

Family Caregivers Matter

THEY ARE THE BACKBONE OF
AMERICA'S HEALTH CARE SYSTEM
AND NEED OUR SUPPORT

"As the population of older adults and people with disabilities grows and the need for supports and services to sustain their independence and well-being increases, government spending on long-term care will become unsustainable without the contributions of family caregivers. Timely action to strengthen the national infrastructure of policies, structures, and systems to ensure sustainability by supporting family caregivers today and in future decades, cannot be overstated."

- RAISE Family Caregivers Act Initial Report to Congress

MEET THE CAREGIVER NATION. THE COMMITTED INDIVIDUALS WHO STEP UP TO CARE FOR THEIR LOVED ONES AT HOME.



53 million
strong ¹



\$470 billion+
in unpaid care annually¹



Spend 23.7 hours
caring each week ¹



Dolores, cared for by her daughter Juanita, a Seniorlink family since 2011.

The Value of Family Caregivers

Without family-provided help, the economic cost to the U.S. health and long term services and supports (LTSS) systems would skyrocket. ²

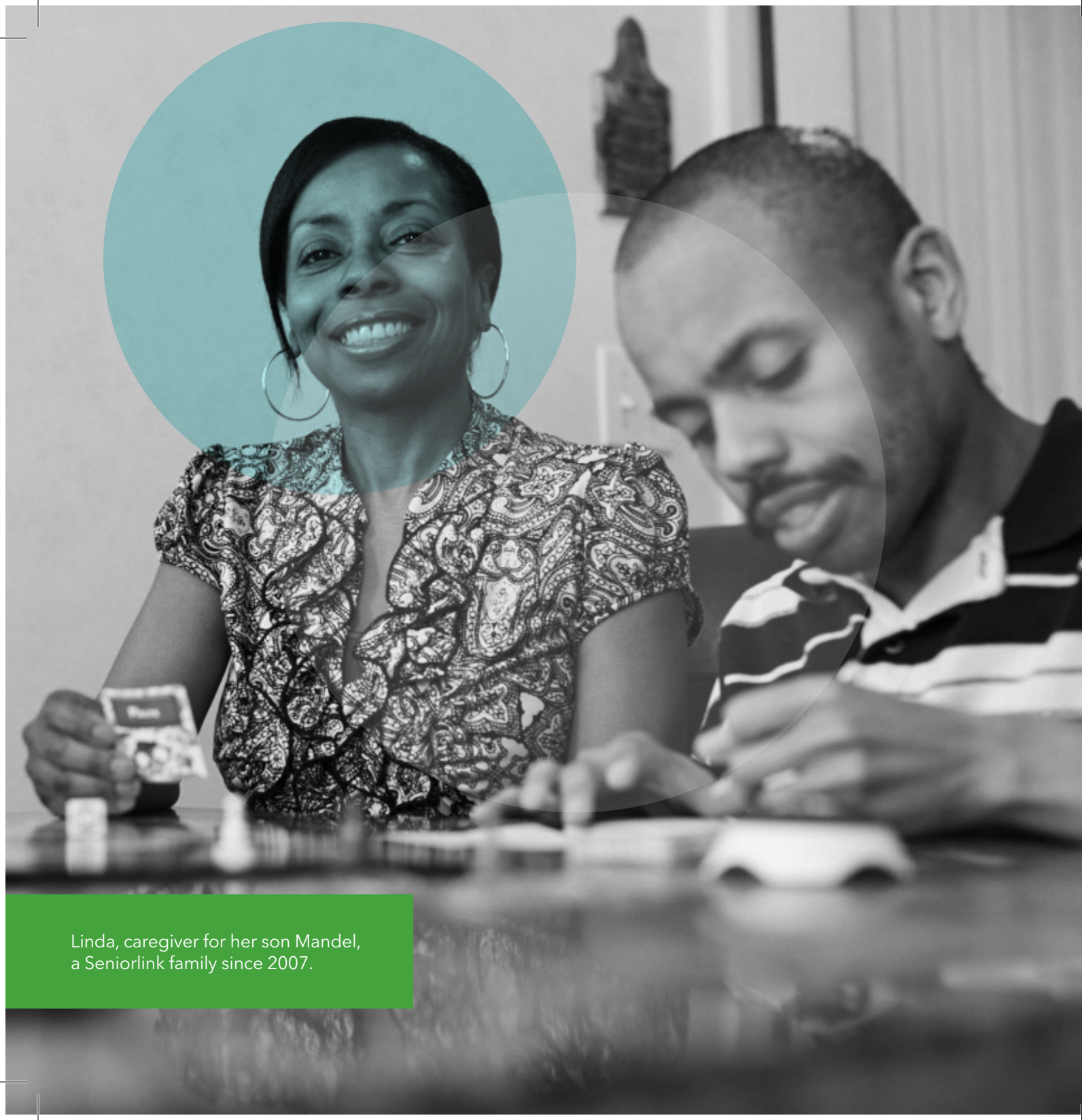
- Informal caregiving accounts for approximately 30 billion hours of care annually ³
- Family caregivers are responsible for producing 80% of the total estimated economic value of community-based long-term services and supports for older adults ⁴
- Family caregiver involvement decreases emergency room visits and hospital utilization ⁵

