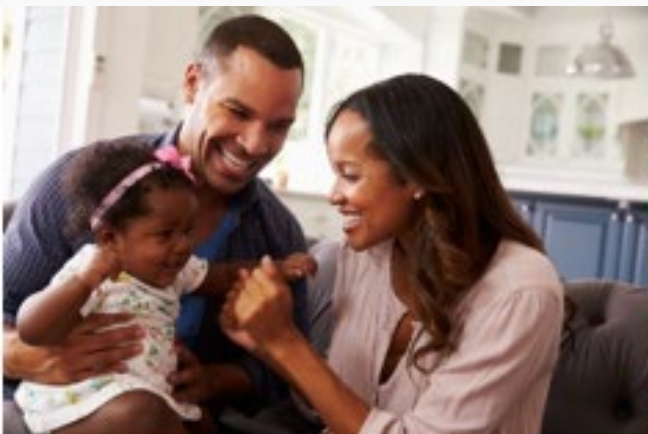# Paid Family and Medical Leave

Advisory Committee Meeting
September 12, 2018

PRESENTATION OVERVIEW

Introductions

Approve July & August Meeting Minutes

Voluntary Plan Application Processing Launch

PFML Website Demo

PFML Budget Overview

Brink – Marketing Items

General Program Update

Open Comment

Employment Security Department
WASHINGTON STATE

INTRODUCTIONS

► Advisory committee

► In-person attendees

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

APPROVE JULY & AUGUST MINUTES

▶Discussion

The Technology platform is not ready for Voluntary Plan launch 9/17/2018.

Remainder of the operational structure is ready and able to launch Voluntary Plan processing 9/17/2018 by deploying the contingency plan.

Mitigation strategy:
Voluntary Plan applications to begin 9/17/2018:

- Submit application through PFML website;
- Voluntary plan payment via check.

Daily monitoring of completion of Technology platform. Expected Release of 11/1/2018

Applying for a Voluntary Plan

The voluntary plan application process is three steps:

1. Submit the application

2. Upload your policy

3. Pay the application fee

All three steps need to be completed before the Customer Care Team can review your plan.

The application asks questions about your business's voluntary plan. Before you begin, we suggest:

- Reading the Voluntary Plan Guide.
- Noting your answers to application questions, which you can find on our voluntary plan page.

Keep in mind:

- Answer each question, selecting the answer that accurately reflects your business's voluntary plan.
- When answering questions that might depend on an employee's job title, wage, or other criteria, give the answer that corresponds to the minimum benefits given to all your employees.
- Your work is not saved within the application; if you close the browser or hit the back button before submitting, you will need to start over.

To be approved, your plan's benefits must meet or exceed the state's plan in the following areas:

- Eligibility
- Premium deduction amount
- Leave duration
- Weekly benefit
- Job protection under FMLA
- Maintenance of health benefits under FMLA

If you have questions, please contact our Customer Care Team at 833-717-2273 or by email at paidleave@esd.wa.gov.

Business Information

Tell us about your business

UBI (uniform business identifier)

123-456-789

Legal Entity Name

Megacorp, Inc.

Address1

123 4th Ave

Address2

Address2 is a required field.

Address3

City	State	Zip
Seattle		
	Please enter a valid state abbrevation (two alpha characters).	Please enter a valid ZIP code (5 numeric characters).

Start Your Plan

👤 Contact Information

If we have questions about your voluntary plan application, whom should we contact? Please provide contact information below.

First Name

FirstName is a required field.

Last Name

LastName is a required field.

Email Address

EmailAddress is a required field.

Phone Number

(XXX) XXX-XXXX

Please enter a valid phone number.

📝 Voluntary Plan Details

What kind of paid leave plan will you offer? *

Type of Plan Family ▼

Will all of your Washington employees, including full-time, part-time, permanent or temporary employees, who work at least 820 hours in a qualifying period, with at least 340 of those hours in your employment, be eligible for benefits under your plan? *

- ○ Yes
- ○ No

An option is required for AllEmployeesEligible.

What is the minimum duration of paid weeks your plan makes available to employees during a period of 52 consecutive calendar weeks? *

Please enter a number.

How many paid weeks will your plan allow paid medical leave to be extended if an employee experiences complications from pregnancy which results in incapacity? *

Please enter a number

About Your Plan

🧰 Providing Care

Note: A serious health condition is an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility, or continuing treatment by a health care provider.

Will your plan provide employees paid leave if they are unable to work due to a serious health condition? *

- ○ Yes
- ○ No

An option is required for ProvidePaidLeaveIfUnableToWork.

Will your plan provide employees paid leave to provide care, including physical or psychological, to a family member with a serious health condition? *

- ○ Yes
- ○ No

An option is required for PaidLeaveCareforFamilyMember.

Will your plan provide employees paid leave to care for a grandchild, grandparent, parent, or sibling with a serious health condition? *

- ○ Yes
- ○ No

An option is required for PaidLeaveCareforGrandchild.

Will your plan allow employees paid leave to care for their husband or wife, or state registered domestic partner with a serious health condition? *

- ○ Yes
- ○ No

An option is required for PaidLeaveCareforSpouse.

