AbsenceSoft

2025

State of Leave and Accommodations

Introduction

For the third year in a row, we have seen a majority of respondents report an increase in employee requests to take a leave of absence. For the second consecutive year, a majority of HR managers reported an increase in accommodations requests. Of those that reported increases, the majority saw increases of more than 20%.

Today's workforce continues to require more and more from HR. Employees are asking for what they need to manage major life issues and be as productive as possible. However, this adds up to greater caseloads for already overworked HR teams, and more effort just to keep their heads above water.

Amidst this rise, it's also more critical than ever for HR to deliver a great employee experience for each and every request. In our survey, we found that the impacts of positive leave and accommodations experience lead to loyal, productive employees that report feeling valued and supported. On the other hand, negative experiences led employees to feel unimportant, unmotivated, and ready to look for another job.

In this report, we surveyed four groups of 600 people (2,400 respondents) to understand how the landscape of leave and accommodations is evolving. Two groups were comprised of employees who had recently requested a leave of absence or accommodation. The second two groups were HR and People Ops leaders at companies with 500 or more employees. By looking at trends being reported by leaders, and experiences of the employees themselves, we get a holistic picture from both perspectives to inform our analysis.

Contents

Key Challenges for 2025

This year, the top challenges for HR have seen a shift from last year. While recruitment remained the top challenge year over year, the second biggest challenge changed from supporting remote employees to employee burnout. Retention came in a close third challenge, a new focus from last year.

With the proliferation of return-to-office mandates, it's no surprise that remote work is not reported as being as big a challenge in 2025. However, it's clear that today's workforce isn't getting any less stressed, and retention is becoming an issue as employees leave roles for more accommodating work environments.
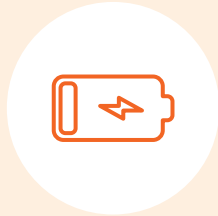
What have been your top challenges during the past 12 months?

57%
Recruiting the right talent

54%
Employee stress and burnout

52%
Retaining valuable employees

41%
Employee health and well-being

35%
Managing hybrid or remote employees

31%
Providing a positive employee experience

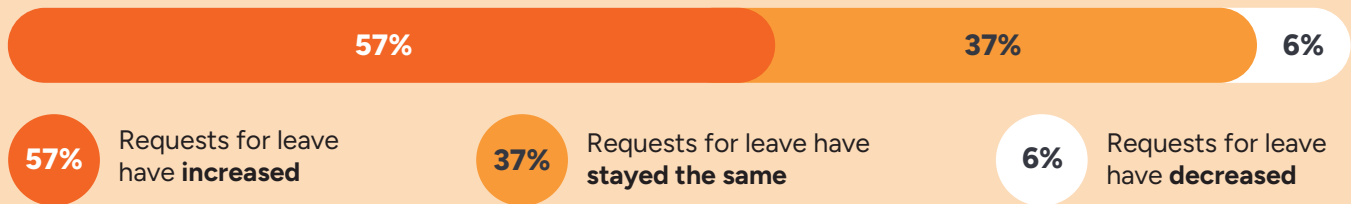**24%**
Return to office mandates
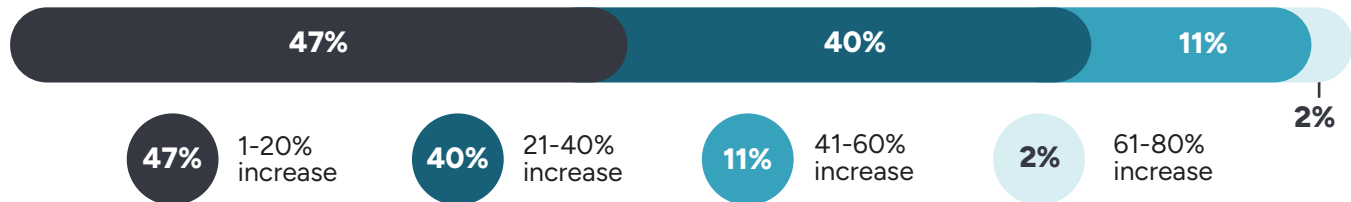
2025

Leave of Absence Forecast

Leave Requests Continue to Rise, Fewer Companies Add New Paid Leave Policies

The landscape of leave continues to become more challenging for HR, as the majority of employers report an increase in leave requests for the third year in a row. Of those that reported an increase in requests, 53% received 21% or more requests than last year. This is all adding up to HR teams managing more leave requests in an increasingly complex landscape of federal, state, and local leave benefits.

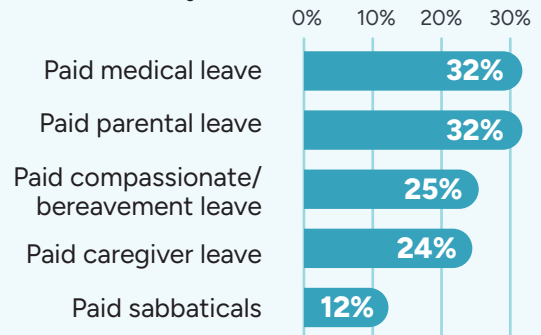## In the past year, have you seen a change in the amount of leave requests?

| 57% | 37% | 6% |

57% Requests for leave have **increased**

37% Requests for leave have **stayed the same**

6% Requests for leave have **decreased**

What percentage did leave requests increase over the past year?

| 47% | 40% | 11% | 2% |

47% 1-20% increase

40% 21-40% increase

11% 41-60% increase

2% 61-80% increase

Last year, more than half of employers reported new paid leave benefits at their organization—either recently added or are planning to add them in the coming year. This year, close to a third still reported new leave benefits, and paid parental leave shares the top spot with paid medical leave. One in four employers are offering or planning to offer bereavement leave and caregiver leave. A factor explaining this drop could be that organizations have been adding paid leave for several years, and may already have policies in place.

What paid leave benefits did your organization add this year or plan to add next year?

| | 0% | 10% | 20% | 30% |

Paid medical leave — **32%**

Paid parental leave — **32%**

Paid compassionate/bereavement leave — **25%**

Paid caregiver leave — **24%**
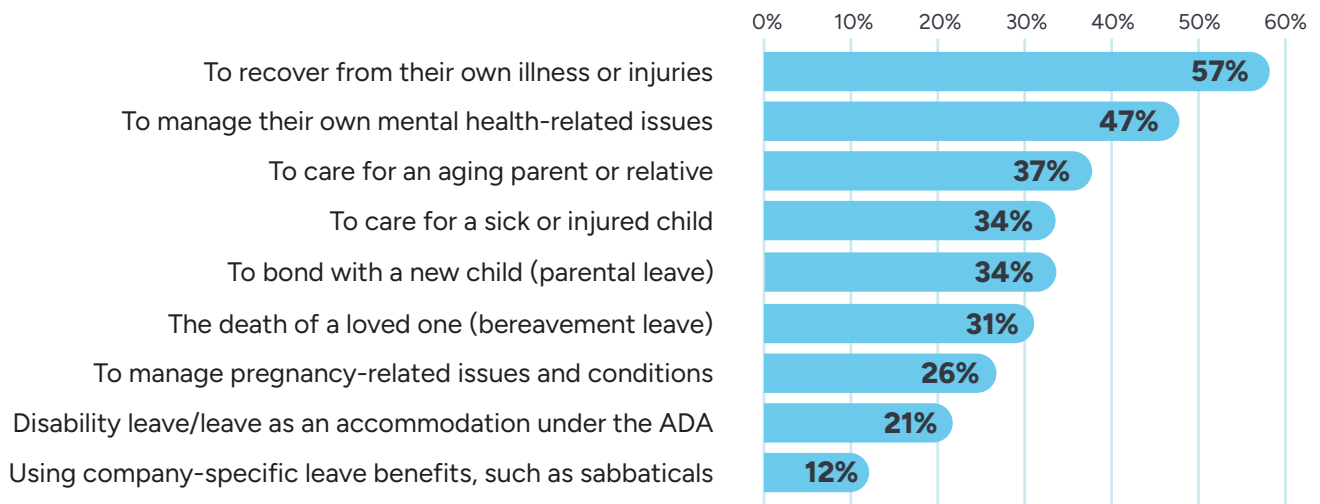
Paid sabbaticals — **12%**

