

# Elevating the Needs of Family Caregivers: Why Respite Should Be a Concern to Employers

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# Elevating Respite through a Corporate Outreach Model: Employee survey yields important respite needs

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# What We'll Cover Today

- The business case of why employers need to be educated on the needs of family caregivers. Specific strategies for Respite Networks to engage with employers to better support their employees who are family caregivers will be offered. Attendees will obtain data to get employers' attention on why supporting family caregivers is essential to 'their bottom line' and marketing templates that can be adapted to engage with employers in their area.
- A replicable, cross-sector corporate outreach model. The Massachusetts Lifespan Respite Coalition partnered with the EMC/DELL corporation to develop an employee caregiver survey to assess employee difficulty in balancing caregiving and work responsibilities. The survey was distributed to more than 25,000 EMC employees via company email. Key lessons - both opportunities and challenges - are shared as well as findings and recommendations helpful in identifying the respite needs of some of today's workers.
- Questions and answers



# Elevating the Needs of Family Caregivers: Why Respite Should Be a Concern to Employers



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# Elevating Respite through a Corporate Outreach Model: Employee survey yields important respite needs



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# Caregivers in the Workforce

Family caregivers make up the backbone of the U.S. Long-Term Services and Supports System

(CMS, 2016)

29% of the US population provides care for someone who is ill, aging or who has a disability.

(National Alliance for Caregivers, 2012)

**6 out of 10 family caregivers report having had to drop out of the workforce, reduce their work hours or have received a bad evaluation due to their caregiving responsibilities.**

(AARP, 2015)

# Caregivers in the Workforce

Aging of the  
American  
population

Aging of the  
American  
workforce

Increasing  
number of  
women in the  
workforce

Changes in family size  
and composition

Rising health care  
costs and the  
informalization of care

# Caregiver Support Ratio

Year	Person in Need of LTSS	Number of Caregivers Available
2010		
2030		
2050		

Source: AARP, 2013 'The Aging of the Baby Boom and the Growing Care Gap: A Look at Future Declines in the Availability of Family Caregivers'

# Engage corporate and non-profit businesses/employers in increasing respite awareness for employees as caregivers

- Nebraska Lifespan Respite Network
  - › Six local networks covering all 93 counties
- UNMC/Nebraska Medicine/MMI Pilot



# Respite Employer Engagement



# Respite Employer Engagement



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# UNMC/Nebraska Medicine/MMI Respite Employer Engagement Pilot



<h2>Objective</h2>	<ul style="list-style-type: none"><li>• Evaluate the impact of employers offering and promoting respite to their employees</li></ul>
<h2>3 Year Project</h2>	<ul style="list-style-type: none"><li>• Partner with UNMC &amp; NE Medicine's HR or Employee Relations Departments</li><li>• Employee Assistance &amp; Wellness Programs</li></ul>
<h2>Model for Replication</h2>	<ul style="list-style-type: none"><li>• NE Lifespan Respite Network local efforts</li></ul>

### 3 Survey Questions to determine Baseline of Respite Resources

Definition: Respite Care, planned or emergency, is the provision of short-term, temporary relief to those who are caring for family members with special needs. Respite also provides a positive experience for the person receiving care. Even though many families take great joy in providing care to their loved ones so that they can remain at home, the physical, emotional and financial consequences for the family caregiver can be overwhelming. Sometimes caregivers are busy caring for others that they ignore their own needs.

1. What is your current understanding of Respite Care? (Please answer before you read the definition below)
2. What Respite information are you currently providing to UNMC/NM/MMI Employees?
3. Approximately how many Respite referrals have you made in the past year and to what organization do you send your referrals?

- Attend all New Hire Orientations on Campus
- Explain Respite Care Resources and share Brochures including: Nebraska Lifespan Respite Network, Lifespan Respite Subsidy and NRRS Website
- Collect contact information from interested employees for further follow up and data collection
- Create a Respite Care website or link on our Campus Website including links to DHHS, NRRS, other Respite Resources
- Offer Lunch and Learn opportunities for all interested Campus employees
- Attend presentation opportunities with Managers, Department Heads and Supervisors

# Partnership with Nebraska Lifespan Respite Network

- Consistent referral source for our employees
- Collect data on numbers of employees using the referral
- Continue to expand resources and supports of Respite Care!

