

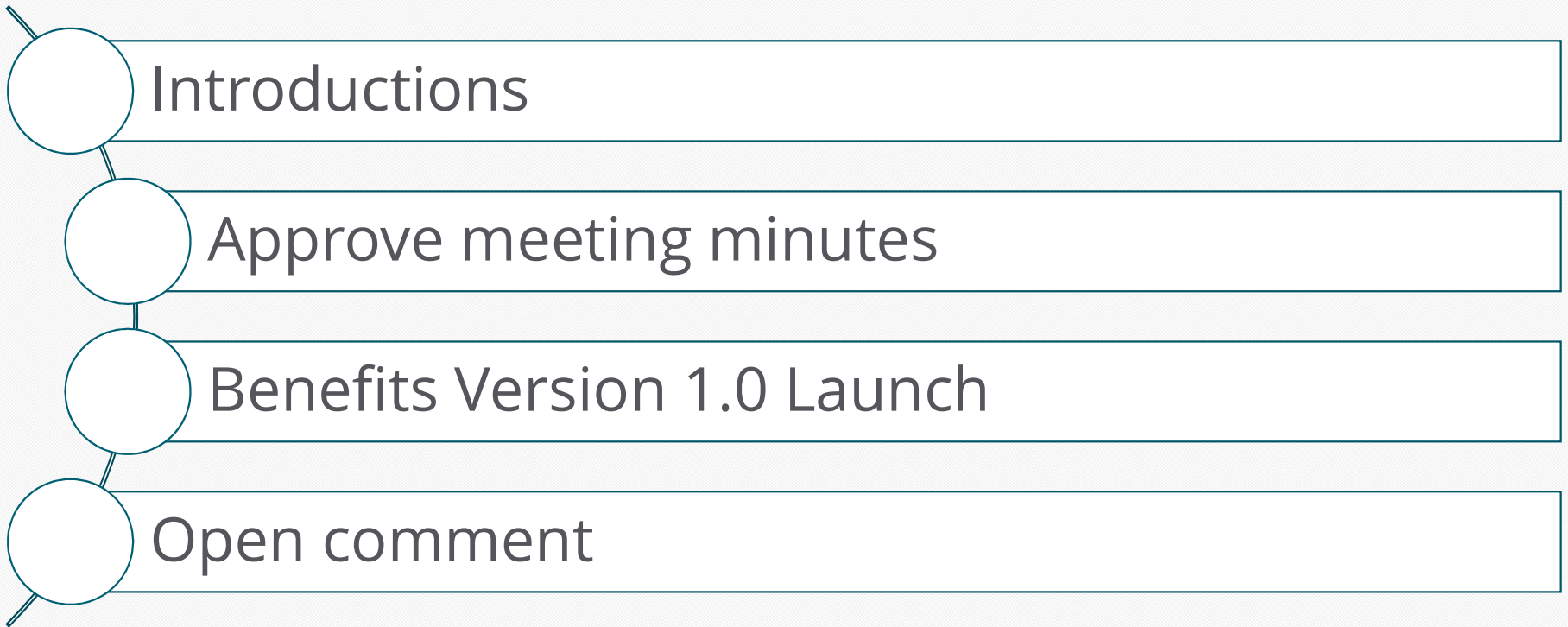
Washington
Paid Family & Medical Leave

 **Employment Security Department**
WASHINGTON STATE

Advisory Committee Meeting
January 17, 2020



Presentation overview



Introductions

- Advisory Committee
- In-person attendees

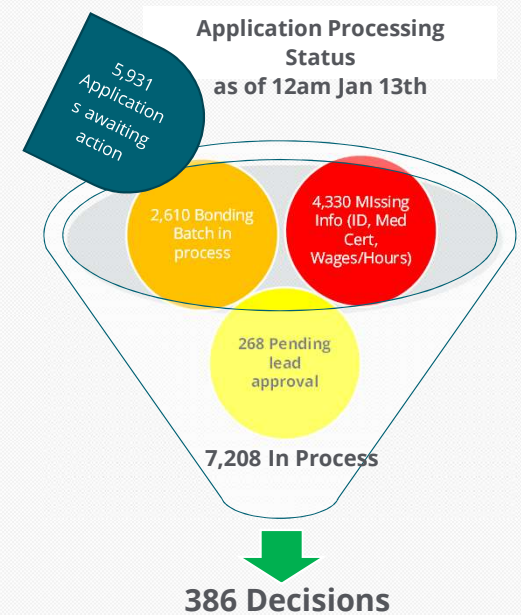
(Note: We will use the conference call feature to identify who is on the phone rather than announcing during meeting)

