

Washington  
**Paid Family & Medical Leave**



**Employment Security Department**  
WASHINGTON STATE

# Advisory Committee Meeting

April 16, 2021



# Agenda

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- Introductions & approve minutes
  - Anticipated work
  - Breakdown of information & topics of calls from Ombuds
  - Agenda items for May
  - Open comment & adjourn

# Conference call structure

- Only Advisory Committee and the presenters will 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)*

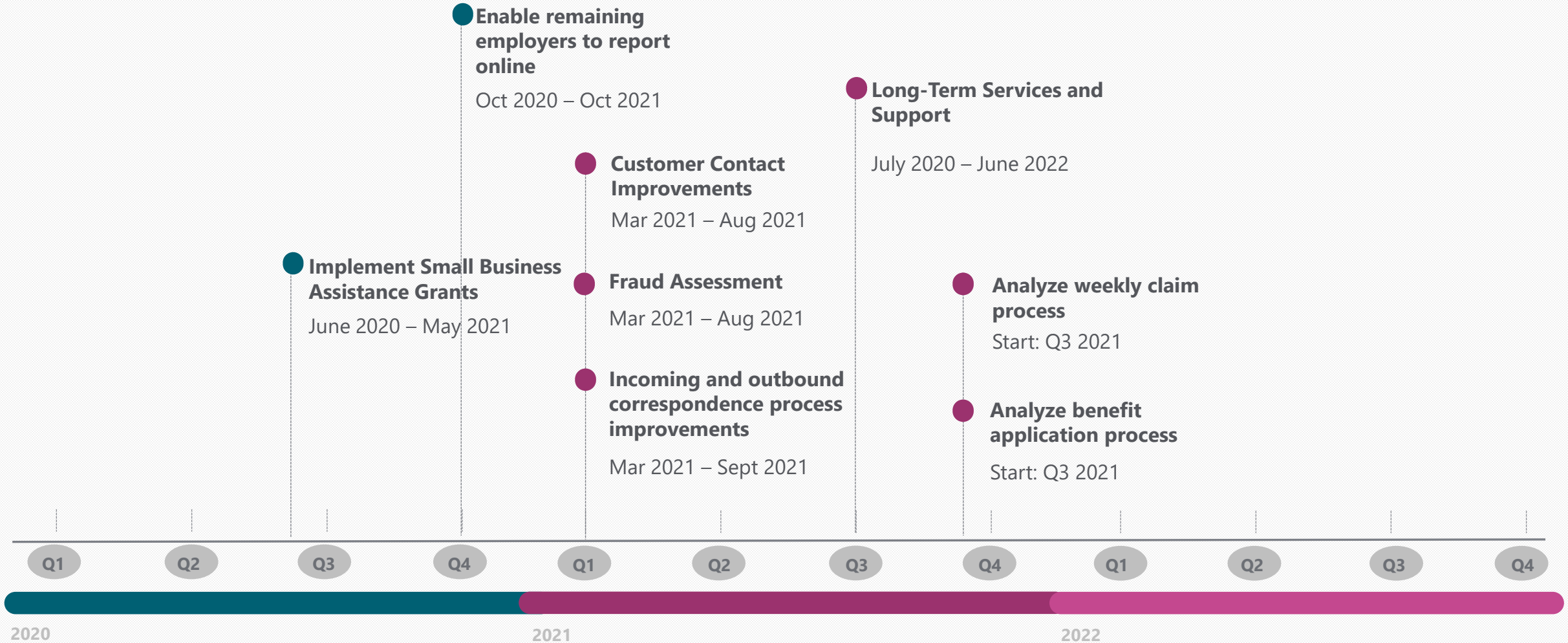
# Approve March minutes

- Discussion

# Anticipated work

Project	What it is	What success looks like	Timeframe
<b>Implement small business assistance grants</b>	Implement the grant program for Paid Leave in 2020, using customer feedback to establish minimum viable product.	Technological implementation, operational processes and communications to launch and support small business assistance grants.	June 2020 – May 2021
<b>Fraud assessment</b>	Perform fraud risk assessment and build incident response plan.	Establish a prioritized action plan based on the risk assessment to include an incident response plan.	March 2021 – August 2021
<b>Correspondence process improvements</b>	Process improvement in retrieving and sending correspondences, via mail or fax.	Efficiently process incoming and retrieve outbound correspondence and reduce turnaround and touch-time on processing and related activities.	March 2021 – September 2021
<b>Customer contact initiative</b>	Identify and illustrate current and future customer interaction. Improve the channels of communication between customers and Specialists.	Enhanced communication methods with new tools and processes in secure messaging, email, phones, and mail.	March 2021 – September 2021
