

meQ | RESILIENCE 2024

HR Force For Growth

Driving Workforce Strategy with Data-Powered Insights: A Paychex and meQ Case Study

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About Paychex



As the future of work continues to evolve, Paychex leads the way by making complex HR, payroll, and benefits brilliantly simple. Our unique combination of digital HR technology and advisory solutions meets the changing needs of employers and their employees.

Full suite of technology

and advisory services in human resources, employee benefit solutions, insurance, and payroll

Industry
experience
since 1971

\$5.0 billion
in revenue

~740,000
business clients
in the U.S. and Europe

Paying 12 million
workers

one in 12 U.S. private
sector employees

Over 16,000
Paychex
employees

~700 dedicated
HR professionals
the most in the HR
outsourcing industry

A top HR
outsourcer
serving 2.2M worksite
employees through our HR
outsourcing solutions

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Well-being

We are committed to enhancing our overall well-being so we can all be at our best.



Workforce Challenges

Frontline Service jobs are challenging

Concerns from leadership about leaves of absence, maintaining productivity, and the impact on their teams

Continued attention on LOA and “stress”

- Behavioral Health is commonly in the top 5 Short-term Disability claim diagnosis groups for employers
- What else is going on here?
- Talked with leaders: a pattern of anecdotes of employees managing the stresses in their work and life, until a significant life event happened

meQ's 2024 Frontline Study

FRONTLINE EMPLOYEES:

33%

higher stress than
non-frontline employees

64%

more likely than their non-frontline
peers to say that they do not have
an issue with stress.

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Evolution of Well-being Programs (and data) at Paychex

Like many employers, our Well-being journey has many external point solution partners which made it challenging to integrate data and measure outcomes

Data from various programs / sources sitting on islands by themselves:

- Health assessments
- Activity challenges
- Biometric screenings
- Medical / Rx claims
- Leave / Short-term Disability claims
- Demographic data

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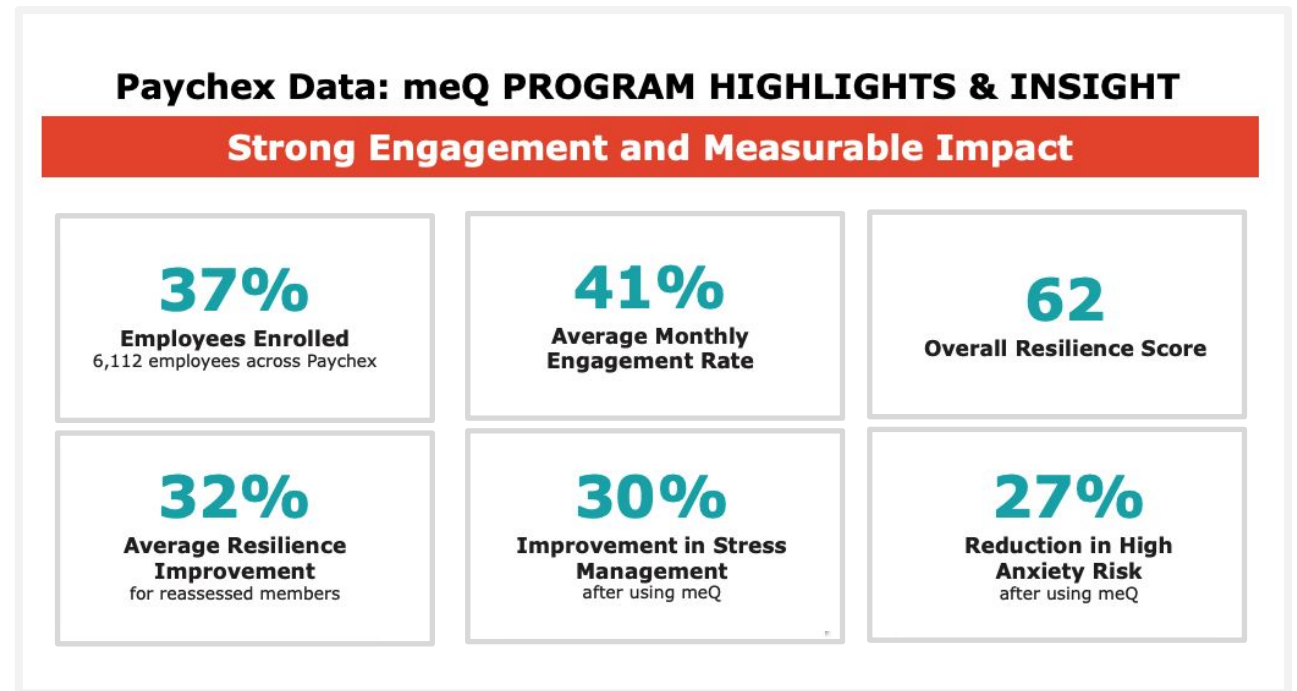
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meQuilibrium

