

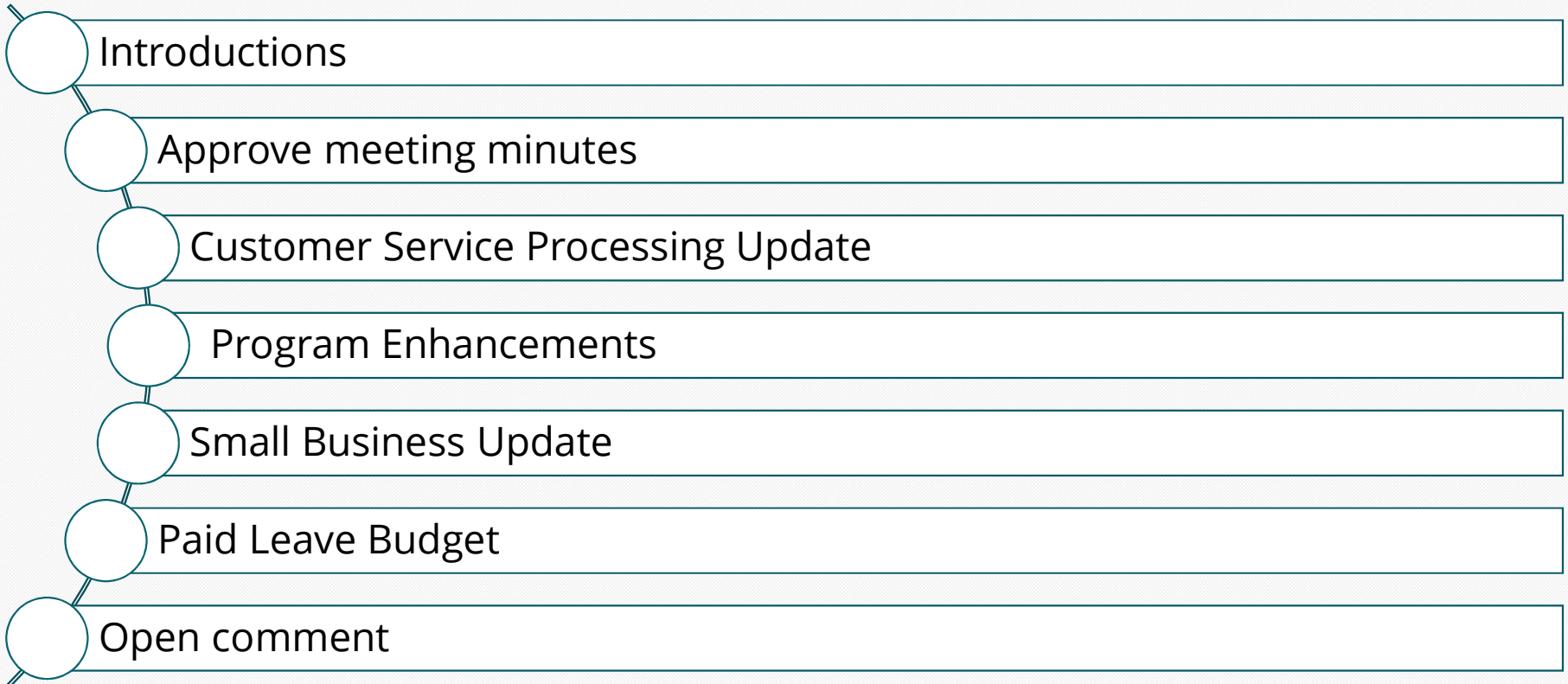
Washington
Paid Family & Medical Leave

 **Employment Security Department**
WASHINGTON STATE

Advisory Committee Meeting
May 21, 2020



Presentation overview



Introductions

- Advisory Committee
- In-person attendees

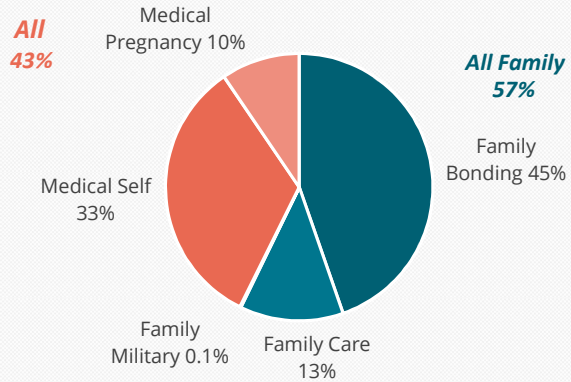
(Note: We will use the conference call feature to identify who is on the phone rather than announcing during meeting)

