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

<table>
<thead>
<tr>
<th>Language Type</th>
<th>Total Applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>269</td>
</tr>
<tr>
<td>Chinese</td>
<td>1</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>2</td>
</tr>
</tbody>
</table>
Language Access Phone Calls

Language Assistance Calls Handled

- Total Calls using Interpreter Service
- Total Calls with Language Support Specialists

Paid Family and Medical Leave | Employment Security Department

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Operations Telephony Data

Calls

Quarter 2-2020 | Quarter 3-2020 | Quarter 4-2020 | January-21 | February-21
---|---|---|---|---
High Call Volume | Calls Handled | Calls Abandoned

Average Queue Time

Quarter 2-2020 | Quarter 3-2020 | Quarter 4-2020 | January-21 | February-21
---|---|---|---|---
1:42:20 | 1:28:03 | 1:18:20 | 1:06:05 | 0:49:07

Calls Abandoned

Quarter 2-2020 | Quarter 3-2020 | Quarter 4-2020 | January-21 | February-2021
---|---|---|---|---
56% | 58% | 57% | 54% | 48%
Operations Telephony Data

February Calls

<table>
<thead>
<tr>
<th>Hold Times (mins)</th>
<th>Number of Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-30</td>
<td>16000</td>
</tr>
<tr>
<td>30-60</td>
<td>4000</td>
</tr>
<tr>
<td>60-90</td>
<td>3000</td>
</tr>
<tr>
<td>90-120</td>
<td>2000</td>
</tr>
<tr>
<td>120+</td>
<td>500</td>
</tr>
</tbody>
</table>

February Calls

- 0-30: 54%
- 30-60: 17%
- 60-90: 15%
- 90-120: 9%
- 120+: 5%
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

Lisa Kissler
Director, Paid Family & Medical Leave
Employment Security Department
lisa.kissler@esd.wa.gov

Visit us online at
www.paidleave.wa.gov

Join our listserv at
bit.ly/PaidLeaveList
# Operations Telephony Data

*Last 10 weeks*

<table>
<thead>
<tr>
<th>Customer Care Call Processing</th>
<th>1/4</th>
<th>1/15</th>
<th>1/18</th>
<th>1/25</th>
<th>2/1</th>
<th>2/8</th>
<th>2/15</th>
<th>2/22</th>
<th>3/1</th>
<th>3/8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Presented to PFML</td>
<td>20,528</td>
<td>17,163</td>
<td>15,256</td>
<td>20,748</td>
<td>21,442</td>
<td>13,133</td>
<td>11,093</td>
<td>10,574</td>
<td>11,706</td>
<td>11,279</td>
</tr>
<tr>
<td>Calls Presented</td>
<td>6,354</td>
<td>7,331</td>
<td>6,703</td>
<td>7,912</td>
<td>7,719</td>
<td>7,307</td>
<td>6,749</td>
<td>8,093</td>
<td>7,771</td>
<td>6,264</td>
</tr>
<tr>
<td>Calls Answered</td>
<td>2,761</td>
<td>3,182</td>
<td>3,225</td>
<td>3,751</td>
<td>3,613</td>
<td>3,756</td>
<td>3,912</td>
<td>4,196</td>
<td>3,951</td>
<td>3,003</td>
</tr>
<tr>
<td>Calls Abandoned</td>
<td>3,593</td>
<td>4,149</td>
<td>3,478</td>
<td>4,161</td>
<td>4,106</td>
<td>3,551</td>
<td>2,837</td>
<td>3,897</td>
<td>3,820</td>
<td>3,261</td>
</tr>
<tr>
<td>Average Handle Time</td>
<td>0:11:03</td>
<td>0:10:16</td>
<td>0:10:09</td>
<td>0:10:07</td>
<td>0:09:52</td>
<td>0:10:11</td>
<td>0:10:00</td>
<td>0:09:49</td>
<td>0:09:49</td>
<td>0:08:11</td>
</tr>
<tr>
<td>Average Queue Time</td>
<td>1:21:56</td>
<td>1:09:46</td>
<td>0:58:38</td>
<td>1:03:20</td>
<td>1:03:32</td>
<td>0:54:26</td>
<td>0:40:06</td>
<td>0:43:02</td>
<td>0:45:04</td>
<td>0:46:34</td>
</tr>
</tbody>
</table>
Application & Weekly Claim data through 3/13/21

