

Washington  
**Paid Family & Medical Leave**



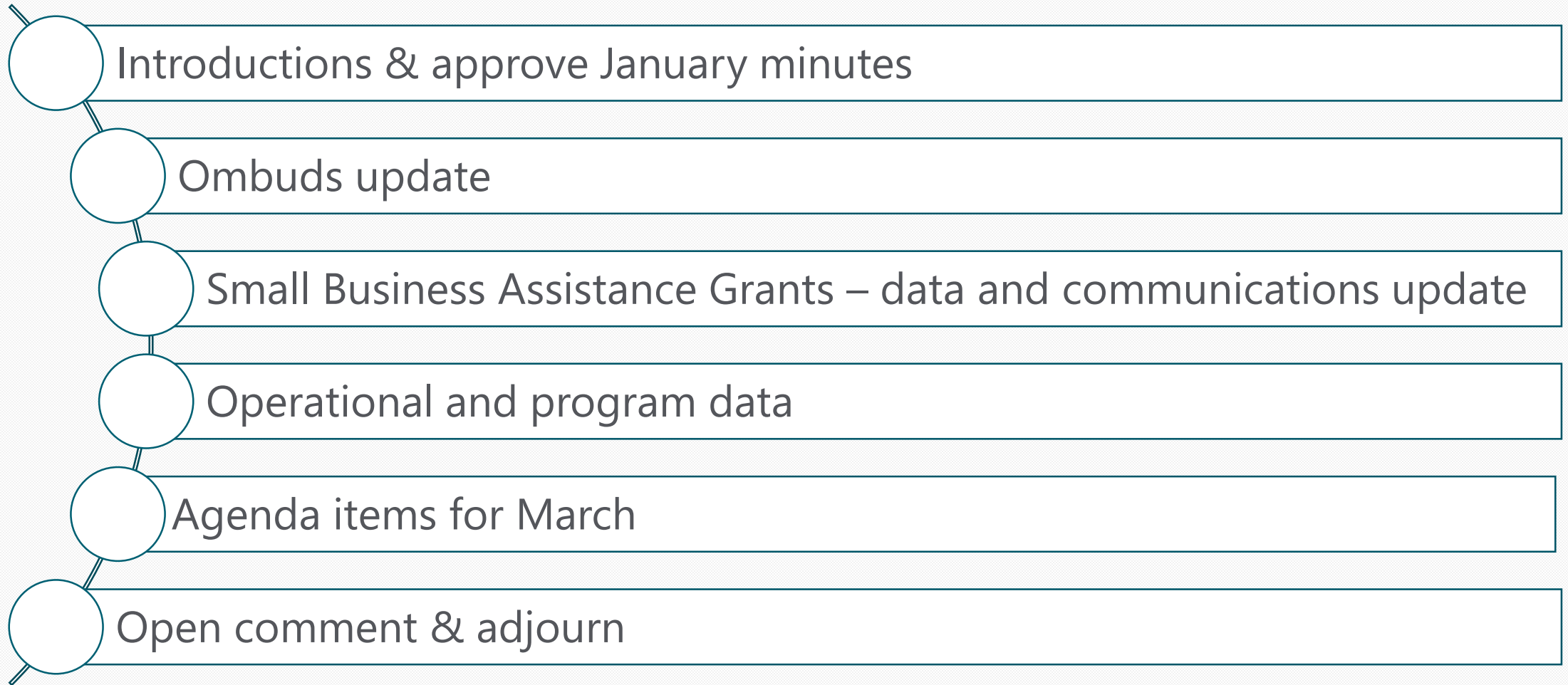
**Employment Security Department**  
WASHINGTON STATE

# Advisory Committee Meeting

February 19, 2021



# Agenda

- 
- Introductions & approve January minutes
  - Ombuds update
  - Small Business Assistance Grants – data and communications update
  - Operational and program data
  - Agenda items for March
  - Open comment & adjourn

# 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.

# Introductions

- Advisory Committee

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

# Approve January Advisory minutes

- Discussion

# Ombuds update – hardship requests summary

|              | Requests   | Approvals  | Denials    | Other     | Average days from application to request |
|--------------|------------|------------|------------|-----------|--|
| <b>Mar</b>   | 225        | 115        | 95         | 15        | 43                                       |
| <b>Apr</b>   | 166        | 92         | 67         | 7         | 42                                       |
| <b>May</b>   | 156        | 111        | 36         | 9         | 42                                       |
| <b>Jun</b>   | 44         | 32         | 10         | 2         | 37                                       |
| <b>Jul</b>   | 5          | 0          | 5          | 0         | 10                                       |
| <b>Aug</b>   | 7          | 0          | 4          | 3         | 8  |
| <b>Sep</b>   | 10         | 1          | 3          | 6         | 11                                       |
| <b>Oct</b>   | 4          | 0          | 2          | 2         | 3  |
| <b>Nov</b>   | 3          | 0          | 1          | 2         | 5  |
| <b>Dec</b>   | 6          | 0          | 4          | 2         | 4  |
| <b>Total</b> | <b>626</b> | <b>351</b> | <b>227</b> | <b>48</b> |  |

