

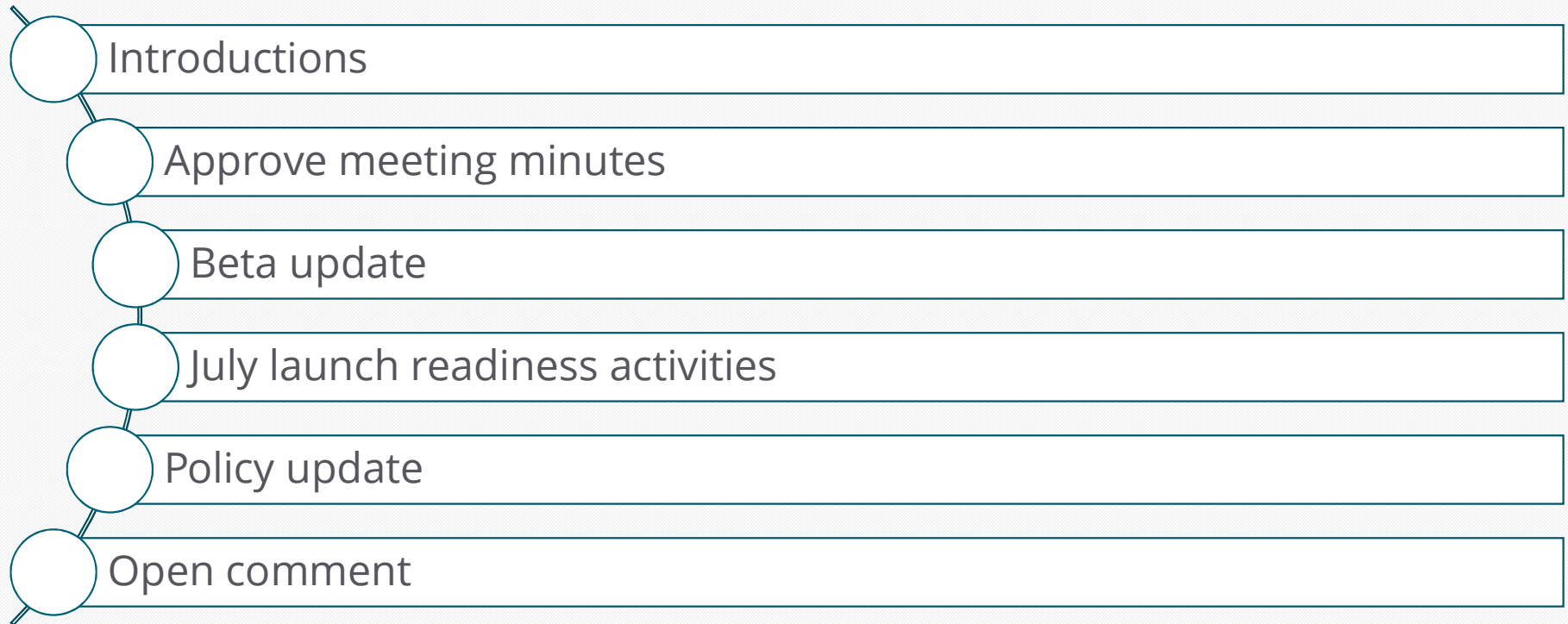
Washington
Paid Family & Medical Leave

 **Employment Security Department**
WASHINGTON STATE

Advisory Committee Meeting
June 20, 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 May minutes

- Discussion

Beta 1 Summary

Washington
Paid Family & Medical Leave

Employment Security Department
WASHINGTON STATE

Final Beta 1 Dashboard | as of 5/24/2019

Beta 1 – Employer Engagement Summary 3 weeks (4/30/2019 – 5/20/2019)

Planned: 60

Confirmed: 62*

*As of the Beta Start date of 4/30, this number changed throughout the 3 week period.

