

Washington  
**Paid Family & Medical Leave**



**Employment Security Department**  
WASHINGTON STATE

# Advisory Committee Meeting

Wednesday, December 13, 2023

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# Agenda

Introductions & approve October minutes

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Program & fiscal updates

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2023 annual report highlights

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2023 accomplishments & current program priorities

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Open comment & adjourn

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# Meeting structure

Only Advisory Committee members and presenters will be unmuted or speaking during the meeting.

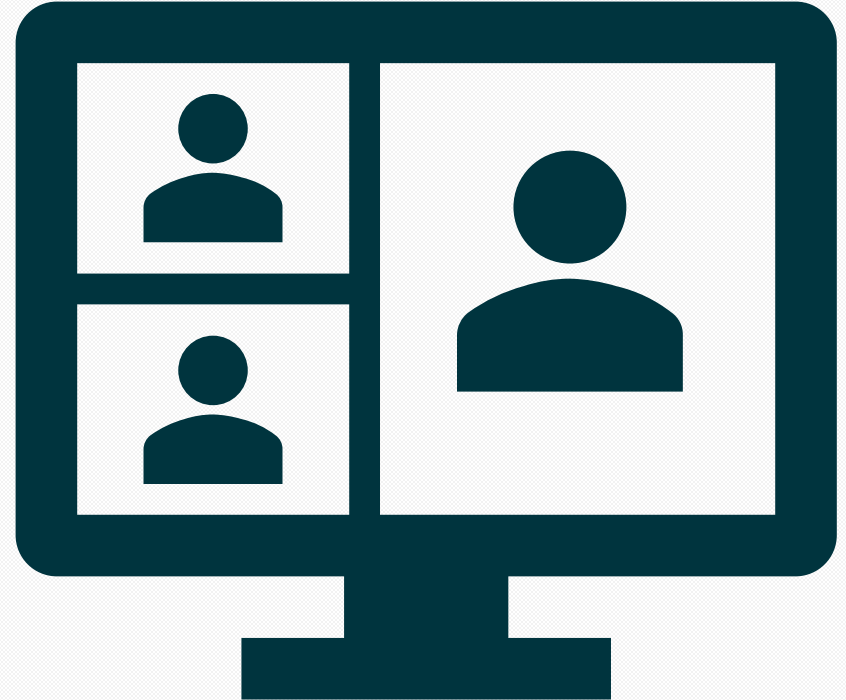
Public to hold all feedback until open comment at the end.

Comments and questions in chat or the meeting will be reviewed during Open Comment at the end of the meeting.

# Introductions

## Advisory Committee Members

- Advisory committee members will introduce themselves in-person or online.



# Approve October minutes



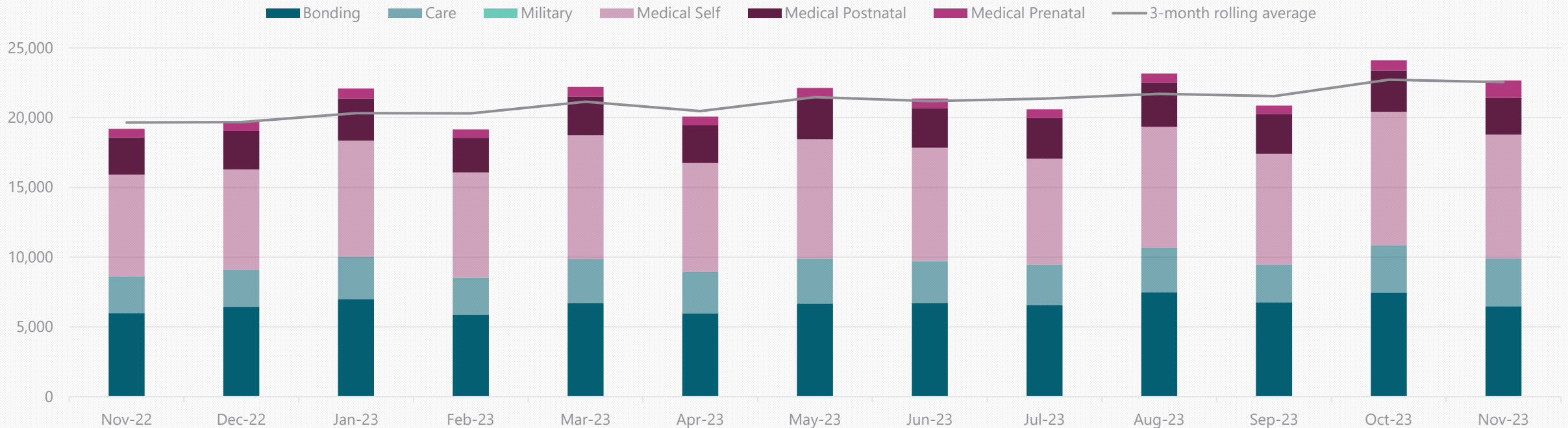
# Program and fiscal update

Steve Zawoysky, Treasury Manager

Brian Kennedy, Forecast & Economic Analyst

John Mattes, Operations Manager

# Claim applications submitted by type

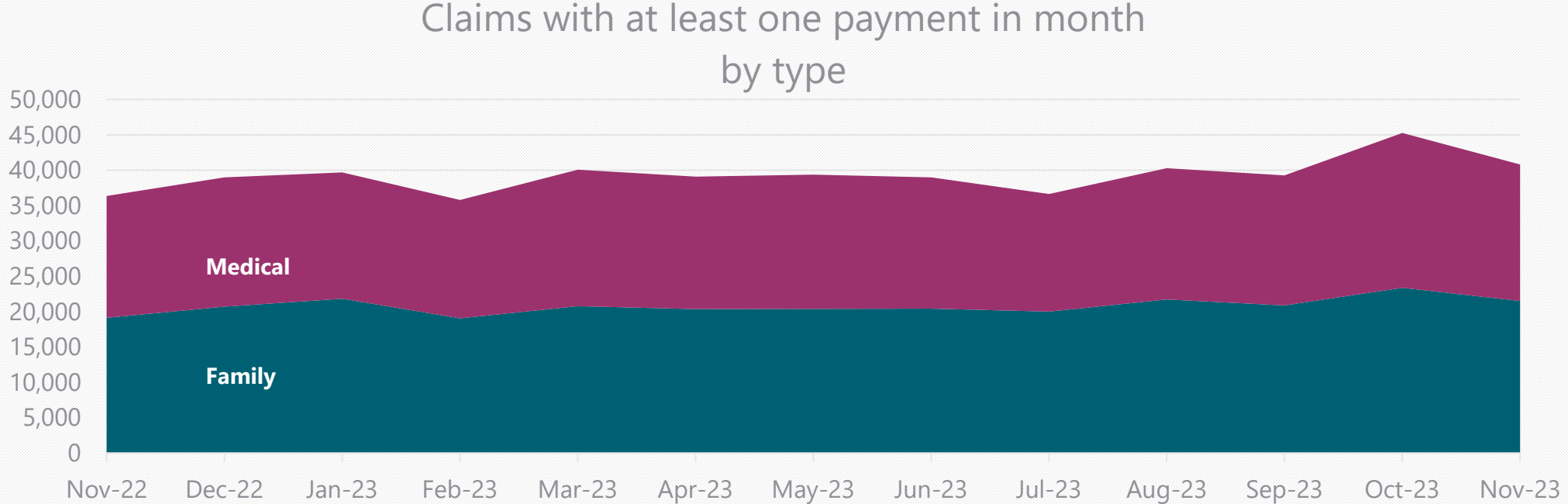


- November 2023, we received 22,660 applications – 4<sup>th</sup> highest to date.
  - 6% less than last month
  - 18% more than November of last year
- Continue to see shift towards medical leave types ~ 44% family, 56% medical
- Three-month rolling average ~ 22K claim applications



