PRESENTATION OVERVIEW

Introductions
Approve Meeting Minutes
Employer Survey Results
Communications & Outreach for Benefits
Technology Preview
Budget Review
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 announce during meeting)
APPROVE FEBRUARY MINUTES

Discussion
**Employer Survey Results**

- February 6 – 20, 2019
- Sent to over 100,000 employers
- 4,276 total responses, from every county
- Largely CEO/Owner/President or Accounting/Payroll
- 21 questions, typically took 6 minutes to complete
- IP address info demonstrates responses are unlikely to be a single person repeatedly completing survey.
How many employees in WA?

Approximates ESD reporting for 2018

Though small employers make up a large part of the sample, they may be slightly under represented

Small: <50 employees
Medium: 50-149 employees
Large: 150+ employees
Are you familiar with Paid Family and Medical Leave?

- 36% Very familiar
- 52% Somewhat familiar
- 9% Not too familiar
- 3% Not at all familiar

Over 88% are somewhat or very familiar with Paid Family and Medical Leave

- 87% of small employers (<50 employees)
- 93% of medium employers (50-149 employees)
- 94% of large employers (>150 employees)

March 2018 investment plan goal: 90% awareness

“You didn’t let me accidentally forget to deal with this. Thanks!”
– Customer comment 2/2019
How have you gotten information?

“The 5 educational emails you sent in 2018 were greatly appreciated and helpful information, keep it coming.”
– Customer comment 2/2019

Key communications

+ More than 59,000 toolkit downloads to date
+ Nearly 150,000 active users over 28 days before Jan. 1
+ Sent more than 800,000 pieces of mail in 2018
+ Sent 5-email series to 630,000+ employers before Jan. 1
+ More than 260 in-person presentations in 2018
+ Nearly 9,000 webinar participants
+ Customer Care Team - about 4,000 calls in Dec.

<table>
<thead>
<tr>
<th>Top 7 + Other</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Emails (82%)</td>
<td></td>
</tr>
<tr>
<td>Program Website (49%)</td>
<td></td>
</tr>
<tr>
<td>Employer Toolkit (32%)</td>
<td></td>
</tr>
<tr>
<td>Postal Mail (30%)</td>
<td></td>
</tr>
<tr>
<td>Other (13%)</td>
<td></td>
</tr>
<tr>
<td>Program Webinars (11%)</td>
<td></td>
</tr>
<tr>
<td>Newspaper Articles (7%)</td>
<td></td>
</tr>
<tr>
<td>In-Person Events (6%)</td>
<td></td>
</tr>
</tbody>
</table>

Other category includes:
- Info from accountant or payroll company or software company
- Professional associations
- Google
Effect on businesses

**Overall effect on your business?**
- 53% neutral or positive
  - 53% of small employers
  - 56% of med-large employers

**Over 50% perceive neutral or positive effect**
- Employee quality of life
- Employee morale
- Employee turnover
- Ability to provide competitive benefits to employees
- Employee productivity
- Ability to compete with other businesses
- Ability to stay in WA

**Over 50% perceive negative effect**
- Cost of doing business
- Amount of time you need to spend on paperwork for WA government

Not much difference in rank order by business size
- Larger employers have somewhat
  - Less concern about productivity
  - More concern about paperwork and cost of doing business
How Difficult to Meet Requirements?

Overall...
- 55% not at all or not too difficult
- 14% very difficult

Where are the pain points – who thinks it will be difficult?
- Not much difference by size
- A little difference by familiarity – those who are not too familiar perceive more challenge
- High correlation between perceived negative effect on business and perceived difficulty

This is a great program for employees and I'm glad WA is doing it. However as a small business owner I am freaked out about the possibility of an employee taking a long absence without having a lot of notice. - Customer feedback 2/2019
What do employers know about PFML?

True or False?

- PFML different than paid sick leave
- Employees claim benefits in 2020
- Separate reporting for PFML
- Employees can’t opt-out
- Up to 12 weeks generally
- Part-time employees included
- Small employers have requirements
- Grants available to help cover costs
Change management – where are we at with helping employers through this change?

Awareness: 88% aware

Desire: 53% neutral to positive overall perception

Knowledge: 65% correct overall on knowledge questions, 80% if they have joined a webinar or in-person event

Ability: 57% think it won’t be too difficult to meet requirements, 14% think it will be very difficult

Reinforcement: Keep up the heat!

