

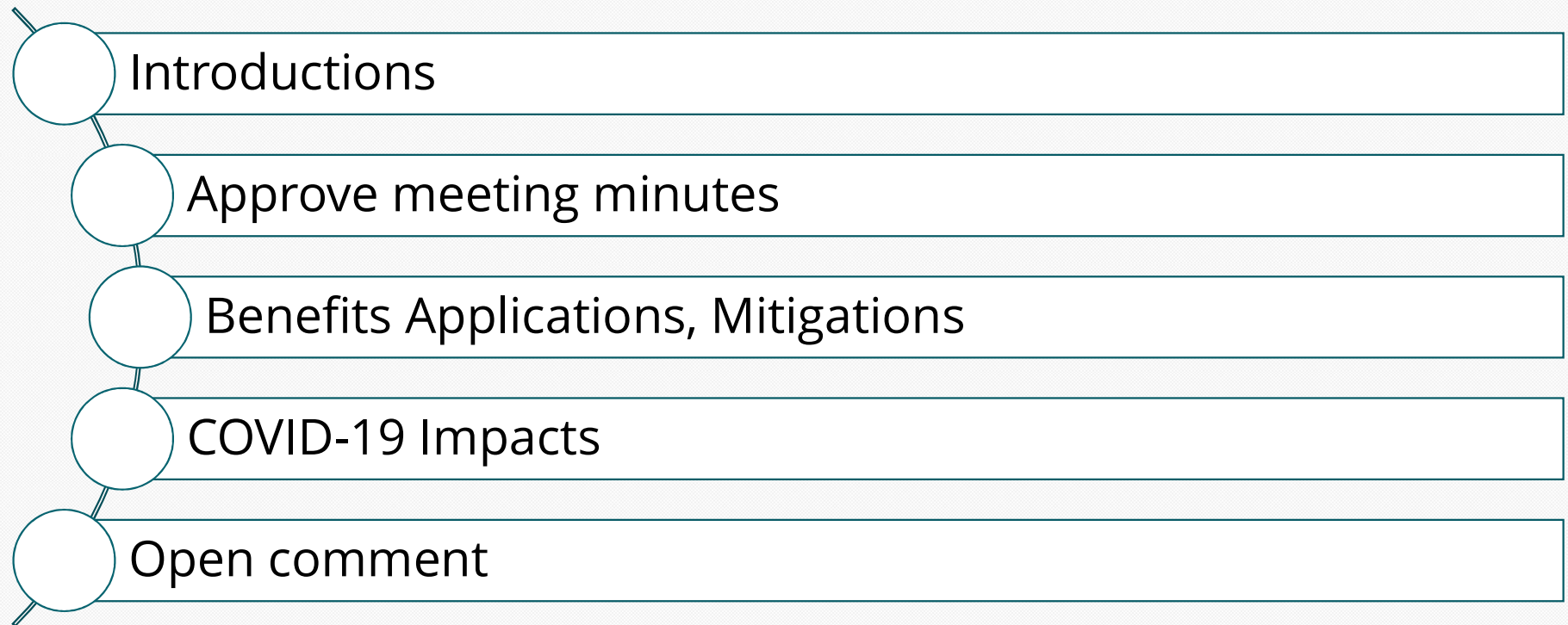
Washington  
**Paid Family & Medical Leave**