# Approval rate and monthly claims with payment(s)

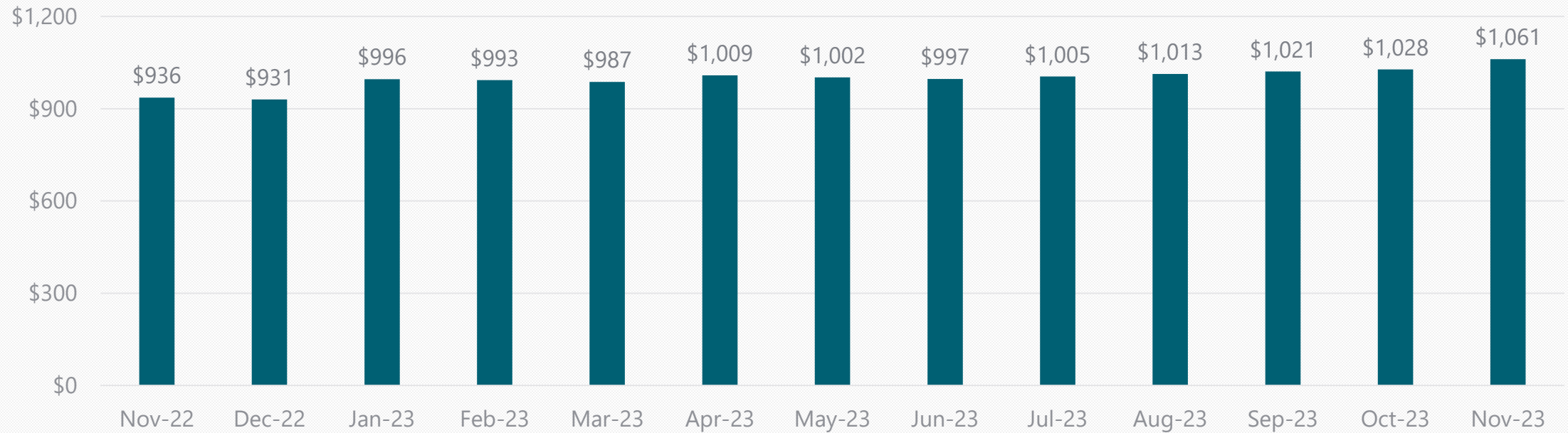
- Percentage of claims approved continues to be relatively stable in past year
- Unique leave claims in the last 12 months – 126,759 family and 137,017 medical
- November 2023 total unique paid leave claims: 40,809
  - 12% more than November of last year





# Weekly benefit levels

- Jan-Nov 2023 average: \$1,004
  - 7% higher than Jan-Nov of 2022, \$936

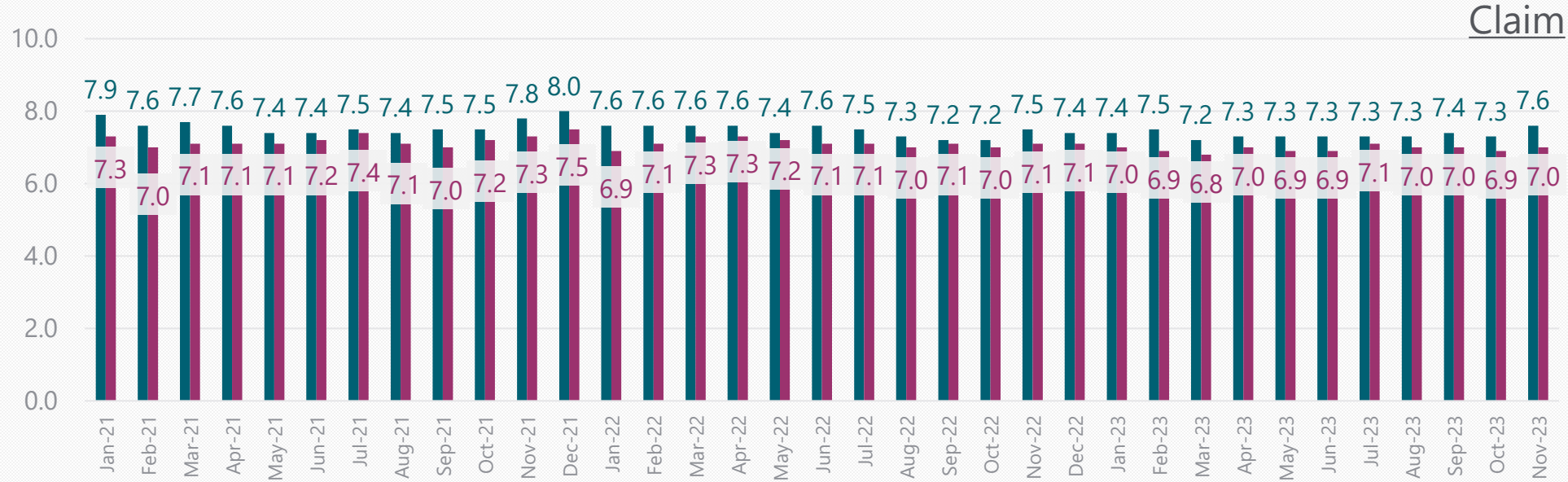


*Technical note: Average weekly benefit amount for approved claims grouped by claim year start month, most recent months typically drop slightly as data matures.*

