

Larkin

FMLA & the Hidden Caregiver Crisis: What HR Needs to Know



Agenda

- The Leave Journey
- FMLA Fundamentals
- Optimizing Productivity
- The Care Concierge
- Q & A



01

The Leave of Absence Journey



Case Study

Jillian is preparing for FMLA leave for her second child.

Larkin Leave Roadmap

Pre-Leave

- Larkin administrator will connect with the employee to explain leave entitlements, employer policies, and leave of absence pay (if applicable)
- Personal guidance on the “how” of leave - documentation, deadlines, requirements, etc.

During Leave

- Tracking leave entitlements and duration on employee portal
- Reminders via phone and email
- Confirming baby's arrival and gathering work release documentation

Return to Work

- Confirming employee's scheduled return to work
- Communication with employer
- Care Concierge to help determine childcare options

Introducing the Care Concierge

Juggling a toddler and an incoming newborn, relying on her family's help wasn't sustainable.

- She needed childcare options, but lacked the time to research.
- Her care concierge found 7 highly-rated daycare options that fit her specific needs.

Thus, dramatically reducing Jillian's stress and ensuring her smooth return to work (and peace of mind)!



Poll Question



Does your company provide child care assistance beyond an EAP?

- A. Yes
- B. No
- C. I don't know

Answer in the chat.

Employers Are Behind the Ball on Progressive Leave

45%



Offer paid family care and leave

39%



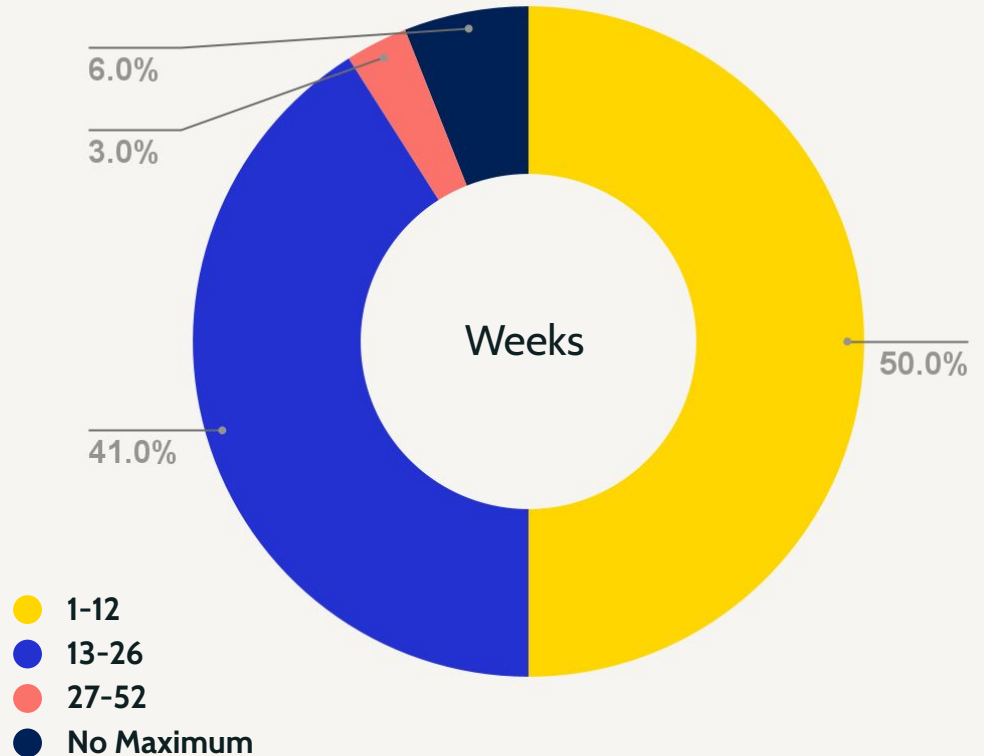
Offer child care assistance beyond an EAP

Leave Benchmarking (2024)