Top Reasons for Leave: Illness & Injury Recovery and Mental Health

Employers reported that the most common reason for leave in the last year was injury and illness recovery (57%). The next most cited reason was for employees to manage mental health challenges (47%). While that percentage is slightly down from last year, it is still nearly half of all requests, showing the employee mental health remains a key driver of leaves of absence. Caring for an aging parent was the third most common reason for leave (37%), outpacing parental leave slightly (34%). This highlights the increasing need for employers to support not only new parents, but also those with caregiving responsibilities to their own parents.

What are the top three reasons employees requested leave during the past year?

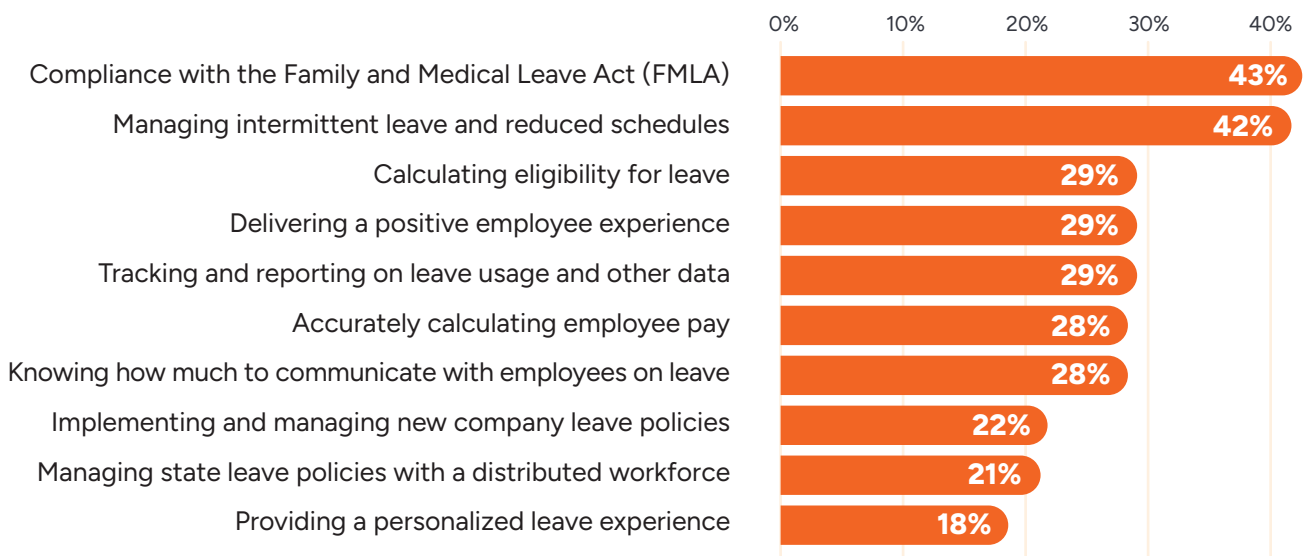| Reason	Percentage
To recover from their own illness or injuries	57%
To manage their own mental health-related issues	47%
To care for an aging parent or relative	37%
To care for a sick or injured child	34%
To bond with a new child (parental leave)	34%
The death of a loved one (bereavement leave)	31%
To manage pregnancy-related issues and conditions	26%
Disability leave/leave as an accommodation under the ADA	21%
Using company-specific leave benefits, such as sabbaticals	12%

Key Challenges: FMLA Compliance and Intermittent Leave

This year, HR managers reported that Family and Medical Leave Act (FMLA) compliance and intermittent leave management were their top leave-related challenges. With its numerous rules and regulations around paperwork, timelines, and eligibility, the administrative work of FMLA compliance can easily overwhelm a leave team as requests continue to grow.
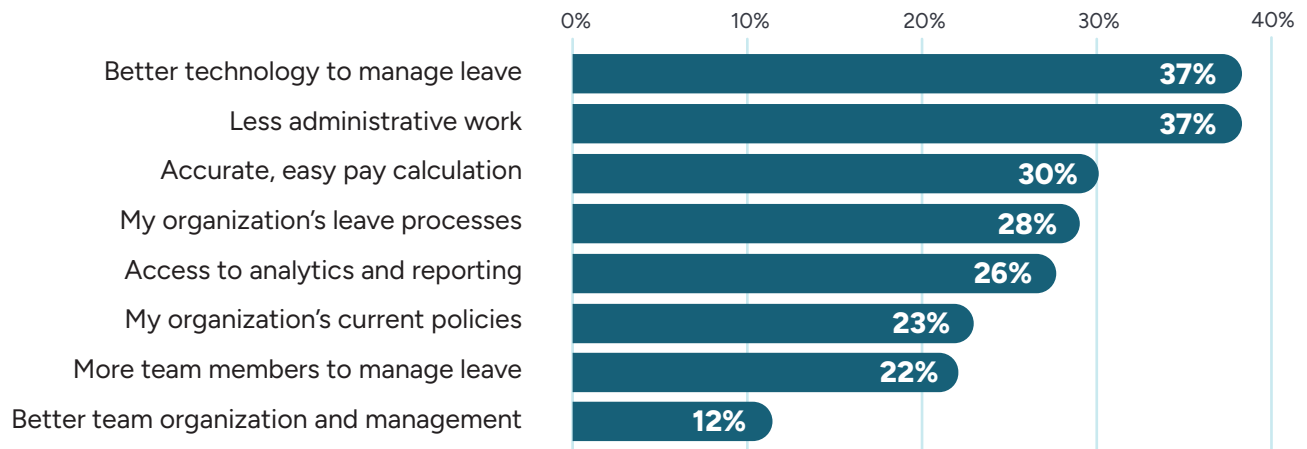
What are your top challenges when managing leave?

Challenge	Percentage
Compliance with the Family and Medical Leave Act (FMLA)	43%
Managing intermittent leave and reduced schedules	42%
Calculating eligibility for leave	29%
Delivering a positive employee experience	29%
Tracking and reporting on leave usage and other data	29%
Accurately calculating employee pay	28%
Knowing how much to communicate with employees on leave	28%
Implementing and managing new company leave policies	22%
Managing state leave policies with a distributed workforce	21%
Providing a personalized leave experience	18%

Program Improvements: Technology, Less Admin, and Pay Accuracy

If leave teams don't have the right technology and tools to manage an endlessly growing case volume, it's not hard for the most well-intentioned HR teams to make serious compliance errors. When asked how they would make their programs better, the top two responses from HR managers were better technology and reduced administrative work. HR teams across industries are clearly ready for more modern, efficient ways to manage leave.

What would you change about your leave program if you could?

Category	Percentage
Better technology to manage leave	37%
Less administrative work	37%
Accurate, easy pay calculation	30%
My organization's leave processes	28%
Access to analytics and reporting	26%
My organization's current policies	23%
More team members to manage leave	22%
Better team organization and management	12%

2025

Leave of Absence Employee Experience Report

Introduction

With leave rates on the rise, it's getting more difficult for HR to keep up with the administrative work of compliance and still deliver a supportive employee experience. But how an employer handles a leave of absence has a big impact on their relationship with that employee.

