

Washington
Paid Family & Medical Leave



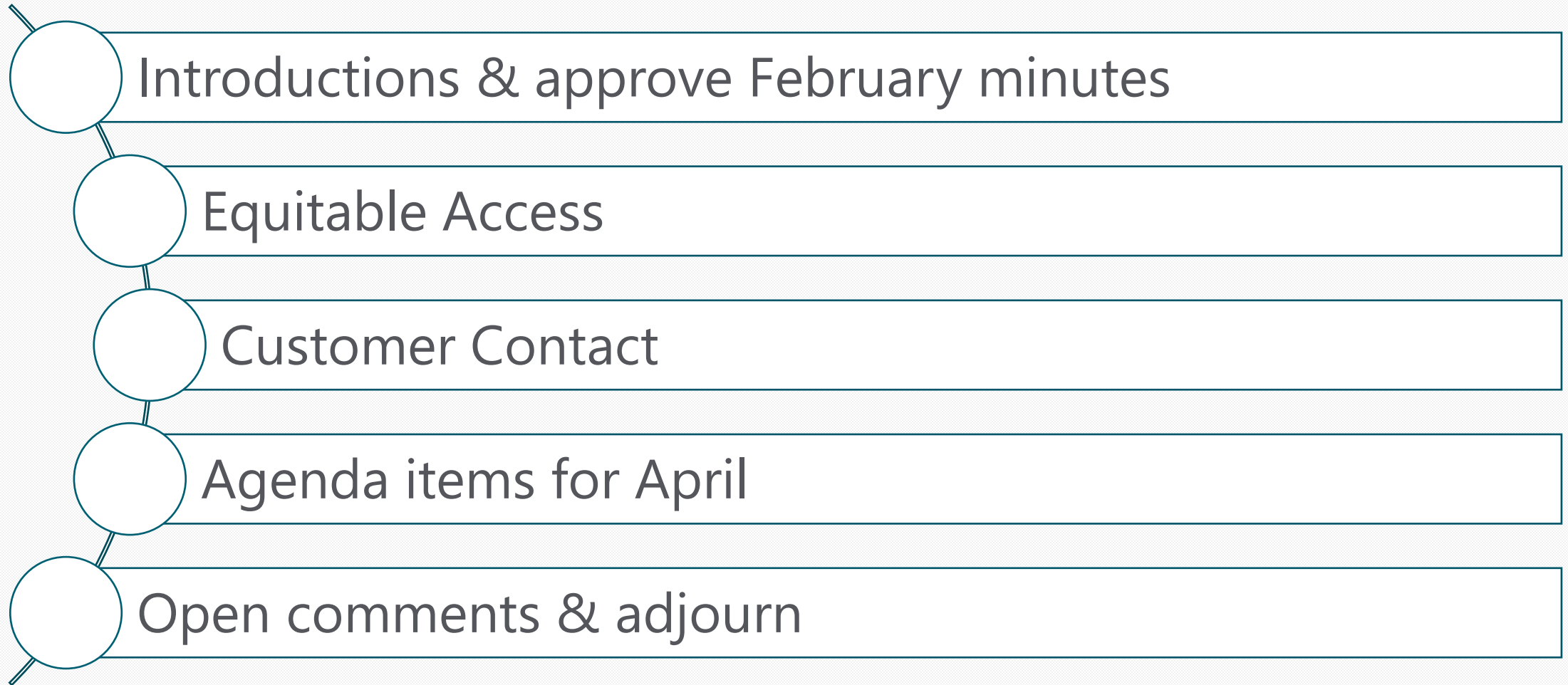
Employment Security Department
WASHINGTON STATE

Advisory Committee Meeting

March 19, 2021



Agenda

- 
- Introductions & approve February minutes
 - Equitable Access
 - Customer Contact
 - Agenda items for April
 - Open comments & 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 February Advisory minutes

- Discussion

Reasonable accommodation process

- Reasonable accommodation process for customers.
 - Currently piloting.
 - Launching early April.
- Accommodations could include relay service, three way calling, submitting documents via email, and the option to schedule an appointment.

Requests managed by Ombuds.

Similar to hardship process.



Approved requests referred to CCT.

Small team of Specialists trained in accommodation management.

