



DHS REDCap
Family Caregiver Support Programs
Two Year Data Summary

February 2019
to
March 2021

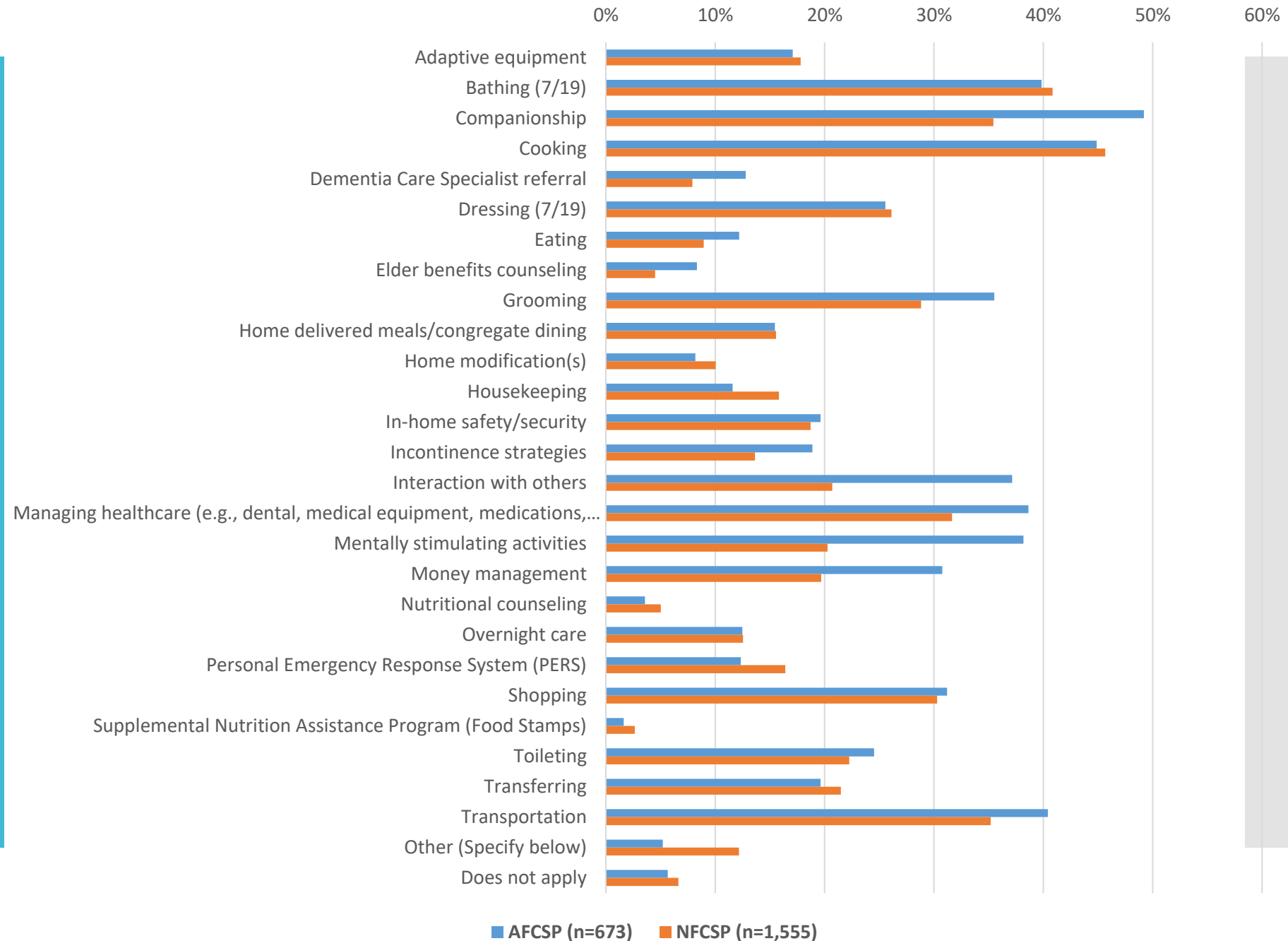


Section I

Top Unmet Care Recipient Needs

1. Companionship
2. Cooking
3. Bathing
4. Transportation
5. Managing health care

I. Unmet Care Recipient Needs

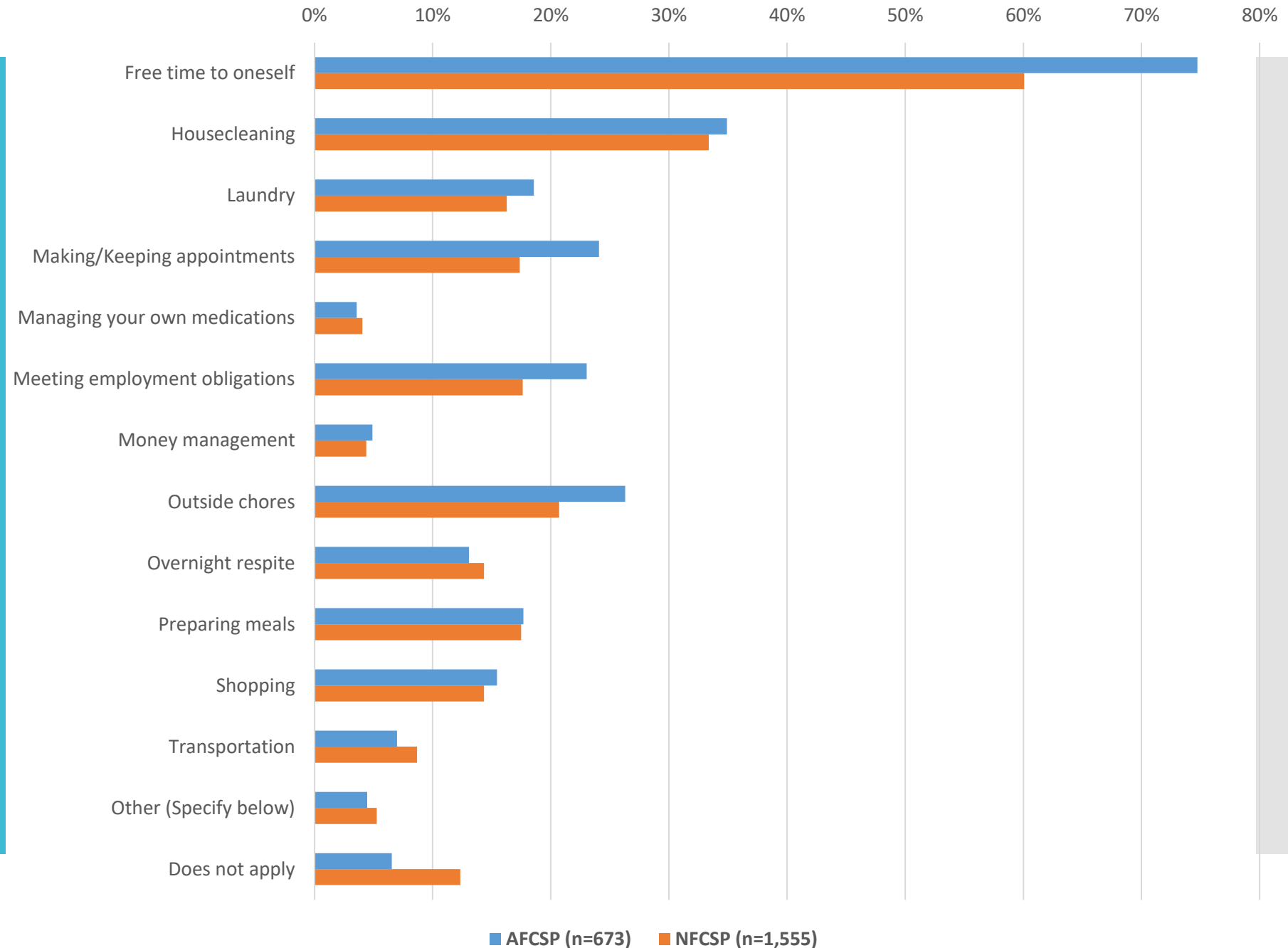


Section II

Top Unmet Caregiver Respite Needs

1. Free time to oneself
2. Housecleaning
3. Outside chores
4. Making/keeping appointments
5. Meeting employment obligations