Managers and supervisors are already a key part of an employee's overall experience with a company—and they have an outsized impact on leave experiences as well. Close to half of the employees we surveyed (44%) report requesting leave from their manager. To make sure the right processes are followed for every request, it's important that organizations conduct regular trainings to keep managers up to date on what to do if an employee asks for leave.

For your most recent leave of absence, how did you request your leave?

44%	42%	8%	5%

44% I contacted my manager

42% I contacted a member of my HR department

8% I submitted a request online using a self-service portal

5% I contacted a third-party outsourced provider
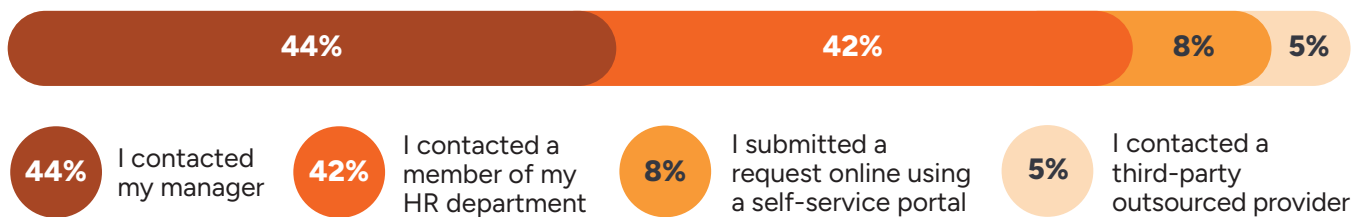
To: HRteam@company.com

CC: Manager@company.com

Subject: Medical Leave for Chronic Illness

Hi HR Team,

I need to request leave for treatment of a recent chronic illness diagnosis.

Send

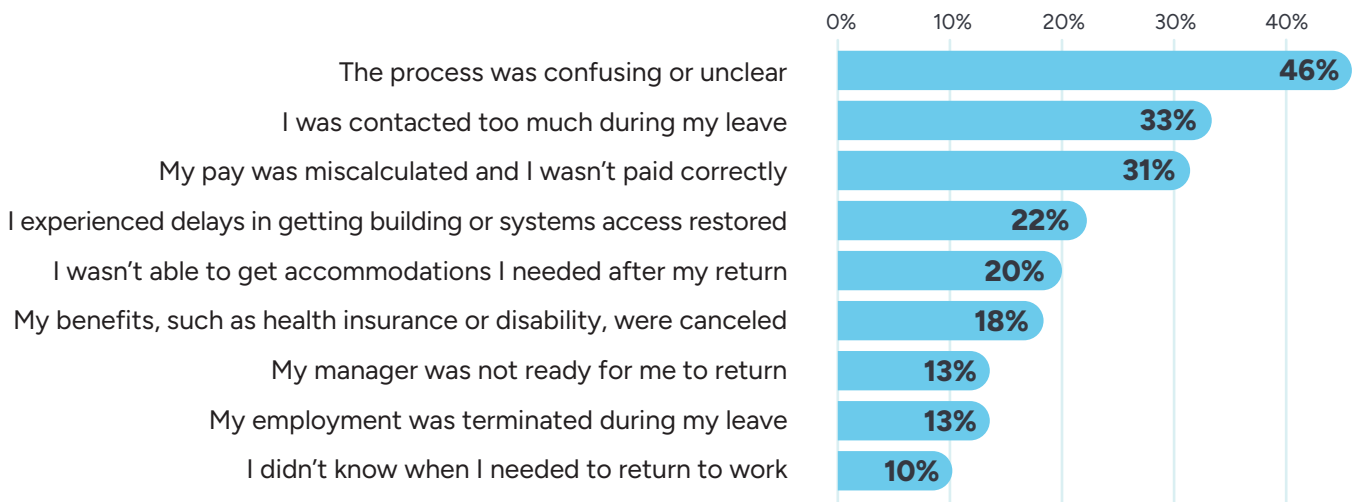# Poor Leave Experiences Impact Loyalty and Retention

Whether it is to welcome a new child, recover from surgery, or manage serious mental health challenges, employees request leaves of absence at stressful times in their lives. If they have that stress compounded by confusing processes, issues with pay, or too much communication during their leave, it will damage their relationship with their employer.

A poor leave experience most often leads to a loss in company loyalty (51%), as well as a lack of motivation (42%) after they return to work. These experiences have an outsized impact on retention as well. Of those who reported a bad experience during their leave, 36% of respondents decided to look for a new job, and 14% quit altogether.

What impact did your poor leave experience have?

Impact	%
I felt less loyalty to my company	51%
I was less motivated after I returned to work	42%
I decided to start looking for a new job	36%
I felt less loyalty to my manager	33%
I would warn others against working for my employer	24%
I was less productive after I returned to work	22%
I decided to quit my job and not return to work	14%
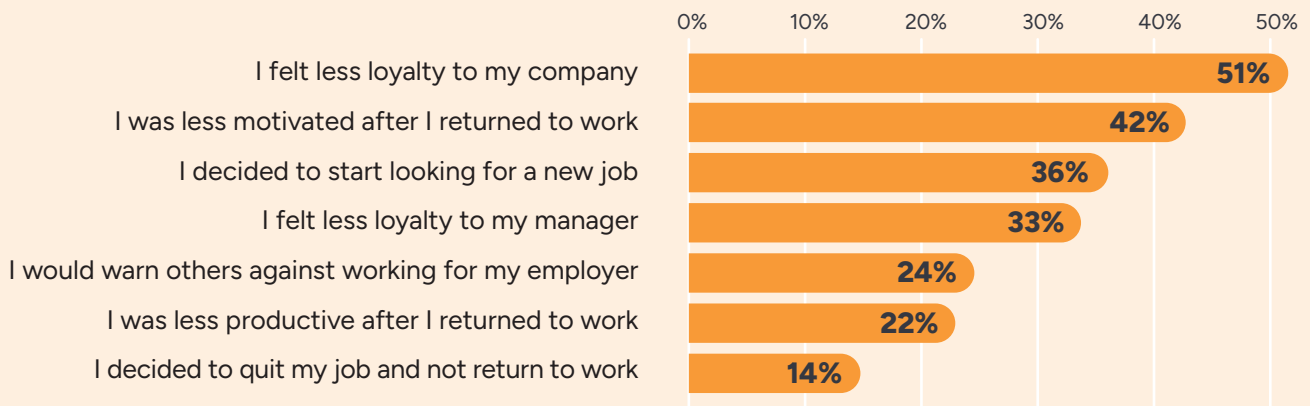
What caused you to feel that you had a poor leave experience?

Cause	%
The process was confusing or unclear	46%
I was contacted too much during my leave	33%
My pay was miscalculated and I wasn't paid correctly	31%
I experienced delays in getting building or systems access restored	22%
I wasn't able to get accommodations I needed after my return	20%
My benefits, such as health insurance or disability, were canceled	18%
My manager was not ready for me to return	13%
My employment was terminated during my leave	13%
I didn't know when I needed to return to work	10%

Getting Pay Right During Leave

Nearly a third of respondents said that pay mistakes contributed to their poor leave experience.

Here are a few self-reported anecdotes respondents shared with us.

> My pay was miscalculated not by a small amount, but oh so large.

> They made the process very difficult to get paid.

> It was very confusing and I didn't get paid at all.