Language access improvements update

- 12 bilingual Customer Care Specialists
- Phone tree improvements
 - Short-term: Queue for customers who need assistance in a language other than English; Customer-facing instructions for accessing interpreter services.
 - Longer-term: User testing and research to identify potential additional changes.
- Additional translated materials
 - Weekly claim guidance in 15 languages.
 - Weekly claim guidance included in Spanish approval letters.

Next steps

- Accessibility testing
- Customer research
- Capturing benefit customers' preferred language
- Identifying "vital documents"
- Designing a Babel sheet and process for implementing
- Redesigning and translating serious health condition form

Operations Data

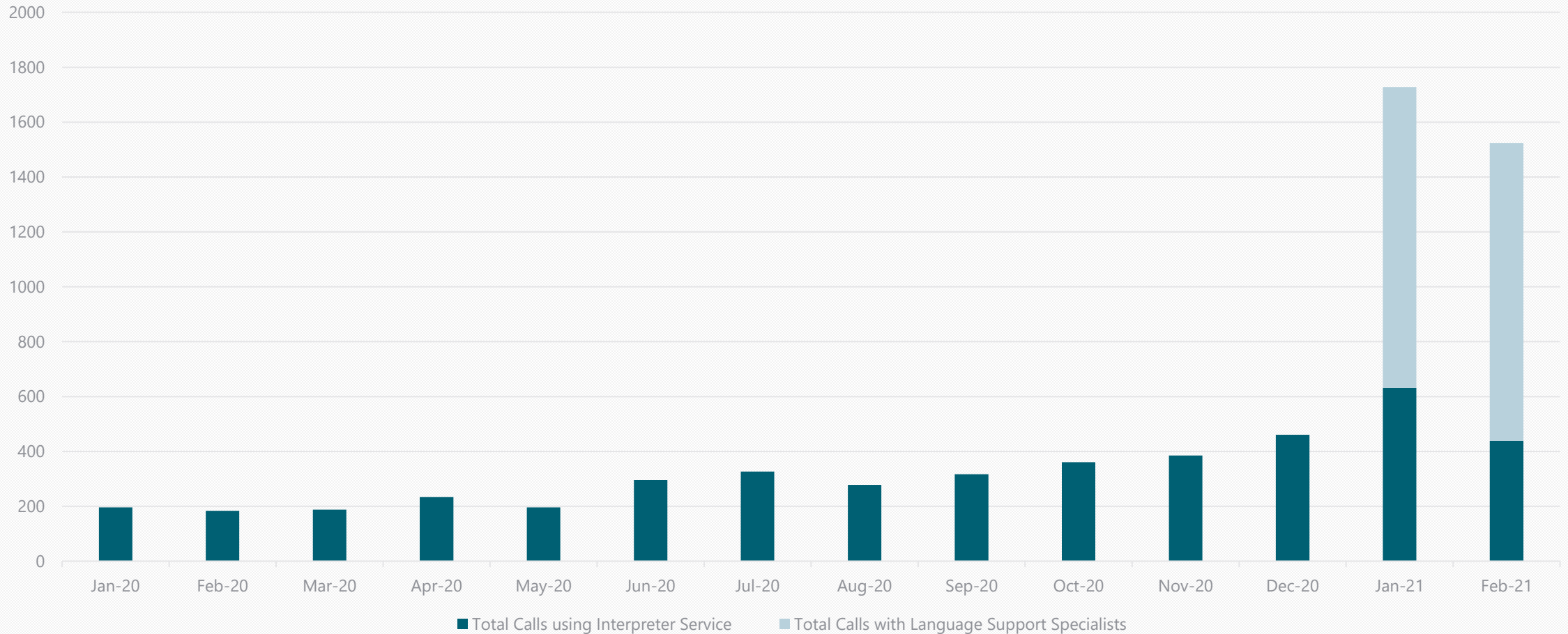
Paper Applications

Non-English Paper Applications Submitted

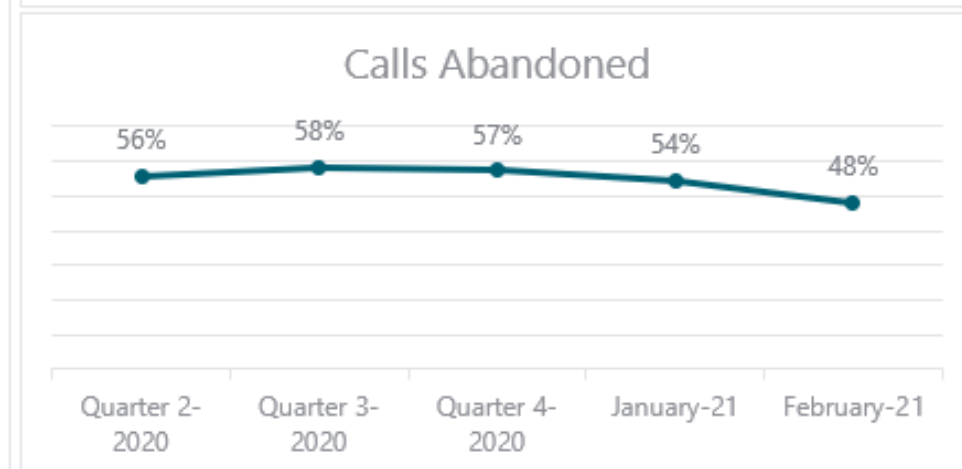
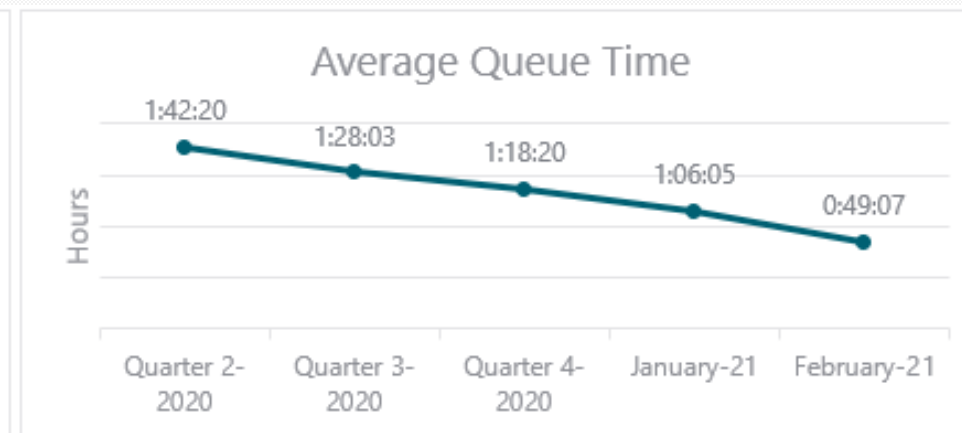
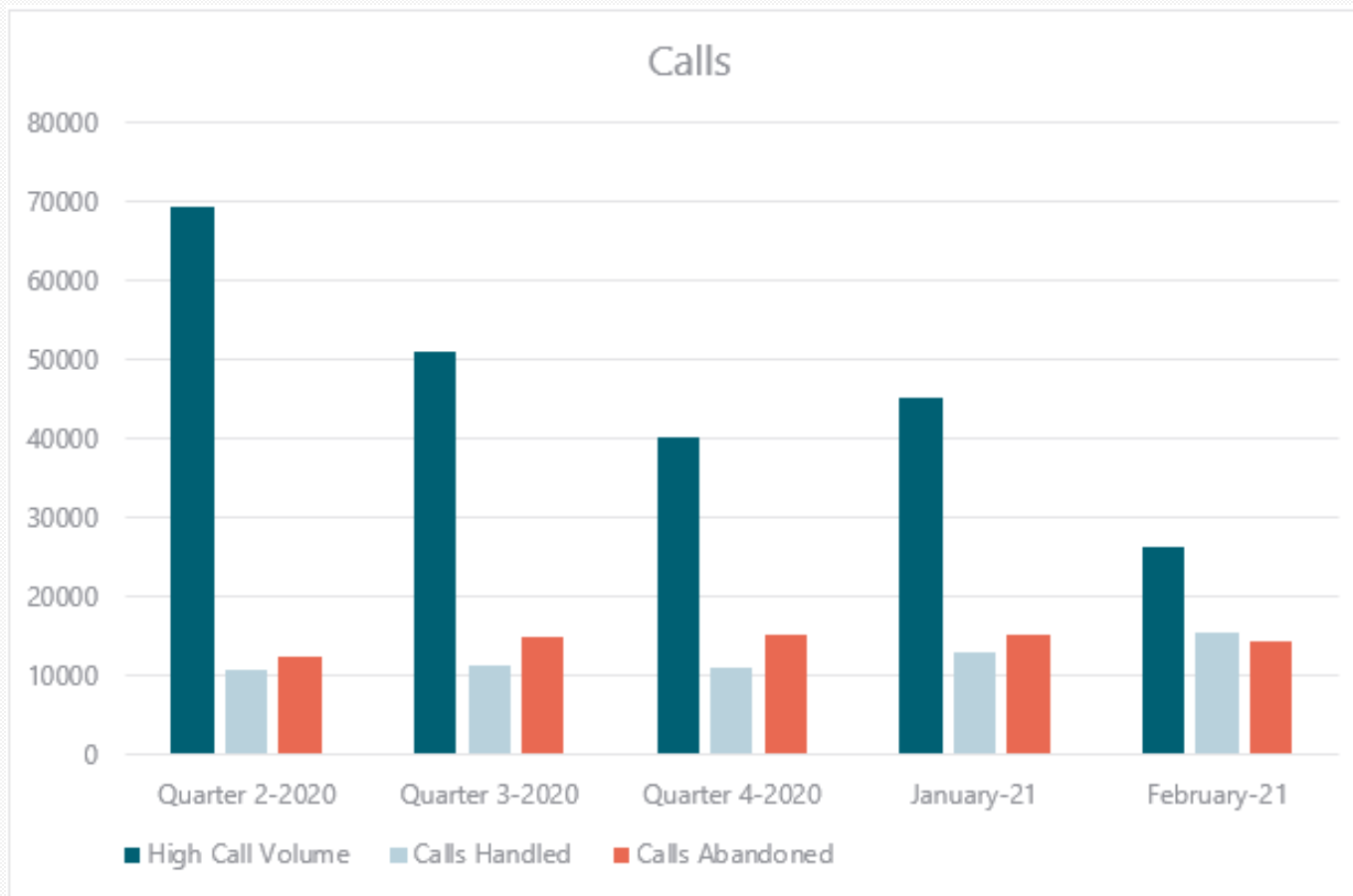
Language Type	Total Applications
Spanish	269
Chinese	1
Vietnamese	2