Total Employers “Completed” (file wage report & initiated payment process): 42

8 of the original confirmed have rescheduled to Beta 2

9 Employers withdrew (due to their files not ready or actually have a third party reporting for them in Beta 2)

4 Employers are expected to complete by the end of the month

PFML Team Supports

- 28% of the Customer Care Team Specialists needed to escalate questions to a Lead or Service Delivery Manager
 - 65% of those escalations happened in the first week (11 of the 17 total)
- 31% of the Employers had technical challenges that required System Operations assistance
 - 47% of the assistance happened in the first week (9 of the 19 total)

Beta 1 – Retrospective Action Items

- Improve status communications between System Operations & Technology- to address the delays on status updates for Customer Care Team (Lead- Eric Sabisch)
- Compile the FAQs, Tips and Hints to provide customer assistance for using the system and post on the paidleave.wa website and other Communications products, such as videos, webinars (Lead- John Mattes, working with Comms)
- Comb through the Customer Care Team and Employer feedback to identify if there is any easy fixes to improve user experience (e.g. wait times) before July (Lead- Matt Buelow, Business Design Specialists)
- Identify what level of support is needed for Beta 2 from the Paid Family and Medical Leave Leadership Team (Lead- John)
- Determine what solicitation of customer feedback is needed starting in July and possible avenue to seek the input (without system enhancements or using Customer Care Team to call employers). (Lead- Rebecca Grady, working with Matt Buelow, Matt LaPalm and Corbin Foster)
- Work on a consistent review around the bug triage process (Leads Lisa Kissler and Matt Buelow, started 5/21/2019)

CCT Specialist: Thankful for the Wage Reporting Notebook, it is very helpful as a resource tool

CCT Specialist: Tell employer that the processing time after CSV uploaded is approximately 10 minutes and that there is another processing time after payment is made

Employer: Having to enter the banking information each time is a huge burden. With Lnl quarterlies I can set up the bank account information once and it is masked when others are submitting the quarterly reports.

Employer feedback (n=25) Survey Monkey, 1= low, 5 = high

| | |
|--|------|
| How would you rate your customer service experience? | 4.96 |
| How would you rate the online reporting and payment system | 4.08 |

Employer: Would like a confirmation document showing amounts and that file was uploaded. ACH doesn't save payment and would like this to happen

CCT Specialist: Everything went well and smoothly. There were 24 UBI's and they all processed on the first try, with none of them rejecting

Employer: it's silly to have to wait so long for it to process info in order to make a payment. Our company does multiple different state payroll taxes and none of them take that long to load.

Employer complimented the entire CCT on our customer service and assistance in the past months leading up to the reporting today

Employer: impressed by how user friendly the whole process is

CCT Specialist: The ability to print a payment receipt should be more noticeable. Once the user clicks continue they can no longer access the receipt

Employer: System is user friendly- very pleased. On the flip side, concerned about the lack of instructions and felt led blindly.

Beta #1

Key Tips and Trips from Beta #1

- Details on adding Paid Family and Medical Leave to your SAW services.
- Tips on formatting CSV files.
- Descriptions of report status types, submission timelines and tips for troubleshooting errors.
- Explanation of the report confirmation ID.

Premium Calculation Errors

During Beta 1, Many employers encountered issues with premium calculations (10 of 42 or 24%).

- Out of those 10, seven had issues with rounding/decimals. This included rounding in the wrong direction (up or down), as well as calculating to the wrong decimal point (for example, calculating out to .633 instead of .6333). For this error, the dollar amounts of errors ranged from a low of \$1.55 to a high of \$150.79.
- Two had issues with the type of hours that were subject to premiums. An example of this is failing to include vacation hours for Employees in their premium base. For this error, the dollar amounts averaged about \$850.
- There was one Employer who failed to stop assessing premiums once the Social Security cap had been reached. This resulted in an overcollection of about \$2,200.

ESD provided technical assistance to the employers throughout the beta process to assist them with the errors.

Beta 2 update

Beta 2 Dashboard | as of 6/18/2019

Beta 2 Scheduling

Planned: 60 Confirmed*: 63

Total Completed (file & pay): 21

of CCT Escalated: 13

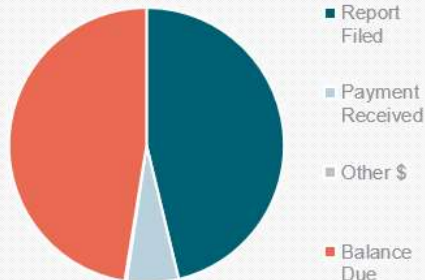
of Sys Ops Req'd: 10

*As 5/31/2019; this number will change throughout the 3 week period as Customers reschedule or are ready.

