The 2019 DMEC Annual Report highlights each of our major programs and services, the growth we’ve experienced, and updates and enhancements we’ve made over the past year.

DMEC MEMBERSHIP

The Disability Management Employer Coalition (DMEC) is dedicated to providing members with ongoing support and the latest information, tools, and resources their organizations need to minimize employee lost work time, improve staff productivity, and maintain legally compliant absence and disability management programs.

ORGANIZATION AND INDIVIDUAL MEMBERSHIPS

DMEC offers both individual and organizational memberships and continues to see significant increases in membership year over year. In 2019, DMEC had 1,020 total organization and individual memberships, a 22% overall increase in total membership from 2018.

We also had a total of 412 new organizations and individuals join DMEC in 2019, a 19% increase over 2018.

MEMBERSHIP CATEGORIES

DMEC classifies its members into two main categories: employers and suppliers. In 2019, 82% of our members were employers. The percentage of employer members has steadily grown over the last five years.

MEMBERSHIP CATEGORIES

<table>
<thead>
<tr>
<th>Year</th>
<th>Press/Other</th>
<th>Supplier</th>
<th>Employer</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>1%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>2016</td>
<td>6%</td>
<td>37%</td>
<td>7%</td>
</tr>
<tr>
<td>2017</td>
<td>7%</td>
<td>24%</td>
<td>7%</td>
</tr>
<tr>
<td>2018</td>
<td>19%</td>
<td>79%</td>
<td>1%</td>
</tr>
<tr>
<td>2019</td>
<td>17%</td>
<td>82%</td>
<td>1%</td>
</tr>
</tbody>
</table>

The number of new members per year has increased by 161% since 2015.

DMEC membership has increased by 91% over the last five years.
**MEMBERSHIP TYPES**

DMEC has a variety of memberships based on the size and type of organization. Individual membership represents the largest membership type at 31%, and mid-sized employers (1,001-10,000) is second at 26%.

**INDUSTRY CATEGORIES**

DMEC members represent a variety of industries. The two largest categories for 2019 included healthcare (16%) and manufacturing (9%).

**MEMBER CONTACTS**

Expanded organizational membership resulted in additional member contacts who take advantage of DMEC resources. The total number of member contacts increased by 14% in 2019, expanding the reach and visibility of DMEC’s education and services.

**2019 MEMBERSHIP TYPES**

- Individual: 11%
- Mid-Sized Employer (1,001-10,000): 26%
- Large Employer (10,001-50,000): 16%
- Small Employer (1-1,000): 16%
- Jumbo Employer (50,001+): 4%
- Corporate Supplier (51+): 4%
- Associate Supplier (Under 50): 5%
- Sponsor/Affiliate/Press: 2%

**2019 INDUSTRY CATEGORIES**

- Healthcare: 16%
- Manufacturing: 9%
- Consulting: 8%
- Education: 7%
- Insurance: 7%
- Government: 7%
- Retail: 7%
- Technology: 5%
- Energy: 5%
- Not-for-profit: 3%
- Transportation: 2%
- Finance: 2%
- Law: 1%
- Banking: 1%
- Food & beverage: 1%
- Other*: 3%

*Note: “Other” includes agriculture, apparel, biotechnology, brokers/consultants, chemicals, communications, construction, electronics, engineering, entertainment, environmental, hospitality, machinery, managed care, media, restaurant/hospitality, service, shipping, telecommunications, third-party administrators, and utilities.

**2019 MEMBER CONTACTS BY REGION**

- West: 23%
- Midwest: 23%
- South: 23%
- Northeast: 30%
- International: 2%

**FIVE-YEAR HIGHLIGHT**

The number of member contacts has increased by over 106% in the last five years.
REGIONS

DMEC member organizations are located throughout the United States and Canada. Below is a breakout of member organizations by region.

