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The cost of caregiving on your workforce

Amanda Neely, Michelle Jackson
and Marcy Ledford

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Introductions



Amanda Neely

National Sales Leader – Digital Solutions

Unum



Michelle Jackson

AVP, Total Leave Solution

Unum



Marcy Ledford

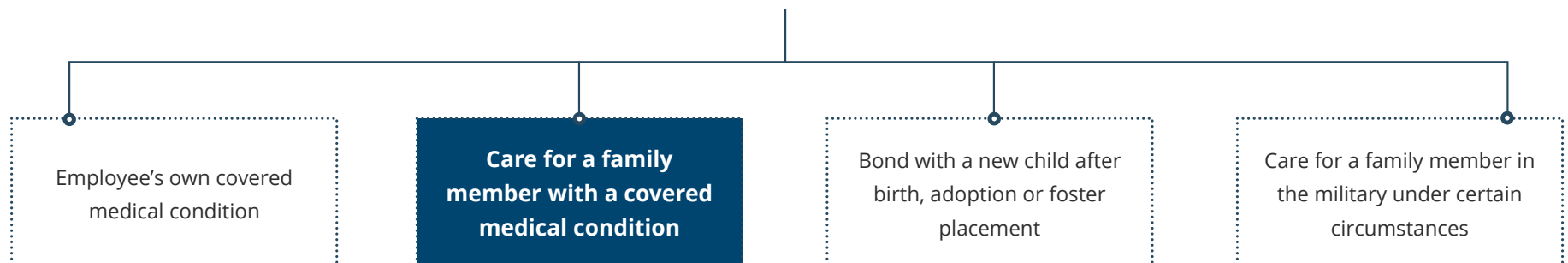
Health and Productivity Director

Unum

Caring for a family member: Protected under FMLA

Family and Medical Leave Act
12 weeks job-protected, unpaid leave in a year

QUALIFYING REASONS



Current caregiving landscape

73%

of employees in the U.S. are also caregivers¹

1 in 6

people are caring for elders²

18 hrs.

per week – the average time caregivers spend caring for family members³

Cost of care for elderly or disabled person⁴

\$108,405 for a private room in a nursing home

\$54,000 for an assisted living facility

\$7,242 in annual out-of-pocket expenses

¹ Harvard Business Review, Supporting Employee Caregivers Starts with Better Data, 2022.

² Boston Consulting Group, Solving the \$290 Billion Care Crisis, 2022.

³ AARP, Valuing the Invaluable: 2023 Update Strengthening Supports for Family Caregivers, 2023.

⁴ KFF, 10 Things About Long-Term Services and Supports (LTSS), 2022. Median cost.

Caregiving takes a toll on employee productivity and mental health



60% of working caregivers say that caring for a loved one has impacted their performance¹



Three in four said it is challenging to keep a **good balance** between work and caregiving responsibilities²



Caregiving responsibilities reduce work productivity by **one-third on average**³



50% of caregivers said caregiving increased their level of **emotional stress**¹



4 in 10 reported they rarely or **never feel relaxed**⁴

¹ SHRM, Caregiving Benefits Can Support Workers, 2022.

² EBRI/Greenwald Research, 2023 Workplace Wellness Survey.

³ Value in Health Journal, Caregiving-Related Work Productivity Loss Among Employed Family and Other Unpaid Caregivers, 2022.

⁴ AARP, A Look at U.S. Caregivers' Mental Health, 2023.

