Agenda

- Introductions & approve minutes
- Trust fund projections plan
- Update on legislative changes implementation
- Discussion on phone and application volumes
- Agenda items for July
- 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 & May minutes

• Discussion
Trust fund projections plan
Trust fund projections & premium rates

• July
  • Before meeting – share draft fund projections report for context
  • At meeting – Advisory input on assumptions and proposed changes to assumptions

• August
  • Share fund projections based on those assumptions
  • Share any additional scenarios requested

• Early October
  • Calculate premium rates for 2022

• Late December/early January
  • Update projections with current data and ERFC forecast
Legislative changes: Implementation update
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
- Rules effective: Aug. 1, 2021
- Begin accepting claims: Aug. 1, 2021
- First report due (5097): Dec. 1, 2021
- Begin staffing ramp down: January 2022
Details

Technology development, testing and release

- Dedicated development team and resources.
- Changes to application flow, additional attestation, redetermination enhancements, and financial management capabilities.

Organizational readiness

- SOPs, desk aids and operational policies in place mid-July.

Staff hiring and training

- Hiring in two rounds of Customer Care Specialists.
- First round to be on-boarded and trained by August 1.

External communications

- Website updates (Help Center, eligibility checker, individual and employer pages).
- Publication updates (Benefit Guide, Parents’ Guide, other toolkits and guides as needed).
- Direct customer communications.
Phone and application volume discussion
Increase in applications

- Application volume has steadily increased since last summer.
- Uptick started this spring; Volumes like initial launch.
Median processing times (last three months)

- **23**
  Median number of days between application submittal and first payment made.

- **15**
  Median number of days to process an application.

- **1**
  Median number of days to adjudicate a weekly claim.
Median processing timeline

- Benefit claim submitted: Day 1
- Weekly claim submitted: Day 18
- Benefit claim adjudicated: Day 15
- Weekly claim adjudicated: Day 19
- First payment made: Day 23
Ongoing improvements

- Re-evaluating staff focus to process more applications.
- Evaluating ongoing staffing needs and levels for FY22.
- Adding additional staff for WA Cares, 1073 and 5097.
Call volume

Calls Total by Month - 2021

January-21  February-21  March-21  April-21  May-21

- Total Calls to PFML
- Total Calls Presented
Agenda items for July

Next meeting is Thursday, July 15, 2021, at 10:00 a.m. via Zoom
Open Comment
Continue the conversation

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Employment Security Department
lisa.kissler@esd.wa.gov

Paidleave.wa.gov

Join our email list at bit.ly/PaidLeaveList
## Operations telephony data

### Last 10 weeks

<table>
<thead>
<tr>
<th>Customer Care Call Processing</th>
<th>4-Apr</th>
<th>11-Apr</th>
<th>18-Apr</th>
<th>25-Apr</th>
<th>2-May</th>
<th>8-May</th>
<th>9-May</th>
<th>15-May</th>
<th>22-May</th>
<th>29-May</th>
<th>5-Jun</th>
<th>12-Jun</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Presented to PFML</td>
<td>8,502</td>
<td>9,181</td>
<td>10,710</td>
<td>13,246</td>
<td>10,615</td>
<td>9,573</td>
<td>11,570</td>
<td>10,774</td>
<td>12,358</td>
<td>12,363</td>
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</tr>
<tr>
<td>Calls Presented</td>
<td>7,054</td>
<td>7,221</td>
<td>7,877</td>
<td>8,538</td>
<td>7,488</td>
<td>7,554</td>
<td>7,444</td>
<td>7,093</td>
<td>5,848</td>
<td>7,529</td>
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<td></td>
</tr>
<tr>
<td>Calls Answered</td>
<td>3,765</td>
<td>3,743</td>
<td>3,746</td>
<td>3,711</td>
<td>3,474</td>
<td>3,827</td>
<td>3,301</td>
<td>3,143</td>
<td>2,384</td>
<td>3,473</td>
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</tr>
<tr>
<td>Calls Abandoned</td>
<td>3,289</td>
<td>3,478</td>
<td>4,131</td>
<td>4,827</td>
<td>4,014</td>
<td>3,727</td>
<td>4,143</td>
<td>3,950</td>
<td>3,464</td>
<td>4,056</td>
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<tr>
<td>Average Handle Time</td>
<td>0:10:13</td>
<td>0:09:53</td>
<td>0:10:24</td>
<td>0:10:34</td>
<td>0:10:14</td>
<td>0:10:10</td>
<td>0:09:52</td>
<td>0:10:34</td>
<td>0:09:51</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Abandoned Time</td>
<td>0:16:29</td>
<td>0:15:29</td>
<td>0:18:52</td>
<td>0:20:36</td>
<td>0:19:54</td>
<td>0:17:29</td>
<td>0:19:30</td>
<td>0:18:09</td>
<td>0:16:05</td>
<td>0:17:28</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Queue Time</td>
<td>0:40:12</td>
<td>0:37:22</td>
<td>0:49:57</td>
<td>0:52:18</td>
<td>0:50:32</td>
<td>0:42:21</td>
<td>0:59:49</td>
<td>0:57:53</td>
<td>1:07:59</td>
<td>0:56:05</td>
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</tbody>
</table>
Application & weekly claim data through 6/12/21
## Application & weekly claim data past 10 weeks

