Advisory Committee Meeting
May 21, 2020
Presentation overview

- Introductions
- Approve meeting minutes
- Customer Service Processing Update
- Program Enhancements
- Small Business Update
- Paid Leave Budget
- Open comment
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 April minutes

• Discussion
Application & Weekly Claim data – through 5/18/20

Benefit Applications

- All 43%
- All Family 57%
- Family Bonding 45%
- Medical Pregnancy 10%
- Medical Self 33%
- Family Military 0.1%
- Family Care 13%

New Applications Submitted - Weekly

- Family Applications
- Medical Applications

New Weekly Claims Submitted - Weekly

Paid Family and Medical Leave | Employment Security Department
Application & Weekly Claim data – through 5/18/20
## Call Data

<table>
<thead>
<tr>
<th>Customer Care Call Processing</th>
<th>Week 13 22-Mar 28-Mar</th>
<th>Week 14 29-Mar 4-Apr</th>
<th>Week 15 5-Apr 11-Apr</th>
<th>Week 16 12-Apr 18-Apr</th>
<th>Week 17 19-Apr 25-Apr</th>
<th>Week 18 26-Apr 2-May</th>
<th>Week 19 3-May 9-May</th>
<th>Week 20 10-May 16-May</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Presented</td>
<td>6,653</td>
<td>6,640</td>
<td>6,069</td>
<td>5,677</td>
<td>7,069</td>
<td>6,484</td>
<td>5,501</td>
<td>3,471</td>
</tr>
<tr>
<td>Calls Answered</td>
<td>2,763</td>
<td>2,864</td>
<td>2,804</td>
<td>2,527</td>
<td>2,768</td>
<td>2,585</td>
<td>2,159</td>
<td>1,889</td>
</tr>
<tr>
<td>Calls Abandoned</td>
<td>3,890</td>
<td>3,776</td>
<td>3,265</td>
<td>3,150</td>
<td>4,301</td>
<td>3,899</td>
<td>3,342</td>
<td>1,582</td>
</tr>
<tr>
<td>Average Handle Time</td>
<td>0:10:54</td>
<td>0:11:25</td>
<td>0:11:11</td>
<td>0:11:56</td>
<td>0:10:25</td>
<td>0:10:53</td>
<td>0:10:13</td>
<td>0:11:56</td>
</tr>
<tr>
<td>Average Abandoned Time</td>
<td>0:36:09</td>
<td>0:33:01</td>
<td>0:31:51</td>
<td>0:33:22</td>
<td>0:35:29</td>
<td>0:39:39</td>
<td>0:42:27</td>
<td>0:28:15</td>
</tr>
<tr>
<td>Average Queue Time</td>
<td>0:57:32</td>
<td>0:57:45</td>
<td>0:56:59</td>
<td>0:59:30</td>
<td>0:59:37</td>
<td>1:02:57</td>
<td>1:06:59</td>
<td>0:47:07</td>
</tr>
</tbody>
</table>
Target Two Weeks—Hiring Specialists

**March**
2 Cohorts = 43 Specialists
100% processing

**April**
2 Cohorts = 31 Specialists
4/1 Team is at 100% processing
4/16 Team (20 specialists) at 50% capacity processing

**May**
2 Cohorts = 26 Specialists
0% processing
5/1 Team (20 specialists) will move to 50% processing next week
Target Two Weeks: Results = Applications Processed

Then

Week of 2/15/2020
Applications processed
1,472

Now (+54 Specialists Processing)
Week of 5/16/2020
Applications processed
3,674
Target Two Weeks Headlines (as of 5/18/2020)

**Demand continues to fluctuate**
- Week over week application volumes remain above initial projections; however, new applications have decreased since 3/22/2020.
- Four weeks in a row we have processed more than we have received!

**Working Hard to Address Demand**
- >45,000 applications processed.
- > 264,000 weekly claims processed.
- Program is actively monitoring and addressing the older applications.
- We are finding many claims are older because claimants had no response.

