Washington
Paid Family & Medical Leave

Employment Security Department
WASHINGTON STATE

Advisory Committee Meeting

June 18, 2021

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
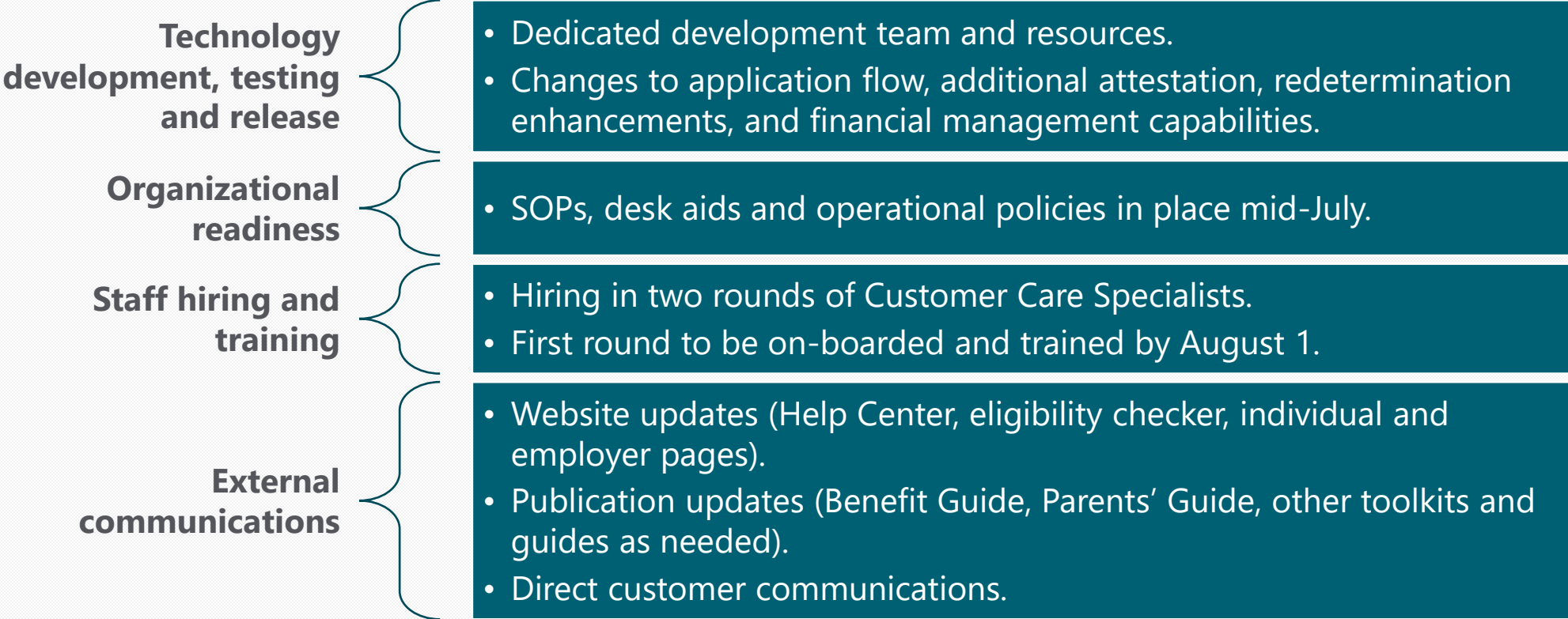 - Calculate premium rates for 2022

- Late December/early January
  - Update projections with current data and ERFC forecast

Legislative changes: Implementation update

Timeline

Begin technology build
April 14, 2021

1073 effective
April 21, 2021

5097 effective
July 25, 2021

Public rules hearing
July 27, 2021

The COVID qualifying periods are valid for initial applications filed between Jan. 1, 2021, and March 31, 2022.