Our employees needed help to be resilient and build their emotional well-being with meQ.

A few ways we have made the most of the data:

- Directly using the dashboards and other tools from meQ
- Bringing our various data sources together in a benefits data warehouse
- Adding additional fields to our file feed, which in turn has enabled them to do analysis for us



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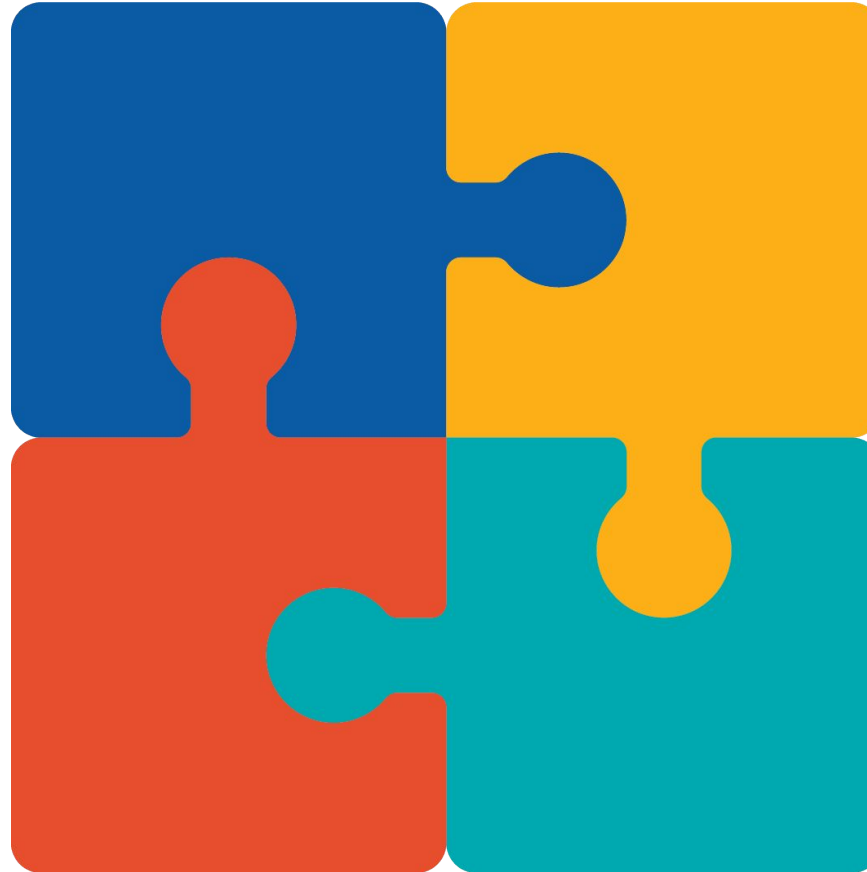
Understanding the benefits of resilience for employee retention

Understanding Workforce Resilience

meQ's Data Science team helps employers like Paychex understand the value of building workforce resilience for key business outcomes

Impact on Employee Retention

Retrospective matched case-control studies help meQ answer the question of how being a meQ member impacts employee retention.



