

Safe Harbor Caregiver Survey

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Objective



- 2009 Annual Care Survey of participants in the Safe Harbor Program indicated some Family areas of concern
- To address these, Navy Safe Harbor requested a separate Family Member Survey in addition to the Annual Sailor Survey
- Survey questions developed with Safe Harbor Program Managers
- Administered for first time in 2010

Survey Methodology



- Participants were sent an invitation letter inviting enrollee and a family member (caregiver) to participate in the survey
- This introductory letter told recipients, if they wanted to participate in the survey, to use a link to a website which connected to the survey
- Reminder letters and emails were sent after the first invitation

Survey Sections



- Demographics
- Services used and needed
- Customer satisfaction with services
- Use of related programs
- Suggestions for program improvement

Survey Administration/Response Rates

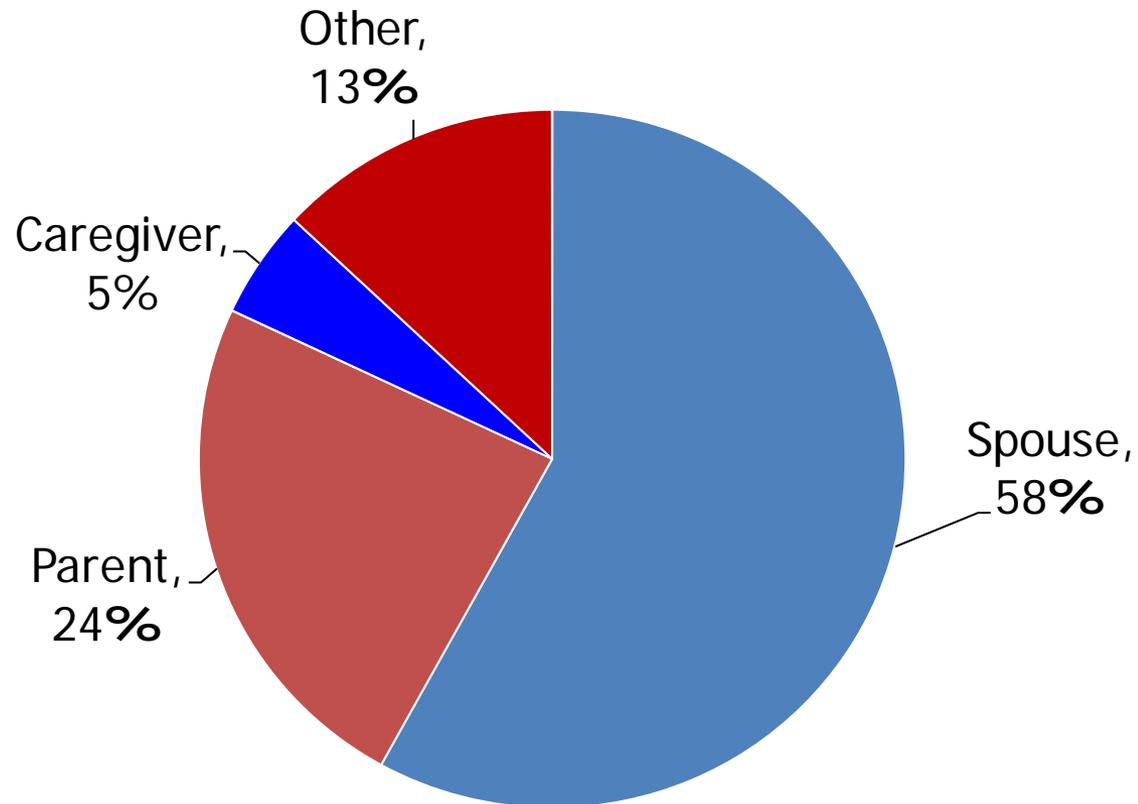
Start date: 10 January 2012
End date: 23 May 2012

Mailed Sample:	763
Returned to Sender/Refused:	122
Eligible Sample:	641
Eligible Returns-Caregiver	42
Response Rate	7%

Response rate on 2010 Family Survey was 12%. Use of term "Caregiver" in current survey may have caused some confusion.