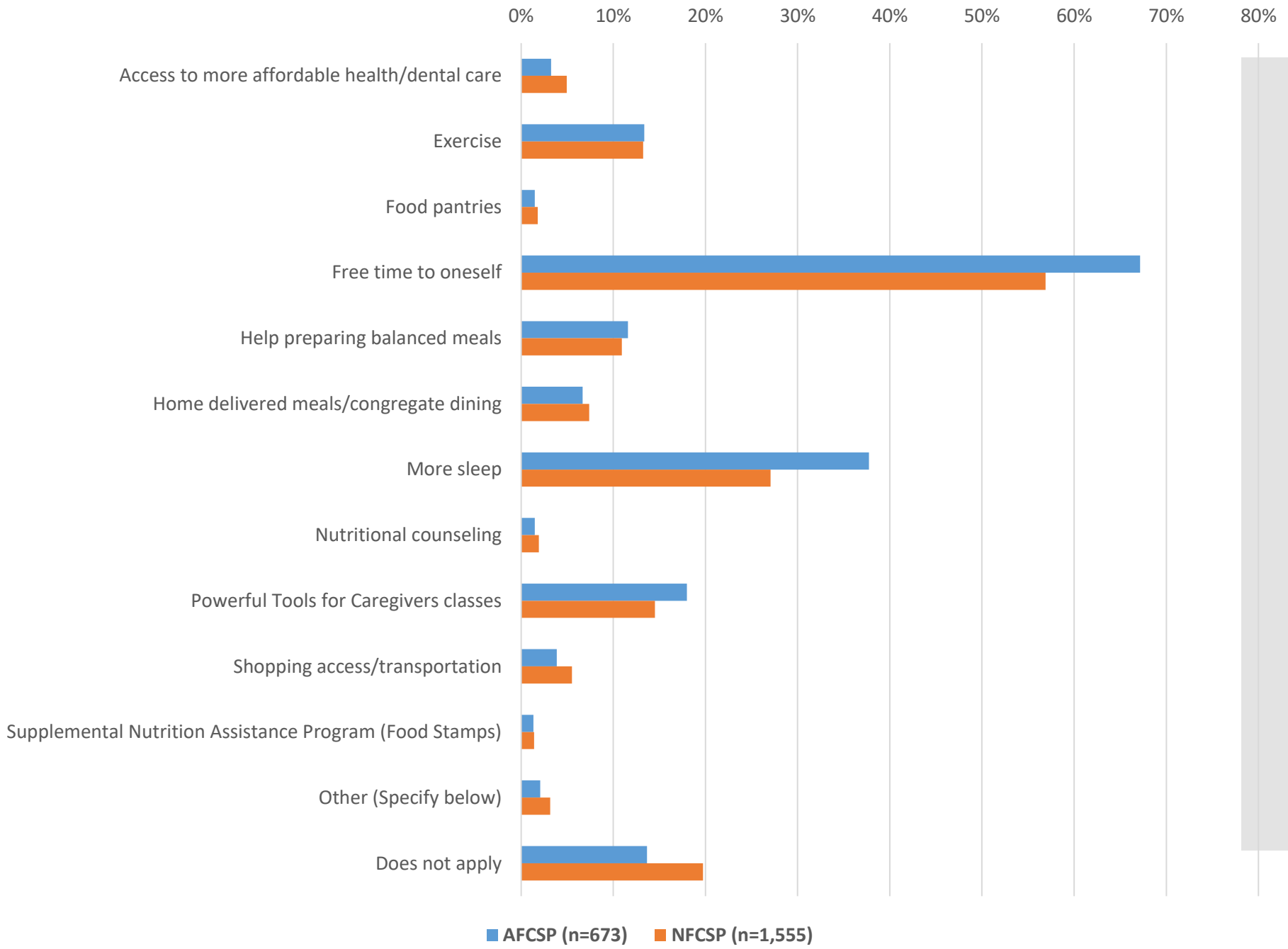
II. Unmet Caregiver Respite Needs



Section III Top Unmet Caregiver Physical Health Needs

1. Free time to oneself
2. More sleep
3. Powerful Tools for Caregiver classes
4. Does not apply
5. Exercise

III. Unmet Caregiver Physical Health Needs

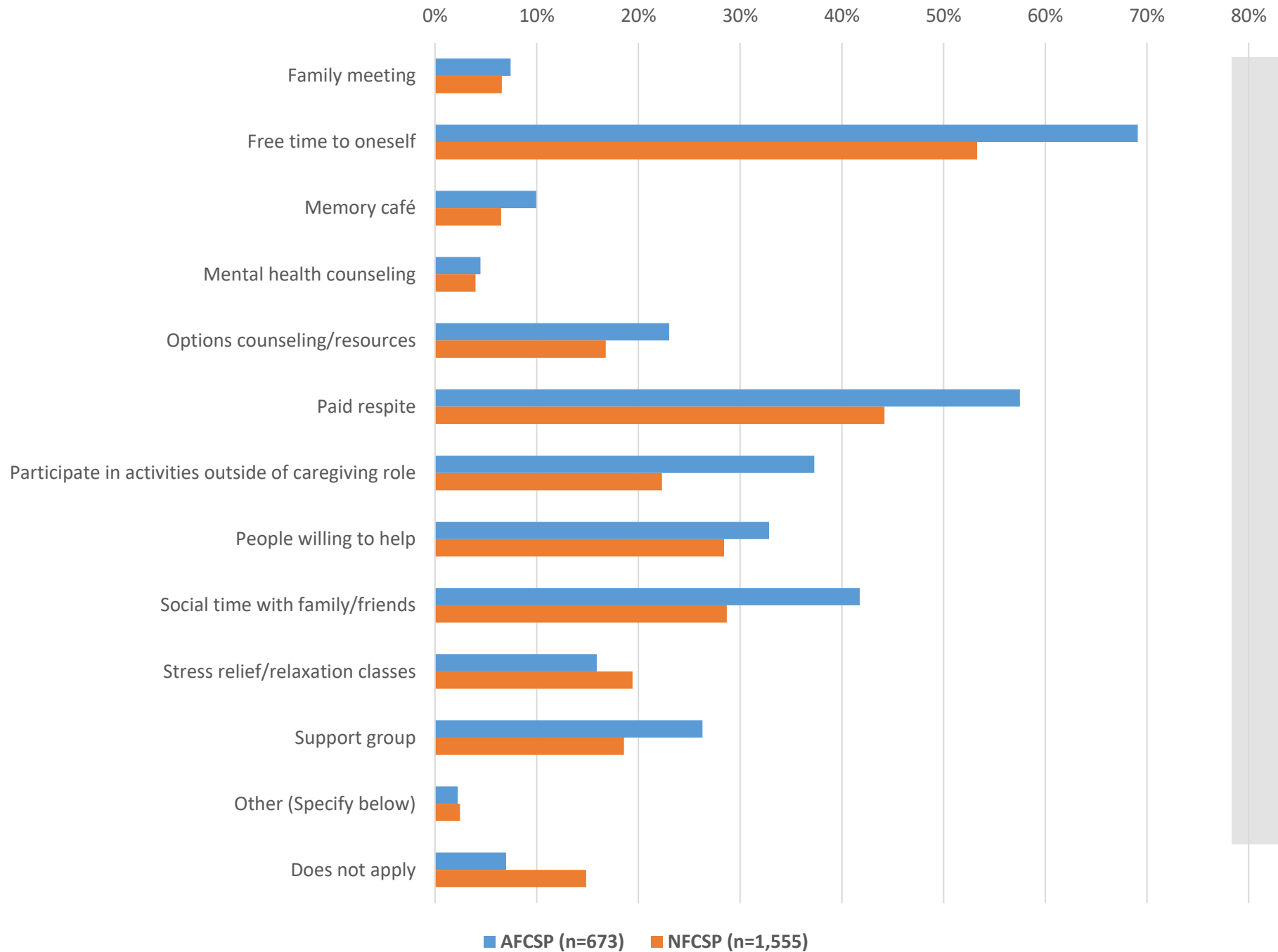


Section IV

Top Unmet Caregiver Emotional Health Needs

1. Free time to oneself
2. Paid respite
3. Social time with family and friends
4. Participate in activities outside of caregiving role
5. People willing to help

