GETTING STARTED

On a Proven Path To Absence Management Success

Joerns® RecoverCare

GUARDIAN℠

2016 IBI Annual Forum

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San Francisco, CA

IBI INTEGRATED BENEFITS INSTITUTE

Speakers

Panelist

Suzanne Dennis PHR, SHRM-CP
Manager, HR Services
Joerns RecoverCare[e]

Panelist

Steve Coffman
Senior Life & Disability Practice Leader
Guardian Life Insurance Company

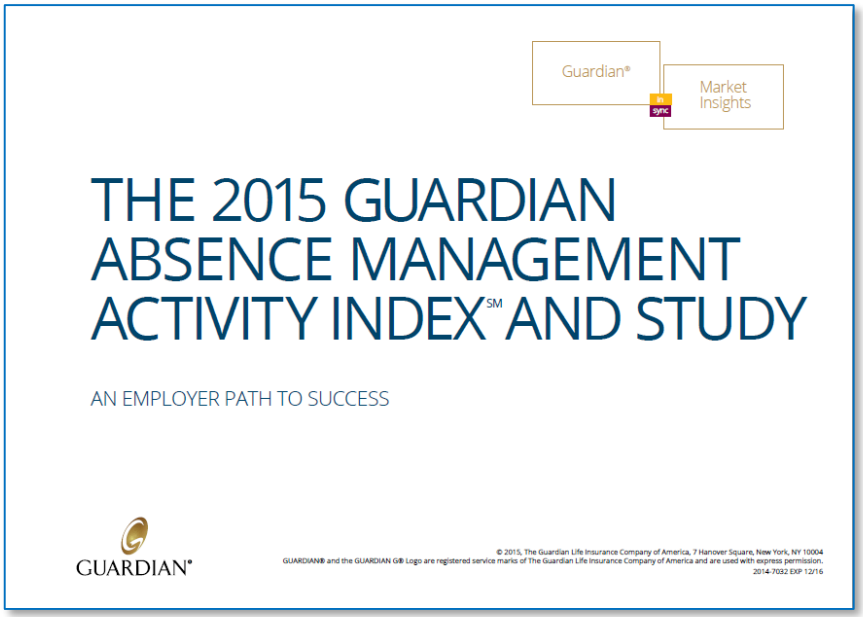
Moderator

Gene Lanzoni
Assistant Vice President, Marketing
Guardian Life Insurance Company

Topics

1. Tips for Getting Started
2. First-Time Outsourcing Considerations
3. Challenges Faced
4. Keys to Success
5. Biggest Surprises

Absence Management Activity Index & Study



Research for the Guardian Absence Management Activity Index and Study was conducted by Spring Consulting in the summer of 2014. The published study was released in 2015. Material discussed is meant for general illustration and/or informational purposes only and it is not to be construed as tax, legal or investment advice. Although the information has been gathered from sources believed reliable, please note that individual situations can vary, therefore the information should be relied upon when coordinated with individual professional advice.

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Absence Management Activity Index

3.7 Market Average (At least 50 employees)

3.5 Small Employers (50 - 249 employees)

4.3 Mid-Size Employers (250 – 999 employees)

4.9 Large Employers (1,000+ employees)

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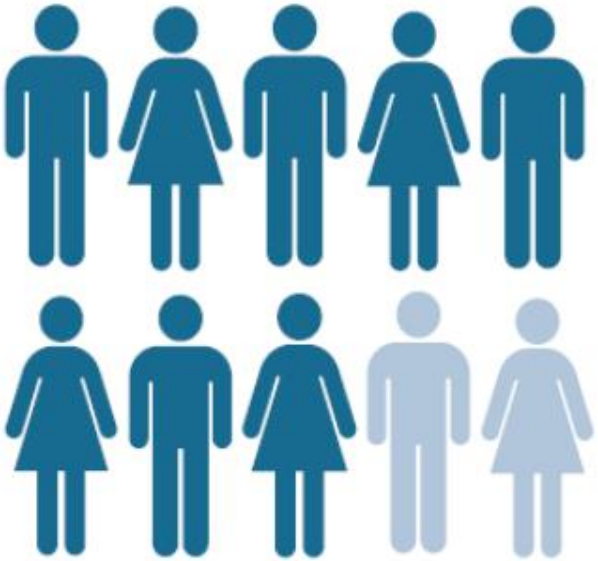
Key Research Findings

MANY EMPLOYERS ARE MAKING AN EFFORT



Eighty-one percent of employers surveyed say they are making at least some effort to manage absences.

