

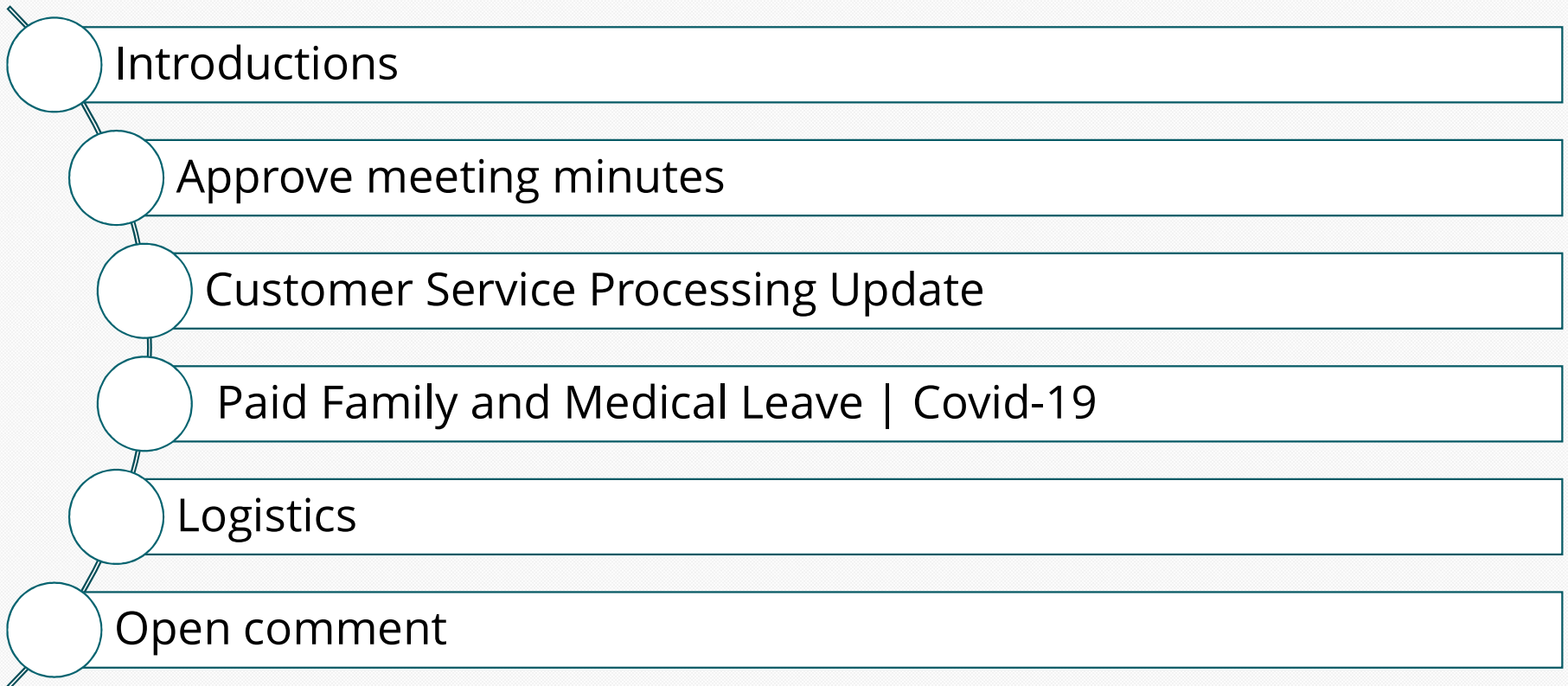
Washington
Paid Family & Medical Leave

 **Employment Security Department**
WASHINGTON STATE

Advisory Committee Meeting
April 16, 2020



Presentation overview



Introductions

- Advisory Committee
- In-person attendees

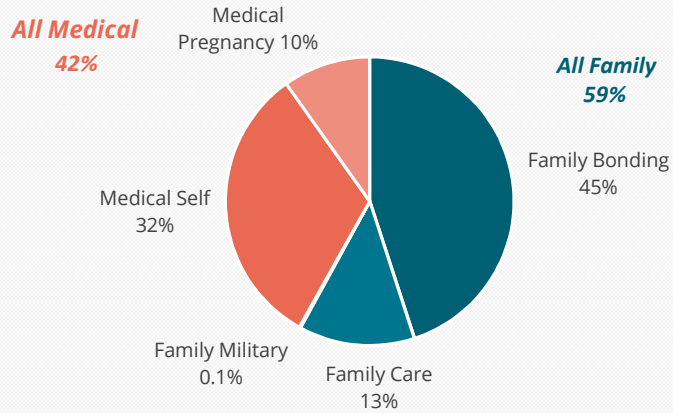
(Note: We will use the conference call feature to identify who is on the phone rather than announcing during meeting)

