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

<table>
<thead>
<tr>
<th>Date Processing</th>
<th>Days Out</th>
<th>Backlog</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/19/2021</td>
<td>43</td>
<td>5,000+</td>
</tr>
</tbody>
</table>

Processing date: 11/15

<table>
<thead>
<tr>
<th>Date Processing</th>
<th>Days Out</th>
<th>Backlog</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/26/2021</td>
<td>21</td>
<td>2,746</td>
</tr>
</tbody>
</table>

Paid Family and Medical Leave | Employment Security Department
Redeterminations continued

• January 2021 to October 2021
Telephony data

Calls

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

Average Queue Time

- Queue Time

Paid Family and Medical Leave | Employment Security Department

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Telephony data

Types of Calls - October 2021

- Benefits Application: 4000
- Weekly Claims: 3500
- General Questions: 2500
- Appeals and Redetermination: 2000
- Status: 1500
- Reporting Questions: 1000

Breakdown of Calls - October 2021

- Benefits Application: 60%
- How to 865: 10%
- Weekly Claims: 10%
- Payments 1161: 5%
- General Questions: 5%
- Forms and Documents 605: 5%
- General Questions 605: 5%
- 820 Hours/Wages and Hours 924: 5%
# 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>58%</td>
<td>49%</td>
<td>37:29</td>
</tr>
</tbody>
</table>

* 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
  o Added benefit customer preferred language to contact preferences
  o Collect permission to leave a detailed voicemail
  o Secure messaging for benefit customers
  o Reasonable accommodations process

• Enhancements to small business grants
  o Applying employer share of premium to grant recipients
  o Ability for employers to add additional documents to existing request

• Internal process improvements
  o Automation of finance processes
  o AX platform upgrade
  o Identity fraud protections
  o 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

<table>
<thead>
<tr>
<th>Key Strategy</th>
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<tbody>
<tr>
<td>Improve capabilities to ensure employers fulfill their program responsibilities</td>
</tr>
<tr>
<td>Improve employee success and reduce barriers to access</td>
</tr>
<tr>
<td>Implement WA Cares milestones and investments</td>
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<tr>
<td>Create a more diverse, equitable and inclusive workplace culture</td>
</tr>
<tr>
<td>Establish and grow community partnerships</td>
</tr>
<tr>
<td>Support and align with agency-wide projects, services, and standards</td>
</tr>
</tbody>
</table>
### Measuring success

<table>
<thead>
<tr>
<th>Improve capabilities to ensure employers fulfill their program responsibilities</th>
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<tbody>
<tr>
<td>• Evaluate employers who aren’t participating because of CBA exclusion</td>
</tr>
<tr>
<td>• Share list of employers with approved voluntary plans*</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Improve employee success and reduce barriers to access</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Simplify the medical to bonding transition</td>
</tr>
<tr>
<td>• Allow application before qualifying event</td>
</tr>
<tr>
<td>• Clarify the use of medical leave during pregnancy</td>
</tr>
<tr>
<td>• Improved response times to customer questions</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Establish and grow community partnerships</th>
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<tbody>
<tr>
<td>• Improve the authorized representative process</td>
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</table>

* Requires legislative change
December meeting

Details

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

Agenda

• Topics?
Open comment
Continue the conversation

Lisa Kissler
Director, Paid Family & Medical Leave
Employment Security Department
lisa.kissler@esd.wa.gov

Visit us online at
www.paidleave.wa.gov

Join our listserv at
bit.ly/PaidLeaveList
# Operations Telephony Data

8/30-11/5

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9/3</td>
<td>9/10</td>
<td>9/17</td>
<td>9/24</td>
<td>10/1</td>
<td>10/8</td>
<td>10/15</td>
<td>10/22</td>
<td>10/29</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calls Presented to PFML</td>
<td>10,847</td>
<td>12,004</td>
<td>13,993</td>
<td>12,434</td>
<td>14,395</td>
<td>16,562</td>
<td>20,778</td>
<td>17,897</td>
<td>21,081</td>
<td>16,868</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calls Presented</td>
<td>8,164</td>
<td>7,471</td>
<td>9,091</td>
<td>9,109</td>
<td>9,523</td>
<td>10,797</td>
<td>10,689</td>
<td>9,245</td>
<td>11,002</td>
<td>9,329</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calls Answered</td>
<td>3,812</td>
<td>2,763</td>
<td>3,586</td>
<td>3,382</td>
<td>4,051</td>
<td>4,222</td>
<td>3,527</td>
<td>3,551</td>
<td>3,950</td>
<td>4,206</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calls Abandoned</td>
<td>4,352</td>
<td>4,708</td>
<td>5,505</td>
<td>5,727</td>
<td>5,472</td>
<td>5,575</td>
<td>7,162</td>
<td>5,694</td>
<td>7,052</td>
<td>5,123</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Handle Time</td>
<td>0:10:02</td>
<td>0:09:33</td>
<td>0:09:34</td>
<td>0:10:04</td>
<td>0:09:40</td>
<td>0:08:52</td>
<td>0:09:19</td>
<td>0:09:16</td>
<td>0:10:11</td>
<td>0:09:54</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Application & Weekly Claim data through 11/6/21

