

Massachusetts Employer Toolkit to Support Working Caregivers



Toolkit Introduction



The Massachusetts Caregiver Employer Toolkit was created by the Executive Office of Elder Affairs, Massachusetts Business Roundtable and the Massachusetts eHealth Institute with support from the following organizations:



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A photograph of a man with glasses and a light blue button-down shirt pushing a stroller. Inside the stroller, a young child with dark hair is laughing joyfully. The child is wearing a blue and white patterned long-sleeved shirt. The background is a bright, slightly hazy outdoor setting, possibly a beach or park. The entire image has a light blue tint.

part one

Overview of Working Caregivers

The Case for Supporting Working Caregivers in Massachusetts

Today, the title of “family caregiver” applies to at least one quarter of working Americans. Caregiving can take many forms, including caring for an older parent, a partner diagnosed with a serious illness, or a child living with a disability. These caregiving roles arise with regularity throughout an employee’s career path. As demographics continue to move towards an older population, the number of individuals caring for a loved one will increase. This section articulates why employers should invest in working caregivers and what actions they can take to better support their employees.

Caregiving by the Numbers



\$17.1-\$33 billion

National cost of family caregiving to employers due to lost productivity, absenteeism, and workday interruptions

\$1.70-\$4.34

Return on investment for every \$1 spent on caregiver-friendly workplace policies



612,500

Estimated number of employees caring for an adult in the Commonwealth

Percent difference in health care costs for caregiving versus non-caregiving employees

8%



1 in 3

Ratio of millennials (ages 18-39) who are family caregivers to an older adult

Working Caregivers: Who Are They?

In short, the answer is “everyone”. Historically, the predominant profile of the family caregiver has been a woman in her 30s and 40s who works a full or part-time job. Today, that singular profile is no longer accurate. The number of male caregivers is steadily increasing (40 percent of caregivers identify as male), as is the number of millennial caregivers. One out of three young people in America provide unpaid care to an adult friend or relative. Another third of individuals ages 18-39 expect that they will provide this kind of care in the next five years.

What Does It Mean to Be a Working Caregiver?

For most people, the reality of today’s world means that professional and personal responsibilities are no longer mutually exclusive. Balancing work and caregiving responsibilities is part of the day-to-day norm for all family caregivers. Similar to caring for a child, caring for an older person is incredibly rewarding, yet often unpredictable and stressful. However, only 56 percent of individuals caring for an older adult report that their work supervisor is aware of their caregiving responsibilities. While many workplace cultures have adapted to recognize working parents, perhaps the same cannot be said for caregivers of older family members. Given the burden on working caregivers, a majority end up making accommodations such as amended work schedules, taking a leave of absence, turning down a promotion, or retiring early.

Supporting Caregivers: Good for Employees, Good for Business

Recent research shows that employers that do not address caregiving needs wind up paying for them. The national cost of caregiving for an older family member in terms of lost productivity is \$17.1 to \$33 billion annually⁴. Costs include absenteeism, shifting from full-time to part-time work, and replacing employees. Working caregivers also incur higher healthcare costs (8 percent higher) compared to their non-caregiving colleagues⁵. In Massachusetts, this results in estimated additional healthcare costs of \$355 million for employers annually. However, investing in working caregivers has demonstrated a positive return on investment (ROI). Research shows that there is a positive ROI for policies that enable caregivers to balance their jobs with caregiving responsibilities. For every \$1 invested in flextime, businesses can expect a return between \$1.70 and \$4.34⁶. Additionally, family-friendly workplace policies have been associated with a 10% lower inclination to change jobs and a 1.4%-2.4% increase in productivity⁷.

What Can Your Workplace Do?