Demographics/Background

Demographics – Survey Respondents



Demographics – Survey Respondents

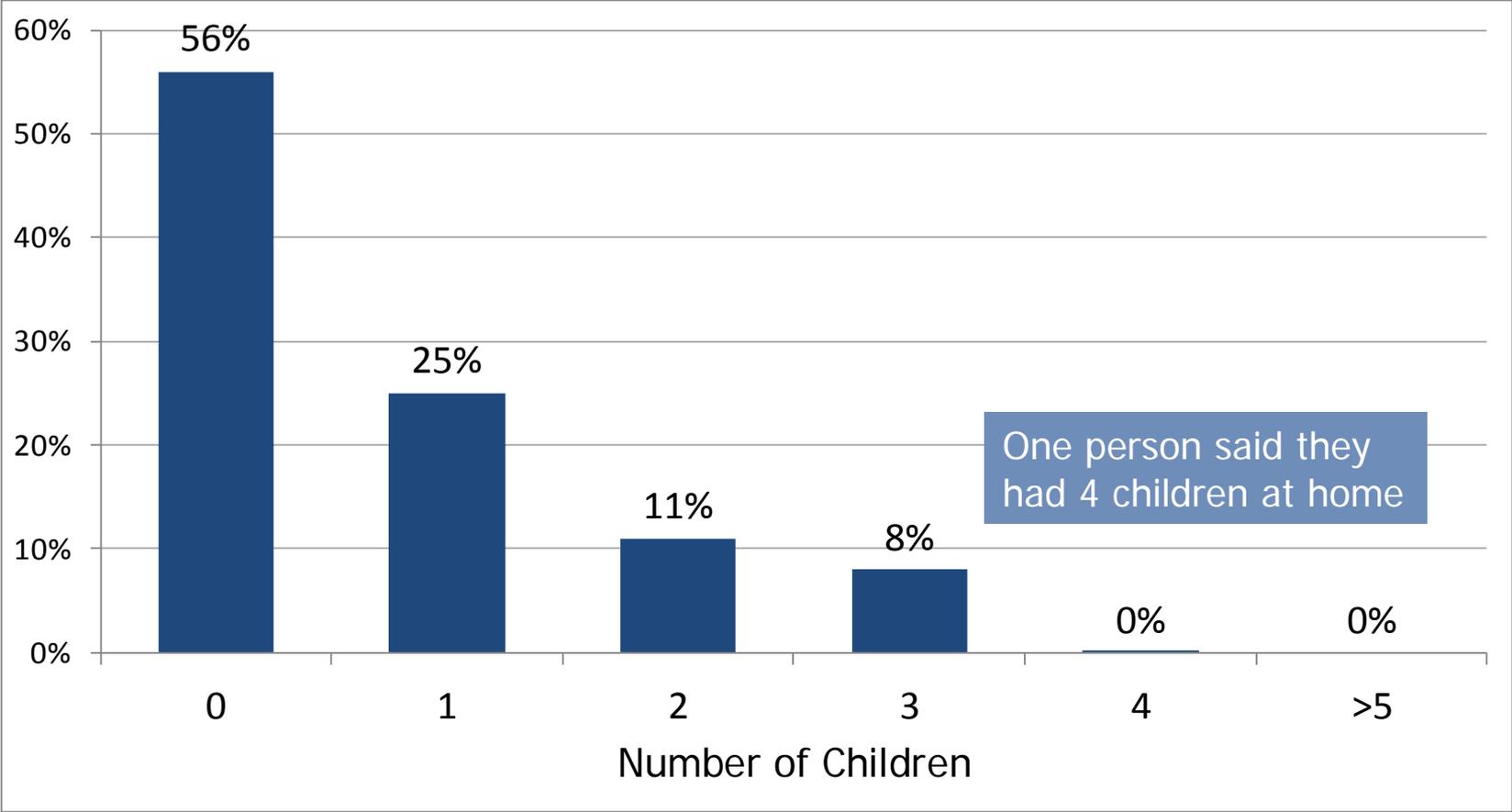
Gender	%
Male	13
Female	87
Age	Mean
	41
Status	%
Active (AC)	17
Reserve (RC)	0
Neither	83