➕Leave and Benefits

Will your plan pay benefits that are greater than or equal to the states plan to your eligible employees? *

○ Yes
○ No

An option is required for BenefitsGreaterThanorEqualToStatePlan.

➕Premium Deductions

Do you intend to withhold premiums from your employees' wages? *

○ Yes
○ No

An option is required for WithholdPremiumsFromWages.

➕Job Protection

Do you have 50 or more employees? *

○ Yes
○ No

An option is required for FiftyOrMoreEmployees.
Will you protect job of an employee on leave who was employed with your business at least 9 months and 965 hours in a 12-month period before the leave began? *

○ Yes
○ No

An option is required for ProtectJobofEmployee.

➕Health Benefits

Do you currently provide employees with health benefits? *

○ Yes
○ No

An option is required for CurrentlyProvideHealthBenefits.
Will you continue to provide the same health benefits while the employee is on leave as long as they can maintain their share of the employee's cost of medical premiums? *

○ Yes
○ No

An option is required for ContinuetoProvideBenefits.

Acknowledgment

I certify, by my submission of this request, this plan affords current and future Washington employees employed under this Unified Business Identifier (UBI) leave and benefits that are greater than or equal to that of what the state plan offers. I acknowledge this plan will reaim in effect for no less than one year from the initial start date and continuously thereafter unless withdrawn or the plan is terminated by the department for failure to comply. In the event my plan is withdrawn or terminated, I agree to remit all moneys collected and owed, including any interest accrued, to the department. I understand this plan must be approved annually for the first three years with any subsequent approval required for any changes made to the plan not mandated by law.

☐ I have read and accept the laws and rules set forth in RCW 50A.04 and understand I am subject to employer penalties for any violations of this chapter. Acknowledgement is a mandatory field.

Carefully review your voluntary plan application before continuing. Once you move on to uploading your supporting documents, you will not able to make adjustments or corrections to your application.

Upload Documents

In addition to your application, the Customer Care Team will review your voluntary plan policy. Please upload below. If you would like to provide your policy later, you can do so from your account homepage by clicking the "Upload" link.

To upload a file, select the file from your computer and click 'Upload'. Once the file is uploaded, you will not be able to modify or delete this file.

- File formats allowed: .pdf, .doc, .docx, .xls, .xlsx, .tif, .tiff, .jpeg, .jpg, .png
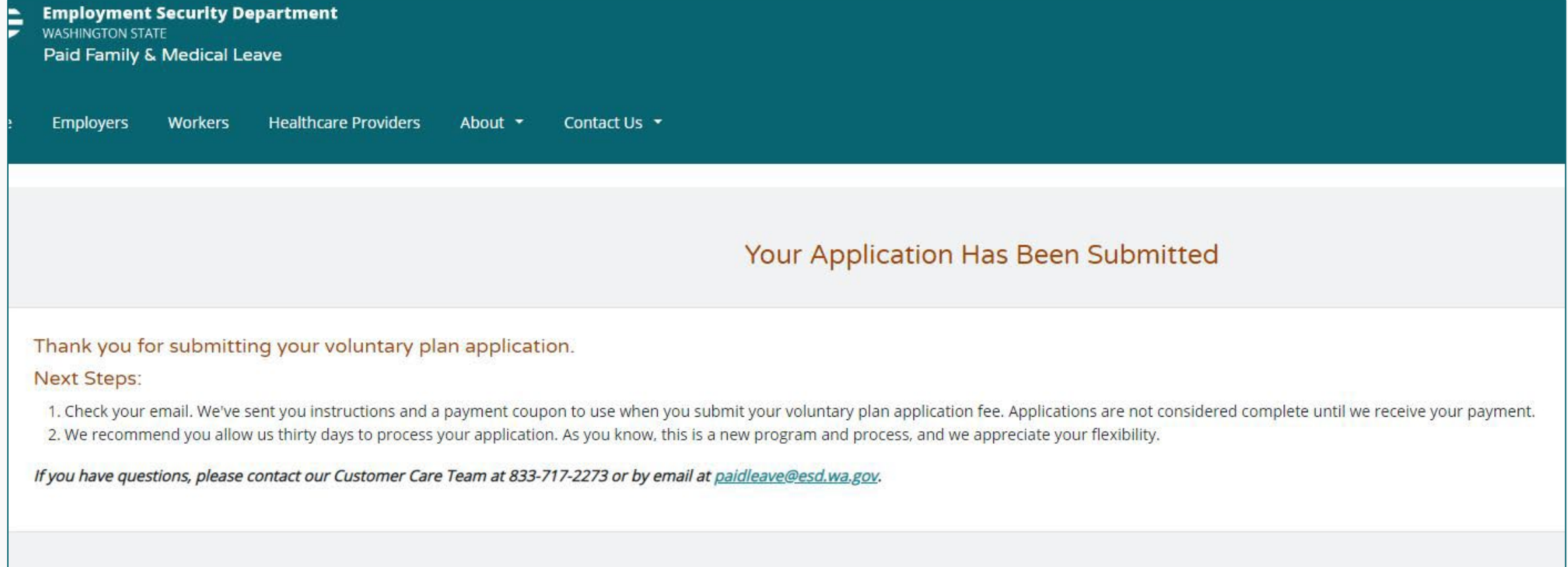- Maximum file size allowed 5 MB

Voluntary Plan Policy

Choose Files | No file chosen

Comments (Optional)

By clicking "Submit", you are confirming that your application is complete and ready for review and determination.