# Ombuds update – hardship requests denials detail

|              | Denials    | Did not meet financial criteria | Did not meet 4-week criteria | Other reason |
|--------------|------------|---------------------------------|------------------------------|--------------|
| <b>Mar</b>   | 95         | 70                              | 19                           | 6            |
| <b>Apr</b>   | 67         | 36                              | 25                           | 6            |
| <b>May</b>   | 36         | 9                               | 12                           | 15           |
| <b>Jun</b>   | 10         | 0                               | 9                            | 1            |
| <b>Jul</b>   | 5          | 0                               | 5                            | 0            |
| <b>Aug</b>   | 4          | 0                               | 4                            | 0            |
| <b>Sep</b>   | 3          | 0                               | 3                            | 0            |
| <b>Oct</b>   | 2          | 0                               | 2                            | 0            |
| <b>Nov</b>   | 1          | 0                               | 1                            | 0            |
| <b>Dec</b>   | 4          | 0                               | 4                            | 0            |
| <b>Total</b> | <b>227</b> | <b>115</b>                      | <b>84</b>                    | <b>28</b>    |

# Ombuds update – calls summary

## 2020 Total Calls

3,375

### Per month

Average: 281

Highest in June  
and January

Decreased July  
through  
December

### Employers and Employees

7% Employers

89% Employees

4% Unknown or  
Other

### LEP calls

154 during the year

11 languages

91% Spanish



# Ombuds update – top calls reasons

| Reason                                   | % of calls |
|--|------------|
| Educate and inform (employee & employer) | 25%        |
| Delay                                    | 16%        |
| Regarding submitted application          | 10%        |
| Application assistance                   | 5%         |
| Weekly claim funds                       | 4%         |
| Weekly claim                             | 3%         |
| Employer unlawful act                    | 3%         |
| Access (SAW, Portal)                     | 3%         |

| Reason                       | % of calls |
|------------------------------|------------|
| C-19                         | 3%         |
| Employer and employee access | 2%         |
| Short term disability        | 2%         |
| Employer reporting           | 2%         |
| Weekly claim process         | 2%         |
| Redetermination              | 1%         |
| Weekly claim correct         | 1%         |
| 2 <sup>nd</sup> application  | 1%         |

Excludes blank/left msg/question answered and other categories

# Ombuds update – complaints

**274 complaints received in 2020**

| <b>Complaint type</b>       | <b>%</b> |
|-----------------------------|----------|
| Weekly Claims               | 40%      |
| Redetermination             | 13%      |
| Application Assistance      | 11%      |
| Delay                       | 8%       |
| Leave End Date              | 8%       |
| Access                      | 3%       |
| Employer Reporting          | 3%       |
| 2 <sup>nd</sup> Application | 2%       |
| Employer Access             | 2%       |
| Limited English Proficiency | 2%       |

| <b>Complaint type</b>      | <b>%</b> |
|----------------------------|----------|
| Appeal Status              | 1%       |
| Employer Refund            | 1%       |
| Employer Unlawful Act      | 1%       |
| Fraud                      | 1%       |
| Record Request             | 1%       |
| Social Security Cap        | 1%       |
| Voluntary Plan             | 1%       |
| Combined Benefits w/ Birth | <1%      |
| Employer PTO               | <1%      |
| Inconsistent Messaging     | <1%      |

# Ombuds update – complaints

**Weekly claims  
40% of complaints  
110 complaints**

| Detailed type   | #  |
|-----------------|----|
| WC Correct      | 51 |
| WC Underpayment | 21 |
| WC Funds        | 22 |
| WC Process      | 9  |
| WC Overpayment  | 5  |
| WC              | 2  |

# Small Business Assistance Grants

## December 16

- Functionality for grants live and available to all small employers.
- Public materials updated (website, grant checklist, FAQs).

## December 18 – 23

- Employer beta: application submission with one-on-one support.
- Collected customer FAQs, and adjusted processes and communications prior to widely publicizing grants.

