

Larkin

The Hidden Cost of Caregiving

Are you ready to support your workforce?



Agenda

What we'll be reviewing today

- The Cost of Caregiving
- Family Care Concierge Benefit
- Care Journeys
- Warning Signs of Decline
- Why Larkin
- Q&A



The Larkin Company solves
Family Care challenges for busy
professionals.

The Cost of Caregiving

Hidden Caregiving Burden

- Financial stress
- Work/life balance challenges
- Growing generation of working adults balancing childcare and eldercare

59_M

Adults serving as
family caregivers

56%

Role makes it hard to manage
their own mental health

Caregiving is reshaping the workforce

The aging population, the rise of dual-income households, and the increase in caregiving responsibilities are all driving new pressures into the workplace. These changes are already **increasing absenteeism, delaying returns, disrupting productivity, and lowering employee wellbeing.**

The situation



73%

of U.S employees have caregiving duties at home.

66%

of families have both parents working full time.

70%

of working caregivers report high or extreme levels of strain.

45%

of employers offer paid family care leave.

THE PROBLEM

Caregiving is the hidden productivity drain

Right now, employees in all industries are:

- 1 Spending work hours researching nursing homes, home care agencies, and assisted living options for **an aging parent**.
- 2 Calling daycares during lunch, trying to find a spot before their **childcare falls through**.
- 3 Managing a parent's medical decisions from **across the country** — while trying to stay present at work.

These situations don't announce themselves. They build quietly, consume focus, and end in a leave — **or an employee who leaves entirely.**

THE INSIGHT

By the time an employee goes on leave, the disruption has been happening for months.

MONTH -4

A parent gets a diagnosis and someone has to figure out what comes next.



MONTH -2

A childcare arrangement falls through and the search starts over.



MONTH 0

The employee realizes they don't know how to navigate any of this, **and starts doing it on company time.**

Family Care Concierge Benefit

Service Model

Why Larkin offers a Care Concierge service and what that service is

WHY IT MATTERS

- 3 out of 4 employee have caregiving responsibilities – some for children and some for older adults.
- Workers with caregiving responsibilities are **the fastest-growing category** of employee identity groups.
- Family care is stressful and time consuming. We're here to **give employees back time and peace of mind.**
- Care Concierge helps employees and employers **save money.**

WHAT IT IS

- **Human-led navigation** by a Masters-level Personal Care Advisor (PCA) who scopes, researches, vets, and guides.
- Covers the employee's **family circle** — children, parents, in-laws, anyone they care for.
- **Employer-paid, covered 100%** for the employee.
- Care Concierge helps employees **plan ahead** so they can **calmly respond** instead of being in crisis.

Care Projects Employees Request Most



Childcare

Top 3 requests

1

Urgent care gap

Daycare falls through or a return-to-work order lands: **Coverage Needed Now.**

2

New-baby planning

Weighing childcare options and the return-to-work plan.

3

Nanny search & placement

Finding, vetting, and placing in-home care.



Eldercare

More robust, complex & varied

1

Sudden status change

A fall or new diagnosis, unsure how to navigate care, the system, and placement.

2

Benefits navigation

Start-to-finish help exploring and applying, e.g. Medicaid and VA.

3

Hard conversations

How to talk with the older adult and handle what comes up.

How it benefits the Employer

When employees are supported in their personal lives, they bring their whole selves to work



Reduced absenteeism, gets employees back to work sooner.



Improved focus, engagement, and productivity.



Supports retention; employees feel seen and supported.



Strengthens benefits package competitiveness.



Integrated with LOA seamless support during some of the hardest moments an employee faces.

Caregiver Support Provides Employee Cost Savings

- The struggle to find affordable care affects employees' ability to work.
- Caregivers spend **20% of their income** on care-related expenses.
- **44% of caregivers** experience financial stress related to caregiving expenses.





Human-centered experience

Larkin delivers a smooth experience, vetting resources and summarizing discussions/recommendations/solutions, alongside the compassionate human care they need.

- Dedicated contacts provide personal support.
- Larkin meets the employee where they're at, by video or phone at the employee's convenience.
- Unlike other vendors we deliver real people, not just processes, and aren't paid to recommend specific services (or anything).



My Care Concierge was able to solve the problem of where to even start. She helped me navigate the steps to take and provided me with all the resources I could possibly need. She truly went above and beyond."



Personal Concierge



Dedicated, one-on-one support throughout your experience.



Masters-level social workers offer practical support anywhere in the U.S.



Finds in-home childcare or eldercare, identifies ways to pay for care, evaluates summer camps, and so much more.



Employees Who Feel Supported Show Up Better

”

“I’m almost in tears, you know we are used to doing all of this alone, figuring it out alone. **You are an angel.** I’m so touched and appreciative!”

