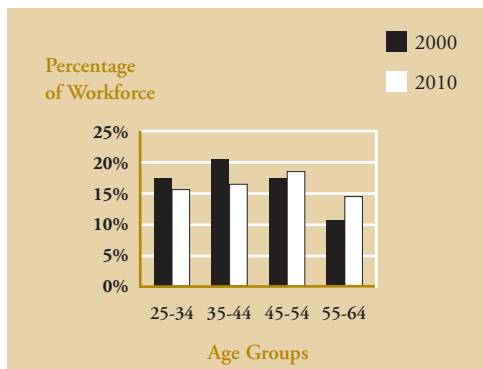


The Changing Workforce

New Human Resources Challenges

The workforce is aging. By 2010, the Bureau of Labor Statistics projects that the percentage of workers between 45 and 64 years of age will have risen from 29 percent to a significant 34 percent. Many of these employees are juggling job responsibilities with caring for elderly relatives. As their numbers increase, complex issues associated with long-term care, eldercare and disability care will increasingly affect workplace productivity.



Human Resources professionals who thoroughly understand these issues will be able to offer solutions to keep employee caregivers engaged and contributing productively to business objectives. Earning the LTCGS® (Long-Term Care Group Specialist®) certification is the one sure route to comprehensive knowledge of caregiving issues that will affect workforce strategy for years to come.

Eldercare: Costly for Both Employers and Employees

According to a study by MetLife and the National Alliance of Caregivers, elder caregiving activities cost employers an estimated **\$29 billion a year in lost productivity**. These costs include:¹

- Replacing employees who quit to care for an elderly relative
- Absenteeism
- Presenteeism
- Workday Interruptions
- Eldercare Crises
- Supervisor's Time

The costs don't end with the employer's lost productivity, however. According to a 2001 study by AARP, employee caregivers also paid a high price in lost earnings and career advancement:

- Eleven percent took a leave of absence
- Three percent of employee caregivers turned down a promotion
- Seven percent decreased their work hours
- Ten percent took early retirement or quit their jobs²

Clearly, employers will need strategies to reduce the effects of caregiving on workers and on the company's bottom line.



1 MetLife and National Alliance of Caregivers, *Employer Costs for Working Caregivers*, 1997.

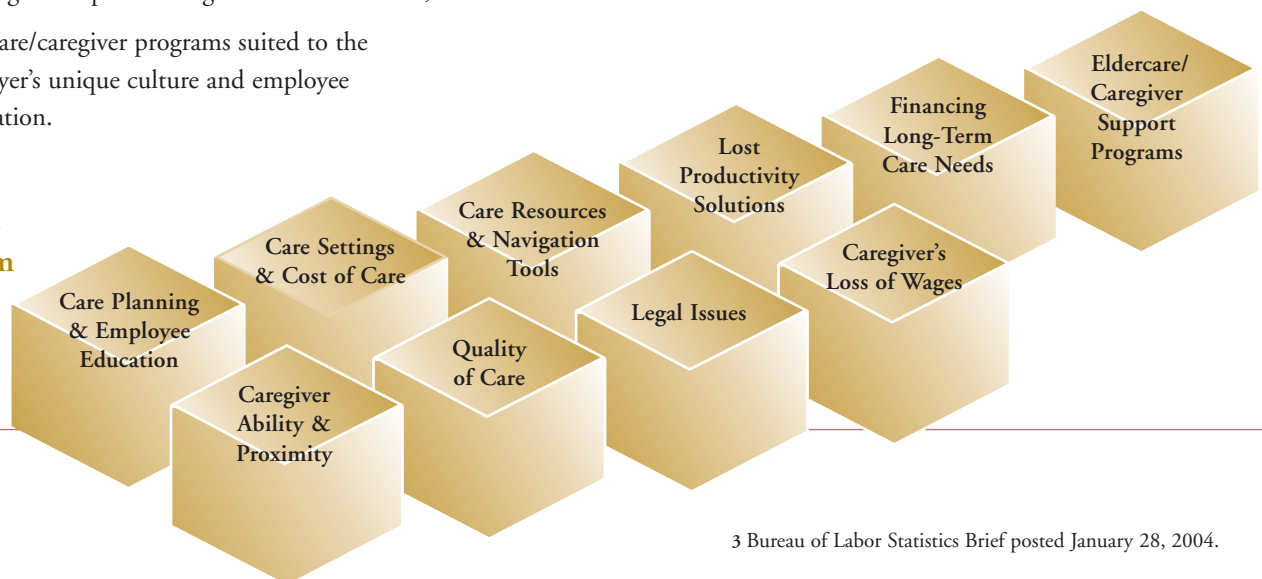
2 Cited in National Council on the Aging Presentation, *The Quiet Problem at Work: Business and Community Solutions for Employee Caregivers*, 2004.

Understanding the Long-Term Care Continuum: Foundation for Well-Suited Strategies

Creating effective solutions for employee caregivers demands a solid understanding of the many separate but interrelated caregiving issues. CareQuest University refers to this complex set of issues as “the long-term care continuum.” It includes:

- An individual’s unique needs for long-term care – immediately for an elderly relative or for future care planning;
- A caregiver’s ability and proximity to the care recipient;
- Appropriate care settings and providers, which may change repeatedly;
- Quality of care;
- Resources ranging from specialized facilities and community resources to transportation, pet sitting and housekeeping services for those receiving care at home;
- Legal issues;
- Reducing an employer’s costs due to lost productivity;
- An employee caregiver’s loss of wages, social security, pension and savings;
- Financing for long-term care, including reverse mortgages and private long-term care insurance;
- Eldercare/caregiver programs suited to the employer’s unique culture and employee population.

The Long-Term Care Continuum



LTCGS®: Providing the Knowledge to Lead

The LTCGS® curriculum covers the entire long-term care continuum and provides the in-depth knowledge to create effective workplace solutions. The program will give you:

- **Comprehensive study of all aspects of long-term care, eldercare and disability care** – Course topics include Eldercare, Caregiving and Family Issues, Workplace Productivity Issues and Solutions, Geriatrics, Care Services and Facility Admissions, Care Terminology, Aging and Social Services, Care Management, Financial Planning for Care, Medicare and Medicaid, Communicating Effectively to Employees and over 30 other topics.
- **The how and why of pricing, structure, regulation and design of long-term care insurance** – Long-term care insurance is currently offered as an employee benefit to 19 percent of all workers in large establishments³ and is steadily gaining prominence as employers seek ways to retain workers over age 45. You will gain the knowledge to understand thoroughly the plan features, options and rates presented by insurers, benefit brokers or consultants.