



**ABSENCE &
LEAVE MANAGEMENT**

Leave
Management
Tools That
Flex to Meet
Your Needs



How Would You Grade Your Organization's Leave Management?

Many employees don't have a clue how tough it is for organizations to manage everything related to leaves of absence or time off – even if it's just for one day. From the employee's point of view, when you need to take a sick day, you let your manager know and it's done.

Despite that being a seemingly "simple" request, employers are all too familiar with the difficult job of managing leaves. More than half (56%) scored a C, D, or F for their absence practices, according to the Absence and Disability Readiness Index published by The Standard. The survey results also indicated that fewer than half of employers say they believe their programs are well managed.

Indeed, due to local, state, and federal regulations, managing leave can be one of the most complicated issues for HR and payroll teams. With so many compliance issues related to time off—as well as rules developed by the individual organization—managing, reporting and paying employees for time off isn't simple at all.

Thankfully, integrated workforce management tools can help improve the leave management process.



The High Cost of Ineffective Leave Management

Many factors related to time off must be tracked – whether it's one day or three months' leave. For example, organizations must:

- Adhere and comply with leave requirements based on industry, location and job type (e.g., hourly, salary or union)
- Evaluate leave requests based on organizational policies
- Monitor employee leave limits and paid time off balances
- Determine coverage during an employee's absence

As your organization grows, leave management becomes more complex. It's too risky for HR teams to manage leave balances with paper forms and disparate legacy systems make gathering real-time data to approve or deny leave requests an onerous task.

Aside from the difficulty of effectively and efficiently managing and tracking data, there are two additional pain points related to leave management: compliance risk and the costs of excessive absenteeism.



Compliance risk

Only two out of five employers in the [Absence and Disability Readiness Index](#) were using a system to track absences covered by the Family Medical Leave Act (FMLA). When this type of highly regulated leave is left to manual processes, you're risking your organization's ability to maintain compliance.

"Mastering leave management is a necessary challenge. The overlapping (and ever-increasing) patchwork of state and federal mandates make it an area of particular concern for employers," according to [HR Dive](#).

Indeed, there are important federal leave requirements to meet, such as FMLA, but HR and payroll must also effectively manage time off and leaves of absence based on organizational policies and rules. Without integrated workforce management tools, handling these complex situations can lead to incorrect pay, inaccurate accruals and disgruntled employees.



Excessive absenteeism

Even if you're able to effectively administer leave and manage federal and local regulations, if you're using legacy systems or manual methods, you're not uncovering or addressing the costly issues related to employee absenteeism.

Unfortunately, for some organizations, excessive absenteeism is considered a "cost of doing business." According to the [Society for Human Resource Management \(SHRM\)](#), "many firms still underestimate the magnitude of the problem of employee absenteeism."

But the costs of absenteeism add up. In 2019, full-time wage and salary workers had a total of 117,383,000 absences, according to the [Bureau of Labor Statistics](#). To put that into perspective, the [Center for Disease Control Foundation](#) reports that "productivity losses linked to absenteeism cost employers \$225.8 billion annually in the United States, or \$1,685 per employee."

The full impact of costs related to ineffective leave management—whether they are due to increased legal risks or an inability to manage absenteeism—can be costly. No matter how tough leave management may be, a trusted workforce management solution is essential if you want to streamline processes, protect your business and boost your bottom line by managing complicated leaves and payroll.

Read more on this topic ["5 Ways Time Tracking Boosts Your Bottom Line"](#)

