



Indirect Benefits for Caregivers Pilot Project  
Final Report to ACL

August 31, 2022

Submitted by Caregiver Action Network

# Table of Contents

Executive Summary .....	2
Indirect Benefits for Caregivers Project Plan and Methodology .....	3
Key Areas of Focus .....	4
Caregiver Tasks and Challenges.....	4
What Services Were Most Beneficial to Caregivers?.....	5
Indirect Benefits to Caregivers .....	6
Caregiver Experiences & Challenges .....	16
Caregivers Questions and Responses - From Discussion Guide .....	21
Data Collection – Survey – Interview Questions to Caregivers, Responses, and Findings.....	23
Indirect Benefits to Caregivers Program and Community Impacts .....	52
<b>Economic Impact</b> .....	52
<b>Well-Being Impact</b> .....	52
<b>Social Impact</b> .....	53
<b>Cultural Impact</b> .....	53
<b>Academic Impact</b> .....	53
<b>Training Impact</b> .....	53
<b>Policy Impact</b> .....	53
Conclusion.....	54
References and Literature Review.....	56



# Executive Summary

The Department of Health and Human Services [Administration for Community Living](#) (ACL) recently asked [Community Care Corps](#) to implement a special Pilot Project to study the Indirect Benefits for Family Caregivers.

**Community Care Corps** is a national program that fosters innovative local models in which volunteers provide non-medical assistance to family caregivers, older adults, or adults with disabilities in order to maintain their independence.

“Indirect benefits” for family caregivers are the improved health and well-being of the caregiver that might result from the volunteer services provided directly to the older adult or adult with disabilities for whom they provide care. For example, volunteer services such as companion visits, light chores, transportation, errand running, meal assistance, home maintenance, and stress reduction might result in benefits for the family caregiver as well as for the person who directly receives the volunteer services.

**Indirect benefits** for family caregivers are the improved health and well-being of the caregiver that might result from the volunteer services provided directly to the older adult or adult with disabilities for whom they provide care.

Community Care Corps regularly collects data on the benefits that accrue to the direct recipients of volunteer assistance, whether they be family caregivers, older adults, or persons with disabilities.

But Community Care Corps does not currently collect data on the “indirect benefits” that family caregivers may receive as a result of the services provided to their loved one. The Indirect Benefits Pilot Project looks to address and identify the indirect benefits that caregivers

receive from the volunteer services provided to their loved one/care recipient.

The requested study was initiated and conducted by Caregiver Action Network (CAN) to help the Administration for Community Living (ACL) better understand the indirect benefits that family caregivers may be receiving from the volunteer services provided to their loved ones.

Caregiver Action Network developed Survey Questions and a Discussion Guide to capture family caregiver feedback, thoughts, and feelings regarding the indirect benefits they may have received as a result of the direct services that their loved ones obtained. CAN then conducted interviews with more than 30 family caregivers using the Discussion Guide and Survey Questions. Three selected Community Care Corps Grantee Organizations participated in the Indirect Benefits for Family Caregivers Pilot Project to help identify family caregivers in their communities who could be interviewed by CAN.

In this report, you will hear about what the indirect benefits are and how caregivers view these benefits. The study findings will help guide ACL with future funding efforts relating to family caregivers and provide better targeting and delivery of needed services.

# Indirect Benefits for Caregivers Project

## Plan and Methodology

First, we had to identify family caregivers to participate in this Pilot Project. We worked with three Community Care Corps Grantee Organizations that provided volunteer services for older adults or persons with disabilities. From the three grantee organizations, we obtained contact information for the family caregivers of service recipients—so that we could speak with them about their experiences and to learn more about how they may have benefitted from Community Care Corps volunteer services provided to their loved ones.

We then developed a Discussion Guide instrument to help facilitate conversations with caregivers about their caregiving experiences and the indirect benefits the caregivers may have received. In addition, we built a new survey instrument modeled after the post survey questionnaire currently used in the Community Care Corps program.

### Methodology

- Develop Discussion Guide and Survey Questions
- Identify Family Caregivers
- Capture Indirect Benefits utilizing Discussion Guide and Survey Questions during Interviews
- Data Collection/Literature Review
- Follow up/Calls/Review Findings
- Final Report

Once these instruments—the Discussion Guide and the Survey Questions—were established, the data collection process began. We conducted telephone calls, text messages, e-mails, and additional follow up calls to speak to the caregivers throughout this Pilot Project study. The participants were extremely forthcoming and very positive about the value of the volunteer services their loved ones were receiving. While the study sample cannot be

considered representative of the entire nationwide Community Care Corps program, it was rewarding to learn that the volunteer assistance provided by the Community Care Corps program is making a real difference in the lives of care recipients and their families.

The results of the interviews conducted in the Pilot Project have been compiled and this is the Final Report to indicate our findings.

# Key Areas of Focus

The key areas of focus for the Indirect Benefits for Caregivers Pilot Project are:

1. What were the results of these services (i.e., any benefits to the family caregivers)? We wanted to understand what those results were to key in on the indirect benefits to caregivers and build on this and other aspects of the caregiving programs.
2. To speak with caregivers to understand their experiences, challenges, and suggestions.
3. Identify what program, services, and community impacts surfaced during different phases of the project. What worked and benefited caregivers and what recommendations caregivers were highlighting from which we could learn.
  - Indirect Benefits Results to Caregivers
  - The Caregiver Experience and Challenges
  - Program, Services, Community Impacts, and Recommendations

# Caregiver Tasks and Challenges

The chart below provides some of the day-to-day tasks and challenges caregivers encounter caring for their loved one or care recipient and the constant demands placed on them.

	Awareness	Unfolding Responsibility	Increasing Care Demands	End of Life	Bereavement
<b>Care Trajectory</b>	Occasional Care	House Tasks	Personal Care	End of Life Care	Grieving Process
<b>Sample Caregiver Care</b>	<ul style="list-style-type: none"> <li>• Accompaniment to physician appointment</li> <li>• Light errands</li> <li>• Check-in/monitor</li> <li>• Communication with health providers</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor symptoms/meds</li> <li>• Manage finances and household tasks</li> <li>• Hire care providers</li> <li>• Coordinate care</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor behavior and location</li> <li>• Personal care</li> <li>• Dealing with insurance issues</li> <li>• Provide acute care/manage symptoms</li> </ul>	<ul style="list-style-type: none"> <li>• Advance care planning</li> <li>• Minimize suffering/symptom control</li> </ul>	<ul style="list-style-type: none"> <li>• Additional assistance</li> <li>• Types of resources for help to family caregivers</li> </ul>



# Indirect Benefits to Caregivers

Caregivers had many thoughts and feelings about the Indirect Benefits they received as a result of the services provided to their loved ones or care recipient. Now let us look at some of the specific caregiver responses from the Discussion Guide Interviews regarding the Indirect Benefits they received.

## Indirect Benefit # 1

**Frees Family Caregiver for mental, emotional, physical breaks. Provides respite to help make it through the day, week, etc.**

“I feel the volunteer services of Community Care Corps are really good. My mother is blessed to have people that care enough about her that they come to see her and help with doing things around the house. Because my mother is connected with the organization, she has someone else besides me to talk to. So, when they come to see and help her, **I can have a little break, an emotional break sort of.**”

“I have been taking care of two parents by myself, no help from others. I do not think the student volunteers realize how much they are helping. Not only are they bringing my dad a meal, but I am also able to get out to shop or do other things that are important for me to take care of. They are not just helping him, but they are **helping me also.**”

---

## Indirect Benefit # 2

Provides emotional uplift to caregiver and loved one.

---

“It helps him (Dad) feel like he is not alone. Depression is extremely hard for seniors and anything that can **uplift their spirits and cheer them up helps both of us tremendously!**”

---

---

“They help my dad mentally. They play fun mind games and help him with menial tasks **that uplift his spirits and mine.** They run errands for us and just spending a small amount of time with him **helps us both.**”

---

---

## Indirect Benefit # 3

**Relieves stress and the feeling of being overwhelmed.**

---

“Well, it can be difficult when my mom has too many doctor’s appointments in one day. It is more of a challenge to juggle multiple appointments, and it causes problems for her when that happens. It is more challenging for both of us, and the stress level goes up. If she is anxious, it becomes a problem for her to get there. We try to avoid scheduling multiple doctors’ appointments in one day because it is better for my mom. **It has improved with the help of the organization’s volunteer transportation chaperone service.**”

---

---

“The organization helped us tremendously and now we are working through the transportation for doctor’s appointments. This has **alleviated much of the stress for me and my mom.**”

---

---

## Indirect Benefit # 4

**Companionship and socialization for both the care recipient and the caregiver.**

---

“She has a spinal cord injury which limits her ability to move around freely. She is in pain constantly. She cannot vacuum on her own. She cannot dust her furniture. The young lady volunteers from the local university are ‘sweet girls’ who are extremely helpful, and she gets along well with them. They provide companionship for her since she lives alone. **They talk and laugh with us and bring us joy** when they are there. She is extremely attached to them, and asks them frequently, ‘I hope you will not forget me when you all graduate.’”

---

---

## Indirect Benefit # 5

A different perspective,  
with new and helpful  
ideas.

---

“They will check in on us from time to time, ask us if we need them to pick up something for us when they are out shopping. We have people that interact with us, **give us ideas on additional resources we can utilize, and help to deliver our meals.**”

---

---

“Even if it is just picking up a prescription or going grocery shopping. As a caregiver, your life is wrapped up with the one person you are taking care of and that can wipe you out emotionally. Having **someone to talk to is extremely helpful.**”

---

---

## Indirect Benefit #6

Caregivers can pay more attention to loved ones when someone else is helping inside and outside the home.

---

“The volunteer young ladies clean up outside and inside of the house. There are a lot of trees in the yard, where there have been limbs falling that they have picked up. They also pulled up weeds in the yard, cleaned the garage, etc. I used to be able to do this work, but I got old. All of this **frees me up to do other things. It is amazing. I could never do this all myself.**”

---

---

## Indirect Benefit #7

Can make loved one happy, which then makes caregiver happy.

---

**“It helps me make him happy. That is all anyone wants for their loved one is to be happy.** This outreach of seeing people from the outside is important. It **takes the burden off me** to be his social connection; sometimes I cannot do everything. I cannot be a cheerleader all the time. The volunteers say ‘yes, we can cheer up Dad’.” Sometimes a caregiver cannot make them happy. **It is important for your loved one to see people on the outside of the home who can make them happy.”**

---

---

## Indirect Benefit #8

Helped with keeping the house clean inside and outside, which allowed more concentrated time with loved ones.

---

“Oh my God, they clean her house, they do her laundry, they make her bed, they do outdoor work, raked the yard, anything she asks them to do in her house, they do it to help her. They even help with meal preparation even though she likes to do her own cooking.”

---

---

**“This frees me up to visit her more -** about four times per week. I visit her more in the mornings when she and I have the most energy. She tends to rest more in the evenings, so I try not to visit her during those times, because of her health challenges, she needs a lot of down time.”

