



EXECUTIVE WHITE PAPER | MANUFACTURING WORKFORCE OPERATIONS

# A Workforce Stability System (WSS)

*A New Approach to Solving  
Absenteeism, Turnover, and Frontline Disruption in Manufacturing*



**How a Workforce Stability System (WSS) differs from  
PEOs, EAPs, Workforce Management Platforms and Staffing Agencies**

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**Contact HelloRuta**

Phone: 774.431.8760 | Email: [info@helloruta.org](mailto:info@helloruta.org) | Web: [www.helloruta.org](http://www.helloruta.org)

18 Chestnut Street, Suite 410, Worcester, MA 01608

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# EXECUTIVE OVERVIEW

The purpose of this Briefing is to explain how HelloRuta’s Workforce Stability System (WSS) addresses the growing problem of workforce disruption caused by recurring life-barrier challenges that lead to absenteeism, turnover, and lost productivity.

It outlines the WSS solution, a structured, employer-sponsored support model that provides employees with rapid, confidential assistance through a dedicated Resource Coordinator who resolves issues before they affect attendance or performance. By stabilizing employees and reducing preventable disruptions, WSS delivers measurable benefits for employers, strengthens workforce reliability, expands community partnership opportunities, and reinforces HelloRuta’s role in supporting both organizational performance and employee well-being.

## SUPPORT THAT WORKS

### BE PRESENT. STAY. THRIVE.

#### A Workforce Stability System for Frontline Teams

HelloRuta is a Workforce Stability System (WSS) designed to help address and prevent the everyday barriers that make it hard for employees to be present at work, stay employed, and thrive. From a car repair to a legal challenge, our multi-lingual resource navigators provide real-time support so employees can stay focused on what matters most at work and home.

### THE PROBLEM

#### Most turnover has nothing to do with the job.

Real life challenges are predictable, recurring, and preventable. A car repair, a sudden childcare gap, a legal notice you don't understand. You shouldn't have to miss work or lose a paycheck to address it. HelloRuta resource coordinators are one call away and always free and confidential.

<p><b>Help in 24 Hours or Less</b></p> <p>Call, text, or WhatsApp and a resource coordinator will pick up. Most issues get a plan within hours, not days.</p>	<p><b>In Your Language</b></p> <p>Our multi-lingual resource coordinators and on-call interpreters speak your language and know your community.</p>	<p><b>Confidential</b></p> <p>HelloRuta provides confidential resource navigation. Your employer never sees your name or case.</p>
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### REAL OUTCOMES

#### When your team gets the support they need- EVERYONE WINS.

Companies offer HelloRuta because it helps their people and delivers operational and financial improvements for their business too. Here's what it looks like for the employers who partner with us.

- ✓ Reduce 90-day turnover and replacement costs
- ✓ Improve attendance, shift fill rate, productivity, and capacity
- ✓ Lower overtime and premium agency costs
- ✓ Reduce burnout from time spent on non-work challenges

<b>5%</b> Reduction in turnover	<b>18%</b> Employee utilization	<b>95%</b> Employees reported feeling prepared for an unexpected expense	<b>70%</b> Employees reported circumstances have improved or stabilized
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## ONE SYSTEM, MULTIPLE SHAREHOLDERS

### Built for companies who invest in their people. Loved by the employees who use it.

Work doesn't exist separately from life. When something goes wrong outside of work, it shows up on the job. HelloRuta coordinates support across employees, benefits, and community resources so real-life issues can be addressed when they happen, not after the damage is done.

**The result:** employees feel less stress and more stability, and employers see fewer missed shifts, lower turnover, and more predictable operations.

## FOR EMPLOYERS

### WORKFORCE STABILITY

#### Work Disruptions Don't Start at Work.

When employees face challenges like childcare gaps, transportation issues, or financial shocks, shifts go unfilled and costs rise. HelloRuta helps solve those challenges in real time, so workforce instability becomes preventable.

### THE PROBLEM

#### Different Signals Across Your Team. One Underlying Issue.

- Finance sees rising labor costs and unpredictability.
- Operations sees missed shifts and callouts.
- HR sees turnover, hiring pressure, and underused benefits.

