



Paid Leave **Oregon**

A 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 Agenda May 7, 2026

- Welcome & Introductions
 - Member Roundtable
 - Approval of January Notes
- Contribution Rate Determination
- Health Care Provider Portal
- System Enhancements
- Program performance



Contribution Rate Determination

- Consider three contribution rates
- Four different Office of Economic Analysis economic forecasts
 - *Baseline, optimistic, pessimistic, and severe recession*
- Forecast assumptions
- Financial Outcomes
- **Review and discuss rate scenarios:** Advisory Committee meeting in August



Health Care Provider Portal

Objective:

Establish a secure, digital solution to interface directly with health care providers that:

- Streamlines the verification process
- Reduces customer and provider burden
- Increases processing speed
- Improves customer, provider, and staff satisfaction



Health Care Provider Portal

Phase	Deliverable	Timeline
1	Learn from other PFML states	Now – May 2026
1	Compile provider contacts	Now – May 2026
2	Convene advisory group	June 2026
2	Provider focus groups/survey	June – July 2026
3	Determine approach	Aug – Sept 2026
4	Development & Testing	Fall 2026 – Spring 2027
4	Ongoing provider engagement	Fall 2026 – Spring 2027
5	Outreach campaign	Jan – June 2027
6	Portal rollout	June 2027



The Four Other System Enhancements

2. Customer Online Services & Application

- Create a unified, one-stop application
- Improve information to customers
- Improve letters

3. Benefit Issues & Adjudication

- Improve questionnaires to collect info up front
- Ensure issues trigger tasks efficiently
- Increase automation in claims processing

4. Claim Decisions

- Improves decision processing and communication
- Enables partial denials & weekly claim logic
- Improve legal sufficiency & customer service

5. Fraud, Investigations & IDV

- Complete fraud & misrep functionality
- Strengthen fraud-prevention
- Streamline IDV process



Customer Service & Workforce Strategies Projects

System Update Projects	CSWSP
Health Care Provider Portal	PL 1
Customer Online Services and Application	PL 3 PL 4 PL 20 PL 21 OED 2 OED 3 OED 11 OED 12 OED 13
Benefit Issues and Adjudication	PL 13 PL 14
Claim Decisions	PL 12 PL 14
Fraud, Investigations and ID Verification	PL 15 PL 16

Paid Leave: 21 projects focusing on improving the tools, processes, and support systems that affect how we serve customers every day

OED: 13 projects focusing on how we communicate with our customers and staff.



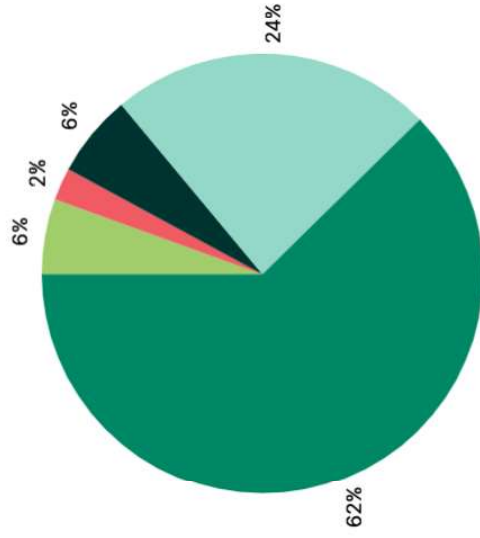
Program Performance



Connector Program- Impact Snapshot

Reason for Appointment

- Communication
- Disability
- Emotional Access
- In-Person Preference
- Technology



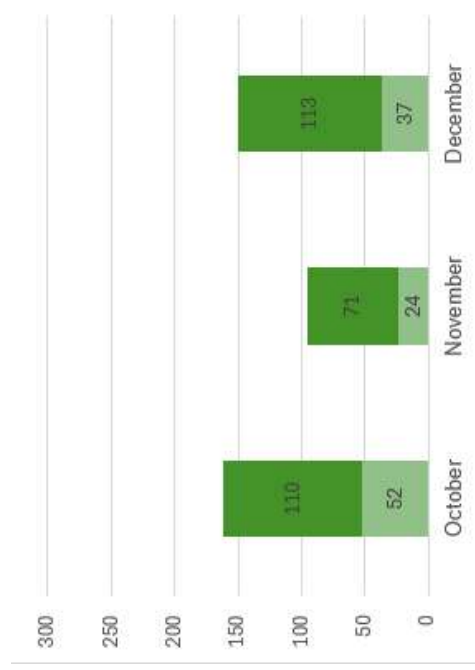
- **Key Metrics January 2026 - Current:**
- **Individuals Served: over 900**
- **Languages Provided: Primarily English and Spanish**
- **Main Reason for Appointment: Technology**
- **Issue resolution: More than two-thirds do not need further action.**



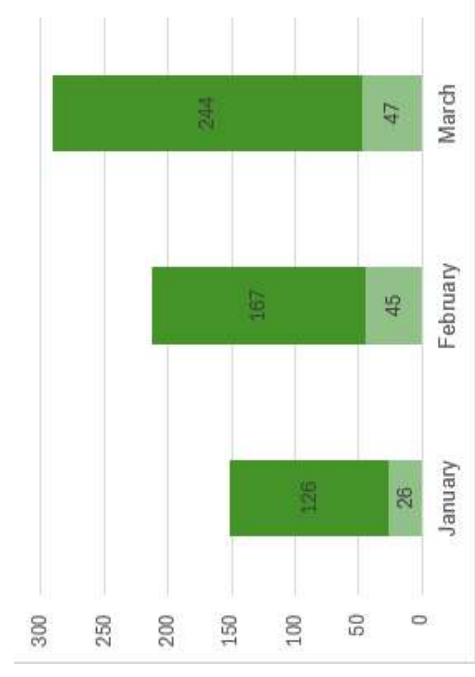
Connector Program: Participation

- Individuals Served Q4 2025: 407
- Individuals Served Q1 2026: 655

Q4 2025



Q1 2026



■ Walk-in ■ Scheduled



Connector Program Updates

- Two new locations were launched in April 2026
 - The Dalles & Gresham
- Adding a lead worker to help support the day-to-day of the Connector team
- Sending out interest survey to gauge interest in remaining locations approved for expansion



