

# Caregivers in the Workplace

FINDING BALANCE FOR YOUR EMPLOYEES



## ACKNOWLEDGMENTS

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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 and abilities with completing tasks and helping them maintain their independence. Many of these individuals are working and addressing the needs of someone they are providing care for while working. These individuals are called caregivers.

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 State 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 these efforts.

The Governor's work on building caregiver capacity is essential due to the growing number of workers providing 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 is nearly \$3 trillion.

As a business leader, it is important to recognize that many of your workers are caregivers, and caregiving responsibilities impact their work. The impact on your business can be felt through missed time, disruptions in the workday, loss in productivity, or worse — the permanent loss of trained, hardworking employees who are an integral part of your operation.

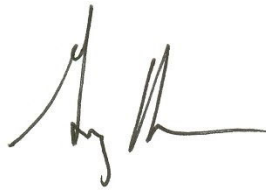
A MetLife caregiving cost study indicated that:

- 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 \$17.1 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.

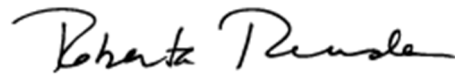
Based on research, employees are more likely to use information provided by their employer when they need help coping with personal challenges. This guide includes

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 is 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 – helps businesses attract and retain dedicated employees.



Greg Olsen  
Director  
NYS Office for the Aging



Roberta Reardon  
Commissioner  
NYS Department of Labor

# NEW YORK STATE'S WORKING CAREGIVER INITIATIVE

In New York State, more than 4 million caregivers are providing \$39 billion (economic value) in care to a relative, friend, or neighbor. Sometimes it becomes stressful juggling work and caregiving responsibilities, and some caregivers find that they need to make changes in their work life.

In June 2021, NYSOFA, DOL, and DOH launched a partnership to survey working caregivers in New York State in both public (state agencies) and private sectors to raise awareness about the intersection of work and caregiving. The effort also aimed to:

- Better understand the daily tasks of working caregivers and how these tasks impact their work and health.
- Help employees self-identify as caregivers and connect them to available services and resources to reduce caregiver burden and stress.
- Help working caregivers navigate challenges associated with balancing work and caregiving responsibilities.
- Help businesses understand and support employees who are also actively caregiving.

State-level data gathered from the survey joins national data, which collectively provide a comprehensive profile of caregiving.

## What the National Data Tells Us

Millions of older adults and individuals with disabilities would not be able to maintain their health and independence without the help of caregivers. According to a 2020 study conducted by the National Alliance for Caregiving and AARP, the number of family caregivers in the U.S. increased by 9.5 million from 2015-2020 and now encompasses more than one in five Americans. The study also revealed that 61% of caregivers surveyed report having experienced at least one impact or change to their employment situation as a result of caregiving. Employers should know their working caregivers, be able to recognize caregiver strain and burnout, and provide support to working caregivers. The national data tells the story:

- 90%+ of HR departments want to do more to support working caregivers

but are not sure what to do.

- 85% of adults who are both parents and unpaid caregivers for adults experience mental health symptoms and 52% report suicidal thoughts.
- 75% of people trust their employer and are more likely to use information provided by their employer to make changes in their lives.
- 70% of working caregivers suffer work-related difficulties due to their dual roles.
- 70% of working caregivers report at least one mental health symptom (e.g., anxiety, depression, suicidal thoughts, COVID-induced trauma).
- 69% of caregivers report having to rearrange their work schedule, decrease their hours, or take unpaid leave to meet responsibilities.
- 61% of caregivers worry about caring for a family member, friend, or neighbor.
- 55% don't self-identify as caregivers.
- 50% use food to cope and reduce stress.
- 49% of working caregivers report arriving to work late, leaving early, or taking time off.
- 33% use substances to cope versus 6% of the general population.
- 31% contemplated suicide versus 3% of the general population.
- 15% take a leave of absence.
- 14% switch from full-time to part-time.
- 10% leave the workforce completely.

## What New York State's Survey Tells Us

The statewide Working Caregiver Survey identified that many employees provide daily support to an older adult, child, or individual with a disability. They provide transportation to doctors' appointments, arrange and prepare meals,

provide financial support, and assist with other tasks such as grocery shopping, housekeeping, medical tasks, money management, completing forms and documents, medication assistance, and more.

