

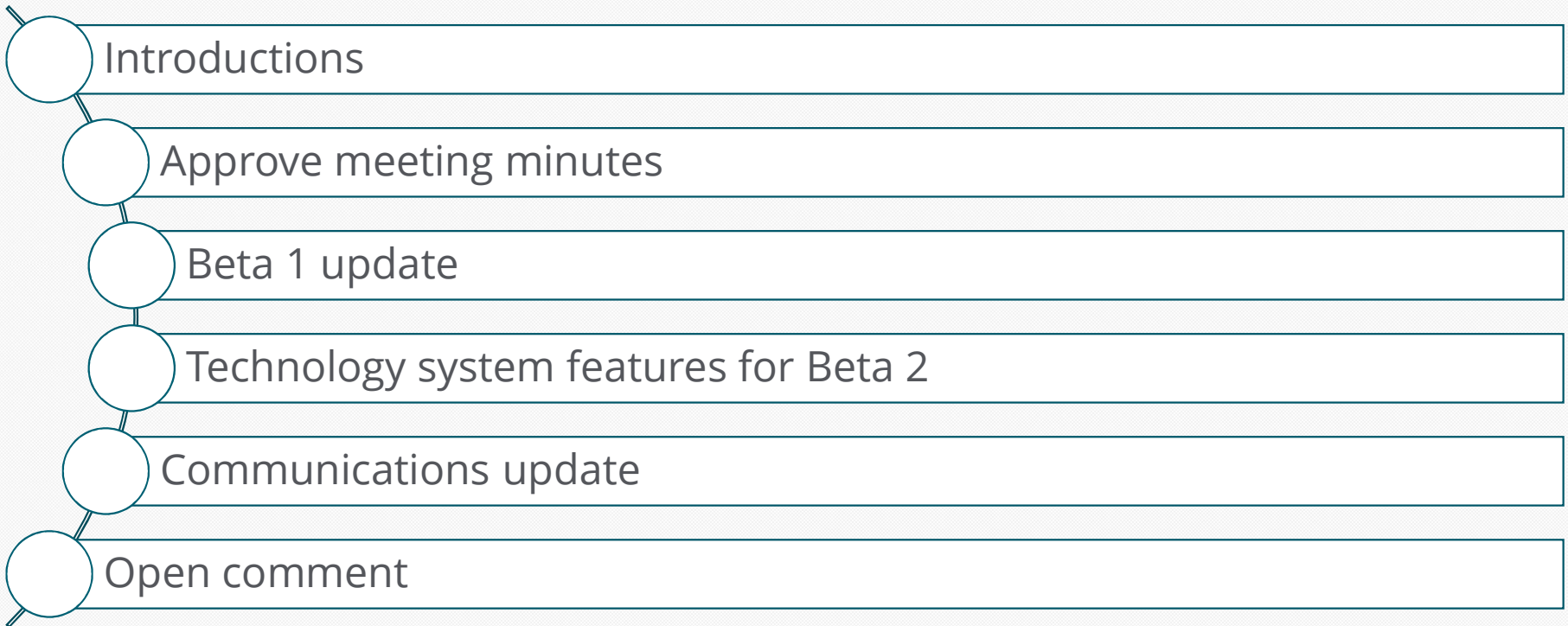
Washington
Paid Family & Medical Leave

 **Employment Security Department**
WASHINGTON STATE

Advisory Committee Meeting
May 17, 2019



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)

Approve April minutes

- Discussion

Beta 1 update

Beta Dashboard | as of 5/14/2019

Employer Scheduling (Beta 1)

