

Location	Department of Social and Health Services / Office Building 2- Lookout Conference Room, 4 th floor 1115 Washington Street SE Olympia WA
Time	2:00 pm – 3:00 pm
Attendees	Employee’s Interests Representative: Joe Kendo (phone) Employee’s Interests Representative: Maggie Humphreys (phone) Employee’s Interests Representative: Marilyn Watkins (phone) Employee’s Interests Representative: Samantha Grad (Phone) Employer’s Interests Representative: Bob Battles Employer’s Interests Representative: Tammie Hetrick Paid Family and Medical Leave Act Ombudsman: Edsonya Charles
Guests	PFML Operations Manager: John Mattes PFML Business Systems Product Manager: Matt Buelow (representing Carla Reyes)
Members Absent	Carla Reyes, Paid Family and Medical Leave Director Employer’s Interests Representative: Julia Gorton Employer’s Interests Representative: Christine Brewer
Scribe	Liz Merrick

****Due to technical difficulties this meeting did not officially begin until 2:35pm****

Introductions - Members in the room and on the phone introduced themselves.

Approve January Meeting Minutes - Due to the late start of the meeting members will approve January meeting minutes via email.

Update on Benefits- Version 1.0 Launch – Matt Buelow reviewed the latest data (as of 2/18/2020) for the application and weekly claim volumes and processing times. The amount of applications continue to be at a much higher rate than was originally forecasted when the legislation was passed. Current trend is 62% of the applications are Family. The Program is pleased to share they did process the volume they expected they could (6,000 applications) in January and reiterated the staffing levels are at the point that we are approved to fill. Advisory Committee inquired why the negotiated 120,000 claims per year (which equates to 13,000 applications a month) was not in the staffing model. Matt acknowledged the program had expected to get to these numbers, however based on the other States’ experience with the ramp-up of the program, they forecast reflects we would hit full capacity at year 3.

Action Matt Buelow: provide the current number of applications left to be processed, along with the updated processing numbers at the scheduled update next Monday 2/24/2020.

Matt reviewed the distribution of the work within the customer care team, and how many hours were planned and realized with phone calls, application processing and weekly claim processing- acknowledging the workload distribution is constantly being monitored and adjusted as needed. The phone call and hold times data was presented.

The program has put many mitigations into place which includes hiring more staff, overtime, improving operational efficiencies and pulling resources from other parts of the Agency to support processing.

Advisory Committee inquired whether there is concern on the budget due to overtime. Matt responded the budget is not impacted at this time. Advisory Committee discussed various ways / avenues that could be offered to applicants who are waiting for their application (e.g. hardship policy, employers providing supplemental income to bridge).

Action Matt: Share information about the budget at a future meeting. (note- the budget summary is always provided directly to the Advisory Committee at each meeting).

Open Comment - Due to the late start of the meeting this section was tabled.

Next Meeting: Friday March 20, 2:00 pm – 3:00 pm | This meeting will be held via WebEx only