**Premium Collection**

**Program Solvency**
- Invoiced benefits approx. $144 million.
- Invoiced premiums approx. $757 million.
- Statute allows rate adjustment 1/1/2021:
  - >$694.8 million may increase rate to .5%.
  - >$810.5 million year 1 may require action this year.
Program Enhancements- as of 5/22/2020

Bonding Documentation info emailed 5/12/2020

Highlights of current release (May 21 deployment):
• Improved usability of the account creation process.
• Reduction in accounts created with incorrect SSNs.
• Prevention of initial applications without identity documents.
• Reduction in number of applications submitted without appropriate medical or bonding documentation.
• Unblocked wage files for 200 employers and agents.
• Increased stability of our systems.
• Improved workflow and case management for Customer Care Team and technical corrections for Finance.
Highlights:

- Add some automated email communications.
- Improve usability of the benefit account home screen.
- Functionality for finance team to handle bank file returns.
- Increase functionality to allow employers that do not have UBIs in the system to request to be added online.
- Improve workflow and case management for Customer Care team:
  - Document reasons for fact finding.
  - Flag cases as, “waiting for response.”
  - Notifications of customer actions.
Small Business Assistance Grants

Two components- replacement costs for expenses and temporary hire that are incurred while an Employee was on Paid Leave.

• Will be available by the end of 2020.
• Will be retroactively available for all employees who took leave beginning January 1, 2020.

Currently minimal inquiries on Small Business Assistance Grants.
## Small Business Assistance Grants - what is required

### ITEMIZED EXPENSES
**Requesting up to $1000**

1. SSN of employee on leave.
2. The amount requested.
3. Explanation or summary of wage related costs that were expended due to an employee on leave.
4. Documents showing that the employer made these expenses and how they relate to the individual on leave such as:
   - Additional wages to another employee (overtime etc.)
   - Outsourcing costs (example: temporary service agency)
   - Certification to existing employees to do work of employee on leave
   - Equipment purchases;
   - Other costs the department determines as appropriate.

### TEMPORARY HIRE
**Requesting $3000**

1. SSN of employee on leave.
2. Explanation or summary of personnel-related costs.
3. Documents showing that an employee on leave was temporarily replaced:
   - HR paperwork for replacement
   - Ads for hiring
   - Payroll documents to show when the temporary employee was hired
Paid Leave Budget, reflecting adjustments

<table>
<thead>
<tr>
<th></th>
<th>FY20</th>
<th>FY21</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Frontload Allotment</strong></td>
<td>$62,623,633</td>
<td>$15,839,367</td>
<td>$78,453,000</td>
</tr>
<tr>
<td><strong>Decision Package</strong></td>
<td>-</td>
<td>39,194,000</td>
<td>39,194,000</td>
</tr>
<tr>
<td><strong>Target Two Weeks</strong></td>
<td>-</td>
<td>11,754,000</td>
<td>11,754,000</td>
</tr>
<tr>
<td><strong>FY20 Underspend</strong></td>
<td>(5,000,000)</td>
<td>5,000,000</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$57,613,633</td>
<td>$71,787,367</td>
<td>$129,401,000</td>
</tr>
</tbody>
</table>

- Implement SHB 1399
  - **FY20**: $81,000
  - **FY21**: $81,000
  - **Total**: $162,000

**Grand Total**
- **FY20**: $57,694,633
- **FY21**: $71,868,367
- **Total**: $129,563,000

**FTE Allotments:**
- **FY20**: 256
- **FY21**: 297
Paid Leave Monthly Budget and Rate

- We are moving to a new format for monthly budget reporting - See next slide to review

- The Premium Rate conversation will need to be later in 2020 following 3rd quarter reporting.
# Paid Leave Monthly Budget - April 2020

