



Here to help.

**Flexible Family Care Overview
Duval County Public Schools
June 21, 2023**





Who we are

- Miami, Florida-based, flexible family care company on a mission to create a new kind of care, built on **human connection**
- National network of Papa Pals, curated and flexible workforce of companions who are ready to hang out and help out.
- Founded in 2017 to solve for caregiving needs for our founder and his "Papa."
- Partner with 100+ health plans and employers providing at-home social support to adults and families



Papa is here to support you and your loved ones.

Papa provides a helping hand via our Papa Pals, a network of friendly helpers who bring companionship and assistance with everyday tasks.



Employees' caregiving burden is often too much to bear.



24

hours of additional work each week in the form of caregiving—the equivalent of a part-time job.¹



70%

reported adverse mental health symptoms, even higher for the sandwich generation at 85%.²



32%

employees voluntarily left a job due to caregiving responsibilities.³

¹AARP

²Centers for Disease Control and Prevention

³FlexJobs, 2019 Survey

What can Papa help you with?

Caring for aging or ill loved ones

Companionship, transportation to appointments, or assist with errands and technology

Help with the kids

Homework supervision, after-school snacks, and entertainment while working from home

Check off your to-do list

Light household tasks, meal prep, organizing, pet help, and more

Prioritize your well-being

Help around the house when you're recovering from an injury or simply time back in your day to take care of yourself



Who are Papa Pals?

Papa Pals provide personalized non-medical care, companionship, and help with everyday tasks for you and your loved ones—children, aging parents, and even your pets!

- Available to help in-person or by phone.
- Background checks beyond industry standards on all Papa Pals and motor vehicle record searches for those conducting transportation visits
- If you find the perfect match, you designate a "Preferred" Papa Pal for yourself or your loved ones. If they are available, they will be there!



“Not only are we helping people, but in doing so I feel fulfilled and rewarded too.... it’s an even exchange.”

- **Juanita (Papa Pal)**

How Papa Pals can help

Flexible Family Care: Example Papa Pal tasks



Companionship

- Hang out and share conversation
- Play games or watch movies
- Participate in a hobby
- Enjoy a meal



House tasks

- Light surface cleaning
- Meal assistance
- Laundry / organization
- Physical safety
- Light gardening



Transportation

- Medical appointments
- Run errands
- Voting and municipal
- Community centers
- Places of worship



Grocery shopping

- Accompany to store
- Pickup from list
- Loading and unloading
- Storing and organizing
- Delivery



Parental support

- Watching children (ages 3+)
- Games and homework
- Meals and snacks



Pet help

- Take pets for a walk
- Play fetch or with toys
- Fill food and water



Exercise

- Attend classes
- Assist with therapy
- Outdoor activities



Tech help

- Help setup devices
- Assist with telehealth
- Video calls to stay connected

Papa Pals can do a lot, but cannot help with tasks you would pay a professional to do.

Children must be 3 years or older and a parent/guardian must be present during the visit. Up to 2 children per Papa Pal and if transportation is provided you are to provide and install the car seat.

Visit the "Ask us anything" section at papa.com/members for visit regulations. Papa Pals and members must abide by our Community Standards at papa.com/community-standards.

A delightful and reliable experience for all.

4.8 out of 5 visit rating

98% visits fill rate

You don't have to be sick or in an emergency to use the benefit

"Raymond was terrific! He went above and beyond of my expectations. He did a lot to help me, not just physically, but mentality too. He is such a joy to be around."

-Allison, Papa member



"My Pal, Jhakimbree, was wonderful, I really like her. I want her for every visit. I enjoyed her company and she has been a huge help. I was visiting my sister in FL and broke my leg, I have been here trying to get better and my pal has been a huge help with getting my things cleaned and organized."

-Carol, Papa member



Papa Pals in action



Susan, research coordinator,
Chicago-based, parents in Florida.

“They don’t need home health, but
I’m not comfortable with them
fully on their own.”

Taylor, software engineer, working
from home, two kids, partner travels
for work.

“School is closed and I need someone
to help while I’m in meetings.”



