

# Non Medical Home Care Business Plan

Home Comforts, Compassionate Care

# Business Plan

[YEAR]

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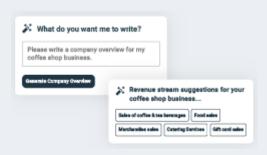
#### Business planning that's simpler and faster than you think

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# **Executive Summary**

Market opportunity
Services Offered
Marketing & Sales Strategies
Financial Highlights



An executive summary is the first section of the business plan intended to provide an overview of the whole business plan.

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Non Medical Home Care Business Plan

Start your executive summary section by briefly introducing your business to your readers.

This section may include the name of your non-medical home care business its leastion when To unlock help try Upmetrics! 🔒

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#### Market opportunity



Non Medical Home Care Business Plan

Summarize your market research, including market size, growth potential, and marketing trends. Highlight the opportunities in the market and how your business will fit in to fill the gap.

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#### Services Offered

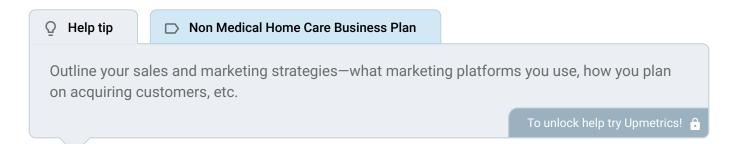


Non Medical Home Care Business Plan

Highlight the home care services you offer your clients. The USPs and differentiators you offer are always a plus.

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#### Marketing & Sales Strategies

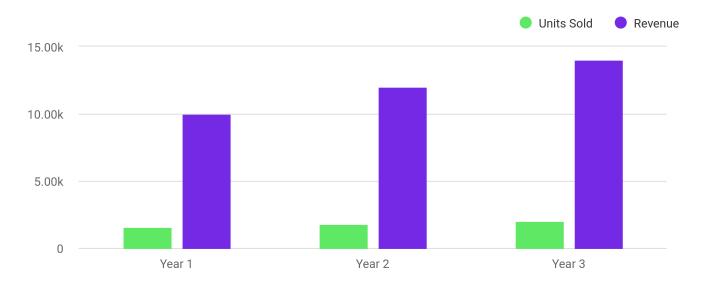


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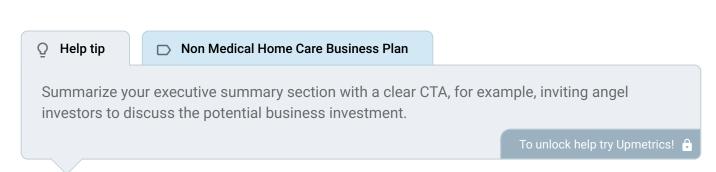
#### Financial Highlights



#### Units Sold v/s Revenue



Financial Year	Units Sold	Revenue
Year 1	1,550	\$10,000
Year 2	1,800	\$12,000
Year 3	2,050	\$14,000



Write a call to action for your business plan.

# Company Overview

Ownership

Mission statement

**Business history** 

Future goals



Depending on what details of your business are essential, you'll need different elements in your business overview.

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Non Medical Home Care Business Plan

Describe what kind of non-medical home care you run and the name of it. You may specialize in one of the following businesses:

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#### Ownership

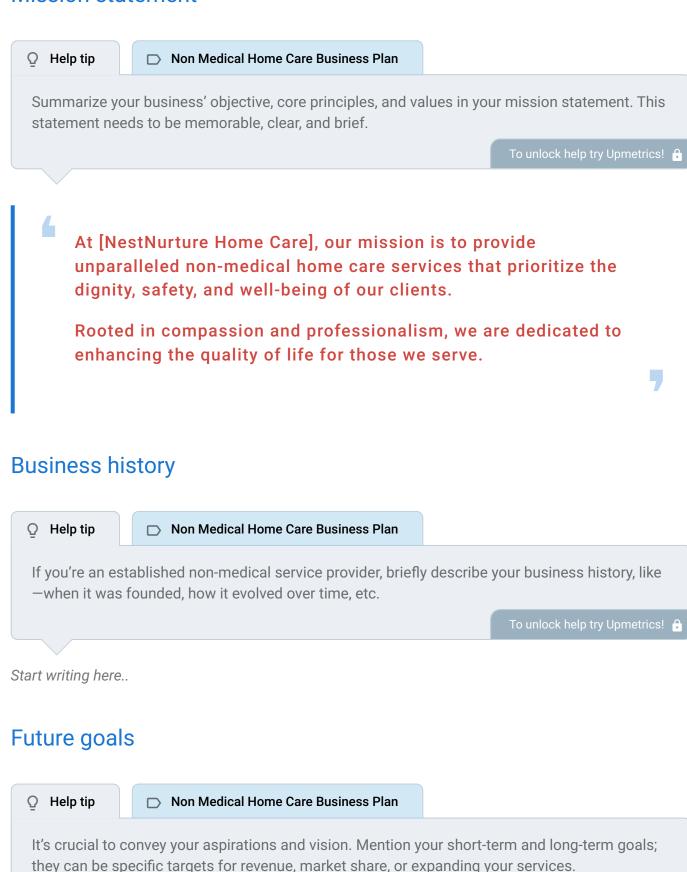


Non Medical Home Care Business Plan

List the names of your non-medical home care company's founders or owners. Describe what shares they own and their responsibilities for efficiently managing the business.

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#### Mission statement



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# Market Analysis

Target Market

Market size and growth potential

Competitive analysis

Market trends

Regulatory environment



Market analysis provides a clear understanding of the market in which your printing business will run along with the target market, competitors, and growth opportunities.

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Non Medical Home Care Business Plan

To write the introduction section of your market analysis, start by clearly identifying your primary target market.

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#### **Target Market**



Non Medical Home Care Business Plan

Start this section by describing your target market. Define your ideal customer and explain what types of services they prefer. Creating a buyer persona will help you easily define your target market to your readers.

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#### Market size and growth potential

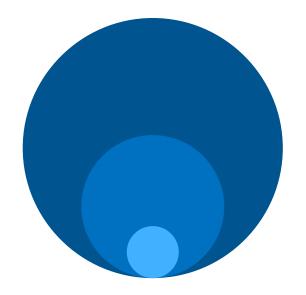


Non Medical Home Care Business Plan

Describe your market size and growth potential and whether you will target a niche or a much broader market.

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#### Market Size



#### **Available Market**

Total individuals in the region eligible for non-medical home care.

10M

#### **Served Market**

Those currently using any form of nonmedical home care service.

5M

#### **Target Market**

Elderly with specific needs we specialize in, e.g., mobility issues.



#### 

Non Medical Home Care Business Plan

Identify and analyze your direct and indirect competitors. Identify their strengths and weaknesses, and describe what differentiates your non-medical home care services from them.

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#### Competitive analysis

#### ComfortCare Homemakers

Founded in 2005, ComfortCare Homemakers has steadily become a trusted name in the industry. They have established a reputation for delivering consistent care through their large network of trained caregivers.

#### **Features**

Personalized daily living assistance

Specialized dementia and Alzheimer's care

Companion services with activity-based engagement

Live-in care options

#### Strengths

Extensive industry experience with over 15 years in operation

Broad range of services catering to varied client needs

Strong community engagement and brand recognition

#### Weaknesses

Limited use of technology in service delivery

Higher pricing model compared to new market entrants

Inflexibility in customizing service packages

#### HomeHeart Helpers

A relatively new entrant, HomeHeart Helpers, launched in 2018, brings a tech-savvy approach to home care, integrating modern solutions to enhance client experience.

#### **Features**

Basic home assistance for daily tasks

Digital portal for families to monitor and communicate

Emergency response systems

Virtual wellness and activity programs

#### Strengths

Strong technology integration offering transparency and realtime communication

Competitive pricing aimed at attracting a broader market segment

Active feedback mechanism leading to service improvements

#### Weaknesses

Limited on-ground experience and industry tenure

Narrower range of services compared to seasoned competitors

Challenges in maintaining consistent service quality due to rapid scaling

#### GoldenAge Companions

GoldenAge Companions, operating since 2010, emphasizes holistic wellness, offering a blend of traditional caregiving with wellness programs.