Trust Fund Health

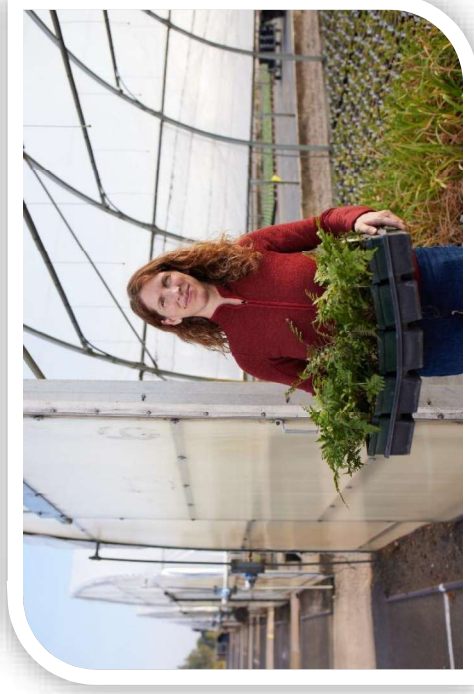
Year	Contributions Collected (\$)	Benefit Payments (\$)	Admin Expenses (\$)	Trust Fund Balance (\$)	Months Reserve (for projected expenditures)
2023	643,079,000	176,264,000	41,951,000	411,379,000	6.9
2024	844,716,000	685,705,000	72,486,000	542,888,000	8.1
2025	904,340,000	783,892,000	72,000,000	632,039,000	8.3
2026 (Projected)	902,444,000	840,699,000	72,000,000	656,501,000	8.3
2027 (Projected)	939,351,000	873,242,000	72,000,000	686,452,000	8.4

Data used to figure the benefit forecast: 46,726 applications (2023), 131,000 ID verified applications (2024), 162,000 ID verified and 135,000 approved applications (2025), 142,000 approved applications (2026), 149,000 approved applications (2027); bonding leave – 11 weeks (average weekly benefit (AWB) amount for consecutive leave - \$962), family leave - 5 weeks (AWB \$997), medical leave - 6 weeks (AWB \$900), and safe leave - 8 weeks (AWB \$721)

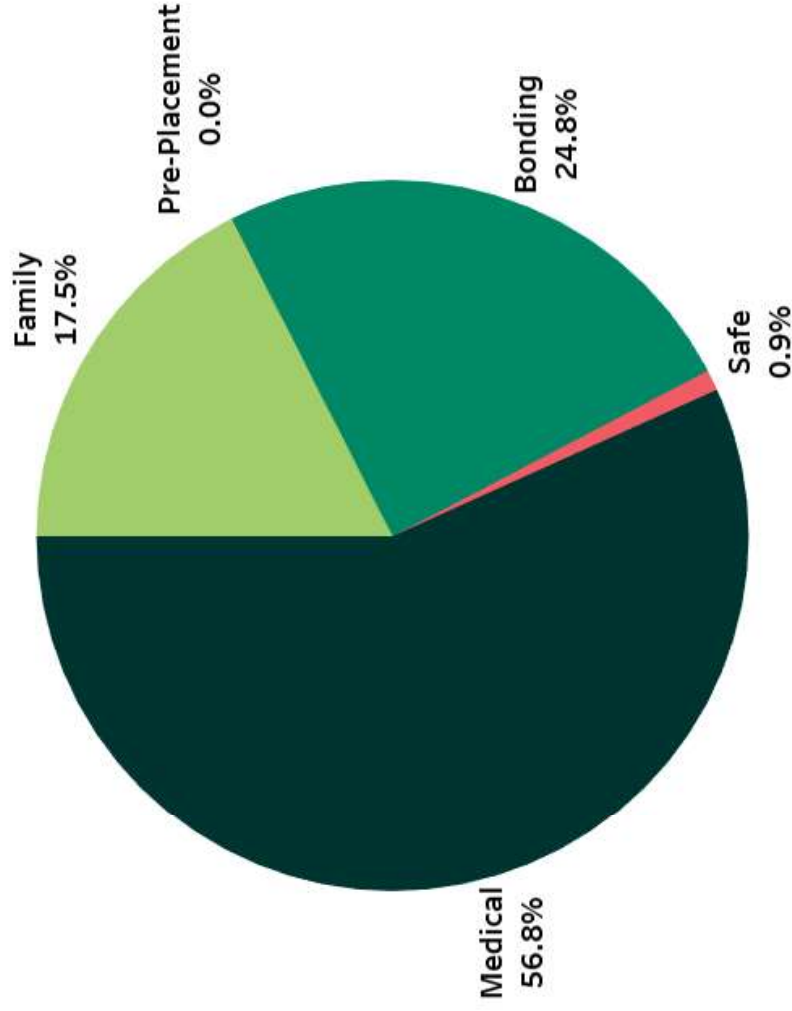


Paid Leave Benefit to Date

Applications Approval Rate	Customers Served	Total Benefit Payments
92.3%	247,018	\$ 1,912,054,715