Approve March minutes

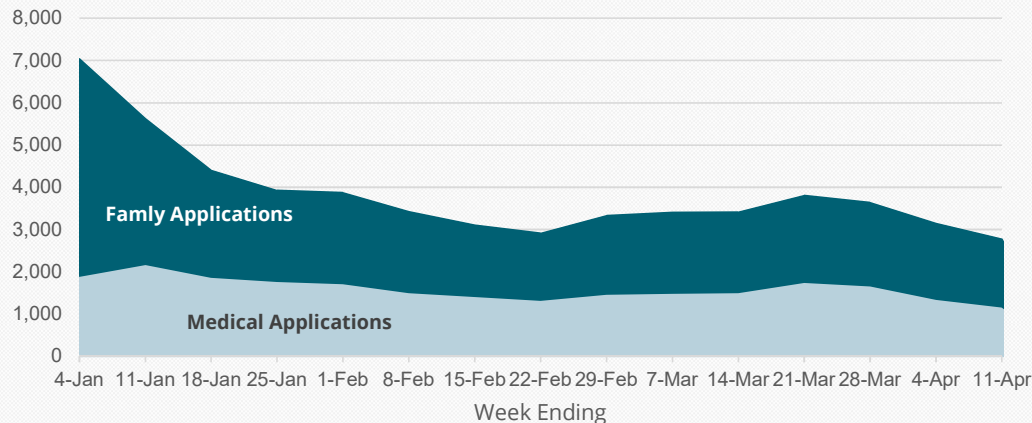
- Discussion

Application & Weekly Claim data – through 4/11

Benefit Applications

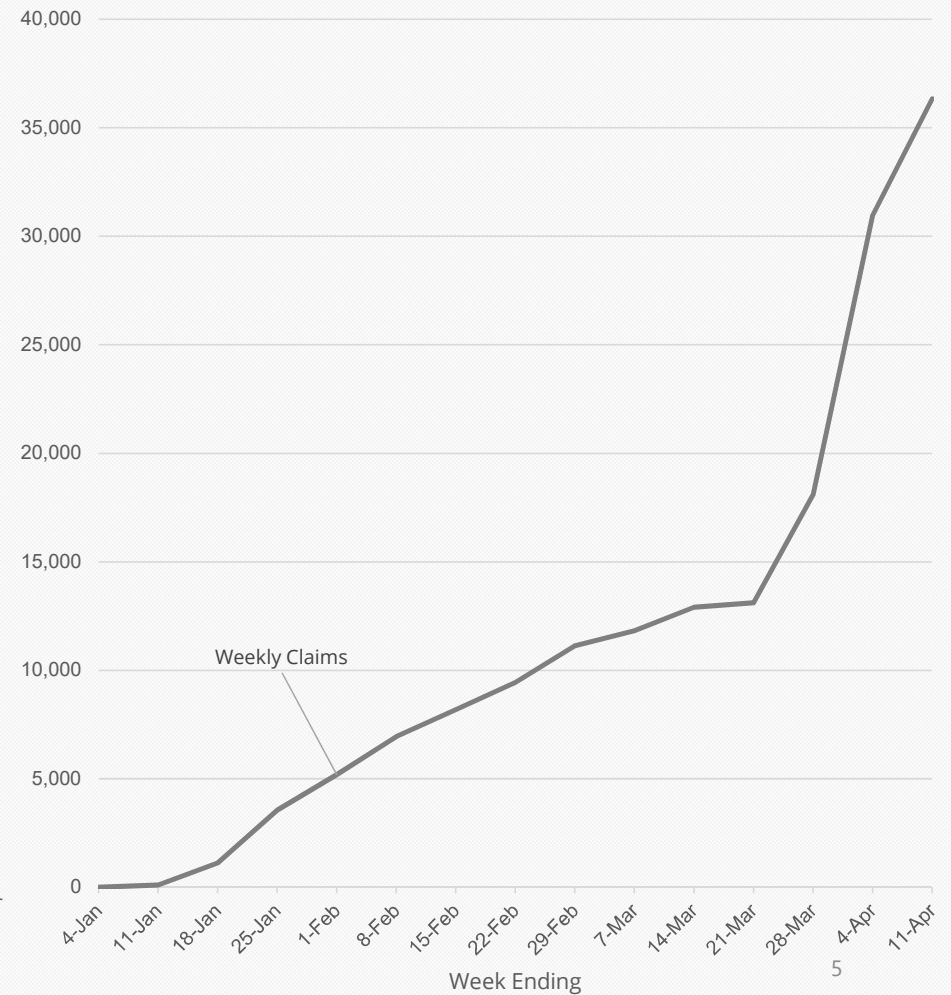


New Applications Submitted - Weekly

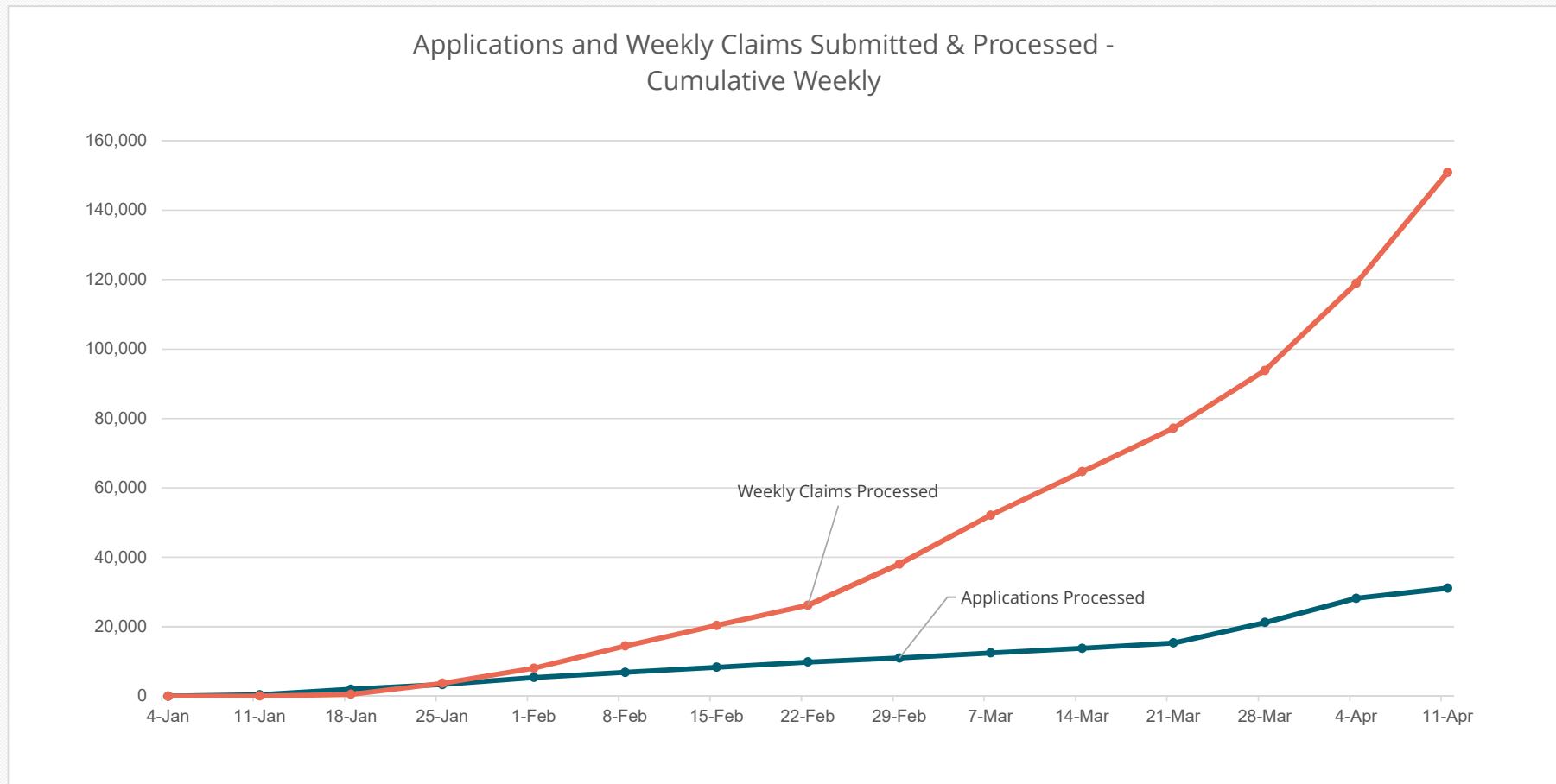


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New Weekly Claims Submitted - Weekly



Application & Weekly Claim data – through 4/11



Call Data

Customer Care Call Processing	Week 6 2-Feb 8-Feb	Week 7 9-Feb 15-Feb	Week 8 16-Feb 22-Feb	Week 9 23-Feb 29-Feb	Week 10 1-Mar 7-Mar	Week 11 8-Mar 14-Mar	Week 12 15-Mar 21-Mar	Week 13 22-Mar 28-Mar	Week 14 29-Mar 4-Apr	Week 15 5-Apr 11-Apr