- Address2 is a required field.
- Please enter a valid state abbreviation (two alpha characters).
- Please enter a valid ZIP code (5 numeric characters).
- FirstName is a required field.
- LastName is a required field.
- EmailAddress is a required field.
- Please enter a valid phone number.
- An option is required for AllEmployeesEligible.
- Please enter a number.
- Please enter a number
- An option is required for ProvidePaidLeaveIfUnableToWork.
- An option is required for PaidLeaveCareforFamilyMember.
- An option is required for PaidLeaveCareforGrandchild.
- An option is required for PaidLeaveCareforSpouse.
- An option is required for BenefitsGreaterThanorEqualToStatePlan.
- An option is required for WithholdPremiumsFromWages.
- An option is required for FiftyOrMoreEmployees.
- An option is required for ProtectJobofEmployee.
- An option is required for CurrentlyProvideHealthBenefits.
- An option is required for ContinuetoProvideBenefits.
- Acknowledgement is a mandatory field.

Submit

PFML WEBSITE DEMO- paidleave.wa.gov

PFML BUDGET

Revenue, Expenditures, and Fund Balance - Paid Family and Medical Leave Account (22F)
Data Source: Labor Market and Performance Analysis (in millions)

Description	FY18	FY19	FY20	FY21	FY22	FY23
Beginning Fund Balance	$ -	$ 68.9	$ 201.2	$ 457.3	$ 594.8	$ 616.2
Revenue*						
General Fund Loan to PFML	$ 82.0					
Premium Collection Revenue		$ 260.0	$ 520.0	$ 800.0	$ 800.0	$ 800.0
Interest		$ 3.0	$ 4.0	$ 4.0	$ 4.0	$ 4.0
Subtotal	$ 82.0	$ 263.0	$ 524.0	$ 804.0	$ 804.0	$ 804.0
Expenditures						
Loan Repayment with interest**		$ 83.4				
Benefit Payments			$ 225.0	$ 639.1	$ 759.7	$ 774.9
Admin and Implementation Costs***	$ 13.1	$ 47.3	$ 42.9	$ 27.4	$ 22.9	$ 22.1
Subtotal	$ 13.1	$ 130.7	$ 267.9	$ 666.5	$ 782.6	$ 797.0
Ending Fund Balance	$ 68.9	$ 201.2	$ 457.3	$ 594.8	$ 616.2	$ 623.2

* Revenues reflected do not include Penalties and Interest (P&I), or VP application processing fees ($250 per application).

**The actual expenditures for implementation plus interest will be repaid from PFML premium collections by June 30, 2019.

***Unknown/unanticipated costs, such as first floor tenant improvement/IT systems/services, etc.

PFML Account (22F) Fund Balance

PFML ACCOUNT FUND BALANCE
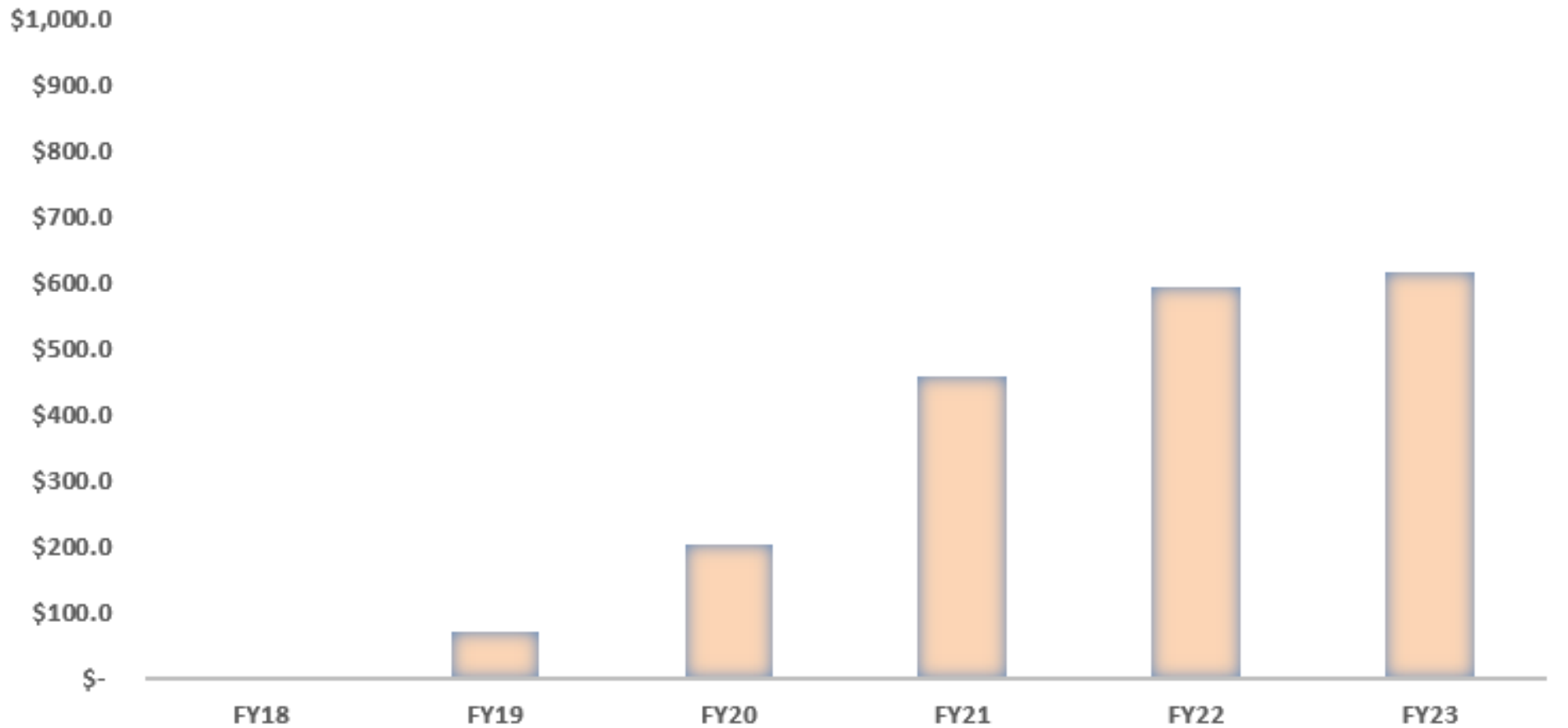
Note: Revenues from Penalties and Interest (P&I), or Voluntary Plan application processing fees ($250 per application) are not reflected in the Revenue section.