> I was not paid for three days of my leave due to miscalculation.

> It was a very unclear experience, and it was hard for me to receive my pay.

Good Leave Experiences Boost Motivation and Productivity

We've seen earlier that bad leave experiences can be devastating to employee-employer relationships. But a good leave experience can have the opposite effect. Employees that are given the time away from work to manage life's challenges are more motivated (55%) and productive (50%) when they return. Nearly half (47%) report increased workplace loyalty, and even a willingness to encourage others to come work with them (41%).

To ensure a good experience, just getting the basics right can go a long way. Having a clear process and making sure employees are paid accurately are key drivers of a positive experience. It's also important to have a work culture that is supportive of employees taking leave, and that those values extend to HR and frontline managers.

What impact did your positive leave experience have?

Impact	Percentage
I was more motivated when I returned to work	55%
I felt more productive when I returned to work	50%
I felt increased loyalty to my workplace	47%
I felt increased loyalty to my manager	41%
I would encourage others to work for my employer	41%
Getting back to work helped me recover more quickly	34%

What caused you to feel that you had a good or positive leave experience?

Cause	Percentage
My manager was supportive and helpful	56%
I was paid the correct amount	53%
My HR team was supportive and helpful	50%
The process was clear and I knew what to do	48%
My manager and workplace were ready for me to return to work	37%
I had no benefits-related issues	35%
I was able to get the accommodations I needed to return to work	35%
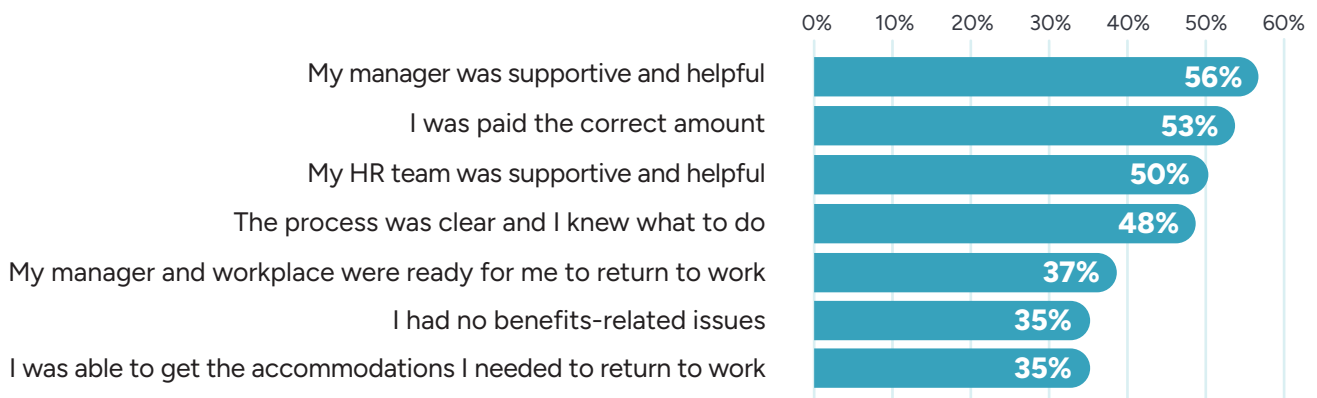
In Their Own Words

In our survey, we gave the respondents an opportunity to share their experiences with their leave of absence. Many of the responses fell into several broad areas of focus that shed light on the current employee experiences with leave. It also highlights areas that employers can focus on to improve their own process to drive employee satisfaction, productivity, and retention.

The Importance of the Leave Process

Good Experiences

👍 The process was simple and smooth, which makes it much better and less stressful. It lets you know your boss and your company have your back and best interests in mind.

👍 The process was flawless and helped with the mental stress of the circumstances.

👍 The process for obtaining a leave of absence was well-streamlined. It was an easy process to apply and receive my leave. I was kept up to date on any information I needed to provide before and during my leave.

👍 The whole process was easy and everyone was super helpful. It helped me feel confident taking my leave.

👍 I just had overall support and it was easy and a breeze to take the leave of absence when it was needed due to a family emergency and a death in the family. They showed me nothing but respect.

👍 My leave reason was not something I hope anyone has to go through but I am glad my workplace handled it right.

Bad Experiences

👎 It was a very difficult process and not done efficiently by my employer.

👎 It was a really confusing process.

👎 I wish the person who guided me knew the policy and interpretation.

👎 Nothing was in order in the process. It seemed like what should have been asked up front, early on, was instead requested towards the middle or end.

👎 HR could have more clear, concise instructions on the forms I needed to complete beforehand. Instead, they contacted me while I was on my leave to fill out some forms they forgot I needed to fill out.

👎 My HR department was not very helpful with paperwork, and I had to figure that out on my own.

👎 There is a lot of red tape you have to get through at work. I really wish it was all approved much faster.

👎 The paperwork process was horrible and paperwork kept getting lost. And then I would have to get it and fill it out again. Awful.

The Impact of HR, Managers, and Third-Party Administrators (TPAs)

Good Experiences

👍 I had a great leave experience. The most memorable part was how kind HR was. I genuinely felt like they cared about me. They took the time to explain everything so well and were extremely patient.

👍 My manager was totally understanding about my new family situation.

👍 My boss and those in the HR department were understanding and respectful.

👍 My company's HR department and my supervisor made the whole process feel less stressful.

👍 I left to take care of a family member in another state. I was given enough time off and returned to work when I could. HR and my manager were very kind and helpful when I requested my leave.

👍 My manager was super empathetic and helpful.

👍 My leave of absence is a spur of a moment call. It's when my health knocks me to the ground. When my manager is supportive, it is less stressful.

👍 My leave experience was smooth, with clear communication and support from the team.

Bad Experiences

👎 My supervisor wasn't very sympathetic, which didn't help the situation.

👎 It was horrible, HR suggested quitting my job.

👎 My illness was a horrible experience, and my interactions with the third-party provider as well as my manager's response made the whole thing much worse.

👎 My HR department leaves most of the work of planning a leave on the employee. I wish they would help us in our time of need.

👎 I wish it was easier to speak with HR to answer questions.

👎 My manager and HR kept calling me, asking when I was coming back to work.

👎 Third-party companies contracted by my company are confusing and do not have detailed processes laid out.

👎 I had to deal with a third-party for my leave. It would have been nice to have an in-house leave person to deal with instead.

The Importance of Return-to-Work Programs

Good Experiences

👍 During my leave I was able to recuperate and get myself physically ready to go back to work.

👍 The other staff knew when I was returning from leave and were supportive.

👍 I felt like a needed team member who was wanted and cared for.

👍 I had a very good experience with no issues and when I returned it was totally normal. I wish everyone got this and all workplaces had these policies to help those that really need it sometimes in life.

👍 I felt at ease not worrying about getting fired for being human.

👍 The process of requesting leave was simple and quick, it felt good to get back to work when it was over.

Bad Experiences

👎 I didn't feel fully recovered enough to return to work.

👎 My manager contacted me multiple times during my leave of absence but couldn't tell me when to return to work.

👎 My return was delayed because they lost my paperwork. They mailed the paperwork to me and I filled it out and dropped it off. They then somehow misplaced it, so I had to refill it out. It delayed me a couple of days getting back to work.

👎 I would have preferred to have had additional accommodations after returning to work.

👎 I could have used better return to work information. I kinda just got thrown back out there.

