

INTRODUCTION

As required under RCW 34.05.328, the Leave and Care Division of the Employment Security Department (department) is placing into the rulemaking file an implementation plan regarding amendments changes to Title 192 WAC to improve program operation. Amended rules include:

WAC 192-610-040 Can an employee backdate an application or a weekly claim for benefits?

WAC 192-620-035 When will a weekly benefit amount be prorated?

PLAN TO IMPLEMENT AND ENFORCE THE RULE

The department will integrate the rules amendments into operational policy and discuss the rules with staff members. The content of the rules will also be integrated into the program's technological functions, to the extent possible, to implement the changes, automate processes, and simplify the customer experience.

PLAN TO INFORM AND EDUCATE AFFECTED PERSONS ABOUT THE RULE

Information regarding the amendments will be posted on the department's website and included in all relevant online literature. Customer service staff members will be trained on the subject matter of the rules and will be available by phone and email to answer customer questions. Emails are sent to all PFML mailing list subscribers summarizing the rulemaking processes and providing updates on any rules. Additional information, including the final text of the amendments, will be available on the program's rulemaking website.

PLAN TO PROMOTE AND ASSIST VOLUNTARY COMPLIANCE

The plan to promote and assist voluntary compliance will be identical to the plan to inform and educate affected persons about the rule.

PLAN TO EVALUATE WHETHER THE RULES ACHIEVE THE PURPOSE FOR WHICH THEY WERE ADOPTED

The department will consider feedback from customers and the stakeholder community in order to gauge the effectiveness and understanding of the changes to the rules.