Applications Submitted (weekly 2021)

- Family Applications
- Medical Applications

Jan-21  Feb-21  Apr-21  Jun-21  Aug-21  Sep-21
### Application & Weekly Claim data past 10 weeks

<table>
<thead>
<tr>
<th>Week Ending</th>
<th>4-Sep</th>
<th>11-Sep</th>
<th>18-Sep</th>
<th>25-Sep</th>
<th>2-Oct</th>
<th>9-Oct</th>
<th>16-Oct</th>
<th>23-Oct</th>
<th>30-Oct</th>
<th>6-Nov</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications submitted</td>
<td>4,238</td>
<td>3,574</td>
<td>4,275</td>
<td>4,185</td>
<td>4,116</td>
<td>4,033</td>
<td>4,206</td>
<td>4,178</td>
<td>4,245</td>
<td>4,233</td>
</tr>
<tr>
<td>Submitted via paper</td>
<td>34</td>
<td>27</td>
<td>39</td>
<td>62</td>
<td>61</td>
<td>55</td>
<td>67</td>
<td>47</td>
<td>40</td>
<td>51</td>
</tr>
<tr>
<td><strong>Family total</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family Bonding</td>
<td>47%</td>
<td>48%</td>
<td>48%</td>
<td>47%</td>
<td>48%</td>
<td>46%</td>
<td>48%</td>
<td>50%</td>
<td>49%</td>
<td>49%</td>
</tr>
<tr>
<td>Family Care</td>
<td>35%</td>
<td>36%</td>
<td>35%</td>
<td>34%</td>
<td>36%</td>
<td>34%</td>
<td>36%</td>
<td>36%</td>
<td>36%</td>
<td>36%</td>
</tr>
<tr>
<td>Family Military</td>
<td>12%</td>
<td>12%</td>
<td>13%</td>
<td>13%</td>
<td>12%</td>
<td>12%</td>
<td>12%</td>
<td>13%</td>
<td>13%</td>
<td>13%</td>
</tr>
<tr>
<td><strong>Medical total</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical Self</td>
<td>0.02%</td>
<td>0.08%</td>
<td>0.16%</td>
<td>0.05%</td>
<td>0.05%</td>
<td>0.10%</td>
<td>0.07%</td>
<td>0.05%</td>
<td>0.02%</td>
<td>0.05%</td>
</tr>
<tr>
<td>Medical Pregnancy</td>
<td>53%</td>
<td>52%</td>
<td>52%</td>
<td>53%</td>
<td>52%</td>
<td>54%</td>
<td>52%</td>
<td>50%</td>
<td>51%</td>
<td>51%</td>
</tr>
</tbody>
</table>
Application & Weekly Claim data – through 11/6/21

Submitted and Processed Applications - Weekly 2021

- Bar chart showing the number of submitted and processed applications from 2-Jan to 6-Nov 2021.

Paid Family and Medical Leave | Employment Security Department
Application & Weekly Claim data – through 11/6/21

Submitted and Processed Weekly Claims - Weekly 2021

Paid Family and Medical Leave | Employment Security Department
### Processing time – past 10 weeks

<table>
<thead>
<tr>
<th>Week Ending</th>
<th>4-Sep</th>
<th>11-Sep</th>
<th>18-Sep</th>
<th>25-Sep</th>
<th>2-Oct</th>
<th>9-Oct</th>
<th>16-Oct</th>
<th>23-Oct</th>
<th>30-Oct</th>
<th>6-Nov</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Avg weeks</strong> processing time for applications processed in the week indicated</td>
<td>2.1</td>
<td>2.5</td>
<td>2.6</td>
<td>2.5</td>
<td>2.5</td>
<td>3.0</td>
<td>2.9</td>
<td>2.6</td>
<td>2.7</td>
<td>2.7</td>
</tr>
<tr>
<td><strong>Median weeks</strong> processing time for applications processed in the week indicated</td>
<td>1.9</td>
<td>2.1</td>
<td>2.3</td>
<td>2.3</td>
<td>2.1</td>
<td>2.5</td>
<td>2.7</td>
<td>2.4</td>
<td>2.1</td>
<td>2.3</td>
</tr>
</tbody>
</table>