

Washington  
**Paid Family & Medical Leave**



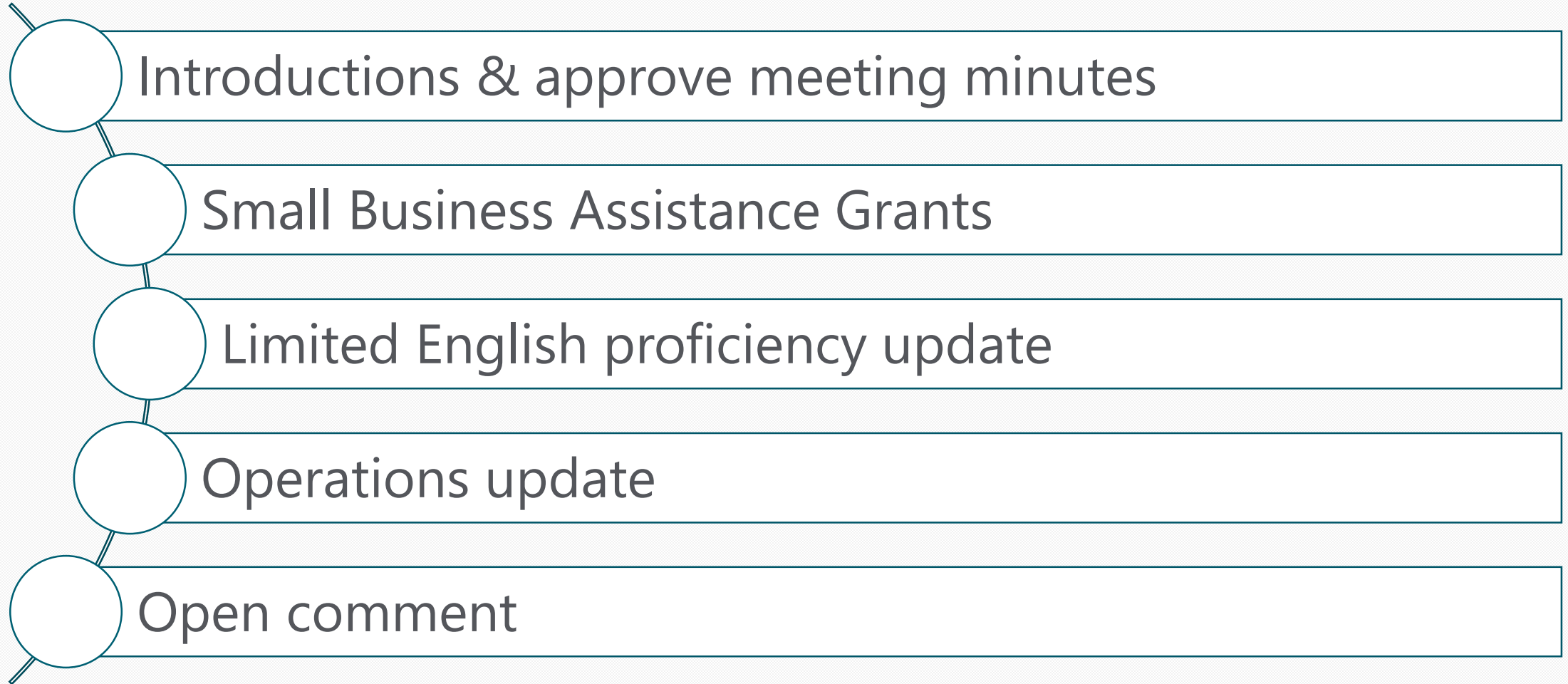
**Employment Security Department**  
WASHINGTON STATE

# Advisory Committee Meeting

December 17, 2020



# Agenda



# Introductions

- Lisa Kissler, Director of Paid Family and Medical Leave
- 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)*

# Conference call structure

- Advisory Committee and the presenters will only be unmuted during the meeting, until Open Comment.
- Public to hold all feedback until the Open Comment period.
- Comments and questions in the Chat will not be reviewed as part of the meeting structure, rather:
  - 20 minutes dedicated to Open Comment
  - Please frame your questions as a comment.
  - “Raise your hand” if you have a comment.
  - The meeting host will unmute individual line to allow for the Public Comment.

