

LifeCare[®], Inc.

Life Event Management[®] Services

It Takes a Partnership:

**Supporting the Parents of
Children with Special Health Care Needs**

LifeCare: Who We Are

- Founded in 1984
- Headquartered in Westport, Connecticut
- Exclusive provider of Life Event Management® Services—which holistically address a person's *total health*
- Serve nearly 1,500 employers and 4.5 million employees
- Offered to employees (and their families) as an employer-paid benefit
- Designed to help people manage the full spectrum of major life events and day-to-day responsibilities



**LifeCare was named “Top Work/Life Service Provider”
by *WorkLife Matters* Magazine in 2004.**

Our Clients Include ...



We Help Individuals at Every Stage of Life!



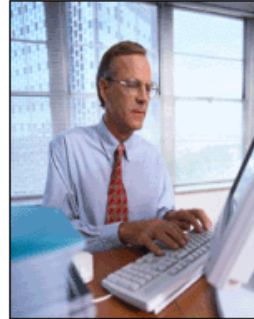
Childhood



21
Education
and Early
Career



30+
Work-Family



45-50
Pre-Retirement
Planning



62-63
"Rewire"



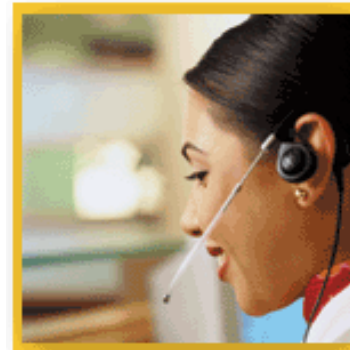
72
Retire

Supporting those who have children with
special health care needs cuts across all stages.

Our Services Include ...

- Child Care/Parenting
- Eldercare
- Health & Wellness
- Legal & Financial
- Pre- & Post-Retirement Programs
- Concierge
- Discount Programs

Each of our services in some way touches children with special health care needs and their parents/guardians



Our Specialists and award-winning web site provide 24/7 support!

Why Does LifeCare Address Special Needs?

- For 20 years, we've devoted a significant portion of our organization to serving child care needs
- Therefore, we have *always* helped parents address special needs
 - Finding school and care programs
 - Legal system issues (entitlement programs, representation, etc.)
 - Helping parents understand complex emotional and developmental issues
- Over the years, special needs cases increased rapidly
 - At LifeCare -- 50% increase in special needs cases over past couple of years
 - We now handle roughly 3,600 special health care needs cases annually
 - These cases include physical challenges, medical needs, learning disabilities and emotional problems
 - Reflects national trend: about 13 percent of U.S. children have a special health care need (Boston Globe, 6/6/04)

The Impact of Special Needs Cases

Special needs cases are tremendously important to our clients

- **Special needs cases impact worker productivity**
 - Trying to balance needs of child with job responsibilities can be exhausting and emotionally draining
- **Special needs cases impact employee commitment and turnover**
 - Boston Globe recently reported that about a third of the nation's children with special health care needs have a family member who has cut back or quit working due to the child's condition
 - However, workers who get support from employers can be among the most loyal employees (employer providing support they get nowhere else!)
- **Left unaddressed, special needs cases can cost businesses and parents more in health care than necessary**



Serving Those with Special Needs

LifeCare Specialists are available 24/7 to assist with:

- **Schools and Special Needs Programs**
- **Early Intervention Services**
- **In-Home Care**
- **Respite Care**
- **Special Education Laws and Legislation**
- **Support and Advocacy**
- **Testing Assessments**
- **Gifted and Talented Programs**



Serving Those with Special Needs

LifeCare's web site enables users to:

- Search for special needs camps, day care, in-home care, and schools nationwide
- Read helpful educational materials on special needs issues
- Access host of interactive tools (e.g., comprehensive health encyclopedia ... symptom checker ... drug database ... etc.)
- Participate in online seminars about positive parenting, protecting a child, etc.
- Download materials that offer practical information and helpful tips on placing children in appropriate educational programs, protecting a child's rights, etc.



Trends at LifeCare

- 3 of the most common challenges for parents of special needs children:
 1. Finding the appropriate school programs to fit their children's needs
 2. Navigating/understanding the legal system (finding and accessing entitlements and appropriate representation)
 3. Coping with the emotional aspects
 - Helping their children cope
 - Accessing emotional and respite support for themselves
 - Assistance understanding emerging issues such as obesity, asthma, ADD
- Caseload increase regarding 4 specific issues:
 - Autism, asthma, obesity, bipolar disorder

Keys to Success for Employers

1. Promote your work/life and EAP offerings regularly!
 - Without ongoing reminders, employees can easily become caught up in their children's needs and forget about the support you provide
2. Consider offering flex-time
 - Significantly reduces the conflicts of trying to balance child's needs and work responsibilities
3. Consider offering tax-deferred spending accounts
 - Offered via payroll deductions, can be a tremendous benefit for those needing ongoing child care and medical supplies
4. Health & wellness programs pay huge dividends
 - These programs not only give you a more productive workforce, also reduce potential medical claims filed by over-stressed employees
 - Programs can include Health Risk Analysis tools, online healthy living programs, seminars and web-based learning courses, workplace forums, etc.