Language Access Phone Calls

Language Assistance Calls Handled

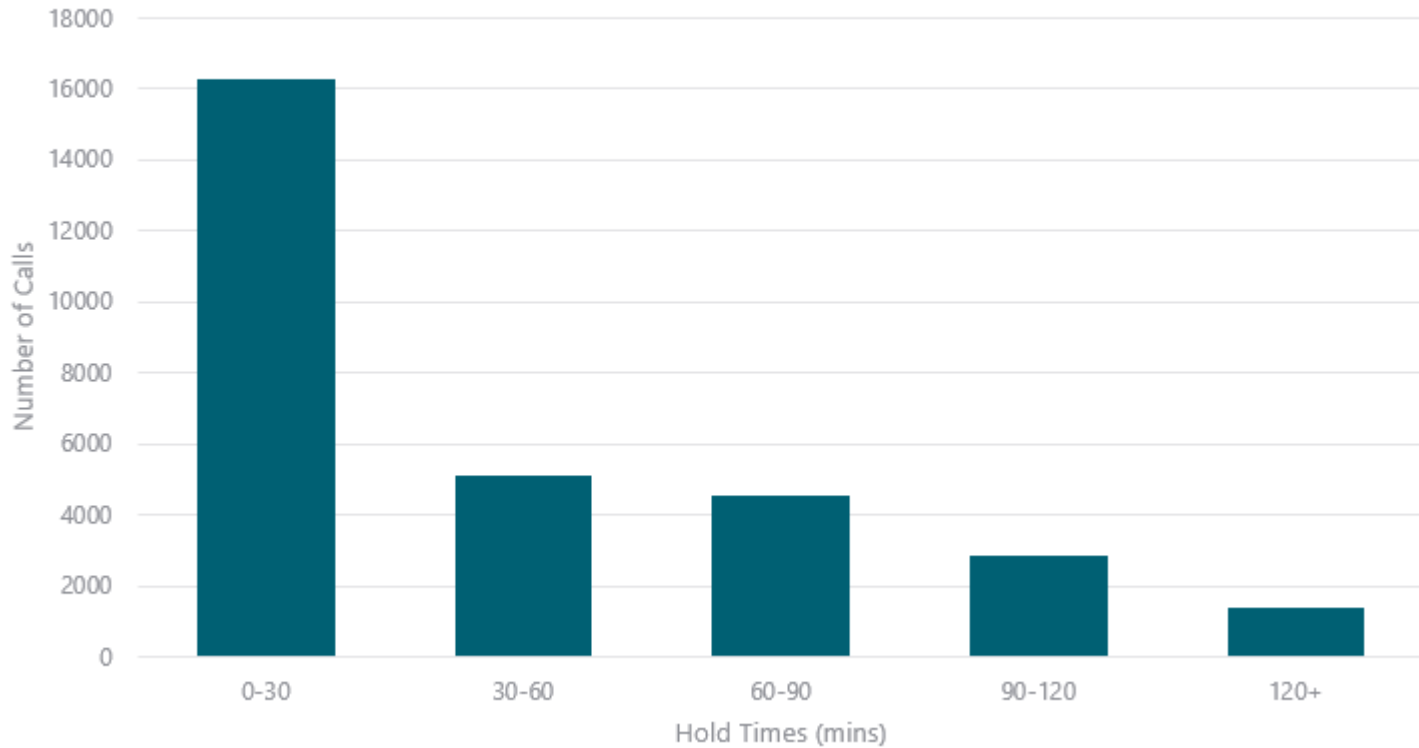


Operations Telephony Data

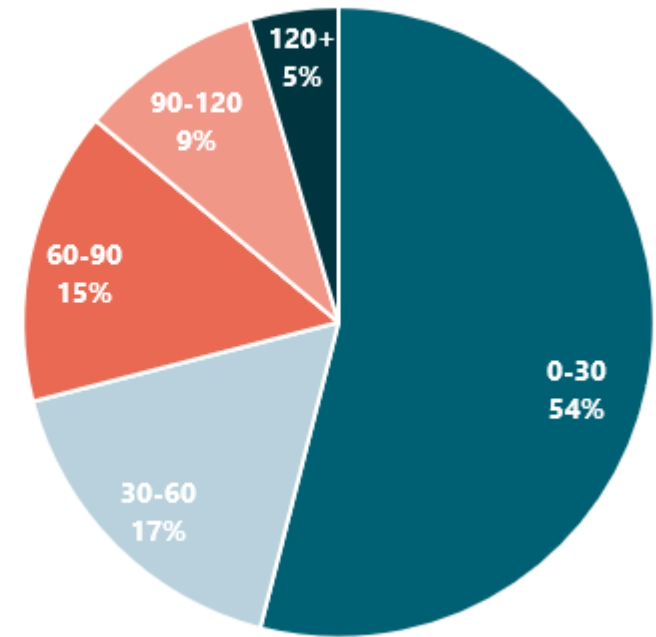


Operations Telephony Data

February Calls



February Calls



Customer Contact Initiative

Objectives

- Map the current state of customer interactions with the program.
 - Identify and document customer and staff pain points.
- Develop recommendations to address pain points and prioritize process improvements.
- Ensure all communication methods continue to work together cohesively.
- Research new communication tools and processes and determine whether to implement.

Agenda items for April

Next meeting April 16, 2021, from 10:00 am – 11:00 am

Open Comment

Continue the conversation

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Visit us online at
www.paidleave.wa.gov



