

# Respite Care Provider Training Webinar: Lessons from the States

*NASHP Webinar*

*August 28<sup>th</sup>, 2024*



The  
John A. Hartford  
Foundation

[nashp.org](https://nashp.org)

# Thank You Acknowledgements



The  
John A. Hartford  
Foundation

*This project is supported by Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$942,520 with 75 percent funded by ACL/HHS and \$312,845 and 25 percent funded by non-government source(s). The contents are those of the authors and do not necessarily represent the official views of, nor are an endorsement, by ACL/HHS or the U.S. Government.*

*NASHP would also like to thank The John A. Hartford Foundation for providing the non-government matching funds for this project.*

# Speakers & Agenda

- **Welcome and Introductory Remarks**

- *Jill Kagan, Director, ARCH National Respite Network and Resource Center*
- *Lori Stalbaum, Lifespan Respite Program Federal Project Officer, Office of Supportive and Caregiver Services, Administration for Community Living*

- **Background/Overview/Evaluation/Wisconsin's Experience**

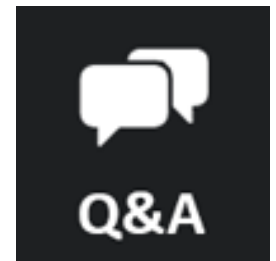
- *Lisa Schneider, Executive Director, Respite Care Association of Wisconsin (RCAW)*
- *Kim Whitmore, PhD, RN, CPN, Assistant Professor, College of Nursing, Marquette University*

- **South Carolina's Experience**

- *Kathy Mayfield-Smith, Associate Director, Institute for Families in Society and Board Chair, South Carolina Respite Coalition*

# Webinar Logistics

- Use the Q&A function at the bottom of your screen to enter your questions and comments throughout the presentations
- We will address questions and comments at the end
- The close captioning button is located at the bottom of your screen
- The slides and webinar recording will be posted after the webinar on the NASHP website and sent out to all webinar registrants



[nashp.org/respite-care/](https://nashp.org/respite-care/)

# Respite Care Provider Training

## *Lessons from the States*

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National Academy for State Health Policy  
August 28, 2024



*Asking for Help*

**is a sign of  
strength.**

archrespite.org



**ARCH**  
National Respite Network  
AND RESOURCE CENTER

- **Training and Technical Assistance Division** provides support to State Respite Coalitions, service providers and families through consultation, training, evaluation, and research.
- **Lifespan Respite Technical Assistance Center**, funded by the U.S. Administration for Community Living, supports State Lifespan Respite grantees and their partners in developing state respite systems serving caregivers of persons of all ages and conditions.
- **National Respite Locator Service (NRLS)** helps family caregivers and professionals locate respite services in their communities.
- **National Respite Coalition** is the policy and advocacy division of ARCH.

# Respite



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Benefits

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Access

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Barriers



# Shortage of Qualified Providers





# Importance of Training

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- No federal training requirements; few states require training for Respite Providers.
- Little knowledge exists about what type of training is most effective
- Training opportunities may help recruit workers to the field.
- Training instills confidence among family caregivers to use respite.



## For More Information

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ARCH National Respite Network  
and Resource Center  
[archrespite.org](http://archrespite.org)

### Lifespan Respite Technical Assistance Center



This presentation was supported by the Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$1,647,597 with 75 percentage funded by ACL/HHS and \$549,200 amount and 25 percentage funded by non-government source(s). The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by ACL/HHS, or the U.S. Government.

# National Respite Care Provider Training

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Lori Stalbaum, MSW  
U.S. Department of Health and Human Services  
Administration for Community Living  
Office of Supportive and Caregiver Services





## National Respite Care Provider Training (NRCPT) Curriculum Webinar

**“Lessons Learned from States”**

**August 28th, 2024**

# Presenters



**Lisa Schneider**, Executive Director  
Respite Care Association of Wisconsin (RCAW)  
Email: [lschneider@respitcarewi.org](mailto:lschneider@respitcarewi.org)



**Kim Whitmore**, PhD, RN, CPN, Assistant Professor  
College of Nursing, Marquette University,  
Email: [kimberly.whitmore@marquette.edu](mailto:kimberly.whitmore@marquette.edu)

# Project Purpose

The pilot project was designed to:

- Cultivate a nationally recognized set of core competencies for entry-level respite providers;
- Field test a training curriculum based on these core competencies; and
- Learn about and develop an innovative and specialized recruitment campaign.
- And make it available to anyone!