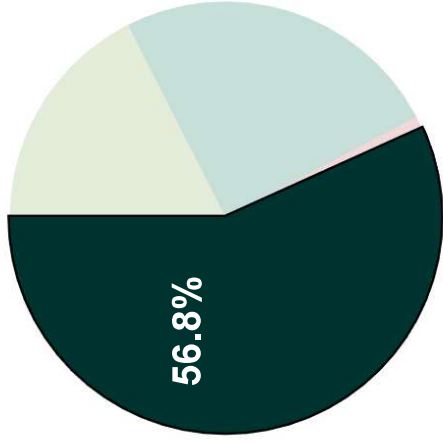


Finalized Claims Q2 2025-Q1 2026



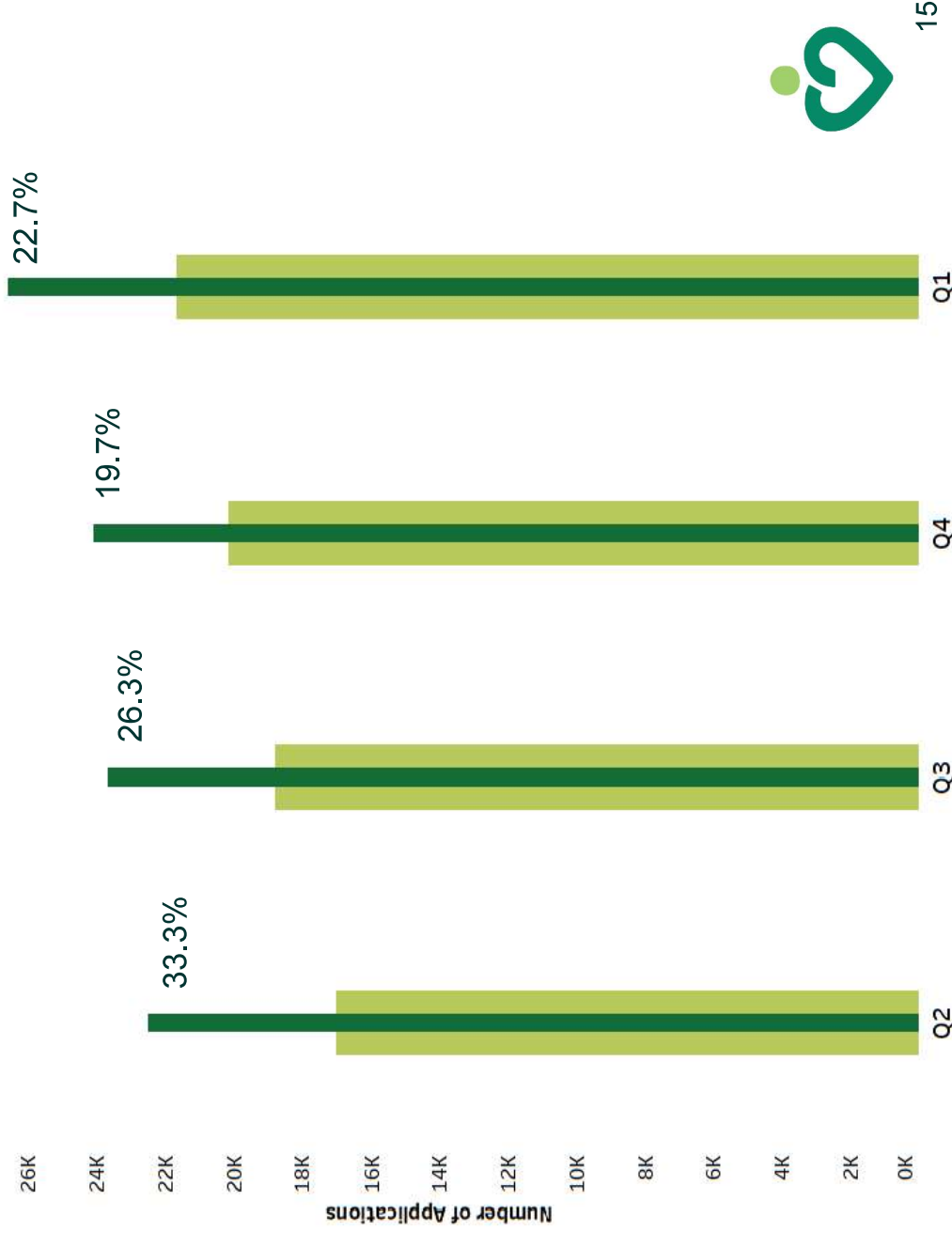
Paid Leave Finalized Claims by Leave Type	
Medical	85,035
Bonding	37,108
Family	26,217
Safe Leave	1,401
Pre-Placement	41