# Approve November Advisory minutes

- Discussion

# Small business assistance grants

- Functionality for grants live December 16
- Conducting a beta launch December 18 – 23
  - Goal: Allow Customer Care Team to get familiar with new processes, collect customer FAQs, and adjust processes and communications prior to widely publicizing grants.
- Participants submit application with one-on-one support from assigned Customer Care Specialist.
- 15 to 20 employers to participate.

# Grants beta launch

- Employers invited based on:
  - Size (150 or less)
  - Employee has taken or is on leave
- Participants selected to ensure mix of size, sectors and geography.
- Post-participation survey to collect customer feedback to:
  - Improve/adjust business processes
  - Update communications materials

## Employer journey: Applying for a small assistance business grant

### One-time processes

### Recurring processes





# Grants communication plan

Audience	Channel	Task and notes	Target date
<b>General</b>	Website	Small business webpage General FAQs in Help Center	December 8
<b>Targeted employers</b> (sized under 150 and had an employee take leave in 2020)	Email	#1 – Grants are coming, requirements/checklist, deadline, FAQs/toolkit (Dec.) #2 – Grants are available, requirements, deadline, process/toolkit (Jan.)	December 28 and early January
<b>General</b>	Email	Small business webpage update Detailed FAQs and process in Help Center	Week of December 28
<b>Stakeholders</b>	Email	FAQs, one-pager, shareable content	Week of December 28
<b>Small employers</b> (sized under 150)	Email	Employers under 150 + small biz listserv <ul style="list-style-type: none"> <li>• Key messages</li> <li>• Requirements</li> <li>• Toolkit</li> </ul>	January/February TBD
<b>Targeted employers</b> (sized under 150 and had an employee take leave in 2020)	Email	#3 – Deadline reminder, process, requirements/checklist, FAQs #4 – Deadline reminder, FAQs	March & April