## National Respite Care Provider Training





# Core Competencies

- Developed by an Expert Work Group
- Disseminated for Public Comment
- Applied to RCAW's Respite Provider Training Curriculum to become the National Respite Care Provider Training
- Baseline for entry-level respite care providers
- *Link to Competencies:*  
[https://archrespice.org/images/NASHP\\_Project/Respite\\_Care\\_Professional\\_Core\\_Competencies.pdf](https://archrespice.org/images/NASHP_Project/Respite_Care_Professional_Core_Competencies.pdf)



## Respite Care Professional Core Competencies

*The following Respite Care Professional Core Competencies are meant to serve as a baseline for entry-level respite care professionals. Additional training may be required depending on the unique needs of the care recipient and their family.*

### Principles of Respite

The respite care professional understands the importance of providing meaningful short breaks for family caregivers to promote the well-being of family caregivers, care recipients, and other family members.

### Person and Family-Centered Care

The respite care professional provides care that is focused on, and respectful of, family caregivers' and care recipients' preferences, needs, values, and goals for respite.

### Cultural Competency

The respite care professional understands and provides services and supports that are respectful of the cultural preferences, traditions, and language needs of family caregivers, care recipients, and other family members.

### Communication and Relationship Building

The respite care professional builds and maintains trusting relationships with family caregivers and care recipients through active listening and respectful verbal, non-verbal, and written communication that is easily understandable.

### Health and Wellness

The respite care professional supports the physical health, functional ability, spiritual, and social-emotional well-being of care recipients based on the preferences of family caregivers and care recipients and in accordance with the respite care professional's training and certification, as well as local laws and regulations.

### Safety and Emergencies

The respite care professional helps protect care recipients from illness, injury, abuse, neglect, or other harm; understands how to report incidents; and responds quickly and safely during emergency situations.

### Planning Respite Activities

The respite care professional works with family caregivers and care recipients to explore, define, plan, and engage in appropriate and meaningful respite activities for care recipients.

### Ethics and Professionalism

The respite care professional works in an ethical and professional manner by maintaining boundaries, ensuring confidentiality, and respecting the privacy, rights, and preferences of family caregivers, care recipients, and other family members.

### Professional Development

The respite care professional obtains appropriate training based on the unique needs of care recipients and seeks opportunities for ongoing education and training.

### Selfcare

The respite care professional recognizes the importance of selfcare and actively engages in practices that promote their own safety, health, and well-being.



# Course Description

- Training Modules Align with Core Competencies = National Respite Care Provider Training™
- States add their own state specific modules
- *Course Description:* [https://archrespice.org/wp-content/uploads/2022/09/Respite\\_Care\\_Provider\\_Training\\_Course\\_Descriptions.pdf](https://archrespice.org/wp-content/uploads/2022/09/Respite_Care_Provider_Training_Course_Descriptions.pdf)
- *Link to Training Modules:* <https://respitcarewi.talentlms.com>
- Available in Spanish



## Respite Care Provider Training Courses

*The Respite Care Provider Training (RCPT) is designed for people who are interested in providing respite care to individuals with varying disabilities and ages across the lifespan. Each course in the training meets at least one of the Respite Care Professional Core Competencies.*

### 101: What is Respite?

This course defines respite care, describes respite settings, discusses the benefits of respite, and details reasons to become a respite provider. *(Core Competency: Principles of Respite)*

### 102: Disability Basics for Respite Providers

This course is an introduction to general disability and aging related topics, such as understanding preferred language to be used in interactions that we have with care recipients and family caregivers. This course also briefly touches on adaptive equipment and assistive technology. The concept of person and family-centered care is also introduced. Learners will build on these principles throughout the training courses. *(Core Competency: Person and Family-Centered Care)*