These aren't separate problems, they're different symptoms of workforce instability. When employees face real-life challenges without access to timely support, the impact shows up across your organization, from rising costs to operational disruption to turnover.

**57%**

of U.S. workers live paycheck to paycheck

**53%**

of Americans are not confident they can improve their financial situation

### WORK THAT STABILIZES

#### HelloRuta is a Workforce Stability System (WSS)

Instead of relying on employees to navigate complex systems on their own, we coordinate timely, practical support so barriers can be resolved when they happen, not after they've already caused disruption.

This isn't a referral service or a traditional EAP. It's a coordinated system that combines real-time practical supports, resource navigation, and ongoing guidance to make stability possible at home and in the workplace.

## The Five Step Model

### 01- Integrate in days, not quarters.

We plug into your HR systems with zero IT lift. Employees are auto enrolled and notified in their preferred language.

### 02- Employees reach a real human, fast.

Phone, text, or WhatsApp. A multi-lingual resource navigator responds same-day, listens, and triages the situation.

### 03 - Connect and enroll in vetted resources.

Employees are matched with the right combination of support, practical solutions, benefits, and community resources.

### 04 - Follow through until the challenge is resolved.

From a flat tire to credit card debt, we make intros to vetted providers and stay engaged until the challenge is resolved.

### 05- Follow-up and prevention.

Check-ins, reinforces support, and connects to providers to prevent future disruptions through guidance and planning.

## THE IMPACT

### The Benefits of Workforce Stability are Felt Across Your Company

Workforce disruption doesn't show up the same way for every team, but it often stems from the same underlying issue. When employees can access timely, practical support, those patterns begin to change, reducing strain on HR, stabilizing operations, and lowering avoidable costs.

<b>Operations</b>	<b>Shifts filled. Lines running. Customers served.</b>	<b>Lower absenteeism and faster shift fill rate translate directly to throughput, efficiency, and a reduction in burnout.</b>
<b>Human Resources</b>	<b>Stronger Retention. Easier Recruitment. Employer of Choice.</b>	<b>Plug into your HR systems and track the wellbeing metrics your leadership team cares most about.</b>
<b>Finance</b>	<b>Predictable costs. Higher margins. Unlocked revenue.</b>	<b>Reduce overtime and agency costs. Unlock capacity constraints in order to grow revenue.</b>

### From Signature to Impact in 30 days.

Our simple five-step model delivers real help to your workforce and reports the impact on the metrics your leadership team already tracks.

## FOR EMPLOYEES

## WHAT WE DO

### Real help. Same day. In your language.

When an unexpected challenge arises, whether it's an unexpected bill, a broken-down car, or a childcare gap, HelloRuta is the call you can make. A dedicated navigator picks up, listens, helps you find available support, and makes sure you get it.

## WHAT WE HELP WITH

### Big things. Small things. Whatever gets in the way.

From everyday challenges to urgent needs, we are here to help you access practical support, when and how they need it. Whether it's transportation, childcare, finances, or something unexpected, we help you find and use the support available to you.

<p><b>Transportation</b></p> <p>Car repairs, rideshare, transit routes, carpooling, car loans, gas costs.</p>	<p><b>Food Access</b></p> <p>Pantry connections, SNAP enrollment, healthy groceries, meal support.</p>	<p><b>Finances + Budgeting</b></p> <p>Budgeting, debt strategy, credit building, emergency savings.</p>
<p><b>Childcare</b></p> <p>Backup care, school enrollment, camps and enrichment, family support.</p>	<p><b>Legal Preparation</b></p> <p>Paperwork assistance, legal referrals, documentation, and application support.</p>	<p><b>Family Caregiving</b></p> <p>Elder care support, disability resources, in-home care, and coordination.</p>
<p><b>Immigration</b></p> <p>Legal referrals, documentation support, trusted community resources.</p>	<p><b>Crisis Support</b></p> <p>Financial relief, emergency housing, and urgent stabilization resources.</p>	<p><b>Benefits + Resources</b></p> <p>Benefits navigation, eligibility screening, enrollment support for public programs.</p>

## WE'RE HERE FOR YOU

<p><b>Real People</b></p> <p>You will work with a dedicated multi-lingual resource navigator who knows your community.</p>	<p><b>Confidential</b></p> <p>Your employer never sees your name or case. They only see aggregate program data.</p>	<p><b>Free Guidance</b></p> <p>HelloRuta provides free resource navigation so you can access the resources that will help.</p>
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## WHEN TO REACH OUT

### We can help when you need guidance or support

**In Their Own Words**

"My car broke down and I didn't know how I was going to get to work. HelloRuta helped me find a mechanic and a ride, so I didn't miss my shift. Then they walked me through programs I qualified for. Now I'm actually sticking to a budget and saving for a new car."

