

Location	Teleconference
Time	10:00 am – 11:00 am
Attendees (all on the phone)	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 Employer's Interests Representative: Julia Gorton Employee's Interests Representative: Joe Kendo Employer's Interests Representative: Tammie Hetrick
Guests	PFML Data and Research Manager: Rebecca Grady PFML Business Systems Product Owner: Matt Buelow PFML Policy and Rules Manager: April Amundson PFML Product Manager: Alison Eldridge PFML Operations Manager: Leah Coberly
Members Absent	
Scribe	Liz Merrick

1. Introductions

2. Approve March 2021 Meeting Minutes – Meeting minutes were accepted.

3. Updates:

- Work Projects PFML is anticipating
 - i. Projects listed:
 1. Small business assistance grants to be completed – June 2020- May 2021 timeframe
 2. Fraud assessment – March 2021-Aug. 2021 timeframe
 - a. **Marilyn question:** Focus around organized crime? Mostly to combat identity theft (Cyber Security & Imposter Fraud). If there is fraud in the program that will be addressed as well.
 - b. Request in audit look at CBA's – there have been some instances of no premiums paid so employees are missing out on benefits.
 3. Correspondence process improvements – Timeframe March 2021- Sept. 2021. (touch time/turnaround time)
 4. Customer contact initiative – Customer access to program. Timeframe March 2021- Sept. 2021.
 - a. Secure Messaging, email, phone, mail. No one size fits all.

5. Enable remaining employers to report online. Timeframe Oct. 2020-Oct. 2021. Shared UBI w/Counties.
 6. Analyze weekly claim process & Analyze benefit application process. Timeframe estimated start Q3 2021. First step is detailed analysis then recommendations.
 7. Diversity, Equity & Inclusion: assessed as a part of everything PFML is doing.
- ii. **Maggie:** Will secure messaging and other communication tools other than phone be available in languages other than English? Only designed in English currently as well as the other online tools. PFML does wish to expand to other languages.
 - iii. **Marilyn:** Medical and bonding leave and transition along with clarity of information. What is laid out is not all the work PFML is doing. We plan to do work on Medical and bonding leave/transition, as well as communicating this.
- **Timeline was reviewed of work Q1 2020 through Q4 2022**
 - i. **Bob:** Huge question/problem regarding the opt out portion of LTSS.
 - ii. **Christine:** Is there a place where Labor/Business can come RE: Implementation of 1323 and what it's going to look like.
 1. April: Combined effort with DSHS. Statute requires communication plan. You can reach out to April or Kelly Lindseth. Matt said PFML would reach out next week with contacts.
 - **Impacts of 1073 & 5097**
 - i. Planning work underway
 - ii. Creating use cases and process maps
 - iii. Updating journey maps
 - iv. Building out implementation plan and schedule
 1. Rulemaking
 2. MVP tech implementation
 3. Operations hiring and readiness
 4. Customer communications (website updates, guides, materials)
 - v. **Maggie:** What is the estimated date people can start applying? Law says benefit payments to be made by Aug. 1. Talk about at next months meeting would be implementation plan?
 - vi. **Bob:** Very concerned that 1073 and it was represented it would not impact PFML. Please keep Advisory informed. 5097 adds expanded definition.
 - vii. **Marilyn:** Hearing from people around communication from department. 1073-automatic denial. Wording around denial/reapplying.
 - **Recent & upcoming tech releases**
 - i. Microsoft AC upgrade completed April 3
 - ii. Upcoming releases 1.9 release May 2021
 - iii. Cloud migration Summer 2021
 - **Small business assistance grant data**
 - i. Applications received – 307 total.

1. **Marilyn** asked could it be confusing with federal paid leave program under FFCRA? causing employers to apply when employee not on PFML

ii. **Why applications being denied:**

1. Employee did not take leave
2. Employers applied before leave was approved
3. 22 denied because reports not submitted on time
4. 20 applied with insufficient documentation
5. 1 self employed
6. 2 duplicate applications
7. 6 other – no break down currently

- **Breakdown of information and topics of calls from the Ombuds office (Edsonya)**
 - i. Ombuds education only calls first quarter of 2021.
 - ii. Bob: Would like to have possibly quarterly. Having this out of PFML as well.

4. **Agenda Items for May (5 Minutes)**

- Continue meeting on Fridays or look for different date? Move earlier in May?
- Make Legislation our only agenda item.
- Bob: Stay away from 12 & 19th
- Marilyn asked if next meeting could be 1.5 hours
- Matt/Liz to send out pole to see what works for everyone and ask if longer meeting would be better by next week.

5. **Open Comments** - None

6. **Adjourn** – Meeting was adjourned at 11:00 am

Next Meeting: TBD | This meeting will be held via Zoom.