Begin hiring
May 2021

Begin accepting claims
Aug. 1, 2021

First report due (5097)
Dec. 1, 2021

Begin communications planning
May 2021

Rules effective
Aug. 1, 2021

Begin staffing ramp down
January 2022

| Jan. | Feb. | Mar. | April | May | June | July | Aug. | Sept. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. |

2021 **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).
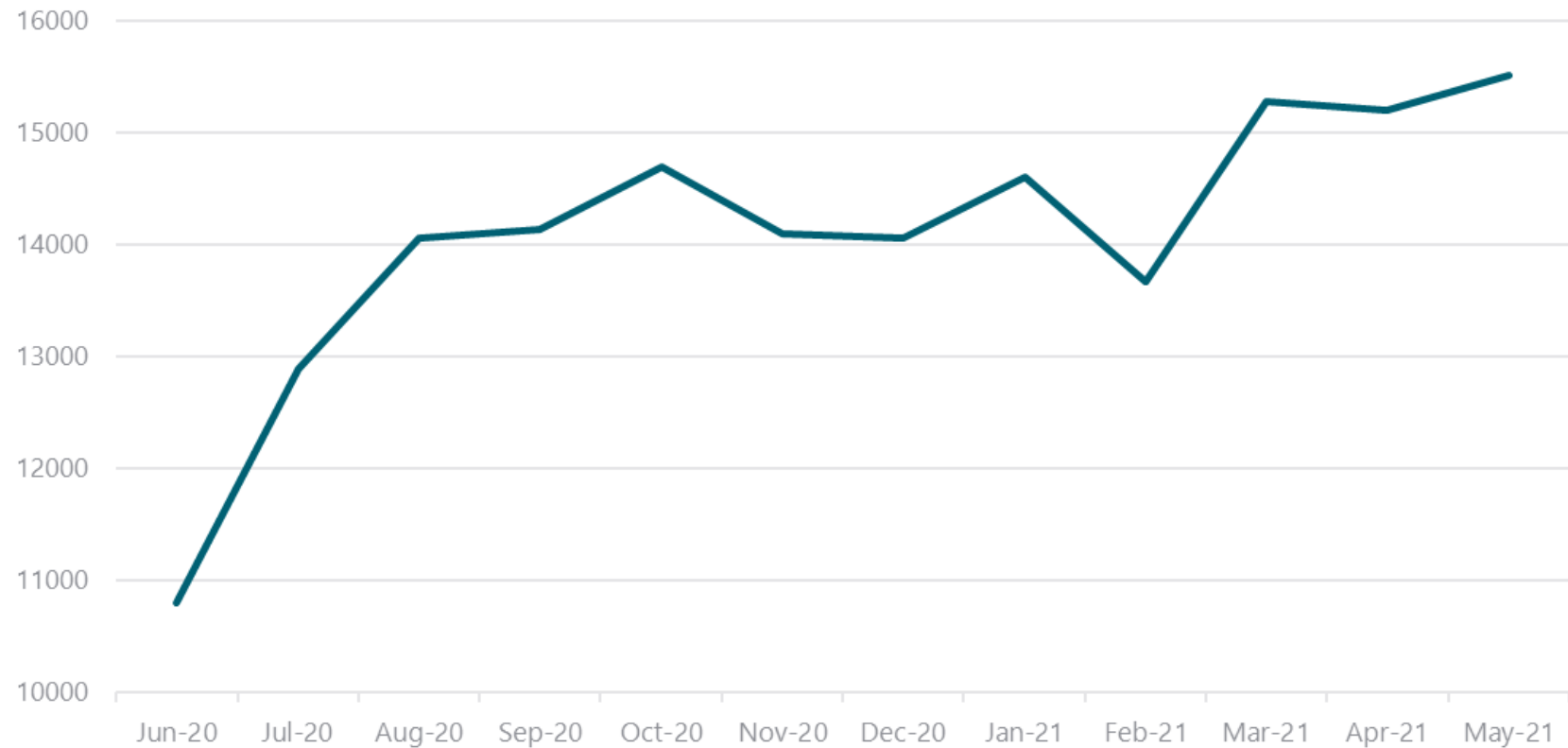- Direct customer communications.

