

<b>Location</b>	Teleconference / Zoom
<b>Time</b>	2:00 PM – 3:00 pm
<b>Attendees (all on the phone)</b>	Paid Family and Medical Leave Director: Lisa Kissler Employee's Interests Representative: Maggie Humphreys Employee's Interests Representative: Marilyn Watkins Employee's Interests Representative: Samantha Grad Employer's Interests Representative: Bob Battles Employer's Interests Representative: Christine Brewer Paid Family and Medical Leave Act Ombudsman: Edsonya Charles Employee's Interests Representative: Joe Kendo
<b>Guests</b>	Paid Family and Medical Leave Operations Manager: John Mattes PFML Business Systems Product Owner: Matt Buelow PFML Policy and Rules Manager: April Amundson PFML Product Manager: Alison Eldridge
<b>Members Absent</b>	Employer's Interests Representative: Julia Gorton Employer's Interests Representative: Tammie Hetrick
<b>Scribe</b>	Liz Merrick

1. **Introductions** - Members introduced themselves.

2. **Approve February 2021 Meeting Minutes** – Meeting minutes were adopted.

3. **Updates:**

- **Equitable Access**
  - **Reasonable accommodation process for customers.**
    - Currently piloting
    - Launching early April.
    - Services could include relay service, three way calling, submitting documents via email and the option to schedule an appointment.
  - **Maggie** believes this might be too large of a lift for an Ombuds office of 2. Is there a staffing plan? Plan is to have initial screening by Ombuds office then passing onto the Department for handling and resolution.
  - **Language Access Improvements Update:**
    - 12 bilingual customer care specialists hired
    - Phone tree improvements
      - Short term – special work Q made for assistance in language other than English.
      - Longer term: User testing and research to ID potential additional changes.
    - Additional translated materials
      - Weekly claim guidance in 15 languages

- Weekly claim guidance included in Spanish approval letters.
- Next steps
  - Accessibility testing
  - Customer research
  - Capturing benefits customer's preferred language
  - Identifying "Vital documents"
  - Designing a Babel sheet and process for implementing
  - Redesigning and translating serious health condition form.
    - **Marilyn:** In English and would discuss with the Advisory committee before it goes out. If bringing the form before a meeting would delay, then via email a review could be done.
    - **Maggie:** Statement that pregnancy and recovery from childbirth as a serious health condition.
- **Customer Contact**
  - Language Access Phone calls
    - **Bob** asked if PFML reached out to other agencies (L&I) regarding national concerns for Language assistance access. (A) Better engaging other agencies. L&I has an advisory committee just on this subject.
    - **Marilyn** asked the percentage of workers vs business calls. It is believed most are from workers.
    - Slide 12 is a totality of all calls received.
    - Slide 13 shows call wait times
  - Customer Contact Initiative
    - Objectives
      - Map current state of customer interaction with program
      - Address pain points
      - Ensure all communication methods continue to work together cohesively
      - Research new communication tools and processes and determine whether to implement.
        - **Edsonya:** Email vs secure messaging? Will be looking into with this initiative.
        - **Maggie:** Amount of time workers filing weekly claims are filing vs claim approval. Lag time when filing via phone.
        - **Maggie:** Looking at ways to reduce need to call in. (A) Yes working to prioritize.
        - Timeline: finishing up charter to start work.

#### 4. Agenda Items for April

\*Work projects PFML is anticipating – Where Advisory needs to plug in. (12-18 months)

\*Breakdown of information and topics of calls from the Ombuds office

##### **Future:**

Small Business Assistance Grants

Data Points – Voluntary Plans

New bills being considered by Legislature

Equitable access work

## 5. Open Comments

**Marilyn and Bob would like Monthly reports on program usage.** John walked through the Operations Telephony Data – Last 10 weeks, slides 19-24

**Joe & Bob** would like to see data for when claim is submitted and when payment received? Maggie asked if a plan in place to get back to 2-week benchmark to payments to workers. PFML is working on finding improvements to get back to the 2-week mark.

**Bob** would like data on how many employer programs are still coming in and what the process is as well as denials. As well as the voluntary programs.

**Matt said there would be data for a future meeting.**

**Maggie** would like more information on small business assistance grants. Who is applying, are smaller businesses applying? Up to 100 employee businesses. Is the program supporting employers the way we hoped?

**Ali Schaafsma:** Discrepancy in statute for voluntary plans regarding submitting benefits to load on website. Continuing to struggle around topic of complaints received. Employers struggling on paying voluntary plans around partial work weeks. How is ESD paying continues to be an issue.

## 6. Adjourn

**Next Meeting:** Friday April 16, 2021 | 10 AM | This meeting will be held via Zoom.