

# Caregivers in the Workplace

FINDING BALANCE FOR YOUR EMPLOYEES



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# A Message to Businesses and Organizations

## Dear Business Owner and Leader:

Family, friends, and neighbors play a central role in assisting older adults and individuals of all ages with varying abilities to complete tasks and help them maintain their independence.

New York State recognizes the value of caregivers and has worked to address caregiver needs across the state. Under Governor Kathy Hochul's leadership, New York is leading efforts to incorporate healthy aging into all aspects of government work. Recent investments in caregiving services have been unprecedented, and the Resource Guide for Businesses is part of those efforts.

The Governor's work on building caregiver capacity is essential due to the growing number of workers who are relied upon by a loved one for direct care or support.

The percentage of adult children providing personal care and/or financial assistance to a parent has more than tripled during the past 15 years. One in four adult children, mainly Baby Boomers, provide care to a parent. The total estimated aggregate lost wages, pension, and Social Security benefits of these caregivers are nearly \$3 trillion.<sup>1</sup>

As a business leader, you have a significant role in the caregiving process. The impact on your business can be felt through missed time, disruptions in the workday, losses in productivity, or worse—the permanent loss of trained, hardworking employees who are an integral part of your operation.

A MetLife caregiving cost study in 2006 indicated that:<sup>2</sup>

- The average annual cost per employee with intense caregiving responsibilities was \$2,441.
- The total estimated cost to U.S. employers for full-time employees with intense caregiving responsibilities was \$171 billion a year.
- The average annual cost per employee for all full-time, employed caregivers was \$2,110.
- The total estimated cost to U.S. employers for all full-time, employed caregivers was \$33.6 billion a year

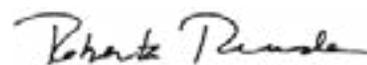
A similar study in 2010 revealed employer costs associated with caregivers in the workplace continued to increase over time. The data showing that upward trend is found on page four of this guide.

Based on research, employees are more likely to use information provided by their employer when they need help coping with personal challenges. This guide includes links to supportive services, programs, and useful workplace data. You'll find information about New York State Paid Family Leave, a groundbreaking employee-funded insurance benefit that providing workers with job-protected, paid time off to care for family in times of need.

Understanding and planning for the challenges that working caregivers face and fostering a culture that is supportive of them in the workplace help businesses attract and retain dedicated employees.



Greg Olsen, Acting Director  
NYS Office for the Aging



Roberta Reardon, Commissioner  
NYS Department of Labor



## **Working Caregivers: It Is Your Business**

Businesses face many challenges and are in a unique position to assist the increasing number of employees who are caregivers. While working caregivers often face emotional, physical, and financial hurdles which may affect your business, they consider you a trusted source of information when dealing with these types of responsibilities at home.

### **New York State Government Leadership**

Through Governor Kathy Hochul's leadership, New York State has become a leader in supports and services for caregivers. New York's vision of promoting Health Across All Policies, and incorporating healthy aging practices into all aspects of government work, supports the critical role of caregivers. Through this effort, New York State was designated the first age-friendly state in the nation by the World Health Organization and AARP in 2017.

In order to meet the needs of New York's aging population and further address caregiver issues, age-friendly concepts and healthy aging programming will be incorporated into all aspects of government planning and procurement.

### **Who Are Family Caregivers?**

According to the Lifespan Respite Care Act, a "family caregiver" is defined as an unpaid family member, a foster parent, or another unpaid adult, who provides in-home monitoring, management, supervision, or treatment to a child or adult with a special need. It's important to remember that caregivers care for individuals across the age and disability spectrum.

### **Who Are Working Caregivers?**

Caregivers are your employees who have someone in their lives in need of care, and because of their relationship and love for that person, they are willing to add to their own list of responsibilities and duties to provide the needed assistance.