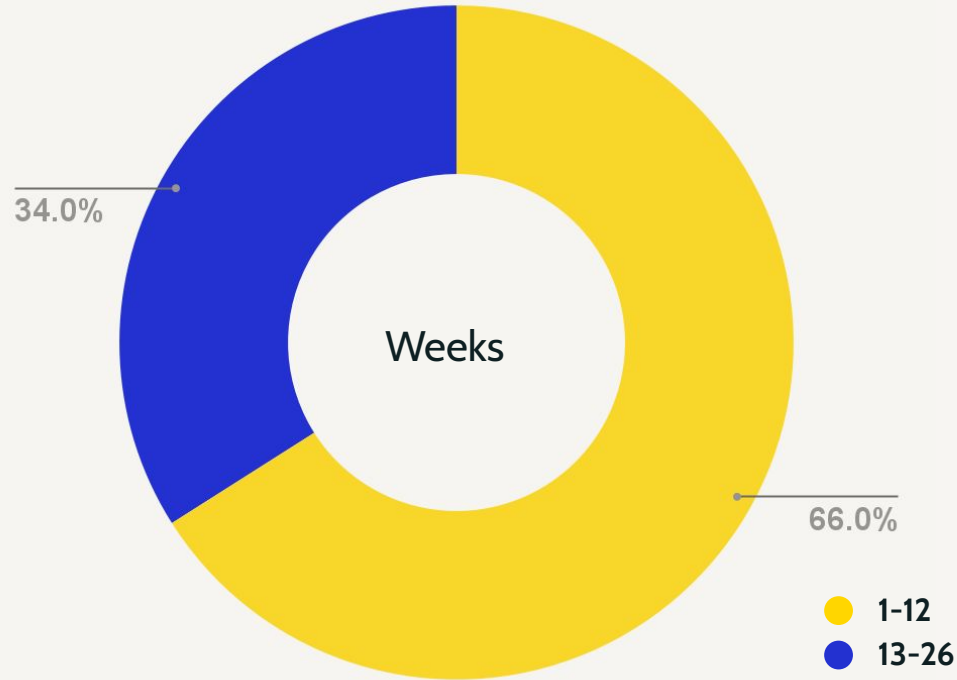
Pregnancy



Leave Durations granted for employees eligible under state and/or federal laws



Leave Benchmarking (2024)



Parental

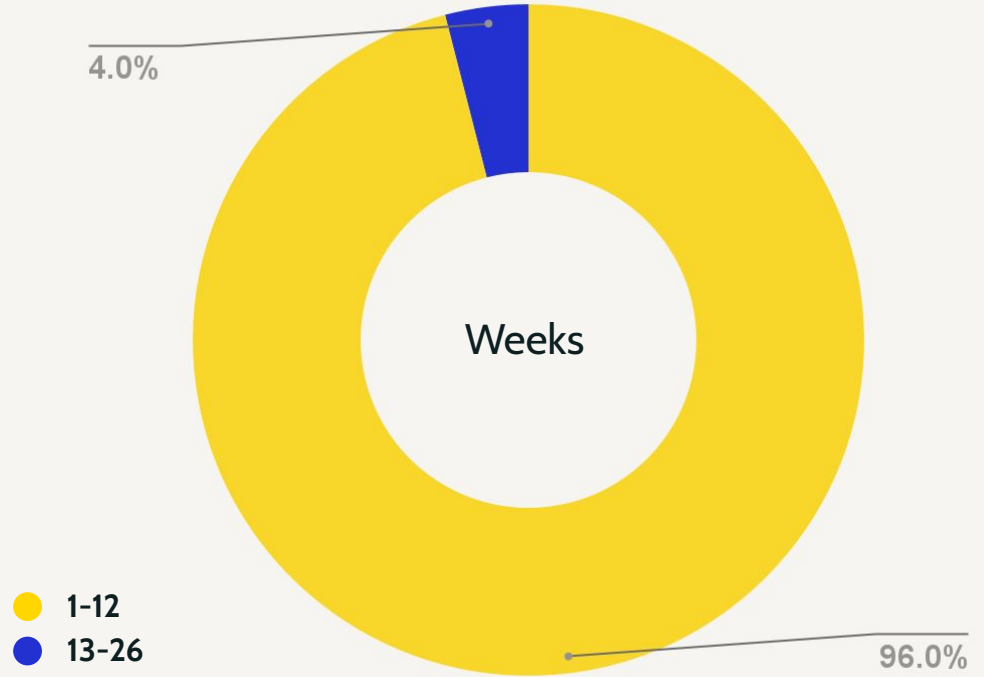


Leave Durations granted for employees eligible under state and/or federal laws

Leave Benchmarking (2024)

Family Care

Leave Durations granted for employees eligible under state and/or federal laws



02

FMLA Fundamentals



About the FMLA



Employee Eligibility

- 12 months of service
- 1,250 hours worked in prior 12 months
- 50+ employees within a 75-mile radius



Protection

- Job reinstatement
- Benefit continuation
- No interference or retaliation



Covered Employers

- 50 or more employees in 20 or more workweeks in either the *current* calendar year, or *previous* calendar year
- Public agencies and local educational agencies (regardless of number of employees)



Entitlement

- 12 weeks of unpaid leave in 12-month period (26 weeks in some instances)

“A direct correlation exists between stability in the family and productivity in the workplace... When workers can count on durable links to their workplace they are able to make their own full commitments to their jobs.”