PFML Operating Budget

Org Index & Title		Dollars							FTEs				
		FY18 Actual	FY19	FY20	FY21	FY22	FY23	Total	FY19	FY20	FY21	FY22	FY23
Program Administration													
4001	PFML Program Administration	$3,021,447	$1,806,005	$3,321,665	$4,915,476	$4,748,436	$4,748,100	$22,561,129	11.0	11.0	4.0	4.0	4.0
Office of the OMBUDS													
4002	PFML Office of the OMBUDS	$45,066	$174,085	$174,085	$174,085	$174,085	$174,085	$915,491	1.0	1.0	1.0	1.0	1.0
	Subtotal	$45,066	$174,085	$174,085	$174,085	$174,085	$174,085	$915,491	1.0	1.0	1.0	1.0	1.0
Education and Outreach**													
4003	PFML Communications and Outreach	$147,644	$2,284,481	$2,375,006	$626,758	TBD	TBD	$5,433,889	8.1	8.1	4.4	TBD	TBD
4004	PFML Training and Staff Development	$58,315	$346,081	$364,577	TBD	TBD	TBD	$768,973	2.7	3.0	0.3	TBD	TBD
	Subtotal	$205,959	$2,630,562	$2,739,583	$626,758	TBD	TBD	$6,202,862	10.8	11.1	4.7	0.0	0.0
Operations													
4005	PFML Customer Care Center	$29,089	$4,471,649	$5,807,968	$5,752,468	$5,752,468	$5,752,468	$27,566,110	37.0	54.0	54.0	54.0	54.0
4006	PFML Operations Admin.	$65,875	$390,443	$390,443	$248,134	$248,134	$248,134	$1,591,163	3.0	3.0	2.0	2.0	2.0
4007	PFML Operations Development	$196,234	$763,328	$763,328	$0	$0	$0	$1,722,890	7.0	7.0	0.0	0.0	0.0
4008	PFML Operations Accounting	$52,405	$518,629	$963,199	$913,080	$913,080	$913,080	$4,273,473	2.6	5.0	5.0	5.0	5.0
	Subtotal	$343,603	$6,144,049	$7,924,938	$6,913,682	$6,913,682	$6,913,682	$35,153,636	49.6	69.0	61.0	61.0	61.0
IT**													
4009	PFML IT Product Build	$7,845,920	$22,196,641	$15,825,999	$5,067,016	$1,922,238	$1,273,172	$54,130,986	27.0	27.0	27.0	0.0	0.0
4010	PFML IT Product Maintenance and Technology Su	$0	$218,094	$218,094	$218,094	$218,094	$218,094	$1,090,470	2.0	2.0	2.0	2.0	2.0
4011	PFML Care Center Technology	$0	$3,178,686	$690,358	$151,000	$151,000	$151,000	$4,322,044	3.2	4.0	0.0	0.0	0.0
	Subtotal	$7,845,920	$25,593,421	$16,734,451	$5,436,110	$2,291,332	$1,642,266	$59,543,500	32.2	33.0	29.0	2.0	2.0
Rules & Policies**													
4012	PFML Rules & Policies	$204,506	$970,842	$1,030,475	TBD	TBD	TBD	$2,205,823	7.0	8.0	1.0	TBD	TBD
	Subtotal	$204,506	$970,842	$1,030,475	TBD	TBD	TBD	$2,205,823	7.0	8.0	1.0	0.0	0.0
(A) Total Direct Budgeted in PFML Division		$11,666,501	$37,318,964	$31,925,197	$18,066,111	$14,127,535	$13,478,133	$126,582,441	111.6	133.1	100.7	68.0	68.0
Adds: Indirect --- Expenditures will be paid by PFML account but not allotted in PFML Division.													
	AS&T, Pool Cost, and Central Service Costs	$ 1,478,300	$ 2,668,961	$ 3,585,793	$ 2,942,696	$ 2,942,696	$ 2,942,696	$16,561,142	29.9	36.8	29.6	20.5	20.5
	Legal Services												
	Office of Administrative Hearings (OAH)		$ 454,000	$ 908,000	$ 1,794,000	$ 1,794,000	$ 1,794,000	$6,744,000					
	Attorney General (AGO)		$ 188,000	$ 189,000	$ 381,000	$ 381,000	$ 381,000	$1,520,000					
	Commissioner's Review Office (CRO)		$ 484,686	$ 662,632	$ 662,632	$ 662,632	$ 662,632	$3,135,214	5.2	7.1	7.1	7.1	7.1
(B) Total Indirect Not Allotted in PFML		$1,478,300	$3,795,647	$5,345,425	$5,780,328	$5,780,328	$5,780,328	$27,960,356	35.1	43.9	36.7	27.6	27.6
(A)+(B) Total Budgeted in PFML		$13,145,000	$41,115,000	$37,271,000	$23,846,000	$19,908,000	$19,258,000	$154,543,000	146.7	177.0	137.4	95.6	95.6
(C)Adds: Contingency* - 15% of (B)													
	15%		6,167,000	5,591,000	3,577,000	2,986,000	2,889,000	$21,210,000	22	26.6	20.6	14.3	14.3
(A)+(B)+(C)Total Dollars		$13,145,000	$47,282,000	$42,862,000	$27,423,000	$22,894,000	$22,147,000	$175,753,000					