Approve April minutes

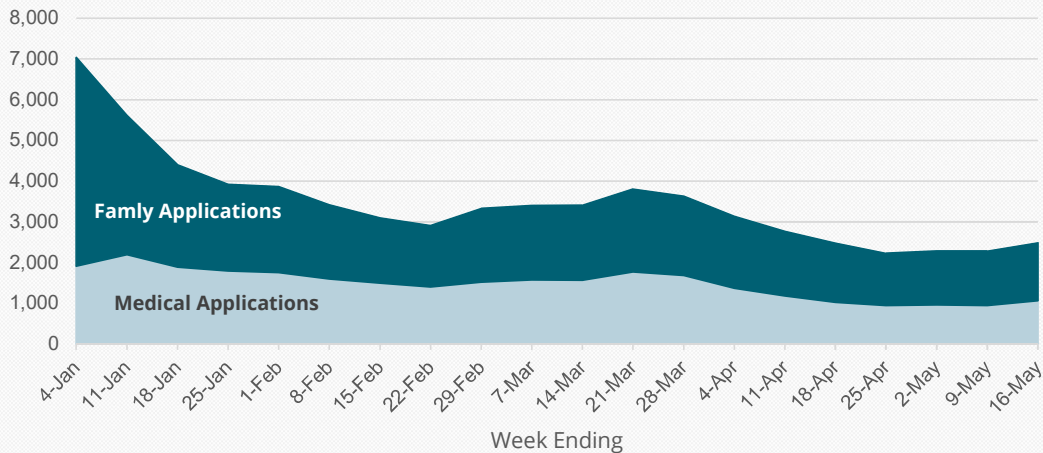
- Discussion

Application & Weekly Claim data – through 5/18/20

Benefit Applications

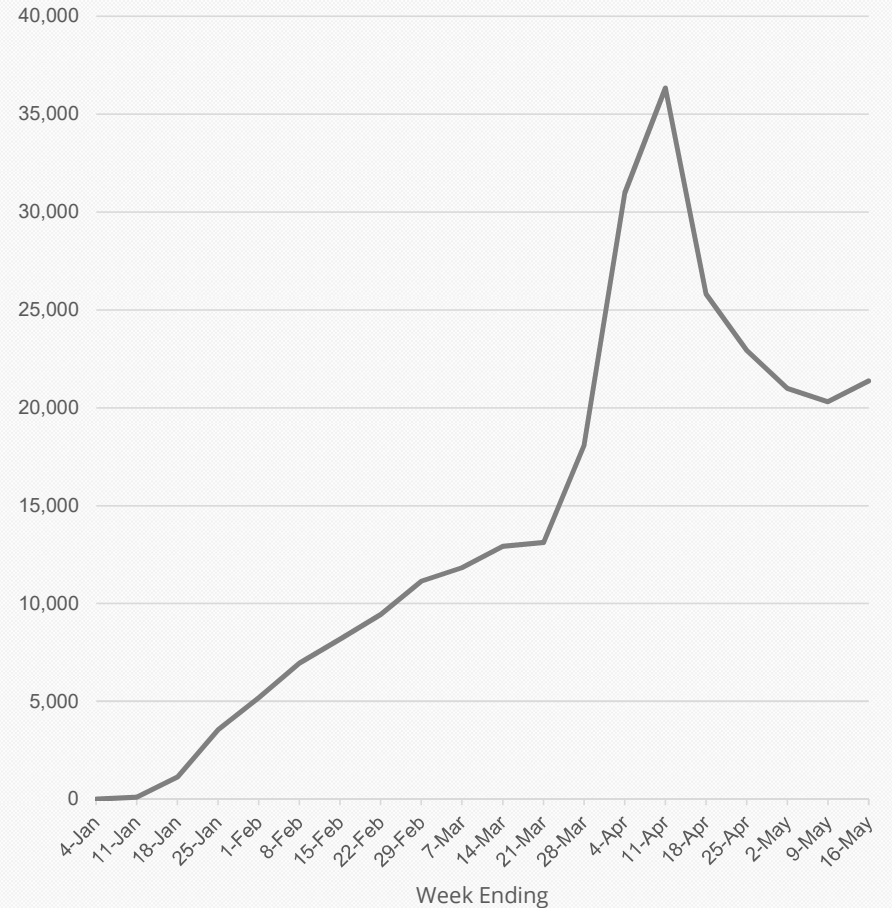


New Applications Submitted - Weekly

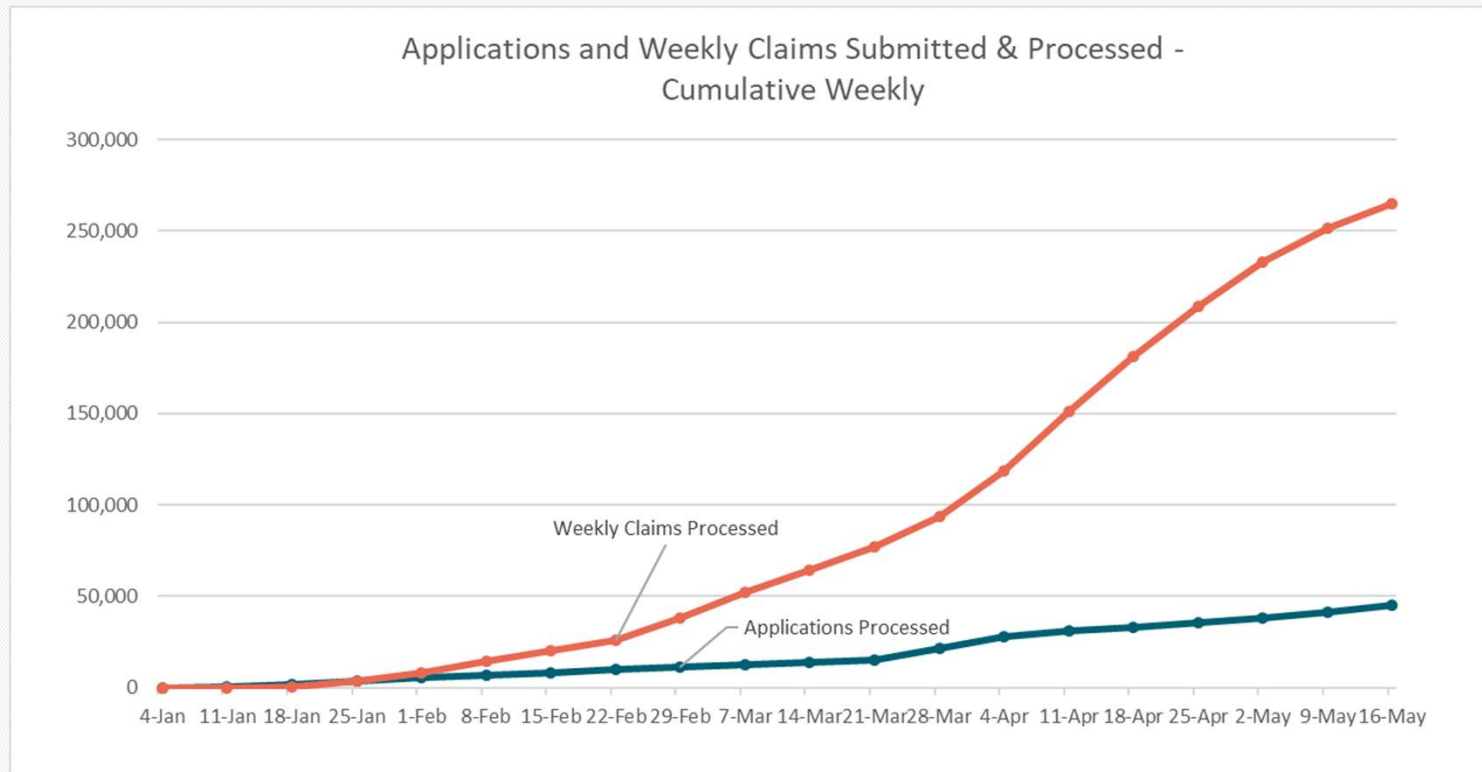


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New Weekly Claims Submitted - Weekly



Application & Weekly Claim data – through 5/18/20



Call Data

Customer Care Call Processing	Week 13 22-Mar 28-Mar	Week 14 29-Mar 4-Apr	Week 15 5-Apr 11-Apr	Week 16 12-Apr 18-Apr	Week 17 19-Apr 25-Apr	Week 18 26-Apr 2-May	Week 19 3-May 9-May	Week 20 10-May 16-May
Calls Presented	6,653	6,640	6,069	5,677	7,069	6,484	5,501	3,471
Calls Answered	2,763	2,864	2,804	2,527	2,768	2,585	2,159	1,889
Calls Abandoned	3,890	3,776	3,265	3,150	4,301	3,899	3,342	1,582
Average Handle Time	0:10:54	0:11:25	0:11:11	0:11:56	0:10:25	0:10:53	0:10:13	0:11:56
