



Caregiver Phone Survey Results Lifespan Respite Voucher Program 2018-19

*Alicia Blater, Lifespan Respite Project Director
Division of Aging and Adult Services - DAAS*

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.
- ▶ 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
- ▶ 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***

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".

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.

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.
- ▶ 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.