

# CLIENT SUCCESS STORY



## WORKPLACE CHALLENGE

Santa Clara University faced a challenge in finding a way to provide child care options for their 1500 faculty and staff as the existing on-site child care facility was over capacity. University leaders recognized that building additional on-site capacity would be a significant initial and ongoing investment, and at best, be a short term solution to this challenge. In addition, faculty and staff had highlighted that existing senior care programs were insufficient in meeting complex adult care needs. As a result, Santa Clara University sought a single provider that could address both needs.

## EVALUATION

Santa Clara University moved ahead to evaluate several solutions, both traditional and online with three key evaluation criteria; geographic coverage, quality, and usability. Care.com was selected over other solutions given strong geographic coverage and standards by which coverage is measured,

quality of services by way of rigorous provider screening processes and an intuitive user interface that allows users to easily find the care their families need. Through the evaluation process, Santa Clara also learned of Care.com's Senior Care Counseling services. This led to additional research about alternative eldercare solutions for which they found a limited selection. Senior Care Counseling, they felt, was a well matched benefit given Santa Clara's contingent of faculty and staff dealing with senior care concerns. Further due diligence around Senior Care Counseling verified that it was a unique offering that provided professional advice from senior care experts, for their university experts. The quality of counselors, coupled with the quality of the providers within Care.com's credentialed network, assured Santa Clara that selecting Care.com as a vendor would in effect allow them to serve many different care needs for a diverse population with one vendor. Additionally, Care.com's nationwide coverage, especially with regard to Senior Care, was a major selling point as University leaders recognized that while faculty and staff are primarily based in California, many aging family members are not.

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## OUTCOME

Care.com launched the program to an eager faculty and staff at Santa Clara University and found immediate uptake. Following proactive outreach to members of the eldercare support listserv, the Senior Care Counselors were able to successfully provide services to roughly 35% of that group for which faculty and staff have been tremendously grateful even going so far as to say the service is “a blessing.”

## CLIENT TESTIMONIALS

“Faculty and staff were excited to learn that we are providing access to Care.com as part of their benefits package. We are happy to provide Care.com memberships because supporting our employees’ family needs contributes to greater satisfaction and work-life balance. Care.com’s Senior Care Counseling program has been especially well-received. A number of employees have shared that they are grateful for the guidance the senior care counselors have provided. We chose Care.com because we believed they provided the most progressive senior care benefit services”

**Ed Ryan, Assistant Vice Provost for Academic Affairs, Santa Clara University**

## EMPLOYEE TESTIMONIALS

“This is a wonderful blessing! This certainly made a lot of this- who do I go to, meeting these people, woah, wait a minute, what am I supposed to be asking?!- easier. You almost need a degree in this sort of thing to be doing it! It’s been very helpful.”

**Careen L. Michigan State University**

“I’m feeling very supported and very heard. I’m just blown away [by the Senior Care Counseling service]. This is great.”

**Jacqueline W. Santa Clara University**

“This has been fantastic. A terrific help. A wonderful resource. I’m really glad it is available. The thing that is fantastic is it can be tailor made to the individual. It’s not at all a cookie cutter approach.”

**Cheryl J. Santa Clara University**