---

---

## Indirect Benefit #9

Sometimes the volunteer service providers were more eager to work and learn more about the caregiver and loved one than the paid providers.

---

**“There was nothing but complaints about the paid help. They were paid. The college student volunteers were better. They were happy to help my mom and she enjoyed the interaction.”**

---

---

**“I will say that the volunteers were great.”**

---

---

**“The C3 volunteers were always willing to help my mom and she enjoyed it very much. Their work ethic was great!”**

---

---

## Indirect Benefit #10

The service volunteers can help as positive cheerleaders for the loved one to assist the “wiped out” overwhelmed caregiver.

---

“Sometimes I cannot do everything. I cannot be a cheerleader. **The volunteers say ‘yes, we can cheer them up.’**”

---



# Caregiver Experiences & Challenges

Here are some examples of the caregivers who were interviewed who expressed some of their caregiver experiences and challenges.



“I am the Caregiver for my wife who has multiple health and medical concerns. I am 91 years old, and she is 88 years old, and we have been married for 66 years. She has anthropopathy, arthritis, you name it she has it. She cannot do much of anything because of her health. The wife used to cook for the both of us when she was well and was “one of the best cooks in town,” now she is unable to cook and I (husband) have to cook and I am the worst at cooking, but I do it anyway, because I love her, and it is my responsibility. The Community Care Corps organization helped us with household chores inside and outside of the home, including helping with food preparation and donated meals.”



# Caregiver Experiences & Challenges



“My situation is unique; I am a good friend (neighbor) with the person who uses the services of the Community Care Corps organization. I am often at her house when the volunteers visit and do their magic with her and provide services to her in her home. I tailor my schedule around her schedule in order to be there for her to assist with anything she needs along with the provided services. The organization is amazing and their reach is much more widespread than what I see.”

“She has a Spinal Cord injury which limits her ability to walk and move around freely. She can barely stand on her own or walk with a cane and only for short distances. She is in pain constantly, has limitations, and is unable to do anything inside of her house.”



# Caregiver Experiences & Challenges



“I am the caregiver for my mom who receives services. She has a multitude of health challenges and now she can no longer drive. She needs help getting to appointments and needs help with diabetic services. I am an only child. My mom lives alone, and I visit my mom regularly to help her and to take care of her. It does impact my work on a continuous basis. I am able to handle things via phone because I can work remotely due to COVID. “

“She has diabetes and constant pain in her hands and feet. She also has mental health challenges with bipolar disorder, anxiety, and depression. She must take all her medication routinely and on a timely basis. She also has many medical appointments with multiple doctors. It is hard sometimes to manage the appointments without assistance.”



# Caregiver Experiences & Challenges



“My husband is seventy and I am seventy. I care for my husband who has been diagnosed with Parkinson’s and some sort of ALS. Through the last 5 years, he has some dementia and has walking issues. We are in our home alone. I do all the caregiving. Dementia gets worse which impacts his ability to focus. He just knows he needs my help.”

“My husband was very smart and very healthy. But now he has turned into a different person. His brain is not functioning properly. He has “work dementia”. For example, he wakes up in the morning and thinks he is at work. He thinks I am his administrative assistant and not his wife. It is difficult so see him this way.”



# Caregiver Experiences & Challenges



“I am caring for my mother. She is 80 years old. My stepfather recently died. She has seizures. We run errands and help her with bathing. She lives alone. My mother receives services from the Community Care Corps organization. They helped her move recently and they helped cut her grass. I live about 15 minutes away.”

“My mother at times is hardheaded. We tell her not to go upstairs and she does not listen. She falls all the time. She is mobile and able to drive. When the students help, I do not have to deal with my mother. She has help when the students come. I have a great day, when she is not cranky and difficult day when she is cranky.”



## Caregivers Questions and Responses- From Discussion Guide

Now that we have covered some of the benefits to caregivers, and some of their experiences and challenges, let us look at some of the questions asked of caregivers and their responses.

### **As a caregiver, how have you benefited from non-medical services from your local agency?**

- “I have free time to spend with my grandchildren. This gives me a break from caring for my mom who has Alzheimer’s disease. I can focus on others during this time. Then, when I return home, I am fresh and a little rejuvenated to care for my mother.”
- “In the fall season, I had to rake a lot of leaves, perform household chores, do grocery shopping, and several other tasks along with running errands for my household and my dad. The university students began visiting weekly to do some light yard work. Wow...that relieved me of taking care of my dad’s yard. I was able to get back to not feeling so overwhelmed.”



### **What services, information, and strategies are needed to help you as a caregiver?**

- “Caregivers need to know where to get help. The volunteers gave me information about resources to obtain transportation for my sister to get to doctor’s appointments. Once I was able to arrange transportation for my sister’s appointments, I no longer had to leave work at lunchtime to take her. The arrangement for transportation was a relief to me and I would not have known about it if not for the volunteers.”

- “I feel the services are really good. My mother is blessed to have people that care about her come to see her and help with doing things around the house. Because my mother is connected with the volunteers, she has someone besides me to talk to. So, when they come to see her and help her, I am able to have a little break...an emotional break, sort of.”
- “Sometimes as a caregiver, you forget to ask for help for yourself.”



### What recommendations would you have for new caregivers?

- “Try to connect with the volunteers that come by to help your family members.”
- “Have empathy for your loved one. Put yourself in the place of the person; walk in their shoes so you can understand what they are going through.”
- “Do not try to do everything. You will burn out very quickly.”
- “You will have all sorts of emotions and feelings. Let yourself feel them, but do not dwell on it.”
- “Recognize that you are a caregiver; and that you are helping your loved one go through a transition in life. It is hard to watch the person change right in front of your eyes. Take care of yourself so you can take care of your loved one.”
- “Take advantage of the education resources and training available to you as a caregiver.”
- “Do not be shy about asking questions of the doctors and other health care professionals. Also ask them to talk to each other.”
- “At first, you’ll feel overwhelmed, so always ask for help.”

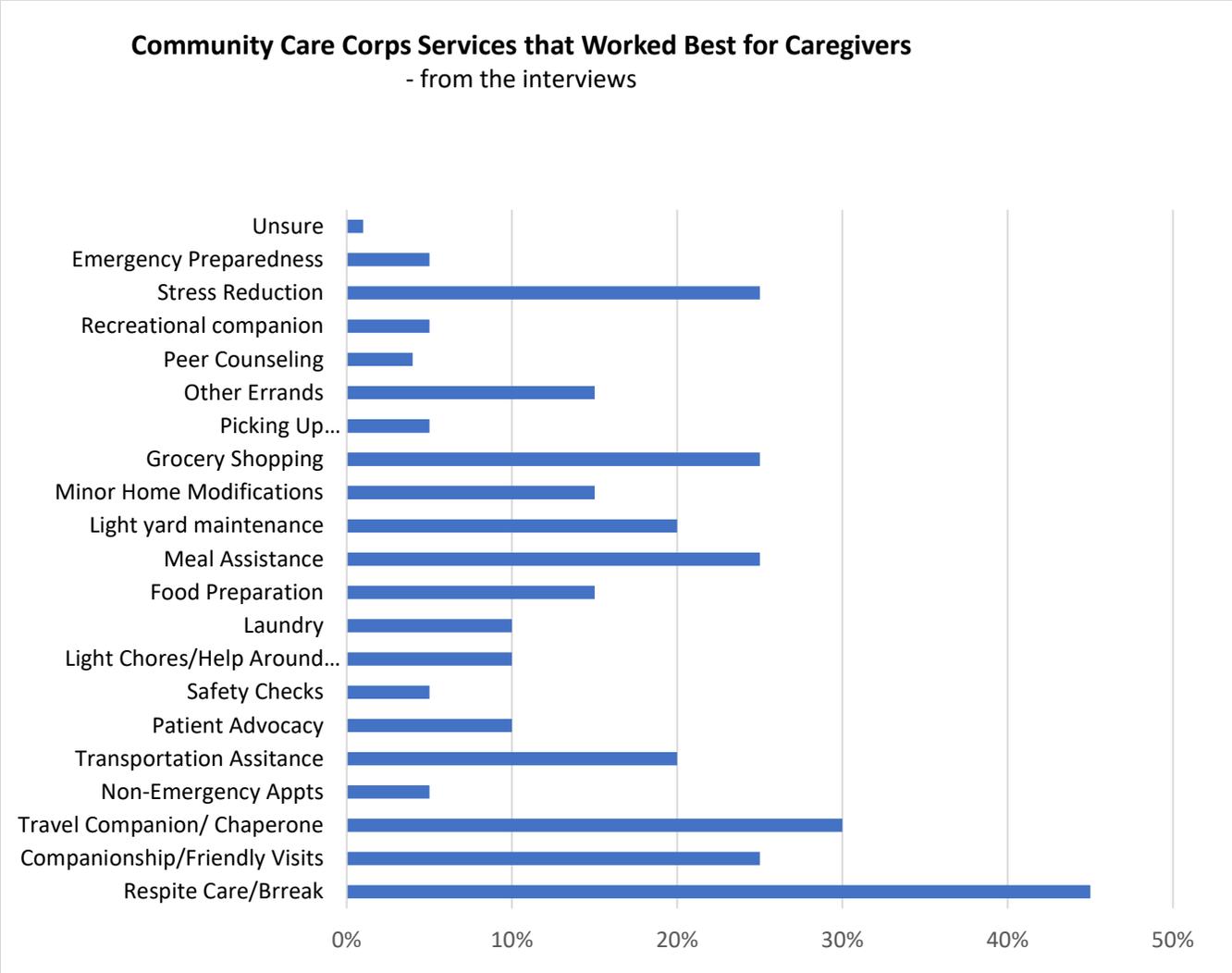




## Data Collection – Survey – Interview Questions to Caregivers, Responses, and Findings

### 1. Types of non-medical volunteer services provided by Community Care Corps:

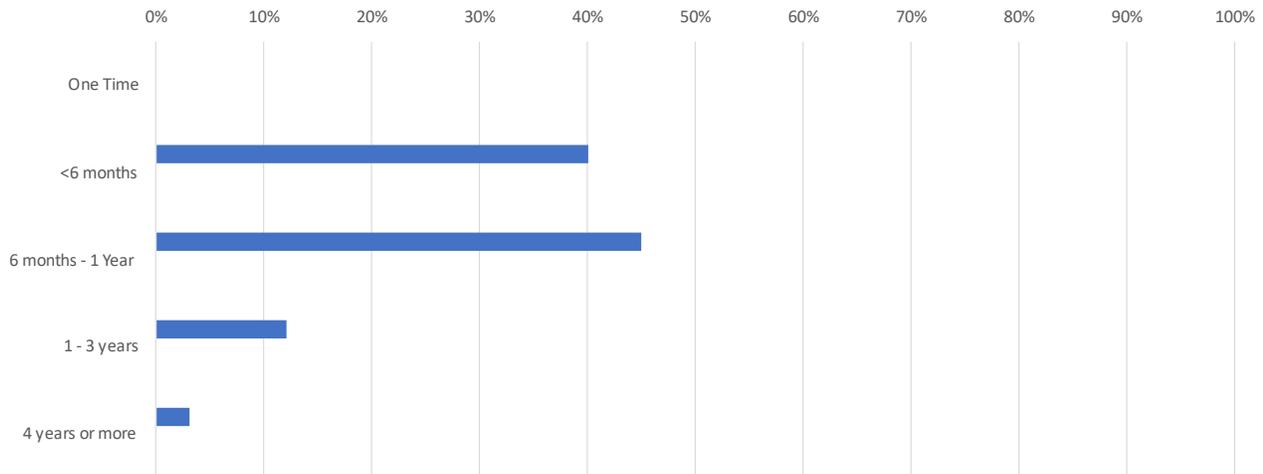
- Respite / I get a break from caring
- Companionship / friendly visit /  
reassurance (e.g., in-person, phone check-  
ins, face-to-face video calls, emails, etc.)
- Travel companion / chaperone
- Non-emergency medical appointment  
companion/chaperone
- Transportation assistance
- Patient advocacy
- Safety checks
- Light chores / help around the house
- Laundry
- Food preparation
- Meal assistance
- Light yard maintenance
- Minor home modifications
- Grocery shopping
- Picking up prescriptions/medical equipment
- Other errands
- Peer counseling
- Recreational companion / chaperone
- Stress Reduction
- Emergency preparedness
- Other