IV. Unmet Caregiver Emotional Health Needs

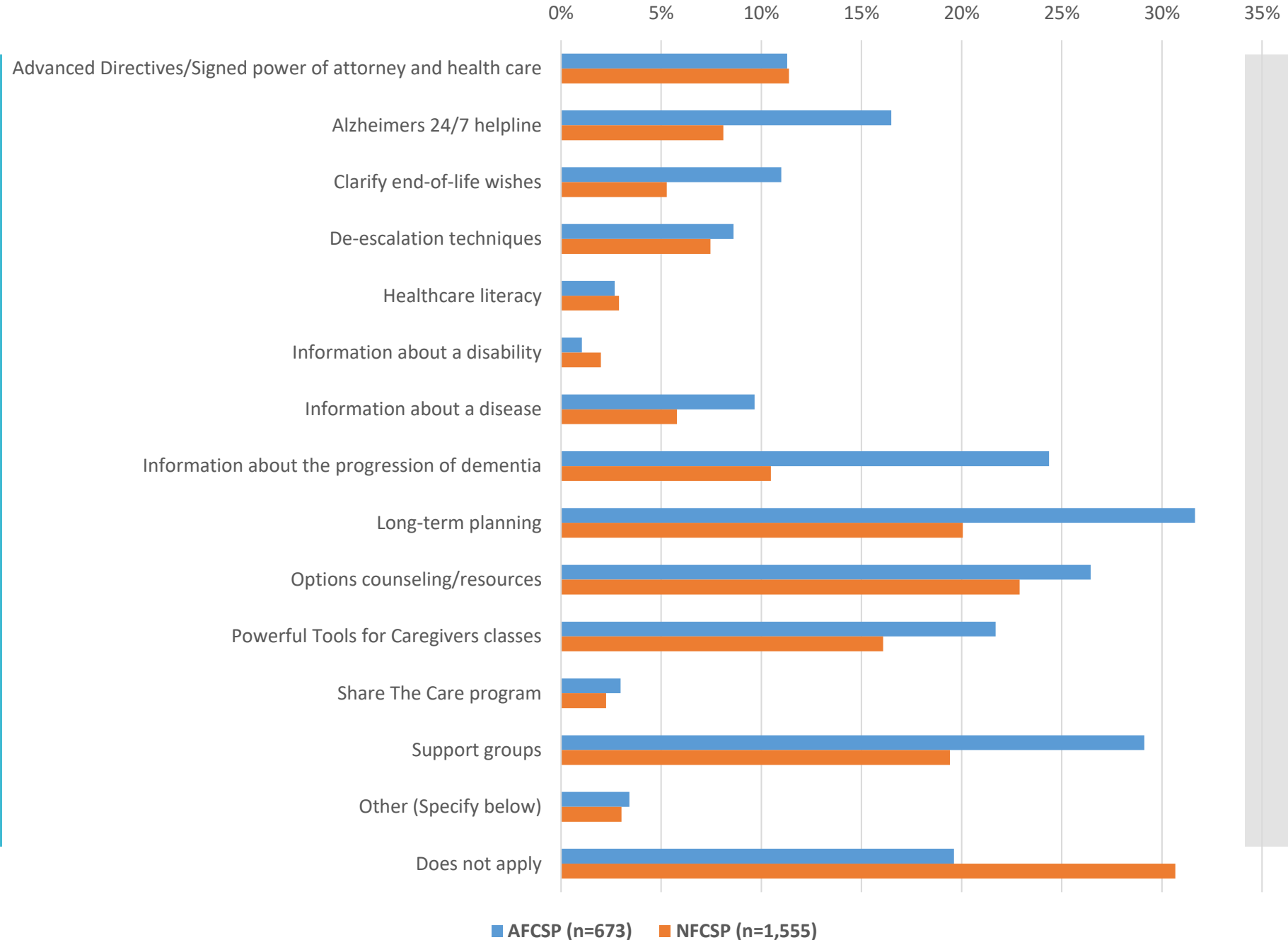


Section V

Top Unmet Education and Resource Needs

1. Long-term planning
2. Support groups (“Does not apply” a close second for AFCSP)
3. Options counseling
4. Information about the progression of dementia
5. Powerful Tools for Caregivers

V. Unmet Education and Resource Needs

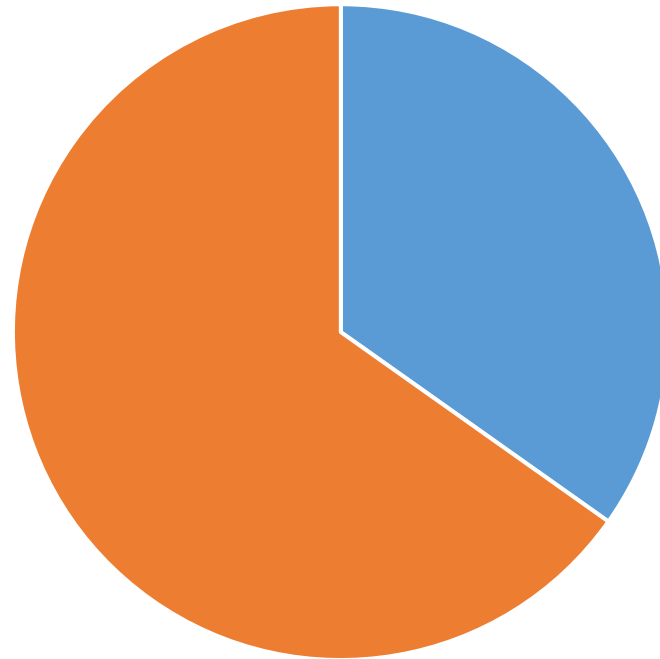


Program Utilization Before and During the COVID-19 Pandemic

AFCSP 34%
NFCSP 64%

Prior to April 1, 2020

Pre-pandemic (n=1,262)

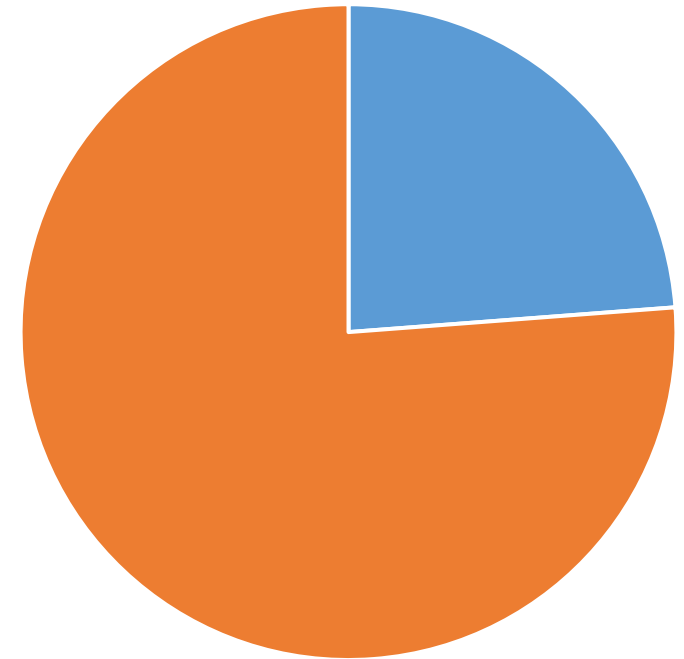


■ AFCSP ■ NFCSP

23%
74%

After April 1, 2021

Pandemic (n=1,004)

