



AARP Delaware Caregiving in the Workplace Survey

November 2003





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Report Prepared by Erica Dinger

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Acknowledgements

This study was conducted through a collaborative effort of AARP staff from Membership and State and National Initiatives. Thanks go to Jan Robinson and Lisa Wolfe of AARP Delaware. Also a special thanks to the AARP Life Answers Team, especially Lauren Jones, Elinor Ginzler, and Tony Copeland, for their guidance, resources, and consultation on subject matter. Gretchen Straw, Cheryl Barnes, and Darlene Matthews, all of State Member Research, provided valuable research guidance and technical support throughout the study. A debt of gratitude is owed to Katherine Bridges of State Member Research, who provided valuable guidance and support. In addition, thanks go to Lisa Christiansen at Survey Sampling, Inc. for providing the sample of businesses in Delaware. Erica Dinger, also of State Member Research, managed the project and wrote this report. For more information, contact Erica Dinger at (202) 434-4176.

Background

As parents and loved ones age, many employees find themselves in the role of caregiver to their aging family members. This caregiving role may interfere with their role as employee- through absenteeism, early departure from work, late arrival to work, personal phone calls, and emotional distraction. The costs associated with this loss of productivity and with employee attrition are high; overall costs of caregiving to U.S companies has been estimated at 11.4 billion dollars annually—or \$1,142 per employee per year¹.

In order to assess what resources are available in Delaware to employees who are caring for an older relative, AARP Delaware commissioned this study of companies in the State who have at least two employees. 2,223 businesses were contacted through a mail survey directed to their human resources department, and 499 (22%) responded. This survey has a sampling error of plus or minus 3.9 percent.

Highlights

- Half (50%) of respondents said that their employees had provided care or assistance to an older person.
- More than a third (36%) say that an employee has asked for time off for caregiving, while 14 percent say an employee has requested time off under the Family Medical Leave Act.
- Funeral or bereavement leave (62%), flexible work schedules (40%), and job security (38%) are the most common services or programs offered to caregivers. However, 22 percent say they offer no programs or services for caregivers.
- Covering the employee's time (41%) is the biggest barrier to implementing caregiving programs or services.
- Over half (54%) say that caregiving has a major or minor effect on employee performance.
- Seven in ten (70%) would be interested in learning more about resources available for caregiving employees.

¹ *The Metlife Study of Employer Costs for Working Caregivers*, 1997. Metlife Mature Market Group, Westport, CT.

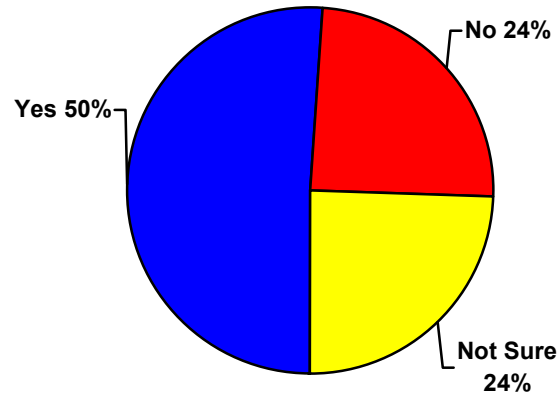
Findings

Employers believe their employees have provided caregiving services in the last two years.

Half of employers say that they have an employee who has provided care or assistance to an older person during the last two years.

Those respondents who said they had an employee who was a caregiver (N=249) were then asked to estimate what percentage of their employees were caregivers: 52 percent said 0-5 percent were caregivers, 19 percent said 6-10 percent, and 14 percent said 20-40 percent. Thirteen percent were unsure of how many of their employees were caregivers.

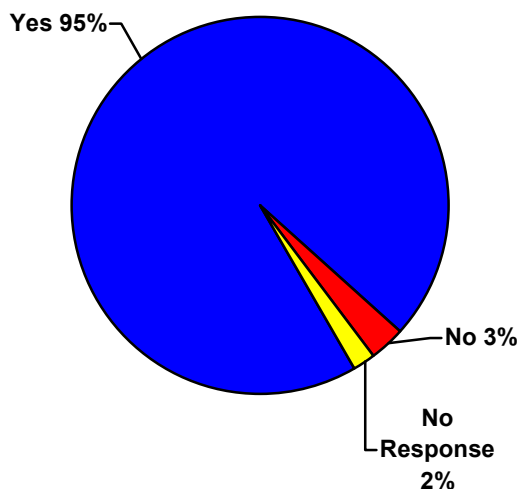
Whether Employees are Caregivers
(N=499)



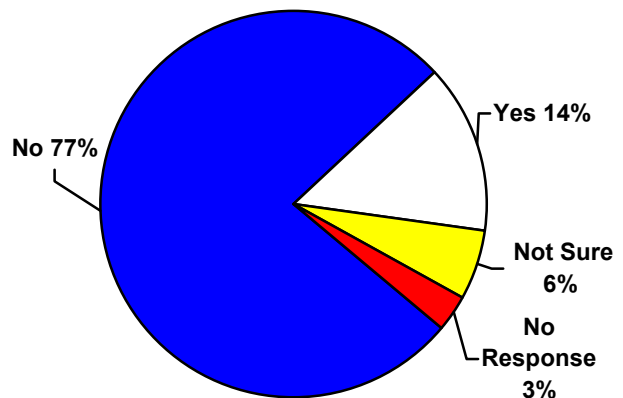
Nearly all companies offer benefits but the majority do not offer an employee assistance program.

Over nine in ten Delaware companies say they offer benefits to their employees, such as health insurance or paid time off. However, only 14 percent provide an Employee Assistance Program (EAP). An EAP typically provides confidential short-term counseling to employees having difficulties in their personal and/or work life, as well as offering referral services.

