

Meeting Notes

Location: ZOOM
Date: June 18, 2021
Time: 10:00 AM – 11:00 AM

Join Zoom Meeting

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Meeting ID: 842 9002 7289

Passcode: 342091

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1. Introductions (2 Minutes)

Committee members in attendance: Edsonya Charles, Christine Brewer, Joe Kendo, Maggie Humphries, Marilyn Watkins, Bob Battles, Tammie Hetrick's, Julia Gorton, Lisa Kissler.

2. Approve April & May 2021 Meeting Minutes (3 Minutes): All Meeting minutes approved.

3. Agenda

- Trust fund projections plan
 - Brian Kennedy –
 - Slide 7 reviewed quarterly report through January 2022.
 1. July meeting before Advisory meeting and presentation at meeting
 2. August assumptions
 3. October premium rates for 2022
 4. December – Early January for ERFC forecast
- Update on legislative changes, implementations
 - 1073 & 5097
 - Slide 9 reviewed timeline
 - Slide 10 reviewed details around technology development, testing, release, organizational readiness, staff hiring, external communications.
 - **Marilyn:** - **Q:** definition of family member – people to apply under new definition Aug. 1. With our target date of July 22. Request: Communications request, is there a way for the AC members to see materials before posting? **Matt:** Work on getting materials next week.
 - **Maggie:** Direct customer communications plan – press releases? Listserv being used. Yes, there is a press release.
 - **Edsonya:** timing of when people were denied. What will people have to do to be notified. **Matt:** working on redetermination process. Lisa wants to make sure we have the staffing to

cover 1073. Edsonya's office receiving inquiries why applications being denied because 1073 was passed.

- With regards to HB 1073, can you provide any additional information on how this will impact Voluntary Plans (VP) for WA PFML? Will VP employees also be eligible to apply for this grant?
 - Will be getting information out to people regarding impact of voluntary plans.
 - **Lori Welty:** The Fiscal note indicates "Staff will also be needed to update voluntary plans. This is estimated at 2 hours per voluntary plan and we will need to have them done in 2 months, which will take 2 staff to do full time. But I am not clear from the legislation on how this would relate to VP
- Discussion on phone and application volumes
 - Leah Coberly reviewed slides
 - **Julia Gorton:** Claims made from Direct deposit or benefit card? 23 days until payment is getting sent to the treasurer to make payment to clients' bank. Calendar days, not workdays.
 - **Bob:** Seeing more claims now than before? See slide 12. Yes. Don't know why specifics, no data to know if it's tied back to COVID. Was last year not realistic? Is the modeling correct? Data and research team working with other states.
 - **Marilyn:** Impacts from COVID from UI and delays is medical care. Rate of approved applications vs denials. Constant? **Brian:** looking at data, insights AC members give thoughts on other avenues to look at. Asked Brian to look at medical vs family data. Ratio of applications in last 3 months: Ratio of applications in June 2020: 49% medical, 51% family. **Edsonya:** Asked John to look at people filing multiple applications.
 - **Bob: 1073 & Volunteer plans:** make sure the department is doing their part. VP needs answers of how they will interact sooner rather than later. **Matt:** Clarified that employers with voluntary plans do not need to expand eligibility under 1073 because it set up a new entitlement.
 - **Trish Zuniga to Everyone:** Can you please describe your process and timeline on how to obtain voluntary plan employee benefit usage data? I am here on behalf of Lincoln Financial Group; a voluntary plan leave administrator. Administrators will need to know this to assist our employers to provide this information back to the ESD. To echo Mr. Battles - voluntary employers will need to know this information sooner rather than later, considering the 12/1 deadline of the ESD to report to the legislature.
 - **Maggie:** Option to leave a call back number when your number comes up in the work Q. Needing to purchase a program.
 - **Marilyn:** Call volume issue, is that something in the staffing request for 2022? Lisa, yes making improvements. A lot of discussions internally on making calls the highest volume. Routing calls effectively.

4. Agenda Items for July (Committee members agreed extend to two hours. Liz to contact)

- Reviewing assumptions – Trust Fund
- Voluntary Plan – More data -Does 5097 apply, if so, how it parallels to state plan
- Communications, Legislative Update – How AC can help get the word out
- Studies 5097 – Implementation (Due Dec. 2021)

5. Open Comments

6. Adjourn

Next Meeting: THURSDAY JULY 15, 2021 | 9:00 AM | VIA ZOOM