



LEADING WITH CARE

# The World of Family Care Benefits

care@work  
BY CARE.COM




# Why Care@Work?

- 1 Care Crisis
- 2 Current trends
- 3 Types of Family Care Benefits
- 4 Different provider types

A grayscale photograph of a woman with curly hair sitting at a dining table, working on a laptop. On the table are a coffee cup, a baby bottle, and some papers. In the background, a man is holding a baby. The scene is dimly lit, suggesting an indoor home setting.

We are in a **care crisis**

A woman in a meeting room, looking distressed with her hands covering her face. The background shows other people in a meeting setting, but they are out of focus. The overall tone is somber and highlights the emotional impact of the care crisis.

The nation's care crisis costs  
over **\$80 billion** in lost earnings,  
productivity, and revenue.



## Retention

83% of millennials would leave their job for one with better family care benefits



## Absenteeism

90% of employees have missed work due to family responsibilities



## Productivity

60% of people caring for a family member have experienced a negative impact on work

# How care benefits ease the burden for employers

**63%**

**INCREASED  
PROFITABILITY**

**71%**

**INCREASED  
PRODUCTIVITY**

**71%**

**REDUCED  
TURNOVER**

**82%**

**IMPROVED  
MORALE**



# Current Landscape Of Care

## SELF-SERVICE

*Enable employees to find and manage care for children, adults, pets, and the home*



- **Care.com Membership**
- **EAP**
- **HomePay**
- **Tuition Discount**
- **Priority Waitlist**
- **Discount platforms**

## BACKUP CARE

*Alleviate stress and absenteeism with high quality, short-term care for children and adults.*



- **In-Home & In-Center**
- **Personal Care Network**
- **Popup Care**
- **Family Care Centers**

## CONCIERGE SERVICES

*These solutions support employees to find and manage care for adults, children and pets.*



- **Senior Care Solutions**
- **Expert Assistance**



# Supporting the spectrum of family care needs

Single parents, co-parents, married, dual income, single income, grandparents, aging loved ones, fur parents, empty nesters, caring for an aging or disabled spouse or sibling, special needs care...what kind of caregivers are in your workforce?



INDIVIDUAL



NEW PARENT



PARENTS OF SCHOOL-AGE KIDS



SANDWICH GENERATION



ADULT CAREGIVERS

Care.com Digital Membership (with optional Expert Assistance)				
Babysitters (one time and recurring) & Nannies			Senior Care Providers	
Pet Sitters & Household Help				
Tutors (virtual and in-person), pod teacher, nanny share, caregiver for distance learning				
Adult/Personal Backup Care				
Child Backup Care			Adult (+Sr) Backup Care	
Popup Child Care			Senior Care Planning	
HomePay: Ability to pay caregivers				

1

## Marketplace Disruptor

We created the world's largest platform for finding, managing, and paying for care

2

## Continuous Innovation

We are committed to ongoing innovation, regularly launching new products and services

3

## Consumer-Centric

We offer best-in-class online and offline experiences

4

## Scalable & Nimble

We continually grow our caregiver supply and network to meet the needs of our clients and their employees

5

## Commitment to Safety

We are focused on safety and have set a new industry standard

6

## Benefit Equity

We ensure that every employee — regardless of life stage — feels that their employer is supporting their care needs

# Companies that have a robust family care benefit strategy



“ At AECOM, ROI is about both the ‘Return on Individual’ and the ‘Return on Investment.’ When we help our employees better manage their home lives, we also help them bring their best selves to work.



**Bernie C. Knobbe**  
VP of Global Benefits



“ It helps our employees be that much better at their job and serve our customers



**Ron Crawford**  
VP of Benefits



“ We’ve heard from our employees that access to affordable family care, for both children and adults, is particularly challenging during the COVID crisis and we are committed to support them in this unprecedented time



**Beth Galetti**  
SVP of Human Resources