 **Employment Security Department**  
WASHINGTON STATE

Advisory Committee Meeting  
**March 20, 2020**



# Presentation overview



# Introductions

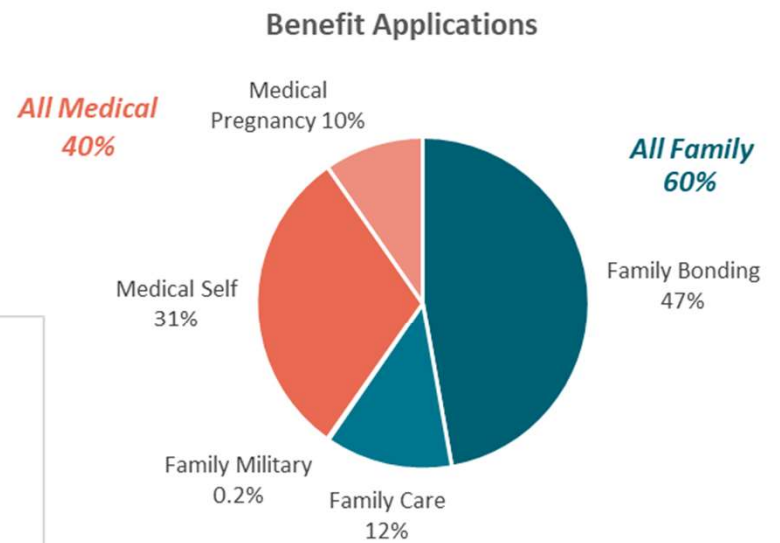
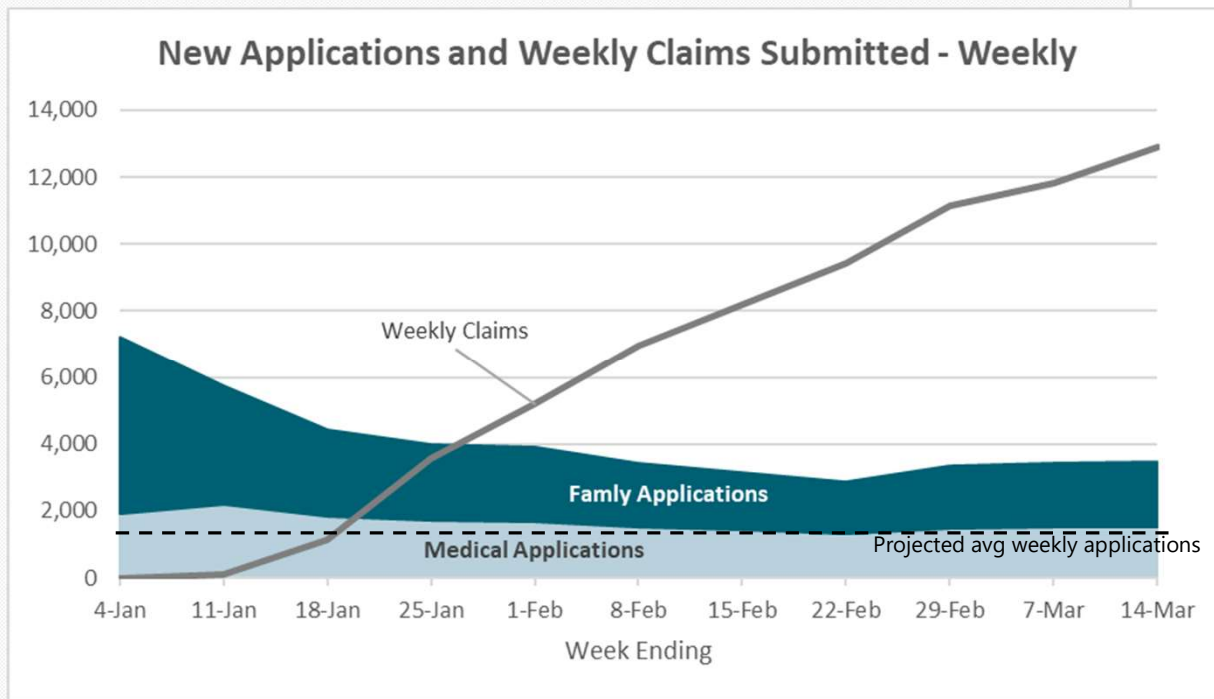
- Advisory Committee
- In-person attendees