<b>Enable remaining employers to report online</b>	An approach for a decision on how we identify employers who do not have their own unique UBI	Implement technical changes, apply rulemaking recommendations and develop recommendations to enable remaining employers to report online.	October 2020 – October 2021
<b>Analyze weekly claim process</b>	In-depth analysis on the weekly claim and associated processes.	Prioritized recommendations to improve the weekly claim and associated processes; Could include changes to communications, operational policies, technology or business processes.	Estimated start Q3 2021
<b>Analyze benefit application process</b>	In-depth analysis on the benefit application and associated processes.	Prioritized recommendations to improve the benefit application and associated processes; Could include changes to communications, operational policies, technology or business processes.	Estimated start Q3 2021

# Timeline



# Impacts of 1073 and 5097

- Planning work underway.
- Creating use cases and associated process maps.
- Updating external journey maps for new use cases.
- Building out implementation plan and schedule to include:
  - Rulemaking
  - MVP technology implementation
  - Operations hiring and readiness (SOPs, desk aids, support materials)
  - Customer communications (website updates, guides, materials)

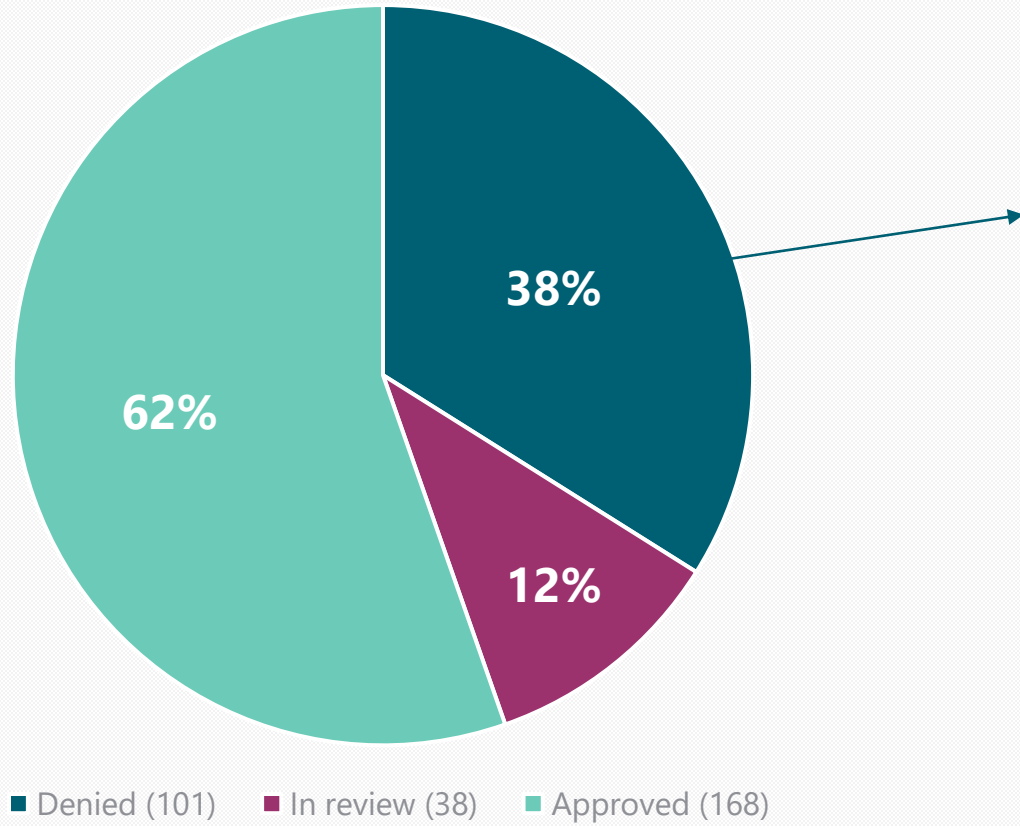


# Recent and upcoming tech releases

- Microsoft AX upgrade completed April 3
  - From version 7.3 to version 10; Required before transition to the cloud.
  - Enhances accounting and financial reporting capabilities and enables future development.
- Upcoming releases
  - 1.9 release (May 2021)
    - 15 features including secure messaging, capturing benefit customers' preferred language and their permission to leave a detailed voicemail, premium assessment and other enhancements to small business assistance grants.
  - Cloud migration (summer 2021)