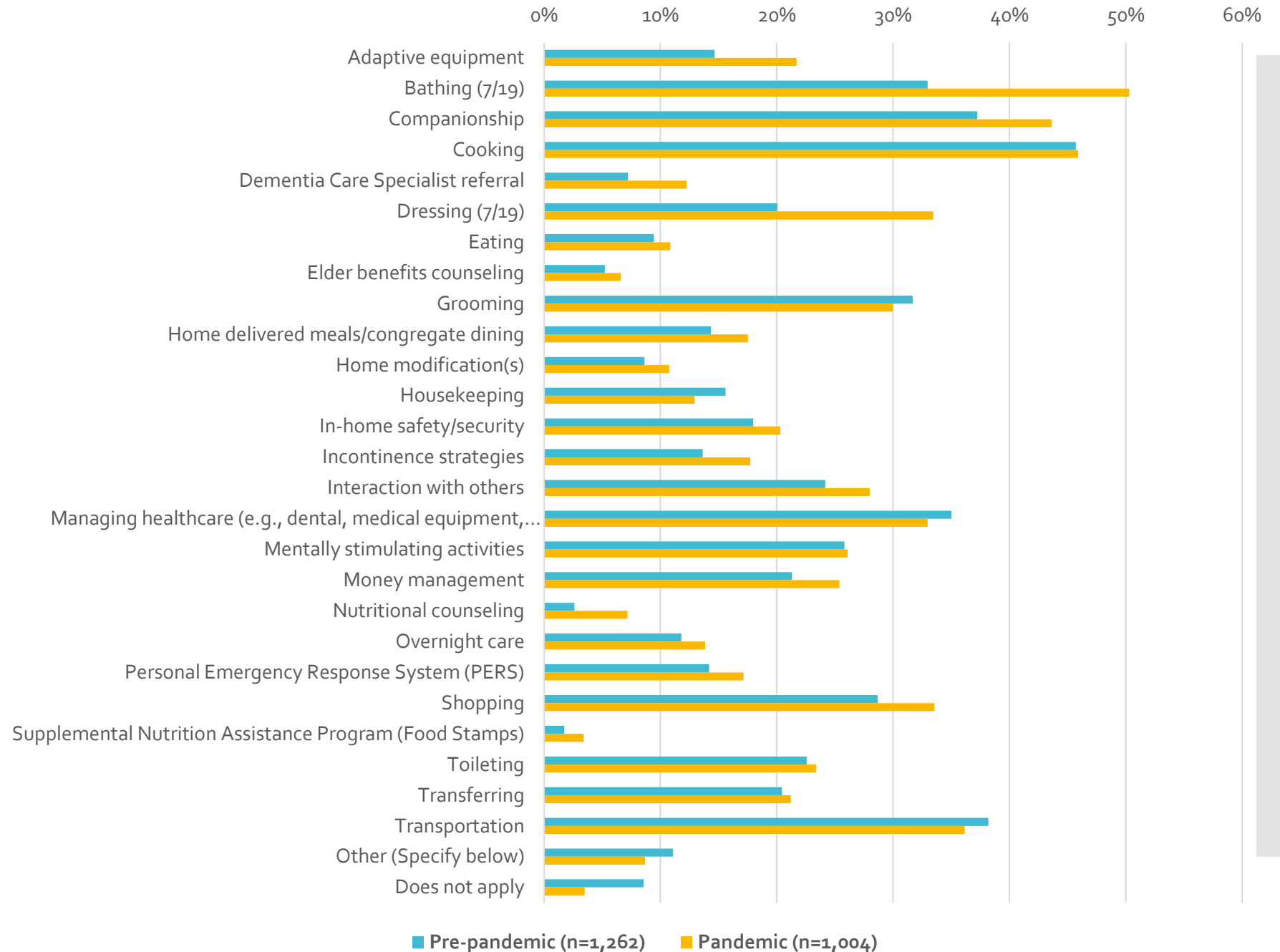


■ AFCSP ■ NFCSP

Changes During the Pandemic

Pre Pandemic: Feb 2019 to Feb 2020
 Pandemic: March 2020 to April 2021

I. Unmet Care Recipient Needs

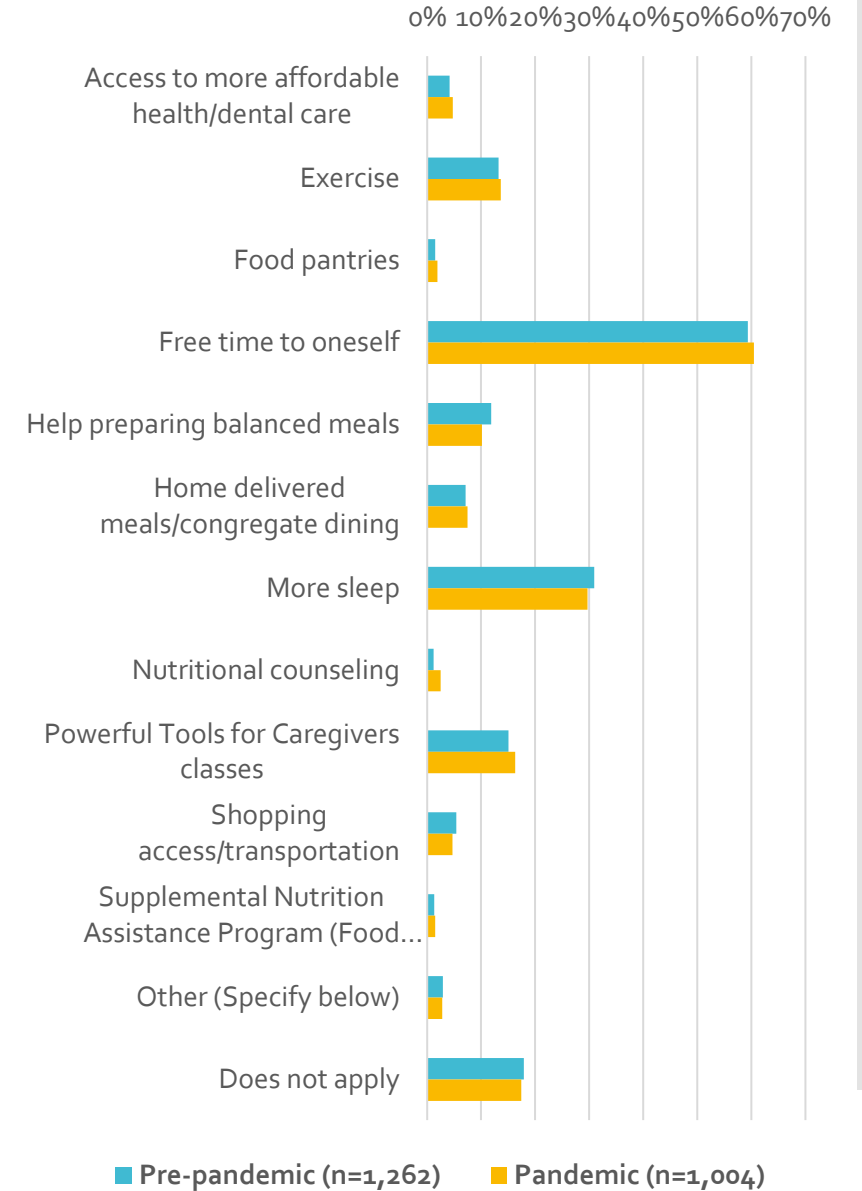


Pandemic, cont.

