

Washington
Paid Family & Medical Leave



Employment Security Department
WASHINGTON STATE

Advisory Committee Meeting
November 19, 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)

Conference Call Structure

- Advisory Committee and the presenters will only be unmuted during the meeting, until Open Comment.
- Public to hold all feedback until the Open Comment period.
- Comments and questions in the Chat will not be reviewed as part of the meeting structure, rather:
 - 20 minutes dedicated to Open Comment
 - Please frame your questions as a comment.
 - “Raise your hand” if you have a comment.
 - The meeting host will unmute individual line to allow for the Public Comment.

Approve October & Nov 2 (Added Mtg) Advisory minutes

- Discussion

Marking the Paid Leave 1st Anniversary

- Legislative work session
- Sharing case studies
- Solicit Advisory Committee input

Language Access Planning

Agency submitting Language Access Plan and Policy to Governor's office and Department of Labor.

Planning underway to comply with agency plan and policy. Possible activities:

- Development of a Babel sheet
 - Identifying highest priority materials
- Translation of materials into additional languages (application, FAQs, letters, etc.)
- Phone queue options for limited English proficient customers

Ask: What are you hearing from your members?

Language Access Planning

Proposed goal: Improve weekly claim process for customers with limited English proficiency

Two high level ideas:

Improve weekly claim phone filing

- Improved phone queue structure for weekly claims.
- Alternative number
- A scheduled call back
- Outbound call strategy

Establish an alternate process for filing weekly claims

- Paper:
- Mail
- Fax

Upcoming Functionality

- Small Business Assistance Grants – December 2020
- Issuing 1099Gs – January 2021