Balanced Participant Groups

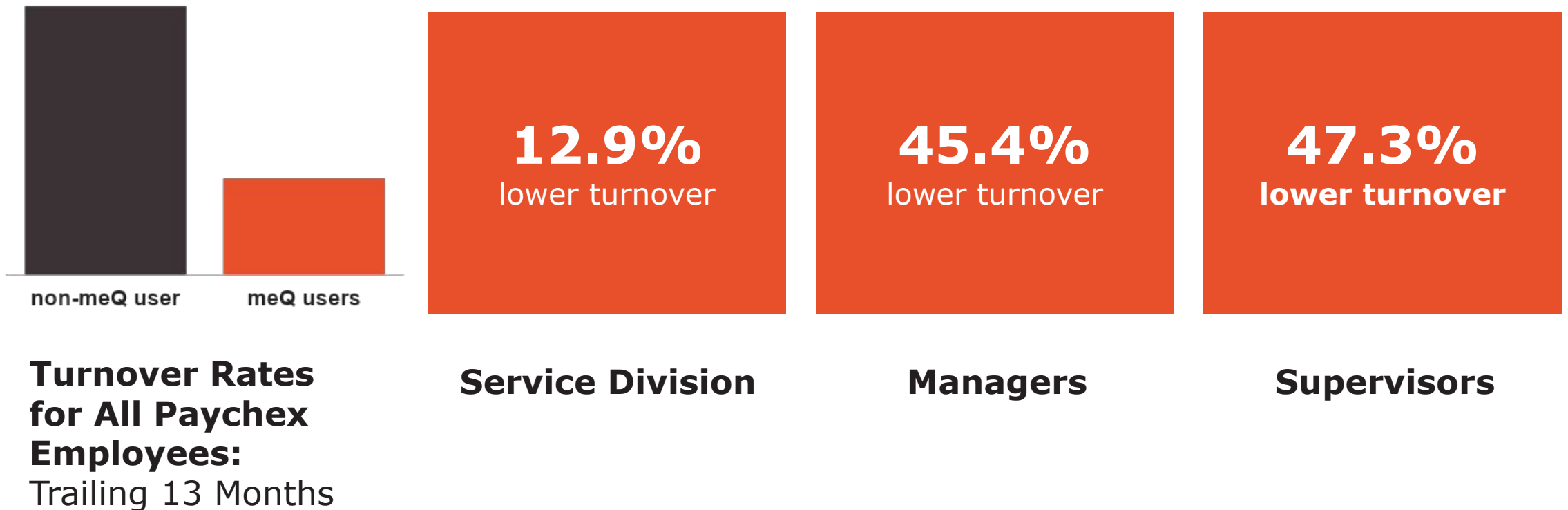
For Paychex, meQ created equivalent groups of participants (N=3326) and non-participants (N=7297) balanced on key characteristics including gender, state of residence, ethnicity, division, job type, WFH status, manager role and age.

Comparing Turnover Rates

Once the groups are balanced, meQ uses straightforward statistical analysis to compare turnover rates between the two groups.

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Key Findings for Actual Turnover Differences



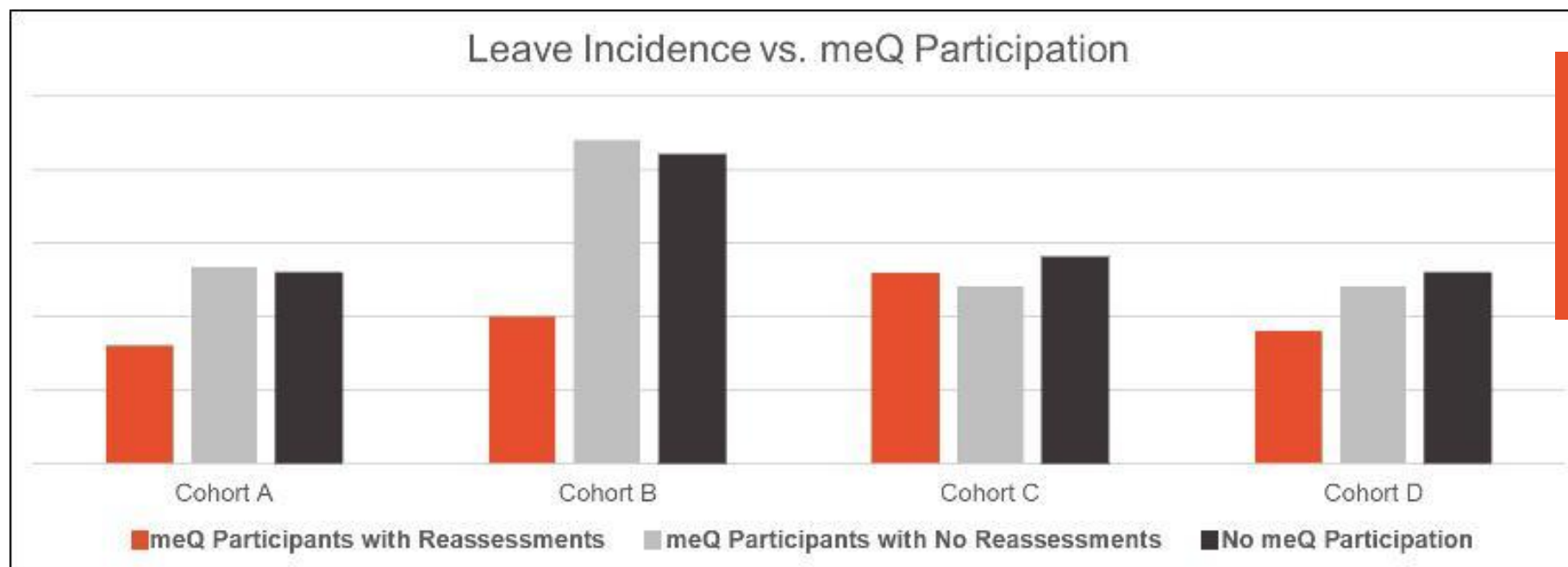
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Letting the Data Tell the Story

