

Washington
Paid Family & Medical Leave


 **Employment Security Department**
WASHINGTON STATE

Advisory Committee Meeting

January 22, 2021



Agenda

- 
- Introductions & approve December minutes
 - Discuss HB 1087 & HB 1073
 - Future meeting structure
 - Operational data review
 - Next meeting topics
 - Open comment

Introductions

- Advisory Committee

(Note: We will use the Zoom 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:
 - Open Comments will be taken at the end of the meeting
 - 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 December Advisory minutes

- Discussion

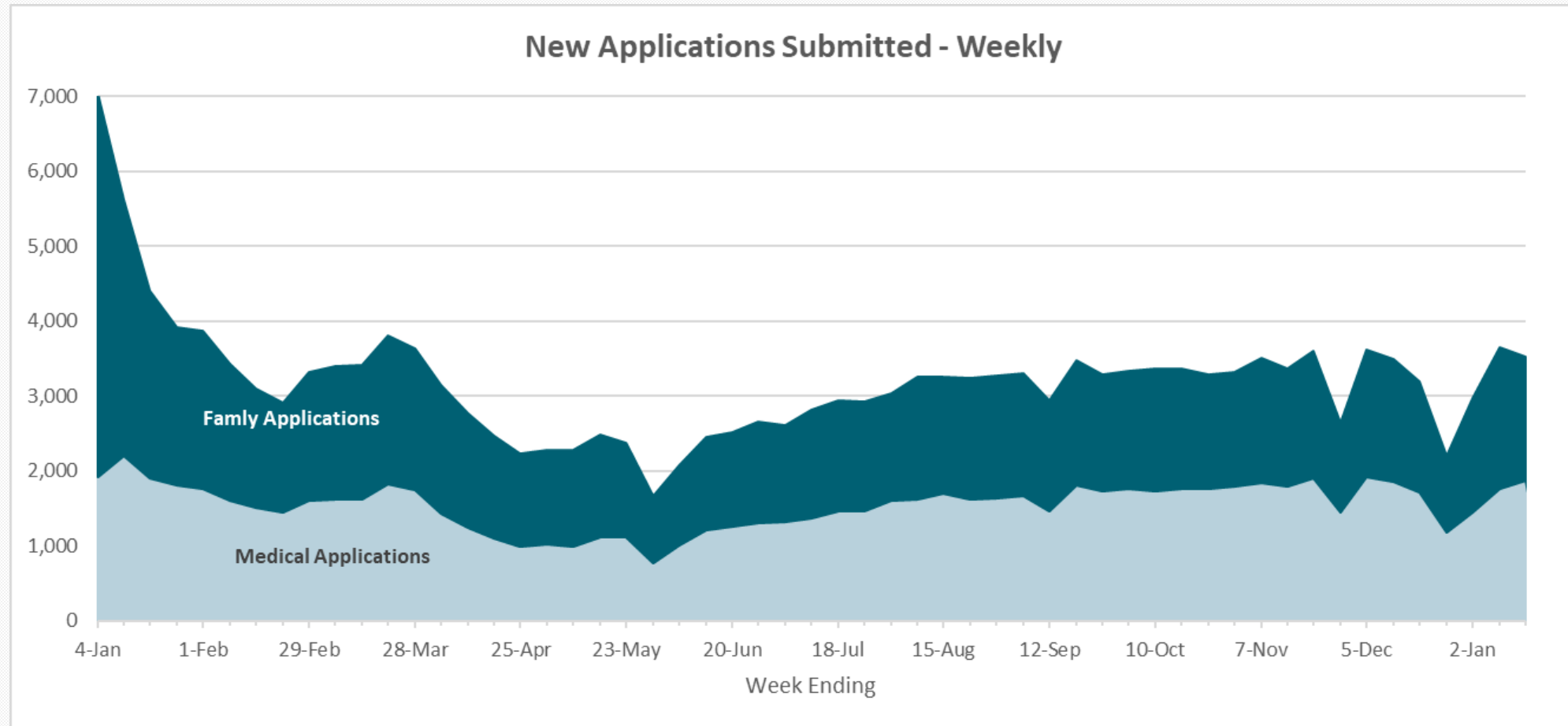
HB 1087: Clarifying the continuity of employee family and medical leave rights

- Clarifies that the Paid Family and Medical Leave law does not undermine rights that existed under the Family Leave Act (FLA).
 - FLA job protections were replaced by job protected leave under Paid Family and Medical Leave as of January 1, 2020.
 - Allows for cause of action for violations that occurred before December 31, 2019.
- Effective immediately if passed.