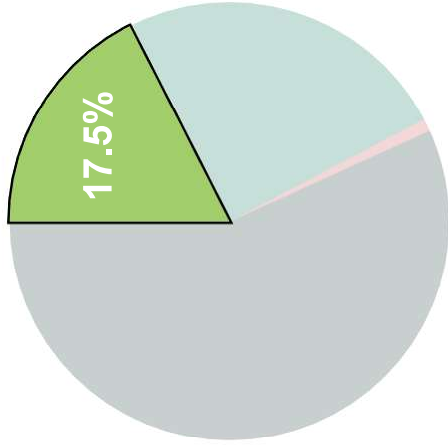




Medical Leave

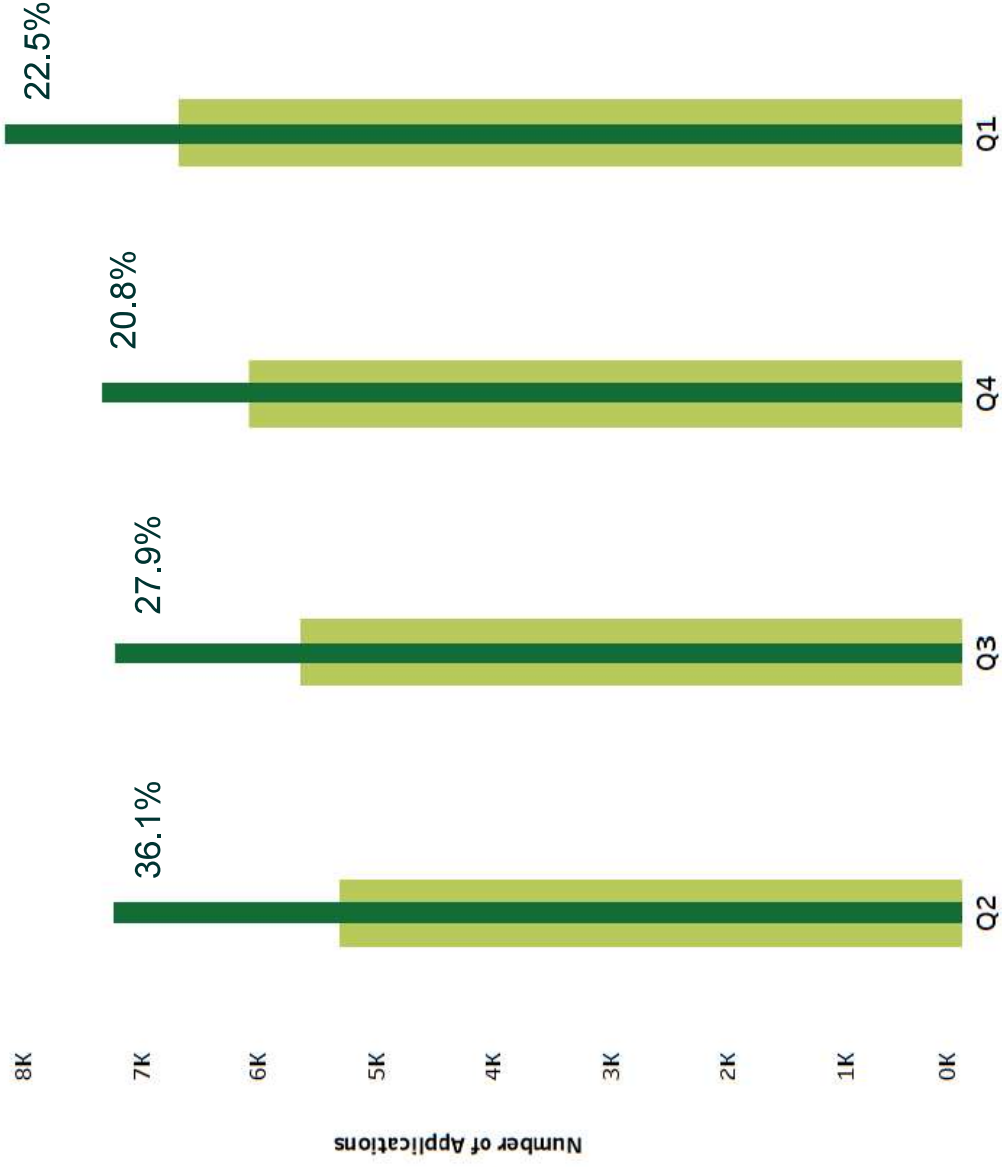
■ Last Four Full Quarters
■ Year Prior



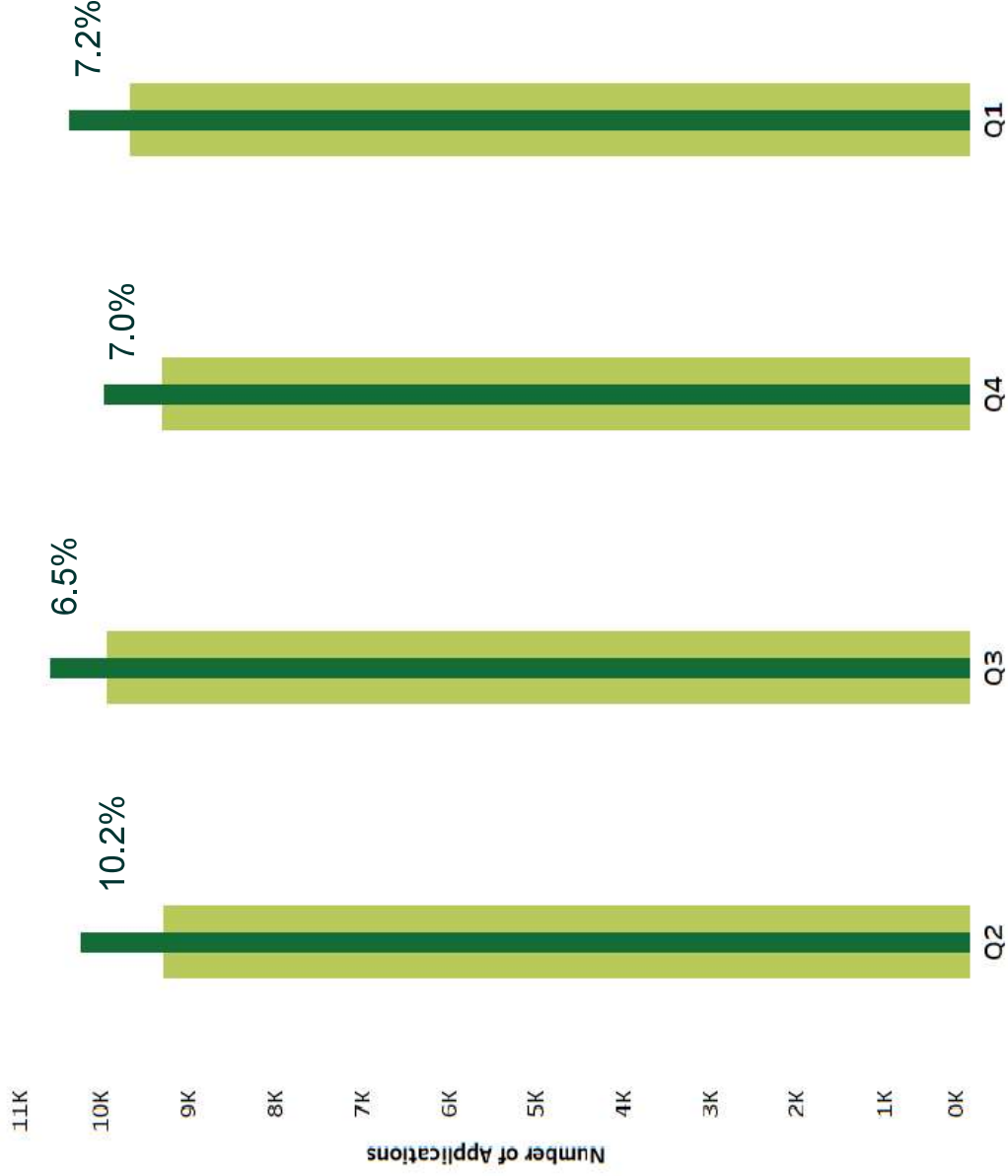
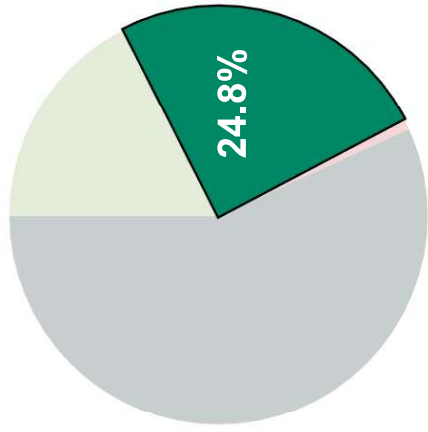


