

**Providing Assistance to Older Adults and Grandchildren:
Caregiver Needs Assessment of Riverside County Employees**

Final Report

**Prepared for the
Riverside County Department of Human Resources
Riverside County Office on Aging**

**Joan J. Branin, Ph.D.
Chair, Graduate Programs in Gerontology
University of La Verne
1950 3rd Street
La Verne, CA 91750
(909) 593-3511 ext. 4247**

**Rebecca Martinez, D.P.A.
Consultant, H.S.S. Consultants
P.O. Box 82
Loma Linda, CA 92354
(909) 236-8198**

**Providing Assistance to Older Adults and Grandchildren:
Caregiver Needs Assessment of Riverside County Employees**

Table of Contents

Executive Summary	3
Part A. Incidence of Caregiving	21
Part B. Working Caregivers of Older Adults	21
Characteristics of Working Caregivers	23
Characteristics of Care Recipients	24
Type of Assistance Provided	26
Type of Caregiving-Related Problems	28
Type of Work-Related Problems	29
Use of County Resources by Caregivers	30
Role of Government in Providing Care	32
Part C. Working Caregivers of Children Under 18 and Not Their Own Child	34
Characteristics of Working Caregivers	34
Characteristics of Care Recipients	35
Type of Assistance Provided	36
Type of Caregiving-Related Problems	39
Type of Work-Related Problems	41
Use of County Resources by Caregivers	42
Role of Government in Providing Care	44
Part D. Recommendations	46

Providing Assistance to Older Adults and Grandchildren: Caregiver Needs Assessment of Riverside County Employees

EXECUTIVE SUMMARY

Background

Caregiving involves a wide range of activities from providing assistance with shopping and transportation to full responsibility for bathing, feeding, and other essential activities. In some instances, caregiving may involve providing assistance to an individual some distance from the caregiver. With increased longevity, some employees are providing care for their elderly parents and other older adults. Other employees are providing care for children under 18 years of age that are not their own child.

In the winter of 2003, the Riverside County Department of Human Resources and the Riverside County Office on Aging conducted a caregiver needs assessment to study the issues and needs of working caregivers. A questionnaire, "Providing Assistance to Older Adults and Grandchildren," was developed by Joan Branin, Ph.D., Chair, Graduate Programs in Gerontology, University of La Verne, and Rebecca Martinez, D.P.A., Consultant, H.S.S. Consultants, to assess the needs of Riverside County working caregivers. The questionnaire, accompanying by a cover letter, was distributed to Riverside County employees by email and mail. To ensure anonymity and confidentiality, completed questionnaires were returned directly to the consultants. Three hundred fifty-six (356) questionnaires were received and used in this study.

Analysis of the Caregiver Needs Assessment Findings

Incidence of Caregiving

Over 50% of the Riverside County employees reported that they were working caregivers. Seventy-seven percent reported that they currently were providing care or assistance to at least one older adult and 10% were providing care for at least one child under 18 that was not their own. Of those providing care to older adults, the majority was caring for their parents or parents-in-law. Most of the older adults who were receiving care were females, over 80 years of age, living in Riverside County but are not living with the working caregiver. The working caregiver was their main caregiver.

Most of the working caregivers providing care for children under 18 and not their own were caring for a grandchild between the ages of 7-12 years. Only nineteen percent of the children receiving care were young, i.e., under 4 years of age. Most of younger care recipients lived in Riverside County with the caregiver.

Interestingly, 13% of the working caregivers among Riverside County employees were providing care for both an older adult and a child under 18 and not their own.

Of those currently not providing care, 48% indicated that they anticipated providing care to an older adult within the next five years, while only 13% anticipated providing care to a child not their own within the next five years.

Analysis of the Caregiver Needs Assessment Findings (cont'd)

Working Caregivers of Older Adults

Characteristics of Caregivers. Most of the working caregivers of older adults were female, between 40-59 years of age, Euro American, married, with an undergraduate degree, in very good or good health, with an annual household income of \$40,000-\$79,000.

Type of Assistance Provided. The majority of the assistance provided was for instrumental activities of daily living (IADLs) rather than activities of daily living (ADLs). Transportation, emotional assurance, and managing personal finances were the three most frequent types of assistance provided; transferring an older adult from place to place was the least frequent type of assistance provided. Forty percent provided direct financial support. Most of these caregivers provided four or more types of assistance and received assistance from others usually a spouse or partner or a sibling. Only 1% used paid caregivers.

Amount of Time Spent Caregiving. Fifty-five percent of the caregivers caring for older adults spent less than 15 hours per week caregiving. Sixteen percent spent 30 or more hours.

Type of Problems Experienced by Caregivers. In the past year, working caregivers of older adults experienced a variety of caregiving-related and work-related problems. The major caregiving-related problems experienced were physical strain or fatigue and interference with work. Issues related to oneself such as fatigue and financial strain were experienced somewhat more

frequent than issues related to the logistics of providing care. Rankings of various types of caregiving-related problems are presented below.

Type of Caregiving-Related Problem	Rank
Experiencing physical strain or fatigue	1
Interference with work	1
Feeling emotional upset	2
Interference with social activities	2
Getting cooperation from family members	2
Locating needed services	3
Having enough money to pay for care	3
Experiencing financial strain	3
Interference with family relationships	3
Interference with free time	3
Understanding governmental programs	3
Finding affordable residential services	4
Finding trained and reliable providers	5
Finding out about legal options	5
Dealing with a breakdown in care arrangements	5

The major work-related problems experienced by working caregivers of older adults were feeling overwhelmed and taking time off due to an older adult's illness. In general, the logistics of providing care was a greater work-related problem than taking care of oneself as a caregiver. Rankings of various work-related problems are presented on the next page.

Type of Work-Related Problem	Rank
Feeling overwhelmed	1
Getting time off due to older adult's illness	2
Receiving numerous telephone calls at work	3
Having less energy for work	3
Being absent	4
Feeling less productive	5
Not able to work overtime	5
Being late for work	6

Use of County Resources. Only twenty-five percent of these working caregivers had contacted the Riverside County Office on Aging for assistance; even fewer had contacted the Riverside County Department of Human Resources or the Employee Assistance Program.

Type of Resources and Information Needed. Resources or information that would be useful if available include assistance in locating services, legal assistance and consultation, flexible work scheduling, and long-term care insurance for family members. These working caregivers preferred to receive written information through the mail or via email. The least preferred methods were after work and weekend seminars. Rankings of the usefulness of various types of resources and information are presented on the next page.

Usefulness of Resource and Information	Rank
Assistance locating services	1
Legal assistance / consultation	2
Flexible work schedule	3
Long-term care insurance for family members	3
Medical information	4
Caregiver support groups	5
Financial information	5
Adult day care	6
Respite care	6
Housing options	7
Part-time or job sharing	7
Long distance caregiving	8
Work-based adult day care	8
Work-based child day care	9

Role of Government in Caregiving. Most working caregivers of older adults felt that the Federal and state governments were not doing enough to provide programs and services for working caregivers. Most felt that it was still the primary responsibility of the family to provide care for older adults. Of the various governmental entities, the Federal government was seen as the governmental entity most responsible for providing caregiving for older adults. Employers were seen as least responsible for the caregiving of older adults.