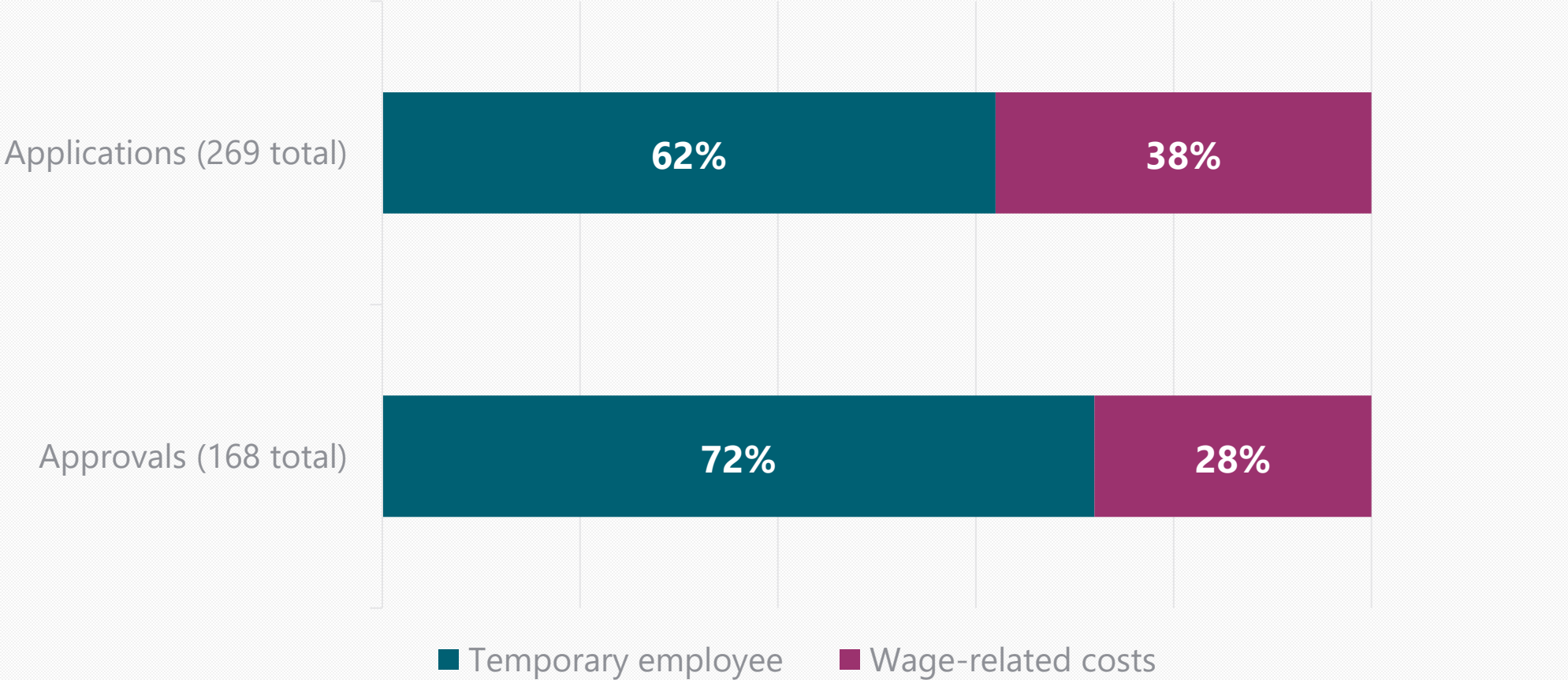
# Small business assistance grant data

Applications received (307 total)

