

## Caregiver Support Service Assessment: Documenting Existing Support Services for Caregivers in the 9 County Metropolitan Area

### FINAL RESULTS

Funding provided by the Greater Twin Cities United Way



## Acknowledgements

The Metropolitan Caregiver Services Collaborative would like to thank the Greater Twin Cities United Way for providing the Initiative Funding that made this Caregiver Support Service Assessment possible.

We would also like to thank the following individuals who contributed to the development of the assessment and this report:

#### Steering Committee:

Lynn Cibuzar – *DARTS*  
Leah Driscoll – *Wilder Foundation*  
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Cindy Guddal – *Courage Center*  
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#### Project Team:

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## Caregiver Service Providers

- 67 organizations completed the full survey

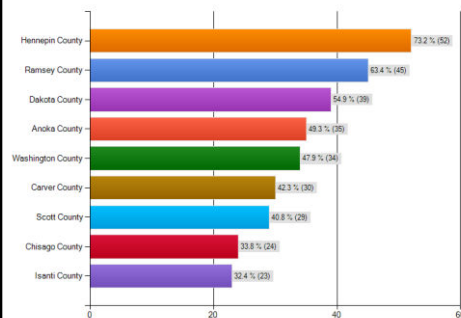
Is your organization a non-profit or for-profit organization?

	Response Percent	Response Count
Non-profit	90.1%	64
For-profit	9.9%	7
Other (please specify)		6
answered question		71
skipped question		0



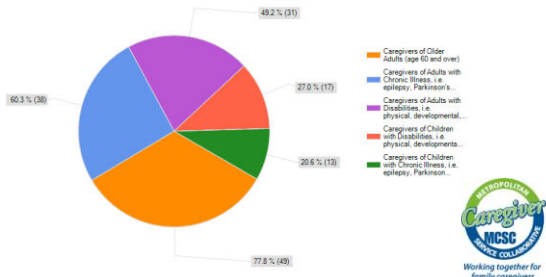
## Geographic Area Served

Geographic Area Served: Select the county or counties in which your organization provides services.



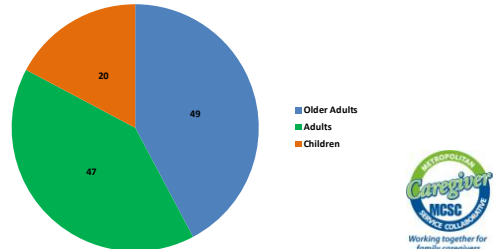
### Caregiver Populations Served

What population(s) of caregivers does your organization serve?  
Please check all that apply.



### Caregiver Populations Served

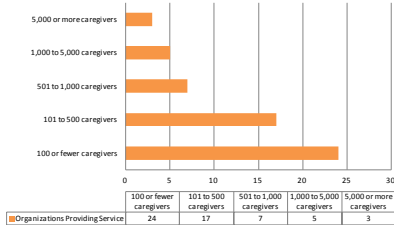
- The majority of organizations surveyed served both **Older Adults and Adults** with a chronic illness or disability



### Number of Caregivers Served

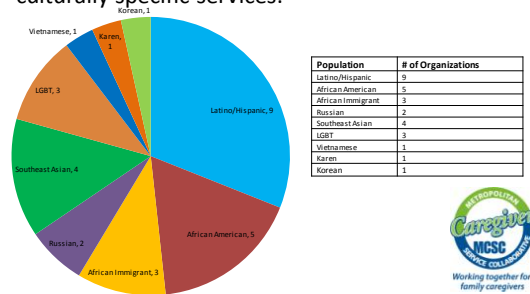
- 63 organizations** provided varying levels of service to an estimated **45,150 caregivers**

Caregivers Served per Agency



### Culturally Specific Caregiver Services

- 21 organizations**, 31% of those surveyed, provide culturally specific services:



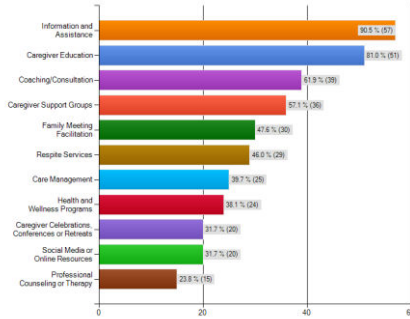
## Caregiver Assessment Usage

- 36 organizations, approximately 53% utilize a formal caregiver needs assessment

Does your organization provide a formal assessment of caregiver needs?		
	Response Percent	Response Count
Yes	47.8%	30
No	42.9%	27
Other (please specify)	14.5%	9
answered question		62
skipped question		8

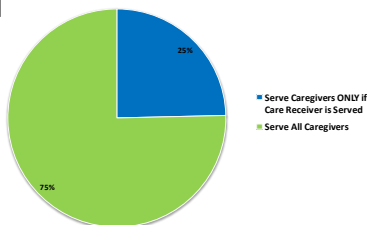


## Caregiver Services Provided

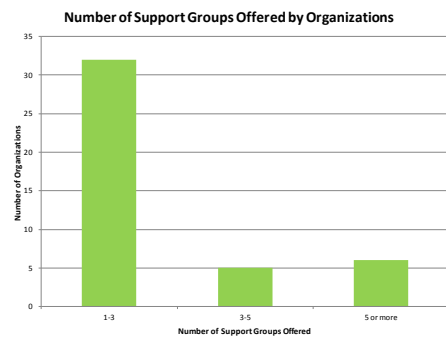


## Caregivers & Care Recipients

- 75% of organizations provide services to caregivers whether or not care receiver is served

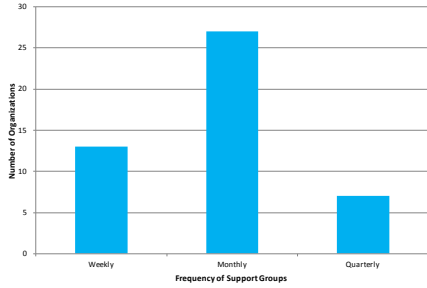


## Caregiver Support Groups



## Caregiver Support Groups

Frequency of Support Groups Offered by Organizations



## Caregiver Support Groups

- 36 organizations of the 41 who provide support groups offer them to caregivers only

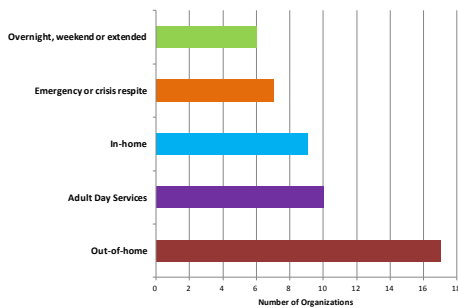
If your organization provides caregiver support groups, please indicate who these support groups serve:

	Response Percent	Response Count
Caregivers only	87.8%	36
Caregivers with their care receiver	29.3%	12
Other (please specify)	12.2%	5
answered question		41
skipped question		30



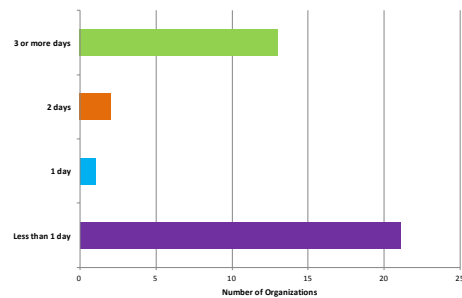
## Respite Services

Types of Respite Provided



## Respite Services

Length of Respite Provided



Note: Adult Day Health programs were included in 3 or more days.



## Respite Services

- **36% of organizations** who provide respite felt that the length offered was **not sufficient**

Is the average length of time of your organization's respite services sufficient for most family/friend caregivers?

	Response Percent	Response Count
Yes	41.2%	14
No	35.3%	12
Don't know	23.5%	8
Other (please specify)		5
answered question		34
skipped question		37



## Services Across the Lifespan

If your organization serves multiple populations of caregivers, how integrated would you say these various caregiver support services are? \*Integrated could mean services to different populations are provided by the same staff, department or unit OR it could mean that different staff, departments or units work together across your organization to provide service.