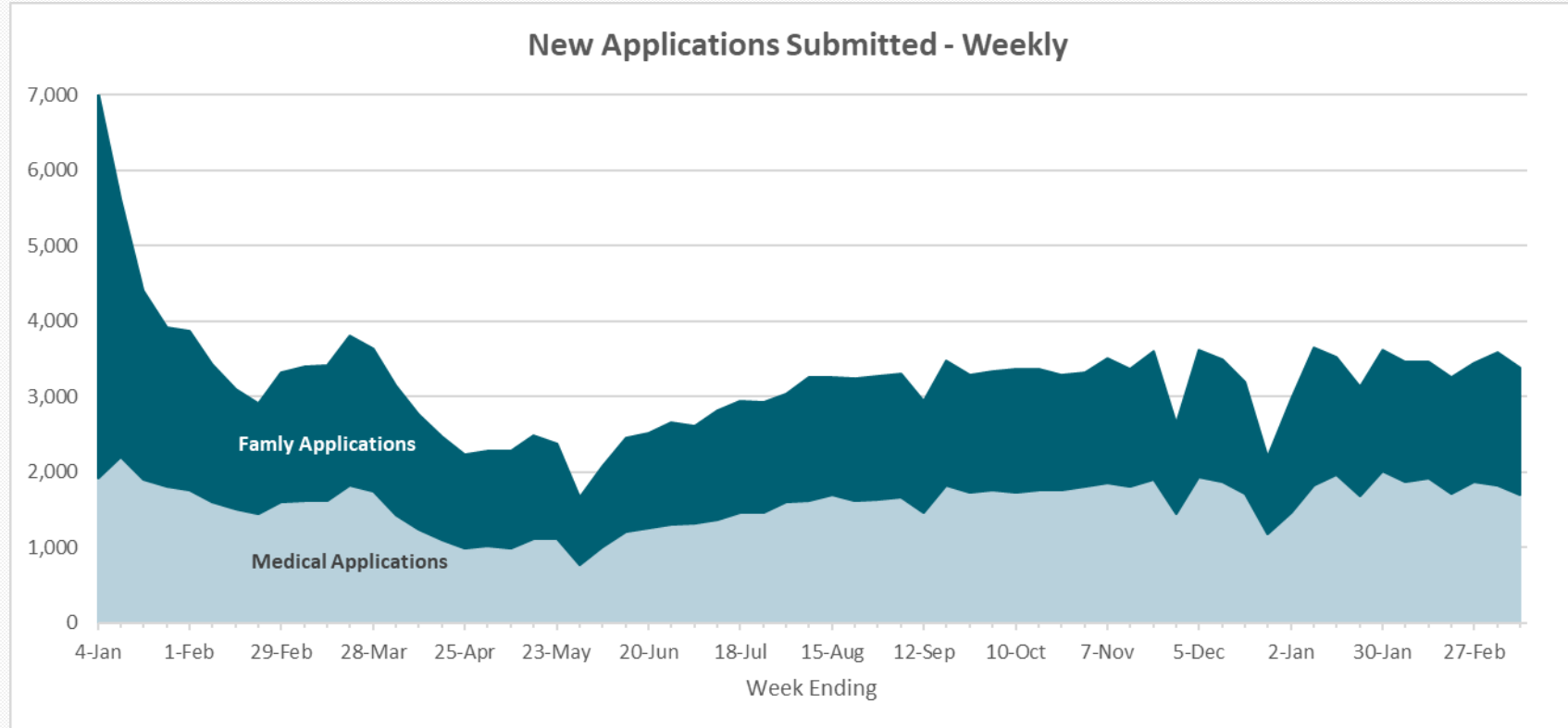
Join our listserv at
bit.ly/PaidLeaveList

Operations Telephony Data

Last 10 weeks

Customer Care Call Processing	1/4	1/11	1/18	1/25	2/1	2/8	2/15	2/22	3/1	3/8
	1/8	1/15	1/22	1/29	2/5	2/12	2/19	2/26	3/5	3/12
Calls Presented to PFML	20,528	17,163	15,256	20,748	21,442	13,133	11,093	10,574	11,706	11,279
Calls Presented	6,354	7,331	6,703	7,912	7,719	7,307	6,749	8,093	7,771	6,264
Calls Answered	2,761	3,182	3,225	3,751	3,613	3,756	3,912	4,196	3,951	3,003
Calls Abandoned	3,593	4,149	3,478	4,161	4,106	3,551	2,837	3,897	3,820	3,261
Average Handle Time	0:11:03	0:10:16	0:10:09	0:10:07	0:09:52	0:10:11	0:10:00	0:09:49	0:09:49	0:08:11
Max Handle Time	1:28:48	2:09:56	2:07:17	1:31:28	1:38:50	2:20:42	1:57:05	3:33:20	2:07:29	1:55:15
Average Queue Time	1:21:56	1:09:46	0:58:38	1:03:20	1:03:32	0:54:26	0:40:06	0:43:02	0:45:04	0:46:34
Max Queue Time	4:21:45	4:29:21	3:08:09	4:34:26	3:39:52	4:02:57	2:25:25	2:05:42	2:25:25	2:34:58

