

Washington
Paid Family & Medical Leave

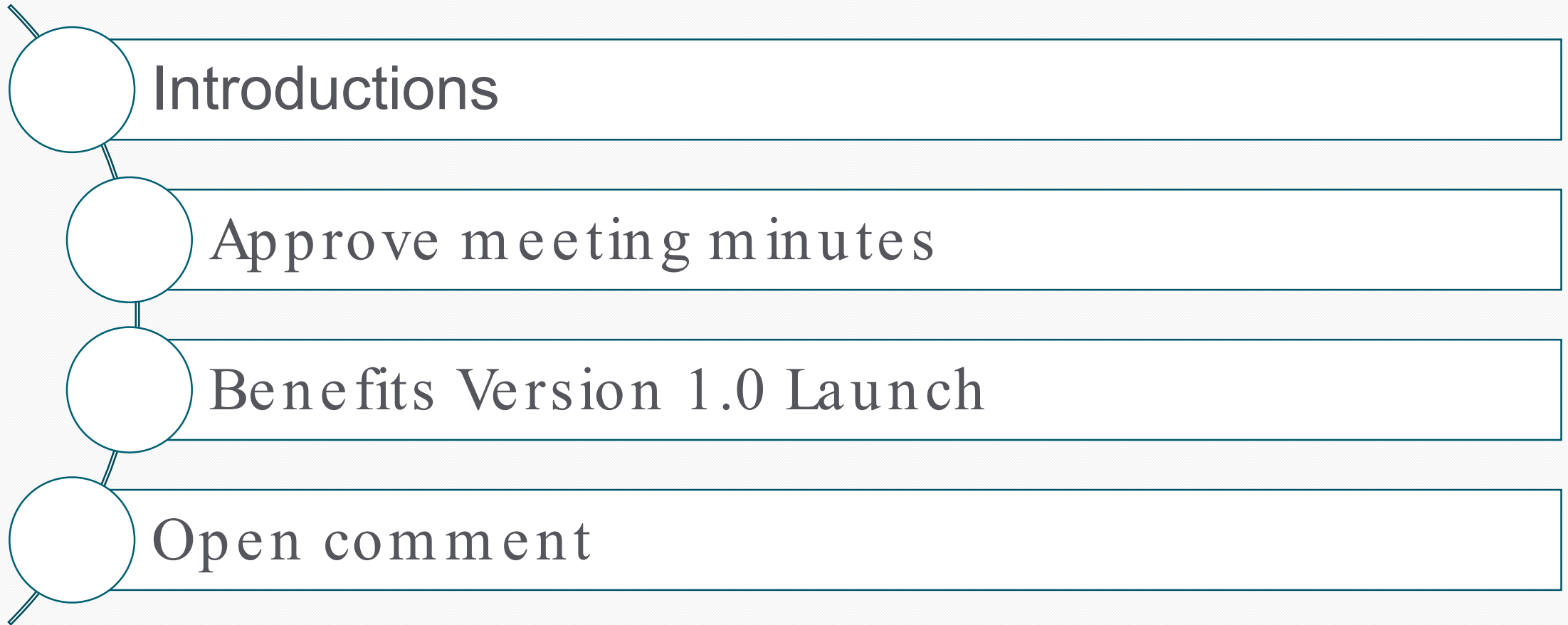


Employment Security Department
WASHINGTON STATE

Advisory Committee Meeting
February 21, 2020



