

South Dakota Respite Coalition
February 28, 2018
Meeting Minutes

Present: Gloria Hanson, Arlene Poncelet, Jennifer Geuther, Brooke Pape Johnson, Kathi Herreid, Yvette Thomas, Samantha Dewell, Jennifer Gant, Caitlin Borges, Teresa Nold, Julie Hand, Deb Petersen, Bobbie Jo Leggett, Molly Keegan, Jen Red Bear, Shelly Pfaff, Kathie Erdman-Becker, Betsy Schuster, Kathie Erdman-Becker, Matt Cain, Carol Rockwell

Absent: Tim Neyhart, Wendy Parent-Johnson, Ruth Thomas, Erik Nelson, Kay Ermish, Rachel Gangle, Derek Biteler

Deb Petersen, Lifespan Respite Care Grant Project Manager welcomed and thanked members for their participation on the Coalition and attending the meeting. Following introductions, Deb reviewed the minutes from the November 13-14, 2017 meeting covering major discussion topics.

Deb presented a PowerPoint on work completed by the subgroups. The Public Awareness subgroup was tasked with reviewing other states websites and the Department of Human Services (DHS) website to consider what information will be needed on a caregiver webpage, a respite brochure, etc. Deb shared this group is waiting on changes to the DHS website and implementation of the Dakota at Home public awareness campaign before moving forward.

Yvette Thomas, Director of the Division of Long Term Services and Supports (LTSS), provided an overview of the current rebranding efforts to the Aging and Disability Resource Center (ADRC). The ADRC is being rebranded to Dakota at Home. LTSS has been working with a marketing agency, Insight, to develop a public awareness campaign for Dakota at Home and a 1-800 number to call for information and referral and access to long term services and supports. Three animal images have been created which include a turtle representing the older generation, a fox representing caregivers, and a chipmunk representing people with disabilities. The Dakota at Home ad campaign will begin on April 2, 2018. Discussion included questions about how the phone line will be answered statewide. Yvette explained due to staff restructuring within the Division of LTSS, four Intake Specialists will answer the Dakota At Home 1-800 number.

Deb demonstrated information currently available in the Dakota at Home website including the resource directory, learning library and information for agencies, organizations, and providers. An online Request for Inclusion form when completed by agencies, organizations, and providers can be electronically submitted for inclusion in the online Dakota at Home Resource Directory. Discussion was held on the merits of utilizing a map of South Dakota on the Resource Directory webpage. With implementation of a map, people accessing the site can click on a county and get a list of all services available within that county. Discussion surrounding who would update the resources included suggestions to look at other agencies that cross multiple platforms. Possible agencies suggested to partner on this include: 211 Helpline (is currently in 68% of the state), Parent Connection, and Center for Disabilities.

The Respite Provider Directory subgroup presentation included slides of other state's resource directories. Deb explained most states developed a Resource Directory similar to South Dakota's due to the past initiative from the Administration For Community Living to develop Aging and Disability Resource Centers (ADRC). Very few states have a respite directory but rather use an ADRC directory or they use a national directory, e.g., Rewarding Work, Care.com, Agingcare.com. Some states have a respite directory of only agency providers and a few states do include individual respite providers. States have disclaimers or those states that list individual providers indicate if a screen or background check had been completed.

The various types of in state and out of state background checks along with the complexities of managing the information were discussed. Costs for a nationwide background check from any of the various companies reviewed range from \$40 to \$50. As a State agency the Department of Human Services can request a South Dakota only criminal background check completed at no cost. When a caregiver wants a South Dakota only background check completed on an individual, the cost is \$20.00 per background check. It was decided that families will be responsible for deciding if they want a background check on prospective individual respite providers. It was decided when there is a request from a caregiver, grant funds which were budgeted for background checks will be utilized to pay the cost of a South Dakota only background check.

Discussion included the need to list individual respite providers versus only agency providers and the importance of providing information to help caregivers in the process of hiring respite providers. Molly Keegan and Bobbie Jo Leggett, and Betsy Schuster discussed the importance of providing information to caregivers on hiring respite providers and training. Support materials for caregivers to hire respite providers that have been developed will be important to include on the website. Julie Hand discussed how the Missouri Charting the LifeCourse Guide would be beneficial for caregivers. The Respite Provider Directory subgroup will review options for trainings and identify potential training collaboration opportunities. An application will be developed for individual respite providers who will need to complete an application to be listed in the respite provider directory. The term "matching" was suggested as a good word to use in relation to the provider directory.

Deb distributed the Lifespan Respite Survey which the Survey subgroup based on a review of caregiver surveys used in numerous other states. The goal was to develop a SD Lifespan Respite Survey that would be provided to anyone who identifies as a caregiver. Kathie Erdman-Becker and others discussed and concluded there is no need to track pre and post surveys as the objective is to determine if there is increased access to services and if the aggregate data has changed in general. The survey will be available via SurveyMonkey so agencies and organizations can provide the link on their websites, etc. Organizations such as AARP, Parent Connection, Helpline Center, Center for Disabilities, the Alzheimer's Association, and others that are willing could all be involved by distributing the survey. Julie Hand, Division of Developmental Disabilities discussed that they can send the survey when they receive requests

for Respite Care Program applications and also with their annual Respite Care mailing. LTSS Intake Specialists will offer the survey to people who call in requesting information on caregiving/respice. Once the survey has been finalized Deb and Derek Biteler will send the survey to current DHS caregivers as a test prior to implementation.

An informational handout was provided on the various respite care definitions being used by other states and within the Department of Human Services. Coalition members reviewed the definitions and identified potential highlights to include in a definition to be used on the website, brochures, etc. The Public Awareness Group will utilize the information to develop a proposed definition for review at the next meeting.

Names of potential new members to the Coalition were identified which Deb will follow-up on. A suggestion was to invite caregivers and prospective members living in the area where meetings are being held. Anyone with additional suggestions for members should make initial contact with the person and then email the name and contact information to Deb Petersen.

The next South Dakota Respite Coalition meeting is scheduled on May 1st from 2:00 p.m. to 5:00 p.m. and again on May 2nd from 8:30 a.m. to 12:30 p.m. at AARP in Sioux Falls.

Subgroups:

Molly Keegan was added as an additional member of the Public Awareness subgroup and Julie Hand will replace Collin Hutchison who resigned his employment with the state.

Public Awareness Subgroup Members: Julie Hand, Derek Biteler, Erik Nelson, Matt Cain, Bobbi Jo Leggett, Rachel Gangle, Deb Petersen, Jennifer Gant, and Molly Keegan.

- * Review other states websites and brochures, Active Generations website, etc. for design concepts and content of SD Caregiver website
- * Work on a definition: What is Respite? For usage on website and brochure
- * Develop a Respite Brochure
- * Provide input on Caregiver website design and content

Respite Directory Subgroup Members: Kathi Herreid, Molly Keegan, Tim Neyhart, Jen Red Bear, Shelly Pfaff, Carol Rockwell, Samantha Dewell, Jennifer Geuther, and Deb Petersen.

- * Research provider training options

Respite Survey Subgroup Members: Bobbi Jo Leggett, Arlene Poncelet, Kay Ermish, Deb Petersen, and Jennifer Gant.

- * Finalize Lifespan Respite Survey and pilot with DHS caregivers

Caregiver Needs Assessment Subgroup: To be established.

- * Enhance current LTSS Caregiver Needs Assessment or develop new assessment