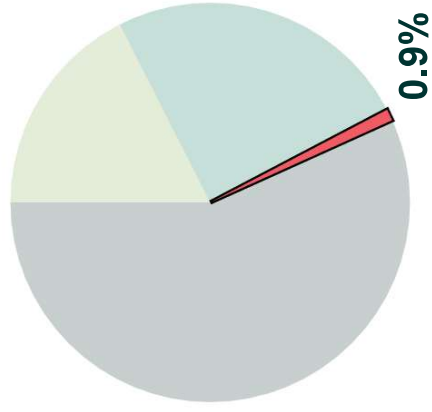
Family Leave

■ Last Four Full Quarters
■ Year Prior

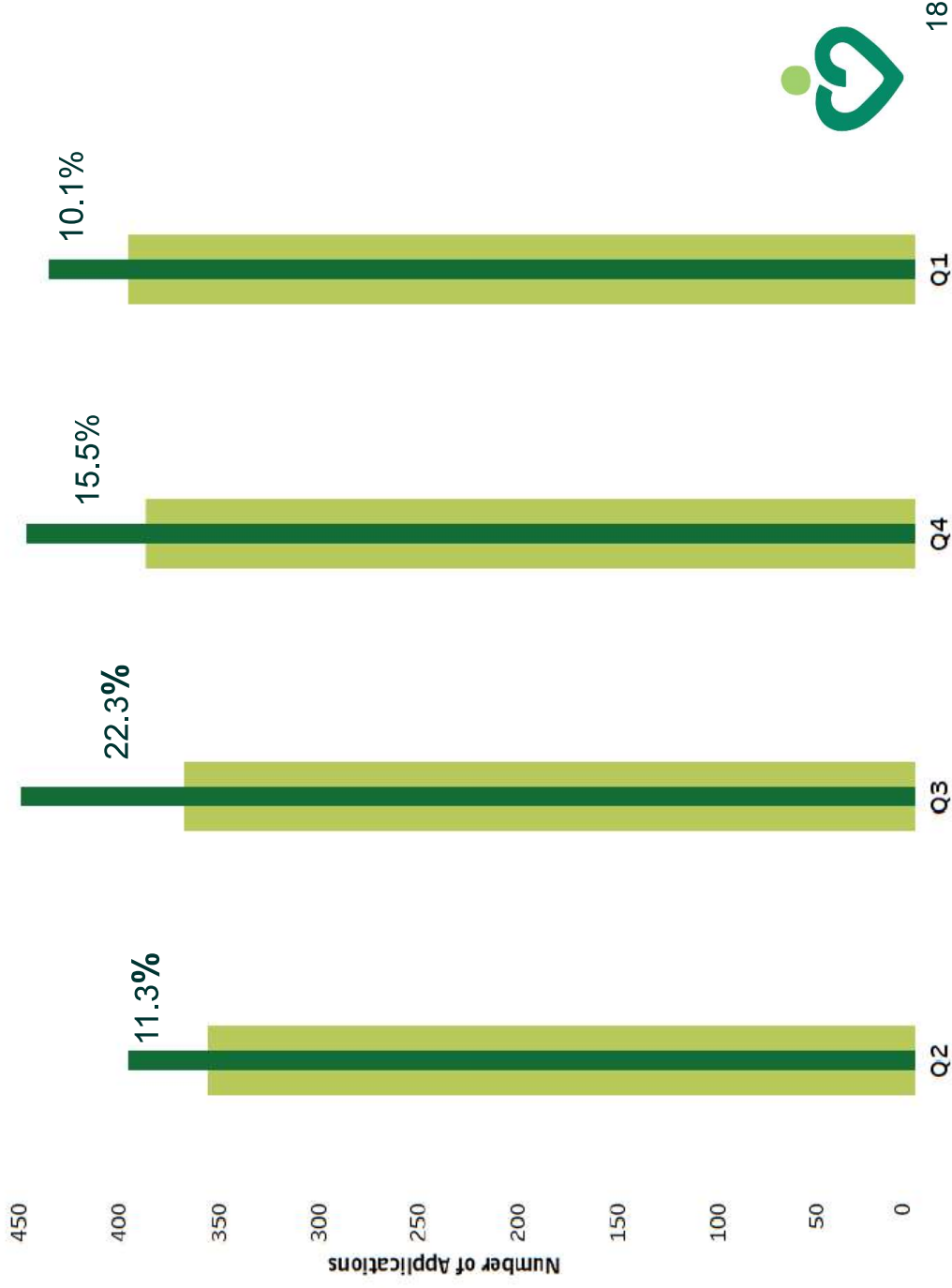


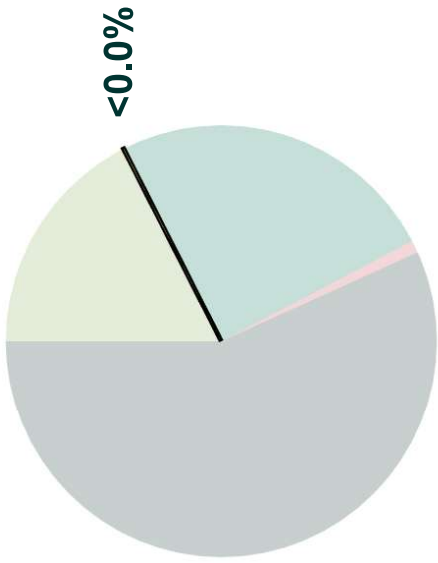
Bonding Leave



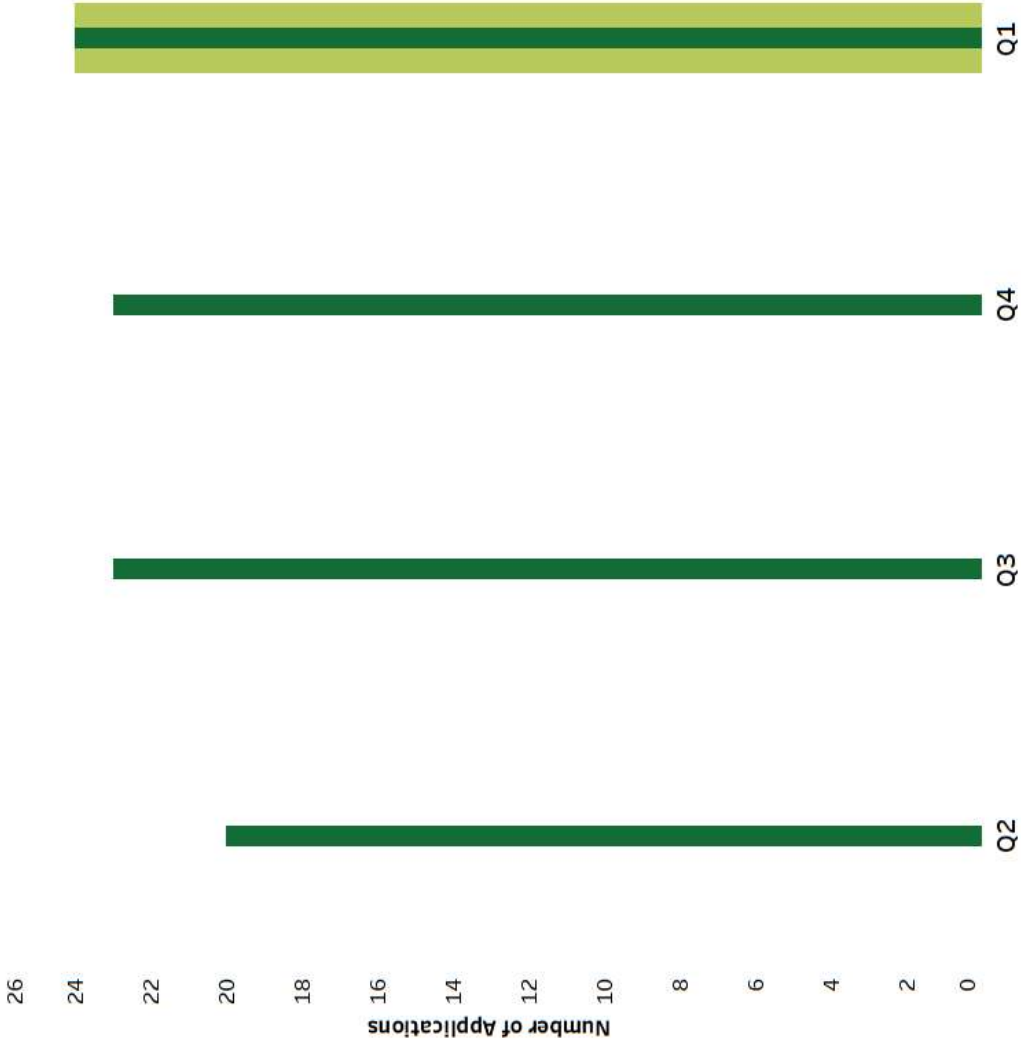


Safe Leave

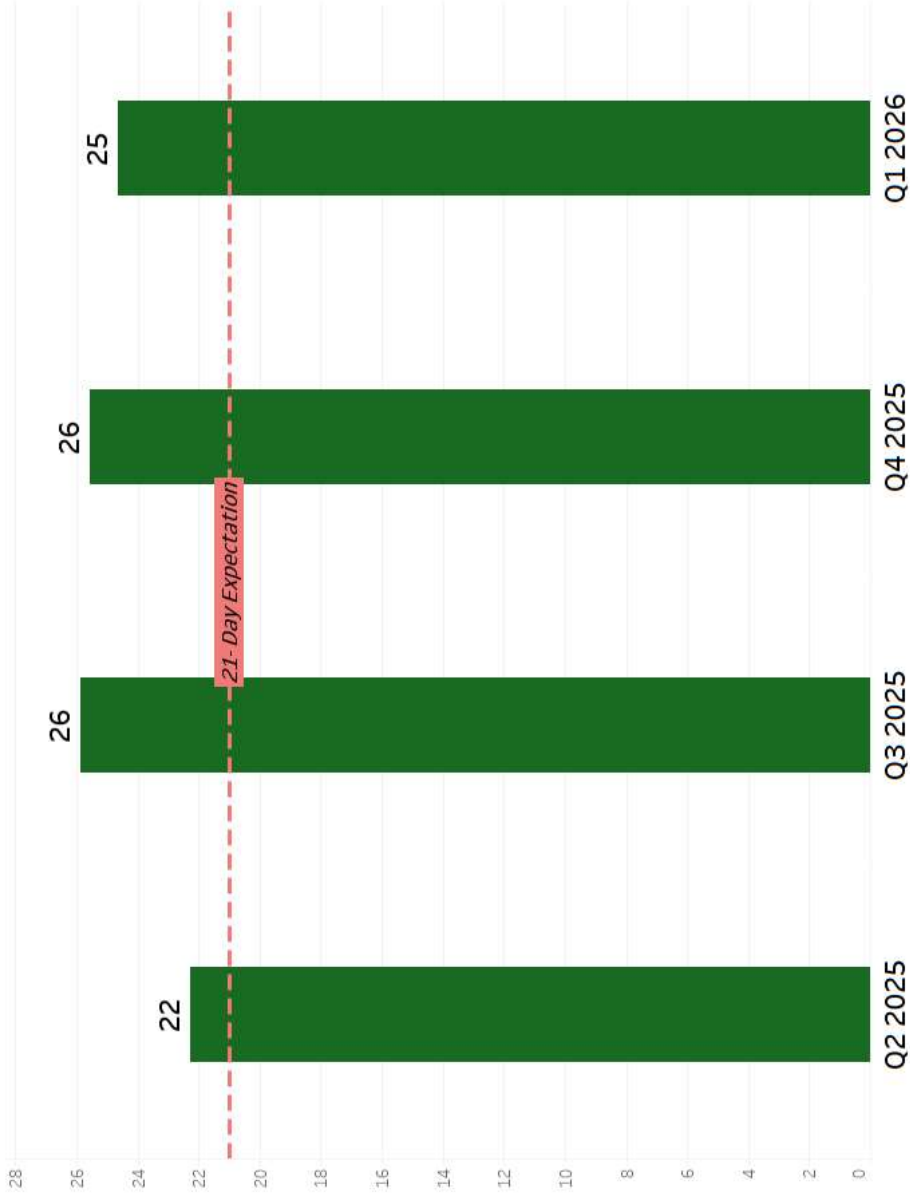




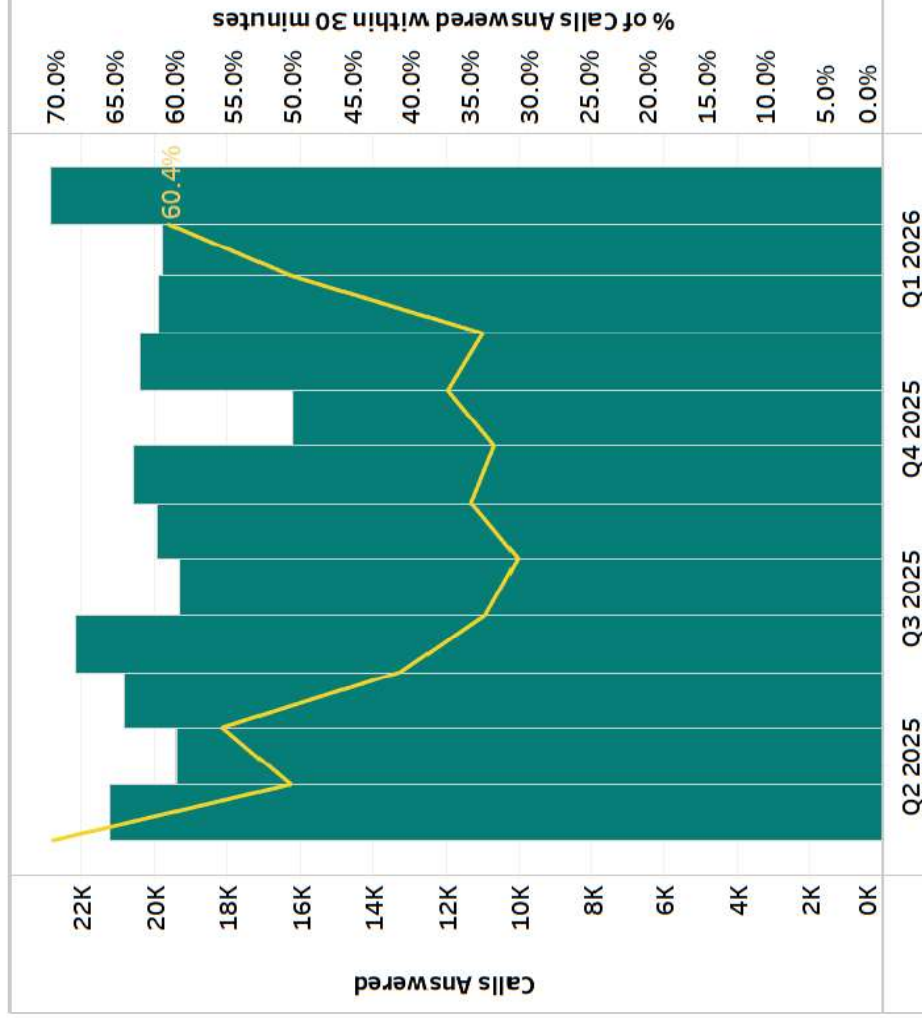
Pre-Placement Leave



Average Days From Application to Decision



Paid Leave Call Wait Times