#### **Features**

Personal care and daily living assistance

Holistic wellness programs including physical therapy and meditation

Companion services with an emphasis on mental well-being

Nutrition and meal planning quidance

#### Strengths

Unique focus on holistic wellbeing, setting them apart from competitors

Diverse team including nutritionists and physical therapists

Positive client testimonials and strong word-of-mouth referrals

#### Weaknesses

Limited technology adoption leading to operational inefficiencies

Premium pricing model, potentially alienating budgetconscious clients

Longer onboarding process for new clients

#### Market trends



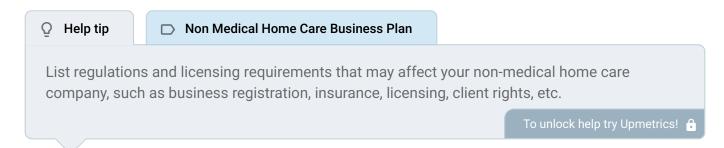
Non Medical Home Care Business Plan

Analyse emerging trends in the industry, such as changes in technology, customer behavior or preferences, etc. Explain how your business will cope with all the trends.

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#### Regulatory environment





## **Products and Services**

Services

Additional services



The product and services section of non medical home care business plan should describe the specific services and products that will be offered to customers. To write this section should include the

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Non Medical Home Care Business Plan

To craft the introduction for your "Products and Services" chapter, begin by positioning your business within its industry, emphasizing its unique strengths or value proposition.

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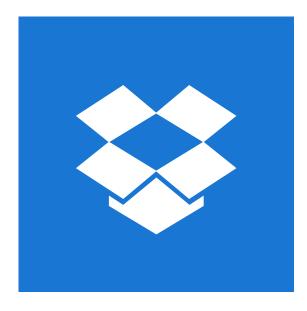
#### 

Mention the services your business will offer. This list may include services like

· Personal care services

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#### Services



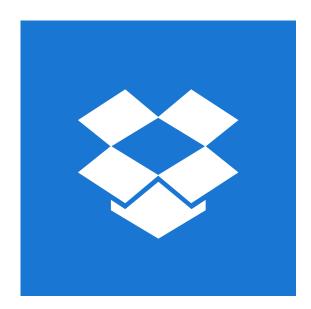
#### **Personal Care Services**

Price: [\$25/hour]

Personalized assistance with daily tasks, ensuring clients can maintain their regular routines comfortably and safely.

#### **Specifications**

- · Bathing and grooming assistance
- · Dressing aid
- · Mobility assistance
- Medication reminders



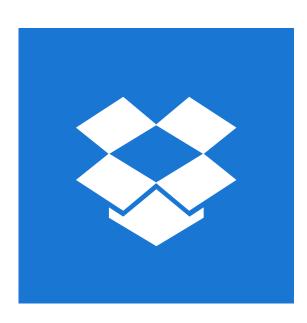
#### Home Safety Analysis

Price: [\$100/assessment]

Comprehensive evaluation of a client's living space to identify potential hazards and ensure a safe environment.

#### **Specifications**

- Fall risk assessment
- · Safety equipment recommendations
- Emergency exit planning
- · Lighting and electrical safety check



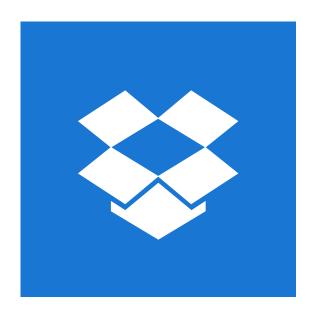
#### Live-in Care

Price: [\$200/day]

24-hour care service providing clients with constant companionship and support, ensuring they are never alone.

#### **Specifications**

- 24/7 caregiver presence
- Nighttime assistance
- Daily task support (meal prep, cleaning, etc.)
- Emergency care readiness



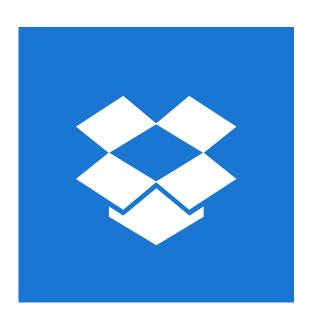
#### **Meal Preparation**

Price: [\$15/meal]

Nutritious and tailored meal preparation based on client preferences and dietary requirements, promoting a balanced diet.

