

Washington
Paid Family & Medical Leave



Employment Security Department
WASHINGTON STATE

Advisory Committee Meeting

November 18, 2021



Agenda

- Introductions
- Approve August, September & October minutes
- Operations update
- 2021 accomplishments
- 2022 priorities
- Agenda items for December
- 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 minutes

- August, September & October
- Discussion

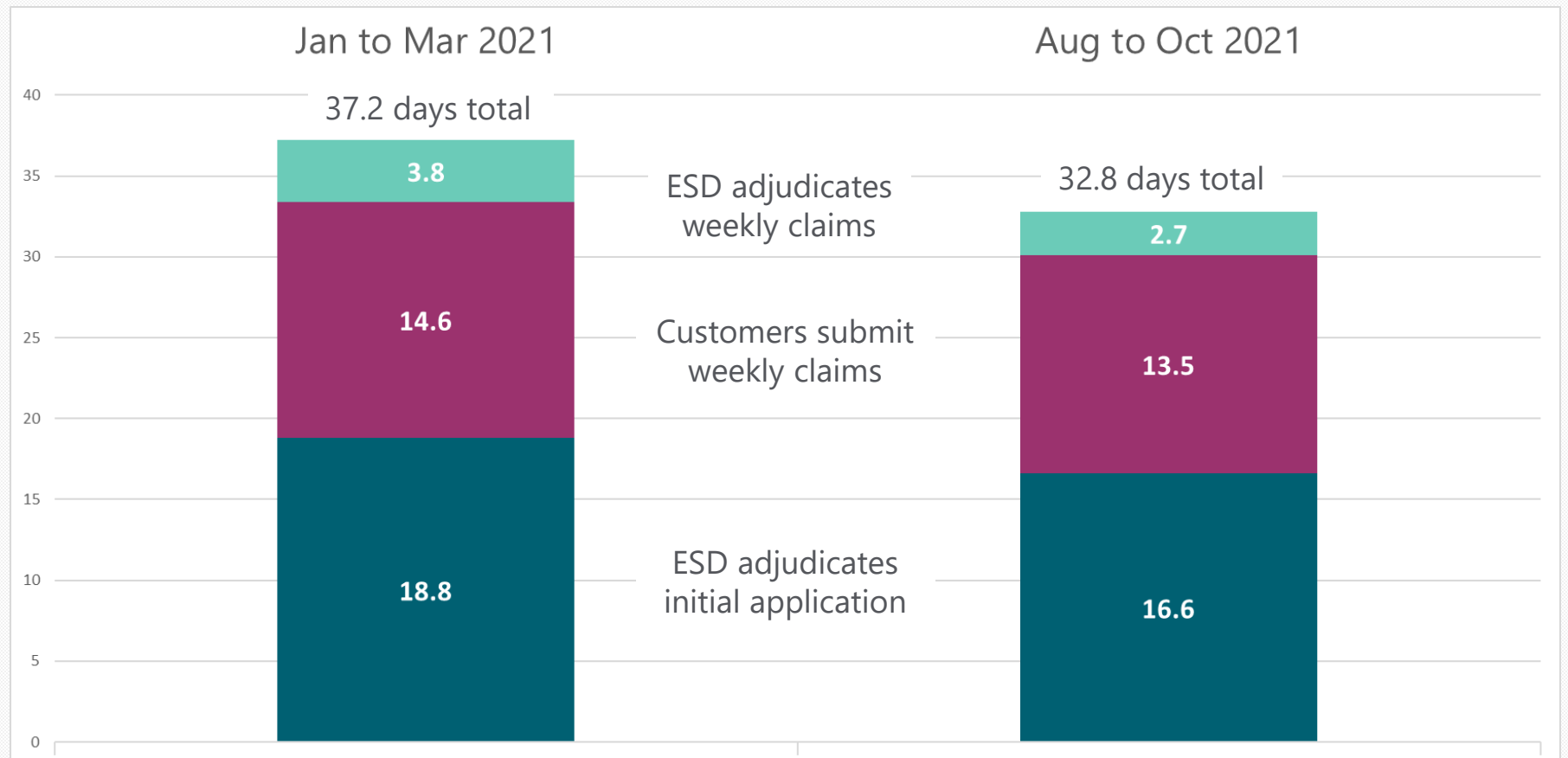
Operations update

John Mattes, Operations Manager

Benefit claim processing times

Avg of monthly average days for benefits processing steps first vs third quarter 2021

Averages for each step include all customers doing that step, total doesn't necessarily reflect total cycle time for approved customers with approved payment(s), but close.

