



# Caregiving and the Workplace:

## Employer Benchmarking Survey

July 2017





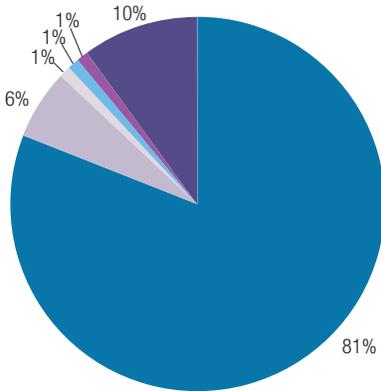
# Introduction

Northeast Business Group on Health (NEBGH) and AARP began a collaboration in late 2016 designed to assess employer interest in caregiving; understand the facts, challenges and opportunities that exist for employers in addressing caregiving among employees and their loved ones; and identify current and emerging practices and perspectives among employers when it comes to developing policies, programs and services designed to support caregivers. An employer roundtable was held in December 2016 to commence this project, and an initial report was released in March 2017 that highlighted the burden of caregiving for employers and provided a sampling of benefits, policies and services that various employers have implemented to support employees who are caregivers.

With support from AARP, NEBGH undertook a survey in June 2017 designed to gauge awareness and attitudes about caregiving as an issue for employers and their employees; gather more detailed information about the kinds of leave policies, benefits and programs employers have put in place to support caregivers; and understand the barriers that prevent organizations from becoming more “caregiver friendly.” The survey also asks about factors that would make a compelling case for investment in supporting caregivers, and what tops employers’ wish lists in terms of what they’d like to put in place if they could.

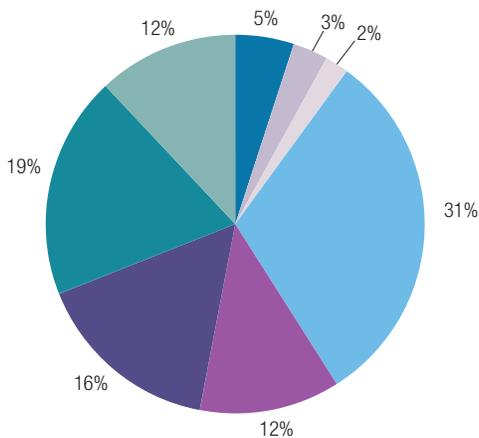
NEBGH surveyed benefits managers from 129 mostly large U.S. employers, including 40 employers headquartered in or near New York City, and an additional 89 from the Midwest, Florida and California, and in the Dallas/Ft. Worth, Houston and Memphis areas. Employers not included in this survey can use it to understand how other employers are thinking about the issue of caregiving, and as a reference tool for assessing what they have in place to support caregivers as compared with what other employers are doing.

### What is your role in your organization?



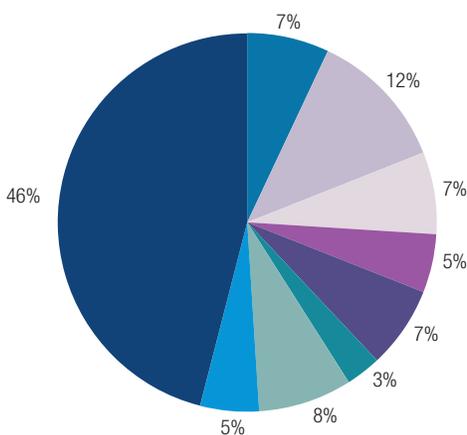
	PERCENT
Benefits Professional	81%
C-suite/Exec	6%
Talent Recruitment and Management	1%
Employee Assistance Program	1%
Employee Leave Specialist	1%
Other	10%

### How many employees does your company have?



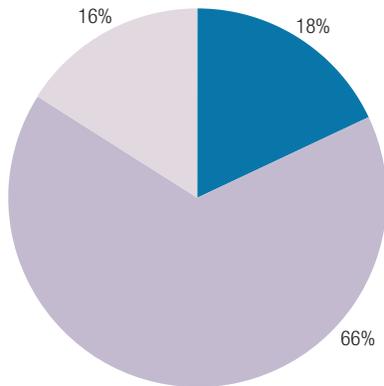
	PERCENT
Under 100	5%
101 - 500	3%
501 - 1,000	2%
1,001 - 5,000	31%
5,001 - 10,000	12%
10,001 - 20,000	16%
20,001 - 50,000	19%
Over 50,000	12%

