



HRWORKS CASE STUDY

COMPLYING WITH THE COMPLEXITIES OF MULTI-STATE LEAVES OF ABSENCE

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HR is very comfortable sending employees to HR Works and know they will be well taken care of. Between how they take care of our employees or respond to HR, we never have to wait for answers, and it is really appreciated in our world because it is usually something we need a quick answer to.

HR Manager
Manufacturing Company | 780+ Employees

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EXECUTIVE SUMMARY



CLIENT DETAILS

INDUSTRY: Manufacturing

SIZE: 780+ employees

STATES: Headquartered in CA with locations in AL, AR, AK, CO, CT, DE, FL, GA, IL, IN, IA, KS, KY, NE, NH, NJ, NY, NC, OH, OK, OR, PA, RI, SC, TN, UT, VA, WA, and WI



CHALLENGES

Prior to engaging with HR Works, the company's HR Manager was managing leaves of absence for close to 1,000 employees across the United States and finding it challenging to ensure compliance with new and changing State and Federal leave laws.



SOLUTION

The company evaluated outside vendors and insurance carriers in search of Leave Administration services that were cost-effective and provided employees with a seamless and positive experience, while mitigating the company's risk of falling out of compliance.



BUSINESS IMPACT

Outsourcing the Leave Administration function freed up a significant amount of time for the HR Manager while also improving the turnaround time for processing employee leaves of absence, and alleviated compliance concerns.



CHALLENGES



Managing employee leaves of absence is overwhelming and the myriad of different laws can be extremely difficult to navigate, especially for employers located in multiple states. Adding to the complexities that come with Federal leave laws, many states also have unique mandates on top of those required by Federal law. This was what prompted one California-based company with close to 1,000 employees and locations across the United States to evaluate options for support that would help them manage their employee leaves while meeting compliance requirements.

As the company began experiencing significant growth, they were continuously impacted by newly passed state leave laws and finding it hard to keep up. With limited bandwidth within their HR Department, and the HR Manager solely handling all employee leaves, it was time to find a solution for managing employee leaves of absence.

As the company quickly discovered, there are several factors to consider when outsourcing leave management to an outside vendor including maintaining a quality experience for their employees, and confidence in the vendor's knowledge of the various leave laws that impact their company. A strong focus on customer service and compliance were particularly important to this company, but other factors also played into their final decision such as price and a streamlined process that integrated well with their internal HR department and culture.



SOLUTION



Ultimately, the client selected HR Works' Leave Administration Services as their solution. Here's what happened next:

- **Implementation:** During the implementation, HR Works reviewed the company's current processes and communication templates. This process serves as a compliance audit related to the client's current leave administration process, where HR Works will identify any areas that may be out of compliance and recommend corrective measures within the new process and partnership. A dedicated resource center is set up for each individual client, and employees are provided with contact information where they can reach a dedicated leave specialist to work with for all their leave of absence needs.
- **Service & Support:** When employees call in, an HR Works Leave Specialist is standing by to help educate employees on eligibility for various leaves, how much time they can take, and what to expect during the leave process.
- **Day-to-Day Administration:** The HR Works Leave Specialists process all employee leave requests, provide all applicable paperwork to request leave, track all activity, and provide clients access to our leave administration portal so all leave cases and documentation are visible to the HR dept. at all times.



BUSINESS IMPACT



A DEPENDABLE RESOURCE

Since the company engaged HR Works' Leave Administration Services, they have relied on us heavily day-to-day, especially since the start of the COVID-19 Pandemic began. The relationship allowed us to be able to assist the company with facilitating their internal FFCRA practices during this time. The HR Manager has expressed a great appreciation for having this support, when prior to the pandemic the workload was already difficult to manage.

“ Unfortunately, COVID struck... which was and is completely overwhelming, so I can't imagine having to administer leaves on top of that... and there were so many more leaves because of COVID. ”



BUSINESS IMPACT



EMPLOYEE SATISFACTION

The company's employees have expressed great satisfaction with the level of service they have received, and the HR Manager noted that the turnaround time for paperwork has greatly improved since outsourcing the work, stating...

“
[HR Works] gets the paperwork done so quickly so we're able to get them in payroll and paid properly because [they are] really following up on who is applying sick time, who is taking unpaid time or this and that, where I didn't have time to follow up on the paperwork and it would be months later, they're already back to work and we're just processing paperwork.
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BUSINESS IMPACT



THE STATS

By outsourcing the company's leave of absence management, HR spends less time on administrative tasks and has more time to focus on other important work.



On average, we have saved the company **1-2 hours per day** in leave-related work alone.



Our Leave Specialists have fielded **7-12 calls and emails per day**.



An average of **1-2 leave packages per week** were created and sent.

