



Strategic White Paper | Manufacturing Workforce Operations

The Hidden Cost of Company Absenteeism and Turnover

**How A Workforce Stability System (WSS) Drives Retention, Prevents
Turnover, Boosts Productivity, and Builds Competitive Advantage**



HelloRuta Workforce Stability System (WSS)

May 2026

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Section 1

Executive Summary

Every day, across thousands of manufacturing floors in the United States, a quiet crisis drains productivity, inflates costs, and erodes competitive advantage. It is not a supply chain disruption. It is not a technology failure. It is the steady, compounding loss of scheduled labor due to unplanned employee absenteeism and the preventable turnover it triggers.

The numbers are unequivocal. According to Circadian, each absent hourly worker costs a manufacturer approximately \$3,600 per year in direct and indirect expenses. Other sources such as SHRM, Work Institute, CDC Foundation estimated costs at \$4,800 per year. The CDC Foundation estimates that lost productivity from absenteeism costs U.S. employers a staggering \$225.8 billion annually. For a mid-sized manufacturer with 200 front line employees, these figures translate into a largely invisible but very real annual cost of \$720,000–\$960,000 that never appears as a line item on any budget report, yet relentlessly undermines margins, quality, and growth.

\$720,000–\$960,000

Estimated annual cost of unplanned absenteeism for a manufacturer with 200 front line employees. Costs vary depending on location, infrastructure, and business model.

Workforce Disruption Is a Daily Operational Reality

The challenge extends far beyond a few missed shifts. Workforce disruption is a systemic, daily reality that manifests across every function of the business: constant, avoidable turnover cycles that consume HR resources and drain institutional knowledge, overtime deployed as a default backfill mechanism, growing reliance on expensive agency labor, missed shifts and last-minute callouts that destabilize production schedules, and lost revenue from chronic understaffing. These are not isolated events, they are interconnected symptoms of a deeper problem.

The Shrinking Safety Net

What makes today's absenteeism crisis fundamentally different from a decade ago is the accelerating erosion of employees' external support systems. The safety net that hourly workers once relied on public benefits, community services, and social programs is

deteriorating. Wait times for support services have lengthened. Enrollment processes have grown more complex. Cost pressures have intensified. Community resources have thinned. Without intervention, these unresolved barriers become the direct precursors to voluntary turnover.

The Central Thesis: These Challenges Are Preventable

The most important insight in this white paper is also the most overlooked: the life challenges that drive unplanned absenteeism are predictable, recurring, and preventable. Transportation breakdowns, childcare gaps, housing instability, financial crises are not random events. They follow patterns. And they respond to structured intervention. When addressed proactively, these interventions do not merely reduce absenteeism, they prevent the turnover that absenteeism inevitably produces. Here is a solution: Implement a Workforce Stability System (WSS).

Evidence Is Compelling

- 15–30% reductions in unplanned absenteeism
- 20–40% reductions in voluntary turnover
- \$3–\$5 return for every \$1 invested

Source: U.S. Chamber Foundation, 2023; Harvard, 2023

What Is a Workforce Stability System (WSS)?

HelloRuta is a Workforce Stability System (WSS) that coordinates 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 support, resource navigation, and ongoing guidance to make stability possible at home and in the workplace.

Key Finding — United Way ALICE & KFF 2023

"3 out of 4 employees can only meet their basic needs. 65% of employees report at least one unmet social need impacting their daily stability."

Source: United Way ALICE, 2023 | KFF 2023

Section 2

The True Cost of Absenteeism in Manufacturing

Absenteeism in manufacturing is not merely inconvenient; it is structurally destructive. Unlike knowledge-work environments where tasks can be deferred or redistributed digitally, manufacturing depends on physical presence. When a worker does not show up, a machine does not run. A line slows. An order ships late. The downstream consequences multiply in ways that most financial reporting systems are not designed to capture.

The Baseline: What the Data Shows

Bureau of Labor Statistics data reveals that production occupations carried an absence rate of 3.4% in 2024, with 2.5% attributable to illness and injury and 0.9% to other causes. The manufacturing-specific rate stood at 2.9% in 2025. In practical terms, this means roughly 1 in every 30 scheduled workers is absent on any given shift. For a 200-person operation, that translates to 6–7 unplanned absences every single day.

Three Layers of Cost

The financial impact of absenteeism operates across three distinct layers, each progressively harder to quantify and progressively more damaging.