Presentation overview



Introductions

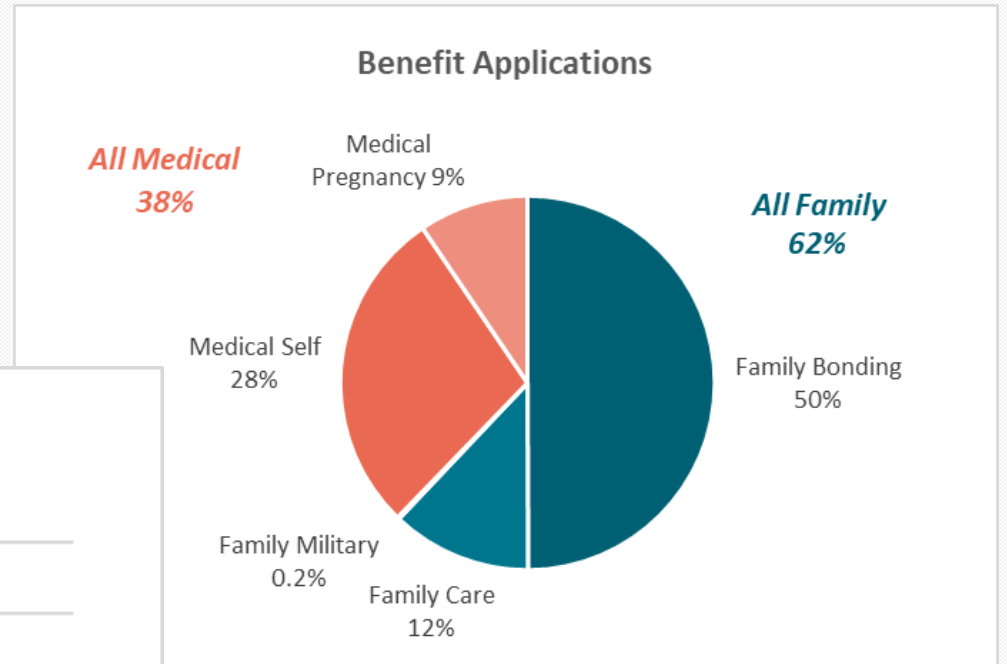
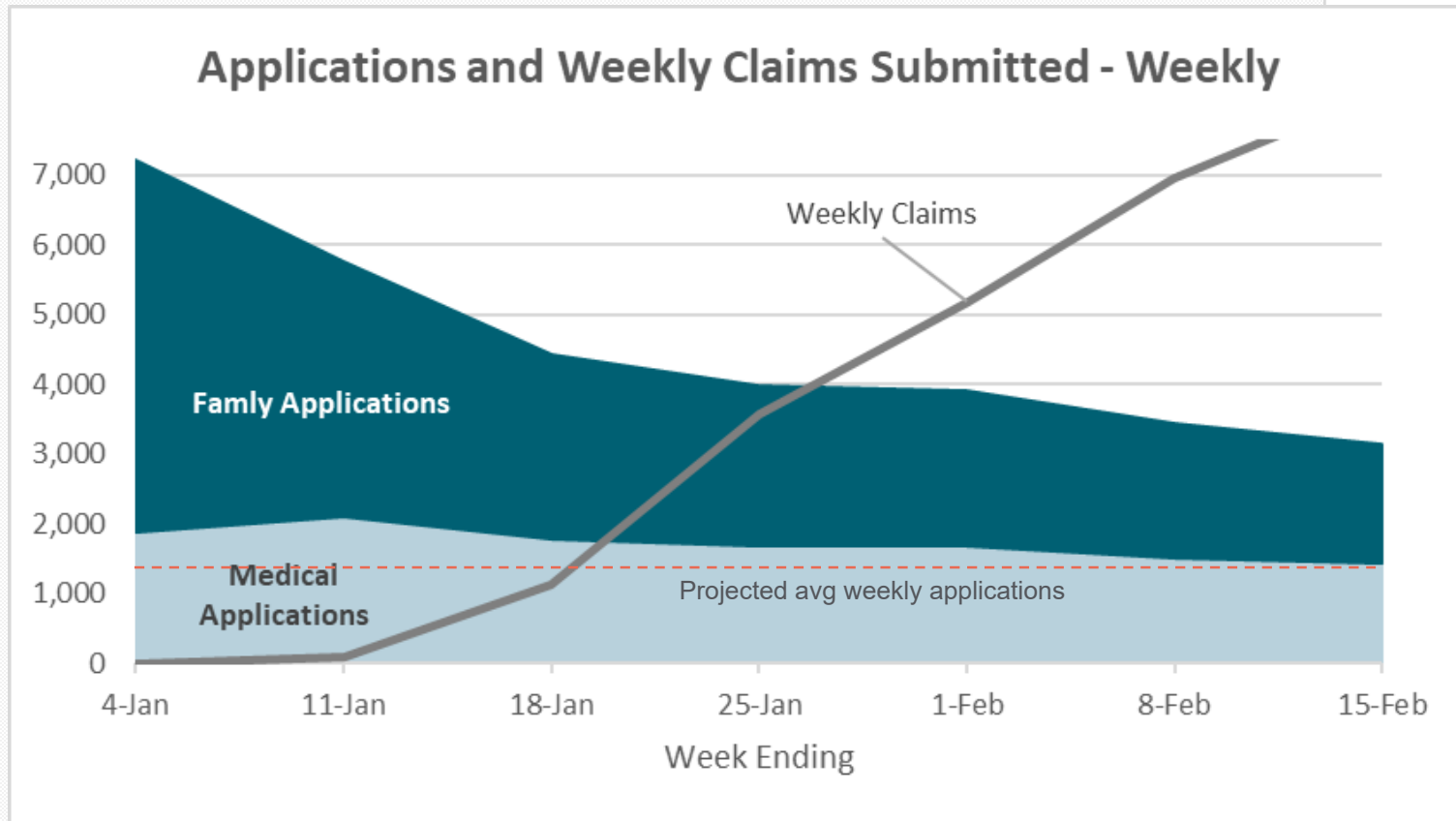
- Advisory Committee
- In-person attendees