Whether Employers Offer Employee Benefits
(N=499)



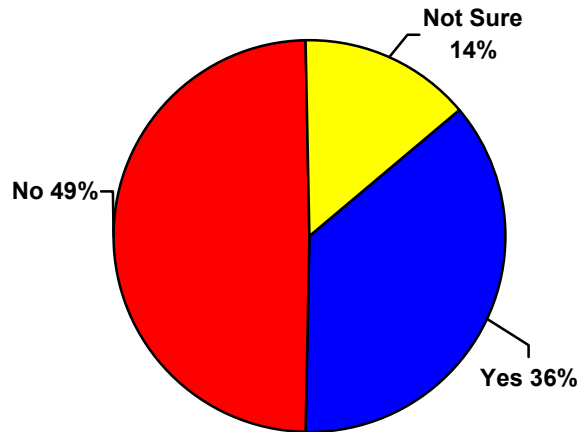
Whether Companies Have an EPA
(N=499)



Employers believe their employees would be comfortable asking for time off for caregiving, and more than a third of employees have done so.

Three-quarters of employers believe that their employees would be comfortable asking for time off for caregiving activities. More than a third (36%) report that employees have asked for time off to assist an older person. However, only fourteen percent have requested time off under the Family Medical Leave Act.

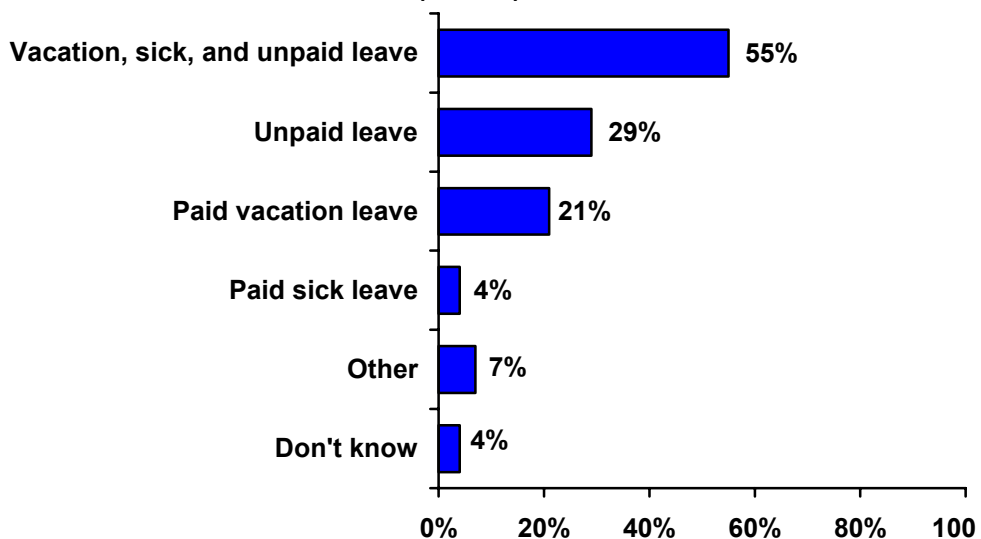
Whether Employees Have Asked for Time off for Caregiving (N=499)



Delaware employees typically would use paid vacation time or unpaid leave if they need time off for caregiving activities.

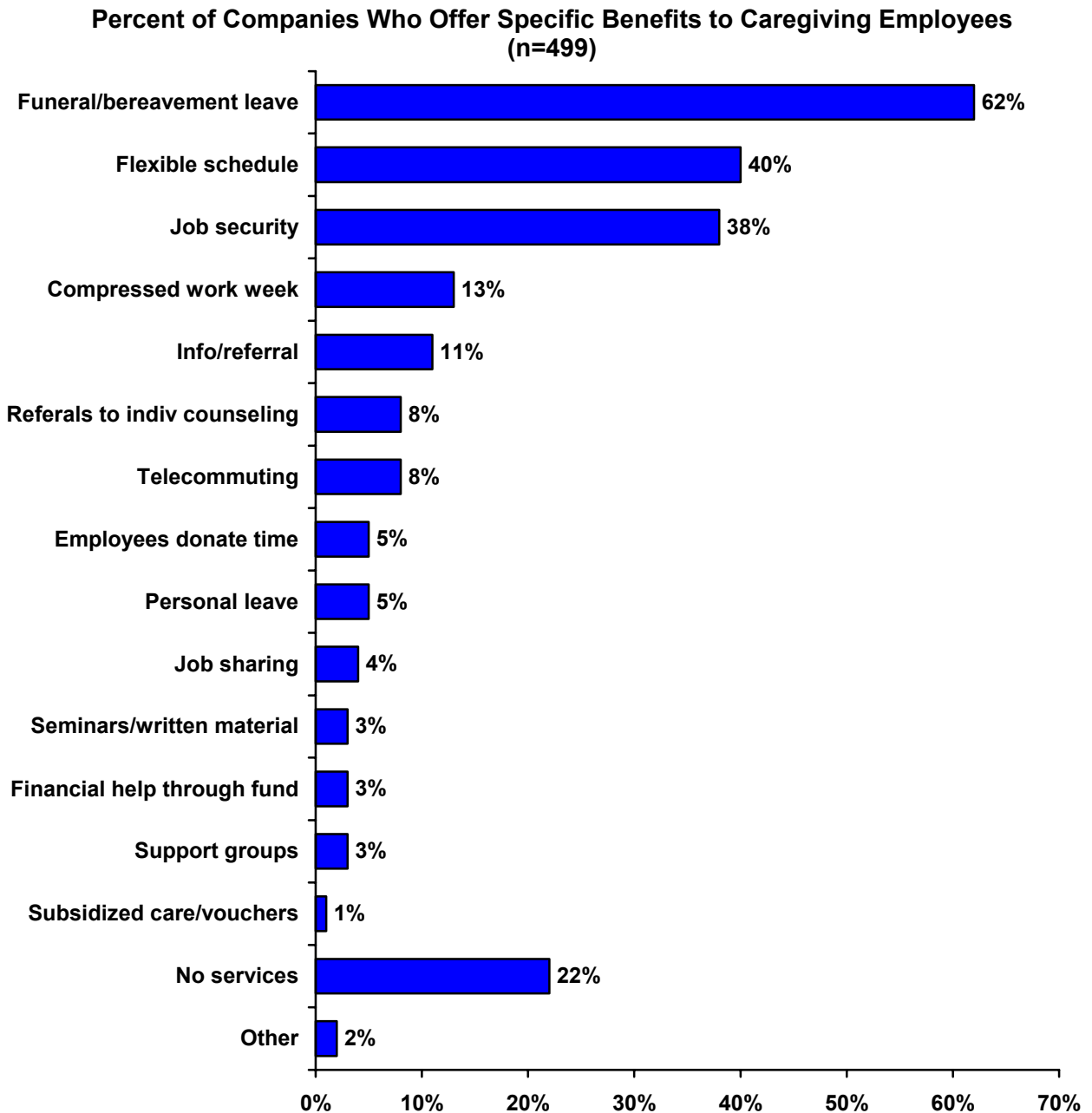
Half of respondents said that if an employee took time off to take care of an older parent or relative they would use their paid vacation time, sick leave, and unpaid leave to do so. Almost three in ten said an employee would take unpaid leave.

