2010 DLRCN Financial Assistance Survey Results

2010 Overall Rating of Participants' Experience
DE Lifespan Respite Financial Assistance Program
5 = excellent

- Application Process: 4.61
- Understandable procedures: 4.39
- Promptness with payments: 4.63
- Ease of contact: 4.54
- Staff assistance/responsiveness: 4.74
- Overall rating: 4.70
2) Did you use the money you were awarded?
   All --  70.4%
   Some --  22.2%
   None --  7.4%

3) If you did not use any money, why not?*
   **“Agreed to have grant given to other applicants”**
   **“Elected to have funds granted to other applicants due to high demand.”**

4)  
   A. Would you request funds from DLRCN in the future?  Yes – 96.4%  No – 3.6%
   B. Would you recommend this program to others?  Yes – 96.4%  No – 3.6%
   C. Were you able to use respite care because of this FA?  Yes – 92.6%  No – 7.4%

5) What did you do during the respite time?
   Spent time with spouse/significant other  66.7%
   Spent time with other family members  53.6%
   Did errands  42.9%
   Personal time (rested, read a book, took a walk)  32.1%
   Took a trip/vacation  25.0%
   Spent time with friends  25.0%
   Attending a meeting/conference  33.3%
   Did household chores  17.9%
   Worked  14.3%
   *Other  14.3%

   **“Did not use in 2010”**
   **“Summer Camp”**
   **“Had my hair cut (a basic impossibility when my children are with me.) Thank you!!”**
   **“Did not use this year; previously used to aid spouse at home when other took a business trip.”**
   **“Sometimes for doctor’s appointments”**
6) Did your respite time make you feel more refreshed and less stressed?

<table>
<thead>
<tr>
<th>Rating</th>
<th>Description</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Very Refreshed</td>
<td>51.9%</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>25.9%</td>
</tr>
<tr>
<td>3</td>
<td>Somewhat Refreshed</td>
<td>18.5%</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>3.7%</td>
</tr>
<tr>
<td>1</td>
<td>Not at All</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

Rating Average = 4.26

7) How did you hear about the program?

<table>
<thead>
<tr>
<th>Source</th>
<th>%</th>
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</thead>
<tbody>
<tr>
<td>Word of mouth</td>
<td>37.0%</td>
</tr>
<tr>
<td>*Other</td>
<td>25.9%</td>
</tr>
<tr>
<td>Information Table</td>
<td>22.2%</td>
</tr>
<tr>
<td>Service Provider</td>
<td>18.5%</td>
</tr>
<tr>
<td>State agency</td>
<td>11.1%</td>
</tr>
<tr>
<td>Internet</td>
<td>7.4%</td>
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<tr>
<td>Previous user</td>
<td>7.4%</td>
</tr>
<tr>
<td>Flyer</td>
<td>3.7%</td>
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</tbody>
</table>

**"By a friend"**
**"Cindy Clark at DayBreak MMC told me about the program"**
**"Family Voices"**
**"From our advocate at the Delaware Autism Foundation"**
**"Newspaper article"**
**"Someone at the local Modern Maturity recommended that I apply"**
**"Friend"**
**"On a DSA meeting"**
8) Describe how the program made a difference

“It allows for my husband and myself to go away alone for a time period and be able to pay the caregivers the wage they want and deserve.”

“I has not any idea about this program. This is incredible.”

“Reduced stress and felt less guilty about doing something for myself since I received outside financial assistance.”

“My son can be very difficult and stressful. Because of financial limitations, I am not able to afford care. This program allowed me to have time for me without the worry of financial strain.”

“This program assisted me with funding to send my son to a specialized summer camp for children with autism.”

“I was able to complete tasks that never seemed to get done and grocery shop (alone!) without arguing why something should not be in our cart. Thank you for giving me this opportunity!!”

“It allowed us to have quality care for our son while spending time with our twin daughters and also just to have some time to myself knowing Jacob was being taken care of… “

“Too often, the relationship that is perhaps most important in the overall well-being of a client—the parents/guardians—is pushed to the bottom of the list after adult children, grandchildren, work responsibilities. We have committed the time “earned” with this program to be about us and nurturing our relationship. It’s been awesome.”

“He was a great help to us financially so that we could use the respite more often.”

“I don’t get out and this made it possible even for a small amount of time to have a life.”

“It was great being able to spend time with my husband and take a vacation just the two of us!”

“We do not get any other respite help and my daughter is completely dependent on me to help her eat, move and enjoy life. This was a lifeline to me to get a bit of time outside my caretaking role.”

“My husband and I were able to go to dinner and get errands and chores done that we had been putting off.”

“I was able to get Ethan into programs such as social camp and sport camp to help him better his skills but also give me the break that I needed! And I felt great knowing we were both getting good things out of the respite grant help!”

“Caregiving is a big emotional and financial responsibility and this program really helps with both aspects.”
“I’m glad we informed that there were so many applicants and give the opportunity to elect to return funds.”

“I was able to relax and feel confident that my husband was being well taken care of and I felt free to do things I longed to do like go to the mall and just walk around and have lunch with a friend and take my time shopping instead of feeling rushed.”

“My husband and I were able to go away for our 30th anniversary for a few days.”

“Made me feel more comfortable asking for a “favor” knowing I could pay…”

“Because of the financial support, I was able to place my husband, an Alzheimer’s suffered, in a nursing home while I traveled to visit my ailing parent.”

“It made my time away less stressful knowing he was taken care of.”

“Helped us take care of our loved one with autism with renewed strength.”

“Having the extra money to go out and do things with my husband and son have been great. It give us time away from home to do special things. Thank you.”

“For us as parents with a child does require 24/7 care, it’s been of big help. My husband and I had the opportunity to spend time together. We went out for dinner and go to stores where we can never be able go with our son. Furthermore, we got the chance to play tennis again as we used to do it before he was born. We are very happy with DLRCN, the staff are very professional, effective, ready to help and very promptness with payments.”

“Sanity! I can sum this up pretty succinctly- because I have the funding to access respite, I can ENJOY my children again! When your job is the care of your special child, it can become very difficult to marvel in the amazing things that occur in childhood. Though you celebrate every milestone, every marker of development, it’s the time spent away from your child that allows you to enjoy the rewards of parenthood, the quiet times, the crazy times, and just being together…”

“This program has allowed me to take the valuable time that I miss as a mother of a child with sever missing abilities. It allowed me to spend time with others in my family that normally neglect…including myself. Thank you!”

9) Other Comments

“I need a form to apply for this year.”

“I just want to thank your for your assistance in helping me to have a break and stress free time.”
“We will no longer be needing respite care since my son is going to be permanently placed by the state in a group home in the near future since his behaviors have become very difficult at home. However, we are deeply grateful for the respite service we received through this agency and will highly recommend it to others who are in the same situation.”

“This is a great program and is definitely needed for families to have a little normalcy in their lives after taking care of loved ones all the time.”

“I REALLY appreciate this offer…without it I would not be able to do the things I want to do otherwise due to my financial situation! Thank you!!!”

“Program is very well run.”

“I think the Easter Seal Respite program is a blessing to caregivers. I can’t think of anything that needs improved- it all works great and everyone I called with a question was always friendly and very informative.”

“I just want to thank you for this program and tell you what a difference it makes in the life of a caregiver/parent of a special needs child.”

“I didn’t have time to use my money because I only got awarded it in the end of November or so. With the holidays it was difficult to find someone to provide respite.”

“My one dream would be for the Delrespite and the DAP respite funding mechanism to merge to allow parents to access childcare providers of their choice, which we are able to do with delrespite, but not with DAP.”