### Industry Type



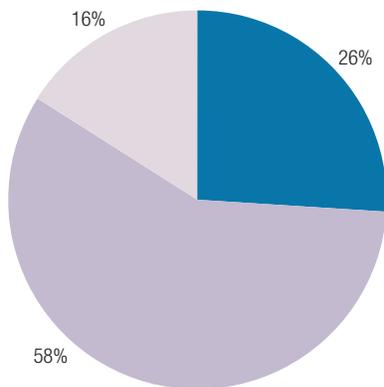
	PERCENT
Professional Services	7%
Healthcare	12%
Finance/Banking	7%
Agriculture and Forestry/Wildlife	0%
Retail	5%
Media	7%
Insurance	3%
Consumer Packaged Goods	8%
Transportation	5%
Utilities	0%
Other	46%

Our current workplace culture is "caregiving friendly"



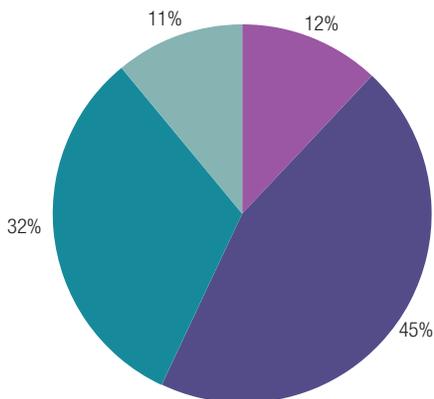
	PERCENT
Strongly Agree	18%
Agree	66%
Disagree	16%
Strongly Disagree	0%

During the next five years, caregiving will become an increasingly important issue to our company



	PERCENT
Strongly Agree	26%
Agree	58%
Disagree	16%
Strongly Disagree	0%

Please characterize where caregiving falls within your priorities for employees health and benefit issues

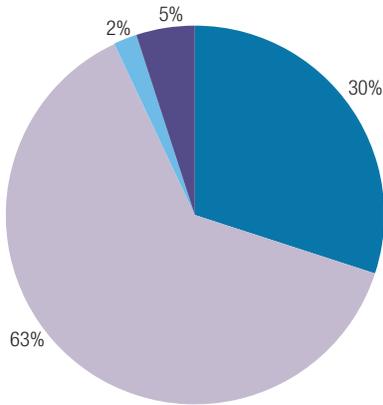


	PERCENT
Top 5 priorities	12%
Top 10	45%
Aware, but unable to address it	32%
Not on my radar	11%

# AWARENESS OF CAREGIVING:

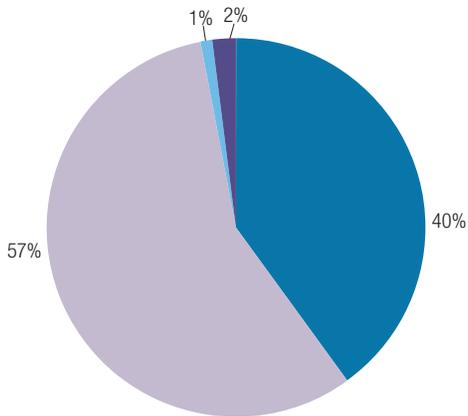
Please select the degree to which you agree or disagree with the following statements in general:

There are benefits, programs and policies that can make the workplace more caregiving friendly



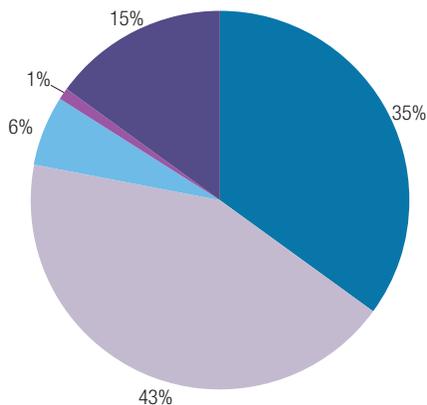
	PERCENT
Strongly Agree	30%
Agree	63%
Disagree	2%
Strongly Disagree	0%
Not Sure	5%

Caregiving is a driver of presenteeism and absenteeism



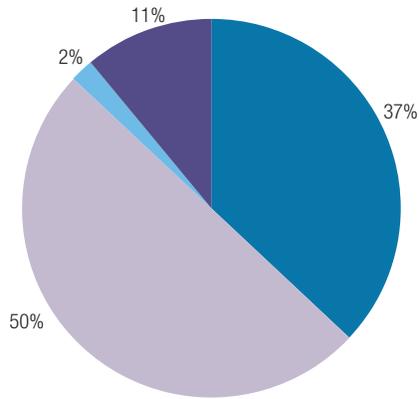
	PERCENT
Strongly Agree	40%
Agree	57%
Disagree	1%
Strongly Disagree	0%
Not Sure	2%