### 103: Client Care for Respite Providers

This course discusses the different types of care support that an individual might need during respite care. A focus on person and family-centered care continues through promoting independence in different client care activities, while also taking into consideration the health and abilities of the care recipient. *(Core Competencies: Person and Family-Centered Care, Health and Wellness)*

### 104: Medication Awareness for Respite Providers

This course provides a general overview of medication awareness, including the seven rights of medication administration and special situations. A respite provider's role in terms of medication may differ depending on their training and/or certification, as well as local laws and regulations. *(Core Competency: Health and Wellness)*

### 105: Safety Procedures for Respite Providers

This course explores different emergency situations, ways to be prepared, and types of incidences to report. This course also looks at abuse and neglect laws for both children and adults/older adults in your state, along with information on how to report suspected maltreatment. *(Core Competency: Safety and Emergencies)*

### 106: Caring for Challenging Moments

This course provides an introduction to understanding functions of behavior and explores tools and techniques a respite provider can use to respond quickly and safely while supporting a care recipient's emotional wellbeing during challenging moments. *(Core Competencies: Health and Wellness, Safety and Emergencies)*

### 107: Health, Wellness, and Respite Activities

This course examines the importance of meaningful activities and how to plan activities based on the physical health, functional ability, spiritual, and social-emotional needs and preferences of family caregivers and care recipients. *(Core Competencies: Health and Wellness, Planning Respite Activities)*

### 108: Professional Ethics and Interpersonal Skills for Respite Providers

This course discusses the interpersonal skills that are important for respite providers. Topics covered include communication and active listening, cultural preferences and beliefs, understanding personal bias, respecting confidentiality, and maintaining professional boundaries. *(Core Competencies: Cultural Competency, Communication and Relationship Building)*

### 109: Meeting the Caregiver and Care Recipient

This course walks through the steps a respite provider takes when finding and starting a new respite position. This course discusses interviewing with a potential family caregiver, meeting the care recipient, training with the family, and how to build trusting relationships throughout the process. *(Core Competency: Communication and Relationship Building)*

### 110: Next Steps in Becoming a Respite Provider

This course turns the focus to the importance of selfcare for the respite provider, and seeking additional training. This course also identifies next steps a respite provider can take in their state to provide respite care. *(Core Competencies: Selfcare, Professional Development)*



## NRCPT TOOLKIT

Home

Executive Summary

Assessing Readiness

▼ Course Content

Marketing & Recruitment

Evaluation

Terms and Conditions of Use

Acknowledgements

Contact Us



# National Respite Care Provider Training Toolkit

*A complete guide to help support  
the recruitment and training of  
respite care providers*



**\*\*\*THIS WEBSITE HAS RESTRICTED ACCESS\*\*\***

To request **FREE** access to the National Respite Care Provider Training Toolkit, please complete the request survey by scanning the QR code or at [bit.ly/ReplicationToolkitRequest](https://bit.ly/ReplicationToolkitRequest).



# NRCPT Toolkit

- Is a complete on-line guide to help support the recruitment and training of respite care providers.
- The information will help organizations replicate the National Respite Care Provider Training (NRCPT).
- The NRCPT is a competency-based entry-level respite provider training

\*\*\*CLICK ON THE ICONS BELOW TO VIEW TOOLKIT CONTENTS\*\*\*



## Executive Summary

Learn more about the Respite Provider Recruitment, Training, and Retention Project.



## Assessing Readiness

Questions to Consider



## Course Content

Course Content and Helpful Tips



## Marketing & Recruitment

Effective Strategies



## Evaluation

Evaluation Methods and Dissemination



# Marketing / Implementation Tips

- Busting the Mindset of “Why be a caregiver when you can (fill in the blank) for \$15 dollars”.
- Effective communication and using language in promotional materials emphasizing the value of respite care and the impact respite has on family caregivers and care recipients is critical.
- Ensure dedicated staff time to work on marketing and outreach to recruit potential respite providers. Increasing the pool of trained respite care providers doesn’t happen on its own.
- It’s all about relationships!