	Response Percent	Response Count
Do not serve multiple populations of caregivers	32.1%	18
Not at all integrated	0.0%	0
Somewhat integrated	28.6%	16
Mostly integrated	21.4%	12
Completely integrated	17.9%	10
answered question		56
skipped question		15



## Service Availability

- **52% of organizations** receive requests for support services they do not provide

How often have caregivers requested caregiver support services that are not provided by your organization?

	Response Percent	Response Count
Never	16.4%	10
At least once per month	39.3%	24
At least once per week	6.2%	5
Daily	4.9%	3
Other	31.1%	19
What services have been requested?		33
answered question		61
skipped question		10



## Service Availability

- **34% of organizations** receive requests for support services not available in their community

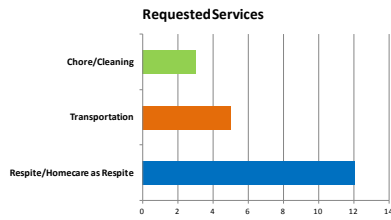
How often have caregivers requested caregiver support services that are not available in your community?

	Response Percent	Response Count
Never	42.6%	26
At least once per month	26.2%	16
At least once per week	6.6%	4
Daily	1.6%	1
Other	24.6%	15
What services have been requested?		19
answered question		61
skipped question		10



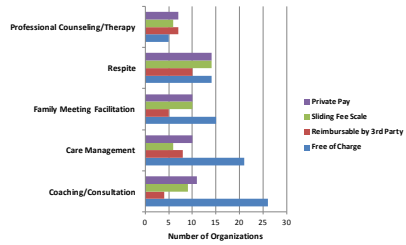
## Service Availability

- **Affordability** was often an issue in addition to availability of services
- **Long-term respite** for vacations, or **free respite** were the types most often requested



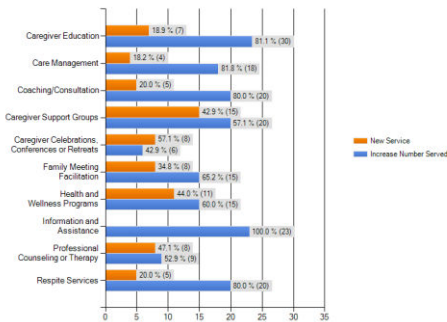
## Service Payment Options

- **Over 90%** of organizations provide Caregiver Education, Support Groups, Health & Wellness Programming, and Information & Assistance **free of charge**



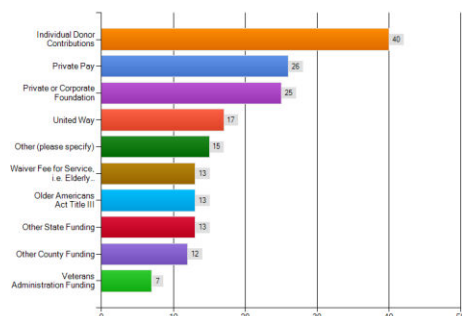
## Service Expansion

If you were able to expand your organization's services to offer more support to caregivers, what services would you add?



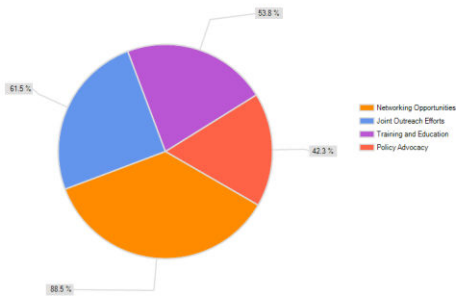
## Funding Sources

What sources of funding does your organization receive to provide caregiver support services? Please check all that apply.



## Benefits of MCSC Membership

If your organization is not currently a member of Metropolitan Caregiver Service Collaborative, what would make joining the collaborative most beneficial?



