

Technology Services Board – Project Update

Agency: Employment Security Department

Project: Paid Family and Medical Leave

Description: The Washington State Legislature passed SSB 5975 on 6/30/2017 and was signed into law on 7/5/2017. This law set an aggressive timeline for the Employment Security Department (ESD) to implement a new statewide Paid Family and Medical Leave (PFML) insurance program. Washington is the fifth state in the nation to offer paid family and medical leave to workers, and the first state to build such a program without a temporary disability insurance program already in place.

Business Problem to be Solved: Provide reliable, secure technology platform so people can access this important benefit.

Planned Activities for the January 2020 Benefits launch*:

- Technology development for authenticated users (Portal / AX / CRM)
- Website development for non-authenticated users (paidleave.wa.gov)
- Customer insights / feedback for current and future enhancements
- Operational readiness activities
- Outreach implementation using a phased approach

*January 2020 is the launch of basic MVP functionality; technology development will continue through June 2020 (possibly beyond) for iterative improvements.

Approved Technology Budget	
Implementation Cost	\$ 57,989,493
Maintenance Cost	\$25,568,376

Project Schedule Baseline
Project end date 06/30/2020

Timeline	Key Event/Action
6/30/2017	SSB 5975 passed.
7/5/2017	SSB 5975 was signed into law.
3/9/2017	Approved Investment Plan by the OCIO.
1/1/2019	Employers began to collect Premiums from their employers.
May-June 2019	Conducted 2 “beta launch” for Quarter 1 wage reporting and premium payments.
7/1/2019	Employers began to submit their wage reports and premium payments for 2019 Quarters 1 and 2.
1/1/2020	Benefits processing begins.
6/30/2020	Project close out.