Caregivers are more likely than non-caregivers to abandon self care



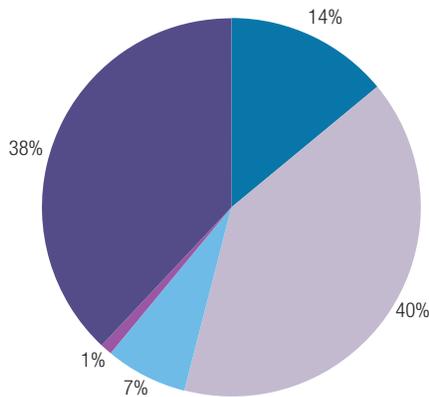
	PERCENT
Strongly Agree	35%
Agree	43%
Disagree	6%
Strongly Disagree	1%
Not Sure	15%

Supporting caregiving will increase workforce productivity



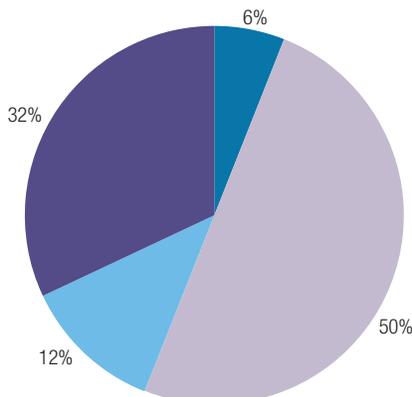
	PERCENT
Strongly Agree	37%
Agree	50%
Disagree	2%
Strongly Disagree	0%
Not Sure	11%

It is common for employees to spend up to 20 hrs/week in a caregiving role



	PERCENT
Strongly Agree	14%
Agree	40%
Disagree	7%
Strongly Disagree	1%
Not Sure	38%

Millennials are 25% of caregivers in the US; knowing this my company will offer more caregiving benefits

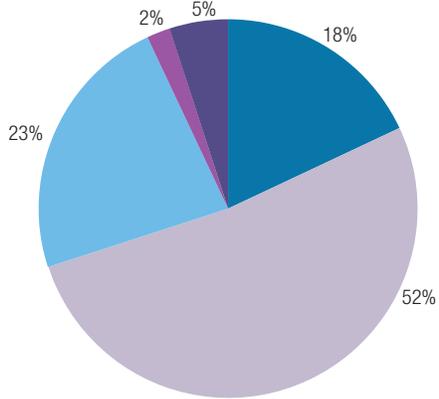


	PERCENT
Strongly Agree	6%
Agree	50%
Disagree	12%
Strongly Disagree	0%
Not Sure	32%

# THE CULTURE OF CAREGIVING IN YOUR WORKPLACE:

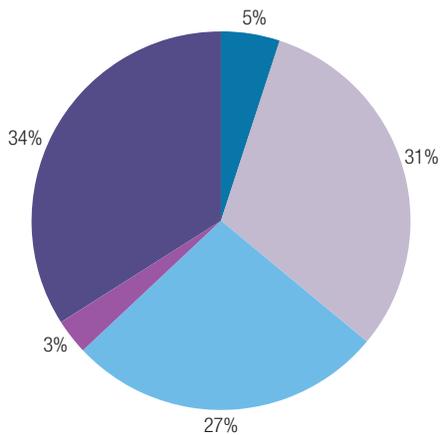
Please select the degree to which you agree or disagree with the following statements as they pertain to your workplace (if applicable):

The benefits department works closely with employee assistance programs (EAP) or work-life programs to support caregivers



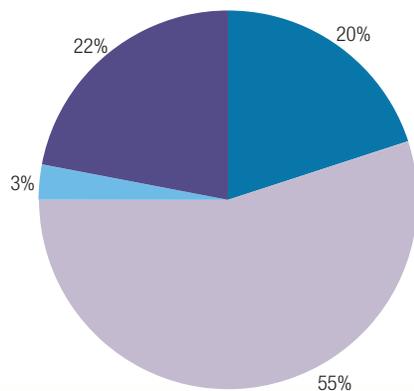
	PERCENT
Strongly Agree	18%
Agree	52%
Disagree	23%
Strongly Disagree	2%
Not Sure	5%

Employees are comfortable identifying their caregiver status to managers and colleagues



