

Washington
Paid Family & Medical Leave




Employment Security Department
WASHINGTON STATE

Advisory Committee Meeting

January 14, 2022



Agenda

- 
- Introductions & approve minutes
 - Phone update
 - Early application
 - 2022 legislative session
 - Agenda items for February meeting
 - Open comment and 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 December minutes

- Discussion

Phone update

John Mattes, Operations Manager

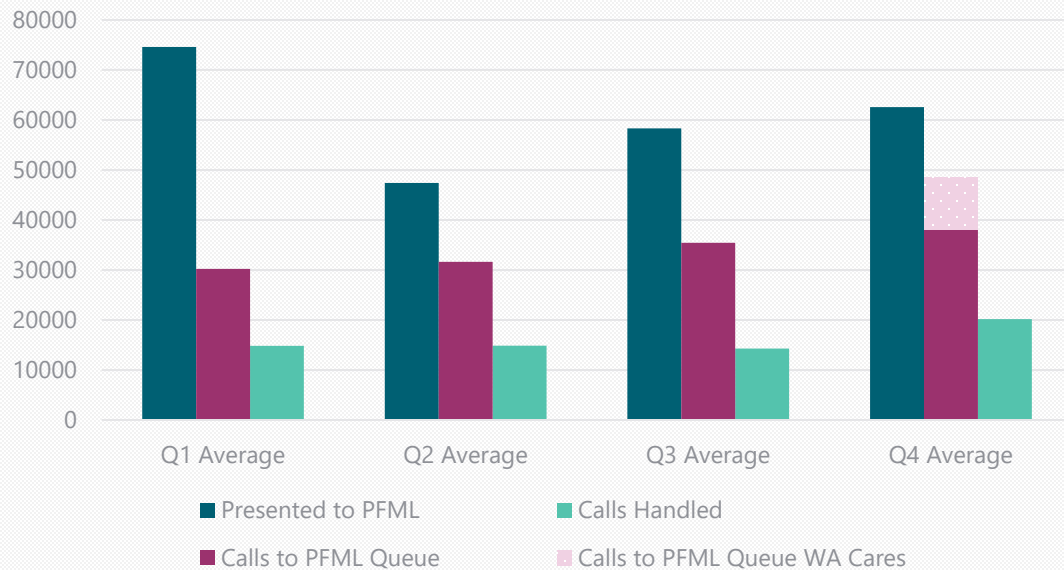
Telephony data

	Percentage of calls into queue*	Percentage of calls answered from Paid Leave queue	Queue time for Paid Leave
July	47%	40%	1:04:12
August	69%	41%	47:48
September	69%	40%	50:39
October	55%	37%	48:50
November	59%	56%	30:23
December	73%	70%	14:20

