Lifespan Respite Technical Assistance Center

ARCH National Respite Network & Resource Center (703) 256-2084 www.archrespite.org

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Melissa Gong Mitchell
Co-convener, ReACT
Director, High Lantern Group
Jordan Green
Project Coordinator
AARP Public Policy Institute
Sharon J. Johnson, Program Coordinator
Nebraska DHHS – Children and Family Services
Lifespan Respite Subsidy and Disabled Persons &
Family Support Program
Lincoln, NE
The Caregiving Crisis

Concerns about Patient
- Financial
- Treatment
- Medications
- Communication

The Juggle

Patient Care Plan

Caregiving Crisis

Medication Adherence

Financial Concerns

Limited Resources

Caregivers (themselves)
- Stress
- Hard to ask for help
- Personal health risk
- Identifying resources
- Financial burden
- Work stress
The Employee Caregiver

There are approximately 44 million unpaid caregivers providing care for those 50 years and older.
The Employee Caregiver

75% of those caregivers are also employed
Health Impact on Employee Caregivers

- Employed caregivers are less well rested than employed non-caregivers and have fewer productive days.
- Employed caregivers are more likely to be diagnosed with high blood pressure than employed non-caregivers.
  - About 25% higher incidence of high blood pressure among caregivers.
- Employed caregivers experience elevated daily and chronic physical pain relative to employed non-caregivers.
  - Caregivers are 50% more likely to experience daily physical pain than non-caregivers, and are 35-50% more likely to experience chronic recurring pain.

Source: Pfizer and Gallup, *The Wellbeing of Working American Caregivers 2010*
Employee Caregivers Struggle With Work-Life Balance

Work Accommodations Due to Caregiving for an Adult Age 50 or Older

- Turning down a promotion: 5%
- Reducing hours or taking a less demanding job: 9%
- Quitting a job or taking early retirement: 10%
- Taking a leave of absence: 17%
- Arriving Late/Leaving Early: 64%
- Any of These: 68%

Source: National Alliance for Caregiving and AARP, Caregiving in the U.S. 2009
Caregiving Impacts Employers
Higher Healthcare Costs, Lower Productivity, Decreased Retention

Providing care is keeping 24% of employees from working more

Caregivers report missing an average of 6.6 days per year

Loss of productivity due to caregiving costs US businesses up to $34 billion annually

Sources: Pfizer and Gallup, The Wellbeing of Working American Caregivers 2010 and National Alliance for Caregiving and AARP, Caregiving in the U.S. 2009
What Is ReACT?

ReACT is an employer-focused coalition dedicated to addressing the challenges faced by employee caregivers caring for loved ones with age-related, chronic conditions and reducing the impact on the companies that employ them.
Perspective from Corporate Leaders

As a Corporation
Promote Health

As an Employer
Work Product and Efficiencies

As a Payer
Company’s Healthcare Cost

Employee Caregiving Impact:
- Lower Productivity
- Presenteeism
- Absenteeism
- Decreased Retention

Alzheimer’s disease
- Most commonly reported disease requiring care by an employee

Chronic pain
- Caregivers are 35-50% more likely to experience chronic pain

Stroke
- 5th most commonly reported condition requiring care by an employee

Diabetes
- Twice as common in caregivers than non-caregivers

Health risk behaviors
- Smoking is higher among caregivers

Depression
- Risk strongly correlated with caregiving

Heart disease
- Three times more common in caregivers
Poll

If you are already engaging employers around respite, what are they providing employees?

a. Respite education and awareness
b. Information and referral about respite
c. Respite volunteers to work in the community
d. Payment for respite services for caregiving employees
e. Financial support of respite coalitions, community-based programs, etc.
f. Not currently engaging employers
ReACT Is Changing the Conversation

Demonstrate leadership through diverse cross-sector membership
- Private Sector
- Academia
- Non-Profits
- Care organizations

Increase awareness of employee caregiver issues
- De-stigmatize caregiving
- Elevate the conversation
- Contribute new data

Provide resources to employers to best support employees
- Provide tools for HR & front-line managers
- Promote innovative practices
- Share best practices across sectors
Demonstrating the Business Imperative

