

REPORT TO THE LEGISLATURE

Community Respite Services for Adults

Engrossed Substitute Senate Bill 5092
Chapter 334, Laws of 2021
(partial veto)
66th Legislature
2021 Regular session, Section 203(1)(t)

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Transforming Lives

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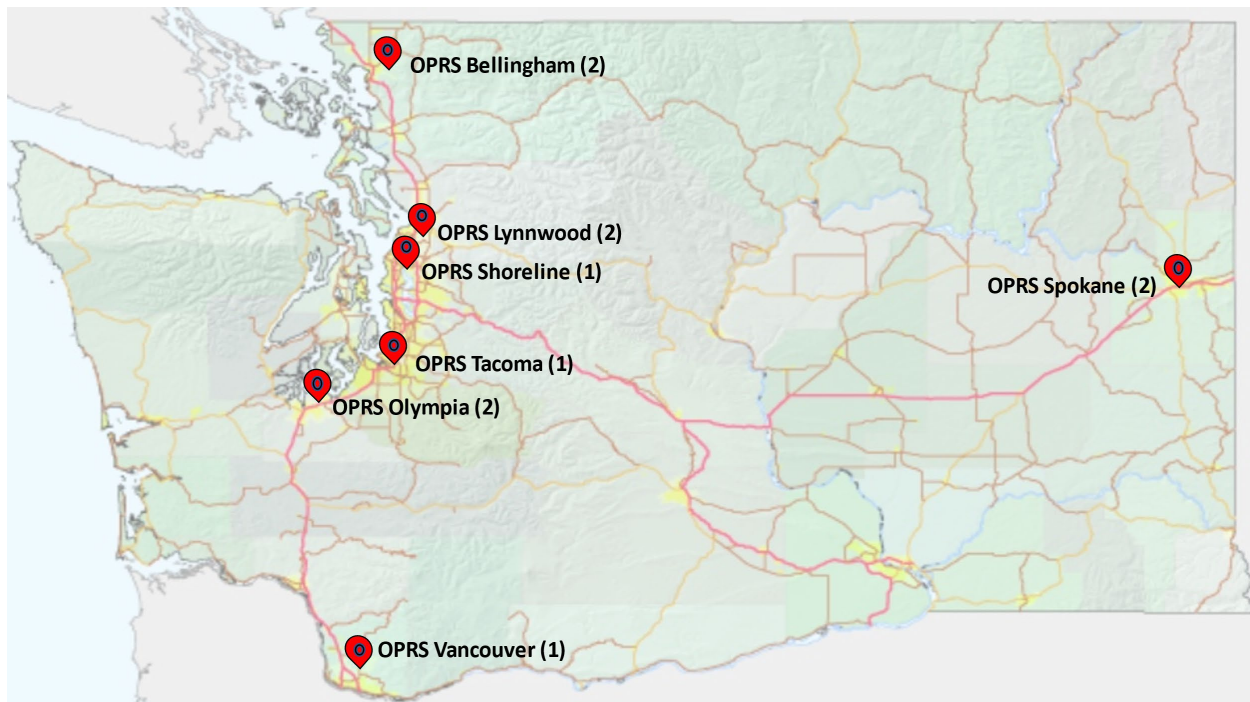
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EXECUTIVE SUMMARY

In the 2015-2017 biennial budget ([ESSB 6052](#)) the Washington State legislature appropriated funds to the Developmental Disabilities Administration (DDA) for the development and implementation of eight overnight planned respite beds for adults age 18 and older with developmental disabilities. In the 2017-2019 biennial budget, additional General Fund-State funds were appropriated to allow for full utilization of the eight respite beds, as this service does not receive Medicaid match. In the 2019-2021 biennial budget, funds were appropriated for five additional planned respite beds for a total of thirteen beds in the program. DDA has requested funding through a decision package to improve the current provider rate for these beds. The rate increase will enable DDA to attract and retain providers, prevent families from requesting long term residential programs and allow more individuals and families to utilize community respite services.

