

# Paid Leave Oregon Advisory Committee

July 5, 2023

1:00pm – 2:00pm

ZoomGov - <https://www.zoomgov.com/j/1603758108>

## Agenda

<i>Members</i>		Docket #	Topic	Purpose	Presenter
Karen Humelbaugh		1.0	<b>Welcome</b>	Inform	Karen Madden Humelbaugh &
David Gerstenfeld		1.1	Member Roundtable		David Gerstenfeld
Jeannine Beatrice		1.2	Agency Updates		
Amanda Dalton		1.3	Approval of April & May Meeting Notes		
Jenny Dresler					
Linda Herrera					
Eric Hunter					
Andrea Paluso		2.0	<b>Benefits Updates</b>	Inform	Danielle Willey
Eva Rippeteau		3.0	<b>Policy &amp; Program Support Updates</b>	Inform	Kelley Ofoni & Shannon Ball
Catie Theisen			Legislative Updates		
JaJetta Dumdi		4.0	<b>Customer Care, Outreach &amp; Communication Updates</b>	Inform	Andrew Warren & Angela Yeager
Courtney Veronneau		5.0	<b>Quarterly Trust Fund Updates</b>	Inform	Karen Madden Humelbaugh
		6.0	<b>Additional Program Updates</b>	Inform	Karen Madden Humelbaugh

## Paid Leave Oregon Advisory Committee Docket

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**Docket Item:**

1.3 – Approval of April, May & June Meeting Notes

**Docket Summary:**

Karen Madden Humelbaugh asks committee members if they have any edits to the notes from the previous meeting. After feedback is addressed, the committee will vote on whether to approve the notes. Quorum was not met at the April or May meeting and therefore April, May and June need to be reviewed and approved.

**Docket Materials:**

PDF – Paid Leave Oregon Advisory Committee Notes 04-2023

PDF – Paid Leave Oregon Advisory Committee Notes 05-2023

PDF – Paid Leave Oregon Advisory Committee Notes 06-2023

**Staff Recommendation:**

Approve notes.

Meeting:	<b>Paid Leave Oregon Advisory Committee</b>				
Date/time:	<b>April 5, 2023</b>				
Location:	Microsoft Teams				
Attendees:	P (Present) A (Absent) S (sent sub)				
	Facilitator: Karen Madden Humelbaugh Scribe: Mackenzie Jones				
<b>Members</b>		<b>Staff</b>		<b>Guest</b>	
P	Karen Madden Humelbaugh	P	Mackenzie Jones		
P	David Gerstenfeld	P	Shannon Ball		
P	Jeannine Beatrice	P	Juan Serratos		
A	Amanda Dalton (employers)	P	Danielle Willey		
A	Jenny Dresler (employers)	P	Michele Schwartz		
P	Eric Hunter (employers)	P	Angela Yeager		
P	JaJetta Dumdi (employers)	A	Rachel Bruneau		
P	Andrea Paluso (employees)				
P	Eva Rippeteau (employees)				
A	Linda Herrera (employees)				
P	Catie Theisen (employees)				

## Agenda

Docket #	Topic	Purpose	Presenter
1.0	<b>Welcome</b>	Inform	Karen Madden Humelbaugh &
1.1	Member Roundtable		David Gerstenfeld
1.2	Agency Updates		
1.3	Approval of March Meeting Notes		

David Gerstenfeld shared agency updates. The Employment Department (OED) has been busy during legislative session. Aside from the Paid Leave legislative concepts, the agency also has a bill that would expand the Workshare program, which has passed in the House and is on its way to the Senate. Additionally, there is a bill related to information sharing that would affect how the agency runs the Unemployment Insurance (UI) and Paid Leave programs.

The Workforce Operations division is piloting a new service delivery model, offering virtual scheduling tools and virtual appointments. These allow for any Workforce staff to assist customers from anywhere in the state. The pilot is showing positive results and has allowed people to get appointments sooner, and fewer appointments needing to be canceled or rescheduled.

