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
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We would also like to thank the following individuals who contributed to the development of the assessment and this report:
Steering Committee: Project Team:
Lynn Cibuzar – DARTS Kirsten Johnson – Project Manager
Leah Driscoll – Wilder Foundation Abdiwahab Ali – Intern
Emily Farah-Miller – MAAA Alladdin Makawi – Intern
Abdiwahab Ali –Intern
Leah Driscoll – Wilder Foundation
Lynn Cibuzar – DARTS

Caregiver Service Providers

• 67 organizations completed the full survey

Geographic Area Served

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

- Hennepin County
- Ramsey County
- Dakota County
- Anoka County
- Washington County
- Carver County
- Scott County
- Olmsted County
- Steele County

- 61%
- 31%
Caregiver Populations Served

- 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

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

Caregiver Services Provided

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

Caregiver Support Groups

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

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

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>41%</td>
<td>16</td>
</tr>
<tr>
<td>No</td>
<td>54%</td>
<td>12</td>
</tr>
<tr>
<td>Don’t know</td>
<td>5%</td>
<td>2</td>
</tr>
</tbody>
</table>

Other please specify: 0

answered question: 34

 skipped question: 87

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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.

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do not serve multiple populations of caregivers</td>
<td>62%</td>
<td>18</td>
</tr>
<tr>
<td>Not at all integrated</td>
<td>0%</td>
<td>8</td>
</tr>
<tr>
<td>Somewhat integrated</td>
<td>35%</td>
<td>16</td>
</tr>
<tr>
<td>Mostly integrated</td>
<td>21%</td>
<td>12</td>
</tr>
<tr>
<td>Completely integrated</td>
<td>12%</td>
<td>10</td>
</tr>
</tbody>
</table>

answered question: 86

 skipped question: 18

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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?

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<tr>
<td>Never</td>
<td>42%</td>
<td>28</td>
</tr>
<tr>
<td>At least once per month</td>
<td>25%</td>
<td>15</td>
</tr>
<tr>
<td>At least once per week</td>
<td>7%</td>
<td>5</td>
</tr>
<tr>
<td>Daily</td>
<td>3%</td>
<td>3</td>
</tr>
<tr>
<td>Other</td>
<td>21%</td>
<td>13</td>
</tr>
</tbody>
</table>

What services have been requested: 53

answered question: 81

 skipped question: 18

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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?

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What services have been requested: 53

answered question: 81

 skipped question: 18
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**.
Benefits of MCSC Membership

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 (AAFA)
• Anoka County Family Caregiver Connection
• Apparent Plan/Normandale Hylands United Methodist Church
• CAP
• CLUES
• Catholic Charities Caregiver Support Program
• Como Park/Falcon Heights Living at Home Block Nurse Program
• Conway-Battle Creek/LAH/BNP
• Courage Center
• DARATS
• Elder Mediation MN, LLC
• Encore Carver County Adult Day Services Program
• Family Adolescents & Children Therapy Services Inc (FACTS)
• Family Means
• Family Pathways
• Friendship Center Adult Day, East Side Neighborhood Services, Inc.
• Guardian In Home Health & Security, LLC
• HCMC
• Hamline Midway Elders
• HighlandBlock Nurse Program
• International Dyslexia Association-Upper Midwest Chapter
• Jewish Family Services - St Paul
• Jewish Family and Children's Service of Minneapolis
• Keystone Community Services
• Korean Service Center
• Lakes Area Youth Service Bureau
• Lakesview Homescare
• Longfellow/Seward Healthy Seniors
• Lutheran Social Service of Minnesota
• Lyngblomsten
• Macauley-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 Deaf/Blind Project
• Minnesota Government's Council on Developmental Disabilities
• Minnesota Kinship Caregivers Association
• Minnesota Organisation on Fetal Alcohol Syndrome
• NAMI/Minnesota
• National Multiple Sclerosis Society, Upper Midwest Chapter
• 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
• Strothers Parkison’s Center
• TWIN CITIES SENIOR HOUSING GUIDE
• The ALS Association, MN, ND, SD Chapter
• The Arc Greater Twin Cities
• The Leukemia & Lymphoma Society
• Turman 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