”

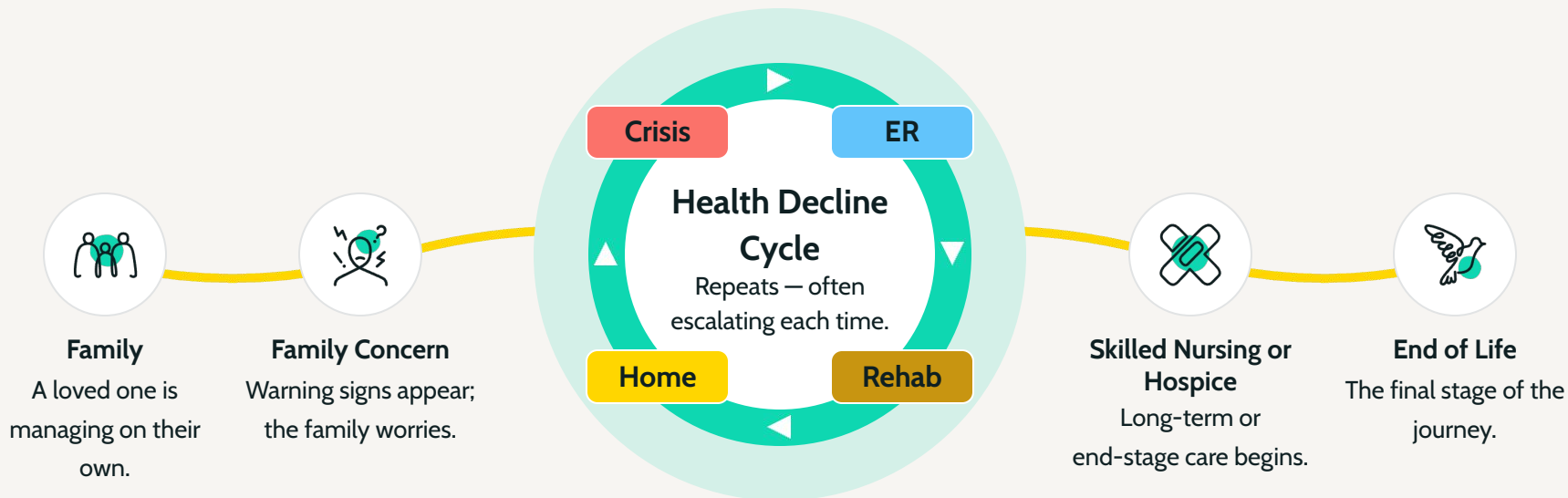
After the first session, Larkin frequently hears: “I wish I **would have reached out sooner.**”

”

“My Care Concierge **helped me learn about options that were not obvious** to me and she did a lot of legwork to actually pursue those options.”

Care Journeys

Care Journey Roadmap



Eldercare Support with Family Care Concierge



1

Vince's father had been placed on an involuntary hold and was hospitalized.



2

Vince reached out to The Larkin Company, who quickly created a care plan including highly-rated senior living options, etc.



3

The Larkin Company advised on Medicaid and supported the application process.



4

The benefit prevented a LOA and helped him make informed decisions for his dad.



“She’s gone from more
bad days than good
days... to **more good days**
than bad days.”

How Parents Use Family Care Concierge



1

Morgan's employer announced a RTW policy. Caring for her newborn while working remote was no longer an option.



2

Morgan reached out to a Care Concierge needing to find daycare within a week.



3

The masters-level advisor vetted 10 of the best daycares near Morgan's work that matched her criteria and confirmed availability for a newborn.



4

The Larkin Family Care Concierge benefit helped this mom to work in-office with a sustainable childcare solution.

A baby with light brown hair and blue eyes is crawling through a white, fabric-lined play tunnel. The baby is wearing a white t-shirt and green overalls. The baby is looking directly at the camera with a slight smile. The background is blurred, showing other people and a play area.

Less than 24 hours after she reached out, we presented two centers within her budget, close to home, with favorable reviews and inspection reports.



*Their support kept me from taking a leave of absence,
reduced my care-related stress and increased my ability to
focus on work.”*

AMD Executive caring for his father-in-law and mother-in-law

Impact of Care Concierge

ACCORDING TO EMPLOYEES



Productivity

Employers experience 200% ROI. Allows employers to retain employees and avoid or reduce length of family care leaves.



Savings

Lowers employees' out-of-pocket care costs.
Saved one employee \$127,000 per year.



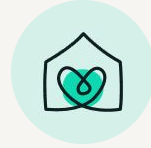
Mental Health

Decreases care-related stress and improves mental health.

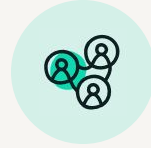
Warning Signs of Decline

Signs of Decline

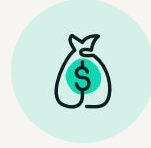
5 Areas to Observe



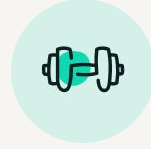
Environment



Social



Financial



Physical



Cognitive

Practical Support When Needed Most



Included Digital
Medical Planner



Conversation
Strategy Tools



Needs Assessment
Tool



Discharge Planning
Support

Why Larkin

Why choose Larkin



The Best Possible Experience for Employees



A Partner Who Extends Your Benefits Team



Tailored, Fully Integrated Services



Reduces LOA and Prevents Separation



Cost Savings for Employers and Employees



Decades-Long Reputation in the Industry



Only Leave Vendor with Integrated Care Concierge



So Employees Feel...



Supported

throughout the entire
process



Informed

about their options,
decisions, & rights



Confident

everything is correct
& complete

Next Steps

Getting started takes one conversation

Adding the Larkin Family Care Concierge to your benefits package is straightforward. If you're ready to stop losing good employees to caregiving crises you didn't see coming, let's talk.



Simple to add

No heavy lift on your side.



Quick implementation

Go live in weeks, not quarters.



Simple onboarding

A short rollout, communicated for you.



Seamless integration

Nothing to manage.

Questions?



Thank You

CURRENT CLIENTS

Reach out to your Client Success Manager. Or email us at

client_success@thelarkincompany.com

NEW TO LARKIN

Reach out to sales@thelarkincompany.com