(Note: We will use the conference call feature to identify who is on the phone rather than announcing during meeting)

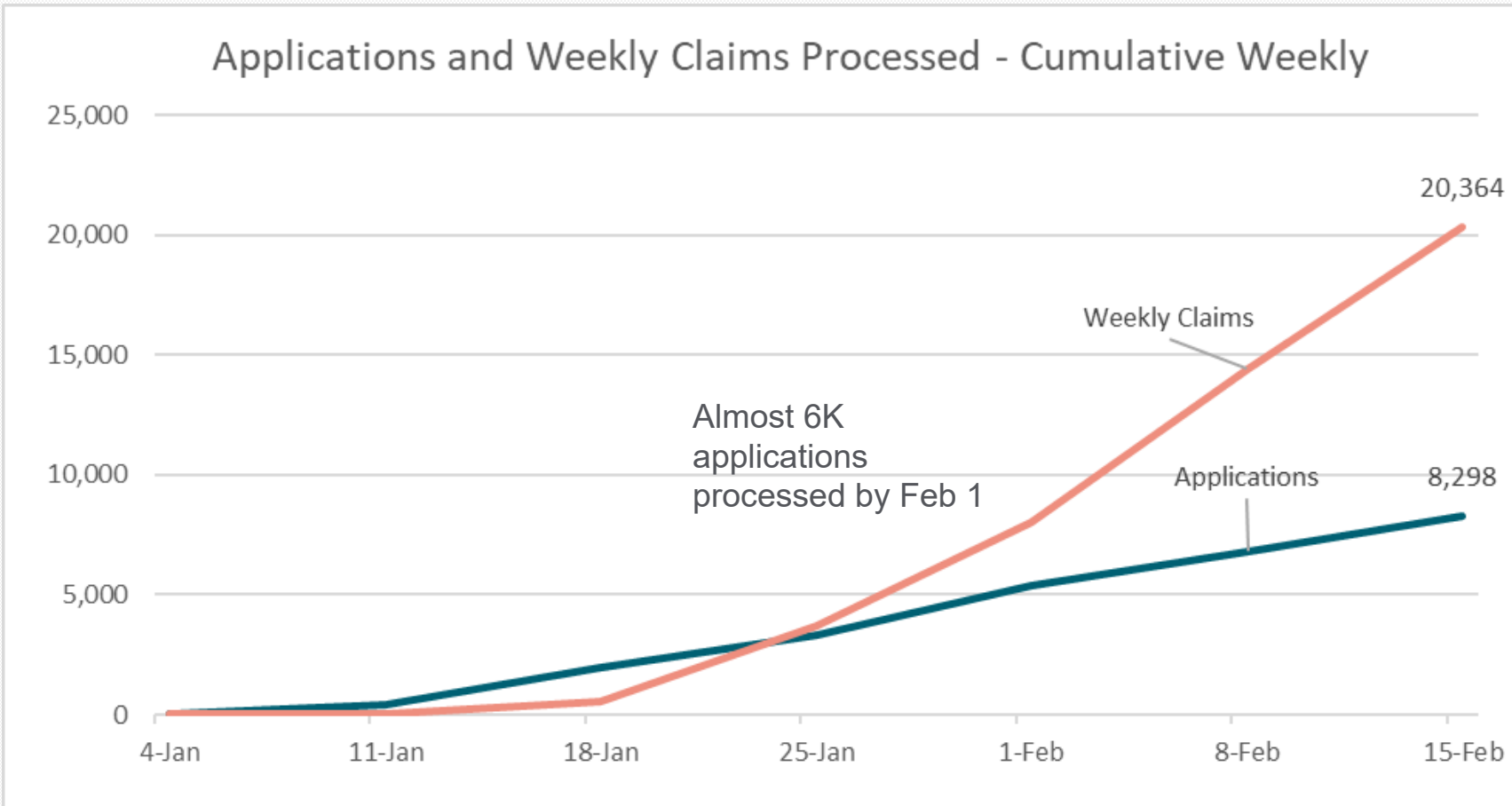