Phone and application volume discussion

Increase in applications

- Application volume has steadily increased since last summer.

- Uptick started this spring; Volumes like initial launch.

Benefit Applications Submitted from June 2020 to May 2021

Median processing times (last three months)

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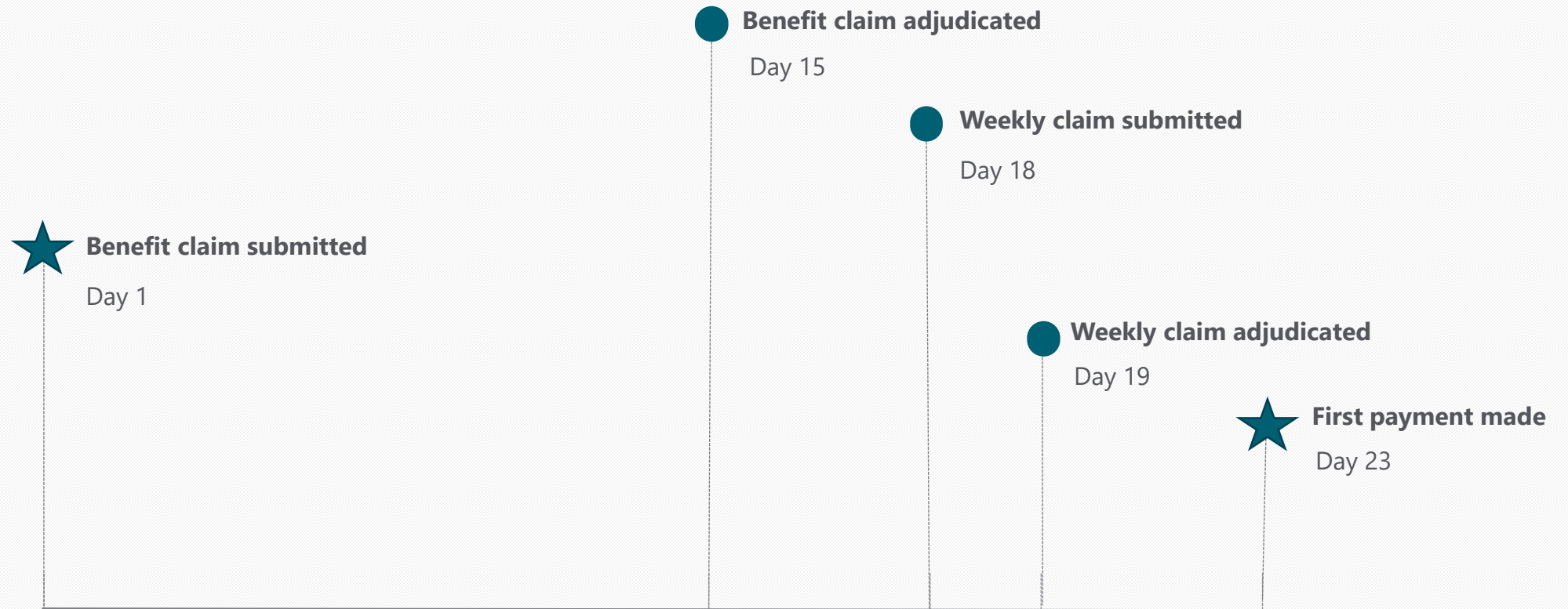Median number of days between application submittal and first payment made.

