



PAID FAMILY & MEDICAL LEAVE
 JUNE 21, 2018 | 10:00 AM – NOON
 ADVISORY COMMITTEE MEETING MINUTES
 ESD 640 PARK PLACE CONFERENCE ROOM

Attendees	Department Representative: Carla Reyes, Paid Family and Medical Leave Interim Director Paid Family and Medical Leave Act Ombuds: Edsonya Charles Employer’s Interests Representative: Bob Battles Employer’s Interests Representative: Julia Gorton Employer’s Interests Representative: Tammie Hetrick Employee’s Interests Representative: Samantha Grad Employee’s Interests Representative: Marilyn Watkins
Guests	PFML Policy & Rules Manager: Matt Buelow PFML Communications Manager: Clare DeLong
Members Absent	Employer’s Interests Representative: Christine Brewer Employee’s Interests Representative: Maggie Humphreys Employee’s Interests Representative: Joe Kendo
Scribe	Tracy Moore

Welcome and Introductions: Carla Reyes

- Introductions in room and on phone.
- May meeting minutes approved with changes made to reflect the concerns expressed by members regarding the use of the brand name Care Leave rather than the program name Paid Family and Medical Leave. (Reflect Christine and Tammie did express concern about Care Leave Name change)

Policy and Rules Update: Matt Buelow

- Key Dates:
 - June 19 – Draft 2 of Phase 2 rules posted
 - June 25 - Stakeholder Meeting
 - June 30 - Phase one rules in effect
- ESD Proposal: Expand phase 3 into multiple phases based on stakeholder feedback, focused discussions, lessons learned from phases 1 and 2, and most effective way to meet our deadlines.

Advisory Committee offered following considerations:

- One concern is prolonging the rule making process relative to how benefits will be administered may create gaps in assessing whether voluntary plans meet the minimum standards for approval.
- It will be critical to ensure that rules established in different phases will align with each other and be cohesive when complete.



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ACTION Matt – Share specific timeline and schedule, send to Advisory Committee in advance of next meeting.

- **Advisory Committee Discussion:** On-Call Hours – How should employers report hours worked for each calendar quarter? (WAC 192-540-040).
 - (12) On call and standby hours. Report the number of actual hours for which an employee receives wages for being on call or on standby with the employer.

Advisory Committee offered following considerations:

- On call shifts in the Hospitality industry work differently than that of nurses (for example). The Department should consider the variety of requirements for on-call employees across industries and jurisdictions when developing the rules. (Julia)
- Need clarification on On-Call ordinances for Seattle. (Bob)
- Every employee will be paying into the system, we need to be sure that we're writing the rules that are not excluding hours that should be considered in meeting eligibility thresholds.
- In response to a question about how employers define which UBI number to use if they have separate businesses, ESD explained in our draft rules there is a high-level draft definition that may be helpful. The Department is open to feedback regarding this section of the rules and will explore this further at the Stakeholder meeting scheduled June 27th.
- In response to a question about how employers define which UBI number to use if they have separate businesses? ESD explained there is a high-level draft definition that may be helpful. The Department is open to feedback regarding this section of the rules and will explore this further at the Stakeholder meeting scheduled June 27th.

ACTION Bob / Matt- Get clarification for the on-call ordinances in Seattle.

ACTION Marilyn- Employee Interests group will do a bit of research around on-call hours.

ACTION Julia- Provide some examples at the 6/27 stakeholder meeting of on-call and standby (broader than hospitality).

Communications Update: Clare DeLong

Reviewed the concerns identified by the Department relative to use of Paid Family and Medical Leave rather than a more succinct brand name. Advisory Committee offered following concerns and considerations:



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- The challenges identified are best addressed by education, not a name change. The program was drafted to align with FMLA law. Insufficient data has been presented to make the case for a name change.
- Branding efforts take significant amounts of time and money that the program does not have.
- Outreach work will need to include strategies to maximize program access through education efforts. The Advisory Committee would like to be engaged in increasing awareness and program access.

Clare advised ESD is moving forward with marketing using Paid Family Medical Leave. A marketing firm is being brought on board soon. Toolkits will be released early next week for feedback. Social Media will be rolled out July 5th (anniversary of bill signing).

Additionally, ESD would like the Advisory Committee's help in outreach around the following areas:

- Usability & accessibility testing
- Employer insight interviews

General Program Update: Carla Reyes

- Kudos! - Vendors came onboard in April and we're already releasing a product in June. It's a real testament to the work that's being done. Also, keep in mind that we're using an Agile work process which means, this product is building over time over the course of the project.

Customer Care Team, started on Monday, 6/18, in training for the coming weeks.

- Next Meeting / Agenda:
 - Demo on the system build
 - Proposed and agreed to move the July 19th meeting to July 26th.

Advisory Committee feedback:

Appreciate the growing pains and commitment to get the right staff on board. Thanks for meeting with Advisory Committee when there are concerns. Labor and Businesses are talking to keep communication lines open.