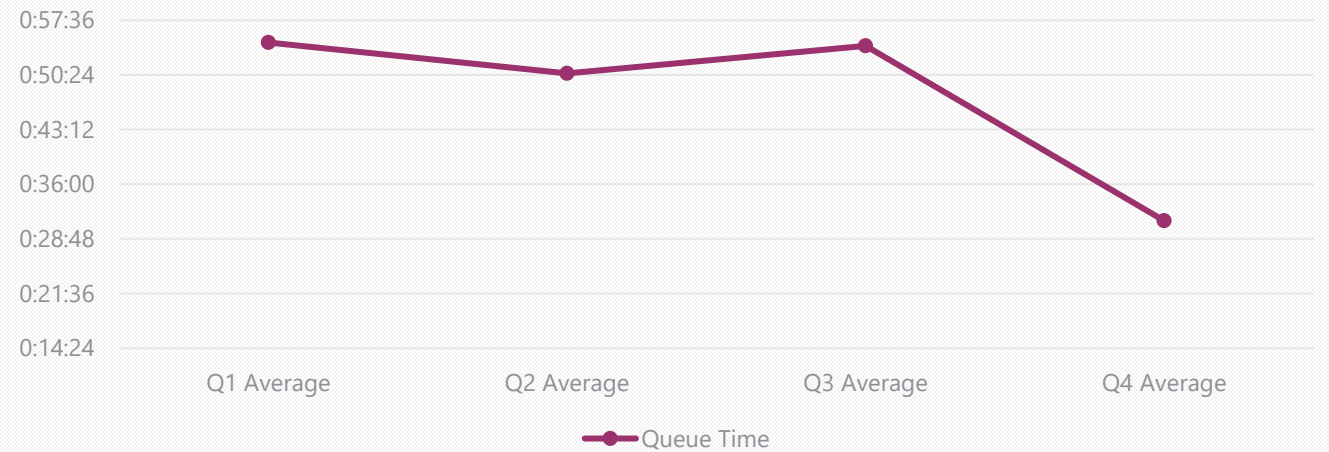
** includes calls for WA Cares Fund*

Telephony data

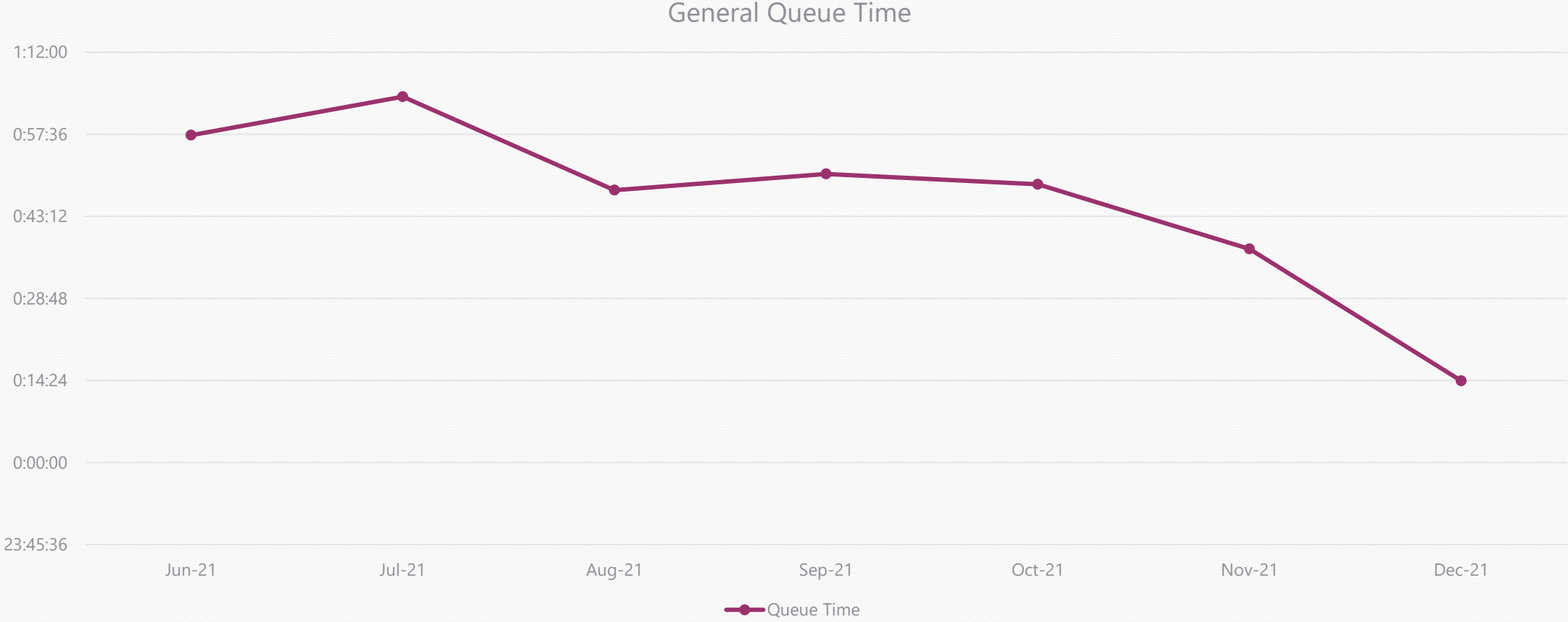