15
Median number of days to process an application.

1
Median number of days to adjudicate a weekly claim.

Median processing timeline

Benefit claim adjudicated

Day 15

Weekly claim submitted

Day 18

Benefit claim submitted

Day 1

Weekly claim adjudicated

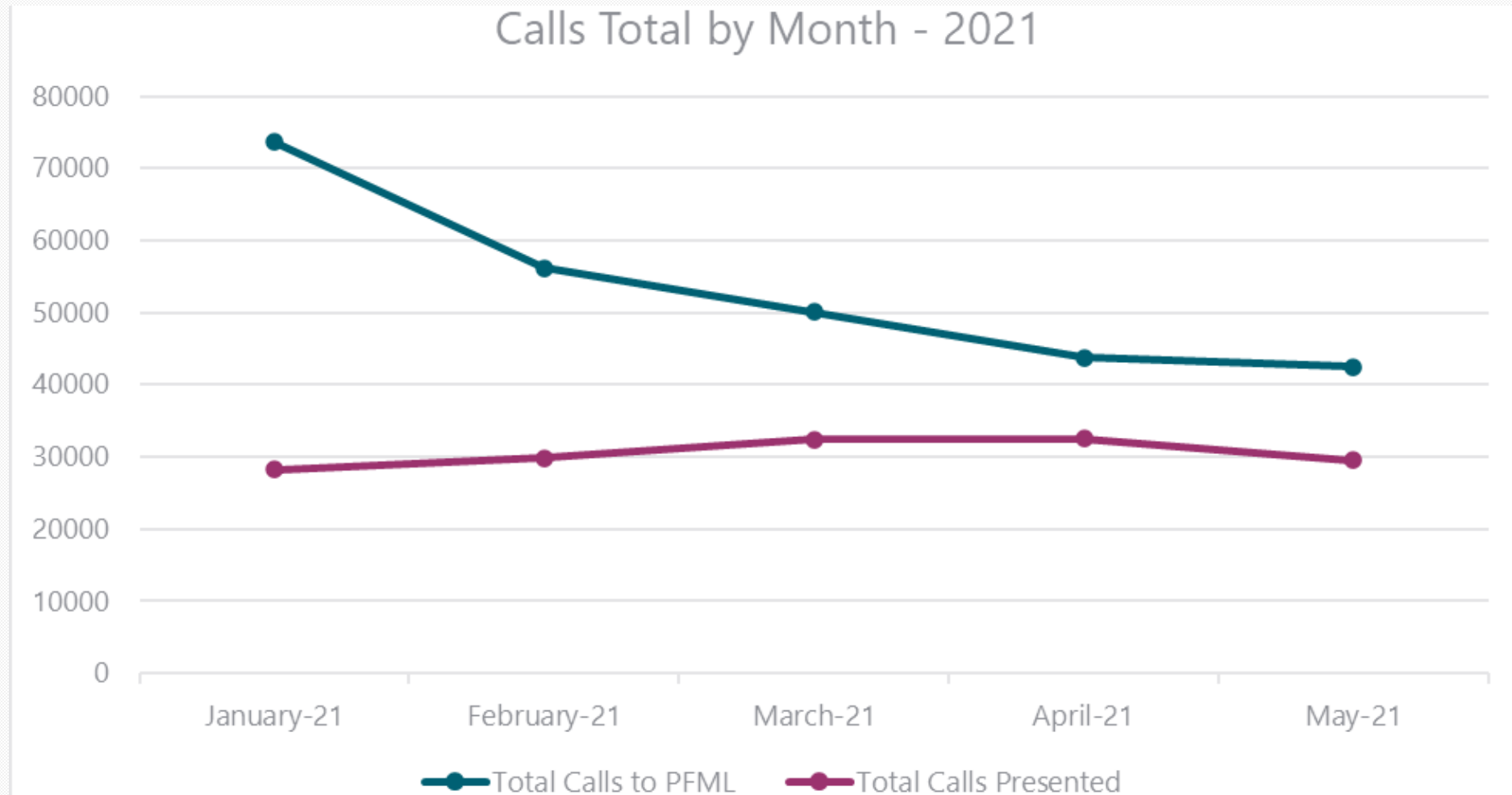Day 19

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

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
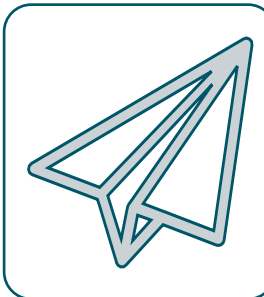
Open Comment