II. Unmet Caregiver Respite Needs

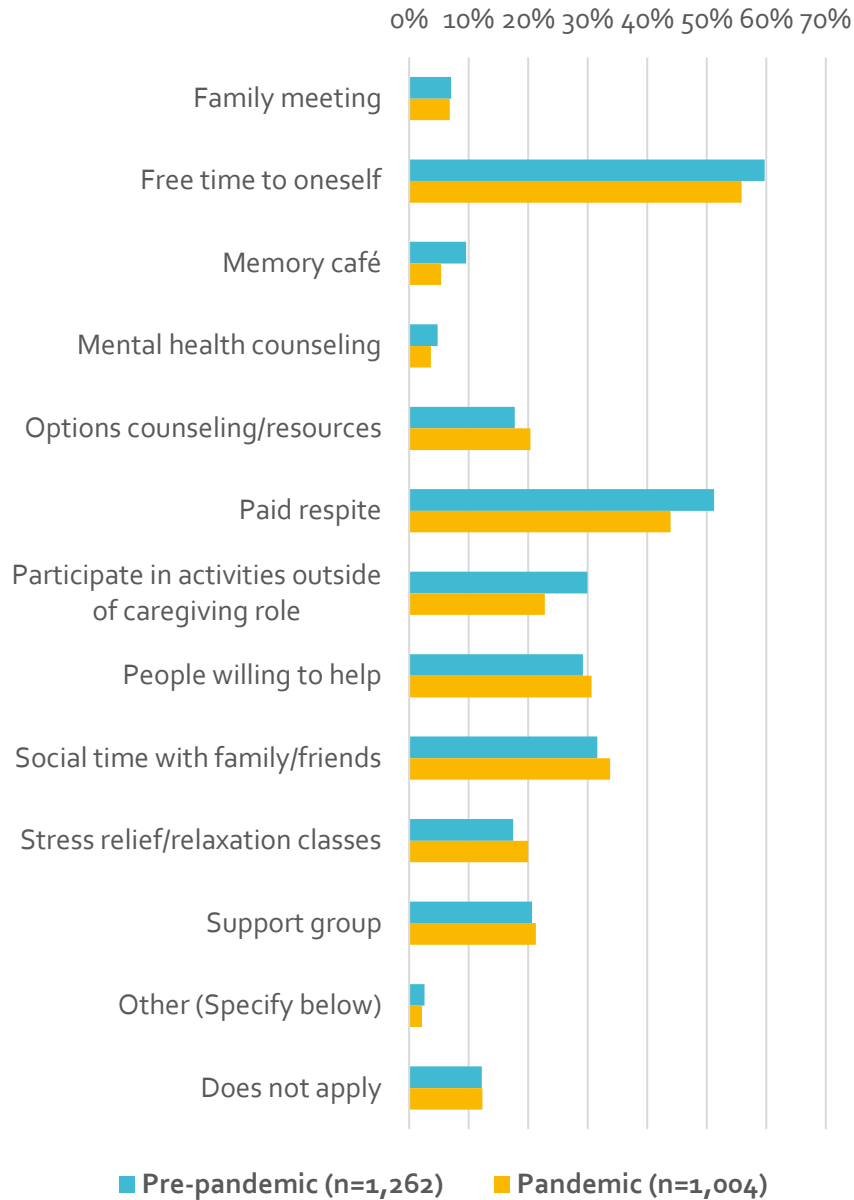


III. Unmet Caregiver Physical Health Needs

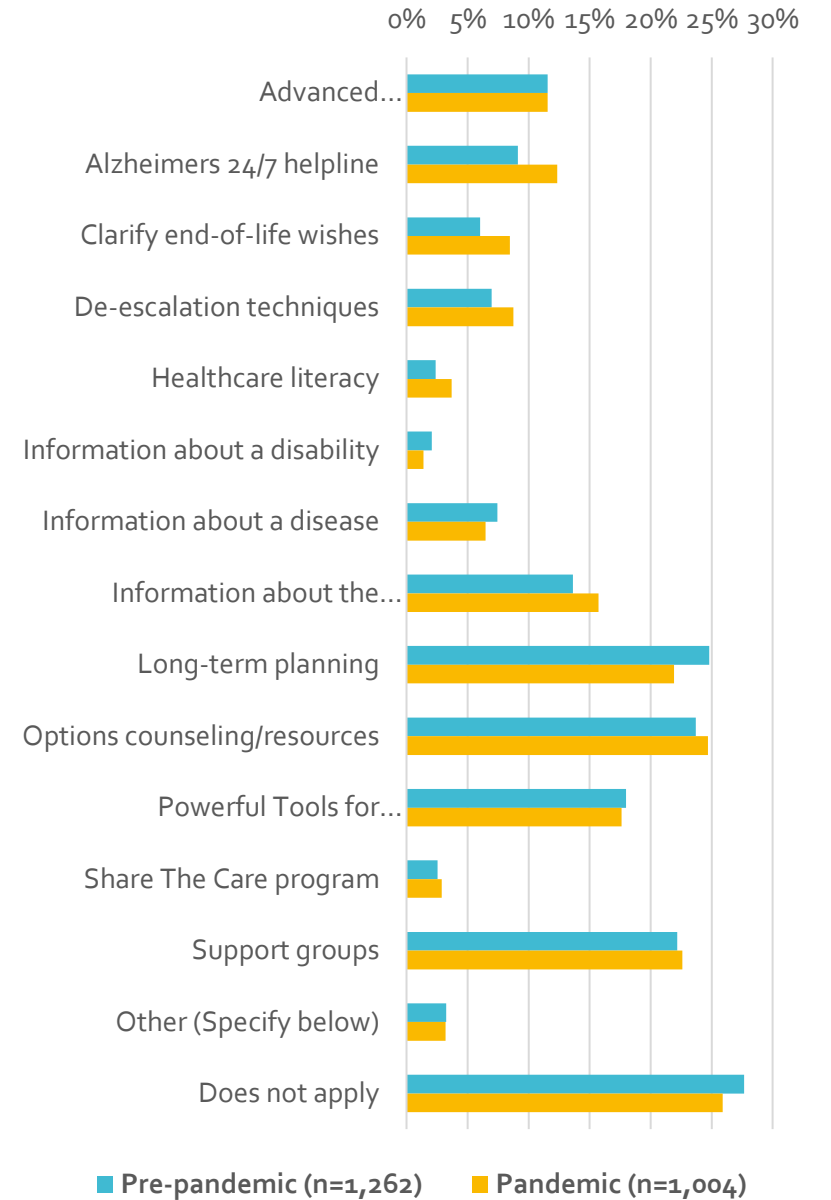


Pandemic, cont.