# Lengths of leave (average)

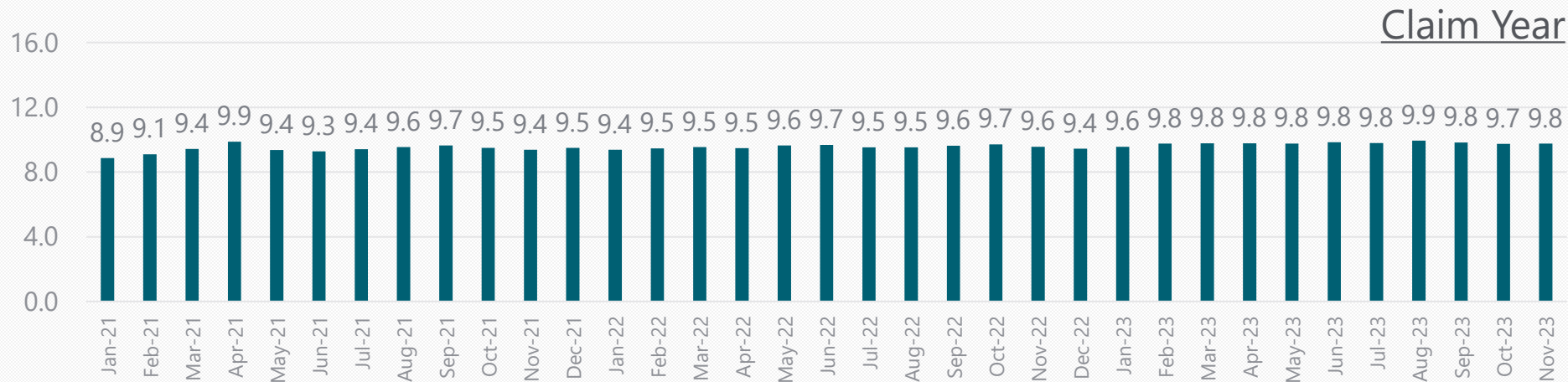
## Comparing to 2022

- Family: 7.6 weeks
- Medical: 7.3 weeks



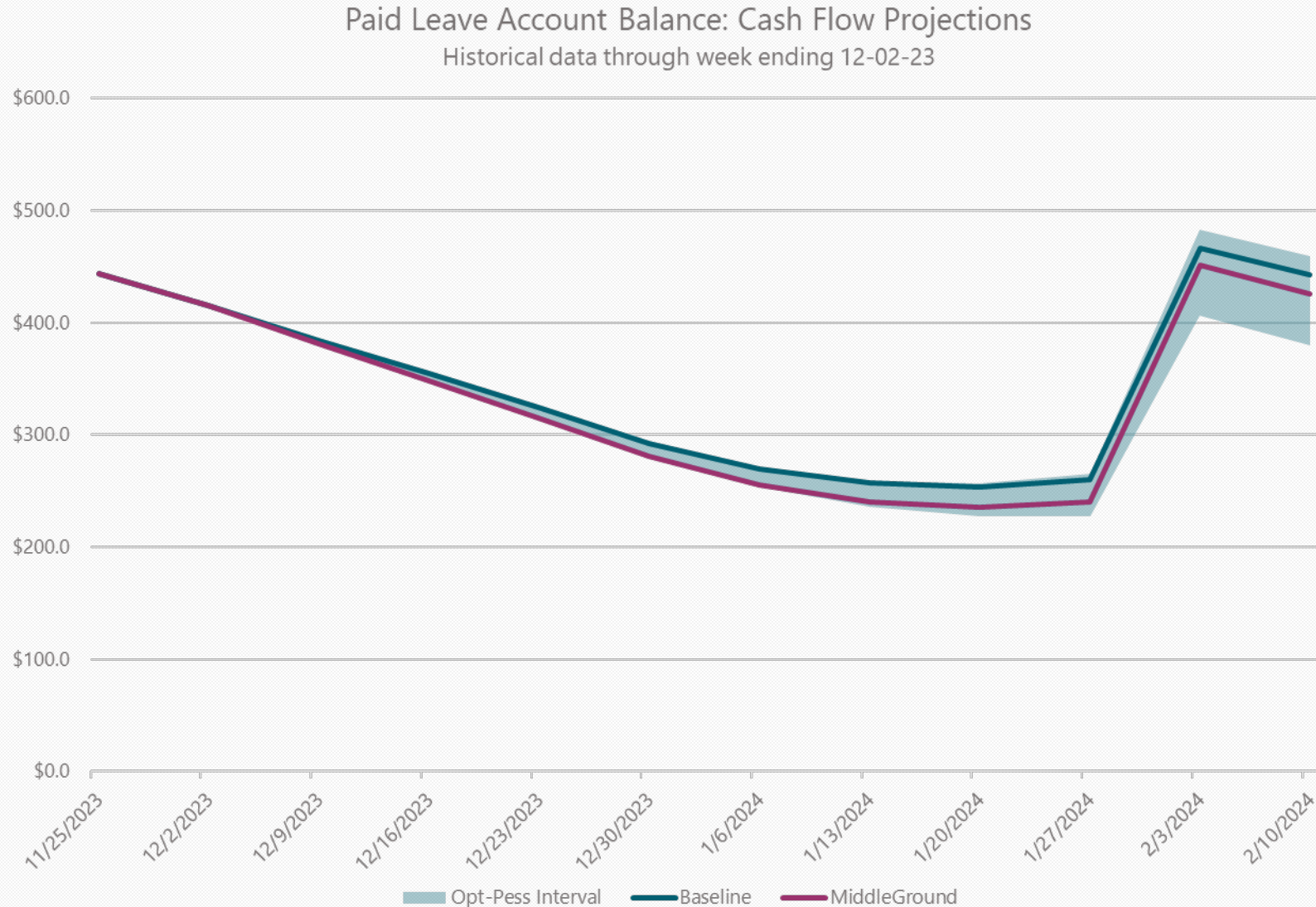
## Comparing to 2022

- 9.6 weeks

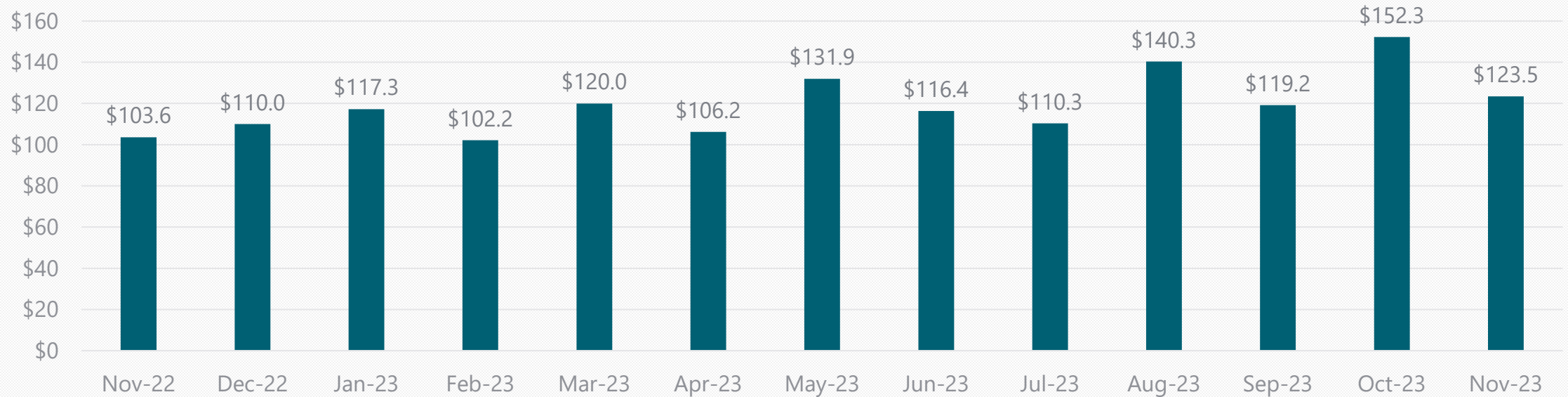


# Fiscal projections

- Minimum estimated balance
  - Mid-Jan: ~\$250 million
- Lowered risk of short-term deficit in future cycles but still a concern for a couple years
- Will take a few years to establish 3-month reserve



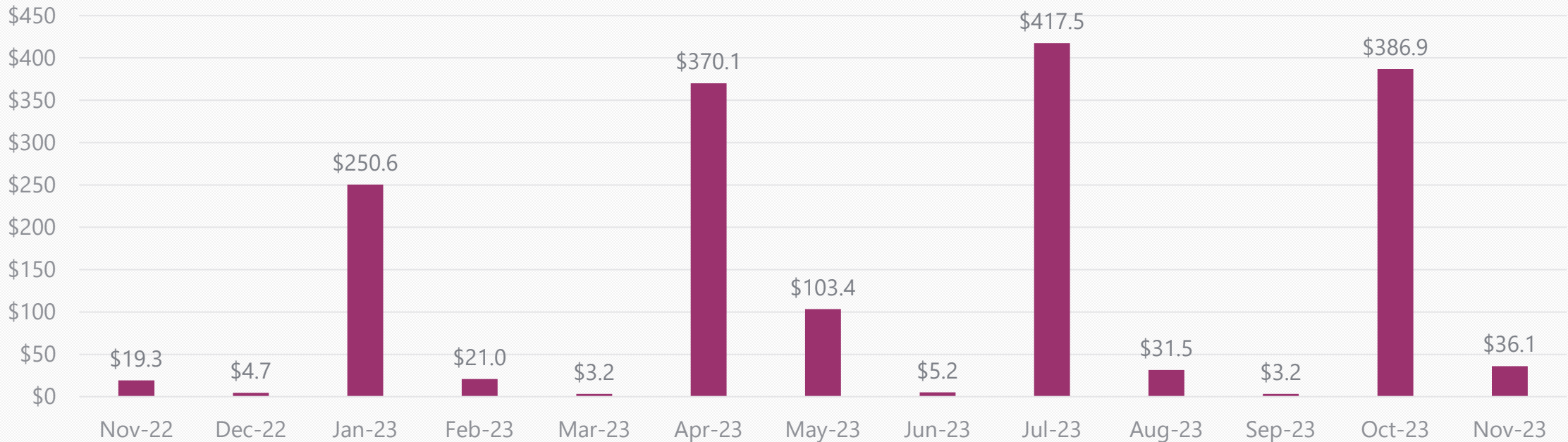
# Monthly benefits paid (millions)



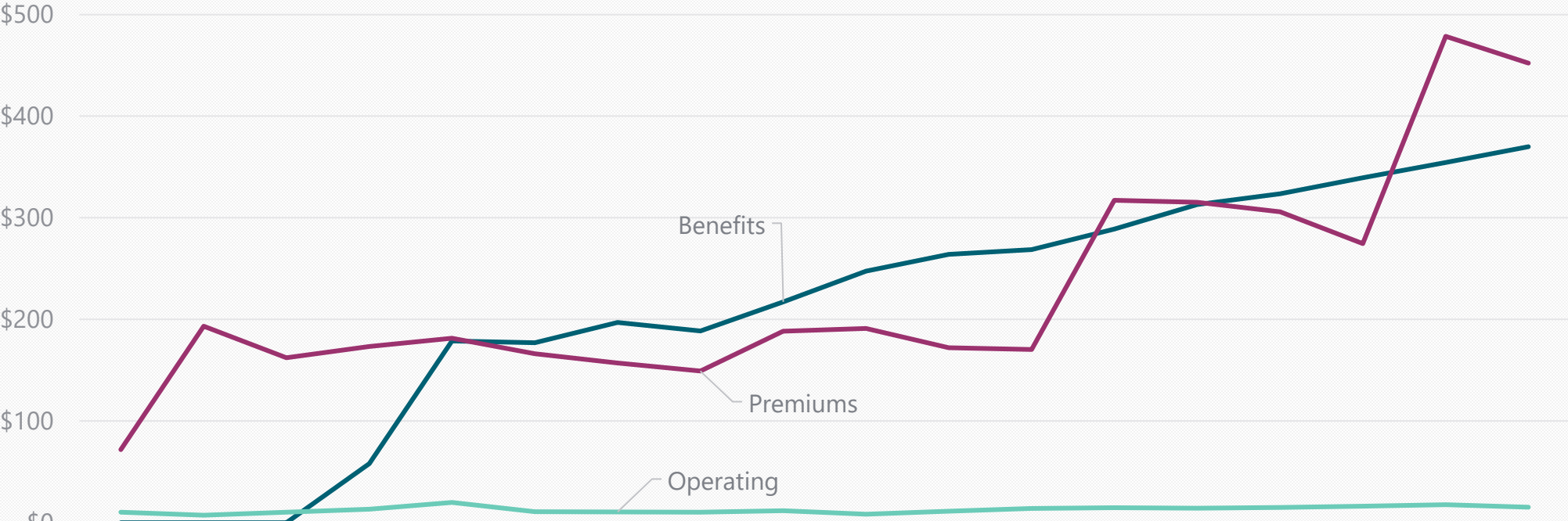
- November 2023 had \$123.5 million in benefits paid
  - 19% less than October
  - 19% more than last November
- \$1.4 billion in benefits paid in 2023 Jan-Nov
  - \$255 million more, or 24% higher, than 2022 Jan-Nov
- \$120.8 million average monthly benefits paid over preceding twelve months