Staying competitive is a challenge

- Employees today **want to feel cared for** by their employers and recognized as people — not just workers
- Traditional EAPs and solutions that solve specific challenges create a **confusing and incomplete** employee experience and **burden HR**¹
- Employee benefits and resources are often **underutilized** due to a **lack of understanding and awareness**²
- Measuring the **impact and effectiveness** of traditional solutions **can be difficult**³

1 RCI, Working While Caring: A National Survey of Caregiver Stress in the U.S. Workforce, 2021.

2 SHRM, Caregiving Benefits Can Support Workers, 2022.

3 RCI, Invisible Overtime: What Employers Need to Know About Caregivers, 2022.

4 LIMRA, 2022 BEAT Study — Benefits and Employee Attitude Tracker, 2022.

5 Littler, The Littler Annual Employer Survey Report, 2023.

Demonstrating care for employees: A competitive advantage

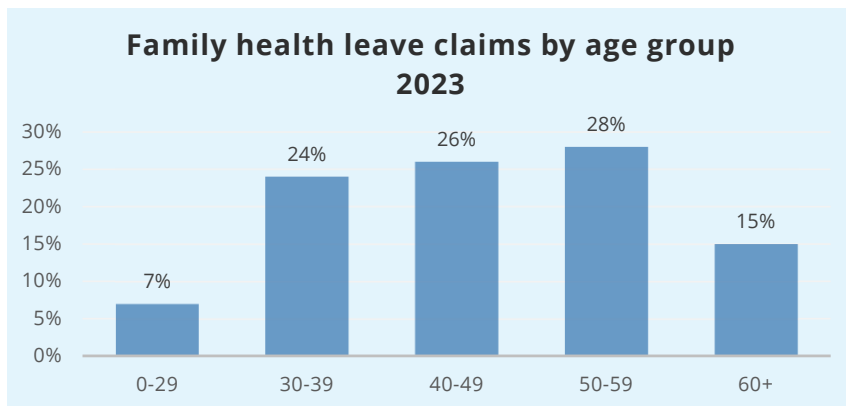
Employees who “**feel more cared for at work**” are **7.4x** more likely to want to stay long term⁴

Top desired outcome for HR:
Employees “**feel taken care of**”⁵

Impact of “family leave” on your workforce

Family health leave

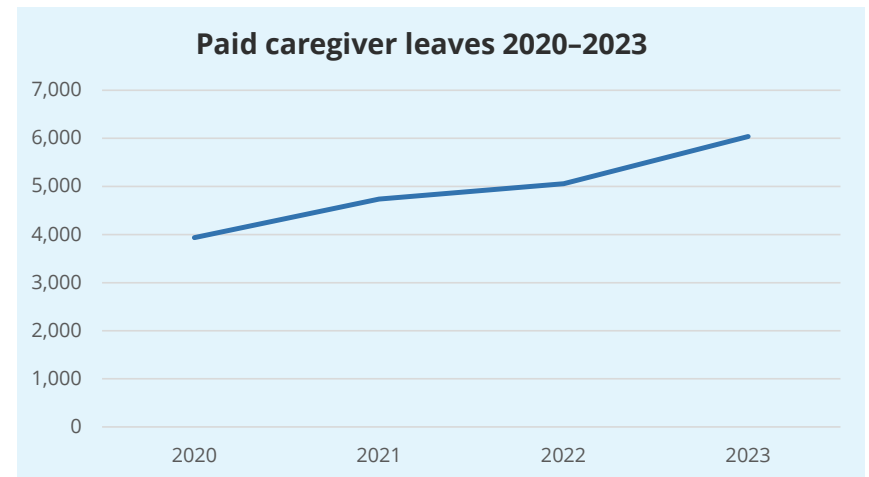
- Mainly taken by employees **aged 30 to 59** (78%)
- Largely taken by **women** (69%)
- More often taken for the health of **parents/parents-in-law** (42%) than spouses/domestic partners (29%) or children (28%)
- Mostly taken as **intermittent leave** (58%)



Source: Unum internal data, 2024.