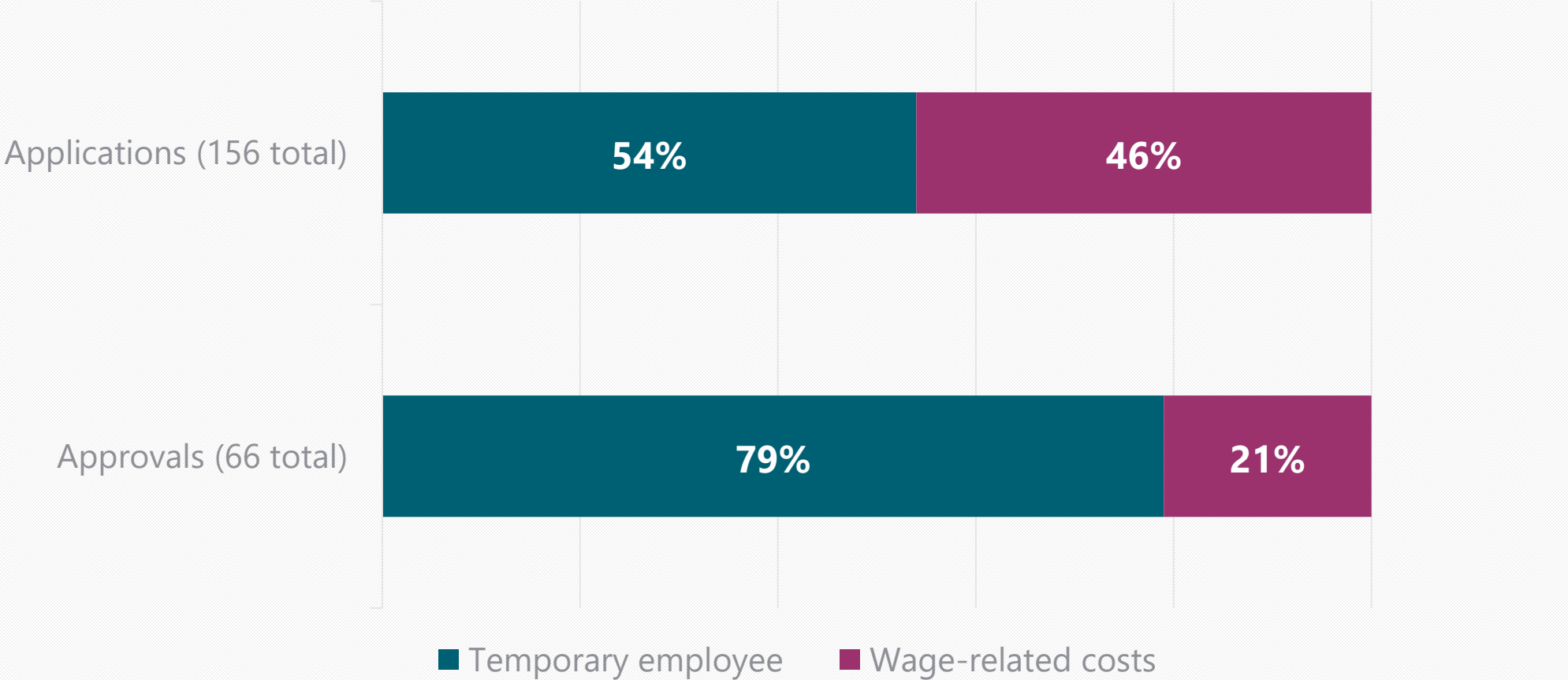
## January 7

- Communications to small employers began.
- Application checklist, one-pager, targeted emails.

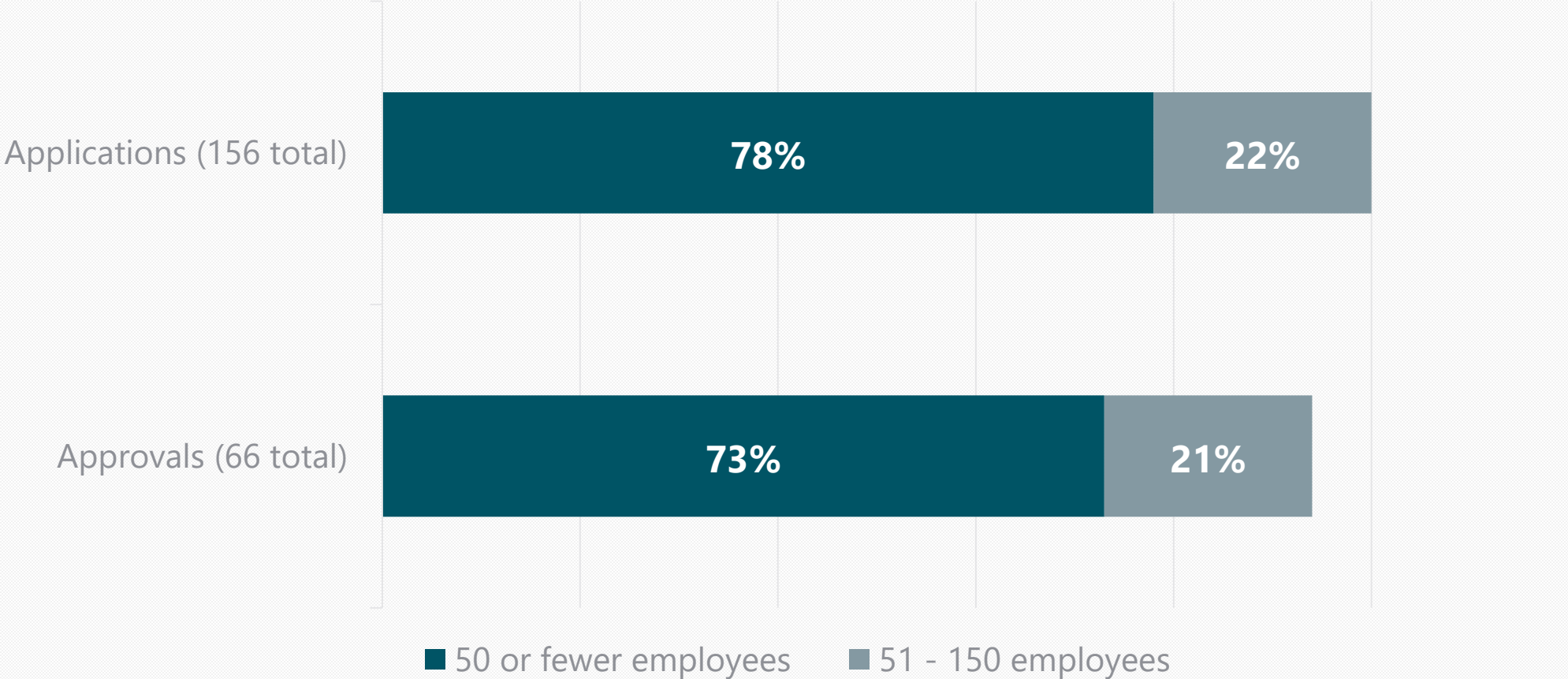
## February - April

- Ongoing targeted and broad communications to small employers.
- Additional application functionality to be released.

