

Survey of At-Risk Working Caregivers

For
National Alliance for Caregiving and AT&T

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Sponsored by:



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Table of Contents

INTRODUCTION AND METHODOLOGY	2
KEY FINDINGS	5
DETAILED FINDINGS	13
Caregiving Situation	14
Work Situation	29
Caregiver Perspective on Job	35
Impact of Caregiving at Work	38
Workplace Supports	51
Profile of Respondents	58

Section I

INTRODUCTION AND METHODOLOGY

The study was conducted to learn about working caregivers who are at risk for changes to their work status that could negatively affect them or their employers.

What were the study objectives?

The National Alliance for Caregiving and AT&T wish to learn more about working caregivers who are at risk for changes to their work status or situation that could negatively affect them or their employer. Specifically, they would like:

- To learn about working caregivers in general, and about the types of employment changes they make to better support their caregiving, including the following:
 - taking time off work
 - juggling work hours
 - turning down work-related training or education opportunities
 - turning down a promotion
 - taking a leave of absence
 - cutting the number of hours worked per week
 - stopping work temporarily, then going back to work at another job
 - leaving a job to take another one that works out better for one's caregiving role
 - quitting work entirely
 - taking early retirement
- To identify what distinguishes working caregivers who have made or are likely to make such employment changes from other working caregivers
- To learn what causes or predicts a working caregiver's likelihood of making employment changes that better support their caregiving
- To catalyze the development of ideas about what employers can do to help caregivers balance their work and caregiving better, and to minimize their need to make employment changes that may be negative for the caregiver and the employer

An online survey of unpaid caregivers who were employed while they were a caregiver was fielded in May 2008.

What was the methodology?

- An online survey was conducted among individuals who had served as unpaid caregivers to a relative or friend age 18 or older, and who were employed at some time while they were a caregiver. Self-employed individuals were excluded.
- In order to ensure that respondents were representative of all working caregivers, the outgoing survey invitations were sent to a sample that was balanced such that all who were screened for the survey were representative of U.S. demographics in terms of age, education, gender, and race/ethnicity.
- Early in the screening process, invitations to individuals age 65 and older were stopped because such a small percentage of them were qualifying for the study.
- The questionnaire was fielded online from May 14 to 29, 2008 using Greenfield Online's panel.
- Respondents who did not report performing any activities of daily living or instrumental activities of daily living were excluded, as were individuals who had been employed for fewer than five hours per week.
- To ensure quality, questionnaires completed in less than six minutes were excluded, as were questionnaires where respondents incorrectly answered a question validating their date of birth.
- The typical respondent took 11 minutes to complete the questionnaire.
- Assuming the panel sample is equivalent to a random sample of the working caregivers, the margin of error for this study at the 95% confidence level is approximately plus or minus three percentage points.

Section II

KEY FINDINGS

Key Findings

What are the demographics of these working caregivers?

- Working caregivers are just over half female (56%).
- Seven in ten are under the age of 50 (71%).
- Four in ten respondents are college graduates (41%), while 20% have no more than a high school education. Half have a household income of \$50,000 or more (52%).

What is working caregivers' basic caregiving situation?

- Working caregivers predominantly care for a relative (85%).
- Four in ten live with their care recipient (42%), and another third live less than 20 minutes away (35%).*
- Two-thirds spend fewer than 20 hours a week giving care (66%), with 44% spending less than 10 hours per week.
- Two-thirds help their loved one with at least one activity of daily living (ADL) (67%), and virtually all help with one or more instrumental activities of daily living (IADLS) (99.9%).*
- Half of working caregivers report that they provide most of the unpaid care for their loved one (51%), and an additional 30% say they and someone else provide equal amounts of unpaid care.
- Eight in ten say that other friends or relatives provide at least *a little* unpaid help in caring for their loved one (81%), while only 39% say paid caregivers are involved.
- Four in ten feel that caring for their loved one is quite emotionally stressful (40% rating it 4 or 5 on a 5-point scale).
- Half feel they had a choice in taking on the responsibility of caring for their loved one (52%).

* Respondents in this survey appear to be in more intensive caregiving situations, on average, than caregivers interviewed in the most recent national survey of caregivers. They are more likely to co-reside with their care recipient, and to help with most of the ADLs and a few of the IADLS.

Key Findings

Why do employed caregivers continue working?

- Economic reasons motivate many working caregivers to continue working. Of those who have not left their employer, almost all say their need for the income is a *major or minor* reason why they continue to work (96%), and seven in ten say their employee benefits are (71%).
- Although employment may be an economic necessity for many caregivers, eight in ten (79%) say they would prefer to work while they are caregivers, even if they did not need the income.
- Moreover, work can also be a refuge for caregivers. Half agree that their time at work is a welcome break from their caregiving responsibilities (50% *strongly/somewhat* agree) and a similar proportion cite this break as a reason they continue working (55%).
- Working caregivers also indicate that aspects of the workplace that support their caregiving are among the reasons they continue to work for their employer.
- Specifically, eight in ten of those whose supervisors know about their caregiving say the supervisor's flexibility with them is one of the reasons why they continue on the job (80% *major/minor* reason), and six in ten working caregivers acknowledge employer policies that are supportive of their caregiving as reasons they stay on the job (62%).
- Half of working caregivers who remain on the job report that a reason they have stayed with their employer is they are not sure that other jobs would be as tolerant of their caregiving (49%).

Key Findings

What type of employment situations do they have?

- A majority of caregivers are in situations that are supportive of their caregiving. In particular:
 - Two-thirds say it would not typically be a problem for them to leave work to deal with an unexpected caregiving issue (66% *strongly/somewhat* agree).
 - Three-quarters say they work for companies whose policies are supportive of their caregiving (77%).
- Further, most indicate that their colleagues and supervisors are supportive.
 - Nine in ten report their supervisor is as flexible as possible to support their caregiving (89% *strongly/somewhat* agree)
 - Almost as many feel their co-workers have shown understanding about their situation (87%).

What impact does caregiving have at work?

- One in four caregivers have a difficult time balancing their caregiving with the demands of their job (24%), four in ten have an easy time (39%), and another 37% are in the middle.
- A majority are tired at least occasionally because of their caregiving (63%), and half find themselves distracted by their caregiving responsibilities at least occasionally (49%).
- Caregiving issues interrupt the work of four in ten working caregivers (40%), and 35% acknowledge that they spend significant time during work hours dealing with caregiving-related issues from time to time.
- Most caregivers claim that caregiving has no effect on the quantity or quality of the work they do (68% each). However, 29% note a decline in quantity and 29% admit the quality of their work has suffered due to caregiving.

Key Findings

What impact does caregiving have at work? (*continued*)

- Four in ten working caregivers tally up moderate to severe impacts in their work situation—such as leaving their job, taking a long leave of absence, or experiencing multiple minor workplace impacts—as a result of caregiving (40%).
- Nearly one in five caregivers leave their job as a result of caregiving (18%), although some ultimately take another job that works out better for them. Of those who left their job, six in ten indicate it was their decision to do so (63%), while 17% admit it was their employer who wanted them to leave.
- One-quarter of employed caregivers cut back on hours in their regularly weekly job schedule (28%), and 16% took a leave of absence.
- More common means of balancing caregiving responsibilities with those of their job are for caregivers to take time off work (64%) or juggle their work hours (62%).
- A minority of caregivers make sacrifices in their professional growth as a result of caregiving, with 19% turning down work-related training and 8% turning down a promotion.
- Among the caregivers who have stayed with their job, 13% report they have given real thought to quitting their job as a result of caregiving.

Key Findings

What factors predict work impacts?

- Regression analyses were performed to identify what factors explain the variability in work impacts experienced by caregivers. A "work impacts index" was created to summarize the disruptions in work that they experience, from juggling work hours or taking time off work to leaving their job (see page 46 for detail).
- Although the analyses give insight into factors that contribute to work disruption, they only explain a limited amount of the variability in work impacts actually seen among caregivers. This is because caregivers face a variety of caregiving situations and bring to these situations a wide range of financial, family, community resources, personalities, and values.
- Caregiving factors that appear to signal which caregivers are most at-risk for work disruption are:
 - the number of hours spent providing care
 - the number of IADLs the caregiver assists with (out of seven total)
 - the presence of ADLs
 - the level of emotional stress experienced by the caregiver.
 - a lower level of household income
- Three other caregiver characteristics—co-residence with the care recipient, being the primary caregiver, and being female—are weak, but still significant, predictors of work disruption. Nevertheless, these may be of value to employers seeking to identify workers at risk for work disruption due to their caregiving responsibilities.
- Aside from these *caregiver* characteristics that help “drive” the caregiver’s need to cut or juggle hours, leave their job, or make other workplace changes, one *on the job* factor is actually the strongest predictor of whether or not a caregiver will make such changes—a decline in the quality or quantity of the caregiver’s work. Clearly this decline is itself a result of the caregiver’s situation like the other impacts employers may be seeking to avoid, but it can serve as a sign to employers that other disruptive impacts may be on the horizon.

Key Findings

What supportive services or workplace policies do caregivers value?

- When asked what would help caregivers balance their caregiving and work, to avoid having to cut back their hours or leave their job, the most common suggestions are offering flexibility in hours (14%), assigning a more favorable schedule or working with the caregiver to determine one (8%), and being understanding (7%). However, half of caregivers say no changes are needed (55%).
- Working caregivers were presented with ten different kinds of programs or services that employers could make available to caregivers and asked how helpful each one would be to helping them balance their work with caregiving, to avoid cutting back on their hours or leaving their job. If their employer already offered the program, they were asked to rate how helpful it actually is.
- Flexibility in the work schedule emerges as most helpful, with seven in ten working caregivers rating it as *extremely* or *very* helpful (71%).
- The next most helpful policies/services, with half finding each *extremely/very* helpful, were:
 - Telecommuting, at least some of the time (55%)
 - A service that transports the care recipient to and from medical appointments (54%)
 - Allowing employees to donate sick or vacation days to caregivers in need (52%)
- Four in ten say it would be *extremely/very* helpful to have a service that connects them to caregiving information and resources in their community (42%), and 41% would like a care manager who assesses the situation, designs a care plan, and helps them arrange needed services.
- At least one-third would find a caregiver coach helpful in guiding them through disability and aging systems (36% *extremely/very* helpful), would find seminars on how to deal with financial and legal aspects of caregiving to be helpful (35%), or would be helped by a caregiver support telephone service (34%). Fewest (29%) consider access to caregiver support groups to be *extremely/very* helpful.

Key Findings

What supportive policies do employers already offer?

- Two-thirds of caregivers say their employer already allows flexible work hours for employees in their position (66%).
- Roughly one in five report their employers allows telecommuting at least some of the time (23%) or allows employees to donate leave time to colleagues in need (20%).
- A similar proportion indicate their employer offers some kind of program to help family caregivers, such as information and referral, employee assistance program counseling, support groups, or a geriatric care manager (22%). A small proportion, 4%, claim their employer helps pay for services for the care recipient (such as an adult day care center or care provider).
- Among those whose employers offer programs for caregivers or help pay for care recipient programs, one in three report having used the services.

What can employers do to prevent or minimize work disruption?

- A regression analysis showed that employers can help minimize workplace impacts by doing the following:
 - Allowing telecommuting at least part of the time.
 - Encouraging coworkers to show understanding toward working caregivers about their situation.
 - Offering programs to help family caregivers, such as information and referral, employee assistance program counseling, support groups, or a geriatric care manager.
 - Reducing the competitive nature of the work environment
 - Reducing the need for frequent overtime
- In addition, to minimize declines in the quantity and quality of caregivers work, employers can help ensure that other staff can back up caregivers, if needed. Caregivers who believe that other co-workers have the ability to do their job are less likely to report these declines in their output.

Section III

DETAILED FINDINGS

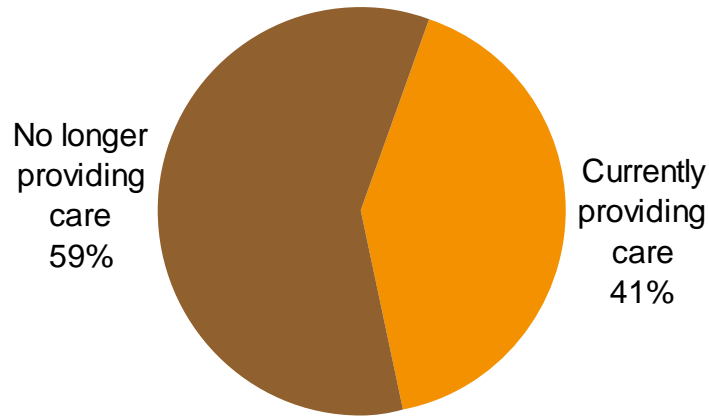
CAREGIVING SITUATION

Four in ten respondents are current caregivers, while the others are recalling caregiving that they provided within the past two years.

Currently Providing Care

Are you currently providing care to your relative or friend, or was this something you did in the past two years but are no longer doing?

Base: All
(n=1,000)

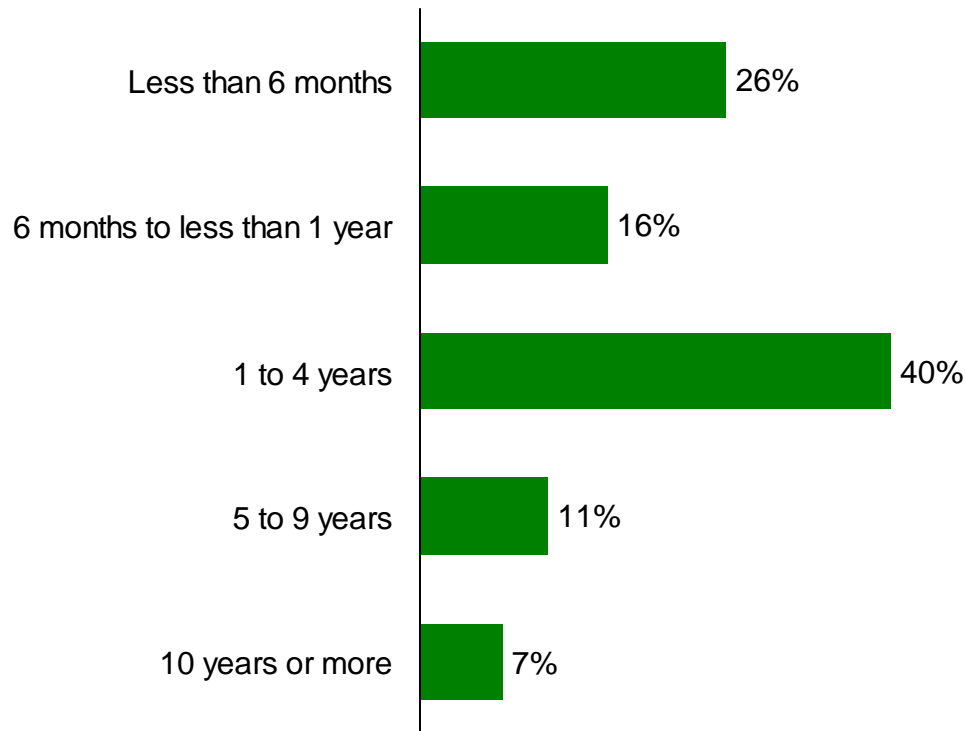


Nearly six in ten caregivers gave care for a year or more. Those giving care for very short or very long periods of time tended to be in less intensive caregiving situations.

