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

Welcome and Introductions: Carla Reyes

- Introductions at the table.
- April Meeting Minutes reviewed and approved with one change: Edsonya was listed as absent and she was in attendance.

Beta 1 Update – John Mattes

John Mattes provided an update on the Beta 1 status. Beta One served larger employers who would submit wage and hour reporting and remit premium payments on their own behalf.

John described the ESD Paid Family and Medical Leave supports in place for the participants of the Beta. Onsite in Lacey, we have a "ready room" with phone, computers, staff, a manager, a lead worker, a training team member and a System Operations team member to support the care staff as they're assisting the employer. If the Customer Care Specialist is on site with the employer, the "ready room" supports are staffed and available.

Bob Battles inquired on the length of the time the wage reporting and premium payment takes. John explained the duration depends on how much prep work the employers did on their file ahead of time. Properly formatting the file takes the most time. Feedback indicates that overall the system itself was easy to use.

Edsonya Charles inquired why the data shows more employers served than were scheduled. John explained on some days we served more employers than originally scheduled as we worked to accommodate shifting schedules upon request of employers or follow up contacts to support completion of the processes when challenges were encountered during the initial appointment.

The team is evaluating feedback gathered during the first Beta Launch, from both internal Customer Care Team Specialists and the employers served. Three options are offered to employers to provide feedback:

1. Provide feedback in real time while working with the Customer Care agent by phone or in-person;
2. Complete an online survey at their convenience;
3. Set up a follow up appointment to provide the feedback by phone.

John shared each CCT Specialist is also completing a feedback form after each customer served to identify if they need more support, desk aids, training, communication, etc.

John summarized the key findings from the Beta Launch to date. They include:

- We were able to uncover a few bugs that required correction. The corrections were able to be addressed promptly and employers were then able to complete their reporting and payment processes. If we had been launching at full scale, these bugs would have been a significant impediment to employer experience.
- We were able to identify additional information, tips, hints and best practices to share with employers ahead of the July 1st full launch. This information will provide guidance for employers that will result in a better reporting and payment experience in July.
- We were able to practice the use of all our resources—technology, telephony, customer care team members, and systems operations--in this small scale launch. They were able to see what processes worked and what processes could be improved. All of this learning will help us provide a better employer experience when we launch in July/
- Most employers were able to complete their reporting as scheduled.
- The system saves the work as the Employer works through the screens, so they have the ability to pick up where they left off should they be interrupted mid-way through submitting a wage file.
- Some employers are struggling to follow the premium calculation. We are exploring how we may be able to provide additional information to guide them through that calculation.

ACTION John: forward the wage calculation instructions to Advisory Committee to help educate Employers.

6/13/2019 Addition to minutes in response to Action item:

During Beta 1, Many employers encountered issues with premium calculations (10 of 42 or 24%).

Out of those 10, seven had issues with rounding/decimals. This included rounding in the wrong direction (up or down), as well as calculating to the wrong decimal point (for example, calculating out to .633 instead of .6333). For this error, the dollar amounts of errors ranged from a low of $1.55 to a high of $150.79.

Of the remaining Employers, two had issues with the type of hours that were subject to premiums. An example of this is failing to include vacation hours for Employees in their premium base. For this error, the dollar amounts averaged about $850.

There was one Employer who failed to stop assessing premiums once the Social Security cap had been reached. This resulted in an overcollection of about $2,200.

ESD provided technical assistance to the employers throughout the beta process to assist them with the errors.

Marilyn asked whether the collecting is similar to Social Security Administration. John replied it is similar however, some employers accounting system didn't have the correct 'stopping point' in place for collection.

Carla shared currently there are invoices over $5 million dollars and the premiums may be paid in one of three ways: Check, ACH, or Credit Card. Premium payment projections are on track to pay back the loan of $82 million. The largest amount of premiums collected will be received in Beta Two as we serve Employer Agents and Third Party Administrators who are reporting and paying on behalf of many employers.

