

Grant Thornton

Meeting the Needs of a Diverse Workforce

How **Care for Business** helped support employees at every life stage



About Grant Thornton LLP

[Grant Thornton LLP](#) (Grant Thornton) is one of America's largest audit, tax, and advisory firms—and the U.S. member firm of the Grant Thornton International Ltd global network. They go beyond the expected to make business more personal and build trust into every result. With revenues of \$1.97 billion and 51 offices nationwide, Grant Thornton is a community of more than 9,000 problem solvers who value relationships and are ready to help public and private organizations of all sizes and industries create more confident futures. Because, for Grant Thornton, how they serve matters as much as what they do.

The Grant Thornton workforce includes individuals at every life stage, whom the firm supports with resources that allow them to have the best of both worlds—career success and support for the ones they love.

Family and well-being benefits have always been a strong priority for the firm. They offer non-gender-defined parental leave for primary and secondary caregivers, senior care support for aging loved ones, family planning resources, pet adoption assistance, and backup care. As a result, Grant Thornton has been named to Working Mother's 100 Best Companies list for both moms and dads, Best Places to Work for Disability Inclusion, and a best places to work for LGBTQ+ Equality. They also earned a [100% score](#) on Human Rights Campaign Foundation's annual assessment of LGBTQ+ workplace quality.

Why Grant Thornton Cares

A key driver in Grant Thornton's decision to foster leading-edge equitable employee benefits solutions was the need to attract and retain top talent. The goal is to create a benefits framework that will meet personnel where they are regardless of age or life stage, address employee needs, and demonstrate that they're an employer of choice in the marketplace.

The decision to enhance family benefits was initiated over 10 years ago to support working parents, especially mothers, in the Grant Thornton workforce. After initially providing backup child care benefits, firm leaders recognized that care needs are not limited to employees with children, and added senior backup care to the mix to help meet the needs of workers caring for aging loved ones. This was followed by later adding pet support services such as access to pet sitters and dog walkers. But the People & Community (P&C) team realized that there were employees who they still weren't reaching.

“Over time, we realized that backup care alone did not necessarily meet the needs of the broader, diverse workforce,” said Lou Ann Hutchison, Managing Director of People and Community at Grant Thornton. “Not everyone has children, pets, or is part of the sandwich generation. While we did have those employees and colleagues that have young children or school-aged children, Grant Thornton hires many individuals from varied and diverse backgrounds, and we wanted more inclusive benefits to be able to offer support for everyone—not just working parents.”

“

Care.com was really instrumental in helping make sure that we had good child care. I was able to work and not have to worry, 'Is my son okay?'

— Blake Carpenter,
Audit Senior Manager

How Grant Thornton Cares

Grant Thornton has always been a leader when it comes to providing comprehensive, inclusive benefits. In 2020, Grant Thornton decided to upgrade their family benefits even further by partnering with Care for Business. Before their time with Care, Grant Thornton had backup care services with a different provider that had a more focused and narrower suite of offerings.

“The utilization was a little bit low, and we wanted a vendor that had more of a full-service offering,” said Mary Loftus, Health and Welfare Benefit Manager, Colleague Support at Grant Thornton.

“

We’ve used Backup Care several times and the benefits have been an absolute lifesaver.

— Sarah Lavelle, Associate Director,
Experienced Hire Recruiting

Today, with Care for Business, Grant Thornton offers their employees:

- ✓ **30 days of subsidized Backup Care for children and seniors**, which includes the ability for employees to use someone in their own personal network if their normal caregiver is unavailable.
- ✓ **A Care.com Membership**, which provides employees with access to the world’s largest network for finding vetted caregivers for children, seniors, and pets—as well as tutoring and housekeeping resources.
- ✓ **24/7 access to Care Specialists for expert advice** and vetted recommendations for everything from child and senior care planning, to financial or legal assistance, to college planning, and more.
- ✓ **Access to the Family Care Hub**, a technology platform that allows members to securely store and organize important information needed to care for an aging loved one and share access with other caregivers.
- ✓ **On-demand tutoring**, which provides members with access to professional tutors via secure online sessions any day, any time.
- ✓ **Breastfeeding support** for employees (or their partners) including coaching from certified lactation consultants and overnight milk shipping services when traveling for work.
- ✓ **Exclusive access to discount offers** on groceries, restaurants, consumer products, entertainment, and more through LifeMart®.

Grant Thornton Employees ❤️ Care

“When we talked to Care.com, we were really, really impressed with the breadth of offering across all of their benefits and services,” said Hutchison. “Care has the backup child care, the backup elder care, and pet sitting services that were core to what we had already been delivering. And the additional types of support that Care offered—such as being able to use your personal network for child care or elder care—was a great benefit.”

Blake Carpenter is an Audit Senior Manager at Grant Thornton. His wife recently graduated from medical school and his family, which includes their three-year-old son, has been traveling the U.S. extensively during her clinical rotations. Access to the Care.com Membership helped him find care for his son no matter what city his family was currently living in.

“When we started going around the country to different cities for a month at a time, Care.com was really instrumental in helping make sure that we had good child care,” said Carpenter. “I was able to work and not have to worry, ‘Is my son okay?’ ”

For Sarah Lavelle, Associate Director, Experienced Hire Recruiting at Grant Thornton, Care’s Backup Care benefit helped her and her husband work, while also ensuring that their young daughter—born during the pandemic—had the care she needed.

“We’ve used Backup Care several times and the benefits have been an absolute lifesaver, to have somebody come to our home and take care of our daughter while we work,” said Lavelle. “It helps me and my husband feel that we are able to successfully manage our responsibilities as parents to our daughter and as employees to our companies.”

The Impact of Care

Care for Business benefits helped Grant Thornton maintain employee productivity, even when facing the challenges posed by COVID-19. During the pandemic, Grant Thornton increased the number of Backup Care days they offered from 15 to 30, and has maintained the 30 care days since. This helped significantly reduce the number of missed work days due to challenges with child or senior care.

“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,” said Loftus.

Hutchison added, “We hear from our employees how much they appreciate the benefit, and the data really shows that. Of those that are enrolled in the program, we see consistent 24% utilization of the program throughout the year.”

The P&C team also received positive feedback from employees about the option to tap into their own personal networks, which helped ease safety concerns during the pandemic.

“A lot of employees expressed gratitude during the pandemic, when people had to fall back on their own personal networks because daycares weren’t open,” said Loftus. “I think it was a huge sense of relief that people could rely on family members and people they could trust and knew were Covid-negative.”

“

We see consistent 24% utilization of the program throughout the year.

— Lou Ann Hutchison, Managing Director of People & Community

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.

“
**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.”

“Grant Thornton” refers to Grant Thornton LLP, the U.S. member firm of Grant Thornton International Ltd (GTIL). GTIL and the member firms are not a worldwide partnership. Services are delivered by the member firms. GTIL and its member firms are not agents of, and do not obligate, one another and are not liable for one another's acts or omissions.