Brink – Marketing Update

►Employer Survey
►Marketing Plan

GENERAL PROGRAM UPDATE

Proposed 2019 Advisory Committee Meetings

▶January 18th*

▶February 15th**

▶March 22st*

▶April 19th*

▶May 17th*

▶June 20th

▶July 18th

▶August 15th

▶September 19th

▶October 17th

▶November 21st

▶December 19th

*Friday meetings | **February would be just before Policy Cutoff

GENERAL PROGRAM UPDATE

Policy Update:

►Phase 2 Employer requirements:
- ►CR102 (proposed rules) was filed August 16
- ►Public hearing in Lacey on October 24
- ►Public Hearing in Spokane on October 29
- ►CR103 (adopted rules) filing November 2
- ►Rules effective December 3

GENERAL PROGRAM UPDATE

Policy Update:

► Phase 3 Benefit applications:
  ► Listening session August 9
  ► Draft 1 posted to engagement site September 12
  ► Stakeholder meeting September 18
  ► Draft 2 posted to engagement site November 2

GENERAL PROGRAM UPDATE

Policy Update:

►Phase 4 Ongoing employee eligibility:

  ►CR101 (notice of intent to rule make) filing October 3

  ►Listening session October 15

FOR THE GOOD OF THE ORDER

▶ Open Comment

CONTINUE THE CONVERSATION

Carla Reyes

Interim Director, Paid Family & Medical Leave

Washington State Employment Security Department

(360) 485-2349

CReyes@ESD.WA.GOV

Visit us online at www.esd.wa.gov/paid-family-medical-leave

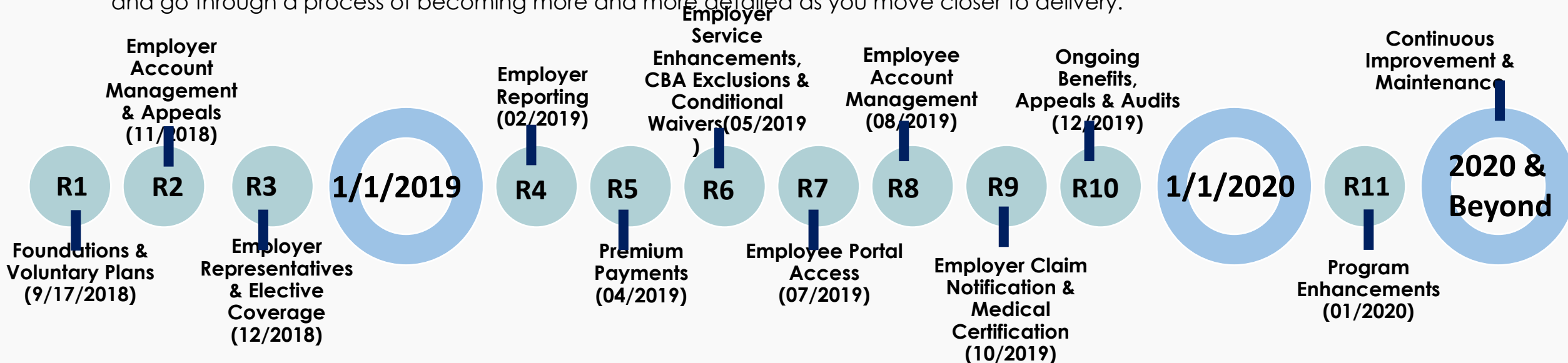Join our listserv at bit.ly/PaidLeaveList