**Findings:**

The responses show that respite care and breaks, transportation assistance/chaperone, companionship/friendly visits and calls, grocery shopping/errands, meal assistance, minor home modifications, and light yard maintenance/chores are some of the services that most impact caregivers caring for loved ones.

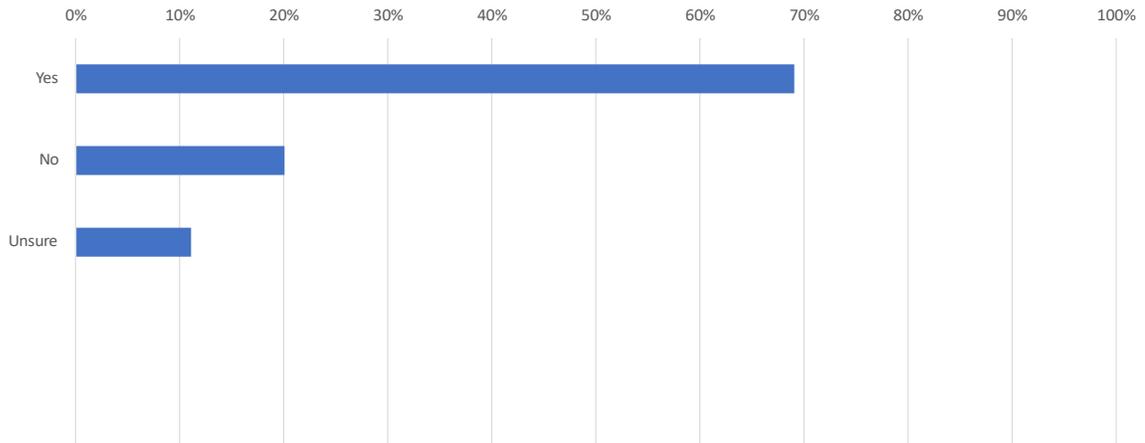
2. How long has the person you provide care for been receiving volunteer services from this organization? Please choose one of the following:



**Findings:**

Forty-five percent (**45%**) of the people had been receiving volunteer services for 6 months- to 1 year; **40%** for 6 months or less; **12%** for 1-3 years; and **3%** for 4 years or more. The majority of respondents have been receiving the services for 1 year or less.

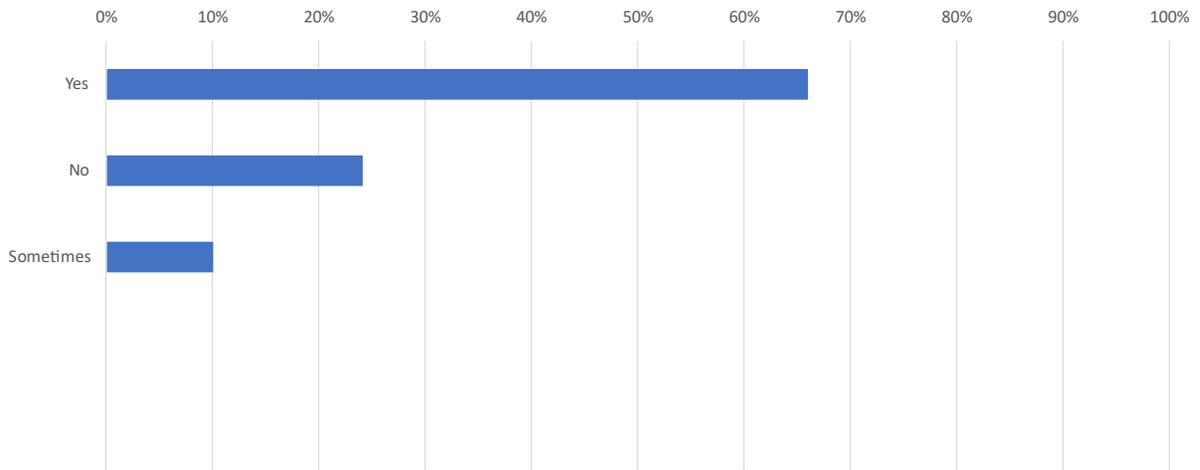
3. Would you recommend this organization to a friend or family member who could benefit from the services it offered? Please choose only one of the following:



**Findings:**

Seventy percent (**70%**) of the persons would recommend these organizations to a friend or family member; 20% would not recommend the services; and 10% were unsure if they would recommend these organizations services to a friend or family member. The majority of respondents have been receiving positive results from the services received.

4. Do you have any say in when this organization provided service(s) to the person you provide care for (i.e. day of the week and time of day)? Please choose only one of the following:

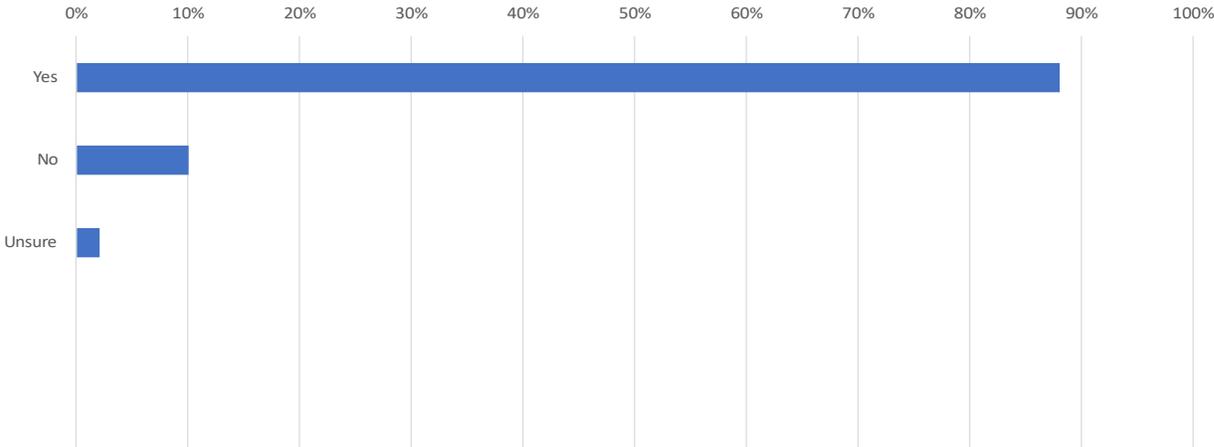


**Findings:**

Sixty-five percent (65%) of the persons feel they or their loved one or care recipient have input when the organization provides services (i.e., day and time); 25% feel they do not have input; and 10% felt that sometimes they had input. The majority of respondents have some type of input when the day and time the organization provides service.

**75% Total had input regarding when the services would be provided**

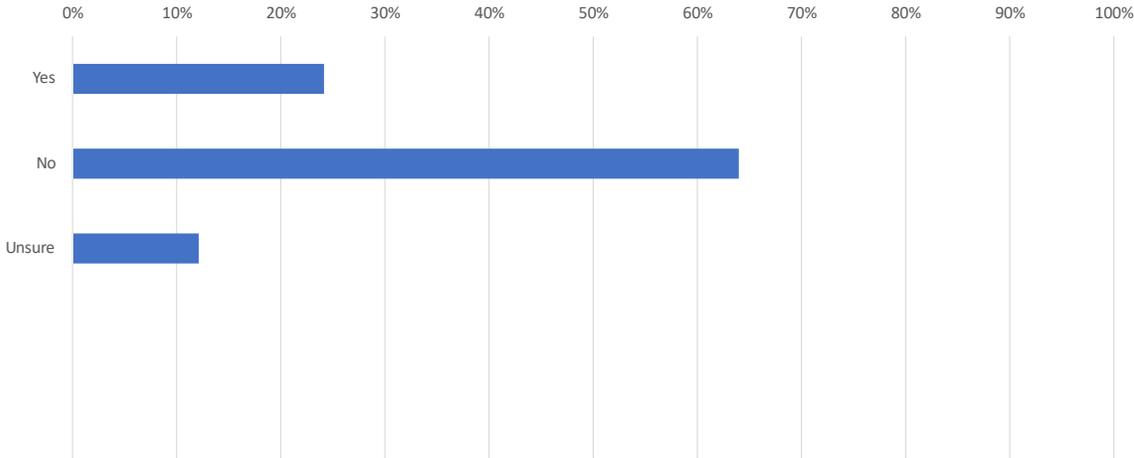
5. If you ever have a question or concern about the service(s) received, do you know whom to contact? Please choose only one of the following:



**Findings:**

Eighty-eight percent (**88%**) of the people interviewed know who to contact at the organization if they had a question or concern about the service; 10% did not know who to contact; and 2% were unsure. The majority of respondents do know who to contact at the organization if they have a question or concern about the service.