Employers may want to consider caregiver support as a critical component to their workforce development strategy. Supporting working caregivers is a broader talent management opportunity, not a one-time change to employee benefits. **There are three potential next steps** that employers may take to support their employees with caregiving responsibilities:

1. **Better understand your caregiving workforce** to establish a baseline and understand how many of your employees are also caregiving (see *Questionnaire 1: Getting to Know the Caregivers in Your Workplace*). The first questionnaire in this toolkit is intended to help employees self-identify as caregivers and aid employers in understanding the current and future prevalence of caregiving within their workforce.
2. **Further understand your employees' needs and identify opportunities to better support them.** This can be achieved through a variety of mechanisms, including but not limited to, a detailed questionnaire (see *Questionnaire 2: Understanding Employee Caregiving Needs*), focus groups, or the creation of an employee affinity group. Once needs are well understood, leadership and human resources can create a targeted action plan to address gaps and opportunities.
3. **Commit to a culture of caring.** It has been proven that a lack of supportive culture leads to low utilization of caregiving supports⁸, meaning that despite needing help, employees do not use workplace benefits or supportive services. When leaders and managers “walk the talk”, they signal to employees that it is okay to talk about caregiving and to take advantage of benefits and supports.

2017 Carers Report: Embracing the Critical Role of Caregivers Around the World

Massachusetts State of Care Survey Results

Every day, unpaid caregivers in Massachusetts give their time and energy to care for loved ones. Resources and support that focus on improving caregivers' health and well-being are often overlooked. The 2019 Massachusetts State of Care Survey questioned 420 unpaid caregivers aged 18-75 in Massachusetts. According to the respondents, the results of this survey are a consequence of their caregiving role and highlight the impact that caring for others has on caregivers' health, finances, employment, and emotional well-being.

[Click Here to download infographic](#)

Survey Highlights

Self-Care



58% of unpaid caregivers surveyed in Massachusetts have feelings of depression.



60% of unpaid caregivers surveyed in Massachusetts don't have time to exercise.



68% of unpaid caregivers surveyed in Massachusetts find it difficult to sleep on a regular basis.



58% of unpaid caregivers surveyed in Massachusetts have gained or lost weight.

Healthcare



58% of unpaid caregivers surveyed in Massachusetts feel that their physical health has suffered.



45% of unpaid caregivers surveyed in Massachusetts often don't have time to book or attend their own medical appointments.



52% of unpaid caregivers surveyed in Massachusetts put the health of the person they're caring for above their own.

Career



27% of unpaid caregivers (ages 26-34) surveyed in Massachusetts feel their career has been negatively affected.



29% of unpaid caregivers surveyed in Massachusetts have had to reduce the hours they work to care for a family member.



41% of unpaid caregivers surveyed in Massachusetts feel that their role as a caregiver has put pressure on their financial situation.



19% of males & 9% of females surveyed in Massachusetts have had to move to live closer to the person they're caring for.

Caregiver Support



84% of unpaid caregivers surveyed in Massachusetts say it would be helpful if a friend, neighbor or family member was to offer them support in their caring role.



44% of males & 33% of females surveyed in Massachusetts feel their role as a caregiver is unrecognized by their local healthcare system.



37% of unpaid caregivers surveyed in Massachusetts feel they get more support from friends/family than the healthcare system.



Join the movement at www.embracingcarers.com

US/NPR/0917/0376b

Embracing Carers™ is supported by Merck KGaA, Darmstadt, Germany, which operates its biopharmaceutical business in the US and Canada as EMD Serono.





part two

Employee Questionnaires

Questionnaire 1: Getting to Know the Caregivers in Your Workplace

Are you, or will you be, a family caregiver?

Almost everyone will be a caregiver at some point in their lives – whether it be for an older parent, a partner diagnosed with a serious illness, or a child living with a disability. Caregiving is meaningful and rewarding, but also comes with many unique challenges.

We are continuously trying to find better ways to support our workforce, and helping caregivers is a top priority. This questionnaire will help us start to learn about you as a caregiver. Please note that all responses are anonymous, and there is no way to identify respondents.

1. In the past 6 months, have you provided any of the following tasks for a family member, child, friend, or other significant individual who requires some level of assistance for daily functioning and excludes routine child care (e.g., attending well visits, driving to school)?

