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

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

* includes calls for WA Cares Fund
Telephony data

Calls

- Q1 Average: [Graphical representation]
- Q2 Average: [Graphical representation]
- Q3 Average: [Graphical representation]
- Q4 Average: [Graphical representation]

- Presented to PFML
- Calls Handled
- Calls to PFML Queue
- Calls to PFML Queue WA Cares

Average Queue Time

- Q1 Average: [Graphical representation]
- Q2 Average: [Graphical representation]
- Q3 Average: [Graphical representation]
- Q4 Average: [Graphical representation]
Telephony data

General Queue Time

Jun-21  Jul-21  Aug-21  Sep-21  Oct-21  Nov-21  Dec-21

Queue Time
Early application
What do customers need?

• More certainty around:
  • Eligibility
  • Benefit amount
  • Leave start and end dates
Did the event happen yet?

Yes → Standard application

No → What is the leave start date?

<45 days

Yes → Early application

✓ ID docs
✓ Hours
✓ Event type

Yes → Set claim year and make decision

Proof of event before first weekly claim

No → Tell customer what’s needed to complete

Application saved as incomplete
2022 legislative session
February meeting

Details

• 1 – 3 p.m., Friday, Feb. 11, 2022

Agenda

• Topics?
Open comment
Application & Weekly Claim data through Dec 2021

- Pregnancy complications
- Medical
- Military
- Care
- Bonding
- 3-month rolling average

Date:
- Jan '20
- Mar '20
- May '20
- Jul '20
- Sep '20
- Nov '20
- Jan '21
- Mar '21
- May '21
- Jul '21
- Sep '21
- Nov '21

Applications submitted:
- Jan '20: 25k
- Mar '20: 15k
- May '20: 5k
- Jul '20: 5k
- Sep '20: 5k
- Nov '20: 5k
- Jan '21: 5k
- Mar '21: 5k
- May '21: 5k
- Jul '21: 5k
- Sep '21: 5k
- Nov '21: 5k
Application & Weekly Claim data – through 12/4/2021
Application & Weekly Claim data – through Dec 2021

- Applications submitted
- Applications processed
Application & Weekly Claim data – through Dec 2021

Date

Weekly claims

Jan '20  Mar '20  May '20  Jul '20  Sep '20  Nov '20  Jan '21  Mar '21  May '21  Jul '21  Sep '21  Nov '21

0  50k  100k  150k  200k

WC submitted  WC processed
Time from application submission to first approved payment – past 12 months

<table>
<thead>
<tr>
<th>Month</th>
<th>Median weeks</th>
<th>Average weeks</th>
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<tbody>
<tr>
<td>Jan-21</td>
<td>4.1</td>
<td>5.8</td>
</tr>
<tr>
<td>Feb-21</td>
<td>3.9</td>
<td>5.4</td>
</tr>
<tr>
<td>Mar-21</td>
<td>3.9</td>
<td>5.0</td>
</tr>
<tr>
<td>Apr-21</td>
<td>3.4</td>
<td>4.8</td>
</tr>
<tr>
<td>May-21</td>
<td>3.6</td>
<td>4.9</td>
</tr>
<tr>
<td>Jun-21</td>
<td>3.7</td>
<td>4.7</td>
</tr>
<tr>
<td>Jul-21</td>
<td>3.4</td>
<td>4.8</td>
</tr>
<tr>
<td>Aug-21</td>
<td>3.3</td>
<td>4.6</td>
</tr>
<tr>
<td>Sep-21</td>
<td>3.6</td>
<td>4.8</td>
</tr>
<tr>
<td>Oct-21</td>
<td>3.6</td>
<td>4.9</td>
</tr>
<tr>
<td>Nov-21</td>
<td>3.6</td>
<td>5.0</td>
</tr>
<tr>
<td>Dec-21</td>
<td>3.6</td>
<td>4.9</td>
</tr>
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</table>