

Location	Zoom
Time	1:00 – 3:00 p.m.
Attendees	Employer’s Interests Representative: Bob Battles Paid Family and Medical Leave Act Ombuds: Edsonya Charles Employer’s Interests Representative: Julia Gorton Paid Family and Medical Leave Director: Lisa Kissler Employee’s Interests Representative: Marilyn Watkins Employee’s Interests Representative: Samantha Grad Employee’s Interests Representative: Brenda Wiest Employer’s Interests Representative: Tammie Hetrick
Guests	
Members absent	Employer’s Interests Representative: Christine Brewer Employee’s Interests Representative: Joe Kendo
Scribe	Taiyler Brown

Introductions - Members introduced themselves.

Approve December meeting minutes – Will approve during Feb. meeting

Agenda:

➤ **Update on phone times**

- Continuing to see the improvement that we want
 - Average phone times ended up being under 15 min for December
 - Queue numbers continue to go up, and hold times continue to go down
 - General queue time was under 15 minutes
 - Overall, queue times are turning in the right direction
- Have several hold messages that are displaying that provide info to the customer so they do not need to wait for a specialist, which might cause answer % to decrease
- Edsonya - The hold music has been stopping, people think they are hung up on. Is there a solution to that?
 - IT did a deployment to hopefully improve that. It has improved but is still happening to a small number of customers. We are trying to figure out why.
- Marilyn – 3 inquiries about 1099s. Any further follow up with the IRS in terms of taxable status?
 - We have heard nothing
 - Marilyn- Did we follow up with treasury or labor about that?
 - Matt not sure, follow up with Marilyn on that. **ACTION Update 2/9: We followed up with Treasury.**

➤ **Early application**

- In our approach to early application, we really looked at what customers need to know and why they need to apply early: They need certainty around eligibility, their benefit amount, and leave start and end dates.
- Whether or not we issue an approval letter, an actual determination or a pre determination, is TBD. Conceptually it will be somebody getting something from the department.
- Marilyn – new quarters – In someone’s anticipated event, will you look at first 4 quarters of the last 5 or look at different quarters?
- Edsonya- Generally we set the claim year from the date of application, is that the same?
 - Yes, that is the same.
- Edsonya – Proof of event before first weekly claim, what is the implementation timeline?
- Bob – Anticipate that bill is to address this and actually move, how are you preparing so that we aren’t waiting 6 months to implement the new process as quickly as possible?
 - As we interpret the current construction of the bill, it will take 90 days.
- Marilyn – Is this the process if the bill doesn’t pass or if this does pass?
 - This flow chart supports what we can do under the current law, it would need to be adjusted if 5649 passes.
- Marilyn – Money might land in your bank account faster; do you see that happening with this process?
 - We believe it will achieve that

➤ **2022 Legislative session**

- Marilyn - Is there going to be a fiscal note?
 - Really close to being done, but don’t have a timeline
- Julia - Wanted to confirm the current language in the bill is signed off on?
 - Julia- are you able to share the input with Advisory committee
- Julia – Senate bill 5873 – what is our take on that and how does it affect PFML?
 - It covers the delta for employees.
 - Is there any impact to 2023 or out years, if it funded this way, this year?
 - Timing matters.
 - If the rate for employees’ changes, what is the process for employers? Are they refunding employees what they have already taken, or how does that work?
 - Not explicitly called out in the bills we have seen. Will be part of the feedback that we are going to provide.
 - If the money that the employers have held can turn over to the next quarter, that may help.
 - Marilyn - Not sure any of us have had a chance to review this yet.
- Tammie – the only challenge is if we have turn over and the challenges with that.

➤ **Agenda topics for next meeting**

- Legislative update
- Present fiscal notes (once they are public)
- Small business grant program, voluntary plans, bills that passed last year (any updates/data?) – Does not have to be next month.

➤ **Open Comment**

- Lori Welty – On the flow chart the part that indicates ID docs, hours, event type – might be helpful if there was a question “is there an existing claim year?”
- Ali Schaafsma – In the flow chart model with the early application, the only concern is if someone files within 45 days of the event start, what you calculate my benefit as, there may be a significant difference in that.

Next meeting: February 11, 2022 | 1 – 3 p.m.