

The Colorado Department of Human Services, State Unit on Aging, has engaged HMA Community Strategies to assist with some research on respite services in Colorado, including what is available, where there may be gaps, and best practices related to providing support to people who are caregivers.

This research will help the State Unit on Aging and the Respite Care Task Force develop recommendations to the legislature around respite services, as part of their work on House Bill 15-1233.

As part of that work, HMA Community Strategies would appreciate any information you can provide in answer to the questions below. This information will be combined with information gained from individual interviews with organizations throughout Colorado and the United States and used as part of a report to the Respite Care Task Force.

We greatly appreciate your participation in this effort to help us learn about gaps, needs, and best practices in the area of respite services. We do not anticipate you will be able to respond to every question, but share what you know.

Please send your response to Robyn Odendahl at Health Management Associations. She can be reached at [rodendahl@healthmanagement.com](mailto:rodendahl@healthmanagement.com) or 720-638-6710. Robyn is also available to answer any questions you may have about this effort.

## Questions on Respite

### FUNDING AND ROI

- 1) Do you know of any studies or surveys we should include in our research regarding respite care? These could include surveys and/or focus groups done at the organizational level to understand respite care services for your own grant reporting or other evaluation needs. If so, can you share with us the study?

### CULTURAL COMPETENCE

- 2) We are interested in learning more about disability competent care (e.g. providing respite care for caregivers who provide care to individuals with complicated or special behavioral or physical challenges) - how is your state/organization addressing this issue?
  - a. How are you evaluating the effectiveness of strategies to improve competency in this area?

### TRAINING

- 3) What can you tell us about how respite care providers are trained?
  - a. Are there standards or core standards that inform these trainings? Or are these as needed?
  - b. Is there a credentialing or certification process for respite care providers?

### AWARENESS/MARKETING

- 4) Can you briefly describe the structure and strategy of efforts to publicize or “market” respite services by your organization?
  - a. Are there any elements you consider a weakness or strength?
  - b. Do you target doctors and providers with marketing efforts, in addition to caregivers?
- 5) Can you describe the overall budget for your organization’s marketing efforts?

- a. Based on your experience operating marketing efforts at this capacity, do you have a sense of an ideal level of operation for marketing efforts, what additional budget would it take to get there and how would those funds be spent?

#### **INFORMAL RESPITE**

- 6) Are you aware of systems in place to assist people with locating informal respite, or resources that help keep the informal respite networks healthy and stable?
  - a. PROMPT: We have been defining informal respite as use of respite through one's own personal networks (family, friends, neighbors)
  - b. How do you define informal respite?

#### **ACCESS TO RESPITE**

- 7) How has your organization worked to minimize barriers to people seeking to access respite care services?
  - a. Prompt: Barriers include internal feelings of inadequacy as a caregiver; location/ availability of respite care services; paying for respite care; awareness of respite, etc.

#### **CAREGIVER TO INTERVIEW**

- 8) If appropriate, is there a caregiver you know that we should interview?

#### **CRISIS / EMERGENCY RESPITE**

- 9) What do you know about crisis/emergency respite needs or occurrences in Colorado?
  - a. PROMPT: Crisis/Emergency respite to us means when a caregiver has reached the "breaking point" and turns to the use of an emergency department, Regional Center, or another organization or institution for help.