Continue the conversation

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Join our email list at bit.ly/PaidLeaveList

Operations telephony data
Last 10 weeks

Customer Care Call Processing	4-Apr 10-Apr	11-Apr 17-Apr	18-Apr 24-Apr	25-Apr 1-May	2-May 8-May	9-May 15-May	16-May 22-May	23-May 29-May	30-May 5-Jun	6-Jun 12-Jun
Calls Presented to PFML	8,502	9,181	10,710	13,246	10,615	9,573	11,570	10,774	12,358	12,363
Calls Presented	7,054	7,221	7,877	8,538	7,488	7,554	7,444	7,093	5,848	7,529
Calls Answered	3,765	3,743	3,746	3,711	3,474	3,827	3,301	3,143	2,384	3,473
Calls Abandoned	3,289	3,478	4,131	4,827	4,014	3,727	4,143	3,950	3,464	4,056
Average Handle Time	0:10:13	0:09:53	0:10:24	0:10:34	0:10:37	0:10:14	0:10:10	0:09:52	0:10:34	0:09:51
Max Handle Time	1:54:29	1:57:59	1:41:08	3:46:56	2:05:40	3:12:03	2:48:49	1:55:25	1:41:00	1:44:56
Average Abandoned Time	0:16:29	0:15:29	0:18:52	0:20:36	0:19:54	0:17:29	0:19:30	0:18:09	0:16:05	0:17:28
Max Abandon Time	1:54:27	2:00:53	2:05:52	3:16:54	2:39:29	2:10:15	3:04:24	2:43:12	3:14:06	2:48:41
Average Queue Time	0:40:12	0:37:22	0:49:57	0:52:18	0:50:32	0:42:21	0:59:49	0:57:53	1:07:59	0:56:05
Max Queue Time	2:04:15	2:06:19	2:08:37	3:17:28	2:53:24	2:15:53	3:14:04	2:52:47	3:23:17	3:02:54