The data collected through 2024 shows that working caregivers are:

- Driving to doctors appointments – 77%
- Arranging/preparing meals – 70%
- Grocery shopping – 76%
- Assisting with home repairs/maintenance – 60%
- Providing personal care – 52%
- Completing forms/documents – 71%
- Looking/applying for support services – 44%
- Helping with money management/bill paying – 59%
- Performing housekeeping Tasks – 74%
- Providing medication assistance – 62%
- Assisting with nursing/medical tasks – 37%
- Providing financial support – 38%
- Providing other care due to illness, disability, age – 58%

Working caregivers reported the following impact on their employment:

- Arrive late – 51%
- Leave early – 69%
- Miss days – 69%
- Take leave of absence – 16%
- Unable to focus at work – 64%
- Use break time or lunch to arrange services – 54%
- Respond to emergencies/calls during work – 66%
- Rearrange work schedule – 55%
- Reduce hours working – 21%
- Turn down work travel – 10%
- Turn down promotion – 10%
- Consider changing employers – 22%
- Consider leaving the workforce entirely – 32%



## ARCHANGELS Caregiver Intensity Index Data

Another resource announced as part of the Working Caregiver Initiative is the [ARCHANGELS Caregiver Intensity Index \(CII\)](#) which provides caregivers with an intensity score, validates their caregiving experience, and guides them to resources. It is free for all caregivers in New York State. More than 50% of caregivers do not self-identify as a caregiver, and that's the first challenge. Individuals completing the CII had a significant increase in recognizing that they are caregivers, which is important in linking them to services and supports.



**24% of NY caregivers were 'in the Red' (high intensity):**

- 91% of caregivers 'in the Red' had at least one adverse mental health impact.
- 'Double Duty' caregivers (those engaged in both a paid and unpaid caregiving role) were twice as likely to be 'in the Red' (50%).

**65% of NY caregivers were 'in the Yellow' (moderate intensity):**

- 69% of caregivers 'in the Yellow' had at least one adverse mental health impact.

**11% of NY caregivers were 'in the Clear' (low intensity):**

- 21% of caregivers 'in the Clear' had at least one mental health impact.
- 'Double Duty' caregivers were 75% less likely to be in the Clear (3%).

**The top buffers (what reduces the intensity of caregiving) for NY caregivers were:**

- Feeling a sense of purpose (21%).
- Feeling okay about managing the expenses of caregiving (16%).

- Feeling like you have someone in your corner (14%).

**The top drivers (what makes things more intense) of NY caregivers were:**

- Not having time for oneself (25%). *'Double Duty' caregivers were 30% more likely to have 'No Time' as their top driver.*
- Feeling stressed out or depressed (19%).
- Family disagreements (12%).
- Not knowing what to expect (12%).

## What You Can Do to Support Working Caregivers

- Share this [Caregivers In the Workplace – Resource Guide for Businesses](#) with your partner agencies, public and private.
- Share the [Caregivers Guide Video](#) that helps caregivers self-identify. Currently, more than half of caregivers do not self-identify as a caregiver. Instead, they self-identify as a son, daughter, spouse, friend, neighbor, etc.
- Send the [Working Caregivers Survey](#) to all your contacts, including colleagues, friends, family, and employees.
- Share the [Caregiver Intensity Index](#) with all caregivers, including working and non-working caregivers.
- Share the [Caregiver Education and Training Portal](#), which is free for all caregivers in New York State.
- Share the [NY Connects Statewide Resource Directory](#) to help individuals search for local services by zip code or service.

Links to each of the above resources can also be found on NYSOFA's Working Caregivers webpage at <https://aging.ny.gov/help-working-caregivers>.



## 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 that may affect your business, they consider you a trusted source of information when dealing with these types of responsibilities at home.

### Who Are Working Caregivers?

Every year, millions of New Yorkers assume the role of caregiver and provide unpaid care to support someone else. Many of these caregivers also work full or part time and struggle to balance their work and caregiving responsibilities. These are working caregivers. The results of the Working Caregiver Survey found that the majority of working caregivers in New York State are female. Additional demographics from the survey are below.

