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|  | **Paid Family & Medical Leave Advisory Council** | | |
| **Meeting** | **Date:** November 20, 2017 | **Time:**  9:00 a.m. to 12:00 p.m. | **Location:** ESD 640 Lacey, Park Place B Conference Room |
| **Attendees** | * Department Representative: Cami Feek, Paid Family and Medical Leave Director * Employer’s Interests Representative: Bob Battles * Employer’s Interests Representative: Christine Brewer * Employer’s Interests Representative: Julia Gorton * Employee’s Interests Representative: Samantha Grad * Employee’s Interests Representative: Maggie Humphreys * Employee’s Interests Representative: Joe Kendo * Employee’s Interests Representative: Marilyn Watkins   Guests  Employment Security Department Policy & Rules Manager: Matt Buelow  Employment Security Department Rules Coordinator: Adrienne Stuart | | |
| **Members Absent** | * Employer’s Interests Representative: Tammie Hetrick * Paid Family and Medical Leave Act Ombuds: TBD | | |
| **Scribe** | Tarissa Robbins | | |

**Welcome and Introductions: Cami Feek, Paid Family and Medical Leave Director**

* The meeting started with a roundtable introduction of those present.
* Reviewed previous meeting minutes and approved to be posted.
* Followed up was provided on two Open Public Meetings Act (OPMA) items. The Committee confirmed that all members received OPMA training. Clarification was provided that OPMA doesn’t prohibit individual committee members from communicating or making individual decisions outside of meetings, and that there can be discussion and sharing of information as long as there is no quorum.
* Full meeting schedule for the rest of 2017 and all of 2018 was provided. Meeting locations will be announced as they are known, in advance of meetings. Two of the meetings for the year will be in Seattle, likely at North Seattle Community College where ESD has a WorkSource Office. It was recommended that the northern meetings be held after the legislative session, in April or May.

**Committee Charter**

* A revised charter was provided that incorporated new goals and revised member appointment language.
* Charter goals to identify on going improvement; foster community and stakeholder engagement, commit to timely, robust and open to communication to the public, to engage stakeholder communities and to ensure accessibility to program were proposed by committee members.
* The member appointment section was modified to make the initial committee term a four year term, Oct. 2017 – Oct. 2021. This modification was to ensure continuity of membership and to retain knowledge and committee cohesiveness through the initial program development and improvement phases. Subsequent to the initial term, members will serve two years. The Committee agreed that there should be a goal for members to cycle off their terms in a staggered manner as to not have all membership change at the same time.
* The Committee reviewed draft charter and approved adoption with the following change:
* Members requested an additional charter goal be added for the Committee to partner with the Department and the legislature to create and use reports on program outcomes as documented in the law.

**PFML Program Update**

* Program updates were provided for system development and staffing.
* Platform was selected for customer administration and accounting that will provide workflow. The platform will need minor configuration. Goal is to create a modern, flexible, tool for citizens to be able to do business, simple.
* For system development, three RFP’s issued for work. One is for the portal where employers and employees will do business. A second is for configuring the platform and the third is for integration. Integration will hold business rules, and will be a framework that provides a simple mechanism to do interface with other systems in an agile way.
* Expect contracts to result from the RFP by mid-January
* The Department outlined the agile process for developing the program. It centers around teams that represent business, policy, rules and technology that will work together to holistically design a quality product. Users stories represent what is needed by people accessing the program and actual system users will be called on to provide feedback on usability during the design process.
* The Committee members expressed interest in flexibility and accessibility from the external portal. They recommended that early opportunities be provided for input on the design.
* The Department responded that there will be a schedule of opportunities for input on design work as soon as the project manager has those timelines documented. Advanced notice of feedback opportunities will be provided.
* A Committee member asked how the project is ensuring safe guards are in place to not replicate the impacts that were felt to users (employers and claimants) when ESD released the new UI benefits system. And what safeguards are being put in place to manage scope and schedule?
* The Department responded that the project is working toward flexibility on what is built and has considered lessons learned from other system deployments to leverage that knowledge and avoid replicating what didn’t work.
* In terms of scope and schedule, the Department explained that one strategy is to embed project resources to develop the new program that otherwise would be centralized in the organization. To avoid competing for resources functions like Communications, HR, Contracting, and Budget have fulltime employees on the team to specifically address the needs of paid family & medical need. Additionally, there is a full time project manager, budget position, quality assurance and organizational change management employee to manage scope, timeline and readiness to ensure budget and implementation time frames are met.

**Staffing:**

An update on current staffing was presented.

* Current open Paid Family & Medical Leave positions can be found at <https://esd.wa.gov/paid-family-medical-leave/employment-opportunities>
* The Committee asked about timing of program staff hiring, and noted that it should occur in mid-June of next year as we will need enough staff to review waivers. They asked about the plan to have positions filled to understand program.
* The Department responded that they anticipate staff would be hired in that timeframe and explained training and resource planning activities are occurring to account for the need to operate the program as additional project work to develop other aspects of the program continue simultaneously.

**PFML Initial Rule Making Topics: Adrienne Stuart**

* The Committee provided feedback and input in the tentative rule making timeline. The Committee asked that pre-102 meetings be held after initial drafts are released to stakeholders. Adrienne will revise the tentative schedule and send to the Advisory Committee so that they may distribute it to their constituents and stakeholders.
* Adrienne offered to send specific code sections which will be initially be analyzed for rule making purposes.
* **Committee reviewed and had the following questions:**
* The Committee asked for a timeline for the whole trajectory of the rule making process. The Department has agreed to get a tentative timeline for the rule making process to the Committee.
* The Advisory Committee asked about the purpose of the stakeholder meetings. The Department clarified that these are intended to be listening sessions to gather input from stakeholders.
* The Department clarified that while the Advisory Committee is welcome to attend the stakeholder meetings, they are not expected or required to do so. The Department asked that the Committee help spread the word about the stakeholder meetings to their constituents.
* The Department clarified that substantive changes cannot be made after filing the CR 102 without adding significant delay to the rule making process.
* **Committee reviewed and made the following suggestions:**
* Repurpose stake holder meetings, need draft earlier – deal with geographic, encourage process if open to comment
* The Committee encouraged the department to get pre-102 drafts out sooner, prioritizing time to draft over geographically diverse stakeholder meetings. The Committee encouraged the Department to move the March pre- 102 date up.
* The Advisory Committee made clear that it would like as much opportunity as possible to put in written comments. Representatives for both Employees and Employers voiced concern about not having enough time to comment on draft language.
* The Department has committed to getting a more compressed timeline to the Advisory Committee and other stakeholders.

**For the Good of the Order, All**

When will the pre 102 schedule be updated and posted? As soon as we possibly can so it can be sent to constituents.

When do you want comments from the advisory committee? The next Advisory Committee, on December 12th will focus on getting input from the Committee on what questions that constituents will want to know.