Analysis of the Caregiver Needs Assessment Findings (cont'd)

Working Caregivers of Children Under 18 and Not Their Own

Characteristics of Caregivers. Most working caregivers of children under 18 that were not their own were female, between 50-59 years of age, Euro American, married or divorced, with a high school diploma or less, in very good or good health, and with an annual household income of \$20,000-\$59,000.

Type of Assistance Provided. The majority of these working caregivers needed to seek childcare assistance in order to work. During the past year, the types of childcare used most frequently were a relative in the caregiver's own home, after school activities, and a spouse or partner. The type of childcare used least frequently was an unrelated person in the caregiver's own home.

Amount of Time Spent Caregiving. The number of hours per week spent on childcare varied from less than 5 to 30 or more hours with some assistance from others mostly a spouse or partner. Almost seventy percent spent 30 or more hours per week providing childcare.

Estimated number of hours per week spent on caregiving was 30 or more

Not surprising, mothers provided only 3% of the care or assistance. Most of the children receiving care resided in Riverside County. The working caregiver was the child's main caregiver.

Financial Impact of Caregiving. Almost fifty percent of working caregivers did not pay for childcare; while twenty-six percent spent between \$250-\$499 per month.

Estimated average monthly expenditure for childcare was \$228.00.

Type of Caregiving Problems. In the past year, working caregivers of children under 18 and not their own experienced a variety of caregiving-related and work-related problems. The type of caregiving-related problem experienced most frequently was scheduling all activities. Other major problems were finding care for a sick child, taking children to and from school, and taking them to the doctors. The major problems were related to transportation and providing childcare while working. Most of these working caregivers experienced four or more childcare problems in the past year. Almost forty percent experienced ten or more problems, an average of almost one per month. Rankings of the various types of caregiving-related problems are presented below.

Type of Caregiving-Related Problem	Rank
Scheduling all activities	1
Picking children up to and from school	2
Finding care for a sick child	2
Taking them to the doctors	2
Maintaining one's own health status	3
Finding childcare during school holidays	3
Paying for childcare	4
Providing discipline	4

Finding care when childcare provider is sick	4
Finding childcare to match work schedule	5
Finding information on available childcare	6
Ensuring their safety	6
Getting to the location of the childcare	7
Obtaining adequate health insurance for them	8

The work-related problem experienced most frequently was taking time off due to a child's illness or doctor's appointments. Other major problems were inability to work overtime and less energy for work. Sixty-nine percent had experienced four or more work-related problems in the past year.

Type of Work-Related Problem	Rank
Needing time off for child's illness or doctor's appointment	1
Being unable to work overtime	2
Having less energy for work	2
Feeling less productive	3
Being absent from work	3
Receiving numerous telephone calls at work	3
Being late for work	4
Being unable to travel for work	5
Needing to reduce number of hours worked	6
Needing to take extended leave	6

Use of County Resources. Many working caregivers caring for children under 18 and not their own had contacted the Department of Social Services for assistance but few had contacted the Department of Human Resources.

Type of Resources and Information Needed. The most useful resources or information needed by these working caregivers were work-based child day care, legal assistance and consultation, and flexible work scheduling. Working caregivers preferred to receive information from a website or the Internet and written information through the mail. The least preferred method was weekend and after work seminars. Rankings of the usefulness of various types of resources and information are presented below.

Usefulness of Resources and Information	Rank
Work-based child day care	1
Legal assistance / consultation	1
Flexible work schedule	1
Medical information	2
Assistance locating services	3
Long-term care insurance for family members	3
Caregiving workshops	4
Respite care	4
Financial information	4
Non work-based child day care	4
Caregiver support group	5
Housing options	6
Part-time or job sharing	6
Child rearing information	7
Work-based adult day care	8
Long distance caregiving	9

Role of Government in Providing Childcare. Similar to working caregivers of older adults, working caregivers of children under 18 and not their

own felt that the Federal and state governments were not doing enough to provide programs and services for working caregivers such as themselves. Although the major responsibility for childcare is with the family, county government and the community of residence were seen as the governmental entities most responsible for providing childcare for these children. Employers were seen as least responsible for child caregiving.

Recommendations

Several recommendations for further investigation and action are proposed. These recommendations can be classified as either internal or external. Internal recommendations are those recommendations that relate to Riverside County government; external recommendations are those recommendations that relate to Riverside County and the businesses and other stakeholders within the County.

1. **Conduct a comparative assessment of surrounding counties**

A comparative assessment of Riverside County government employees with those of other surrounding counties using the same assessment tool, "Providing Assistance to Older Adults and Grandchildren" is recommended. These comparative findings can assist Riverside County and the other surrounding counties in the collaboration and coordination of working caregiver services and programs.

2. **Assess private businesses within Riverside County**

Using this same assessment tool, a study should be conducted of the Directors of Human Resources of the Riverside County business community. A comparison of the results from these two studies--Riverside County government employees and private businesses within Riverside County--can be of assistance in defining broad working caregiver policies and developing collaborative programs that can be utilized by both government and nongovernment employees within the County.

3. **Conduct working caregiver focus groups**

Focus groups comprised of working caregivers representing government and/or nongovernment employees should be conducted. These focus groups would enable the County to explore and identify caregiver needs and issues directly from working caregivers. Caregiver focus groups comprised of employers and employees also could be used to collaboratively develop working caregiver programs and policies.

4. **Develop an educational awareness campaign with linkages to EAP and Human Resources**

An educational awareness campaign should be initiated with linkages to EAP and Human Resources to disseminate informational brochures to educate employees about existing information and resources for working caregivers and how to access these resources. Individuals may not be aware of existing resources because there is no imminent need to use them or they may not be utilizing them because they do not know how to access information about available community resources. Many community resources may be underutilized.

5. **Develop a marketing plan for a business-to-business educational outreach**

A marketing plan for a business-to-business educational outreach should be developed outlining how to promote community working caregiving services and resources directly to private businesses. One marketing

strategy for a business-to-business educational outreach might be the collaborative development of collateral materials about working caregiving resources for distribution at employer worksites. Another marketing strategy might be the development of a table display or video discussing caregiving by employees, issues faced by working caregivers, and how to address them effectively through community resources. Working caregivers could be referred to a resource directory or hotline to identify and locate specific providers of services needed within the County.

6. **Expand ongoing employee wellness program**

Another recommendation is to expand the ongoing employee wellness program for County government employees to specifically target working caregiver issues similar to those targeted to women's health. This program should address and include mental health counseling for caregiver burden and depression, stress reduction and relaxation techniques, and work-site caregiver support groups.

7. **Continue to assess multiple caregiving needs**

The caregiver literature often focuses on working caregiver needs and issues as they relate to caring for a single older adult or child under 18 that is not one's own. This is particularly true of caring for older adults. Many working caregivers are caring for both older adults and children or multiple older adults or multiple children. How are these caregivers able to handle the responsibilities of caring for multiple individuals? Do they have a different type of support network or access services and resources

differently than the caregiver of a single individual? Are there any lessons to be learned from multiple caregiving? An exploratory study of multiple caregiving could be conducted through personal interviews with these types of working caregivers. This assessment should be an integral part of further County working caregiver needs assessments.