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

► DO NOT PUBLISH BEHIND THIS SLIDE– August Materials for reference only

Paid Family and Medical Leave
Service Delivery Road Map

► The Paid Family and Medical Leave Service Delivery Road Map provides information about the plan for release of key services, information and tools that support the program's implementation. The project team is Agile and embraces changes at every point in the process to rapidly respond to changing or emerging rules; customer feedback; and continuous enhancement to previously delivered services. This ability to adapt to change means the plan will evolve based on the most current and best information we have. The Road Map will be updated to reflect changes as they are identified.

► The Road Map reflects a release about every 7 weeks over the course of the project. Releases will occur on this cadence; however, the scope of each release is subject to change as noted above. We won't wait until everything is done to deliver something that adds value for the customer. The Road Map each planned release with a more detailed description of the services we plan to be able to deliver by that point in time.

► The Road Map will have a corresponding work break down for each release. This will include all the planned activities we believe will be required to accomplish each of the listed objectives for the release. In Agile teams plans start at a high level and go through a process of becoming more and more detailed as you move closer to delivery.

Timeline:

- **R1** — Foundations & Voluntary Plans (9/17/2018)
- **R2** — Employer Account Management & Appeals (11/2018)
- **R3** — Employer Representatives & Elective Coverage (12/2018)
- **1/1/2019**
- **R4** — Employer Reporting (02/2019)
- **R5** — Premium Payments (04/2019)
- **R6** — Employer Service Enhancements, CBA Exclusions & Conditional Waivers (05/2019)
- **R7** — Employee Portal Access (07/2019)
- **R8** — Employee Account Management (08/2019)
- **R9** — Employer Claim Notification & Medical Certification (10/2019)
- **R10** — Ongoing Benefits, Appeals & Audits (12/2019)
- **1/1/2020**
- **R11** — Program Enhancements (01/2020)
- **2020 & Beyond** — Continuous Improvement & Maintenance

As of 8/24/2018

Service Delivery Release 1- Foundations & Voluntary Plans Complete by 9/17/18

Customers will have access to...

- Voluntary Plan Guide & Employer Toolkit
- PaidLeave.wa.gov
- PFML Customer Care Team Phone Center
- PFML presence on social media
- Online premium estimate calculator
- Training videos for Voluntary Plan application

Employers will be able to...

- Login to the external portal using Secure Access Washington (SAW)
- Link their SAW account to their business
- Establish their PFML Contact Information
- Submit a Request for ESD to review their Voluntary Plan and attach supporting documentation
- Pay the administrative fee for their Voluntary Plan application by Check; Money Order; or online by ACH or Credit Card (fee)
- View the current status of their voluntary plan application

ESD Staff will be able to...

- Review voluntary plan applications and supporting documents
- Record decisions and actions related to voluntary plan applications
- Make a determination and notify employer of their determination
- View and update employer information
- Manage, report on, assign and look up actions related to employer information and voluntary plans
- Account for funds received for voluntary plan applications
- Account for and report on the cost of voluntary plans
- Record fund balances in the state accounting system
- Receive and reconcile records of payments from USBank
- Produce knowledge base content
- Track internal service requests and incidents

Service Delivery Release 2- Employer Account Management & Appeals (November 2018)

Customers will have access to...

- Small Business Toolkit
- Information about PFML through employer focused marketing campaign (Sept. 2018 – February 2019)
- Information about PFML through statewide PFML month tour
- Postcards to all employers in WA through UI/DOR lists

Employers will be able to...

- Review and update information ESD (and other sources) has about their business
- Send and receive messages to ESD from the External Portal
- Establish their account is authorized to act on behalf of a business
- File an appeal of a decision related to their Voluntary Plan including supporting documentation
- View the status of an appeal they have filed
- Initiate chat with ESD from Paidleave.wa.gov

ESD staff will be able to...

- Take action on appeals
- Route appeals to OAH
- Chat with external customers
- Send and receive messages from Customer Administration
- Conduct investigations and audits associated with employer responsibilities

As of 8/24/2018
Note: This represents key services, information and tools that are anticipated for this release. The list is subject to change.

Service Delivery Release 3- Employer Representatives & Elective Coverage (December 2018)

Customers will have access to...

- State Poster printable from Paidleave.wa.gov
- Information about what they will need to report at the end of Q1 2019
- WorkSource Ambassadors trained to talk to customers about PFML

Employers will be able to...

- Delegate someone in their organization to act on their behalf
- Delegate a third-party to act on their behalf
- Request a conditional waiver of program participation for specific employees
- Toggle between businesses

Third Party Administrators will be able to...

- Register as a TPA
- Provide ESD with documentation that authorizes them to represent employers

Self Employed people will be able to...

- Elect PFML coverage
- Change/Remove Elective Coverage

ESD Staff will be able to...