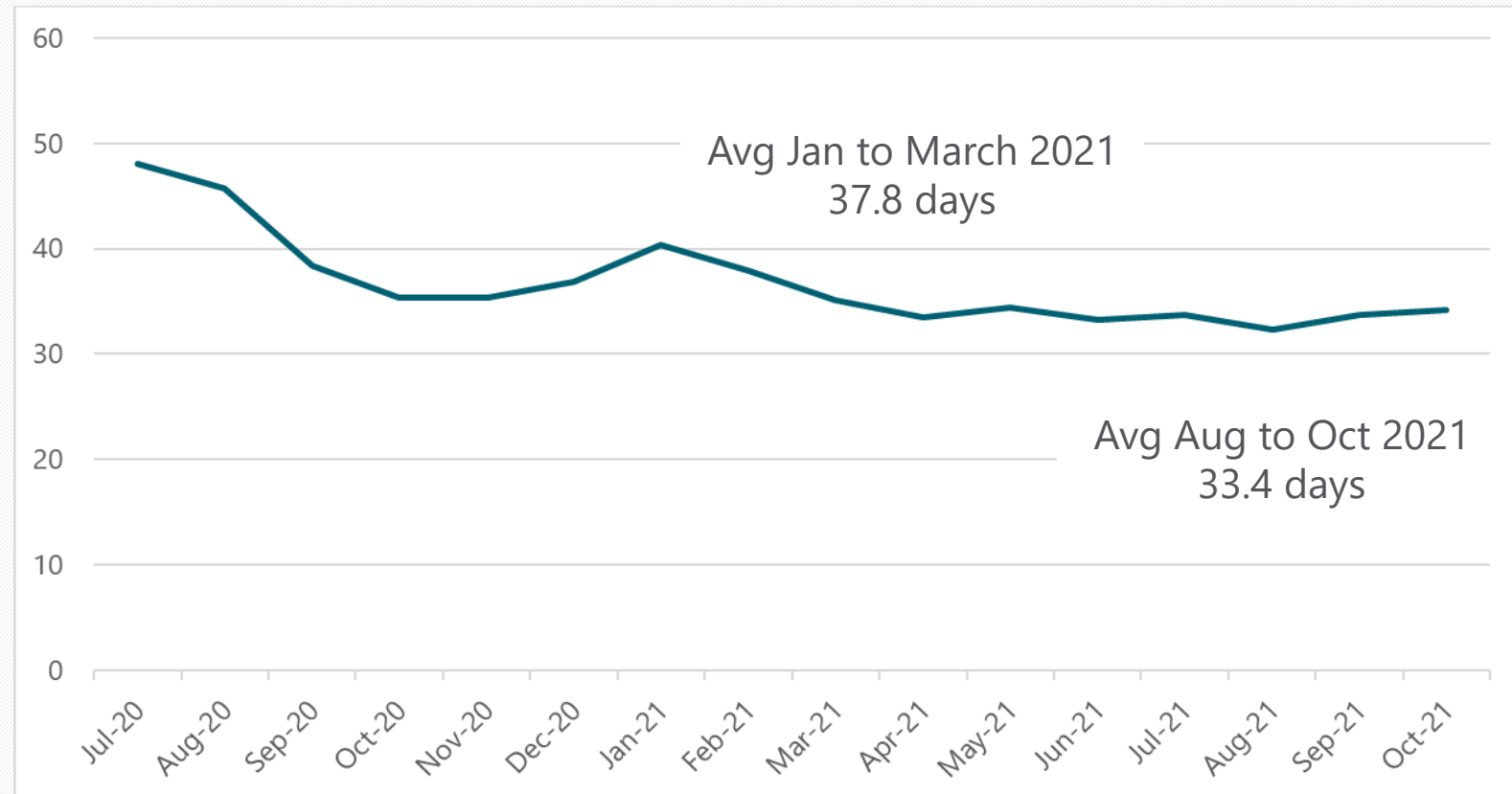


Benefit claim processing times

Monthly average days from application submission to first weekly payment approved

Includes only customers who had approved applications and at least one approved weekly payment.

Like last slide, 3-month summary is average of the monthly averages.



