

2025

Job Accommodations Forecast



This forecast report is part of the 2025 State of Leave and Accommodations Report. If you would like a holistic view of leave and accommodations trends from both employers and employees, please download the full report today.

[Download the Report](#)

Introduction

For this year's forecast report, we surveyed 600 HR and People Ops leaders to get a look at how job accommodations are evolving alongside the workforce. For the second year in a row, the majority of our respondents reported an increase in accommodations requests, likely exacerbated by return-to-office (RTO) mandates.

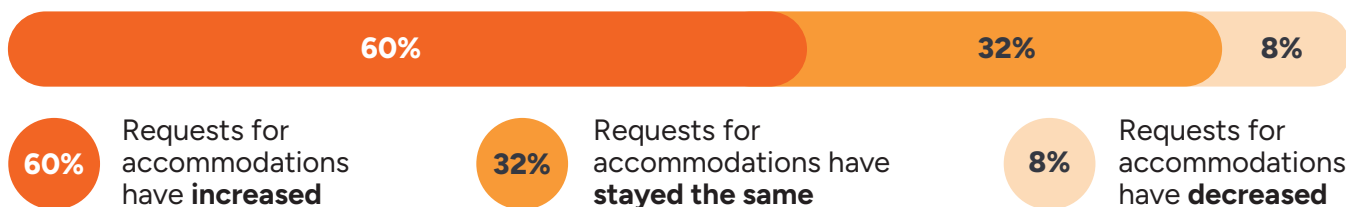
We saw remote work rapidly rise to become the most requested accommodation, with mental health as the most common reason given. These and other results from this report highlight the powerful ways that the workforce is changing the way they view and exercise their rights under the Americans with Disabilities Act (ADA).



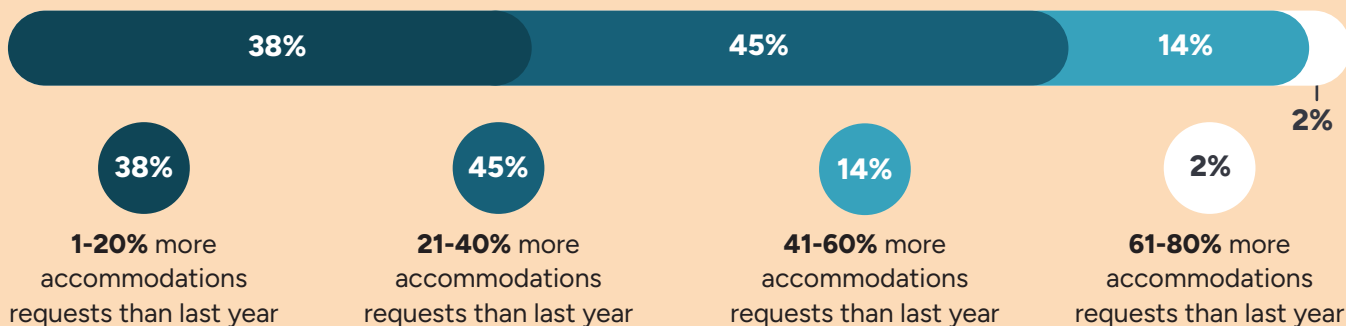
Job Accommodations Requests Rise Again, Mental Health a Key Driver

For the second year in a row, the majority of HR managers we surveyed (60%) reported an increase in requests. Of those who saw an increase, 62% saw requests rise by 21% or more. Mental health conditions were the top reasons employees requested accommodations for a second year in a row, showing the growing trend of employees asking for closely by chronic physical conditions and illness and injury recovery.

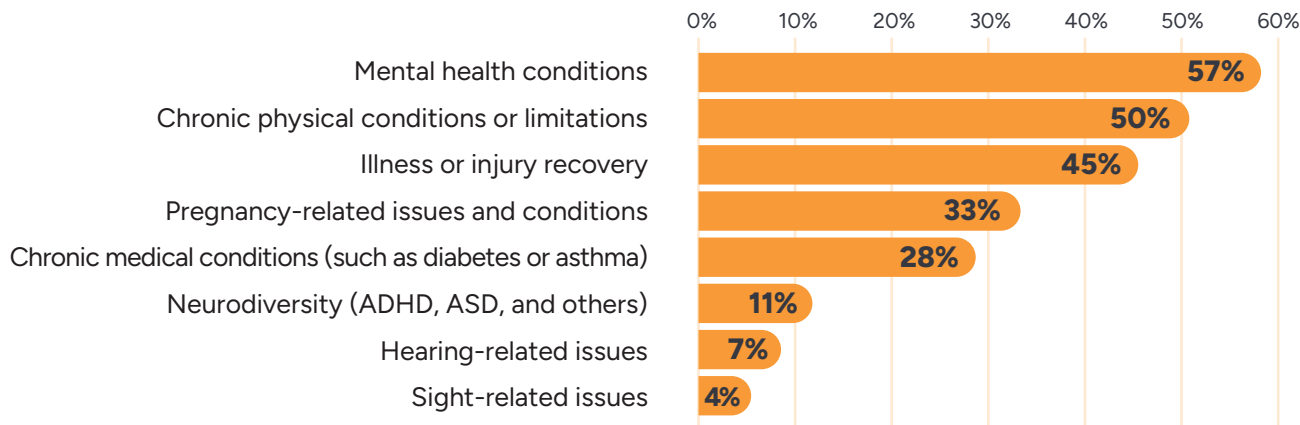
In the past year, have you seen a change in the amount of requests for job accommodations?

