Advisory Committee Meeting
June 20, 2019
Presentation overview

- Introductions
- Approve meeting minutes
- Beta update
- July launch readiness activities
- Policy update
- 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 May minutes

• Discussion
Beta 1 Summary

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
- 5 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 Sabichi)
- Compile the FAQs, Tips and Hints to provide customer assistance for using the system and post on the [website](#) and other Communications products, such as videos, webinars (Lead- John Mathis, working with Comm)
- 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 avenues to seek the input (without system enhancements or using Customer Care Team to call employers). (Lead- Rebecca Grady, working with Matt Buelow, Matt LePalm and Corbin Foster)
- Work on a consistent review around the bug triage process (Leads Lisa Kisler and Matt Buelow, started 5/21/2019)
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.
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 re-schedule or are ready

Types of participants: # confirmed
- Employer Agents: 30
- Employers: 23
- Voluntary Plan: 2
- Beta 1 Employers (rescheduled) 8

Loan Repayment Fund

<table>
<thead>
<tr>
<th></th>
<th>Report Filed</th>
<th>Payment Received</th>
<th>Other $</th>
<th>Balance Due</th>
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Beta 2 | Week 1: 6/5* – 6/7/2019

<table>
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<tr>
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Beta 2 | Week 2: 6/10 – 6/14/2019

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<tr>
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<td>3</td>
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<td>5</td>
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<tr>
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Beta 3 | Week 3: 6/17 – 6/21/2019

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<tr>
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<tr>
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*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 straightforward. 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.

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.
<table>
<thead>
<tr>
<th>Technology</th>
<th>Communications</th>
<th>Operations - CCT</th>
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<tbody>
<tr>
<td>• Integrated System Performance</td>
<td>• Update Website and toolkit with Beta tips / tricks and new content</td>
<td>• Applying lessons learned from Betas</td>
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<tr>
<td>• Completion of MVP features</td>
<td>• Mass external communications (reminder email series, paid ads, webinars, social media)</td>
<td>• Staff readiness (training on new features)</td>
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<td>• System functionality tested</td>
<td>• Post 5 how-to videos</td>
<td>• Knowledge base articles &amp; Standard Operating procedures</td>
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<td>• System deployment and roll-back processes in place</td>
<td>• Crisis communications plan &amp; tested</td>
<td>• Staffing support plan &amp; tested</td>
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<tr>
<td></td>
<td>• Partner communications (within ESD, state agencies)</td>
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July Release Strategy

Beta 1
- Employer Single Filing

Beta 2
- Employer Agent & Bulk Filing

July 1
- Full launch
- Operational & performance enhancements

July 17
- New premium functionality
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**

**Phase 3 - Benefit Applications & Eligibility**
- File CR102
- File CR103
- Rules took effect 4/22/19

**Phase 4 - Continuation of Benefits & Fraud**
- File CR101
- File CR102
- File CR103
- Rules take effect 7/6/19

**Phase 5 - Job Protection, Benefit Overpayment**
- File CR101
- File CR102
- File CR103
- Rules take effect 9/2/19

**Phase 6 - Appeals**
- File CR101
- File CR102
- File CR103
- Rules take effect 12/19/19

**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

Paid Family and Medical Leave | Employment Security Department
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

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Employment Security Department  
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creyes@esd.wa.gov
Voluntary plan update
As of 6/13/2019

<table>
<thead>
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<th>348 preliminary applications</th>
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<tbody>
<tr>
<td>41 medical</td>
</tr>
<tr>
<td>22 family</td>
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<tr>
<td>285 both</td>
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</table>

289 completed applications received

282 applications fully processed

232 approved
30 denied
20 withdrawn

Paid Family and Medical Leave | Employment Security Department