

2012 Summary Report

Family Caregiver Supportive Workplace Partnership
Sheboygan County Pilot



Prepared by:
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University of Wisconsin-Extension Sheboygan County
in cooperation with
The Family Caregiver Supportive Workplace Partnership



Acknowledgements

Family Caregiver Supportive Workplace Partnership Sheboygan County Pilot

Co-Leaders

Kathleen Manny, Aging & Disability Resource Center
Jane Jensen, UW-Extension Sheboygan County/Family Living

Sheboygan County Employee Representatives

Charlene Cobb, Veteran's Service Officer
Penny Elsner, Human Resources
Libby Gilbertson, Health & Human Services
Lori Hanson, Rocky Knoll
Kay Lorenz, Administration
Kim Pagel, Health & Human Services
Cory Roeseler, Sheriff
Joyce Schneider, Information Services

Non-Sheboygan County Department Representatives

Todd Heinen & Pauline Krutilla, Aurora EAP
Bev Randall, Mental Health America in Sheboygan County

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March, 2012

RE: The Family Caregiver Supportive Workplace Partnership/Sheboygan County Pilot.

The University of Wisconsin-Extension Sheboygan County/Family Living program is pleased to submit this report which contains a summary of the pilot project.

The support of Adam Payne/County Administrator, Kay Lorenz/Assistant to the County Administrator and the Sheboygan County Department Heads was vital to this important process.

Thank you to the Sheboygan County employees listed on the inside cover who gave their time and feedback in order to help Sheboygan County continue to provide a supportive workplace for employees who are family caregivers. Please feel free to contact me with any questions or to receive the complete results of the Employed Family Caregiver Survey with Sheboygan County employees.

Sincerely,

Jane E. Jensen
Family Living Educator
UW-Extension Sheboygan County

Family Caregiver Supportive Workplace Partnership Sheboygan County Pilot

Situation: The Employed Family Caregiver Survey, completed by UW-Extension Sheboygan County/Family Living in November of 2009, indicated that over 68% of Sheboygan County employees who responded have caregiving responsibilities for parents, in-laws, grandparents, other relatives or friends.

The effects of family caregiving may be dramatic to both the employer and the employee. It can result in reduced productivity, loss of work time, additional supervision costs and even replacement costs to the employer for employees who quit due to caregiving responsibilities. For the family caregiver, it can cause changes in physical and emotional health as they balance employment with caregiving responsibilities. It can also be a financial burden.

Research indicates that once people identify themselves as caregivers, 90% become more proactive about seeking resources and skills, to assist them in their caregiving role. (National Family Caregivers Association, 2001) Providing resources for employed family caregivers helps them to become a more productive employee as they balance their roles at work and at home.

Response: A planning group (Kathleen Manny, Aging and Disability Resource Center; Pauline Krutilla; Aurora EAP; Bev Randall, Mental Health America in Sheboygan County; and Jane Jensen, UW-Extension Sheboygan County County/Family Living) developed and presented a six month plan to Adam Payne, Sheboygan County Administrator in July, 2010. The plan proposed the implementation of the Sheboygan County Family Caregiver Supportive Workplace Partnership. The County Administrator supported the plan to bring representatives from various Sheboygan County Departments together to share information and gather feedback from employees in the departments that they represent in order to create and sustain a supportive workplace for Sheboygan County employees who are family caregivers. Co-leaders, Kathleen Manny and Jane Jensen shared the plan with Sheboygan County Department Heads in early September, 2010 to garner their support and nominate employees to represent county departments. Jensen had already shared the results of the Employed Family Caregiver Survey with Department Heads at an earlier meeting.

Results: The first Family Caregiver Supportive Workplace Partnership (Sheboygan County Pilot) was convened by Kathleen Manny and Jane Jensen on September 28, 2010. Todd Heinen, Aurora EAP and Bev Randall, Mental Health America in Sheboygan County also assisted with the process. Kay Lorenz, Assistant to the County Administrator provided support relative to minutes, use of the county e-mail system, county employee newsletter and input from the Administrator. Sheboygan County Department Representatives included: Charlene Cobb, Veteran's Service Office; Penny Elsner, Human Resources; Libby Gilbertson and Kim Pagel, Health and Human Services; Lori Hanson, Rocky Knoll; Kay Lorenz, Administration; Cory Roeseler, Sheriff; and Joyce Schneider, Information Services. The group also met on the 4th Tuesday in October, November 2010 and January, February, and March in 2011. A wrap-up meeting was held on October 11, 2011.