ORGANIZATIONS BY REGION

<table>
<thead>
<tr>
<th>REGION</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>International</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>Northeast</td>
<td>16%</td>
<td>20%</td>
<td>20%</td>
<td>17%</td>
<td>20%</td>
</tr>
<tr>
<td>South</td>
<td>27%</td>
<td>28%</td>
<td>33%</td>
<td>21%</td>
<td>34%</td>
</tr>
<tr>
<td>Midwest</td>
<td>35%</td>
<td>35%</td>
<td>35%</td>
<td>35%</td>
<td>35%</td>
</tr>
<tr>
<td>West</td>
<td>34%</td>
<td>33%</td>
<td>34%</td>
<td>34%</td>
<td>34%</td>
</tr>
</tbody>
</table>

NEW MEMBER BENEFITS IN 2019

STATE & LOCAL LEAVE LAWS RESOURCE

DMEC, in partnership with Jackson Lewis P.C., began offering a complimentary streamlined version of Jackson Lewis’ Leave and Accommodation Suite which allows DMEC members to easily identify state and local leave laws that are currently in effect for a particular area.

DMEC VENDOR RESOURCE DIRECTORY

With its first release in January 2019, the DMEC Vendor Resource Directory is a new member resource which offers employers a starting point in their absence management product and service selection process. With over 50 companies in 17 categories included, DMEC members have a variety of vendors to review. The DMEC Vendor Resource Directory received 1,846 page views in 2019.

DMEC CAREER CENTER

In September 2019, DMEC upgraded its career center to a new, robust platform that offers added benefits to members. Whether recruiting new staff, or taking the next step in a career journey, the DMEC Career Center provides members the career support they need.
DMEC CONFERENCES

Face-to-face events continue to be one of the primary drivers of membership and an excellent opportunity to bring industry leaders together to discuss the latest topics in absence and disability management.

2019 DMEC FMLA/ADA EMPLOYER COMPLIANCE CONFERENCE

The 2019 DMEC FMLA/ADA Employer Compliance Conference, in its eighth year, had a record-breaking 673 attendees, 322 first-time attendees, and 214 separate employer groups represented.

In 2019, compliance conference attendees came from across the United States and Canada and represented a variety of organizational roles.

COMPLIANCE CONFERENCE ATTENDANCE

2019 DMEC ANNUAL CONFERENCE

The 2019 DMEC Annual Conference, in its twenty-third year, had 744 attendees, 332 first-time attendees, and 182 separate employer groups represented.

In 2019, annual conference attendees came from across the United States and Canada and represented a variety of organizational roles.

ANNUAL CONFERENCE ATTENDANCE

Attendance at the DMEC Compliance Conference has increased by 114% in the last five years.
DMEC ONLINE EVENTS

DMEC continues to build its online events program, expanding the education and reach of the organization to more absence and disability professionals.

SUMMIT EVENT

In August 2019, DMEC introduced its first-ever Online Summit Event which offered a unique fusion of online education and local networking. The 2019 DMEC Online Summit Event featured three of the most highly-rated sessions from the 2019 DMEC FMLA/ADA Employer Compliance Conference, along with live Q&A, in a half-day online event. A total of 484 individuals participated individually and through hosted group events.

WEBINARS

Webinar attendance continued to grow in 2019. We saw average registration of 680 people per webinar in 2019, and total registrations saw a 20% increase from 2018. Our three most popular webinars in 2019 were: The 3 Cs of ADA – Consistency, Communication, and Compliance (1,231 registrants), Evolving Accommodation Requests – You Need What?! (1,223 registrants), and Navigating the Complexities of Paid Leave (1,150 registrants).

WEBINAR REGISTRATIONS

Total webinar registration has grown by over 480% in the last five years, and the total number of webinars has expanded from 16 to 33.

NEW WEBINAR PLATFORM

DMEC launched a new, multimedia webinar platform to provide enhanced viewing options for our growing audience. DMEC’s webinars continue to deliver the relevant industry education, best practices, and guidance attendees have come to expect, but now on a superior, interactive presentation interface that puts the attendee in control of their experience.

