Today's Agenda

- Introduction
- How to Evaluate Your Leave Program
- Assessing Your Team & Organization
- Leveraging the Results
- Questions?

Meet Your Speakers

Karen English

- *Sr. Vice President, Spring Consulting*

Seth Turner

- *Chief Strategy Officer & Co-Founder AbsenceSoft*

Have you ever evaluated your leave program before?

- Yes
- No
- Unsure

Why are you looking to level-up your leave program?

- Save Time & Money

- Improve our Employee Experience

- Ensure Compliance

- Equip Managers/Supervisors

- Scale with Company Growth

How to Evaluate your Leave Program

Defining & Understanding an Evaluation

What is a Maturity Model?

Defining & Understanding

- The purpose is to evaluate and show how all the components of your leave and accommodations program come together to achieve the results and outcomes you deliver today compared to your ideal outcomes.

*A **maturity model** is a tool that helps people assess the current effectiveness of people, process and technology and supports figuring out what capabilities they need to acquire next in order to improve their performance.*

Leave Maturity Model

The Five Levels

Level 1 Ad Hoc	Level 2 Getting Started	Level 3 The Basics	Level 4 Optimizing	Level 5 Strategic
You're dealing with requests as they come.

You've made no investment in process or technology.

You're handling leave, not managing leave. | You've got a simple process.

You've made no investment in technology.

You're handling leave in a reactive way. | You've made minor investments getting the job done, but your leave and accommodations program is not a big part of your strategic plan.

You have invested in the short-term, but need further investment to drive long term success of your leave and accommodations program. | You're invested in making your leave and accommodations programs better.

You've made investments in people, process and technology. | You have built an integrative and immersive leave and accommodations program.

Leave is strategic to HR programs and driving outcomes and efficiencies. |

DMEC
Disability Management
Employer Coalition

* It is highly likely that your components fall into different stages

Why evaluate your leave program?

Getting a Baseline

When you take a step back and evaluate your leave program, you can get a baseline of where your organization currently is. That allows you to:

- Evaluate where to invest in your leave and accommodations management
- Create alignment across all components of your leave and accommodations management
- Identify where you want to improve and mature
- Provides a pathway for how to mature your programs.

Why mature your leave program?
The Benefits are Many

Once you evaluate your leave program, the benefits of leveling-up and maturing your leave program:
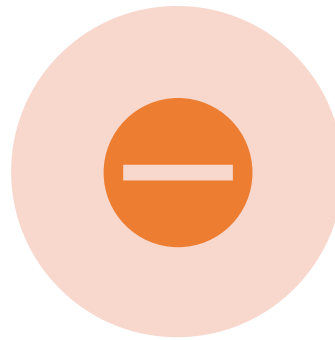
- Create efficiencies
- Effectively utilize resources
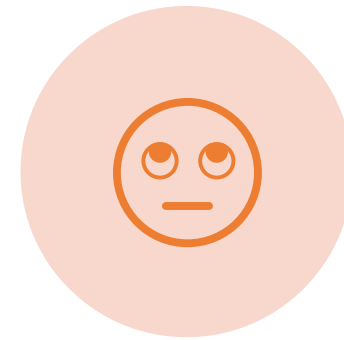- Achieve desired results and outcomes

Leave confirmed

DMEC
Disability Management
Employer Coalition

Do you currently have a way to measure the success of your leave program?

YES   NO   UNSURE

Assessing Your Team & Organization

How to figure out where you currently stand?

Considerations for Evaluating

People

What information do you need to know about your program?

- How is your team organized for integration?

- How are they held accountable for program goals and objectives?

- How are they trained to ensure competency and encourage career progression?