# Monthly premiums remitted (millions)

- Cyclical pattern of highest monthly premium transactions occurring at end of quarterly reporting months
- Premiums assessed for each quarter are remitted in the following quarter
- Q3 Premiums remitted Oct-Nov were \$422.9 million compared to \$301.1 million in same period of 2022—an increase of 40%

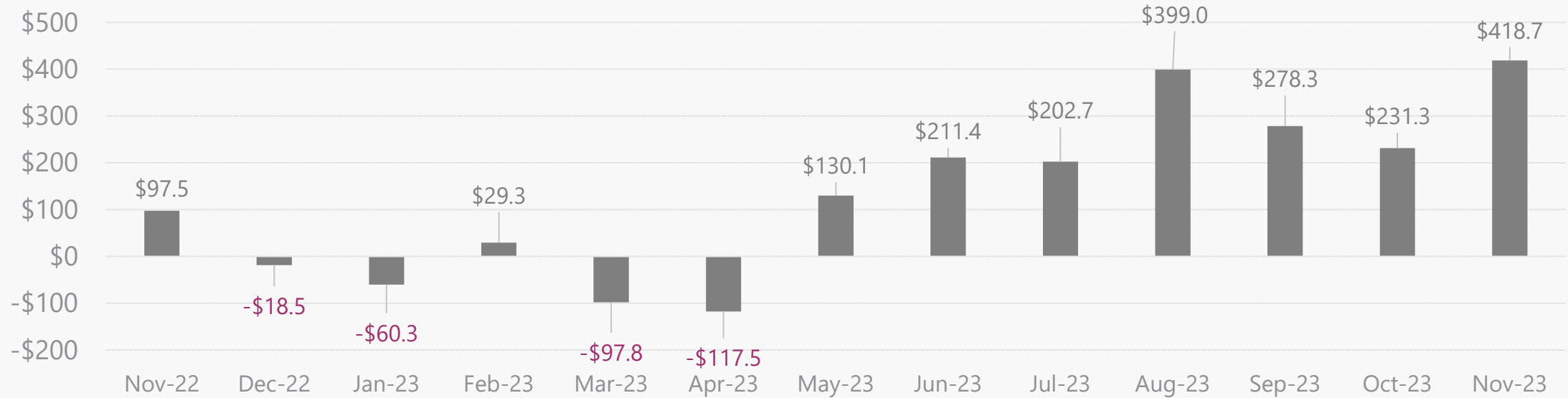


# Premiums, benefits, operating expenses, and account balance by quarter (millions)



	2019-2	2019-3	2019-4	2020-1	2020-2	2020-3	2020-4	2021-1	2021-2	2021-3	2021-4	2022-1	2022-2	2022-3	2022-4	2023-1	2023-2	2023-3
Benefits	\$0.0	\$0.0	\$0.0	\$58.1	\$178.7	\$177.0	\$196.9	\$188.7	\$217.2	\$247.6	\$264.0	\$268.7	\$289.0	\$313.0	\$323.7	\$339.5	\$354.5	\$369.9
Premiums	\$72.0	\$193.4	\$162.2	\$173.3	\$181.4	\$166.2	\$157.2	\$149.2	\$188.3	\$191.2	\$172.1	\$170.4	\$317.2	\$315.4	\$305.8	\$274.7	\$478.7	\$452.2
Operating	\$10.2	\$7.3	\$10.3	\$13.2	\$19.9	\$10.8	\$10.6	\$10.3	\$11.8	\$8.3	\$11.2	\$13.9	\$14.7	\$14.3	\$15.0	\$16.2	\$17.7	\$15.2
Account Balance	\$26.8	\$209.8	\$372.1	\$467.2	\$454.2	\$426.8	\$376.4	\$326.6	\$286.5	\$221.5	\$123.0	\$19.1	\$31.6	\$16.8	-\$18.5	-\$97.8	\$211.4	\$278.3

# Monthly ending account balance (millions)



- November 2022 ending balance was \$97.5 million
- November 2023 ending balance was \$418.7 million
- November year over year increase in account balance due to:
  - \$200 million FY23 supplemental budget transfer
  - \$121.2 million excess of total revenues over expenditures (includes benefits and administrative expenses)

# Time from application submission to first payment

Month	Average weeks	Median weeks
Nov 2022	4.3	3.0
Nov 2023	4.6	4.4

Month	Average weeks	Median weeks
Jan 2023	4.5	3.3
Feb 2023	4.3	3.3
Mar 2023	3.9	2.9
Apr 2023	4.2	3.0
May 2023	4.2	3.1
June 2023	4.7	3.6
July 2023	5.3	4.3
Aug 2023	5.3	4.4
Sept 2023	5.1	4.4
Oct 2023	4.3	3.3
Nov 2023	4.6	3.4



# Phones

Month	Percentage of calls into queue*	Percentage of calls answered from Paid Leave queue	Queue time for Paid Leave
January 2023	79%	68%	08:27
February 2023	81%	65%	09:42
March 2023	85%	66%	04:12
April 2023	84%	62%	05:59
May 2023	82%	60%	12:27
June 2023	75%	66%	22:35
July 2023	62%	57%	27:23
August 2023	66%	50%	25:24
September 2023	48%	46%	29:20
October 2023	31%	56%	28:27
November 2023	37%	57%	28:19

