

Survey of Working Caregiver Needs and Resources






Prepared by Mather LifeWays Institute on Aging, August, 2013

Currently, 39% of U.S. adults are caregivers, up from 30% in 2010. Nearly two-thirds of family caregivers are employed full or part-time. As the U.S. population ages and medical advances save and extend more lives, the numbers of employees with eldercare responsibilities is on the rise. Up to two thirds of working caregivers report conflicts between work and caregiving that result in increased absenteeism, workday interruptions, reduced hours, and workload shifting to other employees.

Employee caregivers cost American businesses approximately \$34 billion in lost productivity each year. In addition to the financial impact, the stress associated with caring for an older adult takes a considerable physical and psychological toll on their adult children. As a result, caregivers are far more likely to have fair-to-poor health, resulting in higher health care costs to organizations.

Mather LifeWays Institute on Aging, a not-for-profit research institute located in Evanston, Illinois, conducted a survey to help human resource consulting companies identify the need and extent of this growing issue among their client organizations. The following are the results of this survey.

Respondent consulting companies indicated that **21 to 50% of employees in their client organizations** are caring for an older family member or friend.

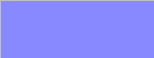




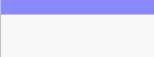








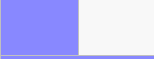


Response	Chart	Frequency
Less than 20%		41%
21-30%		43%
31-50%		9%
More than 50%		0.0%
Unsure		7%







Less than 13% of respondents provide any of the following services or programs to employees of client organizations who are now or may be caring for older family members or friends:

- Information about providing eldercare
- Support services for employees providing eldercare
- Evidence-based education programs for caregiving employees




From the following list of eldercare benefits, respondents indicated those that they may offer now or in the near future to client organizations through your own firm or through vendors. Top choices included crisis/grief counseling, mental health counseling, and long-term insurance extended to parents of employees.

Response	Chart	Frequency
Eldercare consultations		36%
Crisis and/or grief counseling		59%
Mental health counseling		62%
Referrals to caregiver resources in their communities		42%
Adult day care options		41%
On-site support groups for working caregivers		0%
On-site educational seminars for working caregivers		22%
Respite care resources		20%
Web-based resources such as links to caregiver websites		22%
Online family caregiver education		35%
In-home care services		36%
Geriatric care management services		19%
Assistance with insurance paperwork		20%
Access to legal assistance regarding eldercare issues		20%
Work-life balance programs such as stress reduction or time management		41%
Long-term care insurance extended to parents of employees		60%
Resources for long-distance caregivers		0%




In addition to eldercare benefits, respondents' client organizations may offer workplace options or value-added service to their working caregivers. Respondents indicated the percent of client organizations that offered the following options for working caregivers.

Response	Chart	Frequency
<i>Flexible hours</i>		62%
<i>Family leave</i>		100%
<i>Paid time off</i>		100%
<i>Health education/wellness</i>		35%


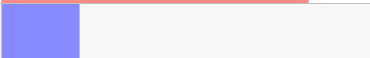

Respondents noted that 18% of client organizations track or measure the impact of family caregiver programs/services provided to their employees on such indicators as absenteeism, productivity, employee satisfaction, or retention.

Response	Chart	Frequency
Yes		18%
No		66%
Unsure		16%


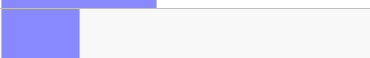

Seventeen percent of responding consulting firm currently provide training to supervisors and managers of client organizations about eldercare issues their employees may be facing.

Response	Chart	Frequency
Yes		17%
No		67%
Unsure		17%


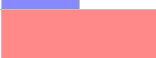


Eighty-one percent of respondents feel that the corporate culture of most of their client organizations supports employees who are family caregivers.

Response	Chart	Frequency
Yes		81%
No		19%
Unsure		0%

Forty-two percent of respondents feel online education programs for employees to support their goal of continuing to be a family caregiver and a productive worker would be valuable to their client organizations.

Response	Chart	Frequency
Yes		42%
No		20%
Unsure		38%

Sixty-two percent of respondents have not done a survey of employees of client organizations to understand their caregiving issues.

Response	Chart	Frequency
Yes		20%
No		40%
No, but would have interest in doing a survey		22%
No response		18%