Advisory Committee Meeting
May 11, 2021
Agenda

1. Introductions & approve minutes
2. Legislation
3. Agenda items for June
4. Open comment & adjourn
Meeting 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 open comment.
Introductions

• Advisory Committee

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

• Discussion
Legislation
Expanding qualifying period for non-work due to COVID-19 (HB 1073)

What
- Alternate qualifying periods for people whose employment was impacted by COVID-19.

Who
- People who don’t have 820 hours worked in the regular qualifying period who attest that their employment was reduced because of COVID-19.

When

Additional impacts
- One small business assistance grant for eligible employers.
- Federal reimbursement for claims and grants paid under this bill.
Expanding definition of family member (SB 5097)

What
- Expands the definition of “family member.”
- Provides reimbursement to the trust fund if claims reach a certain threshold by July 1, 2023.

Who
- Family leave benefit applicants.

When

Additional reporting requirements
- Report one (due Dec. 1, 2021)
  - Comparison of usage by voluntary plans compared to state plan.
  - Comparison of usage by employers with 50 or more employees to employers with less than 50 employees.
- Report two (due June 30, 2022)
  - Number of claims on the expanded definition of “family member.”
  - Impact of additional claims on trust fund.
The COVID qualifying periods are valid for initial applications filed between Jan. 1, 2021, and March 31, 2022.

- **Begin technology build**
  - April 14, 2021
- **1073 effective**
  - April 21, 2021
- **Begin hiring**
  - May 2021
- **Begin communications planning**
  - May 2021
- **5097 effective**
  - July 25, 2021
- **Public rules hearing**
  - July 27, 2021
- **Begin accepting claims**
  - Aug. 1, 2021
- **Rules effective**
  - Aug. 1, 2021
- **First report due (5097)**
  - Dec. 1, 2021
- **Begin staffing ramp down**
  - January 2022
Data related to 1073 and 5097

• Information we will need to track in the system
  • Whether customer qualifies under regular or 1073 qualifying periods.
  • Whether leave relates to a family member under the old vs new definition.
  • For both, ability to link each to benefits and small business grants paid.

• What else, if anything, would you expect us to be able to provide data on related to these two amendments?
  • For example, detail about the above? Anything else not specified here?
5097 reports

• Program utilization by employer characteristics
  • Due by Dec. 1, 2021.
  • Program utilization under approved voluntary plans compared to state plan.
  • Program utilization by employer size.

• Impact of family member definition change
  • Due June 30 in 2022 & 2023.
  • Number of individuals taking leave as a result of family member definition amendment in preceding 12 months.
  • Effects, if any, of amended definition on trust fund.

• In each of these, opportunity for Advisory Committee member comments to be added in a separate section of the final report.
Program utilization by employer characteristics report

Content
- Program utilization by VP/state program and large/small employer size.
- Specific info you’re looking to see included?

Timeline

- Annual program report is also due Dec. 1. Preference for overlapping or staggered review?
Impact of family member definition change report

Timeline

• Will share planned timeline with Advisory Committee as we get closer to 2022.
• Due June 30, 2022.

Content

• Number of individuals taking leave under expanded definition & any impact on trust fund.
• Specifics you’d like to see included?
Agenda items for June

Next meeting Friday, June 18, 2021 | 10:00 AM VIA ZOOM
Open Comment
Continue the conversation

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Employment Security Department
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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

<table>
<thead>
<tr>
<th>Customer Care Call Processing</th>
<th>21-Feb</th>
<th>28-Feb</th>
<th>7-Mar</th>
<th>14-Mar</th>
<th>21-Mar</th>
<th>28-Mar</th>
<th>4-Apr</th>
<th>11-Apr</th>
<th>18-Apr</th>
<th>25-Apr</th>
</tr>
</thead>
<tbody>
<tr>
<td>27-Feb</td>
<td>10,574</td>
<td>11,706</td>
<td>11,279</td>
<td>10,383</td>
<td>10,542</td>
<td>8,349</td>
<td>8,502</td>
<td>9,181</td>
<td>10,710</td>
<td>13,246</td>
</tr>
<tr>
<td>Calls Presented to PFML</td>
<td>8,093</td>
<td>7,771</td>
<td>6,264</td>
<td>6,445</td>
<td>7,500</td>
<td>6,360</td>
<td>7,054</td>
<td>7,221</td>
<td>7,877</td>
<td>8,538</td>
</tr>
<tr>
<td>Calls Answered</td>
<td>3,897</td>
<td>3,820</td>
<td>3,261</td>
<td>3,066</td>
<td>3,873</td>
<td>2,966</td>
<td>3,289</td>
<td>3,476</td>
<td>4,131</td>
<td>4,827</td>
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<tr>
<td>Calls Abandoned</td>
<td>0:09:49</td>
<td>0:09:49</td>
<td>0:08:11</td>
<td>0:09:27</td>
<td>0:09:50</td>
<td>0:09:50</td>
<td>0:10:13</td>
<td>0:09:53</td>
<td>0:10:24</td>
<td>0:10:34</td>
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<tr>
<td>Max Handle Time</td>
<td>0:16:48</td>
<td>0:13:56</td>
<td>0:11:29</td>
<td>0:13:57</td>
<td>0:17:27</td>
<td>0:13:21</td>
<td>0:16:29</td>
<td>0:15:29</td>
<td>0:18:52</td>
<td>0:20:36</td>
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<tr>
<td>Max Abandon Time</td>
<td>0:43:02</td>
<td>0:45:04</td>
<td>0:46:34</td>
<td>0:47:24</td>
<td>0:48:46</td>
<td>0:35:10</td>
<td>0:40:12</td>
<td>0:37:22</td>
<td>0:49:57</td>
<td>0:52:18</td>
</tr>
</tbody>
</table>
Application & weekly claim data through 5/1/21
## Application & weekly claim data past 10 weeks