#### **Specifications**

- Dietician-approved meal plans
- · Customized based on dietary restrictions (e.g., glutenfree, diabetic-friendly)
- Portioned servings
- · Assistance with feeding, if necessary



#### **Light Housekeeping**

Price: [\$20/hour]

Cleaning and tidying services to ensure clients' living spaces remain organized, hygienic, and pleasant.

#### **Specifications**

- Dusting and vacuuming
- Laundry assistance
- · Bedding changes
- Kitchen and bathroom cleaning

#### Additional services



Non Medical Home Care Business Plan

Think about adding extra services or packages, like transportation or home safety inspections, for your clientele. Describe these extra services and how they will help clients in this section.

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# Sales And Marketing Strategies

Unique Selling Proposition (USP)

**Pricing Strategy** 

Marketing strategies

Sales strategies

**Customer retention** 



Writing the sales and marketing strategies section means a list of strategies you will use to attract and retain your clients.

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Non Medical Home Care Business Plan

To create an effective introduction for your "Sales and Marketing Strategies" chapter, start by setting the stage within your specific industry or market.

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#### **Unique Selling Proposition (USP)**



Non Medical Home Care Business Plan

Define your business's USPs depending on the market you serve, the equipment you use, and the unique services you provide. Identifying USPs will help you plan your marketing strategies.

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#### **Pricing Strategy**



Non Medical Home Care Business Plan

Describe your pricing strategy—how you plan to price your services and stay competitive in the local market. You can mention any discounts you plan on offering to attract new customers.

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#### 

Non Medical Home Care Business Plan

Discuss your marketing strategies to market your services. You may include some of these marketing strategies in your business plan-social media marketing, Google ads, brochures, email marketing, content marketing, and print marketing.

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#### Marketing strategies

#### Online



#### **Social Media**

Building a robust presence on platforms like Facebook, Instagram, and LinkedIn to engage with potential clients and caregivers.



#### **Email Marketing**

Regular newsletters and updates to our client base, highlighting any new services, staff additions, or special promotions.



#### **Content Marketing**

Engaging blog posts and articles that provide value, answer common questions, and position [NestNurture Home Care] as a thought leader in the industry.



#### Google Ads

Targeting specific keywords to ensure [NestNurture Home Care] appears when potential clients are searching for our services.

#### Offline



#### **Brochures**

High-quality, informational brochures distributed in strategic locations, like medical centers, community hubs, and senior centers.



#### **Print Marketing**

Advertisements in local newspapers, magazines, and other relevant print media.

Non Medical Home Care Business Plan

Outline the strategies you'll implement to maximize your sales. Your sales strategies may include partnering with other medical businesses, offering referral programs, discount on availing more than one service, etc.

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#### Sales strategies



#### **Partner with Businesses**

Forming alliances with other medical and non-medical businesses to create a comprehensive care ecosystem.



#### **Discounts**

Offering bundled service packages at discounted rates.



#### **Referral Programs**

Introducing referral programs with incentives for clients and partners.



Non Medical Home Care Business Plan

Describe your customer retention strategies and how you plan to execute them. For instance, introducing loyalty programs, discounts on annual membership, personalized service, etc.

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#### Customer retention



#### **Loyalty Programs**

Rewarding regular clients with points that can be redeemed for additional services or discounts.



#### **Annual Membership Discounts**

Special prices for clients who commit to our services on a yearly basis.



#### **Personalized Service**

Tailoring our services based on individual client feedback and preferences.

# **Operations Plan**

Staffing & Training
Operational Process
Equipment



When writing the operations plan section, it's important to consider the various aspects of your business operations.

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Non Medical Home Care Business Plan

To create an effective introduction for your "Operational Plan" chapter, start by emphasizing the pivotal role of efficient operations in the success of your business, underscoring how they directly impact the quality of services delivered.

