Washington
Paid Family & Medical Leave

Employment Security Department
WASHINGTON STATE

Advisory Committee Meeting
November 19, 2018
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 OCTOBER MINUTES

► Discussion
OPERATIONS UPDATE

► Call Statistics
► Voluntary Plan Statistics & Best Practices
CUSTOMER CARE CALLS

Week Beginning

Number of Calls

- Total
- Voluntary Plans
- Premiums
- Reporting
- General & Misc

- 20-Aug
- 27-Aug
- 3-Sep
- 10-Sep
- 17-Sep
- 24-Sep
- 1-Oct
- 8-Oct
- 15-Oct
- 22-Oct
- 29-Oct
- 5-Nov
Voluntary Plan Application - Best Practices

1. Read the Voluntary Plan Guide to prepare;
2. Identify the gaps in existing policy from the PFML program requirements;
3. Stipulate the leave entitlement specific to PFML;
4. Provide sufficient details for determination review;
5. Ensure definitions match those required under the law.
Voluntary Plans Dashboard

Voluntary Plans Received & Processed (as of 11/15)

<table>
<thead>
<tr>
<th>Application Received</th>
<th>Payment Received</th>
<th>Processed</th>
<th>Approved</th>
<th>Average Processing Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>49</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical</td>
<td>Both</td>
<td>29</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>7</td>
<td>42</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Employers primary based in King County, but some from Spokane, Benton, Walla Walla, Clark, Skagit, Whitman, Yakima, and Snohomish Counties, and a few from companies based outside of Washington State.
COMMUNICATIONS UPDATE

► Webinars & Upcoming Events
  ► 10 Webinars in Nov.
  ► 6,291 #Registrants (TOTAL)
  ► Statewide Outreach Events:
    ► October: 55, November: 42

► Employer Letter
  ► To be mailed about 2 weeks from approval
  ► To be sent to all known employers
  ► Will send another mailing to this list before Jan. 1
**Message Map**

**Sept. - October**

**Key messages**
- Prepare for premiums + key dates.
- All employers must participate, with few exceptions.
- Go to paidleave.wa.gov for details.

**Delivery**
- Facebook (Ad set #1)
- Radio (Ad set #1)
- Digital Advertising (Ad set #1)
- Print (Ad set #1)
- Presentations
- Forums
- Mailer
- Emails
- Webinars
- Toolkit
- Customer Care Center

**November**

**Key messages**
- Prepare for premiums + key dates.
- All employers must participate, with few exceptions.
- Go to paidleave.wa.gov for details.

**Delivery**
- Facebook (Ad set #2 + video)
- Radio (Ad set #2)
- Digital Advertising (Ad set #2 + video)
- Print (Ad set #2)
- Presentations
- Mailer
- Emails
- Earned media
- Webinars
- Customer Care Center

**December**

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

**Delivery**
- Facebook (Ad set #3 including video)
- Radio (Ad set #2)
- Digital Advertising (Ad set #3 + video)
- Print (Ad set #3)
- Presentations
- Mailer
- Emails
- Earned media
- Webinars
- Customer Care Center

**2018 Call to Action**

Go to paidleave.wa.gov for up-to-date-details
- Subscribe to our listserv & follow our social
- Download & share the toolkit
- Join our live webinars (Aug. – Dec.)

**Premium collection**

Jan. 1, 2019

**Employment Security Department**

**WASHINGTON STATE**
Rule Making Activities

Phase 2 Employer requirements:
► CR103 (adopted rules) filed November 2
► Rules effective December 3

Phase 3 Benefit applications:
► Draft 2 posted to engagement site November 2
► CR102 to be filed January 3, 2019

Phase 4 Ongoing employee eligibility:
► Stakeholder meeting November 27
► Stakeholder meeting January 16, 2019

Phase 5 Job Protection, Benefit Overpayments:
► CR101 to be filed January 4, 2019
► Listening Session January 11, 2019
POLICY DISCUSSION

► Discussion of FMLA and Minimum Claim Duration

TECHNOLOGY UPDATE

FOR THE GOOD OF THE ORDER

► Open Comment
CONTINUE THE CONVERSATION

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