HB 1073: Expanding coverage of the paid family and medical leave program

- Expands Paid Family and Medical Leave coverage by amending:
 - Definition of **family member** to include, “any individual related by blood or affinity.”
 - Eligibility requirement from 820 hours worked to **\$1000 earned** in qualifying period.
 - Eligibility for **job protection** and **continuation of health benefits** to people employed 90 days with current employer.

Application & Weekly Claim data through 1/16/21



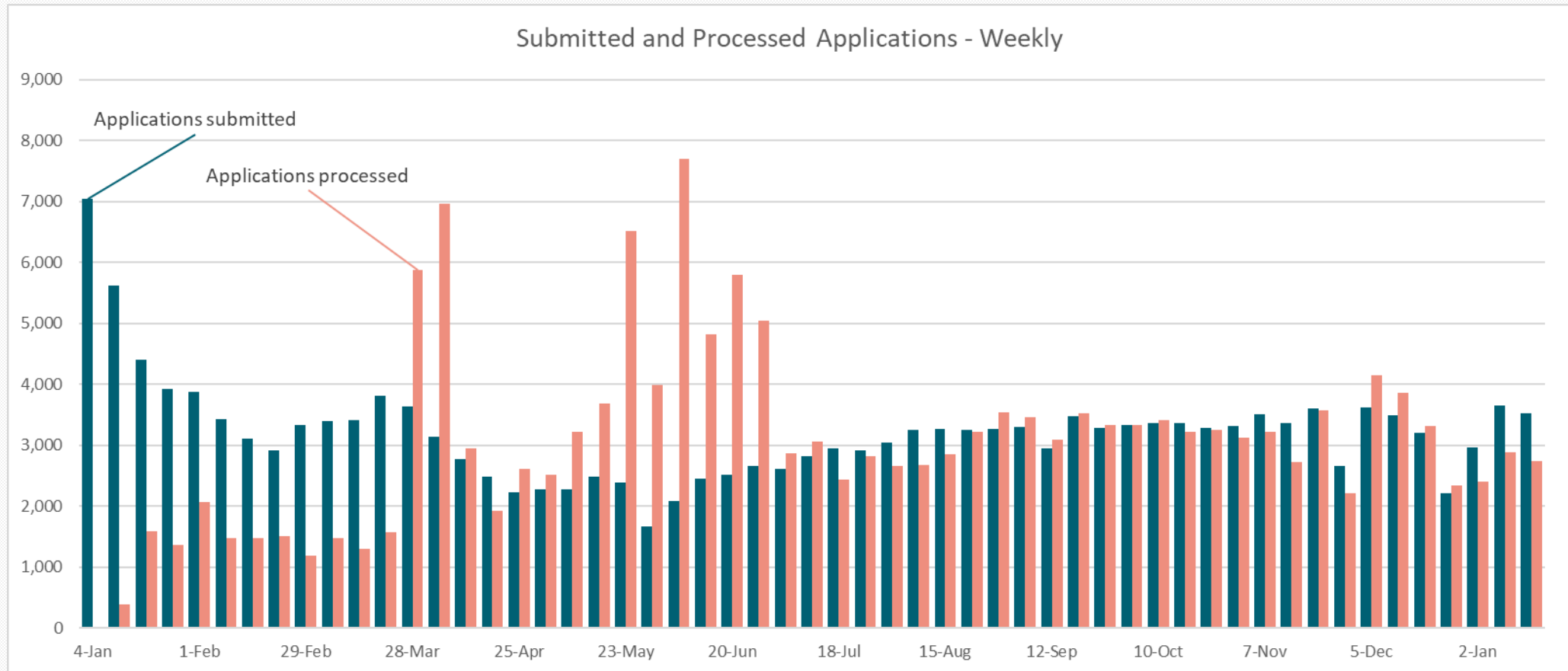
Advisory Committee meeting structure 2021 and beyond