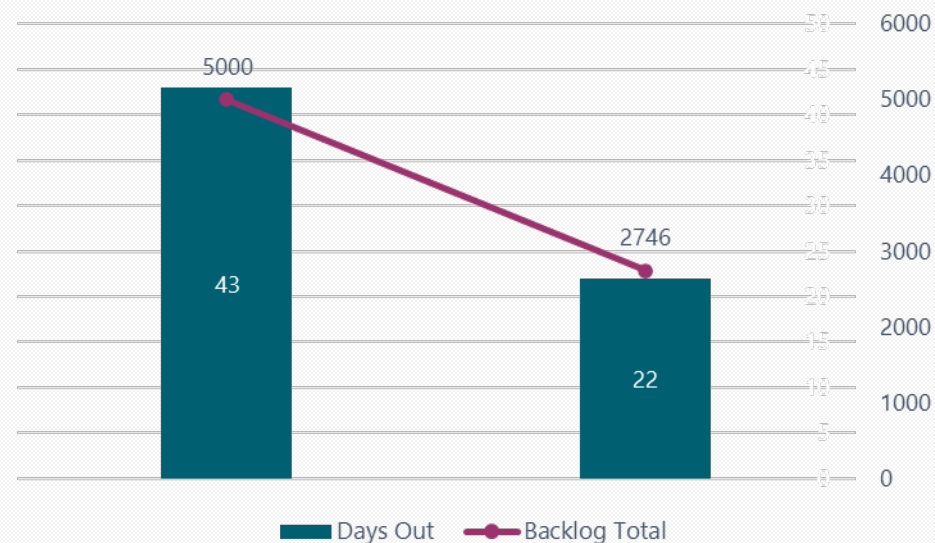
Redeterminations

Processing date: 9/30

Date Processing	Days Out	Backlog
8/19/2021	43	5,000+

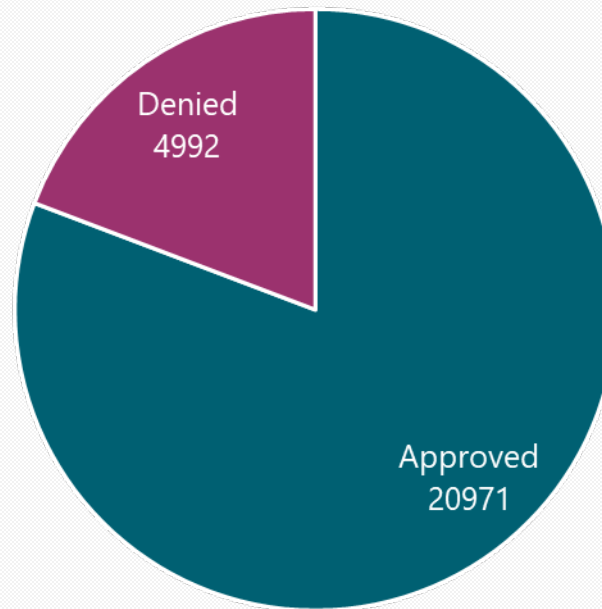