# Highlights of Wisconsin's Experience / Outcomes

- Unique experience
- Aligned existing training with core competencies
- Expanded already established registry
- Additional training benefits (onboarding, educational programs)
- State specific training requirements → National (non state specific) training

# Overall Project Evaluation

**Multi-layered**



# Overall Project Outcomes

- **Outcome 1:** Establish a standard respite care training that aligns with the Core Competencies for Respite Care Professionals
- **Outcome 2:** Establish a strategy for recruiting respite care providers
- **Outcome 3:** Improve individual knowledge and confidence in providing respite care among training participants
- **Outcome 4:** Increase the number of trained respite care providers
- **Outcome 5:** Increase the number of people who join the respite care registry (if applicable)
- **Outcome 6:** Increase the number of people who indicate intent to provide respite care
- **Outcome 7:** Increase the number of people who are actively providing respite care (long-term)

# Agency Evaluation

- Worked with evaluation consultant to identify agency-specific goals
- Data collected at
  - *Baseline*
  - *6-months*
  - *12-months (end of pilot)*
- Social Network Analysis and Partner Mapping
- Recruitment Campaign Evaluation
  - *How many people are enrolled in training?*
  - *How many people completed the training?*
  - *How many people joined the respite registry (if applicable)?*
  - *How many people are actively providing respite care?*

# Individual Learner Evaluation

## Surveys built into course

### Intro Survey

- *Demographic Questions*
- *Respite Experience Questions*
- *Confidence Questions*

### Pre/Post Test

- *Scenario-based questions aligned with course objectives and core competencies*

### Post-Course Completion Survey

- *Confidence Questions*
- *Likelihood of providing respite care in the next 6 months*
- *Potential barriers to providing respite care*
- *General course evaluation (Satisfaction and overall learning)*

# Individual Learner Evaluation

## 6-month follow-up survey

- *Emailed survey link*
- *Are you currently providing respite care?*
- *How well did the training prepare you to provide respite care?*

## Inactive survey


- *Why did you not complete the course?*

## Virtual Interviews

# Learners – Evaluation Highlights

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Participants who completed the  
RCPT between January-  
December 2022



## Registration and Completion During the pilot (1/7/22 – 12/31/22)

**TOTAL  
Registered:  
2,277**

**TOTAL  
Completed:  
559**

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## Registration and Completion

After the pilot period (1/1/2023 - 6/30/2024)

### REGISTERED

Since the end of the pilot field test, an additional **3,207** registered for the training for a total to date of **5,484**.

### COMPLETED

Since the end of the pilot field test, an additional **1,154** have completed the training for a total to date of **1,713** newly trained respite care providers

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# What we learned from the Learners and the Evaluation

## Demographics

- Learner racial and ethnic backgrounds: 61% white, 22% black, 5% American Indian or Alaskan Native/Native Hawaiian or Other Pacific Islander/Asian. 12% other or chose not to answer.
- About 65% were learners from small or rural communities, with populations under 49,000. (*24% from communities under 2,500 population; 41% from between 2,500-49,000*)

## Scoring

- Learners took a training pre-test and a post test. Avg pre-test scores were 66%, and avg post-test scores were 75%.
- Learners had to achieve 100% on the post test and it took on average of 3 times to achieve 100% on the post-test.

# What we learned from the Learners and the Evaluation

## Findings

- Surprising results on the pre and post confidence surveys -- We expected to see an increase in confidence after taking the survey, but the opposite occurred.
  - *Learners may have assumed they knew about providing respite but discovered it may be more intensive than they thought.*
- Over 80% of learners stated they were satisfied or very satisfied with the training.
- Over 60% of learners had not provided respite prior to the training.
- Over 80% said that after completing the training they planned to provide respite within the next 6 months.



## KEY LESSONS LEARNED

Agencies were most successful when they:

- Had dedicated staff time to work on marketing and outreach on an ongoing basis
- Established and maintained strong relationships with key collaborators
- Had a provider registry or a way to connect learners to opportunities to provide respite

# The National Respite Provider Training

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# HOW TO ACCESS THE NATIONAL RESPITE CARE PROVIDER TRAINING TOOLKIT



States, providers, and other entities are encouraged to utilize the FREE online **NRCPT Toolkit**.

