

Paid Leave Oregon Advisory Committee

April 5, 2023

1:00pm – 3:00pm

ZoomGov - <https://www.zoomgov.com/j/1603758108>

Agenda

Members

Karen Humelbaugh
David Gerstenfeld
Jeannine Beatrice
Amanda Dalton
Jenny Dresler
Linda Herrera
Eric Hunter
Andrea Paluso
Eva Rippeteau
Catie Theisen
JaJetta Dumdi

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 March Meeting Notes		
2.0	Paid Leave Hiring Update	Inform	Juan Serratos
3.0	2023-2025 Agency Request Budget	Inform	Karen Madden Humelbaugh
4.0	Operations, Benefits & Policy Updates Legislative Updates	Inform	Danielle Willey, Shannon Ball, Karen Madden Humelbaugh
5.0	Customer Care, Outreach & Communication Updates	Inform	Michele Schwartz & Angela Yeager
6.0	Additional Program Updates	Inform	Karen Madden Humelbaugh

Paid Leave Oregon Advisory Committee Docket

Docket Item:

1.3 – Approval of March Meeting Notes

Docket Summary:

Karen Madden Humelbaugh asks committee members if they have any edits to the notes from the previous meeting. After feedback is addressed, the committee will vote on whether to approve the notes.

Docket Materials:

PDF – Paid Leave Oregon Advisory Committee Notes 03-2023

Staff Recommendation:

Approve notes.

Meeting:	Paid Leave Oregon Advisory Committee				
Date/time:	March 1, 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)	A	Danielle Willey		
A	Jenny Dresler (employers)	P	Michele Roland-Schwartz		
A	Eric Hunter (employers)	P	Angela Yeager		
P	JaJetta Dumdi (employers)	A	Rachel Bruneau		
P	Andrea Paluso (employees)				
P	Eva Rippeteau (employees)				
A	Linda Herrera (employees)				
P	Catie Theisen (employees)				

Agenda

Docket #	Topic	Purpose	Presenter
1.0	Welcome	Inform	Karen Madden Humelbaugh &
1.1	Member Roundtable		David Gerstenfeld
1.2	Agency & Program Updates		
1.3	Approval of February Meeting Notes		

Quorum was not met, February notes will be reviewed at the next meeting.

David Gerstenfeld shared agency updates. The agency recently completed the biennial Ways and Means budget presentation with good success. The Employment Department is also reviewing and revising the agency budget based on information provided in the recent economic forecast update. Economic conditions have a large impact on the agency's workload in terms of number of people seeking unemployment insurance and help finding jobs. Paid Leave Oregon is one of the Governor administration's top priorities and continues to provide support to the program.

2.0	Operations, Benefits & Policy Updates	Inform	Danielle Willey & Shannon Ball
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Shannon Ball provided policy and legislative updates. The Paid Leave team is tracking 11 bills that relate to the program. Most of these bills have not had any activity yet. The program has three legislative concepts that were previously discussed in detail with the committee, including:

1. HB2290 – Bill has passed committee and is headed to Ways and Means
2. SB912 – No hearings yet but will likely be scheduled for next week. The program has requested an amendment to have parts of the section that relate to contributions be applicable from January 1, 2023 when contributions went live.

3. SB913 – No hearings yet but will likely be scheduled for next week.

Several of the other bills the team is tracking are study bills including SB999 and SB3336. There is a workgroup currently looking at alignment for Paid Leave and OFLA.

David Gerstenfeld expressed his gratitude for the help of this committee and hopes that the legislature will look to this group for agreement on SB912 and SB913 in particular. Andrea Paluso shared that she is comfortable with the discussions on these bills but is reviewing the concepts more fully and hopes to be able to answer this week regarding possibly signing a letter of support.

Based on the information the team has received regarding collective bargaining agreements, if you have a collective bargaining agreement that has not been open prior to Sept 29, 2019, employers and employees are still required to pay contributions to the Paid Leave program which will be due on the first quarterly report in May.

Karen Madden Humelbaugh provided some equivalent plan updates and operational updates. The program continues to work with the Department of Consumer and Business Services (DCBS) to review insurance policies. So far they have 11 approved insurance providers which has in turn allowed the team to approve additional equivalent plan applications. The team has received about 870 equivalent plan applications and have approved about 600. Paid Leave staff are contacting any employers who submitted a Declaration of Intent to provide and equivalent plan but who have not yet turned in their full application to offer assistance, answer questions and assist in getting the plan submitted.

Some employers have filed their report early and the program has now received about \$9.7m in contributions received. This has helped confirm that the system is working properly.

3.0	Customer Care, Outreach & Communication Updates	Inform	Michele Schwartz & Angela Yeager
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Michele Schwartz shared customer care and outreach updates. The outreach team just started a new virtual series, “Contributions Explained,” which they are hosting in collaboration with the Department of Revenue to support employers with filing their first quarterly report. The team is traveling and connecting with both employers and workers across the state.

