

# Successfully Implementing a Volunteer System to Increase Statewide Access to Respite Care: Arizona's Approach



# Lifespan Respite Program in Arizona



- Partnership between Arizona Caregiver Coalition and Arizona Division of Economic Security, Division of Aging and Adult Services
- Caregiver Resource Line launched, July of 2013 operated by volunteers, managed and supervised by Arizona Caregiver Coalition.

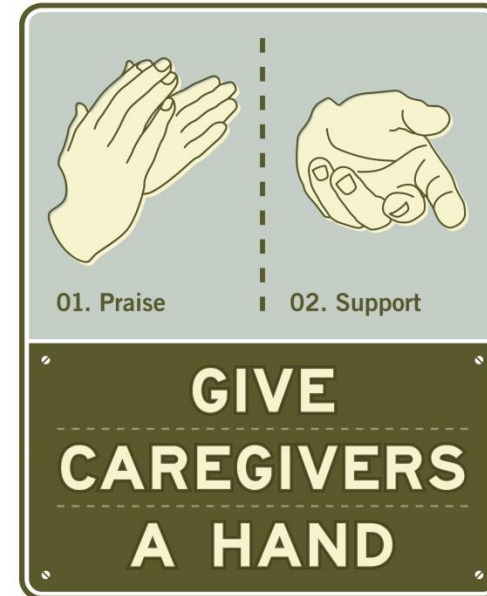
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# Arizona Caregiver Coalition

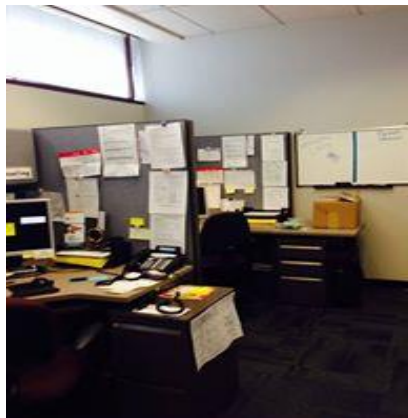
- “Give Caregivers a Hand” Public Awareness Campaign
- Our caring Caregiver Advocate Volunteers (CAV’s)
  - Provide telephone Information and Referral
  - Identifies needs of callers
  - Captures objective data for evaluation
  - 2<sup>nd</sup> Option-we provide callers a referral to a “Partners in Service” agency closest to caregiver. These services are coordinated by each individual agency. All services except meals are at NO CHARGE.



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# Caregiver Resource Line



- Serves as the “caregiver specific” component of AZ Links our Aging Disability Resource Consortium
- Our call center consists of three phone lines, total of 12 volunteers, MSW Interns and Vocational Rehabilitation Career Training positions trained as “Caregiver Advocates Volunteers”

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# Access to Respite Services

- We provide Info & Referral.
- We include access to referrals of respite service providers and agency's (Arizona Respite Locator) and our Respite Voucher Program.
- We created a database compiled of over 55+ agencies who support individuals and caregivers. Access by our website or calling our resource line. [www.azcaregiver.org/caregiver-support/volunteer-based/](http://www.azcaregiver.org/caregiver-support/volunteer-based/)
- All services except meals provided at NO CHARGE!

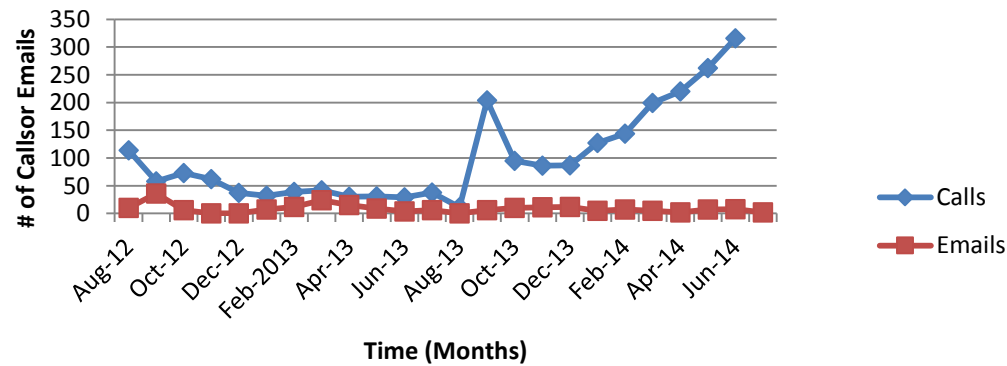


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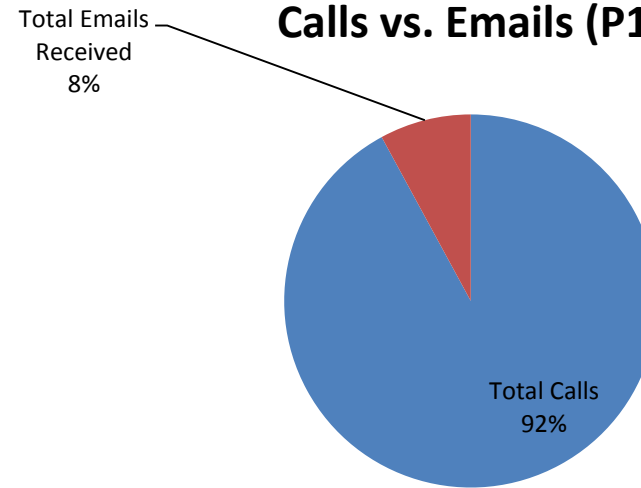
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# Statistics