👎 My return was delayed a few days due to paperwork issues.
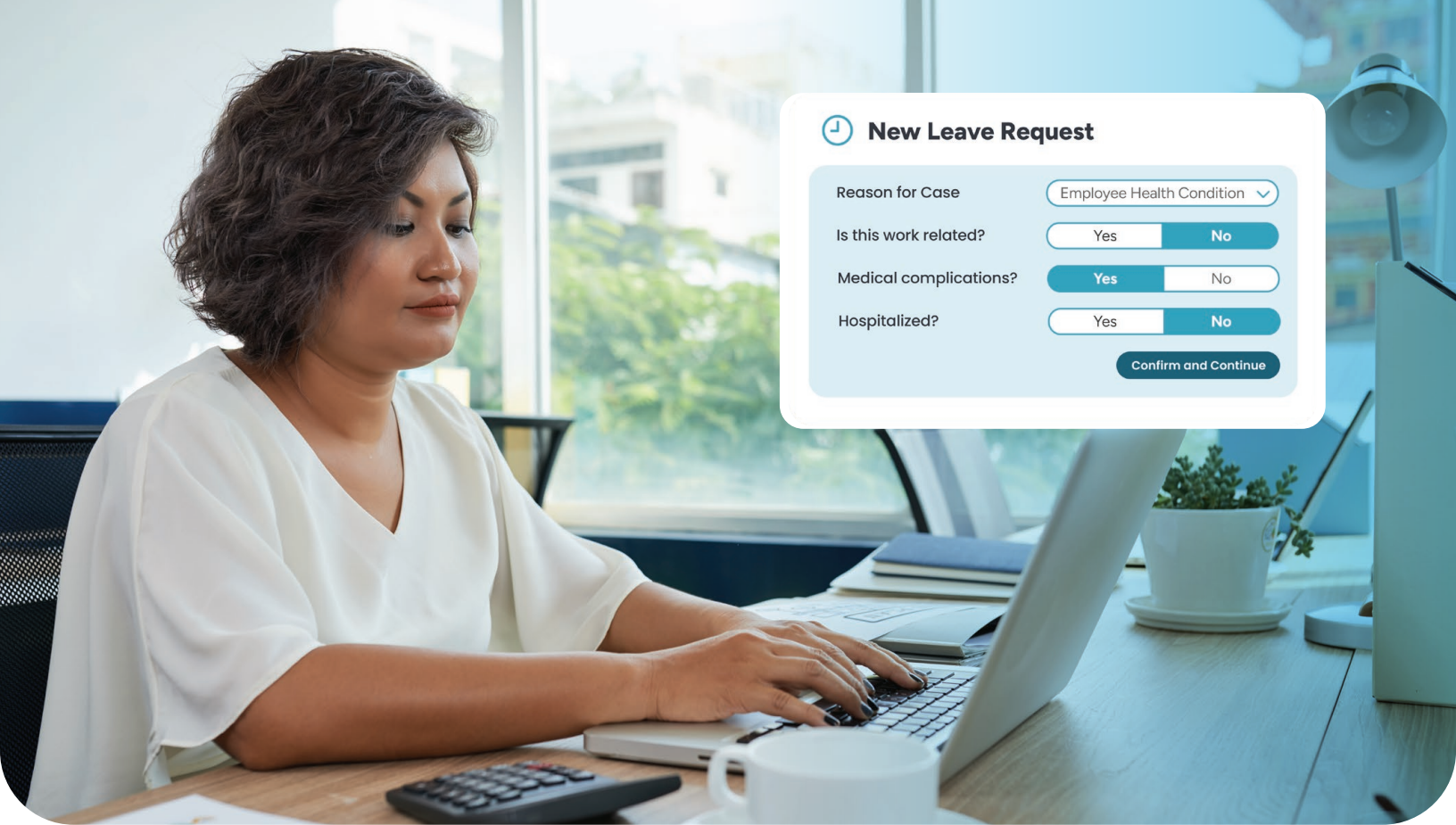
New Leave Request

Reason for Case	Employee Health Condition ⌄
Is this work related?	Yes / **No**
Medical complications?	**Yes** / No
Hospitalized?	Yes / **No**

Confirm and Continue

Employees Want Modern, Streamlined Experiences

Good Experiences

👍 It was simple and worry-free. I was also able to submit all the documentation and observe my leave progress for the duration online.

👍 I think my company's online portal was very useful.

👍 It couldn't have gone more smoothly. Once I put in the request, everything was handled within an hour, and I felt respected and valued.

Bad Experiences

👎 It would have been nice to handle my leave online and not over the phone.

👎 I think the leave process would be easier if I could apply from anywhere. Then you could get your leave status more easily with mobile notifications.

👎 I wish the request process could be clearer and easier to apply.

👎 My workplace should use an HR software to automate the process.

👎 I would have liked a more streamlined processes for submitting and tracking leave requests.
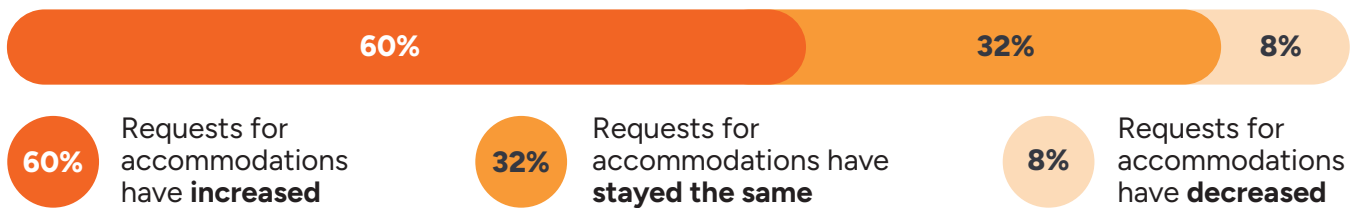
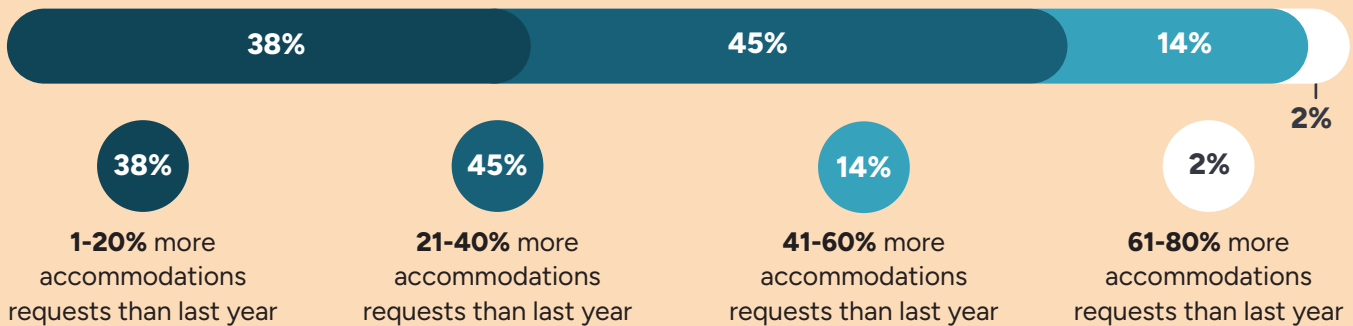# 2025

