Location	Employment Security Department	212 Maple Parke AVE SE, Olympia WA.
Time	1:00 p.m. – 3:00 p.m.
Attendees	Department Representative: Carla Reyes, Paid Family and Medical Leave Director Employer's Interests Representative: Bob Battles Employer's Interests Representative: Christine Brewer Employee's Interests Representative: Maggie Humphreys (Phone) Employee's Interests Representative: Marilyn Watkins Paid Family and Medical Leave Act Ombuds: Edsonya Charles (Phone)
Guests	PFML Technology Manager: Lisa Kissler PFML Interim Operations Manager: John Mattes
Members Absent	Employer's Interests Representative: Tammie Hetrick Employer's Interests Representative: Julia Gorton Employer's Interests Representative: Samantha Grad Employee's Interests Representative: Joe Kendo
Scribe	Tracy Moore

Welcome and Introductions: Carla Reyes

- Introductions at the table.
- December meeting minutes were reviewed and approved.

Technology Update| TSB Subcommittee Presentation 1/10/19 – Lisa Kissler & Carla Reyes

Lisa Kissler walked through the presentation shared with the Technology Services Board (TSB) Subcommittee on January 10, 2019. Information from the TSB presentation was used for the January 14, 2019 House Labor and Workplace Standards work session. A copy of the presentation, including talking points, is attached to these meeting minutes. The notes below reflect discussion that took place as Lisa walked through the presentation as well as any follow up actions resulting from the discussion.

Technology Budget Approved in March 2018 Investment Plan

Implementation Costs	$57,989,493*
Maintenance Costs	$25,568,376*

Current Budget Projections

Implementation Costs	$49,978,000
Maintenance Costs	$13,147,000

Slide 11: Technology Budget

Marilyn Watkins asked if the $50 million is the projected cost of implementing the technology piece of PFML.

Lisa Kissler clarified that the $49.9 million figure represents current estimates of the total cost to implement the technology platform. The technology platform implementation is scheduled to last through June 30, 2020. There are likely additional expenditures that will be identified as part of the technology platform build between now and 2020, so the budget projections are adjusted each month based on actual expenditures and new information about anticipated new expenditures. Expenditures incurred to build the technology platform through June 30, 2019 will be paid out of the $82 million-dollar loan; and expenditures incurred between July 1, 2019 and June 30, 2020 will be paid out of ongoing operating funds derived from premium collections.

Action: Carla will begin to include the current monthly budget estimates in the Advisory Committee meeting materials.

Technology platform (Slide 8), Project Schedule Update (Slide 9) and Technology Challenges (Slide 11)

Bob Battles asked whether the technology platform implementation will include the ability to submit payment via credit cards, because it is critical that employers be able to submit credit card payments.

Lisa Kissler confirmed that processing electronic payments, which includes via credit card and ACH payment, are established as Minimally Viable Product (MVP)—in other words, it is minimum functionality that is required for launch. In fact, we are in final testing with the integrated platform and banking interfaces and those processes are going well. We fully expect that we will be able to support electronic payments at launch.

Marilyn Watkins asked if employers can actually send in premium payments via check now.

Lisa Kissler confirmed that it is possible, and in fact we had an employer who did submit a check. We cannot apply such payments at this time without our technology platform. Therefore, we have to work with the employer to submit a refund.

Marilyn Watkins asked what would happen if someone was closing their business and moving out of country—would they be able to estimate their premiums owed manually and pay prior to April?

Lisa clarified that we cannot process premium payments until the technology platform deploys.

Marilyn Watkins asked whether the technology system will be able to handle large user volume; particularly if many businesses are filing reports at the end of the reporting period.   Bob Battles expressed that we need to be sure we are prepared for large volumes of people accessing the system at the same time; particularly since the program is new.

Lisa Kissler shared that we have explored prior experiences to apply lessons learned from other technology deployments as well as looking at the traffic patterns experienced in the UI program. We expect that the system is built to handle well beyond the anticipated volume. In fact, the architecture of the platform—meaning having separate components—will help manage volumes.

