

Meeting:	<b>Paid Leave Oregon Advisory Committee</b>				
Date/time:	<b>January 3, 2024</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		
P	Jenny Dresler (employers)	P	Michele Schwartz		
A	Eric Hunter (employers)	P	Angela Yeager		
P	JaJetta Dumdi (employers)	P	Kelley Ofoni		
P	Catie Theisen (employees)				
P	Courtney Veronneau (employees)				
P	Anna Richards Roberts (employees)				
P	Odalys Aguilar-Aguilar (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 December notes		

David Gerstenfeld shared agency updates. The Employment Department attempted to bolster funding for the Unemployment Insurance program last legislative session, to supplement for the lack of federal funds. Because of procedural issues towards the end of last session, the request did not pass. The identical request is being made this session. The agency is also nearing the go-live of the Unemployment Insurance benefits in the modernized system called Frances.

No notes from committee members, December meeting notes approved.

2.0	<b>Customer Care, Outreach &amp; Communication Updates</b>	Inform	Michele Schwartz & Angela Yeager
-----	--	--------	----------------------------------

Angela Yeager shared updates from the Communications team. The team is working hard on making several changes to the website, including updating information for new law and rule that went into effect January 1, 2024. They are continuing to work on messaging and responding to folks who are contacting them on social media. Communications team is also planning on a creating a series of short videos to explain different parts of the application process.

---

Anna Roberts asked if the communications team is working with providers on filling out verification forms. Right now, the communications team is not actively working on them because they will need to go through a policy review process.

---

3.0      **Benefits Updates**      Inform      Danielle Willey

---

Benefit updates were provided during agenda item 5.0.

---

4.0      **Policy Updates**      Inform      Kelley Ofoni

---

Kelley Ofoni shared updates from the Policy Team.

The Employer Programs team is reviewing Equivalent Plan applications and amendments, working on self-employed elections, reviewing annual verifications of income, and processing assistance grants. They are also looking ahead to August 2024 when all approved equivalent plans will go through a re-approval process.

The Appeals team is working to resolve any claim issues related to an appeal when possible to avoid the need to move forward to a hearing.

The Compliance team is currently recruiting for a Compliance Manager. Their work is mostly focused on claim reviews, primarily looking at claims that have been approved and have a large payout due.

The Policy team is in the end stages of Batch 9 administrative rules which should be filed tomorrow and effective January 12. The next batch of rules is being drafted and they are hoping to host a Rulemaking Advisory Committee meeting at the end of January 2024 and file with the Secretary of State March 1, 2024.

Courtney Veronneau asked when the team is expecting to have the first reporting of equivalent plan data available. The team expects to start receiving the reporting information in August.

---

5.0      **Quarterly Data Updates**      Inform      Karen Madden Humelbaugh

---

Karen Humelbaugh shared program data as described in the attached presentation.

Courtney Veronneau asked if there was any insight on why reasons for the difference between the 2023 and 2024 anticipated lost contributions and benefits saved. David Gerstenfeld stated that initially the fund had to collect enough money to pay all of the ongoing costs. We've been collecting contributions for a full year but only being paying out benefits for about 4 months.

The committee members provided some suggestions for additional data points to include in future reports:

- Breakdown in income
- Comparative data on other demographics
- Equivalent plan data (example: different income levels)
- Job protection data from BOLI
- Time between when claim is submitted and paid.
- Request to keep rows consistent.

Anna Richards-Roberts asked what call hours are in Paid Leave. The program call center is open Monday-Friday, 8:00am - 5:00pm and are in ongoing conversations evaluating the call hours.

---

6.0      **Prep for 2025 Legislative Concepts & Budget**      Discuss      Karen Madden Humelbaugh

---

Legislative days begin next week, at which Karen will be providing a similar presentation as shared in today's meeting. The agency does not have legislation put forward during short sessions, however they will be tracking ongoing legislation and be ready to assist policy makers with any policy that has an effect on the program.

---

---

The agency is also starting their internal process for 2025-2027 legislative concepts. They will be developing a budget proposal over the next 6 months. For Paid Leave, there may be changes or variations in the budget for things such as staffing, now that the program has gone live.

---

---



A new program that allows workers in Oregon to take paid time off for some of life's most important moments that impact our families, health and safety.

# Agenda

- Current data
- Current revenue vs forecasted
- Additional information
- Programmatic adjustments



# Call wait times

## Recent phone data (12/17 – 12/23/23)

Total calls	6,932
Average wait time	52 mins, 30 sec.
Average talk time	9 mins, 57 sec.