- Load financial reports automatically
- Report information to AFRS automatically
- Load Bank files automatically
- Review and authorize TPAs
- Make decisions related to Elective Coverage

As of 8/24/2018
Note: This represents key services, information and tools that are anticipated for this release. The list is subject to change.

Service Delivery Release 4- Employer Reporting (February 2019)

Employers will have access to...

- Instructional videos for PFML wage filing

Employers and TPAs will be able to...

- Submit information about their employees
- Submit employee wages as defined for PFML
- Auto-populate information about their employees from the UI Tax filing system
- Update employee and wage information from previous reports
- Move between UI Tax system and PFML External Portal.

ESD Staff will be able to...

- Return responses to commonly asked questions automatically
- Take any necessary action on employee and wage reports to support employers
- View records related to employer wage filing
- Manage customer contacts through an integrated Service Desk tool
- Report on and analyze common customer concerns

As of 8/24/2018
Note: This represents key services, information and tools that are anticipated for this release. The list is subject to change.

Service Delivery Release 5- Premium Payments (April 2019)

Employers will be able to…

- View Premiums owed based on reported wages
- Employers can make premium payments online
- Employers can make premium payments check/cash/money order
- View their account balance for PFML
- Be notified of delinquent premiums or reports and any ESD action

ESD Staff will be able to...

- Generate a Premium Invoice
- Send Invoice of premiums and statement/account balance owed to employer
- View and load record of premium payments
- Apply Penalties and Interest to premium invoices
- Report premiums collected to the state accounting system
- Process and issue refunds related to premium payments

As of 8/24/2018
Note: This represents key services, information and tools that are anticipated for this release. The list is subject to change.

Service Delivery Release 6- Employer Service Enhancements, CBA Exclusions & Conditional Waivers (May 2019)

Customers will have access to...

- Submit a request for support from the PFML Ombuds Office
- Employee Toolkit

Employers and TPAs will be able to...

- Select preferred communication channels
- Turn on/off automated notifications
- Notify ESD of liquidation, quit, or sale of a business
- See all available tools and services on one screen
- Retrieve copies of previous correspondence
- Take any necessary action related to CBA Exclusions

ESD staff will be able to...

- Take action on liquidation quit or sale of a business
- Review and approve conditional waivers
- Respond to changes to notification and communication preferences
- Take any necessary action related to CBA Exclusions

As of 8/24/2018
Note: This represents key services, information and tools that are anticipated for this release. The list is subject to change.

Service Delivery Release 7- Employee Portal Access
(July 2019)

Employees will be able to*...

- Login to the External Portal through SAW
- View information that has been reported about them to ESD
- Submit an application for benefits

ESD staff will be able to...

- Take action on accounts that are out of compliance with reporting or payment requirements
- Determine benefit amounts for future claims
- Determine eligibility for future claims
- Set ongoing eligibility cadence

As of 8/24/2018
*Note: This represents key services, information and tools that are anticipated for this release. The list is subject to change. Items with an * are anticipated to be built but not released for use until 1/1/2020.*

Service Delivery Release 8- Employee Account Management (August 2019)

Employees will be able to*...

- Track their leave usage
- View status of their benefit application
- Communicate securely with the department
- Authorize someone to act on their behalf
- Set up federal tax options
- Set up payment options
- Receive benefit payments

ESD staff will be able to...

- Issue a benefit payment
- Calculate and apply any necessary deductions or adjustment
- Calculate employee account balance

As of 8/24/2018

*Note: This represents key services, information and tools that are anticipated for this release. The list is subject to change. Items with an * are anticipated to be built but not released for use until 1/1/2020.*

Service Delivery Release 9 – Employer Claim Notifications & Medical Certification (October 2019)

Employers will be able to…

- Receive notifications associated with their employees' benefit application
- Respond to inquiries related to their employees' application

Employees will be able to*…

- Complete medical certification associated with their claim
- View their account balance

ESD staff will be able to…

- Review and make determinations based on medical certification
- Review and make determinations based on employer response to inquiries
- Process and apply penalties and interest to employee accounts
- Process and issue refunds for employee accounts
- Manage instances of overpayment and related actions

As of 8/24/2018
*Note: This represents key services, information and tools that are anticipated for this release. The list is subject to change. Items with an * are anticipated to be built but not released for use until 1/1/2020.*

Service Delivery Release 10 –Ongoing Benefits, Appeals & Audits (December 2019)

Employers will be able to…

- Receive notifications associated with their employees' ongoing certification
- Respond to inquiries related to their employees' ongoing certification

Employees will be able to*…

- Complete their ongoing certification
- Receive ongoing payments

ESD staff will be able to…

- Review and make determinations associated with ongoing benefit certification
- Conduct investigations and audits associated with benefits
- Process and review appeals associated with benefits

As of 8/24/2018

*Note: This represents key services, information and tools that are anticipated for this release. The list is subject to change. Items with an * are anticipated to be built but not released for use until 1/1/2020.*

Service Delivery Release 11 –Program Enhancements

Employers will be able to…

- Access additional features and enhancements to be determined

Employees will be able to...

- Access additional features and enhancements to be determined

ESD staff will be able to...