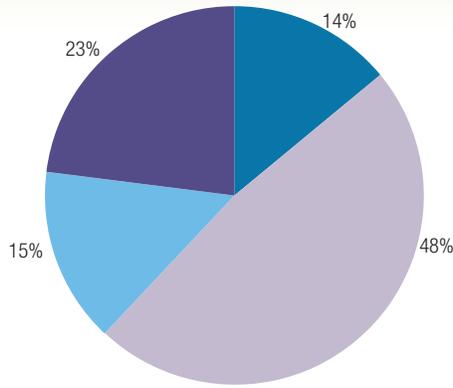
	PERCENT
Strongly Agree	5%
Agree	31%
Disagree	27%
Strongly Disagree	3%
Not Sure	34%

Being a more "caregiving-friendly" workplace would attract and retain talent



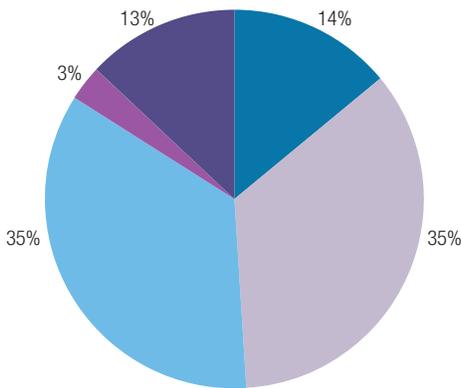
	PERCENT
Strongly Agree	20%
Agree	55%
Disagree	3%
Strongly Disagree	0%
Not Sure	22%

Being identified as a "caregiving-friendly" workplace is important to our company



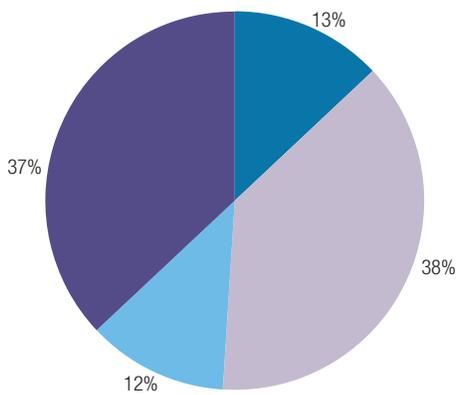
	PERCENT
Strongly Agree	14%
Agree	48%
Disagree	15%
Strongly Disagree	0%
Not Sure	23%

Being a more "caregiving-friendly" workplace is a high priority for my role as a benefits professional



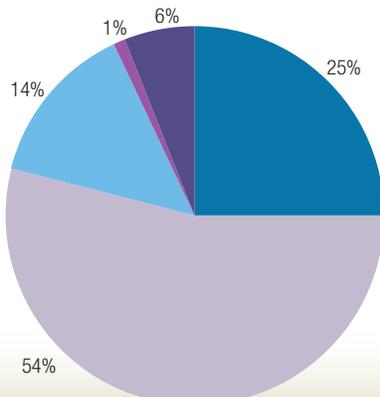
	PERCENT
Strongly Agree	14%
Agree	35%
Disagree	35%
Strongly Disagree	3%
Not Sure	13%

The C-suite will support caregiving friendly policies



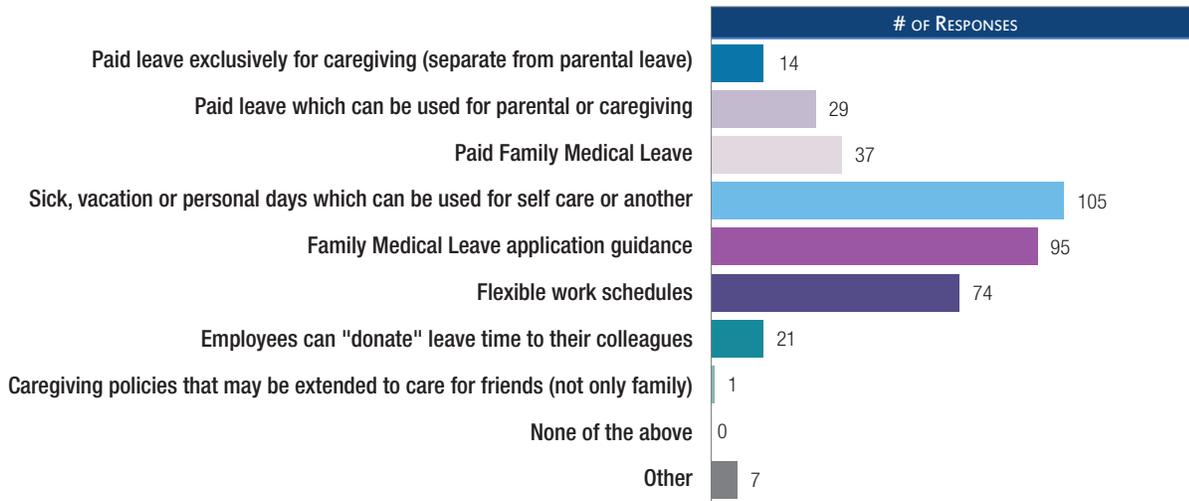
	PERCENT
Strongly Agree	13%
Agree	38%
Disagree	12%
Strongly Disagree	0%
Not Sure	37%