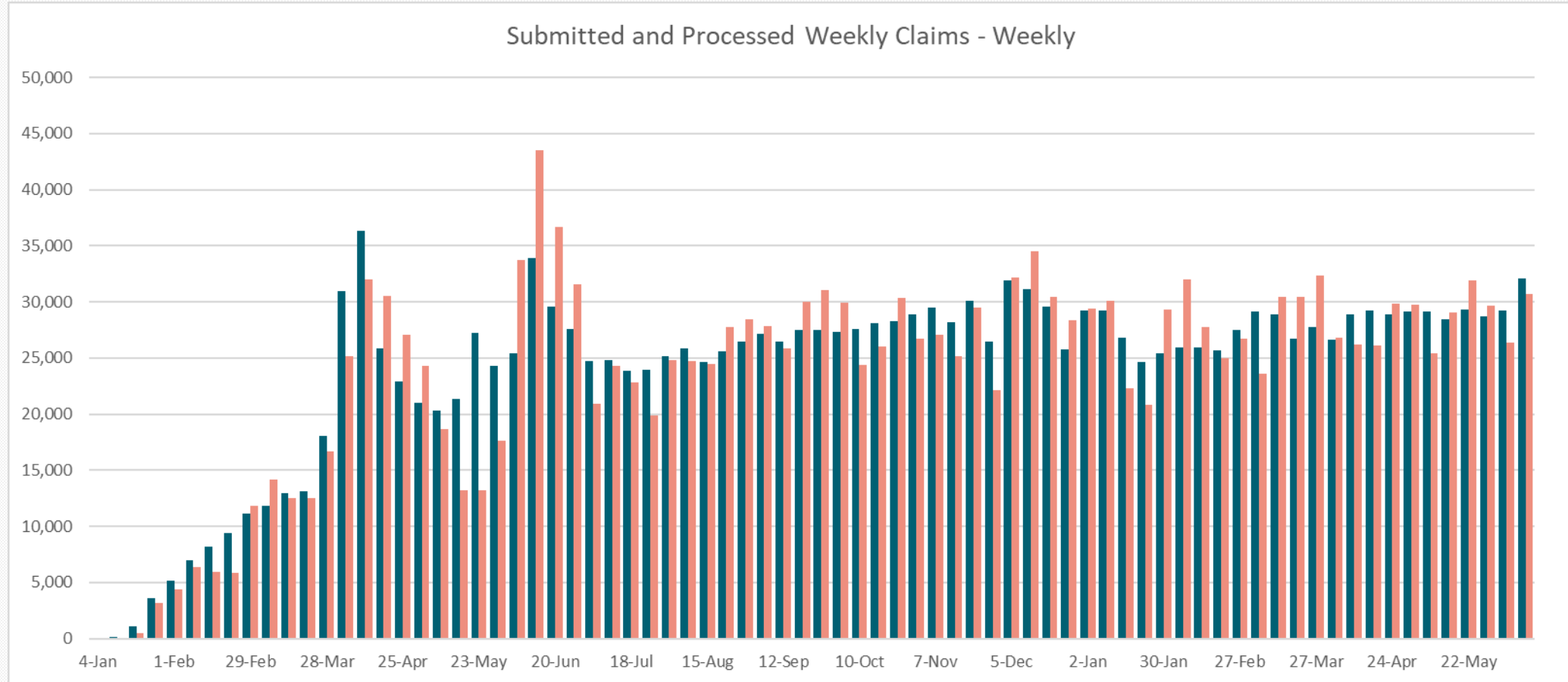# Application & weekly claim data through 6/12/21