## Since September 2022:

- 28% decrease in calls into queue.
- 40% decrease in calls answered

# 2023 annual report highlights

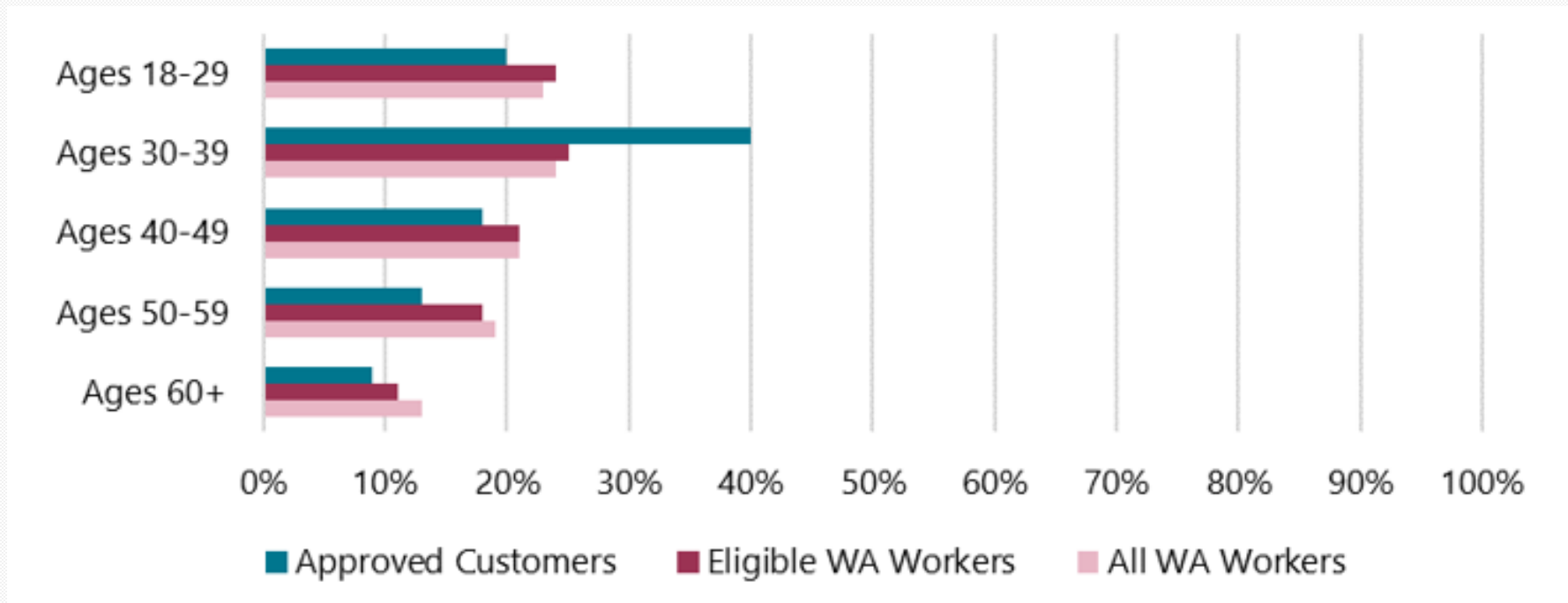
Julie York, Research & Data Team

# Program participant demographics & employer characteristics

- We included **customers who submitted benefit applications** between July 2022 – June 2023, and **were approved with at least one payment.**
- Using census data for the demographics and wage reports for the employment characteristics, we constructed estimates of **1) Washington workers who meet work history eligibility requirements** and **2) all Washington workers.**
- We looked at participation by **age, gender, race, language preference, county, average hourly wage, employer size, and employer industry.**
- In addition to the [annual report](#), these comparisons can be viewed on the [Paid Leave Demographics Dashboard on the ESD website.](#)

# Age continues to be the most significant driver behind program participation.

**Customer comparison to eligible WA workers and all WA workers by age**



Source: ACS 1-Year Estimates Public Use Microdata Sample 2021 & WA Paid Leave Administrative Data 7/1/2022 - 6/30/2023

# Female customers appear to have higher participation rates.

## Customer comparison to eligible WA workers and all WA workers by gender



Source: ACS 1-Year Estimates Public Use Microdata Sample 2021 & WA Paid Leave Administrative Data 7/1/2022 - 6/30/2023

# AI/AN, Asian, White, and customers who identify as another race appear to have lower participation.

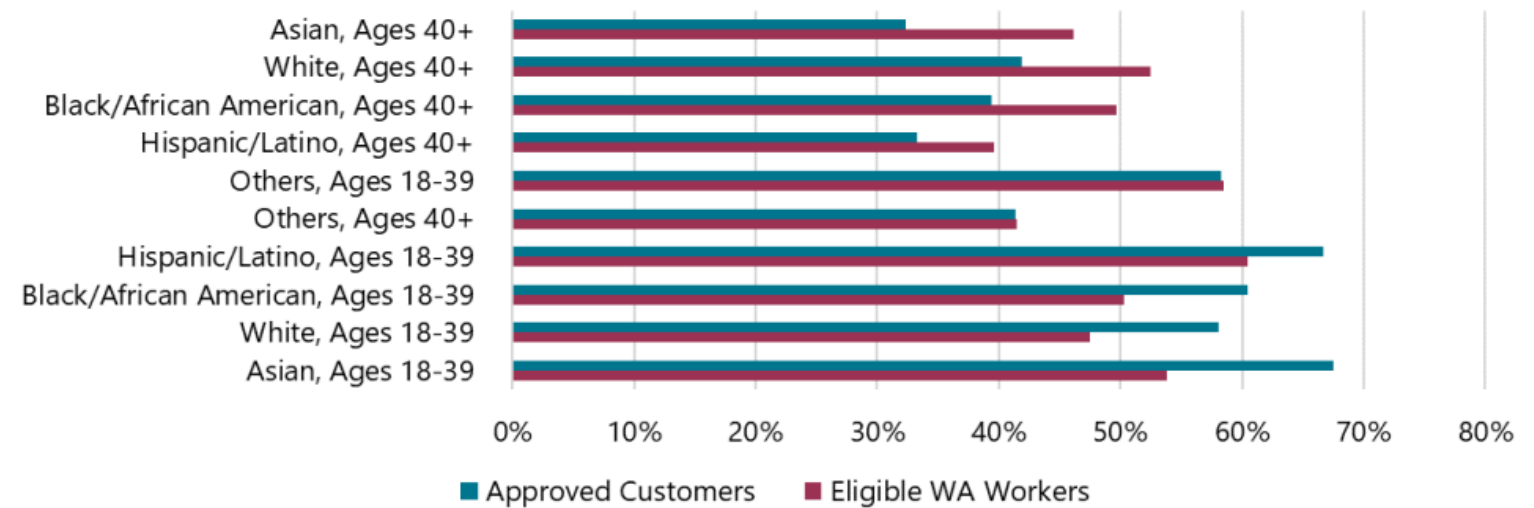
## Customer comparison to eligible WA workers and all WA workers by race



Source: ACS 1-Year Estimates Public Use Microdata Sample 2021 & WA Paid Leave Administrative Data 7/1/2022 - 6/30/2023

Looking at race, gender, and age together provides a better view of racial subgroup participation.

### Female customer comparison to eligible WA workers



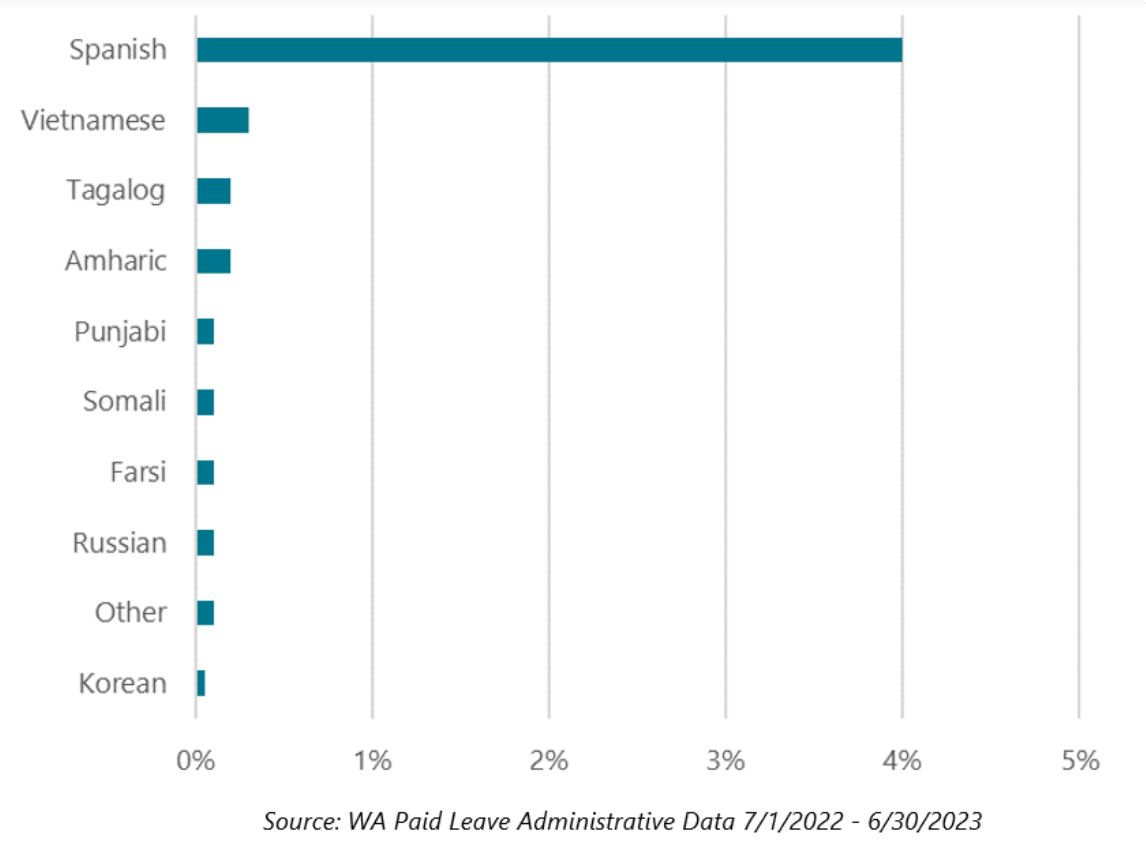
### Male customer comparison to eligible WA workers



Source: ACS 1-Year Estimates Public Use Microdata Sample 2021 & WA Paid Leave Administrative Data 7/1/2022 - 6/30/2023