## Key Findings

- **Services are available in all 9 counties** with level of service being correlated with population
- Majority of organizations serve **either Adults & Older Adults or Children**; integration across the lifespan is still uncommon
- Relatively **few Culturally Specific services** are available
- The majority of organizations **serve 500 or fewer caregivers** each year
- More than half of organizations utilize a **caregiver assessment**



## Key Findings

- **Affordability** is a key barrier to access – in particular with respite
- Areas in which organizations want to **expand services may not be correlated to areas of need**
- Majority of organizations are providing a selection of services **free of charge**
- **Networking** is the number one reason new organizations would be interested in joining the Metropolitan Caregiver Services Collaborative



## Insights & Next Steps

- **Map Caregiver Services Provided**
  - Service provision by county
- **Conduct follow-up survey in 2013**
  - **Clarify questions** by adding definitions of types of respite, duration of support groups, culturally specific services, payment types, etc.
  - **Ask additional questions** about affordability and other barriers to access, referral practices
- **Explore opportunities for innovations in respite**
  - Learn more about which types are most utilized; **common barriers** to accessing existing services
  - Think outside the box about **new ways** of providing respite



## Insights & Next Steps

- **Caregiver Assessments**
  - Gather information from active MCSC members about **assessment usage**
  - Provide feedback to funders on **efficacy of assessment tools**; promote use of certain assessment tools
- **MCSC Expansion Strategies**
  - Invite non-profit and for-profit partners to twice annual **networking events**
  - Continue to target engagement of providers serving **caregivers across the lifespan**



## Appendix A



### Caregiver Support Service Assessment Survey Respondents, page 1 of 2:

- 180 Degrees
- Alzheimer's Association MN-ND
- Anaphylaxis & Food Allergy Association of MN (AFAA)
- Anoka County Family Caregiver Connection
- Apparent Plan/Normandale Hylands United Methodist Church
- CAPI
- CLUES
- Catholic Charities Caregiver Support Program
- Como Park/Falcon Heights Living at Home Block Nurse Program
- Conway-Battle Creek LAH/BNP
- Courage Center
- DARTS
- Elder Mediation MN, LLC
- Encore Carver County Adult Day Services Program
- Family Adolescents & Children Therapy Services Inc (FACTS)
- FamilyMeans
- Family Pathways
- Friendship Center Adult Day, East Side Neighborhood Services, Inc.
- Guardian In Home Health & Security, LLC
- HCMC
- Hamline Midway Elders
- Highland Block Nurse Program
- International Dyslexia Association-Upper Midwest Branch
- Jewish Family Services - St Paul
- Jewish Family and Children's Service of Minneapolis
- Keystone Community Services
- Korean Service Center
- Lakes Area Youth Service Bureau
- Lakeview Homecare
- Longfellow/Seward Healthy Seniors
- Lutheran Social Service of Minnesota
- Lyngblomsten
- Macalester-Summit Hill Living At Home Program

### Caregiver Support Service Assessment Survey Respondents, page 2 of 2:

- Meridian Services
- Minneapolis VA Medical Center
- Minnesota Community Services
- Minnesota DeafBlind Project
- Minnesota Governor's Council on Developmental Disabilities
- Minnesota Kinship Caregivers Association
- Minnesota Organization on Fetal Alcohol Syndrome
- NAMI Minnesota
- National Multiple Sclerosis Society, Upper Midwest Chapters
- Normandale Hylands United Methodist Church
- Normandale Center for Healing and Wholeness
- North East Neighborhoods Living At Home/Block Nurse Program (St. Paul)
- Pathfinder Care Management
- People Serving People
- RM Medical
- Roseville Area Senior Program
- Riverdale Church, Andover, MN
- SEACC
- Senior Community Services
- Southeast Seniors
- Struthers Parkinson's Center
- TWIN CITIES SENIOR HOUSING GUIDE
- The ALS Association, MN, ND, SD Chapter
- The Arc Greater Twin Cities
- The Leukemia & Lymphoma Society
- Tubman Elder Care & Rights Center
- University of Minnesota: UMP/Fairview Memory Clinic
- University of Minnesota Extension
- Upper Midwest American Indian Center
- Vietnamese Social Services
- Volunteers of America MN
- West 7th Senior Services
- Westwood Lutheran Church
- Wilder Foundation