

2024 Statewide Results: Caregiver Needs Assessment/Evaluations/Survey Data

Caregiver Coordinator Statewide Meeting Tuesday, May 27th 10 am

Lynn Gall, Manager, Family Caregiver Support and Lifespan
Respite Programs

Bryn Ceman, Caregiver Programs Specialist



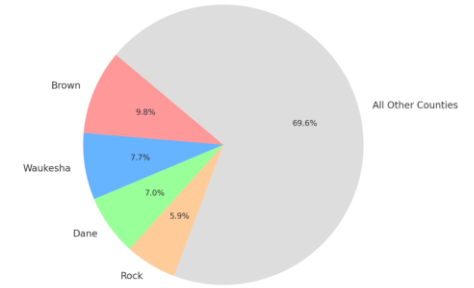
Why this Matters...

- Snapshot in time 1/1/2024 – 12/31/2024
- Understand caregiver and care recipient needs.
- Tailor our approach and services.
- Informs local and statewide program improvements.

Top participating counties:

- Brown (571 responses)
- Waukesha (449 responses)
- Dane (409 responses)
- Rock (346 responses)

Caregiver Needs Assessments by County (Total: 5,846)



DATA = IMPORTANT



-  Assessment Results
-  Evaluation Metrics
-  Customer Feedback



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Top Unmet Care Recipient Needs



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- Cooking (51%)
- Bathing (47%)
- Transportation (44%)
- Companionship (42%)



<https://wisconsincaregiver.org/>



Top Unmet Physical/Emotional/Education & Resource Caregiver Needs



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Family and
Caregiver
Support Alliance

<https://wisconsincaregiver.org/>

- Free time (57%)
- Paid respite (48%)
- Social time with family/friends (33%)
- People willing to help (31%)

Least Utilized Services:

- Caregiver emotional health services
- Mental health counseling
- Memory café



Ideas for Improvement - Systems

- Collaborate with partners to blend and braid funding for respite and other services.
- Passage of [2025 Assembly Bill 176](#)
- Respite = self-care
- Develop informal/familial support system
- National Family Caregiver Month (NFCM) Toolkit



Ideas for Improvement - Caregiver

- **Written or Scheduled Requests**

Shared Calendars or Task Lists or [TLC](#)

- **Social Media or Community Groups**

[Virtual, Telephonic & Online Events](#) or [Trualta](#)

- **Relying on Trusted Connectors**

Trusted friend to “coordinate” or be the “point person”

- **Framing It Around Inclusion and Purpose**

Positive control by inviting others and highlighting success, “Dad lights up when you visit, would you be open to stopping by once a week?”

- **Professional Support Encouragement – YOU!**

Encourage boundary-setting or delegation.



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Positive Highlights



- **Post-Survey Improvements:**
 - Caregiver morale, health, and knowledge **significantly improved!**
- **Phenomenal Customer Satisfaction Surveys (All counties and Tribes):**
 - Brown, Waukesha, Dane, Rock Counties have **high return** rates.





Common Themes



Great Lakes Inter-Tribal Council, Inc.

Lac du Flambeau, Wisconsin

- **Compassionate, Caring, and Understanding Staff**

- Repeated praise for staff being empathetic, patient, kind, compassionate, and actively listening.
- Staff members like **Alyssa, Krystal, Ruth, Margaret, Migdalia, Taylor, and Teri** were frequently named for going above and beyond.

- **Impact of Support and Relief for Caregivers**

- Caregivers express **relief, stress reduction, and comfort** after connecting with ADRC services.
- Programs helped them **feel less alone**, supported, and better equipped to manage care responsibilities.



Your Bridge to Support



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Common Themes



Great Lakes Inter-Tribal Council, Inc.

Lac du Flambeau, Wisconsin

- **Appreciation for Personalized, In-Home, and Flexible Support**
 - In-home visits and personalized assistance were **highly appreciated**.
 - Flexibility and efficiency in paperwork, application, and responsiveness were seen as **lifesavers**, especially for overwhelmed caregivers.
- **Value of Education, Resources, and Clear Communication**
 - Many cited the **value of being connected to resources they never knew existed**.
 - Staff explained complex processes in a way that was **easy to understand**, making programs feel **accessible**.



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Ideas for Improvement - Caregiver

More Communication on Available Funds

- [Legal and Financial Resources](#)
- [Respite Care Association of Wisconsin Grants](#)
- [2025 Assembly Bill 176](#)

Better Access to Local Caregiver and Respite Provider Lists

- [Wisconsin Respite Care Registry](#)
- [Wisconsin ADRC Resource Finder](#)

Concerns Over Prioritization of Contracted vs. Family Caregivers

- It is recommended to discuss with your Governing Board or Corporation Counsel ways to encourage greater flexibility, such as direct caregiver payments or expanding allowable services, to better support family caregivers.



Questions/Feedback

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