IV. Unmet Caregiver Emotional Health Needs

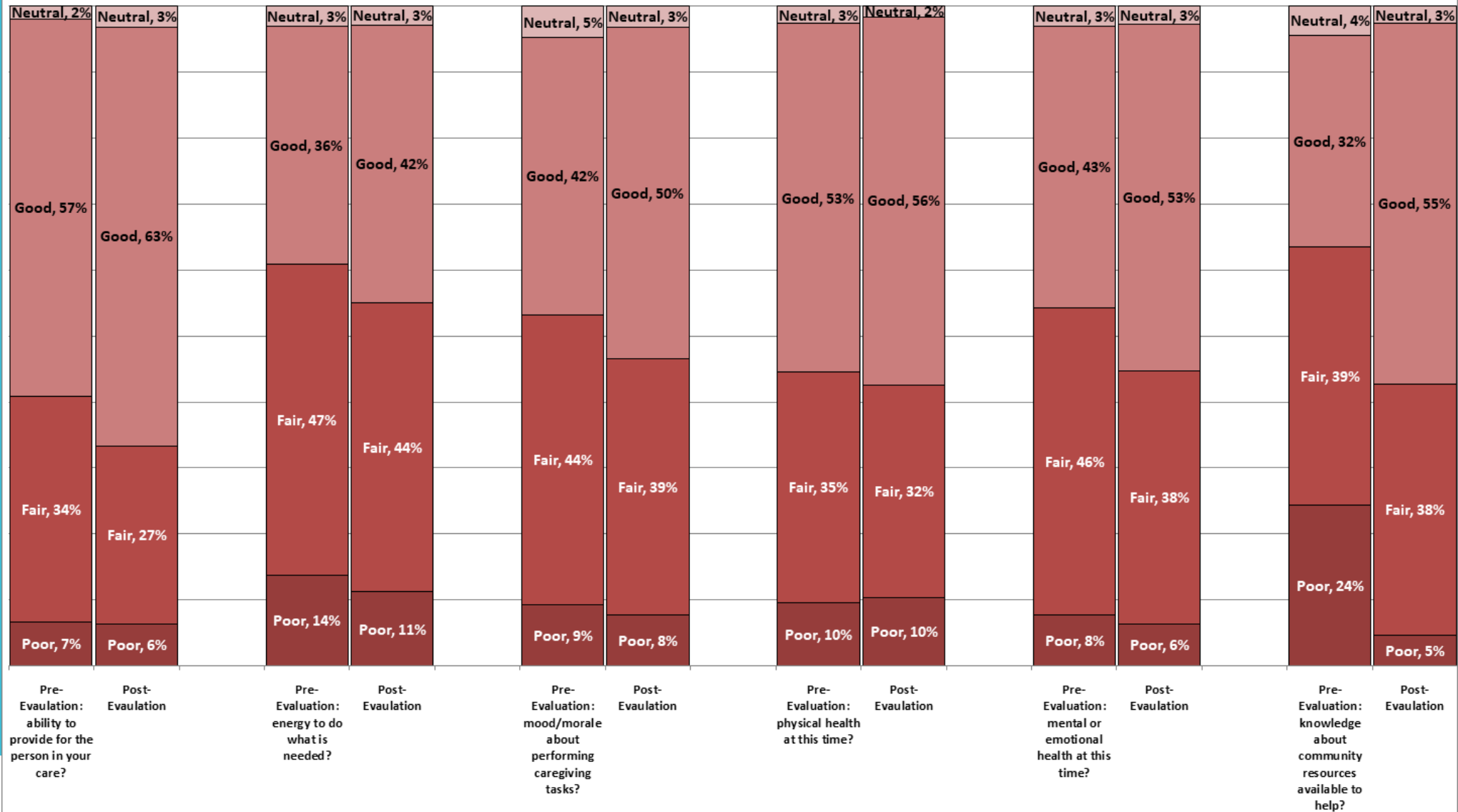


V. Unmet Education and Resource Needs



Caregiver Completed Both Pre-evaluation and Post-evaluation

n=761



Initial and Post Program Evaluations

Customer Satisfaction Survey Results

The Praise We Don't Always Hear

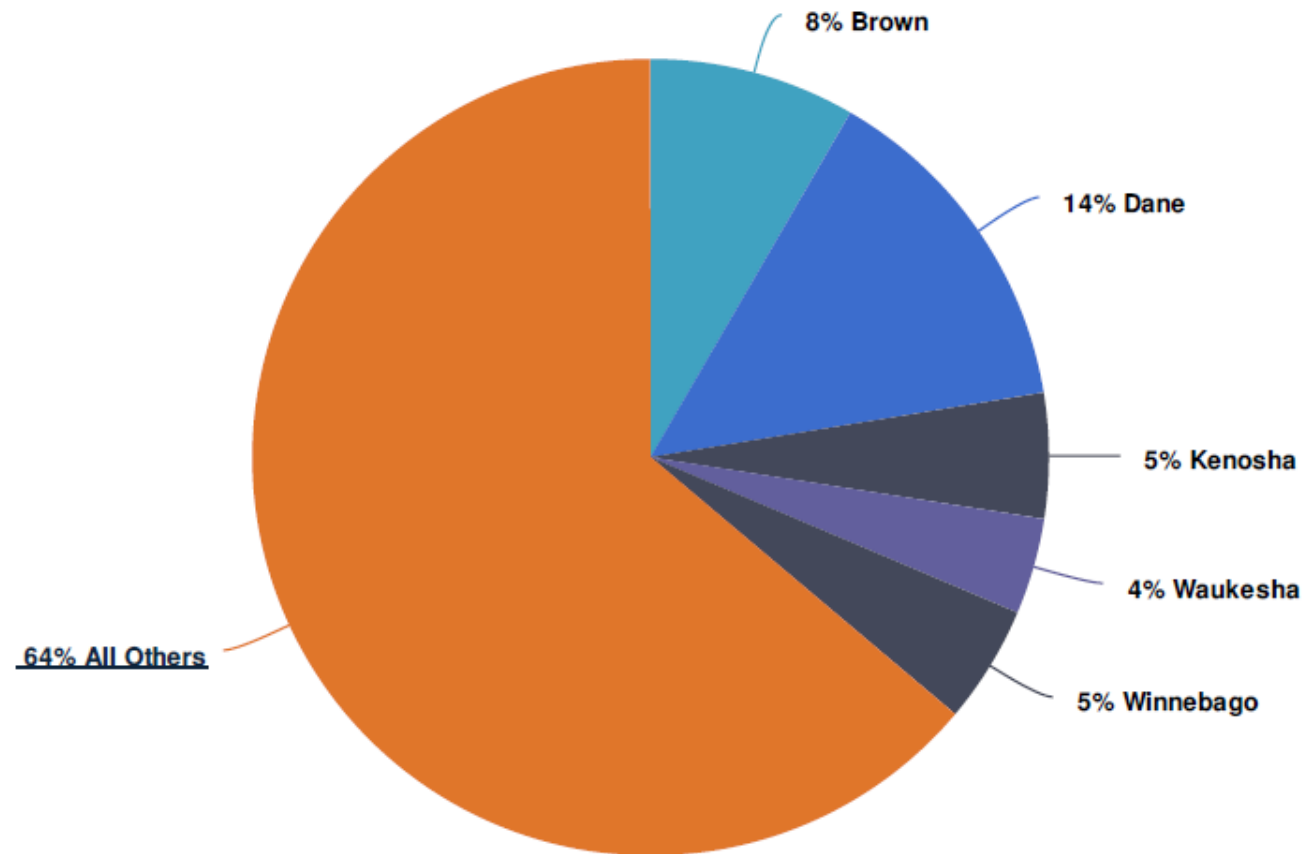
"I have had numerous conversations with at least three different staff people at the Ashland County Aging Unit. They have always exhibited good manners, great listening skills, and much patience. The service and responsiveness is superb and we feel so blessed to have them in our community. They are stellar! 😊 "



Are Your Customer Satisfaction Surveys Being Returned?