Layer 1 — Direct Costs

- **Overtime premiums** — Backfilling absent workers at 1.5× base pay is the most immediate and visible cost driver.
- **Temporary staffing fees** — Agency labor carries markups of 30–60% above equivalent hourly rates, with lower productivity and higher error rates.
- **Administrative burden** — Supervisors spend significant time each day managing callouts, rearranging schedules, and documenting attendance events.

Layer 2 — Indirect Costs

- **Quality defects** — Substitute workers, even when well-trained, produce measurably higher defect rates than experienced incumbents.
- **Missed delivery deadlines** — Understaffed shifts generate production shortfalls that cascade into customer commitments.
- **Safety incidents** — Fatigued overtime workers and unfamiliar substitutes are disproportionately represented in workplace injury data.
- **Supervisor burnout** — Managers who spend their days reacting to attendance gaps cannot invest in coaching, improvement, or strategic priorities.

Layer 3 — Hidden Costs

- **Institutional knowledge loss** — Every departure takes proprietary process knowledge, tribal expertise, and relationship capital with it.
- **Training investment erosion** — Onboarding a production worker costs \$3,000–\$5,000 per role; when turnover is high and preventable, those investments never fully mature, compounding the cost of each avoidable departure.
- **Recruitment cycle expenses** — Replacing a departed hourly employee costs \$4,000–\$7,000 per position when accounting for advertising, screening, interviewing, and ramp-up time. (SHRM)
- **Team morale degradation** — Dependable workers who consistently absorb the burden of absent colleagues become resentful, disengaged, and eventually leave themselves — creating a secondary turnover wave that is entirely preventable.

Business-Wide Disruption

Absenteeism is not just an HR department issue. Every missed shift generates costs and consequences that radiate across Operations, Finance, and Human Resources simultaneously:

Operations Impact	Finance Impact	HR Impact
Callouts disrupt shift coverage and production scheduling	Overtime increases total labor costs beyond budgeted levels	Increased turnover creates constant recruitment demand
Overtime becomes the default staffing mechanism	Agency spend reduces gross margins on affected production runs	Hiring and training costs escalate with each replacement cycle
Capacity constraints limit scheduling flexibility and surge response	Lost revenue from understaffing erodes top-line performance	Constant backfilling consumes HR bandwidth
Quality and efficiency suffer from unfamiliar workers and fatigue	Unpredictable labor spend undermines budgeting and forecasting	Front-line managers are stretched thin across administrative demands

Cost Breakdown: 200-Employee Manufacturer

The following table presents a conservative estimate of the annual cost of unplanned absenteeism for a representative 200-front line employee manufacturing facility:

Cost Category — Using \$720k to \$960k Range	Annual Cost	% of Total
Overtime & Premium Pay	\$216,000–\$288,000	30%

Cost Category — Using \$720k to \$960k Range	Annual Cost	% of Total
Temporary Staffing	\$144,000–\$192,000	20%
Lost Productivity	\$180,000–\$240,000	25%
Quality & Rework	\$72,000–\$96,000	10%
Administrative & Scheduling	\$36,000–\$48,000	5%
Turnover & Replacement	\$72,000–\$96,000	10%
TOTAL ESTIMATED ANNUAL COST	\$720,000–\$960,000	100%

Note: Illustrative cost model based on industry-validated cost categories (SHRM, Work Institute, CDC Foundation).

Section 3

Why Employees Miss Work: Root Causes, WSS Response, and ROI

The conventional management response to absenteeism has been disciplinary: progressive warnings, point systems, and termination thresholds. These policies assume that employees who miss work are choosing to do so that absenteeism is fundamentally a motivation problem. The research tells a different story entirely. The vast majority of unplanned absences among hourly manufacturing workers stem not from disengagement or poor work ethic, but from unresolved life barriers practical, logistical, and financial obstacles that prevent otherwise willing employees from getting to work and staying at work.

Workforce Disruption Starts Outside of Work

Behind every attendance statistic is a human story. Consider the real-world scenarios that drive the data:

- "My car broke down and I can't afford the repair."
- "My rent went up and housing near work is unaffordable."
- "Daycare closed today due to staffing issues."
- "My work authorization renewal is delayed."

These are not hypothetical examples. They are the most common categories of requests received by HelloRuta's resource coordinators in manufacturing environments — and they are fundamentally different from the behavioral problems that attendance policies are designed to address.