- Driving to doctor appointments or other services
- Assisting with medications (e.g., setup, dosing, daily management)
- Grocery shopping or meal preparation
- Helping with home maintenance or housekeeping tasks
- Assisting with bill payment or money management
- Arranging services (e.g., transportation, healthcare, housekeeping)
- Providing personal care (e.g., feeding, dressing, grooming, toileting)
- Managing dementia or behavioral health needs

If you have answered yes to any one of these, you are a caregiver!

2. If you did not check any boxes in Question 1, do you foresee this changing in the next two to five years?

- Yes No N/A, I checked a box in Question 1

(Skip logic: If “No”, survey ends. If “Yes” or “N/A”, survey continues)

3. Are you, or do you expect to be, a primary caregiver? The primary caregiver is the person with the greatest care responsibilities. This includes providing or coordinating care.

- Yes No

4. For how many individuals do you currently, or expect to, provide care?

- One Two Two Four or more

Skip logic: If the survey respondent answered “Yes” to Question 2, the survey ends after they respond to Questions 3 and 4 with a ‘Thank You’. If the survey respondent answered ‘N/A’, the survey continues.

If you care for more than one person, when answering Questions 5-7, please think of the person for whom you provide the most care.

5. Is the person you are providing care for a:

- Parent or Parent-in-Law Grandparent or Grandparent-in-Law
 Sibling or Sibling-in-Law Friend
 Spouse Neighbor
 Adult Child (18 years and older) Other
 Child (Under 18 years – beyond traditional child care responsibilities)

6. Please select all that apply to your care recipient.

- Alzheimer’s disease, dementia, or memory loss
 Chronic disease and/ or serious illness
 Disability (e.g., with mobility or self-care) and/ or developmental disabilities
 Mental health and/ or behavioral health issues, not related to dementia
 Other, please specify (_____)

7. In a typical week, approximately how many hours of care do you provide for this person?

- 0-7 hours
 8-14 hours
 15-21 hours
 22 hours or more

Please answer the following optional demographic information about yourself. Remember, this survey is anonymous, and there is no way to identify respondents.

8. What is your age?

- Less than 30 years 50 – 59 years
 30 – 39 years 60 – 69 years
 40 – 49 years 70 years and older

9. What is your gender?

- Male Other
 Female Prefer not to specify

10. How do you identify your race/ ethnicity?

- American Indian/ Alaskan Native Native Hawaiian or Pacific Islander
 Asian White
 Black or African American Prefer not to specify
 Hispanic or Latinx

11. What is your current employment situation?

- Full-time (35-40 hours/week)
 Part-time (20 – 34 hours/week)
 Part-time (Less than 20 hours/week)

12. How long have you worked at this employer?

- 1-5 years 6-10 years 11-15 years
 16-20 years 21-25 years 26 years or more

Thank you for taking this questionnaire!

Questionnaire 2: Understanding Employee Caregiving Needs

This brief questionnaire is intended to be a detailed follow-up to Questionnaire 1: Getting to Know the Caregivers in Your Workplace. If you have not yet taken that questionnaire, please click here (insert link) to complete it first.

We are constantly trying to find better ways to support our workforce, and helping caregivers is a top priority. This questionnaire will help us continue to learn about you as a caregiver. Please note that all responses are anonymous, and there is no way to identify respondents.

1. For each of the statements below, choose the response that best describes how you relate to your caregiving activities. Please remember that these results are anonymous.