“It's very important for [ESD] to continue to proactively drive information into small business space.” - Customer Feedback 2/2019

“I think this is great legislation and you're doing an excellent job implementing it and communicating. Keep up the good work. Employees who can take care of their families and not lose their jobs make our communities stronger. I'd love to see this in other states and hope this is a great success for Washington.” - Customer feedback 2/2019
Key takeaways

► Goal: Use data to act on pain points and shift negatives to neutral/positive

  “Thanks for asking for our input and checking to see how well we’ve been informed.” - Customer Feedback 2/2019

► Vast majority are aware – almost reaching Investment Plan goal

► Outreach efforts have been effective at informing employers

► Majority of employers see positives to their business as well as negatives

► Most believe it will not be too onerous to meet the requirements

► Those who believe the requirements of this program will be very difficult to meet are also the ones that think it will have a very negative impact to their business

► Concerns expressed were largely about benefits phase, not reporting/premium requirements

“I’m impressed with the pro-active outreach/education that the state of WA provides. Additionally, your customer service is excellent. It has changed a bias that I had about inefficient and ineffective government run organizations......you’re doing a fabulous job - keep it up! It appears that your employees are engaged and motivated.”

- Customer feedback, 2/2018
ADVISORY DISCUSSION & IDEAS

► Communications and Outreach for Benefits
Employers

Employer

Accountant/Payroll

Human Resource Manager

Employment Attorney

Chambers of Commerce

Professional Associations

Deliverables and stats

- More than 60,000 toolkit downloads to date
- Sent more than 800,000 pieces of mail in 2018
- Sent series of five emails to 630,000+ employers before Jan. 1
- Nearly 150,000 active users over 28 days before Jan. 1
- More than 260 in-person presentations in 2018 (Less than 10 staff)
- Nearly 9,000 webinar participants (2 staff)
- Customer Care Team received about 4,000 calls in Dec. (15 staff)
Employers

2018 Highlights

• High employer awareness
• High employer desire to be in compliance
• High employer value of benefit to employees
  - Employee quality of life
  - Employee Morale
  - Employee turnover
  - Ability to provide benefit to employee

2019 Opportunities

• Awareness high, employer understanding could be improved.
• Lack of detail around benefit use results in higher employer anxiety
Employees

- Government Agency
- Healthcare Provider
- Self Service
- WorkSource
- Community Organization

Employer
Employees

Goals

► Broad reach and maximize the program’s “newness”; Establish networks for long-term ongoing outreach
► No magic strategies
  ► Diversify investment in time and materials
  ► Double down on highest performing strategies
► Wholesale over retail
► Plug into existing support organizations
  ► Don’t reinvent the wheel, make it a better wheel
  ► Become essential part of the support culture of WA

Delivery

• Deploy collateral
  • Printed materials
  • Email newsletters
• Partner for webinars
  • Partners/educators
  • Direct to workers
• Present at educational sessions with service partners
  • Association meetings
  • Continuing education
• Facetime
  • Continuing our in person presentation
  • Tabling at local events
2019 Outreach planning

Jan - Feb
- Learning networks
- Learning lingo
- Making connections
- Adding in benefits messages

Mar - April
- Making connections
- Stakeholder input
- P2 planning

May - June
- Research
- Creating materials
- Building networks

July - Aug
- Creating ambassador program
- Creating materials
- Scheduling trainings

Sept - Dec
- Ambassador trainings
- Direct outreach: employers, medical, employees
- Employee guide V1 complete

Jan - March
- Benefits launch
- Targeted outreach by ambassadors

Phase 2 marketing
Contract Initiated

Employer Toolkit updated

Paid Family and Medical Leave Month?

Employer Toolkit updated

Research, creative development, messaging, collateral, etc.