Applications Submitted (weekly)
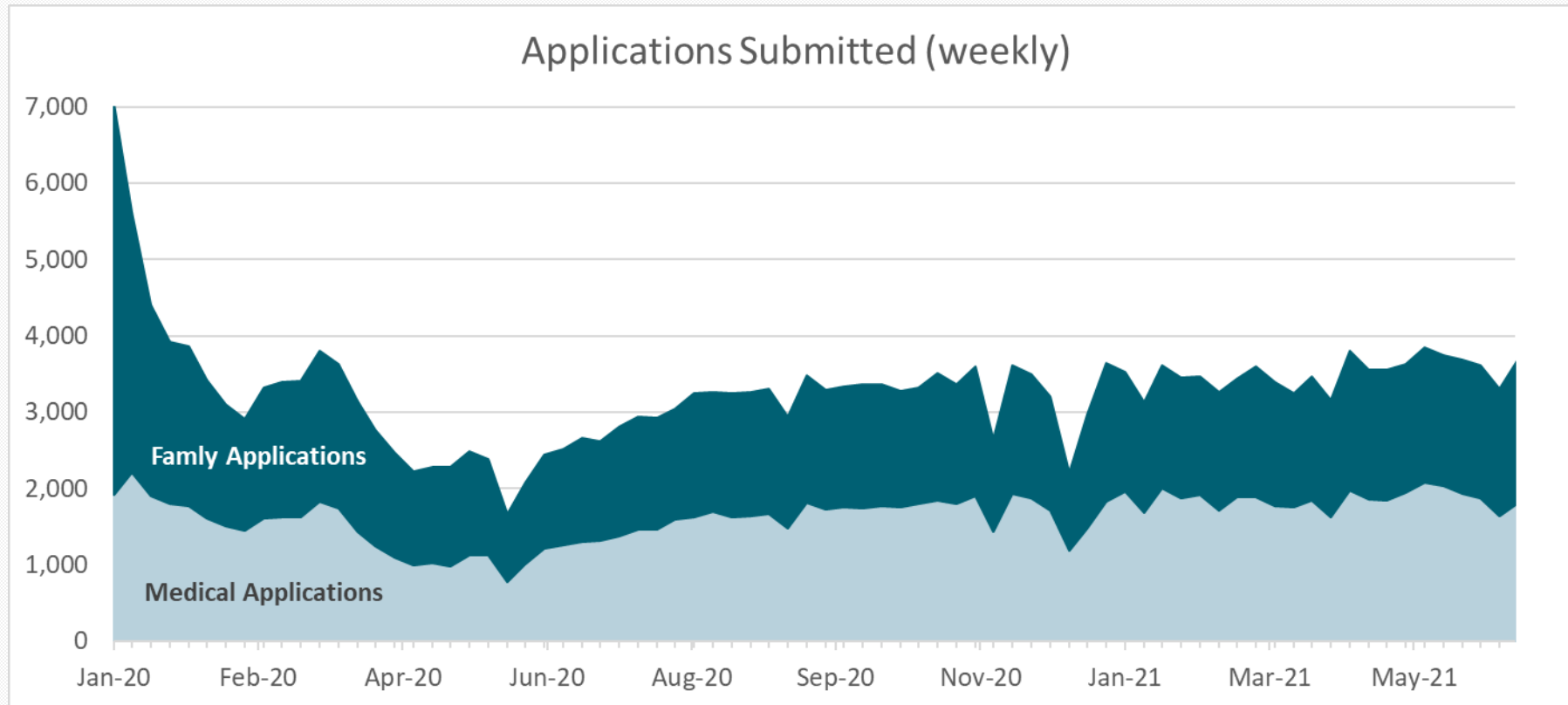
Application & weekly claim data past 10 weeks