Type of Leave Employees Would Use if They Took Time Off to Take Care of an Older Relative (N=499)



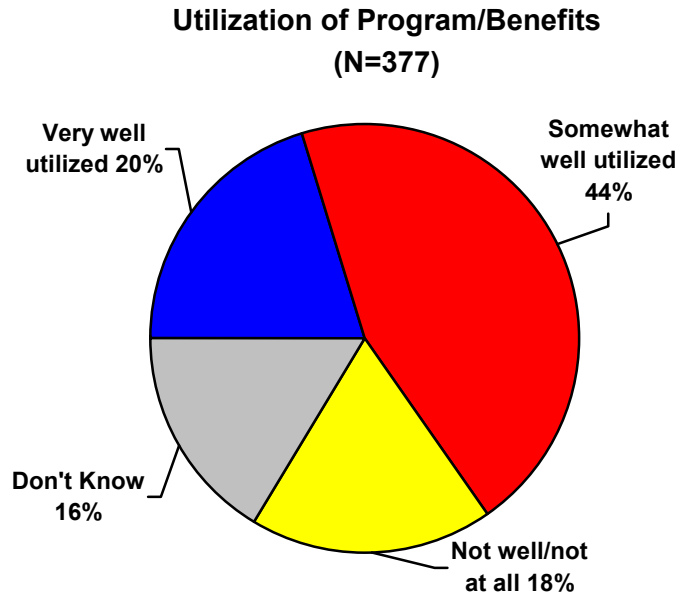
Six in ten companies offer funeral leave for caregiving employees.

Funeral/bereavement leave, flexible work schedules, and job security are the most commonly offered benefits for caregiving employees among companies in Delaware. Some companies also offer more creative benefits, such as support groups, special funds, and allowing other employees to donate time to the caregiving employee. However, fully 22 percent offer no services to caregiving employees.



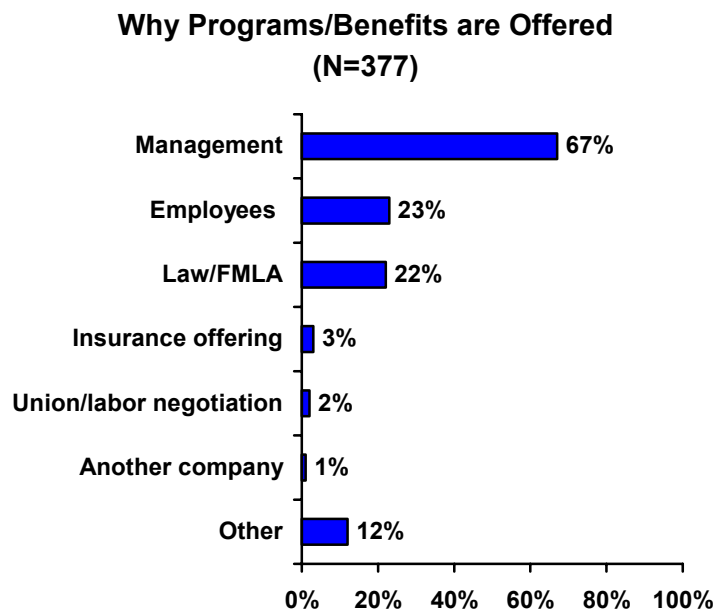
Most caregiving programs have been in place for five or more years and are well utilized.

Six in ten (62%) companies that have a program or benefit for caregivers (n=377) say that the program or benefit has been in place for five years or more. Two in ten (20%) say the program has been in place for two to five years. In addition, more than six in ten (64%) say the program or benefit is *very* or *somewhat* well utilized.



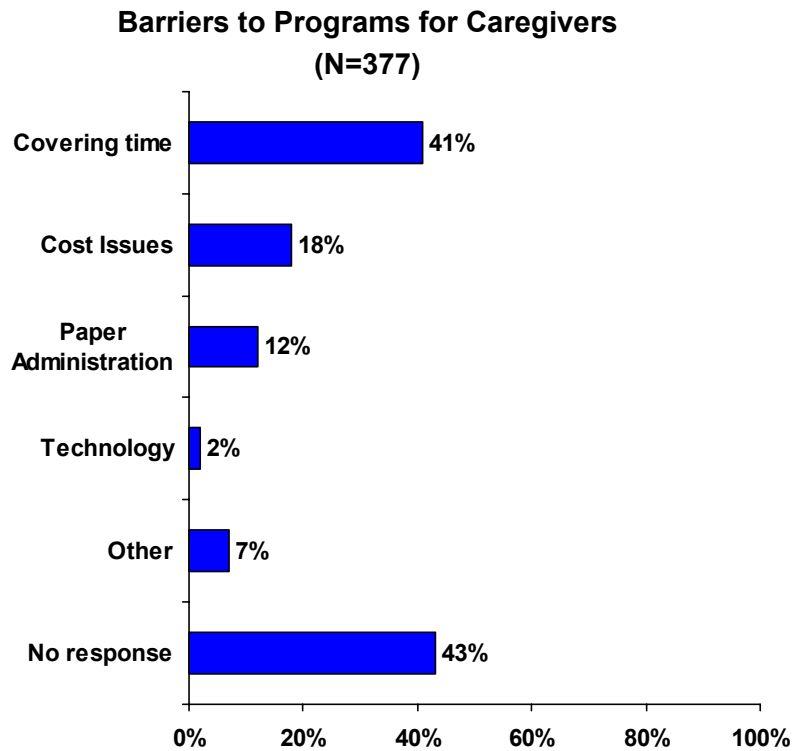
Programs and benefits are offered because management saw a need for them.