Job Accommodations Forecast

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.
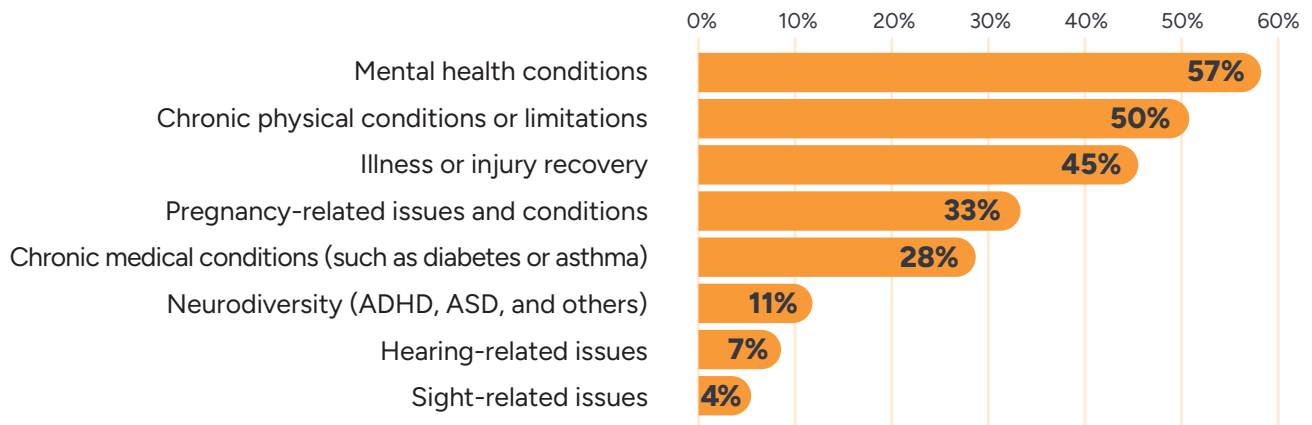
In the past year, have you seen a change in the amount of requests for job accommodations?
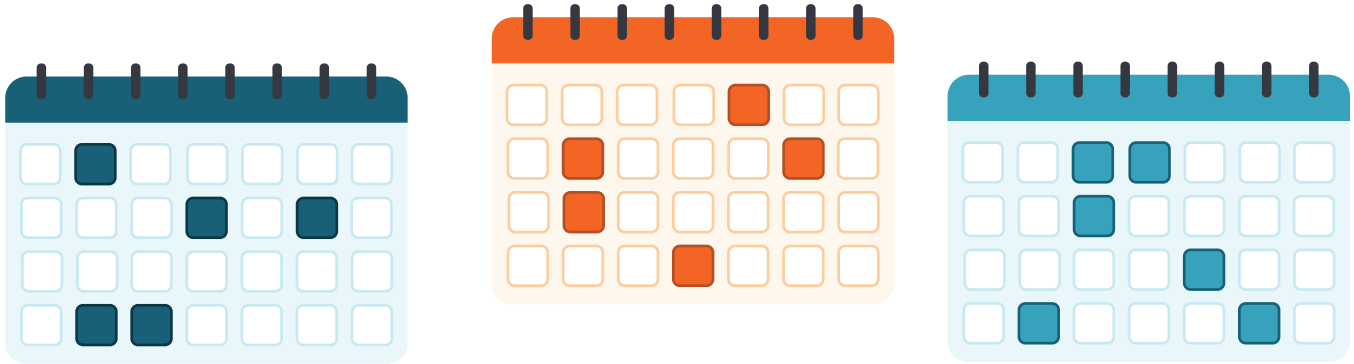
| 60% | 32% | 8% |

60% Requests for accommodations have **increased**

32% Requests for accommodations have **stayed the same**

8% Requests for accommodations have **decreased**

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

| 38% | 45% | 14% | 2% |

38% 1-20% more accommodations requests than last year

45% 21-40% more accommodations requests than last year

14% 41-60% more accommodations requests than last year

2% 61-80% more accommodations requests than last year

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

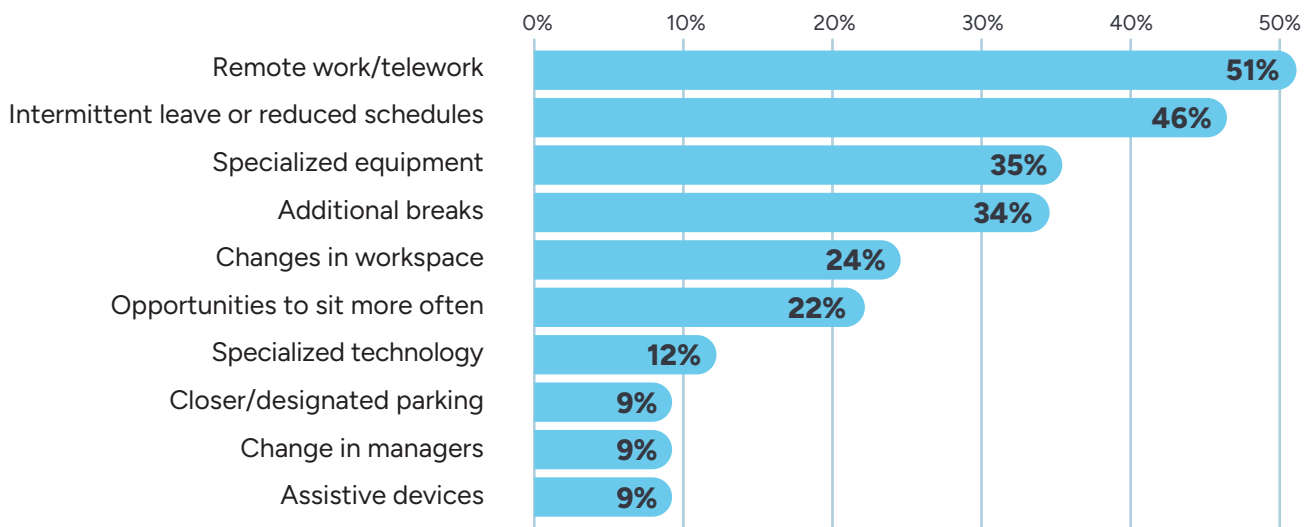| Reason	Percentage
Mental health conditions	57%
Chronic physical conditions or limitations	50%
Illness or injury recovery	45%
Pregnancy-related issues and conditions	33%
Chronic medical conditions (such as diabetes or asthma)	28%
Neurodiversity (ADHD, ASD, and others)	11%
Hearing-related issues	7%
Sight-related issues	4%

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?

Accommodation	Percentage
Remote work/telework	51%
Intermittent leave or reduced schedules	46%
Specialized equipment	35%
Additional breaks	34%
Changes in workspace	24%
Opportunities to sit more often	22%
Specialized technology	12%
Closer/designated parking	9%
Change in managers	9%
Assistive devices	9%

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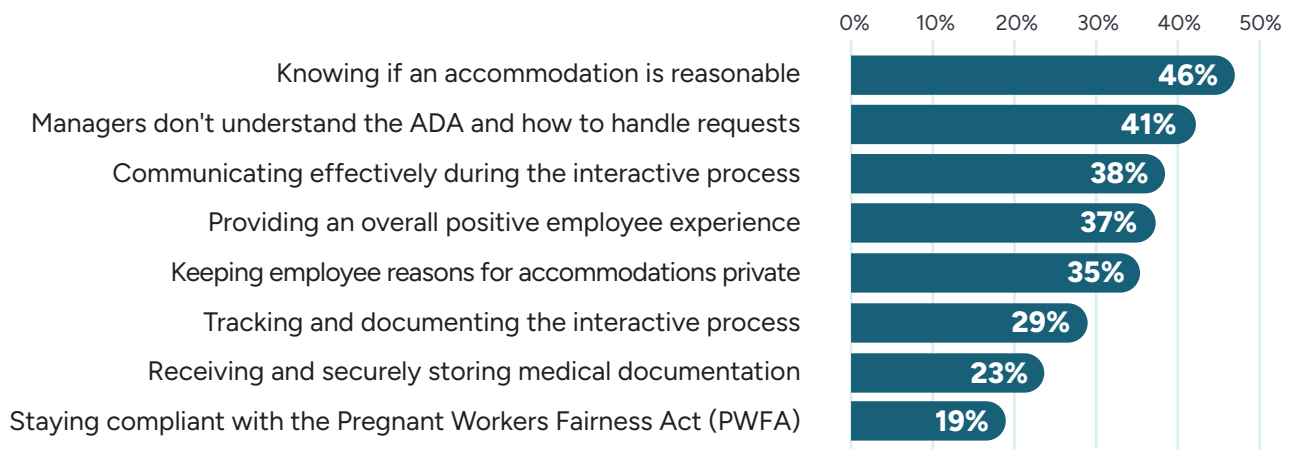
Managers without proper training were cited as the next biggest challenge. This doesn't come as a surprise, given that 45% of the employees we surveyed (in our Job

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?