Brought our data sources together in a Benefits Data Warehouse

- Data on leave / short-term disability, medical / Rx, demographics, health assessments, meQ participation, and more

Enabled analysis and insights across multiple sources and programs



Employees who had ***at least one reassessment*** had significantly lower LOA incidence

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We Have Buy-in; Now What?



**Continue driving
meQ participation**



**Support front-line
Service employees
during their busiest
season**



**Find the areas needing
improvement and
select pilot groups**

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We Have Buy-in; Now What?



**Continue driving
meQ participation**

- Small incentive to complete meQ assessment
- New Hire onboarding and other places where we talk about it
- Setting a goal of 40% company-wide participation

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We Have Buy-in; Now What?



**Support front-line
Service employees
during their busiest
season**

- Enhanced Year-End well-being messaging / reminders we've provided for several years
- L&D included meQ promotion in the year end training curriculum
- 2023 offered mini-courses for leaders and non leaders on preventing and managing burnout

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We Have Buy-in; Now What?



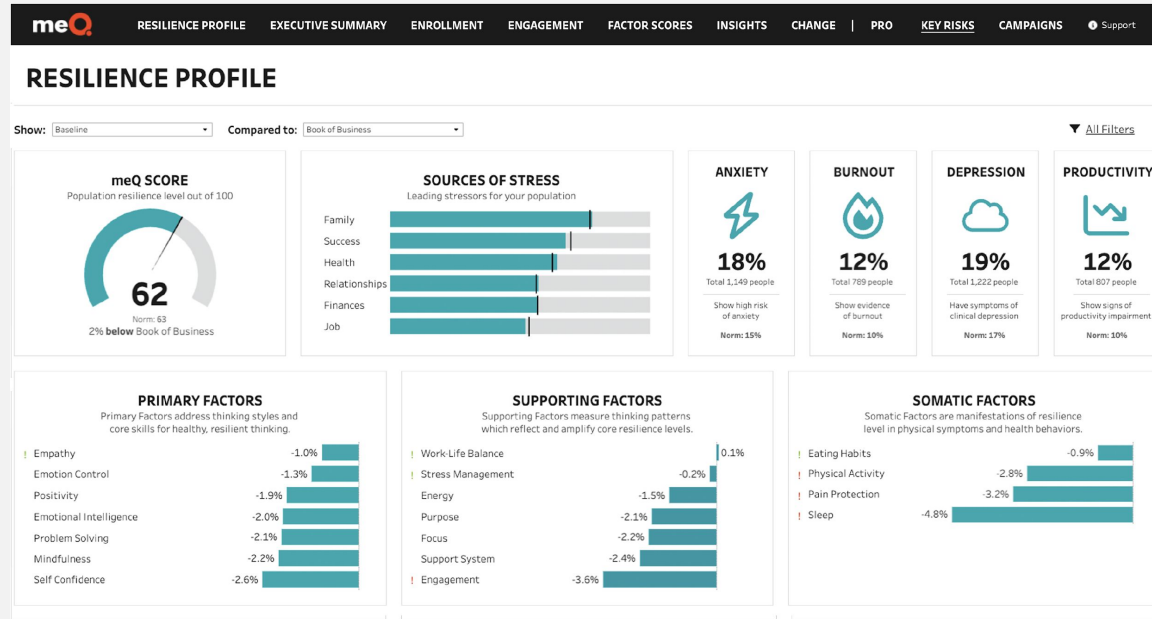
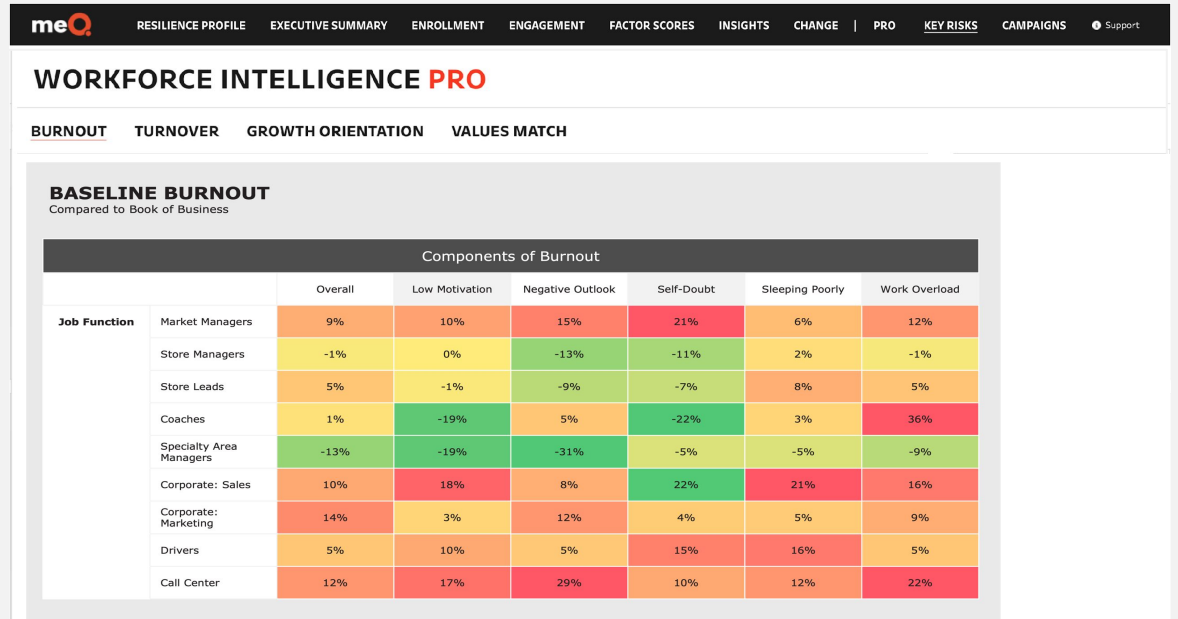
**Find the areas needing
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select pilot groups**