All county employees received a hard copy or e-mail attachment of the results of the Employed Family Caregiver Survey. The survey showed that employees preferred to receive caregiving information at the workplace in the following ranked order: employee newsletters, fact sheets, e-mail and lunchtime seminars. Employees indicated a high interest in the following family caregiving topics: employer benefits; legal, finance and health planning; community resources; making difficult decisions; and long-term care insurance. County department heads also indicated to the pilot co-leaders that it was important that employees plan ahead for their family caregiving responsibilities. In addition, employees were surveyed via e-mail or hard copy by their department representatives to determine high areas of interest for onsite seminars. Department representatives recruited participants face-to-face, via e-mail and with posters.

Onsite workshops were held from December 2010 through May 2011 at various sites throughout the county. These sites included Health and Human Services, Rocky Knoll, Aging and Disability Resource Center, Administration Building, Economic Support, Sheboygan County Department Heads, Sheriff's Department and the Detention Center. Presenters also worked with the challenge of multiple shifts at Rocky Knoll Health Care Center. Family members were also encouraged to attend. Workshops included: Planning for the Future, Employee Benefits for Family Caregivers, A, B, C and D of Medicare, Supervising Employed Family Caregivers, Are You Thriving or Surviving, ADRC: What are We all About?, and Prepare to Care. Workshops were facilitated by: Penny Elsner, Human Resources; Todd Heinen, Aurora EAP; Jane Jensen, UW-Extension Sheboygan County/Family Living; Kathleen Manny, ADRC; Bev Randall, Mental Health America in Sheboygan County and a local attorney. Evaluation results can be found in Appendix A of this report.

Four articles relative to family caregiving topics and the Family Caregiver Supportive Workplace Partnership Pilot with Sheboygan County were authored by Kathleen Manny and Jane Jensen. The articles were distributed to over 900 county employees that work within the county system, via the county website for the public, county board supervisors, legislators, Wisconsin Counties Association and other community members.

Information and Assistance staff from the ADRC were also made available by appointment to discuss options and possible Long Term Care Funding with individual family caregivers.

A website is specifically being developed to meet the needs of employed family caregivers. The goal is to have an information library of fact sheets on those topics resulting from the Employed Family Caregiver Survey. The website will also market this initiative to other employers. Co-leaders, Kathleen Manny and Jane Jensen will work with Human Resources in 2012 to share best practices in terms of personnel policies relative to employed family caregivers. Another employer will be approached in 2012.

Appendix A

Evaluation Results Onsite Employee Workshops

On a scale of one to four, (four being the highest), post retrospective evaluations indicated the average level that understanding was increased by all participants who completed an evaluation. Evaluations were not completed by all participants. Participants also indicated actions they would plan to take within the next month. One hundred forty-nine employees attended onsite workshops.

Location(s): Health & Human Services		
Title: Planning for the Future (n=6)	After	Before
My knowledge about estate planning:	3.17	1.33
My knowledge about wills:	3.00	1.83
My knowledge about Power of Attorney for Health Care documents:	3.17	1.83
My knowledge about Power of Attorney for Finance documents:	3.17	1.83
<p>I will do one of the following in the next month:</p> <p>Review the following documents: will, POA for Health Care, POA for Finance (3) Contact someone about creating or updating a will, POA for Health Care, POA for Finance (6) Make sure copies of these documents are distributed as appropriate (2)</p>		

Location(s): Rocky Knoll, Health & Human Services, Admin, ADRC		
Title: Employee Benefits for Family Caregivers (n=20)	After	Before
My knowledge about what benefits are available for family caregivers:	3.58	2.07
My knowledge about where I can find a copy of my benefits:	3.53	2.5
My knowledge about who to contact to ask questions about my benefits:	3.81	2.88
My knowledge about what needs to be done to access my benefits:	3.57	2.39
<p>Please check all that apply:</p> <p>I will do one of the following in the next month:</p> <p>Review my employee benefit policy (7) Contact someone in Human Resources to ask a question (1) Access a benefit that will help me be a family caregiver as well as a productive employee (5)</p>		

Location(s): Rocky Knoll, Health & Human Services, Admin, Economic Support		
Title: A, B, C and D of Medicare (n=11)	After	Before
My level of understanding of the 4 parts of Medicare:	3.52	1.46
My level of understanding of the difference between Supplements and Advantage Plans:	3.56	1.28
My level of understanding of how and where to go to find a Medicare D plan:	3.08	1.35
My level of understanding of when to enroll in a Medicare D plan:	3.8	1.43
My level of comfort regarding accessing my Medicare benefits:	3.53	1.35
Please check all that apply: I will do one of the following in the next month: Read the Medicare and You handbook (6) Look at the Medicare website (6) Call the ADRC to speak to a Benefit Specialist (2)		