My caregiving activities have...	Not at All	A Little	Moderately	A Lot	A Great Deal
Resulted in not enough time for myself					
Negatively impacted my social life					
Made me feel “burned out”					
Made me feel anxious					
Caused me to feel useful and needed					
Caused financial hardships or burden					
Strengthened my relationship with my care recipient					
Negatively impacted my relationship with my care recipient					
Resulted in missed hours or days of work					
Caused me to make sacrifices at work (e.g., travel, promotion)					

- **Zarit Burden Interview Scale:** Zarit SH, Reever KE, Bach-Peterson J. Relatives of the impaired elderly: correlates of feelings of burden. *Gerontologist*. 1980;20:649–55.
- **AARP:** <https://assets.aarp.org/www.aarp.org/articles/learn/sidebar/4-quiz.htm>
- **American Cancer Society:** <https://www.cancer.org/treatment/treatments-and-side-effects/emotional-side-effects/distress-checklist-for-caregivers.html>

2. In general, would you say your health (physical, mental and emotional) is:

Poor	Fair	Good	Very Good	Excellent

3. To what extent do you feel that your employer adequately supports you in caring for a family member, child, friend, or other significant individual who requires your assistance for daily functioning through current benefits and services?

Not at All	A Little	Moderately	A Lot	A Great Deal

4. Please select whether you are aware of and/ or have used the following services offered by your employer for caregiving activities. Note this is an exhaustive list of services and it is not expected that your employer provides them all. Check the 'Used' box if you have utilized the service in the past 6 months.

Employer-sponsored services	Aware Of	Used	Unsure
Flexibility & Paid Time Off			
Flexible hours/ scheduling			
Work from home			
Paid leave			
Sick, vacation or personal days			
Personal time off bank			
Care Delivery Services			
Emergency back-up care/ respite			
Onsite or subsidized day care			
Care coordination/ health navigation			
Caregiving digital tools and services (e.g., platform to monitor paid caregivers)			
Health Savings Account or Dependent Care Flexible Savings			
Information, Education & Consultation			
Employee Assistance Program (EAP) and/ or Work-Life Program			
Phone, virtual or in-person consultations with HR or caregiver specialist			
Intranet portal or company webpage to find programs/ services			
Workshops, webinars, brown bag lunches, or after work seminars			
Onsite or virtual consultation and counseling			
Legal or financial advice			
Caregiver Health & Wellness			
Support groups/ networks (e.g., lunch and learns, professional affinity group)			
Stress reduction or self-care programs (e.g., meditation sessions, gym discount)			

5. If you could choose two items from your caregiving support “wish list” to implement in the workplace, what would they be? Please select the top two.

- Expanded leave and paid-time off
- Flexible work arrangements
- Subsidized care management services or tools (e.g., emergency back-up care, adult day care)
- Consultation and planning support
- Stress reduction or self-care activities
- Information and referral to employer-sponsored or external services that might help me
- Support groups or professional networks dedicated to caregiving
- Other (_____)

6. How would you prefer to receive caregiving information? Please select all that apply.

- Employee newsletters/ email
- Online portal
- Lunchtime seminars
- Before or after work seminars
- Onsite support groups
- Individual meetings with a trained professional
- Other (_____)

7. Would you be interested in connecting with other employees who are also caregivers?

- Yes No

8. Choose the option that best describes the workplace culture related to caregiving. Please remember that these results are anonymous.

I feel...	Not at All	A Little	Moderately	A Lot	A Great Deal
Supported by my coworkers					
Supported by my manager/ supervisor					
That my manager/ supervisor understands my situation and helps me manage my work priorities					
That my workplace culture is friendly towards caregivers					
That leadership and top-level management are committed to improving the workplace for caregivers					

9. Do you have any other recommendations or comments? (free text)

Thank you for taking this questionnaire!

A woman with short, wavy white hair and black-rimmed glasses is shown in profile, looking towards the right. She is wearing a light blue button-down shirt. Her hands are raised in a gesturing motion. To her right, the profile of another woman with long, dark hair is visible, looking towards the first woman. The background is a plain, light-colored wall. The entire image has a blue tint.

part three

How Employers Can Support Caregivers in the Workplace

Best Practices and Examples

The following table provides examples of programs and services offered by employers who have taken steps to support caregivers as part of their workforce development strategy.

