



Arizona Caregiver Coalition

Collaboration - **A**dvocacy - **R**esources - **E**ducation

Caregiver Resource Line - Support Is One Phone Call/Click Away

The Caregiver Resource Line is sponsored by the Arizona Caregiver Coalition, a toll-free service, 1-888-737-7494 or visit www.AZCaregiver.org

Arizona caregivers can call to speak with a trained Caregiver Advocate Volunteer who can provide a compassionate ear, information, assistance, and support. Caregivers can call the Caregiver Resource Line to:

- Talk to a trained volunteer who understands the stress and pressure of providing care, and get the moral support that's frequently needed when providing care for another.
- Receive appropriate referrals to AZ Links such as Arizona Agency on Aging, Center for Independent Living, Arizona Division of Developmental Disabilities, and state Medicare applications sites.
- Learn about options and other supportive resources available to them.
- Supports to Kinship Caregivers, our volunteers are the access point to Kinship Navigators in order to provide support and access to local services to support kinship families.
- Find out if they qualify for a Respite Voucher, a cash reimbursement program to cover costs for in-home or community-based care, so caregivers over the age of 55 years of age, can relax and enjoy a short break from their duties. Qualified caregivers who complete the application process are issued a voucher worth up to \$300 per quarter/up to \$1200 in a year. The caregiver is reimbursed up to \$12 an hour for each hour invoiced by the respite provider. Must not be receive respite from any other state or federal funding.
- Obtain access to the Arizona Respite Locator, a FREE online locator sponsored by Rewarding Work and the ACC helps families find appropriate statewide individuals workers or care providers call for your free access code at 1-888-737-7494 or visit ArizonaRespiteLocator.org. Use access code 444745. If you are looking to work and do not have access to the internet call the toll-free number at 1-888-664-8088.

Caregiver Resource Line – Operated by caring trained volunteers

Caregiver Advocate Volunteers are knowledgeable and passionate about what they do. Many have been caregivers, and understand first-hand the support that is needed to thrive in this role. Each volunteer participates in training, and six weeks of being mentored on the Caregiver Resource Line.

Caregiver Resource Line – A Collaboration of Public/Private Partnerships

The Caregiver Resource Line service is a collaborative partnership between the Arizona Caregiver Coalition, AZ Links, and Arizona Department of Economic Security, Division of Aging and Adult Services. Caregiver Resource Line services are provided in part through funding from the Arizona Lifespan Respite, Integration and Sustainability Grant awarded by the U.S. Administration of Community Living, Lifespan Respite Program Grant (#90LI003-01). Additional support has come through the support of other public/private partnerships.

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P.O. Box 21623, Phoenix, AZ 85036

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Respite Voucher Program Sponsored by AZCaregiver

- Respite Vouchers = Up to \$300 each quarter, up to \$1200 in a year, must reapply each quarter.
 - Kinship and/or Grandparents Raising Grandchild (ren) **55 years or older** are eligible. The caregiver sets the hourly rate when hiring. Any hourly amount over \$12 will not be reimbursed, which simply means the caregiver is responsible for any amount over \$12/hour.
 - No minimum hourly rate – caregivers can negotiate an hourly rate that is less than \$12/hour, meaning they would get more respite hours reimbursed from their voucher.
 - Caregivers will be reimbursed up to \$12/hour for each hour invoiced. no more than \$300 a quarter.
 - Caregiver coordinates, hires and pays their own providers or agency.
- To be eligible for a respite voucher, the kinship/family caregiver must be 18, and must be the primary caregiver living in the home, and:
 - The caregiver must be 55 years or older.
 - The caregiver **CAN NOT already be receiving respite services through a publically funded program.**
 - The hired worker/family member/neighbor must be 18 years old and can't live in the same house as the caregiver and care recipient.
 - The hired worker cannot be a legal guardian, have power of attorney status, or have any fiscal responsibility for either the caregiver or the care recipient.
 - The care recipient may have certain eligibility requirements related to their age, condition and/or ability to perform activities of daily living.
- The following priorities will be used in assigning vouchers:
 - Kinship Caregivers that have been assessed using a Caregiver Assessment Tool (CAT) over the phone and have been determined to have moderate or higher risk of being impacted by the stressors of their caregiving role
 - Caregivers of someone with a chronic or limiting illness, where the determination is such that it is unsafe for the individual to stay alone
 - Families with low incomes, who are members of a minority group, or who reside in rural areas
- Applications for vouchers will only be available through the statewide Caregiver Resource Line (CRL) by calling toll-free 1-888-737-7394.
 - Intakes will be done over the phone after a family caregiver has requested and received an application packet. The application packets will also be available to download on the internet.
 - All applications will require a phone interview with a CRL volunteer to establish eligibility and review program guidelines.
 - A Respite Voucher is not a case-managed service, our program is intentionally streamlined to allow easy simple access for a caregiver to take a short temporary break from their duties.

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