Time as Caregiver

For how long have you been providing/did you provide help to your care recipient?

Base: All
(n=1,000)



Of those giving care for less than six months, 29% have a high burden of care, whereas half of those who had given care for six months to four years indicate this is the case (49%).

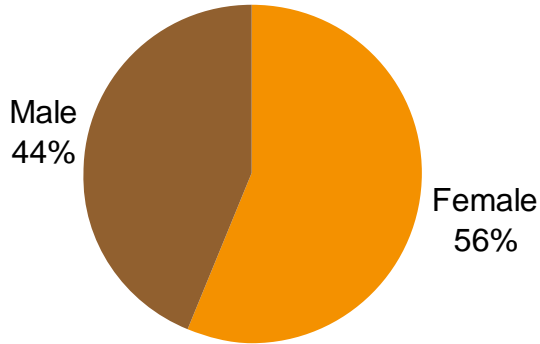
Those who have given care for ten years or more tend to be in less intensive situations (34% high burden).

[See page 24 for burden of care definitions.]

Just over half of the working caregivers are female, and nearly two-thirds of the care recipients are.

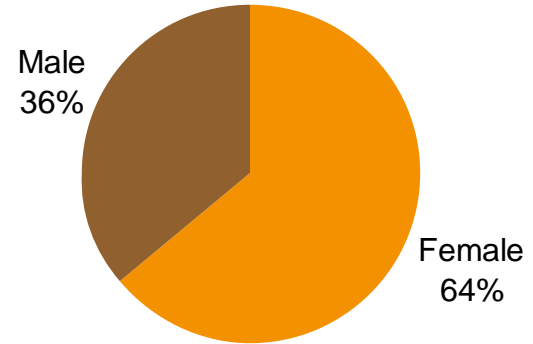
Caregiver Gender

Base: All
(n=1,000)



Care Recipient Gender

Base: All
(n=1,000)



	Male Caregivers (n=436)	Female Caregivers (n=564)
Male care recipient	36%	35%
Female care recipient	64%	65%

A large majority of working caregivers take care of a relative. One in three take care of a parent.

Care Recipient Relationship to Caregiver

What is his or her relationship to you? S/he is your...?

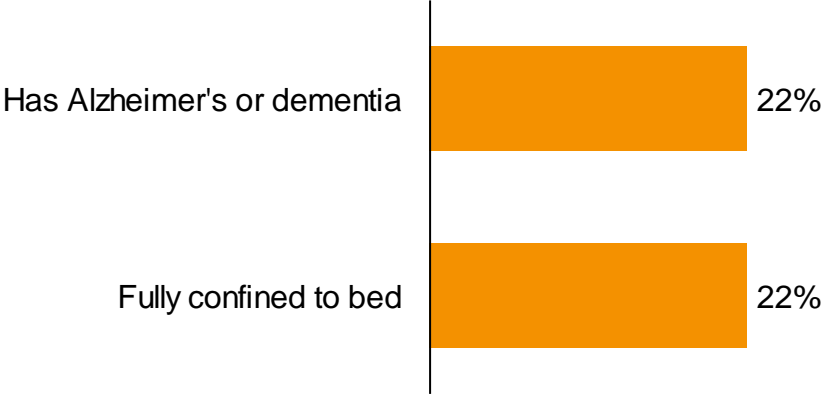
	Total (n=1,000)
Relative	85%
Parent	34
Grandparent or Great-Grandparent	16
Spouse	8
Parent-in-law	7
Child	6
Sibling	5
Uncle, Aunt, Great-Uncle, or Great-Aunt	5
Partner	3
Sibling-in-law	1
Other relatives	1
Non-relative	15%
Friend/neighbor	15

One in five care recipients have Alzheimer's or dementia, and a similar proportion are confined to bed. Both of these situations correlate with a higher number of hours spent caregiving.

Care Recipient Condition

Does/did this describe the person you provide/provided care to?

Base: All
(n=1,000)



5% of respondents say their care recipient has Alzheimer's/dementia *and* is confined to bed.

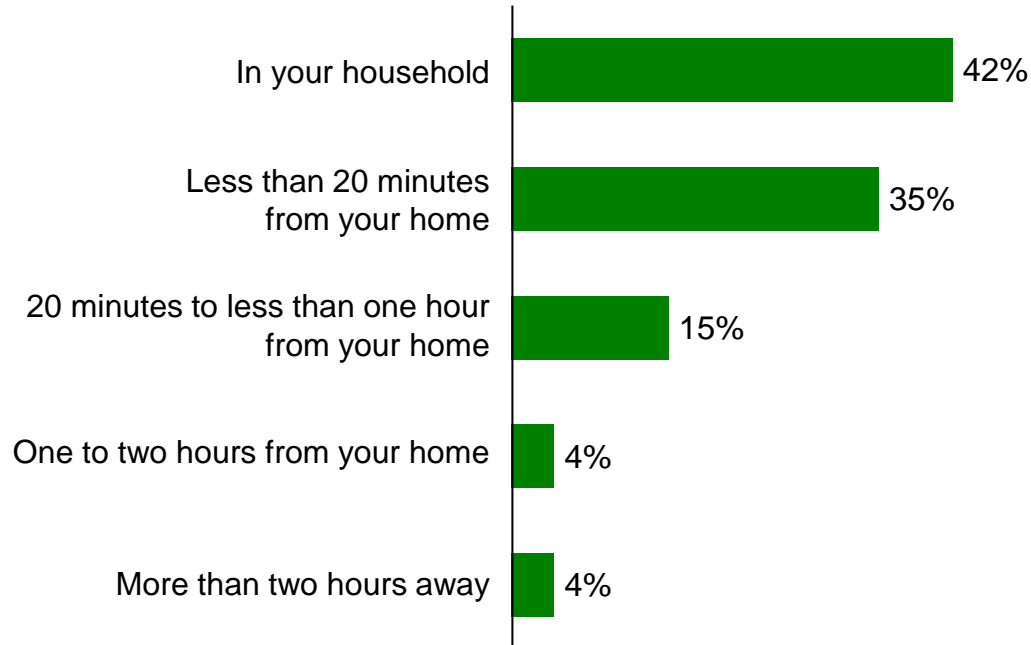
Four in ten working caregivers live with their care recipient, and one-third live less than 20 minutes away.

Residence of Care Recipient

Where does the person you care for live?

(When you were last employed and caregiving at the same time, where did the person you cared for live?)

Base: All
(n=1,000)

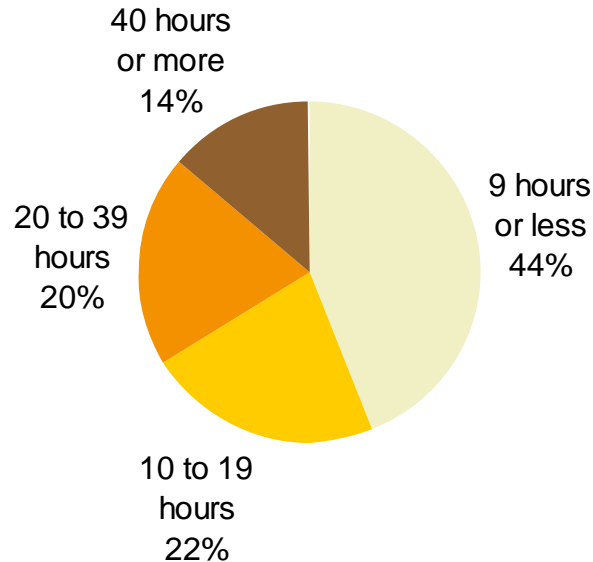


One in three working caregivers spend 20 hours or more each week giving care.

Weekly Hours Spent Caregiving

In a typical week, about how many hours in total do/did you spend helping your relative or friend in the ways you just indicated?

Base: All
(n=1,000)



Caregivers who are employed full time serve as caregivers for the same number of hours, on average, as those who are employed part time.

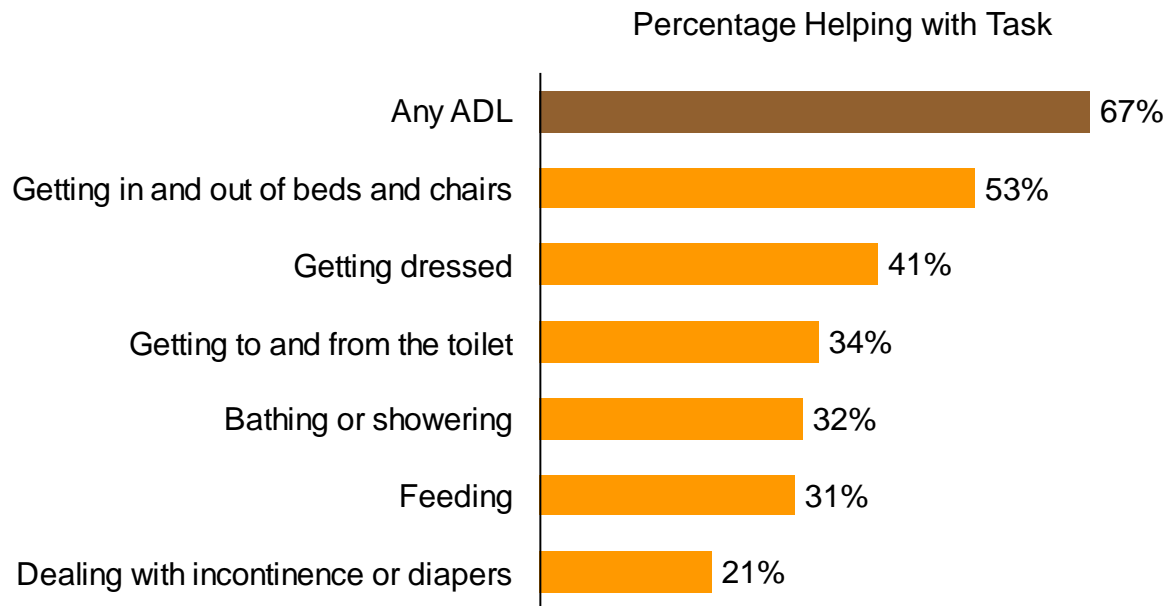
Co-resident caregivers tend to put in a greater number of hours caregiving. Nearly half (46%) spend 20 hours or more caregiving each week, compared to 25% of those who live apart from their recipient.

Half of working caregivers assist their care recipient with getting in and out of beds; four in ten provide help with dressing.

Helping with Activities of Daily Living (ADLs)

Which of the following tasks do/did you help your care recipient with?

Base: All
(n=1,000)



Co-resident caregivers are more likely than others to help their loved one get dressed (45% vs. 38%) or bathed (39% vs. 28%).

Those who take care of someone with Alzheimer's or dementia are more apt to help with each of the ADLs.

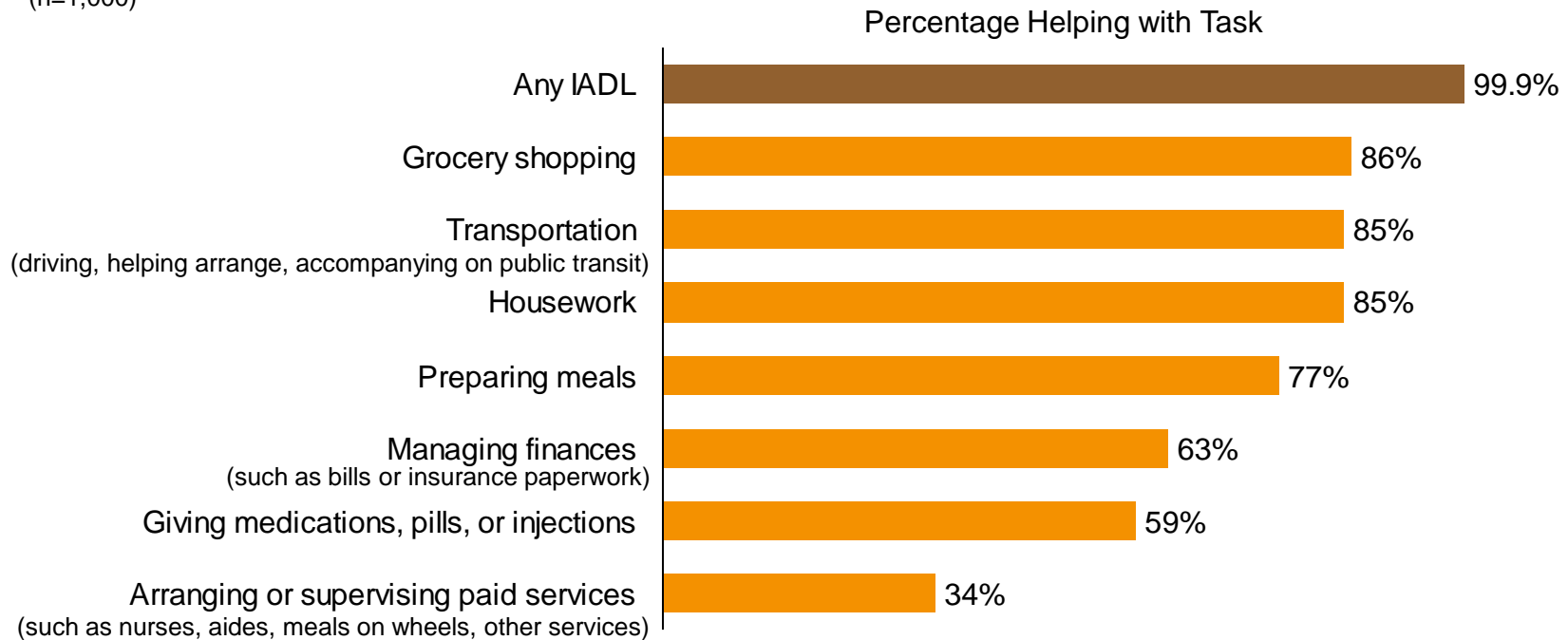
A larger share of female caregivers than male help with dressing (44% vs. 37%), but more men help feed their care recipient (35% vs. 29%).

Virtually all working caregivers help with one or more of the instrumental activities of daily living. Grocery shopping, transportation, and housework are the most common.