Paid caregiver leave

- Offering paid caregiver leave is a growing trend
- We have seen a 50% increase in these requests over the past few years



Current solutions can fall short

Barriers to care

- Not knowing where to begin
- Difficulty accessing prompt care
- Treatment offered not appropriate
- Cost to employees

Nationwide, the average wait time for behavioral health services is 48 days¹

Low usage

- Stigma around seeking help, especially at work
- Little effort from management to promote program, engage employees
- Concerns about confidentiality

In 2022, traditional EAP usage was only 12%²

Unclear results

- No way to see specifics on how program is being used
- No way to gauge success

Only about **3 in 10** employers can say that their solution perfectly provides metrics on usage and effectiveness³

¹ Certified Community Behavioral Health Clinic, Leading a Bold Shift in Mental Health & Substance Use Care: CCBHC Impact Report, 2021.

² Business Group on Health, Employee Assistance Programs in 2022: Quick Survey, 2022.

³ Unum internal data, 2022.

Employer-provided support can make all the difference



Keeping just five employee caregivers from quitting can **save** an employer an estimated **\$200,000¹**



75% of employees who are very **satisfied** with their benefits are inclined to **stay with their employer²**

Complexity of caring for a family member requires an integrated solution

- A “caregiving” leave event may have overlapping needs with other care components
- Ensuring access to resources across the spectrum of support requires integration
- Just-in-time access to planning, requesting and managing leave, while introducing other types of support, seamlessly increases utilization



The right solution will surround employees with personalized, targeted support — proactively



Personalized self-care

Curated care services

Proactive engagement

Measurable impact

You're not alone
Caring for a loved one can be full of complexities.

With industry leading tools, resources, and caregiving support for each unique situation, let Unum Care Hub be your guide for the road ahead.

Support Simplify Strengthen



The business case: How one company solved their leave pain points by leaning into care

Company dynamics

- **Industry:** Manufacturing
- **Size:** 2500+ employees
- **Structure:**
 - Multi-state
 - De-centralized manufacturing + packing plants
 - **High shift work** and six-to seven-day work weeks

Challenges

- EAP was **falling short**
- Turnover and **burnout** were very high
- Behavioral health **leave incidence** was higher than benchmark

Goals

- Provide **better access** to care-based resources
- **Reduce** the need for employees to take leave
- Provide better resources for **front-line managers** to support care-based needs, mental health and burnout

Outcomes

- 10% **total population engagement** was achieved in first nine months of program
- 33% of participants **started and completed** treatment
- 7% of participants were **dependents**

Solutions can deliver meaningful impact to employers and employees

84%

Consider leave strategy an integral part or a consideration of workforce strategy¹

48%

Offer leave to employees to use when caring for a loved one¹

80%

of Unum clients offering paid caregiver leave provide more than two weeks entitlement²



¹ Business Group on Health, 2024 Employer Leave Strategy & Transformation Survey.
² Unum internal data, 2024.



Top 5 takeaways

- 1 Drive a deeper understanding of caregiving challenges through employee engagement surveys
- 2 Evaluate your absence data to understand the impact of caregiving on your workforce
- 3 Provide a full suite of benefits from childcare support to eldercare benefits
- 4 Consider integrated digital options that can address caregiver needs efficiently and effectively
- 5 Consider adding a caregiving leave option in tandem with parental leave benefits

Questions?

Unum intends that the Unum Care Hub solution be offered as an EAP excepted benefit. Whether the solution is an EAP excepted benefit will depend on how the Behavioral Health solution fits within the benefit plans offered by the implementing plan sponsor. Plan sponsors remain responsible for compliance with applicable group health plan laws. We encourage plan sponsors to consult with their legal counsel about the implications of offering the Unum Care Hub solution alongside the other benefit plans they are sponsoring.

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Run of Show

Section	Duration	Speaker
Intros	5 min?	
Current landscape	5 min	MJ
Thought leadership – productivity impact	10 min	MJ to ML & AN
Thought leadership – key trends & innovation	10 min	MJ to ML & AN
Best Practices - Characteristics	10 min	MJ to ML & AN
Summary	5 min	MJ
Q&A	15 min	All