According to research from the National Bureau of Economic Research, family caregiver involvement leads to:



"Experts have described family caregivers as an 'invisible isolated army' carrying out increasingly complicated tasks and experiencing challenges and frustrations without adequate recognition, support or guidance and at great personal cost."

- AARP Public Policy Institute



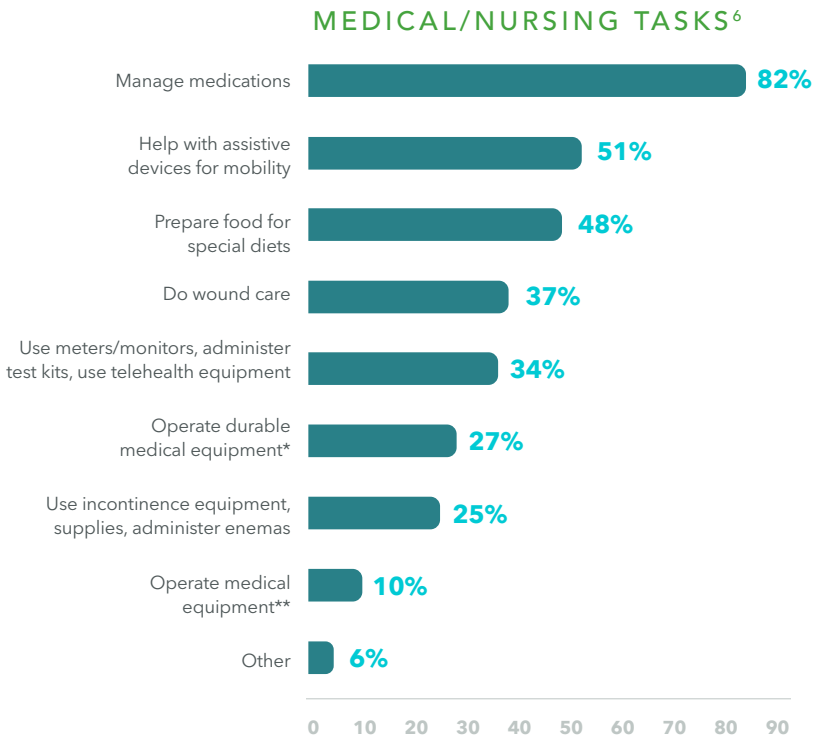
Linda, caregiver for her son Mandel, a Seniorlink family since 2007.

The Role Family Caregivers Play

Family caregiving today is more complex, costly, stressful, and demanding than ever before. Caregivers don't just care for physical conditions like wounds; they care for dementia and other cognitive impairment disorders. ⁶

58.0%
of family caregivers performed medical and nursing tasks for care recipients with multiple chronic physical and cognitive conditions

50.1%
of family caregivers who perform medical and nursing tasks serve as care coordinators for chronically ill family members. More than half of these caregivers also monitor their family member's mental health and related behavior of those who do, almost half find it to be stressful or extremely stressful. ⁶



“On average, family involvement in home care is a substitute to hospital care.”
– National Bureau of Economic Research

* Hospital beds, lifts, wheelchairs, scooters, toilet or bath chairs, geri-chairs. ** Medical ventilators, oxygen, tube feeding equipment, home dialysis equipment, suctioning equipment. Note: columns do not sum to 100% because correspondents could select multiple options.