Calls Presented	10,878	8,948	6,360	7,170	6,956	6,339	6,201	6,653	6,640	6,069
Calls Answered	3,565	3,372	2,624	3,134	2,788	2,403	2,502	2,763	2,864	2,804
Calls Abandoned	7,313	5,576	3,736	4,036	4,168	3,936	3,699	3,890	3,776	3,265
Average Handle Time	0:11:40	0:11:18	0:10:23	0:10:30	0:11:43	0:11:30	0:09:59	0:10:54	0:11:25	0:11:11
Max Handle Time	1:17:38	1:47:46	1:06:36	1:24:31	1:20:47	1:42:17	1:23:59	1:47:16	1:19:33	0:56:22
Average Abandoned Time	0:21:37	0:22:21	0:25:30	0:23:48	0:28:11	0:31:22	0:30:42	0:36:09	0:33:01	0:31:51
Max Abandon Time	2:00:46	1:58:20	2:03:12	2:08:48	2:24:12	2:39:32	2:32:43	2:30:39	2:33:21	2:42:32
Average Speed Answered	1:14:19	1:14:14	1:25:07	1:17:25	1:30:38	1:37:26	1:36:49	1:41:43	1:46:18	1:46:25
Average Queue Time	0:35:12	0:38:21	0:46:07	0:42:58	0:48:39	0:51:04	0:52:25	0:57:32	0:57:45	0:56:59
Max Queue Time	2:06:20	2:01:18	2:07:32	2:17:23	2:26:46	2:47:02	2:58:24	2:34:30	2:43:51	2:48:28

Top 5 Call Reasons

1. **Benefits application** – providing updated information, usually around start/end dates
2. **Status of claim**
3. **Weekly claims** – providing updated information, usually around hours of PTO used
4. **Fact Finding** – responding to fact finding inquiries
5. **General questions**

Translations & Interpreter Services

Applications have been mailed out in four other languages:

Spanish: 102
Vietnamese: 3
Russian: 1
Arabic: 1

Calls using interpreter services:

	Jan	Feb	Mar	Total 2020-Q1
Spanish	179	174	173	526
Vietnamese	4	5	4	13
Somali	3		3	6
Cantonese	1		3	4
Russian	1	1	2	4
Arabic	2		1	3
Amharic		2		2
Cambodian (Khmer)	1		1	2
Korean	1		1	2
Burmese		1		1
Chinese		1		1
Dari	1			1
French	1			1
Karen	1			1
Ukrainian	1			1
All languages	196	184	188	568

Target: Two Weeks

Program Headlines

Strong Demand Continues

- New applications per week have steadily decreased since 3/22/2020.

Working Hard to Address Demand

- > 31,000 applications processed (as of 4/11/2020).
- >150,000 weekly claims processed totaling over \$84.5M (as of 4/11/2020).
- >4,750 hour OT since thru 3/31/2020.

Like-kind Application Processing

- Identified and pulled like applications for processing resulting in ~9,000 applications

Premium Collection

- Began 1st Qtr. reporting 4/1/2020.

Program Highlights

- Successful adjustment to remote work-only 2 staff unable to work remote.
- >March 31 milestone of 100,000 weekly claims processed was reached.

Target Two Weeks—Status Update				
	People—FTE ●	People—Contracted ●	Process ●	Technology ●
Decisions	Hire >150 FTE	• Contract for 100 short-term temporary staff	• New processes to expedite processing	• Investments to support staff ramp up and self-service options
Key Accomplishments	<ul style="list-style-type: none"> • 33 FTE started in April • Adapted on-boarding, training and job shadowing processes 	<ul style="list-style-type: none"> • Conducted train the trainer, subsequent staff training • Begin processing applications on 4/20 (phase 1) 	<ul style="list-style-type: none"> • Applied a software patch to improve processing performance of the daily payment file 	<ul style="list-style-type: none"> • Secured Dev Ops staff • Developed Benefits 1.1.10, completed end-to-end testing / bug fixes • New load balancers into production
Next Steps	<ul style="list-style-type: none"> • Wrap up recruitments for this fiscal year in May • Continue training and job shadowing 	<ul style="list-style-type: none"> • Complete phase 2 of processing applications—4/27/20 	<ul style="list-style-type: none"> • Complete Phase 3 of like application processing • Continue seeking ways to improve processes 	<ul style="list-style-type: none"> • Begin Sys Ops recruitment • Finalize cloud migration timeline and strategy • Deploy Benefits 1.1.10
Risks and Issues		Mitigations/Updates		
Application volumes could increase; impact ability to reach TTW goals (Risk)		Monitoring weekly: Projections show that applications received the week of March 28 will take 8 weeks to process—down from our peak processing time projection of 11 weeks for applications received in February.		
Covid-19 could increase Benefit application volumes; impact ability to reach TTW goals; and could decrease the Employer premium payments (Risk)		Benefit Applications - Monitoring weekly: We do not see evidence yet of significant volume increases directly related to Covid 19. Employer premium payments- quarterly reporting just began and it is too early to tell the Covid 19 impact.		

Hardship Processing

- Hardship application processing began 3/6/2020
- A total of 292 hardship applications have been processed
 - 245 of these handled through the Ombuds office

www.paidleave.wa.gov/hardship

Paid Family and Medical Leave & Covid-19

- Questions? - Paid Family and Medical Leave intersects with recently passed federal legislation, Families First Coronavirus Response Act
- Operational Adjustments Made
- May Advisory Committee meeting – 5/21, Proposed remote

Advisory Committee Logistics

- Substitutions (Charter distributed)
- September meeting alternative- Tues 9/22 10-Noon or Wed 9/23 10-Noon
- Paid Family and Medical Leave Leader Coverage

For the good of the order: open comment

Next meeting May 21, 2020 from 10 a.m. to 12 p.m. **(Electronic Only)**

Continue the conversation

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Employment Security Department