Calls



Average Queue Time



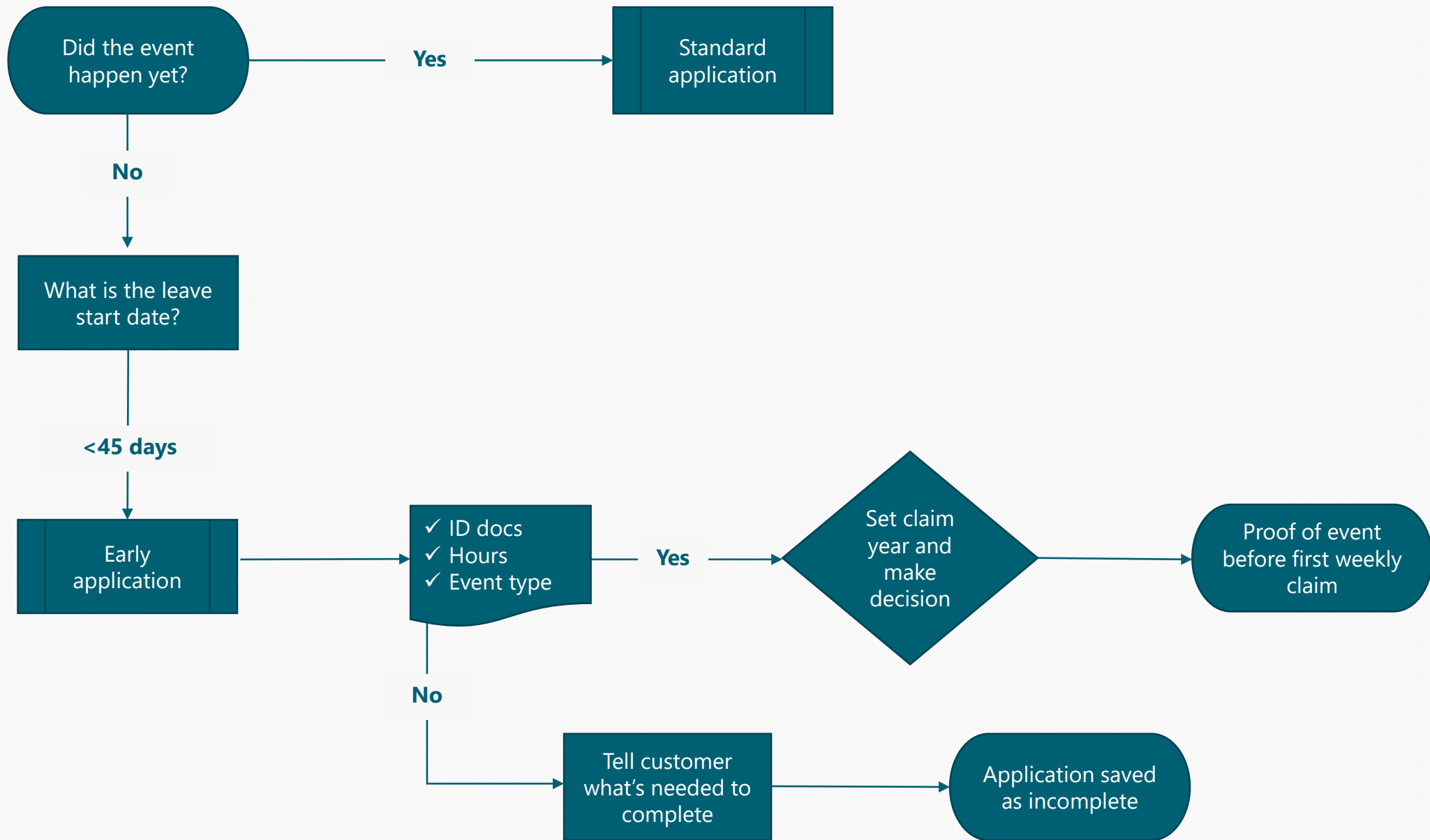
Telephony data



Early application

What do customers need?

