

Family Resource Home Care Fact Sheet

Business Name: Family Resource Home Care

Corporate Offices: 23403 E Mission Avenue
Suite 215
Liberty Lake, WA 99019
800.775.6380

Website: www.familyresourcehomecare.com

Founded: 1996

No. of Employees: 750 including office staff and caregivers

No. of Clients: Family Resource supports more than 1,000 families each year.

Business Description: Family Resource Home Care is one of the largest independent provider of home care services in the Pacific Northwest and one of the largest in the United States. The company is focused on empowering older adults to continue living at home by providing them with home care services that address their unique challenges.

Services Provided: The company provides a variety of services to clients including:

- Personal Care including bathing, dressing, grooming, walking, toileting, exercise, and help with medications
- Meal Planning and Preparation
- Companion Care including conversation, support on running errands, doctor appointments, shopping, travel, social outings, to name a few
- Light Housekeeping including cleaning of laundry and linens etc.
- Live-in Care
- Dementia and Alzheimer's Care
- End of Life Care
- Transitional Care
- Respite Care

Markets Served: The company currently serves clients in Washington and Idaho with offices located in Liberty Lake, Seattle, Tacoma, Bellevue, Spokane, Kennewick (Washington) and Boise and Moscow (Idaho). The company has plans to expand into several Mountain West states over the next five years with a focus on Oregon, Utah, Colorado, New Mexico, Nevada, and Arizona.

Company Structure and Ownership: Family Resource Home Care is a privately-held business that is owned by the Wiberg family and Great Point Partners. Previously, FRHC was Washington State’s two largest independently-owned home care companies – with the Wiberg family owning Family Home Care and prior owner David Lawrence owning Family Resource Home Care – before merging the two companies in 2018.

Key Executives: Jeff Wiberg, Co-Founder & CEO
Betsy Rothley, Chief Operating Officer
Jason Wiberg, Chief Financial Officer
Tera Maki, Chief Human Resource Officer
Sasha Weiler, Chief Marketing Officer

Relevant Industry Data and Stats:

- Over the next 30 years, the number of older adults in the United States is expected to explode – from 42M in 2017 to 84M in 2050 – creating a ‘Silver Tsunami’ that will leave many families scrambling for home care.
- This country’s oldest population segment, Americans 85 and older, are also expected to triple in size from 7M in 2020 to 19M in 2050.
- Nine out of ten Americans 65 and older want to stay at home as they age; 80 percent believe their current home is where they’ll always live.
- Nearly 70 percent of Americans who reach the age of 65 will be unable to care for themselves at some point without assistance.
- Home care has become one of the fastest-growing segments in the healthcare industry and, in 2018 alone, is a \$93B market.
- Older adults receiving home care generally need fewer trips to doctors and hospitals. As a result, home care reduces overall health care costs, while also creating jobs in a new and growing sector.
- In 2011 alone, the U.S. saved as much as \$25B in hospital costs due to the growth of home care services over the previous decade.
- Medicare’s anticipated coverage of home care via Medicare’s Advantage Plan will also bring a new level of regulation and, as a result, make compliance a growing focus for the current market of 17,000 home care agencies across the United States.

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