**An estimated 4.1 million caregivers in New York provide 2.68 billion hours of unpaid care valued at \$32 billion dollars annually.<sup>3</sup> Nationally, approximately 43.5 million caregivers have provided unpaid care to an adult or child in the last 12 months.<sup>4</sup>**

### **New York State has:**

- Led a multi-strategy approach to assisting families and caregivers by supporting respite through expansion of the Respite Education and Support Tools (REST) program, to train volunteers to provide respite care.
- Received the 2017 REST Vision award, which is given to the state that has trained the highest number of individuals or organizations to provide critical respite support for caregivers.
- Signed into law the Caregiver Advise, Record, Enable (CARE) Act in 2016, which requires hospitals to allow patients to formally designate a caregiver and also educate and support caregivers to provide post-discharge care at home.
- Invested \$25 million in community support and health services for people with all forms of dementia and their caregivers.
- Implemented our landmark Paid Family Leave, giving access to job-protected, paid time off to working New Yorkers who need to care for family.
- Enacted a permanent paid sick leave law that requires employers (depending on size) to provide workers with paid sick leave. Workers can use this leave to care for themselves or family members.





## The Challenges of Work and Caregiving

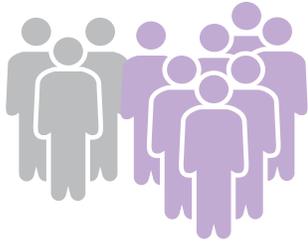
In the U.S. today, one in six employees is a caregiver for a relative or friend,<sup>5</sup> and spends on average more than 20 hours a week providing some kind of care. The costs of caregiving to business and industry exceed over \$50 billion annually.<sup>6</sup>

Even the best employees may struggle to balance their job while caring for a relative or friend. Caregiving becomes visible at work when employees dealing with caregiver-related issues (e.g. doctor's appointments, unreliable community care, etc.) arrive late and/or leave early, change their schedules, make care-related phone calls during work hours, or miss work altogether. The stress and strains of caregiving are generating a public health crisis. Changes are needed to improve the health of caregivers, and ensure that they have the information and support they need.<sup>7</sup>

It is important for businesses to offer resources and support services to alleviate the struggles of their employees. Otherwise, businesses may face a different set of challenges, including issues of recruitment and retention of quality workers and maintaining engagement and productivity on the job. Business policies supporting working caregivers can help to alleviate these challenges.

The impact of caregiver absenteeism costs the U.S. economy an estimated \$25.2 billion in lost productivity (based on the average number of work days missed per working caregiver, assuming \$200 in lost productivity per day).<sup>8</sup> The MetLife Study of Working Caregivers and Employer Health Care Costs (2010) estimated a cost to businesses of between \$17.1 and \$33.6 billion annually attributable to caregiving. These costs are primarily due to absenteeism (\$5.1 billion), shifts from full-time to part-time work (\$4.8 billion), replacing employees (\$6.6 billion), and workday interruptions (\$6.3 billion).<sup>9</sup>

## Working Caregivers in the United States: The Numbers



69%

of working caregivers caring for a family member or friend report having to rearrange their work schedule, decrease their hours, or take unpaid leave in order to meet their caregiving responsibilities.<sup>10</sup>



70%

of working caregivers suffer work-related difficulties due to their dual roles, according to a report by the National Alliance for Caregiving and AARP, (2015) Caregiving in the U.S.<sup>11</sup>



15%

Have taken a leave of absence.<sup>12</sup>



49%

Report arriving to work late, leaving early, or taking time off.<sup>13</sup>



14%

Switched from full-time to part-time hours.<sup>14</sup>



10%

Left the workplace as a result of their caregiving responsibilities (4% took early retirement, 6% left work entirely).<sup>15</sup>

## The New Aging Reality

Aging trends in New York and across the nation are changing dramatically as the Baby Boom generation heads into retirement, and businesses are bracing for additional strains.

