

# Meeting Notes

**Location:** ZOOM  
**Date:** July 15, 2021  
**Time:** 9:00 AM – 11:00 AM

Join Zoom Meeting

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Meeting ID: 872 9068 0589

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## 1. Introductions (2 Minutes)

**Present:** Bob Battles, Edsonya Charles, Tammy Hedrick, Christine Brewer, Joe Kendo, Julia Gordon, Maggie Humphries, Marilyn Watkins, Samantha Grad, Lisa Kissler.

## 2. Approve June 2021 Meeting Minutes (3 Minutes)

Minutes were approved

Update August date. Should be Thursday, August 19<sup>th</sup>.

## 3. Agenda

- Legislative changes implementation update
  - Timeline reviewed
  - Details around Technology, Organizational needs, staffing, and external communications reviewed.
  - High level communications plan reviewed.
    - Customer benefits
    - Employers
    - Stakeholders
    - July – August 2021
    - **Maggie:** Are you sending those updated denial letters to people who applied before July 1 and were denied? That will happen with the targeted customer communication. (A) That is really targeted to people who were previously denied.
    - **Maggie:** Planning around communication. People need to know in advance when to apply so they know when they are eligible for

benefits. Website does speak to expanded definition of “family member” Alison put links in chat. <https://paidleave.wa.gov/find-out-how-paid-leave-works/>

- **Voluntary Plans: Impacts of 5097 and 1073**
  - Expands the “family member” definition. Takes effect July 25<sup>th</sup>.
  - The definition of family member in the Help Center is also updated here: <https://paidleave.wa.gov/help-center/>
  - Survey questions sent out on the 12<sup>th</sup>.
  - **Bob:** Survey questions. Don’t recall seeing them run by Advisory Committee. Rebecca: questions not sent to AC members. Understanding that it needed to be OKs to do a survey. One was done and we would provide information from the survey to members. **Marilyn:** found getting information from committee is helpful in getting information from customers. **Bob** believes intent was that it is required.
    - Comment: Website does not have the updated information regarding new definition. Alison mentioned that the website has been updated.
  - **1073:** Impacts where reviewed
    - **Marilyn:** All workers are potentially entitled to redeterminations. People should get information somehow. Communications need to go out.
    - **Edsonya:** Education of voluntary plans to employers? Current audits on going. John: current education and working through process with employers. Voluntary plan slide: information went out this week. From Ombuds and Advisory Committee there is expectation that they would like to review communications before they go out from the Department. Would like to go back to when Clare walked through communications.
      - Lisa said that the Department will send out recent communications to Advisory Committee (*Matt will take on this task and said he would get out this week*). ASK: When making significant changes to the program, the Division will send out communications before it goes out for review.
- **Projection’s assumptions**
  - Publish rates by Nov.
  - Information sent out to Advisory members; we need your feedback by August.
  - Benefit payments
    - Data reviewed in claims
    - Average weeks taken are 7
    - Growth is discussed and should increase 1%.
      - **Bob** said the annual wage is not a realistic number. 5% or more would be more realistic place to start.

- Other expenditures were discussed. 2% assumed growth. Projections proposed steep ramp up as people become more aware of the program and take leave. 2% is the standard used.
- **Maggie:** Administrative costs: with the growth of people taking benefits, should the administrative costs grow?
- **Marilyn:** Phone times are still not what would be acceptable. Bump up 2% to meet program goals.
  - Modify to meet growth goals
- **Growth Goals:** Slide 19 was reviewed.
- **Premium Revenue:** Slide 20 was reviewed.
  - **Marilyn:** 5% of wages is that total or taxable? It is total wages.
- **Other Revenue:** were reviewed
- *Timeframe to give Rebecca Feedback on proposals:* By end of July 2021. So that Rebecca's team can pull together by the end of August 2021.

#### 4. Agenda Items for August

**10 AM August 19, 2021**

- **Projections**
- **Communication follow up**
- **Survey follow up**
  - Status
  - Report when available
- **Audit**

#### 5. Open Comments

- **Edsonya:** Thank you Wendy Galloway. She left Ombudsman office in June. Response time will be slow until position is filled.
- **Rahsaan Stampes:** It's not clear if people who receive benefits through expanded benefits. Not clear if benefits are deducted through expanded benefits.
- **Alexa Greenburg:** Additional information on survey to employers. Will need to assist employers.
- **M. Losa:** More information around the audits currently on going.
- **Christine:** Recertification process, is there a deadline? Doing an annual review at this time. Doing them on a rolling basis, there is a deadline. John can get more information. Possible add to agenda for August. **Bob** agrees.
- **Edsonya:** would like information about depth and breadth of audits. **Lisa to follow up with John.**

- **Rahsaan Stampes:** would like more information around financial audit. Working with employer currently who's confused around department request. How they are able or not, to carve out employee information for department asks.
- **Tammie Hedrick:** Improving around payment process. Current process is not streamline. Leg. Implementation of LTSS. How do we improve for both programs will help streamline the entire process. Two programs and one place.
- **Bob:** proposes we expand to two hours. **Liz** to reach out with proposed date/times.
- **Maggie:** going on maternity leave in Sept. looking for someone to fill in during her absence.

### 6. Adjourn

Next Meeting: THURSDAY, AUGUST 19, 2021 | 10:00 AM | VIA ZOOM