There has been a focus on fraud and various identity verification tools in the UI program. The U.S. Department of Labor released a report on the need for their department and for states to focus on equity issues when handling identity verification. The report also featured a couple paragraphs commending OED's approach for completing an independent review to look for disparate impacts and taking corrective actions after noticing that some communities were experiencing difficulties getting through the facial recognition ID verification process.

No comments or concerns on March meeting minutes, notes approved.

2.0	<b>Paid Leave Hiring Update</b>	Inform	Juan Serratos
<p>Juan Serratos reviewed the updates on the Paid Leave team’s hiring and recruitment plans. The team intends to hire staff between now and June to ensure there’s time to get all staff trained and prepared prior to Benefits go-live. They are optimistic and have received a lot of interest.</p> <p>Eva Rippeteau asked if there was a breakdown of how many bilingual staff are targeted in each of the 11 languages. Majority of bilingual applicants so far have been bilingual in English and Spanish. The team has recently been posting some recruitments with bilingual requirements in other languages.</p> <p>Eva Rippeteau asked if the committee could assist with sharing and boosting recruitments. The Paid Leave team would appreciate any assistance the committee members could offer with encouraging people to apply. Jobs openings are listed on the website at this link: <a href="https://paidleave.oregon.gov/jobs/">https://paidleave.oregon.gov/jobs/</a></p>			
3.0	<b>2023-2025 Agency Request Budget</b>	Inform	Karen Madden Humelbaugh
<p>Karen Humelbaugh shared budget updates. The program is currently utilizing the general fund loan and will soon need to repay using funds from the trust. Employers are required to file first quarter 2023 reports by May 1. The program should have more data to share at the next committee meeting and will continue to provide updates moving forward.</p>			
4.0	<b>Operations, Benefits &amp; Policy Updates</b> Legislative Updates	Inform	Danielle Willey, Shannon Ball, Karen Madden Humelbaugh
<p>Shannon Ball shared legislative updates. There have been about 2,900 bills dropped so far in this legislative session. Of those, Paid Leave is closely tracking 8 that could have an impact on the program.</p> <p>Danielle Willey shared updates on benefits and operations. The team has welcomed two new members to the Benefits Management Team. The definition phase for the Frances Online system is complete and beginning this month, staff will begin testing functionality to ensure the system is useable, easy to understand and to identify any technical issues that need to be resolved prior to launch. Paid Leave is also working with partners from the Modernization team and the FAST vendor to develop technical training for staff on the Frances Online system in conjunction with some of the more technical workflow processes.</p> <p>The team received about 3,000 Declarations of Intent which informs about how many equivalent plan applications they should expect to see. So far, the team has received 1,400 applications and have approved 1,168. The deadline to submit an equivalent plan application is on May 1.</p>			
5.0	<b>Customer Care, Outreach &amp; Communication Updates</b>	Inform	Michele Schwartz & Angela Yeager
<p>Michele Schwartz provided updates on the team’s customer care, outreach and engagement efforts. An internal workgroup was developed to identify and outline Paid Leave’s customer care approach, which can now be found on the website: <a href="https://paidleavecontact.oregon.gov/hc/en-us/requests/new">https://paidleavecontact.oregon.gov/hc/en-us/requests/new</a>. All staff will receive training on this new customer care approach.</p> <p>The outreach and engagement team has reached over 22,000 workers and employers in Oregon through a variety of efforts. April is child abuse prevention month and sexual assault action month so the Paid Leave team is partnering with two non-profits and hosting two events this month which can be found online at: <a href="https://paidleave.oregon.gov/news-and-events/">https://paidleave.oregon.gov/news-and-events/</a>. One of the events is specifically for health care providers, and committee members are encouraged to share details with their networks.</p>			

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Eva Rippeteau asked if the event for “healthcare” is for both physical and behavioral/mental health providers. Mental health providers are welcome and encouraged to join session but Michele was unsure if the continuing education units would apply to mental/behavioral health providers or not.