Primary Medical Treatment Facility

Item instructions were "Mark ALL that apply"

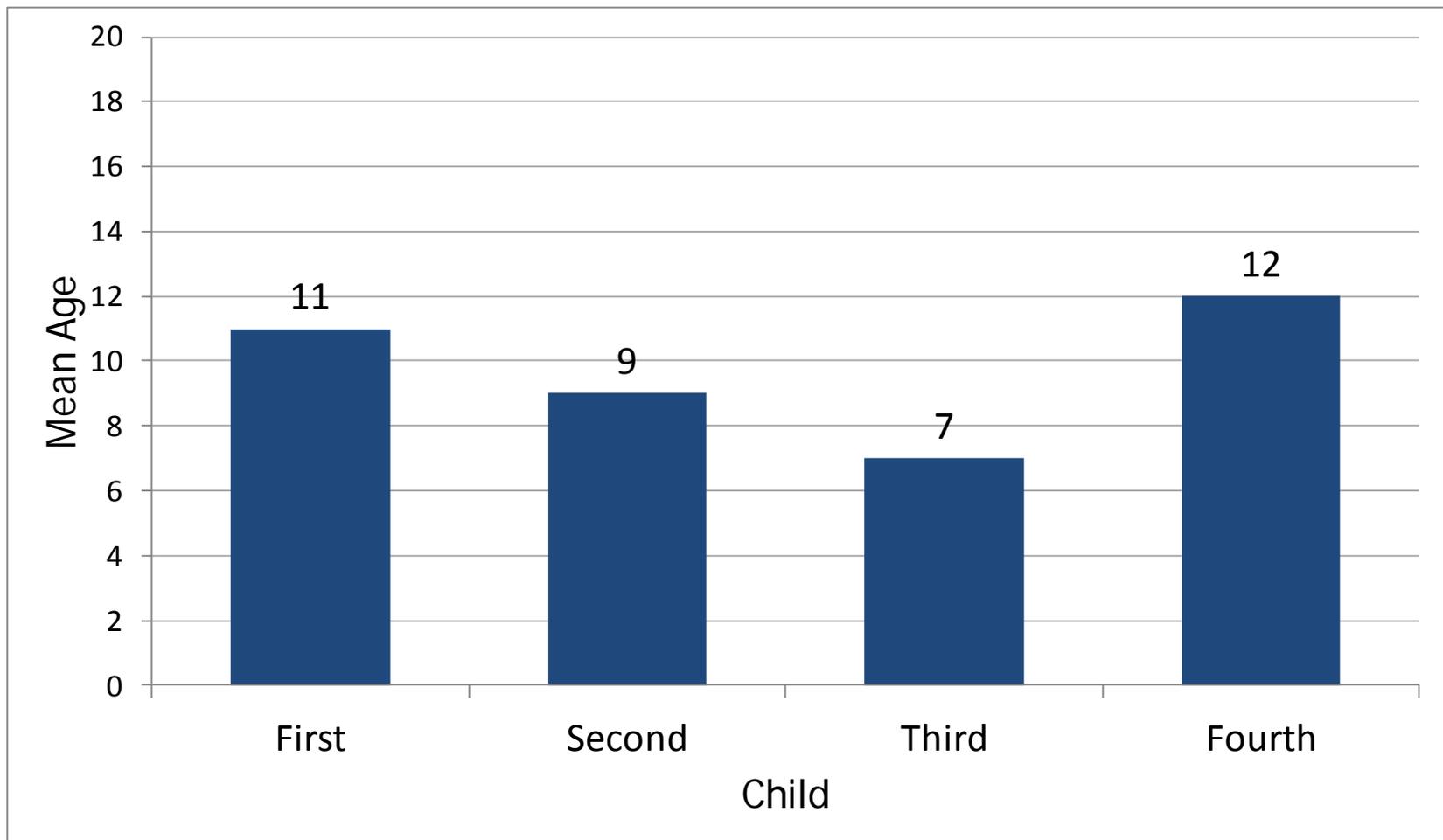
Facility	Total N
BAMC/SMAC San Antonio	1
NOB Norfolk	1
NMC Portsmouth	6
NH Jacksonville	2
VA Tampa	3
NHC Great Lakes	0
NMC San Diego	10
VA Palo Alto	2
NH Bremerton	2
VA Richmond VA	2
NH Camp Lejeune, NC	0
VA Minneapolis, MN	0
NHCC New England, Newport, RI	0
WRNMMC Bethesda, MD	5
Other	13