Types of participants: # confirmed*

- Employer Agents: 30
- Employers: 23
- Voluntary Plan: 2
- Beta 1 Employers (rescheduled) 8

Loan Repayment Fund



Beta 2 | Week 1: 6/5* – 6/7/2019

| | M | T | W | Th | F |
|-----------|---|---|---|----|---|
| Scheduled | 0 | 0 | 5 | 3 | 3 |
| Actual | - | - | 5 | 3 | 1 |
| Completed | - | - | 2 | 1 | 1 |

Beta 2 | Week 2: 6/10 – 6/14/2019

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

Beta 3 | Week 3: 6/17 – 6/21/2019

| | M | T | W | Th | F |
|-----------|---|---|---|----|---|
| Scheduled | 5 | 6 | 6 | 7 | 3 |
| Actual | 3 | 6 | | | |
| Completed | 2 | 4 | | | |

*Beta 2 Launch delayed 2 days (from 6/3 to 6/5), participants rescheduled

Employer: engagement was positive; nothing confusing and system was easy to use

Employer: system was straightforward. Found confusing:
1) Couldn't see confirmation number after CSV report was accepted 2) amount due was not on payment coupon 3) would like to see that breakdown available when you click on the confirmation number.

Employer Agent: Everything is pretty simple and straight forward. We like that we can re-send file instead of trying to extract a single client out of our file and upload individually (This is a good feature)

CCT Specialist: I would like Be able to see what the employer is looking at, or at least have better access and information to what the error codes are.

Employer Agent Overall, the BETA launch was a success, but there are still 6 employers that cannot be filed due to UBI issues within the system.

CCT Specialist: There was some confusion about what the TPA's ribbon contained. It appeared to me that they would have a Payments option at the top and they did not. feedback to come soon

Employer feedback (n=30, both Betas)
Survey Monkey, 1= low, 5 = high

| | |
|--|------|
| How would you rate your customer service experience? | 4.93 |
| How would you rate the online reporting and payment system | 4.03 |

CCT Specialist: I just think we need to remind the employers ahead of time that when they are reporting, they need to provide ONLY the employees portion of the premiums that has been collected, that it doesn't include the employer portion.

Employer: I think I could do this by myself next time. A little confusing when you are waiting for the information to come up so you can pay. I guess it will come up with a little time.

July Launch Readiness Activities

Technology

- Integrated System Performance
- Completion of MVP features
- System functionality tested
- System deployment and roll-back processes in place