Two-thirds of respondents say that programs and benefits are offered to caregivers because management saw a need for them. Over two in ten say that employees asked for such programs or they were mandated by the law or by the Family Medical Leave Act.



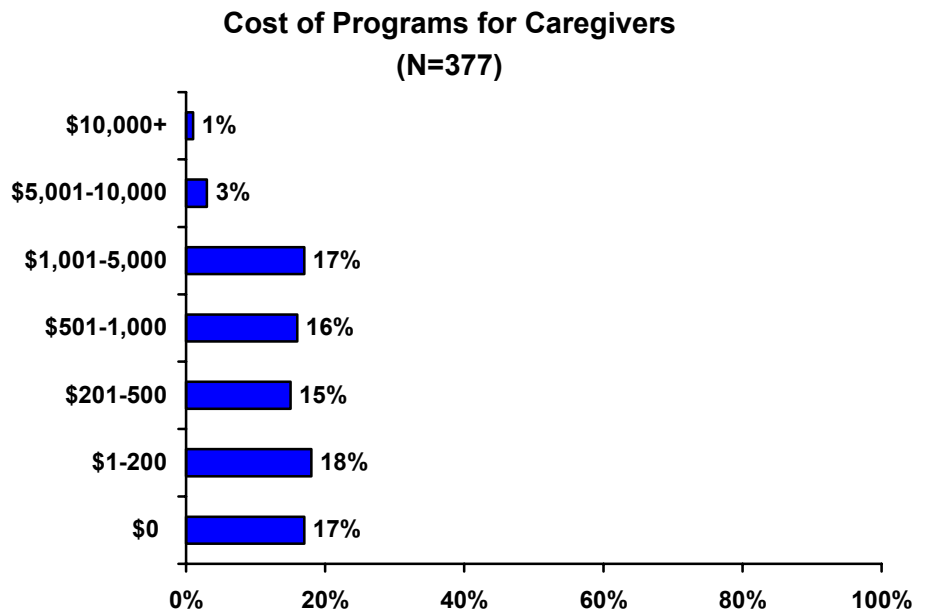
Covering employee's time is the main barrier to programs for caregivers.

Four in ten employers say that covering the employee's time is the main barrier to getting programs and benefits for caregivers implemented. Almost two in ten say that cost is a barrier. Over four in ten did not list a barrier for implementing such programs.



The cost of programs for caregivers varies.

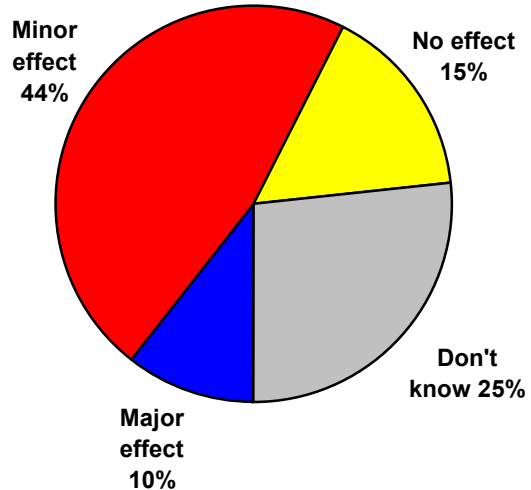
Employers give widely different responses to how much money it costs per year to provide the programs or benefits for caregivers. The cost per person for these benefits is not affected by the size of the company or whether it is non-profit, for-profit, or a government agency. Rather, the cost is determined by the types of programs or benefits offered by the company and their choice of provider.



Employers recognize that caregiving affects employee performance.

Employers were asked how much providing caregiving to an older person affects employee performance. One in ten said it had a major effect, while 44 percent said it had a minor effect. A quarter said they did not know how much caregiving effected employee performance.