Helping with Instrumental Activities of Daily Living (IADLs)

Which of the following tasks do you/did you help your care recipient with?

Base: All
(n=1,000)



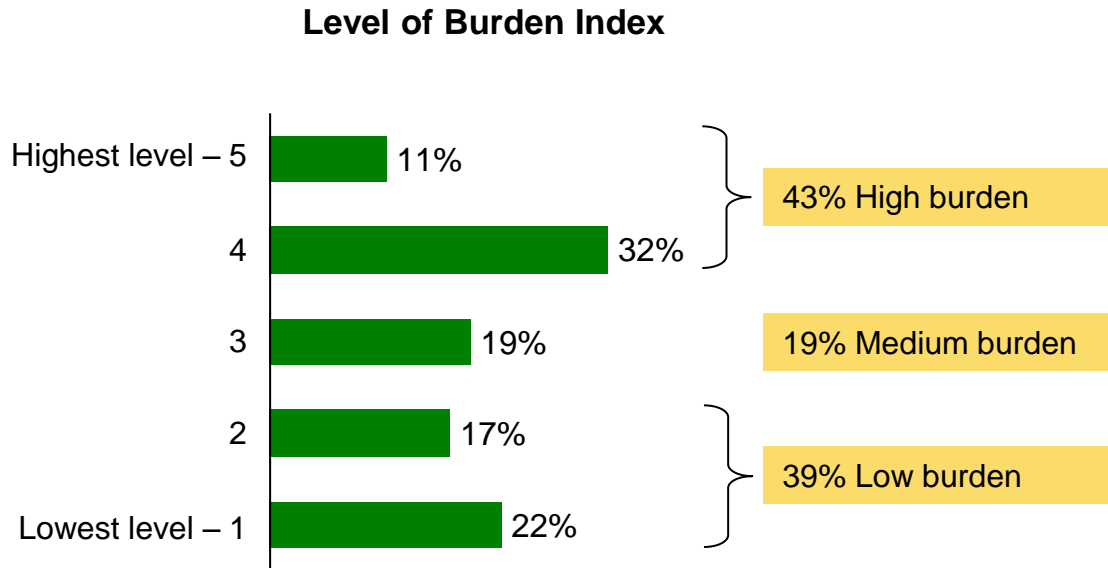
A larger share of co-resident caregivers are involved in each IADL except for arranging/supervising paid services.

Men are more likely than women to help manage finances (67% vs. 59%) and arrange paid services (40% vs. 30%).

Caregivers in situations with Alzheimer's/dementia show a greater tendency to manage finances (73% vs. 60%), arrange paid services (54% vs. 29%), and give medicines (76% vs. 53%).

Four in ten caregivers are providing a high level of care, taking into account the number of ADLs and IADLs they perform, and the number of hours they provide care.

Base: All
(n=1,000)



The level of burden index was developed in the 1997 study *Family Caregiving in the U.S.* To compute the index, each caregiver receives points for the number of hours of care they give, and the types of care provided. Then the total number of points are consolidated into five levels. In this study, the break points on hours per week differ by one hour from the 1997 study. In this report, analysis often further collapses the levels into “High Burden” (Levels 4 to 5), “Medium burden” (Level 3), and “Low burden” (Levels 1 to 2).

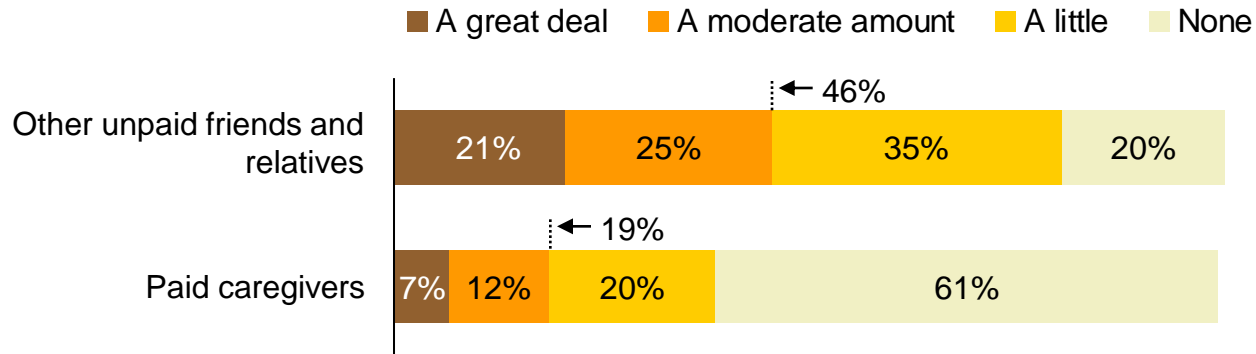
Hours of Care per Week		Types of Care Provided		Consolidating into Levels of Care
0 to 9 hours	1 point	0 ADLs, 1 IADL	1 point	2 to 3 points = Level 1
10 to 19 hours	2 points	0 ADLs, 2+ IADLS	2 points	4 points = Level 2
20 to 39 hours	3 points	1 ADL, 0 to 7 IADLS	3 points	5 points = Level 3
40 or more hours	4 points	2+ ADLs, 0 to 7 IADLS	4 points	6 to 7 points = Level 4
				8 points = Level 5

Nearly half of working caregivers say other family members or friends help out. But only one in five have help from paid caregivers.

Caregiving Help from Others

How much caregiving help have each of the following provided to your care recipient during the last two years?

Base: All
(n=1,000)



Who Is More Likely to Receive Help from Unpaid Family and Friends?

- Those working at least 36 hours (23% vs. 16% of those working fewer hours receive a *great deal* of help)
- Those who care for someone living outside of the household (27% vs. 13% of co-resident caregivers receive a *great deal* of help)
- Caregivers who report frequent overtime (25% vs. 19% of caregivers without frequent overtime have a *great deal* of help)
- Those in competitive work situations (23% vs. 18% of those in less competitive situations).

Who Is More Likely to Receive Help from Paid Caregivers?

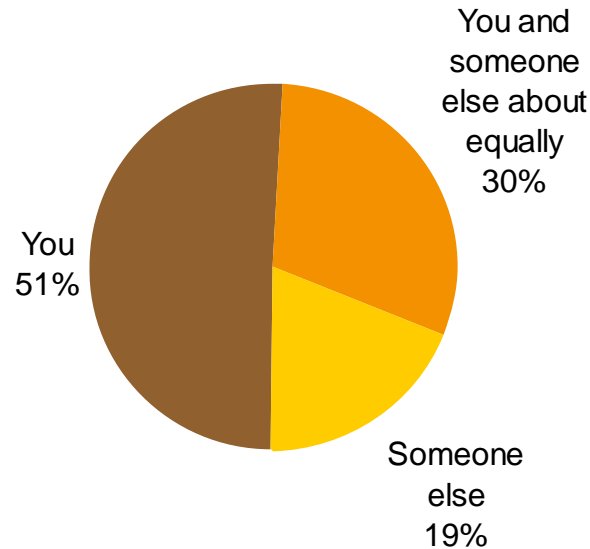
- Caregivers with at least \$50,000 in household income (22% receive a *moderate amount/great deal* vs. 15% for those with less income)
- Caregivers whose recipient has Alzheimer's or dementia (32% vs. 15% receive a *moderate amount/great deal*)
- Those who do not live with their recipient (24% vs. 11% *moderate amount/great deal*)
- Caregivers with unpredictable workloads (24% vs. 17% *moderate amount/great deal*)

Half of the working caregivers are serving as the primary caregiver.

Primary Caregiver

Who provides/provided most of the unpaid care for your care recipient?

Base: All
(n=1,000)



Male caregivers are more likely than females to report being the primary caregiver (56% vs. 48%).

As one might expect, being primary caregiver is also associated with...

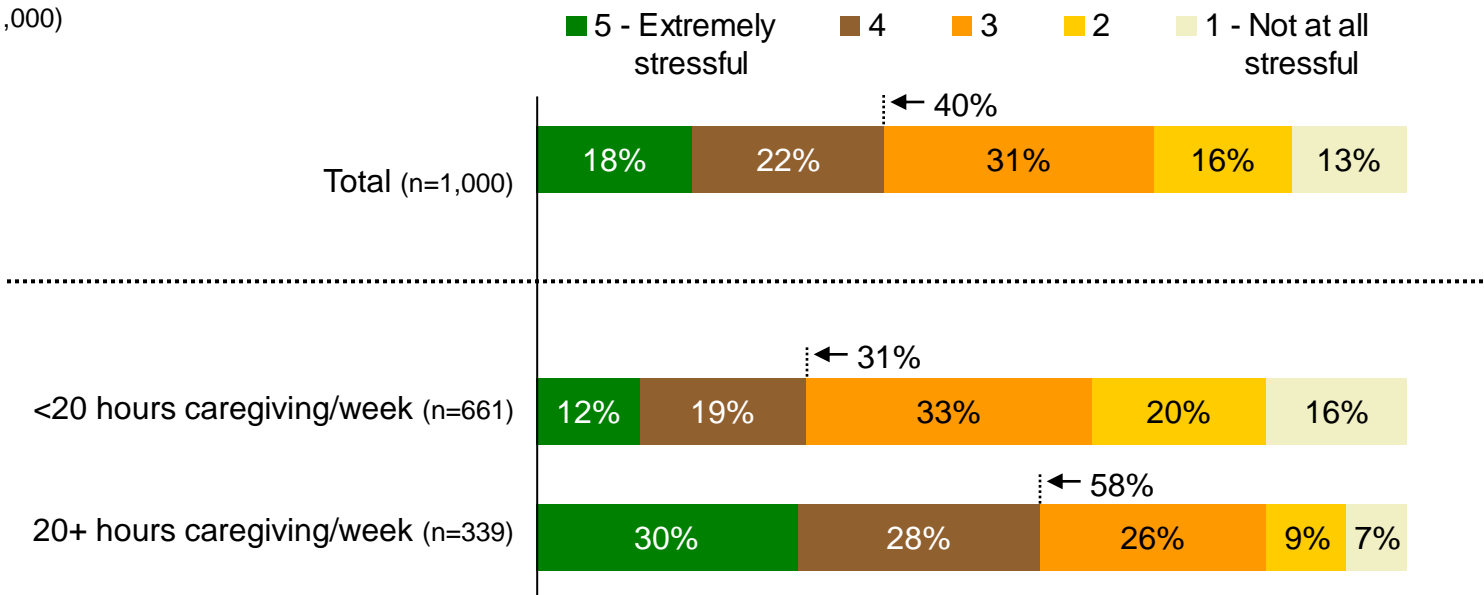
- More caregiving hours
(43% of primary caregivers spend 20+ hours per week giving care, compared to 14% of non-primary caregivers)
- A higher burden of care
(50% of primary caregivers have a high burden of care, compared to 22% of non-primary caregivers who do)
- The care recipient living in the caregiver's household
(57% of primary caregivers live with their care recipient, vs. 17% of non-primary caregivers)

Four in ten working caregivers feel a high degree of emotional stress from caregiving. Among those providing care for at least 20 hours per week, nearly six in ten do.

Emotional Stress

How emotionally stressful would you say that caring for your relative or friend is/was for you?

Base: All
(n=1,000)



Caregivers whose supervisors know about their caregiving situation are more likely than their counterparts to indicate a highly stressful situation (47% vs. 28% rate stress 4 to 5 on a 5-point scale). It could be that the stress motivates individuals to tell their supervisor about their caregiving.

Those who feel they are the only ones who can handle certain of their workplace responsibilities tend to feel higher levels of stress also (44% rate their stress 4 to 5, compared to 36% of caregivers who feel other employees have the skills to do their work).

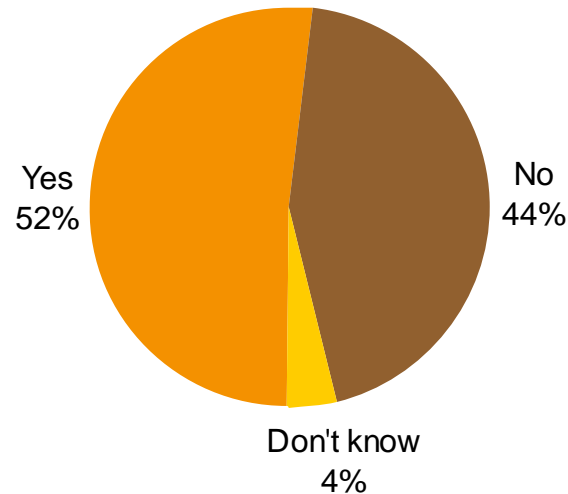
Lack of understanding by co-workers is also associated with greater stress. Half (50%) of those who feel their co-workers have not shown understanding rate their stress highly (4 to 5) compared to 39% of those who feel co-workers have done so.

Half of working caregivers feel they had a choice in whether or not to take on the responsibility of caring for their loved one.

Choice in Becoming a Caregiver

Do you feel you had a choice in taking on this responsibility of caring for your relative or friend?

Base: All
(n=1,000)



Co-resident caregivers are *less* likely than those who live separately from their care recipient to feel they had a choice (43% vs. 58% had a choice).

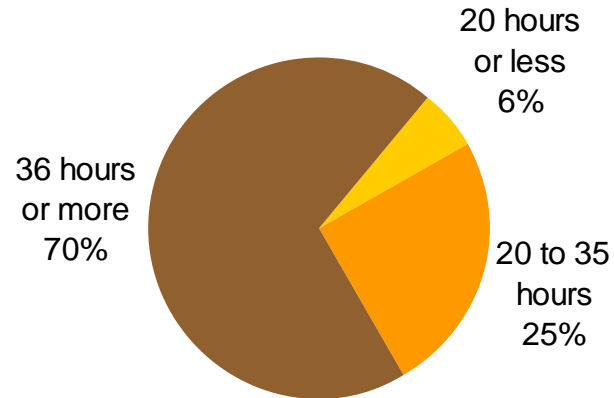
WORK SITUATION

Most working caregivers are employed 36 hours or more each week.

Weekly Hours Employed

How many hours per week do/did you work for your employer (while you were a caregiver)?

Base: All
(n=1,000)



Male caregivers are more likely to put in a greater number of hours at work. Three-quarters (75%) of them work 36 hours or more each week compared to 65% of female caregivers who do.