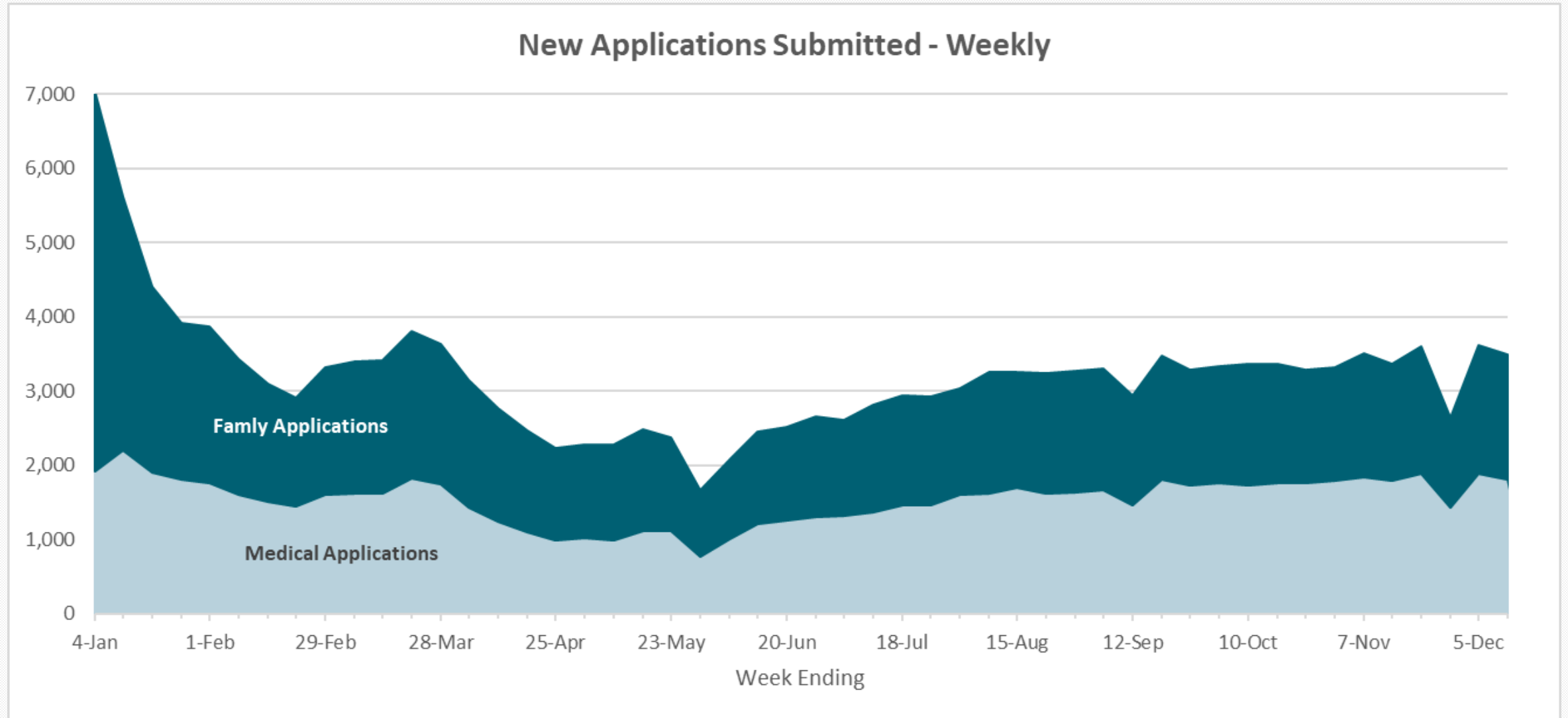
# 1.7 release updates

- 24 new features and seven additional changes
- New functionality includes:
  - 2021 updates to SS wage cap, maximum weekly benefit amount and average weekly wage.
  - Small business assistance grant application and payments
  - Increased limit for uploaded documentation on benefit applications
  - Employers can request to update their address before account verification
  - Enhancements to internal management of employer address changes and missing UBI requests
  - Ability to link a new SAW username to existing Paid Leave accounts

# Limited English proficiency update

- Hiring update
- Phone improvements:
  - Short Term
  - Long Term Redesign
- Upcoming additional translated resources:
  - Serious Health Condition Form
  - Weekly Claim Guidance

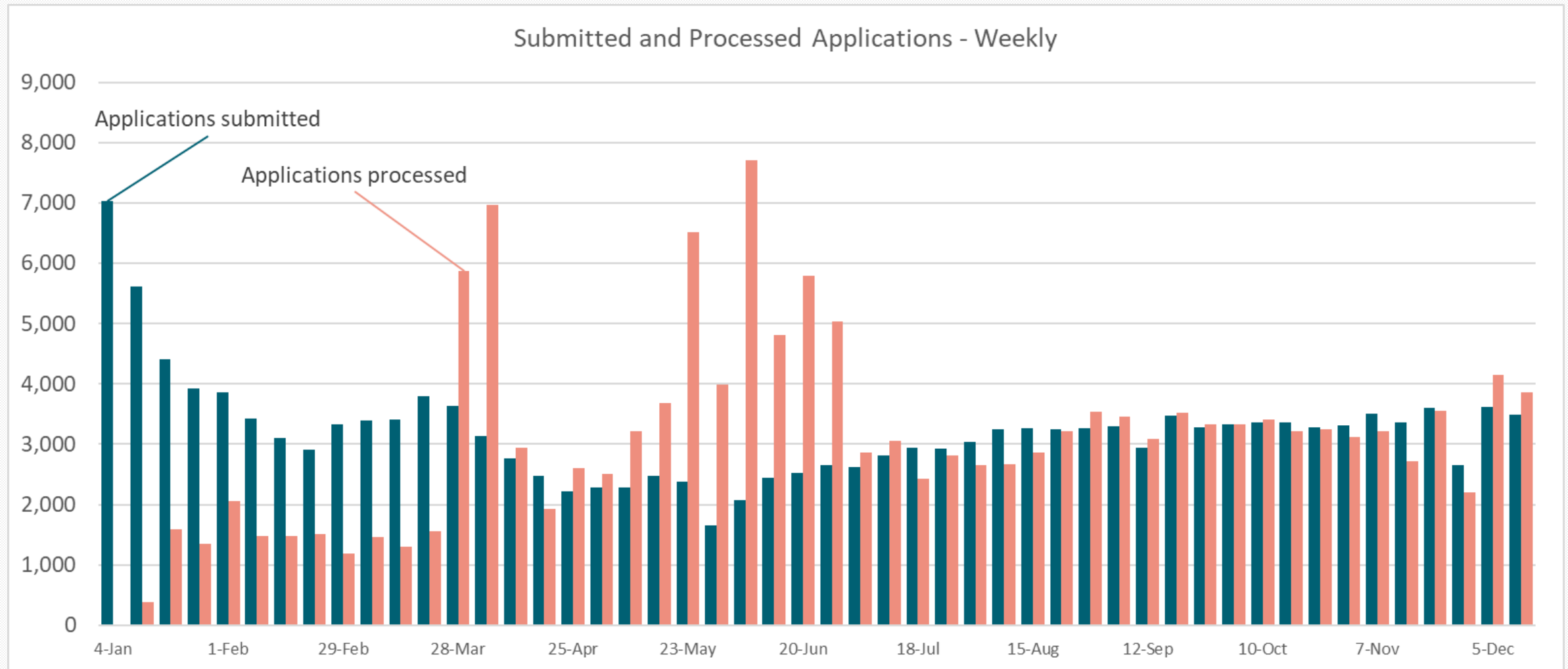
# Application & Weekly Claim data through 12/12/2020



