Innovative Strategies to Support Caregivers in the Workplace

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Ronnie Mae Weiss
Senior Program Manager
MIT Work-Life Center
Massachusetts Institute of Technology

- Top tier research institute
- Approximately 12,000 faculty and staff
- Composed of 5 schools
- 11,300 students (6,800 grad/4,500 undergrad)
- 3,100 international students (2,700 grad/400 undergrad)
- Culture encourages diversity/inclusion
- Comprehensive work-life offerings
- Strong reputation on-campus for over 25 years
Why Focus on the Workplace?

• 60% of caregivers are in the workforce
• 64% of caregivers take time off/arrive late/leave early
• The average caregiver provides 20 hours/care week
• Employers are looking for solutions
The Perfect Storm

• Aging workforce
• Increased longevity
• Boomers working past retirement age
• Close to half the workforce impacted
• 80% of care provided by unpaid family members
• Caregivers do not think of themselves as caregivers
## Challenges to Workforce

<table>
<thead>
<tr>
<th>Financial</th>
<th>Health/Wellness</th>
<th>Productivity</th>
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<tbody>
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<td>$17-34 billion loss to employers annually</td>
<td>Additional $13 billion annually in health premiums</td>
<td>69% of employees report work disruptions</td>
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What Do Employees Want?

- Flexibility
- Information and Resources
- Guidance and Coaching
- Respite
- Time Off
What Do Employers Want?

• Increase Productivity and Engagement
• Attract and Retain Top Talent
• Reduce Workplace Disruptions
• Decrease Health Care Costs
• Become an “Employer of Choice”
Trends in Workplace Support for Eldercare

- Reliance on technology for information
- Move away from “full service” work/family vendor
- Resource and referral programs
- Discounted back-up care
- Comprehensive needs assessments
- Information about Medicare, Medicaid, and other payers
- Low utilization rates

Best Practices in Workplace Eldercare by NAC and ReAct
How To Get Started

Make the Business Case:

• Identify need through surveys and focus groups
• Give your employees a voice
• Look at demographics of your workforce
• Identify and recruit internal champions
Develop a Communication Strategy

• Electronic and paper postcard
• Targeted email
• Posters and flyers
• Articles in campus news publications
• Monthly e-newsletter
• Announcement on website homepage
• Social Media (Twitter, Yammer)
Educate and Promote

Make life a little easier

The MIT Work-Life Center’s popular Seminar Series provides research-based strategies, tips, and information to help you deal with a diverse array of work-life issues. With more than 25 seminars, workshops, support groups, and events to choose from this spring, you’re likely to find the issues that matter most to you.

These lively lunchtime seminars run from 12:00 to 1:30 p.m.* They’re free—but registration is required, so sign up today!

*Seminar series for young professionals will be held from 5:30 to 7:30 p.m.

Available Now: Senior Care Planning Benefit

Your new Senior Care Planning benefit offers the support and guidance of experienced Senior Care Advisors to help you navigate the ever-changing demands of caring for an aging family member. Senior Care Advisors provide in-depth consultations, share caregiver tips and resources, facilitate family meetings, and generate customized action plans to address your unique short-term and long-term caregiving needs.

Senior Care Consultations are available to MIT employees weekdays in person, by phone, or via email. To learn more about this new resource, visit our website at hrweb.mit.edu/worklife/adult-senior-care; call us at 617.253.1592; or stop by our offices at Building E19-611.
What’s complicating your life these days? Adjusting to life as a new parent? Wondering how to support your school-age child, or how to help your high schooler plan for college? Dealing with the possibilities and uncertainties of life as a young professional, including paying off your student loans? Maybe you’re at a mid-life crossroads, wondering who you want to “be” and what you want to “do” in the next stage of life? Or, perhaps you want to learn how to help an aging parent—or maintain your own well-being as you balance your professional and personal lives.

The MIT Work-Life Center’s popular Seminar Series provides research-based strategies, tips, and information to help you deal with a diverse array of work-life issues. With more than 25 seminars, workshops, and support groups to choose from this fall, you’re likely to find the issues that matter most to you.

These expert-led seminars run from 12:00 to 1:30 p.m.* They’re free—but registration is required, so sign up today!

*Most seminars for young professionals will be held from 5:30 to 7:30 p.m.
Educate and Promote

CARING FOR AGING PARENTS...

What worries you the most?