Overnight Planned Respite Services (OPRS) Overview			
Biennium	Legislative Action	Cumulative # of funded beds	# of beds operationalized
2015-2017	Funded 8 OPRS beds	8	4
2017-2019	Carry forward capacity	8	8
2019-2021	Funded 5 additional OPRS beds	13	11
2021-2023	Carry forward capacity	13	11



BACKGROUND AND CONTEXT

Legislative Charge

DDA began providing Overnight Planned Respite Services (OPRS) in January 2016 after the Legislature funded eight community-based respite beds for families across the state. OPRS provides access to short-term respite by a DDA contracted and certified provider, and is available to all eligible DDA clients. These services provide families and caregivers with a break in caregiving and create additional capacity to serve the short-term needs of adults with developmental disabilities. The service is provided in an integrated setting that supports clients access to their local community.

ESSB 6052 required DDA to develop a respite utilization report annually. The report must include:

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

The majority of DDA clients with developmental disabilities are supported by their families in the community. DDA recognizes the on-going need for families to have access to respite services in their local communities. Some families utilize the Residential Habilitation Centers (RHC) for respite care; however, the number of beds to provide respite in those settings is limited and costly.

CURRENT UTILIZATION AND BARRIERS

The table below illustrates Overnight Planned Respite Services utilization during fiscal year 2021. At the end of FY21, there was a total of eleven contracted respite beds. Due to the COVID-19 pandemic, agencies began to suspend services in March 2020 and have suspended services in different frequencies through the end of FY21. N/A represents the quarter for which a respite bed was off-line and not available for utilization.

Overnight Planned Respite Services Utilization Rates FY21					
Location	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
Yakima	N/A	N/A	N/A	N/A	* See note below
Bellingham	N/A	52%	N/A	10%	Available Nov and June
Bellingham	N/A	55%	71%	73%	Contract began Oct Q3: available March
Shoreline	44%	6%	68%	27%	Q3: available 34 of 90 days Q4: available 60 of 91 days
Spokane	49%	54%	0%	35%	Q2: available 50 of 92 days Q3: available 17 of 90 days
Spokane	33%	13%	0%	34%	Contract began July Q2: available 50 of 92 days Q3: available 17 of 90 days
Olympia	63%	75%	47%	57%	Contract terminated Nov 23 New provider contract began Feb
Olympia	71%	95%	24%	49%	Contract terminated Nov 23

					New provider contract began Feb
Lynnwood	46%	48%	48%	54%	
Lynnwood	20%	12%	12%	18%	Q3: available 47 of 90 days
Tacoma	10%	25%	25%	26%	Contract began July
Vancouver	59%	64%	31%	81%	Contract terminated Nov 23 New provider contract began Feb

**Note:* During FY21, Overnight Planned Respite Services for adults had two respite beds contracted with a certified provider in Yakima; however, the service was suspended July 1, 2020, due to the pandemic, and the contract was terminated November 1, 2020.

Overnight Planned Respite Services - Client Count					
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
FY20	96	99	71	0	*266
FY21	78	56	29	76	*239

*Some clients may have utilized respite on more than one occasion.

Barriers to Accessing Overnight Planned Respite Services

- 1) Some families who have accessed respite in an RHC are reluctant to change to a community-based service option.
- 2) Respite beds may be unavailable during the time period requested by the families due to honoring family's choice in respite service dates.
- 3) The current rates do not support 2:1 staffing. There are clients whose behavioral support needs require more than one staff to adequately meet their needs.
- 4) Some clients with high medical acuity are unable to be supported in the community-based respite setting when their medical needs exceed what can be delegated by a Registered Nurse delegator.
- 5) The community-based respite programs have been greatly impacted by the national staffing shortage, as well as the Covid-19 Pandemic, and have suspended services when the provider has not had adequate staffing to provide appropriate supports.
- 6) Several scheduled respite stays were cancelled by families due to concerns related to the Covid-19 Pandemic.

Other Respite Services

The table below shows the number of clients who utilized planned respite at the various RHCs.

Utilization of RHC Planned Respite for FY21

RHC	Location	Utilization
Firecrest	Shoreline	1 client
Lakeland Village	Medical Lake	0 clients
Rainer School	Buckley	0 clients
Yakima Valley School	Yakima	*33 clients

*Some clients may have utilized respite on more than one occasion.