Angela Yeager shared communication updates. Paid Leave is working with the website contractor to plan out the next phase of the site. Some features they intend to add include more information about appeals, more information about benefits and a benefits calculator. They are hoping these updates will be available on the website by June 2023. The communications team is also beginning the planning process with their communications vendor, Brink, to prepare the media and marketing campaign for employees. They have started strategy planning sessions and will move into the creative development of that campaign later this month. Additionally, there will be a new series of ads around quarterly payroll, beginning in April.

4.0	Additional Program Updates	Inform	Karen Madden Humelbaugh
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Karen Madden Humelbaugh encourages the committee members to share information about the program with their constituency groups, help ensure workers are informed about contributions, encourage people to visit the website and sign up for Paid Leave bulletins, share the team’s hiring announcements to their networks, and get Paid Leave connected with different communities for two-way engagement.

Action Items

Action	Assigned	Due Date	Completed
Approve February notes at next meeting	Karen	4/5/23	



Paid Leave Oregon Advisory Committee Docket

Docket Item:

2.0 – Hiring Update

Docket Summary:

The attached Paid Leave Oregon Recruitment Plan outlines the number of positions that will be filled by go live. At this time, the goal is to have the full operational team onboard by June. This will ensure that all team members will be fully trained on Phones, Claims processing and job specific duties by mid-August.

We have approximately 223 positions to fill in different classifications as outlined on page three of the attached document. We have seven recruitments going on right now, focusing on managers and Compliance Specialist 1 and 2. The goal is to have the rest of the positions posted by April 7.

Our recruitment approach is to offer these job opportunities to all communities throughout the state. We want to make sure that our workforce will truly represent our communities, including those in remote areas and have representation of bilingual staff in the top 11 languages in addition to English. Because of strong community representation, we expect to provide the best customer care possible and ensure universal and equitable access to Paid Leave Oregon.

Docket Materials:

PDF - Paid Leave Oregon Recruitment Plan

Staff Recommendation:

None, this is an informational item only.



PAID LEAVE OREGON RECRUITMENT PLAN

January 2023 – June 2023

We are implementing Paid Leave Oregon with the mission of ensuring universal and equitable access to the program by all workers in Oregon. In order for us to ensure equitable and universal access for Oregonians, it is critical for us to fill our positions in a way that reflects the diversity of our state, including different education levels, different languages, ethnic backgrounds and geographic location. The envisioned diversity of our workforce will help our team make connections with their communities; make them feel welcomed and taken care of. As a result, we will closer to establishing a program that is equitable and accessible for workers.

To ensure a diverse workforce, we have the goal to post positions in different locations throughout the state. We have made a public commitment to ensure that all communities throughout the state will have access to apply for Paid Leave's jobs and work from their communities. In the following pages, you will see the classifications being recruited for, the number of bilingual positions (top 11 languages in Oregon) and their locations. These positions will build the full implementation team that includes all staff required for Claims Processing, Assistance Grants, Data Analytics, Training, Program Equity and a robust Customer Care team for implementation in September 2023.

The number of positions filled might change, as more details are known of the number of Equivalent Plan applications approved by May 2023 and any additional information on the number of claims expected to be filed.

