

Meeting:	<b>Paid Leave Oregon Advisory Committee</b>				
Date/time:	<b>October 4, 2023</b>				
Location:	Microsoft Teams				
Attendees:	P (Present) A (Absent) S (sent sub)				
	Facilitator: Karen Madden Humelbaugh Scribe: Rebecca Royer				
<b>Members</b>		<b>Staff</b>		<b>Guest</b>	
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)				

## Agenda

Docket #	Topic	Purpose	Presenter
1.0	<b>Welcome</b>	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	<b>Customer Care, Outreach &amp; Communication Updates</b>	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	<b>Policy &amp; Program Support Updates</b>	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 16<sup>th</sup> and 20<sup>th</sup>. This is for a batch of rules that will be effective starting January 1<sup>st</sup>, 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	<b>Benefits Updates</b>	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	<b>Program &amp; Staff Demographics</b>	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	<b>Additional Program Updates</b>	Inform	Karen Madden Humelbaugh
<p>No additional updates.</p>			