8. **Expand the resource database of community services to include Internet-based information**

The resource database of community services of information and resources for working caregivers should be expanded to include Internet-based information. The existing resource database needs to be continually updated and reflective of newer issues and resources in working caregiving such as long distance caring.

9. **Develop bilingual community services and resources targeted toward working caregivers**

The need for and type of bilingual community services and resources for working caregivers should be identified. These bilingual community resources and resources should be congruent with the values of different ethnic and cultural groups and represent the diversity of Riverside County. Any information and resources should be more than simply a translation of existing materials into another language.

10. **Target the Riverside County Office on Aging's InfoVan to reach county employees who are caregiving**

One area of need is for more information about caregiver services and resources. The flexibility and mobility of the InfoVan makes it an excellent vehicle for the dissemination of information directly to employees at their worksites in Riverside County.

11. **Investigate models and funding for work-based adult and child day care**

An exploratory study of models for work-based adult and child day care both in the U.S. and other countries should be conducted to examine any models that may be adapted to the needs of working caregivers residing and working within Riverside County. This would involve an extensive search of the literature and contacting leaders in the field.

Providing Assistance to Older Adults and Grandchildren: Caregiver Needs Assessment of Riverside County Employees

FINAL REPORT

Background

Caregiving involves a wide range of activities from providing assistance with shopping and transportation to full responsibility for bathing, feeding, and other essential activities to assist an individual. In some instances, caregiving may involve providing assistance to an individual some distance from the caregiver. With increased longevity, some employees are providing care for their elderly parents and other aging individuals. Other employees are providing care for their grandchildren or other children under 18 years of age that are not their own child.

In the winter of 2003, the Riverside County Department of Human Resources and the Riverside County Office on Aging conducted a caregiver needs assessment to study the issues and needs of working caregivers. An understanding of the issues and needs of working caregivers who were providing care to older adults and/or children under 18 and not their own will enable Riverside County to better design programs and services to assist and support the needs of working caregivers, whether they be County employees or members of the general public.

Methodology

A questionnaire, "Providing Assistance to Older Adults and Grandchildren," was developed by Joan Branin, Ph.D., Chair, Graduate Programs in Gerontology, University of La Verne, and Rebecca Martinez, D.P.A., Consultant, H.S.S. Consultants, to assess the needs of Riverside County employees who were working and providing care to others. The questionnaire was designed to provide information about the:

- (1) incidence and type of caregiving provided by County employees,
- (2) characteristics of Riverside County working caregivers,
- (3) characteristics of the care recipients who are older adults and/or children under 18 and not your own,

- (4) type of assistance, support, and problems encountered in providing care for older adults and children not your own,
- (5) type of caregiving resources and information that would be useful to working caregivers and the preferred methods for receiving these resources and information, and the
- (6) role and responsibility of the federal, state, and county governments; and the community, employer, and family in providing care for older adults and children under 18 and not your own.

The questionnaire with an accompanying cover letter and instructions for return of the questionnaire was distributed to all Riverside County employees via email and by mail. To ensure anonymity and confidentiality, completed questionnaires were forwarded to the consultants. Three hundred fifty-six (356) questionnaires were received and used in this study.

**Providing Assistance to Older Adults and Grandchildren:
Caregiver Needs Assessment of Riverside County Employees
Survey Findings**

Part A. Incidence of Caregiving

Number of caregivers. Among Riverside County employees, there were 182 working caregivers (51%) out of the total 356 employees that responded to the "Providing Assistance to Older Adults and Grandchildren" questionnaire.

Table 1. Extent of Caregiving among Employees

<u>Extent of caregiving</u>	<u>Number</u>	<u>Percent</u>
Working caregivers	182	51%
Non caregivers	<u>174</u>	<u>49%</u>
Total	356	100%

Type of caregiving responsibility. Of the 182 working caregivers, 140 working caregivers were providing care or assistance only to older adults 60 years of age or older and 19 working caregivers were providing care for only a child under 18 who was not their own. Interestingly, 23 or 13% of the working caregivers were providing care for both an older adult and a child under 18 who was not their own. There were 163 working caregivers of older adults and 42 working caregivers of children under 18 who were not their own.

Table 2. Type of Caregiving Responsibilities

<u>Type of caregiving responsibilities</u>	<u>Number</u>	<u>Percent</u>
Caregiving for older adults only	140	77%
Caregiving for children only	19	10%
Both caregiving older adults and children	<u>23</u>	<u>13%</u>
Total	182	100%

Number of care recipients. Some of the caregivers were providing care for more than one older adult or child (i.e., care recipients). In total, these working caregivers were providing care to a total of 196 older adults; similarly these working caregivers were providing care to a total of 47 children. Of the total

163 working caregivers of older adults, 81% were caring for only one older adult, with an additional 19% caring for two or more older adults.

Of the total 42 working caregivers of children under 18 who were not their own, 29 provided information about the number of children for which they provided care. Fifteen or 52% of the working caregivers providing childcare were caring for one child under 18 whom was not their own, with an additional 49% caring for two or more children. Working caregivers caring for children under 18 who were not their own were more likely to be caring for more individuals than working caregivers of older adults.

Table 3. Number of Care Recipients

<u>Number of Older Adults</u>	<u>Number of Caregivers</u>	<u>Percent</u>	<u>Number of Care Recipients</u>
One older adult	132	81%	132
Two older adults	29	18%	58
Three or more older adults	<u>2</u>	<u>1%</u>	<u>6</u>
Total	163	100%	196

<u>Number of Children</u>	<u>Number of Caregivers</u>	<u>Percent</u>	<u>Number of Care Recipients</u>
One child	15	52%	15
Two children	10	35%	20
Three children	<u>4</u>	<u>14%</u>	<u>12</u>
Total	29	101%*	47

* Greater than 100% due to rounding

Anticipated future caregiving. Of those not currently caring for an older adult or a child under 18 and not their own, 98 or 48% of the employees anticipated needing to care for an older adult, while only 12 or 13% anticipated needing to care for a child under 18 and not their own in the next five years. (Note: more than 174 noncaregivers responded to this question.)

Table 4. Anticipated Future Caregiving

	<u>Yes</u>	<u>Percent</u>	<u>No</u>	<u>Percent</u>
Caregiving for an older adult	98	48%	108	52%
Caregiving for a child	12	13%	83	88%

Part B. Working Caregivers of Older Adults

Characteristics of working caregivers. Most of the working caregivers of older adults were female, between 40-59 years of age, Euro American, married, with an undergraduate degree, in very good or good health, with an annual household income of \$40,000-\$79,000. There were very few working caregivers that were in poor health or with an annual household income of less than \$20,000.

