Advisory Committee Meeting
January 17, 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 November & December minutes

• Discussion
Launched December 30, 2019!

<table>
<thead>
<tr>
<th>Benefits Processing Data</th>
<th>Week 1</th>
<th>Week 2</th>
<th>YTD Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Dec 30-Jan 4</td>
<td>Jan 5-11</td>
<td>as of 12am Jan 12th</td>
</tr>
<tr>
<td>Benefit application submissions</td>
<td>7,202</td>
<td>5,755</td>
<td>12,957</td>
</tr>
<tr>
<td>Paper</td>
<td>0</td>
<td>3</td>
<td>0.02%</td>
</tr>
<tr>
<td>Online</td>
<td>7,202</td>
<td>5,752</td>
<td>99.98%</td>
</tr>
<tr>
<td>Benefit application determinations</td>
<td>8</td>
<td>378</td>
<td>386</td>
</tr>
<tr>
<td>Average Time to process (calendar days)</td>
<td></td>
<td></td>
<td>9.2</td>
</tr>
<tr>
<td>Approved applications</td>
<td>7</td>
<td>323</td>
<td>85%</td>
</tr>
<tr>
<td>Average Weekly Benefit</td>
<td>$759</td>
<td>$839</td>
<td>$827</td>
</tr>
<tr>
<td>Denied applications</td>
<td>1</td>
<td>55</td>
<td>15%</td>
</tr>
<tr>
<td>Weekly claims paid</td>
<td></td>
<td>98</td>
<td>98</td>
</tr>
<tr>
<td>Total paid</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Time to process (calendar days)</td>
<td></td>
<td></td>
<td>1.7</td>
</tr>
</tbody>
</table>

5,931 Application is awaiting action

7,208 In Process

268 Pending lead approval

2,610 Bonding Batch in process

4,330 Missing Info (ID, Med Cert, Wages/Hours)
Launch data – first two weeks

<table>
<thead>
<tr>
<th>Customer Care Call Processing</th>
<th>Week 1 Dec 30-Jan 4</th>
<th>Week 2 Jan 5-11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Presented</td>
<td>4427</td>
<td>7809</td>
</tr>
<tr>
<td>Calls Handled</td>
<td>3869</td>
<td>4309</td>
</tr>
<tr>
<td>Calls Abandoned</td>
<td>558</td>
<td>3500</td>
</tr>
<tr>
<td>Average Handle Time</td>
<td>0:08:41</td>
<td>0:09:42</td>
</tr>
<tr>
<td>Max Handle Time</td>
<td>1:46:10</td>
<td>1:49:02</td>
</tr>
<tr>
<td>Average Abandoned Time</td>
<td>0:01:59</td>
<td>0:06:46</td>
</tr>
<tr>
<td>Max Abandon Time</td>
<td>0:20:08</td>
<td>0:33:33</td>
</tr>
<tr>
<td>Average Speed Answered</td>
<td>0:02:25</td>
<td>0:14:38</td>
</tr>
<tr>
<td>Average Queue Time</td>
<td>0:02:12</td>
<td>0:11:00</td>
</tr>
<tr>
<td>Max Queue Time</td>
<td>0:22:53</td>
<td>0:38:01</td>
</tr>
</tbody>
</table>

Benefit Application Submissions

- All Medical, 29%
- Medical Pregnancy, 9%
- Medical Self, 20%
- Family Military, 0.2%
- Family Care, 9%
- Family Bonding, 61%
- All Family, 71%
KEY TAKEAWAYS FROM OUR EXPERIENCE TO DATE INCLUDE:

• Thousands of Washingtonians are already taking advantage of the country’s best Paid Family and Medical Leave program!
• We are excited that so many customers ready and able to use this benefit.
• High demand for the new program means people are aware of it and know how to apply.
• In the first five days of launching the benefits program, we received more applications than we expected for the entire month of January.
• As we have always said, processing times are highly dependent on demand. This may mean that some claims will take the full four weeks of time to process which, is at the top end of our initial projections.
**LAUNCH UPDATE: FACT FINDING REASONS**