Approve November & December minutes

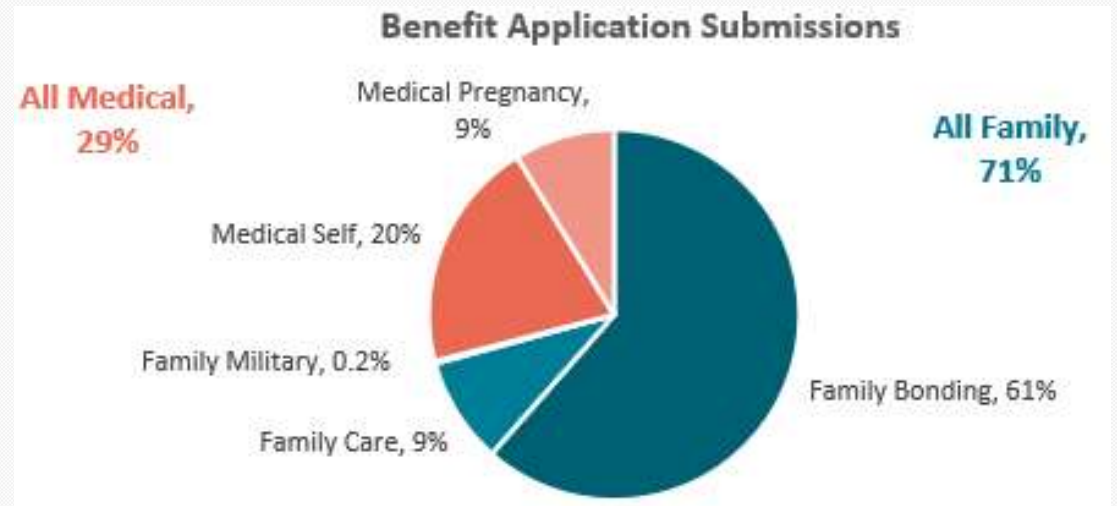
- Discussion

Launched December 30, 2019!

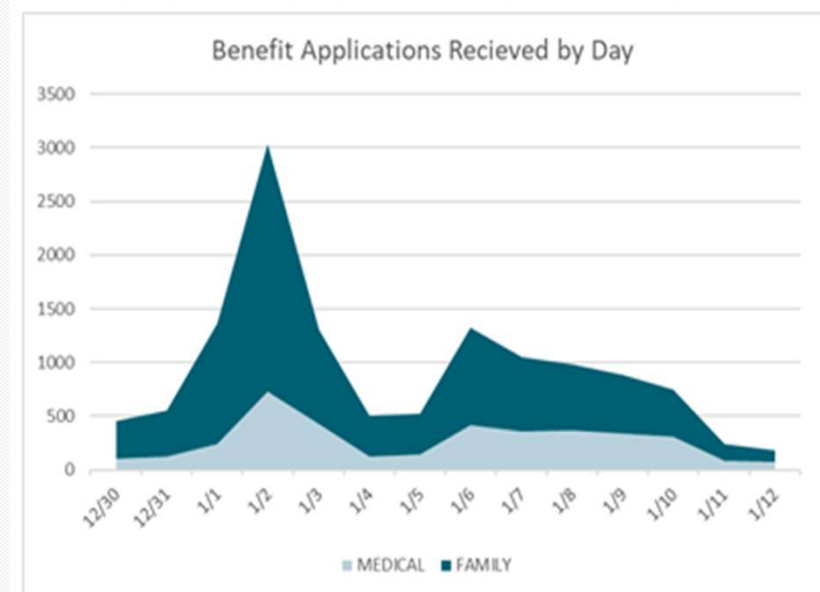
Benefits Processing Data	Week 1	Week 2	YTD Summary
	Dec 30-Jan 4	Jan 5-11	
			as of 12am Jan 12th
Benefit application submissions	7,202	5,755	12,957
Paper	0	3	0.02%
Online	7,202	5,752	99.98%
Benefit application determinations	8	378	386
Average Time to process (calendar days)			9.2
Approved applications	7	323	85%
Average Weekly Benefit	\$759	\$839	\$827
Denied applications	1	55	15%
Weekly claims	-	98	98
Weekly claims paid	-	19	19%
Total paid	-	\$8,112	\$8,112
Average Time to process (calendar days)			1.7