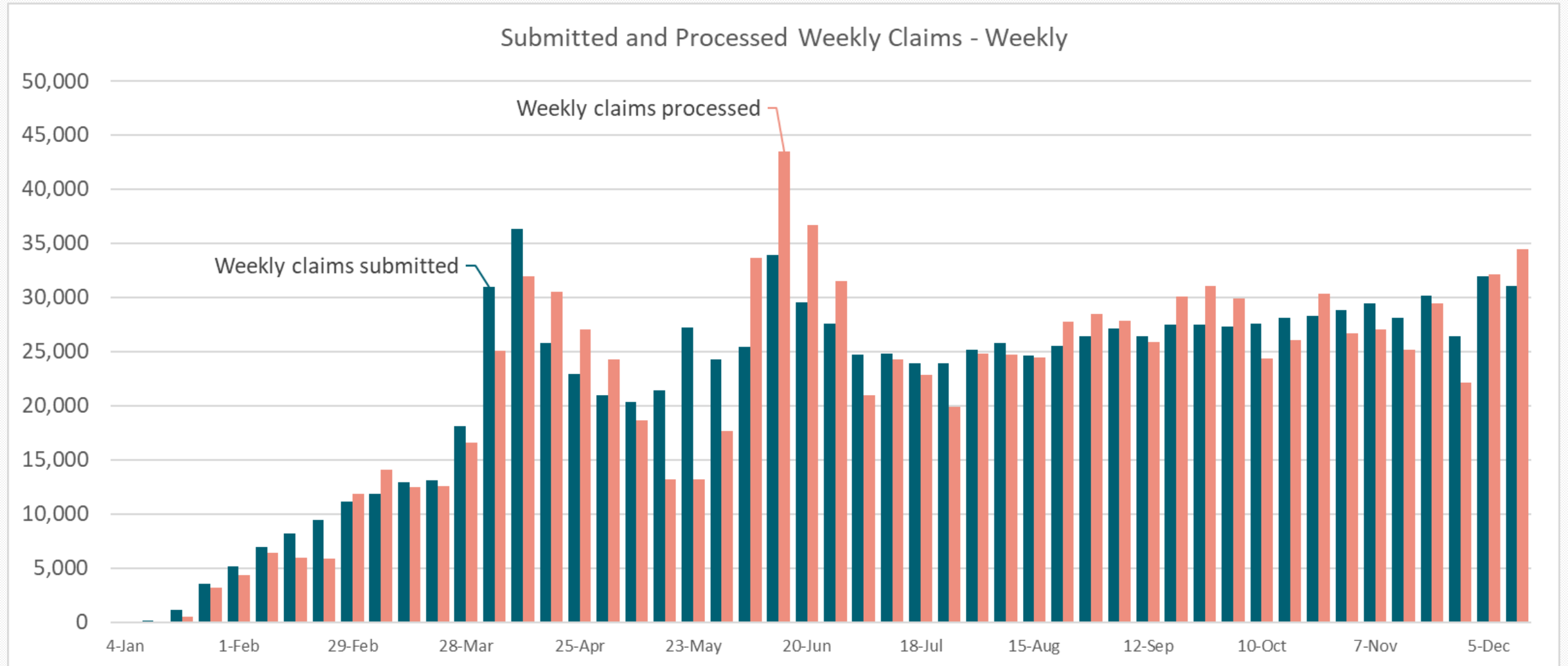
# Application & Weekly Claim data past 10 weeks + total