To request access to the Toolkit that contains the training curriculum, sample recruitment strategies, and how to implement them, you must first complete a form that includes **Terms of Conditions of Use**.

Those making a request to access the NRCPT Toolkit must have authority to sign off on the Terms of Conditions for their organization or agency.

Once the form is submitted and approved, a link will be sent to the web-based toolkit.

**National Respite Care Provider Training (NRCPT) Toolkit Request Form**

**B I U**  


To request access to the FREE online NRCPT Toolkit, please complete the following form. Your request will be reviewed and, if approved, you will receive an email confirmation with a link to access the online Toolkit that includes a link to the Training Curriculum. The review may take up to three business days. We appreciate your patience!

Email \*

Valid email

This form is collecting emails. [Change settings](#)

Today's Date \*

Month, day, year 

What is your NAME? \*

Short answer text

What is your current ROLE? \*

Short answer text

If applicable, what is the name of your agency, corporation, government, entity, or organization? \*

Short answer text

Briefly describe WHY you are requesting access to the NRCPT Replication Toolkit. \*

Long answer text

Do you have the authority assigned by your agency to sign off on both the Terms of Agreement below and the [Terms and Conditions of Use](#) (available at this link to read). \*

NATIONAL  
RESPITE CARE  
PROVIDER  
TRAINING  
TOOLKIT  
REQUEST  
FORM



[bit.ly/ReplicationToolkitRequest](https://bit.ly/ReplicationToolkitRequest)

Since the release of the Replication Toolkit, we have received over 156 requests to access the Replication Toolkit!


# HOW TO PROMOTE THE NATIONAL RESPITE CARE PROVIDER TRAINING TOOLKIT

## NRCPT Promotional Rack Card

Contains a link and QR code to a Request Form that must be submitted to access the toolkit.

*Rack Cards are available from the Respite Care Association of Wisconsin for FREE to distribute at in-person events*

### National Respite Care



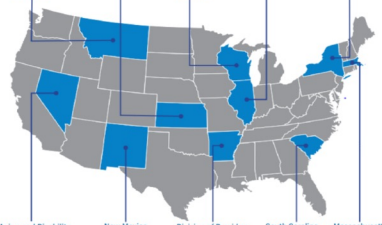
### Provider Training

The National Respite Care Provider Training (NRCPT), a new competency-based online training for entry-level respite providers, is available to learners at no charge.


The curriculum was piloted in 10 states and evaluated. The evaluation found that learner knowledge related to core competencies improved after completing the training. Also, after completion, 70 % of learners indicated they are very likely to provide respite in the next six months.

A newly developed recruitment campaign was also developed and evaluated to monitor its effectiveness and reach.

**PILOT SITES**



Montana Developmental Educational Assistance Program  
Kansas Rewarding Work  
Respite Care Association of Wisconsin  
Illinois Respite Coalition, Inc.  
NY State Caregiving and Respite Coalition  
Aging and Disability Services Division, Nevada Department of Health and Human Services  
New Mexico Caregivers Coalition  
Division of Provider Services & Quality Assurance, Arkansas Department of Human  
South Carolina Respite Coalition  
Massachusetts Rewarding Work



### National Respite Care Provider Training


#### Core Competencies

An expert workgroup conducted an extensive review of existing core competencies and evidence-based frameworks developed by national and state organizations, governmental entities, and universities for training curriculums for direct support professionals and respite providers. The workgroup then identified core competencies specific to respite providers. The training curriculum meets this set of nationally recognized core competencies.

#### Project Evaluation

The pilot project was evaluated using a multi-layered approach that involved individual learners, agency, and overall project data collection. The RE-AIM Framework was used to help guide our overall project evaluation.

#### NRCPT Toolkit Request



States, providers, and other entities are encouraged to utilize the **FREE** online NRCPT Toolkit. To request access to the Toolkit, complete the NRCPT Toolkit Request Form by scanning the QR code.

