AbsenceSoft

Seven Signs Your Team is Ready to Take the Lead on Leave Management

Leave requests are on the rise. According to the [2025 State of Leave and Accommodations report](#), 54% of employers say they've seen an increase in leave volume over the past year. That growth puts pressure on already stretched HR teams. If your team outsources some or all of leave management, you might be asking questions about whether outsourcing is still the best fit.

Many HR teams turn to outsourced support to manage leaves of absence to keep costs down and simplify complexity. For lean teams, third-party administrators (TPAs) can provide short-term relief and structure. But as employee needs evolve and compliance grows more complex, outsourcing can start to feel limiting. HR teams might be taking on more work with internal company policies, accommodations requests cases that overlap with outsourced FMLA, or complex leave situations that require escalated attention.

You might be ready to bring leave management in-house if you're hearing complaints about slow decisions, unclear status updates, or poor employee experiences. Or, your team might already be doing more work than expected managing outsourced vendors, and wondering if there is a better way. The good news? With the right platform, insourcing doesn't mean taking on more work. It means taking back control.

Here are seven signs your team might be ready to lead the leave process internally, with the right tools to support them.

① You're still managing parts of the process in-house

Many HR teams outsource leave thinking it will lift the burden entirely. But in reality, you're still managing custom policies, short leaves many vendors won't or can't manage, or answering employee questions that come back to you anyway. That patchwork approach can feel like you're doing the work without the control.

With AbsenceSoft, you can manage every type of leave in one system. That includes company-specific policies as well as federal, state, and local regulations, without relying on email or spreadsheets.

2 You're tired of managing leave in the dark

When leave is outsourced, HR often loses visibility into what's really happening. You might not know the status of a case, when an employee was last contacted, or why a decision was made. Often, you only find out when an employee flags something unexpected.

With AbsenceSoft, everything is transparent. Your team can see every interaction, track timelines, and step in when needed. No more digging through emails or waiting for a call back. Instead, you're leading a fully transparent process with a lot more clarity.

Case Activity

3/15	HR Communication
3/13	Eligibility Packet Sent
3/12	Mgr. Communication
3/10	Leave of Absence Requested

Case Notes

Phone call on 3/17 at 2:00 regarding leave request.

Employee Conversation ⌄

Save

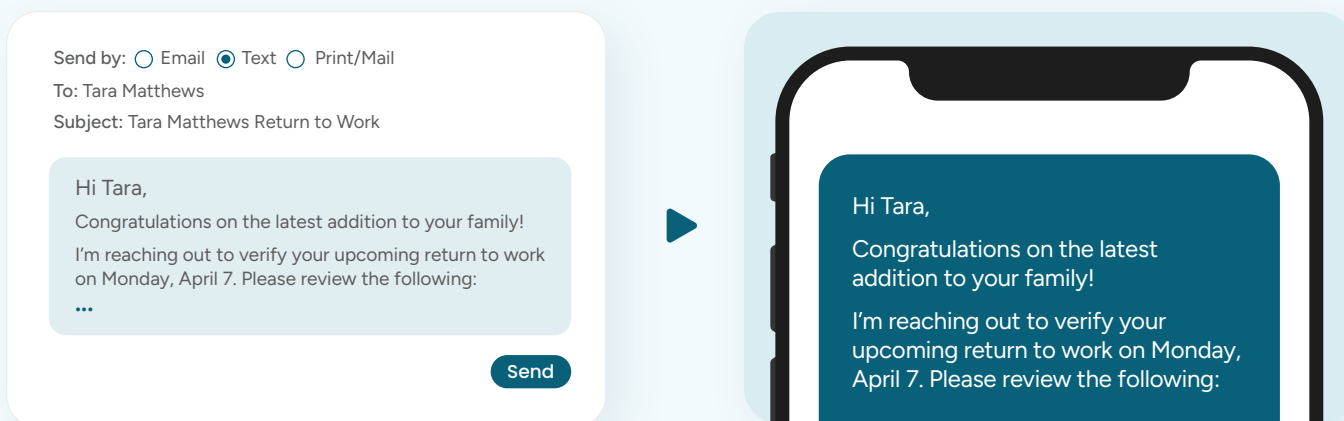## 3 You're constantly chasing down information across teams or vendors

Even when outsourcing works well, it often creates silos. HR teams can spend too much time coordinating between payroll, legal, IT, managers, and the TPA. That's especially true when issues arise or with complex leave cases that require careful attention and tracking. If you're spending hours on back-and-forth emails just to get a case update or resolve an error, it may be time to bring things closer to home.

