

# How to Turn an FMLA Process into an Automated Workflow

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# Why We're Here: Making FMLA Work for You

- You already know the FMLA. But managing it without the right technology can wear out even the best HR teams.
- Requests are up. Many workforces make FMLA compliance complex, and today's employees expect clarity, empathy, and modern experiences.
- Today, we'll use this workbook to map your current FMLA process, spot your biggest pain points, and identify where automation can ease your load.
- By the end, you'll have a clear starting point to turn your FMLA process into a workflow that supports your team and your employees.



# The Major Parts of the FMLA Process

- Intake
- Eligibility and Entitlements
- Communications and Paperwork
- Return to Work
- Biggest Time Savers Across the Entire Process

*We'll pause after each section for questions and workbook reflection.*



# Leave Intake: Part 1

- ❓ How do leave requests start today?
- ❓ How does an employee submit a request?
- ❓ Who receives it, and how is it logged?
- ❓ Do you accept requests via phone, email, or an online portal?



# Leave Intake: Part 2

- ❓ What parts of intake take the most time?
- ❓ Are there bottlenecks when a lot of requests come in at once?

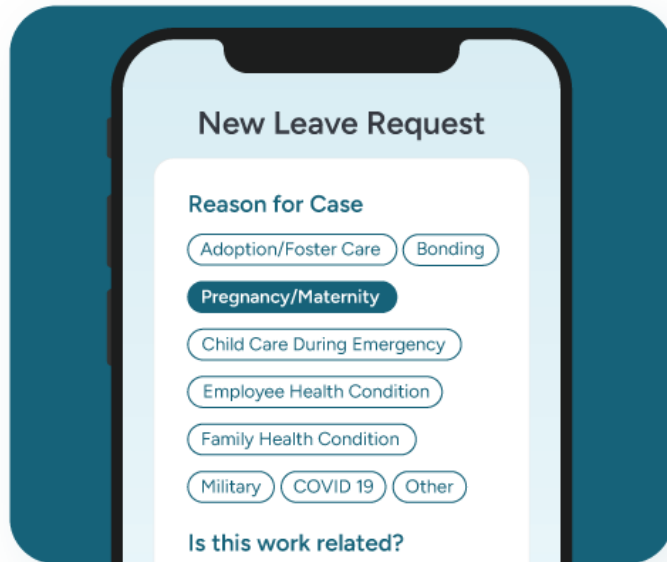


# Leave Intake: Part 3

- ❓ What do you do over and over again, the same way?



# How Automation Helps with Leave Intake



The illustration shows a smartphone screen with a 'New Leave Request' form. The form has a section titled 'Reason for Case' with several button options: 'Adoption/Foster Care', 'Bonding', 'Pregnancy/Maternity' (which is highlighted with a dark blue background), 'Child Care During Emergency', 'Employee Health Condition', 'Family Health Condition', 'Military', 'COVID 19', and 'Other'. Below this section is a question 'Is this work related?'.

A mobile-friendly employee self-service portal can guide employees to complete all required information. Managers can access portals to see relevant leave details.



The illustration shows a web interface for an HR system. At the top, it says 'Syncing Employee and Case Data' with a circular arrow icon. Below this is the name 'Martin Garcia'. There are four rows of information, each with a checkmark icon in a circle: 'Hire Date: 06/19/2017', 'Phone Number: 123-456-7890', 'Work Email: MGarcia@company.com', and 'Address:' (which is currently empty).

If a request comes in directly, HR can open a case in just a few clicks with a leave platform. Employee information is pre-filled through integrations with systems of record.



# Eligibility and Entitlements: Part 1

- ❓ How is eligibility calculated today?
- ❓ Who checks FMLA eligibility criteria?
- ❓ How do you handle rolling 12-month calculations?
- ❓ Do you track leave usage manually?
- ❓ How is intermittent leave tracking handled?

*You can answer these briefly, noting where the administrative work is the highest.*





# Eligibility and Entitlements: Part 2

- ❓ What is difficult about getting full eligibility criteria for every employee in your workforce?
- ❓ Are employees eligible for more than FMLA?



# Eligibility and Entitlements: Part 3

- ❓ What is the hardest part about tracking intermittent leave usage?
- ❓ What takes the longest time, or is the hardest to update?



# How Automation Helps with Eligibility and Entitlements

Policy	Eligible
Family Medical Leave Act	Yes
Oregon Family Leave - Pregnancy/Maternity	Yes
Oregon Paid Leave	Yes
Oregon Paid Leave - Job Protection	Yes
Oregon Family Leave	Yes
ABC Company Parental Leave	Yes

Real-time eligibility calculations for not just the FMLA, but also 200+ state leave laws. Ideally, this is powered by a core engine in the platform, informed by in-house experts and legal partnerships.

Time Tracker		
Policy	Time Used	Time Available
<div></div>	2.00 weeks	10.00 weeks
<div></div>	0.00 weeks	6.00 weeks
<div></div>	0.00 weeks	2.00 weeks
<div></div>	0.00 weeks	2.00 weeks
<div></div>	0.00 weeks	6.00 weeks

Entitlement amounts and usage are instantly calculated and automatically tracked. Time remaining is updated as requests come in and are approved.