Developing a business case with specific Return on Investment (ROI). is necessary to implement new caregiving benefits, programs and policies

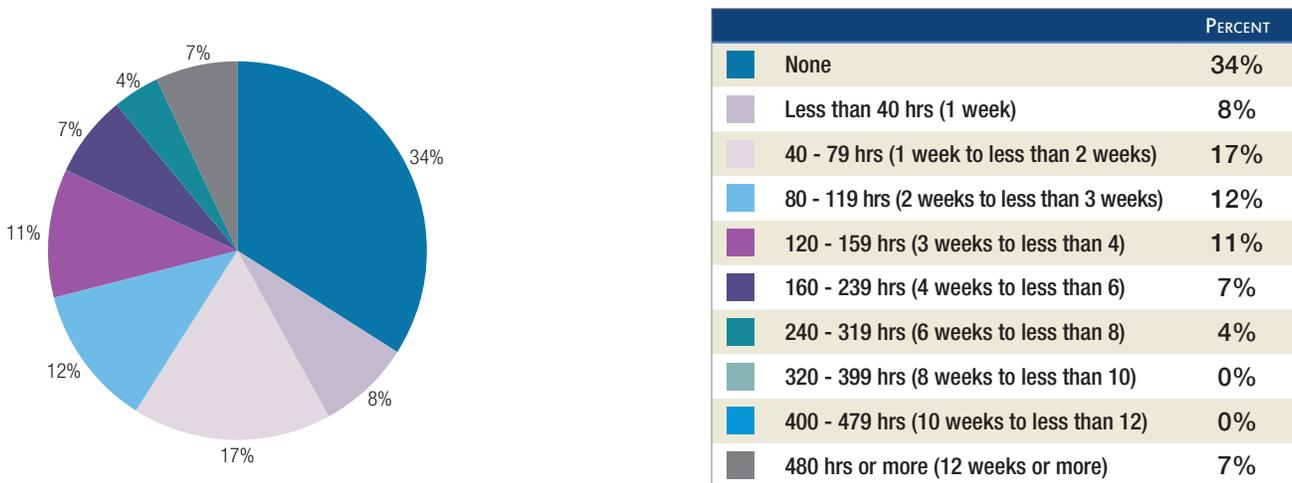


	PERCENT
Strongly Agree	25%
Agree	54%
Disagree	14%
Strongly Disagree	1%
Not Sure	6%

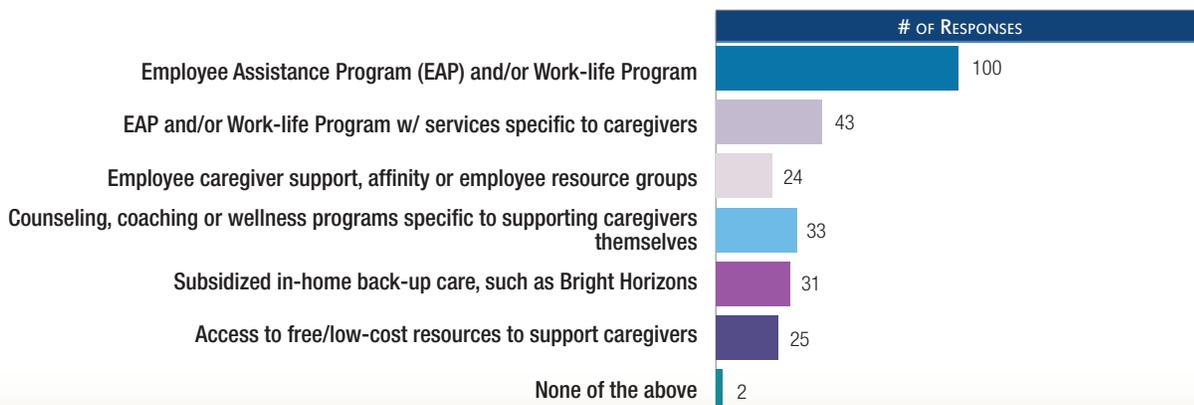
**Leave Policies:** Which of the following policies are currently available to employees at your workplace? (Check all that apply)



