Living Alternative (SOLA) program in Spokane in 2016.

Utilization of Other Respite Services for 2016	
Location	Utilization
Fircrest RHC	22 clients
Lakeland Village RHC	28 clients
Rainer School RHC	12 clients
Yakima Valley School RHC	98 clients
SOLA respite bed - Spokane	15 clients

IMPLEMENTATION AND CONTRACT AND POLICY REQUIREMENTS

Overnight Planned Respite Implementation

In July 2015, after the budget was approved by the Legislature, a workgroup was formed and a project plan developed to include need analysis, resource recruitment and development, contract requirement development and a communication plan development. Services started in January 2016 after WAC, policies and contracts were developed. These standards govern the Overnight Planned Respite Services (OPRS) program. The OPRS was the name given to identify this new service. Informational tools were developed and shared with Case Managers to assist in informing families about the new service.

In-person training occurred across the State to inform field staff about the process to access the OPRS. An informational bulletin was produced and distributed through the "Informing Families" Website developed by the Developmental Disabilities Council. A client/family evaluation tool was also developed and has been utilized to gain feedback from persons who have used this service.

A request for letters of interest was distributed and posted in late October 2015 which generated nine responses. Solicitation outlined the basic requirements and requested prospective provider submit program proposal including physical setting and budget. The process for contracting began, with the initial OPRS available January 2016. Recruitment of new service providers has continued throughout the year. A statewide committee reviews each referral for respite as the service is requested.

When a request for respite at an RHC is made that the committee believes can be met by the community OPRS; that is recommended and the family is contacted to see if they would prefer the community option. Once the committee approves the referral, the service provider reviews the request and determines if they are able to meet the needs of the individual. After the request is approved, the service provider develops a plan with the client and his or her family to meet the unique needs of the person.

Contract and Policy Requirements for Adult Overnight Planned Respite Service Delivery

- 1) Provide a safe, comfortable environment including:
 - a) Amenities including a bed, bathroom, clean linens, access to cooking facilities, 3 meals and 2 snacks per day
 - b) Compliance with any applicable licensing or certification requirements of the home
 - c) Full ADA accessibility

- 2) Provide adequate supports to meet health and safety needs including:
 - a) 24 hour available staff
 - b) Individual staff attention for some portions of the day when needed to meet assessed needs
 - c) Staff who are trained in accordance with Community Residential Service Business training requirements of WAC 388-829
 - d) Provide access to local community resources, including transportation

CURRENT UTILIZATION AND BARRIERS

Three service providers have contracted with DDA to deliver Overnight Planned Respite Services in 2016. The tables below provide by month, the number of available respite days, the number of clients who utilized respite and the number of days each bed was occupied. The final column shows the utilization percentage. The tables are organized by the location of the Overnight Planned Respite site.

Location: Bellingham Provider: Holly Community Services Inc. Number of Overnight Planned Respite Beds: One Comments: December 2016 data was not available at the time report was due to Legislature.				
Month/year	Number of days available	Number of Clients	Occupied Days	Utilization %
16-Jan	31	1	8	26%
16-Feb	29	3	14	48%
16-Mar	31	3	24	77%
16-Apr	30	3	16	53%
16-May	31	4	29	94%
16-Jun	30	3	30	100%
16-Jul	31	3	29	94%
16-Aug	31	3	31	100%
16-Sep	30	3	28	93%
16-Oct	31	3	27	87%
16-Nov	30	3	26	87%
Averages	30.5	2.9	23.8	78%

Location: Shoreline
Provider: Service Alternatives
Contract Start Date: 2/29/16
Number of Overnight Planned Respite Beds: One
Comments: December 2016 data was not available at the time report was due to Legislature.

Month/year	Number of days available	Number of Clients	Occupied Days	Utilization %
16-Jan	N/A	N/A	N/A	N/A
16-Feb	1	1	1	100%
16-Mar	29	2	17	59%
16-Apr	30	4	15	50%
16-May	31	2	14	45%
16-Jun	30	2	6	20%
16-Jul	31	6	23	74%
16-Aug	31	2	11	35%
16-Sep	30	4	23	77%
16-Oct	31	5	24	77%
16-Nov	28	3	25	89%
Averages	27.2	3.1	15.9	58%

Location: Yakima
Provider: Elmview
Contract Start Date: 2/29/16
Number of Overnight Planned Respite Beds: One
Comments: December 2016 data was not available at the time report was due to legislature.