#### Gender

- Female (76%)
- Male (19%)

#### Race/Ethnicity

- White (65%)
- Asian (1%)
- African-American (12%)
- Hispanic (8%)

#### Age

- 25 and under (1%)
- 26-35 (8%)
- 36-45 (19%)
- 46-55 (34%)
- 56-75 (31%)
- 66-75 (1%)



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

## Caregivers in New York State

New York State has led a multi-strategy approach with the following historic investments to assist working 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 annually in community support and health services** for individuals 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.
- **Implemented a statewide respite voucher program** that provides caregivers with a \$600 voucher to pay for care so they can get a break.
- **Piloted a regional Caregiver Wellness and Respite Center** in Northern New York State to provide services for individuals in greatest economic and social need, including rural, underserved caregivers.
- **Implemented an online Respite Provider Certificate Program** to train volunteers to provide respite care. Those who have been trained have an opportunity to join the online respite care community, a place where caregivers can search for certified respite providers.
- **Expanded the caregiver-directed respite service delivery model** to allow caregivers greater flexibility and a person-centered approach when seeking respite care services.

- **Launched New York's Caregiver Portal (powered by Trualta)**, which is available free of charge for any caregiver in New York State at <https://newyork-caregivers.com/>. Trualta provides evidence-based caregiver training and support to manage care at home for loved ones of any age, relieving stress and preventing burnout.
- **Implementation and Promotion of the ARCHANGELS Caregiver Intensity Index (CII)**: NYSOFA uses and promotes the ARCHANGELS CII as the statewide assessment tool to provide a score of caregiving intensity, along with resource referrals designed to engage and help all caregivers. Anyone can get their score and get connected to help at <https://www.anycarecountsny.com/>.



# THE CHALLENGES OF WORK AND CAREGIVING

In the U.S. today, six in ten employees are caregivers of a relative or friend, and these individuals spend on average more than 20 hours per week providing care.

Even the best employees may struggle to balance their jobs 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.

## Costs Attributable to Caregiving

According to Gallup-Healthways, the impact of caregiver absenteeism costs the U.S. economy an estimated \$25.2 billion in lost productivity.

Caregiving costs businesses an estimated \$17.1 and \$33.6 billion annually (Met Life 2010):

- \$5.1 billion due to absenteeism.
- \$4.8 billion due to shifts from full-time to part-time.
- \$6.6 billion due to replacing employees.
- \$6.3 billion due to workday interruptions.

## THE NEW AGING REALITY

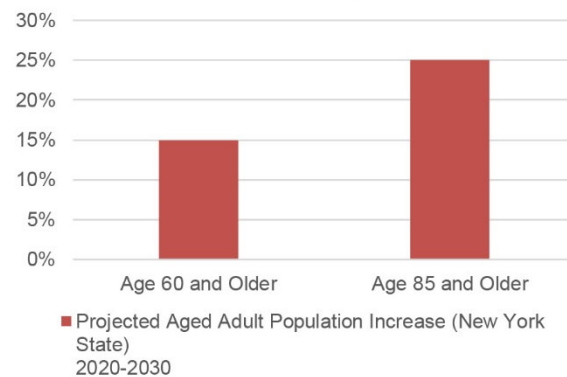
Aging trends in New York State and across the nation are changing dramatically as the Baby Boom generation heads into retirement, and businesses are bracing for additional strains.

The percentage of adult children providing personal care and/or financial assistance to a parent has more than tripled over the past 15 years. The total estimated aggregate lost wages, pension, and Social Security benefits of these caregivers of parents is nearly \$3 trillion (MetLife Mature Market Group).

Many businesses are already challenged with recruiting new workers to replace those who are leaving due to retirement, health issues, job changes, the pandemic, etc. Businesses are now also facing challenges with current employees who are struggling to balance work and 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.

Projected Aged Adult Population Increase (New York State) 2020-2030



Source: County Projections Explorer, Cornell University, 2018

**If businesses don't extend this crucial support, 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 someone, which can be costly and difficult.



# BALANCING WORK AND CAREGIVING

Addressing work-life balance is a cooperative effort between businesses and employees. 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 implementing 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. 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

- **Northeast Business Group on Health** (<https://www.nebgh.org/>) offers a comprehensive guide for businesses on how to best meet the needs of working caregivers, along with a free downloadable toolkit for businesses.
- **NYC Partnership for Family Caregiving Corps** (<https://www.corporatecaregivers.com/aboutus/our-mission/>) provides resources to businesses, helping them realize the connection between employee productivity and best practices that support family.

### 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**  
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. Employers who are open to creative benefit and support options for their employees will often see advantages such as continued job satisfaction, longer-term commitment from workers, and an overall healthier workforce.

### **Continued 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 provide care 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 employees are content with their work environment.
- Studies have shown that use of health insurance goes down when employees are satisfied.