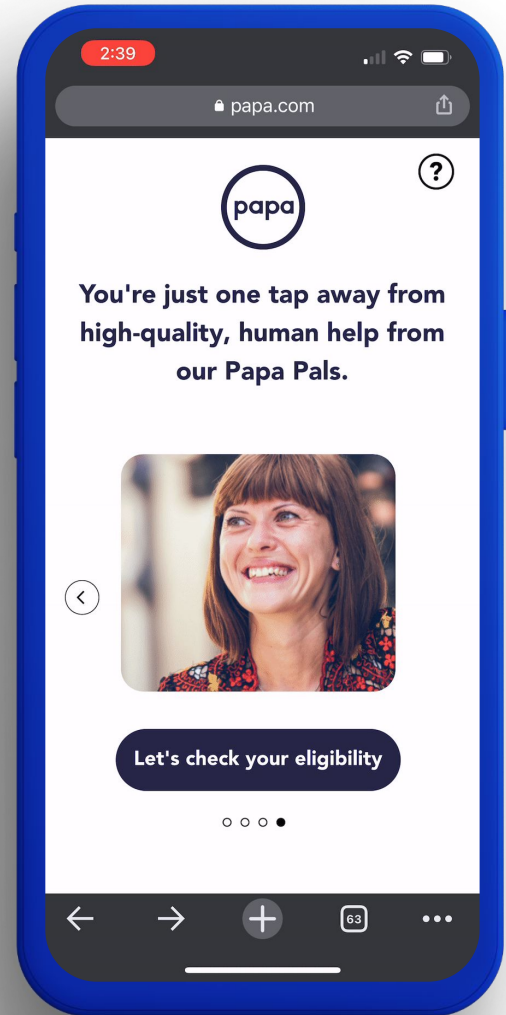
Alex, financial advisor, lives alone
across the country from family,
recovering from back surgery

“I can’t walk, let alone drive,
how am I going to get groceries,
clean the house, and get to the
doctors?”

Getting started

5 easy steps to register

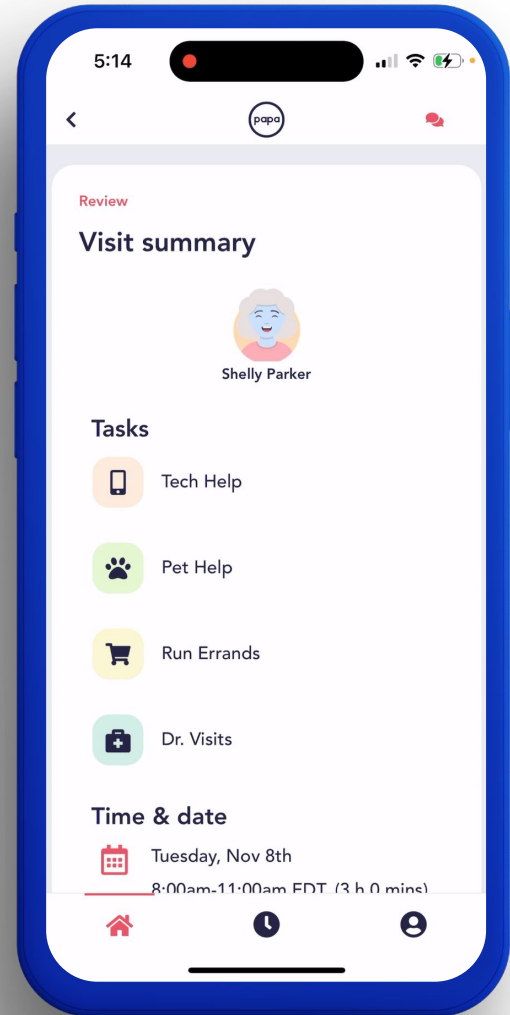
1. Visit papa.com/care/signup
2. Enter your first and last name, mobile number, and employee work email
3. Obtain the eligibility code from your work email, and enter in the online enrollment page
4. Establish your Papa login credentials by creating your password
5. Select who will use your Papa benefits—you or your loved one(s)—along with the primary zip code where you would like assistance



Getting started

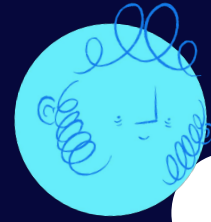
5 steps to request your visit

1. Download the Papa Care app in the Apple or Google Play store
2. Login using your work email and the password you created during registration
3. Click "Request a new visit"
4. Follow the steps to select who the visit is for, the location of the visit, and help needed
5. Choose the date and duration that works best for you, and that's it. Your visit request is complete!



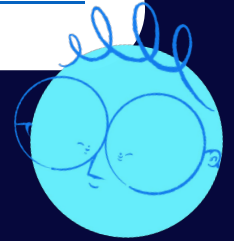
We're on a mission

**to create a new kind
of care, built on
human connection**



[Papa for Employees Overview](#)

[Video](#)



To fulfill our vision of

**a world where
no one has to
go it alone**

Thank you!