Approve January minutes

- Discussion

Launch data – through 2/14

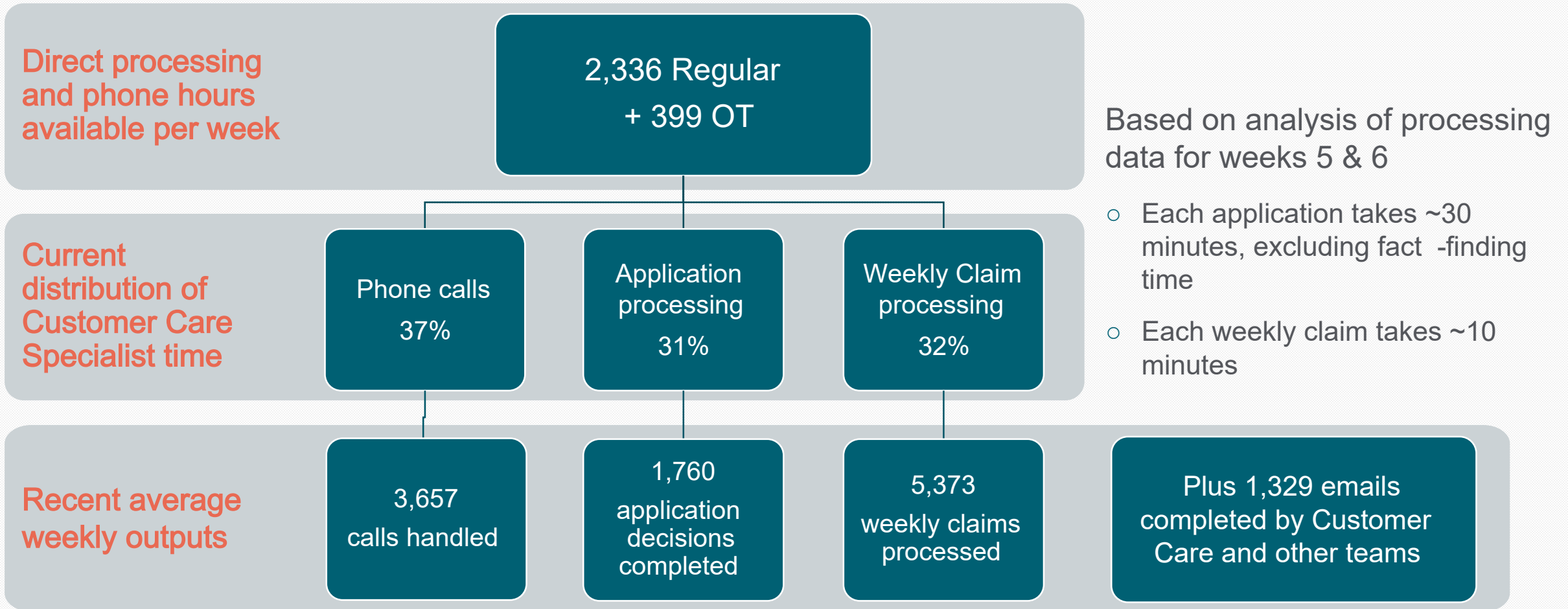


Launch data cont.



