

Meeting:	Paid Leave Oregon Advisory Committee				
Date/time:	February 7, 2024				
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		
A	Jenny Dresler (employers)	P	Michele Schwartz		
A	Eric Hunter (employers)	P	Angela Yeager		
P	JaJetta Dumdi (employers)	S	Kelley Ofoni		
P	Catie Theisen (employees)				
A	Courtney Veronneau (employees)				
P	Anna Richards Roberts (employees)				
P	Odalis Aguilar-Aguilar (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 January notes		

David Gerstenfeld shared updates from the Oregon Employment Department. The agency is preparing for the upcoming transfer of the legacy Unemployment Insurance (UI) benefit system into the new modernized technology system, Frances. They are working hard to minimize the disruptions to the public. After this upcoming rollout and stabilization period, the agency will be focused on moving the modernization support from being in project-mode to operational.

Anna Roberts asked if customer's documentation status is protected from federal employees. David Gerstenfeld explained that it isn't impacted by the fact the agency will be using the same technology platform for both UI and Paid Leave. There are state laws that offer a high degree of protection, but these state laws cannot trump federal laws so if there were a subpoena they would be obligated to comply.

Karen Humelbaugh provided some additional details about the upcoming transfer of UI benefit information into the Frances system. Because this will now be a shared technology platform, Paid Leave will be affected by the cutover. Starting 5:00pm on Wednesday, February 28, customers and staff alike will be unable to access any information in Frances. The program will be back online at 8:00am Monday, March 4. All staff need to remain out of the system to allow for the updates to be made. For this reason, the phones will be down during this time

because staff will be unable to assist customers with their questions/look up their claims. Instead, the Paid Leave team will be using the time for intensive staff training.

Quorum was not met and therefore the review of the January meeting notes will be moved to the March agenda.

2.0	Customer Care, Outreach & Communication Updates	Inform	Michele Schwartz & Angela Yeager
<p>Michele Schwartz shared updates from the Customer Care & Outreach team. The Customer Care team is working to hire additional Customer Care Specialists and Managers. The Outreach and Engagement team has been very busy at the community and state level. They recently attended the Slavic Community Winter Festival and have several upcoming community events available on the Paid Leave Oregon website: News and events - Paid Leave Oregon.</p> <p>The Outreach and Engagement team members have also been participating in Malheur and Baker County Community Partner Outreach Program (CPOP) through the Oregon Health Authority. They continue to do healthcare industry outreach. They recently attended the Sunday Funday Community Resource Fair (Birthing Center at Willamette Valley Medical Center in McMinnville). They continue to do business outreach and presentations. Staff are working on a collaboration with the Bureau of Labor and Industry (BOLI) to host evening workshops in Malheur County in April.</p> <p>Anna Roberts asked whether customers are able to file a claim over the phone. Juan Serratos shared that we will try to redirect customers to apply online when they are able, but that if customers do need assistance, they should be offered the options of filing over the phone with staff. Recently, the program launched an automated phone system to allow customers who are on intermittent leave to file their weekly claims through the automated phone system if preferred.</p> <p>Angela Yeager shared updates from the Communications team. Communications staff are updating all employer-facing materials on the Paid Leave website. They have also begun writing scripts for how-to videos they hope to launch in the next couple months that provide instruction for performing certain actions in Frances Online for customers who are unfamiliar.</p>			
3.0	Benefits Updates	Inform	Danielle Willey
<p>Danielle Willey shared updates from the Benefits team. The Benefit Eligibility Team (which handles more complex claim issues) is preparing to hire more staff. The team is continuing to process claims and pay out benefits. The team eagerly awaits the upcoming transfer of UI Benefits into Frances and are continuing to learn what those updates will look like for their staff.</p> <p>Anna Roberts asked for an average processing time of claims. Karen informed the committee that those numbers will be presented at the April Advisory Committee meeting, during the next quarterly data update.</p> <p>Karen shared some additional updates from the Benefits team.</p> <ul style="list-style-type: none">• Continuing to look at ways to improve customer experience. One thing that greatly assists is when customers use the Paid Leave forms, these are the best way to ensure the program has everything they need to process the claim.• Combatting fraud attempts, protecting people’s identities and the trust fund.• As of last week, the program had received almost 49,000 identity verified applicants. Of those, about 44,000 have been “resolved” (either approved/denied).• Changing some processes about how contact from customers is routed to staff.• Reviewing and managing workflows regularly.• Paid out about \$238 million in Paid Leave Oregon benefits.			
4.0	Policy Updates	Inform	Kelley Ofoni

Shannon Ball shared updates from the Policy team. The team is working diligently on updating instructions, forms, letters and website content based on feedback that was received. They are following the 2024 legislative session, and specifically tracking the four bills that would have direct impact on the Paid Leave Oregon program, as well as several additional bills that may have an indirect impact. The Policy Team planned to have Batch 10 administrative rules ready for review by the Advisory Committee in January or February, but after evaluating they have decided to pause for now.

5.0

2025 Legislative Concepts

Inform

Karen Madden Humelbaugh & Shannon Ball

Shannon Ball reviewed the six legislative concepts the team has drafted so far for the 2025 legislative session and requested feedback or questions from committee members. These concepts were provided with the meeting agenda and will be included in the meeting notes. Legislative concepts for the 2025 legislative session must be submitted to the Department of Administrative Services (DAS) no later than April 2024.

Anna Roberts asked a question related to how the Benefit Payouts if Insolvent concept would be implemented.