## The Advantage: An Overall Healthier Workforce

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

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

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

# PLANNING AHEAD

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.

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.
- **Flexible workplace policies**, New York State Paid Family Leave, New York State Paid Sick Leave, federal family and medical leave programs, and additional policies provided by employers.
- **Workplace programs and/or services** such as employee assistance programs, resources and referrals, on-site support groups, and education.
- **Family-friendly policies** that benefit those caring for older adults, children, and individuals with disabilities.
- **An online training curriculum for working caregivers**, such as Trualta. Trualta is a free service available to all caregivers in New York State at <https://newyork-caregivers.com>.

Choose the best tools that can be implemented now while considering a plan for the expansion of these tools in the future.

## Assessing the Needs of Caregivers

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

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

- **Demographics** — to learn more about working caregivers (e.g., 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.

NYSOFA has a survey tool you can customize. Reach out to [nysofa@aging.ny.gov](mailto:nysofa@aging.ny.gov) if you are interested in the survey instrument.

Also, businesses can have the ARCHANGELS CII available for all employees for free using the QR code (see below).

# GET YOUR SCORE

Almost 1 in 2 of us are caring for someone, and it can get intense. Any Care Counts - New York is a way to support YOU as you care for others. Take two minutes and get your intensity score and connect to things that can help.



SCAN ME

SCAN ME

# TIPS FOR ORGANIZING A PLAN OF ACTION

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. Carefully look through current benefits and supports for your employees. Many supports may already exist but are not traditionally described as caregiver supports.

## 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 leave, unpaid family leave, or New York State 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.

## Provide a Caregiver-friendly Workplace

**Display caregiver information and resources in common areas with other office policies.**

- Create fact sheets, brochures, and materials and distribute them in various modalities.
- Arrange for a quiet space where employee caregivers can make phone

calls to health care or other service providers.

- Assess your employees' needs to determine the resources and services working caregivers want.

### **Coordinate workplace events and services.**

- 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 New York State Caregiving and Respite Coalition (NYSCRC).

### **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 management on policies, benefits, and support services that can assist employees with caregiving 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 (AAAs)
- Local chambers of commerce
- Workforce centers
- NYSCRC

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

- Examples include: family caregiver consultants, geriatric nurse practitioners, social workers, and chronic disease organizations (e.g., Alzheimer's, stroke, and Parkinson's geriatric education centers).

**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
- NYSOFA – [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 THAT ARE FREE

Links to the following resources can be found on NYSOFA's Working Caregivers webpage at <https://aging.ny.gov/help-working-caregivers>.

## Caregiver Video

The Caregiver Guide Video helps individuals self-identify as caregivers and directs them to supports and other resources.

## Trualta

For all caregivers in New York State, Trualta is an evidence-based training and support platform that offers short lessons on many caregiver skills, including fall prevention, medication management, toileting, and bathing. Trualta's content helps families and caregivers who are caring for older adults, individuals with disabilities, children, and individuals with conditions such as Alzheimer's disease or dementia, heart disease, diabetes, COPD, etc. Trualta also offers community support chat rooms and content on mental illness and caring for kids. Learn more at <https://newyork-caregivers.com/>.

## ARCHANGELS

Through NYSOFA's partnership with ARCHANGELS, the Caregiver Intensity Index is available to help caregivers identify with and feel honored in their role. Caregivers can find out their intensity score and be directed to the best free resources available to them. Find out your score at: <https://archangelscii.me/3EwYLBz>.

## NY Connects

NY Connects is a locally based No Wrong Door that provides one-stop access to free, objective, comprehensive, information and assistance on long-term services and supports (LTSS) for individuals of all ages and abilities, families, and caregivers.

NY Connects empowers individuals and caregivers in choosing the services and supports that will best meet their needs.

- NY Connects coordinates with other agencies to guide individuals through the eligibility processes.



- NY Connects provides seamless linkages to assessments that an individual may need.
- NY Connects will assist with applications and enrollment into public assistance benefits, including Medicaid.

## The NY Connects Resource Directory

The NY Connects Resource Directory can help individuals, caregivers and families explore available long term services and supports in their community. It can be accessed at: [www.nyconnects.ny.gov](http://www.nyconnects.ny.gov).

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

### Contact NY Connects:

Call the NY Connects statewide toll-free number at 1 (800) 342-9871.

