



2025 Future of Benefits Report

# Combating the employee burnout crisis

## A letter from our CEO

Every day, working parents and family caregivers wake up exhausted, stretched thin between their jobs and taking care of loved ones. With an overwhelming 73% of U.S. workers juggling caregiving responsibilities<sup>1</sup>, countless people are faced with impossible choices: attend a critical meeting or take their child to the doctor, miss a pressing work deadline or drive their aging parent to physical therapy, attend a work dinner with leadership or prioritize family and alone time. These mounting pressures aren't just personal struggles—they're fueling a burnout crisis that we can no longer afford to overlook.

Our fifth annual Future of Benefits Report offers employers a glimpse into a challenge that may not be fully visible to them: burnout hits employees—especially those balancing caregiving—harder than many realize, exposing an unforeseen disconnect. Too often, societal norms lead caregivers to believe they must shoulder the burden quietly, managing work and caregiving demands without asking for a helping hand. When that happens, burnout doesn't just affect individuals—it strains productivity, stress levels, and retention for the companies they work for, too.

The good news? By recognizing this gap, we can close it. When we address the root of burnout through caregiving benefits, we can create a culture where working caregivers don't have to choose between their jobs and their loved ones—building a stronger, more productive, and present workforce in the process.

Inside this report, you'll find the latest data on burnout, its connection to caregiving, and the concrete steps we can take together to make a difference. Let's face reality and transform it. The question now is: *what can we do next?*

A handwritten signature in black ink that reads "Bradley E. Wilson". The signature is fluid and cursive, with the first name "Bradley" and last name "Wilson" clearly legible.

**Brad E. Wilson**  
Chief Executive Officer  
Care.com

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## The employee burnout crisis and the caregiving connection

Attracting and retaining top talent is a constant challenge for employers—and, according to research, it's the top goal of their employee benefits strategies.  
But employee burnout stands in the way.

**84% of employers** recognize that burnout has a moderate to high impact on retention. Yet they underestimate its prevalence in their workplace.

## A burnout perception gap

There is a **24-point** disconnect in how employers and employees perceive burnout



**Behind the employee-reported burnout numbers  
lies a common factor: caregiving needs.**

With nearly three in four U.S. workers (73%) juggling caregiving responsibilities,<sup>1</sup> it's no surprise that employees see an impact on their work performance and overall well-being.

**83%**

of employees paying for family  
care say caregiving challenges  
exacerbate burnout risk



**78%**

of employees say balancing  
work and caregiving affects  
stress levels at work

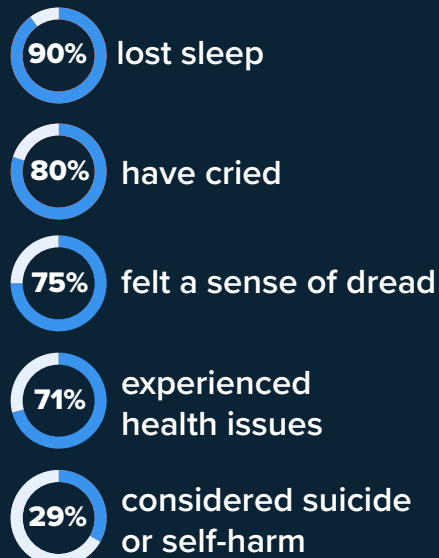


## Parents feel the strain

Today's caregiving responsibilities are increasingly complex. According to [Care.com's 2025 Cost of Care Report](#), the average parent juggles five different care arrangements for children, aging loved ones, and pets.

Nearly one in four American adults are part of the "sandwich generation," caring for children as well as parents aged 65 or older. That number jumps dramatically to 54% among adults in their 40s<sup>2</sup>. With the number of seniors age 85+ projected to double between 2020 and 2040<sup>3</sup>, sandwich-generation caregiving will become even more common, further impacting family dynamics and workforce expectations.

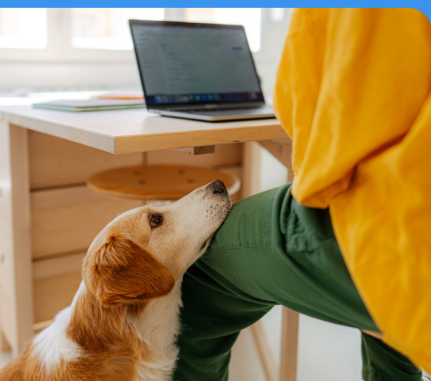
## How caregiving stress affects parents



Source: Care.com 2025 Cost of Care Report

As caregivers face increasing pressure, employers have a unique opportunity to make a difference through their benefits offering.

**Employer-sponsored caregiving benefits can help reduce stress and prevent burnout.**



## Tracking the **ROI** of caregiver support

Support for caregivers throughout the workplace plays a critical role in reducing stress and addressing burnout.