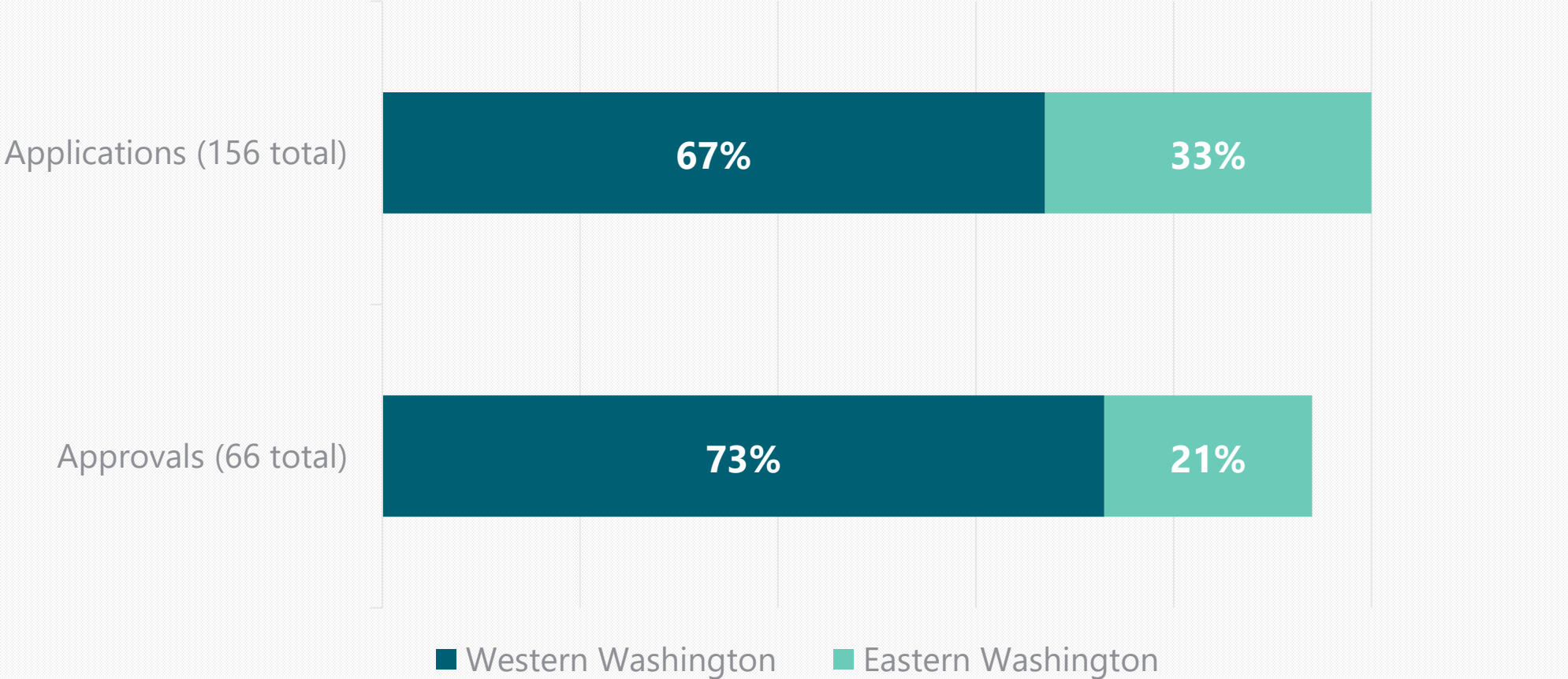
# Applications and approvals by grant type



# Applications and approvals by employer size

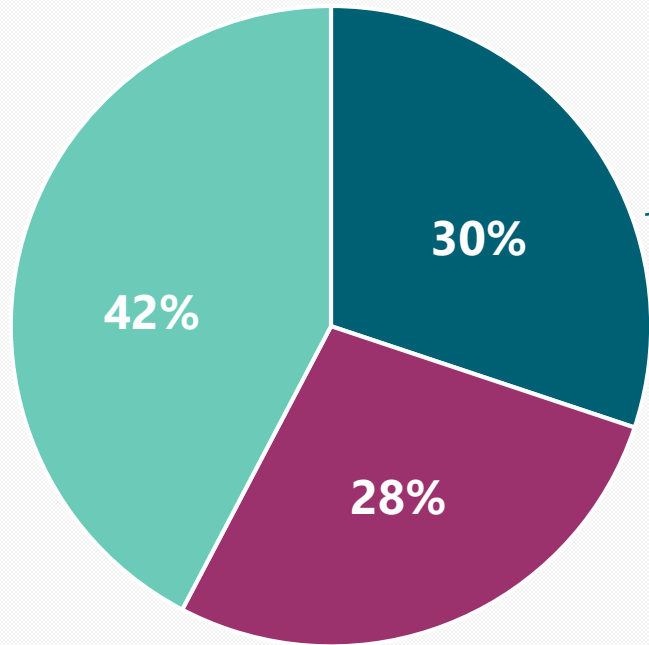


# Applications and approvals by region



# Small Business Assistance Grant denials

Applications received (156 total)