Eva Rippeteau mentioned that she works with folks who work in case management and program work in behavioral health and housing services and suggested that she may be able to help coordinate opportunities for Paid Leave to provide trainings to her networks.

Angela Yeager shared communication updates. Communications team is working on the next phase of the statewide campaign for employees and will be looking at Brink’s media plan recommendations next week. The next phase of the Paid Leave website will also roll out in Summer. The updated website will feature a benefits calculator, eligibility quiz, employee toolkit, an appeals page and additional information about benefits. The current website is already available in 5 languages but the new iteration will also be available in Korean and Arabic. A new jobs brochure has been created and translated in 12 and will be available at outreach events. The team is also launching the final phase of the employer ads on social media, which is completely focused on reminding employers that payroll reports are due on May 1.

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6.0	<b>Additional Program Updates</b>	Inform	Karen Madden Humelbaugh
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Karen Humelbaugh closed the meeting with a few additional program updates. Paid Leave will have some rulemaking needs post-session and will likely need to submit some as temporary rules which would become permanent at a later date. These topics will be discussed with the Rulemaking Advisory Committee (RAC).

The RAC will be meeting next week to discuss Batch 7 rules on May 12<sup>th</sup> from 1:00-4:00pm and again the following Monday 17<sup>th</sup> from 9:00-11:00am.

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## Action Items

Action	Assigned	Due Date	Completed

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Meeting:	<b>Paid Leave Oregon Advisory Committee</b>				
Date/time:	<b>May 3, 2023</b>				
Location:	Microsoft Teams				
Attendees:	P (Present) A (Absent) S (sent sub)				
	Facilitator: Karen Madden Humelbaugh Scribe: Mackenzie Jones				
<b>Members</b>		<b>Staff</b>		<b>Guest</b>	
P	Karen Madden Humelbaugh	P	Mackenzie Jones		
P	David Gerstenfeld	P	Shannon Ball		
A	Jeannine Beatrice	P	Juan Serratos		
A	Amanda Dalton (employers)	P	Danielle Willey		
A	Jenny Dresler (employers)	P	Michele Schwartz		
P	Eric Hunter (employers)	P	Angela Yeager		
P	JaJetta Dumdi (employers)				
P	Andrea Paluso (employees)				
A	Eva Rippeteau (employees)				
A	Linda Herrera (employees)				
P	Catie Theisen (employees)				

## Agenda

Docket #	Topic	Purpose	Presenter
1.0	<b>Welcome</b>	Inform	Karen Madden Humelbaugh &
1.1	Member Roundtable		David Gerstenfeld
1.2	Agency Updates		
1.3	Approval of April Meeting Notes		

The committee did not reach quorum and was therefore were unable to approve the April meeting notes. Review of these notes will be pushed to the next meeting.

David Gerstenfeld shared agency updates. The agency had a work session last week in the Ways and Means Subcommittee, where the budget moved forward. They also have a work-session scheduled with the full Ways and Means committee this Friday. The proposed budget is moving forward in the Governor's budget with a few technical changes. The revenue projections for next biennium have changed which have resulted in some proposed reductions. The Employment Department is continuing to pursue additional funding from the federal government.

2.0	<b>Operations, Benefits &amp; Policy Updates</b> Legislative Updates	Inform	Danielle Willey & Shannon Ball
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Danielle Willey shared operation, benefits, and policy updates. The Policy & Program Support team welcomed a new manager and several analysts and also have several ongoing recruitments. A team of about 25 staff have begun testing the Frances Online System for benefits. They are systematically testing the site to be sure it is functioning correctly and are marking down findings when it isn't operating as it should. Managers will review that list before making changes to the system.

Shannon Ball provided a brief legislative update. The team is following 8 bills that are related to Paid Leave. Three of these bills are the Paid Leave’s legislative concepts. HB2290 is still in Ways and Means and anticipate it moving sometime mid-May. SB912 and SB 913 are sitting in queue for the House floor.