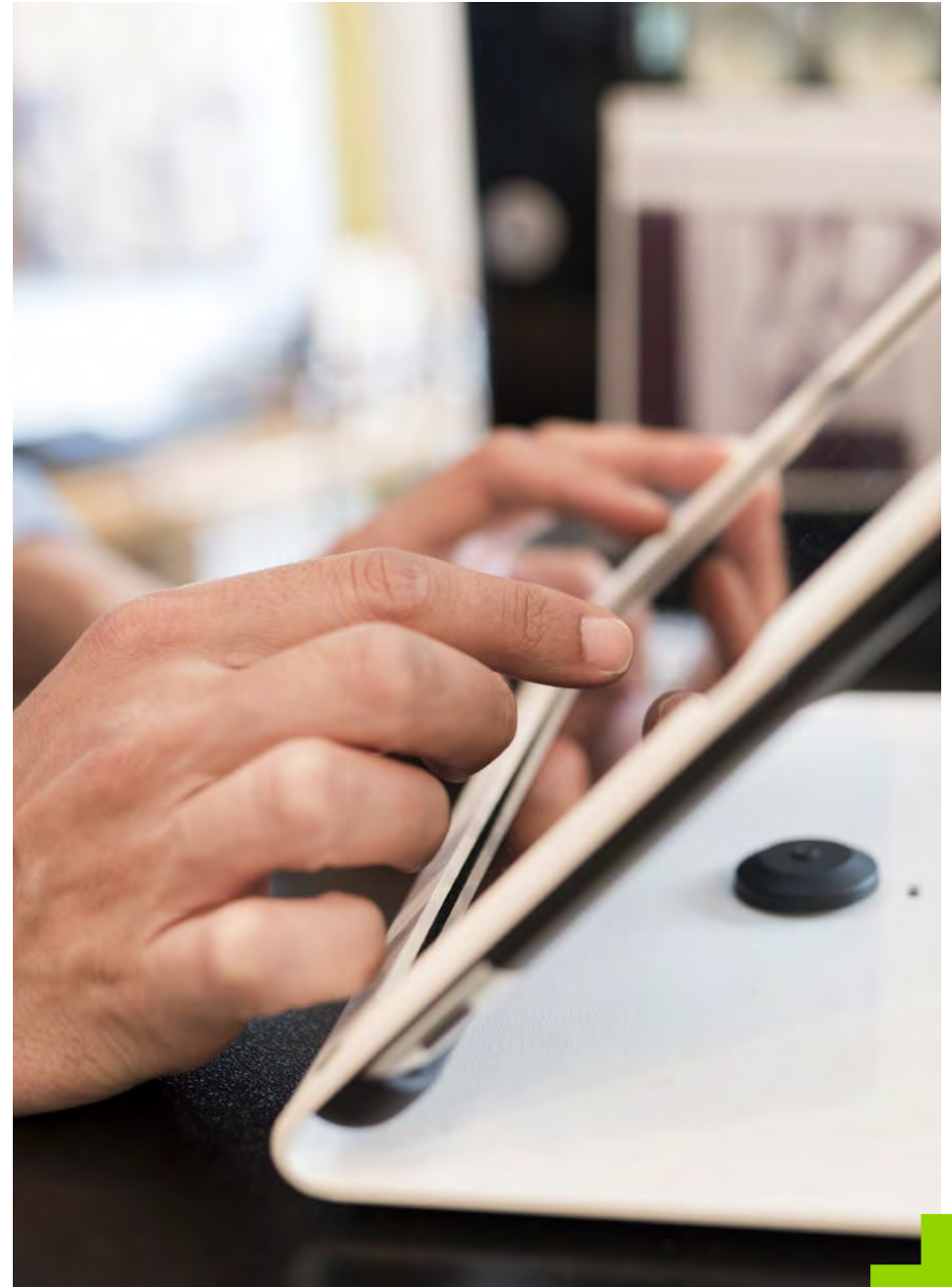
The Benefits of Integrated Leave Management

Having leave and absence management integrated with your time and attendance, payroll and scheduling saves a lot of manual work and ensures greater accuracy.

At the foundational level, workforce management software can address many common leave management issues. Fundamental system requirements for leave management should:

- Provide accessible means of electronically submitting leave and time-off requests
- Give employees and managers real-time access to time off balances
- Manage a leave schedule that grants adequate insight into the workplace
- Embed policy and regulation requirements
- Establish protocols for who receives, reviews and approves requests

As you consider [innovative leave management solutions](#), also look for a system that will meet your compliance and legal requirements, that will flex to your organization's needs, and that integrates with your overall workforce management approach.



Meet compliance & legal requirements

A powerful solution will allow you to account for a variety of factors that impact leave, such as job level, employee location and union status. As you manage compliance risks, you want a comprehensive view that will help you audit the process. At the same time, you want a micro-view that allows you to easily pull up data to view accruals for employees. Employees also need to be able to view their current earned and accrued leave status. Ideally, your system should also provide a dedicated FMLA workflow that automatically tracks FMLA-related leave (including requests and required documentation). This helps you stay compliant with the regulations and avoid the cost of a mishandled FMLA case.



Support your organization's policies

You want a solution that accommodates your policies, rather than one that forces you to change your policies because of system limitations. Consider how the system establishes workflows that best fit your organization. For example, can it be configured for the necessary levels required to approve and administer short-term disability or parental leave? Can you implement and enforce any blackout dates in the system for vacation requests?