**SCAN HERE**

You can also request access to the Toolkit by visiting: [bit.ly/ReplicationToolkitRequest](https://bit.ly/ReplicationToolkitRequest)

For more information, please contact: [info@respiteprovidertraining.com](mailto:info@respiteprovidertraining.com)

# Acknowledgement

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**RCAW**  
Respite Care Association  
of Wisconsin



**ARCH**  
National Respite Network  
AND RESOURCE CENTER

# Respite Care Provider Training Webinar: Lessons from the States

## SOUTH CAROLINA EXPERIENCE



**Kathy Mayfield-Smith**  
Co-Founder, SC Respite Coalition  
[klmayfie@mailbox.sc.edu](mailto:klmayfie@mailbox.sc.edu)  
August 28, 2024

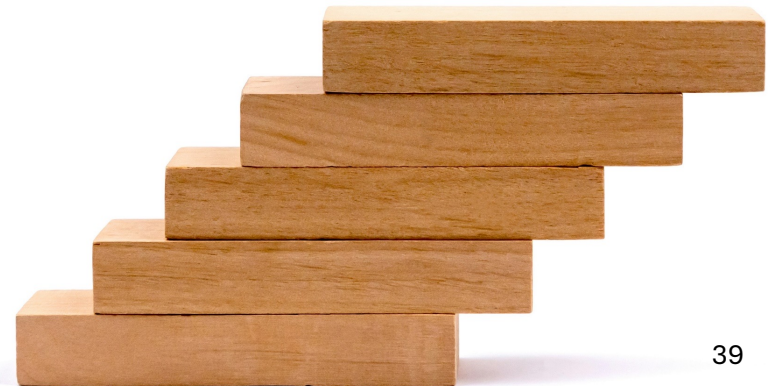
## Background – SC Respite Coalition

- Works to ensure respite is available throughout the lifespan to all South Carolina families caring for a child, adult or older adult with special needs.
- Has been providing online respite training for the SCDDSN for 8+ years.
  - Closed training available only to respite providers serving consumers and caregivers in DDSN's Family Selected Respite program.
- Highlighted need for expanded recruitment, training and retention of respite care providers.
  - Families and Case Managers requested list of providers
- Exploring ways to increase training capacity



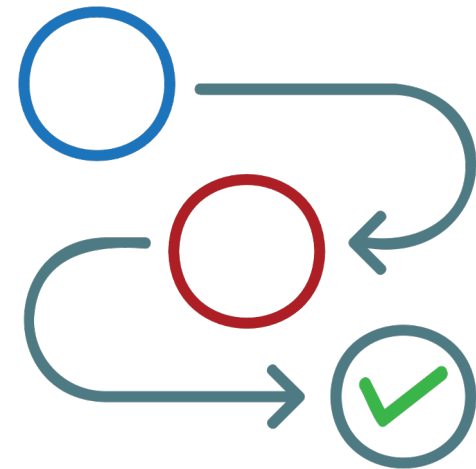
# SC's Approach to the pilot

- Build on what has already been developed
  - Expand and compliment existing training
- National Respite Care Provider Training Pilot
  - Provided a standard, competency-based, introductory training
  - Allowed customization with SC specifics where needed
  - Complete training series ready to implement
  - Economies of scale – TalentLMS
  - Shared learning



# Outcomes

- Infrastructure to consolidate training for distinct audiences on one platform with different entry points
- Ability to add modules for family caregivers
- Increase in trained respite providers
  - 802 learners have enrolled to date
  - 146 completed course to become new respite providers
- Foundation for respite provider registry
- Opportunities for sustainability through agency funding



# Lessons Learned

- Plan for dedicated training staff for:
  - Management of training system
  - Learner support (e.g., questions, emails, troubleshooting)
- Try multiple marketing methods to see what is most effective.
- Marketing & outreach is an ongoing process to be effective
- Use NRCPT Toolkit





# Questions?

**Submit in the Q&A box at the bottom of your screen.**

# Thank you!

**To help us continue to improve, please fill out the evaluation you will see in a pop-up box when you leave the webinar.**



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