









In addition to high Backup Care utilization, Grant Thornton sees employees benefiting from nearly every service at high rates. So far there is:

- 18% enrollment in the Care program to date
- 35% utilization of Care Membership, helping employees find care for children, seniors, and pets
- Employees have also turned to Care Specialists to assist them in finding child care, pet care, and housekeeping services—saving 130 productive hours for their employees annually

**Care Specialists  
helped save  
130 productive  
hours annually.**

While child care benefits like Backup Care provided some much-needed relief to employees, they weren't the only benefit employees expressed gratitude for. Loftus says she received a lot of positive feedback about LifeMart, which employees used to save money on daily needs, including rental cars—the price of which spiked significantly during the pandemic. Hutchison also recalled a particularly moving conversation with an employee about senior care benefits and access to the Family Care Hub.

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**The Backup  
Care benefit  
specifically,  
that's saved  
Grant Thornton  
employees over  
1,600 days of  
missed work  
since we put the  
program in place**

— Lou Ann Hutchison, Managing  
Director of People & Community

“I heard from an employee about how appreciative she was that Care.com had senior backup care because she was sharing caregiving responsibilities for one of her grandparents with her siblings,” said Hutchison. “She was thrilled to learn that we had a benefit for her that met this very unique and specific need, and it took some stress off of her.”

Employees continue to share with the P&C team the impact that Care benefits have had on their lives. “The Care.com benefit has impacted my life in a very positive manner over the last year and a half since becoming a working mother,” said Lavelle. “It's allowed me to keep up with my day-to-day responsibilities at Grant Thornton, while knowing that my daughter is well taken care of by an experienced care provider.”

“The Care solution provides a holistic approach to meeting employees' needs way beyond backup child care or backup elder care,” said Hutchison. “From LifeMart and discounts, to senior care and expert assistance, to posting a job to get somebody to clean the house—you write your own journey with this solution. This approach really does meet your employees wherever they might be in their career and life journey, and provides that solution that will make you an employer of choice.”

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