Location(s): Rocky Knoll, Dept Head, Health & Human Services, Sheriff's Dept.		
Title: Supervising Employed Family Caregivers (n=55)	After	Before
My ability to recognize possible signs of caregiver stress:	3.21	2.4
My understanding of what services are provided by the Aurora Employee Assistance Program:	3.6	2.5
My understanding of my role as a supervisor:	3.43	2.76
My comfort level regarding approaching an employee about family caregiving issues:	3.32	2.56
Please check all that apply: I will complete one or more of the following in the next month: Read information regarding the Aurora Employee Assistance Program (19) Call an Aurora Employee Assistance Program staff for additional information (2) Share information from the Aurora Employee Assistance Program with an employee (21) <ul style="list-style-type: none"> • My unit staff • @ next staff meeting 		

Location(s): Rocky Knoll, Human Services, Admin Bldg		
Title: ADRC What We are All About! (n=7)	After	Before
My level of understanding of the history and purpose of the ADRC:	3.5	2
My level of understanding of who is served by the ADRC:	3.83	2.33
My level of understanding of what services are provided by the ADRC:	3.92	1.83
My level of understanding of how to access the ADRC services:	3.58	2
My level of comfort regarding contacting the ADRC is:	3.92	2
Please check all that apply: I will call to get more information or use one of the following services for myself, or someone else, in the next month: Aging Unit Services (1) Information & Assistance (3) Long Term Care Options Counseling (3) Benefits Counseling (2) Transitional Services (1) Prevention & Early Intervention and Family Caregiver Support Services (2) Access to Publicly Funded Long-Term Care Programs (1) Resource Guide (2) ADRC Website (3) Family CAREGIVER Supportive Workplace Partnership Information Packet (3)		

Location(s): Rocky Knoll (2), Health & Human Services, Admin, ADRC		
Title: Prepare to Care (n=31)	After	Before
My level of understanding of <i>how to talk with a care recipient</i> about making a plan to care:	3.1	2.02
My level of understanding about how to form a team to develop a plan to care:	3.23	1.76
My level of understanding about how to assess the needs of a care recipient:	2.82	1.9
My level of understanding about how to write a caregiving plan:	3.28	1.54
My level of understanding about how to take action:	3.23	2.01
Please check all that apply. I will take the following action(s) in the next month: Read the "Prepare to Care" booklet (14) Start the caregiving plan conversation with an adult care recipient (7) Talk with family members about the need to form a caregiving team (8) Complete the "General Needs Assessment" on pages 9-10 (4) Complete the "Personal Information Checklist" on pages 11-12 (3) Complete the "Home Maintenance Checklist" on pages 15-16 (3) Complete the "Transportation Checklist" on page 17 (3) Complete the "Financial Checklist" on page 20 (4) Investigate public benefits for my caregiver recipient (3) Begin to prepare a caregiving plan, page 28 (5) Other, please specify: (1) – talk with recipient about having to stay in nursing home vs. going home		

Location(s): Rocky Knoll (2), Admin Bldg, Health & Human Services, ADRC		
Title: Are You Thriving or Surviving (n=19)	After	Before
My level of understanding of the importance of stress management:	3.63	2.78
My level of understanding techniques to manage stress:	3.42	2.59
My level of understanding the services of Mental Health America is:	3.3	2.35
My level of comfort regarding contacting Mental Health America is:	3.35	2.61
Please check all that apply: Within the next month, I plan to: Review the stress management workbook. (14) Contact Mental Health America regarding community resources. (as needed) (2) And maybe – Make use of Mental Health America’s resource library. (2) Implement one self-care technique to help manage stress in my life. (14) Good reminders for stress relievers.		

Comments received from workshop participants:

Excellent workshops - I definitely want to attend. Thank you for doing this!

I am a caregiver for my father who lives in Shawano. Eventually he will probably have to move to Sheboygan since my brothers and I all live here. Currently he is living in his own home. I have received many helpful suggestions at the classes I have attended to get more prepared for the future as he will need more services and more of our time.

As I see these workshops come through, I am reminded of the true privilege it is to be a caregiver and in a situation where one is able to return care and love to a family member in need....It took time, it sometimes seemed more than one could do,....I have that assurance that she knew she was loved and we had the opportunity to give back just a small bit of what we as her children received. It has been a blessing for me!!

The whole thing is confusing to say the least, but the workshop was certainly a big help to us - and I'm sure to the rest of the county people that need her expertise.

The workshop was very helpful!

I just wanted to say that I think this is a GREAT service you're providing the employees of Sheboygan County! This is a great thing you're doing to prepare people for this important part of life.

This is the best thing the county has done for me!

Sheboygan County Planning, Resources, Agriculture & Extension Committee

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