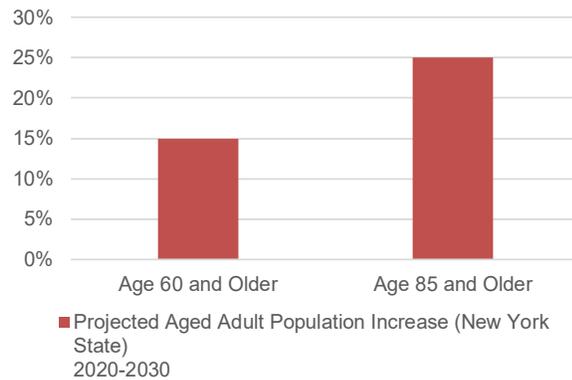
The percentage of adult children providing personal care and/or financial assistance to a parent has more than tripled over the past 15 years. Currently, 1 in 6 workers is caring for an adult with a chronic illness or disability. Nearly 60 percent of these caregivers are working full time.<sup>16</sup> The total estimated aggregate lost wages, pension, and Social Security benefits of these caregivers of parents is nearly \$3 trillion.<sup>17</sup>

Today's reality for many businesses is the growing challenge to recruit new workers to replace those who are leaving (due to retirement, health issues, job changes, etc.). Businesses also face an additional challenge—that some of their current employees are struggling to balance work responsibilities with caregiving responsibilities.

Most businesses take steps through various services and accommodations to create a happier, more productive workplace for employees during business hours. Businesses that extend crucial support beyond the workday often realize even greater benefits, not only for their employees, but for the overall good of the company.

Businesses need to take strategic action to not only retain workers, but also to keep them healthy and productive. One way to do this is to offer benefits and services that are on the caregiver's "most wanted" list. Some examples include: flexible scheduling, telecommuting, paid sick leave, and emergency time off.

Projected Aged Adult Population Increase (New York State)<sup>18</sup>  
2020-2030



Source: County Projections Explorer, Cornell University, 2018

**If businesses ignore this additional challenge, they could face real consequences and large expenses, such as:**

- Absenteeism and disruptions in the workday, which can lead to lost productivity and poor morale.
- The need to replace valued employees who leave their job to care for family members and loved ones, which can be costly and difficult.

# Balancing Work and Caregiving

Addressing the work-life balance is a cooperative effort between employers and workers. It is possible to find solutions that work for everyone, starting with an awareness that any of your employees may be a caregiver. The following sections propose ways to support caregiving employees with workplace policies.

## Workplace Flexibility is a Proven Strategy

Implementing a flexible workplace policy is a low-cost, proven strategy, but flexible policies need to be implemented in a way that suits both the business and the employee. It is best to evaluate your employee's needs before making a policy.

Employees with flexibility options tend to be more engaged, less stressed and make less use of health care for themselves. Research on workplace flexibility indicates a better work environment and reduced health care costs. As labor force shortages grow, workplace flexibility is a benefit that working caregivers find to be most helpful in their search for work-life balance.

## Helpful Links for Workplace Flexibility

### [Voya Financial](#)

This report describes how working caregivers affect businesses and recommends an array of flexible business options to extend to working caregivers.

### [Northeast Business Group on Health](#)

Offers a comprehensive guide for businesses on how to best meet the needs of employee caregivers in the workplace, along with a free downloadable toolkit for businesses.

### [NYC Partnership for Family Caregiving Corps](#)

Provides resources to businesses that connects employee productivity to best practices in supporting family caregivers.

#### Flexibility Can Include:

- Shortened work week
- Flexible start and end times
- Reduced hours on a temporary or permanent basis
- Alternative work locations
- Emergency time off for care

#### Flexible Work Structure Ideas:

- Compressed work schedules/banked hours
- Flexible schedules and breaks
- Part-time/job sharing
- Telecommuting/telework
- Gradual return-to-work options

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“Many employees are caregivers and struggle with their caregiving responsibilities, which often occur on work time or impact their productivity. Helping employers identify and develop best practices will allow them to better connect caregivers in the workforce to the critical supports and resources they need.”

