

TOPLINE REPORT
Securian Caregiver Survey
March 1, 2018

INTRODUCTION & METHODOLOGY

Document Overview

This memo outlines the topline results for Securian’s 2018 caregiver research, which focuses on determining the difficulties facing caregivers, as well as perceptions and opinions surrounding long-term care insurance. This document contains an overview of key findings and topline data for all survey questions.

Methodology

This online survey was conducted among 816 caregivers age 18+ from Wednesday, February 14, 2018 – Wednesday, February 21, 2018. Age, gender, and region quotas were put into place to ensure the sample and data was representative of the national caregiver population.

KEY FINDINGS

The majority of caregivers (60%) spend more than 10 hours per week caring for a family member, and about one in four (29%) spend more than 20 hours a week caregiving.

- Those who spend the most amount of time caregiving (more than 20 hours/week) tend to be older, not currently working, and not parenting children in their household.
- Women (32%) are also more likely than men (26%) to spend more than 20 hours each week on caregiver duties.

Most caregivers (55%) characterize their role as “supportive,” but one-third also indicate more negative feelings of being “concerned” (33%) or “overwhelmed” (32%) in their role as caregiver.

- Slightly more caregivers feel “honored” (30%) to care for their family member than “obligated” (28%).
- Those who spend fewer hours each week caregiving are more likely than those who spend more than 15 hours/week on their caregiver duties to associate their role with positive emotions like “supportive” and “honored.” Conversely, those who spend more of their time caregiving are more likely to feel “concerned” or “overwhelmed.”

Caregivers find it most difficult to maintain emotional stability (60%) and finding a healthy balance between time spent caregiving and time spent with other members of their immediate family (56%).

- Keeping up with day-to-day tasks (54%) and maintaining financial well-being (52%) are also difficult for caregivers, with one in six caregivers (17%) saying it is “*very difficult*” for them to sustain financial well-being.
- Caregivers have less difficulty maintaining their physical health, though nearly one-half (45%) of caregivers found it difficult to do so.
- Those who spend the most time caregiving (more than 20 hours/week) find it more difficult to maintain each of the various life aspects than their counterparts do – reporting a difficulty rate 5-9% higher than the average across each life aspect.

Half of those who held jobs at the time they became a caregiver say their caregiving duties affected their job performance – the most common impact was causing them to take days off from work (41%).

- In addition to having to take days off, more than one-fifth (22%) of caregivers say that their hours or responsibilities at work were reduced due to their caregiving duties.
- Moreover, 15% of employed caregivers had to take a leave of absence from work, and 12% said they quit working altogether because of their caregiving responsibilities.
- Those with children at home, millennials and those who spend the most time caregiving (more than 20 hours/week) are more likely to say that their job performance was affected after they took on a role as caregiver.

Nearly 8 in 10 caregivers (79%) have had positive experiences as a caregiver that have been personally fulfilling or have strengthened their family relationships, and three-fourths have made plans for their future care because of their experiences.

- Only about three in ten (29%) caregivers say they did not have the knowledge and resources to support the person they provide care for throughout their time as a caregiver.
- However, seven in ten (70%) say they have regularly experienced stress and anxiety in their role as a caregiver.
- Those who spend the most time caregiving (more than 20 hours/week) experience the broadest range of emotions: they are the most likely group to say they have had positive experiences as a caregiver (82%), but also the most likely to report regularly having stress and anxiety because of their role (78%).

Forty three percent of caregivers say the person they are caring for has long-term care insurance, while 48% say they do not, and another 8% are unsure.

- Those who care for a family member for more than 20 hours/week are the least likely (34%) to say that the person they care for has long-term care insurance, while the rate is relatively even (between 44% and 49%) among those who spend 0-20 hours per week caregiving.
- Millennials (61%) are more likely than both Gen X (46%) and Baby Boomers (29%) to be caring for family members who have long-term care insurance.