- More certainty around:
 - Eligibility
 - Benefit amount
 - Leave start and end dates



2022 legislative session

February meeting

Details

- 1 – 3 p.m., Friday, Feb. 11, 2022

Agenda

- Topics?

Open comment

Continue the conversation

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Employment Security Department

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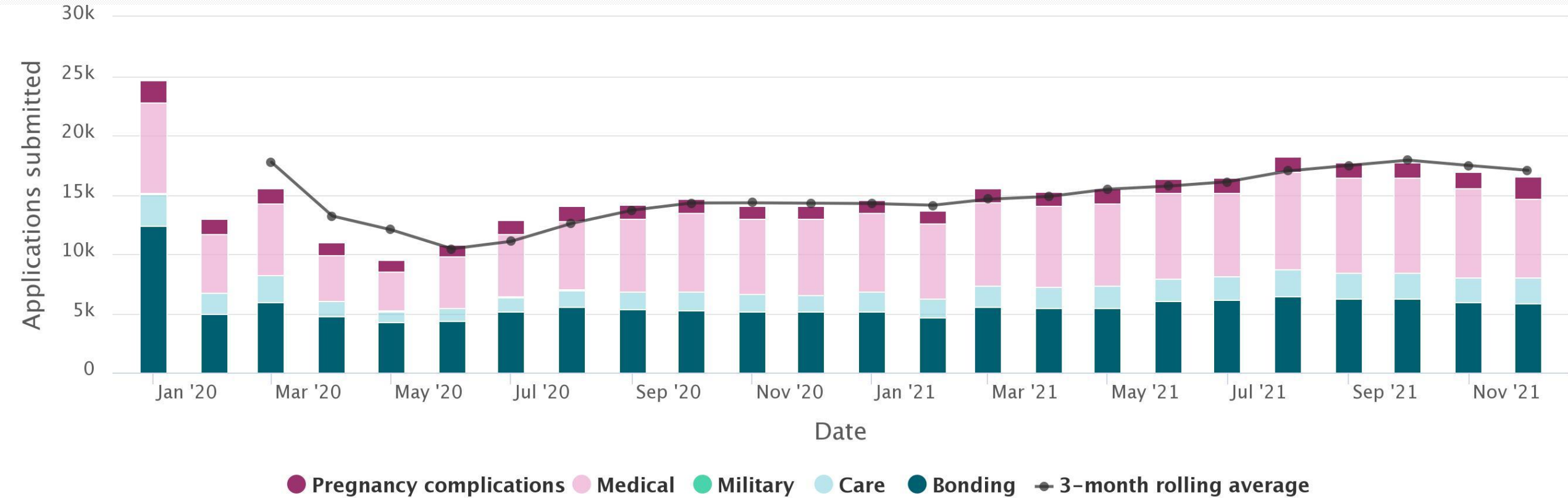