Beta Two will serve Employer Agents, Third Party Administrators, small businesses, a few Voluntary Plan employers and some large businesses filing on their own behalf. Employer Agents/Third Party Administrators who will be participating in Beta Two will be using Bulk Filing and Bulk Payment processes. As a result, these employers are scheduled for two sessions during Beta Two: wage filing on day one, and a second session is reserved for any additional follow-up actions and payment processing.

Bob thanked the agency and the team for using a Beta approach and for working so closely with the employers to make this transition better for them.

Technology System Features for Beta Two – Matt Buelow

Matt Buelow reviewed the Technical features for Beta Two which were included in the presentation materials. Marilyn inquired whether self-employed or independent contractors are engaged to test the electing coverage functionality. Matt advised there isn't anything planned at this time. The July release includes elective coverage, allowing the ability to backdate that coverage for Q1 or Q2 since we didn't have it available prior to July.

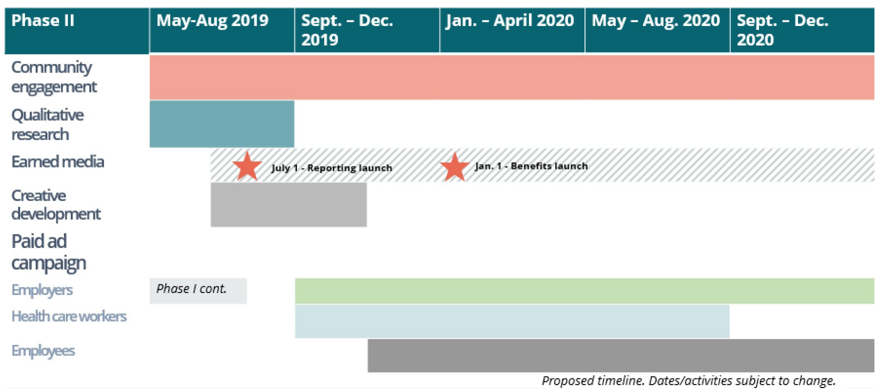
Communications Update – Clare DeLong

Clare DeLong shared the team is planning for the next phase which is Benefits outreach. More details on the paid media campaign will be shared after the marketing contract amendment is complete.

Clare's team shared information from the Employee Survey that was presented in both English and Spanish. Over 800 individuals responded to the survey. The information gathered will inform the future marketing campaign and additional information to be gathered in focus groups to be held in June. The focus groups will be in Seattle, Spokane, Yakima and Olympia.

ACTION Clare: Provide the detailed results and data from the survey to the Advisory Committee in advance of walking through the information at an upcoming Advisory Committee meeting. (*Done- email sent to Advisory Committee 5/31/2019 containing materials*).

A schedule of planned activities includes:



Bob Battles suggested the team consider expanding / modifying the information for Career Centers, like WorkSource.

Clare reviewed the goals of the focus groups (Broad awareness and support; Focus on removing barriers.) She confirmed the paid media campaign materials will be offered in multiple languages.

Bob asked for the materials on Employees/Benefits as soon as available so the Advisory Committee can help circulate (mentioned ideally by late August or early September). Group discussed an interest in short (3-min) videos reflecting employer responsibilities and information for employees. Clare also shared the employer toolkits have been updated.

Marilyn asked about Military Exigency information explaining what counts and doesn't count. Clare advised there is an infographic on the paidleave.wa.gov website specific to military families. She advised the website will continuing to evolve as information becomes available. Maggie recommends a Military tab on the website.

Christine inquired on the plans to hold outreach events at JBLM. Clare advised Suzi LeVine, ESD Commissioner, is very passionate about outreach to military families and has a listening tour planed this summer.

Open Comment

Voluntary plan update: John Mattes advised some new applications are trickling in, but the volume is low. Group is interested in a more detailed update.

ACTION John: Compile voluntary plan data and provide update at the August or September meeting (following the July wage report period so that we will be able to provide some additional detail about how many employees are covered in Voluntary Plans, etc.).

Remaining meetings for 2019 return to Thursday mornings and alternate between Olympia and Seattle.

Meeting Close