

Washington
Paid Family & Medical Leave



Employment Security Department
WASHINGTON STATE

Advisory Committee Meeting

May 11, 2021



Agenda

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- Introductions & approve minutes
 - Legislation
 - Agenda items for June
 - 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.
- Looks at quarters in 2019 and possibly 2020.

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

- Claims between Jan. 1, 2021, and Mar. 31, 2022.
- Available beginning Aug. 1, 2021.

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

- Effective July 25, 2021.

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.

Implementation timeline



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

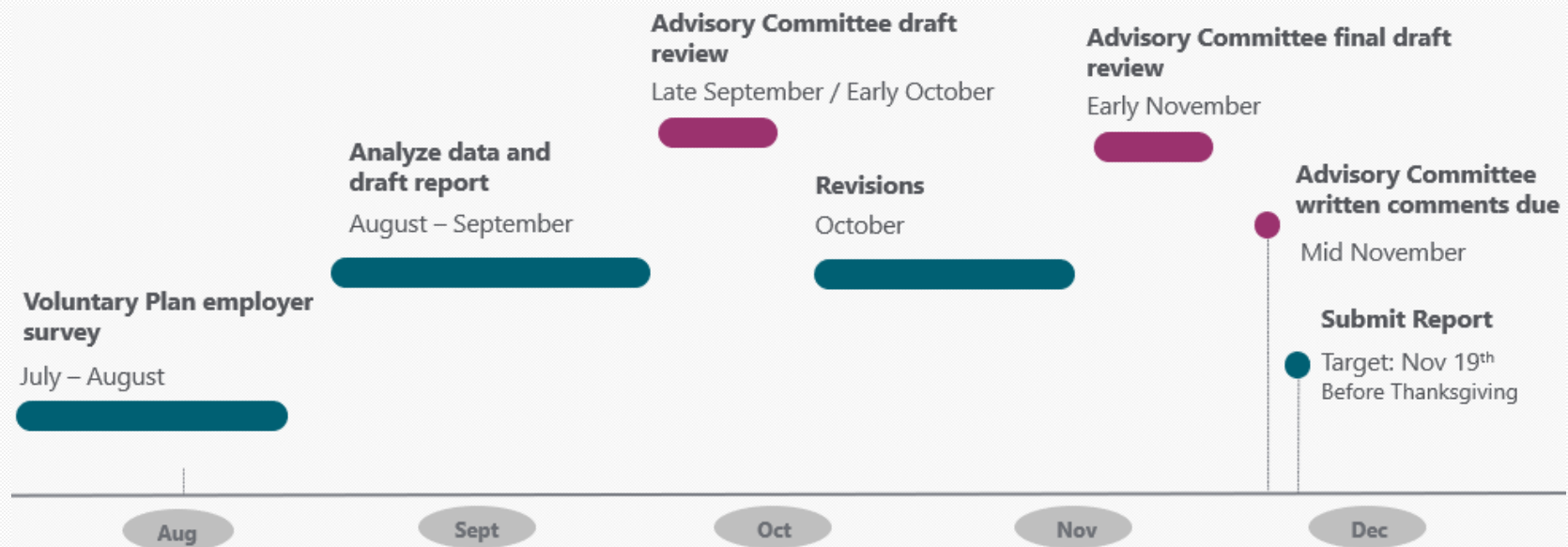
- Program utilization by employer characteristics
 - Due by Dec. 1, 2021.
 - Program utilization under approved voluntary plans compared to state plan.
 - Program utilization by employer size.
- Impact of family member definition change
 - Due June 30 in 2022 & 2023.
 - Number of individuals taking leave 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.
- Include data for July 2020 – June 2021.
- **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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Visit us online at
www.paidleave.wa.gov