Small Business Assistance Grants

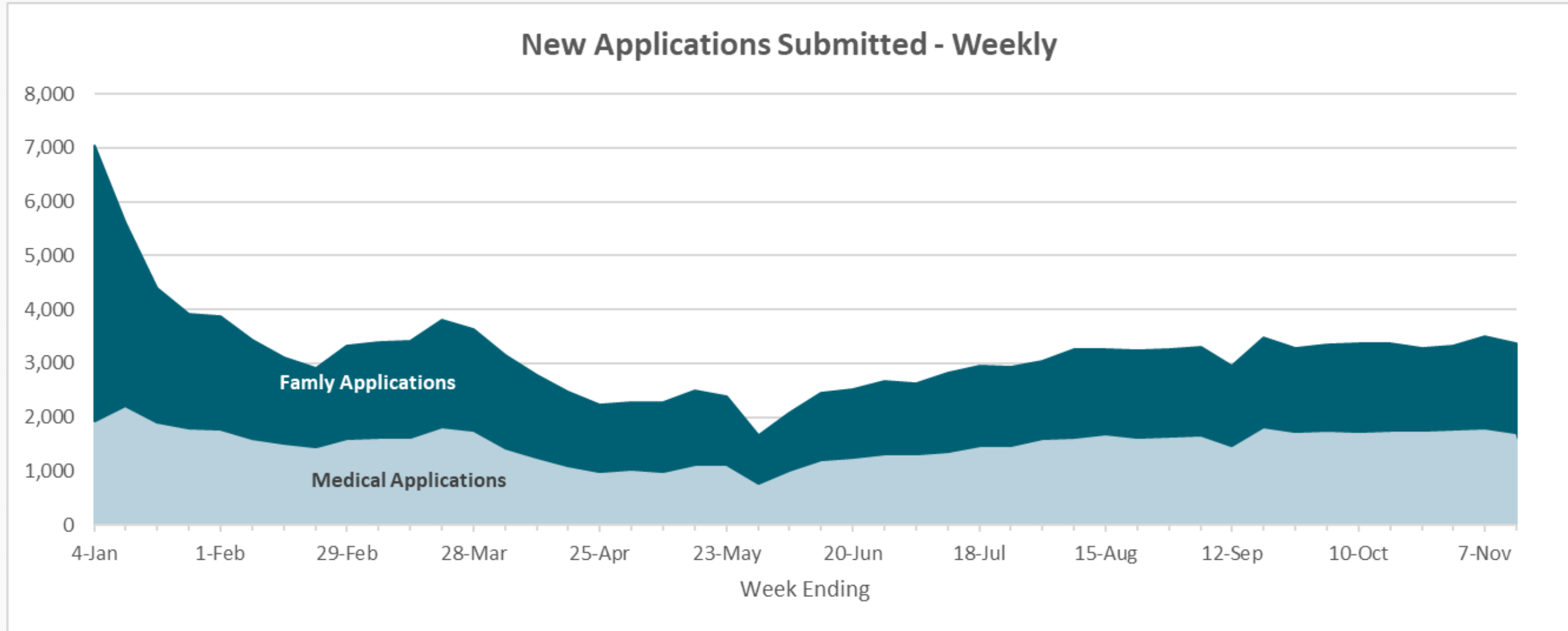
Communications plan

Audience	Channel	Task and notes	Target date
Stakeholders	Email	AC members – send key messages, shareable content	December 9
General	Website	<ul style="list-style-type: none"> • Small business page • Help center 	December 9
General	Publications	<ul style="list-style-type: none"> • Develop toolkit or one-pager • Update ER toolkit 	December 9
General	Press Release	Share data and stats on 2020 activity	TBD
Employers (Targeted)	Email	<p>Series of two emails to employers who are sized under 150 and had an employee take leave in 2020:</p> <p>#1 – Grants are coming, requirements/checklist, FAQs/toolkit (early Dec.)</p> <p>#2 – Grants are available, requirements, process/toolkit (early Jan.)</p>	December 15 and early January
Employers (Paid Leave)	Email	<p>All small employers (under 150) + small biz listserv:</p> <ul style="list-style-type: none"> • Key messages • Requirements • Toolkit 	TBD

Issue 1099Gs

Audience	Channel	Task and notes	Target date
Stakeholders	Advisory special meeting		Done
General	Website	Updated FAQs in Help Center (high level, general information in individuals and family's section)	Dec 1
General	Guides	Benefit Guide, Parents' Guide, ER Toolkit	Dec 1
Recipients of family leave benefits	Mail	1099 form and accompanying explanatory materials	Jan 20-31
CCT	Email	FAQs, talking points, links to FAQs on website. For Policy related changes, include Policy Update and KBAs as line items for CCT with Policy as the owner.	Dec 1
		Additional talking points and copy of the customer letter	Late Jan (timed with mailing)