How Many Children Under 18



Average Age of Children

(Who lived with you at time of enrollment)



Child and Youth Services

Item instructions were "Mark ALL that apply"

Service	Offered %	Utilized %	Planned Use %
Childcare	12	6	12
Before/After School Care	0	0	12
Youth Programs	6	6	29
Schooling/Education	5	12	41
Behavioral Health Counseling	12	6	35
Medical Services	0	18	24
No Services Offered	59	53	29
Other	6	6	18

Family Support Resources and Services

Did you receive invitational travel orders to travel to the site where your Navy Safe Harbor enrollee was receiving medical care?

%

Yes

32

No

68

Did not visit

-

Family Support Resources and Services

Were you geographically separated from Safe Harbor enrollee?	%
Yes	32
No	68
Contributing factors of geographic separation Item instructions were "Mark ALL that apply"	
Housing and lodging	55
Financial	55
Transportation	55
School aged children	55
Family/caregiver responsibilities to work	46
Family/caregiver responsibilities to school	36
Family/caregiver responsibilities to children	46
Other	18

Family Support Resources and Services

At first meeting did NMCM help identify your immediate needs	%
Yes	75
No	25
Does not apply	0

Family Support Resources and Services: Immediate Needs

What were your immediate needs? Item instructions were "Mark ALL that apply"	Immediate Needs %	Needs at Any Point %
Childcare	3	6
Commissary and Exchange access	9	14
Education and training benefits for yourself	-	14
Employment opportunities for yourself	-	11
Financial	63	74
Housing and lodging	51	60
Legal and guardianship issues	-	49
Medical or behavioral health services for self	17	14
Medical or behavioral health services for children	14	14
Recreation and leisure	-	31
Religious or spiritual guidance	17	23
Relocation assistance to new neighborhood, town or state	-	31
Respite care	-	23
Transportation	34	37
Traumatic Brain Injury/Post Traumatic Stress Disorder services	-	54
Travel	40	54
Other	23	3

Note: Top three highlighted

Family Support Resources and Services

What needs did your Safe Harbor Non-Medical Care Manager (NMCM) offer to provide information, referrals and resources, or assist with addressing need?
Item instructions were "Mark ALL that apply"