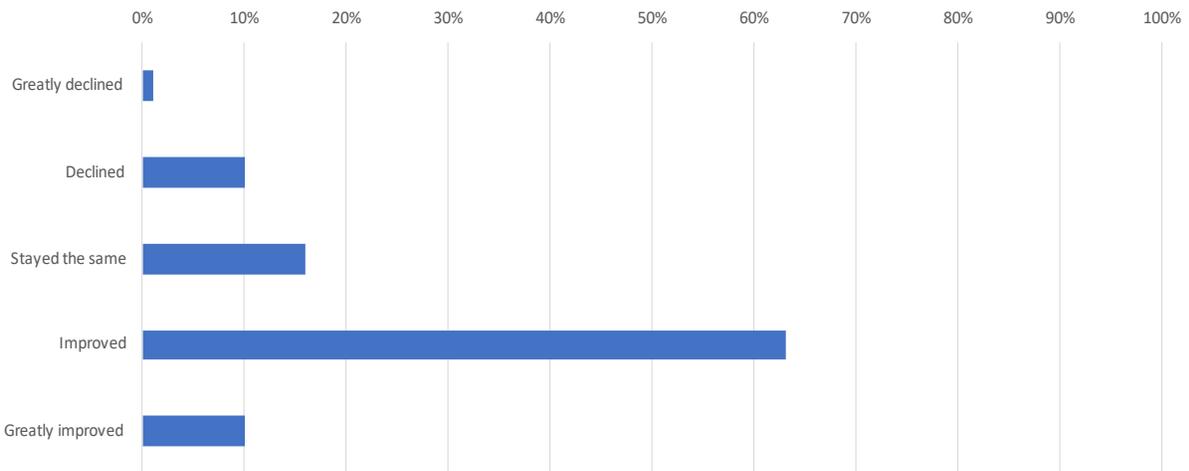
6. Would it be easy to replace the service(s) provided if volunteers from this organization were no longer available?  
Please choose only one of the following:



**Findings:**

Sixty-four percent (**64%**) of the persons interviewed stated that it would not be easy to replace the volunteer services if they were no longer available; 24% stated it would be easy to replace the service; 12% stated they were unsure if it would be easy to replace the volunteer services. **The majority of respondents believe it would not be easy to replace the volunteer services if they were no longer available.**

7. Since receiving volunteer services, the mental and physical condition of the person I provide care for has: Please choose one of the following:

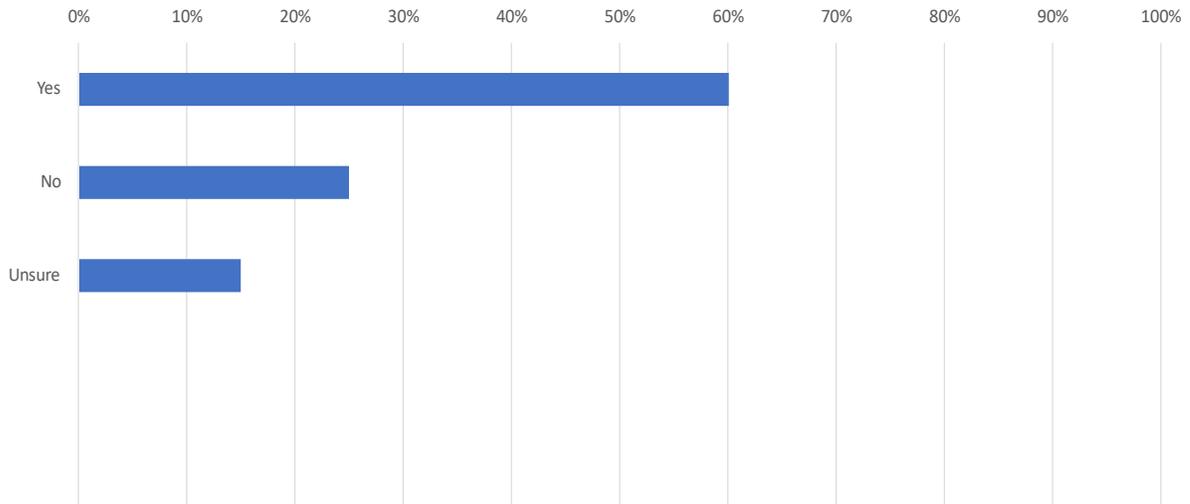


**Findings:**

Sixty-five percent (65%) of the persons interviewed report that since receiving the volunteer services, the mental and physical condition of the person they provide care for has Improved; 15% reported their mental and physical condition of their loved one has stayed the same; 10% greatly improved; 10% declined. The majority of the people receiving volunteer services report that their mental and physical condition of their loved one improved or greatly improved.

**75% Total report the services improved or greatly improved the metal and physical health of their loved one.**

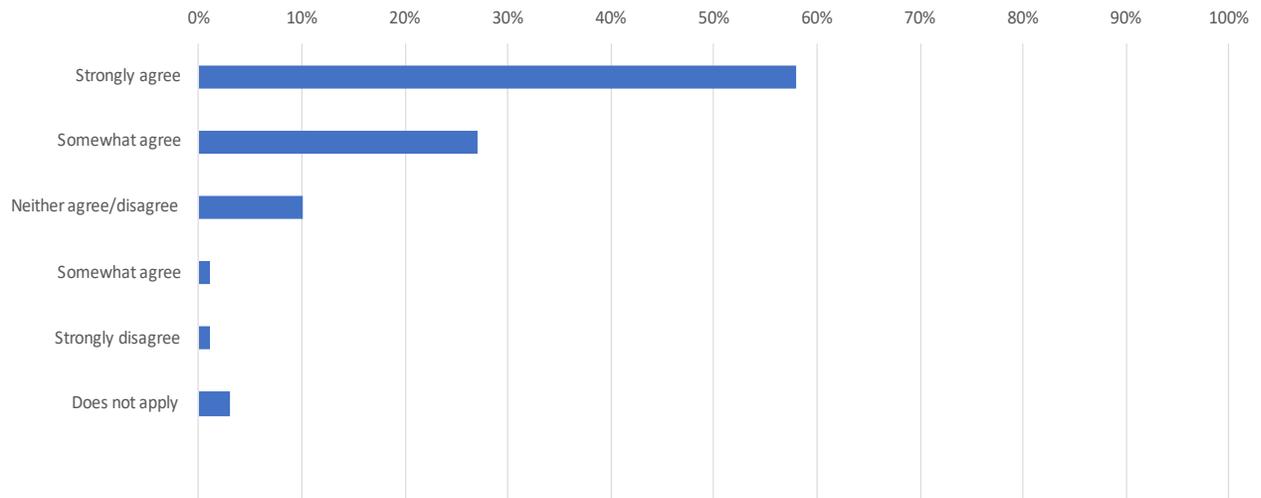
8. Do you feel that the well-being of the person you provide care for has been positively impacted by the service(s) provided by this organization? Please choose only one of the following:



**Findings:**

Sixty percent (60%) of the persons interviewed feel that the well-being of the person they provide care for has been positively impacted by the services provided by the organization; 25% feel it has not; and 15% feel they are not sure. The majority of respondents feel that the well-being of the person they provide care for has been positively impacted by the services provided by the organization.

9. The volunteers are friendly, and I enjoy being around them. Please choose only one of the following:

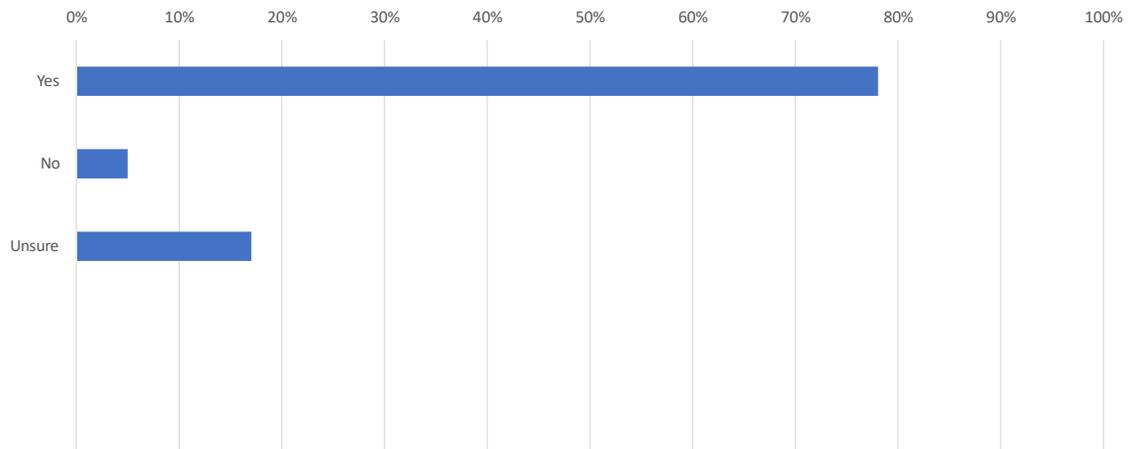


**Findings:**

Fifty-eight percent (**58%**) **strongly agree that the volunteers providing service were friendly and they and their loved one enjoyed being around them**; 26% somewhat agree; 10% are unsure; 2% somewhat disagree; 2% strongly disagree.

**84% Total strongly agree or agree volunteers were friendly and they enjoyed being around them.**

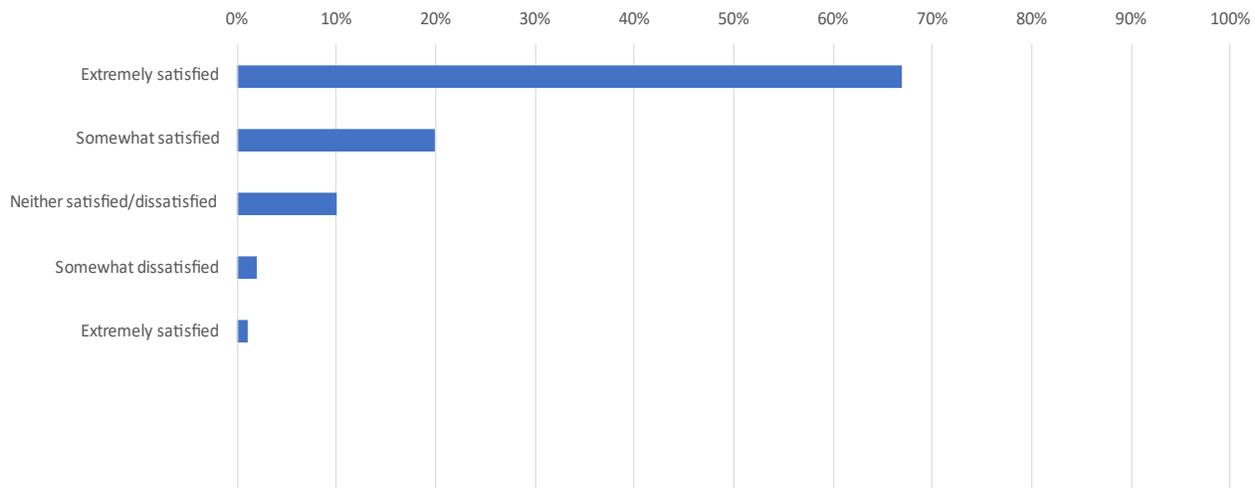
10. Do you feel that the volunteers are well -trained to provide the service(s) received? Please choose only one of the following:



**Findings:**

Seventy-eight percent (**78%**) of the people interviewed feel that the volunteer service providers were well trained; 18% were not sure; and 4% felt they were not well trained to provide services. The majority of the respondents feel the volunteer service providers were well trained.