Launch data cont.

Processing analysis post start -up learning curve, weeks 5 & 6



Launch data cont.

Customer Care Call Processing	Week 1 30-Dec 4-Jan	Week 2 5-Jan 11-Jan	Week 3 12-Jan 18-Jan	Week 4 19-Jan 25-Jan	Week 5 26-Jan 1-Feb	Week 6 2-Feb 8-Feb	Week 7 9-Feb 15-Feb
Calls Presented	4,427	7,809	10,484	8,780	11,975	10,878	8,948
Calls Handled	3,869	4,309	4,285	3,284	3,748	3,565	3,372
Calls Abandoned	558	3,500	6,199	5,495	8,227	7,313	5,576
Average Handle Time	0:08:41	0:09:42	0:09:04	0:10:30	0:11:19	0:11:40	0:11:18
Max Handle Time	1:46:10	1:49:02	1:19:11	1:27:24	1:36:19	1:17:38	1:47:46
Average Abandoned Time	0:01:59	0:06:46	0:11:07	0:19:49	0:23:41	0:21:37	0:22:21
Max Abandon Time	0:20:08	0:33:33	1:26:47	1:39:11	2:17:10	2:00:46	1:58:20
Average Speed Answered	0:02:25	0:14:38	0:30:30	0:53:05	1:08:13	1:14:19	1:14:14
Average Queue Time	0:02:12	0:11:00	0:18:04	0:30:33	0:35:31	0:35:12	0:38:21
Max Queue Time	0:22:53	0:38:01	1:30:54	1:47:22	2:29:04	2:06:20	2:01:18

MITIGATIONS TO ADDRESS THE PROCESSING TIMES DUE TO THE HIGH VOLUMES:

- Hiring 35 more staff.
- Using existing ESD staff to increasing processing capacity.
- Extending PFML team overtime.
- Improving operational efficiencies.
- Implementing hardship criteria for expedited processing.

For the good of the order: open comment

Next meeting Fri day, March 20, 2020

Continue the conversation

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Employment Security Department

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Visit us online at
www.paidleave.wa.gov