- Access additional features and enhancements to be determined

January 2020 to June 2020 and Beyond—Continuous Improvement and Maintenance

►Additional development and release cycles to provide program enhancements and improve functionality

►Begin maintenance and warranty period activity

X: There is No Final Destination on the Improvement Journey

Employer Readiness Communication Chart

Week of:	August 2018				September 2018				October 2018					November 2018				December 2018			
Deliverable	6	13	20	27	3	10	17	24	1	8	15	22	29	5	12	19	26	3	10	17	24
Outreach presentations	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■					
Gen Listserv Message	■		■		■		■		■			■	■		■		■	■			■
VP Listserv Message		■		■		■	■				■			■	■	■			■	■	
Small Biz Listserv Message			■		■		■		■			■		■		■	■				■
All-employer email			■		■					■		T				T		■		T	■
Live webinars	■	■	■			■		■		■	■				T		T		T		
VP Guide/Toolkit	■							U									U				
Employer Toolkit			■						U								U				
Small biz toolkit				■					U												
Employee Toolkit				■							U										
UI mailer (all-employers)						■							■					■			
Statewide forums						■	■	■	■	T		T		T		T					
Paid advertising					T	T	T	■	■	■	■	■	■	■	■	■	■	■	■	■	■

Timeframes expected, specific dates subject to change

Key

■ Deliverable/Service provided	▦ Update provided	▨ Tentative

Red text: Unsolicited and broad-reaching information

Employment Security Department
WASHINGTON STATE

Summer 2018
Program website goes live
Paidleave.wa.gov

Paid Family & Medical Leave Month!

MILESTONE 1: Voluntary Plans
Sept. 2018

MILESTONE 2: Premiums
Jan. 1, 2019

July Key Messages
- Program is coming + key dates.
- All employers must participate, with few exceptions.
- Voluntary plan applications available soon.

August Key Messages
- Download the voluntary plan guide & get your plan ready.
- Customer care center is open for questions.
- Join our live webinars.

September Key Messages
- Prepare for premiums + key dates.
- All employers must participate, with few exceptions.
- Voluntary plan applications available + deadline.

October Key Messages
- Prepare for premiums + key dates.
- All employers must participate, with few exceptions.
- Go to paidleave.wa.gov for details.
- Deadline for VP = Nov.

November Key Messages
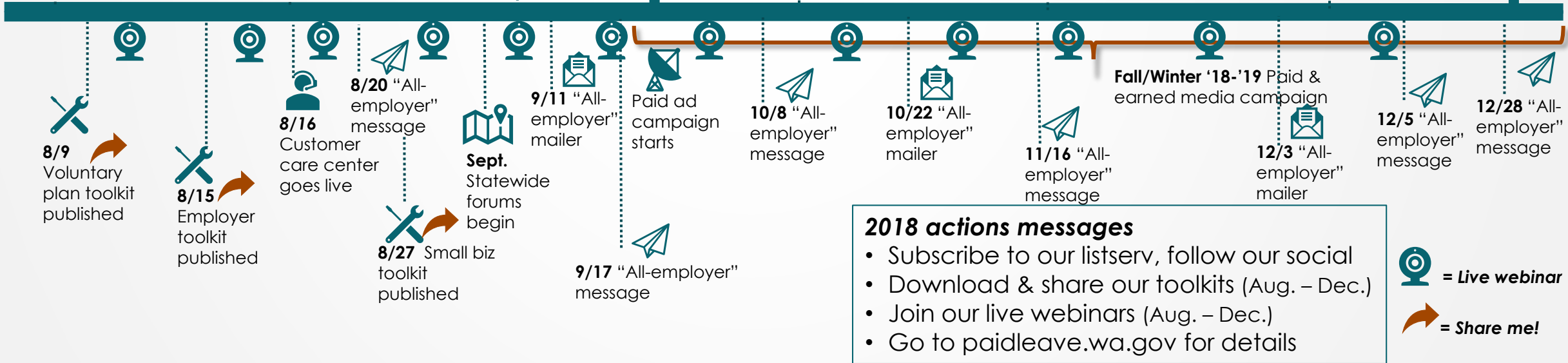- Prepare for premiums + key dates.
- All employers must participate, with few exceptions.
- Go to paidleave.wa.gov for details.
- Deadline for VP = Nov.

December Key Messages
- Are you ready for premiums?!
- All employers with few exceptions must participate.
- Go to paidleave.wa.gov for details.

8/9 Voluntary plan toolkit published

8/15 Employer toolkit published

8/16 Customer care center goes live

8/20 "All-employer" message

8/27 Small biz toolkit published

Sept. Statewide forums begin

9/11 "All-employer" mailer

9/17 "All-employer" message

Paid ad campaign starts

10/8 "All-employer" message

10/22 "All-employer" mailer

11/16 "All-employer" message

Fall/Winter '18-'19 Paid & earned media campaign

12/3 "All-employer" mailer

12/5 "All-employer" message

12/28 "All-employer" message

2018 actions messages
- Subscribe to our listserv, follow our social
- Download & share our toolkits (Aug. – Dec.)
- Join our live webinars (Aug. – Dec.)
- Go to paidleave.wa.gov for details

= *Live webinar*

= *Share me!*