Max Handle Time	1:47:16	1:19:33	0:56:22	1:19:39	1:23:05	0:55:21	1:42:14	1:48:51
Average Abandoned Time	0:36:09	0:33:01	0:31:51	0:33:22	0:36:29	0:39:39	0:42:27	0:28:15
Max Abandon Time	2:30:39	2:33:21	2:42:32	2:45:12	2:59:07	2:59:12	2:59:10	3:37:16
Average Speed Answered	1:41:43	1:46:18	1:46:25	1:51:10	1:52:43	1:53:52	2:03:10	1:14:14
Average Queue Time	0:57:32	0:57:45	0:56:59	0:59:30	0:59:37	1:02:57	1:06:59	0:47:07
Max Queue Time	2:34:30	2:43:51	2:48:28	2:54:19	2:59:10	2:59:12	3:00:09	3:44:16

Target Two Weeks– Hiring Specialists



2 Cohorts=
43 Specialists

March

100%
processing



2 Cohorts = 31
Specialists

April

4/1 Team is at
100%
processing

4/16 Team (20
specialists) at
50% capacity
processing



2 Cohorts=
26 Specialists

May

0% processing

5/1 Team (20
specialists) will
move to 50%
processing
next week

Target Two Weeks: Results= Applications Processed

Then



Applications
processed

Now

(+54 Specialists Processing)



Applications
processed

Target Two Weeks Headlines (as of 5/18/2020)

Demand continues to fluctuate

- Week over week application volumes remain above initial projections; however, new applications have decreased since 3/22/2020.
- Four weeks in a row we have processed more than we have received!

Working Hard to Address Demand

- >45,000 applications processed.
- > 264,000 weekly claims processed.
- Program is actively monitoring and addressing the older applications.
- We are finding many claims are older because claimants had no response.

Premium Collection

- 1st Qtr. 2020 reporting ended 4/30/2020 - no decline in Wage Reporting or Premium Collections. (Anticipate Covid-19 impact in 2nd Qtr., August 2020).

Program Solvency

- Invoiced benefits approx. \$144 million.
- Invoiced premiums approx. \$757 million.
- Statute allows rate adjustment 1/1/2021:
 - >\$694.8 million may increase rate to .5%.
 - >\$810.5 million year 1 may require action this year.