<table>
<thead>
<tr>
<th>Week Ending</th>
<th>10-Apr</th>
<th>17-Apr</th>
<th>24-Apr</th>
<th>1-May</th>
<th>8-May</th>
<th>15-May</th>
<th>22-May</th>
<th>29-May</th>
<th>5-Jun</th>
<th>12-Jun</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Applications submitted</strong></td>
<td>3,797</td>
<td>3,548</td>
<td>3,552</td>
<td>3,621</td>
<td>3,848</td>
<td>3,744</td>
<td>3,683</td>
<td>3,613</td>
<td>3,312</td>
<td>3,694</td>
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<tr>
<td>Submitted via paper</td>
<td>18</td>
<td>38</td>
<td>21</td>
<td>20</td>
<td>32</td>
<td>21</td>
<td>56</td>
<td>68</td>
<td>86</td>
<td>50</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>
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</tr>
<tr>
<td>Family Bonding</td>
<td>48%</td>
<td>48%</td>
<td>48%</td>
<td>46%</td>
<td>46%</td>
<td>46%</td>
<td>48%</td>
<td>48%</td>
<td>50%</td>
<td>51%</td>
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<tr>
<td>Family Care</td>
<td>36%</td>
<td>36%</td>
<td>36%</td>
<td>34%</td>
<td>34%</td>
<td>34%</td>
<td>35%</td>
<td>35%</td>
<td>35%</td>
<td>38%</td>
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<tr>
<td>Family Military</td>
<td>11%</td>
<td>11%</td>
<td>12%</td>
<td>12%</td>
<td>12%</td>
<td>12%</td>
<td>13%</td>
<td>13%</td>
<td>13%</td>
<td>13%</td>
</tr>
<tr>
<td><strong>Medical total</strong></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical Self</td>
<td>0.2%</td>
<td>0.1%</td>
<td>0.1%</td>
<td>0.1%</td>
<td>0.1%</td>
<td>0.1%</td>
<td>0.2%</td>
<td>0.1%</td>
<td>0.1%</td>
<td>0.1%</td>
</tr>
<tr>
<td>Medical Pregnancy</td>
<td>52%</td>
<td>52%</td>
<td>52%</td>
<td>54%</td>
<td>54%</td>
<td>54%</td>
<td>52%</td>
<td>52%</td>
<td>50%</td>
<td>49%</td>
</tr>
<tr>
<td><strong>Medical total</strong></td>
<td></td>
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<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Medical Self</td>
<td>44%</td>
<td>45%</td>
<td>44%</td>
<td>46%</td>
<td>46%</td>
<td>45%</td>
<td>44%</td>
<td>43%</td>
<td>37%</td>
<td>35%</td>
</tr>
<tr>
<td>Medical Pregnancy</td>
<td>9%</td>
<td>8%</td>
<td>8%</td>
<td>7%</td>
<td>8%</td>
<td>9%</td>
<td>5%</td>
<td>9%</td>
<td>13%</td>
<td>14%</td>
</tr>
</tbody>
</table>
Application & weekly claim data – through 6/12/21

Submitted and Processed Applications - Weekly

Applications submitted

Applications processed
Application & weekly claim data – through 6/12/21
### Processing time – past 10 weeks

<table>
<thead>
<tr>
<th>Week Ending</th>
<th>10-Apr</th>
<th>17-Apr</th>
<th>24-Apr</th>
<th>1-May</th>
<th>8-May</th>
<th>15-May</th>
<th>22-May</th>
<th>29-May</th>
<th>5-Jun</th>
<th>12-Jun</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Avg weeks</strong> processing time for applications processed in the week indicated</td>
<td>2.6</td>
<td>2.4</td>
<td>2.4</td>
<td>2.4</td>
<td>2.4</td>
<td>2.5</td>
<td>2.5</td>
<td>2.6</td>
<td>2.7</td>
<td>2.5</td>
</tr>
<tr>
<td><strong>Median weeks</strong> processing time for applications processed in the week indicated</td>
<td>2.1</td>
<td>2.1</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2.1</td>
<td>2.3</td>
<td>2.3</td>
<td>2.4</td>
<td>2.3</td>
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</tbody>
</table>
Employer reporting as of 6/11/2021

Paid Family and Medical Leave Quarterly Reporting Summary

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Employers</td>
<td>149,418</td>
<td>155,826</td>
<td>157,986</td>
<td>157,781</td>
<td>154,254</td>
<td>150,940</td>
<td>154,162</td>
<td>154,801</td>
<td>149,850</td>
</tr>
<tr>
<td>Premiums Invoked</td>
<td>$157,458,701</td>
<td>$152,319,789</td>
<td>$146,801,468</td>
<td>$139,382,029</td>
<td>$180,784,372</td>
<td>$162,142,128</td>
<td>$151,428,811</td>
<td>$141,485,616</td>
<td>$179,200,139</td>
</tr>
</tbody>
</table>

Assessed Premiums by Quarter (in millions)

Paid Family and Medical Leave | Employment Security Department