

Location	Teleconference
Time	10:00 am – 12:00 pm
Attendees (all on the phone)	Paid Family and Medical Leave Interim Director: John Mattes Employee's Interests Representative: Maggie Humphreys Employee's Interests Representative: Marilyn Watkins Employer's Interests Representative: Tammie Hetrick Employer's Interests Representative: Bob Battles Employee's Interests Representative: Samantha Grad Employer's Interests Representative: Julia Gorton Employer's Interests Representative: Christine Brewer Paid Family and Medical Leave Act Ombudsman: Edsonya Charles
Guests	PFML Interim Operations Manager: Leah Coberly PFML Data and Research Manager: Rebecca Grady PFML Business Systems Product Manager: Matt Buelow PFML Product Analyst: Natalie Turpin
Members Absent	Employee's Interests Representative: Joe Kendo
Scribe	Linda Kleingartner

Introductions - Members introduced themselves.

July Minutes – Marilyn Watkins clarified that the only statutory changes are needed for giving birth. Minutes will be updated with this clarification and circulated next meeting for approval.

Customer Service Processing Update – Leah Coberly presented the application and weekly claim data (see presentation slides 6 through 10) through 8/15/2020 as well as the call volumes/handling. Leah shared new information to provide insight on the average and median weeks processing time for applications processed for the time period of June 20- August 15 (blue box reflects unprocessed). Maggie Humphreys clarified when the time for tracking begins, and it is from the point in which time the applicant presses submit on the portal.

Leah highlighted on the top chart that from the data in mid-June, average wait time till decision was still around 4 weeks and in recent weeks, has been holding steady at under 2 weeks. The lower offers the other part of the story, including the age of applications that don't yet have a decision and the average age of our backlog. In recent weeks the average age of unprocessed applications is just over a week, which includes applications that are in fact-finding.

Marilyn Watkins inquired whether the Department is concerned on the timeframes. Leah and John Mattes shared the team always continue to monitor the applications, weekly claims and processing volumes. One of the Division's core values is continuous improvement and will continue to seek opportunities to address any gaps and inefficiencies.

Leah highlighted the call volumes may be attributed to the employer quarterly reporting period and increase in the application volumes. Maggie asked for an update on the disconnected

calls statistics. John shared the Team is working with the phone providers and hopeful some statistics could be provided in the near future.

Hardship Request Data – Edsonya Charles provided context around the Hardship policy and shared the data relating to requests between March and August 2020 (see presentation slides 11-12, duplicated numbers). Julia Gordon clarified that “denials” on slide 11 means hardship processing was denied, rather than the underlying application for benefits. Edsonya covered the details relating to the reasons for the denials on the hardship request (did not meet financial criteria, did not meet 4-week criteria, or other).

Maggie asked whether the 4-week waiting period criteria can be adjusted given the processing times had reduced. April Amundson shared the criteria was based off of the Department's general hardship policy and offered to evaluate the wait period. Edsonya responded that adjusting the wait period would not be where she would recommend a change, but rather around expedited review for weekly claims.

Action April: Review the hardship policy criteria.

Preview Scenarios – related to Premium Rate Rebecca Grady provided a detailed walkthrough of the hypothetical and meaningful scenarios related to the Premium Rate (see slides 13-22). The assumptions reviewed in July informed these scenarios, along with the adjustments per the Advisory Committee feedback. She covered the following scenarios:

- Scenario 1- based on last month's assumption discussion
- Scenario 2 – what if wages stay flat in 2021 rather than rebounding?
- Scenario 3 – What if we have more claims than expected in Scenario 1?

Note: salmon color text highlights the changes and cascading effect.

Clarification offered:

- The 7.8% is based on Economic and Revenue Forecast Council (ERFC) June forecast.
- Premium Revenue is historical data through end of June 2020 (premium invoice data that includes the July 2020 Reporting Period).

The Advisory Committee is interested in the data on the number of people who do not reach the 820 hours. Rebecca confirmed the system added denial reasons in May or June, so this is information we can share next month.

Action Rebecca: share the denials reason data at a future meeting.

Improving Employer and Employee Communications – Matt Buelow shared about some work that occurred around the customer experience. The Program analyzed the inputs and feedback that we got from our customers, at all different forums (e.g. social media, calls, emails, feedback at meetings). Identified three themes: “how do I...?”, “what's going on with my...?”, and “can you please clarify / help me...?”.

The Program is in the process of analyzing the information and will first focus on the “how do I...?” theme. The second area of data analysis is within the system data to find patterns of where customers get stuck. More information will be shared about the progress on this.

Small Business Assistance Grant Update – Matt Buelow introduced Natalie Turpin, Product Analyst who conducted a survey regarding Small Business Assistance Grants. She shared the results (see presentation slide 23 – 25). Bob Battles asked about the purpose of the survey. Natalie responded it was to provide the Program some context around the customer interest in the program, awareness of, expectations of the timeframes and process, and their preferred payment method(s).

Rebecca advised the fund projections account for both 2020 and 2021 Small Business Assistance Grants to be paid out in 2021 (since this program will be retroactive for all of 2020).

Discussion regarding future Advisory Committee Meetings being WebEx through 2020

Decision: Advisory Committee supported the proposal to move to a conference bridge for all remaining meetings in 2020.

Action John: send updated calendar invites.

Program report to the Legislature. John shared the first Legislature report is due 12/1/2020, and annually thereafter. The report will reflect the data through the third quarter. Head's Up: Advisory Committee draft review is scheduled during the timeframe of 10/17-25/2020.

Marilyn Watkins suggested to add geographic distribution of the customers collecting benefits and business size and sector breakdown of the applicants.

Open Comment –

- John Mattes shared the Department expects to begin the Director recruitment shortly and he will send out the announcement to the Advisory Committee when it is posted.
- Maggie asked whether the program would accept medical certification document translated in Spanish. Leah confirmed the department accept it.
- No comments from the Public.

Next Meeting: Wednesday, September 23, 10:00 am - Noon | This meeting will be held via WebEx.