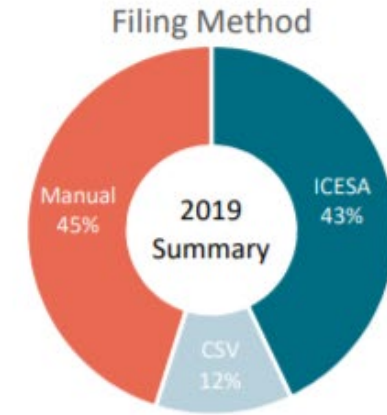
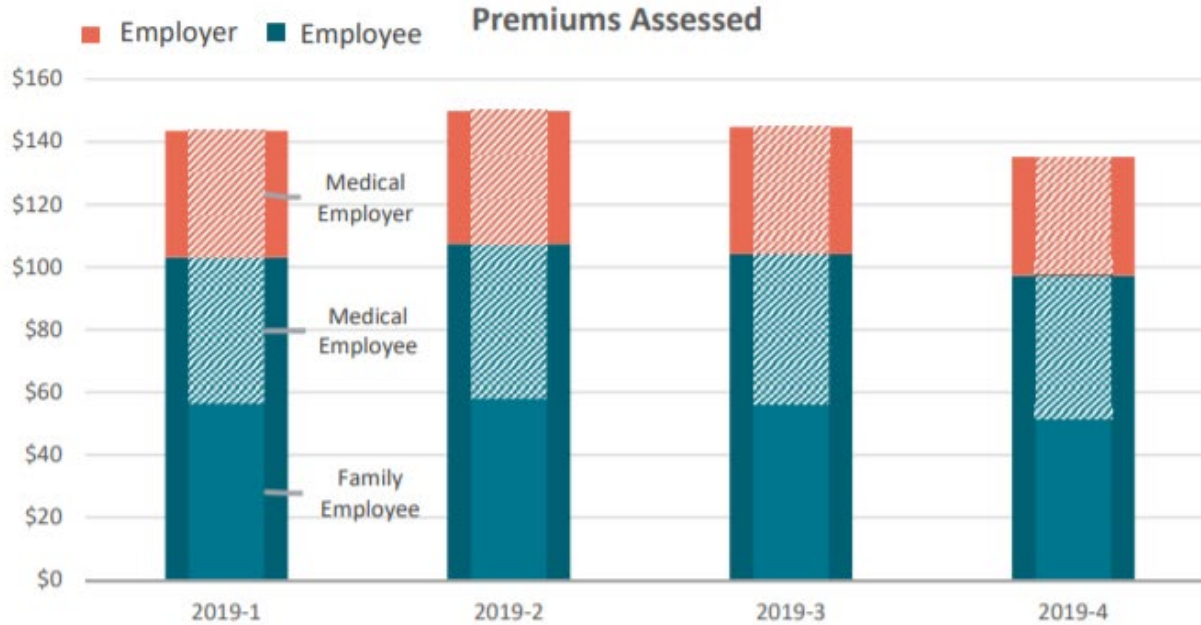
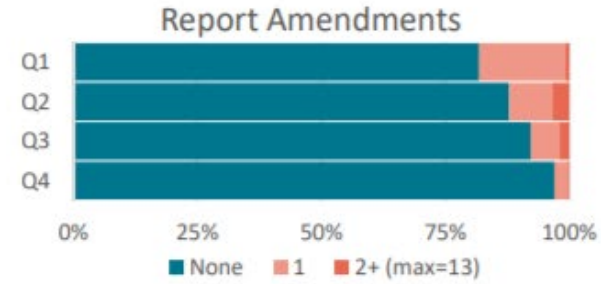
Join our listserv at
bit.ly/PaidLeaveList



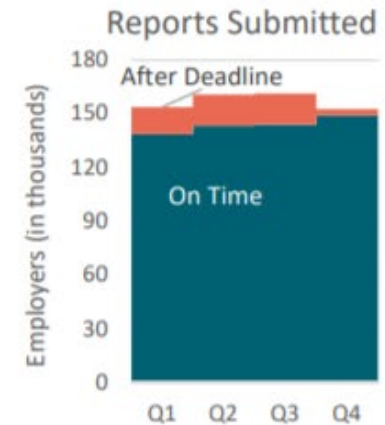
Ask questions and make
comments on our public forum
at bit.ly/CommentForum

Paid Family and Medical Leave Quarterly Reporting Summary 2019

	Q1	Q2	Q3	Q4
Employers	153,798	160,699	161,300	152,541
Employees				
total employer-reported	3,111,806	3,443,986	3,730,291	3,573,089
WA workers				
counted once across jobs	2,812,731	3,045,858	3,262,346	3,162,736



	Q1	Q2	Q3	Q4	YTD
Total Premiums	\$143,486,963	\$149,832,941	\$144,700,601	\$135,186,938	\$573,207,443
Employer	\$40,464,373	\$42,414,404	\$40,587,586	\$37,913,400	\$161,379,763
Employee	\$103,022,591	\$107,418,537	\$104,113,014	\$97,273,538	\$411,827,680
Family (all employee)	\$56,301,354	\$58,050,763	\$56,024,728	\$51,510,475	\$221,887,320
Medical	\$87,185,609	\$91,782,178	\$88,675,872	\$83,676,464	\$351,320,123
Employer	\$40,464,373	\$42,414,404	\$40,587,586	\$37,913,400	\$161,379,763
Employee	\$46,721,236	\$49,367,774	\$48,088,286	\$45,763,064	\$189,940,360



Voluntary plan update

As of 02/18/2020

401 preliminary applications

48 medical

31 family

322 both



341 completed applications received



317 applications fully processed

253 approved

36 denied

28 withdrawn