## Family care benefits can profoundly impact an employee's life.

The absence of care benefits is acutely felt. When employees with caregiving benefits were asked about the impact of losing access, many report impact on stress, quality of life, and more.

### Results of not having access to caregiving benefits\*:

Higher stress levels	64%
Lower quality of life	48%
Less time spent with family	41%
Lower job satisfaction	40%
Decreased mental health	38%
Lower work productivity	34%
Greater absenteeism	34%

\* of those who have care benefits



### What are some examples of family care benefits?

- ✓ Access to child and senior caregivers
- ✓ Coverage when care plans fall through
- ✓ Care subsidies and spending accounts

For employers, addressing employee caregiving needs can have a direct impact on employee retention. The employers who get it recognize the role family care benefits can play in attracting and retaining employees, ranking those objectives as the number one reason for providing child care and senior care benefits to their workforce.

## The retention factor

Approximately **1 in 5** employees

- ...have left a job because their employer did not offer family care benefits (19%)
- ...say another position offering child care benefits could inspire them to leave their job (18%)
- ...say another position offering senior care benefits could inspire them to leave their job (20%)

Organizations that invest in caregiving benefits see quantifiable positive returns in the form of employee well-being, burnout risk reduction, and overall workforce stability. Addressing the causes of burnout, including caregiving challenges and stress, translates into financial value for employers

Reducing employee burnout also produces meaningful cost savings through improved employee retention rates. Based on analysis by the Society of Human Resource Professionals, average turnover costs range from 50% to 200% of the departing employee's salary.<sup>5</sup>



## Burnout and the bottom line

**80%** of employers predict profitability would increase by 25% or more if no employees were at risk of burning out



Beyond lower turnover rates, employees report an improved ability to be more present at work. They also cite significant emotional benefits, describing the sense of relief and peace of mind family caregiving benefits provide.

Access to caregiving benefits creates positive ripple effects throughout employees' lives. These outcomes, including higher quality of life, better work-life balance, and increased happiness, offer powerful antidotes to stress and burnout. There's also a financial impact, with employees reporting average out-of-pocket savings of nearly \$1,000 annually on both child care (\$978) and senior care (\$952).

**When employees have family care benefits, they report:**



**In the headlines:**  
**Balancing return-to-office strategies with caregiver support**

Eight in ten companies (83%) have plans to require employees to work from the office on a full-time or hybrid schedule. The shift from working from home can be challenging for employees who value the flexibility to integrate care routines, like school drop-offs and senior care, with work schedules.

Initial analysis in the technology and finance industries shows increased turnover rates after companies implement return-to-office initiatives. The turnover is higher among female, senior-level, and highly skilled employees<sup>6</sup>.

Employers can help make the transition smoother by providing caregiving support. The employees surveyed who are returning or planning to return to the office say benefits for child care (50%) and senior care (55%) are critical for them to return to office successfully.

## In their own words: The value of caregiving benefits

“

“It takes an immense load off of me, and having the additional help definitely makes a huge difference and gives me a better outlook and attitude towards my job.”

- Male, 64

“

“It makes me capable of providing comfort and safety for my child, and a warm, safe home. It's a blessing and a huge relief.”

- Female, 41

“

“It relieves a lot of stress because I have access to care for my loved ones.”

- Male, 34

## Employees with caregiving benefits experience:

Higher quality of life	59%
Lower stress level	52%
Better work-life balance	52%
Increased happiness	47%
Ability to spend time with family	41%



## Caregiving complexities call for **broader solutions**

As employers look to reduce and prevent employee burnout through strategic caregiver support, a crucial insight emerges: Caregiving is not one-size-fits-all.

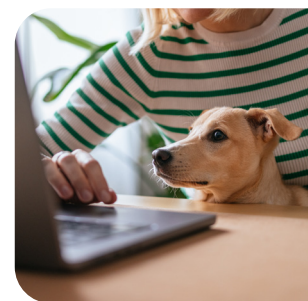
Designing benefits that truly support employees starts with recognizing just how varied their caregiving realities are. Some employees need reliable daily child care. Others face the unpredictable demands of senior care. Many juggle both—all while working within family budget constraints. The wide range of needs within every workforce shapes how organizations approach family care benefits.

For employers, addressing caregiving needs requires an understanding of the complex nature of caregiving responsibilities—and the care benefit solutions available. Narrowly focused strategies, like only offering on-site child care, often miss the mark.

Broadening caregiving benefits beyond child care better aligns with the needs of today's multi-generational workforce. With the goal of positively impacting employee well-being, recruiting, retention, and productivity in mind, employers are tailoring their benefits strategies to address the full spectrum of caregiving needs, including senior care, adult care, pet care, and even house and self care.

The case for caregiving support through the workplace is clear, and employers and their employees are on the same page.

Enhancements to caregiving support can make a significant difference for employees and produce meaningful business outcomes. As workforce caregiving needs continue to evolve, organizations that adapt their caregiving support strategies will be better positioned to prevent employee burnout, strengthen workforce stability, and improve the return on their caregiving benefits investment.