- **Wages Not Reported**: 25%
- **Medical Certificate Missing**: 21%
- **Proof of Identity Missing**: 18%
- **Notice not Provided to Employer**: 9%
- **Incorrect Dates Supplied**: 8%
- **Event hasn’t occurred**: 8%
- **CBA - Wages not Reported**: 6%
### Mitigations to expedite claims processing

<table>
<thead>
<tr>
<th>Bulk process easiest claims to approve (complete bonding claims)</th>
<th>Pull out what are complete applications for bonding that are easiest to process. They can then be reviewed more quickly by a small team. Bonding claims (complete and incomplete) make up about 66% of total claims as of 1/9.</th>
</tr>
</thead>
</table>
| Operations process improvements | • Created new letter templates that reduce manual entry – processing letters was noted to be the most time-consuming part of processing a claim.  
• Continuing to provide additional technical tips to CCT so they can find answers to questions quickly and without help.  
• Identify areas where fact-finding can be reduced or accelerated. |
| Resource deployment | • Allocate more staff time to processing claims and reducing phone time.  
• Have other teams besides Customer Care answer emails.  
• Allow overtime for claims processing in January. |
| Communications | • **Added more detail to the website:** We’ve added “After you apply” page to our website to let customers know what to expect and what to do next.  
• **Alerting customers by email:** We’ve started sending out emails to those who have applied to let them know it may be up to four weeks to process their application.  
• **Alert customers to upload documents:** Add a popup after pressing “login” to remind people to upload documents – this reduces incomplete applications, which take longer to process and delay payment to customer. |
**Launch Update: Treasury**

Payment Methods (as of 1/16/2020)

<table>
<thead>
<tr>
<th>Payment Method</th>
<th>Number</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACH Business Account</td>
<td>30</td>
<td>0.17%</td>
</tr>
<tr>
<td>ACH Personal Account- Direct Deposit</td>
<td>14,442</td>
<td>80.09%</td>
</tr>
<tr>
<td>Pre-paid Card</td>
<td>1,022</td>
<td>5.67%</td>
</tr>
<tr>
<td>Blank</td>
<td>2,538</td>
<td>14.07%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>18,032</strong></td>
<td></td>
</tr>
</tbody>
</table>
**WEBSITE UPDATE**

**New tools**
- Estimate weekly pay
- Eligibility checker
- Checklist

**“Funnel”: Get ready before you apply**
- Goal: See key info before you apply
- Funnel is working, behavior will change over time
  - Traffic to “Get ready to apply” and “Find out how paid leave works” pages is highest, followed by “Apply now” and “Login”

**Traffic to the website**
- Has surpassed previous all-time highs of active users
- The peak appears to be stabilizing with Mondays the highest trafficked days

**Up next**
- Transfer remaining content form old site
- Add information in additional languages
- Improve library and video tutorial pages
Launch Events

January
- December 30, 2019: Benefits applications open
- Jan. 1: Reporting starts Q4

February
- Digital ads (ongoing from Nov. 1)
- Launch celebration with Governor, legislators, and stakeholders

March
- Radio ads (English and Spanish)

April
- Digital ads (ongoing)
- Apr. 1: Reporting starts Q1
- Launch Ambassador program

May
- TV ads
- Paid Family and Medical Leave month
For the good of the order: open comment

Next meeting Friday, February 21, 2020
Continue the conversation

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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 01/14/2020

<table>
<thead>
<tr>
<th>400 preliminary applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>48 medical</td>
</tr>
<tr>
<td>31 family</td>
</tr>
<tr>
<td>321 both</td>
</tr>
</tbody>
</table>

341 completed applications received

317 applications fully processed

<table>
<thead>
<tr>
<th>253 approved</th>
</tr>
</thead>
<tbody>
<tr>
<td>36 denied</td>
</tr>
<tr>
<td>28 withdrawn</td>
</tr>
</tbody>
</table>