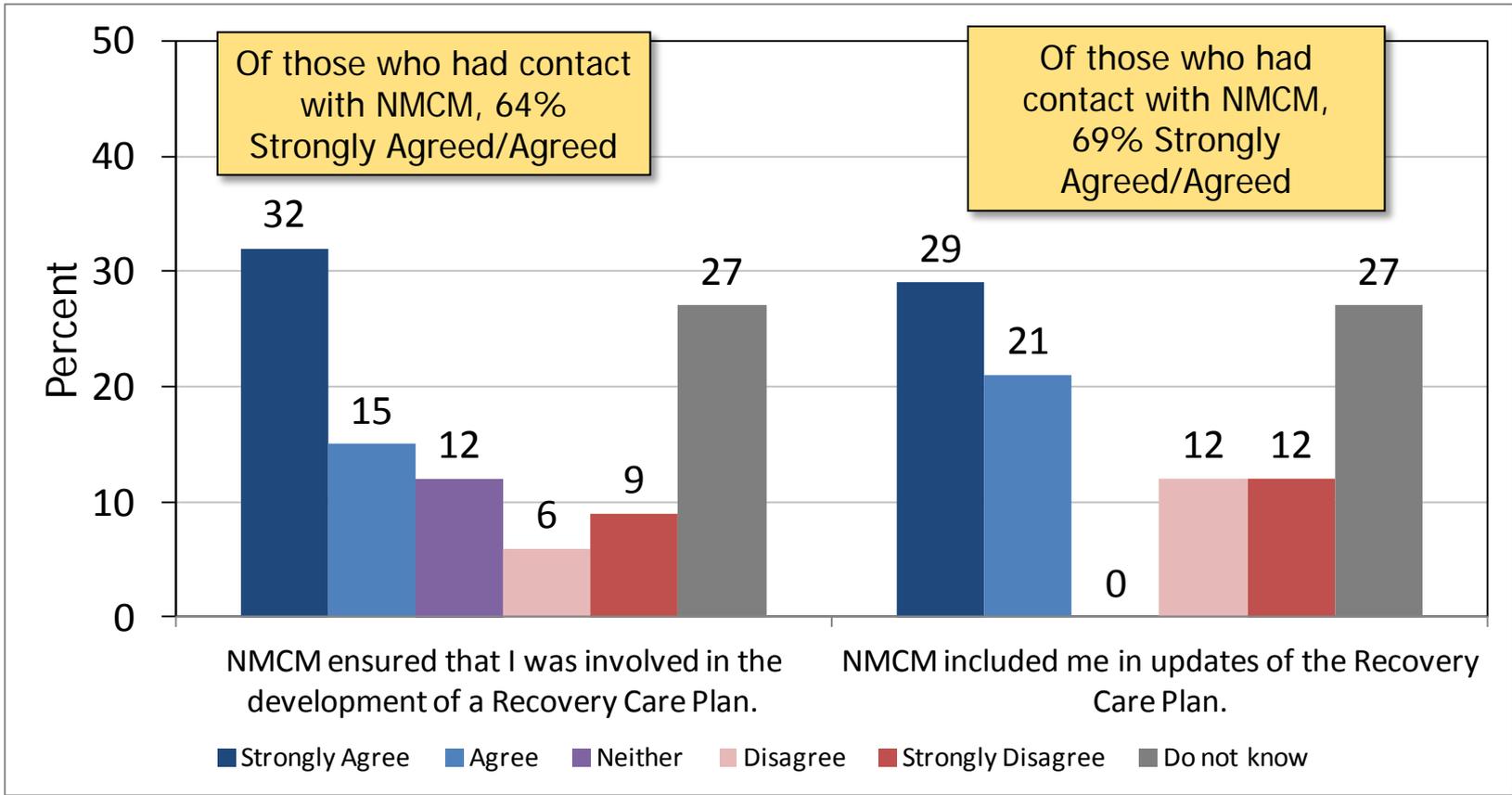
	%
Childcare	3
Commissary and Exchange access	12
Education and training benefits for yourself	6
Employment opportunities for yourself	3
Financial	41
Housing and lodging	44
Legal and guardianship issues	35
Medical or behavioral health services for self	9
Medical or behavioral health services for children	6
Recreation and leisure	9
Religious or spiritual guidance	12
Relocation assistance to new neighborhood, town or state	9
Respite care	12
Transportation	29
Traumatic Brain Injury/Post Traumatic Stress Disorder services	24
Travel	38
Other	15