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#### **Staffing & Training**



Non Medical Home Care Business Plan

Mention your business's staffing requirements, including the number of employees or carers need. Include their qualifications, the training required, and the duties they will perform.

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#### **Operational Process**



Non Medical Home Care Business Plan

Outline the processes and procedures you will use to run your home care business. Your operational processes may include sending quotations, quality control & assurance, scheduling appointments, training employees, etc.

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#### **Equipment**



□ Help tip

Non Medical Home Care Business Plan

Include the list of equipment required for your non-medical home care, such as personal care equipment, beds, mobility aids, communication devices, medical reminders, etc.

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# **Management Team**

Key managers
Organizational structure
Compensation plan
Advisors/Consultants



The management team section provides an overview of the individuals responsible for running your business plan.

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Non Medical Home Care Business Plan

To craft an introduction for your "Management Team" chapter, begin by emphasizing the crucial role of leadership in the success of any business.

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#### Key managers



Non Medical Home Care Business Plan

Introduce your management and key members of your team, and explain their roles and responsibilities.

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Start writing here..







#### John Doe CEO - john.doe@example.com

John founded [NestNurture Home Care] with the vision of redefining excellence in non-medical home care. His holistic approach to care is rooted in his personal experiences and passion for making a difference in people's lives.

- Educational Background: John holds an MBA from [Prestigious University Name] with a specialization in Health Care Management.
- Professional Background: With over 15 years in the non-medical home care industry, John has served in various capacities ranging from a care coordinator to operations management.

His vast industry knowledge ensures [NestNurture Home Care] maintains its standard of excellence.







Jane Doe Chief Operating Officer (COO) - jane.doe@example.com

Jane's meticulous nature and dedication to operations make her an indispensable part of our team.

She ensures the smooth day-to-day running of [NestNurture Home Care], ensuring each client receives unparalleled care.

- Educational Background: Jane is a graduate of [Prominent University Namel, where she earned a Bachelor's in Business Administration with a minor in Healthcare Studies.
- Professional Background: Jane has worked in the home care industry for over a decade. Her roles have spanned from operations coordination to managerial responsibilities in prominent care institutions.





Alice Brown CMO - alice.brown@example.com

Alice's forte is her ability to weave compelling narratives around our services, making [NestNurture Home Care] a recognized brand in the non-medical home care market.

- Educational Background: Alice earned her Master's in Marketing from [Well-known University Name].
- Professional Background: With 12 years of experience in marketing, Alice has worked for renowned health sector brands, crafting their stories and driving their market presence.



**Robert Brown** 

Senior Client Relations Manager - robert.brown@example.com

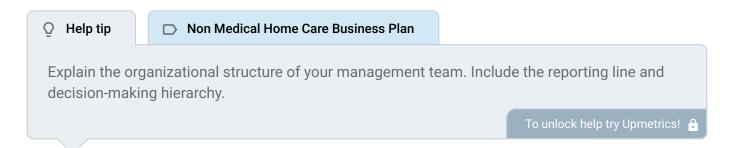
Robert's interpersonal skills and empathy make him the perfect liaison between our clients and our team.



He ensures every client's needs are understood and addressed, ensuring their complete satisfaction.

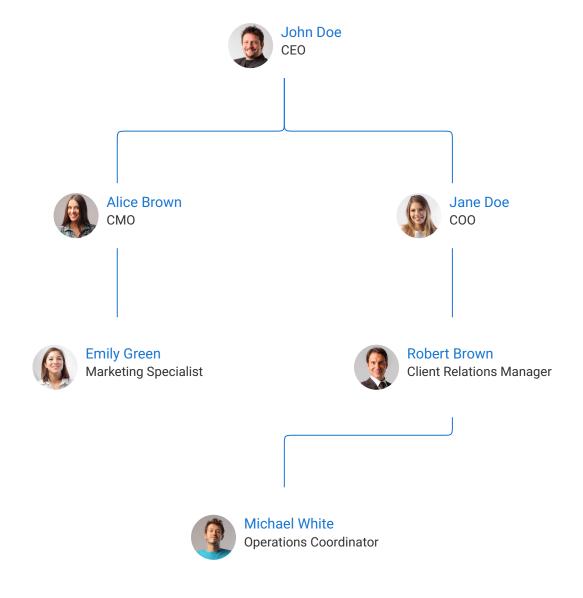
- Educational Background: Robert holds a Bachelor's in Communication Studies from [Distinguished University Name].
- Professional Background: With a rich 8-year history in client relations, Robert has worked for various health institutions, always leaving a trail of satisfied clients.