Program Enhancements- as of 5/22/2020

Bonding Documentation info emailed 5/12/2020

Highlights of current release (May 21 deployment):

- Improved usability of the account creation process.
- Reduction in accounts created with incorrect SSNs.
- Prevention of initial applications without identity documents.
- Reduction in number of applications submitted without appropriate medical or bonding documentation.
- Unblocked wage files for 200 employers and agents.
- Increased stability of our systems.
- Improved workflow and case management for Customer Care Team and technical corrections for Finance.

Preview- Release 1.2 (target late June 2020)

Highlights:

- Add some automated email communications.
- Improve usability of the benefit account home screen.
- Functionality for finance team to handle bank file returns.
- Increase functionality to allow employers that do not have UBIs in the system to request to be added online.
- Improve workflow and case management for Customer Care team:
 - Document reasons for fact finding.
 - Flag cases as, "waiting for response."
 - Notifications of customer actions.

Small Business Assistance Grants

Two components- replacement costs for expenses and temporary hire that are incurred while an Employee was on Paid Leave.

- Will be available by the end of 2020.
- Will be retroactively available for all employees who took leave beginning January 1, 2020.

Currently minimal inquiries on Small Business Assistance Grants.

Small Business Assistance Grants- what is required

ITEMIZED EXPENSES

Requesting up to \$1000

- 1.SSN of employee on leave.
- 2.The amount requested.
- 3.Explanation or summary of wage related costs that were expended due to an employee on leave.
- 4.Documents showing that the employer made these expenses and how they relate to the individual on leave such as:
 - Additional wages to another employee (overtime etc.)
 - Outsourcing costs (example: temporary service agency)
 - Certification to existing employees to do work of employee on leave
 - Equipment purchases;
 - Other costs the department determines as appropriate.

TEMPORARY HIRE

Requesting \$3000

- 1.SSN of employee on leave.
- 2.Explanation or summary of personnel-related costs.
- 3.Documents showing that an employee on leave was temporarily replaced:
 - HR paperwork for replacement
 - Ads for hiring
 - Payroll documents to show when the temporary employee was hired

Paid Leave Budget, reflecting adjustments

	FY20	FY21	Total
Frontload Allotment	\$62,623,633	\$15,839,367	\$78,453,000
Decision Package	-	39,194,000	39,194,000
Target Two Weeks	-	11,754,000	11,754,000
FY20 Underspend	(5,000,000)	5,000,000	-
Total	\$57,613,633	\$71,787,367	\$129,401,000
Implement SHB 1399	\$81,000	\$81,000	\$162,000
Grand Total	\$57,694,633	\$71,868,367	\$129,563,000

FTE Allotments:

FY20= 256

FY21= 297

Paid Leave Monthly Budget and Rate

- We are moving to a new format for monthly budget reporting - See next slide to review

- The Premium Rate conversation will need to be later in 2020 following 3rd quarter reporting.

Paid Leave Monthly Budget - April 2020

Division	Family Medical Leave Insurance Division	FY 20 By Org Index				FY 21 By Org Index
OI	OI Title	Base Maintenance Budget	FYTD Expenditure as of April 2020	Projected Expenditure	Projected Variance - June 2020	Base Maintenance
4001	Pfml Program Administration	2,329,275	1,141,825	1,386,401	942,874	26,928,552
4002	Pfml Office of the Ombuds	519,702	240,534	288,640	231,062	397,176
4003	Pfml Communications and Outreach	5,391,626	2,480,987	4,670,474	721,152	1,919,904
4004	Pfml Training and Staff Development	377,139	224,639	269,566	107,573	413,670
4005	Pfml Customer Care Center	13,612,979	7,145,275	8,574,330	5,038,649	23,983,929
4006	Pfml Operations Admin.	476,157	282,425	338,910	137,247	399,556
4007	Pfml Operations Development	1,219,390	689,549	827,459	391,931	299,801
4008	Pfml Operations Accounting	1,661,545	614,095	736,915	924,630	1,668,566
4009	Pfml IT Product Build	26,915,325	18,792,804	26,011,363	903,962	6,363,779
4010	Pfml IT Product Maint & Techn Support	1,812,465	2,009,460	2,394,406	(581,941)	2,073,282
4011	Pfml Care Center Technology	701,535	289,958	438,949	262,586	0
4012	Pfml Rules & Policies	1,274,192	478,442	574,130	700,062	736,286
Totals		56,291,330	34,389,992	46,511,545	9,779,785	65,184,501