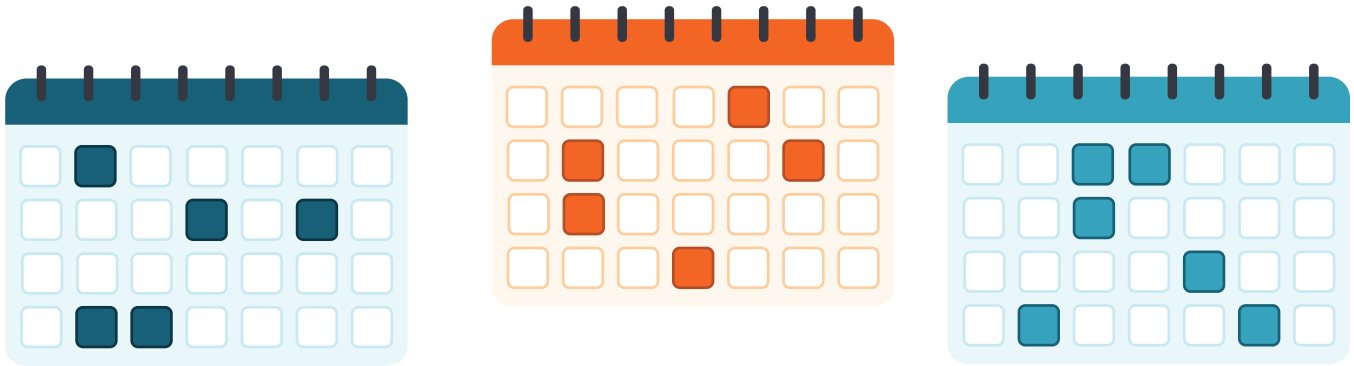


What percentage did requests for accommodations increase over the past year?



What are the top three reasons employees requested job accommodations in the past year?





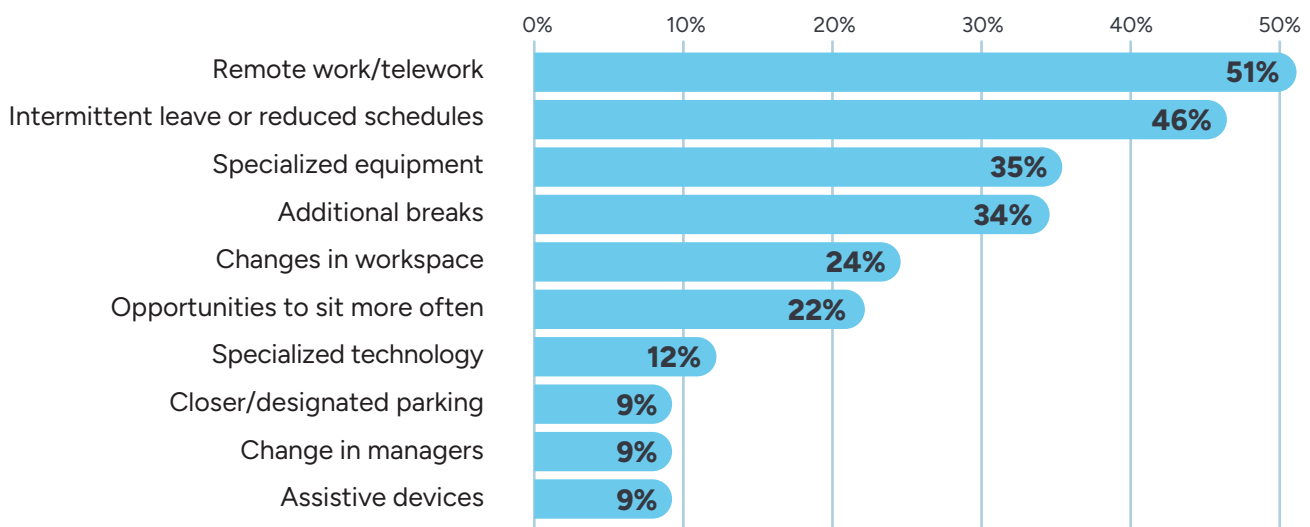
Top Job Accommodations: Remote Work and Intermittent Leave

We often think of job accommodations as something physical an employee with a disability needs, such as a chair for back pain or wrist brace for carpal tunnel syndrome. Our survey found that it's much more likely that an employee will request less costly accommodations related to when and where they work.