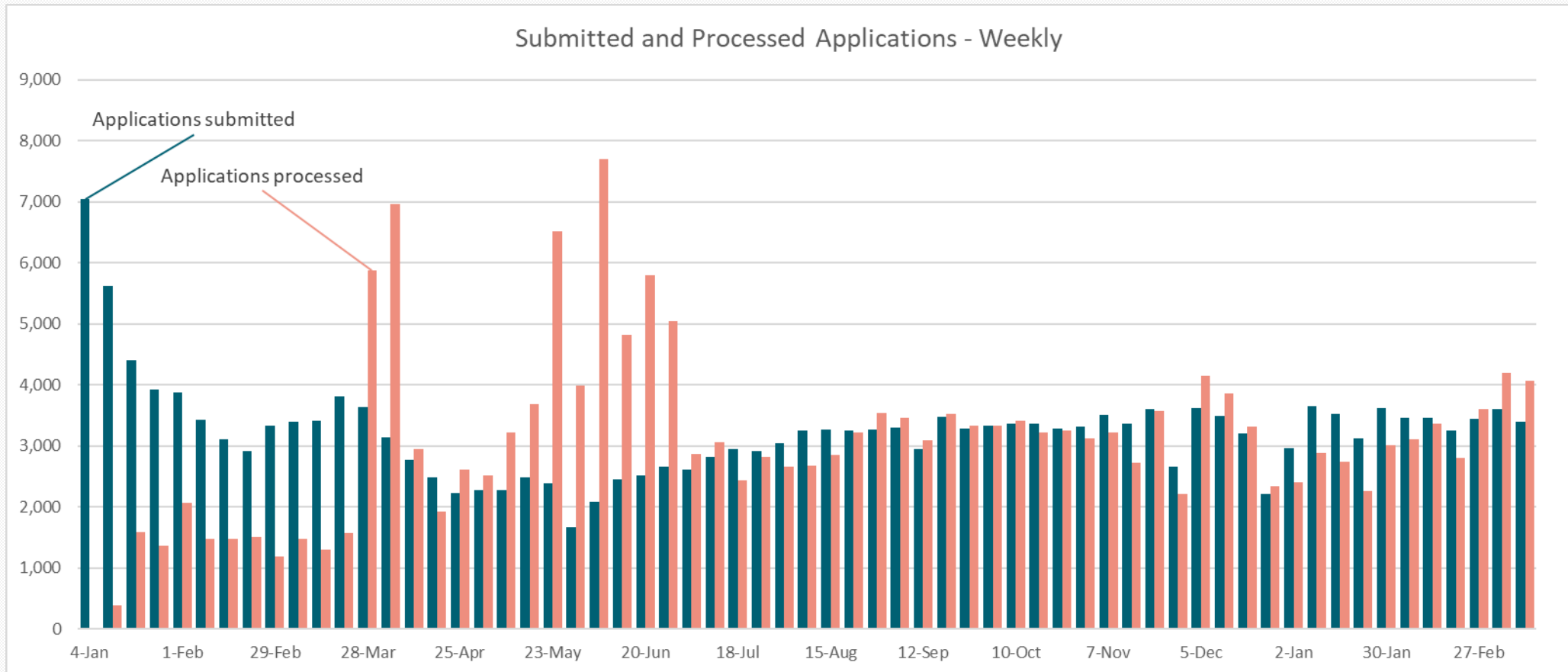
Application & Weekly Claim data through 3/13/21