SURVEY FEEDBACK RESULTS

Survey Information - Overnight Planned Respite in the Community

From July 2020 through January 2021, thirteen Overnight Planned Respite surveys have been completed. DDA surveyed clients and their families. The service satisfaction survey from July 2020 through January 2021 consisted of three questions using a rating scale of 1-5, with 5 being the highest positive score possible. Average scores and comments from clients and their families are included below.

Overnight Planned Respite Survey Results- FY21	
Survey Metrics	Results
Rate the way you / your family member were treated	4.75/5
Rate the comfort and cleanliness of the environment	4.92/5
Rate the availability of activities in-home and in the surrounding community	4.75/5

From February 2021 through June 2021, twenty-two Overnight Planned Respite surveys have been completed. DDA surveyed clients and their families. The service satisfaction survey from February 2021 through June 2021 consisted of nine questions using a narrative based rating scale.

Overnight Planned Respite Survey Results- FY21	
Survey Metrics	Results
How well were you/your family member treated?	86.36% Very Well 9.09% Well
Rate the comfort and cleanliness of the home	77.27% Very Well 18.18% Well
Rate the availability of activities in-home and in the surrounding community	27.27% Many 50.00% Good
Rate the level of communication you received from the provider before and during the stay	54.55% Very High 31.82% High
Rate the likelihood that you would use this provider again	77.27% Very Likely 13.64% Likely
Do you feel the service met your needs?	85.71% Yes 14.29% Somewhat
If you have accessibility needs, did the home meet your needs?	42.86% Yes 9.52% Somewhat 47.62% N/A
Rate the provider/staff's understanding of your needs	68.18% Excellent

	27.27% Good
Were appropriate medication and health care supports provided?	95.45% Yes 4.55% N/A

Client and Family Testimonials

- "(Client) was very happy - he didn't want to come home. House - very nice, comfortable and in a quiet neighborhood. My husband and I very grateful for your help."
- "The staff were so kind and professional. The client felt secure and truly cared for."
- "The house was perfect for my wheelchair bound son. All of the floors were a hard surface. His bed was a hospital bed and a hooyer lift was available. The shower was wheel-in. All of the staff were extremely friendly, caring and treated my son with the utmost respect."
- "This is amazing! We appreciate the kindness, compassion and service that these respite weekends provide. Thank you so much!"
- "My brother always has a good time when he stays at Respite. Everyone is always so nice and helpful. So glad (Provider) came up with this idea. Thank you."
- "My brother had a wonderful stay."
- "It was so clean and had stimulating things to play with and such nice people and great room. He didn't want to come home. I had to bribe him with going for a burger so he would get off the comfy bed. :) Thank you for offering this. It was so nice getting to stroll slowly through a mall and eat goodies without (client) grabbing it and time to think, walk, read. :) And I got to go to Dad's 80th birthday and he has Parkinson's. :(Thanks soooo much."
- "My brother enjoys going to respite, were treated like family & they love my brother. The staff lets me know what they did & where they went."
- "They did an excellent job and were very respectful of my sons needs and concerns."
- "We really appreciate that staff are really effective at planning and implementing activities based on a survey and personal interview of (Client's) likes and needs. The overnight staff are up all night and able to assist (Client) to get up and use the restroom (amazing!).
- "Everything was great and my son enjoyed his stay very much, looking forward to going back which is the most important to me – that he sees it as a positive experience."
- "2nd time using Overnight Planned Respite, our son loves it!"
- "The caregivers really enjoy and have fun with the client."
- "Really enjoyed my stay."
- "The manager was excellent about working with me beforehand, in order to meet my son's complicated needs. The staff was very tuned into him as well, making for a VERY positive experience!"

- “The staff seem to be very attentive and focused. This is truly like a vacation, the way he is treated. He wants to go back, right away!”

SUMMARY

Overall, feedback from families that have utilized Overnight Planned Respite Services has been positive. Families and caregivers supporting individuals who live with them in their family homes continue to express an on-going need for respite and the Developmental Disabilities Administration remains focused on expanding the service in local communities as allocated by the Legislature.