- Reminder: Meetings are now one hour
- Proposal:
 - Standing items (20 minutes):
 - Approve prior meeting's minutes
 - Operational/programmatic data (what data do you want?)
 - Open comment
 - New business (40 minutes):
 - AC members or department propose agenda items for the next meeting
 - AC agrees to agenda item(s)

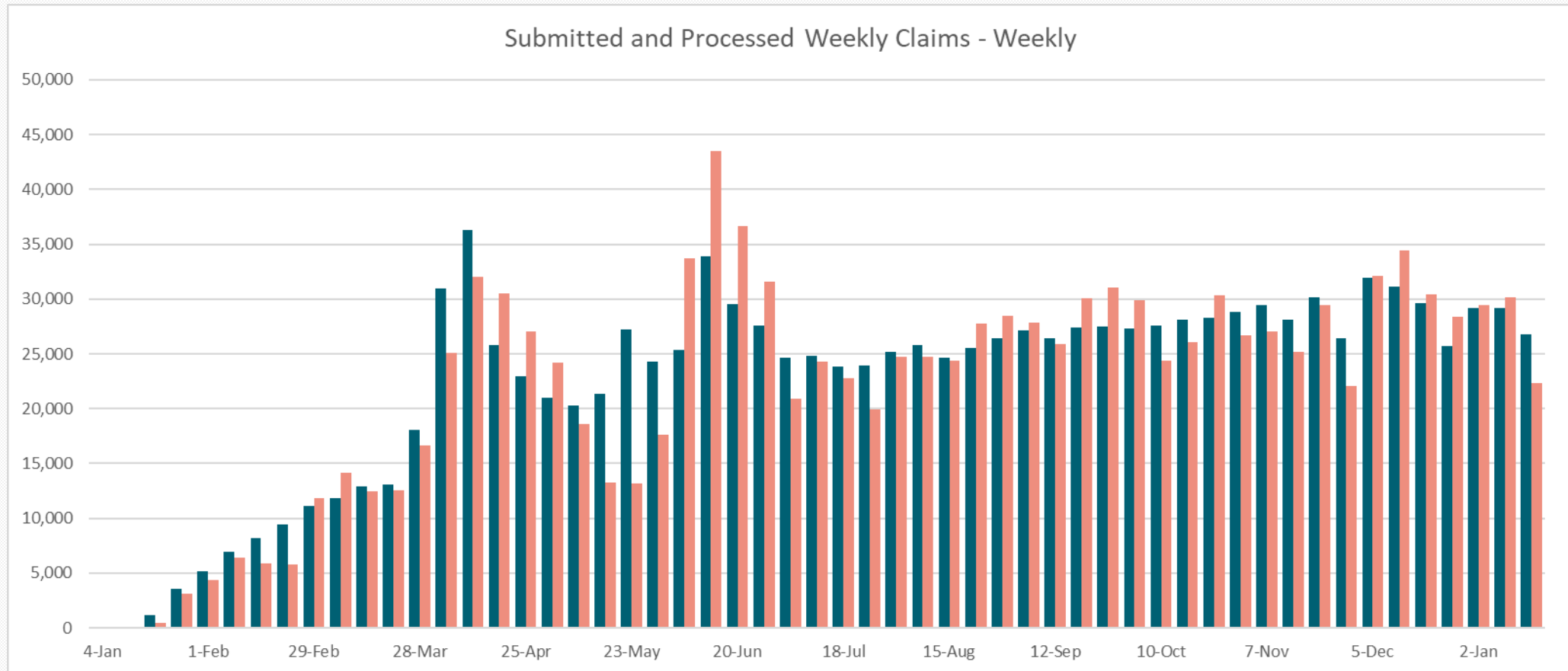
Application & Weekly Claim data past 10 weeks + total

Week Ending	14-Nov	21-Nov	28-Nov	5-Dec	12-Dec	19-Dec	26-Dec	2-Jan	9-Jan	16-Jan	Total
Applications											
Applications submitted	3,368	3,601	2,650	3,612	3,489	3,197	2,209	2,969	3,646	3,524	176,060
Family total	47%	47%	46%	47%	47%	47%	47%	51%	52%	47%	52%
Family Bonding	36%	36%	36%	36%	37%	37%	36%	40%	39%	35%	41%
Family Care	11%	11%	9%	10%	10%	10%	11%	11%	12%	12%	11%
Family Military	0.1%	0.2%	0.0%	0.1%	0.1%	0.2%	0.1%	0.0%	0.1%	0.1%	0.1%
Medical total	53%	53%	54%	53%	53%	53%	53%	49%	48%	53%	49%
Medical Self	44%	46%	46%	45%	46%	45%	44%	41%	37%	39%	40%
Medical Pregnancy	9%	7%	8%	8%	7%	8%	9%	8%	11%	14%	9%

