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Dec. 10, 2021

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Oregon Employment Department Announces new Deputy Director for Paid Family and Medical Leave Insurance

Dec. 10, 2021 (Salem, OR) – The Oregon Employment Department (OED) is pleased to announce the selection of Juan Serratos as the Paid Family and Medical Leave Insurance (PFMLI) program’s new deputy director. Serratos comes from the department’s Unemployment Insurance Division where he serves as a benefit services manager.

Serratos has spent the better part of two decades working in the public sector. Before joining OED, he was a manager for the Oregon Department of Human Services (ODHS) Self-Sufficiency program where he transformed operations and fostered an inclusive and welcoming environment. He also worked for the Oregon Department of Justice (DOJ) Division of Child Support, where he led his team through the modernization of the state’s Child Support Case Management computer system.

PFMLI Director Karen Humelbaugh said she chose Serratos for his track record of transformational leadership and his core values of team first, service equity, integrity, and agile continuous improvement.

“Juan has spent his entire career serving his fellow Oregonians during his time with ODHS, DOJ, and OED,” PFMLI Director Karen Humelbaugh said. “The values and experience he brings will help us make Oregon’s PFMLI program the best and most inclusive in the nation.”

For Serratos, he said he is excited to be part of something that will have such an important impact on Oregon families, helping people be there for some of life’s most important moments such as caring for a sick parent or welcoming a new baby to the family.

“I first heard about the planning for PFMLI back in 2018 when my wife and I had our youngest son. I was lucky to be able take some time off to be with my family, but I know many lower-income families cannot afford to do the same because they have bills to pay,” Serratos said.

Juan will join a PFMLI team that has been making significant progress over the last year, including adding PFMLI technology components to the OED Modernization project, which involves actively developing a contributions system and moving the system specifications through the state’s comprehensive review process.

The team also continues to make considerable headway with policies and rules. The first batch of [35 rules](#) is currently out for public hearing, and the second batch of 11 draft rules has been [posted for public comment](#). The PFMLI program remains on track to meet all statutory deadlines.

There is still a lot of work to do, and Humelbaugh said Serratos is the right person to help her move the program forward. “Juan is the ideal person to provide stable and consistent leadership to our PFMLI team as we continue implementation of this critical safety net for both workers and employers,” Humelbaugh said.

Serratos’ first day with the PFMLI program will be Jan. 3, 2022.

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