

# Discover Just in Time Care<sup>®</sup>

A backup care solution that  
reaches *all* of your employees



**just**   
**in time**  
**Care<sup>®</sup>**  
child & adult backup care

A program of  
Children & Families First  
[jitc.org](http://jitc.org)

# Just in Time Care<sup>®</sup>

A backup care solution that reaches *all* of your employees

**School holidays. Day care closings. Sick children. Adult care issues.** Research shows that employees with dependent care responsibilities miss an average of nine days of work every year due to situations like these. In fact, there's no greater cause for unscheduled absenteeism.

Now there's a program to help your employees meet both family and work obligations when their regular dependent care arrangements are unavailable: *Just in Time Care* (JITC).

*Just in Time Care* links your employees with backup care options that meet their needs. Your company subsidizes the cost, helping to not only alleviate some of the financial burden on your employees, but enabling them to come to work.

It's a win-win solution! Your employees will have peace of mind knowing that their children or adult relatives are being well cared for. You'll have more productive employees who can focus on work without the worry.



Traditional approaches to addressing backup care needs are often costly, and may only benefit a limited number of employees, because they do not cover the full range of needs and do not offer a wide range of care options. The *Just in Time Care* program addresses all backup care circumstances and allows employees to choose from a full range of options, including friends and family. Other backup care solutions that assume employees will use caregivers/facilities potentially unfamiliar to them are often underutilized. That's why *Just in Time Care* is a cost-effective and valuable alternative for employers.

# Program Overview



## **What is *Just in Time Care*®?**

Launched by The Family & Workplace Connection on January 1, 1995, *Just in Time Care* is a comprehensive, national backup dependent care program that links individuals with backup care options that best meet their needs, no matter where they live. Options can include child care centers, family child care homes, school-age programs, centers for mildly ill children, adult day care centers, and child and adult in-home care. Individuals can also choose their own backup care providers, including friends and family members. An employer subsidy, managed by *JITC*, helps offset the backup care costs.

## **When can the *Just in Time Care* program be used?**

The *Just in Time Care* program can be used whenever regular child care or adult care arrangements are not available, whether the circumstance is anticipated or unanticipated. It can be used when children or adults are ill; when regular care providers are sick, on vacation, resign, or go out of business; when schools are closed for holidays or for snow or other weather related issues; or any other situation in which the regular care arrangement falls through.

## **How do companies pay for *Just in Time Care*?**

Employers contract to offer the *Just in Time Care* program to their employees as a benefit. Employers pay an operations fee for the service, and also provide *JITC* with subsidy money to cover their portion of backup care costs. *JITC* pays the backup care providers (or reimburses the employees) with these subsidy funds. The employer chooses the level of subsidy and the cap.

## **Which companies have offered the *Just in Time Care* program to their employees?**

Progressive organizations in the pharmaceutical, finance, higher education, research & development, legal and manufacturing industries are among the companies who have offered and utilized the *Just in Time Care* program. References and a list of current clients are available upon request.

## **How does the service work?**

Interested employees receive a *Just in Time Care* enrollment packet and complete a simple enrollment form. Once enrolled, employees access *Just in Time Care* online or via a toll-free hotline available 24 hours a day, 365 days a year. Specialists help your employees develop backup care plans, identify viable options, and facilitate enrollment and payment processing. Once care takes place, employees submit a form to *Just in Time Care*, and the subsidy portion of the payment is processed. Employers receive detailed usage reports to help keep the service visible.

*Just in Time Care successfully works in combination with other backup care programs!!*

# Why Your Employees Need Just in Time Care

*Just in Time Care* is designed to address all backup care situations your employees might face. Here are some real-life examples:

## Infant, toddler, and preschool care

- Family child care provider schedules vacation during a time when both parents must work.
- Employee with several children finds backup care, but can't afford to pay provider the full cost of that care.
- Employee and spouse both have to travel on business.
- Child care center closes due to stormy weather.
- Employee's in-home caregiver unexpectedly resigns, and family needs temporary care while searching for a new provider.
- Stay-at-home spouse, who is the primary caregiver, has to go out of town on a family emergency.
- Employee works part-time but has to attend a meeting on a day usually not scheduled to work.

## School-age care

- Employee isn't comfortable leaving ten-year-old son home alone on a teacher in-service day.
- Employee's children need care for a few days during spring vacation because employee can't take off the whole week.
- Summer camp doesn't start until a week after school lets out, and employee wants to ask a neighbor to watch her child.
- Child has no school on Presidents Day, but parent still needs to get to work.
- Employee is expected to attend a company sponsored evening or weekend event.



## Sick care

- Employee's young child is running a fever; but employee has a presentation at work that can't be missed.
- Employee's daughter has chicken pox and can't attend her regular child care center.

## Adult care

- Employee's elderly father occasionally needs someone to stay home with him when his illness flares up.
- Employee's spouse undergoes surgery and needs short-term care while recovering.
- Elderly parent's regular caregiver is going on vacation.

## In Our Clients' Words

*“Just in Time Care* is an important component of our national work/life program. As an organization with numerous and diverse geographic locations, and with as few as a handful of employees to thousands of employees at our worksites, we use *Just in Time Care* to help us make subsidized, quality child and adult backup care available to many more employees than we could reach with just our on-site and near-site centers and consortium memberships.

*Just in Time Care* offers employees flexibility and the peace of mind that comes from being able to identify a known, trusted family member, friend, or other provider and receive the care in or near home as well as near work. The program provides solutions for sick-child care and alternatives when our own centers are at capacity at peak times.”

*Director of Work/Life Programs  
Financial Institution*



*“Just in Time Care* is one program that really exemplifies a key component of our Work/Life Effectiveness Strategy because it meets both the needs of our business and of our employees who have child care and adult care responsibilities. Each year, a growing number of employees and managers tell us how important this benefit is to them.”

*Senior Manager, Work/Life  
Pharmaceutical Company*

## Just in Time Care Makes a Difference!

*“Just in Time Care* is a wonderful program. It saves us money and time off from our jobs. It is also stress-free and very easy to use.”

*“I had a family member stay home with my 4-month-old to take care of him while he was sick. Knowing that he was receiving quality care at home until he was better to go to day care allowed me to come to work and concentrate on my job 100%.”*

*“Just in Time Care* makes it possible for me to go on business trips I otherwise would not be able to attend. I also use *Just in Time Care* for my children when they have days off from school.”

*“Just in Time Care* paid for backup care, which was a great help. Plus, it allowed me to go to work when my primary care provider had a family emergency.”

*“The program eased any anxiety over finding coverage when our usual caregiver was unavailable. Just in Time Care* allows me to balance work and family commitments and is greatly appreciated.”



*From customer satisfaction surveys*

# Over 15 Years of Just in Time Care!

Increasing productivity

Reducing absenteeism

Helping families

## BACKUP CARE USAGE AT-A-GLANCE

### Care Provider/Setting

Friends & Family	78%
Center-Based Care	13%
Holiday On-Site Programs	4%
Family Child Care	3%
In-Home Care	2%

### Well vs. Sick Care

Well Care	88%
Sick Care	12%

### Age of Dependent

Child, 0-5 years old	45%
Child, 6-10 years old	39%
Child, 11-17 years old	13%
Adult, 18+	3%

## A Great Return on Investment!

Annually a company with 10,000 employees is estimated to:

Save 1,200 work days with *Just in Time Care*.

Save \$360,000 through *Just in Time Care*.

Spend \$90,000-\$140,000 for *Just in Time Care*.

Realize up to a 4:1 ROI with *Just in Time Care*!



For more information, contact:

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