The overwhelming majority of caregivers (86%) are satisfied with the benefits associated with their family member's long-term care insurance, though about one-third say the insurance doesn't cover the things they think it should (37%) and doesn't cover their own expenses as a non-compensated caregiver (28%).

- Satisfaction with long-term care benefits is widespread across all caregivers, though women are slightly more dissatisfied (17%) with the insurance benefits than male caregivers are (10%).
- Rising premiums (25%) and excessive paperwork (24%) are also cited as challenges associated with long-term care insurance by about one in four caregivers, but complicated benefits or benefit changes do not seem to be much of a roadblock for caregivers (16% each).

Cost is the number one reason why people have not purchased long-term care insurance.

- Half of caregivers (50%) say long-term care products are "too expensive" for the person they provide care for, while another 10% say they didn't think it was a worthwhile investment.
- Awareness is less of an issue, with just 13% of caregivers pointing to a lack of knowledge about the product as the main reason their family member does not have long-term care insurance.
- Just 7% point to a complicated or unclear benefit structure as the main deterrent to purchasing insurance, and another 19% say they do not know why their family member does not have insurance.

SCREENER QUESTION

Do you currently provide, or have you provided, assistance to a parent, in-law or spouse who is aging, or has a disability or chronic disease, for which you are not financially compensated? This help can include assistance with health or personal needs, household chores, and transportation. It might also include taking care of their finances and arranging for outside services.

n=816 Q1	
Yes	100%
No	-
Don't know	-

BACKGROUND & DIFFICULTIES QUESTIONS

In your best estimate, how many hours per week, on average, do/did you dedicate to the care of this person's well-being?

n=816 Q2	
0-5 hours per week	15%
6-10 hours per week	24%
11-15 hours per week	17%
16-20 hours per week	14%
21+ hours per week	29%

From the emotions below, please choose the two emotions that best describe how you feel about your role as caregiver.

n=816 Q3	
Supportive	55%
Concerned	33%
Overwhelmed	32%
Honored	30%
Obligated	28%
Sympathetic	22%

How difficult has it been to maintain each of the following areas of your own life while acting as a caregiver?

n=816 Q4 Ranked by % Difficult	TOTAL DIFFICULT	TOTAL NOT DIFFICULT	Very difficult	Somewhat difficult	Not too difficult	Not at all difficult
Emotional stability	60%	40%	15%	45%	28%	12%
Balance between caregiving and relationship time with spouse/kids/immediate family	56%	44%	16%	39%	31%	14%
Day-to-day tasks like housework, grocery shopping, preparing meals, car maintenance, etc.	54%	46%	12%	42%	33%	13%
Financial well-being	52%	48%	17%	35%	31%	17%
Physical health	45%	55%	9%	36%	38%	16%

At the time you became a caregiver, were you employed?

n=816 Q5	
Yes	69%
No	31%

Did your additional responsibilities as a caregiver impact your job performance?

(REDUCED BASE: Asked only of those who answered "Yes" to Q5).

n=563 Q6	
Yes	50%
No	50%

How did your additional responsibilities as a caregiver impact your job or job performance? Please select all that apply.

(REDUCED BASE: Asked only of those who answered “Yes” to Q5).

n=563 Q7	
I took days off from work	41%
My job responsibilities and/or hours were reduced	22%
I took a leave of absence from work	15%
I quit work altogether	12%
I was passed over for/didn't take a career opportunity	8%
I was released from or fired by my employer	4%
None of the above	25%

Please indicate whether you agree or disagree with the following statements regarding your role as a caregiver.

n=816 Q8 Ranked by % Agree	TOTAL AGREE	TOTAL DISAGREE	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
I have had positive experiences as a caregiver that I have found personally fulfilling and/or helpful in building stronger relationships with my family.	79%	21%	32%	47%	15%	6%
My role as a caregiver influenced me in a way that I have altered/made my own plans for the future should I need care.	75%	25%	26%	49%	19%	6%
Throughout my role as a caregiver, I have had the knowledge and resources needed to provide support to the person I am providing care for.	71%	29%	23%	49%	20%	9%
I have regularly experienced stress and anxiety as a caregiver.	70%	30%	29%	41%	20%	10%

INSURANCE QUESTIONS

Does the person you are providing care for have individual long-term care insurance (not including benefits received through government programs, such as Medicare)?

n=816 Q9	
Yes	43%
No	48%
Don't know	8%

How satisfied have you been with their current long-term care benefits?