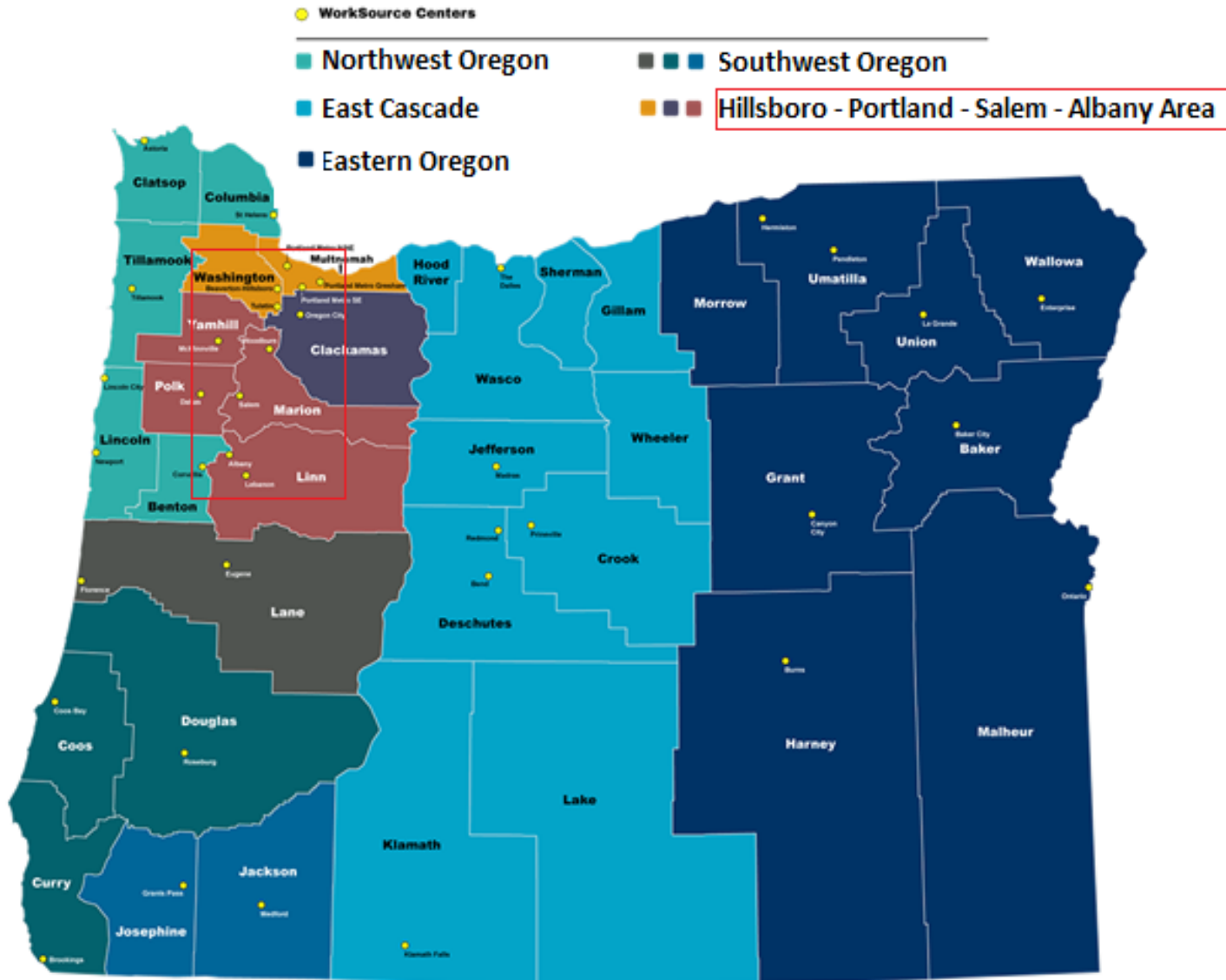
2022-2023 Recruitments

by hire month and classification

Estimated Hire Month										
2022					2023					
	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
		OPA2 (1)			PEMC (1)			CS2's (8)		CS2's (3)
					PEMD (1)		PEMB (1)	OPA2 (2)		
	AS2 (7)	PA1 (1)	OPA3 (1)	CS1 (15)				PEMB (7)		
			PEMC (1)	PEMD (1)				CS1 (30)	CS1 (30)	CS1 (46)
			CS1 (4) (Allen's)			CS1 (4)		PEMB (8)		Benefits Specialists (Adj) (40)
				PEMD (2)	PEMC (1)	PEMC (1)		Benefits Specialists (Adj) (10)	CS1 (10)	CS1 (18)
								Investigators 2 & 3 (5)		Investigators 2 & 3 (10)
			TDS2 (2)	TDS1 (3)			TDS2 (1)	OPA2 (1)		
								OPA2 (1)		

Recruitment Plan by Classifications and Location

Classification	# of Positions	# of Bilingual Positions	Locations	# of Positions by Location	Schedule Type
Compliance Specialist 1 - SR21 - Non Exempt	177	65		177	
			Hillsboro – Portland – Salem – Albany Area	65	Hybrid
			Eastern Oregon	20	Hybrid
			East Cascade	35	Hybrid
			Southwest Oregon	28	Hybrid
			Northwest Oregon	29	Hybrid
Compliance Specialist 2 - SR25 - Non Exempt	8	3		8	
			Hillsboro – Portland – Salem – Albany Area	3	Hybrid
			Eastern Oregon	1	Hybrid
			East Cascade	2	Hybrid
			Southwest Oregon	1	Hybrid
			Northwest Oregon	1	Hybrid
Employment Adjudicator - SR23 - Non Exempt	50	20		50	
			Hillsboro – Portland – Salem – Albany Area	20	Hybrid
			Eastern Oregon	5	Hybrid
			East Cascade	10	Hybrid
			Southwest Oregon	10	Hybrid
			Northwest Oregon	5	Hybrid
Investigator 2 - SR23 - Non Exempt	9	4		9	
			Hillsboro – Portland – Salem – Albany Area	3	Hybrid
			Eastern Oregon	1	Hybrid
			East Cascade	2	Hybrid
			Southwest Oregon	2	Hybrid
			Northwest Oregon	1	Hybrid
Investigator 3 - SR26 - Non Exempt	6	2		6	
			Hillsboro – Portland – Salem – Albany Area	2	Hybrid
			Eastern Oregon	1	Hybrid
			East Cascade	1	Hybrid
			Southwest Oregon	1	Hybrid
			Northwest Oregon	1	Hybrid