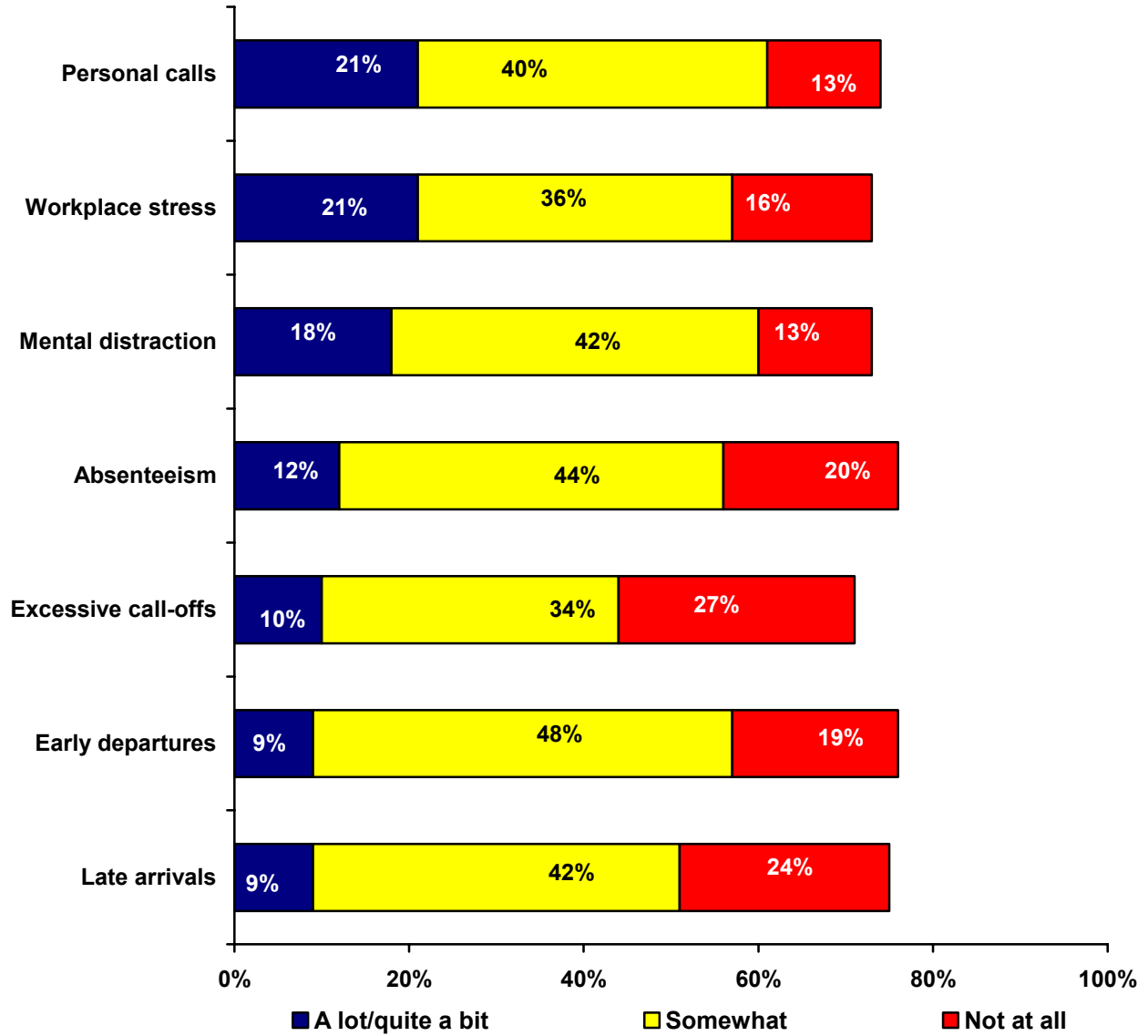
Whether Employees are Caregivers
(N=377)



Employers are aware that caregiving responsibilities influence employee performance factors.

Employers show awareness of how caregiving responsibilities can influence performance factors such as early departures from work, absenteeism, and mental or emotional distraction. In addition, it should be noted that about a quarter (25%) of respondents were either not sure or gave no response to each of the factors listed (see Appendix A).

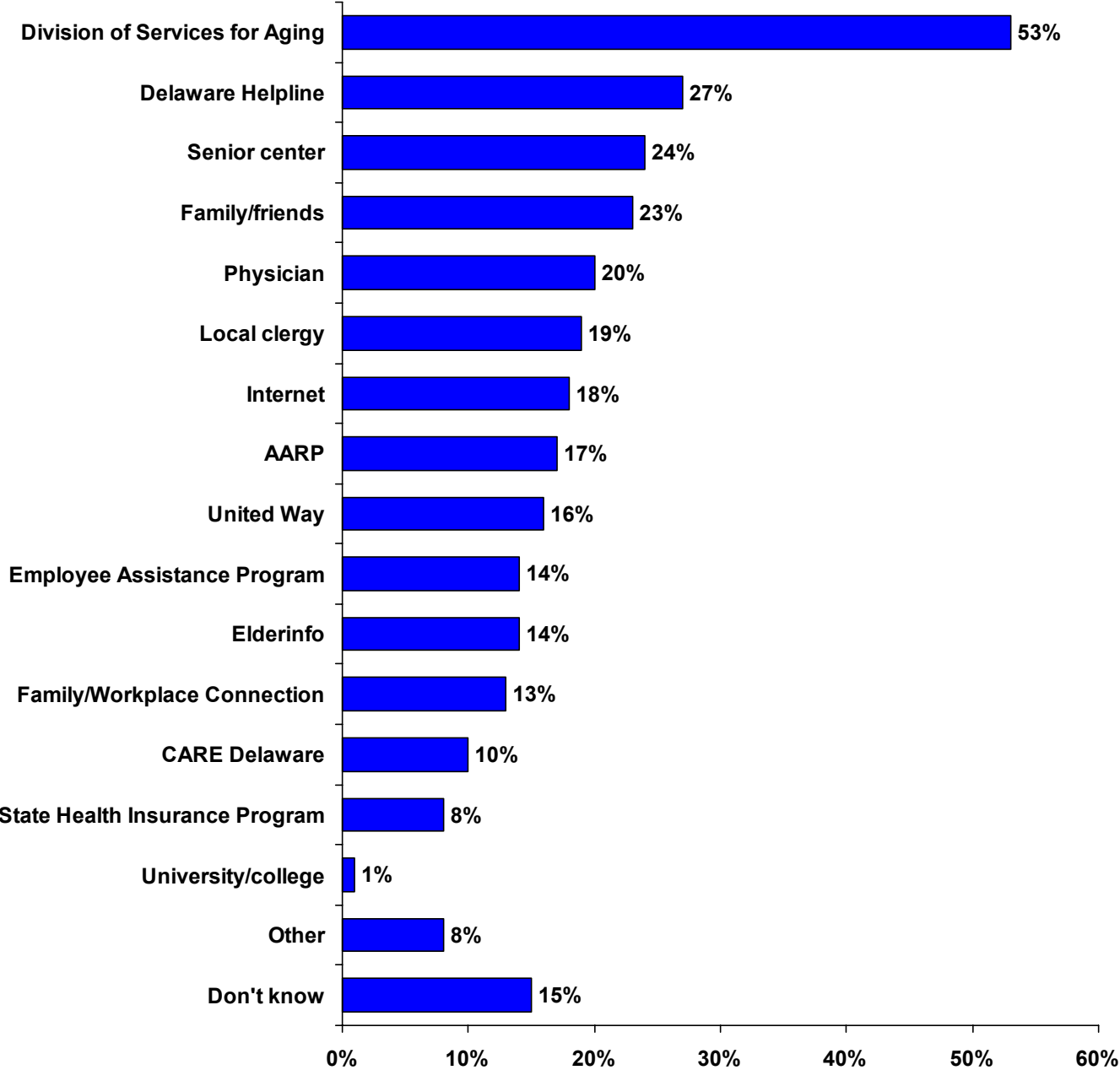
**Extent That Employers Think Elder Care Responsibilities Influence
Workplace Performance Factors
(N=377)**



