

Case Study

How an international law firm *saved 2,300 hours* with Homethrive

Staying Competitive Using Benefits

The AmLaw 50 firm featured in this case study is always looking for ways to improve how they support their attorneys and business services professionals.

To this firm, employee well-being is more than just a matter of higher productivity and less absenteeism. The benefits and support that they provide their team are key characteristics of their culture of care.

Offering mental health support was a good start, but the firm knew that there was more they could provide to help their employees avoid burnout.

"You can't just solve one piece of the puzzle. You have to solve the whole puzzle," says their Senior Director of Human Resources. "So if you are a caregiver, chances are that stress and anxiety are going to affect mental health. And you may be able to see a great therapist who's helping you with it, but you're still a caregiver. And how do you deal with those responsibilities?"

The team recognized the gap in their benefits for elder care services, especially with many of their attorneys landing in the sandwich generation, responsible for both the care of their children and their aging parents.

The firm needed a benefit that reduced caregiver stress while aligning with their culture, and Homethrive's personalized service was the perfect fit. They knew that they weren't looking for a call center that would become another chore for caregiver attorneys to deal with, and with a solution that combined digital tools and resources with live 1:1 support, Homethrive was able to deliver on that vision.



How Caregiving Affects Law Firms

The challenges faced by attorney-caregivers don't just affect their own lives, but also the lives of their clients and firms as well.

Reduced productivity: The time commitment for caregiving often requires caregivers to do research, schedule appointments, provide transportation, or be on-call for emergencies. As a result, attorneys are faced with reduced billable hours.

Increased turnover: Nearly one-third of caregivers voluntarily exit the workforce to attend to their loved ones, a trend that contributes to high attrition rates within the legal profession.

Client dissatisfaction: When an attorney becomes overwhelmed with caregiving, they often retire early to focus on their family's needs. The transition can disrupt client relationships, leading to dissatisfaction as legal teams change hands.

Equity in the workplace: Women continue to disproportionately shoulder caregiving duties, which may drive them out of the workforce or hinder career advancement. As of 2023, women account for 27.76% of all law firm partners.

Case Study

Homethrive in Action

The firm communicates regularly with their entire team about how they are doing, professionally and personally. Testimonials about Homethrive's effectiveness were proof that their caregiving support was making a tangible difference.

"There's constantly situations where having a social worker in your pocket can really help with," says the Senior Director of HR. "Especially during times of emergency where you're completely overwhelmed."

In one scenario, an employee was helping her father find a new primary care provider and didn't know where to start. Homethrive was able to provide a list of providers that specialized in geriatrics and find out when appointments were available.

Another attorney-caregiver shared his Homethrive access with his brother so that they could be on the same page while providing care for their parents. With all of their care information in the same spot, communication between family members was simplified.

Another member, whose spouse was recently diagnosed with an illness, was able to use Homethrive to find services to both help with weekly chores and, more importantly, pay for them. With assistance from Homethrive, she was able to find a cleaning service to take some of the burden off of her shoulders.

Overall, over 2,300 hours of time spent on caregiving navigation and coordination was saved among attorney-caregivers who utilized their Homethrive benefit. With the time saved by using Homethrive, attorneys were able to dedicate those hours to billing clients, rather than stressing about research and coordinating services.

"From an ROI perspective, we're going to come out ahead in this situation because of the hours that our attorneys reclaim," says the Senior Director of HR. "It's pretty easy to justify that you're going to get that bang for your buck."

Key Metrics

2,300+

hours of caregiving
navigation saved

51%

worked 1:1 with a Care Guide

89

individual cases completed
with a Care Guide

Estimated Business Impact



26 hours per person of avoided
personal research, coordination, or
emotional strain



Improved mental health,
legal readiness, and care
coordination for members



Reduction in absenteeism,
presenteeism, and
crisis escalation