

alight

Working parent support solution





For many employees, the COVID-19 pandemic has disrupted the balance between work and home, leaving those with children to juggle work with remote learning or childcare duties for the foreseeable future. While many organizations are beginning to grasp the significant impact that the challenges facing working parents could have on their business, our research shows that the majority don't have a plan in place to address this growing problem.

Alight's **working parent support solution** can help, with three core elements that work together to keep your people engaged, productive and supported. This holistic solution makes it easy for your organization to assist working parents across their continuum of evolving needs, including:

- **Program promotion**, with tools to help you identify the working parents in your population and market both your new and existing resources
- **Caregiver support**, with access to a digital caregiver support platform and dedicated Care Coaches that will help your people identify and navigate new resources specific to their needs
- **Funding assistance**, with pre- and post-tax funding options to help you easily provide funding support to help your people take advantage of resources without the complexity of adding a new, permanent benefit program



Program promotion

Helping your people recognize and understand existing resources

While many organizations likely already have some benefits programs in place that can assist working parents, most don't have a good way to estimate the number of employees that have children at home or how the situation impacts their people. Our program promotion solution offers turnkey tools to help you accurately identify the working parents in your population, determine their needs and promote your new or existing resources.

Assessment surveys

Assessment surveys will help you identify working parents/caregivers, the extent of the impact to their work and what their support needs are



1 initial assessment survey



1 check-in refresher survey



Data and insights meeting

Family hub microsite

Build on your insights with the family hub - a digital experience that serves as a single source for all of your information, programs and resources



Family hub microsite



Tailoring of starter content



One stop for all resources & vendors



Branded for your experience

Strategy and promotion

Enhance the impact of your support programs with a strategy session and additional communications that will optimize employee engagement with your resources



Community strategy session



Recommended editorial calendar



Tailored* high impact email



Caregiver support

Helping your people identify and navigate new resources

With remote learning continuing into the fall and daycare spots in short supply, many working parents find themselves in need of additional learning resources and care options. Through our partnership with Cariloop, your people will have access to a digital caregiver support platform and dedicated Care Coach to help them navigate challenges and find new learning, caregiving and support resources.

How it works



Employees will begin with a short **caregiver risk assessment** to identify their primary needs and challenges.



Employees are then matched with a dedicated **Care Coach** who will provide virtual, one-on-one coaching sessions and help identify additional resources and alternative care options that meet their specific needs.



Employees will continue to meet with their coach and manage their care plan through the **caregiver support platform**, an online portal for collaboration between the family, coach and care team.

Care Coaches help parents navigate challenges, find resources and get helpful tips on:

- Daycare
- Nannies & babysitters
- Home school
- Online learning
- Tutors and virtual support
- Schooling for special needs and IEPs
- Back-up care
- Co-parenting with friends/neighbors
- COVID-19 social bubble
- Quarantine questions/issues
- Parent and child mental health
- Non-technology activities and games



Funding assistance

Funding support to help your people take advantage of resources

Help your people deal with the mounting financial pressures of remote learning and alternative care with targeted financial assistance. Alight's Employee Care Card and reimbursement account solutions offer pre-and post-tax funding options to help you provide financial assistance when your people need it most.

Employee Care Card

Targeted, pre-tax financial assistance that offers maximum flexibility to address employees' needs without the need for substantiation.

Control how the funds are spent

Control when and how funds can be used by restricting purchases to specific merchant types.

Funding flexibility

Accounts can be funded at any amount and at any time. Any funds not spent prior to the card's expiration date will be returned to the employer.

Help avoid out-of-pocket expenses

Cards are mailed directly to employees and activated at first use, giving employees immediate access to funds without having to wait for reimbursement.

Reducing internal administration burden

Real-time expense tracking gives you insight into where and how employees are spending their funds.

Reimbursement account

Pre-or post-tax financial assistance via a reimbursement account that allows you to define and closely manage eligible expenses through substantiation.

Giving you greater control over how funds are spent

Define eligible reimbursable expenses, not just merchants, for better control over how funds are spent.

Minimize the risk of fraud

Full adjudication and substantiation provide you with the strongest defense against fraud.

Payment precision

Direct interface with your payroll system ensures that after submitting a claim, your people receive their funds quickly and automatically.

Reducing internal administration burden

Expense reporting gives you insight into where and how employees are spending their funds.



Interested in learning more about how we can help you support working parents?

Let's talk

About Alight Solutions

Alight unlocks enterprise growth for the world's most influential companies with future ready human capital and business solutions. We combine industry leading data and insights with unmatched depth and operational expertise to improve the employee experience and optimize cloud-enabled business processes. Our 15,000 colleagues proudly serve thousands of clients and their more than 30 million employees and family members throughout 180 countries. Learn how Alight helps organizations of all sizes, including over 70% of the Fortune 100, achieve next level transformation at alight.com.

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