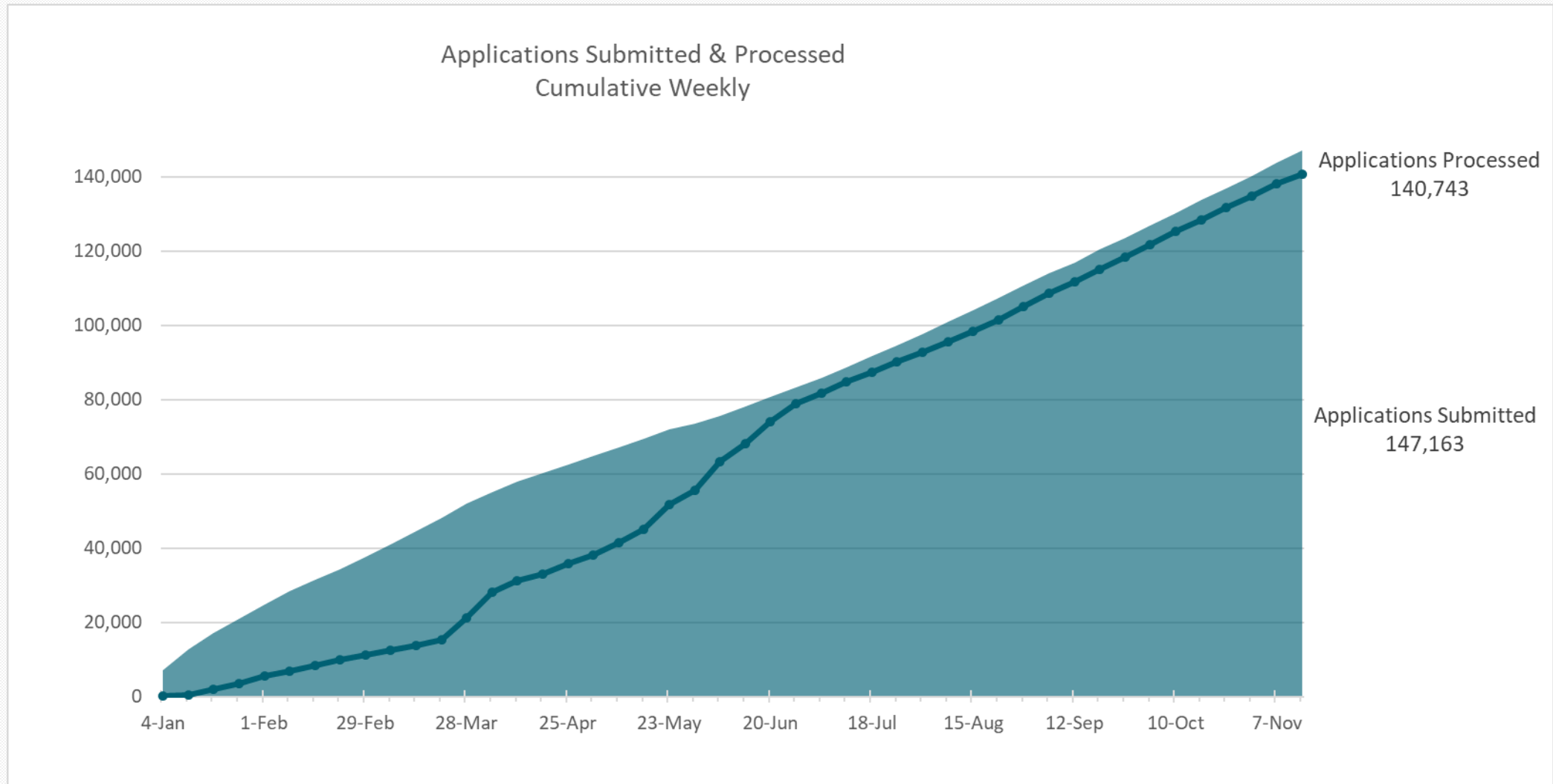
Application & Weekly Claim data through 11/14/2020



