Advisory Committee Meeting
March 20, 2020
Presentation overview

- Introductions
- Approve meeting minutes
- Benefits Applications, Mitigations
- COVID-19 Impacts
- 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 January & February minutes

• Discussion
Launch data – through 3/14

New Applications and Weekly Claims Submitted - Weekly

Benefit Applications

- All Medical 40%
- Medical Pregnancy 10%
- Medical Self 31%
- Family Military 0.2%
- Family Care 12%
- Family Bonding 47%

Projected avg weekly applications

Week Ending

Paid Family and Medical Leave | Employment Security Department
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 |
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</thead>
<tbody>
<tr>
<td>Calls Presented</td>
<td>4,427</td>
<td>7,809</td>
<td>10,484</td>
<td>8,780</td>
<td>11,975</td>
<td>10,878</td>
<td>8,948</td>
<td>6,360</td>
<td>7,170</td>
<td>6,956</td>
<td>6,339</td>
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<tr>
<td>Calls Handled</td>
<td>3,869</td>
<td>4,309</td>
<td>4,285</td>
<td>3,284</td>
<td>3,748</td>
<td>3,565</td>
<td>3,372</td>
<td>2,624</td>
<td>3,134</td>
<td>2,788</td>
<td>2,403</td>
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<tr>
<td>Calls Abandoned</td>
<td>558</td>
<td>3,500</td>
<td>6,199</td>
<td>5,495</td>
<td>8,227</td>
<td>7,313</td>
<td>5,576</td>
<td>3,736</td>
<td>4,036</td>
<td>4,168</td>
<td>3,936</td>
<td></td>
</tr>
<tr>
<td>Average Handle Time</td>
<td>0:08:41</td>
<td>0:09:42</td>
<td>0:09:04</td>
<td>0:10:30</td>
<td>0:11:19</td>
<td>0:11:40</td>
<td>0:11:18</td>
<td>0:10:23</td>
<td>0:10:30</td>
<td>0:11:43</td>
<td>0:11:30</td>
<td></td>
</tr>
<tr>
<td>Average Queue Time</td>
<td>0:02:12</td>
<td>0:11:00</td>
<td>0:18:04</td>
<td>0:30:33</td>
<td>0:35:31</td>
<td>0:35:12</td>
<td>0:38:21</td>
<td>0:46:07</td>
<td>0:42:58</td>
<td>0:48:39</td>
<td>0:51:04</td>
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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

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**Target Two Weeks—Status Update**

<table>
<thead>
<tr>
<th></th>
<th>People—FTE</th>
<th>People—Contracted</th>
<th>Process</th>
<th>Technology</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Decisions</strong></td>
<td>Hire &gt;150 FTE</td>
<td>Contract for 100 short-term temporary staff</td>
<td>New processes to expedite processing</td>
<td>Investments to support staff ramp up and self-service options</td>
</tr>
<tr>
<td><strong>Key Accomplishments</strong></td>
<td>22 FTE started 3/2/20</td>
<td>Contract nearly complete</td>
<td>Sent mass email communication (24% decrease in call volume)</td>
<td>Team identified plan to provide training environment</td>
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<tr>
<td></td>
<td>13 FTE started 3/18/20</td>
<td>Moving forward with pre-planning letter of intent</td>
<td>Deployed hardship review process for expedited processing—Ombuds assistance</td>
<td>Launched Benefits 1.1 automations</td>
</tr>
<tr>
<td></td>
<td>Conducted multi-disciplinary meeting to develop logistics plan</td>
<td>Suel updated DES</td>
<td>~3,000 hour staff processing OT since 1/4/2020 (206 by UI colleagues)</td>
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<tr>
<td></td>
<td>Began ordering</td>
<td>Confirmed 1 site—NM</td>
<td>Increasing resources (FTE &amp; contracted vendor) to process applications</td>
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<tr>
<td></td>
<td>100 person roster due 3/6/20</td>
<td>100 person roster due 3/6/20</td>
<td>100 person roster due 3/6/20</td>
<td></td>
</tr>
<tr>
<td><strong>Next Steps</strong></td>
<td>Hiring fair planned last week of March</td>
<td>Two week training—3/23/20</td>
<td>Continue bulk communications</td>
<td>Obtain 2 developers and 2 trainers</td>
</tr>
<tr>
<td></td>
<td>Preparing facility for large staff influx—likely need to pivot on desk-sharing</td>
<td>Practice week—4/6/20</td>
<td>Continue pulling and processing like applications</td>
<td>Increase Sys Ops capacity</td>
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<tr>
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<td></td>
<td>Begin processing applications—4/13/20</td>
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<td>Establish cloud migration timeline and strategy</td>
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<td>Develop, test and deploy Benefits 1.2</td>
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**Risks and Issues**
- Application volumes could increase; impact ability to reach TTW goals (Risk)
- Covid-19 could increase application volumes; impact ability to reach TTW goals (Risk)
- Staff are tired, risk of burnout (Issue)
- Project end date is near; staff may look for other work (Issue)

**Mitigations/Updates**
- More data needed to decide increases will prevent meeting TTW goals: Monitoring weekly.
- More data needed to decide increases will prevent meeting TTW goals: Monitoring weekly.
- Cycling time off for staff
- Robust staff wellness initiatives
- Active and visible leadership support (thanks for lunch)
- Extended critical temp positions and dates
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

Please stay tuned to updates:

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

Carla Reyes
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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

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

#### Premiums Assessed

<table>
<thead>
<tr>
<th></th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer</td>
<td>$40,689,826</td>
<td>$42,688,718</td>
<td>$40,678,211</td>
<td>$38,198,177</td>
</tr>
<tr>
<td>Employee</td>
<td>$103,495,274</td>
<td>$107,980,492</td>
<td>$104,411,562</td>
<td>$97,938,587</td>
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<tr>
<td>Family (all employees)</td>
<td>$56,550,123</td>
<td>$58,346,515</td>
<td>$56,181,852</td>
<td>$51,860,484</td>
</tr>
<tr>
<td>Medical</td>
<td>$87,634,977</td>
<td>$92,322,695</td>
<td>$88,907,921</td>
<td>$84,276,280</td>
</tr>
<tr>
<td>Employer</td>
<td>$40,689,826</td>
<td>$42,688,718</td>
<td>$40,678,211</td>
<td>$38,198,177</td>
</tr>
<tr>
<td>Employee</td>
<td>$46,945,150</td>
<td>$49,633,977</td>
<td>$48,229,710</td>
<td>$46,078,103</td>
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</table>

#### Filing Method

- Manual: 45%
- ICESA: 43%
- CSV: 12%

#### Reports Submitted

- After Deadline: 16 March 2020
- On Time: 180
- Late: 30
- Penalty: 30
- Total: 180

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Paid Family and Medical Leave | Employment Security Department
Voluntary plan update
As of 3/10/2020

<table>
<thead>
<tr>
<th>417 preliminary applications</th>
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<tr>
<td>56 medical</td>
</tr>
<tr>
<td>36 family</td>
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<tr>
<td>325 both</td>
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</table>

341 completed applications received

317 applications fully processed

252 approved
36 denied
29 withdrawn