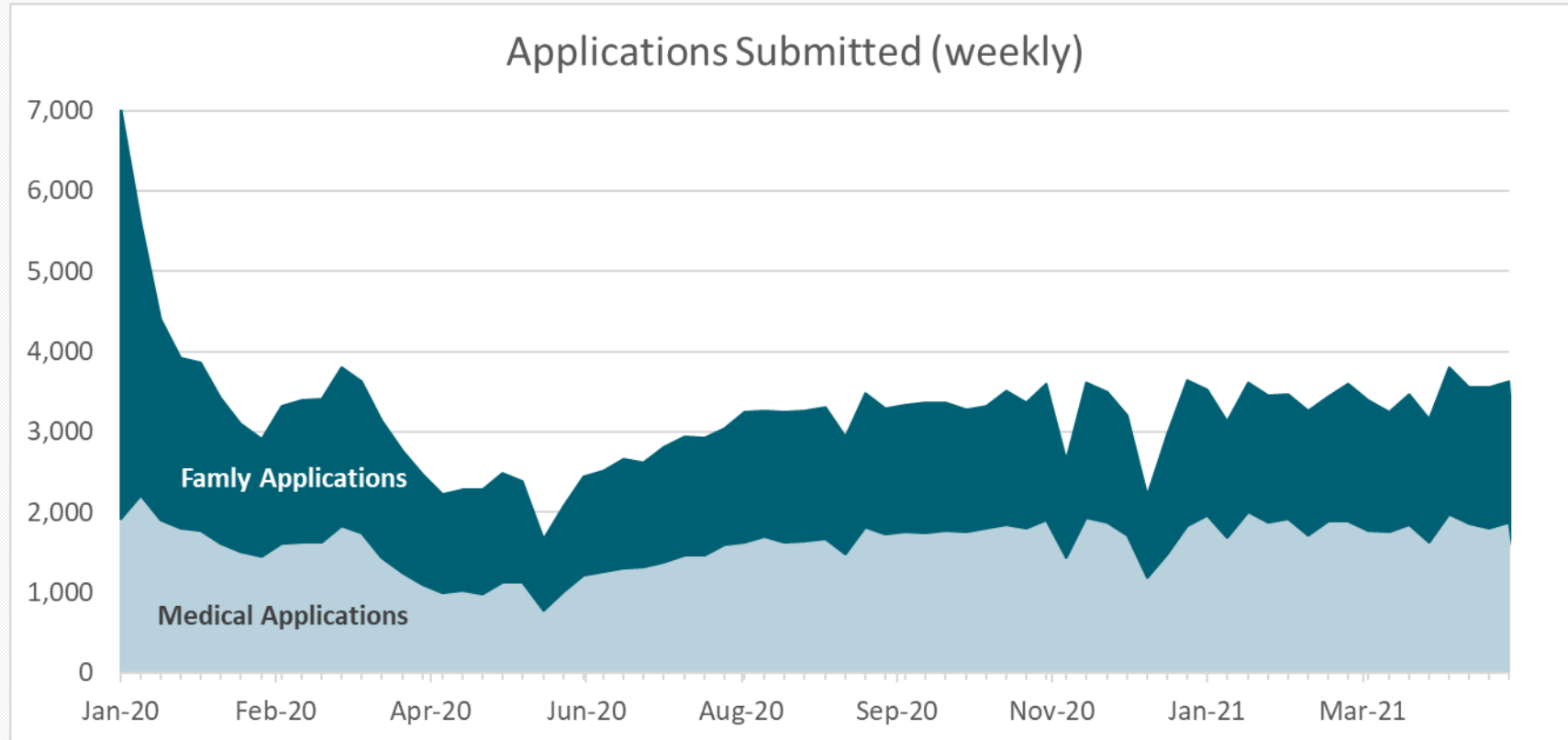
Join our listserv at
bit.ly/PaidLeaveList

Operations telephony data

Last 10 weeks

Customer Care Call Processing	21-Feb	28-Feb	7-Mar	14-Mar	21-Mar	28-Mar	4-Apr	11-Apr	18-Apr	25-Apr
	27-Feb	6-Mar	13-Mar	20-Mar	27-Mar	3-Apr	10-Apr	17-Apr	24-Apr	1-May
Calls Presented to PFML	10,574	11,706	11,279	10,383	10,542	8,349	8,502	9,181	10,710	13,246
Calls Presented	8,093	7,771	6,264	6,445	7,500	6,360	7,054	7,221	7,877	8,538
Calls Answered	4,196	3,951	3,003	3,378	3,627	3,394	3,765	3,743	3,746	3,711
Calls Abandoned	3,897	3,820	3,261	3,066	3,873	2,966	3,289	3,478	4,131	4,827
Average Handle Time	0:09:49	0:09:49	0:08:11	0:09:27	0:09:50	0:09:50	0:10:13	0:09:53	0:10:24	0:10:34
Max Handle Time	3:33:20	2:07:29	1:55:15	1:46:04	2:51:20	1:24:33	1:54:29	1:57:59	1:41:08	3:46:56
Average Abandoned Time	0:16:48	0:13:56	0:11:29	0:13:57	0:17:27	0:13:21	0:16:29	0:15:29	0:18:52	0:20:36
Max Abandon Time	1:58:18	2:06:59	2:30:13	2:13:07	2:27:59	2:15:54	1:54:27	2:00:53	2:05:52	3:16:54
Average Queue Time	0:43:02	0:45:04	0:46:34	0:47:24	0:48:46	0:35:10	0:40:12	0:37:22	0:49:57	0:52:18
Max Queue Time	2:05:42	2:25:25	2:34:58	2:16:30	2:38:59	2:20:15	2:04:15	2:06:19	2:08:37	3:17:28

