Advisory Committee Meeting
February 21, 2020
Presentation overview

Introductions

Approve meeting minutes

Benefits Version 1.0 Launch

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 January minutes

• Discussion
Launch data – through 2/14

Applications and Weekly Claims Submitted - Weekly

- Family Applications
- Medical Applications
- Projected avg weekly applications

Week Ending:
- 4-Jan
- 11-Jan
- 18-Jan
- 25-Jan
- 1-Feb
- 8-Feb
- 15-Feb

Benefit Applications:
- All Medical 38%
- All Family 62%
- Family Bonding 50%
- Medical Self 28%
- Medical Pregnancy 9%
- Family Military 0.2%
- Family Care 12%

Paid Family and Medical Leave | Employment Security Department
Launch data cont.

Almost 6K applications processed by Feb 1

Applications and Weekly Claims Processed - Cumulative Weekly

<table>
<thead>
<tr>
<th>Date</th>
<th>Applications</th>
<th>Weekly Claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>4-Jan</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>11-Jan</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>18-Jan</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>25-Jan</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>1-Feb</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>8-Feb</td>
<td>8,298</td>
<td>20,364</td>
</tr>
<tr>
<td>15-Feb</td>
<td>8,298</td>
<td>20,364</td>
</tr>
</tbody>
</table>
Launch data cont.

Processing analysis post start-up learning curve, weeks 5 & 6

- Direct processing and phone hours available per week: 2,336 Regular + 399 OT
- Current distribution of Customer Care Specialist time:
  - Phone calls: 37%
  - Application processing: 31%
  - Weekly Claim processing: 32%
- Recent average weekly outputs:
  - 3,657 calls handled
  - 1,760 application decisions completed
  - 5,373 weekly claims processed
  - Plus 1,329 emails completed by Customer Care and other teams

Based on analysis of processing data for weeks 5 & 6:
- Each application takes ~30 minutes, excluding fact-finding time
- Each weekly claim takes ~10 minutes
Launch data cont.

<table>
<thead>
<tr>
<th>Customer Care Call Processing</th>
<th>Week 1 30-Dec 4-Jan</th>
<th>Week 2 5-Jan 11-Jan</th>
<th>Week 3 12-Jan 18-Jan</th>
<th>Week 4 19-Jan 25-Jan</th>
<th>Week 5 26-Jan 1-Feb</th>
<th>Week 6 2-Feb 8-Feb</th>
<th>Week 7 9-Feb 15-Feb</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Presented</td>
<td>4,427</td>
<td>7,809</td>
<td>10,484</td>
<td>8,780</td>
<td>11,975</td>
<td>10,878</td>
<td>8,948</td>
</tr>
<tr>
<td>Calls Handled</td>
<td>3,869</td>
<td>4,309</td>
<td>4,285</td>
<td>3,284</td>
<td>3,748</td>
<td>3,565</td>
<td>3,372</td>
</tr>
<tr>
<td>Calls Abandoned</td>
<td>558</td>
<td>3,500</td>
<td>6,199</td>
<td>5,495</td>
<td>8,227</td>
<td>7,313</td>
<td>5,576</td>
</tr>
<tr>
<td>Average Handle Time</td>
<td>0:08:41</td>
<td>0:09:42</td>
<td>0:09:04</td>
<td>0:10:30</td>
<td>0:11:19</td>
<td>0:11:40</td>
<td>0:11:18</td>
</tr>
<tr>
<td>Average Abandoned Time</td>
<td>0:01:59</td>
<td>0:06:46</td>
<td>0:11:07</td>
<td>0:19:49</td>
<td>0:23:41</td>
<td>0:21:37</td>
<td>0:22:21</td>
</tr>
<tr>
<td>Max Abandon Time</td>
<td>0:20:08</td>
<td>0:33:33</td>
<td>1:26:47</td>
<td>1:39:11</td>
<td>2:17:10</td>
<td>2:00:46</td>
<td>1:58:20</td>
</tr>
<tr>
<td>Average Speed Answered</td>
<td>0:02:25</td>
<td>0:14:38</td>
<td>0:30:30</td>
<td>0:53:05</td>
<td>1:08:13</td>
<td>1:14:19</td>
<td>1:14:14</td>
</tr>
<tr>
<td>Average Queue Time</td>
<td>0:02:12</td>
<td>0:11:00</td>
<td>0:18:04</td>
<td>0:30:33</td>
<td>0:35:31</td>
<td>0:35:12</td>
<td>0:38:21</td>
</tr>
</tbody>
</table>
MITIGATIONS TO ADDRESS THE PROCESSING TIMES DUE TO THE HIGH VOLUMES:

• Hiring 35 more staff.
• Using existing ESD staff to increasing processing capacity.
• Extending PFML team overtime.
• Improving operational efficiencies.
• Implementing hardship criteria for expedited processing.
For the good of the order: open comment

Next meeting Friday, March 20, 2020
Continue the conversation

Carla Reyes
Director, Paid Family & Medical Leave
Employment Security Department
360-485-2349
creyes@esd.wa.gov

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
Voluntary plan update
As of 02/18/2020

<table>
<thead>
<tr>
<th>401 preliminary applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>48 medical</td>
</tr>
<tr>
<td>31 family</td>
</tr>
<tr>
<td>322 both</td>
</tr>
</tbody>
</table>

341 completed applications received

317 applications fully processed

| 253 approved | 36 denied | 28 withdrawn |