Note: Top three highlighted

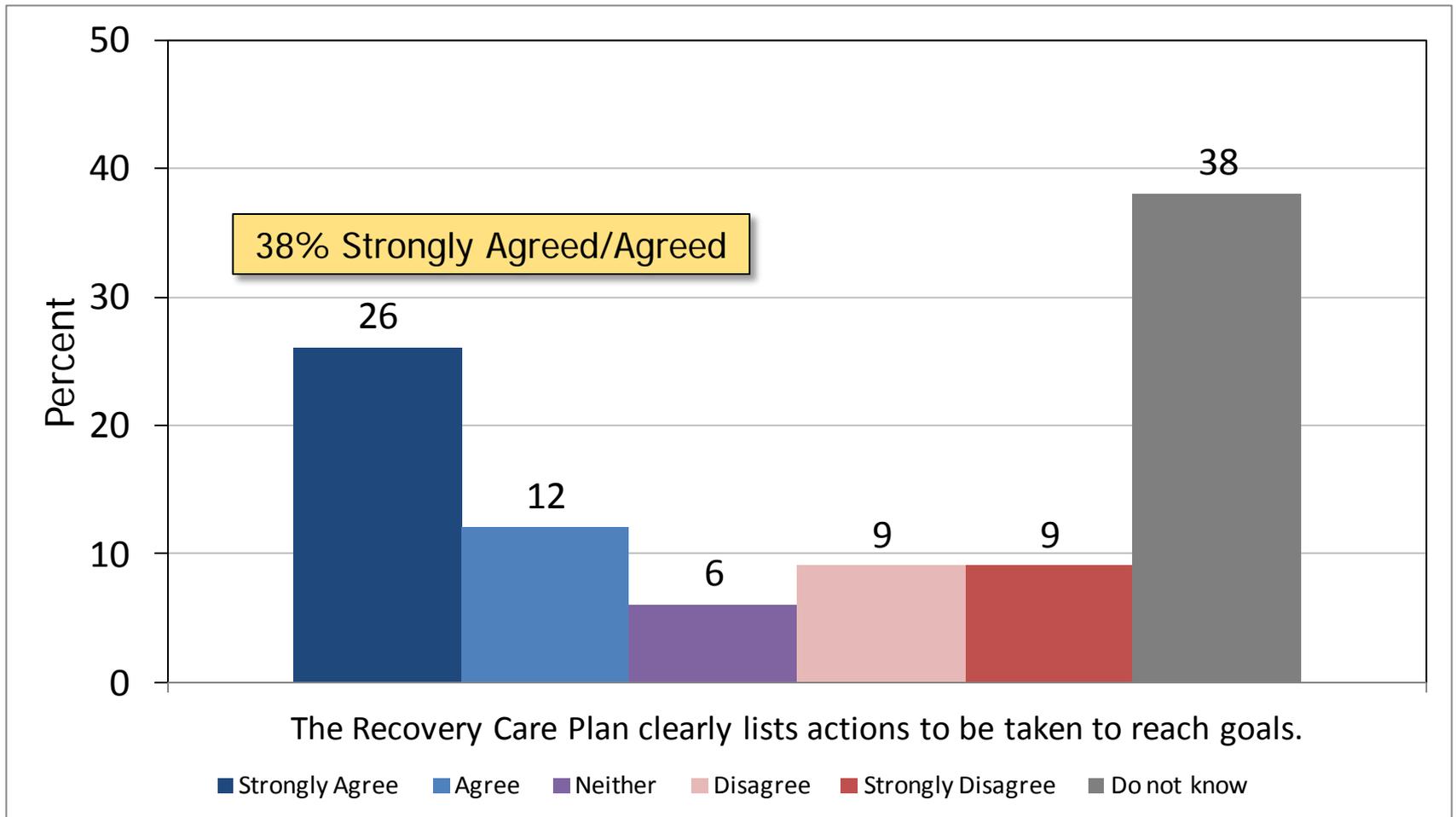
Family Support Resources and Services

Of the information offered by NMCM, which do you use? Item instructions were "Mark ALL that apply"	Utilize %	Plan to Use %
Childcare	3	9
Commissary and Exchange access	9	29
Education and training benefits for yourself	6	21
Employment opportunities for yourself	3	27
Financial	38	38
Housing and lodging	32	29
Legal and guardianship issues	32	24
Medical or behavioral health services for self	3	21
Medical or behavioral health services for children	3	9
Recreation and leisure	6	18
Religious or spiritual guidance	9	17
Relocation assistance to new neighborhood, town or state	6	21
Respite care	6	27
Transportation	18	21
Traumatic Brain Injury/Post Traumatic Stress Disorder services	14	38
Travel	29	27
Other	9	9
I did not utilize or foresee need for any of the above resources	24	18

Current Status



Current Status



Current Status



Are you aware of the...	2010	2011
Anchor Program	17	44
National Resource Directory	16	38
Wounded Warrior Resource Center	48	56
Navy Safe Harbor 24 hour call center (1-877-746-8563)	45	44
Navy Safe Harbor website (www.safeharbor.navy.mil)	62	65
Adaptive Athletics Program	NA	35
Navy Safe Harbor Facebook Page	NA	12

Safe Harbor Program Satisfaction

(Note: Responses “No interaction...”, “Does not apply/Do not know” excluded from analysis)

Overall Satisfaction



Overall, how satisfied are you with the Navy's Safe Harbor Program?	%
Very Satisfied	44
Satisfied	20
Neither satisfied nor dissatisfied	18
Dissatisfied	9
Very Dissatisfied	9

In 2012, 64% of Caregivers were Very Satisfied/Satisfied with Navy's Safe Harbor Program compared to 58% on the 2010 Survey. In 2011, 69% of Enrollees were Very Satisfied/Satisfied.

