





**Ready to Benchmark?
Introducing DMEC's
Benchmarking Platform**

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Background

- DMEC began to explore plan design benchmarking resources based on member feedback around a data gap in the industry.
- After extensive input from industry professionals, initial benchmarking questions were included in the DMEC Employer Leave Management Survey in 2020. Questions were expanded in 2021, and a series of static benchmarking reports were released each year.
- The benchmarking questions officially moved to their own survey in 2022 and served as the basis for DMEC's new interactive benchmarking tool.




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AbsenceExemplar™

- AbsenceExemplar™ Dashboard (Limited) is DMEC's new benchmarking tool released in July 2023.
- It is an interactive dashboard to help compare your organization's benefit plans to others in similar size and industry categories.
- AbsenceExemplar™ showcases data from the [DMEC Absence Plan Design and Practices Benchmarking Survey](#)
 - Data collection is ongoing so DMEC members can complete the survey now to have their company information included and gain access to the dashboard.
- A full version of the dashboard — with expanded filtering options — will be available in Fall 2023 for a yearly fee.




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Poll Question

How often do you get asked how your company's absence program compares to your peers and/or competitors?

1. Frequently
2. Occasionally
3. Rarely
4. Never




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The Importance of Benchmarking




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What Is Benchmarking?

- Benchmarking is used to measure or compare against certain indicators, industry standards, or best practices.
- It is used for strategic management and evaluating program aspects.
- It is critical to developing plans and specific actions to improve them.




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Scope of Benchmarking

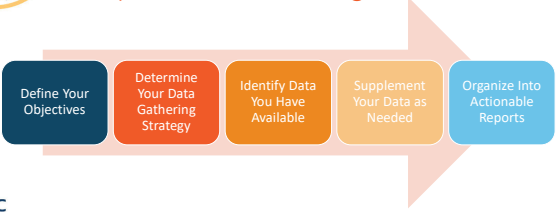

Performance Benchmarking <ul style="list-style-type: none"> Includes quantitative data and measures and key performance indicators. Is the first step organizations take to identify performance gaps. Informs decision making and the business case for change. 	Practice Benchmarking <ul style="list-style-type: none"> Is qualitative information about how an activity is conducted through people, process, and technology. Typically involves process mapping. Provides insight into gaps and best practices that could be applied.
Internal Benchmarking <ul style="list-style-type: none"> Compares metrics or practices from different units, product lines, departments, programs, geographies, etc. within the company. Provides comparison against own data over time. 	External Benchmarking <ul style="list-style-type: none"> Compares metrics or practices of one company to one or many others. Involves external sources or custom surveys. Includes objective understanding of current state and baseline for improvement.




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Scope of Benchmarking






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Programs to Benchmarking

- Most benchmarking comparisons focus on absence and disability programs including STD, LTD, WC, and FML experience
- Including other leave of absence (LOA), paid time off (PTO), paid parental & family care leave, and attendance policies provide an integrated and comprehensive view.





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Metrics to Compare

- Comparing results by **plan design** can provide great value for improving results
 - There are myriad plan design options available and used — even within a single employer.
 - Benchmarking typically involves a limited number of general types of plans reflecting varying eligibility periods, benefit amounts, and duration specifics.
 - Although not always a perfect fit for each employer's plans, it can serve as a proxy and give an idea of how various programs compare.




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How to Use this Information

- Use AbsenceExemplar™ to benchmark for individual employer programs against a comparison group by:
 - Percentiles (showing where within the range of responses the employer's plan and policy design lie)
 - Average days allotted (for time off programs only)
 - The number of employers in the comparison group — broken out by region, size, and industry
- These provide information on the "shape" of the distribution for the metric and provides valuable information with regard to where results fit overall, and where attention might best be focused.




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Benchmarking Information Available

- AbsenceExemplar™ Dashboard (Limited) allows an organization to benchmark against all employers in the survey, employers of similar size, and employers of specific industries with the following types of information included.

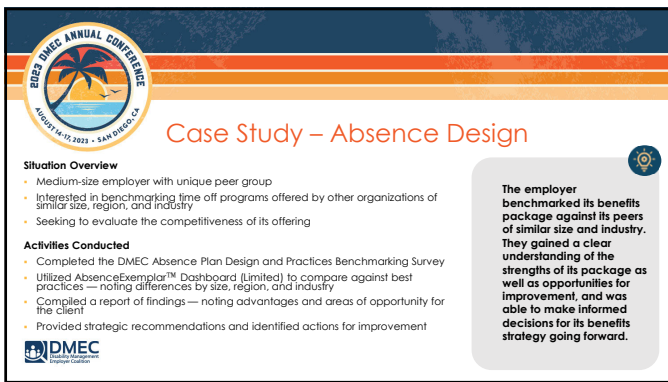
Plan Funding	Plan Features	Additional Considerations
<ul style="list-style-type: none"> Insured Status Payment Types Contributions Coordination with State Plans 	<ul style="list-style-type: none"> Eligibility, Waiting, and Elimination Period Duration and Benefit Amounts Relationships Covered 	<ul style="list-style-type: none"> Paid Time Rollover Attendance Policy Structures



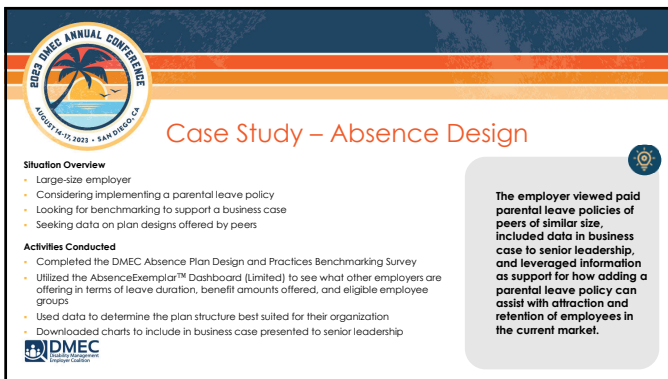
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Set a Roadmap For Benchmarking




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Define Your Objectives

- What do you want to accomplish and why?
- What are the specific outcomes that can be associated with the accomplishments?
- How can measures be tied to:
 - How the program works
 - How the business works
 - How finance allocates expenses
 - Who the stakeholders are
 - The language used by the business




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Lessons Learned

- Complete as much of the survey as possible
- Consider all plans, policies, and benefits available
- Look at the benchmarking data as a whole
- Compare your firm to several benchmarks through applicable filters (e.g., size, industry, region)
- Recognize this a real-time resource
- Access often as your program evolves




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Poll Question

How many of you are looking for information on...

1. Short-Term Disability
2. Long-Term Disability
3. Workers' Compensation and FMLA Leave
4. Paid Parental or Family Care Leave
5. Other Time Off
6. Attendance Policies




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Contact

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