Launch data - first two weeks



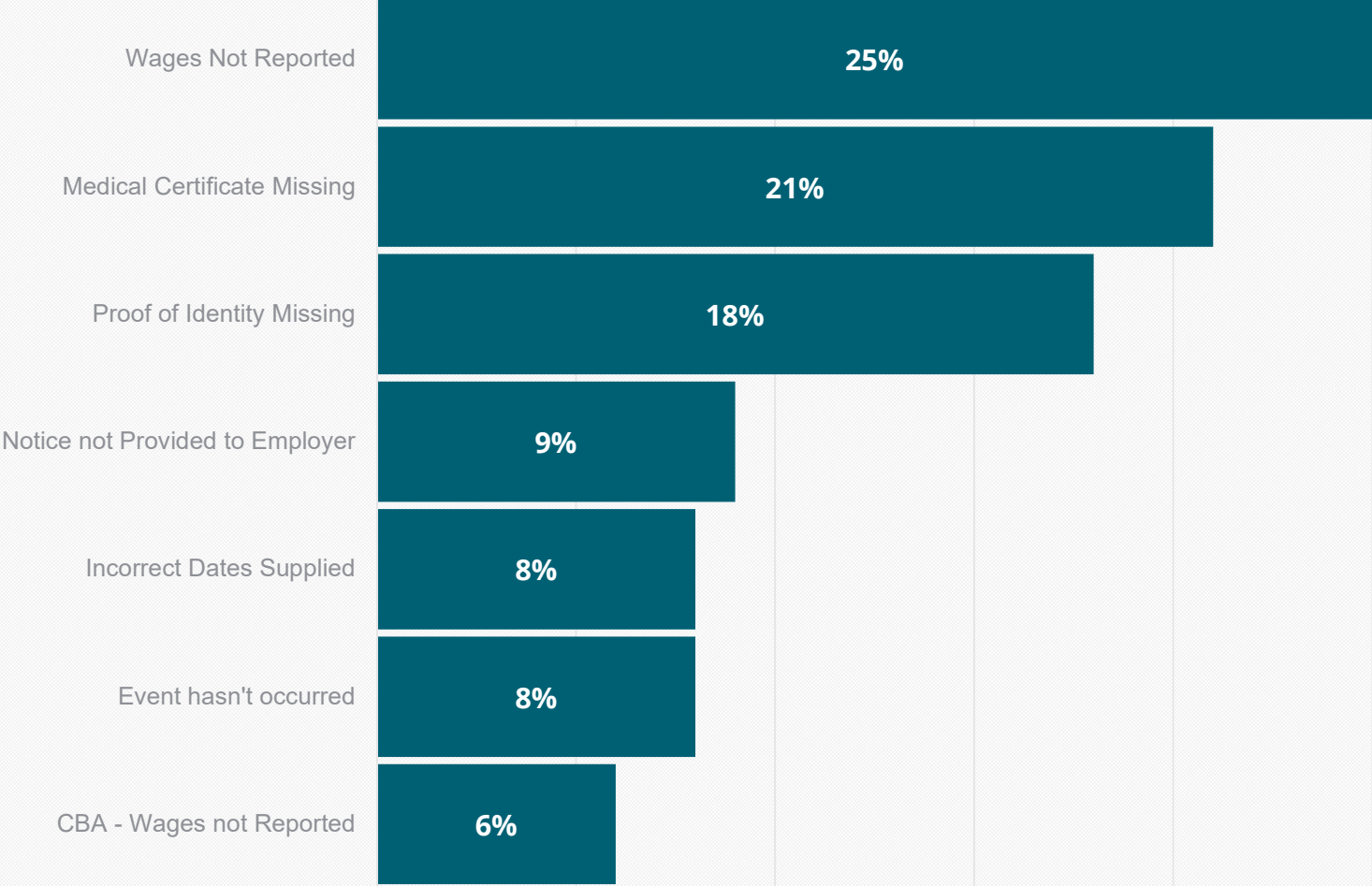
Customer Care Call Processing	Week 1 Dec 30-Jan 4	Week 2 Jan 5-11
Calls Presented	4427	7809
Calls Handled	3869	4309
Calls Abandoned	558	3500
Average Handle Time	0:08:41	0:09:42
Max Handle Time	1:46:10	1:49:02
Average Abandoned Time	0:01:59	0:06:46
Max Abandon Time	0:20:08	0:33:33
Average Speed Answered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



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



Mitigations to expedite claims processing	
Bulk process easiest claims to approve (complete bonding claims)	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.
Operations process improvements	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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)

Payment Method	Number	% of Total
ACH Business Account	30	0.17%
ACH Personal Account- Direct Deposit	14,442	80.09%
Pre-paid Card	1,022	5.67%
Blank	2,538	14.07%
Total	18,032	