**Greg Olsen**  
Acting Director

New York State Office for the Aging

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## Benefits to Businesses

Business leaders understand the need for providing their employees with options and resources to support them as they seek to address personal challenges. Seventy-five percent of people trust their employer to do what is right. Therefore, employees are more likely to use information if it is provided by their employer.<sup>19</sup> By providing resources about caregiving, your employees are more apt to use the material and care for themselves. For employers open to creative benefit and support options for their employees, there are competitive advantages: sustained employee job satisfaction, longer-term commitment from workers, and an overall healthier workforce.

### Sustained Job Satisfaction

- Working caregivers who are supported by you, their employer, are more satisfied with their jobs, have a higher morale, and a lower stress level.
- Trust and mutual understanding increase employee communication and loyalty.
- Most employees want to care for family members for as long as possible, and they appreciate not having to decide between their jobs and providing quality care to loved ones.

### Longer-Term Commitment

- Satisfied employees are more committed to their jobs and tend to be better workers.
- Job satisfaction leads to increases in productivity and decreases in absenteeism.
- Retention improves when workers are satisfied with their work environment.
- Studies have shown that health care plan use goes down when employees are satisfied.



### **The Advantage: A Healthier Bottom Line**

Planning ahead can help businesses address critical workforce issues—by retaining good employees who feel supported while caring for loved ones, and recruiting new employees who are seeking a supportive work environment.

As the dual role of caregiver and employee becomes increasingly common over the next few decades, supportive policies will appeal to those who have a lot to offer, but are also struggling to strike that critical balance.

Research shows a positive return on investment for policies that enable caregivers to balance their jobs with their caregiving responsibilities. For every dollar invested in flexible work arrangements, businesses can expect a return ranging from \$1.70 to \$4.34.<sup>20</sup>

## Planning Ahead Today

It is important to identify the policies, benefits, and services that fit best into your business size and position in the marketplace now—and to begin thinking about the future. Plan ahead, explore flexible work ideas, communicate with your employees, and seek outside opportunities and resources. Remember, employees may not pay close attention to the issue until they need the support.

Explore different types of policies, benefits and services shown to provide the type of supports working caregivers want, such as:

- A caregiving policy to advance a culture of understanding about caregiving issues and promote a supportive workplace environment. A caregiving policy might define family caregivers, the benefits and resources available, roles and expectations, and training for supervisors and managers.
- Workplace flexibility policies, NYS Paid Family Leave, NYS Paid Sick Leave, federal family and medical leave programs, and additional policies provided by employers.
- Workplace programs or services such as an employee assistance program, resources and referrals, on-site support groups, and brown bag education sessions.
- Family-friendly policies that benefit those caring for children as well as older adults.

Choose the best tools that can be implemented now while considering a plan for expansion of these tools in the short-term and the long-term. Good policies and services may already be in place that will help identify areas for growth.

Assessing the unique needs of working caregivers is a good place to start. Consider conducting an employee wellness survey to learn more about working caregivers.

The survey can be anonymous. Here are some areas to address in surveys:

**Demographics**—to learn more about working caregivers (i.e. age range, full-time or part-time, relationship to care receiver, hours spent caregiving, length of time caregiving, etc.).

**Employee perceptions**—on how caregiving affects work.

**Ideas/suggestions**—for the most effective ways of supporting working caregivers, including support through the employer.

**Issues, challenges, and rewards** associated with unpaid caregiving.

**Knowledge** of employer benefits.

For more information on employee wellness surveys, contact:

**NYS Caregiving and Respite Coalition (NYSCRC)**

[www.nyscrc.org](http://www.nyscrc.org)

Phone 585.287.6393

# Tips for Organizing a Plan of Action

## CREATE/MODIFY FLEXIBLE WORKPLACE POLICIES

Here are some suggestions that range from simple to more complex. Some of these action plans can get you started, and others can help you prepare for the future. Remember, even small changes can make a difference to a working caregiver who is struggling.