Processing date: 11/15

Date Processing	Days Out	Backlog
10/26/2021	21	2,746

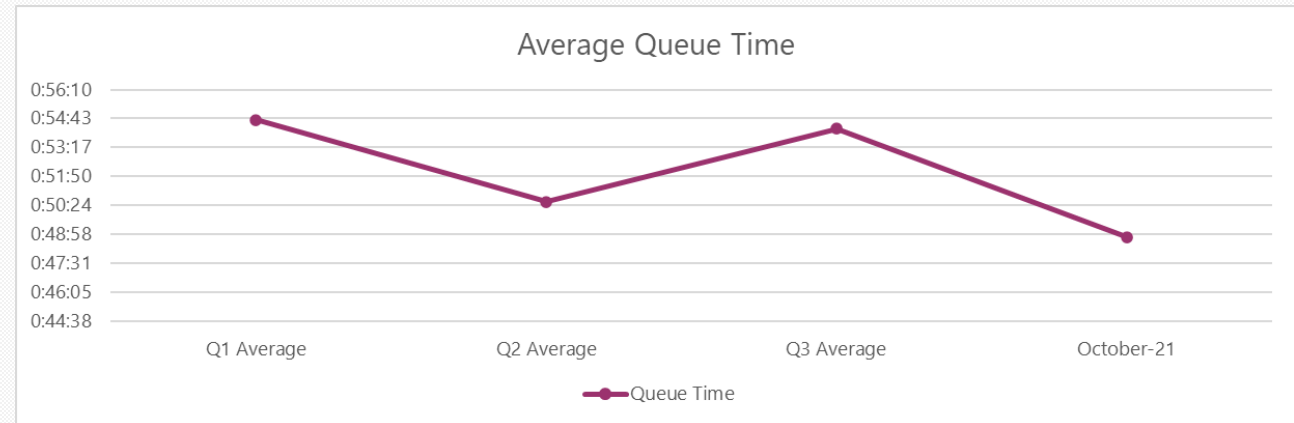
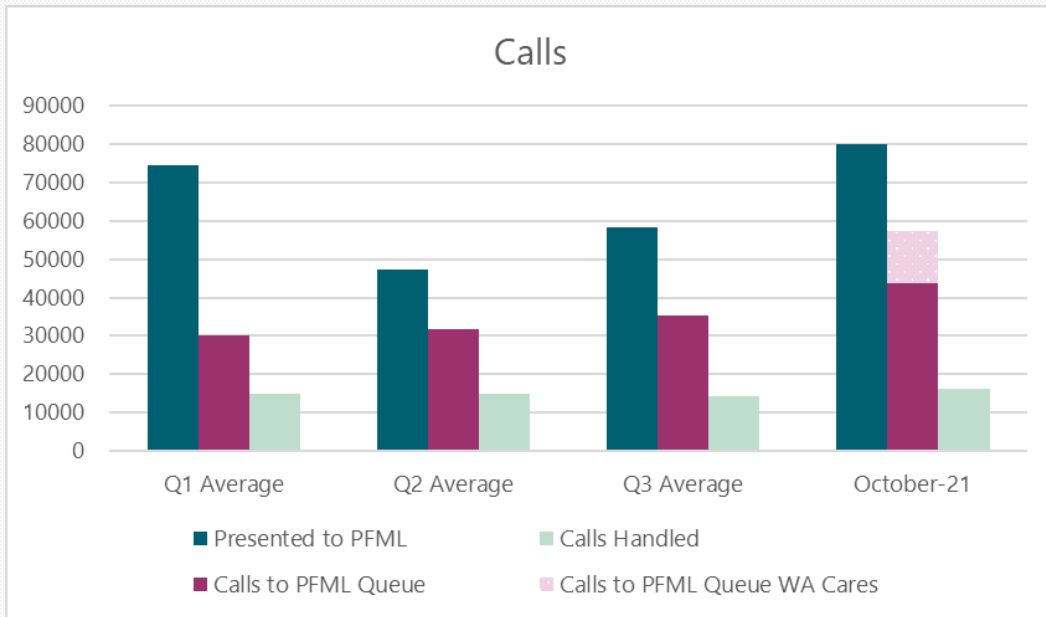