WEBSITE UPDATE

New tools

- Estimate weekly pay
- Eligibility checker
- Checklist

“Funnel”: Get ready before you apply

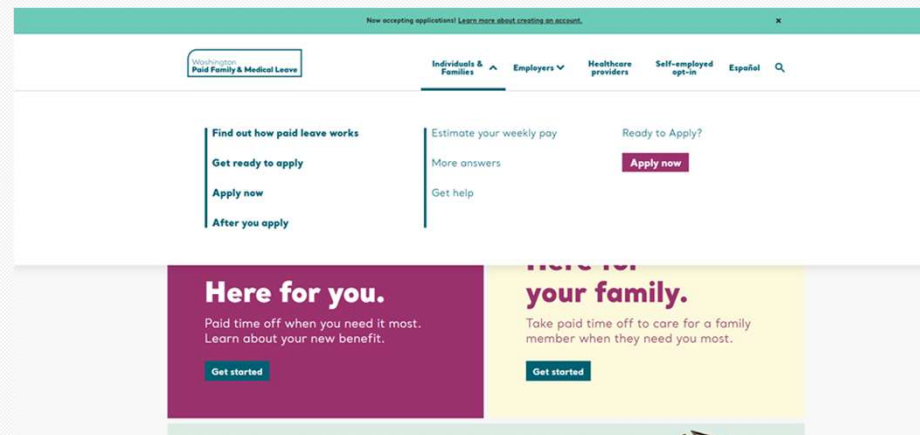
- Goal: See key info before you apply
- Funnel is working, behavior will change over time
 - Traffic to “Get ready to apply” and “Find out how paid leave works” pages is highest, followed by “Apply now” and “Login”

Traffic to the website

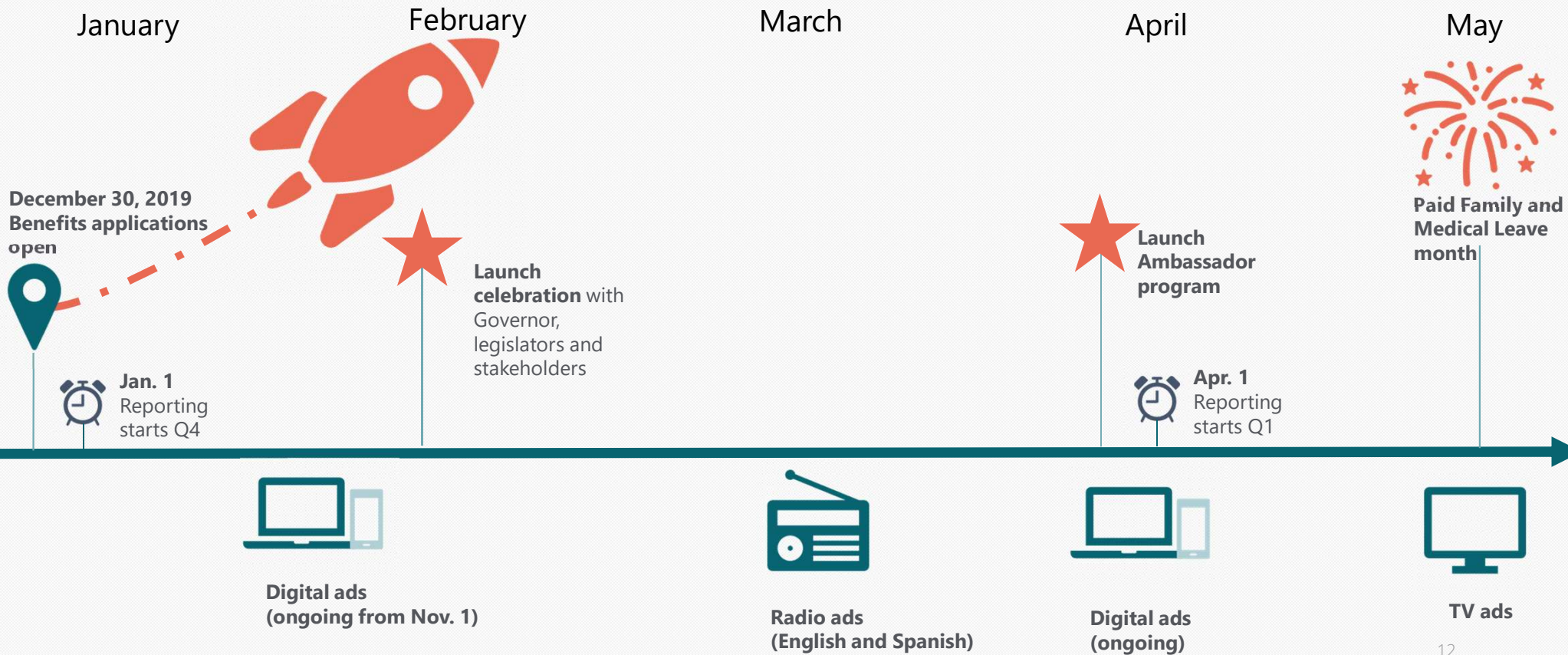
- Has surpassed previous all-time highs of active users
- The peak appears to be stabilizing with Mondays the highest trafficked days