(REDUCED BASE: Asked only of those who answered "Yes" to Q9).

n=352 Q10	
TOTAL SATISFIED	86%
TOTAL DISSATISFIED	14%
Very satisfied	37%
Somewhat satisfied	49%
Somewhat dissatisfied	11%
Very dissatisfied	3%

What challenges have you experienced with their long-term care insurance, either prior to receiving benefits or after? Please select all that apply.

(REDUCED BASE: Asked only of those who answered “Yes” to Q9).

n=352 Q11	
The insurance doesn’t cover the things I think it should.	37%
Benefits don’t cover the expenses I incur as a non-compensated caregiver.	28%
The premiums keep rising and we have to pay more.	25%
Too much paperwork needed to receive benefits.	24%
The insurer has changed the benefits, resulting in less being available.	16%
Benefits are too complicated, I don’t understand them.	16%
None of the above	18%

Which of the following best describes why the person you are providing care for doesn’t have long-term care insurance?

(REDUCED BASE: Asked only of those who answered “No” to Q9).

n=395 Q12	
Too expensive	50%
Unaware of product, no one talked to us/them about it	13%
Didn’t think it was a worthwhile investment	10%
Too complicated, didn’t understand what it actually would cover	7%
Don’t know	19%

DEMOGRAPHIC QUESTIONS

In what year were you born?

(Answers recoded to determine age.)

n=816 D1	
AGE CATEGORIES	% OF SAMPLE
MILLENNIAL (18 - 34)	20%
GEN X (35 - 54)	46%
BABY BOOMERS+ (55+)	34%
18 - 24	6%
25 - 34	15%
35 - 44	27%
45 - 54	19%
55 - 64	18%
65+	16%

Please select your gender.

n=816 D2	
GENDER	% OF SAMPLE
Male	42%
Female	58%

Which state do you live in?

(Answers recoded to determine Census region.)

n=816 D3	
REGIONS	% OF SAMPLE
Northeast	19%
Midwest	22%
South	37%
West	23%

Which of the following categories includes your highest level of education?

n=816 D4	
EDUCATION LEVEL	% OF SAMPLE
HIGH SCHOOL OR LESS	22%
SOME COLLEGE	36%
COLLEGE +	42%
Some high school	3%
Graduated high school	19%
Trade, vocational, or technical school	6%
Some college or 2-year degree	29%
Graduated college	31%
Post-graduate degree	11%

Do you have children under the age of 18 living in your home?

n=816 D5	
PARENTS WITH CHILDREN	% OF SAMPLE
Yes	45%
No	55%

Are you of Hispanic or Latino background – such as Mexican, Puerto Rican, Cuban, or another Latin American background? Which of the following categories best describes your race or ethnicity?

n=816 D6 & D7	
RACE / ETHNICITY	% OF SAMPLE
White	72%
Hispanic or Latino	13%
Black or African American	8%
Asian	5%
Native Indian or Alaskan Native	1%
Native Hawaiian or other Pacific Islander	-
Other	1%

For statistical purposes only, please select which of the following categories best describes your total household income for 2017 before taxes, including everyone in your household?

n=816 D8	
INCOME LEVEL	% OF SAMPLE
Less than \$35,000	26%
\$35,000 to less than \$50,000	19%
\$50,000 to less than \$75,000	19%
\$75,000 to less than \$100,000	16%
\$100,000 to less than \$150,000	10%
\$150,000 to less than \$200,000	3%
\$200,000 or higher	3%
Don't know/Prefer not to say	4%