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".
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 women he found because she is so helpful.
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.