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

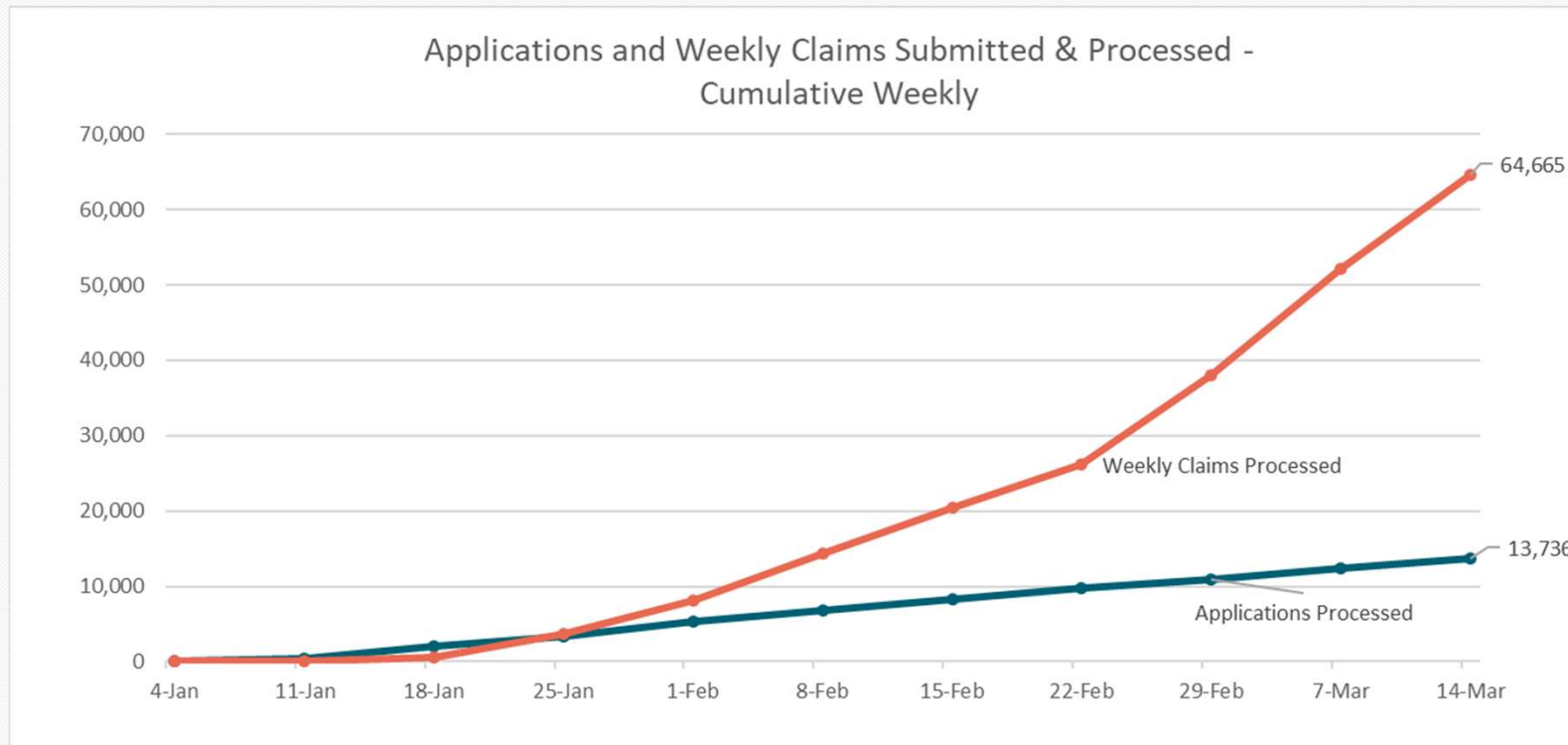
# Approve January & February minutes

- Discussion

# Launch data – through 3/14



# Launch data cont.





# Launch data cont. – Call Data

Customer Care Call Processing	Week 1 30-Dec 4-Jan	Week 2 5-Jan 11-Jan	Week 3 12-Jan 18-Jan	Week 4 19-Jan 25-Jan	Week 5 26-Jan 1-Feb	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
Calls Presented	4,427	7,809	10,484	8,780	11,975	10,878	8,948	6,360	7,170	6,956	6,339
Calls Handled	3,869	4,309	4,285	3,284	3,748	3,565	3,372	2,624	3,134	2,788	2,403
Calls Abandoned	558	3,500	6,199	5,495	8,227	7,313	5,576	3,736	4,036	4,168	3,936
Average Handle Time	0:08:41	0:09:42	0:09:04	0:10:30	0:11:19	0:11:40	0:11:18	0:10:23	0:10:30	0:11:43	0:11:30
Max Handle Time	1:46:10	1:49:02	1:19:11	1:27:24	1:36:19	1:17:38	1:47:46	1:06:36	1:24:31	1:20:47	1:42:17
Average Abandoned Time	0:01:59	0:06:46	0:11:07	0:19:49	0:23:41	0:21:37	0:22:21	0:25:30	0:23:48	0:28:11	0:31:22
Max Abandon Time	0:20:08	0:33:33	1:26:47	1:39:11	2:17:10	2:00:46	1:58:20	2:03:12	2:08:48	2:24:12	2:39:32
Average Speed Answered	0:02:25	0:14:38	0:30:30	0:53:05	1:08:13	1:14:19	1:14:14	1:25:07	1:17:25	1:30:38	1:37:26
Average Queue Time	0:02:12	0:11:00	0:18:04	0:30:33	0:35:31	0:35:12	0:38:21	0:46:07	0:42:58	0:48:39	0:51:04
