

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: Joe Kendo Employee's Interests Representative: Maggie Humphreys Employee's Interests Representative: Marilyn Watkins Employer's Interests Representative: Tammie Hetrick Employer's Interests Representative: Bob Battles 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 Policy Manager: April Amundson
Members Absent	Employee's Interests Representative: Samantha Grad
Scribe	Linda Kleingartner

Introductions - Members introduced themselves.

June Minutes – Approved.

Customer Service Processing Update – Leah Coberly presented the application and weekly claim data (see presentation slides 6 through 9) through 7/11/2020 as well as the call volumes/handling. Leah is pleased that the team is able to stay within the ten business days for application review. She noted there will be instances that the Customer Care Team cannot fully resolve an application due to a variety of factors (e.g. Employer Verification, Employee request more time, fact finding). The older applications in the backlog are directly due to these factors, and there is a dedicated team who are following the work remaining in the backlog. Edsonya added another example is the employee may be missing wages, and the Department will provide another 2 weeks to get the additional information. Leah advised when missing wages occur the Team will pursue both additional fact finding as well as reach out to the employer. John clarified that just because employer information is missing does not always mean the employer didn't comply. And in cases where further employer education is needed, the Operations Compliance team can follow up.

With the progress made and target achieved on the application backlog, Leah shared the Customer Care Team has made some additional adjustments to increase their phone coverage (to address wait times), decreased overtime, and getting caught up on ensuring all new hires have the needed training. Leah is excited to see the "new normal" for workflow and pleased with the continued progress of improvements (e.g. phone queues) and workload management.

Paid Family and Medical Leave Demographics - Rebecca Grady provided a detailed walkthrough of the program's demographics (see slides 10-22). The Advisory Committee was very appreciative of the information provided and offered additional areas of interest:

- Geographic demographics
- Comparison to working age population
- Median numbers, in addition to averages
- Disaggregate the salary by gender and race

One area of Advisory Committee interest was around the number of Medical Pregnancy claims. It is lower than expected and Marilyn Watkins is interested in the Department's view of why so low (e.g. communications problem? Employees eligible and just not choosing to take?). Matt Buelow shared his team has planned to do customer user testing in the next month, and he would be happy to provide the insights. An area he hopes to gather from this feedback is whether there are ways to make the messaging clearer. The Advisory Committee stated they realize that statutory changes are likely necessary ~~for giving birth only to approve medical claims for recovery from childbirth without medical certification~~, and the Department is following the proper procedure based on the current law. John Mattes and Matt Buelow agreed to add this to a future meeting agenda. Edsonya Charles added she has an idea about shifting (medical to bonding turnover) as an interim measure.

Action John Mattes, Matt Buelow- conduct user testing, gather insights, and add to a future Advisory Committee agenda.

Premium Rate Assumptions| Review - Rebecca Grady reviewed the general approach to revising projections and assumptions (see slides 23- 29), correcting slide 26- Historical: use premium invoice data with assumption that assessed amounts are collected in the following quarter; Adjustment for beta rollout in first year.

Marilyn asked whether the average weekly benefit growth assumption accounted for the change to approximately \$1200 maximum benefit next year, from \$1000. Rebecca acknowledged it would only partially be included in the yearly benefits costs increase assumption and would be useful to include. Rebecca noted there has not been any analysis yet of the small business grants by size and sector, and she looks forward to having the capability to capture the industry data via the system, so she can make this information available.

Small Business Assistance Grant Update – Matt Buelow shared he did not receive any Advisory Committee feedback on the Small Business Assistance Grants process flow and supplied questions. Bob Battles shared the process flow really is at too high of a level to frame feedback, and he would like to see more details. Tammie Hetrick shared she has a small business owner contact who she believes would be interested in providing direct feedback/ collaboration.

ACTION Matt: Follow up with the Product Team to explore an alternative method to gather feedback and let the Advisory Committee know of actions they need to take.

Looking ahead: Long -Term Services & Supports – Matt Buelow provided an overview on key dates relating to Long Term Services and Supports (see slides 31-34). Joe Kendo asked a question about investment strategies for the Long-Term Services and Support as required by SB 8212. April Amundson stated we do not start collecting premiums for this program until 2022, it is too early to know.

Open Comment –

- No comments from either the Advisory Committee or Public.

Next Meeting: Thursday, August 20, 10:00 am - Noon | This meeting will be held via WebEx only