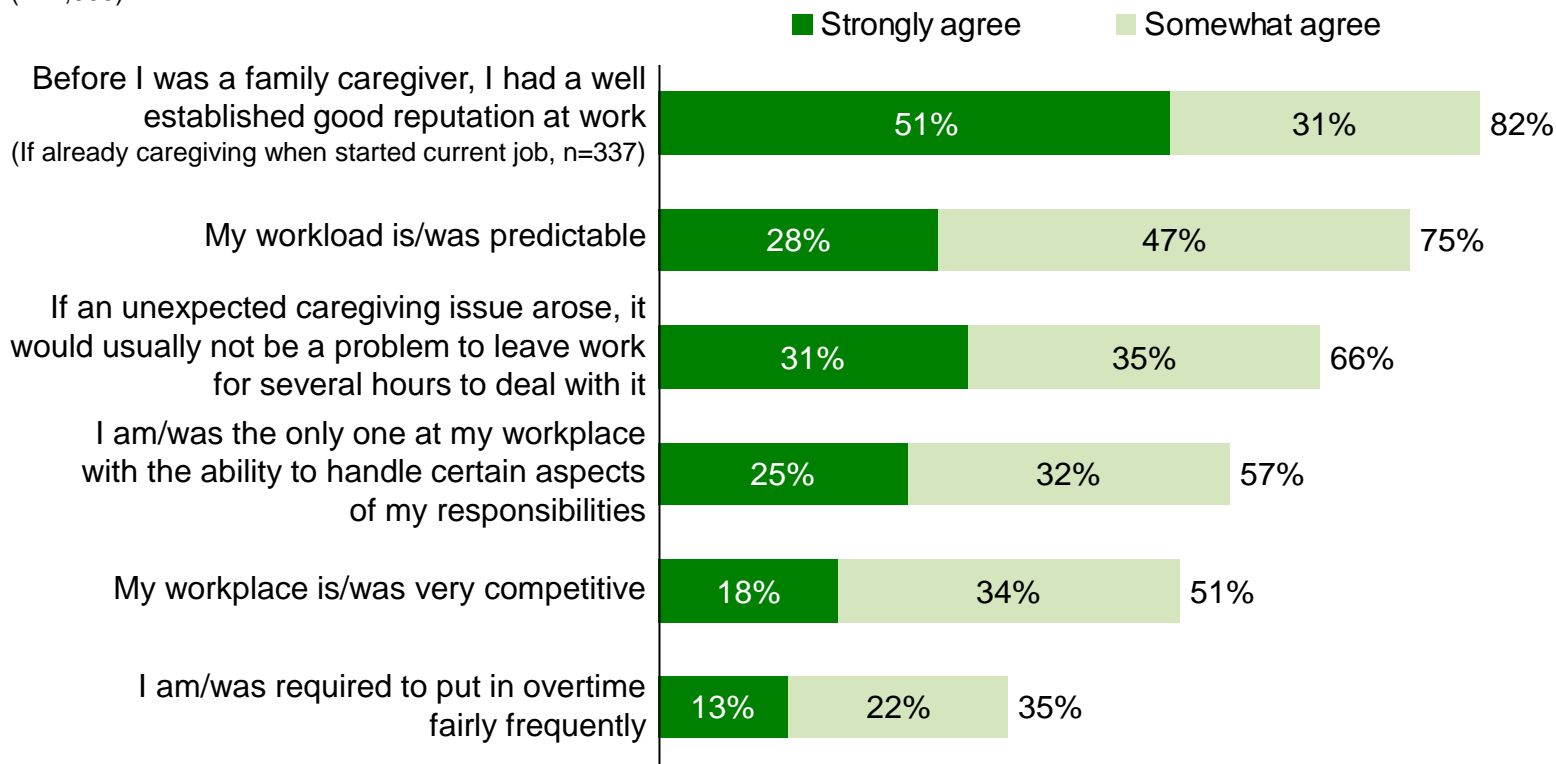
Longer hours at work are associated with higher income and greater seniority. A larger share of the caregivers who have household incomes of at least \$50,000 work at least 36 hours a week compared to those with lower incomes (74% vs. 65%). Caregivers in mid- to senior-level job positions are more likely than those in more junior positions to work 36 hours a week or more (74% vs. 63%).

Three-quarters of working caregivers say their workload is at least *somewhat* predictable. Two-thirds can usually leave work to address a caregiving issue without it being an issue.

Work Situation

How strongly do you agree or disagree with these statements about working for your employer while being a caregiver?

Base: All, unless noted
(n=1,000)



Those giving care for 20+ hours, those employed for 36+ hours, and male caregivers are more likely to report competitive work situations and frequent overtime.

Work Situation

How strongly do you agree or disagree with these statements about working for your employer while being a caregiver?

Percentage strongly or somewhat agree

	Hours Caregiving Each Week		Hours Employed Each Week		Job Position		Gender	
	<20 hours	20+ hours	1-35 hours	36+ hours	Junior	Mid- to Senior	Male	Female
	(n=661)	(n=339)	(n=304)	(n=696)	(n=371)	(n=629)	(n=436)	(n=564)
My workload is/was predictable	74%	76%	82%	72%	76%	74%	73%	76%
If an unexpected caregiving issue arose, it would usually not be a problem to leave work for several hours to deal with it	65%	70%	66%	66%	60%	70%	68%	65%
I am/was the only one at my workplace with the ability to handle certain aspects of my responsibilities	53%	63%	48%	61%	40%	67%	60%	54%
My workplace is/was very competitive	48%	58%	44%	55%	44%	55%	61%	44%
I am/was required to put in overtime fairly frequently	33%	39%	24%	40%	32%	37%	43%	29%

Note: **Bolded** values are significantly higher than the comparison figure

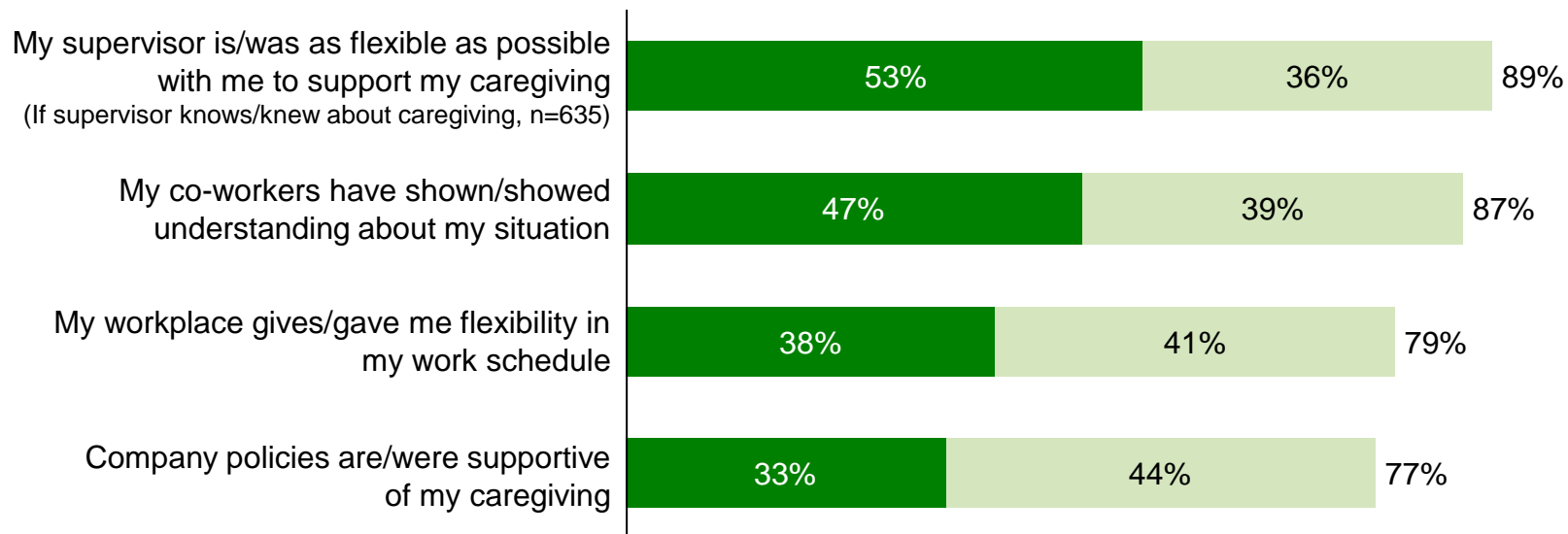
Three-quarters or more of working caregivers indicate their workplace is at least *somewhat* supportive in terms of allowing flexibility, offering supportive policies, and co-workers being understanding.

Work Situation

How strongly do you agree or disagree with these statements?

Base: All, unless noted
(n=1,000)

■ Strongly agree ■ Somewhat agree



A larger share of caregivers who are employed for fewer than 36 hours feel their supervisor was as flexible as possible (93% vs. 87% of those working 36+ hours) and that their workplace gives them flexibility in their work schedule (87% vs. 76%).

Caregivers who provide care for fewer than 20 hours are more likely than those who are caregiving for 20+ hours to view their company policies as supportive of caregiving (80% vs. 71%).

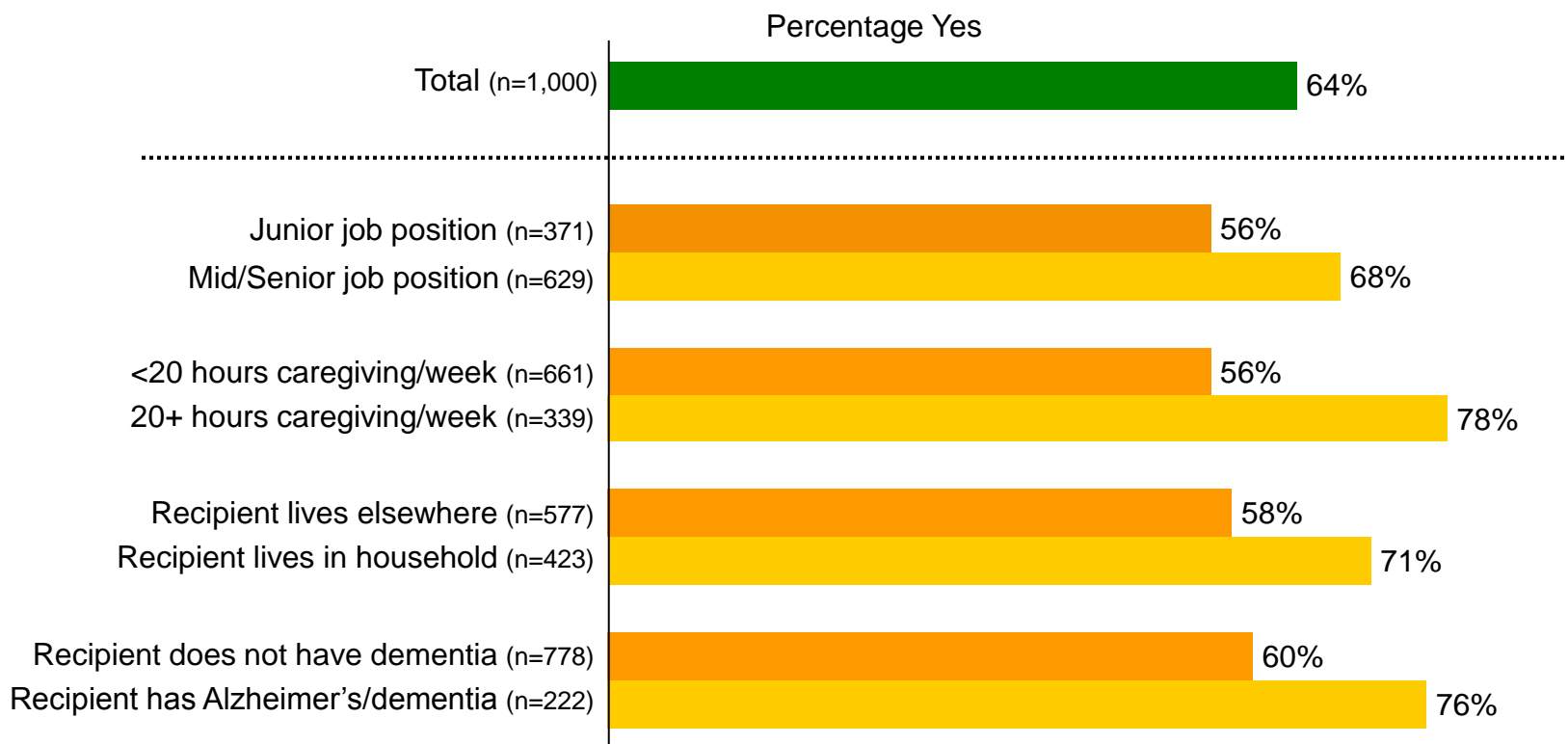
Those in mid- to senior-level positions are more apt than those in junior positions to feel their co-workers have shown understanding (88% vs. 84%), to say their workplace allowed them flexibility in their schedule (82% vs. 75%), and to feel company policies were supportive (80% vs. 72%).

The caregiver's supervisor is more likely to know about his/her role when the caregiving situation is more intensive—in terms of hours spent caregiving, co-residence, and the recipient having dementia.

Supervisor Knows About Caregiving

*Does your supervisor know you were/are a family caregiver?
(When you were employed and caregiving, did your supervisor know...)*

Base: All



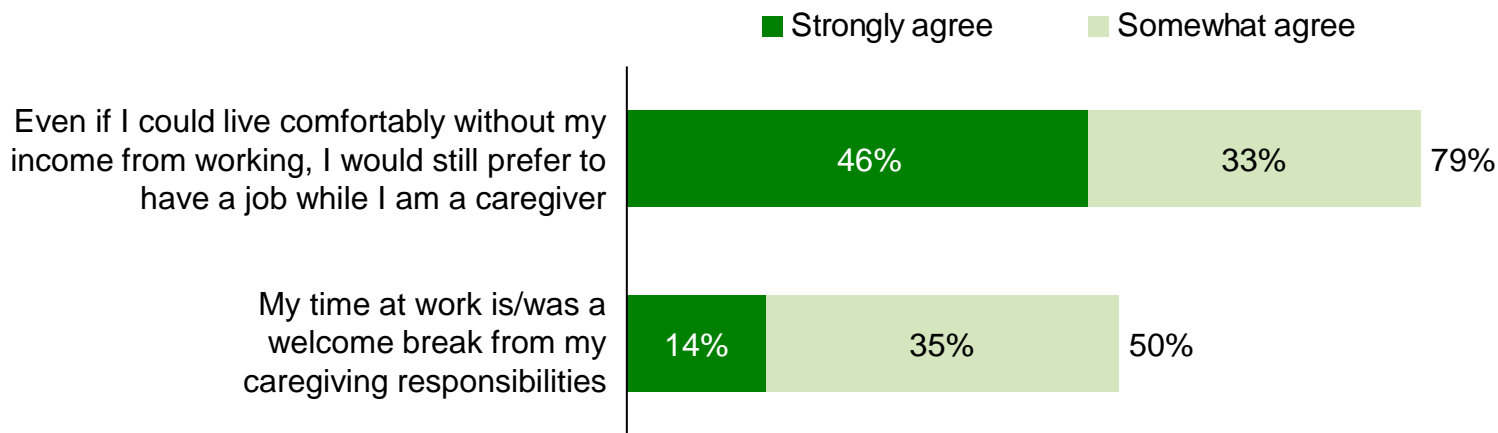
CAREGIVER PERSPECTIVE ON JOB

Eight in ten working caregivers like the idea of working while caregiving, even if they do not need the income. Half appreciate the time away from caregiving that they get while working.