Max Queue Time	0:22:53	0:38:01	1:30:54	1:47:22	2:29:04	2:06:20	2:01:18	2:07:32	2:17:23	2:26:46	2:47:02

# Target: Two Weeks

## Program Headlines

### Strong Demand Continues

- New applications up 16% last week of February—1st increase since launch
- New applications continued at the increased level through mid-March
- Have not (yet) seen Covid-19-related spike as of 3/14/2020

### Working Hard to Address Demand

- > 13,000 applications processed
- >64,000 weekly claims paid totaling over \$38 million
- ~3,000 hour staff processing OT since 1/4/2020 (206 by UI colleagues)
- Increasing resources (FTE & contracted vendor) to process applications

### Automation Deployment Update

- Over half new incoming weekly claims automatically processed since deployed 2/28/2020
- Almost 4,000 hours weekly claim staff processing time saved in first 3 weeks

### Low-Risk Application Fast-Track

- ~14,000 applications identified as low risk to approve
- Staff outside customer care pitching in to quickly process
- Helps eligible Washingtonians stay economically afloat through Covid-19

### Premium Collection Consistent

- Premium collections continue to track with original projections

### Program Solvency

- Program solvency is increasingly at risk with higher-than-anticipated volumes and potential decrease in premiums in the coming quarters