Employers would refer employees to the Delaware Division of Service for Aging and Adults with Physical Disabilities if they need help with caregiving issues.

Employers say they are most likely to refer employees with caregiving needs to the Delaware Division of Services for Aging and Adults with Physical Disabilities. About a quarter would refer employees to the Delaware Helpline, a local senior center, or to family and friends. One in six would refer employees to AARP.

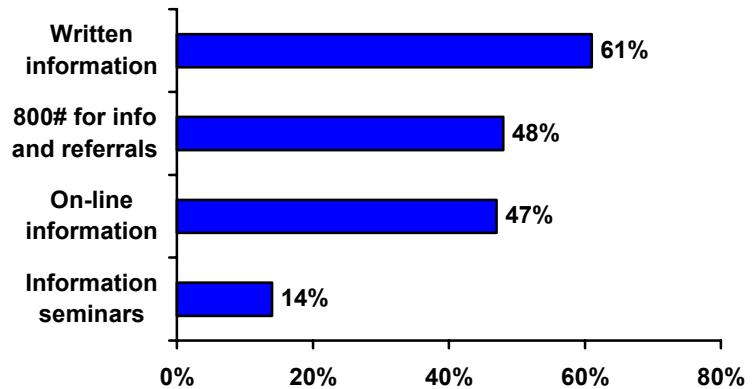
**Where Employers Refer Employees with Caregiving Issues
(n=499)**



Employers want information on caregiving and would prefer that information to be written.

Seven in ten (70%) employers want information on low- or no-cost resources available for caregivers. In addition, they want this information to be written or available through an 800 number or on-line.

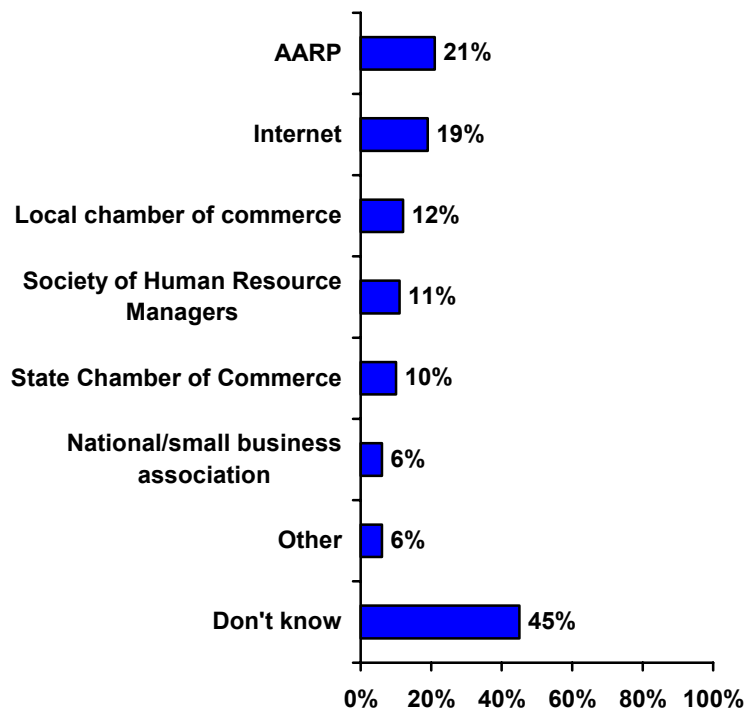
Percent of Employers Interested in Resources That Rate Resource Type as Useful (n=499)



Employers say they would look to AARP for help in developing an eldercare program.

Two in ten employers say that they would go to AARP for help in developing an eldercare program to aid caregivers. Almost two in ten say they would turn to the Internet. However, more than four in ten say they don't know who they would turn to for help.

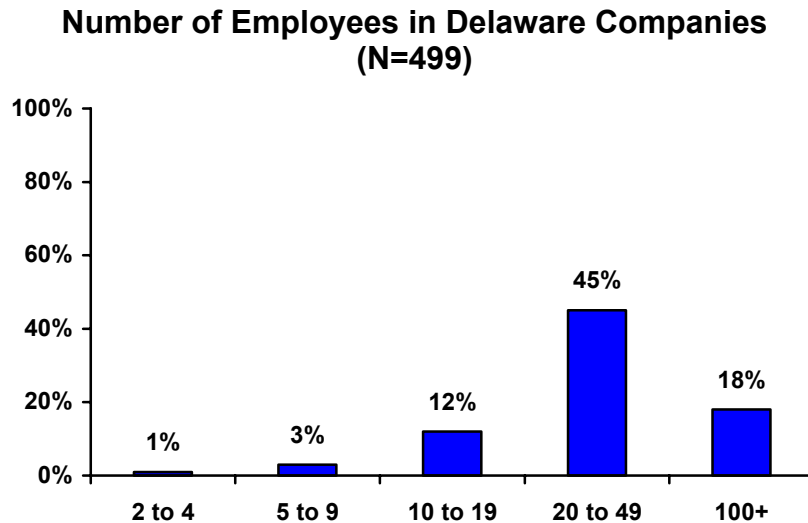
Percent of Employers Interested in Resources That Rate Resource Type as Useful (n=499)