- How much visibility does senior leadership have into your leave programs and results?
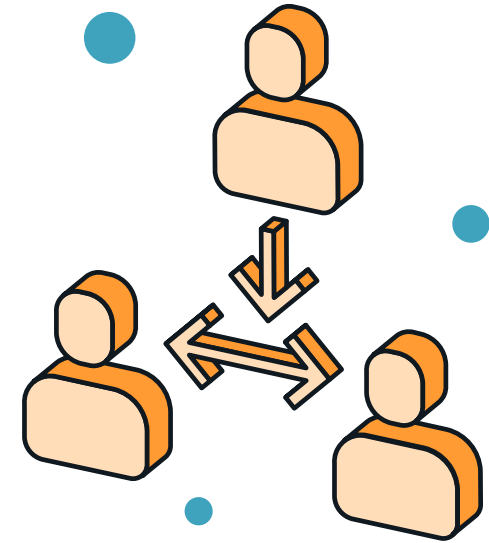
Considerations for Evaluating

Process

What information do you need to know about your program?

- What processes and procedures do you have in place?

- How are workflows automated and tied to business rules for compliance?

- What methods are used for communications and alerts?

- How do you execute and communicate cross-functionally?

Considerations for Evaluating

Technology

What information do you need to know about your program?

- What does your HR Tech stack look like?
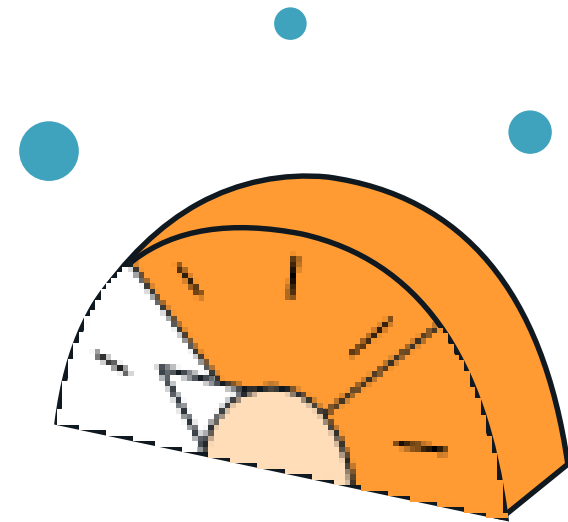
- How are absences managed on a concurrent and compliant basis?

- What integrations have been mapped out & put into place?

Considerations for Evaluating

Metrics

What information do you need to know about your program?

- What are you able to track, measure and report about?

- How are you benchmarking your progress?

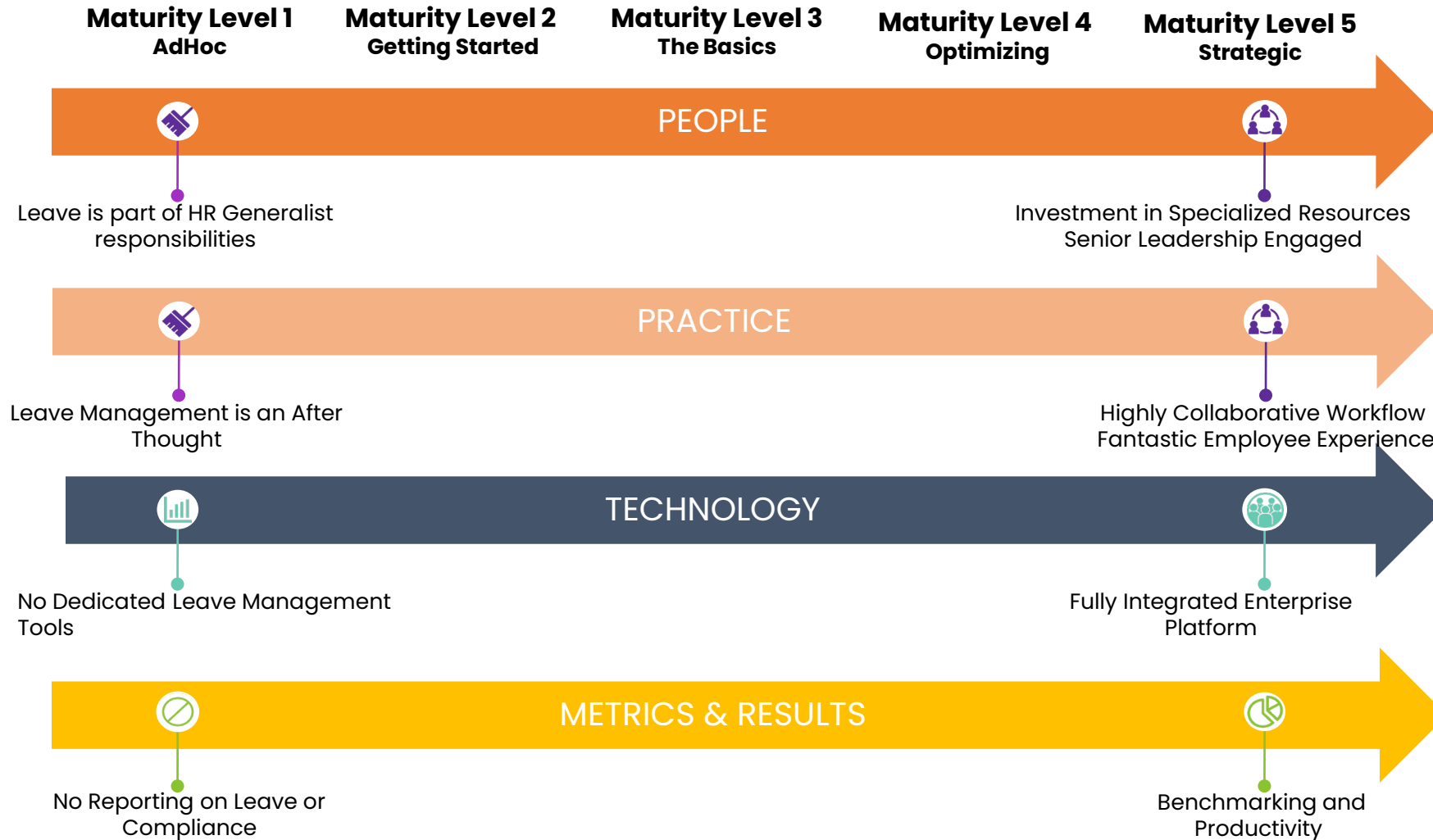- How do you leverage outcomes for continual improvement?