New Applications Submitted - Weekly

Week Ending

Family Applications

Medical Applications
# Application & Weekly Claim data

**past 10 weeks**

<table>
<thead>
<tr>
<th>Week Ending</th>
<th>9-Jan</th>
<th>16-Jan</th>
<th>23-Jan</th>
<th>30-Jan</th>
<th>6-Feb</th>
<th>13-Feb</th>
<th>20-Feb</th>
<th>27-Feb</th>
<th>6-Mar</th>
<th>13-Mar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submitted via paper</td>
<td>37</td>
<td>29</td>
<td>30</td>
<td>44</td>
<td>54</td>
<td>34</td>
<td>19</td>
<td>33</td>
<td>33</td>
<td>47</td>
</tr>
<tr>
<td><strong>Family total</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family Bonding</td>
<td>38%</td>
<td>33%</td>
<td>34%</td>
<td>33%</td>
<td>34%</td>
<td>32%</td>
<td>35%</td>
<td>34%</td>
<td>37%</td>
<td>37%</td>
</tr>
<tr>
<td>Family Care</td>
<td>11%</td>
<td>11%</td>
<td>12%</td>
<td>11%</td>
<td>12%</td>
<td>12%</td>
<td>12%</td>
<td>12%</td>
<td>12%</td>
<td>13%</td>
</tr>
<tr>
<td>Family Military</td>
<td>0.1%</td>
<td>0.1%</td>
<td>0.1%</td>
<td>0.1%</td>
<td>0.0%</td>
<td>0.1%</td>
<td>0.2%</td>
<td>0.1%</td>
<td>0.1%</td>
<td>0.1%</td>
</tr>
<tr>
<td><strong>Medical total</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical Self</td>
<td>43%</td>
<td>48%</td>
<td>46%</td>
<td>47%</td>
<td>47%</td>
<td>46%</td>
<td>45%</td>
<td>44%</td>
<td>36%</td>
<td>37%</td>
</tr>
<tr>
<td>Medical Pregnancy</td>
<td>8%</td>
<td>8%</td>
<td>8%</td>
<td>8%</td>
<td>7%</td>
<td>9%</td>
<td>8%</td>
<td>10%</td>
<td>15%</td>
<td>14%</td>
</tr>
</tbody>
</table>
Application & Weekly Claim data – through 3/13/21
Application & Weekly Claim data – through 3/13/21
# Processing time – past 10 weeks

<table>
<thead>
<tr>
<th>Week Ending</th>
<th>9-Jan</th>
<th>16-Jan</th>
<th>23-Jan</th>
<th>30-Jan</th>
<th>6-Feb</th>
<th>13-Feb</th>
<th>20-Feb</th>
<th>27-Feb</th>
<th>6-Mar</th>
<th>13-Mar</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Avg weeks processing time for applications processed in the week indicated</strong></td>
<td>2.3</td>
<td>2.5</td>
<td>2.6</td>
<td>2.7</td>
<td>2.8</td>
<td>2.8</td>
<td>3.1</td>
<td>3.0</td>
<td>2.7</td>
<td>2.7</td>
</tr>
<tr>
<td><strong>Median weeks processing time for applications processed in the week indicated</strong></td>
<td>2.1</td>
<td>2.1</td>
<td>2.1</td>
<td>2.4</td>
<td>2.6</td>
<td>2.6</td>
<td>2.9</td>
<td>2.9</td>
<td>2.6</td>
<td>2.3</td>
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</table>
### Employer Reporting as of 3/15/2021

#### Paid Family and Medical Leave Quarterly Reporting Summary

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Employers</td>
<td>155,958</td>
<td>162,773</td>
<td>164,647</td>
<td>157,845</td>
<td>153,980</td>
<td>150,712</td>
<td>151,721</td>
<td>150,733</td>
</tr>
<tr>
<td>WA Workers</td>
<td>2,918,746</td>
<td>3,089,429</td>
<td>3,318,229</td>
<td>3,273,539</td>
<td>3,254,775</td>
<td>3,078,435</td>
<td>3,029,793</td>
<td>2,975,977</td>
</tr>
<tr>
<td>(unduplicated)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Premiums Invoiced</td>
<td>$157,395,859</td>
<td>$151,949,118</td>
<td>$146,550,979</td>
<td>$139,078,360</td>
<td>$180,118,456</td>
<td>$161,320,636</td>
<td>$145,946,797</td>
<td>$140,381,551</td>
</tr>
</tbody>
</table>

#### Premiums Assessed

- **2019-1**: Employer $140, Employee $130
- **2019-2**: Employer $140, Employee $130
- **2019-3**: Employer $140, Employee $130
- **2019-4**: Employer $140, Employee $130
- **2020-1**: Employer $140, Employee $130
- **2020-2**: Employer $140, Employee $130
- **2020-3**: Employer $140, Employee $130
- **2020-4**: Employer $140, Employee $130