#### Organizational structure



Start writing here..

#### Organization chart



#### Compensation plan



Non Medical Home Care Business Plan

Describe your compensation plan for the management and staff. Include their salaries, incentives, and other benefits.

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Start writing here..



Mentioning advisors or consultants in your business plans adds credibility to your business

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#### Advisors/Consultants



[ADVISOR NAME]

Advisor

With a rich history in [specific sector, e.g., healthcare technology], [Advisor's Name] provides invaluable insights into [specific domain, e.g., integrating technology into our service delivery].



[CONSULTANT NAME]

Consultant

As a consultant in [specific area, e.g., customer relations], [Consultant's Name] aids in refining our client interaction and satisfaction strategies.

## Financial Plan

Profit & loss statement

Cash flow statement

Balance sheet

Break-even Analysis

Financing needs



When writing the financial plan section of a business plan, it's important to provide a comprehensive overview of your financial projections for the first few years of your business, You may provide the following:

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Non Medical Home Care Business Plan

To create an effective introduction for your "Financial Plan" chapter, begin by stressing the critical role of a well-structured financial plan in the success of your venture.

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Non Medical Home Care Business Plan

Describe details such as projected revenue, operational costs, and service costs in your projected profit and loss statement. Make sure to include your business's expected net profit or loss.

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#### Profit & loss statement

	2024	2025	2026
Revenue	\$1,231,976.05	\$3,464,152.65	\$5,927,231.05
Personal Care Services	\$453,474.75	\$1,176,766.75	\$1,779,294.75

	2024	2025	2026
Users	2,691	4,883	6,760
Recurring Charges	\$25	\$25	\$25
Companionship Services	\$488,277.90	\$1,507,671.90	\$2,786,411.70
Users	2,564	5,668	9,661
Recurring Charges	\$30	\$30	\$30
Meal Preparation Services	\$290,223.40	\$779,714	\$1,361,524.60
Users	2,153	4,254	6,994
Recurring Charges	\$20	\$20	\$20
Cost Of Sales	\$210,000	\$215,340	\$220,831.80
General Costs	\$210,000	\$215,340	\$220,831.80
Personnel Costs	\$132,000	\$134,640	\$137,332.80
Caregiver Wages	\$60,000	\$61,200	\$62,424
Training Costs	\$72,000	\$73,440	\$74,908.80
Operational Costs	\$78,000	\$80,700	\$83,499
Transportation	\$60,000	\$61,800	\$63,654
Medical Supplies	\$18,000	\$18,900	\$19,845

	2024	2025	2026
Revenue Specific Costs	\$0	\$0	\$0
Personnel Costs (Direct Labor)	\$0	\$0	\$0
Gross Margin	\$1,021,976.05	\$3,248,812.65	\$5,706,399.25
Gross Margin (%)	82.95%	93.78%	96.27%
Operating Expense	\$887,720	\$915,415.60	\$943,990.64
Payroll Expense (Indirect Labor)	\$807,720	\$832,731.60	\$858,525
Caregiving Staff	\$372,600	\$383,778	\$395,291.40
Lead Caregiver	\$70,200	\$72,306	\$74,475.24
Caregiver	\$302,400	\$311,472	\$320,816.16
Administrative Staff	\$216,240	\$223,507.20	\$231,023.76
Office Manager	\$78,000	\$81,120	\$84,364.80
Administrative Assistant	\$138,240	\$142,387.20	\$146,658.96
Marketing and Sales	\$218,880	\$225,446.40	\$232,209.84