# Communications and Paperwork: Part 1

- ❓ How do you handle notices and forms?
- ❓ Who sends Rights & Responsibilities and Designation Notices?
- ❓ How quickly do they go out?
- ❓ Is the process different for intermittent vs. continuous leave?



# Communications and Paperwork: Part 2

- ❓ Do you have any repetition in this process, like copying and pasting the same text in an email or Word Doc?
- ❓ Are you locating and attaching the same forms again and again?

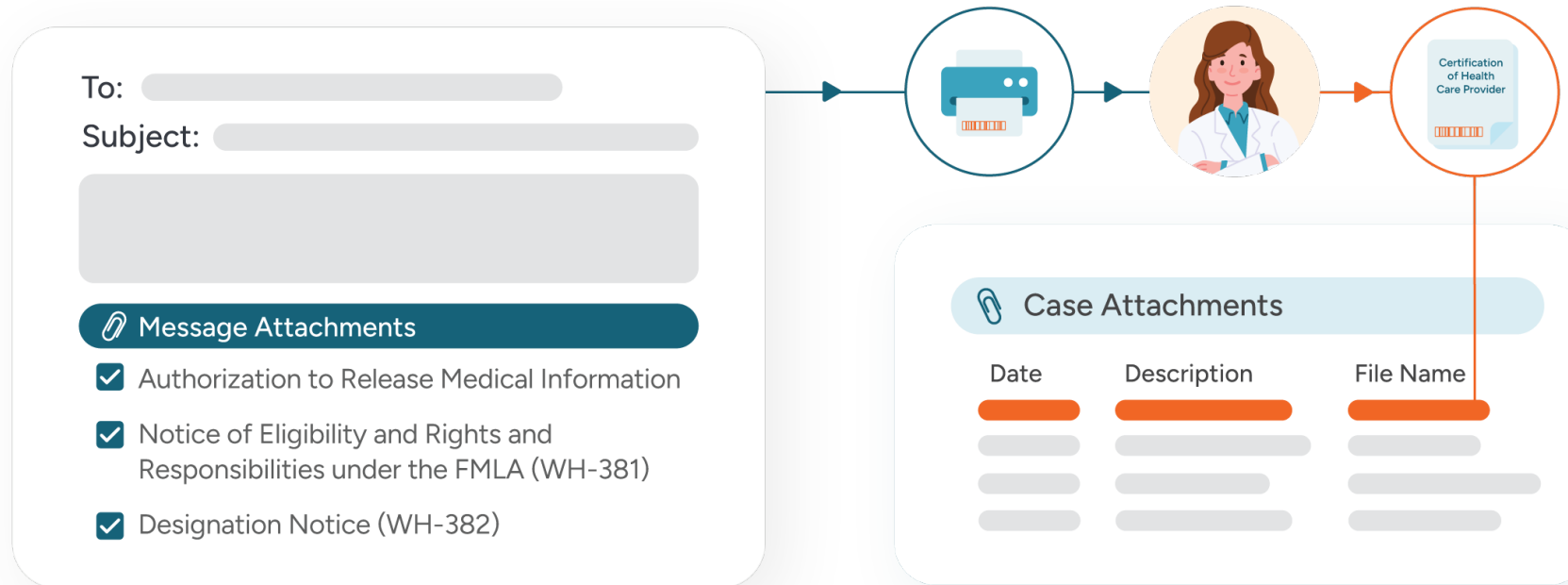


# Communications and Paperwork: Part 3

- ❓ How do you remind employees to return their forms?
- ❓ What slows the process down the most when it comes to FMLA forms and paperwork?



# How Automation Helps with Communications and Paperwork



FMLA packets and notifications can be pre-generated and automatically attached to templated communications. Personalization is still possible, but you start with pre-generated, compliant communications.

Paperwork can be simplified with fax barcoding, where incoming faxes go directly to the platform and are attached to a case. With bi-directional texting, employees can also text photos of paperwork to save time.



# Return to Work: Part 1

- ❓ How is RTW tracked and supported?
- ❓ How do you know when someone is scheduled to return to work?
- ❓ Who checks for medical releases?
- ❓ What happens if accommodations are needed?





# Return to Work: Part 2

- ❓ What are your biggest challenges and slowdowns with your current return to work process?
- ❓ Are managers, IT, and other stakeholders notified proactively?



# Return to Work: Part 3

- ❓ If an employee needs an accommodation to return to work, how are those requests tracked and managed?



# How Automation Helps with Return to Work

To: IT Team

Subject: Grace Nielson's Return to Work

Good Morning,

Grace Nielson will be returning to work on Monday, January 13. Please restore all building and technical access prior to her arrival.

Thank you!

Return dates are automatically tracked for each request. Automated notifications can be sent to managers, IT, systems administrators, and more to ensure access is restored on time.

## Case Activity

9/06 Text Message

7/23 HR Communication

7/19 Mgr. Communication

7/18 HR Communication

With a platform that manages both the FMLA and the ADA in one system, you can easily manage and move between entitlements on a single case.



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# Capture Your Opportunities

- ❓ Now that you've mapped your process, where are your biggest pain points?
- ❓ Where could automation save you time and reduce errors?
- ❓ What will you take back to your team?



# Thank You

Questions?

Please reach out to [leavecommunity@absencesoft.com](mailto:leavecommunity@absencesoft.com) or visit our booth!