* The Guardian Absence Management Activity Index℠ and Study, 2015

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Key Research Findings

- Yet, Obstacles Remain for by Many Employers…

Just over half (53%) of all companies face challenges applying ADA/ADAAA*

3 in 5 employers have difficulty interpreting federal and state leave laws

42% of companies lack the staff resources to manage absenteeism

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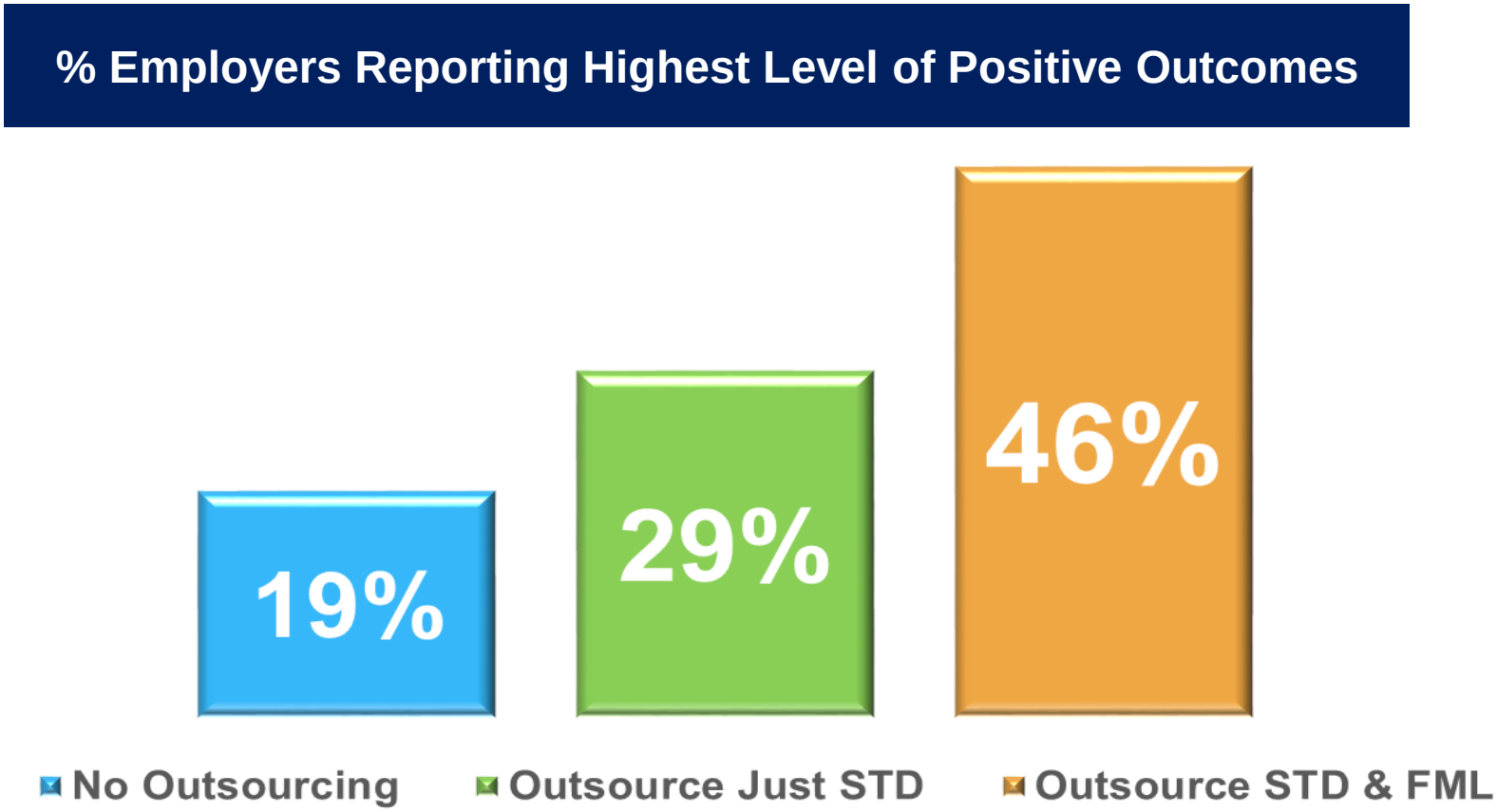
Key Research Findings

- Outsourcing STD & FMLA Can Lead to Better Outcomes



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Key Research Findings

HOW COMPANIES CAN GET STARTED

1

SET A PHILOSOPHY

Your highest priorities should be returning employees to safe and productive work, while encouraging overall wellness.

