

Absence Management Training

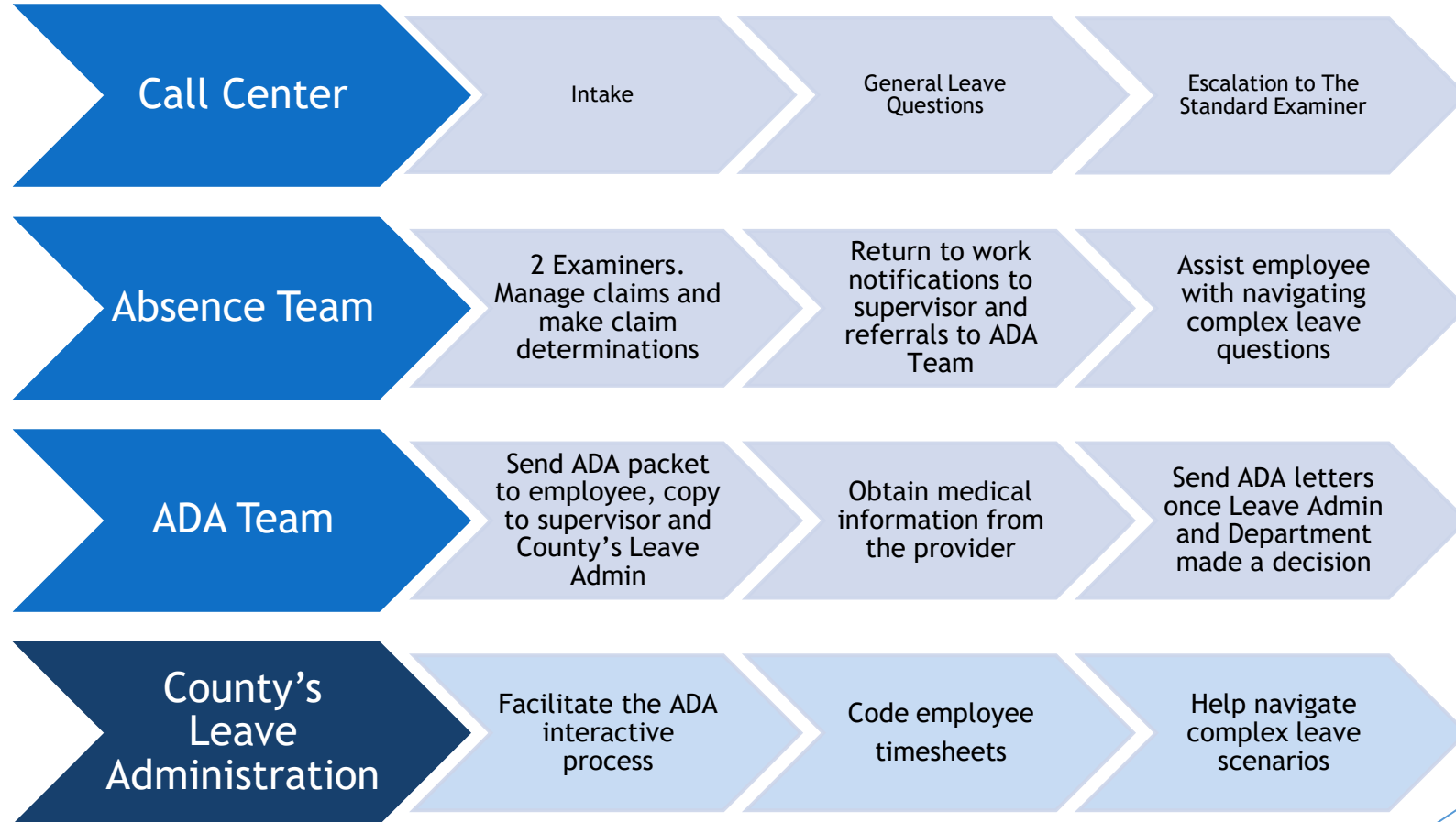
Clackamas County Human Resources Leave Administration

Agenda

- ▶ Leave of Absence Team Structure
- ▶ Requesting a Leave or Claim
- ▶ Leave and Claim Process
- ▶ Roles & Responsibilities
- ▶ Q&A

Leave of Absence Team Structure

Leave of Absence Team Structure



Requesting a Leave or Claim

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Your Employee Files for Protected Leave

Supervisor Responsibility

Employee notifies their supervisor of their need for a leave of absence

- Direct employees to call The Standard to report their leave of absence
- Educate employees on where they can locate the FAQ:
County's Leave Administration webpage: <https://www.clackamas.us/des/leave-administration>
- Set expectations about employee behavior during leave
 - Stay in contact with direct supervisor and The Standard regarding return-to-work plans
 - Remain accountable in the leave and disability process.