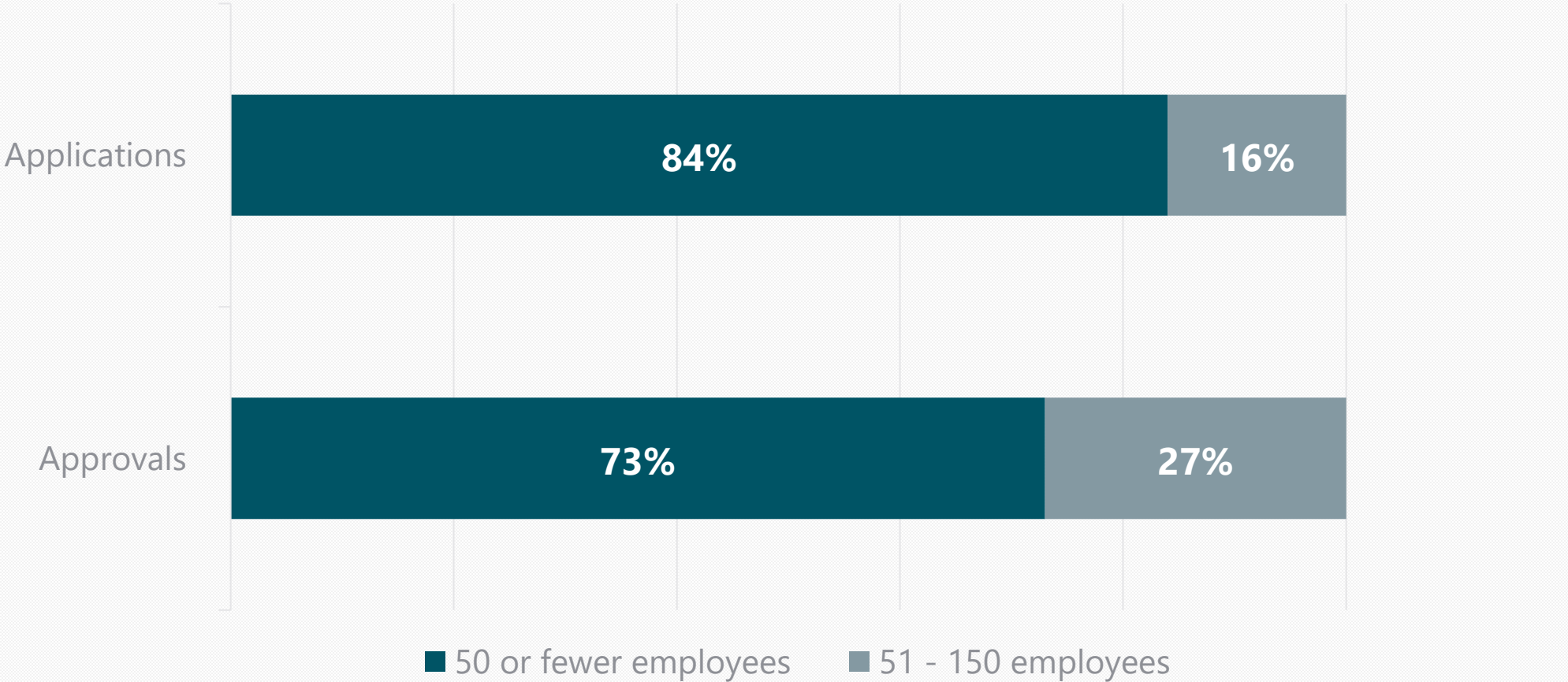


Reasons for denial	
Employee did not take Paid Leave	50
Employer delinquent on reports or payments	22
Insufficient documentation	20
Employee is self-employed	1
Duplicate application	2
Other	6

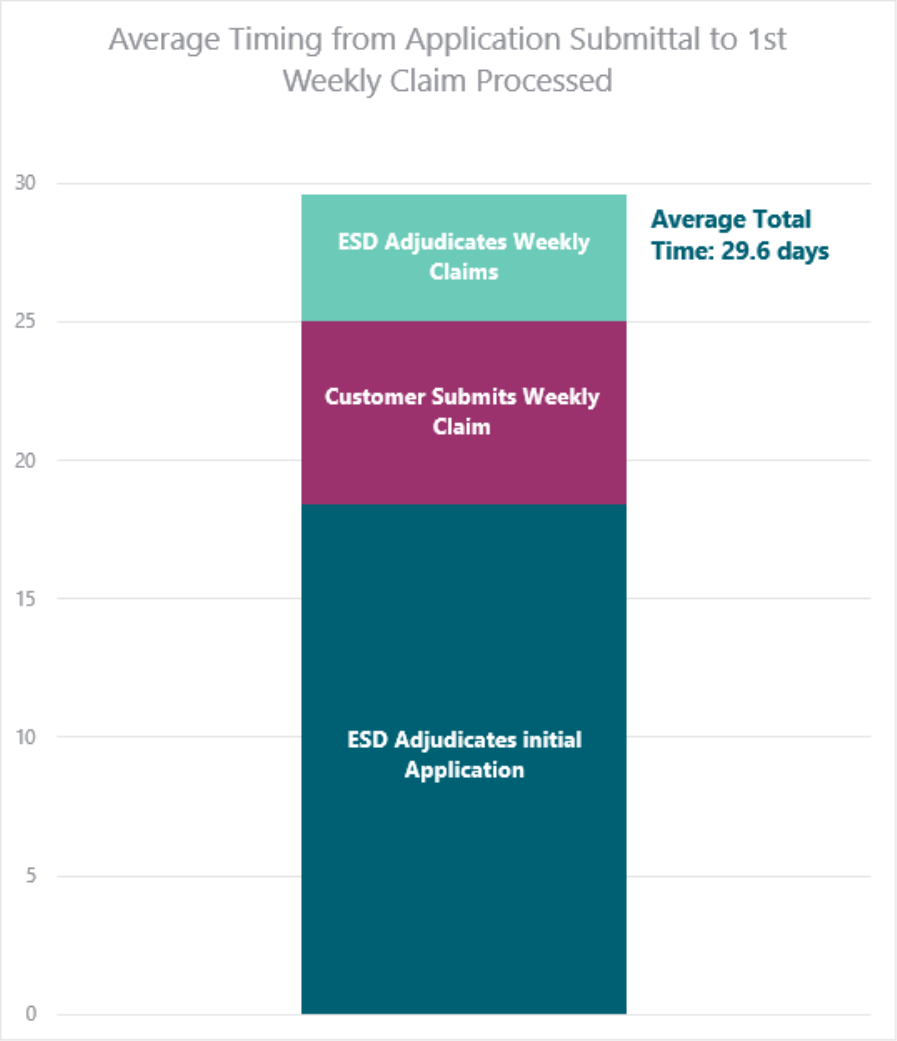
# Applications and approvals by grant type