JaJetta Dumdi asked about SB31 specific to what a delay would mean for equivalent plants. At this time the team’s understanding is that if there were a delay, it would also delay the equivalent plans. JaJetta also asked if there were delays in future quarters, would it have the same implication for equivalent plans. The team will need to look at this more closely and follow up.

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3.0	<b>Customer Care, Outreach &amp; Communication Updates</b>	Inform	Michele Schwartz & Angela Yeager
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Michele Schwartz shared updates from the Customer Care and Outreach team. Customer Care has been working diligently to implement Paid Leave’s customer care principles, particularly around issues of privacy and confidentiality and how that intersects with phone and written communications. They are also considering how to build the principles into training, policies and overall approach. The Outreach team has also been working in partnership with the Communications team to develop employer and provider testimonials. The outreach team has been busy continuing to travel and connect with workers and employers across the state.

Angela Yeager provided updates from the Communications team. They are in the process of designing and translating an employee guidebook and a self-employed guidebook. Communications will also be putting together several additional testimonials to put on the website and post on social media. The last few weeks there has been a heavy focus on communications around payroll contributions to remind employers of the May 1 deadline for submitting combined payroll reports. The statewide marketing and media campaign for employees has been drafted and approved and will next work on the creative deliverables.

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4.0	<b>Go-Live Staffing Plan</b>	Inform	Juan Serratos
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Juan Serratos reviewed go-live staffing plan that was provided in the agenda docket. The team used information and data from other states to be prepared and staffed appropriately for the benefits go-live. The team has also created contingency plans in the event that there are more benefit applications submitted than expected.

Andrea Paluso shared her appreciation for the thoughtfulness that went into creating these plans.

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5.0	<b>Additional Program Updates</b>	Inform	Karen Madden Humelbaugh
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Karen Madden Humelbaugh reiterated that the team is continuing to grow and hire additional staff and asks committee members to share our openings with their networks. May 1 was the first quarter of contributions filing and the team should have more information about the trust fund status by June.

## Action Items

Action	Assigned	Due Date	Completed
Follow up on JaJetta’s question about SB31	Shannon Ball		

Meeting:	<b>Paid Leave Oregon Advisory Committee</b>				
Date/time:	<b>June 7, 2023</b>				
Location:	Microsoft Teams				
Attendees:	P (Present) A (Absent) S (sent sub)				
	Facilitator: Karen Madden Humelbaugh Scribe: Mackenzie Jones				
<b>Members</b>		<b>Staff</b>		<b>Guest</b>	
P	Karen Madden Humelbaugh	P	Mackenzie Jones		
P	David Gerstenfeld	P	Shannon Ball		
P	Jeannine Beatrice	P	Juan Serratos		
P	Amanda Dalton (employers)	P	Danielle Willey		
A	Jenny Dresler (employers)	P	Michele Schwartz		
A	Eric Hunter (employers)	P	Angela Yeager		
A	JaJetta Dumdi (employers)	P	Ayesha Khalid		
A	Andrea Paluso (employees)	P	Kelley Ofoni		
A	Eva Rippeteau (employees)				
A	Linda Herrera (employees)				
P	Catie Theisen (employees)				
P	Courtney Veronneau (employees)				

## Agenda

Docket #	Topic	Purpose	Presenter
1.0	<b>Welcome</b>	Inform	Karen Madden Humelbaugh &
1.1	Welcome New Member		David Gerstenfeld
1.2	Member Roundtable		
1.3	Agency Updates		
1.4	Approval of April & May Meeting Notes		

The Paid Leave Advisory Committee welcomes their newest member, Courtney Veronneau, who is joining as an employee advocate and is replacing Andrea Paluso. Courtney is the Senior Political Director at Family Forward Oregon who previously led the lobby effort to pass the Paid Leave legislation in 2019.