Visit us online at
www.paidleave.wa.gov

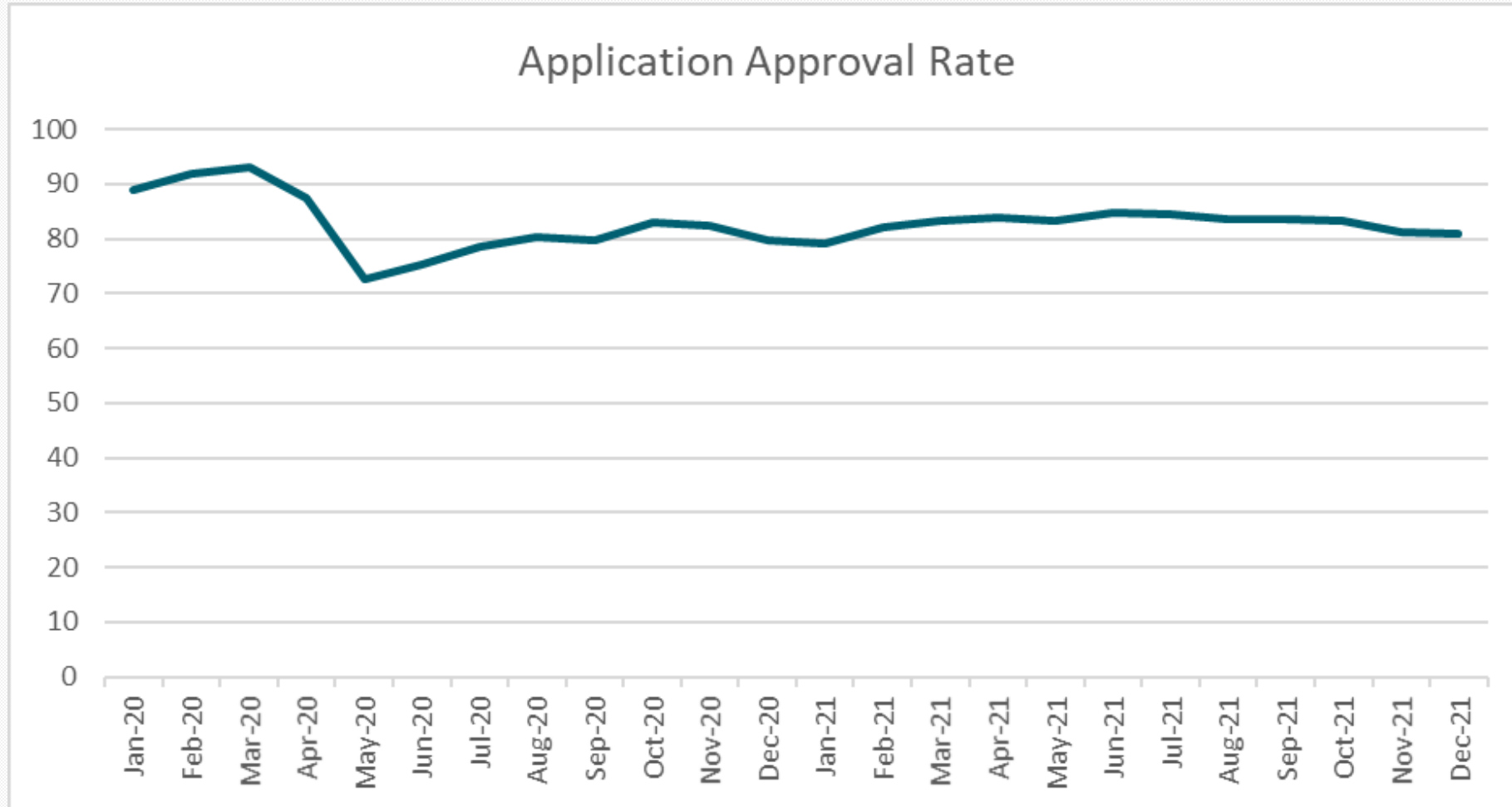


Join our listserv at
bit.ly/PaidLeaveList

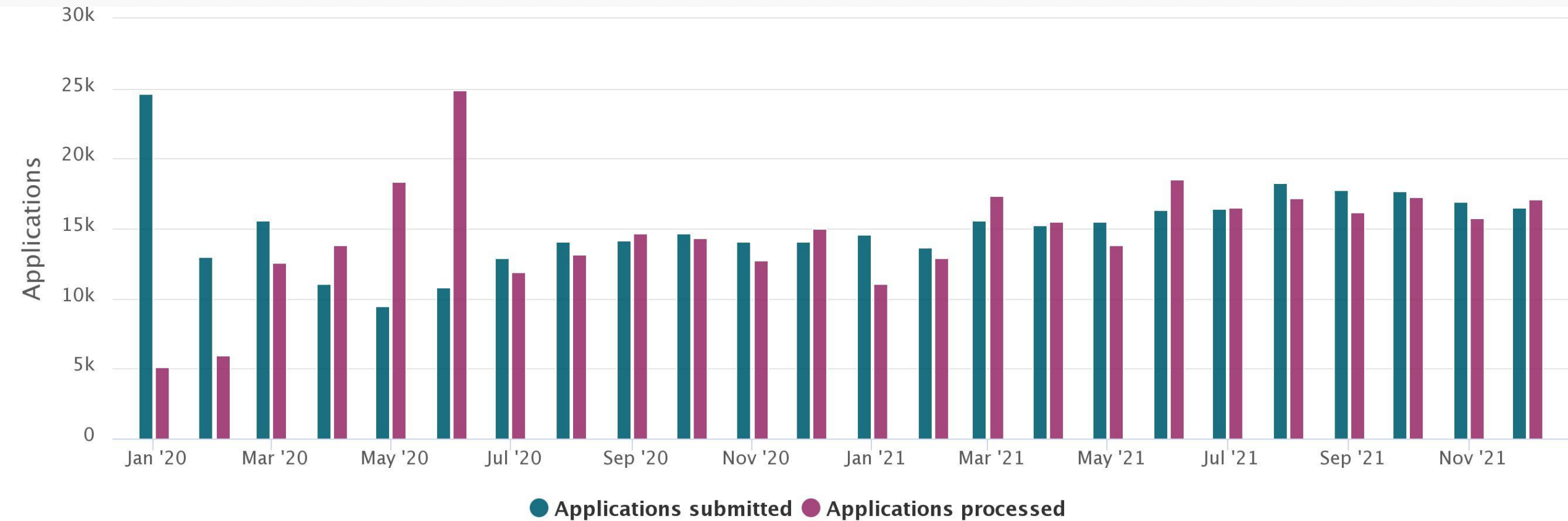