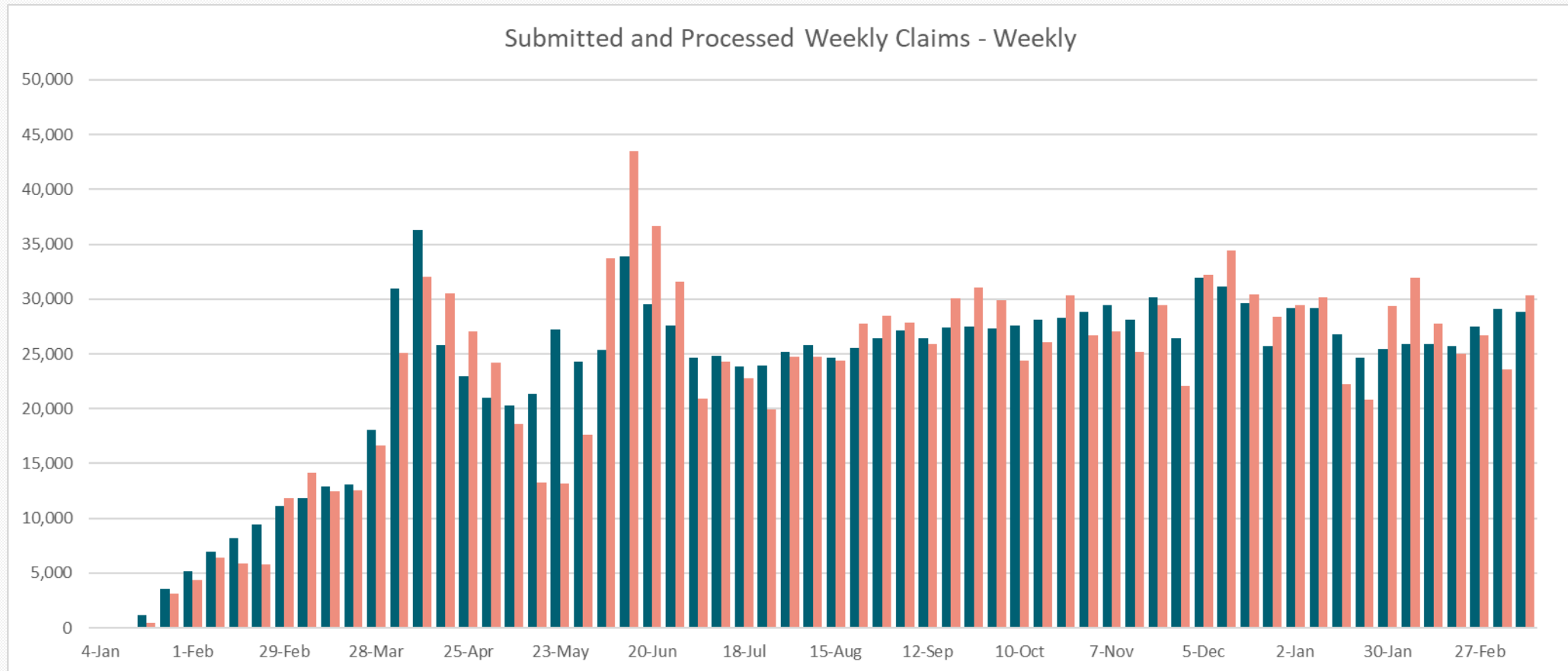
Application & Weekly Claim data past 10 weeks

Week Ending	9-Jan	16-Jan	23-Jan	30-Jan	6-Feb	13-Feb	20-Feb	27-Feb	6-Mar	13-Mar
Applications										
Applications submitted	3,646	3,524	3,123	3,615	3,457	3,464	3,255	3,442	3,594	3,387
Submitted via paper	37	29	30	44	54	34	19	33	33	47
Family total	50%	44%	46%	45%	46%	45%	47%	46%	49%	50%
Family Bonding	38%	33%	34%	33%	34%	32%	35%	34%	37%	37%
Family Care	11%	11%	12%	11%	12%	12%	12%	12%	12%	13%
Family Military	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.2%	0.1%	0.1%	0.1%
Medical total	50%	56%	54%	55%	54%	55%	53%	54%	51%	50%
Medical Self	43%	48%	46%	47%	47%	46%	45%	44%	36%	37%
Medical Pregnancy	8%	8%	8%	8%	7%	9%	8%	10%	15%	14%

Application & Weekly Claim data – through 3/13/21



Application & Weekly Claim data – through 3/13/21



Processing time – past 10 weeks

Week Ending	9-Jan	16-Jan	23-Jan	30-Jan	6-Feb	13-Feb	20-Feb	27-Feb	6-Mar	13-Mar
Avg weeks processing time for applications processed in the week indicated	2.3	2.5	2.6	2.7	2.8	2.8	3.1	3.0	2.7	2.7
Median weeks processing time for applications processed in the week indicated	2.1	2.1	2.1	2.4	2.6	2.6	2.9	2.9	2.6	2.3

Employer Reporting as of 3/15/2021