**Offer flexible work schedules** and options for employee leave.

- Offer flex-time, a shortened work week, a flexible daily schedule, job-sharing or telecommuting.
- Encourage employees to be creative with how they use their time off. Some options for employee leave may include: shift-exchanging, leave-sharing, paid sick or family leave, unpaid family leave or NYS Paid Family Leave.

**Extend benefits and insurance options.**

- Initiate flexible benefit plans, including: cafeteria plans, flexible spending accounts and dependent-care accounts.
- Offer additional insurance options, including: health, dental, disability, dependent life insurance, and long-term care insurance that covers spouse and parents/parents-in-law.
- Provide Employee Assistance Programs (EAPs).

## INFORM YOUR EMPLOYEES ABOUT WORKER CAREGIVING

**Provide all employees** with a caregiver-friendly workplace.

- Display caregiver information and resources in common areas with other office policies.
- Create fact sheets, brochures, and materials and distribute in common methods.
- Arrange for a quiet space where employee caregivers can make phone calls to health care or other service providers.
- Assess your employees' needs in order to determine the resources and services working caregivers want.

**Coordinate workplace events** and services – many of which are low-cost.

- Set up an on-site lending library for employees.
- Host workplace seminars or caregiving fairs.
- Provide on-site support groups, consultation, and referrals during the workday and incorporate caregiver support information into existing wellness programs.
- Participate in a Caregiver Simulation offered by the NY State Caregiving and Respite Coalition (NYSCRC). Participants experience challenges that caregivers face.

**Train management and supervisors** on work-life issues.

- Inform and help management understand caregiving issues facing employees, and the impact these issues have on the business.
- Train upper management on policies, benefits, and support services that can assist employees with caregiver responsibilities.

## SEEK OPPORTUNITIES AND RESOURCES BEYOND THE WORKPLACE

**Partner with other businesses** and organizations in your area to share ideas and resources.

- Area Agencies on Aging
- Local chambers of commerce
- Workforce centers

**Request caregiver and aging professionals speak** to your employees.

- Examples include: family caregiver consultants, geriatric nurse practitioners, medical social workers, chronic disease organizations, e.g., Alzheimer's, stroke and Parkinson's geriatric education centers.
- These professionals are often willing to speak to groups for a small fee.

**Suggest a variety of caregiver services and supports**, including education and training, coach/consultant, and support groups.

- These resources are a good place to start:

NY Connects:  
1-800-342-9871

New York State  
Office for the Aging:  
[www.aging.ny.gov](http://www.aging.ny.gov)

## RAISE AWARENESS: NEW YORK STATE PAID FAMILY LEAVE

- Include New York State Paid Family Leave information in your staff onboarding program and in employee handbook or similar materials. You can access model language for written materials in the Employer section of [www.paidfamilyleave.ny.gov/](http://www.paidfamilyleave.ny.gov/)
- Hold training for supervisors to ensure they have a good understanding of **Paid Family Leave** and when it may be helpful to someone on their team.

- Hold a “lunch and learn” session for employees to learn and ask questions about **Paid Family Leave**.
- Consider including an article or interview with someone who has taken **Paid Family Leave** in your company newsletter or blog.

- Demonstrate leadership support by including messaging on **Paid Family Leave** in staff communications or meetings.
- Download fact sheets and other materials from [www.paidfamilyleave.ny.gov/](http://www.paidfamilyleave.ny.gov/) to share with employees.

## Helpful Resources—New York Connects

NY Connects is your trusted place to go for free, unbiased information and assistance. We can help you link to long-term services and supports, such as home care, transportation and meals. Our goal is to help individuals remain in their homes as long as possible.

