

Meeting:	Paid Leave Oregon Advisory Committee				
Date/time:	July 6, 2022				
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	Rachel Bruneau		
P	Amanda Dalton (employers)	P	Angela Yeager		
P	Jenny Dresler (employers)	P	Michele Roland-Schwartz		
P	Linda Herrera (employees)	P	Allen Spangler		
P	Eric Hunter (employers)				
P	Andrea Paluso (employees)				
P	Eva Rippeteau (employees)				
P	Paloma Sparks (employers)				
P	Jessica Giannettino (employees)				

Agenda

Time	Docket #	Topic	Purpose	Presenter
1:00 pm	1.0	Welcome	Inform	Karen Madden Humelbaugh &
	1.1	Member Roundtable		David Gerstenfeld
	1.2	Agency & Program Updates		
	1.3	Approval of June Meeting Notes		

No comments or edits from committee members, June meeting notes approved.

David Gerstenfeld shared agency-wide updates. The Employment Department gave several presentations to various legislative committees on how the agency is doing, including talking about Paid Leave Oregon and Modernization. Although the declining federal revenue still poses challenges, the agency is managing and continuing to maintain good customer service. Over 90% of calls are being answered in under 5 minutes and initial payments and adjudication have been timely. This level of service will be a challenge as revenue declines, but the agency is dedicated to being transparent with the public and legislators as things change. Oregon Employment Department received notice that they have been awarded a competitive grant from US Department of Labor for UI Navigators. This initiative will partner with community-based organizations, providing them with information and resources so that they are able to help serve their communities as well as notify the Employment Department of barriers their communities are facing.

Linda Herrera asked for more information about the process for community-based organizations to partner with the agency once the UI Navigator initiative launches. Organizations will need to have an agreement with the agency and will receive training to make sure they have information. More details about the process will be shared as the program launches.

Karen Madden Humelbaugh provided program updates. The Paid Leave team is continuing to meet with state agency partners regularly. They are working with the Bureau of Labor and Industry (BOLI) to be clear about leave duration eligibility, and qualifying conditions as well as working together on a matrix and assuring both agencies will have similar information on their websites. They are also working with the Department of Consumer and Business Services (DCBS) to make sure that people who qualify to provide insurance for paid leave are documented/listed. They are working with Department of Justice (DOJ) and Department of Revenue (DOR), to track down answers to a number of tax-related questions that the IRS hasn't answered yet.

Paloma Sparks added that she has received questions on whether or not the contributions come out pre- or post-tax. The team is addressing this in their conversations with DOJ and DOR.

Amanda Dalton asked if we could invite partners from DOR or BOLI to join us for a future Advisory Committee meeting. The team will plan to extend an invitation.

1:45 pm	2.0	Communication & Engagement Update	Inform	Michele Roland-Schwartz & Angela Yeager
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Michele Roland-Schwartz shared updates from the Paid Leave Outreach and Engagement team. The team is hosting "Community Conversations," a series of virtual meetings to provide an overview and answer questions about Paid Leave Oregon. Approximately 200 people have attended these meetings each week which adds to around 600 so far.

They will also be launching an additional series of virtual meetings called "Equivalent Plans Explained" to help answer questions for employers. These will be held weekly on Tuesdays at 10:00-11:00am from August 16 -September 13 to help answer employers' questions.

The team has also scheduled in person meetings with businesses, chambers of commerce, culturally-specific service agencies, non-profits, healthcare, coalitions and others. They are in the process of hiring for an additional bilingual Spanish/English staff member to be located in Southern Oregon to help expand connections to that region of the state.

Angela Yeager shared updates from the communications team. The new interim (temporary) website will be going live soon. This new website content management system, SharePoint, is much more accessible than previous versions. It has Google Translate features and works well with screen readers. The team is also continuing efforts to secure a contract for a comprehensive website which will be transcreated (translating the meaning of the words, not just word-for-word) in 11 languages as well as towards a contract for advertising, marketing and education/outreach statewide campaign with Brink Communications. Paid Leave is posting a monthly bulletin, each month being themed on various Paid Leave topics. They just finished creating 12 videos, six in English and six in Spanish, about Paid Leave. Each is about 1-2 minutes about a different topic related to the program.

Paloma Sparks suggested including a page on the website for insurers as some other states do. Andrea Paluso believes it is not the state's role to help connect people to private insurers.

2:00 pm	3.0	Policy & Rules Update	Inform	Shannon Ball
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The Policy Team is reviewing and incorporating feedback from the Advisory Committee on Batch 3 rules which will become final later this month. Batch 4 rules (43 rules total) are currently out for public comment until August 1, 2022. There will be 3 public hearings held on July 21 at 10:00am - 12:00pm. July 23 at 9:00am - 11:00am and July 26 at 4:00pm-6:00pm.

The drafted Model Notice is being reviewed and will be shared with BOLI for feedback. The team will also plan to present the Model Notice to the Advisory Committee for feedback in August.

The team is currently focused on benefit and grant applications to be prepared when the Modernization team starts programming the system in September. They are working on creating the applications, the decision process, and what benefits look like going through the system.

2:15 pm	4.0	Operations Update	Inform	Karen Madden Humelbaugh
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Karen Madden Humelbaugh shared updates on operational work. Paid Leave has hired two new managers for Equivalent Plans, Allen Spangler and Layla Hatoum. The operations work stream has a large scope of work and will have the largest portion of employees in the division and is therefore hiring for many additional positions.

The team is currently working on the phone system. They will ensure that staff receive trauma informed training to be ready to start answering calls. Equivalent Plans go live in September so the team will also be trained on how to process applications and use the Frances system.

Allen Spangler shared what the “Contact Us” page of the website will look like. The team has been seeking feedback to make sure the Contact Us form flows correctly, is easy to use, and has all the correct information. The hope is that this form could potentially mitigate some phone traffic.

Eva Rippeteau suggested providing additional context on the Contact Us form to mitigate potential confusion. Her suggestions included: clarify that it is a request for information, not for submitting a leave request, listing some examples of what types of attachments would be helpful, as well as linking to FAQs. The form is not set up in a way to request leave but rather ask a question. When constituents begin typing in a subject it will auto-populate suggested articles related to their topic. There is decent flexibility with the form and changes can be made if they find people are struggling with the form.

Jessica Giannettino asked if there will be a benefit calculator to help people figure out what type of wage replacement they'll receive. The future comprehensive website will have a benefits calculator.

Action Items

Action	Assigned	Due Date	Completed
Invite partners from DOR and/or BOLI to future meeting	Karen Humelbaugh		

Decisions

- June Advisory Committee meeting notes were approved.