Table 5. Characteristics of Working Caregivers

<u>Characteristics</u>	<u>Number</u>	<u>Percent</u>
Gender		
Female	125	79
Male	33	21
Age		
Under 30 years of age	12	8
30-39 years of age	22	14
40-49 years of age	62	49
50-59 years of age	54	34
60-69 years of age	6	4
70 and older	1	1
Ethnicity		
Euro American	101	67
Hispanic	15	10
Native American	14	9
Asian/Pacific Islander	8	5
African American	7	5
Other	6	4
Marital Status		
Married	87	56
Divorced	36	23
Never married	26	17
Widowed	6	4
Separated	1	1
Level of Education		
High school diploma or less	32	21
Undergraduate degree	65	42
Master's degree	28	18
Doctorate / JD / MD	11	7
Other	19	12

Health Status		
Excellent	29	19
Very good	57	37
Good	49	31
Fair	19	12
Poor	2	1
Annual Household Income		
Less than \$19,999	4	3
\$20,000 - \$39,000	28	18
\$40,000 - \$59,000	51	33
\$60,000 - \$79,000	32	21
\$80,000 - \$100,000	19	12
Over \$100,000	20	13

Characteristics of care recipients. The majority of the older care recipients were women, over 80 years of age, living in Riverside County but not with the working caregiver. The working caregiver was their main caregiver.

Table 6. Characteristics of Care Recipients

<u>Characteristics</u>	<u>Number</u>	<u>Percent</u>
Gender		
Female	106	71
Male	43	29
Age		
Over 18 and under 60	6	3
60-69 years	21	15
70-79 years	42	30
80-89 years	61	44
90 and over	10	7
Living with you		
Yes	69	45
No	86	56
Place of residence		
Riverside County	108	70
San Bernardino County	19	12
Orange County	9	6
Los Angeles County	9	6
Elsewhere in CA	4	3
Elsewhere in the U.S.	6	4

Are you the main caregiver?		
Yes	106	70
No	47	31

Relationship of the care recipient to caregiver. Of these working caregivers of older adults, the majority (82%) were providing care for either an older mother or father or a mother-in-law or father-in-law. Six percent were providing care to one's spouse or partner. Eleven percent were providing care to grandparents and other relatives. Other relatives included brothers or sisters, aunts or uncles, and cousins. Only 2% were providing care to an elderly friend.

Table 7. Relationship of Care Recipient to Working Caregiver

<u>Relationship</u>	<u>Number</u>	<u>Percent</u>
Parent	115	70%
Parents-in-law	19	12%
Grandparents	15	9%
Spouse/partner	9	6%
Other relatives	4	2%
Friends	<u>4</u>	<u>2%</u>
Total	165	101%*

* Greater than 100% due to rounding

Type of assistance provided. Transportation and emotional reassurance was the major types of assistance provided in the past year by the 163 working caregivers of older adults. Seventy three percent of the working caregivers provided assistance in managing personal finances. Over one-third were providing direct financial support to the older adult for whom they provided care. The two types of assistance provided least frequently was feeding, bathing, toileting, and dressing (33%) and transferring the older adult from place to place (26%). Other types of assistance indicated were dealing with family members, running errands, and interpreting another language for the care recipient. These types of assistance can be classified as activities of daily living (ADLs) and instrumental activities of daily living (IADLs). The majority of the types of assistance provided by working caregivers can be classified as IADLs.

Table 8. Type of Assistance Provided

<u>Type of Assistance</u>	<u>Number</u>	<u>Percent</u>
Transportation	145	90%
Emotional reassurance	144	89%
Managing personal finances	118	73%
Cleaning	110	68%
Arranging and monitoring outside help or services	107	67%
Home maintenance	101	63%
Cooking	99	62%
Doing laundry	89	55%
Direct financial support	66	41%
Administering medications	65	40%
Feeding, bathing, toileting, and dressing	53	33%
Transferring from place to place	42	26%
Other types of assistance	4	<1%

Number of types of assistance provided. The number of different types of assistance provided by the working caregivers ranged from zero to 12 different types of assistance. The largest number of working caregivers (34%) provided between 7-9 different types of assistance. Only 1% provided no assistance at all.

Table 9. Number of Types of Assistance Provided

<u>Number of Types of Assistance Provided</u>	<u>Number</u>	<u>Percent</u>
No assistance provided	2	1%
1-3 types of assistance provided	26	17%
4-6 types of assistance provided	42	26%
7-9 types of assistance provided	55	34%
10-12 types of assistance provided	38	23%

Amount of time spent caregiving. Of the 182 total working caregivers of older adults, 159 indicated the amount of time spent caregiving or supervising one or more older adults in a typical week. The majority of the working caregivers spent on average less than 15 hours per week caregiving. Sixteen percent spent on average 30 or more hours caregiving per week.

Table 10. Average Weekly Time Spent Caregiving

<u>Time Spent Caregiving</u>	<u>Number</u>	<u>Percent</u>
Less than 15 hours	87	55%
15-29 hours	47	30%
30 or more hours	<u>25</u>	<u>16%</u>
Total	159	101%*

* Greater than 100% due to rounding

Assistance from others. The majority of the working caregivers (80%) did receive assistance from others in providing care, however, 21% did not receive assistance from others. Of those who received caregiving assistance from others, 86 or 65% of the respondents received assistance from one other person. Forty-six or 35% received assistance from more than one person.

Table 11. Assistance from Others

<u>Assistance from Others</u>	<u>Number</u>	<u>Percent</u>
Yes	81	51%
Sometimes	46	29%
No	<u>33</u>	<u>21%</u>
Total	160	101%*

* Greater than 100% due to rounding

Relationship of other caregivers to primary to caregiver. The relationship of the other caregivers that provided assistance to the working caregiver varied. The greatest percent (95%) were immediate family members or relatives. There was very little use of paid caregivers.

Table 12. Relationship of Other Caregivers to Primary Caregiver

<u>Relationship to Caregiver</u>	<u>Number</u>	<u>Percent</u>
Brother or sister or in-law	27	31%
Spouse/partner	26	30%
Parents	17	20%
Son or daughter	8	9%
Other relatives	4	5%
Friend	1	1%
Other nonpaid	2	2%
Other paid	<u>1</u>	<u>1%</u>
Total	86	99%*

* Less than 100% due to rounding

Type of caregiving-related problems. In the past year, the working caregivers of older adults experienced numerous caregiving-related problems. The two major problems were finding affordable residential services and having enough money to pay for care. These and other major caregiving-related problems are shaded below.

Table 13. Types of Caregiving-Related Problems

<u>Type of Caregiving-Related Problem</u>	<u>Never</u>	<u>Sometimes</u>	<u>Always</u>
Finding trained and reliable providers	39%	39%	22%
Locating needed services	21%	58%	21%
Finding affordable residential services	46%	20%	34%
Having enough money to pay for care	34%	33%	34%
Finding out about legal options	37%	50%	13%
Getting cooperation from family members	23%	49%	28%
Understanding governmental programs	24%	52%	25%
Dealing with a breakdown in care arrangements	33%	59%	8%
Experiencing physical strain or fatigue	6%	63%	31%
Experiencing financial strain	24%	51%	25%
Feeling emotional upset	7%	71%	22%
Interfering with social activities	13%	62%	26%
Interfering with family relationships	18%	69%	14%
Interfering with one's free time	6%	65%	29%
Interfering with work	15%	73%	13%

Ranking of caregiving problems. In the past year, the most frequently experienced problems experienced by working caregivers as a result of their caregiving responsibilities were physical strain and fatigue and interference of elder caregiving with work. Feeling emotional upset, interference of caregiving with social activities, and getting the cooperation of other family members were among the more frequently experienced problems faced by working elder caregivers. Finding trained and reliable providers and finding out about legal options as well as dealing with a breakdown in care arrangements were lesser problems.