## Target Two Weeks—Status Update

	People—FTE <span style="color: red;">●</span>	People—Contracted <span style="color: green;">●</span>	Process <span style="color: green;">●</span>	Technology <span style="color: red;">●</span>
<b>Decisions</b>	<ul style="list-style-type: none"> <li>• Hire &gt;150 FTE</li> </ul>	<ul style="list-style-type: none"> <li>• Contract for 100 short-term temporary staff</li> </ul>	<ul style="list-style-type: none"> <li>• New processes to expedite processing</li> </ul>	<ul style="list-style-type: none"> <li>• Investments to support staff ramp up and self-service options</li> </ul>
<b>Key Accomplishments</b>	<ul style="list-style-type: none"> <li>• 22 FTE started 3/2/20</li> <li>• 13 FTE started 3/18/20</li> <li>• Conducted multi-disciplinary meeting to develop logistics plan</li> <li>• Began ordering</li> </ul>	<ul style="list-style-type: none"> <li>• Contract nearly complete</li> <li>• Moving forward with pre-planning letter of intent</li> <li>• Suzi updated DES</li> <li>• Confirmed 1 site—NM</li> <li>• 100 person roster due 3/9/20</li> </ul>	<ul style="list-style-type: none"> <li>• Sent mass email communication (24% decrease in call volume)</li> <li>• Deployed hardship review process for expedited processing—Ombuds assistance</li> </ul>	<ul style="list-style-type: none"> <li>• Team identified plan to provide training environment</li> <li>• Launched Benefits 1.1 automations</li> </ul>
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>• Hiring fair planned last week of March</li> <li>• Preparing facility for large staff influx—likely need to pivot on desk-sharing</li> </ul>	<ul style="list-style-type: none"> <li>• Two week training—3/23/20</li> <li>• Practice week—4/8/20</li> <li>• Begin processing applications—4/13/20</li> </ul>	<ul style="list-style-type: none"> <li>• Continue bulk communications</li> <li>• Continue pulling and processing like applications</li> </ul>	<ul style="list-style-type: none"> <li>• Obtain 2 developers and 2 trainers</li> <li>• Increase Sys Ops capacity</li> <li>• Establish cloud migration timeline and strategy</li> <li>• Develop, test and deploy Benefits 1.2</li> </ul>
<b>Risks and Issues</b>			<b>Mitigations/Updates</b>	
Application volumes could increase; impact ability to reach TTW goals (Risk)			More data needed to decide increases will prevent meeting TTW goals. Monitoring weekly.	
Covid-19 could increase application volumes; impact ability to reach TTW goals (Risk)			More data needed to decide increases will prevent meeting TTW goals. Monitoring weekly.	
Staff are tired, risk of burnout (Issue)			<ul style="list-style-type: none"> <li>• Cycling time off for staff</li> <li>• Robust staff wellness initiatives</li> <li>• Active and visible leadership support (thanks for lunch)</li> </ul>	
Project end date is near; staff may look for other work(Issue)			<ul style="list-style-type: none"> <li>• Extended critical temp positions end dates</li> </ul>	

● On Target    
 ● In Mitigation    
 ● High Risk



# COVID-19

## Impacts to Program & Staff

- Unknown impacts on the application volume
- Following CDC recommendations for teleworking & social distancing

## Impacts to ESD

- Significant need and demand for unemployment insurance services
  - 150% increase in claims last week, more this week
  - 500% volume increase on SharedWork program requests
  - Website users and phone call increasing in unprecedented volumes
- Waiver of the one week waiting period for unemployment insurance
- Increasing communications
- Hiring more than 100 new staff into unemployment insurance program
- Extending service hours to 7-days a week, new toll-free number

# COVID-19 – Agency Response

<b>COVID-19 Scenarios &amp; Benefits Available</b> <small>The information shared on this flyer does not necessarily reflect the official policy or position of any other agency or company. It is the reader's responsibility to verify the facts of coverage.</small>					
<b>COVID-19 SCENARIOS</b>	<b>Paid Sick Leave (employer paid)</b>	<b>Unemployment Insurance</b>		<b>Paid Family &amp; Medical Leave</b>	<b>Industrial Insurance (L&amp;I)</b>
	Current Law	Current Law	Emergency Rule	Current Law	Current Law
1 Worker is mildly ill with COVID-19.	✓	✗	✓	?	?

Please stay tuned to updates:

<https://esdorchardstorage.blob.core.windows.net/esdwa/Default/ESDWAGOV/newsroom/COVID-19/covid-19-scenarios-and-benefits.pdf>