## Ideas to assist the family caregiver at work from Caring.com “The Working Caregiver”

- ◎ Share your caregiving situation with people who matter
- ◎ Identify the exceptions you need and when to ask for them
- ◎ Start a caregiving-friendly culture at work

### *Caregiver Definition:*

*a family member or paid helper who regularly looks after a child or a sick, elderly, or disabled person\**

\*Webster's dictionary definition

# Business Packet

Role of  
Advisory  
Committee  
and Board of  
Directors

Developed a  
business-  
focused letter

Signed by  
Board  
President and  
a member of  
the Board (HR  
Specialist)

Letter,  
Support  
Groups,  
Brochures,  
Business  
Cards

- One business included information on both Respite and Caregivers as insert in paycheck envelopes
- Another ran information on Respite and Caregivers on a scrolling information crawl sign in their company cafeteria
- Invitations to give more presentations; Lunch and Learns; and have information tables at employee benefit fairs and health fairs

## Partnerships

## WELLCOM

- Non-profit organization dedicated to elevating workplace wellness
- Part of the 2016 Wellness Symposium, Stress & Resilience in the Workplace
- “Thinking outside the box” panel
- Informational table at the Symposium
- Attend monthly “Coffee and Contacts” networking group
- Articles or informational blurbs in their monthly online newswire to WELLCOM members

## Networking Groups

- MENS (Metro Eldercare Network)
- PIA (Partnerships in Aging) networking group
- Disability Awareness groups
- Planning Region Team (PRTs) for birth to 3 in the local school districts

## Collaboration

- AARP (national and Nebraska)
- ReAct
- NE Caregiver Coalition

# Statistics from the 2015 AARP Study of Caregivers

**Putting a Dollar Value to Family Caregiving**

**AARP** Real Possibilities



Caregivers spend an average of

**18 hours per week**

providing care to a family member.

**60%**

Family caregivers caring for an adult while employed full or part time.

Provide **21+ hours** of family care per week while working a job.

**22%**

2015 AARP Public Policy Institute

[aarp.org/valuing](http://aarp.org/valuing)

# Statistics from the 2015 AARP Study of Caregivers

Putting a  
Dollar  
Value  
to Family  
Caregiving

**AARP**<sup>®</sup> Real  
Possibilities

1 in 4 workers  
age 25+  
are family  
caregivers.



72%

workers 40+ that say  
allowing work flexibility  
for caregiving would  
help improve work/life  
balance.

2015 AARP Public Policy Institute

[aarp.org/valuing](http://aarp.org/valuing)

- We appreciated having the business and human resource expertise when writing the letter and putting together the packet
- A statewide marketing approach
  - > Nebraska has six regions that serve the entire state
  - > Having materials in an easily replicable form is a great idea
  - > Also social media—NE Lifespan Respite Facebook page etc.

The Nebraska Lifespan Respite Network assists the family caregiver locate respite providers and can offer guidance with funding sources.

We can also sometimes just be an ear to listen.



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Lifespan Respite  
Coalition

*Elevating Respite Through a Corporate Outreach  
Model: Employee Survey Project Results*

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## The Massachusetts Lifespan Respite Program

- Funded by ACL since September 2010
- DDS is lead agency
- Collaborative project with EOHHS and Executive Office of Elder Affairs
- Active, committed Coalition - 500+ people on distribution list
- Broad representation across disability groups, non-profit and state agencies, and caregivers



## *Why Corporations Care? Costing Bottom Line*

- Sobering business losses - employees struggling to balance caregiving responsibilities and work.
- Businesses lose between \$17.1 and \$33.6 billion per year.
- Caregiving costs employers an extra estimated \$13.4 billion per year due to health costs -- total 8% more than non-caregiving employees.



## *Why Corporations Care? Costing Bottom Line*

- Caregiving burden affects the health, medical care expense, and productivity not only the older worker, those 50 or older, but also those between the ages of 18 and 39.
- Real cost is actually higher due to increasing number of employees of all ages caring for younger individuals living with disabilities.



