



**Leveraging Leave Data & Reporting to Drive Business Results**

Seth Turner, *AbsenceSoft*  
Chris Washburn, *Retail Business Services*



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**Today's Agenda**

1. Introduction
2. Data You Can Measure
3. Reports You Need To Run
4. Results You Should Be Looking At
5. Leveraging Data To Make Improvements & Drive Results
6. Questions?



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**Meet Your Speakers**



**Seth Turner**  
Co-Founder & Chief Strategy Officer  
*AbsenceSoft*



**Chris Washburn**  
Manager, Leave of Absence Administration  
*Retail Business Services*



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**Data: What does that mean?**

Everyone talks about data differently.

- Data
- Metrics
- Analytics
- Insights



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**Data You Can Measure**

Understanding what's possible.



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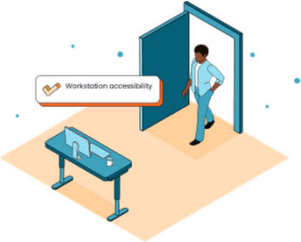
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**Data to Measure**

What can you capture and report on?

- Approvals
- Length / Duration
- Status
- Cost
- Frequency



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## Reports You Should Be Running

What are they?



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## Status Reports

**For Leaves:**

- Who is out, are they approved, & when are they coming back?

**For Accommodations:**

- Who has an accommodation, what's the cost to you, and for how long?

Gives you a picture of what's going on with your employees & teams, as well as details about your employees on accommodations.




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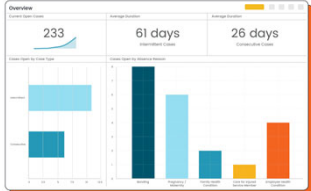

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## Intermittent Usage Report

Frequency, duration & re-certifications needed.

- Important for compliance.
- Also, intermittent leaves are the hardest to plan for and manage business impact
- Helping employees identify where someone's condition may be worsening and the need to revisit the treatment plan that they have

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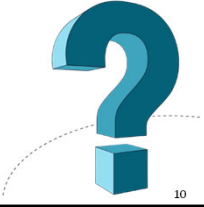

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**Your Leave of Absence Questions, Answered**

- What data do you measure frequently on your leave program?
- How has being able to easily analyze data impacted your role? What has the impact been on your organization?

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**Case Load & Workflow**


Measuring the allocation and productivity of cases on your team.

**Case Load:**

- Make sure work is being allocated efficiently across the team. Can also tell you if you're deploying the right resources to the right tasks and cases.
- Business Decisions: comes down to leave team staffing and can influence team structure

**Case Workflow:**

- Productivity measurement, also workload management. Even if there's 1 case but 300 workflows/tasks you'd want to take that into account
- Helps you manage team and workload
- Business Decisions: comes down to leave team staffing and can influence team structure



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**Your Leave Team Management Questions, Answered**

- Why is data an important or critical aspect of a successful leave program? Any examples?




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**Results You Should Be Looking At**  
Understanding what's important.



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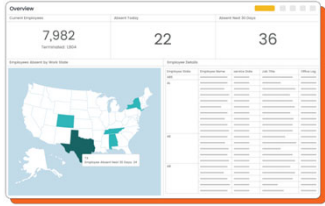

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**Results You Should Be Looking At**

**Leave of Absence Best Practices**

- Incidence
- LOA by reason
- Continuous vs. intermittent
- Concurrent vs. consecutive
- Average Duration
- Average lost work days per employee
- Benchmarks should be among employers in like industry but can also compare to business segmentation as well

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**Your Leave of Absence Management Questions, Answered**

- What reports do you find most insightful and most valuable when managing leaves?
- What reports help you ensure the productivity & efficiency of your team?
- What overarching business goals have you leveraged data to influence?

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**Leveraging Data To Make Improvements**

Improving your Leave & Accommodations programs.



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**Leveraging Data**

- To make improvements to your leave and accommodations programs.
- Determine what you want to measure
- Determine frequency of reporting
- Be prepared to make changes
- *Look at reporting you can take to senior leadership, you want to take that & package it up to take credit for the work that you're doing.*



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**Your Leave of Absence Management Questions, Answered**

- What is the importance of having access to readily available data?
- Do you think it helps you be more efficient? Has it helped you save time or be more productive?
- How has having access to readily available data helped you manage your leave team?

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**Leveraging Data To Drive Business Results**

Becoming a Strategic Partner to your company.



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**Leveraging Data To Drive Business Results**

Making data driven decisions, assessing business readiness, and prioritizing investments will help you become a strategic partner to your Executives & C-Suite.

**You can help drive performance by:**

- Connect your HR efforts and initiatives to business goals
- Collaborate with leadership to communicate the company mission and strategy & tie your benefits to them
- Build HR programs, policies, and initiatives strategically
- Invest in high-impact resources with proven ROI
- Duration Reduction

**Metrics to Tie Into:**

- Employee experience & satisfaction
- Employee retention goals
- Recruitment goals



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**Your Leave of Absence Management Questions, Answered**

- How has being able to see data on leave and duration specifically allowed you to focus on the overall employee experience?
- How has being able to see and leverage data on your teams productivity impacted or helped with your teams retention?
- Has this data allowed you to provide more proactive coaching to your team or influenced professional development paths?

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