Root Cause Breakdown

Analysis of Workforce Stability System data reveals the following primary root causes driving unplanned absenteeism in manufacturing:

Root Cause Category	What the Evidence Shows	Verified Sources
Transportation Instability	Commute reliability is one of the strongest predictors of job retention; transportation breakdowns are a top cause of missed shifts among low and moderate-income workers.	Harvard (2018), U.S. Chamber (2023)
Childcare & Eldercare Gaps	58% of working parents report missing work due to childcare breakdowns; eldercare responsibilities cause frequent unplanned absences.	U.S. Chamber (2023), AARP (2022)
Housing Instability	Housing disruptions (moves, evictions, relocations) directly increase absenteeism and turnover; workers must earn \$28.58/hr to afford a modest 2-bedroom apartment.	NLIHC (2023)
Financial Fragility	37% of U.S. adults cannot cover a \$400 emergency expense; financial shocks (car repairs, medical bills, utility shutoffs) frequently lead to missed shifts.	Federal Reserve (2023)
Health Issues (Non-Occupational)	Illness, chronic conditions, and family health needs remain major causes of absenteeism; CDC tracks significant productivity loss from health-related absences.	CDC Foundation (2022)
Benefits Access & Documentation Barriers	Many employees qualify for benefits but cannot navigate the systems; 65% report at least one unmet social need that affects work.	KFF (2023)
Workplace Conflict, Stress, or Disengagement	Engagement and conflict issues contribute to absenteeism and turnover, though at lower rates than life-stability barriers.	Gallup (2023), SHRM (2022)

Key Insight

The top five causes represent 87% of all unplanned absences and every one of them is addressable through structured support. These are not intractable problems. They are logistical and resource challenges that respond to timely, competent intervention.

Your Team's Safety Net Is Shrinking

The challenge is compounding because the external support infrastructure that hourly workers once relied on is actively deteriorating. The safety net of public benefits, community programs, nonprofit services was never designed for speed or simplicity, and it is becoming less accessible at the very moment employees need it most:

- **Reduced access to benefits** — Eligibility thresholds and program funding have not kept pace with need.
- **Longer wait times for support services** — Community organizations are overextended and understaffed.
- **More complex enrollment processes** — Navigating benefits applications requires time, documentation, and digital access that many hourly workers lack.
- **Increased cost pressure** — Rising costs of housing, food, transportation, and healthcare consume a larger share of hourly wages.
- **Fewer community resources available** — Local nonprofits and social service organizations have contracted in scope and capacity.

"When the external safety net fails, the employer becomes the safety net behind the safety net."

57% of U.S. workers live paycheck to paycheck

53% of Americans are not confident they can improve their financial situation

A Smarter Approach — The Workforce Stability System

A Workforce Stability System is an employer-sponsored, confidential, human-delivered support system that coordinates 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 support, resource navigation, and ongoing guidance to make stability possible at home and in the workplace. Unlike clinical counseling services, WSSs are practical and action oriented. Resource navigators help solve real problems finding emergency transportation, navigating childcare options, connecting workers with housing assistance, resolving documentation issues before those problems become missed shifts or left unaddressed, the resignation decisions that follow.

Why Traditional Employee Supports Were Not Designed for This

Most manufacturers already invest in some form of employee support. The problem isn't a lack of spending, it's a structural mismatch between the support available and the real-life

challenges frontline workers face. Work disruptions don't start at work. And the tools built to address them often weren't designed with hourly workers in mind:

Managers	Benefits	EAPs	Referrals
Ad hoc support, inconsistent across supervisors	Designed to ensure against risk, not solve immediate problems	2–10% utilization rates across most employers	Fragmented systems with no coordination
Creates equity risks — support depends on the individual manager	Do not work in real time when a crisis is unfolding	Difficult to access and navigate for hourly workers	Time-consuming for both employee and HR
Not confidential — employees fear disclosure will affect their standing	Low frontline uptake due to complexity and perceived irrelevance	Primarily focused on behavioral health, not logistical barriers	50% drop-off rate — employees referred to outside resources often never connect

WSSs vs. Traditional EAPs: A Direct Comparison

Dimension	Traditional EAP	Workforce Stability System (WSS)
Response Time	24–72 hours for appointment	Same-day or next-day response
Approach	Clinical counseling model	Practical problem-solving and resource coordination
Focus	Behavioral and mental health	Life barriers: transportation, housing, childcare, finances, documentation
Utilization Rate	2–10%	30–50%+
Language Access	Limited; primarily English	Multi-lingual resource coordinators and on-call interpreters matched to workforce demographics, eliminating access barriers
Employer Insights	Minimal; utilization counts only	De-identified trend data, root cause analysis, ROI dashboards
Scope	Short-term counseling sessions	End-to-end resolution with follow-up and prevention