Application & Weekly Claim data through Dec 2021



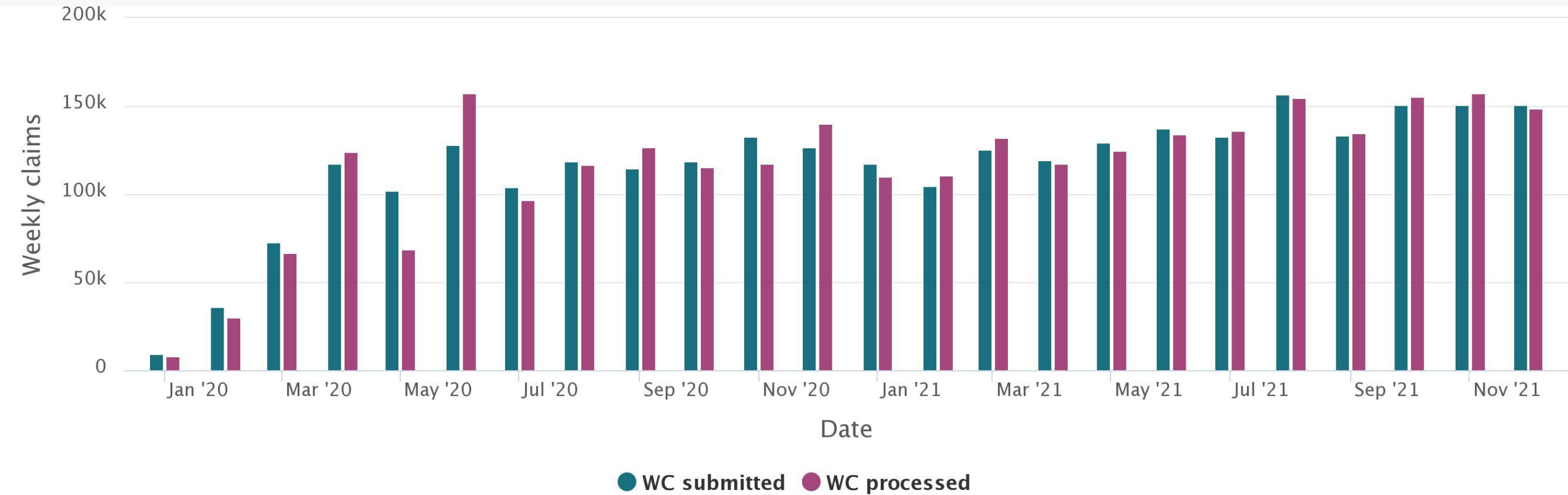
Application & Weekly Claim data – through 12/4/2021