Caregiver Frame of Mind About Working

How strongly do you agree or disagree with these statements?

Base: All, unless noted
(n=1,000)



Caregivers who provide care for 20 or more hours a week are more likely than those providing fewer hours of care to feel that work is a welcome break (65% vs. 42%).

Among those providing care for fewer than 20 hours a week, those who are co-resident are also more apt to view employment as a welcome break (49% vs. 38% of caregivers living separately).

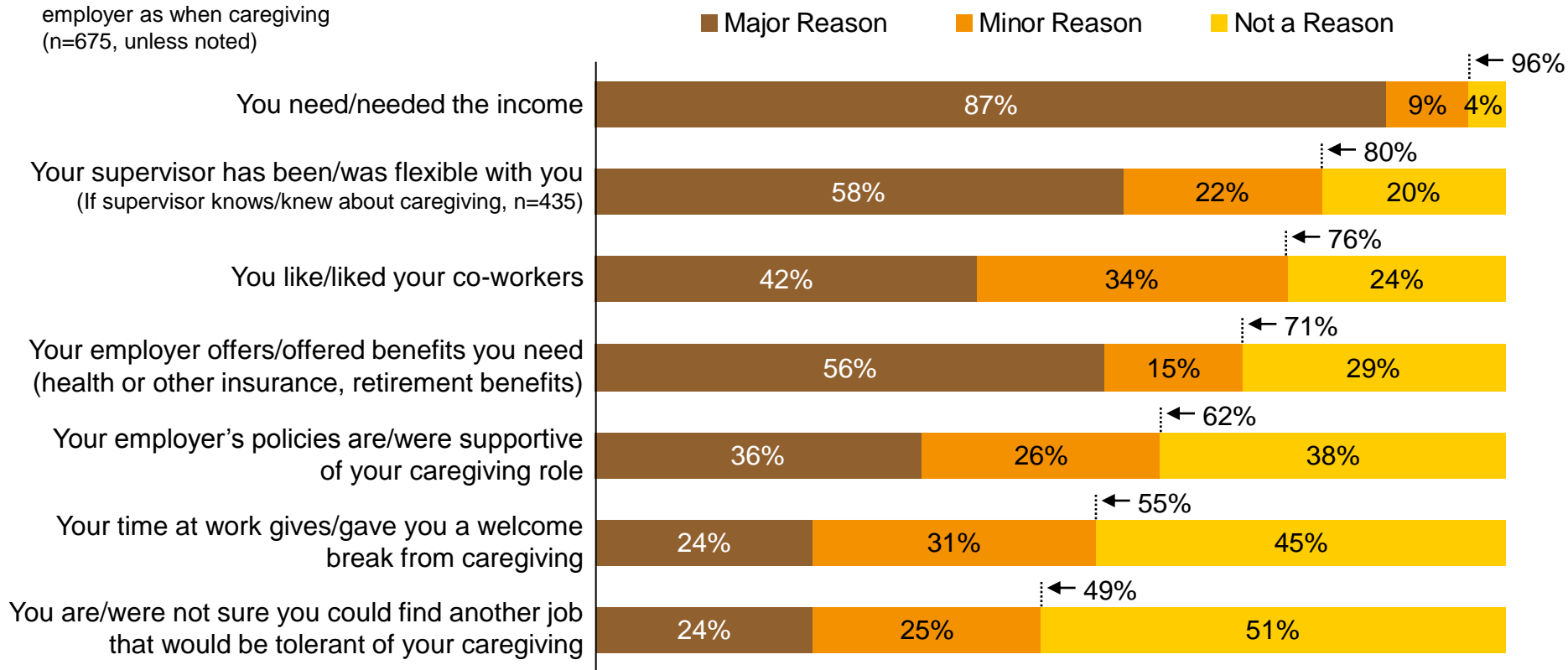
The most common reason for continuing to work is that the caregiver needs the money. But supervisor flexibility, liking co-workers, and employee benefits are also motivators for many.

Reasons for Continuing to Work

Why have you stayed with your current employer?

(While you were a caregiver, why did you stay with your employer?)

Base: Those working for the same employer as when caregiving (n=675, unless noted)



Employer benefits and policies appear to be stronger motivators for caregivers spending at least 20 hours per week giving care. Specifically, they are more likely than those providing fewer hours of care to say they are motivated to continue working because of employer benefits (77% vs. 68% major/minor reason) or the employer's supportive policies (68% vs. 59%).

IMPACT OF CAREGIVING AT WORK

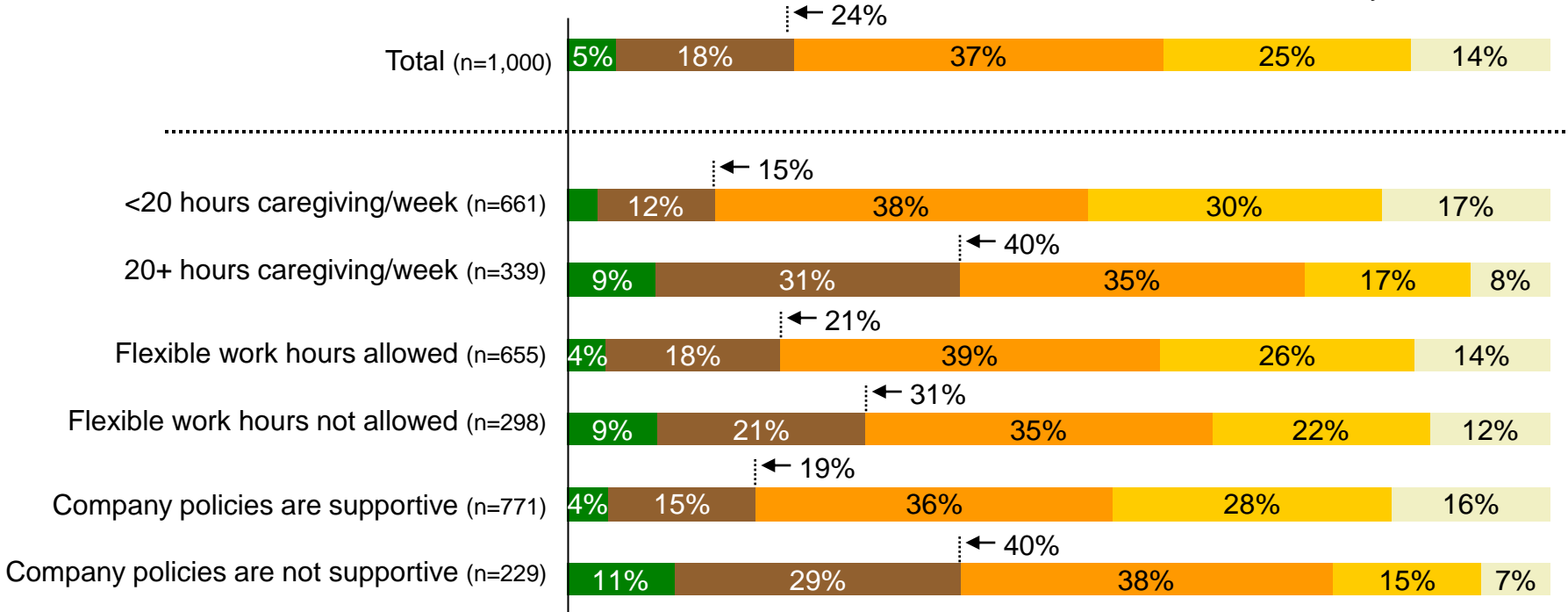
One in four caregivers find it quite difficult to balance work with caregiving. Those providing 20+ hours of care per week and those without supportive company policies are more likely than their counterparts to find it difficult.

Work-Caregiving Balance

How easy or difficult is/was it for you to balance your caregiving responsibilities with the demands of your job?

Base: All

■ 5 - Extremely difficult ■ 4 ■ 3 ■ 2 ■ 1 - Extremely easy



Caregivers are less likely to have difficulty balancing work and caregiving if their workplace is not competitive, if overtime is not required, if they are able to leave work when an issue arises, if their workload is predictable, if their co-workers are understanding, and if their work is able to be done by others. Caregivers with friends or relatives who provide at least a moderate amount of help with caregiving are less likely than those who report little to no such help to say the balance is difficult (20% vs. 27%) .

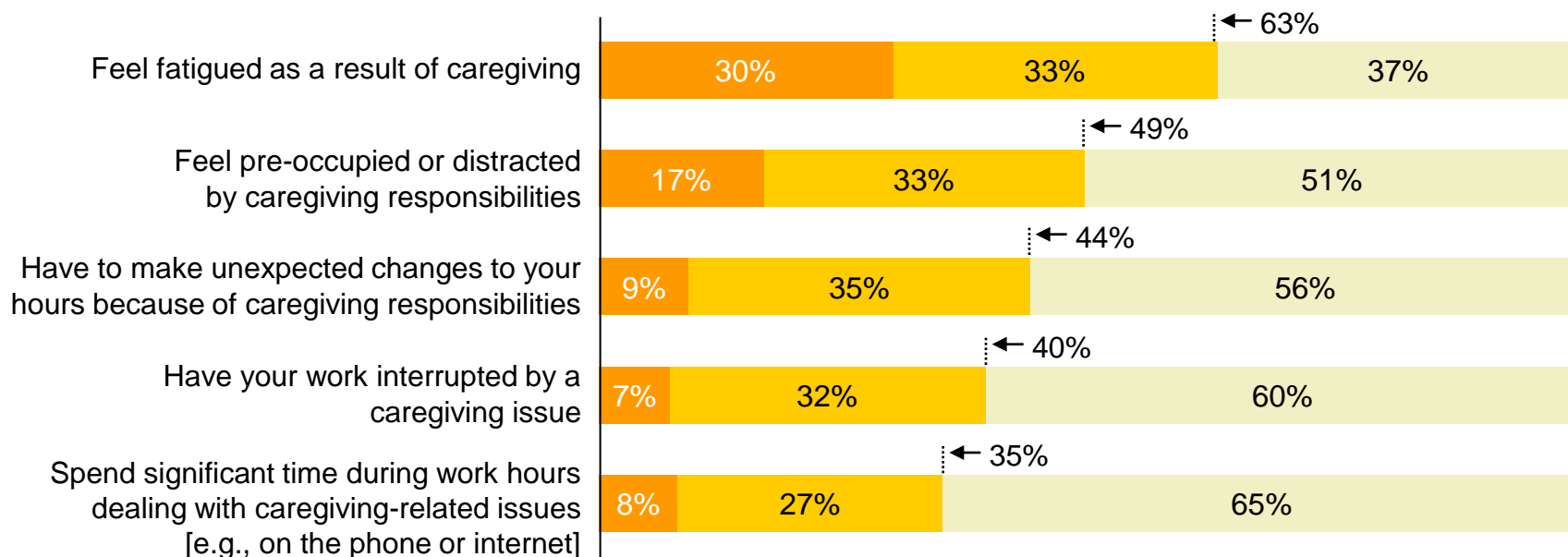
The majority of caregivers feel tired at least occasionally at work as a result of caregiving. Nearly half feel distracted. Four in ten made unexpected changes or had their work interrupted.

Interruptions at Work Due to Caregiving

At work, how often do you/did you...?

Base: All
(n=1,000)

Very/Fairly Often Occasionally Rarely/Never



Caregivers with competitive jobs (vs. those without competitive jobs) and those providing 20+ hours of care per week (vs. those providing less care) are more likely to report often having all five of the caregiving-related work interruptions. Other at-risk groups are:

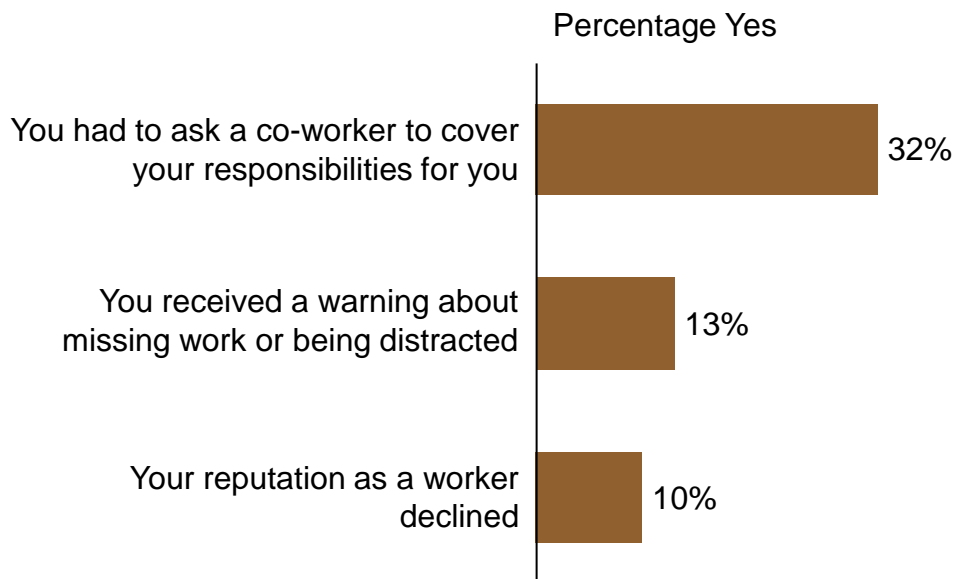
- Those whose jobs require overtime: these caregivers are more likely to often feel fatigued (35% vs. 27% without overtime), make unexpected changes to hours (13% vs. 6%), have work interrupted (10% vs. 6%), and spend work time dealing with caregiving issues (11% vs. 7%).
- Those without understanding co-workers: they are more likely than their counterparts with understanding co-workers to report often feeling fatigued (46% vs. 28%) or distracted (27% vs. 15%), and often making work hour changes (19% vs. 7%).

One-third of caregivers report having to ask a co-worker to cover their responsibilities. About one in ten have received a warning at work or experienced a declining work reputation.

Impact of Caregiving on Work

As a result of caregiving, did the following ever happen?

Base: All
(n=1,000)



Caregivers who spend at least 20 hours per week giving care are more apt to ask a co-worker to cover their responsibilities (40% vs. 28% of those caregiving fewer than 20 hours).

Job level, co-worker understanding, and gender do not make a difference in the likelihood of asking this type of help from co-workers.