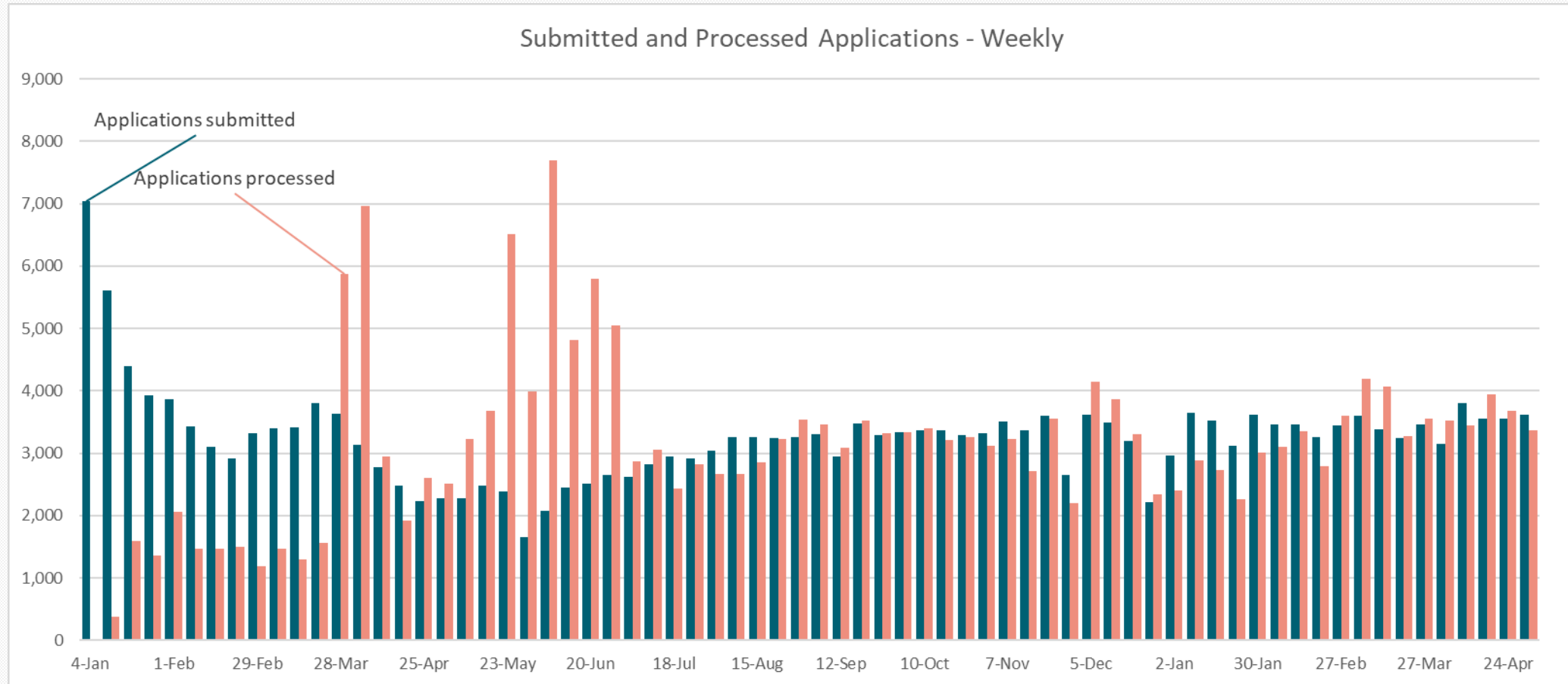
Application & weekly claim data through 5/1/21