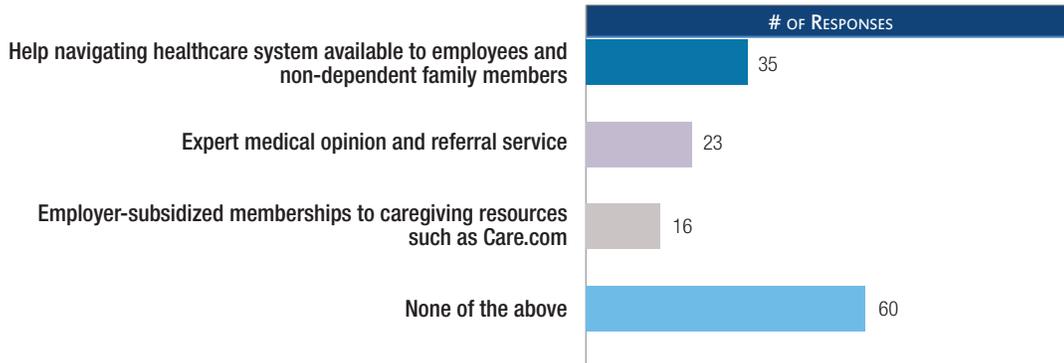
How many hours per year of paid caregiving leave (or other leave types that may be used for caregiving) do employees have access to?



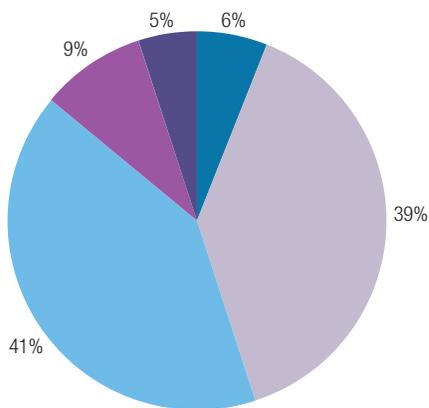
**Direct Support for Caregivers:** Which of the following benefits, programs or policies are currently available to employees at your workplace? (Check all that apply)



**Access to Benefits for Employee Caregivers and Those Being Cared For:** Which of the following benefits, programs or policies are currently available to employees at your workplace? (Check all that apply)

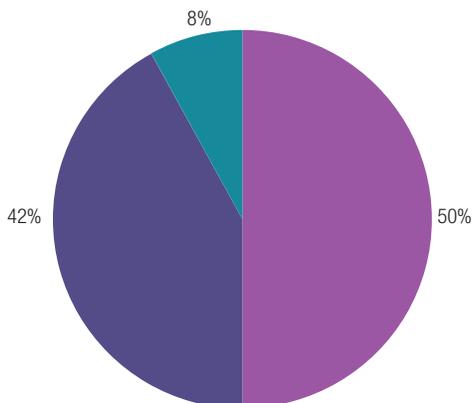


How aware are the employees at your company of employee benefits of caregiving? Please choose the most accurate option.



	PERCENT
Very	6%
Somewhat	39%
Not very	41%
Not at all	9%
Not applicable	5%

Are access and information about caregiving benefits integrated (i.e. on an an intranet page combined with health benefits) and communicated with traditional employees health benefits?



	PERCENT
Yes	50%
No	42%
Not applicable	8%

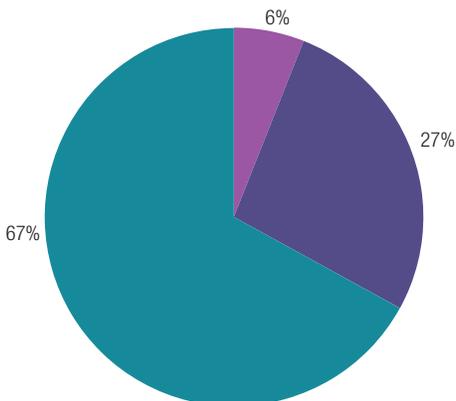
In your opinion, what are the greatest barriers preventing a workplace from being "caregiving-friendly"?

OVERALL RANK	ITEM
1	Absence of employer benchmarks and best practices for caregiving
2	Lack of financial resources
3	Lack of data to identify caregivers
4	Insufficient organizational capacity to support leave or flexible schedules
5	Lack of engagement with caregiving support
6	Difficulty getting buy-in from senior leadership
7	Cannot manage additional vendors to provide caregiving services
7	Negative stigma towards caregiving
9	Other

What are the greatest drivers that would make a compelling case for investment in "caregiving-friendly" benefits, programs and resources?