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Visit us online at
www.paidleave.wa.gov



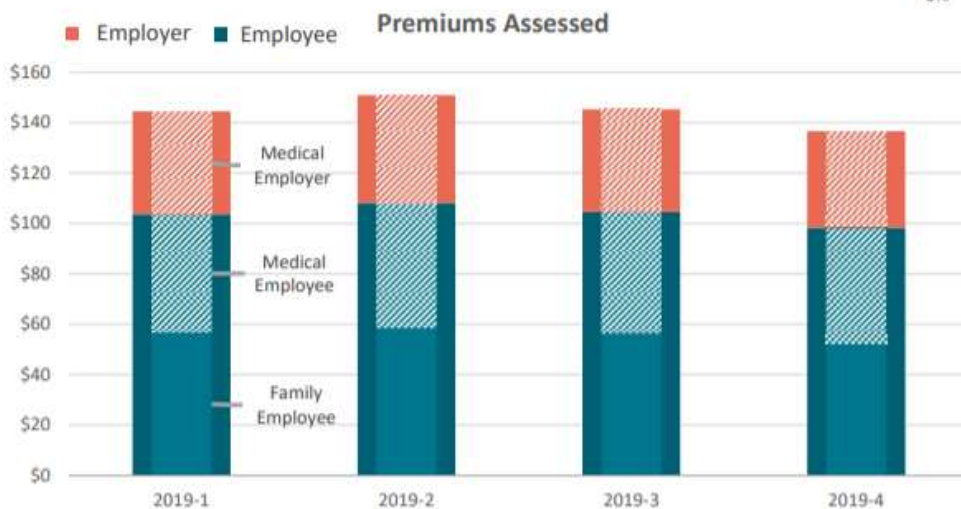
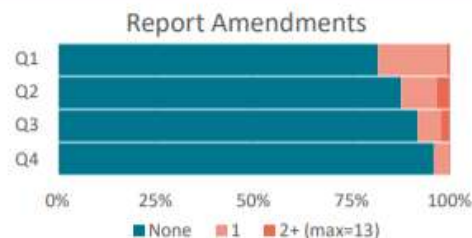
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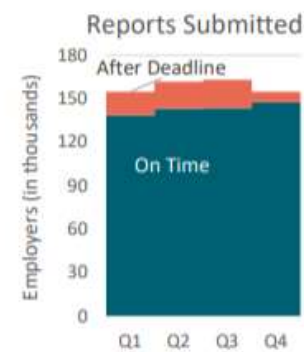
Ask questions and make
comments on our public forum
at bit.ly/CommentForum

Paid Family and Medical Leave Quarterly Reporting Summary 2019

	Q1	Q2	Q3	Q4
Employers	154,699	161,623	162,955	154,568
Employees total employer-reported	3,129,007	3,468,047	3,755,349	3,623,573
WA workers counted once across jobs	2,826,601	3,064,341	3,280,324	3,203,299



	Q1	Q2	Q3	Q4	YTD
Total Premiums	\$144,400,812	\$150,881,527	\$145,318,884	\$136,547,390	\$577,148,614
Employer	\$40,747,012	\$42,749,314	\$40,723,225	\$38,291,795	\$162,511,346
Employee	\$103,653,800	\$108,132,213	\$104,595,659	\$98,255,596	\$414,637,268
Family (all employee)	\$56,633,554	\$58,426,364	\$56,278,740	\$52,027,322	\$223,365,981
Medical	\$87,767,258	\$92,455,163	\$89,040,144	\$84,520,068	\$353,782,633
Employer	\$40,747,012	\$42,749,314	\$40,723,225	\$38,291,795	\$162,511,346
Employee	\$47,020,246	\$49,705,849	\$48,316,919	\$46,228,273	\$191,271,287



14 April 2020

Voluntary plan update

As of 4/9/2020

417 preliminary applications

56 medical

36 family

325 both



341 completed applications received



317 applications fully processed

252 approved

36 denied

29 withdrawn