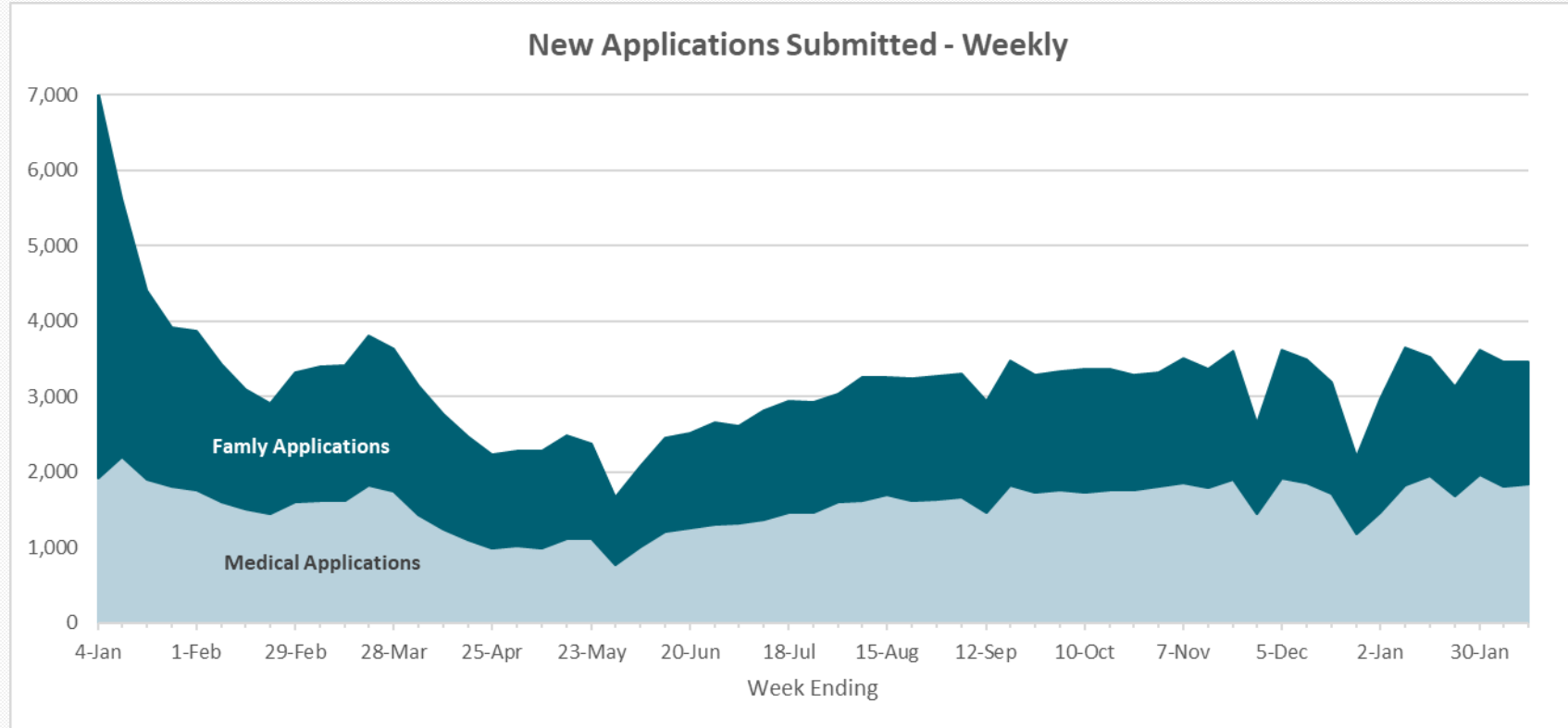
■ Denied (47) ■ In review (43) ■ Approved (66)

## Reasons for denial

|  |    |
|--|----|
| Employee did not take Paid Leave           | 26 |
| Employer delinquent on reports or payments | 9  |
| Insufficient documentation                 | 5  |
| Employee is self-employed                  | 3  |
| Duplicate application                      | 2  |
| Other                                      | 2  |



