

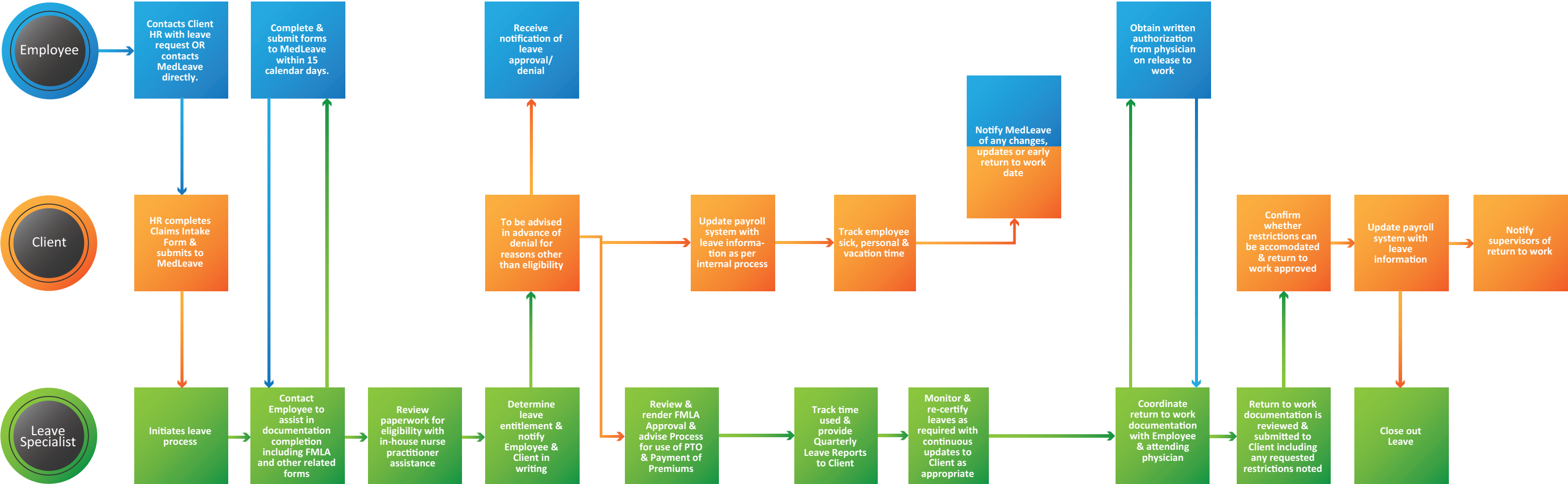
# FMLA LEAVE ADMINISTRATION - HIGH LEVEL PROCESS DOCUMENT



## Initiate and Approve

## Track and Monitor

## Return to Work



**Manage the Customer Experience by:**  
 Serving as an escalation point for any leave or service issues that may arise. Also oversee leave specialist to work with clients as a consultant and resource for complex issues surrounding Federal & State leave laws including the ADA, while providing updates to FMLA & State leave laws as legislative updates arise.