These caregiving-related problems can be categorized as those that are related to (1) the logistics of providing care such as finding trained and affordable home care providers and (2) caring for oneself as a caregiver such as physical strain or fatigue. Issues related to taking care of oneself were experienced by

the working caregivers somewhat more frequently than issues related to the logistics of providing care (96% compared to 89%).

Table 14. Ranking of Caregiving-Related Problems

<u>Type of Caregiving-Related Problems</u>	<u>Mean</u>	<u>Rank</u>
Experiencing physical strain or fatigue	2.2	1
Interfering with work	2.2	1
Feeling emotional upset	2.1	2
Interfering with social activities	2.1	2
Getting cooperation from family members	2.1	2
Locating needed services	2.0	3
Having enough money to pay for care	2.0	3
Experiencing financial strain	2.0	3
Interfering with family relationships	2.0	3
Interfering with free time	2.0	3
Understanding governmental programs	2.0	3
Finding affordable residential services	1.9	4
Finding trained and reliable providers	1.8	5
Finding out about legal options	1.8	5
Dealing with a breakdown in care arrangements	1.8	5

Type of work-related problems. Although there were numerous types of work-related problems experienced in the past year by the working caregivers, feeling overwhelmed was experienced sometimes or always by 90% of the working caregivers.

Table 15. Types of Work-Related Caregiving Problems

<u>Type of Work-Related Problem</u>	<u>Never</u>	<u>Sometimes</u>	<u>Always</u>
Absenteeism	29%	64%	7%
Numerous phone calls at work	22%	69%	9%
Late for work	46%	49%	5%
Unable to work overtime	43%	48%	9%
Unable to travel for work	62%	34%	4%
Time off due to older adult's illness or doctor's appointment	16%	69%	15%
Less energy for work	22%	66%	12%
Feel less productive	35%	60%	6%
Feel overwhelmed	11%	66%	24%

Ranking of work-related problems. In the past year, the work-related problem experienced most frequently by the working caregivers as a result of their caregiving responsibilities was feeling overwhelmed. The second most frequently experienced work-related problem was taking time off due to an older adult's illness. The work-related problems experienced least frequently were coming late to work and the inability to travel for work.

Similarly, these work-related problems can be categorized as those that are related to (1) the logistics of providing care and (2) those that related to caring for oneself as a caregiver. Work-related problems that dealt with the logistics of providing care were a greater problem than those problems that dealt with caring for oneself as a caregiver (92% compared to 84%). This is the opposite of the types of problems experienced by caregivers in the past year as a result of their caregiving-related responsibilities.

Table 16. Ranking of Work-Related Problems

<u>Type of the Work-Related Problems</u>	<u>Mean</u>	<u>Rank</u>
Feel overwhelmed	2.1	1
Time off due to older adult's illness	2.0	2
Numerous phone calls at work	1.9	3
Less energy for work	1.9	3
Absenteeism	1.8	4
Feel less productive	1.7	5
Unable to work overtime	1.7	5
Late for work	1.6	6

Use of County resources. Working caregivers were asked to indicate their use of County resources and the types of resources or information that would be the most useful. Only a small number of working caregivers of older adults had contacted the Riverside County Department of Human Resources or the Riverside County Employee Assistance Program. Twenty-five percent of these caregivers have contacted the Riverside County Office on Aging for assistance

Table 17. Use of County Resources

<u>Type of County Resources</u>	<u>Yes</u>	<u>No</u>
Department of Human Resources	7%	93%
Employee Assistance Program	12%	88%
Riverside County Office on Aging	25%	75%

Usefulness of resources and information. The type of resources and information for working caregivers of older adults that would be most useful varied. The top five resources and information that working caregivers of older adults viewed as most useful are shaded below.

Table 18. Usefulness of Resources/Information

<u>Type of Resources/Information</u>	<u>Not Useful</u>	<u>Somewhat Useful</u>	<u>Very Useful</u>
Caregiving workshops	17%	52%	31%
Caregiver support group	25%	54%	21%
Assistance locating services	12%	32%	56%
Legal assistance/consultation	18%	32%	49%
Adult day care	38%	31%	31%
Respite care	43%	28%	28%
Housing options	48%	23%	30%
Long distance caregiving	56%	17%	28%
Work-based child day care	72%	8%	22%
Work-based adult day care	53%	22%	25%
Non work-based child day care	75%	13%	12%
Financial information	29%	41%	31%
Flexible work schedule	25%	32%	43%
Part-time or job sharing	50%	25%	26%
Medical information	26%	34%	41%
Long-term care insurance for family members	24%	29%	48%

Ranking of the usefulness of resources/information. The resources and information that working caregivers would find most useful, if available, were assistance in locating services and legal assistance/consultation.

Table 19. Ranking of Usefulness of Resources

<u>Type of Resource</u>	<u>Mean</u>	<u>Rank</u>
Assistance locating services	2.4	1
Legal assistance/consultation	2.3	2
Flexible work schedule	2.2	3
Long-term care insurance for family members	2.2	3
Medical information	2.1	4
Caregiver support groups	2.0	5
Financial information	2.0	5
Adult day care	1.9	6
Respite care	1.9	6

Housing options	1.8	7
Part-time or job sharing	1.8	7
Long distance caregiving	1.7	8
Work-based adult day care	1.7	8
Work-based child day care	1.5	9

Information preferences by working caregivers. The working caregivers preferred to receive information about County resources and services via a variety of methods. The most preferred method was written information through the mail and the second most preferred was email. The least preferred was after work seminars. Over 50% of these caregivers would like to receive information from the Riverside County Office on Aging's InfoVan.

Table 20. Information Preferences

<u>Information Preferences</u>	<u>Yes</u>	<u>No</u>
Written information through the mail	96%	4%
E-mail	89%	11%
Website/Internet	87%	13%
Lunchtime seminars	66%	34%
Riverside County Office on Aging's InfoVan	51%	49%
After work seminars	42%	58%
Weekend seminars	36%	64%

Role of Federal and State Governments. Working caregivers were asked to evaluate the role and responsibility of government in providing care for older adults. Regarding whether the Federal and State governments are doing enough to provide programs and services for working caregivers, one hundred nineteen or 86% of the respondents felt that the Federal and State governments were not doing enough to provide programs and services for working caregivers. Fourteen percent felt that these governmental entities were doing enough.