29 CFR 825.101(c)

FMLA Qualifying Reasons



Medical

An employee's own serious health condition



Pregnancy

Pregnancy prepartum and postpartum



Parental Bonding

Bonding with a child, through birth, adoption, or foster



Family Care

Care for a family member with a serious health condition



Military Caregiver/Exigency

Care for a covered service member with a serious injury or illness, or for a qualifying exigency

What is a Serious Health Condition?



Incapacity

Continuous absence of more than three consecutive calendar days with continuing treatment



Chronic Condition

A chronic condition that will continue over an extended period and may cause episodic incapacity



Permanent or Long-Term Condition

A permanent or long-term incapacity due to a condition for which treatment may not be effective



Condition Requiring Multiple Treatments

A condition that would result in an incapacity of more than three consecutive calendar days, or surgery, if medical intervention or treatment does not occur



Hospitalization

Admitted overnight in hospital, hospice, or residential medical care facility



Pregnancy or Prenatal Care

Incapacity due to pregnancy, or prenatal care

Pro Tips for Compliance



Training Managers

Education, identification, confidentiality, and when to involve HR



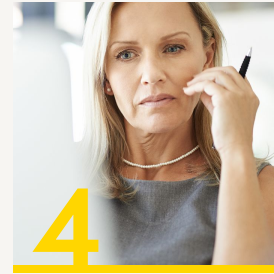
Prohibited Conduct

Discouraging FMLA leave, discriminating or retaliating against an employee, etc.



Workplace Notices

Directly to new hires, and placed on the premises, in handbooks, and/or intranet



Including minimum FMLA information

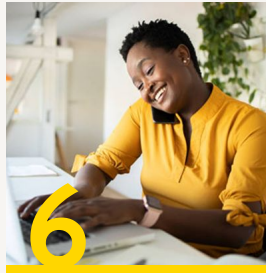
Information should be included within your handbook, and can be referenced from the FMLA required poster

Pro Tips for Compliance



Eligibility, Rights, & Responsibilities

Confirming eligibility to the employee within 5 days and informing of their rights and responsibilities under FMLA in writing



Designating Leave

Informing the employee in writing if time off is designated as FMLA leave



State Leave Laws

Employees are entitled to all applicable laws and their benefits

Example

Pregnancy and Parental Leave (FMLA)

WEEKS TIMELINE	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<p>FMLA protected leave</p> <p>Up to 12 weeks of protected leave per year for own serious health condition and parental leave.</p>	<p>Weeks 1 through 6</p> <p>Protected by FMLA for own serious health condition</p>						<p>Weeks 7 through 12</p> <p>Protected by FMLA for parental leave</p>							

*This example assumes the employee has met the eligibility requirements for job protected leave under FMLA, the employee has not taken qualifying leave in the prior 12-month period, and the employee's leave begins on the date of baby's birth via vaginal delivery.

Example

Pregnancy and Parental Leave (FMLA + CA)

WEEKS TIMELINE	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18		
PROTECTION	Family and Medical Leave Act (FMLA)																			
	CA Pregnancy Disability Leave (PDL)						CA Family Rights Act (CFRA)													
INCOME REPLACEMENT	WP	State Disability Insurance (CA SDI)					Paid Family Leave (CA PFL)													
		Short-term Disability (STD)																		
	Pregnancy Supplemental Leave Pay						Parental Supplemental Leave Pay													

*This example assumes the employee has met the eligibility requirements for job protected leave under FMLA and CFRA, the employee has not taken qualifying leave in the prior 12-month period, the employee's leave begins on the date of baby's birth via vaginal delivery, the STD plan has a waiting period, and the employer provides supplemental leave pay.

Larkin Services

We tailor our programs to align with the distinct needs and goals of each client.