Week Ending	10-Oct	17-Oct	24-Oct	31-Oct	7-Nov	14-Nov	21-Nov	28-Nov	5-Dec	12-Dec	Total
<b>Applications</b>											
<b>Applications submitted</b>	<b>3,362</b>	<b>3,365</b>	<b>3,283</b>	<b>3,321</b>	<b>3,509</b>	<b>3,368</b>	<b>3,601</b>	<b>2,650</b>	<b>3,612</b>	<b>3,489</b>	<b>160,515</b>
<b>Family total</b>	<b>48%</b>	<b>48%</b>	<b>47%</b>	<b>46%</b>	<b>47%</b>	<b>47%</b>	<b>47%</b>	<b>46%</b>	<b>48%</b>	<b>48%</b>	<b>52%</b>
Family Bonding	37%	36%	37%	35%	37%	36%	36%	36%	37%	37%	41%
Family Care	11%	12%	10%	11%	11%	11%	11%	9%	10%	11%	11%
Family Military	0.1%	0.1%	0.0%	0.0%	0.0%	0.1%	0.2%	0.0%	0.1%	0.1%	0.1%
<b>Medical total</b>	<b>52%</b>	<b>52%</b>	<b>53%</b>	<b>54%</b>	<b>53%</b>	<b>53%</b>	<b>53%</b>	<b>54%</b>	<b>52%</b>	<b>52%</b>	<b>48%</b>
Medical Self	43%	44%	44%	47%	44%	44%	45%	46%	43%	40%	39%
Medical Pregnancy	8%	8%	9%	7%	8%	9%	7%	8%	9%	11%	9%

# Application & Weekly Claim data – through 12/12/2020



# Application & Weekly Claim data – through 12/12/2020



# Processing time – past 10 weeks

Week Ending	10-Oct	17-Oct	24-Oct	31-Oct	7-Nov	14-Nov	21-Nov	28-Nov	5-Dec	12-Dec
<b>Avg weeks</b> processing time for applications processed in the week indicated	1.6	1.6	1.6	1.6	1.7	1.9	1.8	1.9	2.1	1.7
<b>Median weeks</b> processing time for applications processed in the week indicated	1.3	1.1	1.1	1.3	1.4	1.6	1.7	1.7	1.9	1.4