# For the good of the order: open comment

Next meeting April 16, 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  
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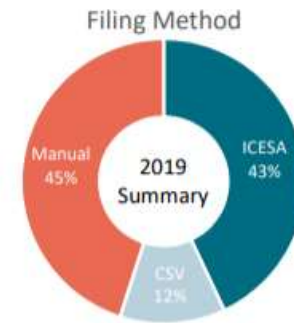
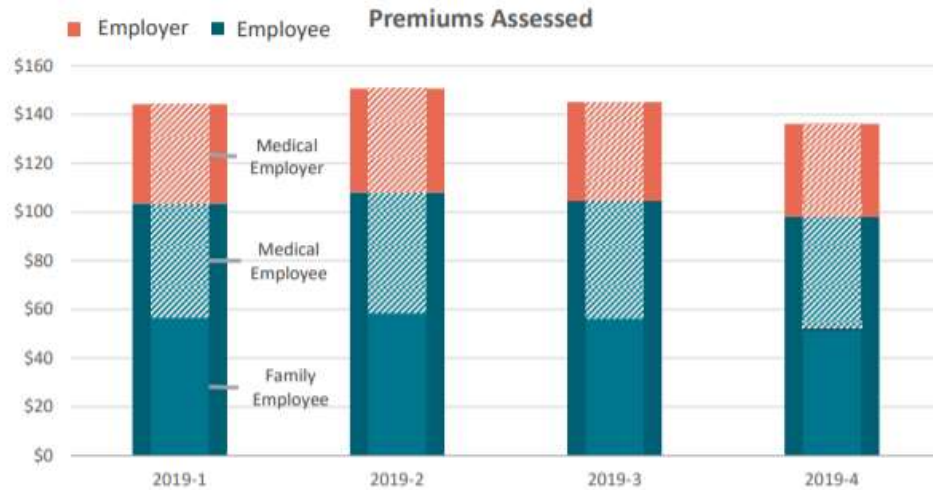
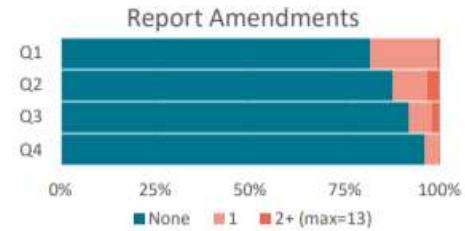
Join our listserv at  
[bit.ly/PaidLeaveList](http://bit.ly/PaidLeaveList)



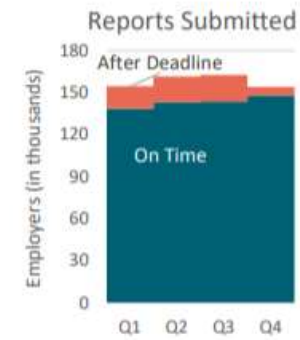
Ask questions and make  
comments on our public forum  
at [bit.ly/CommentForum](http://bit.ly/CommentForum)

## Paid Family and Medical Leave Quarterly Reporting Summary 2019

	Q1	Q2	Q3	Q4
<b>Employers</b>	154,487	161,390	162,629	153,871
<b>Employees</b> total employer-reported	3,125,324	3,462,669	3,747,085	3,609,959
<b>WA workers</b> counted once across jobs	2,823,477	3,059,999	3,273,625	3,192,130



	Q1	Q2	Q3	Q4	YTD
<b>Total Premiums</b>	\$144,185,100	\$150,669,210	\$145,089,773	\$136,136,764	\$576,080,846
<b>Employer</b>	\$40,689,826	\$42,688,718	\$40,678,211	\$38,198,177	\$162,254,932
<b>Employee</b>	\$103,495,274	\$107,980,492	\$104,411,562	\$97,938,587	\$413,825,915
<b>Family (all employee)</b>	\$56,550,123	\$58,346,515	\$56,181,852	\$51,860,484	\$222,938,973
<b>Medical</b>	\$87,634,977	\$92,322,695	\$88,907,921	\$84,276,280	\$353,141,873
Employer	\$40,689,826	\$42,688,718	\$40,678,211	\$38,198,177	\$162,254,932
Employee	\$46,945,150	\$49,633,977	\$48,229,710	\$46,078,103	\$190,886,942



18 March 2020



# Voluntary plan update

As of 3/10/2020

**417 preliminary applications**

56 medical

36 family

325 both



**341 completed applications received**



**317 applications fully processed**

252 approved

36 denied

29 withdrawn