Employee Responsibility

Employee initiates leave following procedures on County's Leave Administration webpage

- **Contact.** Initiate leave by calling The Standard or via the Absence Management portal
- **Complete.** Return all required paperwork to The Standard by the deadline. Paperwork requirements will be outlined in the leave packet based on the type of claim (medical forms, confirmation of birth, military documents).
- **Communicate.** Stay in contact with direct supervisor and The Standard regarding return-to-work plans. Employee will have a designated Examiner with Standard who will manage their leave.

Initiating a Leave of Absence

- ▶ Employees may contact The Standard in three different ways:

Live Intake

The Standard has a dedicated Absence Intake team available weekdays between 5 a.m. and 5 p.m. PST

- Your organization will have a custom phone number with a personalized greeting
- Spanish-speaking agents and interpreter services are available

1.866.756.8116

IVR

Employees with existing leaves can call The Standard's Intelligent Voice Recognition system 24/7 to:

- Add more time to an existing leave
- Check claim status

Web Intake

Employees have 24-hour access to our mobile-optimized Absence Portal

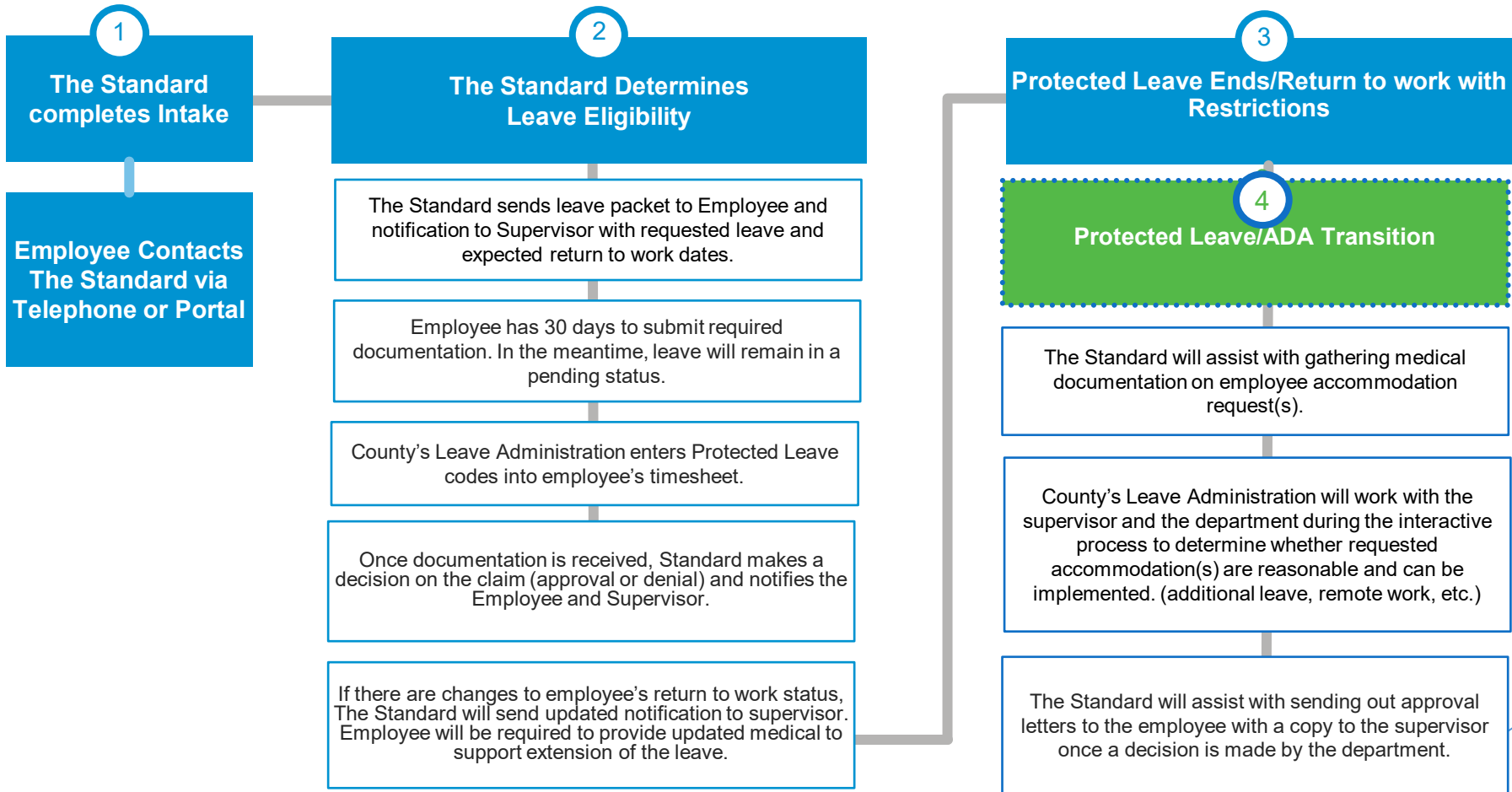
- Initiate a leave of absence
- Check leave balances
- Check the status of a leave
- Add more time to an existing leave
- Email Standard absence team