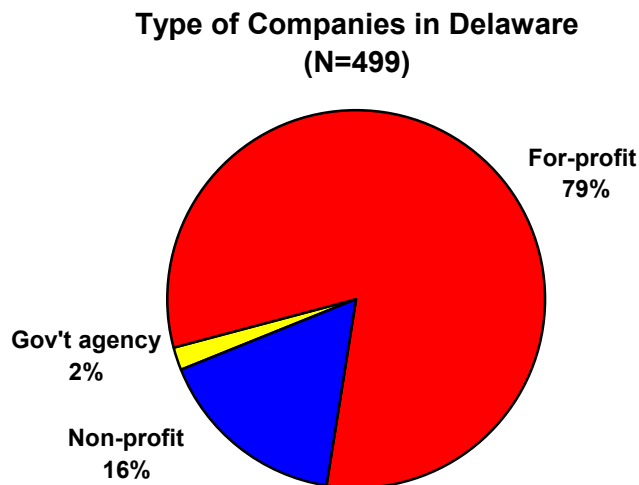
Company Characteristics

Most Delaware companies that responded have between 20 and 99 employees and are for-profit businesses.

The majority (63%) of Delaware companies have between 20 and 99 employees. Only four percent report having fewer than 10 employees, while 18 percent say they have 100 or more.



The majority of businesses in Delaware are for-profit and are not part of a larger company (82%). Moreover, nearly all companies in the state (85%) say benefit decisions are made locally and not somewhere else.



Conclusions

Employers in Delaware are aware that their employees are engaged in caregiving activities for family members and loved ones. In addition, employers recognize that caregiving activities affect their employees' work performance, including things like early departures from work, late arrivals, and personal telephone calls during working hours.

Nearly all employers offer some employee benefits, and many offer funeral or bereavement leave, flexible work schedules, and job security to aid those employees who are also caregiving. However, employers recognize that more could be done and want information on no- or low-cost resources for caregiving employees.

AARP Delaware has the opportunity to take the lead in educating employers on the issues of caregiving in the workplace. When an employee needs information about caregiving, employers know to refer them to AARP. AARP Delaware is thus poised to help employers across Delaware develop programs for employees who are facing the difficult task of balancing their duties as employees with their duties as caregivers.

Methodology

Survey Sampling, Inc. provided a sample of employers with more than one employee for the state of Delaware. A pre-notification letter was then sent to the human resources department of 2,223 businesses in the state of Delaware with more than one employee. This was followed by the survey itself, a reminder postcard, and a second copy of the survey. 499 (22%) of the businesses contacted responded to the survey. This survey has a sampling error of plus or minus 3.9 percent.

2003 Employers and Eldercare Survey

WEIGHTED N = 499, RESPONSE RATE = 22 %, SAMPLING ERROR = 3.9 +/- %
(Percentages may not add to 100% due to rounding or multiple responses. A “**” means less than 1%.)

1. How many people work either full or part time in your company in the state of Delaware?

<u>%</u>	
*	Only one (self-employed)
1	2-4
3	5-9
12	10-19
45	20-49
18	50-99
18	100 or more
0	Don't know
2	No Response

2. Are any of your employees offered any benefits, such as health insurance or paid time off?

<u>%</u>	
95	Yes
3	No
0	Don't know
2	No Response

A caregiver can be anyone who provides unpaid help to a relative or friend who is ill, disabled, or elderly. This kind of help includes assistance with bathing, dressing, preparing meals, taking medications, doing household chores, taking care of finances, arranging for outside services, or regularly visiting the person needing care. The relative or friend you are helping may be someone who lives with you or somewhere else.

3. In the past two years, have any of your employees provided care or assistance to an older person (including a spouse, parent, other relative, or friend)?

<u>%</u>	
50	Yes
24	No [SKIP TO Q5]
24	Don't know [SKIP TO Q5]
1	No Response

4. Approximately what percentage of your employees do you think are providing care or assistance to an older person? (n=249)

<u>%</u>		<u>%</u>	
52	0-5%	*	50-69%
19	6-10%	*	70% or more
7	11-19%	0	Other:
4	20-29%	13	Not sure
2	30-39%	1	No response
1	40-49%		

5. Have any of your employees asked for time off to assist an older person?

<u>%</u>	
36	Yes
49	No
14	Not sure
1	No Response

6. Have any of your employees requested time off under the Family Medical Leave Act to assist an older person?

<u>%</u>	
14	Yes
78	No
5	Not sure
2	No Response

7. Do you believe your employees would be *comfortable* asking for time off to take care of or assist an older person?

<u>%</u>	
75	Yes
5	No
18	Not sure
2	No Response

8. If an employee took time off to take care of or assist an older person, what kind of leave would they use? Would they use....