OVERALL RANK	ITEM
1	Increase in productivity
2	Decrease in absenteeism
3	Reduced health care costs
4	Recruiting and retaining talent
5	Emotional impact, anecdotal evidence or stories of employee caregivers

Are Family Responsibility Discrimination (FRD) regulations a concern for your workplace?



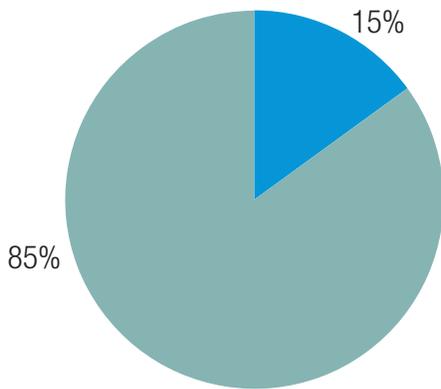
	PERCENT
Yes	6%
No	27%
Not applicable	67%

**The market for digital caregiving support tools and digital-enabled support services is growing.**

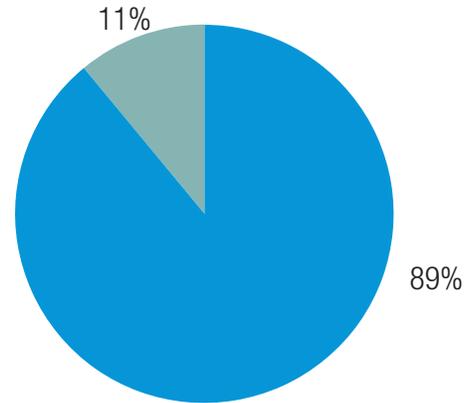
 Yes

 No

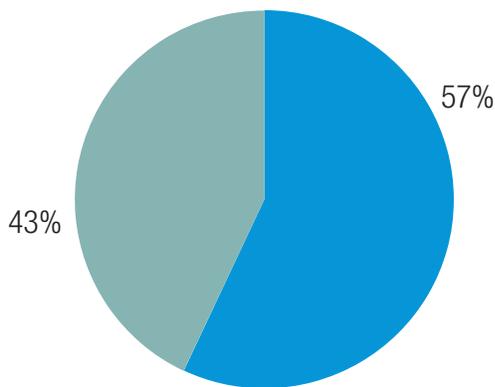
Do you offer any of these programs to employees?



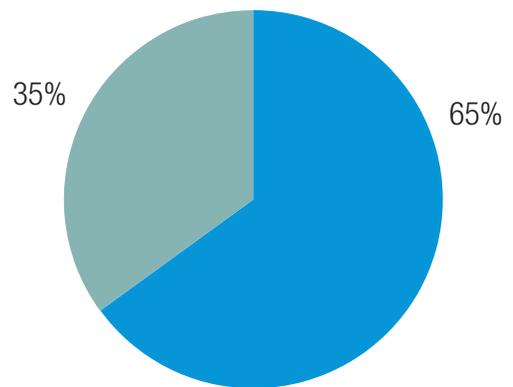
If not, would you be interested in providing these tools to employees?



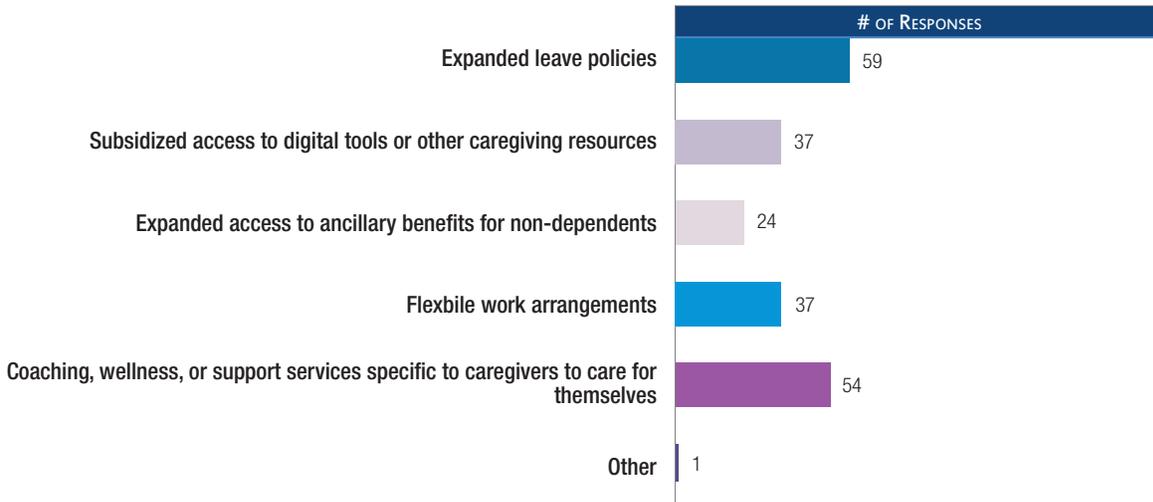
Would you feel confident in choosing the right tools for your employee population?



