

We're working hard to address high demand.

Demand for the new Paid Family and Medical Leave program continues to be very high. Here's what you need to know:

- Demand continues to be higher than expected, with more than 30,000 applications in the first six weeks.
- You can find expected processing times on our website (paidleave.wa.gov/after-you-apply).
- We are pulling out all the stops to get through the backlog and process applications as quickly as possible.

Resources to share

- **For people who have already applied.**
paidleave.wa.gov/after-you-apply
- **For people who need help with their application.**
paidleave.wa.gov/benefit-guide, or for tutorial videos and FAQs, paidleave.wa.gov/technical-support

From the Commissioner

"Since [my last update a few weeks ago](#), demand continues to be very high for this new program. We've received over 30,000 applications in the first six weeks and, unfortunately, expect processing times to be up to 10 weeks. We are working hard to address this demand, but we know this timeframe is simply too long. We are doing everything we can to bring on more staff, speed up processing and use every resource available to address this backlog as fast as possible. Given the mitigation steps we're putting in place, we believe 10 weeks is the peak to process complete applications for many who have applied up to this point, and we will see that decline as the mitigations take hold.

"The exceptional demand we are experiencing speaks to an even more profound need for this benefit than we expected. That said, we recognize that there may be some who will experience hardships by not getting the benefit sooner than we are able to process their application, and we apologize deeply for the difficulty this may cause. It is important to know that payments will be made retroactive to the approved leave start date and not to the date when the application is processed." - Suzi LeVine, Commissioner for the Employment Security Department

First six weeks

