






Hotline for Growth & Engagement

Nicole Morehouse, MRA

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History of MRA's Advisor Hotline



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1982



Cost of Living 1982 - How Much things cost

Yearly Inflation Rate USA 6.16 %	Average Monthly Rent \$320.00	Loaf White Sliced bread 50 cents
Year End Close Dow Jones 1046	Cost of a gallon of Gas 91 cents	Comodore Vic 20 \$299.95
Interest Rates Year End Federal Reserve 11.50%	New Car Average price \$7,983.00	Satellite Receiver \$245.95
Average Cost of new house \$82,200	US Postage Stamp 20 cents	Walking / Jogging Machine \$199.95
Median Price Of and Existing Home - \$67,800 -	Tomatoes Lb 39 cents	GMC 1500 Pickup \$5,400
Average Income per year \$21,050.00	Bag Cheese Puffs 89 cents	Sony 19 inch Color TV \$499
		Outdoor Gas Grill \$199.95

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Today's Hotline



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The **FACE**s of the MRA Hotline



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Areas of Expertise

AA & EEO	Global HR	Performance Management
ADA	Labor Relations	Policies
Background Investigations	Leaves of Absence	Recordkeeping
Benefits	Legislative Compliance	Staffing
Compensation	MEMBER EXPERIENCE	Strategic HR
COVID-19	Metrics	Surveys
Drug & Alcohol	OSHA/Safety/WC	Training
Employee Relations	Payroll	Wage & Hour

MEMBER EXPERIENCE

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What We Offer



- Unlimited phone and email support
- Confidential
- On demand
- Live
- 24/7/365
- Expansive content library

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Interaction With Lines of Business




- We are a bridge for the member to other lines of business
 - HR Services
 - HRBP assignments
 - Handbook reviews
 - Investigations
 - Compensation
 - Market assessments
 - Recruiting
 - Job postings
 - References & Background Checks

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2021 Hotline Activity



HR Hotline Cases

Year	Cases
2016	24622
2017	24394
2018	26174
2019	27874
2020	38129
2021	28935

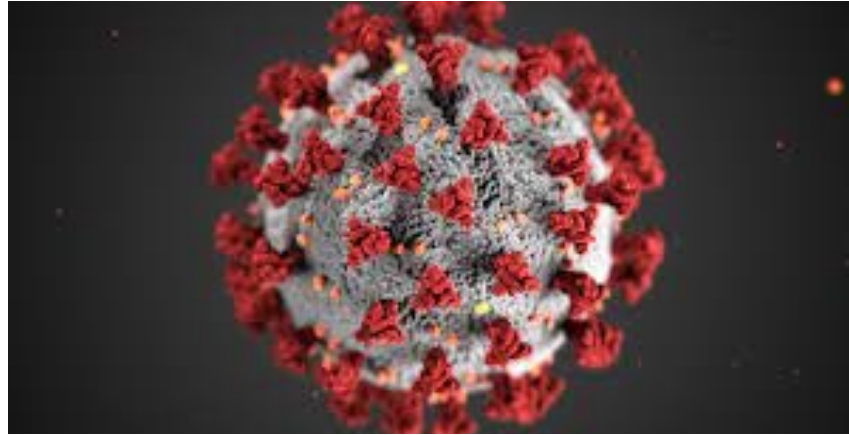
Case Origin

Origin	Cases
Call	15523
Email	10277
Web form	2573
After Hours	538
Advisor Outreach	24
Total	28935

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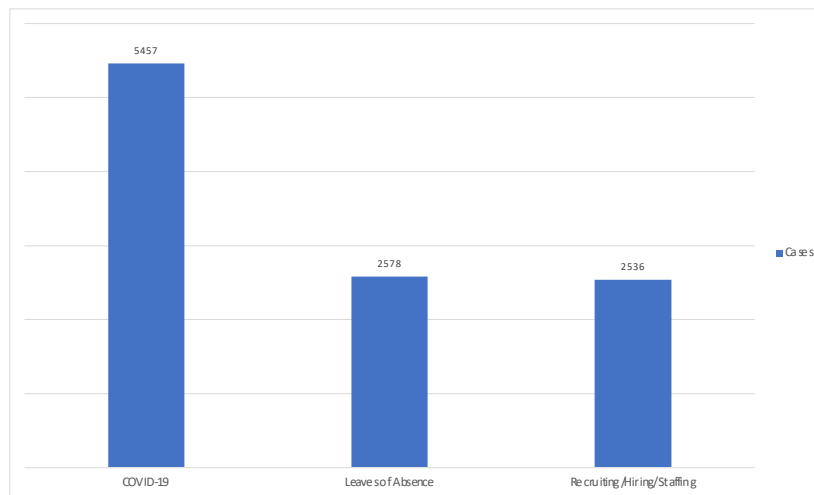
#1 Reason Members Contacted the Hotline in 2021 ...



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Top 3 Topics in 2021



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The Voice of the Member



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"As always, MRA comes through with helpful documentation with speed and ease! I don't know what I would do without MRA."

Gail Bennet, Phoenix Products LLC



"Just one call to the hotline makes it worth the entire cost of membership!"

Jenny Curtin, Sprecher Brewing Co.

"Thank you for your help! You are all so amazing, and I feel so fortunate to have access to this service!"

Megan Zachman, Elk River Municipal Utilities

"You have been so great through this whole thing! I don't know where I would be without the MRA Hotline!"

Nancy Macek, Bray Architects Inc.

"I am so grateful to the hotline, and I can't believe how helpful you always are, I mean really, it's so great to have you as a resource."

Alexander Kempe, Novir


"It's so nice to talk with other HR people sometimes. Talking with you on the Hotline just fills my soul."

Emily Knutson, HR Party of ONE, Oakwood Village

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Hotline Performance



1,000,000+ inquiries handled to date

99.5% of calls answered in less than 2 minutes

99.9% of questions answered the same day

100% certified HR professionals

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Thank You!

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