<table>
<thead>
<tr>
<th>Week Ending</th>
<th>27-Feb</th>
<th>6-Mar</th>
<th>13-Mar</th>
<th>20-Mar</th>
<th>27-Mar</th>
<th>3-Apr</th>
<th>10-Apr</th>
<th>17-Apr</th>
<th>24-Apr</th>
<th>1-May</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submitted via paper</td>
<td>38</td>
<td>38</td>
<td>47</td>
<td>32</td>
<td>27</td>
<td>31</td>
<td>18</td>
<td>38</td>
<td>21</td>
<td>20</td>
</tr>
<tr>
<td>Family total</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>45%</td>
<td>48%</td>
<td>48%</td>
<td>46%</td>
<td>47%</td>
<td>49%</td>
<td>48%</td>
<td>48%</td>
<td>49%</td>
<td>48%</td>
</tr>
<tr>
<td>Family Care</td>
<td>34%</td>
<td>35%</td>
<td>36%</td>
<td>35%</td>
<td>35%</td>
<td>36%</td>
<td>37%</td>
<td>36%</td>
<td>37%</td>
<td>35%</td>
</tr>
<tr>
<td>Family Military</td>
<td>11%</td>
<td>11%</td>
<td>12%</td>
<td>11%</td>
<td>12%</td>
<td>13%</td>
<td>11%</td>
<td>12%</td>
<td>12%</td>
<td>13%</td>
</tr>
<tr>
<td>Medical total</td>
<td>0.1%</td>
<td>0.1%</td>
<td>0.1%</td>
<td>0.1%</td>
<td>0.1%</td>
<td>0.1%</td>
<td>0.1%</td>
<td>0.1%</td>
<td>0.1%</td>
<td>0.1%</td>
</tr>
<tr>
<td>Medical Self</td>
<td>55%</td>
<td>52%</td>
<td>52%</td>
<td>54%</td>
<td>53%</td>
<td>51%</td>
<td>52%</td>
<td>52%</td>
<td>51%</td>
<td>52%</td>
</tr>
<tr>
<td>Medical Pregnancy</td>
<td>46%</td>
<td>44%</td>
<td>44%</td>
<td>46%</td>
<td>45%</td>
<td>44%</td>
<td>43%</td>
<td>44%</td>
<td>41%</td>
<td>38%</td>
</tr>
</tbody>
</table>
Submitted and Processed Applications - Weekly

Applications submitted
Applications processed
Application & weekly claim data – through 5/1/21

Submitted and Processed Weekly Claims - Weekly

[Bar chart showing weekly claims from 4-Jan to 24-Apr, with peaks in late June and late December]
## Processing time – past 10 weeks

<table>
<thead>
<tr>
<th>Week Ending</th>
<th>27-Feb</th>
<th>6-Mar</th>
<th>13-Mar</th>
<th>20-Mar</th>
<th>27-Mar</th>
<th>3-Apr</th>
<th>10-Apr</th>
<th>17-Apr</th>
<th>24-Apr</th>
<th>1-May</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Avg weeks</strong> processing time for applications processed in the week indicated</td>
<td>3.0</td>
<td>2.7</td>
<td>2.7</td>
<td>2.7</td>
<td>2.7</td>
<td>2.6</td>
<td>2.6</td>
<td>2.4</td>
<td>2.4</td>
<td>2.4</td>
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<tr>
<td><strong>Median weeks</strong> processing time for applications processed in the week indicated</td>
<td>2.9</td>
<td>2.6</td>
<td>2.3</td>
<td>2.3</td>
<td>2.3</td>
<td>2.1</td>
<td>2.1</td>
<td>2.1</td>
<td>2.0</td>
<td>2.0</td>
</tr>
</tbody>
</table>
**Employer reporting** as of 4/29/2021

### Paid Family and Medical Leave Quarterly Reporting Summary

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Employers</strong></td>
<td>156,051</td>
<td>162,872</td>
<td>164,764</td>
<td>157,987</td>
<td>154,279</td>
<td>151,109</td>
<td>153,855</td>
<td>153,027</td>
</tr>
<tr>
<td><strong>WA Workers</strong></td>
<td>2,923,673</td>
<td>3,093,366</td>
<td>3,333,532</td>
<td>3,263,623</td>
<td>3,263,607</td>
<td>3,091,838</td>
<td>3,097,351</td>
<td>3,019,422</td>
</tr>
<tr>
<td><strong>(unduplicated)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Premiums Involved</strong></td>
<td>$157,456,482</td>
<td>$152,104,321</td>
<td>$146,759,220</td>
<td>$137,910,676</td>
<td>$180,716,584</td>
<td>$161,947,944</td>
<td>$149,661,968</td>
<td>$142,386,073</td>
</tr>
</tbody>
</table>

### Premiums Assessed

- **Employer**
- **Employee**