Caregiving is far less likely to negatively impact work when:

- Overtime is not required as compared to when it is required (Co-worker covered 28% vs. 40%; Given warning 10% vs. 19%; Reputation decline 8% vs. 14%).
- The caregiver's workplace offers flexible hours, versus when flexible hours are not offered (Given warning 8% vs. 22%; Reputation decline 6% vs. 19%).
- Caregivers' co-workers are understanding as compared to those who feel their co-workers are not (Given warning 10% vs. 30%; Reputation decline 7% vs. 27%).

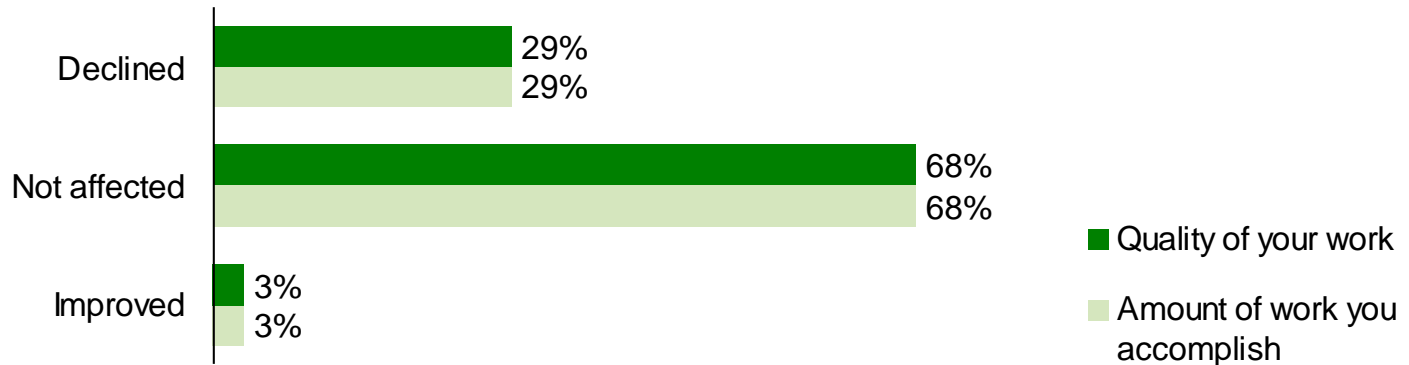
Three in ten caregivers note declines in the quality and quantity of their work. These declines are less common when co-workers show understanding and have the work skills to back up the caregiver.

Impact of Caregiving on Quality and Amount of Work

How was/has the quality of your work (been) affected by your caregiving?

How was/has the amount of work you accomplish (been) affected by your caregiving?

Base: All
(n=1,000)



Caregivers who spend 20+ hours giving care are much more likely to report declines in the quality (37% note declines compared to 24% of those who spend fewer hours giving care) and quantity of their work.

The decline in the quality of their work is less evident among:

- Those whose employers allow flexible hours (27% vs. 35% of caregivers without that scheduling flexibility)
- Those who say it is not a problem to leave work to handle caregiving issues (26% vs. 34% for those who say it is a problem)

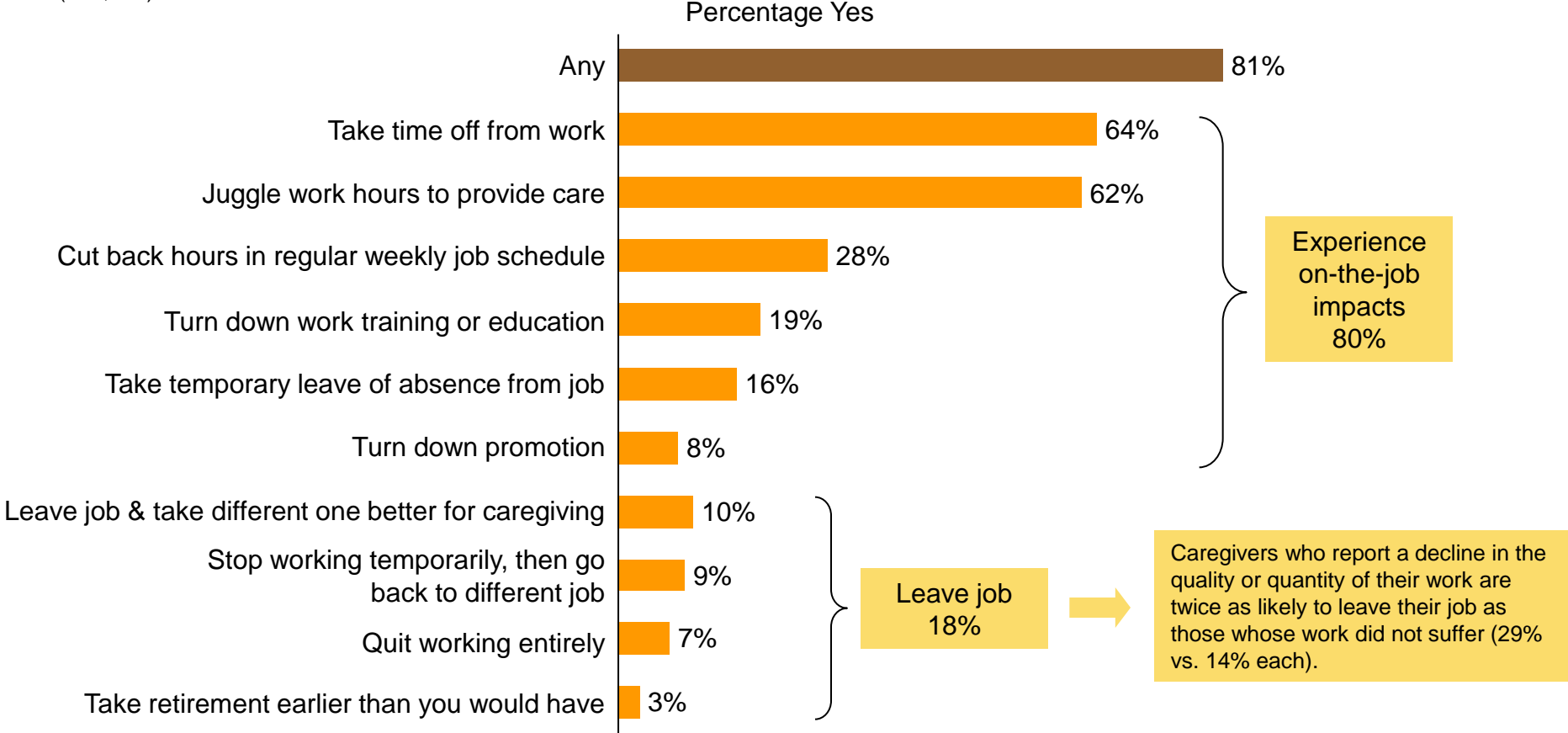
The decline in the quality and quantity of their work is less evident among:

- Caregivers whose colleagues have shown understanding, relative to those without this expression from co-workers (Quality: 27% vs. 43% / Quantity: 27% vs. 39%)
- Those who feel co-workers have the ability to do their job, compared to caregivers who feel they are the only ones who can (Quality: 24% vs. 33% / Quantity: 25% vs. 32%)

Eight in ten caregivers report that caregiving impacted their work situation, including 18% who leave their job because of caregiving. Caregivers commonly take time off from work or juggle work hours.

Impact of Caregiving on Work
As a result of caregiving, did you ever...?

Base: All
 (n=1,000)

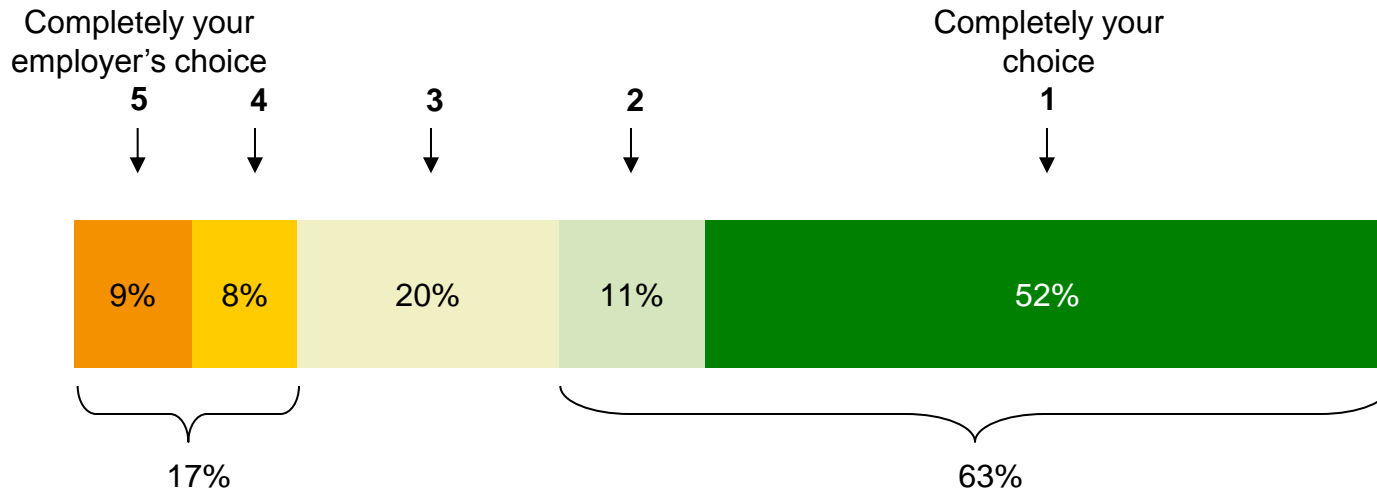


Of the caregivers who left their job, six in ten left by their own choice, while 17% indicate it was mainly their employer's wish that they leave.

Choice in Leaving Job

Which best describes whose choice it was for you to leave your job?

Base: Left their job
(n=180)



Caregivers who did not find it easy to balance work and caregiving are more likely than others to say leaving their job was their employer's choice (20% vs. 7% rating 4 to 5 on the scale).

Caregivers without understanding co-workers are more likely to attribute their job loss to their employer's choice (30% net 4 and 5), as compared to those with understanding co-workers (13% net).

One in six report they took a leave of absence. Among these, seven in ten report the leave lasted for two months or less. Just three in ten report their leave was covered by the Family Medical Leave Act.

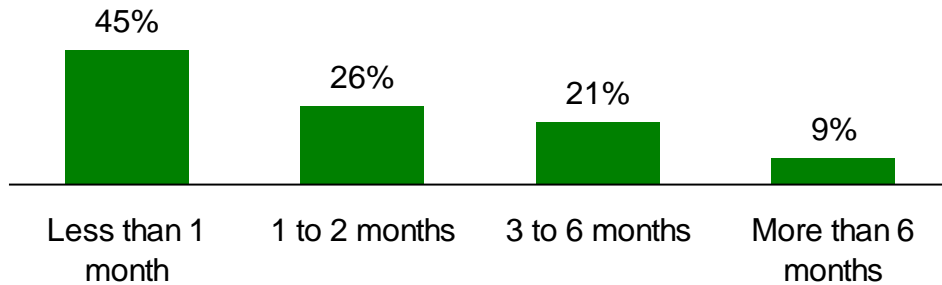
Base: All
(n=1,000)



Length of Leave

How long is/was the leave of absence you took from work?

(n=155)



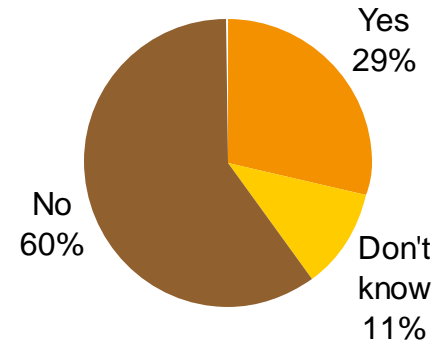
Caregivers who report that their co-workers are understanding of their caregiving role are more likely to take a shorter leave of 2 months or less (75% versus 52% of those without similarly minded co-workers).



Covered by FMLA

Was any part of your leave of absence covered under the Family Medical Leave Act (FMLA)?

(n=155)

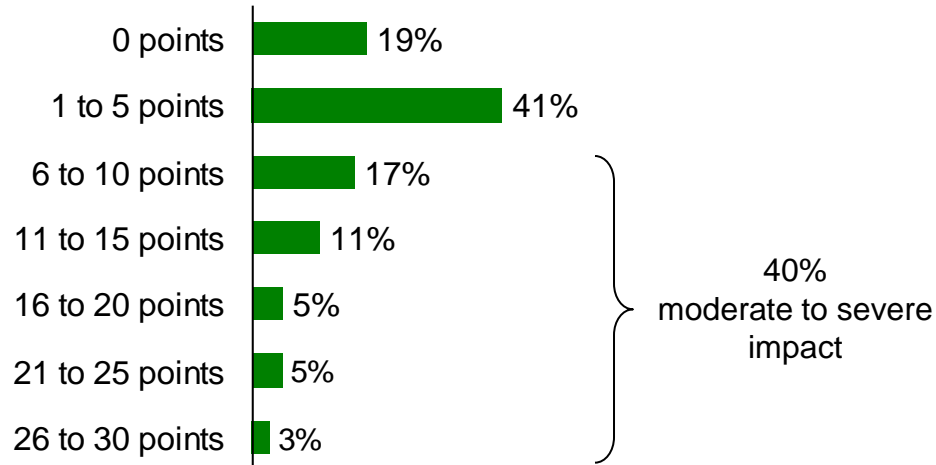


Those with \$50,000 or more in household income are more likely to report their leave was covered by FMLA (38% vs. 21% of those earning less).

Four in ten working caregivers report caregiving has resulted in moderate to severe workplace impacts, such as leaving their job, taking a long leave of absence, or experiencing multiple minor impacts.