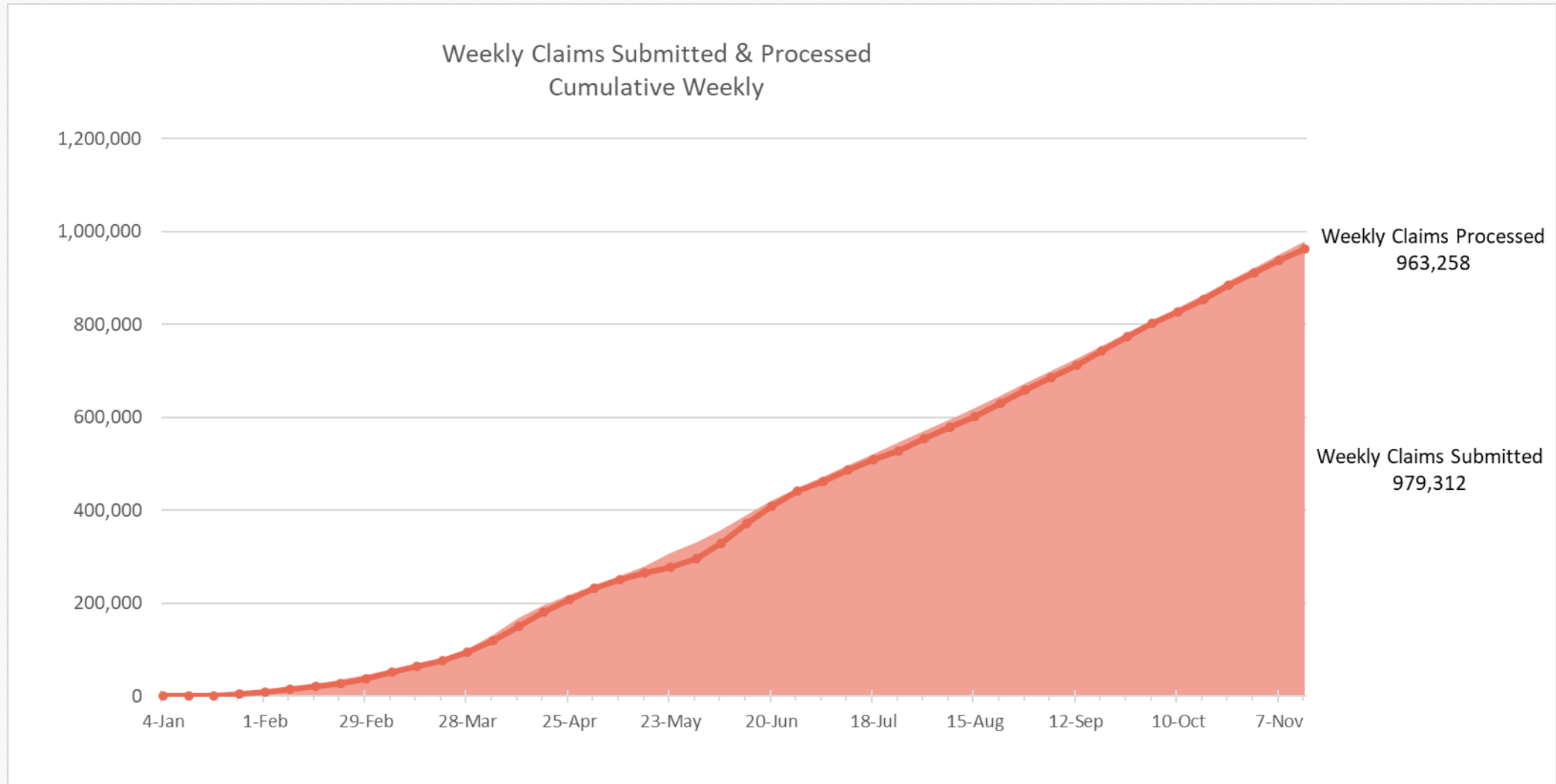
Application & Weekly Claim data past 10 weeks + total

Week Ending	37 12-Sep	38 19-Sep	39 26-Sep	40 3-Oct	41 10-Oct	42 17-Oct	43 24-Oct	44 31-Oct	45 7-Nov	46 14-Nov	Total
Applications											
Applications submitted	2,942	3,474	3,288	3,337	3,362	3,365	3,283	3,321	3,509	3,368	147,163
week-over-week change	-11%	18%	-5%	1%	1%	0%	-2%	1%	6%	-4%	
Submitted via paper	7	16	31	60	54	31	42	21	33	23	859
Family total	50%	48%	48%	47%	48%	48%	47%	46%	49%	49%	53%
Family Bonding	39%	37%	37%	37%	37%	36%	37%	35%	38%	38%	41%
Family Care	11%	11%	11%	10%	11%	12%	10%	11%	11%	11%	11%
Family Military	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%	0.1%	0.1%
Medical total	50%	52%	52%	53%	52%	52%	53%	54%	51%	51%	47%
Medical Self	42%	44%	43%	43%	43%	44%	44%	46%	40%	37%	38%
Medical Pregnancy	8%	8%	9%	9%	9%	8%	9%	8%	11%	14%	9%