2

TAKE FOUNDATIONAL STEPS

Getting buy-in from senior management and following a strategic communications campaign are essential.

3

DEVELOP A MODEL

Outsourcing management of both short term disability, and family and medical leaves can maximize success.

4

MEASURE SUCCESS

Nearly half of all employers surveyed reported employee engagement to be the most critical measure of success.

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Web-Based Employer Scorecard Tool

- Short, eight question survey
- Produces a “score” and benchmarking data
- Tailored recommendations based on the “5 Best Practices”

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Web-Based Employer Scorecard Tool

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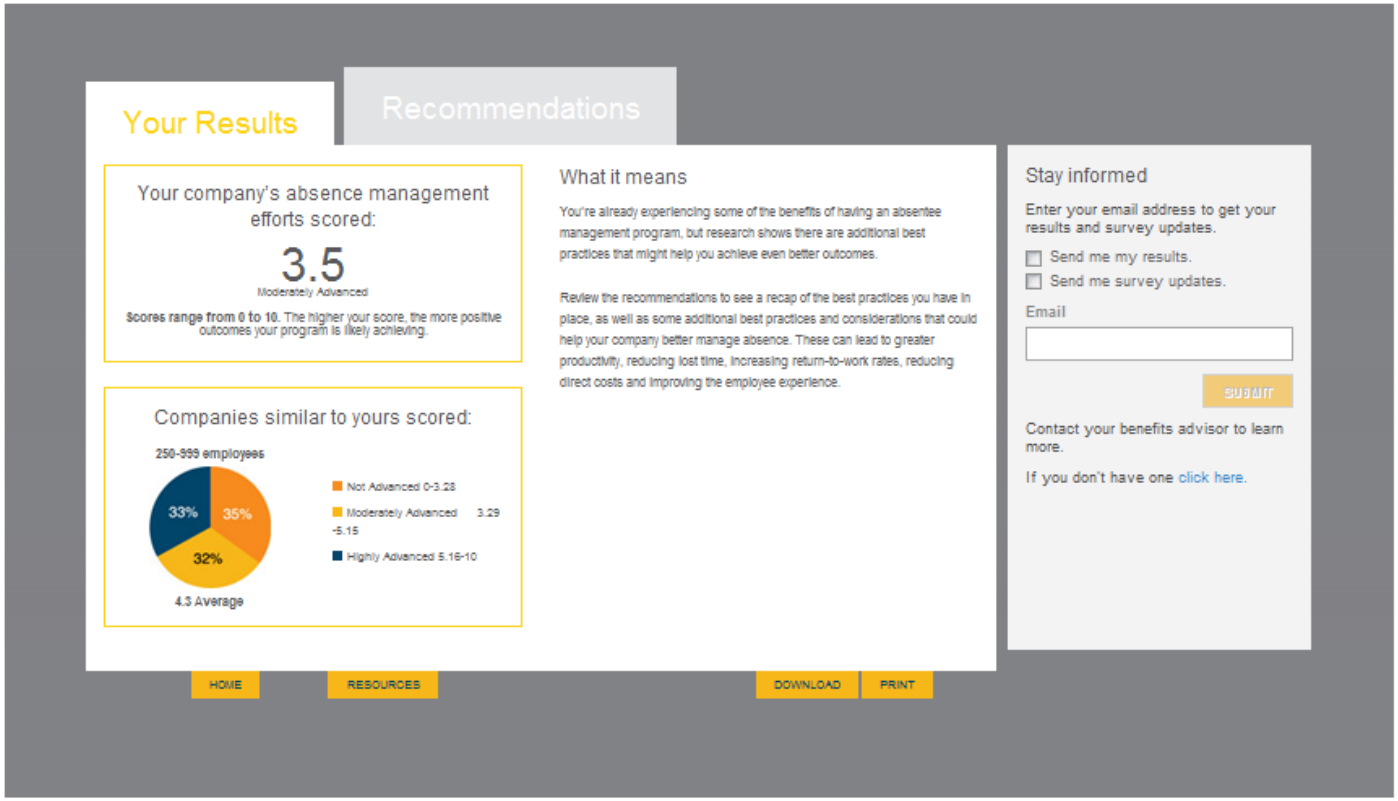
Results Page: Employers View Score and Comparison



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