Method	Example Programs and Services
 <p>Supportive Culture</p>	<ul style="list-style-type: none"> • Visible commitment by leadership and management • Ongoing communication and marketing related to caregiving • Internal research/surveys to understand caregiving needs • Commitment to identify and support family caregivers
 <p>Flexibility & Paid Time Off</p>	<ul style="list-style-type: none"> • Flexible hours/scheduling • Work from home • Paid leave • Sick, vacation or personal days • Personal time off banks
 <p>Care Delivery Services</p>	<ul style="list-style-type: none"> • Emergency back-up care/respite • Onsite or subsidized day care • Care coordination/health navigation • Caregiving digital tools and services • Health Savings Account or Dependent Care Flexible Savings
 <p>Information, Education & Consultation</p>	<ul style="list-style-type: none"> • Employee Assistance Program (EAP) and/or Work-Life Program • Phone consultations with HR or caregiver specialist • Intranet portal or webpage • Workshops, webinars, brown bag lunches, or after work seminars • Onsite or virtual consultation and counseling • Legal or financial advice
 <p>Caregiver Health & Wellness</p>	<ul style="list-style-type: none"> • Support groups/networks, such as lunch and learns and professional affinity groups • Stress reduction or self-care programs

Supportive Culture



Family caregivers want to be understood by their managers and peers. While the workplace welcomes caring for a child, it is not always as inclusive of caring for an older person. Employers should take action to eliminate the stigma that often accompanies caregiving while respecting employee confidentiality.

Research to Understand Employees' Needs: Employers can conduct confidential surveys, focus groups and other information gathering methods to better understand working caregiver needs. This enables employers to design specific programs and services in response to priority areas.

Commitment to Continuous Improvement: Employers can track utilization of specific offerings and measure employee satisfaction levels via survey and/ or focus groups to understand the impact of workplace caregiver policies on employees.

Visible Commitment by Leadership & Management: The executive team and front line managers can “walk the talk”, making efforts to bring awareness to working caregivers and supportive resources, and also celebrating caregivers and removing stigma. An example might include focusing on caregiving as part of quarterly town halls.

Ongoing Communication & Marketing: Employers can tailor communications to increase engagement and utilization of caregiver resources. Effective tactics include providing information on caregiving benefits as part of employee onboarding and educating front-line managers. Communications should also be culturally competent.

Flexibility & Paid Time Off



Family caregivers often request flexibility at work, especially related to scheduling, taking time off, juggling caregiving and work tasks, and working from home.

Flexible Work Arrangements: Employers can offer multiple types of flexibility, including flexible workweeks, flexible schedules, and flexible place (i.e., telecommuting).

Paid Time Off (PTO) & Extended Leave: Employers can increase the number of days/ weeks of PTO for family caregivers, and also extend eligibility beyond the employee’s immediate family, acknowledging that care recipients may include in-laws, aunts, uncles, cousins and close friends. Employers can also provide administrative support for filling out family and medical leave paperwork.

Care Delivery Services



Family caregivers require tools and services to plan for, provide and manage care during work hours.

Emergency Backup Care: Employers can offer a set amount of paid days/ hours of emergency backup care to help employees remain at work when plans for their care recipient fall through.

Onsite Child and Adult Day Care: Employers can offer onsite child and adult day care so that caregivers can have their loved ones close by while at work.

Care Delivery Services cont.

Care Coordination/Health Navigator: Employers can provide resources, such as care coordinators or health navigators, to help caregivers manage the complex web of health and social services; specific tasks might include help finding doctors, scheduling appointments, arranging transportation, and resolving benefits issues.

Caregiving Digital Tools: There are a wide range of apps and other tools that employees can use to better manage their caregiving responsibilities, including platforms to select and monitor paid caregivers and apps to tap into social networks that can assist with tasks.

Information, Education & Consultation



Family caregivers often need help finding, researching and vetting supportive services, which can be extremely stressful and time consuming. They may also require resources to learn about common issues that may impact them or their loved one.

Information & Referral Resources: Employers can facilitate information and referral via Employee Assistance Programs (EAP), an intranet portal, and/ or phone consultation (e.g., 24/7 hotline).