NEW IN 2019

2019 DMEC ANNUAL REPORT
DMEC CERTIFICATIONS & TRAININGS

As compliance requirements continue to grow, DMEC is committed to providing ongoing certification and training programs that meet the needs of organizations of all sizes.

CERTIFIED LEAVE MANAGEMENT SPECIALIST (CLMS) PROGRAM

Launched in November 2016, the Certified Leave Management Specialist (CLMS) online course and designation is a unique leave management training program within the industry. 2019 saw an additional 283 individuals earn their designations, resulting in a total of 872 designees in just over three years.

CLMS DESIGNEES: DEMOGRAPHIC SPOTLIGHT

Both employers and suppliers are utilizing the CLMS program to train their teams on the intricacies of leave management, and CLMS designees, located throughout the United States and Canada, represent a range of leave management experience.

FMLA/ADA TRAINING FOR SUPERVISORS AND MANAGERS

DMEC released its new FMLA/ADA Training for Supervisors and Managers in April 2019. The annual online training subscription provides front-line managers with high-level information about how to identify a potential FMLA or ADA request by an employee and insight into the employee’s rights and responsibilities once an event has been identified.

In 2019, 60 companies of various sizes started using the training for their supervisors and managers.

NEW IN 2019

DMEC LEARNING CENTER

DMEC introduced a new DMEC Learning Center which serves as an online hub for webinar archives and the CLMS program. The new center offers an automated process for watching webinars and earning continuing education and an enhanced system for CLMS designees to complete the program & manage recertification requirements.
DMEC SURVEYS & WHITE PAPERS

Each year DMEC conducts a variety of surveys, including our annual employer leave management survey and various pulse surveys on hot topics in the industry. Results and best practices from the surveys are analyzed and shared in white papers, webinars, and @Work articles.

EMPLOYER LEAVE MANAGEMENT SURVEY

Findings from the 2018 DMEC Employer Leave Management Survey, conducted between August and October 2018, were discussed during the Results of the 8th Annual Leave Management Survey webinar on Feb. 7, 2019, and in the 2018 DMEC Employer Leave Management Survey White Paper, released on Mar. 12, 2019.

In August 2019, DMEC, in partnership with Spring Consulting Group, launched the 2019 Employer Leave Management Survey. The survey was completed by 873 employers who collectively represent all organizational sizes, U.S. states, and a broad range of industries. Findings for the survey will be released in 2020.

PULSE SURVEYS

DMEC conducted two pulse surveys in 2019 on mental health and ADA administration.

Results from the 2019 DMEC Mental Health Survey, conducted in partnership with Unum, were discussed in the May 21 webinar, Examining Mental Health in Workplace. During the session, presenters discussed the survey results and gave practical tips to improve employers’ approaches to mental health in the workplace.

Results from the 2019 DMEC ADA Administration Pulse Survey, conducted in partnership with The Standard, were discussed in the Oct. 10 webinar, Basic, Better, Best – Solutions to Improve Your ADAAA Documentation. During the session, presenters discussed the survey results and the continuum of basic, better, and best documentation practices.
DMEC READERSHIP & VISIBILITY

With a goal of providing focused education, knowledge, and networking to as many absence and disability professionals as possible, DMEC works each year to increase our website visits and magazine readership and expand our reach to new new professionals through our programs and social media channels.

WEBSITE

DMEC saw a 9% increase in the amount of traffic to our website in 2019. 82% of traffic came from new visitors, 57% of our web visitors are between the age range of 25 to 44, and 66% of visitors are female.

CONTACTS IN DATABASE

DMEC continues to build its database of contacts and members, expanding the reach and visibility of our education and services. In 2019, the number of contacts increased by 13%.