11. How satisfied are you with the service(s) the volunteers provided?  
Please choose only one of the following:

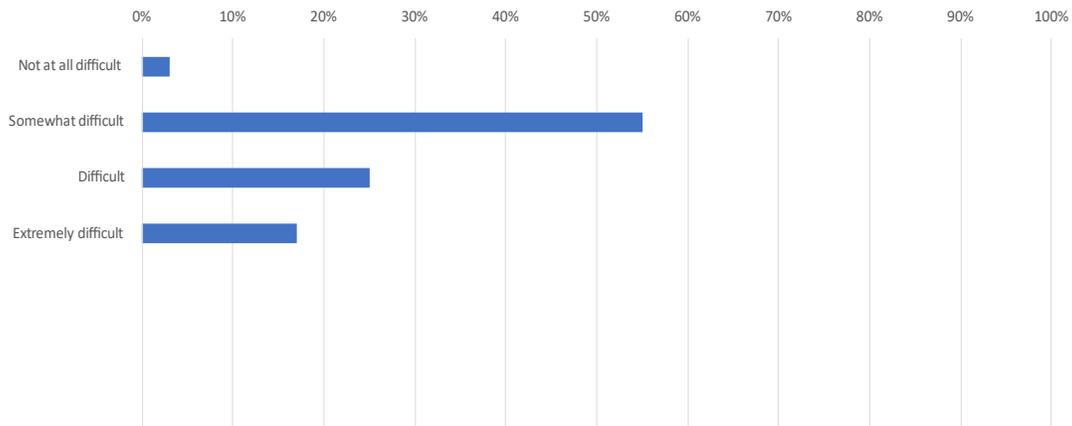


**Findings:**

Sixty-five percent (65%) of the people interviewed were extremely satisfied with the services the volunteers provided; 20% were somewhat satisfied; 10% were unsure; 5% were dissatisfied.

**85% were extremely satisfied or satisfied with the services the volunteers provided.**

12. How difficult is it for you to maintain the current living situation of the person you provide care for? Please choose only one of the following:

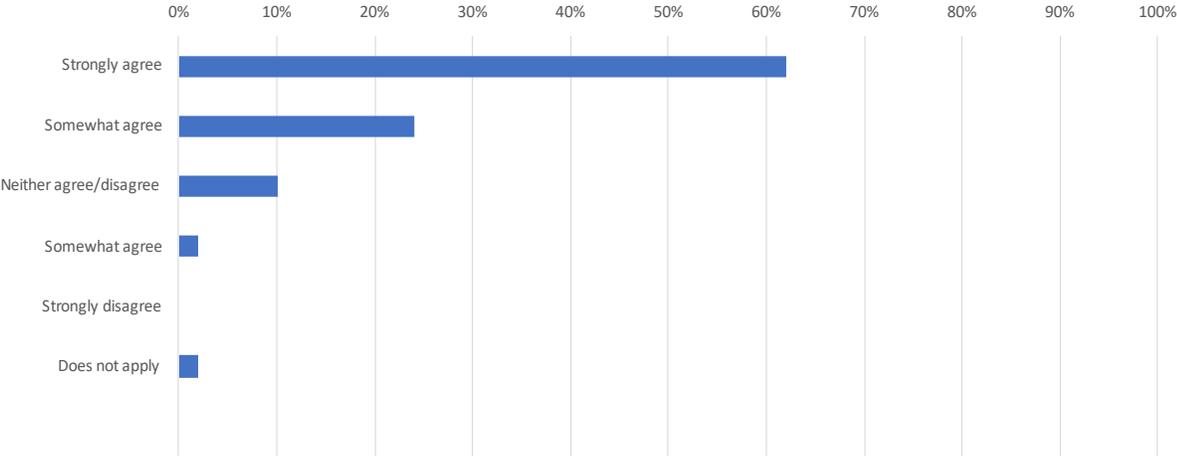


**Findings:**

Fifty-five percent (**55%**) of the persons interviewed **reported that it was somewhat difficult to maintain the current living situation for the person they provide care for**; 25% stated it was difficult; 18% stated it was extremely difficult.

**98% Total of the persons interviewed reported that it was somewhat difficult, difficult, or extremely difficult to maintain the current living situation for the person they provide care for.**

13. The service(s) provided made it easier to maintain the current living situation of the person you provide care for? Please choose only one of the following:

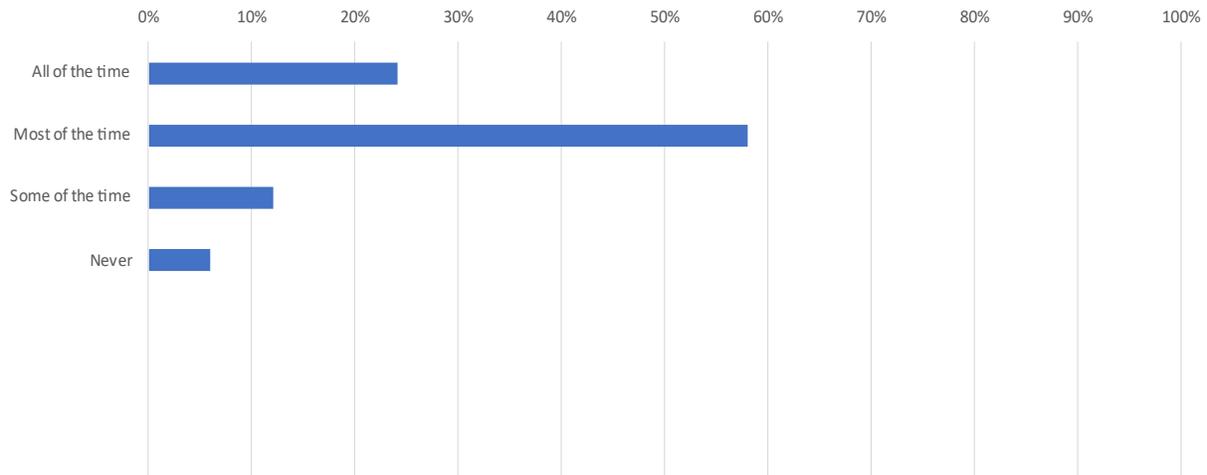


**Findings:**

Sixty-five (65%) of the persons interviewed reported that they strongly agree that the volunteer services provided to them made it easier to maintain the current living situation for the person they provide care for; 25% somewhat agree; and 10% were neutral.

**90% Total of the persons interviewed reported that they strongly agree or somewhat agree that the volunteer services provided to them made it easier to maintain the current living situation for the person they provide care for.**

14. Are you confident in your ability to provide care to this person?  
Please choose only one of the following:

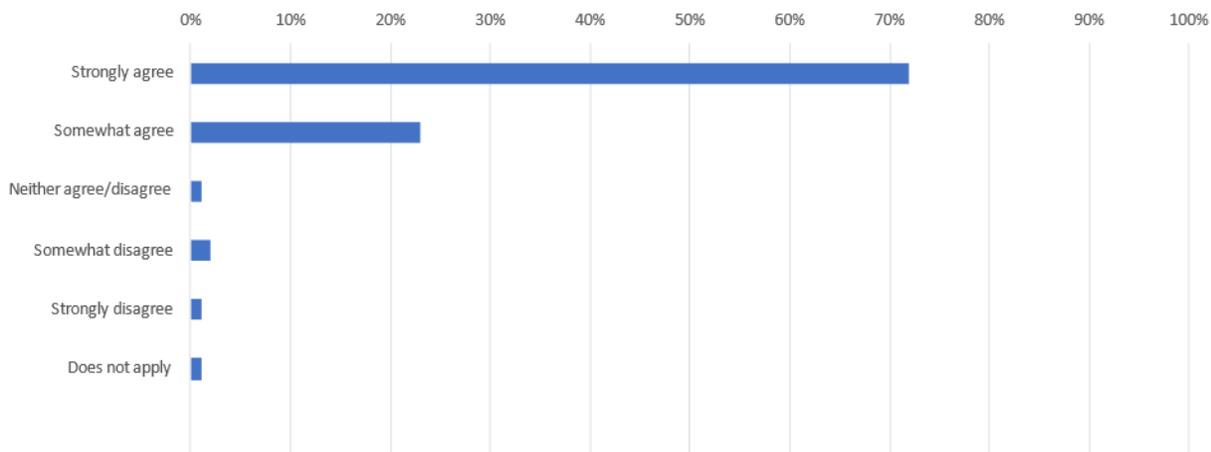


**Findings:**

Fifty-eight percent (**58%**) of the people interviewed **reported that most of the time they are confident in their ability to provide care for their loved one**; 23% all the time; 12% some of the time.

**93% Total most of the time, all the time, some of the time, are confident in their ability to provide care for their loved one.**

15. The service(s) provided increased your confidence in your ability to provide care to this person? Please choose only one of the following:

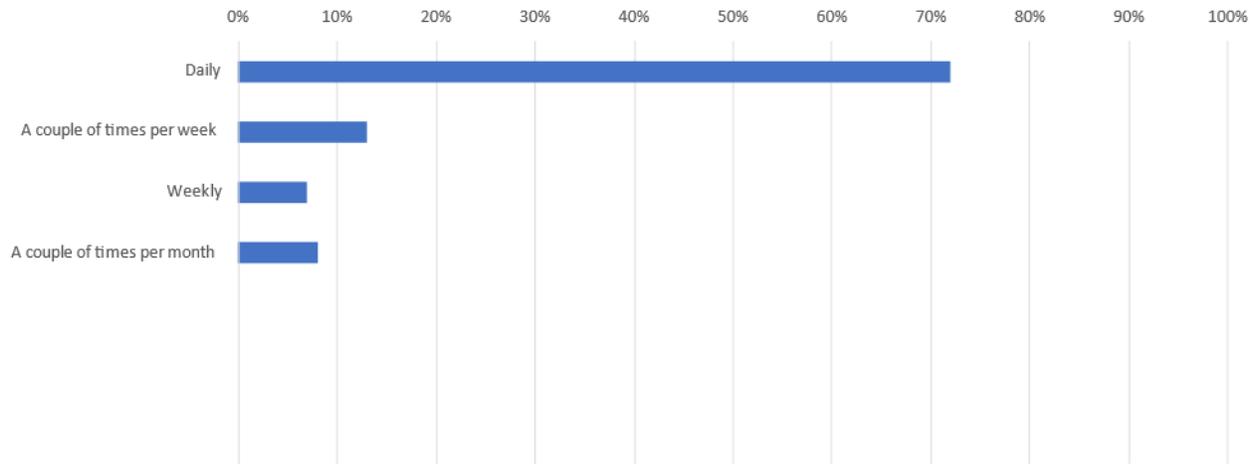


**Findings:**

Seventy-two percent (72%) of the persons interviewed reported that they strongly agree the services provided increased their confidence in their ability to provide care for their loved one; and 22% somewhat agree.

94% Total strongly agree or somewhat agree that the services provided to their loved one made it easier to maintain the current living situation of the person they care for.