■ % of Calls Answered within 30 minutes
■ Calls Answered



Paid Leave Call Times by Quarters

	Q2 2025	Q3 2025	Q4 2025	Q1 2026
Calls Offered	97,615	107,580	87,121	100,048
Calls Answered	61,427	61,379	57,131	62,455
% of Calls Answered within 30 minutes	59.0%	35.3%	35.0%	48.6%
Average Time to Answer	00:25:08	00:39:47	00:38:21	00:32:33



Assistance Grants to Date

Grant Applications	
Approved	60
Denied or Canceled	75
Approved Grant Type	
Replacement Worker	49
Wage Related Cost	11
Approved Grant Amounts	
Replacement Worker	\$147,000
Wage Related Cost	\$11,000



Assistance Grants – Last Four Quarters

	Q2 2025	Q3 2025	Q4 2025	Q1 2026
Approved	3	6	3	0
Denied or Canceled	2	8	4	4

	Q2 2025	Q3 2025	Q4 2025	Q1 2026
Breakdown of approved applications				
Replacement Worker	2	5	2	0
Wage Related Costs	1	1	1	0



Self-Employed Individuals to Date

Self-Employed Applications	
Received	3,769
Approved	1,546
Not Opted in or Denied	2,223
Open	33

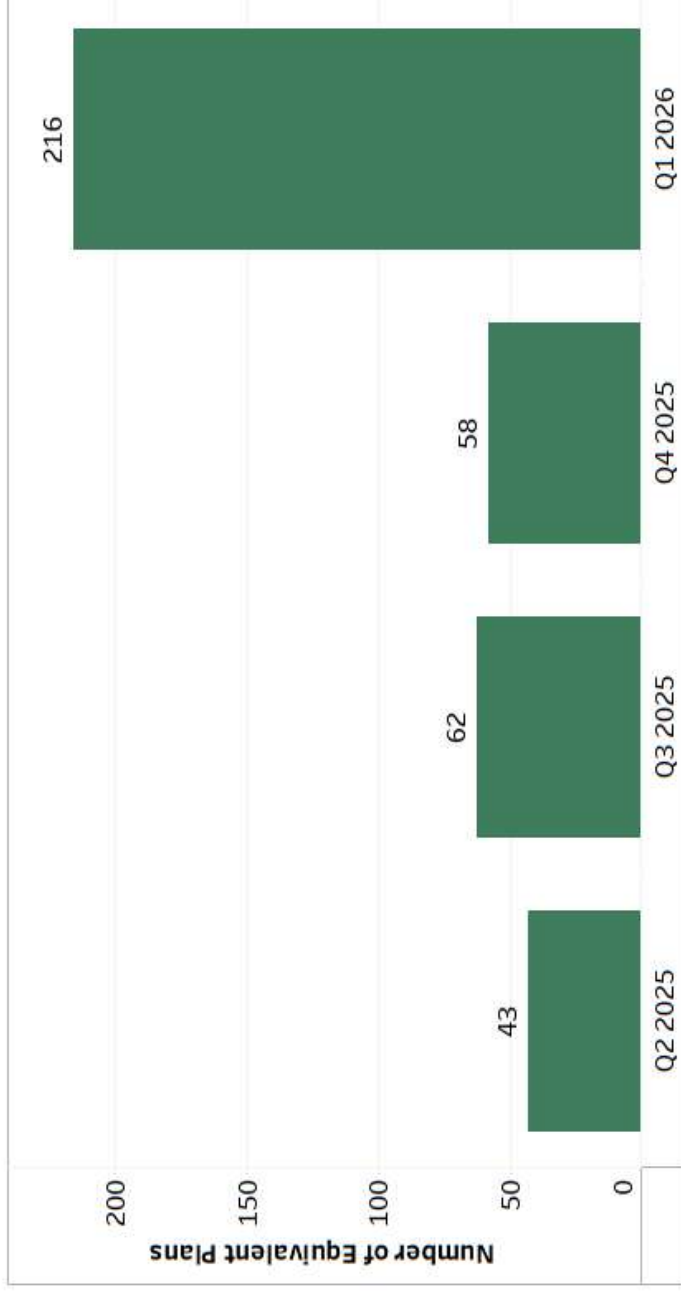


Equivalent Plans Data

Employees covered	328,471 (14.6%)
Large employers	1,699 (10.3%)
Employees covered	318,691 (21.46%)
Employer Administered	81
Fully Insured	1,618
Small Employers	1,293 (1.02%)
Employees Covered	9,780 (1.27%)
Employer Administered	151
Fully Insured	1,142



Equivalent Plans – Last Four Quarters





Questions?