Week Ending	10-Apr	17-Apr	24-Apr	1-May	8-May	15-May	22-May	29-May	5-Jun	12-Jun
Applications										
Applications submitted	3,797	3,548	3,552	3,621	3,848	3,744	3,683	3,613	3,312	3,694
Submitted via paper	18	38	21	20	32	21	56	63	36	59
Family total	48%	48%	48%	46%	46%	46%	48%	48%	50%	51%
Family Bonding	36%	36%	36%	34%	34%	34%	35%	35%	38%	38%
Family Care	11%	11%	12%	12%	12%	12%	12%	13%	13%	13%
Family Military	0.2%	0.1%	0.1%	0.1%	0.1%	0.0%	0.2%	0.1%	0.1%	0.1%
Medical total	52%	52%	52%	54%	54%	54%	52%	52%	50%	49%
Medical Self	44%	45%	44%	46%	46%	45%	44%	43%	37%	35%
Medical Pregnancy	9%	8%	8%	7%	8%	9%	8%	9%	13%	14%

Application & weekly claim data – through 6/12/21

Submitted and Processed Applications - Weekly

Application & weekly claim data – through 6/12/21

Submitted and Processed Weekly Claims - Weekly
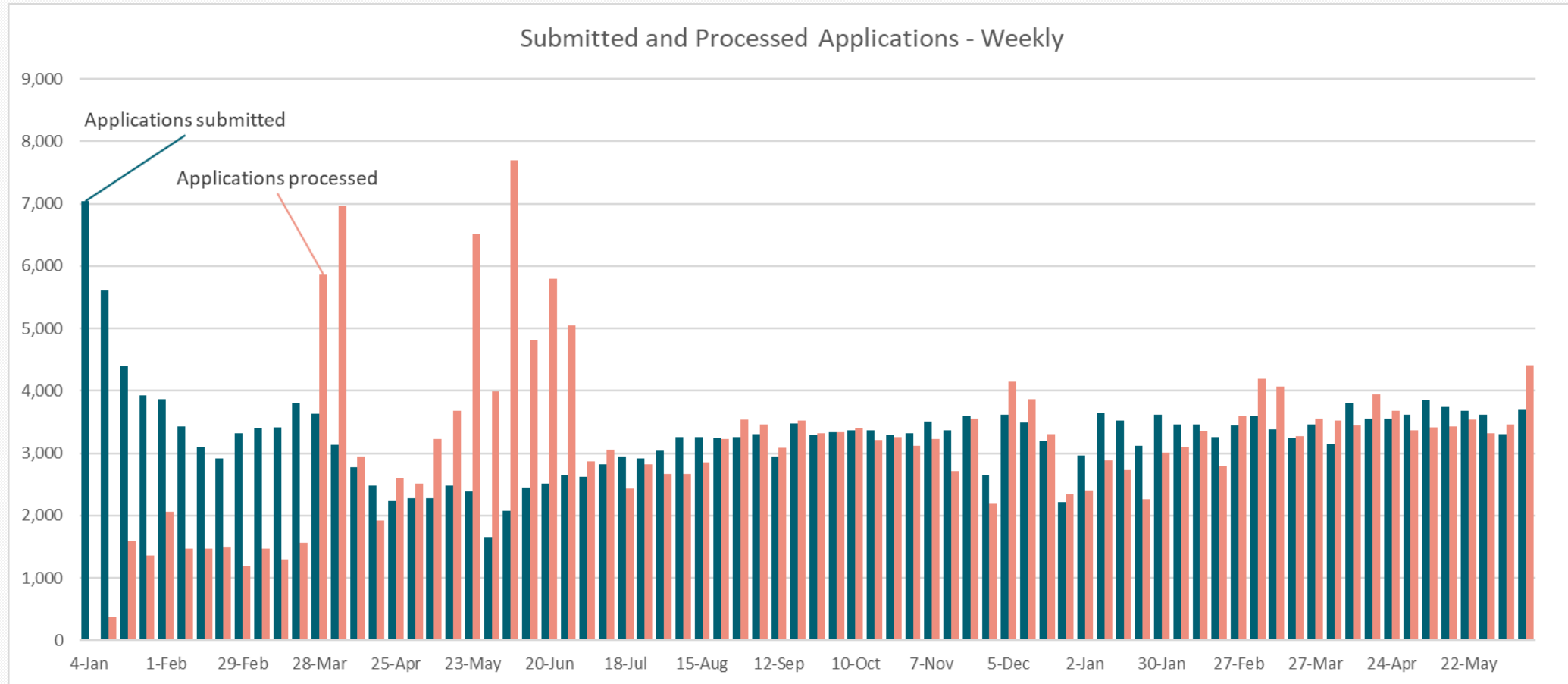
Processing time – past 10 weeks

Week Ending	10-Apr	17-Apr	24-Apr	1-May	8-May	15-May	22-May	29-May	5-Jun	12-Jun
Avg weeks processing time for applications processed in the week indicated	2.6	2.4	2.4	2.4	2.4	2.5	2.5	2.6	2.7	2.5
Median weeks processing time for applications processed in the week indicated	2.1	2.1	2	2	2	2.1	2.3	2.3	2.4	2.3

Employer reporting as of 6/11/2021

Paid Family and Medical Leave Quarterly Reporting Summary

	2019 - Q1	2019 - Q2	2019 -Q3	2019 - Q4	2020 - Q1	2020 - Q2	2020 -Q3	2020 - Q4	2021 - Q1
Employers	149,418	155,826	157,986	157,781	154,254	150,940	154,162	154,801	149,850
WA Workers (unduplicated)	2,925,422	3,096,930	3,325,333	3,283,110	3,268,825	3,168,220	3,137,824	3,113,234	2,991,942
Premiums Invoiced	$157,458,701	$152,319,789	$146,801,466	$139,382,029	$180,784,372	$162,142,128	$151,428,811	$141,485,616	$179,200,139

Assessed Premiums by Quarter (in millions)