Month/year	Number of days available	Number of Clients	Occupied Days	Utilization %
16-Jan	N/A	N/A	N/A	N/A
16-Feb	1	0	0	0%
16-Mar	29	2	16	55%
16-Apr	30	2	23	77%
16-May	31	1	8	26%
16-Jun	30	4	25	83%
16-Jul	31	2	13	42%
16-Aug	31	4	29	94%
16-Sep	30	5	22	73%
16-Oct	31	3	25	81%
16-Nov	30	3	24	80%
Averages	27.4	2.6	18.5	68%

The data in the above tables show that services in the three locations started between January and February 2016. N/A denotes that the service had not yet started.

Challenges Implementing Overnight Planned Respite Services

The above tables demonstrate various challenges in providing Overnight Planned Respite Services. Some of the challenges include:

1. Community providers report challenges in finding affordable, accessible and integrated housing within the funding provided, which has impacted the ability for providers to offer respite services.
2. The funding provided by the Legislature does not meet the cost necessary to maintain a residence and provide staffing for 24 hour individualized respite services. This has resulted in only three service providers willing to contract with DDA.
3. Community providers report challenges in hiring and retaining staff due to the rate of pay they are able to offer employees.
4. Community providers report stiff competition with other employers offering similar rate of pay, for positions with less responsibility and less stressful work environment.
5. An increase in the residential benchmark will have an impact on the ability of current contractors to deliver OPRS.

Barriers to Accessing Overnight Planned Respite Services

1. Due to the services being offered in few locations, some families have to travel a long distance to access this service, reducing the number of people accessing the community option.
2. Families and DDA staff are still learning about the new resource and becoming familiar with the supports it can provide.
3. Some families who have used the RHCs in the past are reluctant to change to a community based service option.
4. Not all site locations are currently wheelchair accessible as it is difficult to find homes and landlords who are willing to have their property modified to support the mobility needs of individuals.
5. Respite bed unavailable during the time period requested by the family.

SURVEY FEEDBACK RESULTS

Survey Information: Overnight Planned Respite

Twelve client/family Overnight Planned Respite surveys have been completed and returned to date. Surveys included 3 questions ranked on a scale of 1-5, with 5 reflecting the highest positive score possible. Average scores and select comments are included below.

Rate the way you / your family member were treated	4.75
Rate the comfort and cleanliness of the environment	4.66
Rate the availability of activities in-home and in the surrounding community	4.12

Identified areas for improvement from survey results:

- Limited locations
- Unable to support siblings at same site
- Comments regarding wanting professional meal service, no pool available, and the limited TV channels.

Positive Comments:

"I/we are very pleased with the respite that was provided for our son. We highly recommend this service and hope there will be more available next year. We were very impressed with the attitudes of staff and ability to "problem solve" and hope to come back soon."

"I was very pleased that (client) was able to go to the mall 2 or more times and to church during his respite stay. My husband and I would love to have this service available to (client) and us 2-3 times per year. (Client) seemed happy when he came home and we'd recommend (Agency) to other families."

"Thank you for taking such great care of (client). You were all very sweet and attentive."

"(Client) did so good with them following our same schedule."

"My son seemed to like being there. I appreciate how the caregivers openly communicated with us on how he was doing, since it was his first visit."

"I am so thankful for staff in helping me get a break for (client). Thanks!"

"It was wonderful for my brother his disability limits what he can do, but staff made sure he had fun, was happy, entertainment and took excellent care of all his needs. There needs to be more places like (agency)!"

SUMMARY

Overall, the feedback from families that have utilized the OPRS has been positive and families appear to find it a useful and desired service. Use of this service is not yet at the desired utilization. More service providers are needed in a greater variety of locations. In order to recruit additional service providers, we will have to fully fund both the 24 hour staffing expectation and the funds necessary to maintain the residence.

The number of persons who used OPRS in 2016 was 107. Some of these persons may have utilized the OPRS on more than one occasion. The tables also demonstrate that as a new location opens, it sometimes takes time for utilization to increase. DDA has set target utilization rates at 75% with a goal to increase utilization to 85% by July 1, 2017.

DDA has worked with the Developmental Disabilities Council, the Informing Families Building Trust program and statewide case/resource managers to provide information for families, about Overnight Planned Respite Services.