Marketing campaign

Estimated timeline
TECHNOLOGY PREVIEW

► Separate slide deck

► Product Acceptance Testing – Friday March 29, 1-3pm
## Revenue, Expenditures, and Fund Balance - Paid Family and Medical Leave Account (22F) - As of February 2019

Data Source: Labor Market and Performance Analysis (in millions)

<table>
<thead>
<tr>
<th>Description</th>
<th>FY18</th>
<th>FY19</th>
<th>FY20-Q1</th>
<th>FY20-Q2</th>
<th>FY20-Q3</th>
<th>FY20-Q4</th>
<th>FY20 Total</th>
<th>FY21</th>
<th>FY22</th>
<th>FY23</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Beginning Fund Balance</strong></td>
<td>$</td>
<td>$</td>
<td>$ 69.2</td>
<td>$ 15.6</td>
<td>$ 178.5</td>
<td>$ 295.5</td>
<td>$ 300.5</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Revenue</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Fund Loan to PFML</td>
<td>$</td>
<td>$</td>
<td>82.0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Premium Collection Revenue</td>
<td>$</td>
<td>$</td>
<td>84.1</td>
<td>$ 175.9</td>
<td>$ 130.0</td>
<td>$ 130.0</td>
<td>$ 130.0</td>
<td>565.9</td>
<td>$ 800.0</td>
<td>$ 800.0</td>
</tr>
<tr>
<td>Interest</td>
<td>$</td>
<td>$</td>
<td>3.0</td>
<td>$ 3.0</td>
<td>$ 4.0</td>
<td>$ 4.0</td>
<td>$ 4.0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$</td>
<td>$</td>
<td>82.0</td>
<td>$ 84.1</td>
<td>$ 175.9</td>
<td>$ 130.0</td>
<td>$ 130.0</td>
<td>568.9</td>
<td>$ 804.0</td>
<td>$ 804.0</td>
</tr>
<tr>
<td><strong>Expenditures</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loan Repayment with Interest**</td>
<td>$</td>
<td></td>
<td>84.1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Benefit Payments</td>
<td>$</td>
<td>$</td>
<td></td>
<td>$ 112.0</td>
<td>$ 113.0</td>
<td></td>
<td>$ 225.0</td>
<td>639.1</td>
<td>$ 759.7</td>
<td>$ 774.9</td>
</tr>
<tr>
<td>Admin and Implementation Costs***</td>
<td>$</td>
<td>$</td>
<td>12.8</td>
<td>$ 53.6</td>
<td>$ 13.0</td>
<td>$ 13.0</td>
<td>$ 13.7</td>
<td>52.7</td>
<td>$ 33.1</td>
<td>$ 25.4</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$</td>
<td>$</td>
<td>12.8</td>
<td>$ 137.7</td>
<td>$ 13.0</td>
<td>$ 13.0</td>
<td>$ 125.0</td>
<td>277.7</td>
<td>$ 672.2</td>
<td>$ 785.1</td>
</tr>
<tr>
<td><strong>Ending Fund Balance</strong></td>
<td>$</td>
<td>$</td>
<td>69.2</td>
<td>$ 15.6</td>
<td>$ 178.5</td>
<td>$ 295.5</td>
<td>$ 300.5</td>
<td>306.8</td>
<td>$ 438.6</td>
<td>$ 457.5</td>
</tr>
</tbody>
</table>

* 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/uncalculated costs, such as first floor tenant improvement/IT systems/services, etc.
PFML (22F) Premium Revenue by Fiscal Year