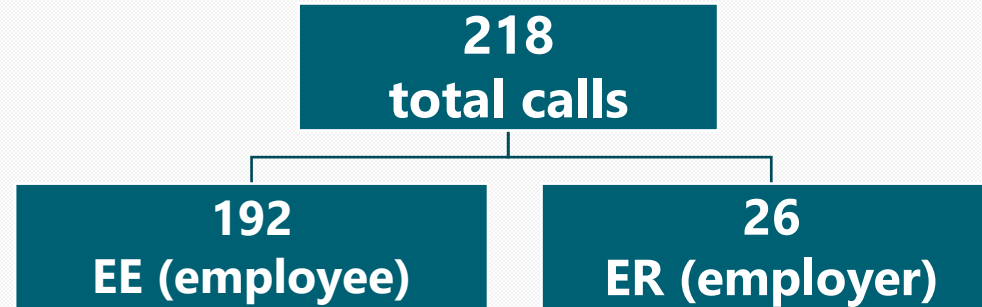
# Applications and approvals by employer size



# Average timing cycle for benefit claim



# Ombuds educating calls Jan-Mar 2021



Topic	EE	ER	Topic	EE	ER
Info/Eligibility, application	101	16	Health benefits/difference PFML & FMLA; PTO	17	1
C-19 eligibility	9	1	Job protection	11	1
Thought application was filed	9	-	Supplemental benefits	3	2
Combo birth/bonding	12	1	Short term disability	4	1
2 <sup>nd</sup> claim year	10	-	Tax 1099-G	6	-
ER reporting	2	3	Referral (UI, others)	8	-

