

Paid Leave Oregon Advisory Committee

November 1, 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 & Jeannine Beatrice
1.1	Member Roundtable		Jeannine Beatrice
1.2	Agency Updates		
1.3	Approval of September & October Meeting Notes		
2.0	Customer Care, Outreach & Communication Updates	Inform	Andrew Warren & Angela Yeager
3.0	Policy & Program Support Updates	Inform	Kelley Ofoni
4.0	Benefits Updates	Inform	Danielle Willey
5.0	2024 Contribution Rate	Inform	Karen Madden Humelbaugh
6.0	Maximum Wage Cap	Inform	Karen Madden Humelbaugh
7.0	Additional Program Updates	Inform	Karen Madden Humelbaugh

Paid Leave Oregon Advisory Committee Docket

Docket Item:

1.3 – Approval of September & October Meeting Notes

Docket Summary:

Karen Madden Humelbaugh asks committee members if they have any edits to the notes from the previous meeting, as well as the September meeting due to not meeting quorum. After feedback is addressed, the committee will vote on whether to approve the notes.

Docket Materials:

PDF – Paid Leave Oregon Advisory Committee Notes 10-2023

PDF – Paid Leave Oregon Advisory Committee Notes 09-2023

Staff Recommendation:

Approve notes.

Meeting:	Paid Leave Oregon Advisory Committee				
Date/time:	September 6, 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	David Gerstenfeld	P	Shannon Ball		
P	Jeannine Beatrice	P	Juan Serratos		
A	Amanda Dalton (employers)	P	Danielle Willey		
P	Jenny Dresler (employers)	A	Michele Schwartz		
A	Eric Hunter (employers)	P	Angela Yeager		
A	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 August Meeting Notes		

David Gerstenfeld shared agency updates. The Unemployment Insurance program is preparing to start the business testing for their modernization program. In preparation, some staff are being trained on how to test the system. The agency is trying to maintain the best customer service possible despite the lacking federal funding. Worksource centers are noticing the tight labor market and their current clients tend to be people who are facing more barriers and needing more assistance which can be more labor-intensive for staff. Call wait times in the Unemployment Insurance program are not as short as they aim for but the program is focused on getting people their benefits quickly. The UI team is in the process of hiring additional staff.

David Gerstenfeld also shared many thanks to each member of the Advisory Committee for their time and assistance with developing this program.

Quorum was not met, meeting notes will be re-evaluated for approval at the next meeting.

2.0	Benefits Updates	Inform	Danielle Willey
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Danielle Willey shared updates from the Benefits team. Staff from the benefits team are working closely with other teams within Paid Leave, learning about the claims that are coming through and how the system functions. They are taking note of additional training and guidance needed for staff. The team is also noting some additional changes

needed to system functionality and working with partners in the Modernization team and the technology vendor FAST to make sure the system functions in a way that supports their business processes and customers. Majority of staff on the benefits team are working hard on processing claims as quickly and accurately as possible. They are seeing an increase in phone calls and application submissions have remained fairly steady.

3.0 **Policy & Program Support Updates** Inform Kelley Ofoni

Kelley Ofoni shared updates from the Policy and Program Support team. Policy Analysts from this team have worked hard to provide support and share program knowledge across the division by answering questions from staff who are on the phones and who are processing claims.

The policy team is also tracking themes in questions or areas in policy that may need additional clarifications, and looking into ways to provide more guidance to staff and the public about the program and its policies. The Employer Programs team has been the frontline support for employers, answering questions related to the program, equivalent plans, assistance grants, etc. The Appeals team has been monitoring appeal requests and helping provide customers with clarifications and education on the program.

Shannon Ball shared legislative and administrative rule updates. The Rulemaking Advisory Committee convened last week to discuss Batch 9 administrative rules which were mostly temporary rules and a few changes needed in legislation. The team is hoping to begin the formal rulemaking process in November.

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

Karen Humelbaugh shared updates from the Customer Care and Outreach team.

The Outreach team has been working hard to contact employees and employers to inform them of the program. They have hosted several virtual information sessions specifically for state employees and several Benefit Explained sessions for the public. Both series have been well attended. The outreach team also tabled at the Oregon State Fair along with several other weekend events.

Angela Yeager shared updates from the Communications team. The communications team is continuing to track data for both the statewide advertisement campaign as well as the website traffic. The new Paid Leave website has seen a huge increase in usage, increasing from about 12,000 users a week to about 44,000 in the first week it launched. Social media and digital media ads have a click-through rate of about double the industry standard. Billboard and bus ads have also started to show up across the state. Paid Leave is also doing weekly media briefings to provide program updates, answer questions and continue spreading the word about the program.