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

3/22/2019
PFML ACCOUNT (22F) BEGINNING FUND BALANCE
--- BY FISCAL YEAR

PFML Account (22F) Beginning Fund Balance by Fiscal Year

Beginning Fund Balance
- FY18
- FY19
- FY20
- FY21
- FY22
- FY23

3/22/2019
PFML ACCOUNT (22F) ENDING FUND BALANCE --- BY FISCAL YEAR

PFML Account (22F) Ending Fund Balance by Fiscal Year

Ending Fund Balance

- FY18
- FY19
- FY20
- FY21
- FY22
- FY23

3/22/2019
# PFML Operating Budget

**As of February 2019**

<table>
<thead>
<tr>
<th>Org Index &amp; Title</th>
<th>FY18 Actual</th>
<th>FY19</th>
<th>FY20</th>
<th>FY21</th>
<th>FY22</th>
<th>FY23</th>
<th>Total</th>
<th>FY19</th>
<th>FY20</th>
<th>FY21</th>
<th>FY22</th>
<th>FY23</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Program Administration</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4001 PFML Program Administration</td>
<td>$3,021,447</td>
<td>$1,806,005</td>
<td>$3,321,665</td>
<td>$4,915,476</td>
<td>$4,748,434</td>
<td>$4,748,100</td>
<td>$22,561,129</td>
<td>11.0</td>
<td>11.0</td>
<td>4.0</td>
<td>4.0</td>
<td>4.0</td>
</tr>
<tr>
<td><strong>Office of the OMBUDS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4002 PFML Office of the OMBUDS</td>
<td>$45,686</td>
<td>$321,822</td>
<td>$501,197</td>
<td>$501,197</td>
<td>$501,197</td>
<td>$501,197</td>
<td>$2,281,070</td>
<td>1.5</td>
<td>5.0</td>
<td>3.0</td>
<td>3.0</td>
<td>3.0</td>
</tr>
<tr>
<td><strong>Education and Outreach</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4003 PFML Communications and Outreach</td>
<td>$247,644</td>
<td>$2,281,481</td>
<td>$2,375,006</td>
<td>$626,758</td>
<td>$2,375,006</td>
<td>$2,375,006</td>
<td>$5,423,889</td>
<td>81.0</td>
<td>81.0</td>
<td>4.4</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>4004 PFML Training and Staff Development</td>
<td>$5,315</td>
<td>$46,081</td>
<td>$504,377</td>
<td>TBD</td>
<td>TBD</td>
<td>TBD</td>
<td>$768,873</td>
<td>2.7</td>
<td>3.0</td>
<td>TBD</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$205,959</td>
<td>$2,650,562</td>
<td>$2,759,583</td>
<td>$626,758</td>
<td>$2,759,583</td>
<td>$2,759,583</td>
<td>$6,202,862</td>
<td>10.8</td>
<td>11.1</td>
<td>4.7</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td><strong>Operations</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4005 PFML Customer Care Center</td>
<td>$29,089</td>
<td>$5,462,365</td>
<td>$6,641,035</td>
<td>$6,518,621</td>
<td>$6,518,621</td>
<td>$6,518,621</td>
<td>$31,688,822</td>
<td>44.7</td>
<td>62.0</td>
<td>62.0</td>
<td>62.0</td>
<td>62.0</td>
</tr>
<tr>
<td>4006 PFML Operations Admin.</td>
<td>$65,875</td>
<td>$440,089</td>
<td>$596,347</td>
<td>$459,122</td>
<td>$459,122</td>
<td>$459,122</td>
<td>$2,480,277</td>
<td>3.5</td>
<td>5.0</td>
<td>4.0</td>
<td>4.0</td>
<td>4.0</td>
</tr>
<tr>
<td>4007 PFML Operations Development</td>
<td>$108,284</td>
<td>$281,822</td>
<td>$1,187,088</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$2,276,242</td>
<td>7.8</td>
<td>10.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>4008 PFML Operations Accounting</td>
<td>$52,405</td>
<td>$618,844</td>
<td>$510,934</td>
<td>$1,675,013</td>
<td>$1,675,013</td>
<td>$1,675,013</td>
<td>$7,277,262</td>
<td>5.6</td>
<td>11.0</td>
<td>12.0</td>
<td>12.0</td>
<td>12.0</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$254,203</td>
<td>$7,412,856</td>
<td>$10,093,405</td>
<td>$7,052,705</td>
<td>$7,052,705</td>
<td>$7,052,705</td>
<td>$34,721,163</td>
<td>78.0</td>
<td>80.0</td>
<td>78.0</td>
<td>78.0</td>
<td>78.0</td>
</tr>
<tr>
<td><strong>IT</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4006 PFML IT Product Build</td>
<td>$7,219,524</td>
<td>$25,078,458</td>
<td>$20,893,540</td>
<td>$7,575,319</td>
<td>$2,088,358</td>
<td>$1,444,172</td>
<td>$64,050,251</td>
<td>32.0</td>
<td>45.0</td>
