



Caregiver Phone Survey Results NC Lifespan Respite Voucher Program 2018-19

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Deliverable

- ▶ One deliverable identified in the workplan for North Carolina's Advancing State Lifespan Respite Systems 2017 grant was for NC United Way 2-1-1 staff to provide follow-up calls with all caregivers who were awarded a Lifespan Respite Voucher in FY 2018/19.
- ▶ NC United Way 2-1-1 was contracted to provide this service as they had staff capacity. The LTSS Specialist could also address other needs and provide resources at the same time.
- ▶ NC DAAS staff worked with NC United Way 2-1-1 to develop a phone survey to administer to caregivers.
- ▶ Calls were made to caregivers after their vouchers had expired. Up to three attempts were made to reach each caregiver between March 7 and July 2, 2019.
- ▶ Responses were recorded on Survey Monkey.



Who responded

- ▶ 85% or 183 out of 216 caregivers were contacted by phone via NC 211
- ▶ 79% of those reached were able to use their lifespan respite voucher



Type of respite used

- ▶ Only 18% used a home care agency/ respite service or adult day care/ group respite
- ▶ 7 specifically responded how they liked being able to hire a “known” care provider.
 - ▶ Was glad to be able to hire people she knew as they spent the night at the house and so it was important to have someone she trusted.
 - ▶ He didn't realize how much difference a weekend getaway could make. Could hire a lady that went to mom's church so she knew her and was comfortable. Is going to give number to a friend who is in similar situation.



Satisfaction

- ▶ 97% were either *extremely satisfied* or *very satisfied* with the respite services they received from the program.
- ▶ 99% *strongly agreed* or *agreed* with the statement:
 - ▶ I used my respite voucher to do something I enjoyed and felt that the respite time was “time well spent”.

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Ease of program

- ▶ 96% said locating and hiring a respite worker was *not at all difficult*
- ▶ 89% said that getting reimbursed for respite services was *not at all difficult*
- ▶ 9% said that getting reimbursed was only *slightly difficult*



What did respite allow you to do?

- ▶ 32 responses were to “get away”
 - ▶ Go on vacation for first time in 4 years over Memorial Day
 - ▶ Got to go to Vietnam
- ▶ 9 spend time with other family members
 - ▶ Got to go to granddaughter’s graduation
 - ▶ Make other child’s cheerleading games
 - ▶ Got to spend time with husband
- ▶ Other
 - ▶ Mental rest was most helpful
 - ▶ Got to go to park/ temple for meditation
 - ▶ Got to spend time making jewelry and go to shows as creative outlet



Caregiver Comments

- ▶ Feels less alone in all of this
- ▶ Can't say enough good things about how smooth the process was from paperwork to payment to getting questions answered. Everyone is so nice. Grateful a program like this exists for people who aren't eligible for other programs but desperately need to recharge. Was able to sleep.
- ▶ Went to the movies for the first time in 10 years.
- ▶ Family going to continue with the person they hired to come once a week even after the voucher as they now realize the importance of having that support.
- ▶ He is keeping the woman he found because she is so helpful.

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Caregiver Comments Continued

- ▶ She was grateful for respite care because the person she hired also took her daughter out and worked on life skills such as how to act in a store, how to receive/ budget money etc.
- ▶ He was grateful because he is now realizing that respite should be part of daily living; trying to incorporate it for the future
- ▶ This also paved the way for his mother to get used to other people besides him and his brother.