OVERALL PAGE VIEWS

<table>
<thead>
<tr>
<th>Year</th>
<th>Page Views</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>342,219</td>
</tr>
<tr>
<td>2016</td>
<td>295,484</td>
</tr>
<tr>
<td>2017</td>
<td>312,984</td>
</tr>
<tr>
<td>2018</td>
<td>509,714</td>
</tr>
<tr>
<td>2019</td>
<td>556,427</td>
</tr>
</tbody>
</table>

CONTACTS IN DATABASE (includes both members & nonmembers)

<table>
<thead>
<tr>
<th>Year</th>
<th>Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>19,234</td>
</tr>
<tr>
<td>2016</td>
<td>25,919</td>
</tr>
<tr>
<td>2017</td>
<td>33,342</td>
</tr>
<tr>
<td>2018</td>
<td>39,530</td>
</tr>
<tr>
<td>2019</td>
<td>44,653</td>
</tr>
</tbody>
</table>

@WORK MAGAZINE

DMEC continued to deliver best practices and strategies on a variety of topics in @Work magazine, which resulted in a 32% increase in online readership.

@WORK PAGE VIEWS

<table>
<thead>
<tr>
<th>Year</th>
<th>Page Views</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>1,600</td>
</tr>
<tr>
<td>2016</td>
<td>1,200</td>
</tr>
<tr>
<td>2017</td>
<td>800</td>
</tr>
<tr>
<td>2018</td>
<td>400</td>
</tr>
<tr>
<td>2019</td>
<td>0</td>
</tr>
</tbody>
</table>

SOCIAL MEDIA

DMEC continued to see an increase in social media followers across all three platforms in 2019: Facebook (16% growth), Twitter (15% growth), and LinkedIn (8% growth).

SOCIAL MEDIA FOLLOWERS

<table>
<thead>
<tr>
<th>Year</th>
<th>Facebook</th>
<th>Twitter</th>
<th>LinkedIn</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>384</td>
<td>415</td>
<td>775</td>
</tr>
<tr>
<td>2016</td>
<td>365</td>
<td>438</td>
<td>738</td>
</tr>
<tr>
<td>2017</td>
<td>471</td>
<td>555</td>
<td>642</td>
</tr>
<tr>
<td>2018</td>
<td>642</td>
<td>555</td>
<td>642</td>
</tr>
<tr>
<td>2019</td>
<td>738</td>
<td>738</td>
<td>738</td>
</tr>
</tbody>
</table>

NEW IN 2019

MEDICAL CERTIFICATION RESOURCE PAGE

The medical certification, recertification, and second and third opinion process for the Family and Medical Leave Act (FMLA) can prove challenging for employers. DMEC created a new resource page with information, best practices, resources, and tools employers can use to manage this process for their organizations.
IN THE NEWS

DMEC continues to build its reputation with external media outlets as a go-to source on absence and disability management. In 2019, Terri L. Rhodes, DMEC CEO, wrote four blogs for Risk & Insurance as well as articles in California Broker, Call Center Times, HRDive, and PropertyCasualty360.

DMEC was quoted or written about in articles from a variety of magazines and online publications, including: BenefitsPro, Business Insurance, Employee Benefit News, HRDive, HRExecutive, PropertyCasualty360, SHRM, Risk & Insurance, Wall Street Journal, Wisconsin Law Journal, WorkersCompensation.com, and Workforce.

CONCLUSION

In addition to expanding the programs highlighted above, DMEC embarked on several strategic projects in 2019 as part of its long-term growth strategy. These projects include new education programs, enhanced accessibility for programs and services, new member benefits, and much more. We look forward to continued growth and new programs and services that will better serve our members in 2020.

BELOW | The 2019 DMEC Annual Conference marked DMEC Founder and Board Chair Marcia Carruthers’s final official event with DMEC as she retired from the Board of Directors at the end of 2019. Through her creative and energetic leadership, DMEC pioneered the concept of “behavioral health” and greatly expanded education and networking opportunities for absence management professionals.