Vera, caregiver for her mother Evelyn, a Seniorlink family since 2016.

The Support Family Caregivers Need

Family caregivers often feel invisible, isolated, and unprepared for the tasks they are expected to perform, and caregiving—especially when it involves an intensive commitment over the long term—carries significant costs.

- Family caregivers spend 4.6 years on average as a caregiver
- They have higher rates of depressive symptoms, anxiety, stress, and emotional difficulties
- Research has shown that education and skills training can improve caregiver confidence in managing daily care challenges; caregiver skill building and environmental modifications can improve quality of life for family caregivers and care recipients

“THE OLDER POPULATION OF THE U.S. IS SKYROCKETING, WITH THE NUMBER OF SENIORS EXPECTED TO APPROXIMATELY DOUBLE IN THE NEXT FEW DECADES – WHILE THE POPULATION OVER 85 NEARLY TRIPLES.” ⁷

“In too many cases, people just learn this stuff by themselves and that’s really kind of dangerous.”

- John Schall, CEO of the Caregiver Action Network

How Seniorlink Supports Family Caregivers

WHAT WE BELIEVE

Our mission at Seniorlink is to empower family caregivers with the support and resources to provide the highest quality of care for their loved ones at home. With more than 53 million family caregivers in the United States delivering over \$470 billion in unpaid care each year, we firmly believe it's time for the broader healthcare industry to recognize the value of these silent heroes and support them in their roles. The COVID-19 pandemic shined a light on the value of family caregivers. In homes across the country, family caregivers worked night and day to care for their loved ones. During this period, so many individuals became family caregivers for the first time. As value-based care becomes more of the standard for healthcare across the country, providers and payers should consider engaging and activating family caregivers in order to influence outcomes and realize cost savings.

"In managed LTSS programs, MCOs have significant flexibility to strengthen natural supports. States can create requirements and/or financial incentives for MCOs to assess the needs of family caregivers and provide support that responds to those needs, like caregiver training, peer support, respite care, mental health services, or even pay for caregiving".

- Medicaid Forward: Long-Term Services and Supports, National Association of Medicaid Directors - Fall 2021

ABOUT SENIORLINK

Seniorlink is a tech-enabled care management company dedicated to empowering family caregivers to care for their loved ones at home. Since 2000, Seniorlink has served over 15,000 families across the United States. By combining collaboration technology, evidence-based clinical protocols, and the human touch of dedicated care teams, our solutions improve engagement and satisfaction among caregivers and family members, while lowering costs for risk-bearing provider and payer organizations. Seniorlink's vision is to use its proven solutions to mobilize and empower the nation's 53 million family caregivers, turning them into valued members of a care team.

A study that assessed overall impact on outcomes of our home-based care model found a 75% reduction in the rate of falls, a 40% reduction in hospitalizations, a 32% reduction in ER visits and overall cost savings of \$2,800 per complex customer per year when compared to a similar cohort. Seniorlink also leads the country in advancements in delivering high quality care: Seniorlink's Caregiver Homes Network was the first in the nation to receive accreditation for Case Management with Long Term Services and Supports (LTSS) Distinction by the National Committee for Quality Assurance (NCQA).

In September 2021, the Recognize, Assist, Include, Support, and Engage (RAISE) Family Caregiving Advisory Council delivered its initial report to Congress.⁸ This report included a comprehensive review of the current state of family caregiving and 26 recommendations for how the federal government, states, tribes, territories, and communities – in partnership with the private sector – can better Recognize, Assist, Include, Support, and Engage family caregivers. Family caregivers are the backbone of our nation's healthcare system. All stakeholders across the healthcare ecosystem should consider how they can do more to value, support and engage this selfless workforce of 53 million. Now is the time to expand the national conversation on caregiving and continue to bring together key stakeholders to engage family caregivers so they can get access to the supports and services they so desperately deserve.



Learn more at [Seniorlink.com](https://www.seniorlink.com)

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