Remote work topped the list this year as the most requested accommodation by employees, followed by intermittent leave. Another common

request was additional breaks. With leave-related accommodations, it's important that HR engage in the interactive process for each request to understand what the employee needs and how best to help them be productive. There is also Equal Employment Opportunity Commission (EEOC) guidance on remote work and telework that should be considered as well. [More details](#) can be found in our [Resource Center](#).

What are the top three job accommodations employees requested in the past year?



Key Challenges: Understanding Undue Hardship and Manager Training

With a rise in requests for accommodations like remote work, time off, and additional break times, it's no surprise that HR managers face challenges knowing whether they should approve them or not. An accommodation is considered reasonable when it doesn't place "undue hardship" on an organization. But depending on the role, additional breaks, intermittent time off, and even remote work can impact operations and other critical functions, so it's very difficult for HR teams to know when to say yes and when to say no.

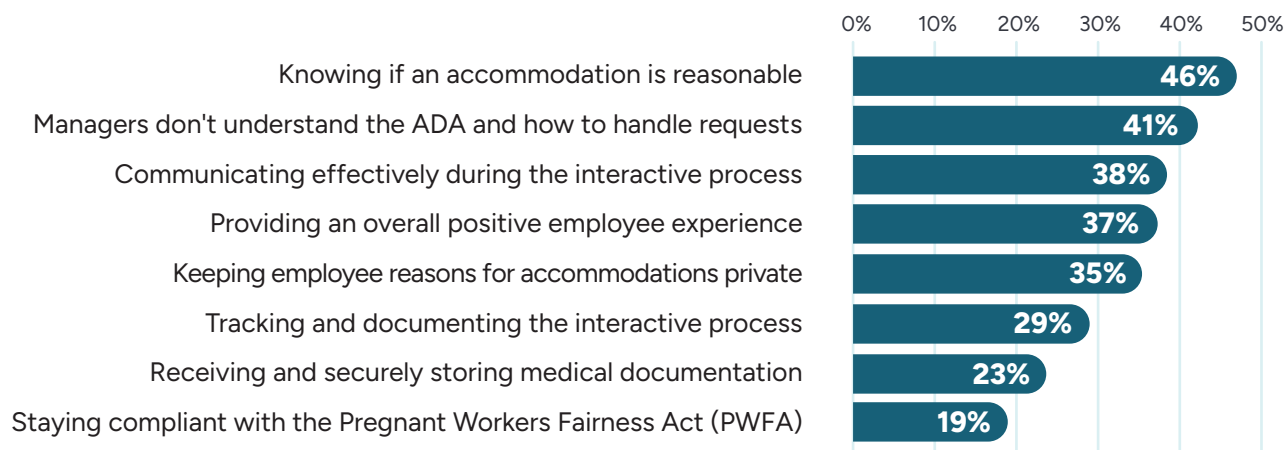
Managers without proper training were cited as the next biggest challenge. This doesn't come as a surprise, given that 45% of the employees we surveyed (in our Job

Accommodations Employee Experience Report - see next page) requested their job accommodation from their manager.

Managers can be a major source of compliance risk if they aren't properly trained about the ADA, the interactive process, and employee privacy.

We also found that HR managers want better tools and less administrative work in their accommodations programs. Keeping up with rising requests while still providing a positive, supportive employee experience in today's workforce means taking advantage of everything modern technology has to offer – including self-service, centralized case management, automation, and more.

What are your top challenges when managing accommodations?





Program Improvements: Better Technology, Analytics, and Fewer Administrative Tasks

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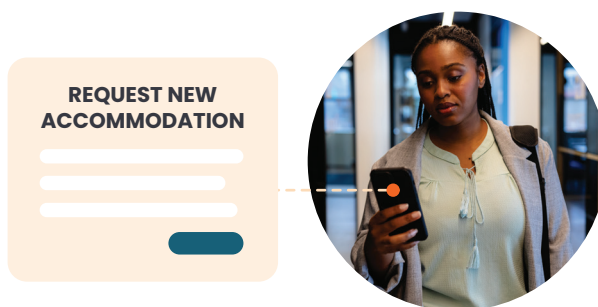
What would you like to change about your accommodations program?



Conclusion

If your organization is struggling with managing accommodations requests, it's never been a better time to look at how technology can help. In this report, the top change HR managers reported wanting to make to their accommodations programs was improved technology. Employee respondents in the 2025 State of Leave and Accommodations confirmed that timely, hassle-free processes were key to positive accommodations experiences—experiences that significantly impact loyalty and productivity.

From automated notifications to text messaging and self-service portals, AbsenceSoft can help you modernize your accommodations program. Our platform provides everything HR needs to ensure a discrete, supportive accommodations experience for every request.



To see AbsenceSoft in action, [schedule a demo](#) with a CLMS-certified specialist today.

For in-depth articles, webinars, and guides on everything leave and accommodations, visit our [Resource Center](#). Our in-house experts have curated a wealth of resources to help you improve the way you manage leave and accommodations.