Make sure the system also empowers managers. Look for notifications and easy methods they can use to review, approve or deny requests for time off—ideally without having to log in, switch systems, or dig through emails. In addition to managing the process of taking leave, these capabilities help managers keep an eye on absenteeism before it becomes a problem. Similarly, make it as easy as possible for people managing benefits to handle any long-term leave requests.

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Integrate with core workforce management functions

As you face workforce challenges, such as those during the COVID-19 pandemic, you need a system that you can quickly update based on unanticipated situations. In the case of COVID-19, many organizations without leave management software struggled to quickly implement the [Families First Coronavirus Response Act \(FFCRA\)](#) as part of their policies and processes. Amidst a chaotic time, it's key that your leave management policies and the system responsible for administering them are updated so everyone has access to the most accurate information.

Given the complexity of leave management, it's ideal if all the workforce information you need is readily available in one system. Leave requests are a key part of scheduling, employee hours and payroll. When creating schedules or running payroll, it's a time-consuming and error-prone process to switch between systems.

There are many bottom-line benefits of having an automated leave and absence management system, but perhaps one of the biggest and often overlooked advantages is that with the right software in place, managers and HR teams have more time to connect with employees about their leave—whether it's time off for a vacation, to welcome a new baby or to care for an elderly parent. Employees may appreciate the opportunity to talk about their life outside of work.

If it's a long-term issue, managers can show care and concern for the circumstances that may be affecting attendance or requiring a prolonged leave. Similarly, HR teams have an opportunity to provide information about company-sponsored resources that may help, such as physical or mental health services. Treating employees with this level of care and concern builds trust and reinforces the organization's commitment to its workforce.



The Flexible Leave and Absence Management Solution

TimeClock Plus software was built on the idea that it's important to provide the level of flexibility and configurability our customers need to run their organization.

With our complete workforce management approach, you can easily integrate leave and absence management with a time and attendance solution, as well as your scheduling configuration. This type of integration allows for instant, automated calculations that transfer seamlessly between all of TCP's workforce management solutions.

For those customers looking for help in managing FMLA, human resources can manage and monitor FMLA within the leave system. With [TCP's leave management solution](#), there's no need for a separate solution or tracker. Our FMLA feature also lets employees select the type of leave they want to request. This simple step makes it much easier for HR to process and track time off.

Depending on your industry, we also understand you have specific needs. You want to find one integrated system that allows you to administer leave management and empowers your workforce management strategy. Some of the ways we've seen our solution play out in various industries include:

- **Healthcare:** If a provider (nurse, aide, doctor) requests time off, managers need visibility to schedules and paid leave balances before approving the request. They also need to view overtime totals before assigning the shift to another employee.
- **Public Safety:** Depending on the policy, a police department may require more than one lieutenant to be on a shift. With integrated workforce management, schedulers can quickly identify any gaps that a leave request might create.
- **Manufacturing:** If production drops, an integrated workforce management system provides comprehensive leave data that will highlight possible correlations between absenteeism rates and productivity.

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Specialized Solutions for Locating Substitute Workers



Every industry has different concerns, and TCP works with our customers to ensure our solutions meet their needs. For schools and other organizations that need to manage large populations of substitute workers, our Substitute Management tool ties scheduling and leave management together. We understand the time, effort and organization it takes to locate, contact and schedule substitutes. Thanks to our [automated Substitute Management solution](#), the days of using the antiquated phone tree to find a substitute are over.

Using a preferred list configuration and notification hierarchy, administrators can set up lists to make sure the best substitutes get notified first. We also use qualification-based notifications to avoid unnecessary confusion—notifications go to the right people so you don't send an over or under-qualified substitute to a job.

Substitutes can receive and accept offers and view real-time schedules from their desktop or mobile device. Thanks to seamless integration and real-time processing, subs can view offers as soon as they're created. Administrators have a real-time view of the leave request calendar that enables them to immediately search for substitutes and see when an opening has been filled.

Whether your situation is standard or one of a kind, our leave and absence management solution can be configured based on your unique policies, hierarchy for approvals and accrual configurations.