Degree of responsibility. Seventy-two percent of the respondents felt that the major responsibility for all or most of caregiving of older adults resides with the family. Among the governmental entities, the federal government should take more responsibility than the state or county governments for providing care for older adults. Only 4% felt it was all or mostly the responsibility of employers. The family was seen as primarily responsible for the caregiving of older adults.

Table 21. Degree of Responsibility for Caregiving

<u>Degree of Responsibility</u>	<u>All</u>	<u>Most</u>	<u>Some</u>	<u>Very Little</u>	<u>None</u>
Federal government.	5%	19%	61%	13%	3%
State government	4%	12%	68%	13%	3%
County government	2%	9%	70%	16%	3%
Community of residence	4%	4%	64%	22%	6%
Employer	1%	3%	47%	33%	17%
Family	12%	59%	27%	1%	1%

Table 22. Ranking of Caregiving Responsibility

<u>Caregiving Responsibility</u>	<u>Mean</u>	<u>Rank</u>
Family	3.8	1
Federal government	3.1	2
State government	3.0	3
County government	2.9	4
Community of residence	2.8	5
Employer	2.4	6

Part C. Working Caregivers of Children Under 18 and Not Their Own Child

Characteristics of caregivers. The working caregivers of children under 18 and not their own were mostly female, between 50-59 years of age, Euro American, married or divorced, with a high school diploma or less, in very good or good health, with an annual household income of \$20,000-\$59,000. Hispanics were the second largest group of working caregivers among Riverside County employees.

Table 23. Characteristics of Caregivers

<u>Characteristics</u>	<u>Number</u>	<u>Percent</u>
Gender		
Female	31	80%
Male	8	21%
Age		
Under 30 years of age	1	3%
30-39 years of age	8	21%
40-49 years of age	10	26%
50-59 years of age	20	51%
Ethnicity		
Euro American	18	47%
Native American	8	21%
Hispanic	6	16%
Asian/Pacific Islander	3	8%
African American	3	8%
Marital Status		
Divorced	16	41%
Married	15	39%
Never married	6	15%
Widowed	1	3%
Separated	1	3%
Level of Education		
High school diploma or less	11	29%
Undergraduate degree	9	24%
Master's degree	9	24%
Doctorate / JD / MD	1	3%
Other	8	21%

Health Status		
Excellent	5	13%
Very good	12	31%
Good	17	44%
Fair	5	13%
Poor	0	0%
Annual Household Income		
Less than \$19,999	1	3%
\$20,000 - \$39,000	13	33%
\$40,000 - \$59,000	15	39%
\$60,000 - \$79,000	3	8%
\$80,000 - \$100,000	3	8%
Over \$100,000	4	10%

Characteristics of recipients. There were a total of 47 children under 18 years of age that were receiving care from someone other than their parents. Not surprising, over half of the working caregivers were grandparents taking care of their grandchildren. The majority of the care recipients under the age of 18 who were not their own were female, resided with the working caregiver, and lived in Riverside County. Most of them were between the ages of 7-12 years; only 19% were young, i.e., under 4 years of age. The working caregiver was their main caregiver.

Table 24. Characteristics of Care Recipients

<u>Characteristics</u>	<u>Number</u>	<u>Percent</u>
Gender		
Female	21	58%
Male	15	42%
Age of children		
1-3 years	12	19%
4-6 years	4	6%
7-9 years	15	24%
10-12 years	18	29%
13-15 years	12	19%
16 years or older	2	3%
Relationship of the child		
Grandchild	24	52%
Niece or nephew	11	24%
Foster child	3	7%
Step children	2	4%
Other	6	13%

Living with caregiver		
Yes	28	74%
No	10	26%
Place of residence		
Riverside County	29	76%
San Bernardino County	7	18%
Orange County	0	0%
Los Angeles County	1	3%
Elsewhere in CA	1	3%
Are you the main caregiver?		
Yes	27	73%
No	10	27%

Need for and type of childcare used. Sixty-eight of these working caregivers indicated that it was necessary to seek childcare in order to work. There were nine types of childcare arrangements specified in the survey including no childcare. During the past year, the three most frequently used type of childcare were a relative in the caregiver's own home (20%), after school activities (14%), and a spouse or partner (13%). The least frequently used type of childcare was an unrelated person in the caregiver's own home (3%). Only three caregivers indicated that they did not use any type of childcare. Other types of childcare indicated by the respondents were church-related activities, counseling, older daughter, and other organized sites.

Table 25. Type of Childcare Used

<u>Type of Childcare Used</u>	<u>Number Used</u>	<u>Percent</u>
Relative in the caregiver's home	24	20%
After school activities	17	14%
Spouse/partner	16	13%
Child care center	15	12%
Family child care	13	11%
Before and after school care provided by school	11	9%
Relative in their own home	11	9%
Unrelated person in the caregiver's home	4	3%
Other child care	9	7%
None	<u>3</u>	<u>2%</u>
Total	123	100%

Number of children and type of childcare used. Working caregivers were using many different types of childcare arrangements. More of the children were being cared for in the caregiver's home than any other type of childcare. An unrelated person in the caregiver's home was caring for the least number of children.

Table 26. Type of Childcare and Number of Children Using

<u>Type of Childcare</u>	<u>Number of Children Using</u>
Relative in the caregiver's home	42
Spouse/partner	24
Child care center	21
After school activities	18
Family child care	15
Relative in their own home	15
Before and after school care provided by school	11
Unrelated person in the caregiver's home	4
Other childcare	15

Financial impact of caregiving. The average amount of money spent for childcare for these 66 children ranged from zero to under \$1,000 per month. However, none of the working caregivers spent over \$750 per month on childcare expenditures. Almost 48% of the working caregivers did not pay for childcare, while 26% spent between \$250 to \$499 per month on childcare.

The estimated average monthly expenses for providing care was \$228.00.

Table 27. Average Monthly Money Spent on Childcare

<u>Money Spent on Childcare</u>	<u>Number</u>	<u>Percent</u>
None	29	48%
Less than \$99 per month	6	16%
\$100-\$249 per month	7	19%
\$250-\$499 per month	16	26%
\$500-\$749 per month	2	5%
\$750-\$999 per month	0	0%
More than \$1000 per month	<u>0</u>	<u>0%</u>
Total	60	101%*

* Greater than 100% due to rounding

Amount of time spent caregiving. The average number of hours spent in a typical week caregiving or supervising these children ranged from less than 5 to 30 or more hours per week. Almost seventy percent of the working caregivers spent 30 or more hours per week caregiving for children under 18 who were not their own.

Table 28. Average Weekly Time Spent Caregiving

<u>Hours Spent Caregiving</u>	<u>Number</u>	<u>Percent</u>
Less than 15 hours	6	16%
15-29 hours	6	16%
30 or more hours	<u>27</u>	<u>69%</u>
Total	39	101%*

*Greater than 100% due to rounding

Assistance from others. The majority of the working caregivers did receive assistance from others in providing childcare.

Table 29. Assistance from Others

<u>Assistance from Others</u>	<u>Number</u>	<u>Percent</u>
Yes	25	63%
Sometimes	9	23%
No	<u>6</u>	<u>14%</u>
Total	40	100%

Relationship of other caregivers to primary caregiver. The main source of assistance from others was a spouse or partner. Other family members and relatives such as a daughter, sister, or other relatives provided 43% of the assistance from others. Not surprising, mothers or mothers-in-laws of the child being cared for provided only 3% of the assistance.