Redeterminations continued

- January 2021 to October 2021

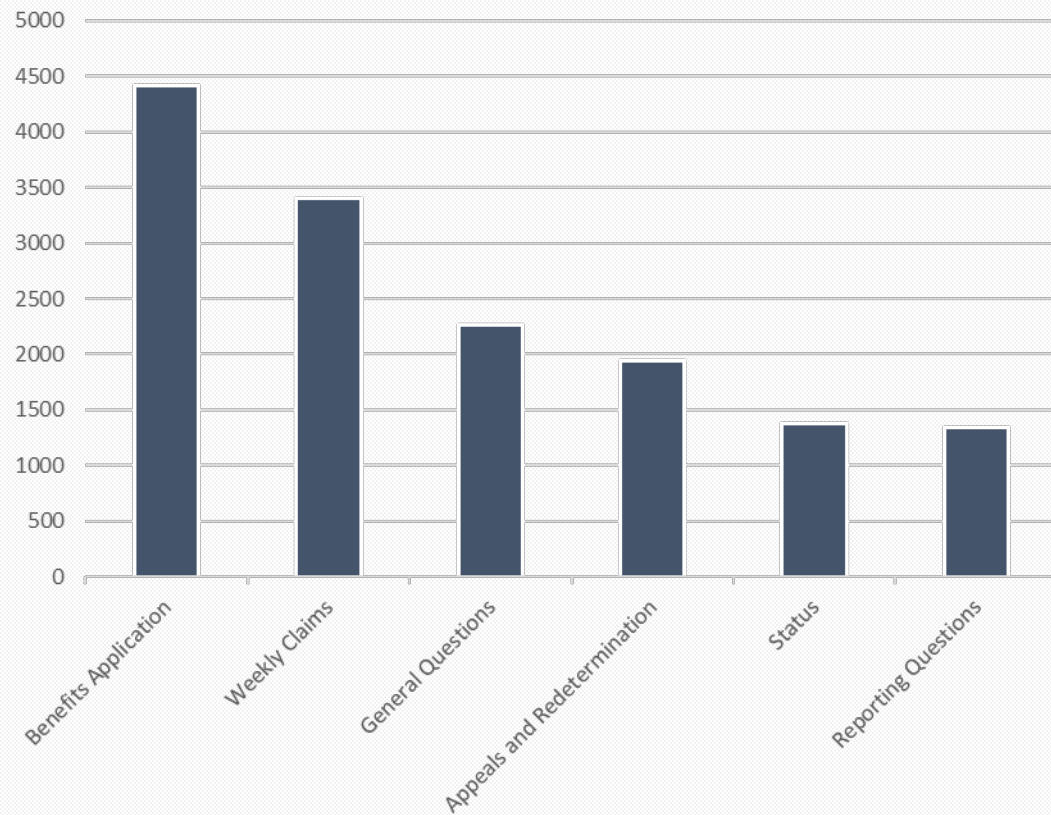


Telephony data



Telephony data

Types of Calls - October 2021



Breakdown of Calls - October 2021



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	58%	49%	37:29

** includes calls for WA Cares Fund*

2021 accomplishments

Completed projects

- Implemented the division portfolio
- Issued 1099s to benefit customers
- Increased capabilities in financial reporting and treasury management
- Phase one of increasing support for customers with LEP
- Implemented legislative changes (1073 & 5097)
- Introduced change management processes for Operations
- Analyzed fraud risk assessment and protections

Features released since January 2021

- Improvements to benefit customer experience
 - Added benefit customer preferred language to contact preferences
 - Collect permission to leave a detailed voicemail
 - Secure messaging for benefit customers
 - Reasonable accommodations process
- Enhancements to small business grants
 - Applying employer share of premium to grant recipients
 - Ability for employers to add additional documents to existing request
- Internal process improvements
 - Automation of finance processes
 - AX platform upgrade
 - Identity fraud protections
 - Added a dedicated employer support team

Work in progress

- Annual updates
 - Premium rate
 - Employer sizing
 - Maximum weekly benefit amount
- Issuing 1099s for 2021
- Improving the authorized representative process
- Phase two of increasing support for customers with LEP
- Voluntary Plan cost report
- System security improvements
- Audit and compliance process ramp-up
- Staffing to September 2021 report

2022 priorities

2022 strategic goals

Improve employer
and employee
success with our
programs.

Cultivate
organizational
health through a
culture of inclusivity.

Value and promote
diversity, equity and
inclusion in all our
work.

Strengthen internal
and external
partnerships.

Key strategies

Improve capabilities to ensure employers fulfill their program responsibilities

Improve employee success and reduce barriers to access

Implement WA Cares milestones and investments

Create a more diverse, equitable and inclusive workplace culture

Establish and grow community partnerships

Support and align with agency-wide projects, services, and standards

Measuring success

Improve capabilities to ensure employers fulfill their program responsibilities

- Evaluate employers who aren't participating because of CBA exclusion
- Share list of employers with approved voluntary plans*

Improve employee success and reduce barriers to access

- Simplify the medical to bonding transition
- Allow application before qualifying event
- Clarify the use of medical leave during pregnancy
- Improved response times to customer questions

Establish and grow community partnerships

- Improve the authorized representative process

* *Requires legislative change*

December meeting

Details

- 9 a.m. on Thursday, December 16, 2021

Agenda

- Topics?