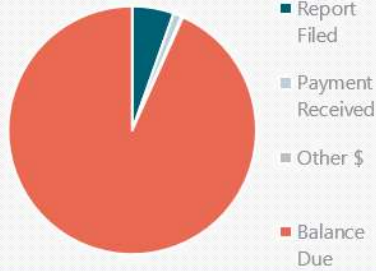
Planned: 60 Confirmed: 62*

Total Completed (file & pay): 23

CCT Escalated: 15 # Sys Ops Req'd: 13

*As of the Beta Start date of 4/30

Loan Repayment Fund



Beta 1 | Week 1: 4/30 - 5/6/2019

	T	W	Th	F	M
Scheduled	3	3	4	2	4
Actual	2	3	3	4	5
Completed	2	0	3	2	5

Beta 1 | Week 2: 5/7 - 5/13/2019

	T	W	Th	F	M
Scheduled	5	4	5	4	3
Actual	4	3	6	2	4
Completed	2	2	2	1	2

Beta 1 | Week 3: 5/14 - 5/20/2019

	T	W	Th	F	M
Scheduled	4	4	3	5	3
Actual	2				
Completed	2				

Beta 2 Scheduling as of 5/10/19

Planned: 60

Confirmed: 47 (up 6 from last week)

Scheduled: 38 (up 11 from last week)

- Employer Agents: 22
- Employers: 16
- Voluntary Plan: 0

Beta 2 | Week 1: 6/3 - 6/7/2019

	M	T	W	Th	F
Scheduled	2	4	3	2	2

Beta 2 | Week 2: 6/10-6/14/2019

Scheduled	3	3	1	3	1
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Beta 2 | Week 3: 6/17-6/21/2019

Scheduled	5	1	4	3	1
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CCT Specialist: Each time I have an employer appointment, I have become more and more comfortable with the process and have really enjoyed the experience, both onsite and on the phone.

CCT Specialist: The process was great. The employer was very happy with everything, especially how easy the reporting process was.

Employer feedback as of 5/10/19 (n=5)

Survey Monkey, 1= low, 5 = high

How would you rate your customer service experience?	5
How would you rate the online reporting and payment system	3.8

Employer: I was unsure how to determine if the report had been processed completely- perhaps some kind of "pop up" stating report had processed and include the total amount due.

Employer: "I am computer savvy and I think others who are not will have a hard time since it does not convert to the 2 decimals."

CCT Specialist: If we could communicate differently to the employers regarding the CSV requirements for reporting that would be great

CCT Specialist: Employer would like to see payment confirmation. Expected the system to gather the payment information from UI (since we are part of ESD).

Employer: I felt that it is set up pretty well. It is user friendly and easy to navigate.

Employer: Website instructions not very informative if having issues.

CCT Specialist: It was nice to have the entire team assisting with any questions or concerns that came up. The feedback was ridiculously quick. I was comfortable knowing that I was not alone. Kudos to the entire TEAM!

Employer: Overall, the new online system is quick and easy. It could be better if more of the information was visible. It seems that calculations and reports are created behind the scenes with no opportunity to review for accuracy or make changes if necessary. It's just upload and pay - period.

BETA 1 DETAILS-INTERNAL FEEDBACK

Each CCT Specialist is completing a feedback form for each beta client they assist.

1. Do you feel you had the necessary tools/resources and were prepared to assist the employer?
2. Did you feel the customer had an easy time accessing and navigating the Paid Leave Account through SAW?
3. If the customer expressed thoughts about items they would like to see changed or added, what were they?
4. What would they do differently to make this a better experience or process (from CCT point of view)
5. Is there any other feedback or information you would like to add regarding this experience?

BETA 1 DETAILS-EMPLOYER FEEDBACK

In addition to the survey we send out, each employer can elect to provide specific feedback in an interview or email.

1. What are your general impressions of the quarterly reporting and premium remitting system?
2. What did you particularly like?
3. What did you find confusing?
4. What surprised you, good or bad?
5. If you could change something about the system, what would it be?
6. If you have a specific concern how would you address the issue if you were part of the Paid Family and Medical Leave team?