Considerations for Evaluating
Results

What information do you need to know about your program?

- How do you measure the success and business impact of your leave program?

Five Levels of Maturity

Maturity Level 1 AdHoc	Maturity Level 2 Getting Started	Maturity Level 3 The Basics	Maturity Level 4 Optimizing	Maturity Level 5 Strategic

PEOPLE

Leave is part of HR Generalist responsibilities

Investment in Specialized Resources
Senior Leadership Engaged

PRACTICE

Leave Management is an After Thought

Highly Collaborative Workflow
Fantastic Employee Experience

TECHNOLOGY

No Dedicated Leave Management Tools

Fully Integrated Enterprise Platform

METRICS & RESULTS

No Reporting on Leave or Compliance

Benchmarking and Productivity

DMEC
Disability Management
Employer Coalition

18

How mature do you feel your leave program is right now?

- Very
- Some-what
- A little
- Unsure

Leveraging the Results

How to use your evaluation to improve your leave program & take better care of your employees.

Leveraging Your Results
Using Your Evaluation to Improve Your Leave Program

- Set a Baseline
- Identify Ideal Maturity
  - Short and Long Term
- Identify Quick Wins
- Don't try to do too much at once
- Build ROI for Investment
- Implement
- Measure
- Repeat

Does your company have any of the following business goals for 2024 or 2025?

- Increase Employee Retention
- Improve Employee Satisfaction
- Increase Employee Productivity
- All of the Above

Leveraging Your Results
Using Your Evaluation to Influence Business Objectives

- Position yourself as a strategic partner to your executive team by using your leave program results & go forward plan to positively impact business goals. Leave programs impact:

- Satisfaction/Experience

- Retention

- Recruitment

- Efficiency of Leave Team

- Productivity of Employees

- The Bottom Line

Leave Program Levels

1	2	3	4	5
AdHoc	Getting Started	The Basics	Optimizing	Strategic

DMEC Disability Management Employer Coalition

Want help evaluating your leave program & creating an actionable go-forward plan?

Karen English

Sr. Vice President, Spring Consulting

- *Contact Me: karen.English@springgroup.com*

Seth Turner

Chief Strategy Officer & Co-Founder, AbsenceSoft

- *Contact Me: sturner@absencesoft.com*

Questions?