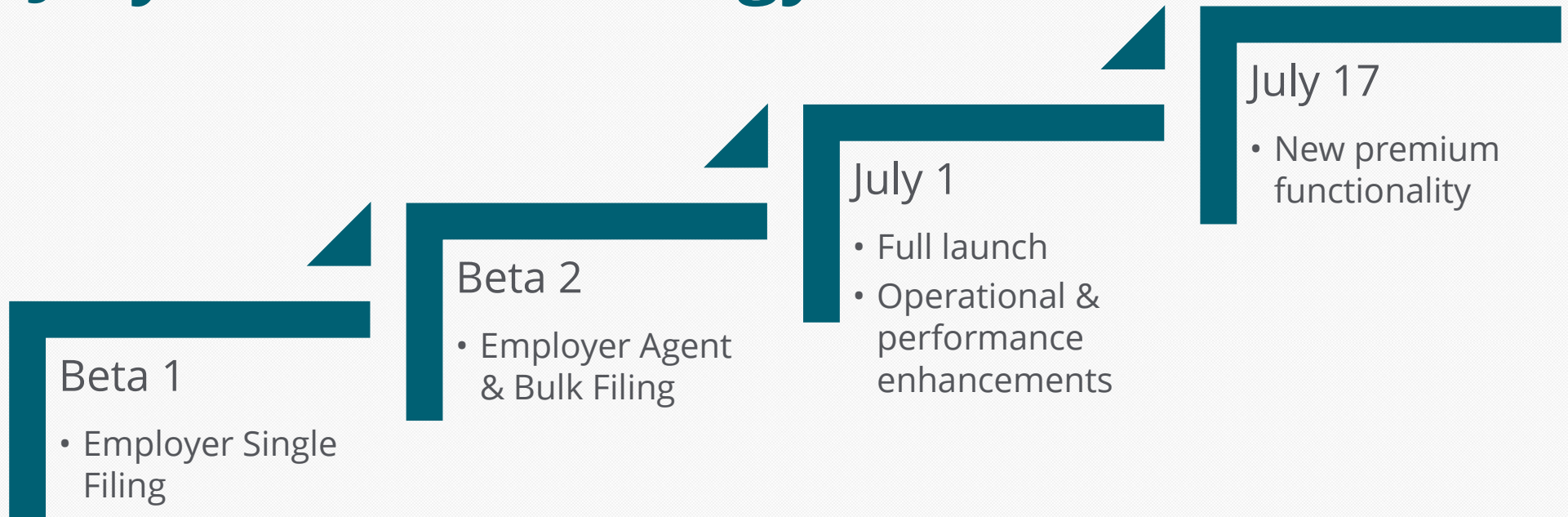
Communications

- Update Website and toolkit with Beta tips / tricks and new content
- Mass external communications (reminder email series, paid ads, webinars, social media)
- Post 5 how-to videos
- Crisis communications plan & tested
- Partner communications (within ESD, state agencies)

Operations - CCT

- Applying lessons learned from Betas
- Staff readiness (training on new features)
- Knowledge base articles & Standard Operating procedures
- Staffing support plan & tested

July Release Strategy



July 17 Features

- Elective Coverage Registration
- Refund Processing
- Business Closure
- Minor Enhancements
- System Stabilization

Offline Wage Reporting

We are not implementing an offline (paper) wage reporting process in July 2019. We will ask employers that cannot file electronically to contact the Customer Care Team so we can gain insight into why they can't file electronically. We will use this insight to determine:

1. Whether an alternative to electronic filing is necessary;
2. What alternate path(s) meet the needs of our customers and the agency; and
3. What amount of resources we should use to implement any alternate path deemed necessary.

Benefits Focus Groups

LOCATIONS: SEATTLE, SPOKANE, YAKIMA

GROUPS:

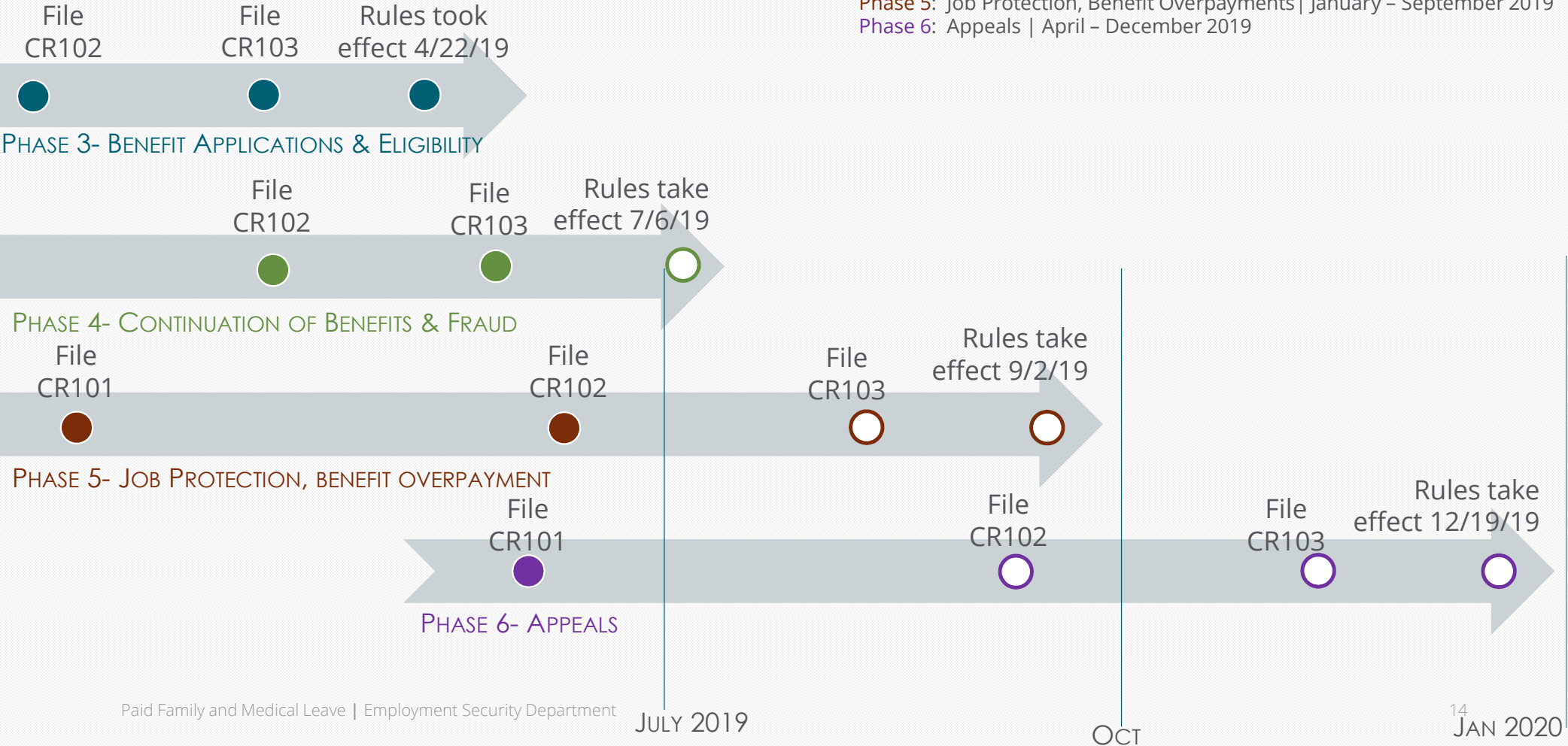
- CAUCASIAN WOMEN
- SPANISH SPEAKING LATINOS
- AFRICAN AMERICANS
- SMALL BUSINESS OWNERS
- HEALTHCARE EMPLOYEES
- RURAL CAUCASIAN RESIDENTS
- CHINESE RESIDENTS
- FILIPINO RESIDENTS
- KOREAN RESIDENTS
- VIETNAMESE RESIDENTS

ADVISORY COMMITTEE STILL WELCOME TO PARTICIPATE

Policy Update

PFML Rulemaking Phases:

- Phase 1: Voluntary Plans, CBAs, & Premium Liability | Final June 2018
- Phase 2: Employer Responsibilities, Grants & Penalties | Final Dec 2018
- Phase 3: Benefit Applications & Eligibility | Final April 2019
- Phase 4: Continuation of Benefits & Fraud | October 2018 – July 2019
- Phase 5: Job Protection, Benefit Overpayments | January – September 2019
- Phase 6: Appeals | April – December 2019



Policy Update

- Phases complete:
 - P1 - Voluntary plans, Collective bargaining agreements, Premium liability.
 - P2 – Employer responsibilities, Small business assistance, Penalties.
 - P3 – Benefit applications.
- Phases in flight:
 - P4 – Continuing Benefits & Fraud – Hearings in May, rules effective by July 6
 - P5 – Job protection & Benefit overpayments – Hearings in July, rules effective September 6
 - P6 – Appeals & Legislative changes – 2nd Draft is in development, 2nd Stakeholder mtg July 17
- Documenting Operational policy
 - Creating Policy Manual Resource

Policy Update

- Other things going on:
 - Hiring –
 - TPS2 – Operational Policy Analyst, Cezanne Murphy
 - TPS4 – Policy Analyst, currently interviewing
 - Privacy Rules
 - Developing a timeline
 - One records management office for ESD
 - PFML specific privacy rules
 - Legislative Changes 2020
 - Rulemaking plan once we move beyond the phases

For the good of the order: open comment

Next meeting Thursday, July 25, 2019

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 6/13/2019

