

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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Paid Leave Oregon

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.



Paid Leave Advisory Committee
Presentation on Data and Long-Term Sustainability
Sept. 6, 2023

Leave Types by the Numbers

	Consecutive Leave	Intermittent Leave	Total
Bonding Leave	4,476	1,459	5,935
Family Leave	669	547	1,216
Medical Leave	2,742	676	3,418
Safe Leave	179	572	751
TOTAL	8,066	3,254	11,320

As of 9/5/23



Customer Service Data

Last Week's Phone Data	
Total Calls	4,734
Average Wait Time	23 sec.
Average Talk Time	7 mins, 36 sec.

Emails	
Received on Average in a Day	99
Answered on Average in a Day	127

Talk time	
Calls Between 0-5 Mins.	2,124
Calls Between 5-10 Mins.	1,452
Calls Between 10-15 Mins.	613
Calls above 15 Mins.	545

As of 9/5/23



Application Request Breakdown

Leave Type	Forecasted	Actual Average Request
Bonding	9.5 weeks	10.45 weeks
Family	7 weeks	6.99 weeks
Medical	7 weeks	7.05 weeks
Safe	2 weeks	9.06 weeks

As of 9/5/23 – Only includes Consecutive Leave Requests



Self-Employed People

- 800 applications estimated for 2023
- 631 self-employed applications received
- 489 approved
- 126 new/in-progress

As of 9/5/23



Original Forecast vs Actuals Received

Quarter	Forecasted Contributions Collected (\$)	Received Contributions as of 9/5/23
Q1 2023	\$ 217,000,000	\$ 221,800,000
Q2 2023	<u>\$ 199,650,000</u>	<u>\$ 191,200,000</u>
TOTAL	\$416,650,000	\$413,000,000

As of 9/5/23



Paid Leave Oregon Benefit Assumptions

	Other State's Experience	Previous Assumptions	Current Assumptions
Program benefit usage (2023)	WA – 6.4% (first year – 2020) and 6.83% (2022); MA – 7% (2022); D.C. – 2.6% (2022); RI – 7.97% (2021); CA – 5.51% (2021)	6.5%	7%
Claim applications (2023)	WA – 43.72% of approved claims in first year (2020) were bonding claims MA – 44% of approved claims in first year were for bonding (2021)	43,243	68,190
Claim applications (2024)		136,104	138,658
Average leave duration	WA (12 weeks total) – Medical Leave: 7.19 weeks; Family Leave: 7.61 weeks; Bonding Leave: 8.04 weeks MA (26 weeks total) – Medical & Family Leave: 12 weeks; Bonding Leave: 9.41 weeks	Medical & Family Leave: 7 weeks Safe Leave: 7 days	Medical & Family Leave: 7 weeks Safe Leave: 2 weeks Bonding Leave: 9.5 weeks
Average Weekly Benefit Amount		\$ 749	\$ 871

Changes Policy Makers Could Consider

- Cap on wages subject to contributions
- % for full wage replacement earned
- Maximum wage replacement rate and/or maximum weekly benefit amount
- Minimum earning requirement
- Amount of benefit weeks
- Small employer definition
- % of contributions shared by employees and employers



Questions?

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