Technology Go-No Go Readiness Scorecard (Slide 14)–

 Usability testing will take place 1/23/19-1/25/19. Additional usability testing will be scheduled throughout the remainder of the project. Communications works with WaTech's usability team to engage employers and employees in this process. Advisory committee is welcome to participate as well.

> Marilyn Watkins asked if we could include self-employed individuals in usability testing. Lisa Kissler confirmed that we can include self-employed individuals and clarified that the functionality for elective coverage is not covered in this round of testing; but will be built within the next two development sprints (two-week cycles).
> Marilyn Watkins noted that the website says people can opt in beginning in February 2019. John Mattes clarified that there will be a process to elect coverage in Quarter 1 or Quarter 2. The website currently advises people who anticipate electing coverage in Q1 to set aside funds to do so.

>   Quality Assurance Project Status and Critical Success Factors—Independent Quality Assurance is provided by PCG. They report on project status each month and the reports can be found on the OCIO website at OCIO IT Project Dashboard for PFML

Operations Update – John Mattes, Interim Operations Manager

Initial Application Received		Application received (Payment Received)	Processed	Approved	Denied	Withdrawn
257						
Medical	Family	188	136	119	6	11
37	15					

The data provided in the table above reflected statistics effective 12/31/2018.
Phone calls: We've had a large influx of calls in January - Over 500+ calls on 1/2/19. We've taken over 5 thousand calls since phones went live. Our email responses are almost instantaneous.
Voluntary plans – We received and processed 257 applications as of 1/4/19. (Currently 281)
  o   188 Application & payment received – (219 as of today)

o Processed: 136 – processed by 12/31/2018. Our goal was to have processed all applications received by 12/1/2018 by 12/31/2018. We exceeded that goal and completed processing all applications received up to 12/11/2018 by 12/31/2018.

o Approved: 119 applications

o Denied: 6 (8 as of today) – Most did not meet legal requirements. In some cases, we sent requests for additional information but received no subsequent response. We have not received re-applications or denials.

o Withdrawn: 11 – Conversations with employers who withdrew identified that they ultimately determined it wasn't in their best interest to pursue a voluntary plan further or after learning more about the program.

Carla Reyes shared that our ESD privacy statutes do not allow us to disclose a list of Voluntary Plan employers.

Marilyn Watkins asked if there is any concern about the number of voluntary plan employers negatively impacting fund solvency.

Carla Reyes shared that at this time there is no data to indicate this number of voluntary plans will negatively impact fund solvency. We will be able to better determine potential impacts when we receive our first data reporting from employers in April 2019.

OMBUDS Update – Carla Reyes on behalf of Edsonya Charles

Edsonya Charles had a last-minute conflicting meeting, so Carla Reyes shared the OMBUDS website. The website can be accessed at http://esdcommunication-dev.azurewebsites.net/Ombuds. Please contact Edsonya Charles to share any recommended edits.

Hiring update: Edsonya Charles made an offer and the incumbent is anticipated to start at beginning of February 2019 and will participate in training with the fourth Customer Care team.

2019 Advisory Committee Meeting Adjustments

- June 20th meeting will start at 9:30 am in Seattle
- August 15th meeting will start at 9:30 am in Seattle.
- September 19th meeting will be moved to September 11th due to a scheduling conflict.
- Committee members requested that February, March and April Advisory Committee meetings be scheduled from 1:30pm to 3:00pm due to the Legislative Session.
- Next Meeting: February 15, 2019; 1:30pm to 3:00pm

For the Good of the Order

Questions from phone participants:

Maggie Humphries:

1. When will the request legislation be submitted?
   Carla shared that the request legislation is in House Bill 1399. The companion is Senate Bill 5449.

Will the legislation address the use of Paid Time Off to allow businesses to "Top off" employee pay? Bob Battles confirmed that the bills were dropped today and do address the Paid Time Off issue. Question: What does it take to certify and verify a benefit claim?

Carla shared that rulemaking relative to benefits processing are in development; so, we do not have those answers today. The group agreed to queue up a rule making update for the next Advisory Committee meeting.

Question: Did ESD receive any response or pushback on the 8 Voluntary Plan denials? John Mattes will follow up to confirm with his team, but we are not aware of any complaints submitted and no appeals have been filed to date.