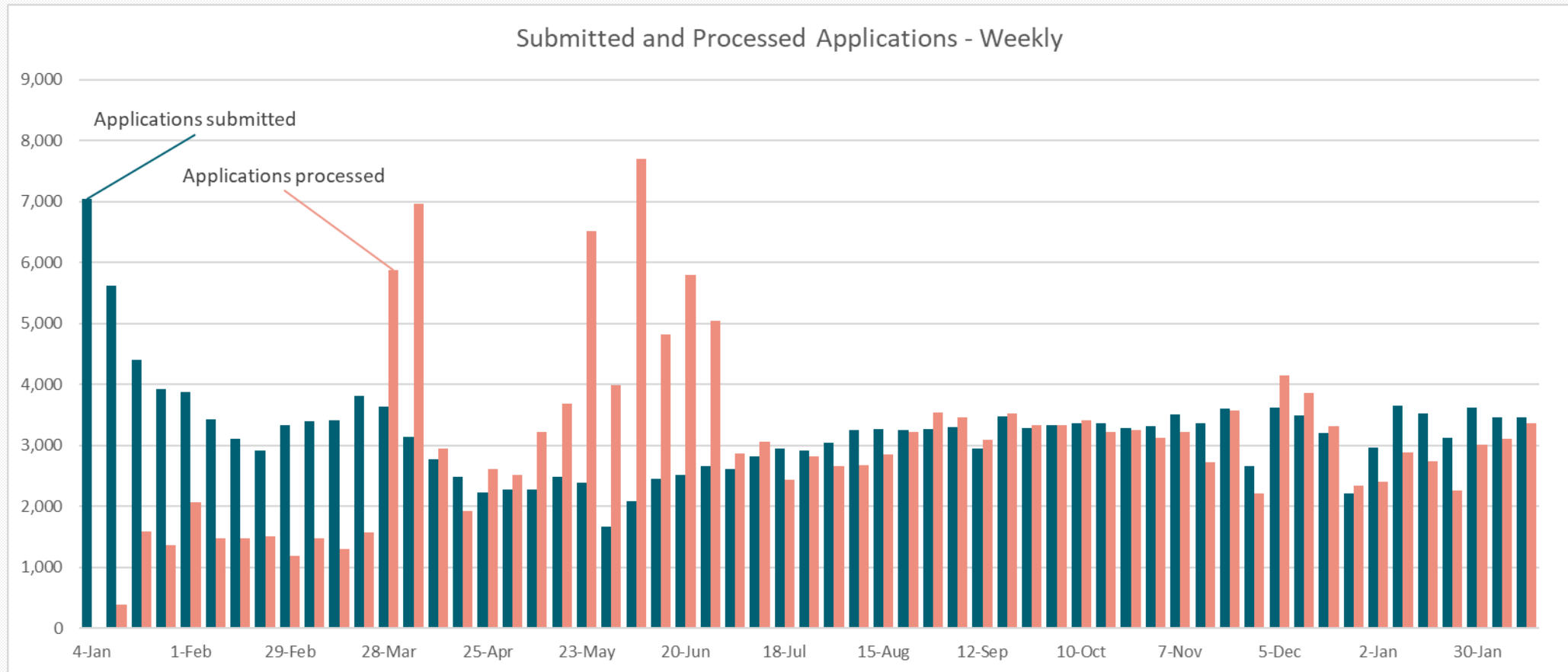
# Application & Weekly Claim data through 1/16/21



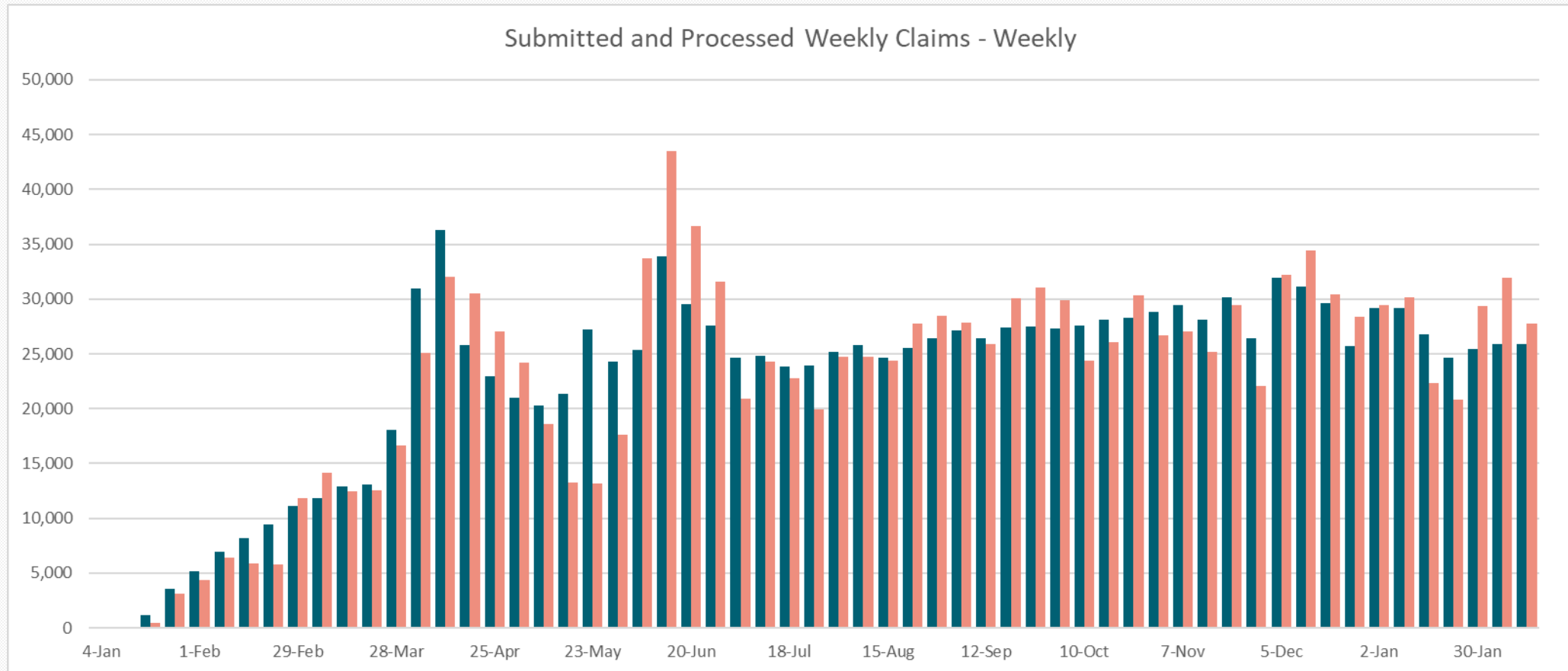
# Application & Weekly Claim data past 10 weeks