The Stabilization → Navigation → Resilience Framework

Effective workforce stability is not a single intervention; it is a progression from crisis response to sustained stability. A WSS model operates across three interconnected phases:

Immediate Stabilization	Navigation + Access	Ongoing Stability
Resolve urgent issues before shifts are missed	Help employees access and enroll in available support programs	Reduce repeat disruptions through sustained engagement
Provide targeted, same-day support for acute crises	Coordinate across fragmented systems on behalf of the employee	Build financial stability through budgeting, benefit optimization, and planning
Prevent the immediate callout or no-show	Remove barriers to accessing available help	Provide continued support when new issues arise

Three Pillars of Workforce Stability

A complete Workforce Stability System (WSS) operates across three interdependent pillars. Work doesn't exist separately from life. When something goes wrong outside of work, it shows up on the job. Each pillar addresses a different dimension of workforce instability. None is sufficient alone. Together, they create a coordinated system that helps employees be present, stay, and thrive.

Pillar 1 — Employee Support

The foundation of workforce stability is dedicated, confidential, multi-lingual resource navigation for employees facing real-life challenges:

- **Same-day problem solving** — Rapid response to urgent issues before they become missed shifts.
- **Multilingual coaching** — multi-lingual resource navigators speak your employees' language and know your community, eliminating access barriers.
- **Emergency resource connection** — Immediate linkage to transportation, housing, food, and other critical resources.
- **Benefits navigation** — Guided enrollment in employer benefits and public programs employees are eligible for but not accessing.
- **Long-term stabilization planning** — Financial literacy, budgeting support, and proactive planning to prevent repeat crises.
- **Confidential environment** — Employees engage without fear that their disclosures will reach supervisors or affect their standing.

Pillar 2 — Employer Intelligence

Workforce stability generates data — and that data, properly analyzed, becomes a strategic asset:

- **Aggregate trend data** — Patterns across the workforce without compromising individual privacy.
- **Root cause pattern analysis** — Identification of the specific barriers driving absenteeism in your facility, not national averages.

- **Workforce risk indicators** — Early warning signals that identify emerging instability before it becomes a turnover event — enabling targeted intervention that keeps valued employees in place.
- **ROI tracking dashboards** — Quantified financial impact tied directly to program engagement and outcomes.
- **Benchmarking** — Performance comparison against industry and regional peers.
- **Quarterly executive briefings** — Structured presentations of findings, trends, and recommendations for leadership teams.

Pillar 3 — Organizational Culture

The most effective Workforce Stability Systems catalyze a broader cultural transformation from reactive attendance management to proactive workforce investment:

- **Trust-building** — Demonstrating through action, not rhetoric, that the organization values employee wellbeing.
- **Supervisor training** — Equipping front-line managers to recognize life barriers and connect employees with support rather than defaulting to discipline.
- **Policy alignment recommendations** — Reviewing attendance policies, benefits structures, and HR practices to ensure they reinforce stability.
- **Retention-focused culture** — Shifting the organizational mindset from replacement to retention as the default talent strategy.
- **Continuous improvement feedback loops** — Using program data to inform policy, practice, and investment decisions on an ongoing basis.
- **Enhanced employer brand** — Building a reputation as an employer that invests in its people, strengthening recruitment and community standing.

Why All Three Pillars Matter

Employee support without employer intelligence is compassionate but blind. Intelligence without cultural change produces reports that sit on shelves. Cultural aspiration without direct employee support is well-intentioned but hollow. The three pillars work as a system: support stabilizes the individual, intelligence informs the organization, and culture sustains the change over time.

Measurable Business Impact

Workforce stability is not a soft benefit, it is a measurable business outcome. 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 can access timely, practical support, those patterns begin to change across all three domains.

Operations	Finance	HR
Fewer callouts and daily scheduling disruptions	Lower total labor costs from reduced overtime and agency reliance	Lower voluntary turnover rates
Unlocked production capacity from consistent staffing	Reduced margin leakage from backfill spending	Preferred employer status in competitive labor markets
Improved quality and efficiency with stable, experienced crews	Improved labor cost predictability for budgeting and forecasting	Increased benefit utilization — employees accessing existing programs
Reduced burnout and fatigue across workforce and supervisors	Higher operating margins from workforce-driven cost reduction	Insight into root causes driving absence and attrition patterns

Where Is This Showing Up in Your Business?