- Available across all U.S. states and Canadian provinces
- Customizable programs for companies with 250 to over 20,000 employees
- Providing disability management and leave services for over 25 years



Comprehensive
Leave Management



Self-Insured
Short-Term Disability



Compliance
Services



Leave of Absence
Payment Services



Financial Feasibility
Studies



Statutory
Voluntary Plans



ADA
Support



Family Care Concierge
(Eldercare and Childcare)

The Unique Larkin Experience



One Administrator throughout the Leave

Connected at first contact, employees work with one admin for their entire leave experience.



The Human Touch

No automated systems or waiting times – employees connect with a real person, every time.



Comprehensive Care Programs

We're redefining industry standards with advanced services like childcare, eldercare, and cancer care.

Poll Question



Which benefits are you hoping to add this year?

Answer in the chat.

Case Study

Family Care Leave



NEED

Executive's dad discharging from hospital, needing full-time care

PROCESS

Concierge evaluates skilled nursing facilities, hospice agencies and consults on end-of-life care

RESULT

“Their support kept me from taking a leave of absence, reduced my care-related stress and increased my ability to focus on work.”

The Hidden Caregiver Crisis

01



73 %
of employees have family
depending on them for care

03



Elderly population doubling
70% will need long-term care

02



79% of family caregivers
report financial, social, mental
and professional setbacks
16% are leaving the workforce
entirely

04



48%
of working parents report
stress that is completely
overwhelming

03

Optimizing Productivity



Impact of Care Concierge

ACCORDING TO EMPLOYEES



Productivity

Allows employee to focus on work, reducing presenteeism and absenteeism.



Savings

Lowers out-of-pocket care costs.



Mental Health

Decreases care-related stress and improves mental health.



Family Care Concierge

Solving childcare and eldercare challenges for busy professionals

Digital Concierge

- Expedited access to care resources
- AI-guided experience
- Concierge-curated “Best Of” lists
- Recommended for those planning their childcare or eldercare needs

Private Concierge

- One-on-one expert research to solve childcare or eldercare challenges
- Concierge support, customized for employee’s U.S. location
- Beyond an EAP or emergency backup care
- Recommended for those in crisis

Digital Concierge

AI-guided childcare and eldercare

- Concierge-curated sources
- Unbiased childcare and senior living search tools
- Cost calculators and programs to pay for care
- Advance directive templates
- Summer camp and after-school guides





Private Concierge

Custom solutions for childcare & eldercare situations

- **One-on-one**
- **Masters-level social workers**
- **Research covers any location in the U.S.**
- **Always unbiased and up-to-date recommendations**



Case Study

Family Care Leave

NEED

Childcare for a newborn in order to return to work in 2 weeks

PROCESS

Concierge researched 20 centers, confirmed availability, and recommended 3

RESULT

“Ana was so relieved to have good childcare options on such short notice so she could return to work on time.”

Family Care Concierge Return on Investment



200%
ROI on average

- Can **prevent** a family care leave of absence
- **Improves on-time return** to work and **minimizes attrition**
- **Increases productivity**, since employees receive the logistical, emotional and financial family care support they need

04

Integrating the Care Concierge



Rambus

Technology Company

375 U.S. employees



Family Care
Concierge



LOA US and
Canada

“Given the lean HR team, Larkin ensures that the FMLA experience is compliant and stress-free. With the Care Concierge, the employees save money—and so does the company. It’s been a smart investment!”

Kathy Finnerty, ICMS Broker for Rambus

Private Semiconductor Company

10,000 U.S. employees



LOA US & Canada



LOA Pay



CA Voluntary Plan



Self-Insured STD



Care Concierge

“It makes me feel like a superhero to refer employees to Larkin for their leave.

I know that they will get the support they need!”

Benefits Administrator

The Bottom Line

01

Streamline and fine-tune your leave of absence administration.

02

Employee productivity is affected by family needs.

03

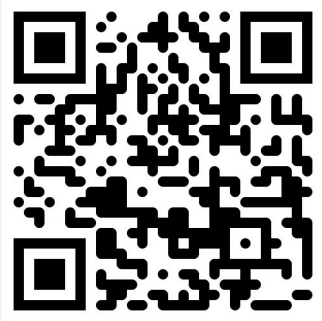
The Family Care Concierge improves company and employee bottom line.

Larkin

Any questions?

Prospective Clients: sales@thelarkincompany.com

Current Clients: Reach out to your Client Success Manager



Thank you

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