## Emails

Received on average in a day	291
Answered on average in a day	383

## Talk time

Calls between 0-5 mins.	2,268
Calls between 5-10 mins.	2,280
Calls between 10-15 mins.	1,096
Calls above 15 mins.	1,288



# Leave types by the numbers

	Total Application %	Total Applications
<b>Bonding Leave</b>	38.7%	17,009
<b>Family Leave</b>	14.5%	6,367
<b>Medical Leave</b>	45.6%	20,035
<b>Safe Leave</b>	1.2%	535
<b>TOTAL</b>		<b>43,946</b>

Percentage of Claimants Paid	Percentage of Claimants Not Paid
<b>63%</b>	<b>37%</b>
Anticipated Uptake Percentage for 2023	Actual Uptake Percentage as of 1/2/24
<b>2.8%</b>	<b>1.8%</b>



# Application request breakdown

Leave Type	Forecasted	Actual Average Request
Bonding	9.5 weeks	10.4 weeks
Family	7 weeks	5.5 weeks
Medical	7 weeks	6.4 weeks
Safe	2 weeks	8.1 weeks

Only includes consecutive leave requests





# Average weekly benefit amount

Leave Type	Average Amount Paid/Consecutive	Average Amount Paid/Intermittent	Forecasted
Additional Pregnancy	\$756	\$618	\$871
Bonding	\$877	\$679	\$871
Family	\$813	\$515	\$871
Medical	\$795	\$469	\$871
Safe	\$626	\$457	\$871



Includes consecutive & intermittent leave requests

# Benefit payments to date

Leave type	Intermittent leave	Consecutive leave	Total
<b>Bonding</b>	\$14,334,000	\$71,580,000	\$85,914,000
<b>Pregnancy</b>	\$702,000	\$10,540,000	\$11,242,000
<b>Family</b>	\$3,930,000	\$10,850,000	\$14,780,000
<b>Medical</b>	\$5,284,000	\$61,760,000	\$67,044,000
<b>Safe</b>	\$292,000	\$1,110,000	\$1,402,000
<b>TOTAL</b>	<b>\$24,542,000</b>	<b>\$155,840,000</b>	<b>\$180,382,000</b>



Includes consecutive & intermittent leave requests

# Original forecast vs actual revenue

Quarter	May 2023 Forecasted Contributions Collected (\$)	Received Contributions as of 1/2/24
Q1 2023	\$ 217,000,000	\$ 226,177,000
Q2 2023	\$ 199,650,000	\$ 207,848,000
Q3 2023	\$ 198,000,000	\$ 191,806,000
<b>TOTAL</b>	<b>\$ 614,650,000</b>	<b>\$ 625,831,000</b>



# Trust fund forecast

Year	Contributions Collected (\$)	Benefit Payments (\$)	Program Expenses (\$)	Trust Fund Balance (\$)	Months Reserve (for projected expenditures)
2023	623,574,000	180,382,000	38,000,000	369,335,000	5.2
2024	888,119,000	764,151,000	70,020,000	419,705,000	5.7

**Note:** The table includes main (not all) data points of the forecast. The table does not include revenue earned from Equivalent Plan application fees, interest and penalties, interest earned on the Trust Fund, and small employer assistance grants in expenditures.

(Data used to figure the forecast: 43,946 applications (2023), 120,120 applications (2024), bonding leave - 10.4 weeks, family leave - 5.5 weeks, medical leave - 6.4 weeks, and safe leave - 8.1 weeks, bonding leave average weekly benefit amount for consecutive leave - \$877, family leave - \$813, medical leave - \$795, and safe leave - \$626)



# Top denial reasons

- Fraud
- Not responding to Paid Leave inquiries
- Not currently employed
- Not uploading correct information
- Wage-related
- Equivalent plan employees



# Appeals

- Failure to provide Information
- Monetary determinations
- Benefit change letters
- Wage investigations



# Equivalent plan data

## Top 5 Industry Types

1. Elementary & secondary schools
2. Offices of physicians
3. Software publishers
4. Offices of lawyers
5. New car dealers

### Anticipated Lost Contributions

2023	2024
\$ 306,000,000	\$ 313,000,000

### Anticipated Benefits Saved

2023	2024
\$ 59,010,000	\$ 180,200,000

### Statistics

Fully insured	3,012
Employer administered	268
Employees covered	347,146 (14.7%)
Large employers	2,074 (18.9%)
Small employers	1,206 (1%)

### Equivalent Plan Applications

Received	3,413
Approved	3,280



# Assistance grants

Grant Applications	
Open	10
Approved	8
Denied	13

Grant Type	
Replacement worker	22
Wage-related costs	9
Adjustment grant	0

Approved Grant Amounts	
Replacement worker	\$21,000
Wage-related costs	\$1,000





# Self-employed individuals

- 800 applications estimated for 2023
- 1,269 self-employed applications received
- 145 applications still in the process



# Demographics

	Rural	Urban	Frontier	Out of State
Applications	29%	64.5%	1.5%	5%

Race	Percentage of Applications
White	64.48%
Hispanic	11.95%
Race prefer not to say	10.00%
Asian	5.10%
Black	3.32%
American Indian	2.76%
Other	<u>2.39%</u>
	100%

Gender	Percentage of Applications
Woman	55.01%
Man	32.61%
Gender identity prefer not	7.22%
Other	<u>5.16%</u>
	100%



# Income demographics

Annual income	Percentage of applications
\$1,000 to 9,999	2.04%
\$10,000 to 19,999	4.71%
\$20,000 to 29,999	8.30%
\$30,000 to 39,999	12.07%
\$40,000 to 49,999	14.14%
\$50,000 to 59,999	12.35%
\$60,000 to 69,999	9.85%
\$70,000 to 79,999	7.52%
\$80,000 to 89,999	6.12%
\$90,000 to 99,999	4.94%
\$100,000 +	17.39%



# Program adjustments

- Frances Online
- Staffing
- Process improvements





# Questions?