

Paid Leave Oregon Advisory Committee

September 6, 2023

1:00pm – 3:00pm

ZoomGov - <https://www.zoomgov.com/j/1601999817>

Agenda

Members
 Karen Humelbaugh
 David Gerstenfeld
 Jeannine Beatrice
 Amanda Dalton
 Jenny Dresler
 Linda Herrera
 Eric Hunter
 Eva Rippeteau
 Catie Theisen
 JaJetta Dumdi
 Courtney Veronneau

Docket #	Topic	Purpose	Presenter
1.0	Welcome	Inform	Karen Madden Humelbaugh &
1.1	Member Roundtable		David Gerstenfeld
1.2	Agency Updates		
1.3	Approval of August Meeting Notes		
2.0	Benefits Updates	Inform	Danielle Willey
3.0	Policy & Program Support Updates	Inform	Kelley Ofoni
4.0	Customer Care, Outreach & Communication Updates	Inform	Michele Schwartz & Angela Yeager
5.0	Additional Program Updates	Inform	Karen Madden Humelbaugh



Paid Leave Oregon Advisory Committee Docket

Docket Item:

1.3 – Approval of August 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.

Docket Materials:

PDF – Paid Leave Oregon Advisory Committee Notes 08-2023

Staff Recommendation:

Approve notes.

Meeting:	Paid Leave Oregon Advisory Committee				
Date/time:	August 2, 2023				
Location:	Microsoft Teams				
Attendees:	P (Present) A (Absent) S (sent sub)				
	Facilitator: Karen Madden Humelbaugh Scribe: Mackenzie Jones				
Members		Staff		Guest	
P	Karen Madden Humelbaugh	P	Mackenzie Jones	P	Vince Porter
P	David Gerstenfeld	P	Shannon Ball		
A	Jeannine Beatrice	P	Juan Serratos		
P	Amanda Dalton (employers)	P	Danielle Willey		
P	Jenny Dresler (employers)	P	Michele Schwartz		
P	Eric Hunter (employers)	P	Angela Yeager		
P	JaJetta Dumdi (employers)	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	Welcome	Inform	Karen Madden Humelbaugh &
1.1	Member Roundtable		David Gerstenfeld
1.2	Agency Updates		
1.3	Approval of April-July Meeting Notes		

David Gerstenfeld shared agency updates. Bob Uhlenkott, Labor Market Information Director for the Oregon Employment Department's Workforce and Economic Research Division was nominated by the U.S. Secretary of Labor to serve a three year term on the Workforce Information Advisory Council.

Next March the Unemployment Insurance (UI) division will be going live with the new online benefits system. The agency is exploring other ways to innovate including working with the U.S. Department of Labor and the postal service to look at other ways for people to verify their identity in person. They are also continuing to explore ways that both the national system and all state systems of Unemployment Insurance can be better prepared for the next big recession or major disaster.

No notes from the committee members and the April, May, June, and July meeting notes were approved.

2.0	Introduction of Paid Leave Leadership	Inform	Karen Madden Humelbaugh
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Karen Humelbaugh, Michele Schwartz, Danielle Willey and Kelley Ofoni had the opportunity to introduce the many managers of the growing Customer Care and Outreach, Benefits, and Policy and Program Support sections within Paid Leave.

Courtney Veronneau and Catie Theisen shared their thanks for the Paid Leave team.

3.0 **Benefits Updates** Inform Danielle Willey

Danielle Willey shared updates from the Benefits team. They brought on about 20 new staff to this team in July including Customer Care Specialists, Benefits Eligibility Specialists and Investigators. There are a few remaining open positions they are looking to fill over the next month. End-to-end testing of Frances was extended for an additional two weeks to ensure time for testing some last minute development changes. The team is tracking additional enhancements to make after the August 14th go-live. The Benefits team is also working closely with the Customer Care and Outreach team and the Policy and Program Support on refining and finalizing business processes, workflows and standard operating procedures.

4.0 **Policy & Program Support Updates** Inform Shannon Ball
Legislative Updates

Shannon Ball shared policy, administrative rules and legislative updates. Batch 7 Administrative Rules are final as of yesterday and are now posted on the Secretary of States website. Batch 8 includes nine temporary administrative rules specifically about SB 999 (affinity language) and SB 913 (confidentiality) will be filed next week. Batch 9 will be making the temporary rules permanent and plan to have those go live in January 2024 with a Rulemaking Advisory Committee meeting scheduled likely sometime in September 2023. The team is working with the Bureau of Labor and Industries (BOLI) on the affinity language rule. BOLI is also working on a draft temporary administrative rule so the teams may work together on a permanent rule.

Since the 2023 legislation just passed, the team has been working with BOLI on SB 999 and the concurrent language and working on implementing SB 913 which included a variety of changes for the Paid Leave program.

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

Michele Schwartz shared updates from the Customer Care and Outreach team. They have been continuing with recruitments to ensure they have the appropriate staff capacity necessary to serve customers. The Outreach Team began a new series called, "Benefits Explained" which will run through September 28 to provide information about eligibility, how to apply, and answer questions. They are also working with the Department of Administrative Services (DAS) very similar to the Benefits Explained series but specifically for state employees. Finalized a non-competitive contract with the Micronesian Islander Community and have several events scheduled with them throughout the rest of the year. The Outreach team believes they have been able to present to about 59% of the unions of the state and preparing to present to additional unions soon.

Angela Yeager shared updates from the Communications team. Beginning next week, Karen Humelbaugh and David Gerstenfeld will do weekly media briefings. They are also preparing for the launch of the refreshed website on August 14 and have been going through the quality assurance process on the new benefits eligibility quiz and benefits calculator. Communications is also working on a new series of videos and forms that will go on the website. The statewide media campaign starts on August 14 and have already approved radio, transit and billboard ads.

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

Frances Online goes live on August 14 and this is the first day people can apply for benefits. This will allow staff time to review and approve the large influx of claims that are anticipated. September 3 is the first day that people can actually take paid leave. The program will continue in the quest to be very transparent and share data as they have it. As with any new programs and technology, they anticipate to experience some bumps but have plans and contingencies in place to help them pivot, create solutions, and problem solve in the moment.

Action Items

Action	Assigned	Due Date	Completed
Reissue a new meeting series and cancel previous calendar invitation	Mackenzie Jones		



Paid Leave Oregon Advisory Committee Docket

Docket Item:

2.0, 3.0, and 4.0

Docket Summary:

Up-to-date program information will be providing during the meeting and will be captured in the meeting notes to follow.

Docket Materials:

None.

Staff Recommendation:

None, this is an informational item only.