David Gerstenfeld shared agency updates. The Employment Department was paying close attention to the Federal Government in relation to the debt ceiling. Part of the deal made at the federal level will have an effect on the agency's administrative funding but details are still forthcoming. The agency budget unfortunately, like most other agency budgets, is still waiting for quorum in the Senate for the budget to pass. There is a continuing resolution statute in place so that the agency would not need to shut down come July 1 if the state legislature adjourns without passing the budget. Rather, the agency would remain open but operate in a constrained manner and would likely impact customer service levels. One of the agency's bills recently passed that will expand the flexibility of the Workshare program which allows the program to now be able to make it easier for some to qualify. The agency is continuing to track several additional bills.

Courtney Veronneau asked if Paid Leave staffing would be impacted should the agency budget not pass during legislative session. David Gerstenfeld explained that if the agency winds up in a continuing resolution until the budget



is adopted, then up until September 15 the agency is able to use what they received in the legislative allotment during this calendar quarter. The Employment Department is still looking into the details on this.

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2.0      **Benefits Updates**      Inform      Danielle Willey

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Danielle Willey shared updates from the Paid Leave Benefits team. The Benefits team is continuing to recruit and grow, making job offers daily. Benefits staff are also continuing to work with Modernization and FAST, building and testing the online system to ensure it is functioning correctly. A new form of testing also begins today which mimics a real-world business cycle to verify process flows. This testing will have several iterations and will last approximately six weeks. The Benefits team is also working together with the Paid Leave Learning & Development team to create comprehensive training for all staff to prepare for go-live.

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3.0      **Policy & Program Support Updates**      Inform      Kelley Ofoni & Shannon Ball  
Legislative Updates

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Shannon Ball shared a legislative update. SB 913 and SB 205 are both sitting in the Senate Floor waiting on quorum for a vote. HB 2290 is still in Ways and Means. SB 31 was signed by the Governor on May 8, SB 912 was signed on May 16, and SB 999 was signed today.

Batch 7 of Administrative Rules have been scheduled for public hearings. An administrative rule needs to be written for SB 999 on affinity language. The July Advisory Committee meeting will likely be shortened to allow for a Rulemaking Advisory Committee during the regularly scheduled block of time.

Eddie Rodriguez, Paid Leave Employer Programs Manager, shared policy updates. The team has approved 2,802 equivalent plan applications and are continuing to review additional received applications. Of the equivalent plans received so far, 2,101 are from large employers and 923 are from small employers. Employers who submitted a Declaration of Intent for an equivalent plan had until May 31 to submit their plan for review. In the meantime, they were not liable to pay contributions. If they did not submit their equivalent plan application by that deadline, they'd be liable for contributions back-dated to January 2023. About 530 employers who submitted a declaration of intent have not yet submitted their equivalent plan application. The team is still processing applications sent by mail.

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4.0      **Customer Care, Outreach & Communication Updates**      Inform      Michele Schwartz & Angela Yeager

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Michele Schwartz shared updates from the Customer Care and Outreach team. The team has hired a Safe Leave and ITIN Supervisor, Michael Nguyen, who will build up that unit to provide support to applicants applying for safe leave and applicants who are utilizing an ITIN through the application process. The Outreach and Communication teams are working together to collect stories from people in Oregon about how Paid Leave could have helped or will help at some point in the future and will feature those stories on the website and in the bulletin. The Outreach team is also inviting employers and employees to join their key performance indicator (KPI) workgroup which will help set some of the benchmarks of success for the program. They have received about 80 survey responses with interest in joining the workgroup and hope to begin meetings late July.

Angela Yeager provided updates from the Communications team. The employee guidebook has now been posted online. The self-employment guidebook is also complete and will be published the end of this week. The team is continuing to work on the website which launches on August 14 and will be published in a total of 8 languages. They are also working on the statewide marketing and advertising campaign for employees with a specific focus on marginalized communities. This campaign will go live in August in a wide variety of advertisement platforms.