With a centralized platform like AbsenceSoft, everyone who needs access—HR, compliance, benefits, and managers—can work from the same system. You can even integrate AbsenceSoft with other systems of record for a comprehensive view of leave and accommodations for every employee. That means fewer delays, fewer escalations, and fewer dropped balls.

4 You want to deliver a better employee experience without losing control

When employees take leave, they are often navigating major life events. They need empathy, prompt answers, and clarity about what to do. What they don't need are generic letters or long call center wait times. But when the process is outsourced, it's hard to ensure your people feel genuinely supported.

With AbsenceSoft, you can tailor communications and workflows to reflect your culture. Automated status updates, text messages, and clear timelines give employees what they need while giving HR full visibility and control. Whether someone is taking medical leave or bonding with a new child, they'll feel like your team is right there with them.

Send by: ◯ Email ⦿ Text ◯ Print/Mail
To: Tara Matthews
Subject: Tara Matthews Return to Work

Hi Tara,
Congratulations on the latest addition to your family!
I'm reaching out to verify your upcoming return to work on Monday, April 7. Please review the following:
...

Send

Hi Tara,
Congratulations on the latest addition to your family!
I'm reaching out to verify your upcoming return to work on Monday, April 7. Please review the following:

5 Compliance feels out of sight, but it isn't

When leave is handled by a third party, it's easy to assume compliance is being taken care of. But the legal responsibility still sits with you. If there is a complaint or a lawsuit, it's still your organization and its reputation on the line.

AbsenceSoft helps your team stay compliant with real-time updates across 200+ leave laws, built-in workflows, and documentation templates. With everything in one system, you don't have to wonder if your process is audit-ready. You'll know it is.

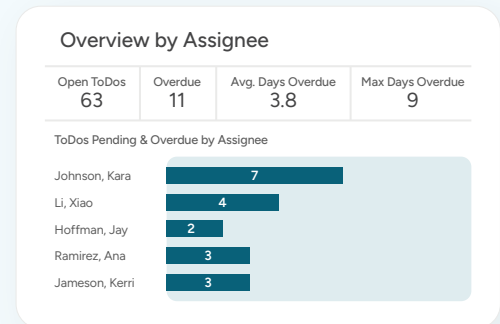| Policy	Eligible
Family Medical Leave Act	Yes
Oregon Family Leave - Pregnancy/Maternity	Yes
Oregon Paid Leave	Yes
Oregon Paid Leave - Job Protection	Yes
Oregon Family Leave	Yes
ABC Company Parental	

FMLA Compliance
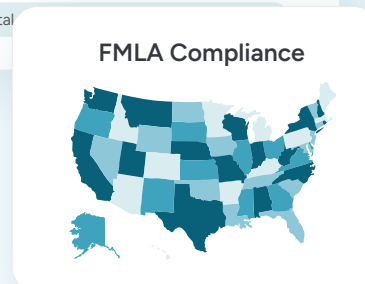
⑥ You need faster decisions and better insight

When systems are disconnected or visibility is limited, it slows everything down. If your team is waiting on reports, struggling to answer employee questions, or trying to guess where process slowdowns are, it's time for a change.

AbsenceSoft gives your team real-time access to data. Dashboards, caseload views, and automated alerts help you prioritize follow-up, balance workloads, and make data-backed decisions. Reporting that once took days now takes minutes.

Overview by Assignee

Open ToDos	Overdue	Avg. Days Overdue	Max Days Overdue
63	11	3.8	9

ToDos Pending & Overdue by Assignee

Johnson, Kara	7
Li, Xiao	4
Hoffman, Jay	2
Ramirez, Ana	3
Jameson, Kerri	3

⑦ You're managing leave and accommodations in separate systems

The ADA interactive process is complex, especially when leave and accommodations overlap. Tracking these in different systems or through different partners increases the risk of delays, miscommunication, or missed deadlines. And when a TPA is managing the leave, supporting medical documents often stay with them. That can lead to HR waiting to get details from a vendor, asking the employee for the same information twice, or just working in dark to manage an accommodation request related to an existing FMLA or other leave claim.

With AbsenceSoft, leave and accommodations are managed in one centralized location. HR can see the full picture, track entitlements across the FMLA, the ADA, and the PWFA, and guide employees through seamless transitions, from medical leave to a flexible return-to-work schedule.

Bringing leave in-house doesn't mean doing it alone.

AbsenceSoft has helped hundreds of organizations insource their leave programs with confidence. Whether you're considering a full transition or starting with a hybrid model, our team can help you build a process that works for your team, your policies, and your people.

Schedule a conversation to talk through your goals and see how AbsenceSoft can support your strategy.

Schedule a Demo