Up next

- Transfer remaining content from old site
- Add information in additional languages
- Improve library and video tutorial pages



Launch Events



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



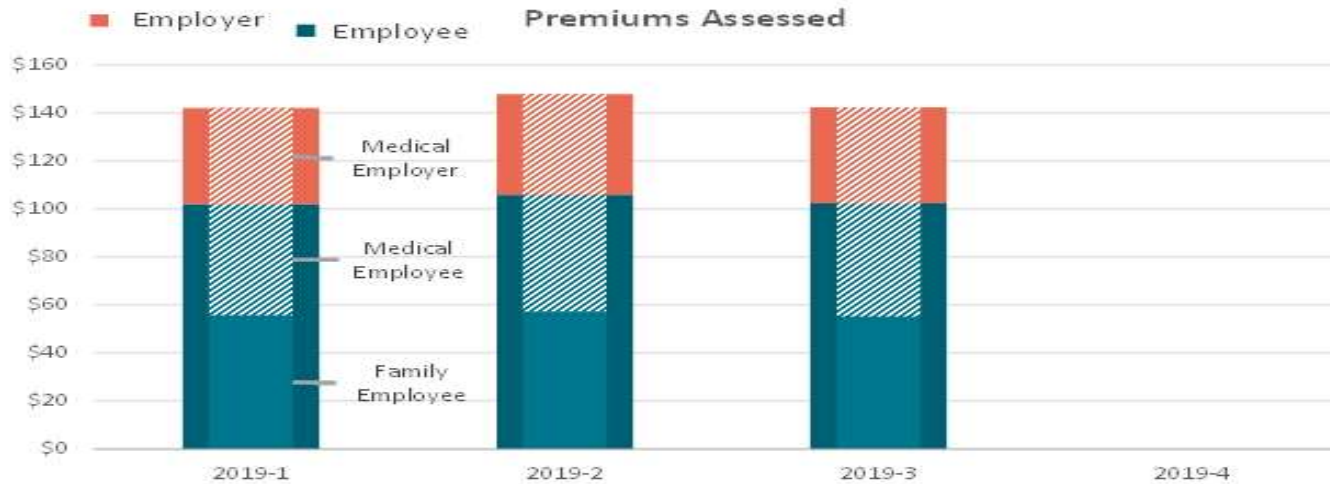
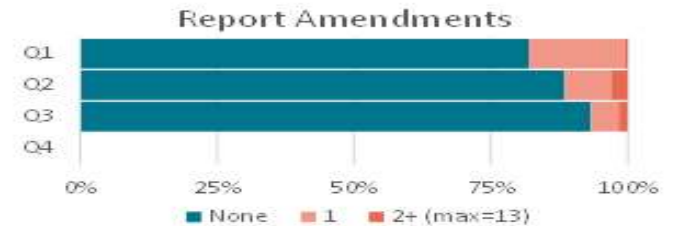
Join our listserv at
bit.ly/PaidLeaveList



Ask questions and make
comments on our public forum
at bit.ly/CommentForum

Paid Family and Medical Leave Quarterly Reporting Summary 2019

	Q1	Q2	Q3	Q4
Employers	151,693	158,810	157,611	
Employees				
total employer-reported	3,061,504	3,380,951	3,642,063	
WA workers				
counted once across jobs	2,771,467	2,998,141	3,198,488	



	Q1	Q2	Q3	Q4	YTD
Total Premiums	\$142,017,267	\$147,685,640	\$142,269,541		\$439,001,765
Employer	\$40,046,085	\$41,784,262	\$39,858,354		\$123,921,192
Employee	\$101,971,182	\$105,901,378	\$102,411,187		\$315,080,573
Family (all employee)	\$55,676,083	\$57,184,563	\$55,118,038		\$170,503,210
Medical	\$86,341,185	\$90,501,077	\$87,151,502		\$268,498,555
Employer	\$40,046,085	\$41,784,262	\$39,858,354		\$123,921,192
Employee	\$46,295,100	\$48,716,815	\$47,293,148		\$144,577,363



Voluntary plan update

As of 01/14/2020

400 preliminary applications

48 medical

31 family

321 both



341 completed applications received



317 applications fully processed

253 approved

36 denied

28 withdrawn