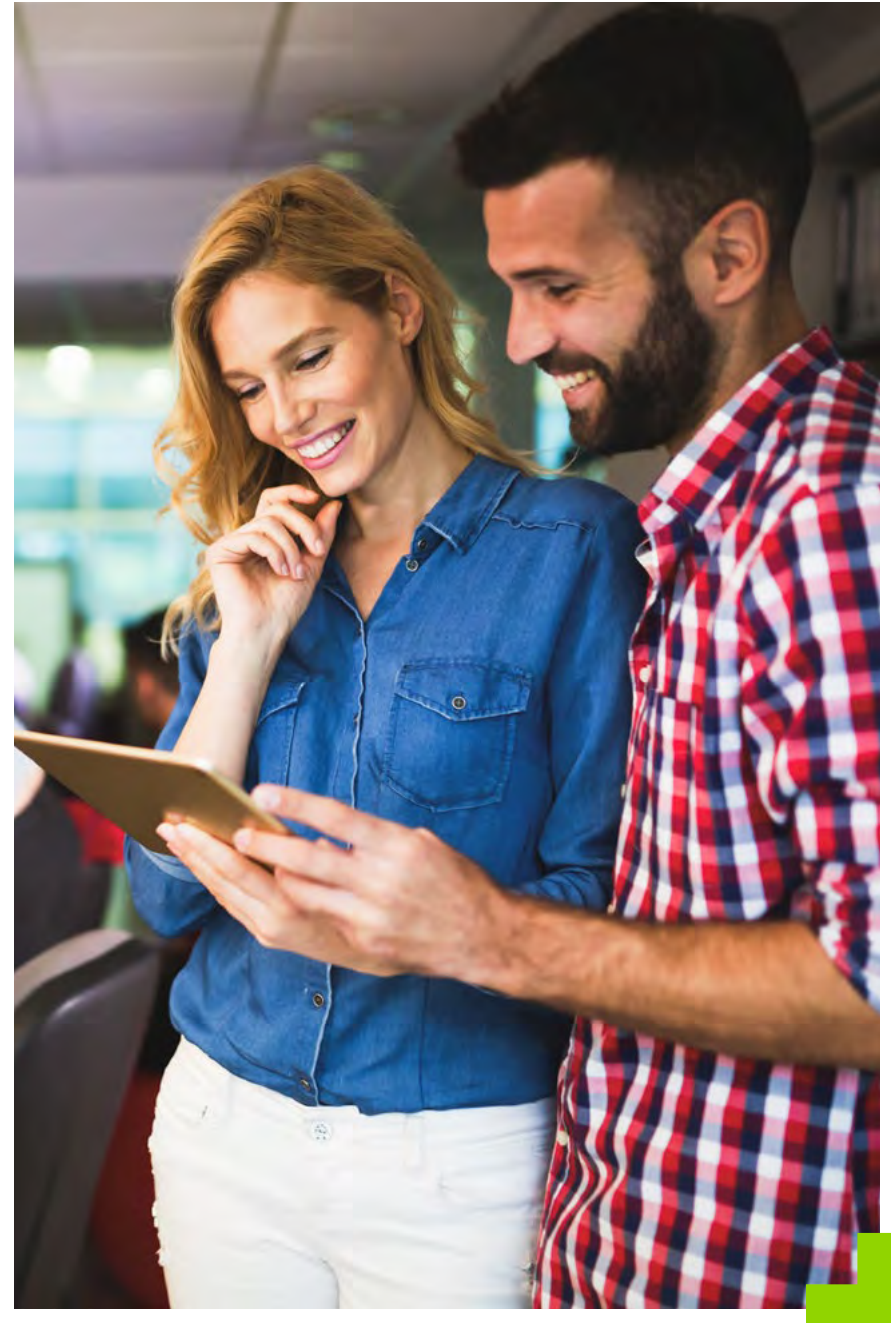
Integration to Empower Your People & Your Organization

First and foremost, leave and absence management is about meeting regulations and ensuring you have appropriate staffing to deliver results. But a flexible solution that's configured to your needs can help you manage leaves and absences in a way that positively impacts results.

A robust leave and absence management solution helps you streamline manual processes and empowers employees to manage their time off. It allows managers to maintain productive operations, even when team members are absent, and identify if absenteeism is becoming a problem. Finally, effective leave management provides HR teams with the data they need to address issues and make business decisions.

Find a solution that empowers people to work better while they're at work and streamlines the process—for you and for them—when they need time off. With the right solution, you can manage your employees more effectively, increase their satisfaction and meet organizational needs.

Reach out today to learn more and [schedule a demo](#) with one of our consultants.





Integrated solutions are key to maintaining a productive workforce

While time and attendance is at the core of workforce management, true workforce management occurs when all the key activities required to maintain a productive workforce integrate seamlessly into one package. If your organization is looking to up-level your HR technology, [download](#) our full eBook, “Everything You Need to Know About Workforce Management,” to learn how robust, integrated solutions can help you streamline processes and maximize your workforce.