Before investing in a solution, executives should examine whether workforce disruption is already embedded in their operating metrics:

Operations Signals	Finance Signals	HR Signals	Strategic Signals
Persistent scheduling gaps and shift coverage challenges	Overtime and agency costs exceeding budgeted levels	Turnover rates above industry benchmarks	Inability to pursue growth opportunities due to staffing constraints
Quality and efficiency trends are declining or plateauing	Operating margin pressure from labor cost overruns	Declining employee performance and engagement scores	Customer commitments at risk from inconsistent production capacity
Capacity constraints limiting production flexibility	Revenue impact from understaffed shifts	Rising leaves of absence and FMLA usage	Competitive disadvantage in local labor market recruitment
Supervisors consumed by reactive scheduling	Unpredictable labor spend quarter over quarter	Elevated 401(k) loan activity — a leading indicator of financial stress	Organizational culture trending toward burnout and disengagement

The Callout-Prevention Pathway

Workforce stability works through a four-tier escalation pathway that prevents disruptions from occurring and when they do occur, prevents them from compounding:

Tier	What Happens	Immediate Effect	Business Outcome
Tier 1 — Resolve Issues Early	Employee's car breaks down → support is provided → the real-life challenge is addressed	Employee makes their shift; no callout occurs	Zero disruption to production schedule
Tier 2 — Reduce Callouts	Challenge is resolved → no callout or disruption	Fewer disruptions to scheduling and daily operations	Reduced need for reactive overtime or agency labor
Tier 3 — Lower Overtime & Turnover	No overtime or workaround needed → less backfilling, recruiting, and training	Fewer burnout-driven exits among dependable workers	Lower total labor cost; preserved institutional knowledge
Tier 4 — Build Stability	Employee enrolls in ongoing support → avoids repeat disruptions	Fewer future disruptions; more predictable staffing	Improved retention, higher morale, sustainable operational excellence

ROI Scenario 1 — 200-Employee Front Line Manufacturer (20% Absenteeism Reduction)

Metric	Value
Annual Absenteeism Total Cost/Front Line Employee (\$3,600–\$4,800 × 200 employees)	\$720,000–\$960,000
WSS Annual Investment (\$30/employee/month × 200 employees)	\$72,000
Absenteeism Reduction Savings (reduce absenteeism by 20%)	\$144,000–\$192,000
Turnover Avoidance Savings (10 avoided exits × \$6,000 replacement costs)	\$60,000
Total Annual Savings (absentee reduction + turnover reduction)	\$204,000–\$252,000
Return on Investment (Annual Savings/WSS Investment)	2.83x–3.50x
Net Savings	\$132,000–\$180,000

Example — numbers can change based on company infrastructure, location, business model, etc.

ROI Scenario 2 — 200-Employee Front Line Manufacturer (30% Absenteeism Reduction)

Metric	Value
Annual Absenteeism Total Cost/Front Line Employee (\$3,600–\$4,800 × 200 employees)	\$720,000–\$960,000
WSS Annual Investment (\$30/employee/month × 200 employees)	\$72,000
Absenteeism Reduction Savings (reduce absenteeism by 30%)	\$216,000–\$288,000
Turnover Avoidance Savings (10 avoided exits × \$7,500 replacement costs)	\$75,000
Total Annual Savings (absentee reduction + turnover reduction)	\$291,000–\$363,000
Return on Investment (Annual Savings/WSS Investment)	4.04x–5.04x
Net Savings	\$219,000–\$291,000

Example — numbers can change based on company infrastructure, location, business model, etc.

Key Finding

- 2.83× ROI — \$204,000 in annual savings on a \$72,000 WSS investment. Net \$132k
- 3.50× ROI — \$252,000 in annual savings on a \$72,000 WSS investment. Net \$180k
- 4.04× ROI — \$291,000 in annual savings on a \$72,000 WSS investment. Net \$219k
- 5.04× ROI — \$363,000 in annual savings on a \$72,000 WSS investment. Net \$291k

Based on 200-employee front line facility model. Numbers can change based on company infrastructure, location, and business model.

Section 4

From Signature to Impact: The HelloRuta Implementation Roadmap

HelloRuta's Workforce Stability System delivers real help to your workforce and reports the impact on metrics your leadership team already tracks. From signature to impact in 30 days integrate in days, not quarters. We plug into your HR systems with zero IT lift, auto-enrolling employees in their preferred language.

The Five-Step Model

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

Step 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.

Step 02

Employees reach a real human, fast.

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

Step 03

Connect and enroll in vetted resources.

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

Step 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.