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5.0      **Quarterly Trust Fund Updates**      Inform      Ayesha Khalid

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The forecast, as presented to the Oregon Legislature during our February Ways & Means presentation, projected \$229 million in Quarter 1 contribution revenue. According to the current data and estimates based on the best information available at this time, about \$217 million has or will be received from the Quarter 1 payroll

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contributions. This is a 5.25% decrease from the original projections. The Paid Leave team updated assumptions in benefits based on the state’s economic forecast, recent data of wages earned by those working for employers with equivalent plans, and a better understanding of administrative expenses.

OED is hiring an outside actuarial firm to do its own analysis of Paid Leave’s forecasted benefits to check against the program’s assumptions and should have the results by July 3, 2023. Even with outside confirmation, these benefit payment projections are very volatile and will require several months of experience receiving claims to have more accurate data.

Courtney Veronneau asked if the new average weekly wage is higher than, or close to, what the program was expecting. It is higher than expected based on 2021 unemployment insurance wages data.

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6.0      **Additional Program Updates**      Inform      Karen Madden Humelbaugh

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Juan Serratos provided a brief hiring update. Paid Leave is on a good path to be able to fill all the operational positions needed before they go live. Majority of positions will be filled by the end of this month and some additional filled in July. They are confident they will have enough time to train staff on processing claims and taking phone calls. At this time they have close to 150 candidates in the final stages of recruitments. During the recruitment process the team is paying close attention to potential gaps in staffing such as geographical diversity and ensuring enough bilingual staff.

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## Action Items

Action	Assigned	Due Date	Completed
Follow up on JaJetta’s question about SB 31	Shannon Ball		



# Paid Leave Oregon Advisory Committee Docket

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**Docket Item:**

2.0 - Benefits

**Docket Summary:**

Recruitment Update

Paid Leave Oregon's Benefits unit welcomed over 60 staff and managers in the month of June, including Customer Care Specialists, Benefits Eligibility Specialists, and Investigators. We continue to extend job offers and bring staff onboard weekly.

Frances Development

End-to-end testing will continue through July. This testing verifies business process flows from beginning to end, including testing external interfaces. Paid Leave leadership continues to reviews any 'findings' identified by the testers and works with members of the Modernization and FAST teams to address any issues that need resolution. Development on the system will pause later this month to ensure a smooth and stable start for the Paid Leave Benefits roll-out in August. Additional system enhancements or modifications will be added to a list and prioritized after the system is live.

Training

Instructor-led training on Frances functionality for benefits started at the end of June. Staff and managers will all complete foundational training courses, as well as more role-specific training based on the work they will be doing as the program goes live.

**Docket Materials:**

None.

**Staff Recommendation:**

None, this is an informational item only.

## Paid Leave Oregon Advisory Committee Docket

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**Docket Item:**

3.0 – Policy & Program Support

**Docket Summary:**Administrative Rules

Paid Leave has prepared the latest batch of temporary administrative rules and will be presenting them to the Rules Advisory Committee (RAC) on July 5, 2023. The rules cover:

- Benefits and assistance grants: what affinity means for family leave, what claimant designated representative means, how first year since a child's birth or placement is measured, what distance the employer must use for job protection rules, and what responsibilities the successor in interest has for assistance grants.
- Confidentiality: how Paid Leave Oregon will use confidential information, ways Paid Leave Oregon must safeguard confidential information, and when Paid Leave Oregon will disclose confidential information.

The timeline for the rulemaking process for this batch is as follows:

- Wednesday, June 28, 2023 – Invite and information for RAC meeting posted to the Website
- Wednesday, July 5, 2023 – RAC meeting held
- Friday, July 7, 2023 – Feedback and comments period for RAC closes at end of day.

Equivalent Plans:

On June 1, the department began to deny incomplete equivalent plan applications that were over 30 days old. 21 applications were identified to be denied due to no contact from the employer; staff continued to reach out to those employers and were able to resolve most issues and only 4 were eventually denied. Staff continue to work closely with employers with submitted applications to have an application determination within 30 days of receipt.

The deadline for employers with a declaration of intent to apply for an equivalent plan passed on May 31, 2023. As of June 23, 2023, 348 employers had their declaration cancelled and were made liable for contributions because they had not submitted an equivalent plan application by May 31, 2023. These liabilities have been updated for contributions and interest back-dated to January 1, 2023.