	2024	2025	2026
Marketing Coordinator	\$89,280	\$91,958.40	\$94,717.20
Sales Representative	\$129,600	\$133,488	\$137,492.64
General Expense	\$80,000	\$82,684	\$85,465.64
Operational Expenses	\$39,600	\$40,692	\$41,814.84
Office Rent	\$30,000	\$30,900	\$31,827
Utilities	\$9,600	\$9,792	\$9,987.84
Marketing Expenses	\$21,600	\$22,536	\$23,514.48
Online Advertising	\$14,400	\$15,120	\$15,876
Promotional Materials	\$7,200	\$7,416	\$7,638.48
Administrative Expenses	\$18,800	\$19,456	\$20,136.32
Business Insurance	\$14,000	\$14,560	\$15,142.40
Office Supplies	\$4,800	\$4,896	\$4,993.92
Bad Debt	\$0	\$0	\$0
Amortization of Current Assets	\$0	\$0	\$0
EBITDA	\$134,256.05	\$2,333,397.05	\$4,762,408.61

	2024	2025	2026
Additional Expense	\$9,554.97	\$9,093.11	\$8,607.59
Long Term Depreciation	\$7,260	\$7,260	\$7,260
Gain or loss from Sale of Assets	\$0	\$0	\$0
EBIT	\$126,996.05	\$2,326,137.05	\$4,755,148.61
Interest Expense	\$2,294.98	\$1,833.10	\$1,347.59
EBT	\$124,701.08	\$2,324,303.94	\$4,753,801.02
Income Tax Expense / Benefit	\$0	\$0	\$0
Total Expense	\$1,107,274.97	\$1,139,848.71	\$1,173,430.03
Net Income	\$124,701.08	\$2,324,303.94	\$4,753,801.02
Net Income (%)	10.12%	67.10%	80.20%
Retained Earning Opening	\$0	\$119,701.08	\$2,429,005.02
Owner's Distribution	\$5,000	\$15,000	\$5,000

○ Help tip

Non Medical Home Care Business Plan

The cash flow for the first few years of your operation should be estimated and described in this section. This may include billing invoices, payment receipts, loan payments, and any other cash flow statements.

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## Cash flow statement

	2024	2025	2026
Cash Received	\$1,231,976.05	\$3,464,152.65	\$5,927,231.05
Cash Paid	\$1,100,014.97	\$1,132,588.71	\$1,166,170.03
COS & General Expenses	\$290,000	\$298,024	\$306,297.44
Salary & Wages	\$807,720	\$832,731.60	\$858,525
Interest	\$2,294.98	\$1,833.10	\$1,347.59
Sales Tax	\$0	\$0	\$0
Income Tax	\$0	\$0	\$0

	2024	2025	2026
Net Cash From Operations	\$131,961.08	\$2,331,563.94	\$4,761,061.02
Assets Sell	\$0	\$0	\$0
Assets Purchase	\$35,000	\$0	\$0
Net Cash From Investments	(\$35,000)	\$0	\$0
Amount Received	\$150,000	\$0	\$0
Loan Received	\$50,000	\$0	\$0
Common Stock	\$0	\$0	\$0
Preferred Stock	\$0	\$0	\$0
Owner's Contribution	\$100,000	\$0	\$0
Amount Paid	\$14,027.75	\$24,489.61	\$14,975.13
Loan Capital	\$9,027.74	\$9,489.62	\$9,975.13
Dividends & Distributions	\$5,000	\$15,000	\$5,000
Net Cash From Financing	\$135,972.25	(\$24,489.61)	(\$14,975.13)

	2024	2025	2026
Summary			
Starting Cash	\$0	\$232,933.33	\$2,540,007.66
Cash In	\$1,381,976.05	\$3,464,152.65	\$5,927,231.05
Cash Out	\$1,149,042.72	\$1,157,078.32	\$1,181,145.16
Change in Cash	\$232,933.33	\$2,307,074.33	\$4,746,085.89
Ending Cash	\$232,933.33	\$2,540,007.66	\$7,286,093.55



Non Medical Home Care Business Plan

Create a projected balance sheet documenting your non-medical home care business's assets, liabilities, and equity.