# Agenda items for May

Next meeting Friday, May 21, 2021 | 10:00 AM VIA ZOOM

# Open Comment



# Continue the conversation

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



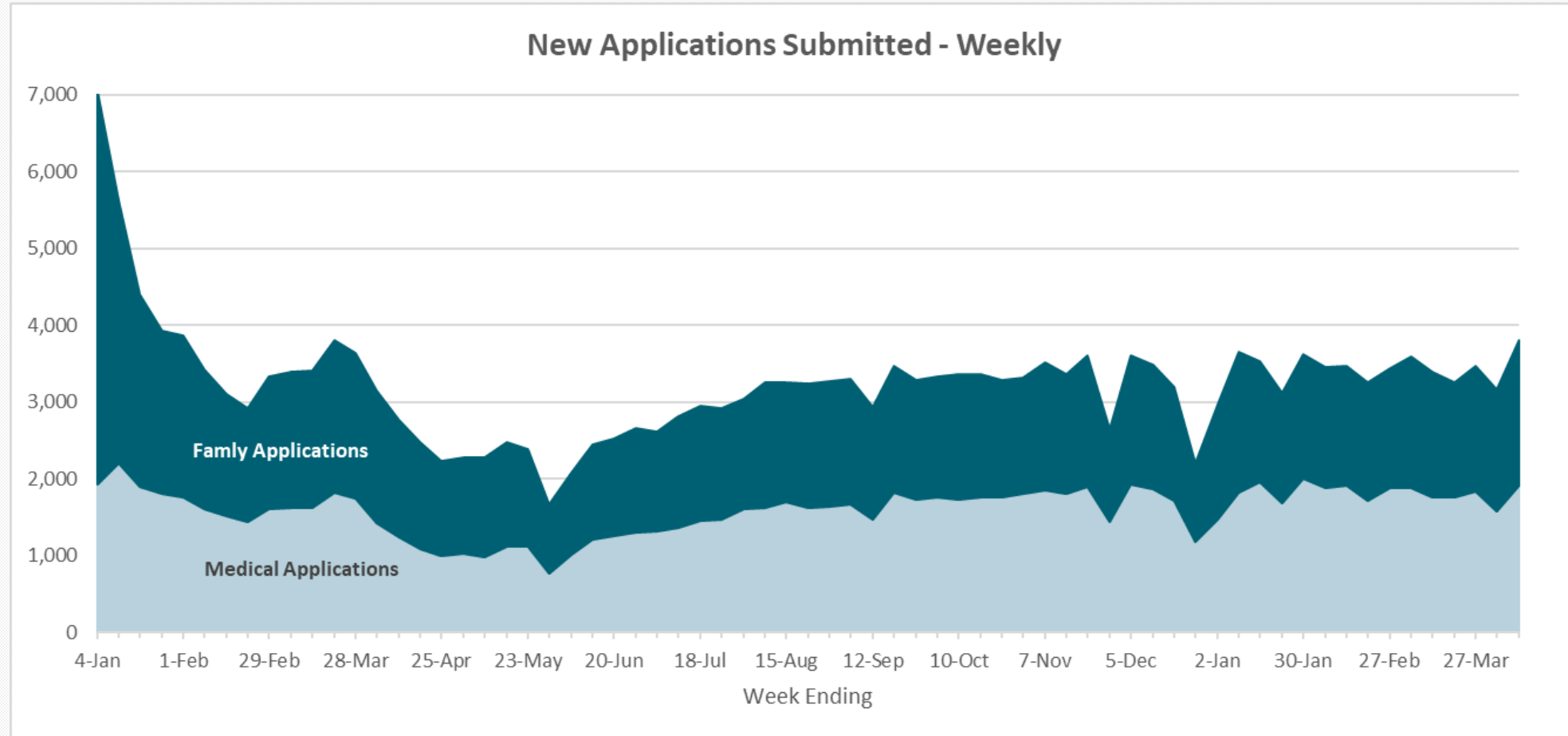
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[bit.ly/PaidLeaveList](http://bit.ly/PaidLeaveList)

# Operations Telephony Data

*Last 10 weeks*

Customer Care Call Processing	2/1	2/8	2/15	2/22	3/1	3/8	3/15	3/22	3/29	4/5
	2/5	2/12	2/19	2/26	3/5	3/12	3/19	3/26	4/2	4/9
Calls Presented to PFML	21,442	13,133	11,093	10,574	11,706	11,279	10,383	10,542	8,349	8,502
Calls Presented	7,719	7,307	6,749	8,093	7,771	6,264	6,445	7,500	6,360	7,054
Calls Answered	3,613	3,756	3,912	4,196	3,951	3,003	3,378	3,627	3,394	3,765
Calls Abandoned	4,106	3,551	2,837	3,897	3,820	3,261	3,067	3,873	2,966	3,289
Average Handle Time	0:09:52	✚10:11	0:10:00	0:09:49	0:09:49	0:08:11	0:09:27	0:09:50	0:09:50	0:10:13
Max Handle Time	1:38:50	2:20:42	1:57:05	3:33:20	2:07:29	1:55:15	1:46:04	2:51:20	1:24:33	1:54:29
Average Queue Time	1:03:32	0:54:26	0:40:06	0:43:02	0:45:04	0:46:34	0:47:24	0:48:46	0:35:10	0:40:12
Max Queue Time	3:39:52	4:02:57	2:25:25	2:05:42	2:25:25	2:34:58	2:16:30	2:38:59	2:20:15	2:04:15

