



## FMLA Absences by Industry

By managing all facets of FMLA leave administration, FMLASource results in cost savings and dramatically reduced absences.

While most employers with more than 50 workers are impacted by the Family and Medical Leave Act (FMLA) to some degree, there are specific industries who are challenged with an inordinate amount of FMLA absences, whether it is continuous or intermittent leave. Manufacturers, call centers, casinos, government organizations and health care systems in particular surpass other employers in the number of FMLA absences reported each year.

The following report details FMLA absences of employers in these sectors and compares their experience with employers in the professional services industry. The data was collected from employers who are customers of FMLASource,® Inc., and the calculation of hours absent is based on an eight-hour workday.

### Summary

- › Casinos have the largest percentage of employees on FMLA leave in a year (49 percent of employee population).
- › Casinos also have the highest percentage of intermittent FMLA leave (58 percent of FMLA cases).
- › Manufacturers have the longest duration of continuous FMLA leave (average of 31 days).
- › Casino employees have the lengthiest FMLA absences overall, averaging 29 days per employee, which is 2.4 times more than professional services employees who average less than 13 days off.



### Overall Approved Cases

Industry	Percentage of employee population on FMLA leave	Percentage of approved cases (prior to FMLASource, percentage of approved cases was 90-100%)
Call Centers	33%	64%
<b>Casinos</b>	<b>49%</b>	<b>67%</b>
Government	36%	61%
Health Care	39%	64%
Manufacturing	23%	67%
Professional Services	7%	81%

### Total Time Absent

Industry	Average time off per employee on FMLA leave
Call Centers	217.8 hrs (27.2 days)
<b>Casinos</b>	<b>235.9 hrs (29.5 days)</b>
Government	189 hrs (23.6 days)
Health Care	228.9 hrs (28.6 days)
Manufacturing	215 hrs (26.9 days)
Professional Services	100.4 hrs (12.5 days)

### Intermittent Leave

Industry	Percentage of leave that is intermittent	Average duration of intermittent leave per employee per year
Call Centers	51%	123 hrs (15.4 days)
<b>Casinos</b>	<b>58%</b>	<b>136 hrs (17 days)</b>
Government	41%	89 hrs (11.1 days)
Health Care	49%	104.2 hrs (13 days)
Manufacturing	21%	99 hrs (12.4 days)
Professional Services	12%	62 hrs (7.8 days)

### Continuous Leave

Industry	Percentage of leave that is continuous	Average length of continuous leave per claim
Call Centers	47%	204 hrs (25.5 days)
Casinos	41%	198 hrs (24.8 days)
Government	57%	201 hrs (25.1 days)
Health Care	49%	224 hrs (28 days)
<b>Manufacturing</b>	<b>76%</b>	<b>251 hrs (31.4 days)</b>
Professional Services	87%	108 hrs (13.5 days)

While FMLA leave can be troublesome for any employer, it is particularly disruptive for manufacturers, call centers and health care systems whose operations depend on fixed schedules. Using a team of attorneys and FMLA experts, FMLASource handles the administrative tasks associated with the act, provides guidance on requirements and eligibility, coordinates the FMLA benefit on behalf of the employer and trains and consults with employers on how best to manage FMLA leave. The results are dramatically reduced absences and cost savings. The following chart shows the average length of absences before and after FMLASource was implemented:

### Total Time Absent

Industry	Average time off per employee on FMLA leave	Average time off after FMLASource implemented	Savings
Call Centers	217.8 hrs (27.2 days)	168.5 hrs (21 days)	54.3 hrs (6.8 days)
Casinos	235.9 hrs (29.5 days)	160.9 hrs (20.1 days)	75 hrs (9.4 days)
Government	189 hrs (23.6 days)	149.4 hrs (18.7 days)	39.6 hrs (5 days)
Health Care	228.9 hrs (28.6 days)	164 hrs (20.5 days)	64.9 hrs (8.1 days)
Manufacturing	215 hrs (26.9 days)	178 hrs (22.3 days)	36.6 hrs (4.6 days)
Professional Services	100.4 hrs (12.6 days)	94.4 hrs (11.8 days)	6 hrs (0.8 days)

### About FMLASource

FMLASource, Inc. is a ComPsych® company which offers an alternative to internally administering FMLA that reduces an organization's FMLA costs and liability. A service that reviews, approves, processes and tracks leave requests with the oversight of an expert legal staff, FMLASource helps organizations greatly reduce the amount of absences while protecting against legal action.

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### About ComPsych

ComPsych® Corporation is the world's largest provider of employee assistance programs (EAP) and is the pioneer and worldwide leader of fully integrated EAP, behavioral health, wellness, work-life, HR and FMLA administration services under the GuidanceResources® brand. ComPsych provides services to more than 19,000 organizations covering more than 53 million individuals throughout the U.S. and over 120 countries. By creating "Build-to-Suit" programs, ComPsych helps employers attract and retain employees, increase employee productivity and improve overall health and well-being.