### Who we help:

NY Connects serves older individuals and individuals with disabilities of all ages. We can help families, caregivers of individuals across the age and disability spectrum, and professionals.

### How can we help you?

Anyone can get help with information about resources by telephone, online, or in-person. We can help link you to long-term services and supports regardless of diagnosis, age or payor source.

We coordinate with other agencies to guide you through eligibility processes.

We provide seamless linkages for any necessary assessment you may need.

We help with application and enrollment in public assistance benefits.

### How to use the NY Connects Resource Directory

The **NY Connects Resource Directory** can help you explore long-term services and supports your community:

[www.nyconnects.ny.gov](http://www.nyconnects.ny.gov)

### Use it to:

- Read about a specific topic by going to the **Services** tab.
- Search for providers by going to the **Home** tab.

### Contact Us:

If you need more information or help, call our NY Connects statewide toll-free number at **1 (800) 342-9871**.



## NYS Paid Family Leave

As of January 1, 2018, most private employers with one or more employees in New York State are required to obtain Paid Family Leave insurance coverage. Paid Family Leave provides employees with job-protected, paid time off at no cost to their employer. Employees pay for the full cost of the insurance premium through a small payroll deduction. Paid Family Leave provides working caregivers job-protected, paid time off to:

- **Bond** with a newly born, adopted or fostered child,
- **Care** for a family member with a serious health condition,
- **Assist** loved ones when a spouse, domestic partner, child or parent is deployed abroad on active military service,
- **Care** for themselves, or a minor dependent child, if subject to an order of quarantine or isolation due to COVID-19.

### Who is eligible?

Most employees who work for private employers in New York State are covered for Paid Family Leave, while public employers may voluntarily opt in. Covered employees become eligible to take Paid Family Leave for a qualifying event once they have met the minimum time-worked requirements:

**Full-time employees:** Employees who work a regular schedule of 20 or more hours per week are eligible after 26 consecutive weeks of employment.

**Part-time employees:** Employees who work a regular schedule of fewer than 20 hours per week are eligible after working for their employer for 175 days, which do not need to be consecutive. Employees with irregular schedules should look at their average schedule to determine if they work, on average, fewer than 20 hours per week.

### How do employees apply?

Employees apply for Paid Family Leave by filling out and submitting Paid Family Leave request forms and supporting documentation directly to their employer's insurance carrier within 30 days of starting their leave. In most cases, the insurance carrier will pay or deny the claim within 18 calendar days of receiving the completed request or the employee's first day of leave, whichever is later.

Employers should have forms available to employees upon request. You can also get these forms from your insurance carrier or on the Paid Family Leave website at [PaidFamilyLeave.ny.gov/forms](https://PaidFamilyLeave.ny.gov/forms).

### How can you support your employees in accessing their right to Paid Family Leave?

Employers play an important role in providing information to employees regarding their right to Paid Family Leave. You must post a Notice of Compliance where employees can easily see it, which provides information about your insurance carrier. You get this notice from your insurance carrier. Additionally, employers should include Paid Family Leave information in written materials distributed to your employees, such as employee handbooks. If you do not have a handbook, you can provide written guidance to employees concerning their Paid Family Leave benefits, including how to file a request for Paid Family Leave. Model language for employee handbooks and other written materials is available in the employer section of the Paid Family Leave website.

**What is the employer's role in the process?**

In addition to getting notified by employees who plan to take Paid Family Leave, employers are responsible for filling out the Employer section of the Paid Family Leave request form and returning the form to the employee within three business days. The employee then submits the completed request package to the insurance carrier, who will pay or deny benefits.

**What are the benefits?**

Paid Family Leave provides eligible workers with up to 12 weeks of time off at 67% of pay (up to a cap). Paid Family Leave can be taken all at once, or intermittently in increments of one full day. Visit [paidfamilyleave.ny.gov](http://paidfamilyleave.ny.gov) to see the current benefit levels. Paid Family Leave can be taken all at once, or intermittently in increments of one full-day.