# Some customers may be more likely to experience language as a barrier and require additional assistance.

## Top ten languages preferred by WA Paid Leave Customers



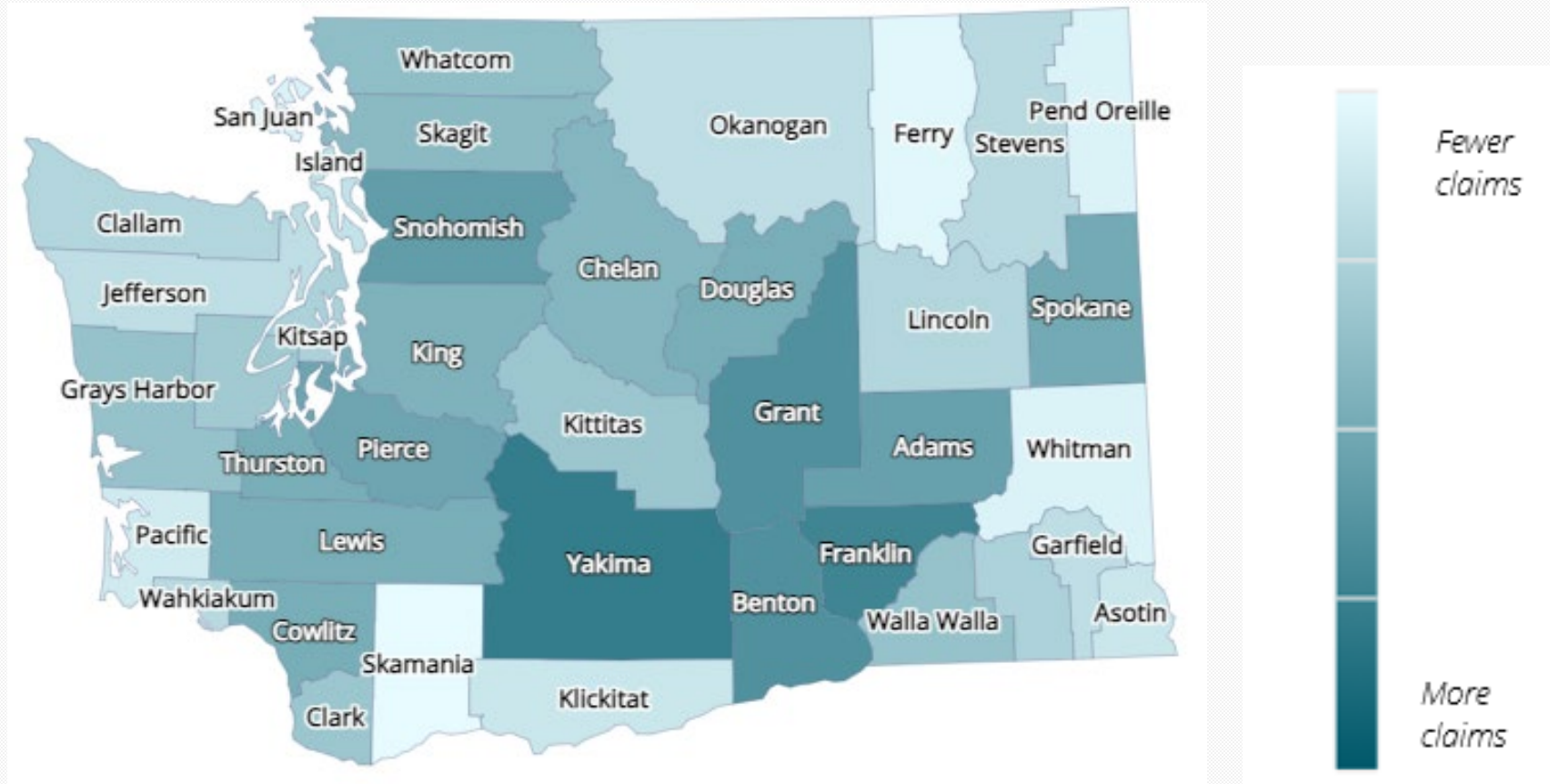
## Top ten languages spoken at home by WA workers:

- Spanish
- Chinese
- Vietnamese
- Russian
- Tagalog
- Korean
- Hindi
- Mandarin
- Ukrainian
- French



# Participation varies by county.

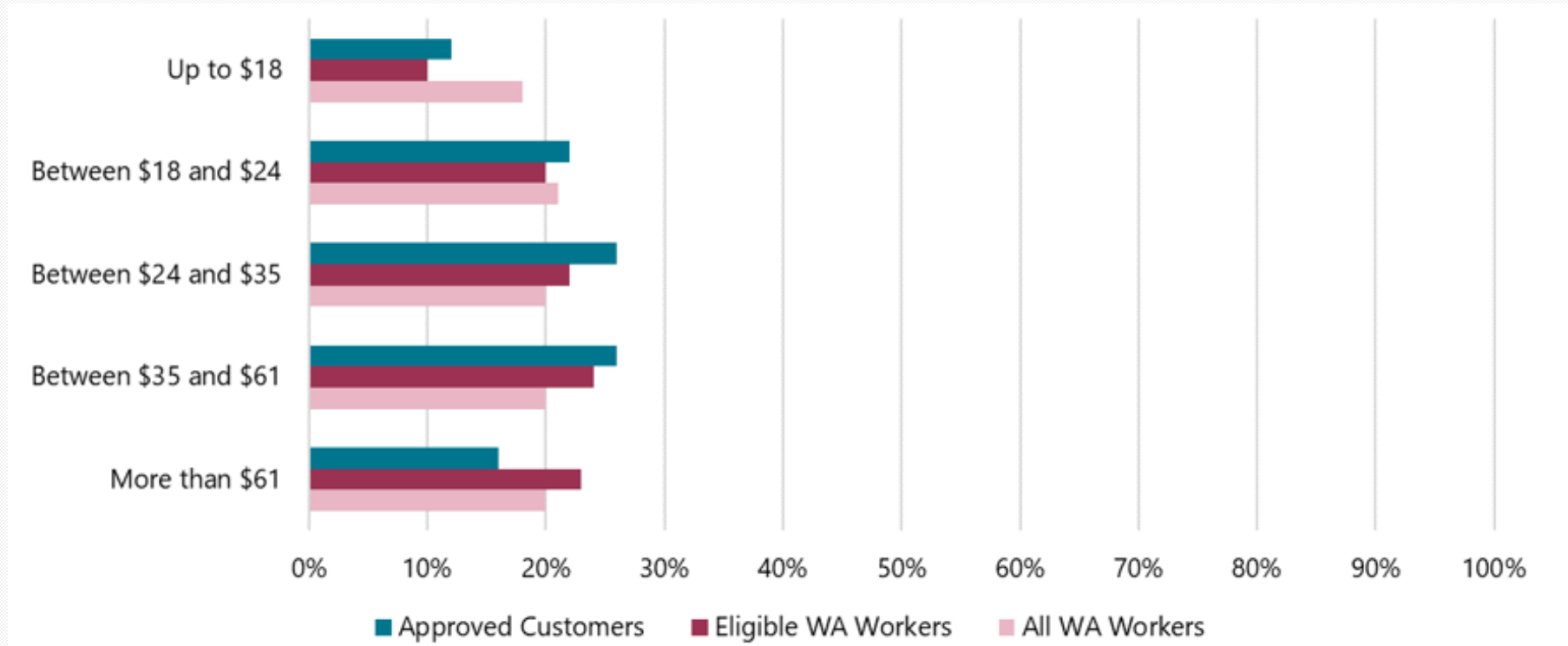
Claims submitted by county, per 1,000 residents



Source: WA Paid Leave Administrative Data, 1/1/2022-12/31/2022 & State of Washington Office of Financial Management County Population Data, 2022