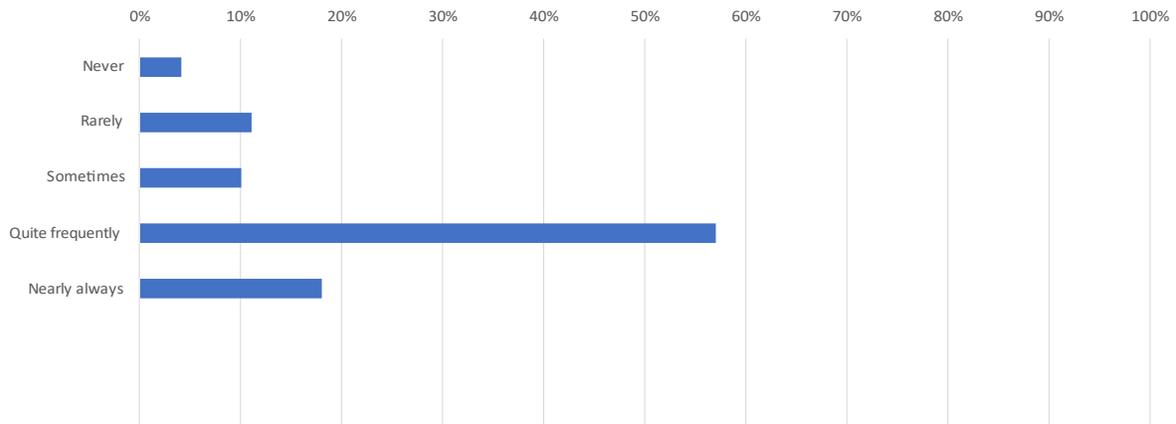
16. About how often do you provide care for this person? Please choose only one of the following:



**Findings:**

Seventy-three percent (**73%**) of the people interviewed reported that they **daily provide care for their loved one**; 13% a couple times per week; 6% weekly; and 8% a couple times per month.

17. Overall, how often do you provide care for this person? Please choose only one of the following:

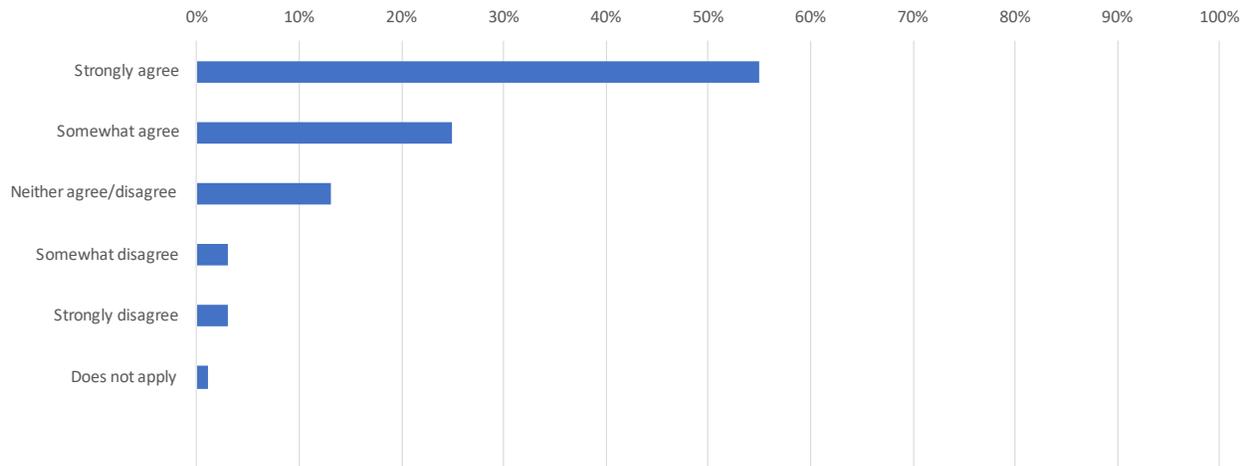


**Findings:**

Fifty-seven percent **57%** reported quite frequently; **18%** nearly always; and **10%** sometimes to the question, how often do you provide care for your loved one?

**(85%) Total care for their loved one quite frequently, nearly always, or sometimes.**

18. The service(s) provided decreased the stress you feel providing care? Please choose only one of the following:

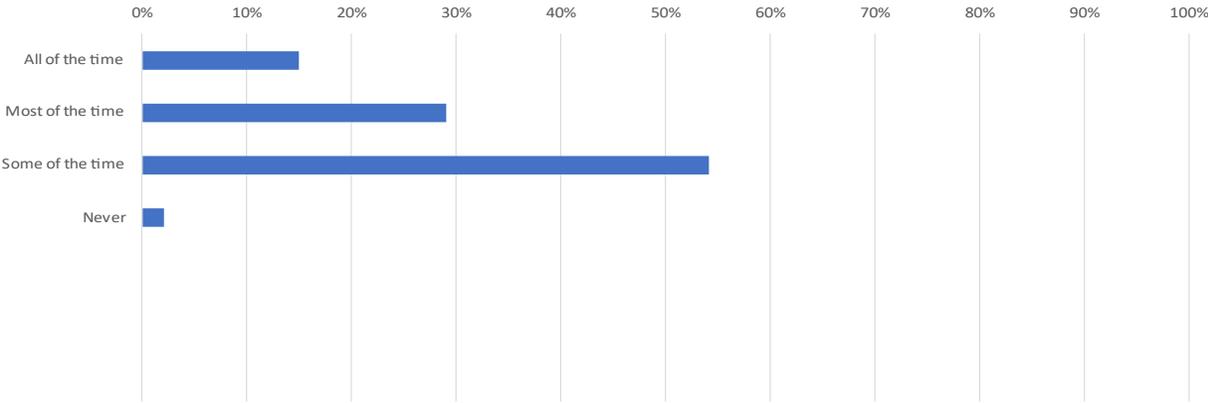


**Findings:**

Fifty-five percent **55%** reported that they strongly agree; and **25%** somewhat agree that the services provided decreased the stress you feel providing care.

**80% Total report that the volunteer services provided help to decrease the stress they were feeling from providing care for their loved one.**

19. Are you having feelings of being overwhelmed, over worked, and/or overburdened? Please choose only one of the following:

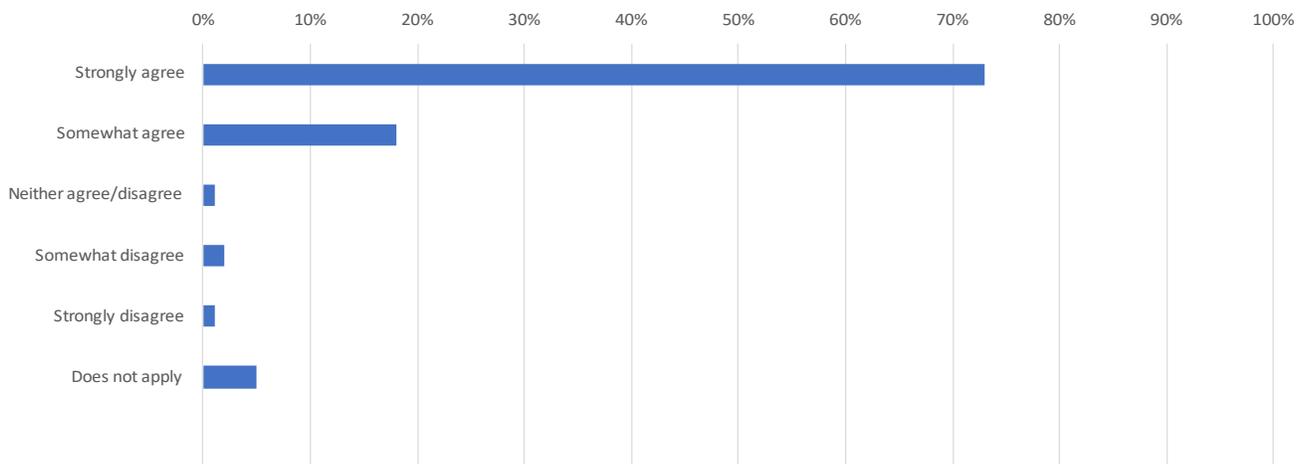


**Findings:**

Fifty-five percent **55%** reported some of the time; **28%** most of the time; and **15%** all the time of having feelings of being overwhelmed, overworked, and/or overburdened.

**98% Total report that they have feelings of being overwhelmed, overworked, or overburdened all the time, most of the time, or some of the time.**

20. The service(s) provided decreased your feelings of being overwhelmed, over worked, and/or overburdened? Please choose only one of the following:

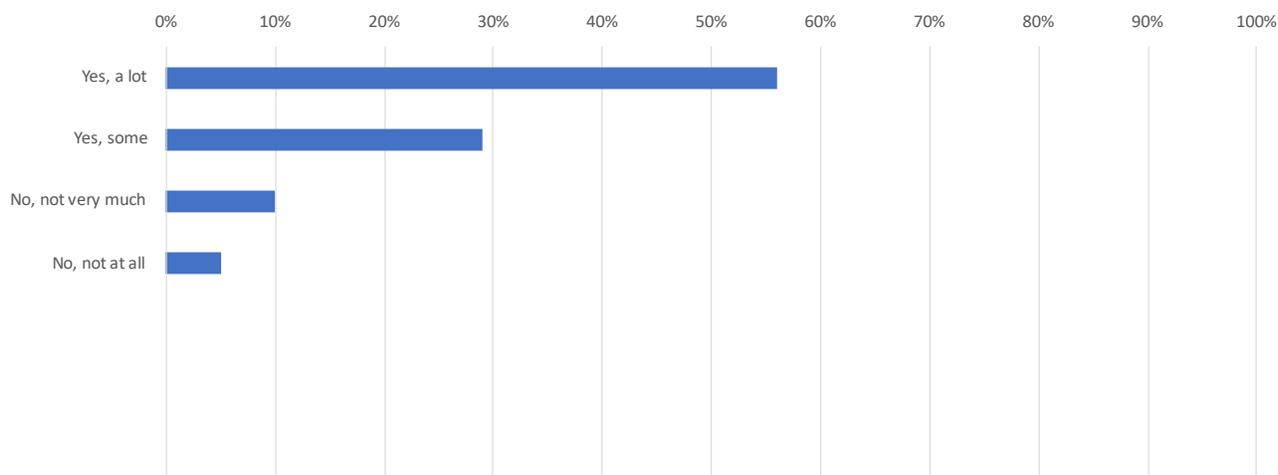


**Findings:**

Seventy-three percent **73%** reported that they strongly agree; and **18%** somewhat agree that the services provided decreased your feelings of being overwhelmed, overworked, and/or overburdened.