<table>
<thead>
<tr>
<th>Division</th>
<th>Family Medical Leave Insurance Division</th>
<th>FY 20 By Org Index</th>
<th>FY 21 By Org Index</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Base Maintenance</td>
<td>FYTD Expenditure</td>
</tr>
<tr>
<td>OI</td>
<td>OI Title</td>
<td>Budget</td>
<td>as of April 2020</td>
</tr>
<tr>
<td>4001</td>
<td>Pfml Program Administration</td>
<td>2,329,275</td>
<td>1,141,825</td>
</tr>
<tr>
<td>4002</td>
<td>Pfml Office of the Ombuds</td>
<td>519,702</td>
<td>240,534</td>
</tr>
<tr>
<td>4003</td>
<td>Pfml Communications and Outreach</td>
<td>5,391,626</td>
<td>2,480,987</td>
</tr>
<tr>
<td>4004</td>
<td>Pfml Training and Staff Development</td>
<td>377,139</td>
<td>224,639</td>
</tr>
<tr>
<td>4005</td>
<td>Pfml Customer Care Center</td>
<td>13,612,979</td>
<td>7,145,275</td>
</tr>
<tr>
<td>4007</td>
<td>Pfml Operations Development</td>
<td>1,219,390</td>
<td>689,549</td>
</tr>
<tr>
<td>4008</td>
<td>Pfml Operations Accounting</td>
<td>1,661,545</td>
<td>614,095</td>
</tr>
<tr>
<td>4009</td>
<td>Pfml IT Product Build</td>
<td>26,915,325</td>
<td>18,792,804</td>
</tr>
<tr>
<td>4010</td>
<td>Pfml IT Product Maint &amp; Techn Support</td>
<td>1,812,465</td>
<td>2,009,460</td>
</tr>
<tr>
<td>4011</td>
<td>Pfml Care Center Technology</td>
<td>701,535</td>
<td>289,958</td>
</tr>
<tr>
<td>4012</td>
<td>Pfml Rules &amp; Policies</td>
<td>1,274,192</td>
<td>478,442</td>
</tr>
</tbody>
</table>

| Totals            | 56,291,330                             | 34,389,992         | 46,511,545         | 9,779,785                      | 65,184,501       |
For the good of the order: open comment

Next meeting June 18, 2020 from 10 a.m. to 12 p.m. (Electronic Only)
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
## Employer Reporting - as of 5/18/2020

### Paid Family and Medical Leave Quarterly Reporting Summary

<table>
<thead>
<tr>
<th></th>
<th>2019-Q1</th>
<th>2019-Q2</th>
<th>2019-Q3</th>
<th>2019-Q4</th>
<th>2020-Q1</th>
<th>Summary to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Employers</strong></td>
<td>154,973</td>
<td>161,673</td>
<td>163,248</td>
<td>155,519</td>
<td>146,380</td>
<td>188,183</td>
</tr>
<tr>
<td><strong>Employees</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>total employer-reported</td>
<td>3,206,613</td>
<td>3,465,562</td>
<td>3,756,141</td>
<td>3,650,402</td>
<td>3,506,444</td>
<td>3,998,810</td>
</tr>
<tr>
<td><strong>WA workers counted once across jobs</strong></td>
<td>2,898,239</td>
<td>3,069,930</td>
<td>3,286,338</td>
<td>3,224,696</td>
<td>3,155,644</td>
<td></td>
</tr>
</tbody>
</table>

### Premiums Assessed

![Premiums Assessed Chart]

<table>
<thead>
<tr>
<th></th>
<th>2019-Q1</th>
<th>2019-Q2</th>
<th>2019-Q3</th>
<th>2019-Q4</th>
<th>2020-Q1</th>
<th>Total to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Premiums Invoiced</strong></td>
<td>$154,206,237</td>
<td>$148,844,060</td>
<td>$142,855,549</td>
<td>$135,293,695</td>
<td>$176,132,679</td>
<td>$757,332,220</td>
</tr>
<tr>
<td><strong>Premium Wages</strong></td>
<td>$44,859,448,417</td>
<td>$43,152,169,668</td>
<td>$41,557,030,136</td>
<td>$38,781,884,529</td>
<td>$48,564,326,298</td>
<td>$216,914,859,048</td>
</tr>
<tr>
<td><strong>Gross Wages</strong></td>
<td>$48,175,061,105</td>
<td>$46,721,571,737</td>
<td>$52,500,251,121</td>
<td>$53,920,464,632</td>
<td>$56,553,537,792</td>
<td>$257,870,886,387</td>
</tr>
</tbody>
</table>
### Voluntary plan update

As of 5/12/2020

<table>
<thead>
<tr>
<th>405 preliminary applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>49 medical</td>
</tr>
<tr>
<td>31 family</td>
</tr>
<tr>
<td>325 both</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>342 completed applications received</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>318 applications fully processed</th>
</tr>
</thead>
<tbody>
<tr>
<td>253 approved</td>
</tr>
<tr>
<td>36 denied</td>
</tr>
<tr>
<td>29 withdrawn</td>
</tr>
</tbody>
</table>