<u>%</u>	
21	Paid vacation leave
4	Paid sick leave
29	Unpaid leave
55	All of the above (vacation, sick, and unpaid leave)
7	Other (Please Specify _____)
4	Don't know
2	No Response

9. Does your company have an Employee Assistance Program?

<u>%</u>	
14	Yes
77	No
6	Not sure
3	No Response

10. Does your company offer any of the following services or programs for employees who are caring for an older person? (CHECK ALL THAT APPLY)

<u>%</u>	
3	Financial help through a special fund that employees contribute to voluntarily
5	Additional personal leave to be used for eldercare
5	Allow employees the opportunity to donate their sick time to another employee who is caring for an older relative
40	Flexible work schedule to accommodate time needed to provide eldercare
3	Support groups
11	Information and referral assistance to help find eldercare providers and resources
38	Job security for employee who need to take time off to provide eldercare
8	Telecommuting or allowing employees to work from home
4	Job sharing
3	Information about eldercare through seminars or written materials
8	Referrals to individual counseling
13	Compressed workweek that allows employees to work longer but fewer days
62	Funeral/bereavement leave
1	Subsidized care or care vouchers
3	Other (Please specify): _____
22	No services are offered [SKIP TO Q19]

11. On average, how well would you say the above program(s)/benefit(s) that are offered to caregivers are utilized? (n=377)

<u>%</u>	
20	Very well utilized
44	Somewhat utilized
9	Not well utilized
9	Not at all utilized
16	Don't know
2	No Response

12. On average, how long has the above program(s)/benefit(s) been in place?

<u>%</u>	
1	Less than 6 months
2	Between 6-12 months
5	Between 1-2 years
20	Between 2-5 years
62	5 years or more
9	Don't know
2	No Response

13. What were the circumstances that led to the above programs(s)/benefit(s) being offered? (CHECK ALL THAT APPLY) (n=377)

<u>%</u>	
23	Employees asked for it
67	Management saw a need
1	Another company implemented program successfully
3	Insurance offering
2	Union/labor negotiation
22	Law/FMLA
12	Other:
5	No Response

14. Were there any barriers to getting the program(s)/benefit(s) mentioned in question 10 implemented? (CHECK ALL THAT APPLY) (n=377)

<u>%</u>	
18	Cost issues
11	Increased paperwork/administrative issues
41	Covering the employee's time
2	Technology issues
7	Other: (Please Specify _____)
43	No Response

15. About how much do you think it costs a year to provide the programs/benefits listed in Question 10 per employee? (n=377)

%	
17	\$0
18	\$1-200
15	\$201-500
16	\$501-1,000
17	\$1,001-5,000
3	\$5,001-10,000
1	\$10,001 plus
13	No response

16. To what extent do you think eldercare responsibilities influence the following performance factors in your company? (n=377)

	A lot	Quite a bit	Somewhat	Not at all	Not Sure	No Response
a. Workplace stress	8%	13%	36%	16%	18%	9%
b. Absenteeism	5%	7%	44%	20%	16%	8%
c. Late arrivals to work	5%	4%	42%	24%	17%	8%
d. Early departures from work	3%	6%	48%	19%	16%	8%
e. Mental/emotional distraction	7%	11%	42%	13%	19%	9%
f. The amount of personal calls made at work	5%	16%	40%	13%	18%	8%
g. Excessive sick days/call-offs	3%	7%	34%	27%	19%	10%

17. How much do you think providing care or assistance to an older person affects employee performance in your company or business? (n=377)

%	
10	Major effect
44	Minor effect
15	No effect
25	Don't know
5	No Response

18. If an employee was having difficulty caring for an older person and came to you for assistance, where would you refer the employee for help? (CHECK ALL THAT APPLY) (n=377)

<u>%</u>	
53	Delaware Division of Services for Aging and Adults with Physical Disabilities
10	CARE Delaware
8	State Health Insurance Program (SHIP)
14	Elder info
27	Delaware Helpline
1	Nearby university or college
13	Family and Workplace Connection
23	Family/friends
19	Local clergy
20	Physician
24	Senior center
14	Employee assistance program
17	AARP
18	Internet
16	United Way of Delaware
8	Other: _____
15	Don't know
5	No Response

19. If there were low- or no-cost resources available for employees caring for older persons, would you be interested in having or knowing about these resources?

<u>%</u>	
70	Yes
9	No
18	Don't know
3	No Response

20. What kind of resources do you think would be useful?

<u>%</u>	
61	Written information
47	On-line information
14	Information seminars
48	An 800 number for information and referrals
0	Other: _____
11	Don't know
5	No Response

21. If you wanted to establish an eldercare program that provided assistance to those caring for an older spouse, parent, relative, or friend at your company, where would you go for assistance?

<u>%</u>	
12	Local chamber of commerce
21	AARP
1	A national business education organization
5	Small business association
11	Society of Human Resource Managers (SHRM)
10	Delaware State Chamber of Commerce
19	Internet
6	Other: _____
45	Don't know
6	No Response

Demographics

The following questions are for classification purposes only.

22. What best describes your company?

<u>%</u>	
16	Non-profit
79	For-profit
2	Government agency
3	No Response

23. Are you part of a larger company or organization?

<u>%</u>	
16	Yes
82	No [SKIP TO Q25]
0	Don't know [SKIP TO Q25]
2	No Response

24. Approximately how many employees does your company or organization have nationwide? _____ (n=78)

<u>%</u>	
8	1-25
5	26-50
8	51-100
9	101-200
15	201-500
8	501-1000
21	1000 and up
27	No Response

25. Are employee benefit decisions made locally, at your location, or are they made somewhere else, such as company headquarters?

<u>%</u>	
85	On location
10	Somewhere else
1	Don't know
4	No Response

26. Approximately what percentage of your employees in Delaware are female?

<u>%</u>		<u>%</u>	
18	0-10%	11	41-50%
9	11-20%	13	51-60%
7	21-30%	11	61-70%
6	31-40%	22	71% or more
		4	No Response

27. What would you say the average age for employees is at your company?

<u>%</u>	
11	18-29
72	30-45
14	45+
3	No Response

28. Approximately what percentage of your employees in Delaware work less than 20 hours a week?

<u>%</u>		<u>%</u>	
65	0-10%	5	41-50%
8	11-20%	2	51-60%
8	21-30%	1	61-70%
5	31-40%	2	71% or more
		2	No Response

29. What area of Delaware is your company located in?

<u>%</u>		<u>%</u>	
64	New Castle	16	Sussex
11	Kent	9	No Response

Thank you for completing this survey. Please use the postage-paid envelope and return it to State Member Research, AARP, 601 E Street, NW, Washington, DC 20049, by **September 16, 2003**.

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For more information contact Erica Dinger (202) 434-6176.