Application & Weekly Claim data – through 1/16/21



Application & Weekly Claim data – through 1/16/21



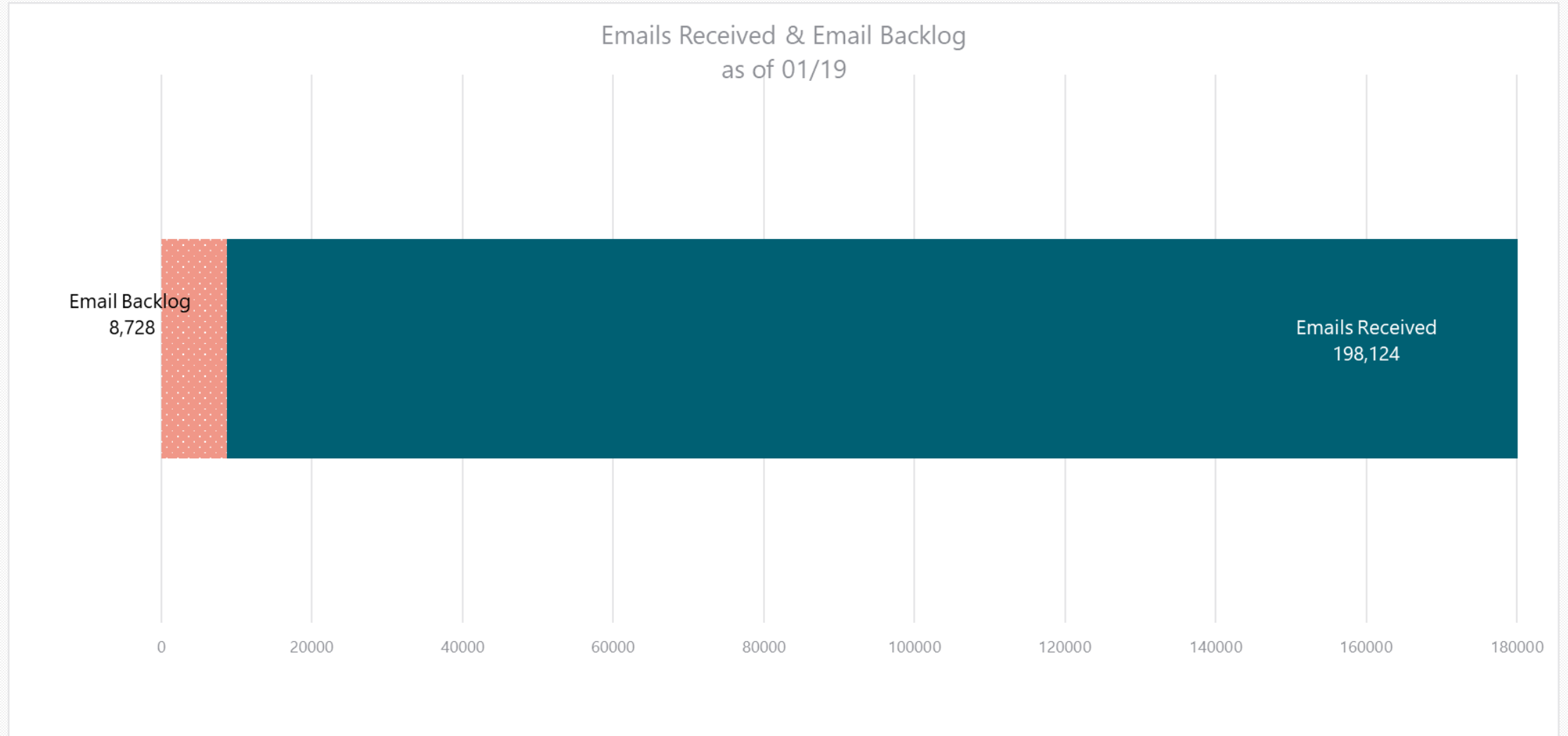
Processing time – past 10 weeks

Week Ending	14-Nov	21-Nov	28-Nov	5-Dec	12-Dec	19-Dec	26-Dec	2-Jan	9-Jan	16-Jan
Avg weeks processing time for applications processed in the week indicated	1.9	1.8	1.9	2.1	1.7	2.0	2.1	2.2	2.3	2.5
Median weeks processing time for applications processed in the week indicated	1.6	1.7	1.7	1.9	1.4	1.4	1.7	1.9	2.1	2.1