Table 30. Relationship of Other Caregivers to Primary Caregiver

<u>Relationship to Caregiver</u>	<u>Number</u>	<u>Percent</u>
Partner/spouse	10	33%
Multiple caregivers	7	23%
Daughter	4	13%
Sister or sister-in-law	4	13%
Other relatives	2	7%
Other nonpaid caregivers	2	7%
Mother or mother-in-law	<u>1</u>	<u>3%</u>
Total	30	100%

Type of caregiving-related problems. The type of problems experienced in the past year as a result of caregiving responsibilities varied. The four major types of caregiving-related problems are shaded below.

Table 31. Types of Caregiving-Related Problems

<u>Type of caregiving-related problem</u>	<u>Never</u>	<u>Sometimes</u>	<u>Always</u>
Finding information on available childcare	50%	29%	21%
Paying for childcare	42%	25%	33%
Getting to the location of childcare	54%	29%	17%
Finding care for a sick child	19%	51%	30%
Finding care when childcare provider is sick	31%	40%	26%
Finding childcare during school holidays	31%	40%	29%
Finding childcare to match work schedule	41%	35%	24%
Picking children up to and from school	22%	49%	29%
Providing discipline	34%	37%	29%
Ensuring their safety	50%	27%	24%
Obtaining adequate health insurance for them	74%	7%	19%
Taking them to doctors	22%	51%	27%
Scheduling all activities	14%	57%	30%
Maintaining one's own health status	27%	47%	27%

Ranking of caregiving-related problems. In the past year, the child caregiving-related problem experienced most frequently was scheduling all activities. Other major problems experienced were finding care for a sick child, picking children up to and from school, and taking them to the doctors. The caregiving-related problem experienced the least was obtaining adequate health insurance for them.

These caregiving-related problems can be categorized as those that are related to transportation (35%), childcare (34%), finding help (33%), health related issues (26%), and paying for childcare (15

Table 32. Ranking of Caregiving Problems

<u>Ranking of Caregiving Problems</u>	<u>Mean</u>	<u>Rank</u>
Scheduling all activities	2.2	1
Picking children up to and from school	2.1	2
Finding care for a sick child	2.1	2
Taking them to doctors	2.1	2
Maintaining one's own health status	2.0	3
Finding childcare during school holidays	2.0	3
Paying for childcare	1.9	4
Providing discipline	1.9	4
Finding care when the childcare provider is sick	1.9	4
Finding childcare to match work schedule	1.8	5
Finding information on available childcare	1.7	6
Ensuring their safety	1.7	6
Getting to the location of childcare	1.6	7
Obtaining adequate health insurance for them	1.5	8

Number of caregiving-related problems. The type of caregiving-related problems experienced most frequently by the working caregivers was 4 to 6 problems over the past year. Eighty percent experienced four or more of these different types of caregiving-related problems in the past year. Thirty-nine percent of the working caregivers experienced ten or more caregiving-related problems, an average of almost one per month.

Table 33. Number of Caregiving-Related Problems

<u>Number of Caregiving Problems</u>	<u>Number</u>	<u>Percent</u>
None	4	10%
1-3 problems in the past year	4	10%
4-6 problems in the past year	10	24%
7-9 problems in the past year	8	19%
10-12 problems in the past year	9	22%
13 or more problems in the past year	7	17%
Total	42	100%

Work-related problems. The number of work-related problems that working caregivers faced since becoming a caregiver for a child under 18 who is not their own child varied.

Table 34. Type of Work-Related Problems

<u>Work-Related Problem</u>	<u>Never</u>	<u>Sometimes</u>	<u>Always</u>
Absenteeism	26%	68%	5%
Numerous phone calls at work	26%	72%	3%
Late for work	36%	54%	10%
Unable to work overtime	30%	54%	16%
Unable to travel for work	46%	49%	5%
Time off due to children's illness or doctor's appointment	18%	63%	18%
Need to reduce number of hours worked	71%	26%	3%
Need to take extended leave	81%	8%	11%
Less energy for work	35%	43%	22%
Feel less productive	42%	42%	17%

Ranking of work-related problems. The work-related problem experienced most frequently was taking time off due to children's illness or doctor's appointment. Other major work-related problems experienced were inability to work overtime and less energy for work. The work-related problems experienced least frequently were the need to reduce number of hours worked and the need to take extended leave. Sixty-nine respondents had experienced four or more work-related problems in the past year.

Table 35. Ranking of the Work-Related Problems

<u>Work-Related Problems</u>	<u>Mean</u>	<u>Rank</u>
Time off due to children's illness or doctor's appointment	2.0	1
Unable to work overtime	1.9	2
Less energy for work	1.9	2
Feel less productive	1.8	3
Absenteeism	1.8	3
Numerous phone calls at work	1.8	3
Late for work	1.7	4
Unable to travel for work	1.6	5
Need to reduce number of hours worked	1.3	6
Need to take extended leave	1.3	6

Table 36. Number of Work-Related Problems

<u>Number of Work-Related Problems</u>	<u>Number</u>	<u>Percent</u>
None	6	14%
1-3 problems in the past year	7	17%
4-6 problems in the past year	11	26%
7-9 problems in the past year	15	36%
10-12 problems in the past year	3	7%
13 or more problems in the past year	0	0%
Total	42	100%

Use of County resources. Working caregivers were asked to indicate their use of County resources and the types of resources or information that would be the most useful. Almost forty percent of the working caregivers had contacted the Riverside County Department of Social Services. Fewer had contacted the Riverside County Department of Human Resources for assistance.

Table 37. Use of County Resources

<u>Type of County Resources</u>	<u>Yes</u>	<u>No</u>
Department of Public Social Services	38%	63%
Department of Human Resources	5%	95%

Useful resources/information if available. The types of resources and information available about caregiving for a child under 18 who is not your own that would be most useful varied.

Table 38. Resources/Information about Caregiving

<u>Type of Resources/Information</u>	<u>Not Useful</u>	<u>Somewhat Useful</u>	<u>Very Useful</u>
Caregiving workshops	30%	53%	17%
Caregiver support group	41%	41%	19%
Assistance locating services	26%	45%	29%
Legal assistance/consultation	19%	39%	42%
Respite care	48%	16%	36%
Housing options	55%	23%	23%
Long distance caregiving	72%	16%	13%
Work-based child day care	32%	12%	56%
Work-based adult day care	68%	14%	18%

Non work-based child day care	39%	30%	30%
Child rearing information	47%	47%	6%
Financial information	32%	47%	21%
Flexible work schedule	21%	38%	41%
Part-time or job sharing	57%	20%	23%
Medical information	41%	44%	15%
Long-term care insurance for family members	31%	39%	31%

Ranking of the usefulness of resources and information. The resources and information that the working child caregivers would find most useful if available were work-based child day care, legal assistance and consultation, and flexible work schedule. The least useful resources and/information were long distance caregiving.