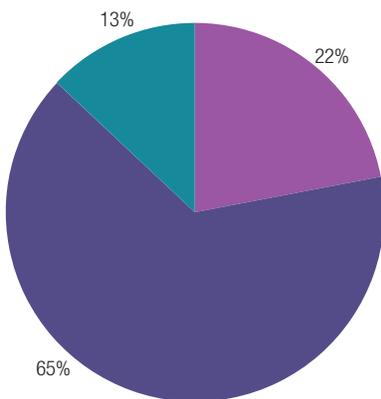
Would you remain interested in such tools if there were a price tag attached?



**Your caregiving wishlist:** Regardless of any other constraints, if you could implement two new policies, programs or benefits tomorrow to support caregivers, which would you choose? (Choose only two)

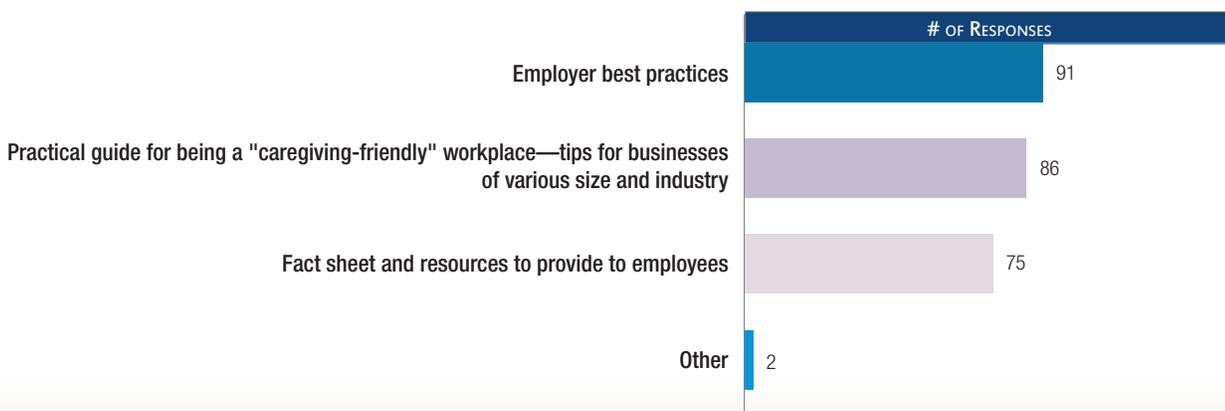


How do you think your company measures up against other similar employers as "caregiving-friendly"?



	PERCENT
Above average	22%
Average	65%
Below average	13%

What resources, guides or toolkits would be most helpful to you as a benefits professional when considering caregiving benefits, programs and policies? (Check all that apply)



## **About NEBGH**

Northeast Business Group on Health (NEBGH) is an employer-led coalition of healthcare leaders and other stakeholders that empowers its members to drive excellence in health and achieve the highest value in healthcare delivery and the consumer experience.

## **About NEBGH's Solutions Center**

The Solutions Center is NEBGH's unique data-gathering and discovery platform for developing initiatives that can "move the needle" when it comes to critical healthcare issues. Focused on employers as a catalyst for change, the Solutions Center's mission is to identify the most promising, innovative opportunities for improving health outcomes, and create a framework with the potential for transforming results and changing the national dialogue.

## **About AARP**

AARP is the nation's largest nonprofit, nonpartisan organization dedicated to empowering Americans 50 and older to choose how they live as they age. With nearly 38 million members and offices in every state, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands, AARP works to strengthen communities and advocate for what matters most to families with a focus on health security, financial stability and personal fulfillment. AARP also works for individuals in the marketplace by sparking new solutions and allowing carefully chosen, high-quality products and services to carry the AARP name. As a trusted source for news and information, AARP produces the nation's largest circulation publications, AARP The Magazine and AARP Bulletin. To learn more, visit [www.aarp.org/caregiving](http://www.aarp.org/caregiving), [www.aarp.org](http://www.aarp.org) or follow @AARP and @AARPadvocates on social media.