Workshops, Webinars, Brown Bag Lunches or After Work Seminars: Employers can promote education and awareness of resources through presentations by the HR department or experts in the community.

Onsite or Virtual Consultation: Employers can provide access to caregiver specialists and/ or counselors to evaluate needs, advise on options, provide referrals, and offer appropriate emotional support.

Legal or Financial Advice: Employers can provide access to licensed legal and/ or financial professionals to engage working caregivers/ care recipients in one-on-one sessions.

Caregiver Health & Wellness



Though caregiving can be one of the most fulfilling experiences in one's life, many caregivers also experience stress, fatigue and depression as a result of their responsibilities. It is thus critical for working caregivers to know that they are not alone and to receive services that positively impact their physical and mental wellbeing.

Caregiver Support Groups/ Networks: Employers can facilitate lunch and learns, host a mediated peer to peer support group, and/ or create a professional network specifically focused on caregiving; these forums should be safe spaces for caregivers to benefit from the shared experiences amongst each other.

Stress Reduction Programs: Employers can offer in-house programs or discounts for activities such as yoga, meditation, massage, fitness classes, and other self-care methods.

Additional Resources

There are many additional resources for employers and employees, including but not limited to the following:

Supporting Caregivers in the Workplace: A Practical Guide for Employers by AARP and the Northeast Business Group on Health. https://nebgh.org/wp-content/uploads/2017/11/NEBGH-Caregiving_Practical-Guide-FINAL.pdf

Prepare to Care: A Caregiving Planning Guide for Families by AARP. <https://www.aarp.org/caregiving/prepare-to-care-planning-guide/>

Supporting Working Caregivers: Case Studies of Promising Practices by AARP and Respect a Caregiver's Time (ReACT). <https://respectcaregivers.org/wp-content/uploads/2017/05/AARP-ReAct-MASTER-web.pdf>

The Caring Company: How Employers Can Cut Costs and Boost Productivity By Helping Employees Manage Caregiving Needs by Harvard Business School: Managing the Future of Work. <https://www.hbs.edu/managing-the-future-of-work/research/Pages/the-caring-company.aspx>

Case Study: How EMD Serono Supports Working Caregivers

EMD Serono recognizes that many of its own employees are caregivers. To this end, Embracing Carers™ and Healthy Women, Healthy Economies both address the unique impacts of work, family, and caregiving. Through an iterative learning and implementation process, the company conducted an internal survey to better understand the needs of its employees, gathered insights from leaders in the external caregiver community, and conducted an analysis of internal offerings. This effort led the company to build a US Embracing Carers Employee Resource Group, which offers the following for caregivers:



Embracing Carers Employee Resource Group (ERG):

The Employee Resource Group will serve as a forum to offer resources and support to caregivers.



Clinical Hours:

Since not all caregivers may want to participate in a group conversation or some may want 1:1 support, EMD Serono offers monthly clinical support hours to employees in-person at the US headquarters or via telephone. This confidential clinical support is facilitated through the Employee Assistance Program.



Caregiver Benefits Guide:

Many benefits offered to all employees are uniquely helpful to caregivers, but amidst the time-consuming balance of work and caregiving, employees may not be aware of what is available. By publishing a caregiving support guide, EMD Serono clearly details how benefits can be maximized for caregivers.



Peer to Peer Support:

Through in-person support sessions facilitated by the Employee Assistance Program, EMD Serono employees are able to connect monthly to other caregivers for discussion, support and best-practice sharing.



Education & Resources:

Caregiving challenges shift and change as care progresses, so to help provide information for caregivers, EMD Serono holds monthly educational seminars discussing everything from mindfulness to caring for an elder.