**Docket Materials:**

None

**Staff Recommendation:**

None, this is an informational item only.

# Paid Leave Oregon Advisory Committee Docket

**Docket Item:**

3.1 – Legislative Updates

**Docket Summary:**

The 2023 Legislative Session began January 17, 2023 and sine die on Sunday June 25, 2023. Below is a high level summary of the eight bills the Paid Leave Oregon program watched as they relate directly to Paid Leave Oregon:

**Docket Materials:**

Bill Number	Brief Description	Status of Bill
HB 2290	Paid Leave Oregon’s legislative concept to allow the Oregon Department of Revenue to share information with Oregon Employment Department.	Didn’t pass
SB 31	Requires Oregon Employment Department to determine no later than 8/11/23 if the Paid Leave Oregon Trust Fund is solvent with respect to benefits and grants anticipated to be paid. If the department does not feel it is solvent, to delay the paying of benefits and reevaluate in a quarter.	5/8/23 – Governor signed (Chapter 66, 2023 Laws)
SB 205	Department of Revenue’s legislative concept allows Paid Leave Oregon and Department of Revenue to share information for detecting potential identity theft or fraudulent claims.	Passed and waiting for Governor signature
SB 593	Requires Oregon Employment Department to study issues related to Paid Leave Oregon and submit a report by 9/15/24.	Didn’t pass
SB 881	A Engrossed – Allows employer size for worker leasing companies to be calculated at the client employer level beginning July 1, 2024. After July 1, 2024, allows worker leasing companies to file amended returns to be reimbursed contributions previously paid.	Didn’t pass
SB 912	Paid Leave Oregon’s legislative concept to expand overpayments and create a new penalty for equivalent plan employers that don’t follow through.	5/16/23 – Governor signed (Chapter 120, 2023 Laws)
SB 913	Paid Leave Oregon’s legislative concept that has several corrections and housekeeping changes to the Paid Leave Oregon statute.	Passed and waiting for Governor signature

SB 999	Makes changes to OFLA to define the one-year period and family member definition. Clarifies in OFLA and Paid Leave Oregon that an equivalent position is a position located within 50 miles of original job site. Permits employers to deduct money from employee's pay who has returned from Paid Leave when the employer advanced certain health care expenses for the employee while on leave.	6/7/23 – Governor signed (Chapter 203, 2023 Laws)
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**Staff Recommendation:**

None, this is an informational item only.

## Paid Leave Oregon Advisory Committee Docket

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**Docket Item:**

4.0 – Customer Care, Outreach & Communications

**Docket Summary:***Customer Care & Outreach*

**Recruitments:** We hired two new managers within Customer Care & Outreach, including Tabitha Putnam and Amanda Parsons. We've hired nearly 40 Customer Care Specialists to join this section since the beginning of May, not counting Specialists that joined the Benefits team.

**Core Skills Training:** Paid Leave Oregon's Learning & Development section, in collaboration with the Customer Care team, develop Core Skills training for the division. Topics include trauma informed care, customer care principles, guidelines for customers experiencing a crisis, vicarious trauma, dynamics of violence abuse, and scenario-based role play.

**Key Performance Indicators (KPI) Outreach:** As mentioned during the June meeting, Paid Leave is seeking employers and employees to join workgroups to inform our goals and performance metrics. The outreach team connected with employers and workers in Oregon to invite them to participate in the workgroups which begin in July. Over 98 employers and employees completed the survey and another 153 have started. The first work group will convene in late July.

*Communications*

The communications team released the employee guidebook and the self-employed guidebook in the last month. We are currently working on a new batch of FAQs, a healthcare provider fact sheet for medical providers, and continue the work to have the refreshed website ready by August 14. Communications is also working on 35 new forms for Paid Leave Oregon, as well as a checklist for How to Apply.

**Docket Materials:**

None.

**Staff Recommendation:**

None, this is an informational item only.