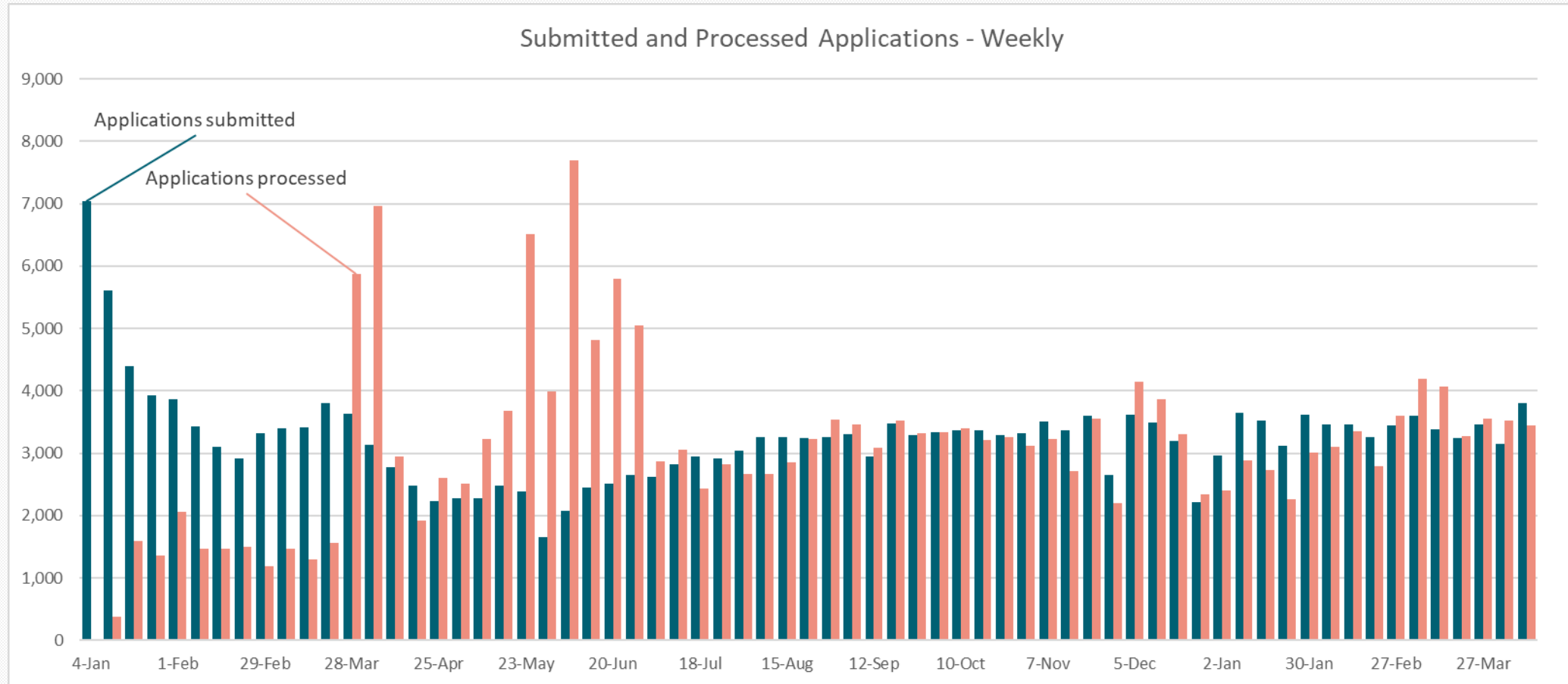
# Application & Weekly Claim data through 4/10/21