- **Something unexpected happens and you need support**
- **You're trying to find help, but don't know where to start**

- You've applied for support, but it's been hard to navigate
- A situation is starting to affect your day-to-day life

## WHAT TO EXPECT

### When You Reach Out, We Get to Work

#### Rapid Response

A dedicated resource navigator responds, listens, and understands.

#### Options + Path

We will figure out options together and connect you with vetted resources.

#### Follow Through

We stay connected and follow up until you have solved the challenge.

#### Plan Ahead

We help you prepare for the unexpected and prevent future crises.

We help you address, plan for, and prevent everyday barriers so you can focus on the things that matter most.

## FOR PARTNERS

### COMMUNITY PARTNERS

#### Your services are a critical part of workforce stability.

Community-based services play a critical role in helping people stay employed and stable. They're hard to access at the moment they're needed. HelloRuta helps connect your services into those real-life moments, making it easier for people to find you, navigate enrollment, and access the support you provide. Along the way, we surface patterns around demand, access, and gaps so there's a clearer, shared understanding of what's working and where additional support is needed.

### PARTNERSHIP FIRST

#### Our Partnership Model

HelloRuta believes that solving workforce instability takes a community. We exist to support working families, and we partner with organizations that share our commitment.

We respect the expertise of the organizations we work with and approach every partnership with a focus on learning, collaboration, and connection so together, we can provide the highest level of support.

#### Community

We partner with local resource providers who offer local solutions that reflect the real needs of the people and communities we serve.

#### Impact

Our work starts with understanding what someone is facing and continues until they're able to access the support they need.

#### Collaboration

We work alongside partners to connect people to services, learn, and strengthen employee supports and resource delivery.

#### Free Referrals

There's no cost to receive referrals. For fee-based services, we coordinate with employers and employees to align with your model.

## REFERRAL PROCESS

### Supported Referral Process

HelloRuta integrates into your existing intake process. We take the time to understand your services, requirements, and workflows so you don't have to change how you operate.

We align referrals with your services and eligibility requirements before connecting individuals, and support them through the intake process, helping reduce drop-off and ensuring more people successfully access the support you provide.

1. Identify client needs
2. Match client with the right local providers
3. Send referrals directly to you
4. If accepted, we will track through resolution
5. If not, we will connect clients to another provider

If you're a direct service provider supporting our community, we'd welcome the opportunity to work together.

## ABOUT US

### OUR WHY

**We believe no one should lose a job because of a challenge that could have been solved.**

Every day, employees face real-life challenges: a ride to work falls through, daycare closes unexpectedly, the water heater breaks and needs to be replaced.

These aren't rare events. They're predictable parts of life. And when there's no easy way to get help, they turn into missed shifts, lost income, and, too often, job loss.

Yet most workplace systems are built to respond after the fact; after the missed shift, after the warning, after the resignation, when it's already too late.

**We believe that there is a way to change the cycle.**

### OUR APPROACH

#### We see the solution

We know that when challenges are addressed early, the impact is immediate: fewer disruptions, more stability, and better outcomes for both employees and employers.

Support exists, but it's hard to access, difficult to navigate, or comes too late to make a difference.

We're building a Workforce Stability System that makes practical support easy to access when it's actually needed. By coordinating real-time help, resource navigation, and ongoing guidance, we offer a path to resolving challenges before they escalate, more people can stay employed, support their families, and move forward with stability.

**Start solving the challenges behind workforce disruption.**

#### Contact HelloRuta

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**HelloRuta's vision was incubated at Ascentria Care Alliance, a 150-year-old health and human services nonprofit.**