**91% Total report that the volunteer services provided for their loved one helped to decrease their feelings of being overwhelmed, overworked, or overburdened.**

21. Does the service(s) this organization provides help to relieve some of the stress or burden of caregiving? Please choose only one of the following:

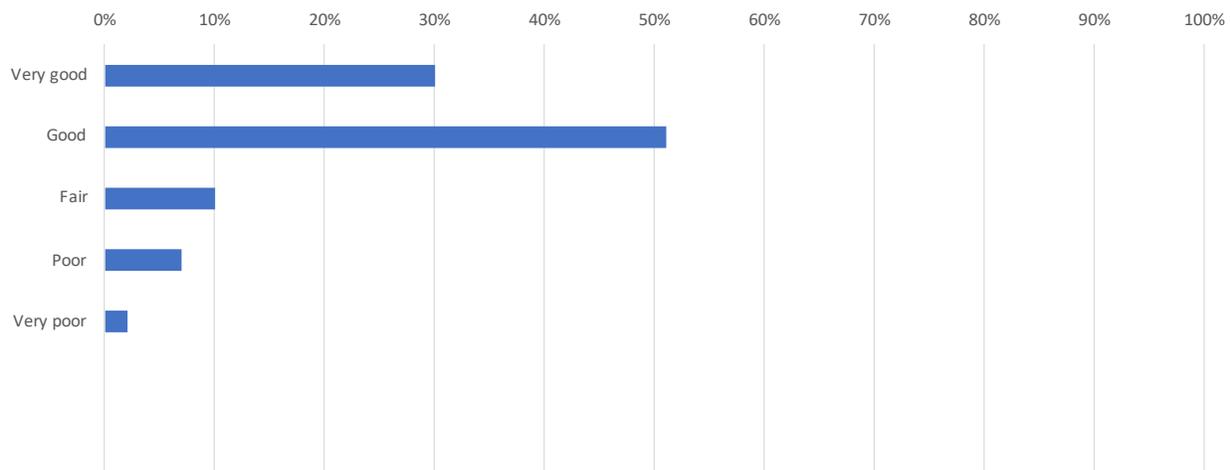


**Findings:**

Fifty-five percent **55%** reported yes, a lot;

**83% Total report that the volunteer services provided helped to relieve some of the stress or burden of caregiving yes, a lot, and yes some.**

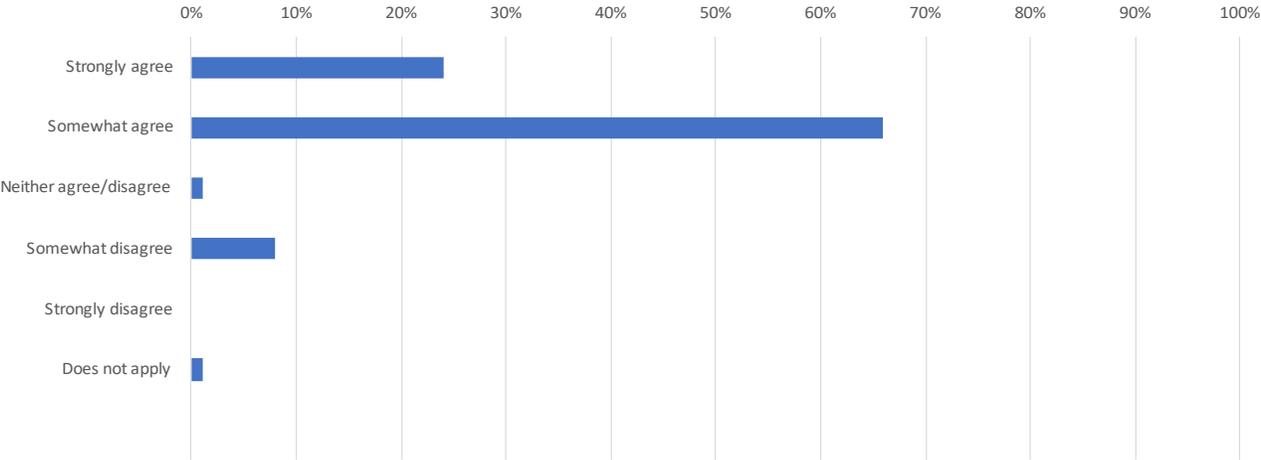
22. How would you rate your quality of life? Please choose only one of the following:



**Findings:**

Fifty-two percent (**52%**) reported Good Quality of Life; **30%** reported Very Good Quality of Life; **10%** Fair Quality Life; **6%** Poor Quality of Life; and **2%** Very Poor Quality of Life

23. The service(s) received by the person I provided care for from this organization improved the quality of my life. Please choose only one of the following:

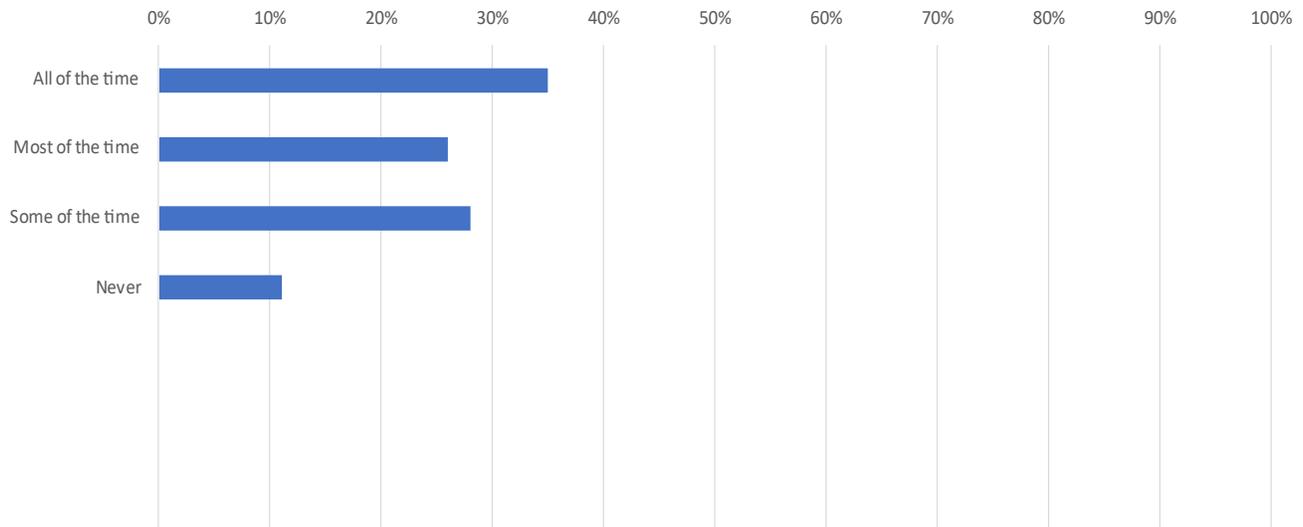


**Findings:**

Sixty-five percent **65%** reported they somewhat agree; **25%** strongly agree

**90% Total report that the volunteer services received by the person they provide care for from this organization improved the quality of my life, somewhat agree, or strongly agree.**

24. During the past month, how often have you felt downhearted and blue? Please choose only one of the following:

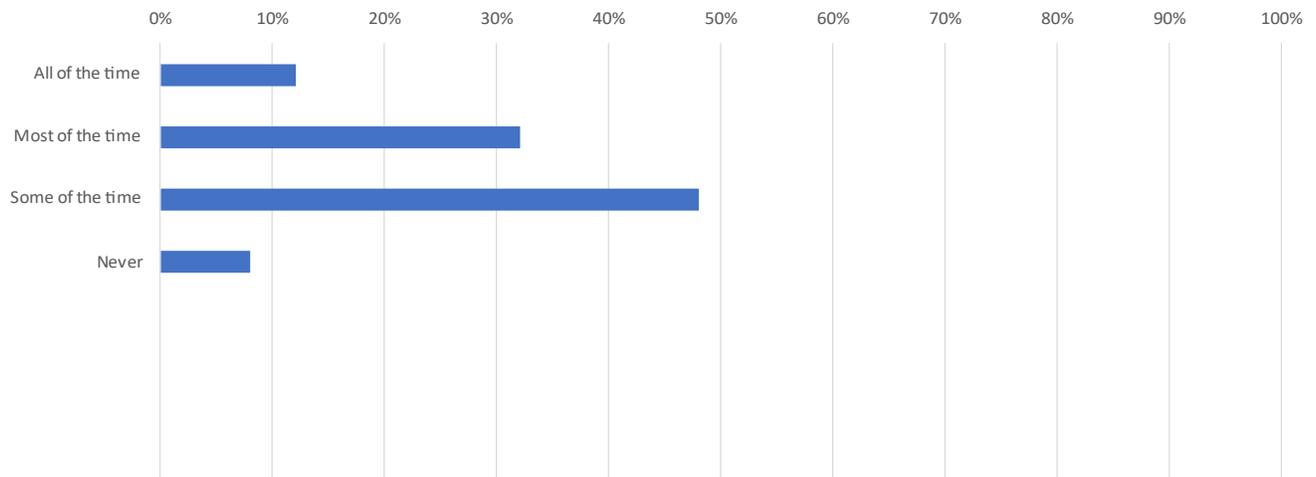


**Findings:**

Thirty-five percent **35%** reported all the time; **28%** some of the time; **25%** most of the time.

**88% Total report that they often felt downhearted and blue all the time, most of the time and some of the time.**

25. During the past month, how often have you felt worried? Please choose only one of the following:

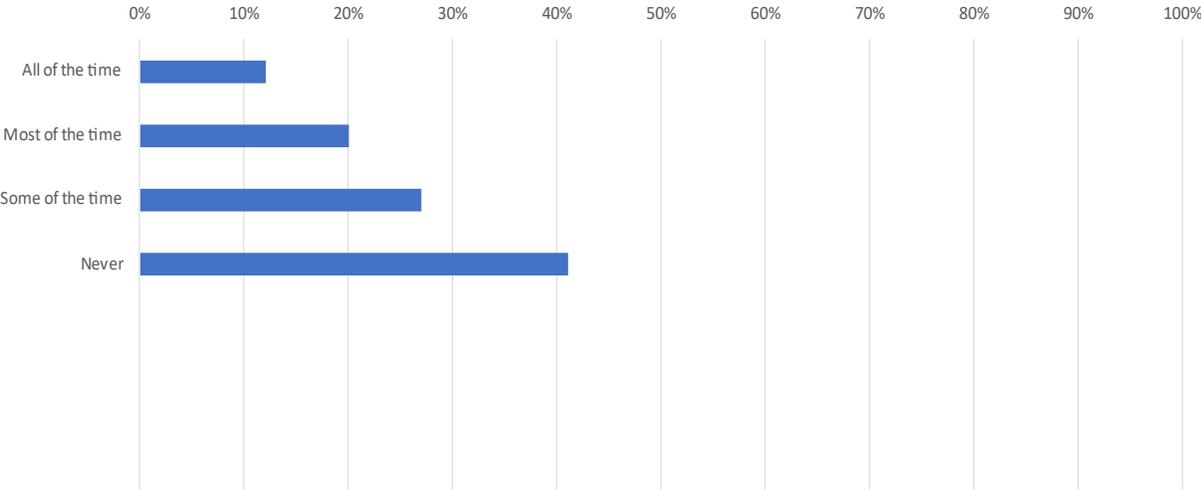


**Findings:**

Forty-eight percent **48%** reported some of the time; **32%** most of the time; **12%** all the time.