Table 39. Ranking of Usefulness of Resources

<u>Type of Resources</u>	<u>Mean</u>	<u>Rank</u>
Work-based child day care	2.2	1
Legal assistance/consultation	2.2	1
Flexible work schedule	2.2	1
Medical information	2.1	2
Assistance locating services	2.0	3
Long-term care insurance for family members	2.0	3
Caregiving workshops	1.9	4
Respite care	1.9	4
Financial information	1.9	4
Non work-based child day care	1.9	4
Caregiver support group	1.8	5
Housing options	1.7	6
Part-time or job sharing	1.7	6
Child rearing information	1.6	7
Work-based adult day care	1.5	8
Long distance caregiving	1.4	9

Information preferences. The working caregivers providing childcare prefer to receive information about County resources and services via a variety of sources. The most preferred source of information was information on the Website or on the Internet. The second most preferred source of information was written information through the mail. The least preferred source was after work seminars.

Table 40. Information Preferences

<u>Sources of Information</u>	<u>Yes</u>	<u>No</u>
Website/Internet	100%	0%
Written information through the mail	97%	3%
E-mail	94%	6%
Lunchtime seminars	53%	47%
Riverside County Office on Aging's InfoVan	46%	54%
Weekend seminars	43%	57%
After work seminars	31%	69%

Role of Federal and State Government. Working caregivers were asked to evaluate the role and responsibility of government in providing care for children under 18 and not their own. Regarding whether the Federal and State governments are doing enough to provide programs and services for working caregivers, ninety-two respondents felt that the Federal and State governments were not doing enough to provide programs and services for working caregivers of children under 18 who were not their own, while fourteen percent felt that the governments were doing enough.

Degree of responsibility for caregiving. Sixty-three percent of the working caregivers felt that the major responsibility for all or most of caregiving resides with the family. Among the governmental entities, county government and the community of residence were seen as the second most responsible for caregiving for children under 18 who were not one's own. Only six percent felt all or most of caregiving resides with the responsibility for the employer. Similar to caregiving for older adults, the family was seen as primarily responsible for caregiving.

Table 41. Responsibility for Caregiving

<u>Entity</u>	<u>All</u>	<u>Most</u>	<u>Some</u>	<u>Very Little</u>	<u>None</u>
Federal government.	5%	8%	62%	14%	11%
State government	5%	11%	62%	16%	5%
County government	14%	5%	60%	16%	5%
Community of residence	9%	11%	63%	11%	6%
Employer	6%	<1%	60%	20%	14%
Family	21%	42%	34%	<1%	3%

Table 42. Ranking of Responsibility for Caregiving

<u>Child Caregiving Responsibility</u>	<u>Mean</u>	<u>Rank</u>
Family	3.8	1
Community of residence	3.1	2
County government	3.1	2
State government	2.9	3
Federal government.	2.8	4
Employer	2.6	5

Part D. Recommendations

Several recommendations for further investigation and action are proposed. These recommendations can be classified as either internal or external. Internal recommendations are those recommendations that relate to Riverside County government; external recommendations are those recommendations that relate to Riverside County and the businesses and other stakeholders within the County. Both are presented below.

1. **Conduct a comparative assessment of surrounding counties**

A comparative assessment of Riverside County government employees with those of other surrounding counties using the same assessment tool, "Providing Assistance to Older Adults and Grandchildren" is recommended. These comparative findings can assist Riverside County and the other surrounding counties in the collaboration and coordination of working caregiver services and programs.

2. **Assess private businesses within Riverside County**

Using this same assessment tool, a study should be conducted of the Directors of Human Resources of the Riverside County business community. A comparison of the results from these two studies--Riverside County government employees and private businesses within Riverside County--can be of assistance in defining broad working caregiver policies and developing collaborative programs that can be utilized by both governmental and nongovernmental employees within the County.

3. **Conduct working caregiver focus groups**

Focus groups comprised of working caregivers representing government and/or nongovernment employees should be conducted. These focus groups would enable the County to explore and identify caregiver needs and issues directly from working caregivers. Caregiver focus groups comprised of employers and employees also could be used to collaboratively develop working caregiver programs and policies.

4. **Develop an educational awareness campaign with linkages to EAP and Human Resources**

An educational awareness campaign should be initiated with linkages to EAP and Human Resources to disseminate informational brochures to educate employees about existing information and resources for working caregivers and how to access these resources. Individuals may not be aware of existing resources because there is no imminent need to use them or they may not be utilizing them because they do not know how to

access information about available community resources. Many community resources may be underutilized.

5. **Develop a marketing plan for a business-to-business educational outreach**

A marketing plan for a business-to-business educational outreach should be developed outlining how to promote community working caregiving services and resources directly to private businesses. One marketing strategy for a business-to-business educational outreach might be the collaborative development of collateral materials about working caregiving resources for distribution at employer worksites. Another marketing strategy might be the development of a table display or video discussing caregiving by employees, issues faced by working caregivers, and how to address them effectively through community resources. Working caregivers could be referred to a resource directory or hotline to identify and locate specific providers of services needed within the County.

6. **Expand ongoing employee wellness program**

Another recommendation is to expand the ongoing employee wellness program for County government employees to specifically target working caregiver issues similar to those targeted to women's health. This program should address and include mental health counseling for caregiver burden and depression, stress reduction and relaxation techniques, and work-site caregiver support groups.

7. **Continue to assess multiple caregiving needs**

The caregiver literature often focuses on working caregiver needs and issues as they relate to caring for a single older adult or child under 18 that is not one's own. This is particularly true of caring for older adults. Many working caregivers are caring for both older adults and children or multiple older adults or multiple children. How are these caregivers able to handle the responsibilities of caring for multiple individuals? Do they have a different type of support network or access services and resources differently than the caregiver of a single individual? Are there any lessons to be learned from multiple caregiving? An exploratory study of multiple caregiving could be conducted through personal interviews with these types of working caregivers. This assessment should be an integral part of further County working caregiver needs assessments.

8. **Expand the resource database of community services to include Internet-based information**

The resource database of community services of information and resources for working caregivers should be expanded to include Internet-based information. The existing resource database needs to be continually updated and reflective of newer issues and resources in working caregiving such as long distance caring.

9, **Develop bilingual community services and resources targeted toward working caregivers**

The need for and type of bilingual community services and resources for working caregivers should be identified. These bilingual community resources and resources should be congruent with the values of different ethnic and cultural groups and represent the diversity of Riverside County. Any information and resources should be more than simply a translation of existing materials into another language.

10. **Target the Riverside County Office on Aging's InfoVan to reach county employees who are caregiving**

One area of need is for more information about caregiver services and resources. The flexibility and mobility of the InfoVan makes it an excellent vehicle for the dissemination of information directly to employees at their worksites in Riverside County.

11. **Investigate models and funding for work-based adult and child day care**

An exploratory study of models for work-based adult and child day care both in the U.S. and other countries should be conducted to examine any models that may be adapted to the needs of working caregivers residing and working within Riverside County. This would involve an extensive search of the literature and contacting leaders in the field.