## NEW YORK STATE PAID FAMILY LEAVE: MORE INFORMATION

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

### 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 are 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](https://PaidFamilyLeave.ny.gov) to see the current benefit levels.

## 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.

## Where can I find more information?

For more information and resources on New York State Paid Family Leave, employers and employees should visit [PaidFamilyLeave.ny.gov](https://PaidFamilyLeave.ny.gov) or call the toll-free Paid Family Leave helpline at (844) 337-6303 Monday through Friday, 8:30 a.m. to 4:30 p.m.

# ADDITIONAL RESOURCES

## Business Resources

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

Care General assists businesses in helping their employees by helping them recognize their needs, providing employees with the right tools, and helping the 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 they spend money on, and improve the health and well-being 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. Their Occupational Analysts will help businesses with a variety of human resource issues at no cost. These free services can save thousands of dollars each year. Contact an Occupational Analyst in your region for more information.

New York State Department of Labor (DOL) [www.dol.ny.gov](http://www.dol.ny.gov)

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

They 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 ensuring they are paid the proper wage and have a safe working environment when they're on the job.

They 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.

They educate migrant workers, protect farm laborers, and monitor conditions in high-risk industries.

They enforce the wage and hour law to ensure every worker gets what they're owed.

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

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

## Caregiver Resources

**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 adults 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 adults to maximize their ability to age in their community and avoid higher levels of care and publicly financed care. NYSOFA achieves this through its network of 59 local Area Agencies on Aging.

**New York State Department of Health (NYSDOH) [www.health.ny.gov](http://www.health.ny.gov)**

NYSDOH funds the Alzheimer's Disease Caregiver Support Initiative (ADCSI), which is a 5-year grant initiative designed to support caregivers and individuals with dementia in the community using evidence-based strategies. NYSDOH also offers other benefits for caregivers. NYSDOH has also developed a Caregiver Guide, which is meant to ease the stress of caregiving by providing an orientation to caregiving and assist caregivers in planning for the needs of the person they support, while also addressing their own needs as a caregiver.

See: [www.health.ny.gov/facilities/long\\_term\\_care/caregiver\\_guide/guide/](http://www.health.ny.gov/facilities/long_term_care/caregiver_guide/guide/)

**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 State's children, youth, families, and vulnerable populations; promoting their development; and protecting them from violence, neglect, abuse, and abandonment.

**New York State Office of Mental Health (OMH) [www.omh.ny.gov](http://www.omh.ny.gov)**

The mission of the New York State OMH 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 for People with Developmental Disabilities (OPWDD) [www.opwdd.ny.gov](http://www.opwdd.ny.gov)**

OPWDD is responsible for coordinating services for New Yorkers with intellectual and developmental disabilities, including intellectual disabilities, cerebral palsy, Down syndrome, autism spectrum disorders, Prader-Willi syndrome and other neurological impairments. OPWDD provides services directly and through a network of approximately 600 nonprofit service providing agencies.

**United States Department of Veterans Affairs [www.va.gov](http://www.va.gov)**

The U.S. Department of Veterans Affairs offers the Comprehensive Assistance for Family Caregivers Program for caregivers providing personal care services to Veterans with a service-connected disability compensation rating of at least 70%, provided that the Veteran incurred their disabilities while in military service on or after September 11, 2001, or on or before May 7, 1975. Services provided by the VA to eligible caregivers can include access to respite care, caregiver education and training, and mental health assistance, as well as a monthly stipend and access to VA health care coverage for eligible primary family caregivers.

**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.

**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 State's 59 Area Agencies on Aging and works collaboratively with a network of organizations that exist to promote independence, preserve dignity, and provide support for residents of New York State.

**Family Caregiver Alliance [www.caregiver.org](http://www.caregiver.org)**

The Alliance is the first community-based nonprofit organization in the country to address the needs of families and friends providing long-term care for individuals at

home, and shines a light on the challenges caregivers face daily and champions their cause through education, services, and advocacy.

**New York State Caregiving and Respite Coalition (NYSCRC) [www.nyscsrc.org](http://www.nyscsrc.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)**

This statewide resource provides 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.

**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 the caregiving of an older adult. It is available in English, Spanish, and Chinese. An LGBTQ guide is also available.

**Supporting Military and Veteran Caregivers in the Workplace  
<https://www.aarp.org/content/dam/aarp/caregiving/2019/05/military-caregiving-guide-aarp.pdf>**

This guide 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.

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