| Week Ending                   | 12-Dec       | 19-Dec       | 26-Dec       | 2-Jan        | 9-Jan        | 16-Jan       | 23-Jan       | 30-Jan       | 6-Feb        | 13-Feb       |
|-------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| <b>Applications</b>           |              |              |              |              |              |              |              |              |              |              |
| <b>Applications submitted</b> | <b>3,489</b> | <b>3,197</b> | <b>2,209</b> | <b>2,969</b> | <b>3,646</b> | <b>3,524</b> | <b>3,123</b> | <b>3,615</b> | <b>3,457</b> | <b>3,464</b> |
| Submitted via paper           | 27           | 28           | 23           | 17           | 37           | 29           | 30           | 44           | 54           | 34           |
| <b>Family total</b>           | <b>47%</b>   | <b>46%</b>   | <b>47%</b>   | <b>51%</b>   | <b>50%</b>   | <b>45%</b>   | <b>46%</b>   | <b>46%</b>   | <b>48%</b>   | <b>47%</b>   |
| Family Bonding                | 37%          | 37%          | 35%          | 40%          | 38%          | 33%          | 35%          | 34%          | 35%          | 34%          |
| Family Care                   | 10%          | 10%          | 11%          | 11%          | 11%          | 11%          | 12%          | 12%          | 13%          | 13%          |
| Family Military               | 0.1%         | 0.2%         | 0.1%         | 0.0%         | 0.1%         | 0.1%         | 0.1%         | 0.1%         | 0.0%         | 0.1%         |
| <b>Medical total</b>          | <b>53%</b>   | <b>54%</b>   | <b>53%</b>   | <b>49%</b>   | <b>50%</b>   | <b>55%</b>   | <b>54%</b>   | <b>54%</b>   | <b>52%</b>   | <b>53%</b>   |
| Medical Self                  | 46%          | 45%          | 45%          | 42%          | 43%          | 48%          | 46%          | 42%          | 39%          | 39%          |
| Medical Pregnancy             | 7%           | 8%           | 9%           | 7%           | 7%           | 8%           | 8%           | 12%          | 13%          | 14%          |