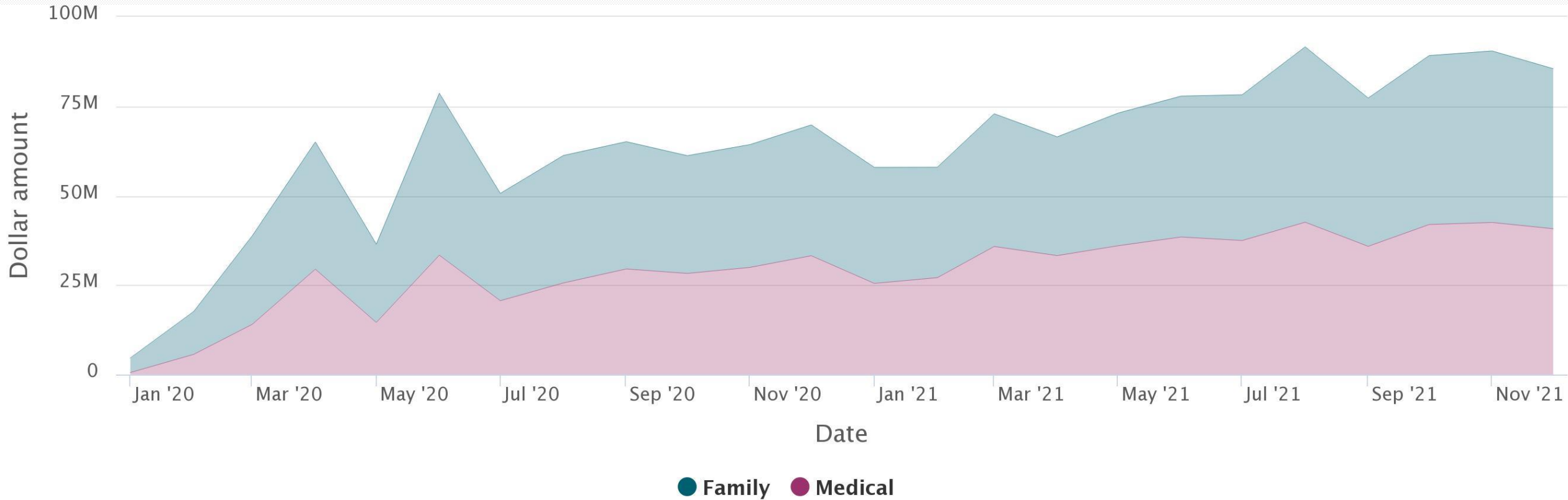
Application & Weekly Claim data – through Dec 2021



Application & Weekly Claim data – through Dec 2021



Benefits \$ paid



Time from application submission to first approved payment— past 12 months

	Median weeks	Average weeks
Jan-21	4.1	5.8
Feb-21	3.9	5.4
Mar-21	3.9	5.0
Apr-21	3.4	4.8
May-21	3.6	4.9
Jun-21	3.7	4.7
Jul-21	3.4	4.8
Aug-21	3.3	4.6
Sep-21	3.6	4.8
Oct-21	3.6	4.9
Nov-21	3.6	5.0
Dec-21	3.6	4.9