THE BELL
by New York Stock Exchange

26 NOV 2013 | 11:25 AM | Posted by: New York Stock Exchange

ReACT (Respect A Caregiver’s Time) Visits the NYSE

In recognition of National Caregivers Month, Drew Holzapfel, Convener of ReACT (Respect A Caregiver’s Time), an employer-focused coalition that is addressing the challenges of employee caregivers, will visit the New York Stock Exchange and ring The Opening Bell®. ReACT is highlighting the launch of its Employer Resource Guide: Four Steps for Supporting Employees with Caregiving Responsibilities, a free resource for front-line managers and human resource professionals to help provide support for the increasing number of those with elder caregiving responsibilities in the workplace.

About ReACT (Respect A Caregiver’s Time)
Stemming from the 2012 Study, ReACT wanted the next project to provide resources to employers to better assist their working caregivers.

The study resulted in the following suggestions:

- Paid time off and flexibility in scheduling
- Geriatric care manager service and consultations
- Evidence-based programming
- Volunteer programs
- Planning for the workplace program
- Offering benefits based on core business elements
ReACT
ABOUT THIS WEBSITE

ReACT has created this online resource to support a business environment where the challenges faced by caregivers, juggling the demands of work and caregiving for an adult with a chronic age-related disease, are understood and recognized by employers.

The following four areas are targeted steps that human resources directors and frontline managers can take to begin better supporting this growing population. (You can also download these resources in PDF format.)

4 Initial Steps Employers Can Take

Have the Conversation
Supervisors, talk to your employee caregivers about their dual responsibilities at work and at home. Learn about existing resources to help them maintain a healthy work life balance. Explore

Demonstrate Flexibility
Find ways to accommodate schedules and show your employee caregiver that you understand they are juggling two full-time jobs: caregiving for a loved one and working at your organization. Explore
Provides employers with tools and resources on how to best support their employee caregivers in four steps:

- Have the conversation
- Embrace Caregiving as the New Normal
- Demonstrate Flexibility
- Keep Caring for Caregivers

For additional support, employers can also visit:

www.aarp.org/react
or
www.respectcaregivers.org
Get Started

It's important to identify the policies, benefits and services that fit best into your organization's size and position in the marketplace now, and also start thinking about the future.

EMPLOYER CAREGIVING RESOURCES

Let us help you choose the best tools, policies, benefits and services to meet your needs. Find Out More

EMPLOYEE CAREGIVING RESOURCES

Addressing the work-life balance is a cooperative effort. Our information and resources can help you achieve your goals. Find Out More

ReACT

CONNECT WITH US

Join us on LinkedIn

Talk to us on Twitter
Research Topics

Many studies have been conducted on the topic of caregiving and work. It is important for employers to understand the costs, benefits and impact associated with caregiving. This research will help raise awareness among employers about the importance of paying attention to their caregiving employees.

FLEXIBILITY IN THE WORKPLACE

- Flexible Workplace Solutions for Low-Wage Hourly Workers (2010)

IMPACT – FINANCIAL & HEALTH

- Understanding the Impact of Family Caregiving on Work (2012)
- Caregiving Research Center – Includes range of studies and findings about the financial and emotional impact of caregiving
- Corporate Eldercare Programs: Their Impact,

TOOLS

Eldercare Calculator: This site was developed to allow individual employers to calculate their own costs. Do

Caring Workplace Survey: Provided by St. Andrew’s Resources for Seniors, a not for profit organization affiliated with the Federal Administration on Aging. Do
Employer Best Practices

ReACT and the National Alliance for Caregiving conducted organizational case studies on 18 companies taking a look at their best practices. A "best practice" approach is one that is equitable for employees, accessible to all employees, respects the privacy of employees, is mission-driven for the employer and, in the case of specific interventions, is provided by competent, qualified and trained professionals.

BEST PRACTICE STRATEGIES

A good strategy for achieving corporate goals of recruitment, retention, reductions in workplace accommodations and adverse outcomes such as leaving the workplace altogether as a consequence of caregiving include:

- An understanding of your workforce and their needs
- A program or policy that is available to all employees and not just one category of employee
- Training of supervisors and managers about eldercare
- Education for employees about the caregiving process and ways in which the program can

EMPLOYERS WITH PROGRAMS

These 18 employers have programs supporting their working caregivers; learn more about each of their caregiving programs and efforts.