**What employee protections are in place?**

In addition to paid time off, employees have strong protections under Paid Family Leave. They are guaranteed to return to the same or a comparable job, have continued health insurance while on leave on the same terms as if they continued working, and cannot be discriminated against for requesting or taking Paid Family Leave.

**What are the COVID-19 Quarantine Leave benefits?**

Most employees will get financial compensation by using a combination of benefits, which may include employer-provided paid sick leave (depending on the size of the employer), Paid Family Leave and disability benefits.

**Where can I find more information?**

For more information and resources on NYS Paid Family Leave, employers and employees should visit [PaidFamilyLeave.ny.gov](http://PaidFamilyLeave.ny.gov) or call the toll-free Paid Family Leave helpline at (844) 337-6303 Monday through Friday, 8:30am - 4:30pm.



# ADDITIONAL RESOURCES

## Business Resources

### Care General

<https://www.caregeneral.com/employers>

Care General assists businesses to help its employees by helping you recognize the need, providing employees with the right tools, and to help your business overall.

### Northeast Business Group on Health (NEBGH)

[www.nebgh.org](http://www.nebgh.org)

An employer-led coalition of benefits leaders and healthcare stakeholders with the mission of empowering its members to drive excellence in health and achieve the highest value in healthcare delivery and the consumer experience. NEBGH will help businesses manage costs, get more value from the benefits and services you spend money on, and improve the health and wellbeing of your employee population.

### Human Resources Consultation Services

<https://labor.ny.gov/businessservices/services/servicesindex.shtm>

The New York State Department of Labor has many services for businesses. Our Occupational Analysts will help you with a variety of human resources issues at no cost. These free services can save you thousands of dollars each year. Contact an Occupational Analyst in your region for more information.

According to the NYS Kinship Navigator, in New York State, there are an estimated 179,000 caregivers, 131,000 of whom are grandparents. Many others are aunts and uncles.





## **New York State Department of Labor (DOL)**

[www.dol.ny.gov](http://www.dol.ny.gov)

Our mission is to provide outstanding services to our customers—the workers and businesses that call New York home—as they seek to grow and thrive in our modern economy.

We help New Yorkers find the careers they will love by connecting them to new job opportunities, referring them to training opportunities that build their skills, and by ensuring they are paid the proper wage and have a safe working environment when they're on the job.

We support and help businesses grow by providing free human resources assistance, working with them to find the qualified workers they need to thrive, and keeping them informed about new incentives and tax credits that can help keep overhead low.

We educate immigrant workers, protect farm laborers and monitor conditions in high-risk industries.

We enforce the wage and hour law to make sure that every worker gets what they're owed.

We help New Yorkers who have lost their jobs through no fault of their own with Unemployment Insurance and do everything we can to get them back to a job they'll love as quickly as possible.

We are also New York's premier source for economic data, both current and historical.

## Caregiver Resources

### Alzheimer's and Dementia Caregiver Center

[www.alz.org/care](http://www.alz.org/care)

This website provides a variety of supports for those caring for individuals with Alzheimer's disease or other dementia. It includes day-to-day help, other supports, how to plan for the future, and useful tools. The 24/7 Helpline is 1-800-272-3900. It includes connections to state and local resources.

### Prepare to Care: A Planning Guide for Families – AARP

[www.aarp.org/home-family/caregiving/prepare-to-care-planning-guide](http://www.aarp.org/home-family/caregiving/prepare-to-care-planning-guide)

Prepare to Care includes information and steps for families to use to prepare for caregiving of an older adult. It is available in English, Spanish, and Chinese. An LGBTQ guide is also available.

### Family Caregiver Alliance

[www.caregiver.org](http://www.caregiver.org)

Is the first community-based nonprofit organization in the country to address the needs of families and friends providing long-term care for loved ones at home, and shines light on the challenge's caregivers face daily and champions their cause through education, services, and advocacy.