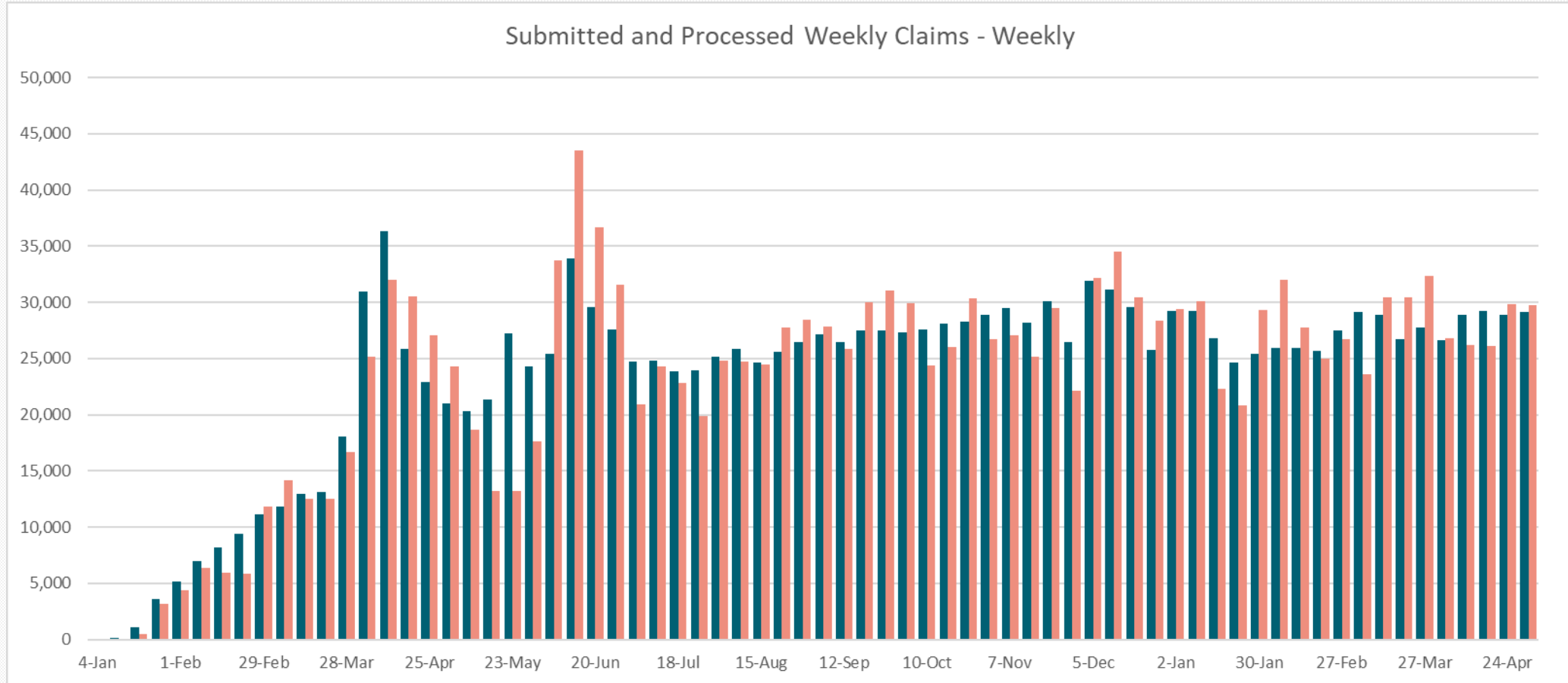
Application & weekly claim data past 10 weeks

Week Ending	27-Feb	6-Mar	13-Mar	20-Mar	27-Mar	3-Apr	10-Apr	17-Apr	24-Apr	1-May
Applications										
Applications submitted	3,442	3,594	3,387	3,250	3,464	3,157	3,797	3,548	3,552	3,621
Submitted via paper	33	33	47	32	27	31	18	38	21	20
Family total	45%	48%	48%	46%	47%	49%	48%	48%	49%	48%
Family Bonding	34%	36%	36%	35%	35%	36%	37%	36%	37%	35%
Family Care	11%	11%	12%	11%	12%	13%	11%	12%	12%	13%
Family Military	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%
Medical total	55%	52%	52%	54%	53%	51%	52%	52%	51%	52%
Medical Self	46%	44%	44%	46%	45%	44%	43%	44%	41%	38%
Medical Pregnancy	9%	8%	8%	8%	8%	8%	9%	8%	9%	14%

Application & weekly claim data – through 5/1/21



Application & weekly claim data – through 5/1/21



Processing time – past 10 weeks

Week Ending	27-Feb	6-Mar	13-Mar	20-Mar	27-Mar	3-Apr	10-Apr	17-Apr	24-Apr	1-May
Avg weeks processing time for applications processed in the week indicated	3.0	2.7	2.7	2.7	2.7	2.6	2.6	2.4	2.4	2.4
Median weeks processing time for applications processed in the week indicated	2.9	2.6	2.3	2.3	2.3	2.1	2.1	2.1	2	2

Employer reporting as of 4/29/2021