Base: All
(n=1,000)

Workplace Impact Index

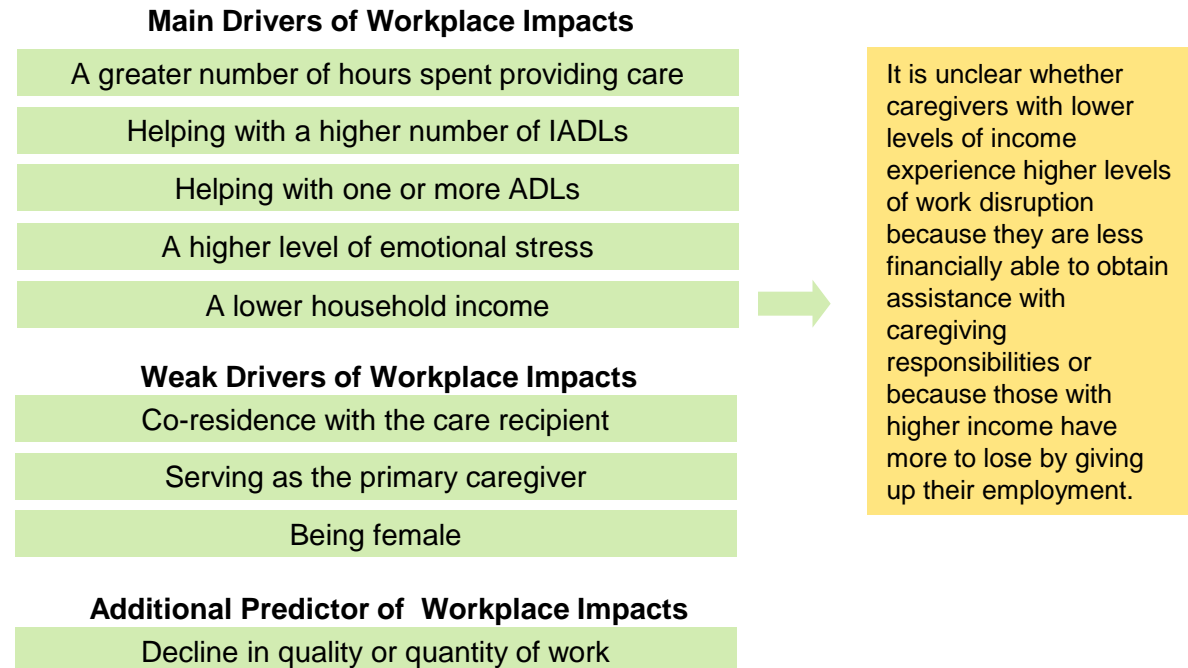


An index was developed to characterize the degree to which caregivers' work situations were affected by their caregiving. Each different type of workplace impact was assigned a particular number of points to represent the degree of impact (see table to the right), and the index was the sum of all impacts. The index had a minimum value of 0 and a maximum value of 30.

Taking time off from work	1 point
Juggling work hours to provide care	1 point
Turning down a work-related training/education opportunity	1 point
Turning down a promotion	2 points
Taking a temporary leave of absence of 1 month	4 points
Taking a temporary leave of absence of 2 to 3 months	5 points
Taking a temporary leave of absence of 4 to 6 months	6 points
Taking a temporary leave of absence of 7 months or more	7 points
Cutting back on the regular number of weekly hours worked	6 points
Leaving the job (leaving one job for another, quitting work entirely, or taking early retirement)	12 points

The factors that drive workplace impacts most strongly are the number of hours spent caregiving, the number of IADLs, helping with any ADL, the caregiver's emotional stress, and lower household income.

- Regression analyses were performed to identify what factors explain the variability in work impacts experienced by caregivers, as measured by the index.
- Caregivers situations are so varied, and caregivers bring a wide range of financial, family, and community resources to their situations, as well as varied personalities and values. Because of the infinite number of permutations in these factors, it is difficult to predict how a specific individual will adjust his or her working situation to accommodate caregiving responsibilities. As such, the analyses could only explain a limited amount of variability in caregiver work impacts. Nevertheless, some conclusions can be drawn about the factors that may contribute to work disruption among caregivers.

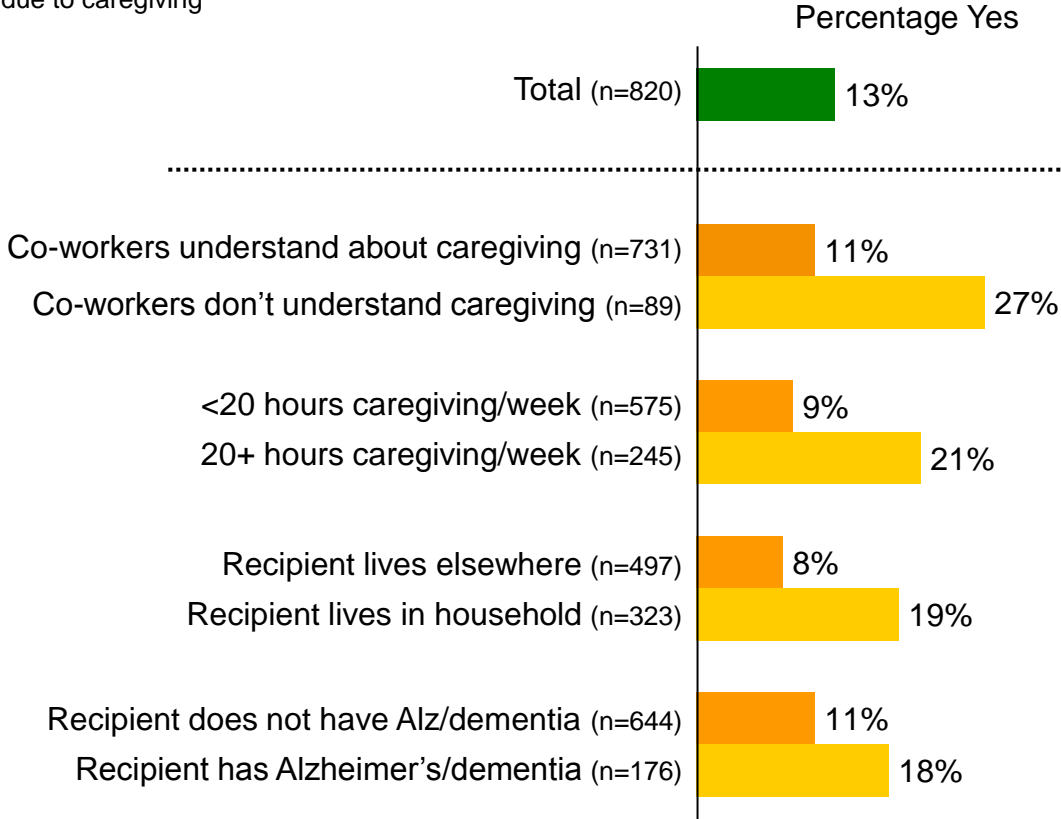


Of those who stayed with their job, 13% thought about quitting due to caregiving. Increasing such thoughts: lack of co-worker understanding, greater caregiving hours, co-residency, and presence of Alzheimer's.

Thought About Quitting Job

Did you ever give any real thought to quitting your job as a result of your caregiving?

Base: Those who never left a job due to caregiving



As caregivers find more difficulty in balancing work with caregiving or as they more often experience fatigue at work as a result of caregiving, their likelihood of having thought about quitting increases.

Declines in a caregiver's work quality/quantity appear to presage a decision to leave one's job. Likelihood of leaving one's job also rises in relation to the length of time one has been a caregiver.

Additional Factors that Signal Likelihood of Caregiver Leaving Job

	Quality of work		Quantity of work		Length of Time as a Caregiver			
	Not affected	Declined	Not affected	Declined	<6 months	6 mos to 1 year	1 to 4 years	5+ years
	(n=712)	(n=288)	(n=711)	(n=289)	(n=259)	(n=158)	(n=404)	(n=179)
Left job as a result of caregiving	14%	29%	14%	29%	10%	15%	21%	25%
Gave real thought to quitting a job as a result of caregiving	(n=615) 7%	(n=205) 28%	(n=615) 8%	(n=205) 25%	(n=233) 5%	(n=135) 12%	(n=318) 18%	(n=134) 15%

Note: **Bolded** values are significantly higher than the comparison figure.

For length of time as a caregiver, values signify a rise in relation to one's time as a caregiver.

Caregivers who actually leave their job are quite similar to those who have given thought to quitting, and both are distinct from the caregivers who have done neither. Those who have left their job or thought about it are different from others in the following ways:

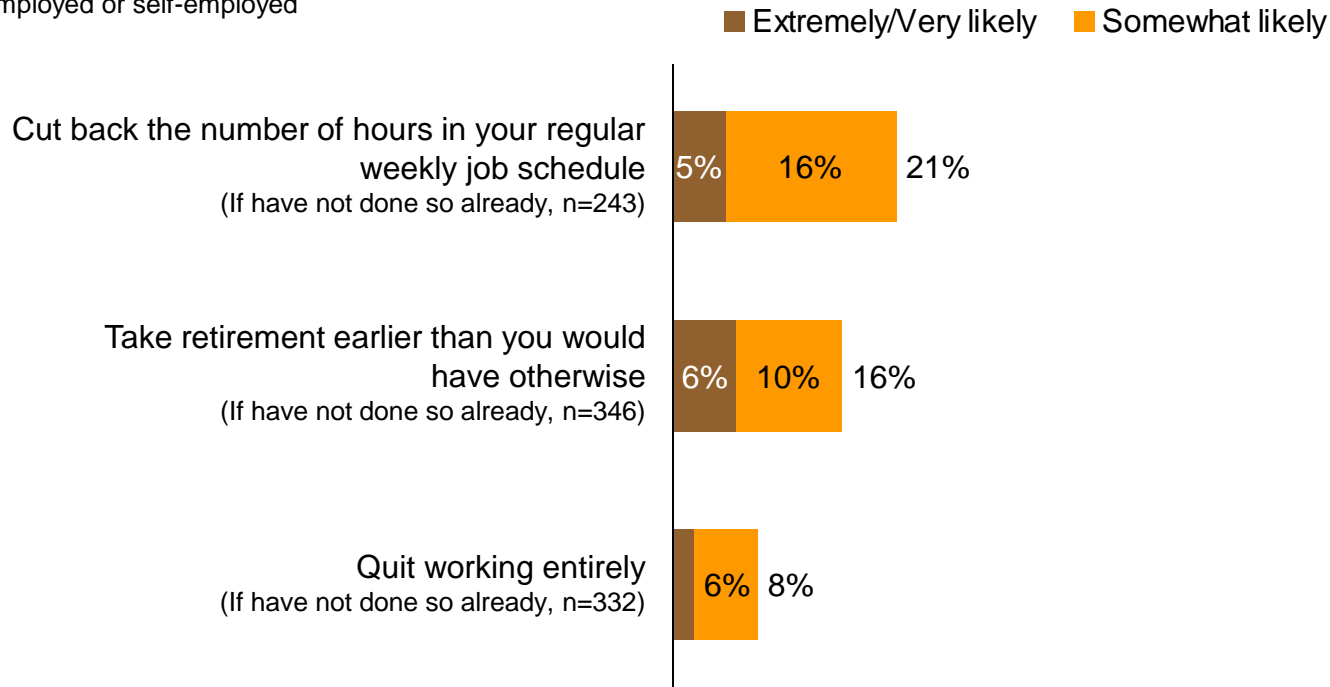
- More likely to give care for 20+ hours per week (52% vs. 27%)
- More likely to co-reside with their care recipient (57% vs. 37%)
- More likely to help with ADLs (76% vs. 63%)
- More likely to be in competitive work situations (60% vs. 48%)
- More likely to feel that colleagues have not shown understanding (25% vs. 9%)

Among the employed caregivers who have not already cut back their weekly work hours or retired earlier than planned as a result of their caregiving duties, one in five think it is likely they will.

Likelihood of Experiencing Job Change in Future

How likely is it that, as a result of your caregiving, you will actually...?

Base: Those currently caregiving and currently employed or self-employed



As caregivers more often feel fatigued at work due to caregiving, they become more likely to be *extremely* or *very* likely to cut back their weekly work hours (fatigued often 15%, occasionally 6%, rarely/never 1%), to take early retirement (13%, 5%, 1%), and to quit working entirely (7%, 1%, 0%).

Caregivers who find it difficult to balance work with caregiving are more likely to be *extremely* or *very* likely to cut back their weekly work hours (23% vs. 2% who find balancing easy) and to retire early (14% vs. 2%).

WORKPLACE SUPPORTS

One in seven caregivers feel flexibility in work hours would help with their work-caregiving balance. Those who view their employer's policies as supportive are far more likely to say no changes are needed.

Employer Help with Work-Caregiving Balance

What could your employer do/have done to help you balance caregiving with work – to avoid cutting back hours or leaving your job?

Base: All
(n=1,000)

Caregivers who are more likely to request scheduling adjustments include those:

- Who provide care 20 or more hours each week
- Who have a household income of less than \$50,000
- Who cannot telecommute
- Without flexible work hours
- Who have difficulty leaving work when caregiving issues arise

	Total (n=1,000)	Does caregiver view company policies as supportive?	
		Yes (n=771)	No (n=229)
Offer flexibility in hours, allow breaks	14%	11%	23%
Change schedule or work with caregiver to determine schedule	8%	8%	11%
Be understanding	7%	4%	17%
Increase pay or benefits	5%	4%	9%
Allow telecommuting	4%	4%	3%
Relieve workload, work with colleagues to help cover duties	4%	2%	7%
Provide caregiving support services	1%	1%	<0.5%
Miscellaneous	2%	2%	3%
No changes needed, caregiving does not interfere with work	55%	62%	29%
Don't know	4%	4%	3%
No response	3%	2%	5%

Flexibility is more commonly mentioned as something that would be helpful by those:

- Working 36+ hours per week
- Without flexible work hours
- Who feel no one else can handle their work
- Working in competitive situations
- Perceiving their co-workers as not understanding

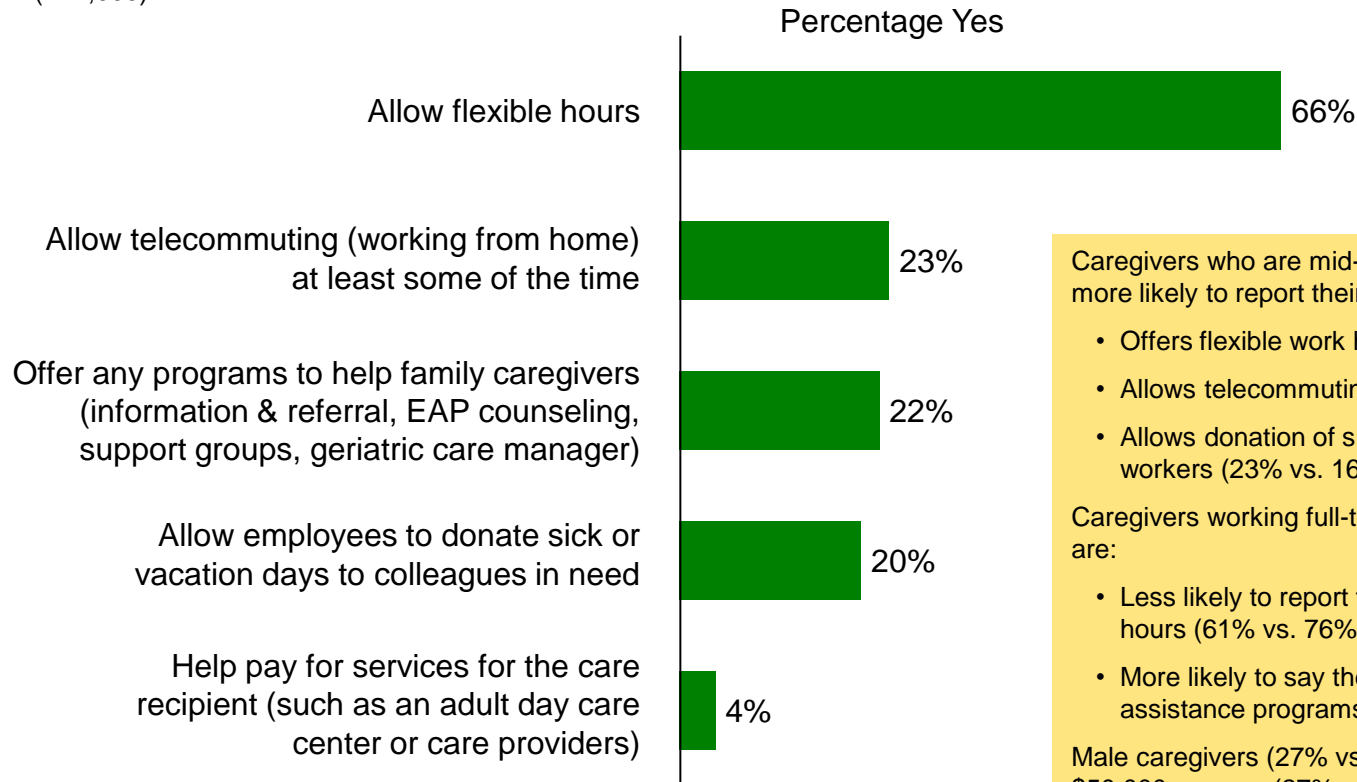
Note: Bolded values are significantly higher than the comparison figure.