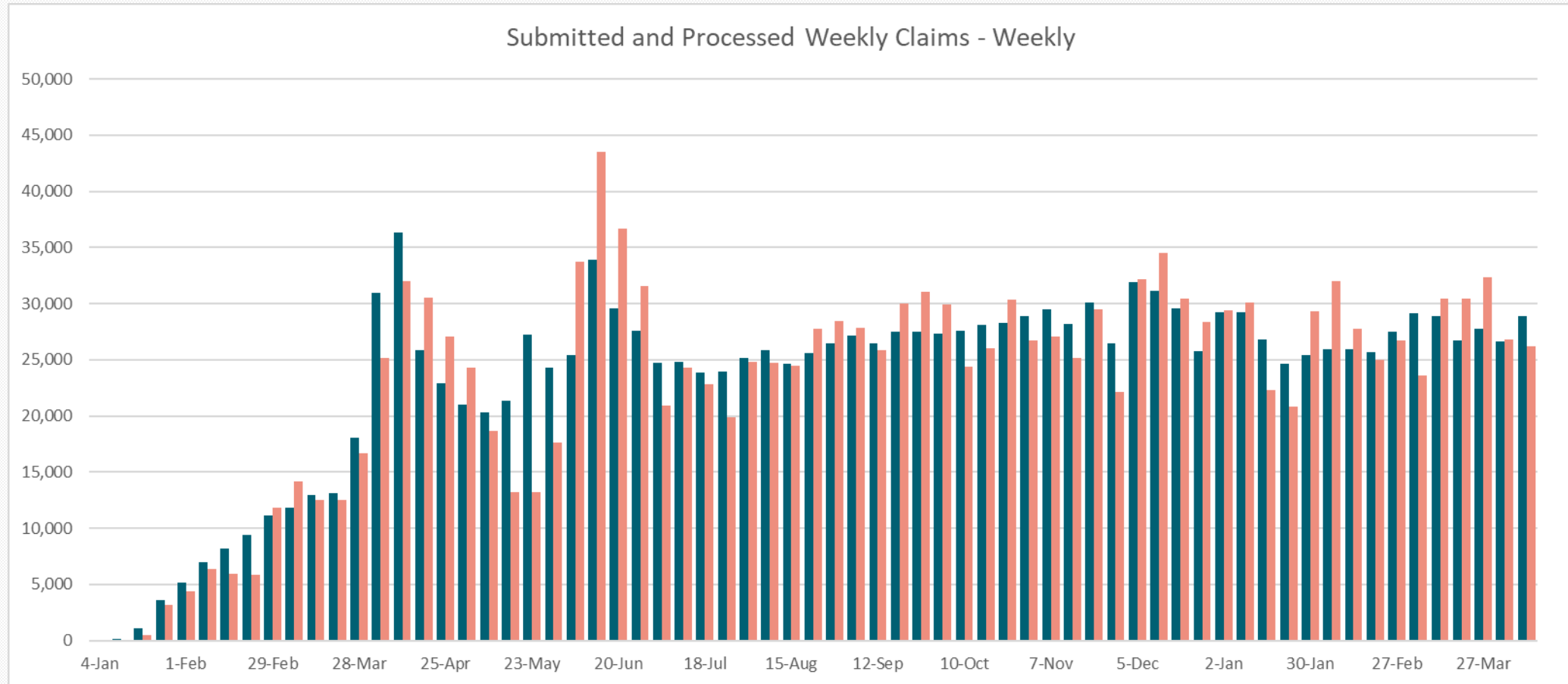
# Application & Weekly Claim data past 10 weeks

Week Ending	6-Feb	13-Feb	20-Feb	27-Feb	6-Mar	13-Mar	20-Mar	27-Mar	3-Apr	10-Apr
<b>Applications</b>										
<b>Applications submitted</b>	<b>3,457</b>	<b>3,464</b>	<b>3,255</b>	<b>3,442</b>	<b>3,594</b>	<b>3,387</b>	<b>3,250</b>	<b>3,464</b>	<b>3,157</b>	<b>3,797</b>
Submitted via paper	54	34	19	33	33	47	32	27	31	18
<b>Family total</b>	<b>46%</b>	<b>45%</b>	<b>47%</b>	<b>45%</b>	<b>48%</b>	<b>48%</b>	<b>46%</b>	<b>47%</b>	<b>50%</b>	<b>50%</b>
Family Bonding	34%	32%	35%	34%	36%	36%	35%	35%	37%	38%
Family Care	12%	12%	12%	12%	11%	12%	11%	12%	13%	12%
Family Military	0.0%	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%
<b>Medical total</b>	<b>54%</b>	<b>55%</b>	<b>53%</b>	<b>55%</b>	<b>52%</b>	<b>52%</b>	<b>54%</b>	<b>53%</b>	<b>50%</b>	<b>50%</b>
Medical Self	47%	46%	45%	46%	44%	44%	45%	45%	37%	36%
Medical Pregnancy	7%	9%	7%	9%	8%	8%	9%	8%	13%	14%

# Application & Weekly Claim data – through 4/10/21



# Application & Weekly Claim data – through 4/10/21



# Processing time – past 10 weeks

Week Ending	6-Feb	13-Feb	20-Feb	27-Feb	6-Mar	13-Mar	20-Mar	27-Mar	3-Apr	10-Apr
<b>Avg weeks</b> processing time for applications processed in the week indicated	2.8	2.8	3.1	3.0	2.7	2.7	2.7	2.7	2.6	2.6
<b>Median weeks</b> processing time for applications processed in the week indicated	2.6	2.6	2.9	2.9	2.6	2.3	2.3	2.3	2.1	2.1

# Employer Reporting as of 4/10/2021