Patient Advocacy Resource Development:

Through collaboration with patient advocacy organizations like the American Cancer Society and Can Do MS, EMD Serono supports the development of disease-specific caregiver training videos and support groups.

part four

**Resources to Support
Family Caregivers**



Massachusetts State Resources to Support Family Caregivers



Commonwealth of Massachusetts Resources to Support Family Caregivers

<https://www.mass.gov/topics/caregiving>

Massachusetts Family Caregiver Support Program

This program matches family caregivers with a trained Caregiver Specialist to develop a care plan, including local resources, tools, and programs to help with caregiving responsibilities.

Website: [mass.gov/family-caregiver-support-program](https://www.mass.gov/family-caregiver-support-program)

Telephone: 1 (844) 422-6277 (ask to speak with a local Caregiver Specialist)

MassOptions

This free resource provides individuals with access to the statewide network of long term services and supports. Trained specialists at MassOptions provide referrals that best fit your individual needs, by phone or online chat seven days a week.

Website: massoptions.org

Telephone: 1 (844) 422-6277

Caregiver Training Programs

Both Powerful Tools for Caregivers and Savvy Caregiver Training are evidence-based classes that offer invaluable information and education to help family caregivers.

Website: [mass.gov/news/training-program-for-families-caring-for-individuals-living-with-dementia](https://www.mass.gov/news/training-program-for-families-caring-for-individuals-living-with-dementia)

Dementia Friendly Massachusetts

Dementia Friendly Massachusetts is a grassroots movement to make our state “dementia friendly.” In dementia friendly communities, people with dementia feel safe and supported. There are many ways you can help.

Website: [mass.gov/dementia-friendly-Massachusetts](https://www.mass.gov/dementia-friendly-Massachusetts)

Thank you for all you do as a caregiver for the people in your life!

Call 1-844-422-6277, the aging and disability information line, toll-free, for more assistance.

Services for Children and Youth with Special Health Needs

The Division for Children & Youth with Special Health Needs (DCYSHN) at the Massachusetts Department of Public Health works with families, providers, and others to support children and youth with special health needs ages birth to 22 and their families.

Website: [mass.gov/services-for-children-and-youth-with-special-health-needs](https://www.mass.gov/services-for-children-and-youth-with-special-health-needs)

Telephone: 1 (800) 882-1435

Department of Mental Health Child, Youth, and Family Services

The Department of Mental Health’s (DMH) Division of Child, Youth and Family Services provide a variety of supports to Massachusetts youth living with mental illness and their families.

Website: [mass.gov/department-of-mental-health-child-youth-and-family-services-under-19](https://www.mass.gov/department-of-mental-health-child-youth-and-family-services-under-19)

Department of Developmental Disabilities Family Support

The Department of Developmental Disabilities offers programs that provide information, assistance, and an array of supportive services to families living with children or adults with a developmental disability.

Website: [mass.gov/dds-family-support](https://www.mass.gov/dds-family-support)

MassHealth for Seniors and People who need Long-Term-Care Services

MassHealth may provide health and dental care for people who are age 65 and older and individuals who need long-term-care services. MassHealth offers long-term-care services at either a medical institution or in your home.

Website: [mass.gov/masshealth-for-seniors-and-people-who-need-long-term-care-services](https://www.mass.gov/masshealth-for-seniors-and-people-who-need-long-term-care-services)

Telephone: 1 (800) 841-2900

Endnotes

- ¹ AARP. *How Employers Can Support Working Caregivers* (2013)
- ² SCAN Foundation. *Do You Give a Care?* (2018)
- ³ National Alliance for Caregiving and AARP Public Policy Institute *Caregiving in the US* (2015)
- ⁴ MetLife Mature Market Group, National Alliance for Caregiving, and The University of Pittsburgh Institute on Aging (2010)
- ⁵ Assuming an average annual single health premium cost of \$7,200 in Massachusetts and an estimated 612,500 caregivers for older loved ones living in Massachusetts
- ⁶ AARP & ReACT *Determine the Return on Investment: Supportive Policies for Employee Caregivers* (2016)
- ⁷ AARP & ReACT *Supporting Working Caregivers: Case Studies of Promising Practices* (2017)
- ⁸ Harvard Business School. *The Caring Company* (2019)