Open comment

Continue the conversation

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Visit us online at
www.paidleave.wa.gov



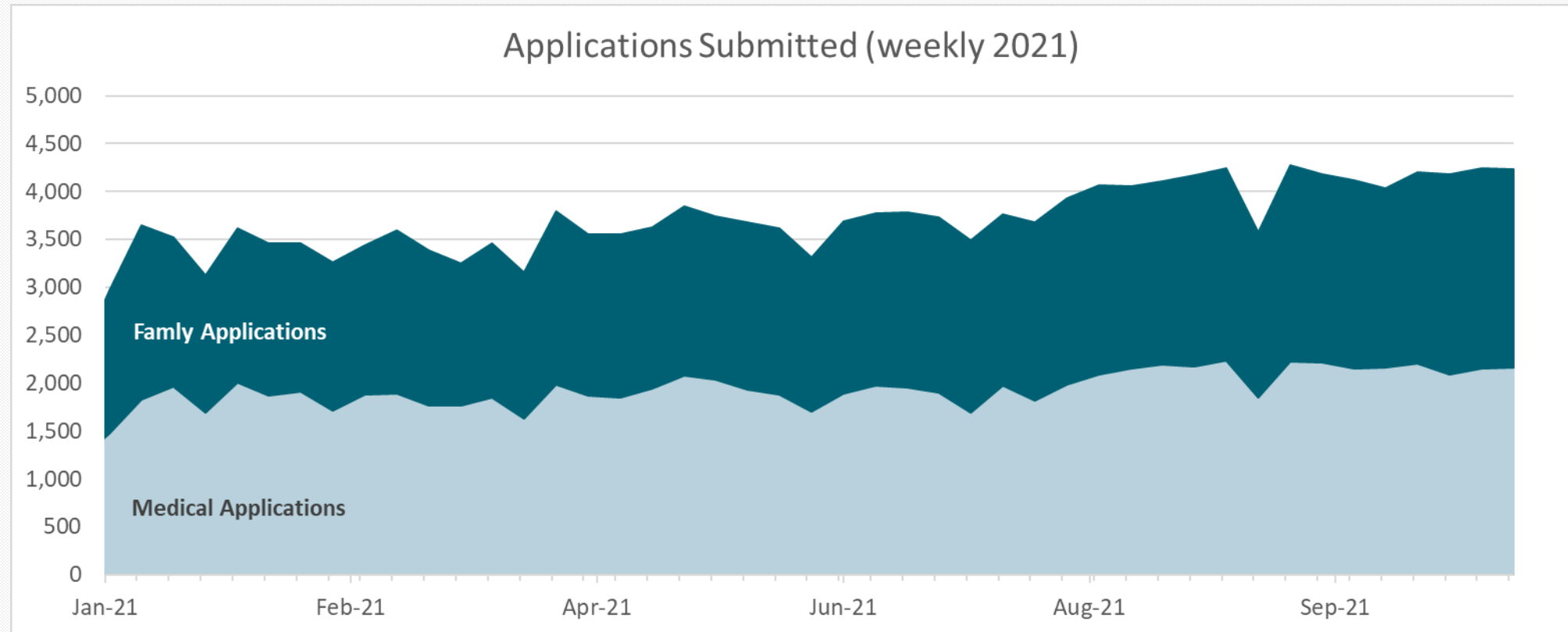
Join our listserv at
bit.ly/PaidLeaveList

Operations Telephony Data

8/30-11/5

Customer Care Call Processing	8/30	9/6	9/13	9/20	9/27	10/4	10/11	10/18	10/25	11/1
	9/3	9/10	9/17	9/24	10/1	10/8	10/15	10/22	10/29	11/5
Calls Presented to PFML	10,847	12,004	13,993	12,434	14,395	16,562	20,778	17,897	21,081	16,868
Calls Presented	8,164	7,471	9,091	9,109	9,523	10,797	10,689	9,245	11,002	9,329
Calls Answered	3,812	2,763	3,586	3,382	4,051	4,222	3,527	3,551	3,950	4,206
Calls Abandoned	4,352	4,708	5,505	5,727	5,472	6,575	7,162	5,694	7,052	5,123
Average Handle Time	0:10:02	0:09:33	0:09:34	0:10:04	0:09:40	0:08:52	0:09:19	0:09:16	0:10:11	0:09:54
Max Handle Time	1:49:46	1:36:32	1:29:19	3:41:34	2:15:59	1:30:41	2:21:22	1:59:08	2:23:38	1:52:42
Average Queue Time	0:39:27	0:56:58	0:52:21	0:55:12	0:46:46	0:40:17	0:53:31	0:49:30	0:57:20	0:42:51
Max Queue Time	2:37:59	3:50:31	3:28:51	3:33:35	4:11:24	3:33:47	5:00:32	4:27:02	5:58:33	5:25:05