Two-thirds of caregivers say their employer allows flexible work hours. Less than one in four report they are allowed to telecommute or are offered caregiver assistance programs.

Work Policies

For employees in your position, does/did your employer...?

Base: All
(n=1,000)



Caregivers who are mid- to-senior level employees are more likely to report their employer:

- Offers flexible work hours (68% vs. 61% junior level)
- Allows telecommuting (28% vs. 15%)
- Allows donation of sick or vacation days between co-workers (23% vs. 16%)

Caregivers working full-time (36 or more hours per week) are:

- Less likely to report their employer offers flexible work hours (61% vs. 76% working less)
- More likely to say their employer offers caregiver assistance programs (23% vs. 18% working less)

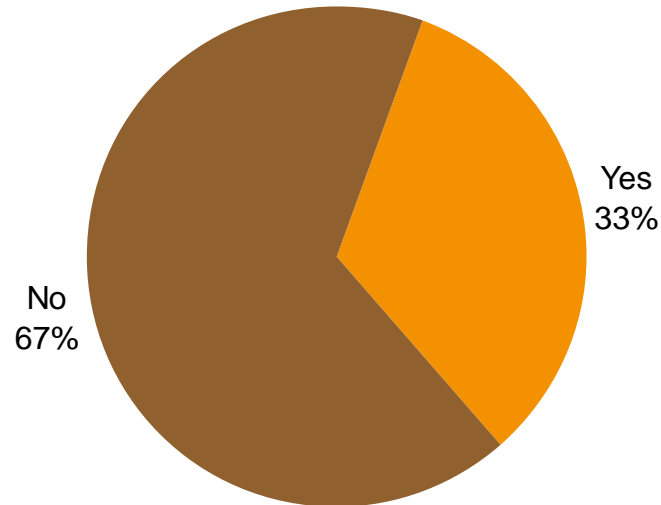
Male caregivers (27% vs. 20% female) and those making \$50,000 or more (27% vs. 19% with less income) are more likely to say their employer allows telecommuting.

Just one-third of caregivers have used the caregiving-related services they are offered at work. Caregivers who have difficulty balancing work and caregiving are more likely to use these services.

Use of Employer Programs

Did you ever use any of your employer's programs to help family caregivers or their care recipient?

Base: Those with employer who pays for services or offers caregiver programs (n=221)



Employer-offered programs are well used by caregivers who need them. Half of caregivers who find it difficult to balance work with caregiving (50%) report having used employer-offered caregiving-related services, while only 14% of those who find it easy to balance work and caregiving say they have.

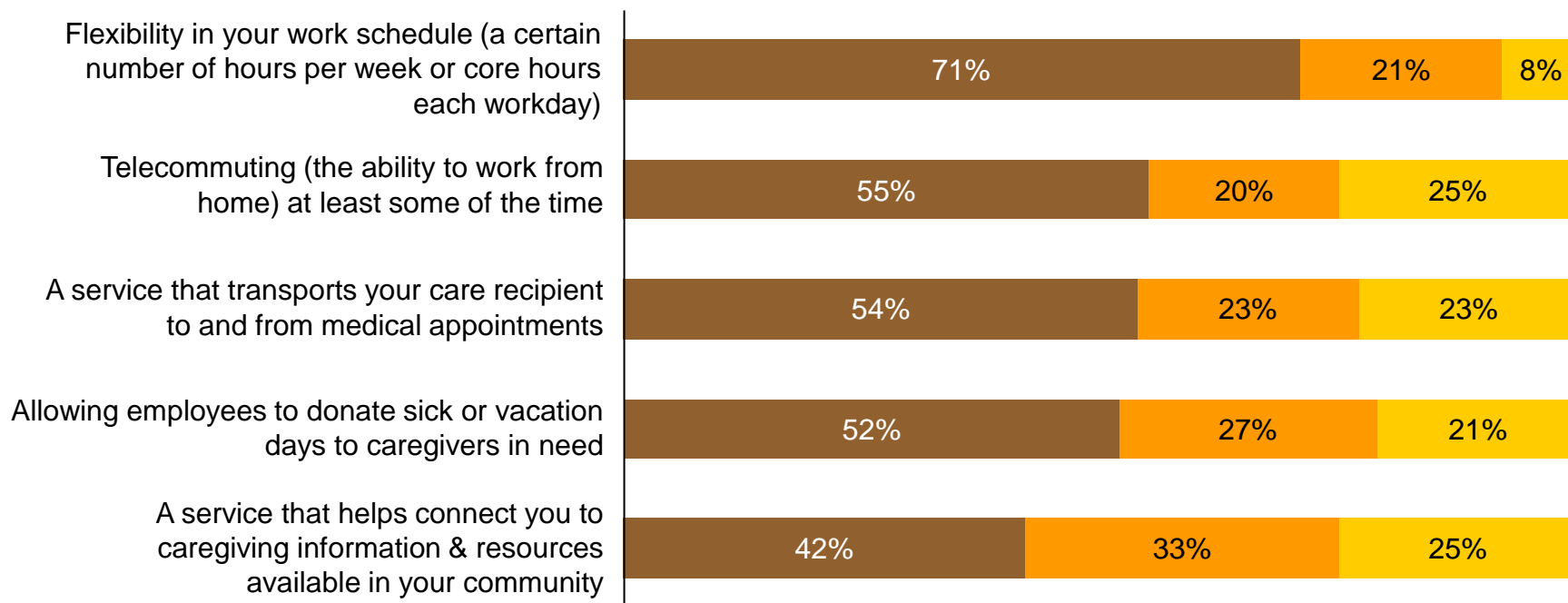
Work schedule flexibility emerges as the most helpful policy. All five employer supports are more valued by caregivers who have difficulty balancing caregiving with work and those giving care 20+ hours/week.

Helpfulness of Employer-Offered Policies and Services

If your employer offered the following policies or services, how much would that help/have helped you to balance caregiving with your work—to avoid cutting back hours or leaving your job? (If employer already offers it, rate how helpful it is.)

Base: All
(n=1,000)

■ Extremely/Very helpful ■ Somewhat helpful ■ Not too/Not at all helpful



Those who provide at least 20 hours of care a week and those who find it more difficult to balance work and caregiving are more likely than their counterparts to rate each of these five employer policies or services as at least *very* helpful.

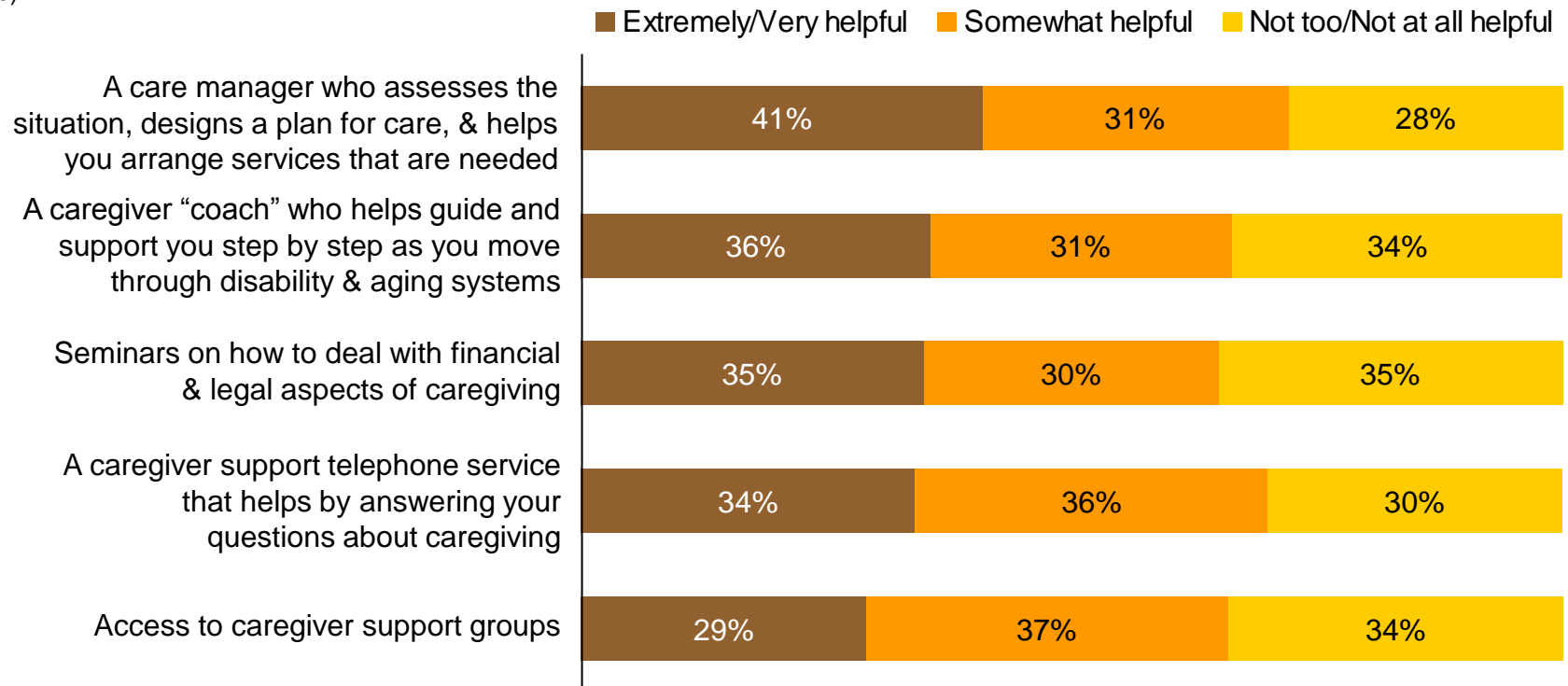
Caregivers who are caring for someone with Alzheimer's or dementia are more likely to rate telecommuting, care recipient transportation services, and caregiving information services as *extremely/very* helpful.

One-third or more think most of the services below would be *extremely* or *very* helpful. The services are more valued by those giving care 20+ hours/week and those who find it difficult to balance work and caregiving.

Helpfulness of Employer-Offered Policies and Services (continued)

If your employer offered the following policies or services, how much would that help/have helped you to balance caregiving with your work—to avoid cutting back hours or leaving your job? (If employer already offers it, rate how helpful it is.)

Base: All
(n=1,000)



Those who provide at least 20 hours of care a week, those who find it more difficult to balance work and caregiving, and those who care for someone with Alzheimer’s or dementia are more likely than their counterparts to rate each of these five employer policies or services as *extremely/very* helpful.

Workplace characteristics that mitigate work impacts of caregiving include: telecommuting, understanding co-workers, programs helping caregivers, lack of competitiveness, and little overtime.

- To determine which company policies and work situations appeared to minimize or prevent workplace impacts, regression analyses were performed, again using the index of workplace impacts as a measure of disruption.

Factors Minimizing Workplace Impacts

Policies allowing telecommuting, at least part of the time*
Perception of co-workers showing understanding
Offering programs to help family caregivers* (e.g., info and referral, EAP counseling, support groups, geriatric care manager)
A work environment that is less competitive
Not requiring overtime frequently

While many employers may be able to change the work environment so it more fully embodies these factors that are supportive to caregivers, it must be acknowledged that this may not always be possible. For instance, telecommuting cannot be offered to employees whose jobs are location-specific (e.g., retail, medical, etc.), and competition cannot always be reduced when it is critical to employees' success (e.g., sales).

* Telecommuting policies and programs to help caregivers appear to help minimize workplace impacts for *any given* burden of care. The effect of these policies is not seen when analyses group caregivers of all levels of care together, because caregivers with heavier care burdens tend to experience greater work impacts but they also more commonly report that their employer allows telecommuting and offers programs to help family caregivers.

Note: While the flexible hours that caregivers so appreciate may play a role in reducing work disruption among some working caregivers, the regression analyses did not find them to be a significant predictor of reduced impacts.

PROFILE OF RESPONDENTS

Demographics: Caregiver Profile

	Total (n=1,000)
Gender	
Male	44%
Female	56
Race/Ethnicity	
Caucasian/White	75%
African-American/Black	13
Hispanic/Latino	8
Asian/Pacific Islander	4
Other	*
Education	
High school graduate or less	20%
Some college or trade school	39
Bachelors degree	28
Graduate degree	13
Marital Status	
Married	48%
Not married, but living with a partner	13
Separated or divorced	14
Widowed	2
Single, never married	25

* Less than 0.5%

Demographics: Caregiver Profile (continued)

	Total (n=1,000)
Age	
18 to 24	13%
25 to 34	25
35 to 49	33
50 to 64	28
65 or older	1
Job Position	
5 – Senior level (executives, partners)	4%
4	16
3 – Mid level	43
2	19
1 – Junior level (assistants, laborers, line workers)	19
Household Income	
Less than \$30,000	22%
\$30,000 to \$49,999	26
\$50,000 to \$99,999	40
\$100,000 or more	12

Demographics: Caregiver Profile (continued)

	Total (n=1,000)
Current Employment Status	
Employed	77%
Employed but on a leave of absence	2
Self-employed	7
Not employed	15
When Caregiving, Who Was Employer (Base: Current caregivers and currently employed)	(n=453)
Current employer	75%
Different employer	25%