**92% Total report that they often felt worried, some of the time, most of the time, and all the time.**

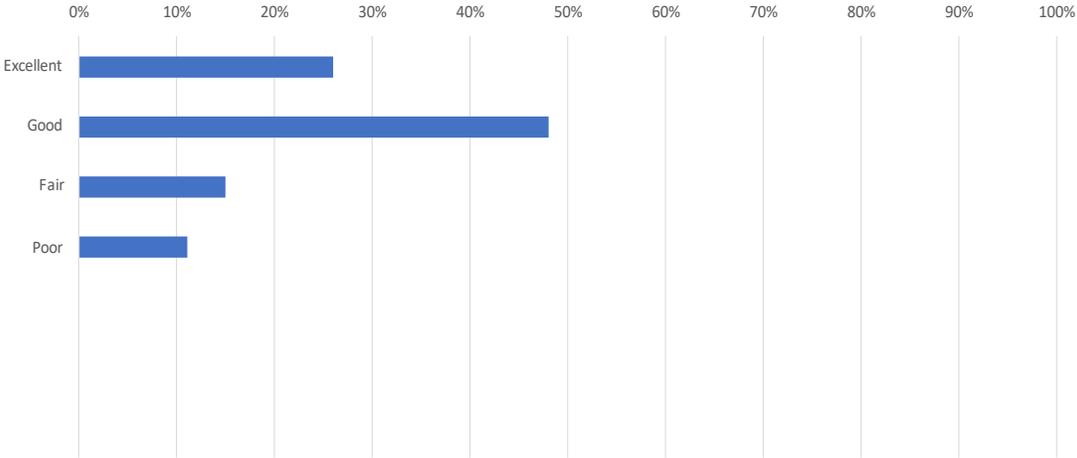
26. During the past month, how often have you felt lonely? Please choose only one of the following:



**Findings:**

Twenty-eight percent, **28%** reported some of the time; **20%** most of the time; **12%** all the time; and **40%** reported never.

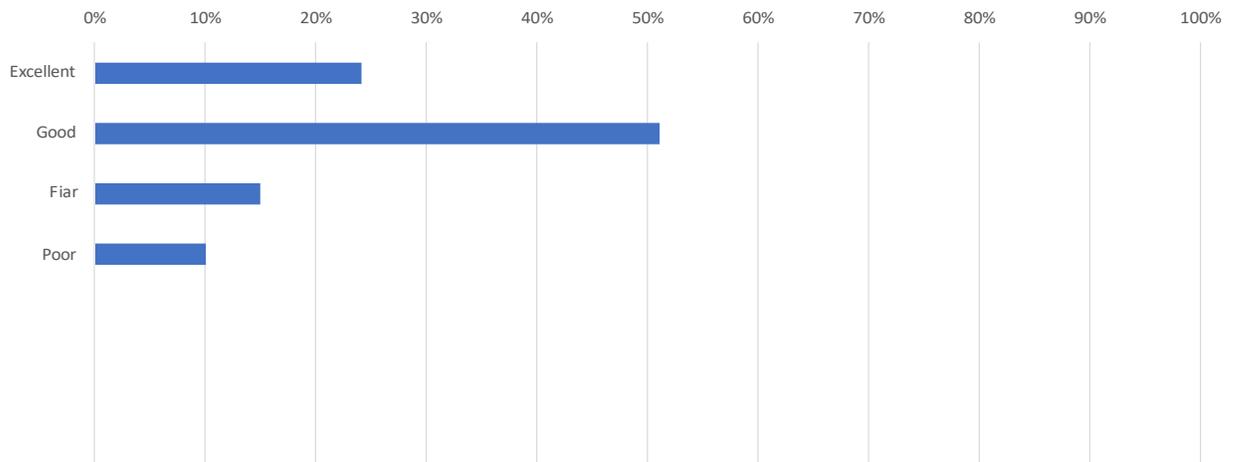
27. Overall, how would you describe your physical health? Please choose only one of the following:



**Findings:**

**48%** reported Good; **25%** Excellent; **15%** Fair; and **12%** Poor

28. Overall, how would you describe your mental health? Please choose only one of the following:



**Findings:**

Fifty-one **51%** reported their mental health to be Good; **23%** Excellent; **15%** Fair; and **10%** reported Poor Health.



# Program and Community Impacts

## Program and Community Impacts

---

- Economic
- Wellbeing
- Social
- Cultural
- Academic
- Training
- Policy



There are many types of impacts that the volunteer services provided by Community Care Corps may have impact across several different areas.

### Economic Impact

The volunteer services provided by Community Care Corps has impacted local communities economically providing free non-medical volunteer services that benefit both the care recipient and the caregiver. This saves families and local communities economically where they do not have to pay extraordinary amounts of money for the care of their loved one.

Families and communities receive monetary benefits arising from these effective projects in terms of money saved, costs avoided, and benefits to several groups of people in their communities.

### Well-Being Impact

The volunteer services provided by Community Care Corps has impacted the wellbeing of both the care recipient and the caregiver. The volunteer services provided have helped to lead to better outcomes for the health of care recipients and caregivers. This includes saving lives and

improving people's quality of life. Also, improving both the physical, mental, and social aspects such as emotional, psychological, and economic well-being for better life satisfaction.

## Social Impact

The volunteer services provided by Community Care Corps has impacted care recipients and caregivers by providing them with more socialization with others within the community. Avoiding and decreasing isolation among the vulnerable aged population. This can also impact more family and neighborly connections and community development throughout the local communities.

## Cultural Impact

The volunteer services provided by Community Care Corps has the ability to impact care recipients, caregivers, and volunteers culturally by providing them with a better understanding of different ideas, resources, values, and beliefs. This increased interaction can possibly change in a positive way prevailing values, attitudes, beliefs, discourse, and patterns of behavior along with a better understanding.

## Academic Impact

The volunteer services provided by Community Care Corps have the ability to impact the local community colleges and universities by providing their students with internship and on the job possible job opportunities working in the various human services helping fields.

## Training Impact

The volunteer services provided by Community Care Corps s can provide training for the volunteers as well as the care recipient and caregivers. This can have a positive training impact by enhancing the development of a volunteer's ability and skill level and their ability to help others.

## Policy Impact

The volunteer services provided by Community Care Corps can hopefully help contribute to policy makers and funders developing more policies and funding opportunities to better assist caregivers and care recipients.



## Conclusion

When Caregiver Action Network (CAN) embarked on the Indirect Benefits for Caregivers Pilot Project, we did not know what to expect. We had our own internal and individual ideas, but we did not know whether it would be difficult to identify the caregivers, how receptive the caregivers would be, and what information would be “mined” from this effort.

We believe this is an important area to investigate and cultivate now and in the future because of the increased needs and demands for caregivers.

Once we initiated the Indirect Benefits for Caregivers Pilot Project and began talking and interviewing caregivers, we were pleasantly surprised by the willingness of participants to share with us the benefits they are receiving from Community Care Corps as well as sharing their sometimes unique and sometimes similar caregiving experiences and challenges. As you know, there are various types of caregivers and caregivers’ situations that they and their loved ones are facing each day.

There were some similar and common themes that link all caregivers together such as: wanting the best for their loved one and how challenging, but also how rewarding, it is to care for their loved ones.

CAN was pleased to find how positive caregivers were about the volunteer services their loved ones received through Community Care Corps and how much they themselves also benefited from these services.

With regard to some of the actual findings and results, there are definitely Indirect Benefits for Caregivers that they receive as a result of the Community Care Corps volunteer services provided to their loved ones or care recipients (see Indirect Benefits List, p. 6):

- With regard to the Community Care Corps (C3) services, **85%** were extremely satisfied or satisfied with the C3 services the volunteers provided (see Survey Chart 11); **90%** reported the C3 volunteer services made it easier to maintain the current living situation for the person they provide care for (see Survey Chart 13).
- With regard to the strong need for continued assistance for caregivers today and in the future, **98%** report having feelings of being overwhelmed, overworked, or overburdened all of the time, most of the time, or some of the time (see Survey Chart 20); **91%** reported that the C3 volunteer services provided for their loved one helped to decrease these feelings (see Survey Chart 21).

What we have learned is that family caregivers are benefiting both *directly* and *indirectly* from the Community Care Corps. The more we can support family caregivers and the many challenges and burdens that they face will help make them more effective at caring for their loved ones and allow many to live independently and delay or avoid expensive nursing facility care.

Indeed, the Pilot Project's survey results are so robust in demonstrating indirect benefits to caregivers, it would be advisable to capture this data more widely. There is clearly a great value of the Community Care Corps program that right now goes unreported: the indirect benefits to family caregivers. Capturing this information is outside the scope of the 5-year cooperative agreement. We recommend that ACL fund additional work to capture data on indirect benefits program-wide. This data could be a compelling addition to demonstrating the overall impact and value of the Community Care Corps program.

# References and Literature Review

## **Department of Health and Human Services**

### **RAISE Family Caregivers Act Initial Report to Congress**

Recognize, Assist, Include, Support, & Engage (RAISE) Family Caregivers Act Initial Report to Congress Prepared by: RAISE Family Caregiving Advisory Council With assistance from: Administration for Community Living, an operating division of the U.S. Department of Health and Human Services, September 22, 2021

[https://acl.gov/sites/default/files/RAISE-InitialReportToCongress2021\\_Final.pdf](https://acl.gov/sites/default/files/RAISE-InitialReportToCongress2021_Final.pdf)

## **Department of Health and Human Services**

### **Office of the Assistant Secretary for Planning and Evaluation (ASPE)**

Impact of Family and Informal Caregiving to our Nation – Frequently Asked Questions: Family Caregiving

<https://aspe.hhs.gov/frequently-asked-questions-family-caregiving>

## **Department of Health and Human Services,**

### **Office of the Assistant Secretary for Planning and Evaluation (ASPE)**

Economic Impacts of Programs to Support Caregivers: Final Report, February 9, 2020

<https://aspe.hhs.gov/reports/economic-impacts-programs-support-caregivers-final-report-0>

## **Clinical Journal on Oncology Nursing**

Family Caregivers: A Qualitative Study to Better Understand the Quality-of-Life Concerns and Needs of This Population

<https://cjon.ons.org/cjon/22/3/family-caregivers-qualitative-study-better-understand-quality-life-concerns-and-needs>

## **DHHS – ACL**

APPENDIX D - TITLE VI CAREGIVER FOCUS GROUP AND INTERVIEWS SUMMARY

[https://acl.gov/sites/default/files/programs/2020-03/ACL\\_TitleVI\\_EvaluationYear3\\_AppendixD\\_FG%20Summary\\_508.pdf](https://acl.gov/sites/default/files/programs/2020-03/ACL_TitleVI_EvaluationYear3_AppendixD_FG%20Summary_508.pdf)