Call Data – past 10 weeks

Customer Care Call Processing	Week 46	Week 47	Week 48	Week 49	Week 50	Week 51	Week 52	Week 53	Week 54	Week 55
	8-Nov	15-Nov	22-Nov	29-Nov	6-Dec	13-Dec	20-Dec	27-Dec	3-Jan	10-Jan
	14-Nov	21-Nov	28-Nov	5-Dec	12-Dec	19-Dec	26-Dec	2-Jan	9-Jan	16-Jan
Calls Presented to PFML	14,289	15,953	8,392	24,606	17,942	15,790	10,937	15,061	20,528	17,163
Calls Presented	5,542	7,284	4,228	6,846	7,323	6,193	3,634	4,102	6,354	7,331
Calls Answered	2,351	3,293	1,834	2,907	3,059	2,569	1,642	1,844	2,761	3,182
Calls Abandoned	3,191	3,990	2,394	3,939	4,264	3,624	1,984	2,258	3,593	4,149
Average Handle Time	0:12:10	0:10:53	0:10:19	0:11:59	0:11:34	0:12:46	0:12:28	0:12:59	0:12:01	0:10:27
Max Handle Time	2:03:02	2:05:00	1:07:38	1:47:00	1:32:47	2:31:11	2:01:20	2:16:23	1:28:48	2:09:56
Average Abandoned Time	0:15:46	0:12:47	0:14:22	0:15:16	0:16:32	0:16:43	0:17:54	0:20:48	0:21:49	0:21:35
Max Abandon Time	3:08:13	2:34:28	2:40:33	2:38:29	2:44:56	2:57:39	3:31:46	4:09:55	4:01:04	4:17:13
Average Queue Time	0:25:28	0:22:32	0:23:08	0:26:31	0:26:24	0:26:29	0:26:49	0:25:50	0:25:58	0:55:57
Max Queue Time	3:20:32	2:41:38	2:42:25	2:45:38	3:31:05	3:04:05	3:47:14	4:36:07	4:21:45	4:29:21

Emails



New business for February

Next meeting February 19, 2021 from 1 p.m. to 2 p.m.

Open Comment

Continue the conversation

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Visit us online at
www.paidleave.wa.gov






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Employer Reporting as of 1/19/2021

Paid Family and Medical Leave Quarterly Reporting Summary							
	2019-Q1	2019-Q2	2019-Q3	2019-Q4	2020-Q1	2020-Q2	2020-Q3
Employers	155,823	162,636	164,468	157,571	153,280	149,807	150,089
Distinct WA Workers	2,455,049	2,398,185	2,490,867	2,505,520	3,004,068	2,772,491	2,841,050
Premiums Invoiced	\$157,397,438	\$151,980,716	\$146,490,431	\$138,826,913	\$179,814,469	\$161,025,800	\$145,292,381



Total premiums under different rates

	Premium rate		
	0.4%	0.5%	0.6%
			
Weekly employee share of premium at...			
Minimum Wage (13.50/hr or \$28,080/yr)	\$1.37	\$1.71	\$2.05
Average Wage (\$69,700/yr)	\$3.40	\$4.24	\$5.09
Maximum Taxable (\$137,700/yr)	\$6.71	\$8.39	\$10.06
Yearly employer share of premium for typical* business of size...			
Small <50 (est. taxable wages \$98,983)	\$145**	\$181**	\$218**
Medium 50-150 (est. taxable wages \$3,146,582)	\$4,615	\$5,769	\$6,923
Large >150 (est. taxable wages \$13,231,704)	\$19,407	\$24,259	\$29,111

* Typical premium estimated using median taxable wages for businesses in each size group

** Small employer are not required to pay employer portion of premium.