Overall Satisfaction



Overall, how satisfied are you with the support provided to you by the NMCM?	%
Very Satisfied	41
Satisfied	18
Neither satisfied nor dissatisfied	20
Dissatisfied	9
Very Dissatisfied	12

In 2011, 59% of Caregivers were Very Satisfied/Satisfied compared to 62% on 2010 Survey

Overall Satisfaction



I would recommend the Safe Harbor program to others.	%
Strongly Agree	56
Agree	15
Neither agree nor disagree	23
Disagree	3
Strongly Disagree	3

In 2011, 71% Strongly Agreed/Agreed that they would recommend Safe Harbor program to others compared to 65% on 2010 Survey. In 2011, 76% of Enrollees would recommend Safe Harbor program to others.

Overall Satisfaction



How satisfied are you with the services the Navy Child and Youth Program provided?	%
Very Satisfied	12
Satisfied	3
Neither satisfied nor dissatisfied	6
Does not apply	64
I was not aware they provided support	15

(Does not apply and not aware included due to small numbers in other categories)
2010 data had 54% "DNA" and 35% "Not aware"

In 2011, among those who did not choose "Does not apply" or "Not aware", 71% indicated they were very satisfied/satisfied.

Overall Satisfaction

How satisfied are you with the services the Navy's Fleet and Family Support Center provided? (Not asked in 2010)

%

Very Satisfied	18
Satisfied	15
Neither satisfied nor dissatisfied	9
Dissatisfied	3
Very Dissatisfied	0
Does not apply	21
Not aware FFSC provided support	35

Question not asked on 2010 Survey

In 2011, among those who did not choose "Does not apply" or "Not aware", 73% indicated they were very satisfied/satisfied.

Comments: Stressors/Concerns Related to Enrollee's Injury/Illness



- Worry about health & recovery of enrollee
- Financial support & economic problems
- Help with paperwork & claims
- No help or contact from Mentors and NMCMs
- Worry about transition into civilian life
- Feelings of being: overwhelmed, lost, depressed, isolated
- Family problems
- Relocation/travel
- Stress from constant care for enrollee

Comments: Things You Like Best About Safe Harbor Program

- Always available with advice, support and guidance
- Best intentions of enrollee at heart
- Receive information in a timely manner
- Care managers are comforting, compassionate, reliable and professional
- Safe Harbor offers extensive programs
- Helpful with paperwork
- Great resource when needed

Comments: Most Important Things to Improve Program

- Better contact between Mentors/NMCMs and enrollees/caregivers
- More frequent contact between Mentors/NMCMs and enrollees/caregivers
- Emotional support
- Inform more service members and families about program
- Connect enrollees who share similar situations
- More outings/activities for enrollees
- Better follow through on paperwork
- More reps/workers within the program
- Financial assistance with travel for care

Summary (1 of 2)

- Services “used” or “planned to be used” vary with time and information given
 - 32% Geo-separated
 - » Family, financial, housing and transportation affect separation from Member
- ¾ said NMCM successful in identifying needs
 - Financial, Housing, Travel/Lodging and TBI/PTSD services most needed/used
- NMCM rated highly for those who used services
 - Very helpful if used

Summary (2 of 2)

- Awareness of support programs/information higher than on last survey
- Caregivers satisfied with NMCM
 - FFSC effective if services known
- Satisfaction with Navy Safe Harbor program higher in 2012
 - 64% satisfied with program, 71% would recommend it to others

Recommendations



- Involve NMCM in survey distribution to get better response rate
- Market services to increase awareness of program
- Changing needs of Caregiver suggests continuous involvement of NMCM required
- Support groups for Caregivers suggested to facilitate transition problems
- Standardize surveys with other branches to include best practices
- Have NMCM share successes and failures to improve program internally