Mom seems much more forgetful. Dad’s having more trouble getting around. What kind of help do they need? What kind of help will they accept? How is your relationship changing, and how will it change in the future? As your parents grow older, there seem to be more questions than answers, but you don’t have to face this challenge alone. These lunchtime seminars (12:00 — 1:30 p.m.) offer an opportunity to share your concerns, and gain the practical information you need to make the plans and provide the support that will work best for you and your parents.

October 7  It’s Not the Fountain in the Lobby: What to Look for When Choosing a Long Term Care Community
Jody Gaetjens, UCSD, Vice President, Senior Care Services, Care.com

November 4  Holiday Visits: Checking in with Elderly Family Members
Mary Sterle, UCSD, Team Leader and Senior Care Advisor, Care.com

December 16  Aging in Place: Promoting Independent Living for Seniors
Mary Sterle, UCSD, Team Leader and Senior Care Advisor, Care.com

Monthly  Care Group: Caring from a Distance
Jennifer Gibbons, UCSD, Senior Care Advisor, Care.com

Monthly  Care Group: Caring for a Family Member with Alzheimer’s/Dementia
Jennifer Gibbons, UCSD, Senior Care Advisor, Care.com

LEARN MORE AND SIGN UP AT hrweb.mit.edu/worklife
Educate and Promote

Caregiving
Resources and Support for You and Your Family

March 2015

Announcements
This monthly newsletter for MIT faculty, staff, and postdocs who are taking care of seniors, features a Senior Care Tip of the Month from Care.com and other MIT resources for you and your family. Please forward this on to anyone in the MIT community who might be interested.
Educate and Promote

MIT’s new Senior Care Planning benefit through Care.com
Senior Care Advisors help you navigate the ever-changing demands of caring for an aging family member.

Your new comprehensive Senior Care Planning benefit delivers personalized guidance and resources to address your unique short- and long-term caregiving needs, including:

• Professional support and advice through Senior Care Advisors, in-person or on the phone
• Voted providers across the U.S., including geriatric care managers, elder law attorneys, at-home care services, senior housing, adult day programs, transportation, and Alzheimer/dementia care
• Facilitated family meetings with siblings and extended family
• Short-term in-home backup care for you or an adult or senior family member across the U.S.

Quality care for your loved ones. Expert advice for you.
Experienced Senior Care Advisors provide you and your family with:

In-depth Individual and Family Consultations
Expert guidance, planning, and support for you and members of your family.

Customized, Comprehensive Action Plans
Detailed, actionable steps for caregivers and their families.

National Networks
Credible provider networks, tailored solutions, and access to individual caregivers.

Preferred Rates
Negotiation on behalf of clients to obtain best pricing.

Ongoing Education and Consultation
Continued training and support for caregivers and their families.

To consult with an experienced Senior Care Advisor:

Call: Care.com: 855.781.1303, ext. 3, Monday-Friday, 9:00 am-6:00 pm EST
Visit: https://mit.care.com

To learn more about this new Senior Care Planning benefit available to current benefits-eligible MIT faculty, staff, postdoc associates and postdoc fellows, visit the MIT Work-Life Center’s website at worklife.mit.edu/program/senior-care, call 617.253.1592 or email worklife@mit.edu.
On-Site Senior Care Program

- Launched pilot consisting of onsite consultations
- Two on-site caregiver support groups met monthly
- Caregiver Stress Index administered pre- and post-group
- 100% time slots filled
- Over 93% customer satisfaction
- Adapted program based on success of pilot
On-Site Senior Care Program

FY15 Utilization

• 87 Faculty/Staff had 257 Care Planning Encounters* for 100 Care Recipients
• 75 On-Site Consultations
• 4 On-Site Caregiver Support Groups (Caring for an Aging Family Member, Caring for a Family Member with Alzheimer’s/Dementia) with 17 attendees
• 5 Seminars with a total of 125 attendees

FY16 Utilization (7/1/15 – 9/30/15)

• 39 Faculty/Staff had 53 Care Planning Encounters* for 49 Care Recipients
• 8 On-Site Consultations
• 2 On-Site Caregiver Support Groups (Caring for an Aging Family Member, Caring for a Family Member with Alzheimer’s/Dementia)

*distinct interaction with an employee about care needs
Lessons Learned

- Establish expertise and trust
- Develop multiple champions
- Drive utilization
- Customize: One size does not fit all
- Create caregiver-friendly workplace