# Application & Weekly Claim data – through 2/13/21



# Application & Weekly Claim data – through 2/13/21



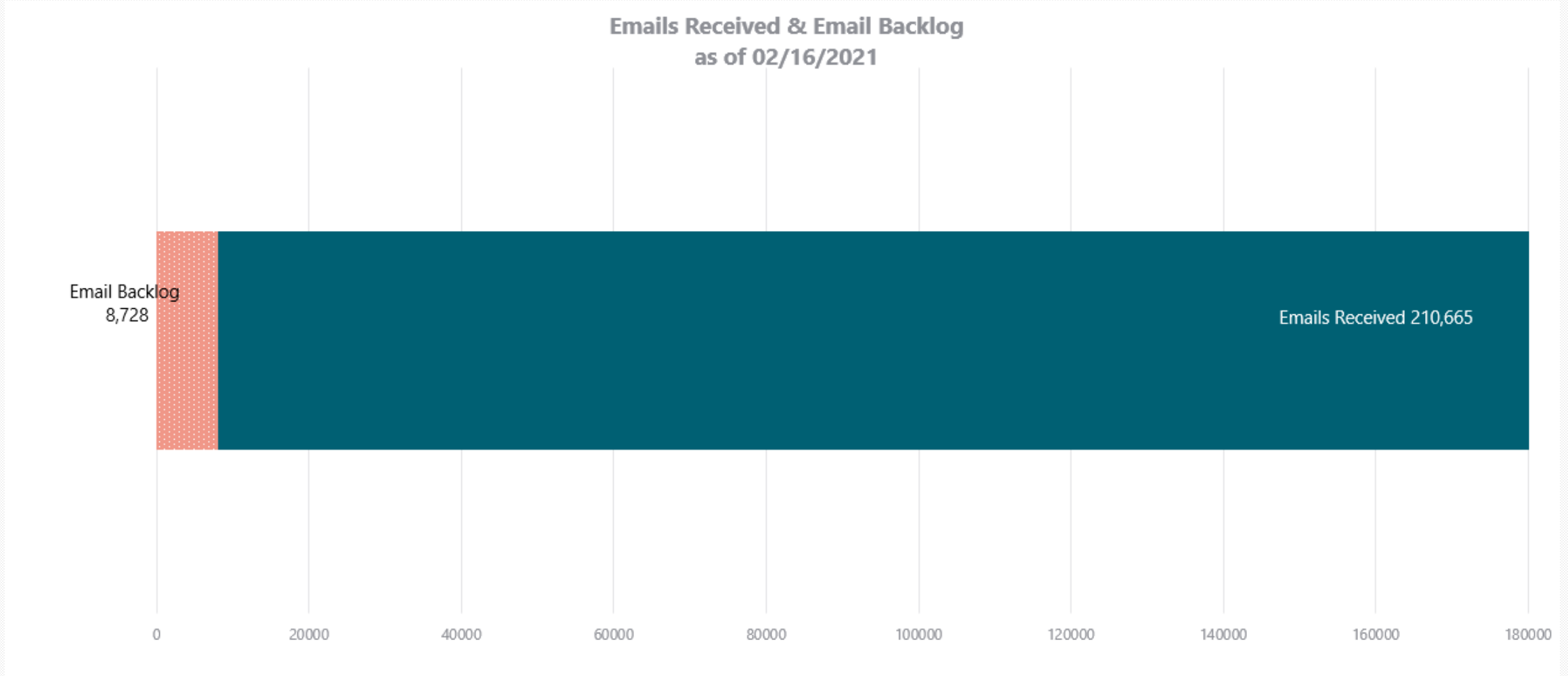
# Processing time – past 10 weeks

| Week Ending  | 12-Dec | 19-Dec | 26-Dec | 2-Jan | 9-Jan | 16-Jan | 23-Jan | 30-Jan | 6-Feb | 13-Feb |
|--|--------|--------|--------|-------|-------|--------|--------|--------|-------|--------|
| <b>Avg weeks</b> processing time for applications processed in the week indicated    | 1.7    | 2.0    | 2.1    | 2.2   | 2.3   | 2.5    | 2.6    | 2.7    | 2.8   | 2.8    |
| <b>Median weeks</b> processing time for applications processed in the week indicated | 1.4    | 1.4    | 1.7    | 1.9   | 2.1   | 2.1    | 2.1    | 2.4    | 2.6   | 2.6    |

# Call Data – past 10 weeks

| Customer Care Call Processing | 6-Dec   | 13-Dec  | 20-Dec  | 27-Dec  | 3-Jan   | 10-Jan  | 17-Jan  | 24-Jan  | 31-Jan  | 7-Feb   |
|-------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
|                               | 12-Dec  | 19-Dec  | 26-Dec  | 2-Jan   | 9-Jan   | 16-Jan  | 23-Jan  | 30-Jan  | 6-Feb   | 13-Feb  |
| Calls Presented to PFML       | 17,942  | 15,790  | 10,937  | 15,061  | 20,528  | 17,163  | 15,256  | 20,748  | 21,442  | 13,133  |
| Calls Presented               | 7,323   | 6,193   | 3,634   | 4,102   | 6,354   | 7,331   | 6,703   | 7,912   | 7,719   | 7,307   |
| Calls Answered                | 3,059   | 2,569   | 1,642   | 1,844   | 2,761   | 3,182   | 3,225   | 3,751   | 3,613   | 3,756   |
| Calls Abandoned               | 4,264   | 3,624   | 1,984   | 2,258   | 3,593   | 4,149   | 3,478   | 4,161   | 4,106   | 3,551   |
| Average Handle Time           | 0:11:34 | 0:12:46 | 0:12:28 | 0:12:59 | 0:11:03 | 0:10:16 | 0:10:09 | 0:10:07 | 0:09:52 | 0:10:11 |
| Max Handle Time               | 1:32:47 | 2:31:11 | 2:01:20 | 2:16:23 | 1:28:48 | 2:09:56 | 2:07:17 | 1:31:28 | 1:38:50 | 2:20:42 |
| Average Abandoned Time        | 0:16:32 | 0:16:43 | 0:17:54 | 0:20:48 | 0:14:27 | 0:18:07 | 0:14:22 | 0:12:31 | 0:12:48 | 0:15:38 |
| Max Abandon Time              | 2:44:56 | 2:57:39 | 3:31:46 | 4:09:55 | 4:01:04 | 4:17:13 | 2:58:07 | 3:58:04 | 3:19:39 | 3:59:18 |
| Average Queue Time            | 0:26:24 | 0:26:29 | 0:26:49 | 0:25:50 | 1:21:56 | 1:09:46 | 0:58:38 | 1:03:20 | 1:03:32 | 0:54:26 |
| Max Queue Time                | 3:31:05 | 3:04:05 | 3:47:14 | 4:36:07 | 4:21:45 | 4:29:21 | 3:08:09 | 4:34:26 | 3:39:52 | 4:02:57 |

# Emails



# New business for March

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



# Open Comment

# Continue the conversation

**Lisa Kissler**

Director, Paid Family & Medical Leave  
Employment Security Department

[lisa.kissler@esd.wa.gov](mailto:lisa.kissler@esd.wa.gov)



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



Join our listserv at  
[bit.ly/PaidLeaveList](http://bit.ly/PaidLeaveList)

# Employer Reporting as of 2/14/2021

| Paid Family and Medical Leave Quarterly Reporting Summary |               |               |               |               |               |               |               |               |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
|   | 2019-Q1       | 2019-Q2       | 2019-Q3       | 2019-Q4       | 2020-Q1       | 2020-Q2       | 2020-Q3       | 2020-Q4       |
| <b>Employers</b>  | 155,892       | 162,710       | 164,567       | 157,736       | 153,764       | 150,470       | 151,360       | 149,624       |
| <b>WA Workers (unduplicated)</b>                          | 2,917,703     | 3,087,024     | 3,316,334     | 3,269,407     | 3,250,387     | 3,076,262     | 3,024,970     | 2,965,748     |
| <b>Premiums Invoiced</b>                                  | \$157,424,768 | \$152,005,588 | \$146,534,748 | \$138,865,873 | \$179,927,381 | \$161,244,453 | \$145,749,978 | \$139,981,275 |