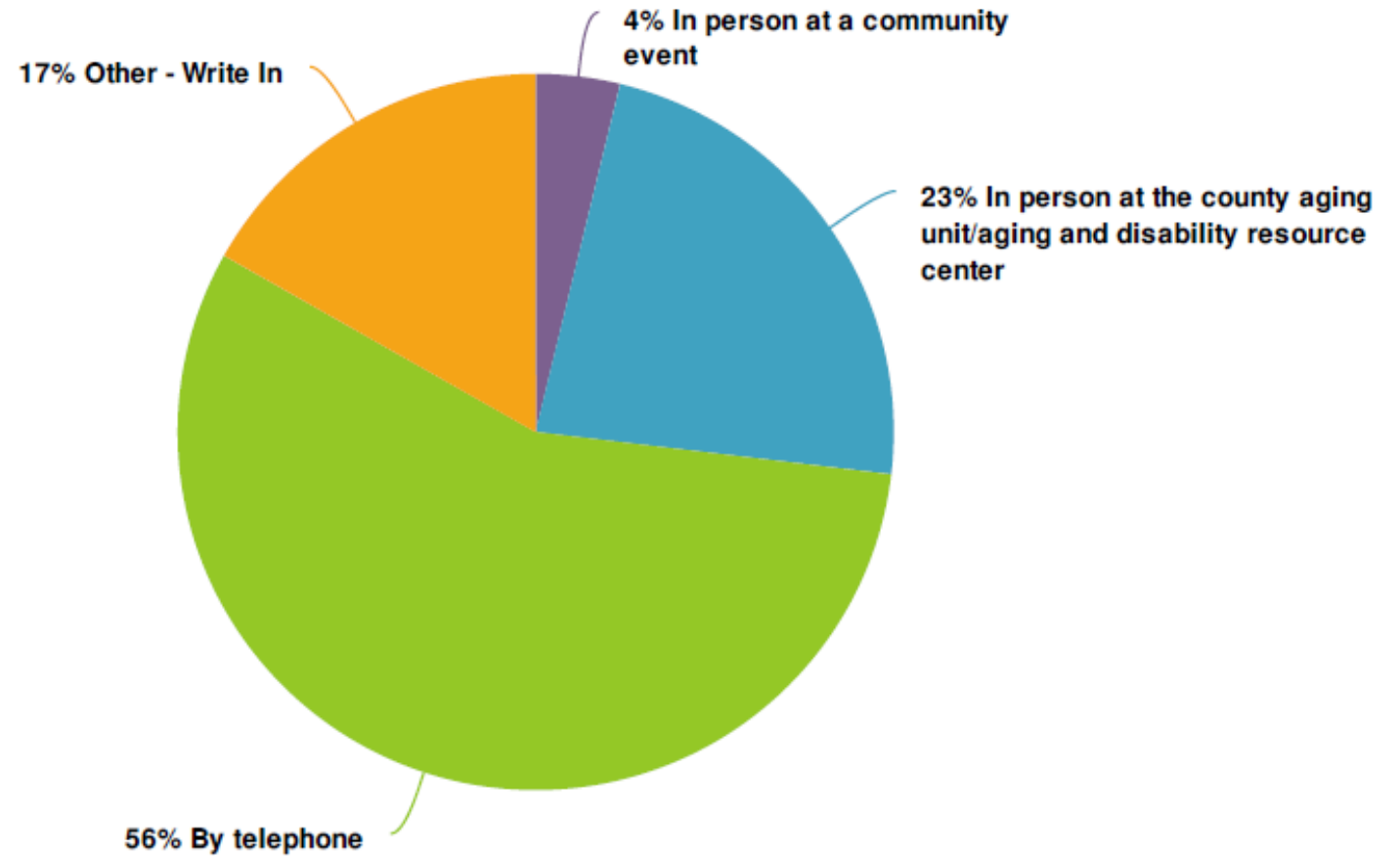
Totals for each county/tribe are in the full report

1. What county or tribe provided services?



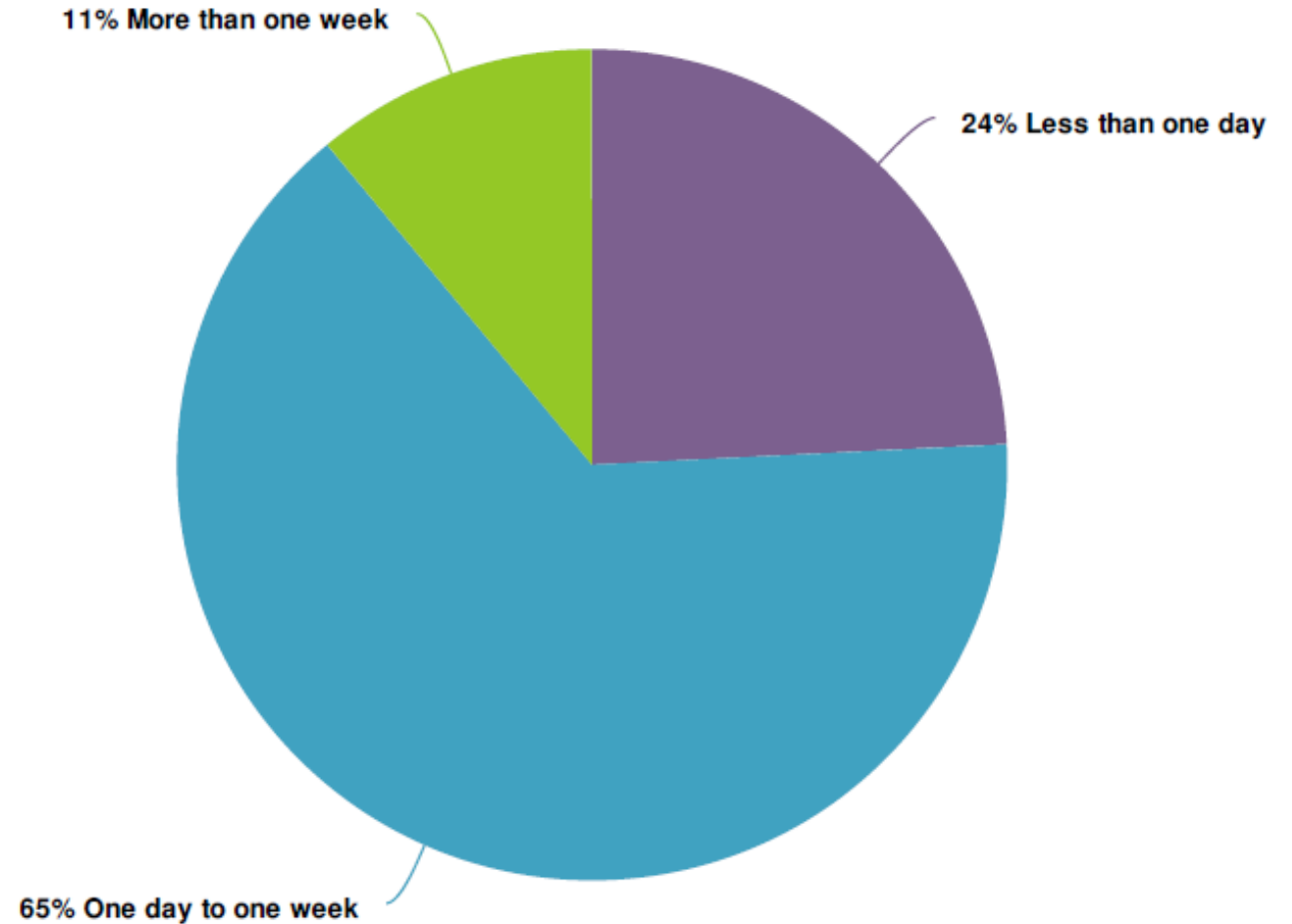
How Did You Reach Us?