For the good of the order: open comment

Next meeting June 18, 2020 from 10 a.m. to 12 p.m. **(Electronic Only)**

Continue the conversation

John Mattes

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Employment Security Department

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Visit us online at
www.paidleave.wa.gov



Join our listserv at
bit.ly/PaidLeaveList



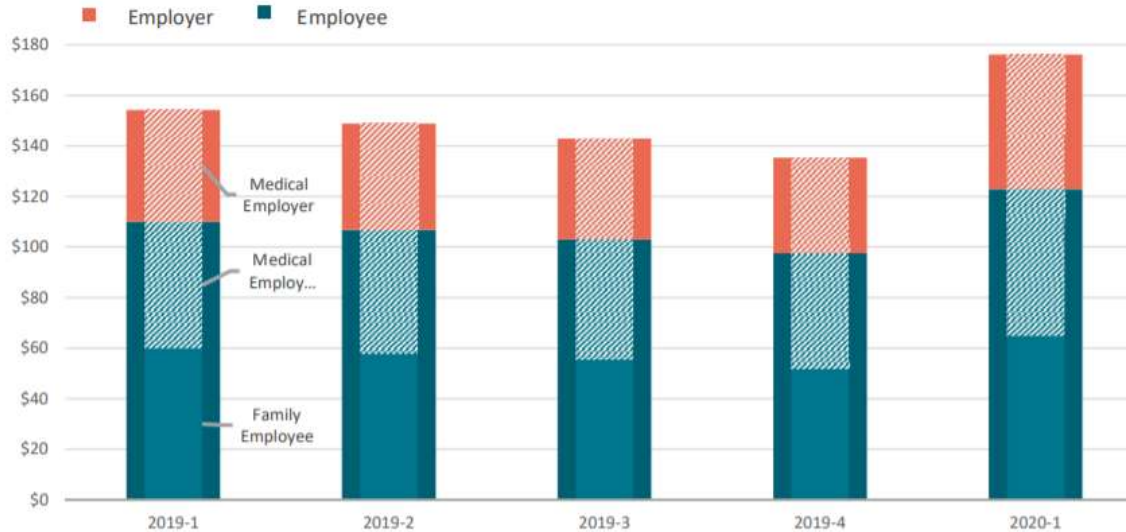
Ask questions and make
comments on our public forum
at bit.ly/CommentForum

Employer Reporting- as of 5/18/2020

Paid Family and Medical Leave Quarterly Reporting Summary

	2019-Q1	2019-Q2	2019-Q3	2019-Q4	2020-Q1	Summary to Date
Employers	154,973	161,673	163,248	155,519	146,380	188,183
Employees total employer-reported	3,206,613	3,465,562	3,756,141	3,650,402	3,506,444	3,506,444
WA workers counted once across jobs	2,898,239	3,069,930	3,286,338	3,224,696	3,155,644	3,998,810

Premiums Assessed



	2019-Q1	2019-Q2	2019-Q3	2019-Q4	2020-Q1	Total to Date
Premiums Invoiced	\$154,206,237	\$148,844,060	\$142,855,549	\$135,293,695	\$176,132,679	\$757,332,220
Premium Wages	\$44,859,448,417	\$43,152,169,668	\$41,557,030,136	\$38,781,884,529	\$48,564,326,298	\$216,914,859,048
Gross Wages	\$48,175,061,105	\$46,721,571,737	\$52,500,251,121	\$53,920,464,632	\$56,553,537,792	\$257,870,886,387

Voluntary plan update

As of 5/12/2020

405 preliminary applications

49 medical

31 family

325 both



342 completed applications received



318 applications fully processed

253 approved

36 denied

29 withdrawn