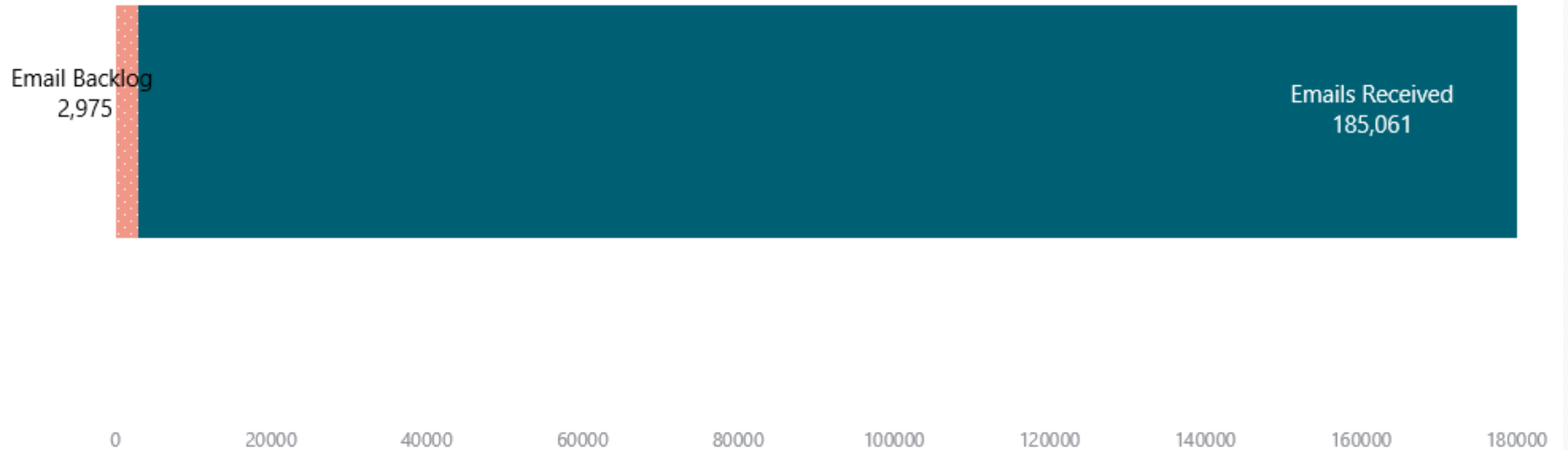


# Call Data – past 10 weeks

Customer Care Call Processing	Week 41	Week 42	Week 43	Week 44	Week 45	Week 46	Week 47	Week 48	Week 49	Week 50
	4-Oct	11-Oct	18-Oct	25-Oct	1-Nov	8-Nov	15-Nov	22-Nov	29-Nov	6-Dec
	10-Oct	17-Oct	24-Oct	31-Oct	7-Nov	14-Nov	21-Nov	28-Nov	5-Dec	12-Dec
Calls Presented to PFML	14,725	13,794	13,568	17,025	14,776	14,289	15,953	8,392	24,606	17,942
Calls Presented	6,299	6,592	6,962	7,166	6,935	5,542	7,284	4,228	6,846	7,323
Calls Answered	2,652	2,698	2,863	3,007	2,949	2,351	3,293	1,834	2,907	3,059
Calls Abandoned	3,647	3,894	4,099	4,159	3,986	3,191	3,990	2,394	3,939	4,264
Average Handle Time	0:11:13	0:12:20	0:12:28	0:11:49	0:11:49	0:12:10	0:10:53	0:10:19	0:11:59	0:11:34
Max Handle Time	1:26:18	2:06:02	2:11:51	3:31:57	1:48:16	2:03:02	2:05:00	1:07:38	1:47:00	1:32:47
Average Abandoned Time	0:16:05	0:14:58	0:15:51	0:15:53	0:13:51	0:15:46	0:12:47	0:14:22	0:15:16	0:16:32
Max Abandon Time	3:08:02	2:47:33	2:35:15	2:43:09	2:28:42	3:08:13	2:34:28	2:40:33	2:38:29	2:44:56
Average Speed Answered	0:43:22	0:43:28	0:41:27	0:41:54	0:38:07	0:41:27	0:36:37	0:37:05	0:43:30	0:42:11
Average Queue Time	0:26:23	0:25:24	0:24:46	0:24:57	0:23:02	0:25:28	0:22:32	0:23:08	0:26:31	0:26:24
Max Queue Time	3:10:27	2:54:18	2:44:53	2:47:43	2:30:07	3:20:32	2:41:38	2:42:25	2:45:38	3:31:05

# Emails

Emails Received & Email Backlog  
as of 12/15



# Leave Types & Lengths

Includes 64,526 customers whose leave end date passed or have not submitted weekly claims in at least 6 weeks as of end of last claim week