2. How did you first make contact with the caregiver program about your concerns?



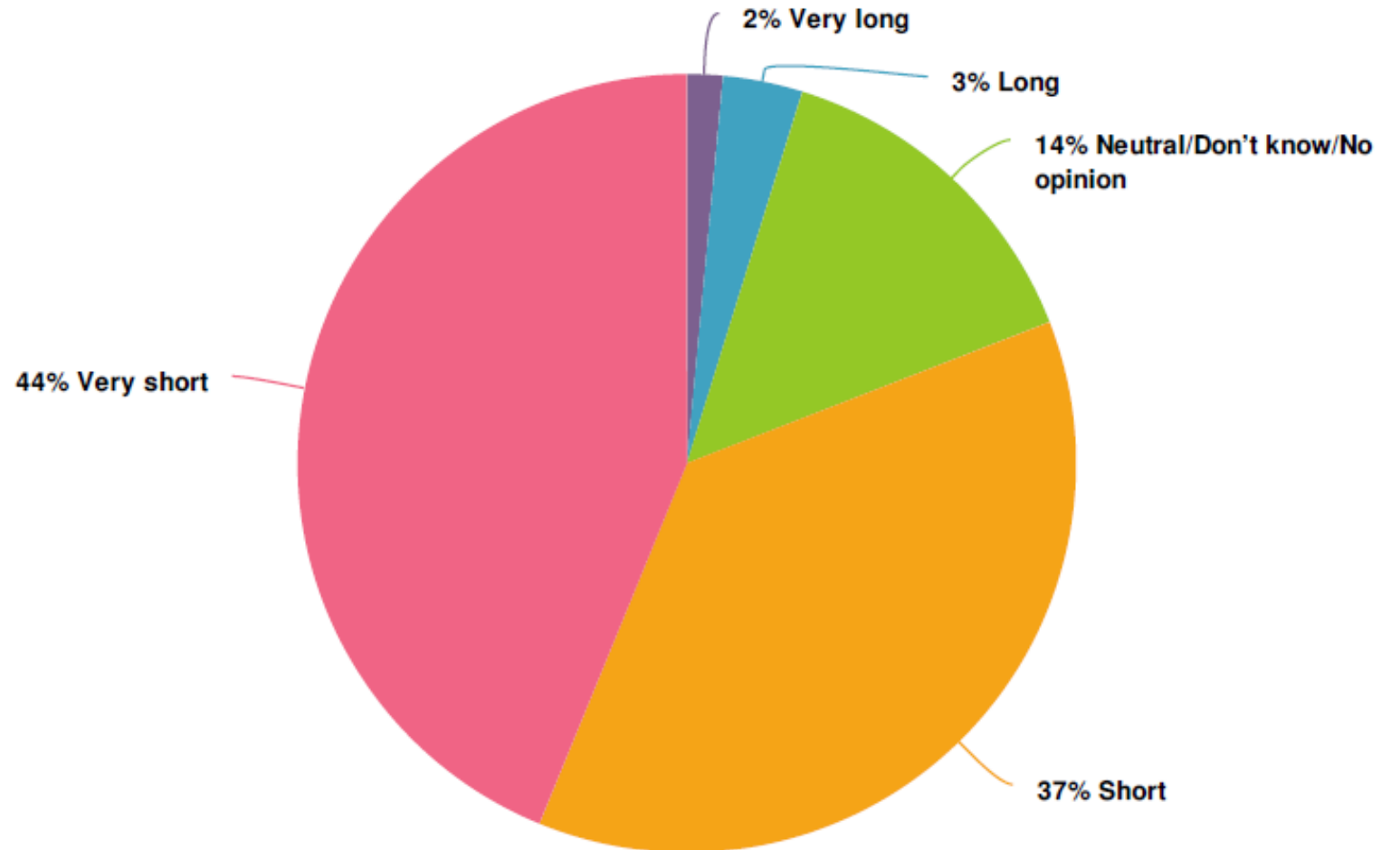
How Quickly Did We Respond?

3. How much time passed between your request for help and your first meeting or discussion with a staff person about your request



Were There
When You
Needed Us?

4. How would you rate the amount of time that passed until you discussed your situation with the staff person?



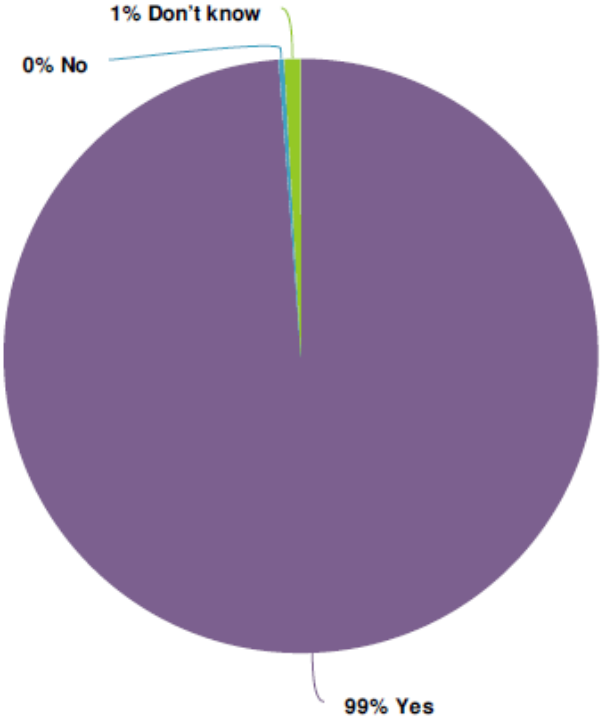
How Do We Rate?

5. Rate the following aspects of your interaction with the person who spoke to you:

	Very Well	Well	No Opinion	Poorly	Very Poorly	Responses
How well or poorly did program staff listen to you? Count Row %	989 91.7%	82 7.6%	7 0.6%	0 0.0%	1 0.1%	1,079
How well or poorly did the staff person understand your situation? Count Row %	969 90.0%	101 9.4%	6 0.6%	1 0.1%	0 0.0%	1,077
How well or poorly was your privacy respected? Count Row %	994 92.2%	69 6.4%	14 1.3%	0 0.0%	1 0.1%	1,078
How well or poorly did the information you received meet your needs? Count Row %	883 82.5%	168 15.7%	12 1.1%	5 0.5%	2 0.2%	1,070
Totals Total Responses						1079

Tell Your Friends!

6. Would you recommend that a friend or family member with similar needs contact the county aging unit/aging and disability resource center/tribe?



Value	Percent	Responses
Yes	98.8%	1,048
No	0.3%	3
Don't know	0.9%	10

Totals: 1,061

In Their Own Words

(All comments submitted are available in the full report)

7. Is there anything else you would like to tell us about your experience?

1050	I'm so thankful for your services. We had no idea what or where to turn. Thank you for helping our family navigate.
1053	Exceeded my expectation regarding offering support necessary to best support my father.
1054	Worked with Taylor Scherer, she was a great help to me. Such a understanding and helpful person.
1057	Very Pleasant to work with
1061	They are doing all they can to help
1062	A for Jenna - she was great with my mom and !!
1063	Everyone was helpful and understanding of the situation
1064	Tara Murdzek was fantastic! She was so helpful, detail orientated, followed up several times with me and was just a kind and friendly voice that I needed to hear to get through some difficult days.
1065	Very positive meeting with knowledgeable staff member. Teri eased my mind and helped me find hope! I've already recommended ADRC to several people with similar circumstances. Thank you so much!
1066	3. I called by phone because of COVID My mom is 82 she is fairly independent. She went through COVID and got confused. She is not ready for a nursing home. She doesn't drive to have help with this is awesome!
1067	Greatly appreciated.
1068	Kenosha's Aging and Disability Office has been a tremendous help to me during this difficult time of dealing with my mother's dementia. Susan Johnson has brought so many resources to my attention, she helped me educate myself so I can do what's best in my situation.

Training for Caregiver Program Coordinators

Coordinators who need training and/or access to DHS REDCap or should contact Lynn Gall at Lynn.Gall@dhs.Wisconsin.gov.

The Family Caregiver Needs Assessment, Initial and Post Program Evaluation forms, and Customer Satisfaction Survey can be downloaded from the [Aging Forms](#) section of the DHS Aging and Disability SharePoint site or from the AFCSP or NFCSP “Enrollment Forms” sections of the [GWAAR.org website](#).