

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 Policy Manager: April Amundson PFML Business Systems Product Manager: Matt Buelow
Members Absent	Employee's Interests Representative: Samantha Grad
Scribe	Linda Kleingartner

Introductions - Members introduced themselves.

May Minutes – Approved. Maggie Humphreys acknowledged the Department's good information provided to many data requests in May and appreciates the follow up.

Customer Service Processing Update – John Mattes was pleased to share with the Advisory Committee the team is on track to meet the two-week application processing by 6/30/2020. “Processed” means the application will have a determination or the fact finding will have been initiated within two weeks of receipt. Leah Coberly presented the application and weekly claim data (see presentation slides 6 and 7) through 6/13/2020. As shared at May's meeting the application rate has increased slightly, and seeing more medical claims. The Program has received over 78,000 applications, processed over 68,000 and approved \$197M benefit claims as of Friday 6/13/2020. To date, the Program has received 34,000 bonding applications which includes 976 family care, 90 military and 34K medical.

Leah shared the volume of calls has increased. The data collected (reflected on slide 8) shows a drop in May, however this is attributed to an issue with calls dropping. She acknowledged the Advisory Committee would like more data than calls presented, handled and abandoned and a request has been made to the phone carrier to see if more reporting data is available. Maggie clarified the average wait time is 1-hour, which Leah confirmed and after the backlog of applications evens out in July, the Operations team will adjust the staffing model on where to distribute the time between application and weekly claim processing, emails and phone management. John shared the contracted processing team will work through 6/30/2020, and the Department has extended the non-permanent hired (direct to ESD) through the end of July. Leah shared they continue to hire new Customer Care Team Specialists as vacancies open, and these positions are not impacted by the Governor's Order as they are essential.

Small Business Assistance Grant Update – Matt Buelow circulated the Small Business Assistance Grants process flow and questions for Advisory Committee on 6/10/2020. He reviewed the questions and received the feedback below as well as the timeline for launching Small Business Assistance grants before the end of 2020. He asked (and Advisory confirmed) whether 7/9/2020 is a reasonable timeframe for the Committee to engage their member feedback. The Advisory Committee would like the program instituted, with the ability to retroactively apply as soon as possible. Initial Advisory Committee feedback:

- Add a place on the website for small businesses to express interest,
- Add a notice to the employer communications already sent to provide information on the grant process,
- Recommend translating the grant application into other languages than English.

ACTION Advisory Committee: provide feedback to supplied questions (page 9 in slides, see email dated 6/10/2020) by no later than 7/9/2020.

ACTION Matt: Add Small Business Assistance Grants as a standing agenda topic.

Paid Family and Medical Leave Premium Rate and Projections - Matt reviewed the activities planned to support the analysis of the premium rate (see slide 11). Advisory Committee did not have any feedback on the timeline. April Amundson provided an overview on the premium rate as noted in the R.C.W. including key dates and examples (see slides 12 – 18)

Advisory Committee meetings / cadence – As agreed upon in late 2019, John visited the Advisory Committee meeting cadence and format for the meetings.

Decision: The Advisory Committee agreed to continue with the meetings as scheduled (listed below), and to continue with a conference call format until the Governor lifts the Order on large meetings.

- July 16 – Conference Call
- August 20 – Seattle
- September 23* - Olympia
- October 15 – Seattle
- November 19 – Olympia
- December 17 - Seattle

All Thursdays 10-Noon, except *Wednesday

Open Comment –

Marilyn Watkins acknowledged since the launch there has been long wait times for application processing, and she wanted the team to know she appreciated their hard work. She congratulated the Program on meeting the target of 2-week processing and is hopeful it can be sustained.

Julia Gordon inquired whether the Program is taking voluntary premiums from small employers who wish to pay their Employer share. Matt clarified this functionality will be incorporated into the work planned for the Small Business Assistance Grants. Matt also shared sole proprietors are able to participate at this time through Elective Coverage. The Advisory Committee reiterated the Small Business Assistance Grant work needs to be prioritized.

Bob Battles requested for more frequent email updates on the application processing progress as we near the end of June

ACTION John: send updates to Advisory Committee members on the Target Two Week status.

The following comments were provided by the public:

- Melissa Mayfield inquired on the status of the Voluntary Plan application review, remarking the turnaround time appears to be prolonged. Leah Coberly shared that Voluntary Plan application review has slowed down but not stopped. Melissa will be checking with a couple of her clients and following up directly with Leah on the status of the plan review.
- Melissa continued to inquire about the email turnaround time. John Mattes reiterated that emails is part of the work load adjustments to be make by the Operations team in July.
- Patricia Lauren Zuniga inquired how many more phases and topics are planned for rulemaking in 2020. April Amundson advised the phased process was only for the initial implementation and the team is back to the standard process now. April suggested people interested in the topics should refer to the Policy webpage: https://www.opentownhall.com/portals/289/forum_home?phase=open
- Megan Newton suggested a process improvement is to work with large employers on the requested verifications of wages/hours, noting interest to ensure information is provided to the correct point of contact.

Next Meeting: Thursday, July 16, 10:00 am - Noon | This meeting will be held via WebEx only