# Those in the lower wage groups appear to have higher participation, but lower rates of eligibility.

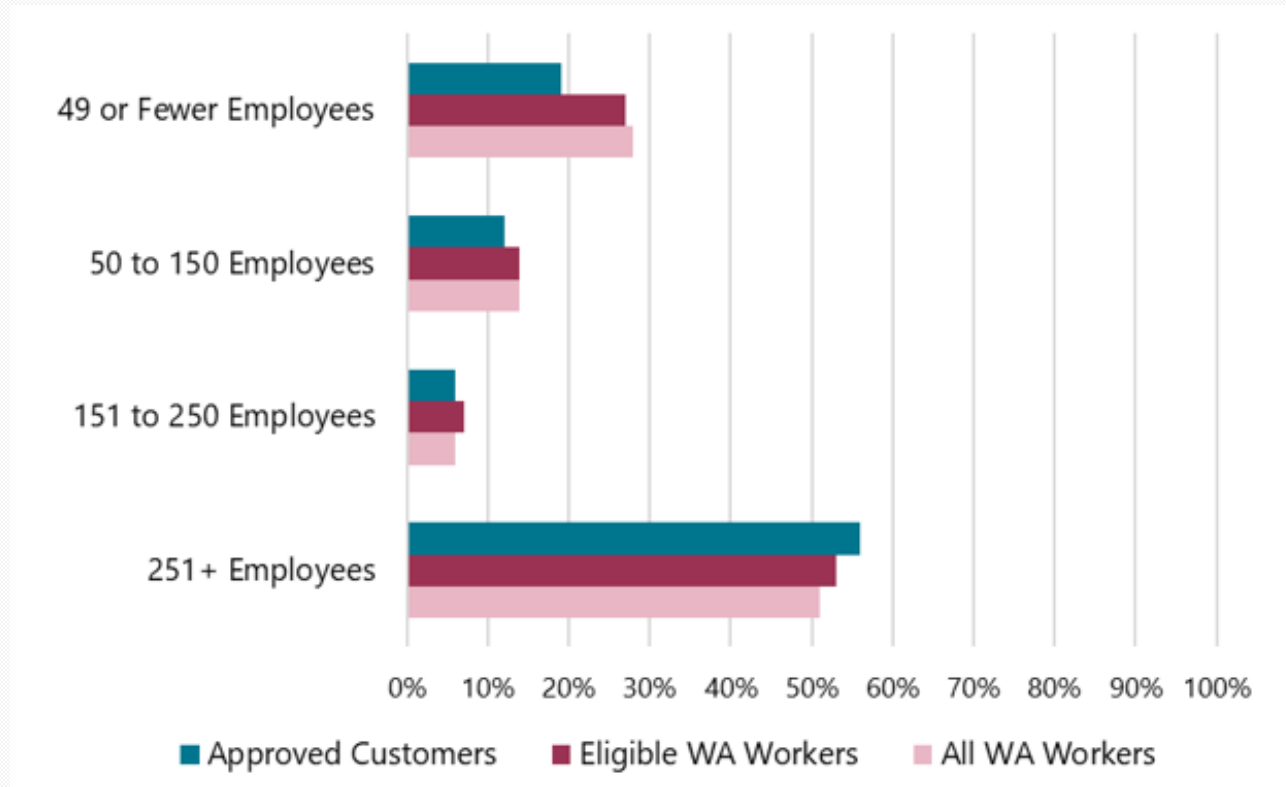
Customer comparison to eligible WA workers and all WA workers by average hourly wage



Source: WA Paid Leave Wage Reports & Administrative Data 7/1/2022 - 6/30/2023

# Those who work for small employers appear to have lower participation and lower rates of eligibility.

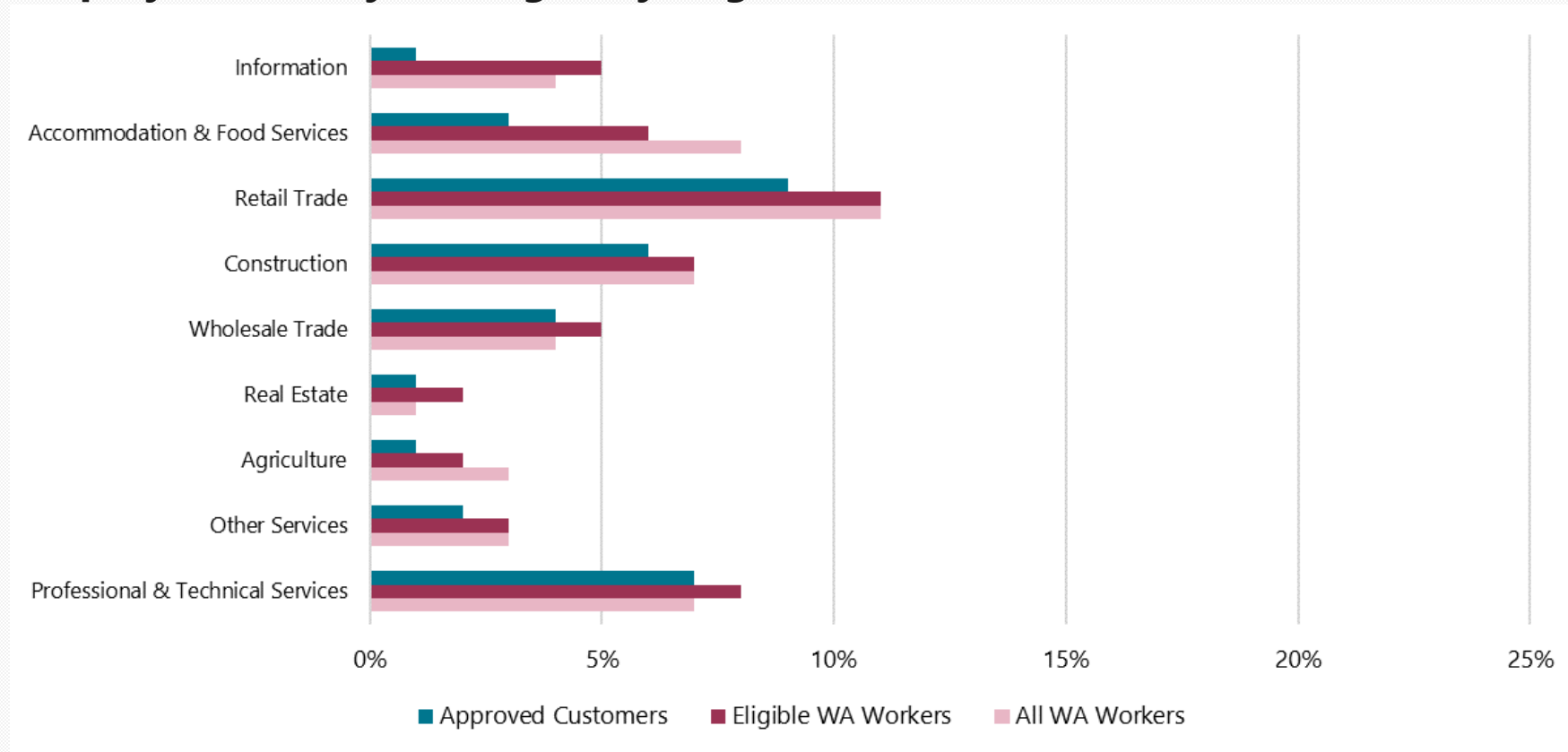
## Customer comparison to eligible WA workers and all WA workers by employer size



Source: WA Paid Leave Wage Reports & Administrative Data 7/1/2022 - 6/30/2023

# Those who work in Accommodation & Food and Agriculture appear to have lower participation and lower rates of eligibility.

**Customer comparison to eligible WA workers and all WA workers by employer industry (arranged by largest difference)**



Source: WA Paid Leave Wage Reports & Administrative Data 7/1/2022 - 6/30/2023

# 2023 in review & current program priorities

Alison Eldridge, Transformation Manager

Julie York, Research & Data Team

John Mattes, Operations Manager

# 2023 highlights

- Managed **30 projects** through the division's portfolio process:
  - **12** currently in progress, **18** completed.
- Developed and deployed **six major technology releases** comprised of 89 features and 49 fixes, including:
  - Improvements to the Paid Leave **benefit application and weekly claim processes.**
  - **Streamlined self-employed elective coverage** account and coverage management functionality.
  - Additional tooling to **increase data quality** and flexibility in data management.
  - Enhancements to **employer accounts, reporting, payments**, and other employer processes.
  - **Migration** of Paid Leave's customer case management system **to the cloud.**
  - **Increased outreach activities** to employers, healthcare providers, agency partners, and community-based organizations statewide.

# Paid Leave + WorkSource

Partnered with Employment Connections Division to provide Paid Leave help in WorkSource Centers.

Key accomplishments:

- Training available for Employment connections and partner staff.
- Materials created for WorkSource use.
- Piloting several initiatives in select offices:
  - Phone support
  - In-person services
  - Paid Leave orientation

# Enabling employers to add multiple contacts within their accounts

The screenshot shows the top navigation bar of the Employment Security Department website. The 'Manage Account' menu is open, showing options for 'Contact Information', 'User Maintenance', and 'Employer Agents'. A red arrow points from the 'Contact Information' option to the 'Quarterly Wage Reporting' section of the account page.