Application & Weekly Claim data – through 11/14/2020



Application & Weekly Claim data – through 11/14/2020



Processing time – past 10 weeks

	37	38	39	40	41	42	43	44	45	46
Week Ending	12-Sep	19-Sep	26-Sep	3-Oct	10-Oct	17-Oct	24-Oct	31-Oct	7-Nov	14-Nov
Avg weeks processing time for applications processed in the week indicated	1.8	1.6	1.7	1.6	1.6	1.6	1.6	1.6	1.7	1.9
Median weeks processing time for applications processed in the week indicated	1.3	1.1	1.1	1.3	1.3	1.1	1.1	1.3	1.4	1.6

Call Data – past 10 weeks

Customer Care Call Processing	Week 37	Week 38	Week 39	Week 40	Week 41	Week 42	Week 43	Week 44	Week 45	Week 46
	6-Sep	13-Sep	20-Sep	27-Sep	4-Oct	11-Oct	18-Oct	25-Oct	1-Nov	8-Nov
	12-Sep	19-Sep	26-Sep	3-Oct	10-Oct	17-Oct	24-Oct	31-Oct	7-Nov	14-Nov
Calls Presented to PFML	21,049	20,137	20,201	13,883	14,725	13,794	13,568	17,025	14,776	14,289
Calls Presented	4,126	6,479	5,573	4,421	6,299	6,592	6,962	7,166	6,935	5,542
Calls Answered	1,719	2,628	2,426	2,081	2,652	2,698	2,863	3,007	2,949	2,351
Calls Abandoned	2,407	3,851	3,147	2,340	3,647	3,894	4,099	4,159	3,986	3,191
Average Handle Time	0:12:25	0:12:06	0:12:22	0:10:21	0:11:13	0:12:20	0:12:28	0:11:49	0:11:49	0:12:10
Max Handle Time	1:28:57	1:49:21	1:38:56	1:35:50	1:26:18	2:06:02	2:11:51	3:31:57	1:48:16	2:03:02
Average Abandoned Time	0:19:44	0:15:31	0:16:04	0:14:50	0:16:05	0:14:58	0:15:51	0:15:53	0:13:51	0:15:46
Max Abandon Time	3:49:53	2:36:07	3:00:47	2:43:47	3:08:02	2:47:33	2:35:15	2:43:09	2:28:42	3:08:13
Average Speed Answered	0:49:10	0:41:10	0:44:32	0:36:25	0:43:22	0:43:28	0:41:27	0:41:54	0:38:07	0:41:27
Average Queue Time	0:30:17	0:24:43	0:27:25	0:24:20	0:26:23	0:25:24	0:24:46	0:24:57	0:23:02	0:25:28
Max Queue Time	3:58:09	2:49:52	3:07:55	2:58:28	3:10:27	2:54:18	2:44:53	2:47:43	2:30:07	3:20:32

Emails

Emails Received & Email Backlog
As of 11/16



2021 Advisory Committee Meeting Cadence & format –

Monthly 1-hour meeting; via conference bridge through at least 6/30/2021

- Fridays*: 1/22; 2/19; 3/19; 4/16; 5/21; 6/18
- Thursdays: 7/15; 8/19; 9/16; 10/21; 11/18; 12/16

*Adjusted to Friday's between January-June for session

Open Comment

Next meeting December 17, 2020 from 10 a.m. to 12 p.m.

Continue the conversation

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Visit us online at
www.paidleave.wa.gov



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bit.ly/PaidLeaveList



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

Employer Reporting as of 11/15/2020

Paid Family and Medical Leave Quarterly Reporting Summary

	2019-Q1	2019-Q2	2019-Q3	2019-Q4	2020-Q1	2020-Q2	2020-Q3
Employers	155,739	162,544	164,339	157,337	152,712	148,886	146,074
Employees total employer-reported	3,228,771	3,490,230	3,800,129	3,703,518	3,613,296	3,351,892	3,306,506
WA workers counted once across jobs	2,915,710	3,083,367	3,313,320	3,266,238	3,244,354	3,061,375	2,982,222
Premiums Invoiced	\$157,327,534	\$151,926,174	\$146,505,341	\$139,193,114	\$179,692,618	\$160,751,337	\$144,105,178

Premiums Assessed



Voluntary plan update

As of 11/18/2020