### New York State Department of Health (NYSDOH)

[www.health.ny.gov](http://www.health.ny.gov)

The NYSDOH funds the Alzheimer's Disease Caregiver Support Initiative (ADCSI), which is a 5-year grant initiative designed to support caregivers and people with dementia in the community using evidence-based strategies. NYSDOH also offers other benefits for caregivers.

### New York State Caregiving and Respite Coalition (NYSCRC)

[www.nyscrc.org](http://www.nyscrc.org)

NYSCRC is a partnership of dedicated organizations and individuals committed to supporting the millions of informal caregivers throughout the state. NYSCRC members are committed to addressing the current and future needs of those engaged in family caregiving across the lifespan.

### New York State Kinship Navigator

[www.nysnavigator.org](http://www.nysnavigator.org)

The Kinship Navigator is an on-line statewide resource for information and referral where you can access information on laws, legal rights and issues on custody and visitation, eligibility for benefits and entitlement programs, tax credits, respite care and other local services. Call 1-877-454-6463 to speak to a representative.

### Association on Aging in New York (AgingNY)

[www.agingny.org](http://www.agingny.org)

The Association on Aging in New York (AgingNY) supports and advocates for New York's 59 mostly county-based Area Agencies on Aging (AAAs) and works collaboratively with a network of organizations that exist to promote independence, preserve dignity, and provide support for residents of New York State.

### **New York State Office For the Aging (NYSOFA)**

[www.aging.ny.gov](http://www.aging.ny.gov)

NYSOFA's home and community-based programs provide older persons access to a well-planned, coordinated package of in-home and other supportive services designed to support and supplement informal care. NYSOFA's overall goal is to improve access to, and availability of, appropriate and cost-effective non-medical support services for older individuals to maximize their ability to age in their community and avoid higher levels of care and publicly financed care. NYSOFA achieves this through our network of 59 local Offices for the Aging.

### **Supporting Military and Veteran Caregivers in the Workplace**

<https://www.aarp.org/content/dam/aarp/caregiving/2019/05/military-caregiving-guide-aarp.pdf>

A guide that outlines the unique challenges of caregivers of active military and veterans. This guide outlines ways caregivers can balance work and caregiving, as well as how businesses can create a culture of understanding and build better workplace policies to meet the needs of this unique set of caregivers.

### **New York State Multiple Systems Navigator**

<https://www.msnavigator.org>

The primary goal of the Navigating Multiple Systems initiative is to provide easily accessible resources, service information and tools to assist youth, parents, family members/caregivers, and front-line staff currently struggling to effectively and efficiently navigate multiple human service systems—creating a web-based, 'one-stop-shop' for user-friendly, accurate and up-to-date disability information and tools.

### **New York State Office for Persons with Developmental Disabilities (OPWDD)**

[www.opwdd.ny.gov](http://www.opwdd.ny.gov)

The New York State Office for People With Developmental Disabilities (OPWDD) is responsible for coordinating services for New Yorkers with developmental disabilities, including intellectual disabilities, cerebral palsy, Down syndrome, autism spectrum disorders, Prader-Willi syndrome and other neurological impairments. It provides services directly and through a network of approximately 500 nonprofit service providing agencies.

### **New York State Office of Mental Health (OMH)**

[www.omh.ny.gov](http://www.omh.ny.gov)

The Mission of the New York State Office of Mental Health is to promote the mental health of all New Yorkers, with a particular focus on providing hope and recovery for adults with serious mental illness and children with serious emotional disturbances

### **New York State Office of Children and Family Services (OCFS)**

[www.ocfs.ny.gov](http://www.ocfs.ny.gov)

OCFS is dedicated to improving the integration of services for New York's children, youth, families and vulnerable populations; to promoting their development; and to protecting them from violence, neglect, abuse and abandonment.

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[www.aging.ny.gov](http://www.aging.ny.gov)  
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