Challenge	Percentage
Knowing if an accommodation is reasonable	46%
Managers don't understand the ADA and how to handle requests	41%
Communicating effectively during the interactive process	38%
Providing an overall positive employee experience	37%
Keeping employee reasons for accommodations private	35%
Tracking and documenting the interactive process	29%
Receiving and securely storing medical documentation	23%
Staying compliant with the Pregnant Workers Fairness Act (PWFA)	19%

2025

Job Accommodations Employee Experience Report

Introduction

The ADA has been around for a long time, but the willingness of employees to ask for accommodations has changed a lot in the past few years. Requests for job accommodations are on the rise for the second year in a row, and employees are increasingly requesting remote work and leave as an accommodation.

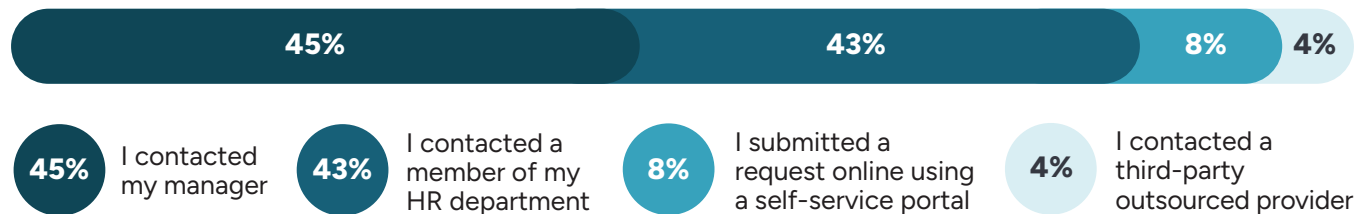Despite having to manage growing case volume and complexity, it's still critical to make sure employees have a positive (and compliant) experience when they request an accommodation. Both positive and negative experiences with job accommodations can have a profound impact on employees and the company, affecting productivity, retention, morale, and much more.

More Than a Third of Employees Wait for Accommodations, Nearly Half Ask Managers Instead of HR
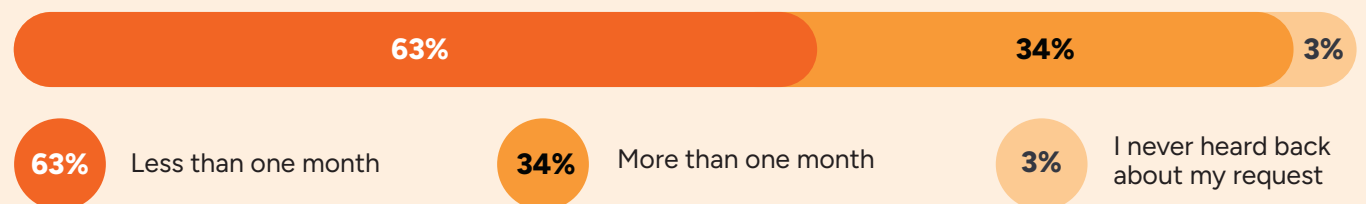
Nearly half the employees we surveyed asked their manager first when they needed a job accommodation. This is where many compliance issues arise if managers aren't properly trained about the law, as well as company policy and processes. With accommodation requests such as break times and schedule adjustments, it's easier than ever for an untrained manager to not realize the employee's rights under the ADA—and they could easily dismiss a request, effectively denying the accommodation before HR ever knows about it.

More than a third of employees reported waiting longer than a month for their accommodation. According to the EEOC, "… the employer should act promptly to provide the reasonable accommodation. Unnecessary delays can result in a violation of the ADA." To lower compliance risk, it's important for managers and employers to act quickly when an employee with a disability asks for an accommodation.

The last time you requested a job accommodation, how did you make the request?

| 45% | 43% | 8% | 4% |

45% I contacted my manager

43% I contacted a member of my HR department

8% I submitted a request online using a self-service portal

4% I contacted a third-party outsourced provider

How long did you have to wait for a decision about your accommodation from the date of your initial request?

| 63% | 34% | 3% |

63% Less than one month

34% More than one month

3% I never heard back about my request

Self-Reported Compliance Risks

Our survey allowed respondents to share their experiences. We received several self-reported anecdotes that included actions by employers that potentially violate the ADA or the PWFA.

Forcing Employees to Take Leave

"I was denied the accommodation and had to leave work on disability."

"They only offered me unpaid leave because they said they couldn't accommodate me."

The risk: Employers should not force employees on leave if they can be reasonably accommodated.

Retaliation

"My pay was cut and I lost my supervisor position after I requested an accommodation."

The risk: Adverse employment actions that employers take in response to a request for accommodation could be considered discriminatory.

The Pregnant Workers' Fairness Act (PWFA)

"I didn't fight too hard about it because it's a temporary need. I asked for cushioned floor mats because it's hard for me to stand for long periods at this time because I am pregnant and in my 3rd trimester."

The risk: Pregnant employees should be swiftly accommodated without delay under the PWFA.

"100% Healed" Policies

"I was told all was good until the day before surgery. Then they said I could not come back and had to wait until I could do more. I was going to be out for one week then I had to wait two months before I could come back."
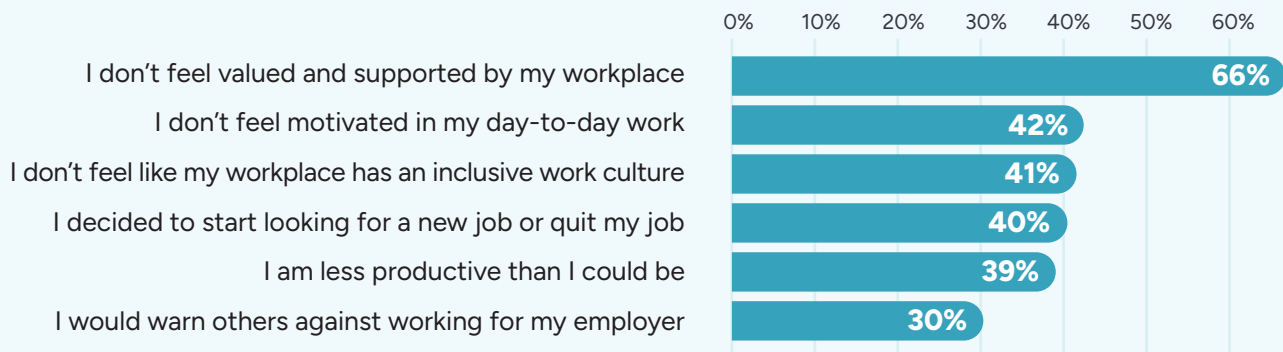
The risk: Employers cannot delay an employee's return to work if they can fulfill their function with reasonable accommodations.