Paid Leave Oregon Advisory Committee Docket

Docket Item:

3.0 – 2023-2025 Agency Request Budget

Docket Summary:

The Paid Leave Oregon Division was created through House Bill (HB) 2005 (codified ORS chapter 657B) in the 2019 legislative session to provide employees in Oregon who are eligible for coverage with all, or a portion, of their wages while the employee is out on family, medical, or safe leave.

In July 2021, enactment of HB 3398 adjusted the date for commencement of contributions collection from January 2022 to January 2023, and adjusted the date for commencement of payment of benefits and small business grants from January 2023 to September 2023.

The Employment Department is seeking \$88,736,105 in Other Funds for the 2023-25 biennium, including funding for 383 positions (383.00 FTE). The department’s budget includes \$1,712,030,560 of Paid Leave Oregon benefits that are estimated to be distributed to individuals during the 2023-25 biennium.

Docket Materials:

None.

Staff Recommendation:

None, this is an informational item only.



Paid Leave Oregon Advisory Committee Docket

Docket Item:

4.0 – 2023-2025 Agency Request Budget

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Docket Materials:

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Staff Recommendation:

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Paid Leave Oregon Advisory Committee Docket

Docket Item:

4.0 – 2023-2025 Agency Request Budget

Docket Summary:

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Docket Materials:

None.

Staff Recommendation:

None, this is an informational item only.

Paid Leave Oregon Advisory Committee Docket

Docket Item:

4.0 – Operations, Benefits & Policy Updates

Docket Summary:*Hiring Update*

Paid Leave Oregon's Benefits welcomed two new members to its leadership team in March: Windrin 'Cris' Crisostomo and Caitlynn Larson will be overseeing the Claims unit. There are several ongoing recruitments to hire additional staff and supervisors for Claims, and upcoming recruitments for the Benefits Eligibility and Investigations teams.

Frances Development

The definition session phase of Frances development for benefits roll out next September has concluded for Paid Leave and subject matter experts are wrapping up work with the software vendor to refine system configuration to meet our identified business needs. Work will shift in April, as Paid Leave staff will be testing Frances functionality to ensure the system is working as expected prior to the benefits program launching in September.

Training

As Frances development is refined, subject matter experts will be working with trainers to develop business process, workflow, and technical training. System training is being developed in conjunction with members of the Modernization and FAST teams. Training is expected to begin in May.

Docket Materials:

None

Staff Recommendation:

None, this is an informational item only.

Paid Leave Oregon Advisory Committee Docket

Docket Item:

5.0 – Customer Care, Outreach & Communication Updates

Docket Summary:*Outreach, Engagement & Customer Care Update*

The Customer Care team finalized our *Customer Care Approach*, which includes six principles that will guide our work. You can find the principles here: paidleavecontact.oregon.gov

The Outreach & Engagement team just finished a public series, [Contributions Explained](#), in collaboration with the Department of Revenue. We reached over 500 employers over the four sessions. A recorded session is available in English and Spanish: [Paid Leave Oregon - YouTube](#). Our next series will focus on outreach to employers who submitted a declaration of intent but have not completed their equivalent plan application.

We have reached over 20,000 employers and workers in Oregon through presentations and community events since June of 2022. In addition to attending The Rosewood Initiative, the Governor’s Occupational Safety & Health Conference, KOR Community Land Trust Housing Fair, C2O Clatsop Community College SBDC event, and the Bend Health Fair, the team is preparing to join the NW Food Service Show, Yamhill County Community Baby Shower, Oregon Health Care Association Spring Expo, Partners in Diversity Say Hey Event, and Kinderfest.

We are collaborating with Prevent Child Abuse Oregon and the Oregon Sexual Assault Task Force on two events during April, honoring *Child Abuse Awareness Month* and *Sexual Assault Action Month*. Details about the event are on our website: [News and events - Paid Leave Oregon](#)

Communications Update

The communications team has started work on developing the statewide paid media campaign for employees for Go Live by August, along with starting work on developing the next phase of the website. The next website update will add Korean and Arabic to the six languages we already have, for a total of eight. We will add four major new features: a benefits calculator for employees, an eligibility quiz for employees, an employee toolkit, and an Appeals page. We also will update other relevant website sections related to benefits. New resources we are currently developing include a new FAQ with additional questions/answers for employees and employers, a jobs recruitment brochure, and much more.

Docket Materials:

None.

Staff Recommendation:

None, this is an informational item only.