	Number of benefit customers	Percentage of benefit customers	Average weeks of leave (Total hours of leave / Typical workweek hours)
<b>Military only</b>	41	<1%	2.3
<b>Family Care only</b>	6,269	10%	5.6
<b>Medical only</b>	23,816	37%	7.0
<b>Bonding only</b>	25,629	40%	8.3
<b>Medical pregnancy only</b>	2,442	4%	8.8
<b>Bonding &amp; Medical</b>	2,344	4%	14.6
<b>Bonding &amp; Pregnancy</b>	3,398	5%	15.9
<b>Bonding &amp; Pregnancy &amp; Medical</b>	76	<1%	17.1
<b>Other combinations</b>	511	1%	10.3

# Leave Types & Lengths

	Weeks of leave taken (total leave hours / typical workweek hours)							
	Less than 4	4 - 7.9	8 - 11.9	12	12.1 - 15.9	16	16.1 - 17.9	18
<b>Military only</b>	80%	15%	5%	0%				
<b>Family Care only</b>	46%	22%	16%	16%				
<b>Medical only</b>	29%	26%	19%	25%				
<b>Bonding only</b>	20%	20%	28%	32%				
<b>Pregnancy only</b>	18%	23%	23%	3%	32%	0%		
<b>Bonding &amp; Medical</b>	1%	3%	8%	1%	39%	49%		
<b>Bonding &amp; Pregnancy</b>	0.2%	2%	7%	1%	27%	7%	27%	29%
<b>Bonding &amp; Pregnancy &amp; Medical</b>	0%	3%	1%	0%	9%	3%	22%	62%
<b>Other combinations</b>	11%	21%	25%	10%	18%	11%	1.0%	3%

# Benefits by current employer size: applications

Employer Size	Percentage of applicants' current employers excluding unknown*	Percentage of total employment**
Large (> 150)	67%	52%
Medium (50-150)	13%	15%
Small (<50)	20%	33%

\* Applicants counted multiple times if they have multiple employers.

Excludes about 10% of employers listed on applications for whom size information is not known

\*\* Using average employer size that determines their Paid Family & Medical leave sizing for the year

# Benefits by current employer size: leave lengths

Employer Size	Average weeks of leave	Median weeks of leave
Large (> 150)	8.2	8.7
Medium (50-150)	8.1	8.7
Small (<50)	8.4	9.4

Includes customers whose leave end date passed or have not submitted weekly claims in at least 6 weeks as of end of last claim week

# Benefits by current employer size: leave types

Type of leave	Applicants' current employer(s) size		
	Large	Medium	Small
Military only	<1%	<1%	<1%
Family Care only	10%	10%	9%
Medical only	38%	37%	33%
Bonding only	38%	41%	44%
Pregnancy only	4%	3%	4%
Bonding & Medical	4%	3%	4%
Bonding & Pregnancy	5%	5%	6%
Bonding & Pregnancy & Medical	<1%	<1%	<1%
Other combinations	1%	1%	1%
	100%	100%	100%

# Open Comment

Next meeting January 22, 2021 from 1 p.m. to 2 p.m.



# Continue the conversation

## **Lisa Kissler**

Director, Paid Family & Medical Leave  
Employment Security Department

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Visit us online at  
[www.paidleave.wa.gov](http://www.paidleave.wa.gov)



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# Employer Reporting as of 12/15/2020

## Paid Family and Medical Leave Quarterly Reporting Summary

	2019-Q1	2019-Q2	2019-Q3	2019-Q4	2020-Q1	2020-Q2	2020-Q3
<b>Employers</b>	155,777	162,581	164,404	157,429	152,920	149,250	149,081
<b>Employees</b> total employer-reported	3,230,280	3,491,738	3,801,931	3,705,853	3,615,638	3,359,953	3,336,777
<b>WA workers</b> counted once across jobs	2,916,909	3,084,410	3,314,578	3,267,750	3,246,276	3,067,926	3,006,465
<b>Premiums Invoiced</b>	\$157,357,634	\$151,953,256	\$146,222,132	\$138,884,542	\$179,794,441	\$160,986,104	\$144,993,894

## Premiums Assessed