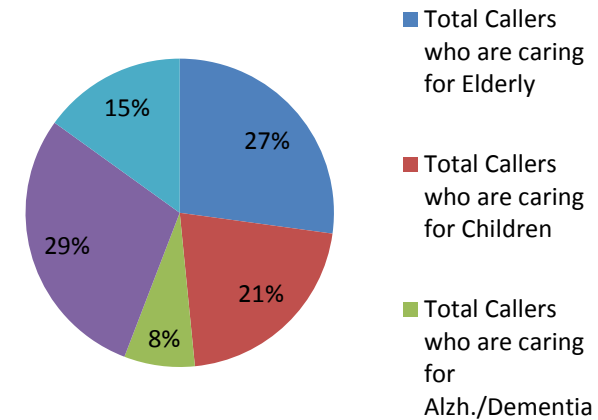
### Number of Calls and Emails over time (L3)



### Calls vs. Emails (P1)



### Caregiver Situations (P4)



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# Tapping the Power of Community

- **Partners in Services**

- Eight dynamic nonprofits located in Maricopa County, AZ. promoting aging and caregiver support. (Duet, Phoenix, AZ.)
- Train caring volunteers, match them with elders and people with disabilities or family caregivers.
  - In 2012 they served 3,582 unduplicated services through the power of 2,419 volunteers.
  - 38,175 rides to medical appointments
  - Delivered 204,411 hours of services in Maricopa County alone.

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# Tapping the Power of Community

- **The Neighbors Care Alliance**
  - Assists neighborhoods and faith communities in creating or strengthening volunteer programs whose goal is to help seniors remain in their own homes for as long as possible through the support of their “neighbors.” (Pima Council on Aging, Tucson, AZ.)
- Seek out providers in communities
  - Federal grants, Aging in Place Grants.

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# Example: Making It Easy to Access Find Volunteers

- Local agency, Duet created an interactive Services Map that shows their waiting list of homebound adults who need caring volunteers. The symbols represent an actual person who is waiting to get groceries, a ride to the doctor, or simply talk with a friend and includes respite assistance.
- Duet, Service Map  
[duetaz.org/index.php/giving/map/](http://duetaz.org/index.php/giving/map/)

# Database: Agencies who are Helping Family Caregivers

- Locate national, statewide, local volunteer services agencies who support individuals by training caring volunteers to provide supportive services.
- Feature the agencies that provide Respite Assistance.
- Database all agencies that offer FREE-OF-CHARGE services.
  - Grocery Shopping
  - Transportation to Medical Appointment or Errands
  - Friendly Visiting
  - Dog Walking
  - Handyman Services and or Yard Work
  - Home Safety Assessment
  - Medical Alert Devices
  - RESPTIE ASSISTANCE

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# AZ: Community Stakeholders to Implement Volunteer

- **Volunteer Meet-Up**
  - <http://volunteering.meetup.com/>
- **Hands On**
  - *AmeriCorps, AmeriCorps\*VISTA & Senior Corps Programs*
- **Local Area Agency on Aging Partners**
  - *AGE Works, SCEPT Positions*
  - *RSVP Volunteers*
  - *Senior Companions*
  - *Foster Grandparents Program*
- **Encore Programs**
  - **Encores Fellowships**
  - **Caring Encores: A Look at Caregiving Opportunities**
- **Southern Veterans Administration - Volunteer Respite Program**
- **AARP - Experience Matters**
- **Volunteer Sections**
- **Local Non-Profits**

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# National Community

- **ARCH**, National *Respite* Network and Resource Center
  - Volunteer Respite Manual: Creating Valuable Options for Family Caregivers, 2012
- **Caregiver Corps Act of 2014**
  - Designed to train and organize volunteers of all ages in communities across the country. It would charter local Caregiver Corps to harness the power and passion of volunteers who want to make a difference in the lives of their neighbors and community members.
- **REST** – Respite, Education, Support Training
- **Lotsa Helping Hands** – Caring for the Caregiver
- **CareBreak and Respite Programs**
  - TakeFIVE developed by CareBreak at The Watson Institute is a gift of time and energy given for a few hours a week by a committed volunteer. That matches screened and trained volunteers with a family of a child with a disability.

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# National Community



- **Volunteer Match**
  - [www.VolunteerMatch.org](http://www.VolunteerMatch.org)
  - Thousands of *volunteer opportunities* online, sorted by category - including virtual *volunteering* where you can work from home. Free to *organizations*
- **Hands On**
  - [www.HandsOn](http://www.HandsOn) (add your city)
- **National Volunteer Caregiving Network**
  - Robert Wood Johnson Foundation's
  - Faith In Action
  - Search the web: <http://www.nvcnetwork.org/index.php/program-locator/dotnetmap>



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# Contact Us

- Arizona Caregiver Coalition, Arizona Lifespan Respite Program partnership with Division of Aging and Adult Services

**Toll-Free 1-888-737-7494**

Find us on the Web: [www.AZCaregiver.org](http://www.AZCaregiver.org)

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