<td>37.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>4010 PFML IT Product Maintenance and Technology $</td>
<td>$0</td>
<td>$268,434</td>
<td>$450,846</td>
<td>$218,064</td>
<td>$218,064</td>
<td>$218,064</td>
<td>$1,373,562</td>
<td>2.4</td>
<td>4.0</td>
<td>2.0</td>
<td>2.0</td>
<td>2.0</td>
</tr>
<tr>
<td>4011 PFML Care Center Technology</td>
<td>$0</td>
<td>$1,178,086</td>
<td>$890,558</td>
<td>$1,510,000</td>
<td>$1,510,000</td>
<td>$1,510,000</td>
<td>$4,322,044</td>
<td>3.2</td>
<td>4.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$7,219,524</td>
<td>$28,293,578</td>
<td>$21,980,744</td>
<td>$7,044,418</td>
<td>$2,462,382</td>
<td>$1,818,266</td>
<td>$69,749,857</td>
<td>38.5</td>
<td>53.0</td>
<td>39.0</td>
<td>2.0</td>
<td>2.0</td>
</tr>
<tr>
<td><strong>Rules &amp; Policies</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4012 PFML Rules &amp; Policies</td>
<td>$204,506</td>
<td>$1,002,632</td>
<td>$1,160,896</td>
<td>TBD</td>
<td>TBD</td>
<td>TBD</td>
<td>$2,368,034</td>
<td>7.3</td>
<td>9.0</td>
<td>2.0</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$204,506</td>
<td>$1,002,632</td>
<td>$1,160,896</td>
<td>TBD</td>
<td>TBD</td>
<td>TBD</td>
<td>$2,368,034</td>
<td>7.3</td>
<td>9.0</td>
<td>2.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td><strong>(A) Total Direct Budgeted in PFML Division</strong></td>
<td>$10,840,105</td>
<td>$41,010,457</td>
<td>$39,709,489</td>
<td>$22,040,030</td>
<td>$16,304,731</td>
<td>$15,715,329</td>
<td>$146,880,721</td>
<td>128.0</td>
<td>175.1</td>
<td>130.7</td>
<td>87.0</td>
<td>87.0</td>
</tr>
<tr>
<td><strong>(B) Total Indirect Not Allotted in PFML</strong></td>
<td>$1,006,554</td>
<td>$4,066,572</td>
<td>$6,079,805</td>
<td>$6,098,114</td>
<td>$5,746,534</td>
<td>$5,588,423</td>
<td>$20,448,080</td>
<td>33.1</td>
<td>39.8</td>
<td>32.2</td>
<td>22.0</td>
<td>22.0</td>
</tr>
<tr>
<td><strong>(A)+(B) Total Budgeted in PFML</strong></td>
<td>$12,816,059</td>
<td>$46,077,030</td>
<td>$45,799,294</td>
<td>$28,739,144</td>
<td>$22,302,845</td>
<td>$21,303,852</td>
<td>$167,328,801</td>
<td>161.7</td>
<td>214.9</td>
<td>162.9</td>
<td>109.0</td>
<td>109.0</td>
</tr>
<tr>
<td><strong>(C) Adds: Contingency</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15%</td>
<td>$1,862,881</td>
<td>$6,093,090</td>
<td>$6,093,090</td>
<td>$6,093,090</td>
<td>$3,317,090</td>
<td>$3,317,090</td>
<td>$15,678,000</td>
<td>15.6</td>
<td>18.2</td>
<td>15.6</td>
<td>10.5</td>
<td>10.5</td>
</tr>
<tr>
<td><strong>(A)+(B)+(C)Total Dollars</strong></td>
<td>$12,816,059</td>
<td>$55,566,020</td>
<td>$52,657,084</td>
<td>$33,056,034</td>
<td>$25,428,034</td>
<td>$24,500,062</td>
<td>$202,009,000</td>
<td>161.7</td>
<td>214.9</td>
<td>162.9</td>
<td>109.0</td>
<td>109.0</td>
</tr>
</tbody>
</table>

*Adds: Indirect --- Expenditures will be paid by PFML account but not allotted in PFML Division.*

---

**Notes:**
- AS&T: AS&T, Pool Compensation, and Special Allocations
- CSB: Central Service Costs
- OAH: Office of Administrative Hearings
- Attorney General (AG): Attorney General

**3/22/2019**
FOR THE GOOD OF THE ORDER

► Open Comment

Next Meeting: Friday, April 19th
CONTINUE THE CONVERSATION

Carla Reyes
Director, Paid Family & Medical Leave
Washington State 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 Plans Update

As of 3/18/2019

<table>
<thead>
<tr>
<th>309 Preliminary Applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>40 Medical</td>
</tr>
<tr>
<td>19 Family</td>
</tr>
<tr>
<td>250 Both</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>266 Completed Applications Received</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>232 Applications Fully Processed</th>
</tr>
</thead>
<tbody>
<tr>
<td>194 Approved</td>
</tr>
<tr>
<td>26 Denied</td>
</tr>
<tr>
<td>12 Withdrawn</td>
</tr>
</tbody>
</table>