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## Process Overview Services Offered – sample verbiage

**Sample verbiage from our website and fliers – marketing our services:**

### **Employee Caregiving Needs Assessment and Support Services Offered: Providing a Strategy to Reduce Stress and Cost**

- *The Massachusetts Lifespan Respite Coalition (MLRC) is offering businesses the opportunity to prevent and reduce costs incurred by employees with caregiving responsibilities that hinder productivity at work.*
- *We are designing and implementing an employee survey aimed at assessing the impact of caregiver responsibility on workers.*
- *Based on survey results, the MLRC will work with businesses to identify and provide the best mix of caregiving worker supports aimed at reducing caregiver stress. Caregiver supports include stress reduction tools and respite options to workers and managers who benefit from training so that they can better support their team members.*



## *Process Overview* *Proposed Project Phases*

- ***Phase One:*** MLRC designs an anonymous employee survey and sampling methodology in consultation with business site
- ***Phase Two:*** The site implements distribution of survey with returns going directly to MLRC
- ***Phase Three:*** MLRC provides survey results and a report that includes next step recommendations.
- ***Phase Four:*** MLRC works with site to provide the best mix of resources responding to needs identified in the survey.



- EMC partnered with the Massachusetts Lifespan Respite Coalition (MLRC) in the fall of 2015
- Developed an employee caregiver survey to determine how to support caregiving employees
- Survey was distributed by EMC's HR department the week prior to Thanksgiving using Survey Monkey.
- More than 25,000 EMC employees across the U.S. received the survey in an email that also contained other company-related information.



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## *Process Devil Details*

- Gaining Access
- Cultivating Relationship – deep listening, the opening, the gap
- Negotiations
- Payment Method
- Creating the Contract
- Designing the Tool



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*Survey Development  
A Cross-Sector  
Cross-Cultural Exercise*

- Language Differences
- Process Differences
- Ownership and Copyright
- Writing by Committee – Chain of Command
- Bait ‘n Switch



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*Survey Development  
A Cross-Sector  
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- 22% classify their job as engineering and 24% are in services.
- 10% preferred not to identify their job classification
- 16% specified another classification other than those provided in the list.
- Important for this analysis is the fact that more than half work in Massachusetts sites and another 13% work in California.



*Findings Highlights  
Caregiving Experience*

- 91% are currently or have been caregivers
- 94% expect to be a caregiver in the near future
- 82% have been caregivers for more than a year
- More than half have been one for more than 3 years



- Nearly half are living with their care recipients
- In a typical week, one-third provide more than 22 hours of care
- Respite: 30% have never received it



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## *Findings Highlights Seeking Employer Support*

- Flexible hours
- Personal time
- Work from home
- Vacation time
- Family leave
- Time off – without pay



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## *Findings Highlights Seeking Services from Employer*

- At-home services
- Elder care management
- Respite
- Counseling
- Support groups
- Educational seminars
- Adult day care
- Other: legal assistance, transportation, FSA flexibility for elder care.



- Lunch learning sessions
- Work presentations
- Programs: mental health support
- Specific Topic programs: AZ and dementia, disabilities, mental illness, intellectual disabilities, Parkinson's, and others.



- One-third can't trust to share w supervisors
- 45% would consider HR
- 36% wants a third party
- 20% suggested others: coach, advisor, manager from different department



- Massachusetts Readiness
- Focus Group Follow-Up
- Add Programming: emails, lunches, groups
- Provide confidential spaces
- Use 3<sup>rd</sup> party counseling/facilitators
- Focus on providing specific information
- Address mental health
- Offer tuition credit



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## *Recommendations*

- Management Training
- Peer Counseling
- Respite Support
- Future Survey – increase response rate



## *Lessons from Follow Up*

- Final Report
- Dissemination
- Conference Call – More the Merrier
- EAP Does this Already - Not really
- Next Steps: Raytheon, Mass Mutual, GE, others





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# Questions and Answers

- ◉ Thank you for your interest!
- ◉ We are just getting warmed up ...