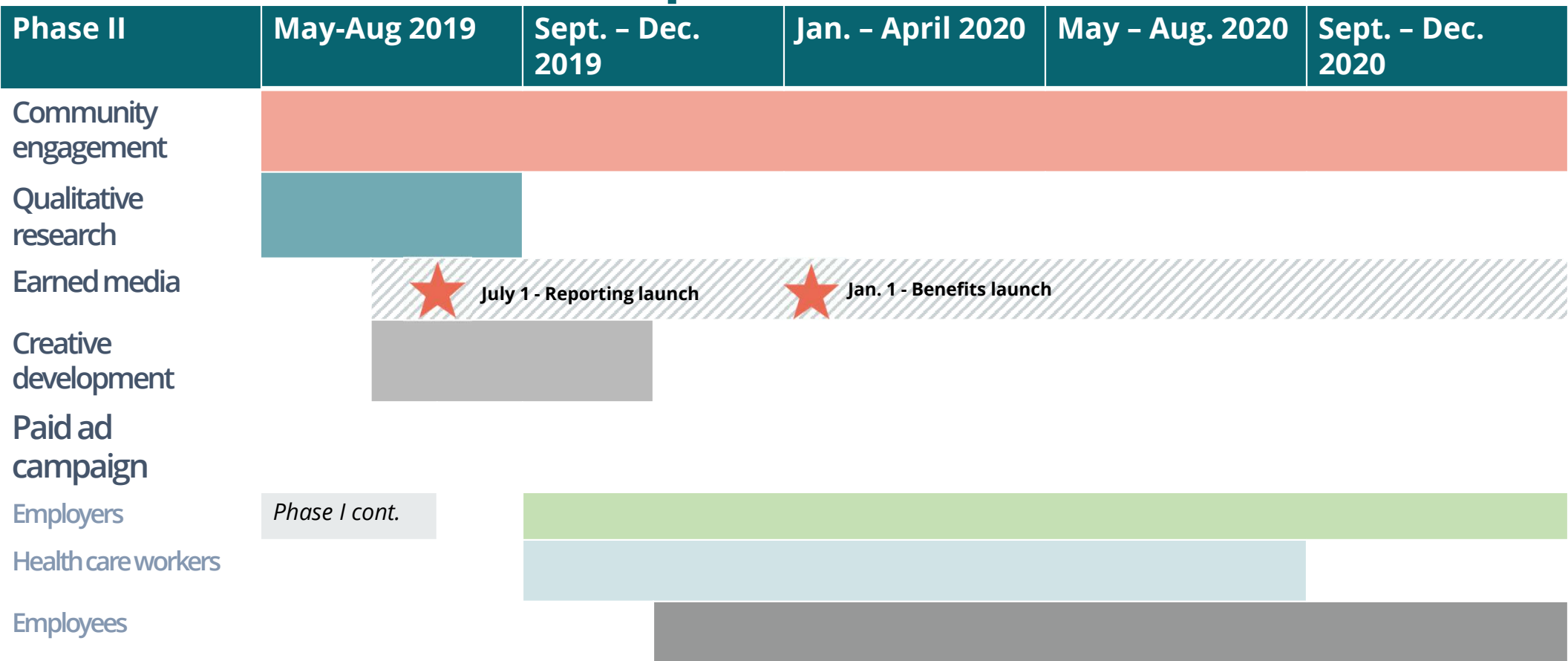
BETA FINDINGS

- System is easy to use!
- Employers have great feedback on the system
- Still some confusion with employers about the premium calculation
- Employers have needed assistance with file creation and formatting
- All employers have been thankful for the opportunity

Technology system features for Beta 2

- Ability to register as an employer agent.
- Ability for employer agents to file “bulk” wage reports for multiple employers.
- Ability for employer agents to make “bulk” payments for multiple employers.
- Enhance premium-related functionality and add more automation.

Communications update: Phase II – benefits!



Proposed timeline. Dates/activities subject to change.

GOALS

Broad awareness and support

Wide-ranging and multi-pronged communications and marketing tactics

- Outreach
- Videography
- Broad ad campaign
- Continued support for employers
- Helpful website, materials and tools

Focus on removing barriers

Understand our customers through quantitative research:

- Who is most likely to use Paid Family and Medical Leave?
- Who has barriers to access?
- Develop messages, creative and tools that drive utilization.
- Support employers, health care workers and other key audiences that will affect whether or not someone takes leave

SHARING BENEFITS CAMPAIGN



Next steps

- Solicit input, finalize focus group approach
- Invite Advisory Committee and other key stakeholders to watch the focus groups
- Plan creative campaign content after survey and focus group analysis complete

For the good of the order: open comment

Next meeting Thursday, June 20, 2019

Continue the conversation

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Voluntary plan update

As of 5/9/2019