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

Karen Humelbaugh shared additional updates from the program. Paid Leave currently has about 270 full time employees. Since go live, the team has deployed some contingency plans including bringing on temporary staff, having staff throughout the Oregon Employment Department assist with processing claims, and opened up the option to some staff to work overtime on weekends.

Karen also presented some very early, preliminary data since the program went live. While it's too early to see trends in data, the program is doing their due diligence to consistently monitor program usage. The presentation is provided with these notes.

Action Items

Action	Assigned	Due Date	Completed
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Meeting:	Paid Leave Oregon Advisory Committee				
Date/time:	October 4, 2023				
Location:	Microsoft Teams				
Attendees:	P (Present) A (Absent) S (sent sub)				
	Facilitator: Karen Madden Humelbaugh Scribe: Rebecca Royer				
Members		Staff		Guest	
P	Karen Madden Humelbaugh	A	Mackenzie Jones	S	Andrew Warren
A	David Gerstenfeld	P	Shannon Ball		
A	Jeannine Beatrice	P	Juan Serratos		
P	Amanda Dalton (employers)	P	Danielle Willey		
P	Jenny Dresler (employers)	A	Michele Schwartz		
P	Eric Hunter (employers)	P	Angela Yeager		
P	JaJetta Dumdi (employers)	P	Kelley Ofoni		
A	Eva Rippeteau (employees)				
A	Linda Herrera (employees)				
A	Catie Theisen (employees)				
P	Courtney Veronneau (employees)				

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Docket #	Topic	Purpose	Presenter
1.0	Welcome	Inform	Karen Madden Humelbaugh
1.1	Member Roundtable		
1.2	Agency Updates		
1.3	Approval of September Meeting Notes		

No agency updates or member roundtable items. Quorum was not met at this meeting so September notes will be reviewed again at the November meeting.

2.0	Customer Care, Outreach & Communication Updates	Inform	Andrew Warren & Angela Yeager
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Andrew Warren shared updates from the Customer Care, Outreach & Communication team. The outreach and engagement teams maintained efforts to reach employers and workers in Oregon through a variety of events including tabling or presenting at various functions that Oregon. They also just finished up with a series called, "Benefits Explained" which ran through September 28 to provide information about eligibility, how to apply, and answer questions.

Angela Yeager shared updates from Communications. The communications team is going to have a new healthcare provider video that they are going to be putting on YouTube and promoting on social media within the next few weeks. They are also working on a number of different materials for the website and continuing to keep the program's resources updated as well as working on the weekly dashboard now showing the Paid Leave data.

3.0	Policy & Program Support Updates	Inform	Kelley Ofoni
<p>Kelley Ofoni shared policy, administrative rules and legislative updates. The policy team is preparing to have rules go to public comment in November. The latest dispatch of rules that has gone through the rules advisory committee public hearings are scheduled for November 16th and 20th. This is for a batch of rules that will be effective starting January 1st, 2024. The team is also working to update the employer and equivalent plan related materials to ensure they are still aligned with recent rule changes.</p>			
4.0	Benefits Updates	Inform	Danielle Willey
<p>Danielle Willey shared updates from the Benefits team. The team has been very busy processing claims. Staff are continuing to identify areas for system improvements where things could be more efficient. They are listening carefully to the feedback from customers applying for benefits as well as employers regarding how to pass information back and forth more expediently.</p>			
5.0	Program & Staff Demographics	Inform	Karen Madden Humelbaugh
<p>Karen Madden Humelbaugh shared information on the agency dashboard which includes Paid Leave information and is updated every Wednesday. It will show what happened the previous week and then it also will show the year-to-date statistics. Paid Leave has paid about 15 million in benefits so far and approved just over 10,000 claims. 55% of the claims that have been received have been approved.</p>			
5.0	Additional Program Updates	Inform	Karen Madden Humelbaugh
<p>No additional updates.</p>			

Paid Leave Oregon Advisory Committee Docket

Docket Item:

2.0 – Customer Care, Outreach and Communication Updates

Docket Summary:Customer Care & Outreach

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

Communications:

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.



Paid Leave Oregon Advisory Committee Docket

Docket Item:

3.0 – Policy Updates

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.



Paid Leave Oregon Advisory Committee Docket

Docket Item:

4.0 – Benefits Updates

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.



Paid Leave Oregon Advisory Committee Docket

Docket Item:

5.0 – 2024 Contribution Rate

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.



Paid Leave Oregon Advisory Committee Docket

Docket Item:

6.0 – Maximum Wage Cap

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.