**Employment Security Department**  
WASHINGTON STATE

Home | Payments | **Manage Account** | Wage Reporting | Benefit Claims | More

Employer Legal Entity Name: Big House Construction  
Customer ID: C769812836

Welcome to your Leave and Care employer account.

Use the menu to:

- Submit quarterly reports
- Make payments
- Manage who has access to your account

This section of the page is titled 'Quarterly Wage Reporting' and contains three main sections: 'Quarterly Wage Reporting', 'Payments and Refunds', and 'Paid Leave Benefit Claim'. Each section has a description and an 'Edit' button. A 'Home' button is located at the bottom of the page.

### Quarterly Wage Reporting

Contact for quarterly reports and employee's hours and wages. [Edit](#)

Click Edit to add contact information for quarterly wage reporting.

### Payments and Refunds

Contact for payments, balances due or refund requests. [Edit](#)

Click Edit to add contact information for payments and refunds.

### Paid Leave Benefit Claim

Contact for Paid Leave benefit questions and notifications. This is where we will mail notification letters related to your employee's use of benefits. [Edit](#)

Click Edit to add contact information for Paid Leave benefit claim.

[Home](#)



# Display benefit customer bank of hours

### Claim Summary

**Paid Family and Medical Leave**

<b>Claim ID</b> F3QCTSXK7P-3	<b>Claim Type</b> Medical
<b>Claim Status</b> Approved	<b>Approved Leave Duration</b> 12/11/2023 - 02/03/2024


[View Application](#)  
[Manage Document\(s\)](#)  
[Print Weekly Claims](#)

**You have 480 hours of medical leave available in your claim year.**

- Your claim year began December 3, 2023 and ends November 30, 2024.
- During your approved leave, you can use up to 40 hours per week.
- Each time we approve a weekly claim during your claim year, your remaining balance of hours will update.
- It's possible that you'll use all of your remaining hours before your approved leave end date.

If you need to extend your leave end date and you still have hours available in your claim year, submit a [Request for Review](#)

Leave Hours: 480



480  
Hours Remaining

### Claim Summary

**Paid Family and Medical Leave**

<b>Claim ID</b> F3QCTSXK7P-2	<b>Claim Type</b> Family
<b>Claim Status</b> Approved	<b>Approved Leave Duration</b> 05/01/2022 - 08/31/2022


[View Application](#)  
[Manage Document\(s\)](#)  
[Print Weekly Claims](#)

**You have 79 hours of family leave available in your claim year.**

- Your claim year began May 1, 2022 and ends April 29, 2023.
- During your approved leave, you can use up to 40 hours per week.
- Each time we approve a weekly claim during your claim year, your remaining balance of hours will update.
- It's possible that you'll use all of your remaining hours before your approved leave end date.

If you need to extend your leave end date and you still have hours available in your claim year, submit a [Request for Review](#)

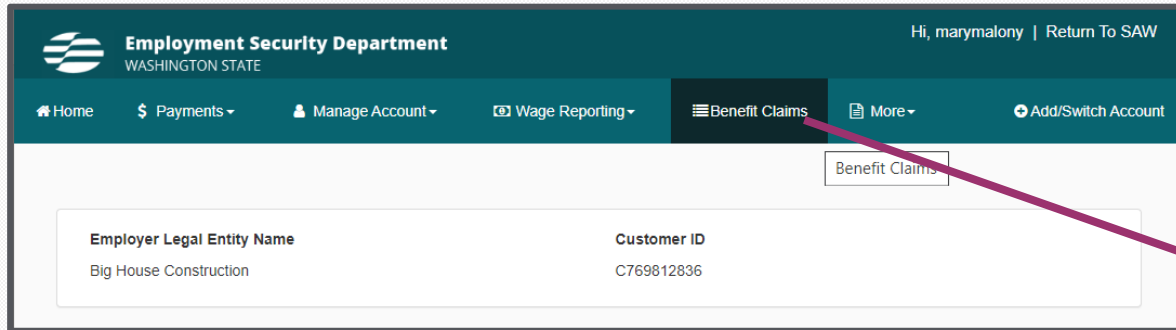
Leave Hours: 480



79  
Hours Remaining

# Current priorities

Project	Status	Target end date
Enable remaining employers to report online	Close out	10/31/2023
Employer webinars	In progress	12/31/2023
WA Cares: Elective coverage reporting and payments	In progress	12/31/2023
Annual changes 2024	In progress	1/15/2024
2023 1099s	In progress	1/31/2024
Increase equitable benefit access using data	In progress	2/1/2024
Cloud migration: AX and portal	In progress	3/1/2024
Expiring CBA provision for Paid Leave	In progress	3/31/2024
Sharing employee benefit data with employers (5586)	In progress	3/31/2024
Community engagement model for Paid Leave benefits	In progress	4/30/2024
TNC pilot for elective coverage (1570)	Initiating	7/1/2024
Benefit application improvements	Initiating	7/1/2024



## Giving employers access to information about their current employees' benefit claims (5586).

### *Requires full access account role:*

- Account Administrator
- Paid Leave Benefit Claims

### Your Employees' Benefit Claim Information

By downloading the files below, you'll have access to updated information about your current employees' use of Paid Leave benefits.

**Please Note:** Employees identify their current employer during the benefit application process. If they switch employers after their claim is approved, they can update their employment information when they file weekly claims.

#### Benefit Applications

These files contain information about benefit applications submitted by your employees each calendar year, including:

- Employee Name
- Benefit Claim ID Number
- Application Date and Requested Leave Dates
- Leave Type (Medical or Family)
- Decision and Approved Leave Dates

[Download](#)

#### Weekly Claims

These files list the weeks of leave claimed by each of your employees during a calendar year.

Weeks start on Sunday and end on Saturday. After an employee's weekly claim is processed, the column for that week (labeled with the date of the Sunday in that week) will show you the status of that weekly claim:

- WW = Waiting week
- Yes = Approved and paid week
- No = Denied or unpaid

[Download](#)

# Benefit applications detail

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	A	B	C	D	E	F	G	H	I	J
1	<b>Last Name</b>	<b>First Name</b>	<b>Middle Initial</b>	<b>Claim ID Number</b>	<b>Application Date</b>	<b>Requested Leave Dates</b>	<b>Leave Type</b>	<b>Decision</b>	<b>Approved Leave Dates</b>	
2	Smith	Jon	R	F01234QUER-1	7/1/2024	6/19/2024 – 8/4/2024	Medical	Approved	6/18/2024 – 8/5/2024	
3	Silver	Julie		F02335AAEO-3	7/4/2024	8/21/2024 – 10/1/2024	Family	Denied		
4										
5										
6										

# Weekly claims detail

## Weekly Claims

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- No = Denied or unpaid

Download



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Last Name	First Name	Middle Initial	Claim ID Number	12/31/2023	1/7/2024	1/14/2024	1/21/2024	1/28/2024	2/4/2024	2/11/2024	2/18/2024	2/25/2024	3/3/2024	3/10/2024
2	Smith	Jon	R	F01234QUER-1						WW	Yes	No	Yes		
3	Silver	Julie		F02335AAEO-3				No	Yes	Yes					
4															
5															
6															
7															

# Phase two

## Better utilize employment dates

- Display data using dates of employment

## Display applications in additional statuses

- Submitted
- In Review

## Upgrading our POA system

- Allow employer agents to view benefit data in the employer context
- Self-service POA accessible in employer and employer agent accounts

# Future work

## Next

- **Redetermination improvements**
- Develop a division employee engagement plan
- Support performance management
- **Withhold child support from Paid Leave benefits**
- **Crossmatch UI with Paid Leave benefits**

## Later

- **Benefit overpayments**
- **Penalties and interest (employer and employee)**
- **Adding county & legislative district to database**
- **Elective coverage for tribes**
- **Crossmatching L&I with Paid Leave benefits**
- **Collections (employer & employee)**
- **Conditional benefit payments**
- Pre-application for benefits
- Implement community engagement program
- Implement comprehensive authorized representative process

# Next meeting:

Details

Proposed topics

- Program annual report highlights
- Governor's budget
- Legislative session prep



# Open comment

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Reminders Please frame your questions as a comment.

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If online -“Raise your hand” virtually

In person – let us know and we will give you the floor

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The meeting host will unmute online individuals to allow for the open comment.

In person we will call on you

---

# Continue the conversation

**Justin DeFour**

Director, Paid Family & Medical Leave  
Employment Security Department

[Justin.defour@esd.wa.gov](mailto:Justin.defour@esd.wa.gov)



Visit us online at  
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Join our listserv at  
[bit.ly/PaidLeaveList](http://bit.ly/PaidLeaveList)