Step 05

Follow-up and prevention.

Check-ins reinforce support and connect employees to providers to prevent future disruptions through guidance and planning.

How Employees Get Problems Solved

The employee experience is designed for simplicity, speed, and trust. The pathway from request to resolution follows five clear steps:

Step	Action	What Happens
1	Request Support	Employee submits a request about a real-life challenge that could impact their work attendance or performance.
2	Rapid Response	A multi-lingual resource navigator responds same-day phone, text, or WhatsApp. They listen, triage the situation, and identify the right path to resolution.
3	Get Connected	The employee is matched with the right combination of practical support, benefits, and community resources with guided support through the process from start to finish.
4	Resolve the Issue	From a flat tire to credit card debt, HelloRuta makes introductions to vetted providers and stays engaged until the challenge is resolved.
5	Follow Up + Prevention	Check-ins reinforce stability and connect employees to providers to prevent future disruptions through ongoing guidance and planning.

Four-Phase Implementation Model

Phase	Timeline	Key Activities
Phase 1 — Discovery & Assessment	Month 1–2	Conduct baseline audit of absenteeism rates, overtime costs, turnover, and agency labor spend. Perform comprehensive cost analysis. Align stakeholders across HR, Operations, and Finance. Analyze workforce demographics language, shift distribution, geographic concentration, tenure patterns.
Phase 2 — Program Design	Month 2–3	Customize the WSS model to the facility's specific workforce profile and barrier patterns. Establish confidentiality protocols. Design and deliver supervisor training. Define success metrics and reporting cadences aligned with each stakeholder group's priorities.
Phase 3 — Launch	Month 3–4	Execute a multi-lingual communication campaign introducing the program to all employees. Activate intake channels phone, text, and WhatsApp. Deploy multi-lingual resource navigators connected to local and national resource networks. Initiate case tracking from day one.

Phase	Timeline	Key Activities
Phase 4 — Operate & Optimize	Month 4–6	Deliver ongoing resource navigation and case resolution. Produce quarterly reports with de-identified trend data and root cause analysis. Measure ROI against baseline data. Track wellbeing metrics your leadership team cares most about. Refine program design based on utilization patterns, employee feedback, and emerging workforce needs.

Budget Guidance

Workforce Stability Systems typically cost around \$30/month/employee or \$360/year/employee. For a 200-employee facility, this translates to an annual investment of \$72,000 with a strong return based on the absentee reduction rate and the turnover avoidance rate.

Aligned to Existing Budgets	Defined Success Metrics	Risk-Based Partnership
Can replace or sit alongside existing EAP spend; no new budget category required	Align on callouts, overtime, and coverage metrics from Day 1	Quick, easy implementation with minimal operational disruption
No large upfront investment or multi-year commitment	Metrics set collaboratively with HR, Finance, and Operations	Pricing tied to outcomes and engagement — not just headcount
Fits within existing benefits budgets at a fraction of traditional program costs	Track impact throughout pilot with transparent reporting	Shared accountability for results HelloRuta succeeds when your workforce can be present, stay, and thrive

Section 5

HelloRuta: One System, Multiple Stakeholders

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. 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.

5% Reduction in turnover	18% Employee utilization	95% Employees reported feeling prepared for an unexpected expense	70% Employees reported circumstances have improved or stabilized
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Three Ways to Access HelloRuta

Help in 24 Hours or Less

Call, text, or WhatsApp and a resource coordinator will pick up. Most issues get a plan within hours, not days.

In Your Language

Our multi-lingual resource coordinators and on-call interpreters speak your language and know your community.

Confidential

HelloRuta provides confidential resource navigation. Your employer never sees your name or case.

For Employers

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.

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

Operations	Human Resources	Finance
	leadership team cares most about.	constraints in order to grow revenue.

- 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

For Employees — 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 HelloRuta Helps 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 you need it.

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

When to Reach Out

We can help when you need guidance or support:

- 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

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

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."

For Community Partners

Community-based services play a critical role in helping people stay employed and stable. Too often, 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	Impact
We partner with local resource providers who offer local solutions that reflect the real needs of the people and communities we serve.	Our work starts with understanding what someone is facing and continues until they're able to access the support they need.
Collaboration	Free Referrals
We work alongside partners to connect people to services, learn, and strengthen employee supports and resource delivery.	There's no cost to receive referrals. For fee-based services, we coordinate with employers and employees to align with your model.

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 client to another provider

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

About HelloRuta — 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 so more people can stay employed, support their families, and move forward with stability.

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

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