Poor Experiences Impact Employee Morale, Motivation, and Retention

Asking for an accommodation is often an act of courage. An employee must be willing to disclose a disability to their employer and ask for support. When this same employee makes a request, only to be met with a difficult process, slow response times, or an unsupportive manager, it can greatly damage the relationship between employer and employee.
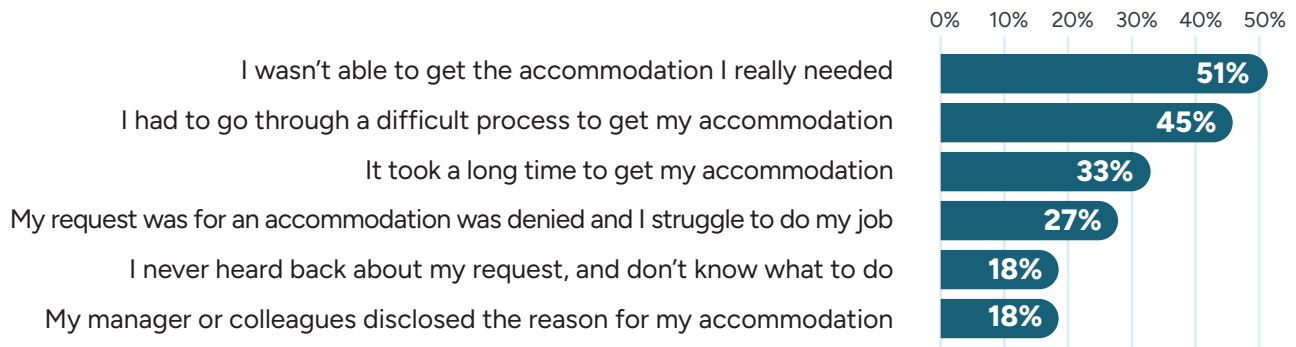
A majority (66%) of those who reported a poor experience said they no longer felt valued or supported by their workplace. Around 40% reported feeling unmotivated, less productive, and ready to look for a new job. For workplaces that value and prioritize their work culture, it's important to understand just how much issues with accommodations can impact the entire employee experience.

What impact did your poor job accommodation experience have?

Impact	Percentage
I don't feel valued and supported by my workplace	66%
I don't feel motivated in my day-to-day work	42%
I don't feel like my workplace has an inclusive work culture	41%
I decided to start looking for a new job or quit my job	40%
I am less productive than I could be	39%
I would warn others against working for my employer	30%

Three respondents reported they were forced to quit, laid off, or fired.

What caused you to feel that you had a poor accommodations experience?

Cause	Percentage
I wasn't able to get the accommodation I really needed	51%
I had to go through a difficult process to get my accommodation	45%
It took a long time to get my accommodation	33%
My request was for an accommodation was denied and I struggle to do my job	27%
I never heard back about my request, and don't know what to do	18%
My manager or colleagues disclosed the reason for my accommodation	18%

In Their Own Words

We asked respondents to share their experiences with their accommodations request, whether it was positive or negative. Their responses highlight key areas that are critical to the employee experience. These self-reported experiences show how much every part of the process matters, and how much of an impact it has – good or bad.

The Impact of a Streamlined, Transparent Process

Good Experiences

👍 The process was smooth and with no hassle. My management team has always had the best interests of our team at heart.

👍 My company was very understanding with my issue and was able to accommodate me very quickly.

👍 The process was very well streamlined. It was easy to fill out a request. My request was received, and I was regularly updated on the process of my application. I got the accommodation that I requested in the end.

👍 The process of applying for the accommodation was easy and stress free.

👍 My accommodation experience was not only hassle-free, but it was also made top priority.

👍 I was pleased with how quickly I was helped, and the process was seamless.

👍 The process made me feel valued.

Bad Experiences

👎 It was a very frustrating process. It led me to think that my company doesn't really care, and that what the doctor says is needed for me doesn't matter.

👎 My employer dragged their feet on my request.

👎 It was just a very unclear process all the way around.

👎 It was a terrible process to have to go through. They cannot meet the needs of those without disabilities, never mind those that do like myself.

👎 There needs to be standard processes at my workplace for things like this.

👎 It was not an easy process to get my accommodation.

👎 The process would be better if they used technology.

👎 HR should make applying for accommodations digital.

The Importance of Keeping Information Private

Good Experiences

👍 It was handled quickly and professionally, keeping the specifics internal unless I chose to share.

👍 My accommodation was kept private and I received my accommodation quickly.

👍 The details of my accommodation were not shared with the rest of my team.

Bad Experiences

👎 It's very disheartening to know that private work requests do not stay quiet.

👎 My management team treated me differently after I got my accommodation, and not in a good way.

👎 The stigma against disabilities and accommodations is frustrating. Even with good intentions, it singles out and puts a target on the individual who needs them.

👎 Both times I disclosed my disabilities, I had to find new jobs within a year, even after having worked in one role for five years before disclosing.

How HR and Managers Handle Requests Matters

Good Experiences

👍 My HR department went above and beyond to accommodate my needs. I really appreciate that the company has policies for such a purpose.

👍 My manager saw how I was struggling. The accommodations provided helped out tremendously.

👍 HR was really helpful and followed up to make sure everything was okay.

👍 Our HR generalist was a huge help and was the one who encouraged me to apply for the accommodation. She also helped guide me through the process.

👍 I didn't feel like a burden going to ask for accommodations. My manager was very professional.

👍 My HR team was very supportive and handled my case with care and professionalism.

Bad Experiences

👎 Many employees don't even bother to talk to any upper management about it, since they don't think it's even worth it.

👎 It felt like the upper management was more concerned about the cost than about me being able to do a good job.

👎 I feel like they purposely made it difficult and gave me no help requesting my accommodation.

👎 The human resources office was less than helpful and grilled me about my disability even though I had medical documentation, and they contacted my doctor directly.

Accommodations Truly Make a Difference for Employees

I'm so glad my company accommodated my disability. It made me feel heard and respected. It ultimately made me a better employee, which was a win-win.

I felt respected and valued.

I had a quick response time, and more clarity when we had a sit-down conversation.

My accommodation has been invaluable. It significantly improved my ability to perform my duties effectively. Now I'm able to contribute to our teams and ways that I could not previously.

My accommodation has helped me be more productive.

It helped with my sensory issues.

I am so happy that they accommodated my new work hours. It makes a huge difference.

It made me trust my company and going to work has been very easy for me since then.

I think it is very beneficial for the employer and employee to spend the time together to talk about the accommodation needed. It helps strengthen the bond of trust between the employee and their boss.

It was a small change to solve a huge problem.

Conclusion

Overall, 2025 continues to follow trends we've seen in previous years: leave and accommodations caseloads are on the rise and mental health remains a key driver of both. We're also seeing the rise of remote work as an accommodation, and intermittent leave becoming more common under the FMLA, ADA, and even the PWFA.

We also continue to see that leave and accommodations have a significant impact on employee experience. Poor experiences have outsized negative impacts, including a loss in motivation, loyalty—and even the employees themselves as they quit and look for new jobs. On the other hand, providing good leave and accommodations experiences goes a long way towards improving morale, work culture, productivity, and retention.

If your organization is struggling with leave and accommodations, it's never been a better time to look at the myriad of ways technology can help. The top change HR managers reported wanting to make to their leave and accommodations programs was improved technology. Employees we surveyed confirmed that streamlined, modern processes were key to good experiences with both leave and accommodations. Platforms like AbsenceSoft can completely transform the way your HR teams can manage their programs and the experience they can deliver.

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.