Employees and employers agree that employers have a responsibility to help reduce the cost of care.



## Insights into action: 7 focus areas to explore

Addressing burnout and improving employee well-being requires more than good intentions. It takes a clear, adaptable strategy. The most effective approaches start by rethinking how caregiving support is designed, delivered, and measured across the organization.





## How to evolve your benefits strategy

### 1. Understand your caregiver population

With 73% of U.S. workers juggling caregiving responsibilities,<sup>1</sup> identifying the varied care needs across your workforce is essential for delivering support that makes a difference.

### 2. Broaden your definition of caregiving

Go beyond one-size-fits-all to support the spectrum of care responsibilities, including child care, senior care, adult care, pet care, self care, and house care.

### 3. Tackle care gaps with backup care solutions

Disruptions in care plans add to employee stress. Access to reliable backup care options can dial down stress, burnout, and absenteeism—and dial up engagement and productivity.

### 4. Support wide-ranging needs while lessening financial stress

Care spending accounts give employees flexible funds to help manage their unique care needs.

### 5. Provide access to expert resources and support

Navigating care needs can feel overwhelming. Offering easy access to specialized assistance, care resources, and expert advisors helps to relieve the pressure and earn employee appreciation.

### 6. Build awareness, understanding, and utilization of caregiving benefits

Even the best benefits can't reduce stress and burnout if employees don't know about them. Create ongoing communications and train front-line managers to help employees get the support they need.

### 7. Measure the impact of your caregiving benefits

Identify key metrics, such as employee engagement, satisfaction, productivity, and retention, to track the return on your caregiving benefits investment over time.

# Support your employees with Care

Care.com is one of the largest providers of online services for finding family care and care jobs, spanning in-home and in-center care solutions.

Care for Business offers a comprehensive suite of employer-sponsored family care benefits designed to help solve today's most disruptive caregiving challenges: finding care, affording care, and navigating the challenges of caring for loved ones at every life stage. Hands-on support and leading technology make employees' home and work lives easier, whether they are caring for children, adult loved ones, pets, or themselves.

Employers look to Care for Business to help increase productivity, retain top talent, and support the diverse needs of their workforce.

**[care.com/business](https://care.com/business)**



## About the research

The surveys were conducted using the online survey platform Pollfish and compiled by DKC Analytics.

## Employer sample:

600 C-suite and executive HR leaders were surveyed from November 21 to December 17, 2024. Response completion rate was 52%, and only fully completed responses were considered valid.

### Role:

Executive/C-Suite:	4%
VP, Director or Senior Leader:	15%
Management:	81%

### Gender:

Female:	46%
Male:	54%

### Company size:

101-250 employees:	21%
251-500 employees:	14%
501-1,000 employees:	15%
1,001-2,500 employees:	11%
2,501-5,000 employees:	12%
5,001+ employees:	27%

### Age by generation:

Gen Z:	1%
Millennials:	54%
Gen X:	37%
Boomers:	9%

### Type of employee benefits designed for (multi-select):

Salaried:	87%
Hourly workers:	70%
Shift workers:	34%

## Geography (US Census regions):

	Survey %	Population %
Northeast	22%	17%
Midwest	21%	21%
South	38%	38%
West	19%	24%



## Employee sample:

1,000 employees (all earning wages and eligible for benefits) were surveyed from November 26 to 28, 2024. Response completion rate was 73%, and only fully completed responses were considered valid.

### Gender:

Female:	<b>47%</b>
Male:	<b>53%</b>

### Age by generation:

Gen Z:	<b>9%</b>
Millennials:	<b>38%</b>
Gen X:	<b>34%</b>
Boomers:	<b>18%</b>

### Type of employment (multi-select):

Full-time salaried:	<b>52%</b>
Full-time hourly workers:	<b>28%</b>
Part-time salaried:	<b>5%</b>
Part-time hourly:	<b>18%</b>
Gig economy:	<b>3%</b>

### Geography (US Census regions):

	<b>Survey %</b>	<b>Population %</b>
Northeast	<b>22%</b>	<b>17%</b>
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South	<b>34%</b>	<b>38%</b>
West	<b>20%</b>	<b>24%</b>

# Footnotes

1. Your Employees Are Also Caregivers. Here's How to Support Them., Harvard Business Review, 2024
2. Pew Research Center, 2022.
3. The U.S. Population is Aging, The Urban Institute, accessed 2025.
4. 2025 Cost of Care Report, Care.com, 2025.
5. The Myth of Replaceability: Preparing for the Loss of Key Employees, SHRM, 2025.
6. Ding, Yuye and Jin, Zhao and Ma, Mark (Shuai) and Xing, Betty (Bin) and Yang, Yucheng, Return to Office Mandates and Brain Drain, 2024.