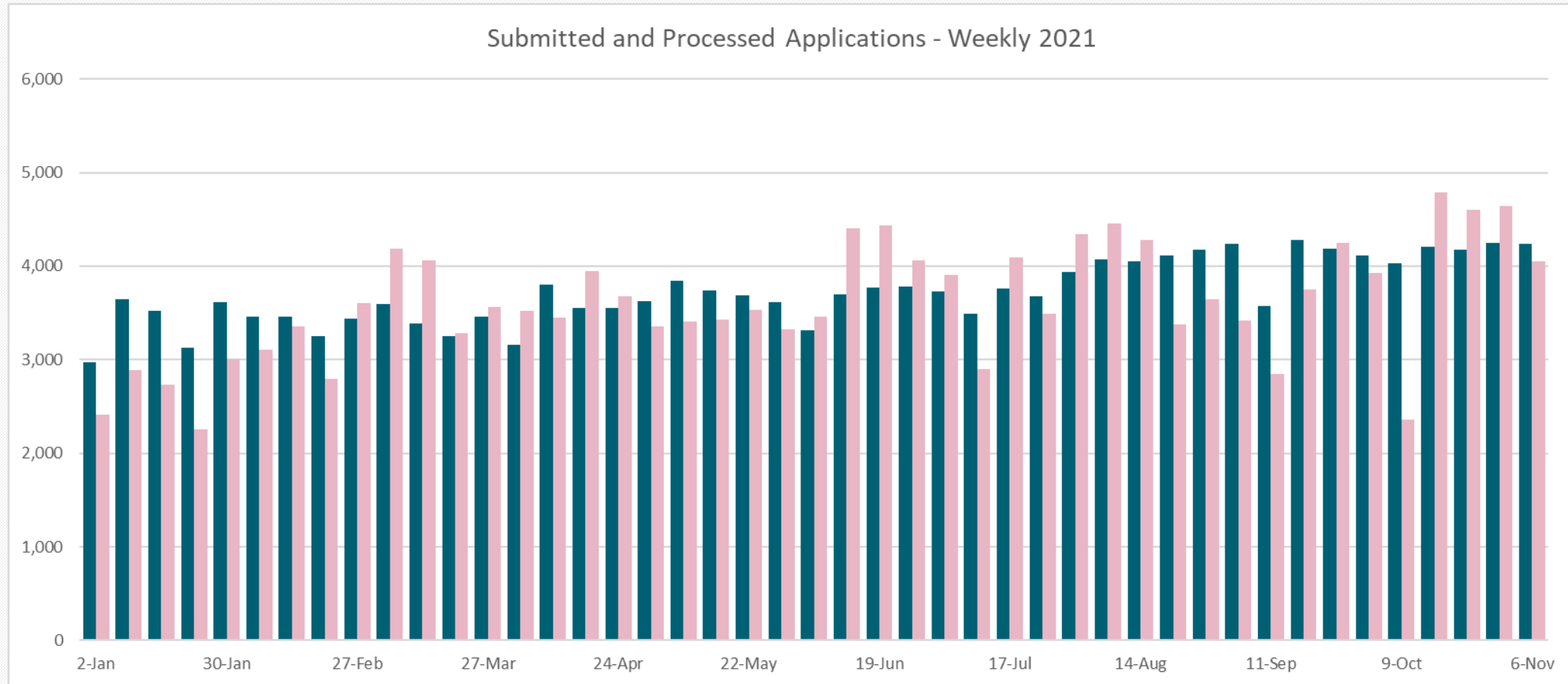
Application & Weekly Claim data through 11/6/21