www.standard.com/absence

Leave/Claim Process



Leave of Absence Workflow



Intermittent Leaves

Employee	Supervisor	The Standard	County Leave Admin
<p>Call The Standard or go online to report each intermittent absence.</p> <p>Follow department's regular call-in procedures</p> <p>Report absences within 30 days. Only full day absences are covered under PFML.</p>	<p>Remind employee to follow internal policies for call out procedures.</p> <p>Know approved frequency and duration of intermittent leave provided in Standard email notification. Example, employee is approved for 2 flares per month, each lasting up to 2 days.</p> <p>Communicate to County's Leave Administration any concerns regarding employee's intermittent leave.</p>	<p>Manage reported absences within certified parameters.</p> <p>Notify supervisor every time an absence is reported to Standard and provide the status (approved, denied, pending).</p> <p>Request updated medical if reported absences exceed certified frequency and duration by the treating healthcare provider.</p>	<p>Add Protected Leave codes to employee's timesheet after they report it to Standard.</p> <p>Submit payroll adjustment request to Payroll if changes are required.</p>

Denied Claims

- ▶ If the required documentation is not received timely or the documentation does not support the leave, Standard will issue a denial and the absence will not be covered under a protected leave.
- ▶ County's Leave Administration will change protected leave codes to regular sick/vacation/LWOP unauthorized in the timesheet.
- ▶ If the absence is denied due to lack of supporting documentation and employee submits it within a reasonable period of time, the denial can be overturned if the documentation supports the leave.

Roles and Responsibilities

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Responsibilities

Employee	Supervisor	The Standard	County Leave Admin
<p>Call The Standard or go online to request a leave of absence or disability</p> <p>Return all required paperwork to The Standard by the deadline</p> <ul style="list-style-type: none"> • 30 days for PFML, FMLA/OFLA • 45 days for disability <p>Communicate return to work status to The Standard and their direct supervisor throughout the life of the claim</p>	<p>Remind employee to follow internal policies for call out procedures</p> <p>Communicate to The Standard any updates or information received from the employee regarding their leave and return to work plans.</p> <p>Communicate to HR any concerns regarding the employee's leave or requested accommodations.</p> <p>Review and reply within 24 hours to email notifications from The Standard requiring a response such as Return to Work Confirmation</p> <ul style="list-style-type: none"> • Anytime claim status changes, The Standard will provide an email notification* 	<p>Determine the employee's eligibility for PFML (and other benefits that would run concurrently) and review relevant information.</p> <p>Provide status updates on leaves/claims via absence portal and email including employee's expected return to work status.</p> <p>Respond to inquiries via email and/or voicemail within 1-2 business days depending on complexity</p> <p>**ADA may be triggered when an employee is ineligible for or has exhausted protected leave time, or if restrictions/limitations are required to return to work.</p>	<p>Work with the supervisor and the department during the ADA interactive process to determine whether the requested accommodation(s) are reasonable and can be implemented.</p> <p>Manage any re-assignments and medical layoffs due to employee's inability to perform the essential functions of the job.</p> <p>Code employee's timesheet while on leave of absence.</p> <p>Assist employees and supervisors in navigating complex leave situations.</p>

Resources

- ▶ Questions regarding an employee's leave or expected return to work status?
- ▶ Contact The Standard
 - ▶ Via phone: 1-866.756.8116
 - ▶ Email: absence@standard.com
 - ▶ Or login to The Standard's absence portal at www.standard.com/absence
- ▶ Questions regarding an employee's accommodation requests, timesheet coding, or leave related concerns?
- ▶ Contact Clackamas County Human Resources Leave Administration
 - ▶ Via phone: 1-503.655.8550, option 1
 - ▶ Or by using the "Contact Us" link on [Leave Administration](#) webpage

Thank you!

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