- Aetna
- American Psychological Association
- Caring.com
- CBS Corporation
- Duke University
- Emblem Health
- Emory University
- Fannie Mae
- Gundersen Lutheran Health Systems
- Intel
About ReACT
ReACT is a coalition of corporations and organizations dedicated to addressing the challenges faced by employee caregivers and reducing the impact on the companies that employ them. The coalition and its members are dedicated to increasing awareness, understanding and action around issues faced by employee caregivers by:
- Developing data and research to improve understanding and quantifying impact
- Identifying and sharing best practices
- Showcasing employer successes

Our Mission
ReACT seeks to support a business environment where the challenges faced by caregivers juggling the demands of both work and caregiving for an adult with a chronic age-related disease are understood and recognized by employers. Measures can then be taken to provide support and resources that employees need to better meet their personal responsibilities for caregiving and their professional demands.

Join ReACT Now!
The ReACT coalition is responding to changes in the workplace and supporting schedule flexibility for the caregiving workforce. It’s a matter of business necessity. Watch and learn more.

Debra Whitman
EVP, Policy and International Affairs, AARP
Three Elements for Effectively Communicating Your Messages

- **Ideas**: Identify agenda-setting content
- **Networks**: Reach audiences who can become your advocates
- **Leadership**: Shape the debate through research, articles, etc.

**What messages matter to employers?**

By addressing the needs of working caregivers, employers can attract and retain the best talent, better manage healthcare costs, and increase productivity in the workplace. By providing a break for working caregivers, respite care helps them perform at their highest levels.
Your Audience Can Become Your Advocates

- Subject-matter experts
- Employees
- Policymakers
- Workplace supervisors
- Coalitions
- Opinion leaders
- Peer groups
- Media
Mapping the Caregiver Journey
A Needed Tool to Drive Innovative Solutions
Mapping Process
Three Steps to Produce the Journey

Frame and Scope
- Segment Caregivers
- View of how/what will change the “market” within the next 5 years (Political, Legal, Social, Technology, etc…)

Discover
- Identify activities and steps (e.g., what happens early in caregiving experience, as disease progresses, etc.)
- Understand values, needs, requirements

Prioritize
- Identify leverage points
- Generate ideas that will shift behavior, create opportunity
Poll

1. How far into the "caregiver journey" is respite support first needed by caregivers?
   a. Less than six months
   b. Six months to one year
   c. One to two years
   d. Two to five years
   e. More than five years
Poll

2. What prevents family caregivers from seeking and/or utilizing respite care services?

a. Lack of knowledge about available services
b. Guilt
c. Cost concerns
d. All of the above
e. They don't think they are needed
ReACT Coalition
www.RespectCaregivers.org
Twitter: @ReACTCare
LinkedIn Group: ReACT Coalition

ReACT Employer Resource Guide
www.aarp.org/react
Nebraska Lifespan Respite Network
*Primary focus of FY 2015 Funding and Work Plan:

* Further development of the existing statewide respite infrastructure and utilization of respite services to fill identified gaps in service delivery.
* Address unmet respite needs of family caregivers across the lifespan and disability or special needs.
* Enhance local respite resources and build new collaborations to produce a measurable increase in the provision of respite services.

*Nebraska Lifespan Respite Network*
* Efforts to engage corporate and non-profit businesses/employers in increasing respite awareness for employees as caregivers and opportunities for collaboration as potential respite funding partners. Describe strategies to provide support and resources that employees need to better meet their personal responsibilities for caregiving.
* Introduce elements of the secure online **data management** and Respite Network workspace site to other state programs to collect and analyze respite need and utilization data across disability populations.

* Demonstrate cost-savings and the impact for families.

* Future goal to ensure a statewide source for respite data to be accessed by public and private entities.

* **eLifespan Respite**
* Sharon Johnson
Program Coordinator
(402) 471-1764
dhhs.respite@nebraska.gov
https://nrrs.ne.gov/respitesearch/

* Local Respite Coordinator list available for direct contact on initiative progress.