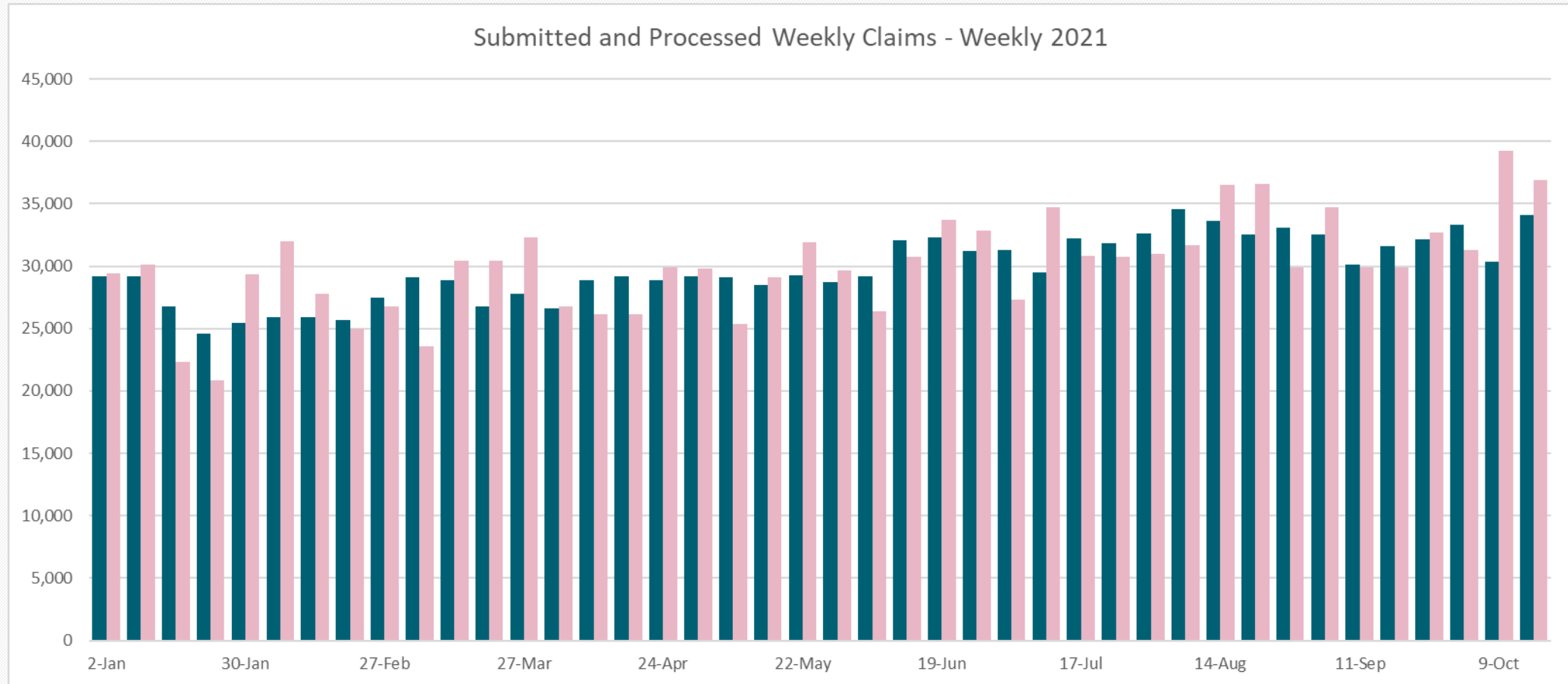
Application & Weekly Claim data past 10 weeks

Week Ending	4-Sep	11-Sep	18-Sep	25-Sep	2-Oct	9-Oct	16-Oct	23-Oct	30-Oct	6-Nov
Applications submitted	4,238	3,574	4,275	4,185	4,116	4,033	4,206	4,178	4,245	4,233
Submitted via paper	34	27	39	62	61	55	67	47	40	51
Family total	47%	48%	48%	47%	48%	46%	48%	50%	49%	49%
Family Bonding	35%	36%	35%	34%	36%	34%	36%	36%	36%	36%
Family Care	12%	12%	13%	13%	12%	12%	12%	13%	13%	13%
Family Military	0.02%	0.08%	0.16%	0.05%	0.05%	0.10%	0.07%	0.05%	0.02%	0.05%
Medical total	53%	52%	52%	53%	52%	54%	52%	50%	51%	51%
Medical Self	45%	45%	45%	45%	45%	46%	44%	42%	38%	37%
Medical Pregnancy	8%	7%	8%	7%	8%	8%	8%	8%	13%	14%

Application & Weekly Claim data – through 11/6/21



Application & Weekly Claim data – through 11/6/21



Processing time – past 10 weeks

Week Ending	4-Sep	11-Sep	18-Sep	25-Sep	2-Oct	9-Oct	16-Oct	23-Oct	30-Oct	6-Nov
Avg weeks processing time for applications processed in the week indicated	2.1	2.5	2.6	2.5	2.5	3.0	2.9	2.6	2.7	2.7
Median weeks processing time for applications processed in the week indicated	1.9	2.1	2.3	2.3	2.1	2.6	2.7	2.4	2.1	2.3