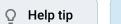
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## Balance sheet

	2024	2025	2026
Assets	\$260,673.33	\$2,560,487.66	\$7,299,313.55
Current Assets	\$232,933.33	\$2,540,007.66	\$7,286,093.55

	2024	2025	2026
Cash	\$232,933.33	\$2,540,007.66	\$7,286,093.55
Accounts Receivable	\$0	\$0	\$0
Inventory	\$0	\$0	\$0
Other Current Assets	\$0	\$0	\$0
Long Term Assets	\$27,740	\$20,480	\$13,220
Gross Long Term Assets	\$35,000	\$35,000	\$35,000
Accumulated Depreciation	(\$7,260)	(\$14,520)	(\$21,780)
Liabilities & Equity	\$260,673.34	\$2,560,487.66	\$7,299,313.55
Liabilities	\$40,972.26	\$31,482.64	\$21,507.51
Current Liabilities	\$9,489.62	\$9,975.13	\$0
Accounts Payable	\$0	\$0	\$0
Income Tax Payable	\$0	\$0	\$0
Sales Tax Payable	\$0	\$0	\$0
Short Term Debt	\$9,489.62	\$9,975.13	\$0
Long Term Liabilities	\$31,482.64	\$21,507.51	\$21,507.51
Long Term Debt	\$31,482.64	\$21,507.51	\$21,507.51

	2024	2025	2026
Equity	\$219,701.08	\$2,529,005.02	\$7,277,806.04
Paid-in Capital	\$0	\$0	\$0
Common Stock	\$0	\$0	\$0
Preferred Stock	\$0	\$0	\$0
Owner's Contribution	\$100,000	\$100,000	\$100,000
Retained Earnings	\$119,701.08	\$2,429,005.02	\$7,177,806.04
Check	\$0	\$0	\$0



Determine and mention your business's break-even point—the point at which your business costs and revenue will be equal.

This exercise will help you understand how much revenue you need to generate to sustain or be profitable.

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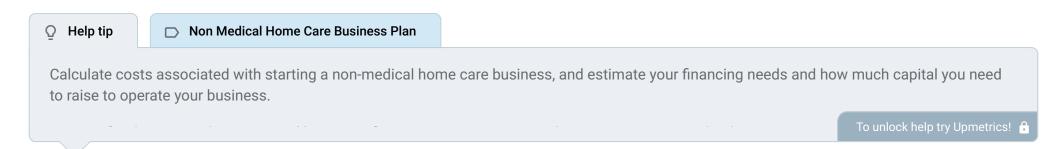
# Break-even Analysis

	2024	2025	2026
Starting Revenue	\$0	\$1,231,976.05	\$4,696,128.70

	2024	2025	2026
Net Revenue	\$1,231,976.05	\$3,464,152.65	\$5,927,231.05
Closing Revenue	\$1,231,976.05	\$4,696,128.70	\$10,623,359.75
Starting Expense	\$0	\$1,107,274.97	\$2,247,123.68
Net Expense	\$1,107,274.97	\$1,139,848.71	\$1,173,430.03
Closing Expense	\$1,107,274.97	\$2,247,123.68	\$3,420,553.71
Is Break Even?	Yes	Yes	Yes
Break Even Month	Nov '24	0	0
Days Required	15 Days	0	0
Break Even Revenue	\$958,643.10	\$0	\$0
Personal Care Services	\$355,063	\$0	\$0
Companionship Services	\$376,340.10	\$0	\$0
Meal Preparation Services	\$227,240	\$0	\$0
Break Even Units			
Personal Care Services	2,412	0	0

	2024	2025	2026
Companionship Services	2,242	0	0
Meal Preparation Services	1,929	0	0

# Financing needs



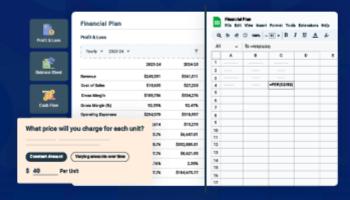
Start writing here..



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9.

**Appendix** 



When writing the appendix section, you should include any additional information that supports the main content of your plan. This may include financial statements, market research data, legal do

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Mariia Yevlash

★ ★ ★ ★

Student, Sumy State University – Ukraine

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