Partnership between Benefits & Well-being, HR Strategy team, and Service leaders to create a *Service Well-being and Work Environment Project* team: identify, implement, and measure the impact of specific interventions to improve employee well-being and business performance

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Tailor Solutions to Each Pilot Group

Our partnership with meQ gives us access to tools like Campaign mini-courses, Risk Factors “heatmap” and the Resilience Profile



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Gain Insight and Taking Action

meQ's **Manager Insights** reporting tool enables our leaders with real-time data on their team's overall wellbeing and mindset to better anticipate the needs of their team, understand potential problems and seize opportunities to proactively boost productivity and performance.



**meQ MINI-COURSE**

CREATE WORK-LIFE BALANCE

See what's in your control to ease the tensions between your personal and professional lives.



BE A FORCE FOR GROWTH

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Our Learnings



What is the “hot topic?”

What metrics get ongoing attention?
Turnover? Absences?
Something else?

Gather the data islands together

Partner with meQ to add data fields and do further analysis

Continue promoting increased meQ participation, in particular *ongoing* participation

Start small — where the need is greatest, and/or where you have the support.

Identify manageable cohorts:

- Sufficient meQ assessment data (and other relevant data)
- Small enough to tailor the actions and work with
- Engaged local leadership and team members

Tailor the interventions to each group's risks and opportunities

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Questions & Answers