



An overview of *Just in Time Care*® Satisfaction and Utilization  
January 1, 2009 – December 31, 2010

“There are only four kinds of people in the world – those who have been caregivers, those who are currently caregivers, those who will be caregivers, and those who will need caregivers”. *Rosalyn Carter*

**Caregivers are needed for family members of all ages. With appropriate information and support, family caregivers can help their loved ones across the lifespan! *Just in Time Care* helps employees provide care for their loved ones.**

**Customer Satisfaction**

Employees rated the following aspects of the *Just in Time Care* program on a scale of 1 to 5 (1 = poor; 2 = fair; 3 = good; 4 = very good; 5 = excellent):

The enrollment process	4.6
Assistance from JITC staff	4.7
Accuracy of information	4.6
Promptness of service	4.6
<b>Overall rating</b>	<b>4.7</b>

The following feedback was also compiled from the customer service evaluation.

**99%** - were able to get to work because of *Just in Time Care*

**99%** - would use *Just in Time Care* again

**98%** - felt *Just in Time Care* met their needs

**Reason for Needing Backup Care**

• Scheduled School Closings	37%
• Provider/Caregiver on Vacation	18%
• Business Travel	16%
• Child Sick	8%
• Evening or Weekend Event	4%
• Provider/Caregiver Sick	4%
• Provider/Caregiver Personal Emergency	4%
• Provider/Caregiver Quits or Closes	3%
• Overtime	2%
• Weather-related School Closing	2%
• Elder Sick	1%
• Transition Care for Elder	1%

### Care Provider/Setting

- Friends & Family 78%
- Center-Based Care 13%
- Holiday On-site Programs 4%
- Family Child Care 3%
- In-Home Care 2%

### Well vs. Sick Care

- Well Care 88%
- Sick Care 12%

### Age of Dependent

- 0 – 5 years old (child) 45%
- 6 – 10 years old (child) 39%
- 11 – 17 years old (child) 13%
- 18 and older (adult/elder) 3%