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| <b>Location</b>       | Employment Security Department   212 Maple Park AVE SE, Olympia WA.  |
| <b>Time</b>           | 1:30 p.m. – 3:00 p.m.  |
| <b>Attendees</b>      | Department Representative: Carla Reyes, Paid Family and Medical Leave Director<br>Employer’s Interests Representative: Bob Battles<br>Paid Family and Medical Leave Act Ombuds: Edsonya Charles<br>Employee’s Interests Representative: Samantha Grad<br>Employee’s Interests Representative: Joe Kendo<br>Employee’s Interests Representative: Maggie Humphreys (via phone)<br>Employee’s Interests Representative: Marilyn Watkins |
| <b>Guests</b>         | PFML Communications Manager: Clare DeLong<br>PFML Interim Operations Manager: John Mattes<br>PFML Rules and Policy Manager: Matt Buelow<br>PFML Business Design Specialist: Emily Regan<br>Ombuds Office: Wendy Galloway   |
| <b>Members Absent</b> | Employer’s Interests Representative: Christine Brewer<br>Employer’s Interests Representative: Tammie Hetrick<br>Employer’s Interests Representative: Julia Gorton  |
| <b>Scribe</b>         | Tracy Moore  |

### Welcome and Introductions: Carla Reyes

- Introductions at the table.
- December & January meeting minutes could not be approved as there were not enough Employer Interest’s Representatives present.
- **Action Tracy:** Distribute meeting minutes along with instructions to facilitate Advisory Committee review/approval.

### Technology Preview –

Technology Preview was postponed until more members are present. Presentation materials (screenshots with a narrative explaining the slide’s activity) were included in the meeting packet and will be sent electronically for Advisory Committee feedback.

Product Acceptance Testing is tentatively scheduled for ~~March 5<sup>th</sup>~~ [updated to 3/29/2019]. This will be a great opportunity for Advisory Committee members to experience the technology system.

**Action Bob:** send Clare a list of names of the large employers who have notified AWB want to be involved in usability testing.

### Communications Strategy - Clare DeLong

The employer letter draft was sent out 2/11/2019 for Advisory feedback. Paid Family & Medical Leave’s strategy will be focused to help Employers are ready for reporting wages and remitting premium payments. Mailed letters will go out along with 2 email campaigns. The first email targeting employer agents went out on 2/21/19 (available on the website in the newsroom). Webinars will continue even though participation has dropped off since 1/1/19.

In person outreach events are still occurring as requested.

Bob expressed that he is not surprised that the webinar participation has dropped off. He’s seen a reduction in questions as well and wanted to know if we are looking into a modified webinar for new questions.

Clare’s team continues to enhance the webinar materials as information is made available and they will be posting videos to walk people through the reporting and remitting process.

Marilyn asked if we have a webinar focused on self-employed and how to decide if you’re self-employed, and when/where to opt in? Clare shared this type of webinar has not been produced yet and agreed it’s a great idea. The program can explore options as it pertains to elective coverage, offering to point employers to the statute that covers independent contractors (acknowledging there are many challenges with a generic approach as there nuances in the determination). The current approach is to have the materials available for those that do know that they are independent contractors.

**Action Clare:** Update at the March meeting on the communications and marketing plan on the benefits roll out.

Clare shared that Brink will continue to focus on the last phase of ads for premiums. The goal is to provide steady information to the Employers. The Brink Contract will be complete in May.

**Operations Update – John Mattes**

John shared the activity around the Voluntary Plan applications has decreased. He provided an update on the Voluntary Plan statistics:

|                  |     |                |     |
|------------------|-----|----------------|-----|
| <b>Submitted</b> | 291 | <b>Family</b>  | 16  |
| <b>Paid</b>      | 262 | <b>Medical</b> | 40  |
| <b>Approved</b>  | 182 | <b>Both</b>    | 235 |
| <b>Denied</b>    | 22  | <b>Total</b>   | 291 |
| <b>Withdrawn</b> | 23  |                |     |

John explained for the 22 plan applications that were denied – Either the Business did not meet requirements or did not reply after we requested more information.

Best practices have been put together – driven by experience with working with employers. Working with Clare and Communications team to update the Voluntary Plan toolkit. Best practices are located In the December meeting minutes.

**Updated Budget**

Carla reviewed the budget, broken down by workstreams. The project is still on budget. This information will be provided as a regular handout for Advisory, and Xia Zhan (Budget Manager) will present once per a quarter to walk through the budget.

### **Policy Update Matt Buelow**

Currently in recruitment for a Policy Specialist to work on program operational policies. Bob and Joe remarked the Paid Family and Medical Leave Policy team is doing a great job.

### **OMBUDS Update – Edsonya Charles**

Edsonya thanked everyone who provided feedback on the website.

Wendy Galloway was introduced as the new Assistant OMBUDS. Wendy's previous position was with the OIC's office.

Edsonya will plan to meet 1:1 with Advisory Committee members after Session ends.

### **Open Comment**

Bob Battles stated that the Agency Request technical fix request legislation (HB1399) bill is moving forward.

Joe Kendo has asked that the bill be expedited to avoid confusion. His message to caucus leaders is resonating and the goal is to have this finished by March. Business and Labor both agree.

Carla provided an overview of other bills that the Department is watching that may have impact to PFML if passed. This includes HB1087 (Long Term Services and Supports); HB1527, SB5810 and SB5961 (related to Working Families Tax Credits) and SB5222 (Whole Washington Health Trust). Carla clarified the programs included in these bills would have separate funding mechanisms and would not be funded from the Paid Family and Medical Leave trust; although we would leverage the technology platform with appropriate adjustments.

Carla clarified the ability to accept payments electronically will be part of our launch. There will be three ways to remit payments: 1) Check, 2) Automated Clearing House (no fee), or 3) credit card (with the standard banking fee)

### **Meeting Close**