



Senate Interim Committee on Labor and Business

June 2022 Update

David Gerstenfeld, Acting Director

Renee Royston, Modernization Director

Karen Madden Humelbaugh, Paid Leave Oregon Director

June 1, 2022

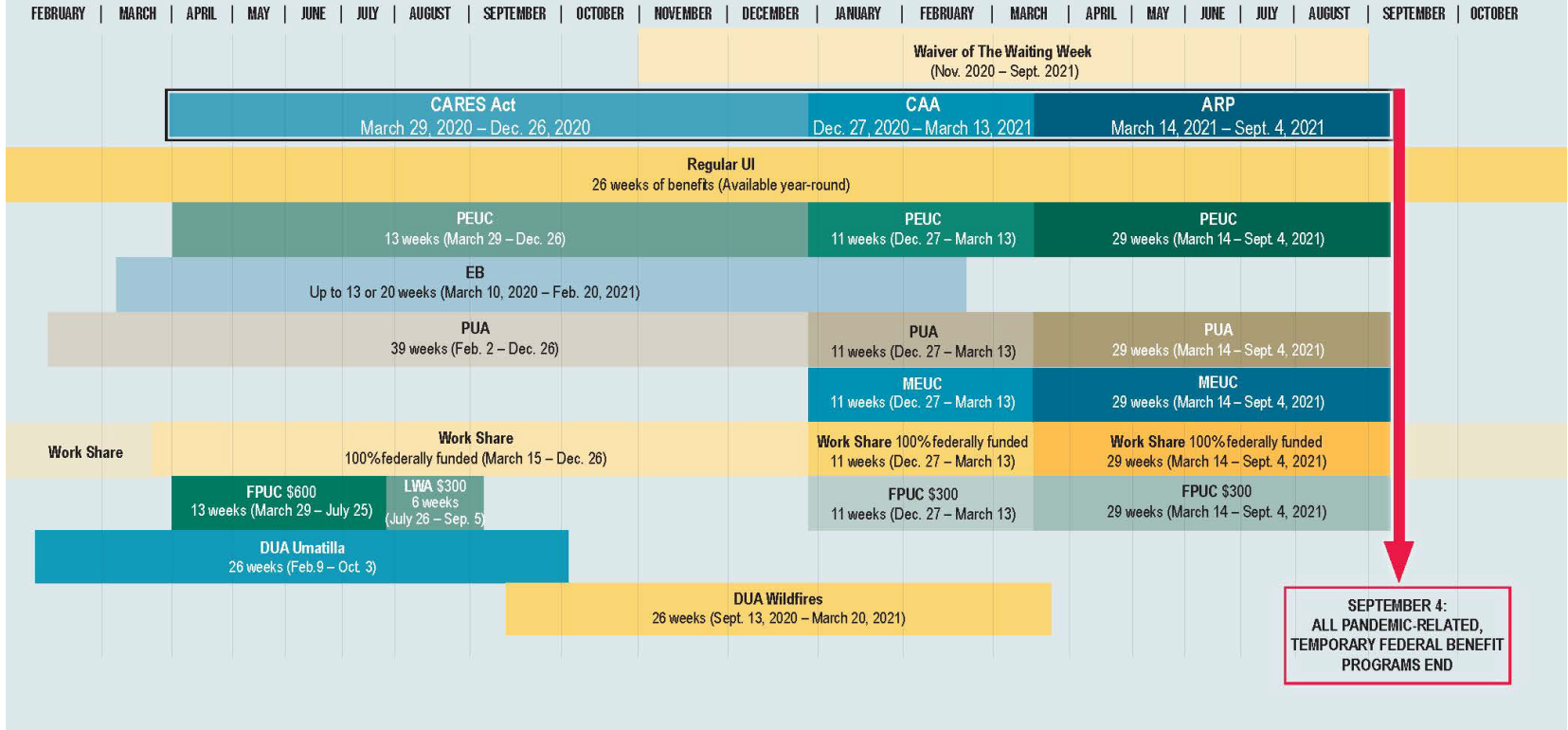


Legislative Asks

- Implement federal programs and changes in state law
- Improve communication with customers and legislators
- Address claims backlog and pay benefits quickly
- Speed up adjudication process
- Allow remote work
- Promote Work Share
- Fight Fraud
- Get Oregonians back to work and help employers get employees



UNEMPLOYMENT BENEFITS AVAILABLE 2020-2021



SEPTEMBER 4:
ALL PANDEMIC-RELATED,
TEMPORARY FEDERAL BENEFIT
PROGRAMS END



How OED Delivered

Implement Federal Programs

- Federal Pandemic Unemployment Compensation (FPUC)
- Pandemic Unemployment Assistance (PUA)
- Pandemic Emergency Unemployment Compensation (PEUC)
- Lost Wages Assistance (LWA)
- Mixed Earner Unemployment Compensation (MEUC)
- Disaster Unemployment Assistance (DUA)



How OED Delivered Implement Changes in State Law

- Sept. 2020 SB 1701 (2020) – Implemented earnings disregard
- Oct. 2020 SB 1703 (2020) – Began receiving self-employed income info.
- Nov. 2020 Governor's Directive – Waived the Waiting Week
- May 2021 HB 3178 (2021) – Updated earnings disregard and implemented definition of "unemployed"
- Sept. 2021 HB 3389 (2021) – Began UI Tax Relief implementation
- July 2021 SB 172 (2021) – Began UI Overpayment Relief implementation



How OED Delivered

Improve Communication

Customers and the Public

- Weekly media briefings
- Engagement through social media
- Contact Us form
- Performance Dashboards
- Expanded FAQs on the website
- Phone system enhancements
- Outgoing calls to customers
- National Guard to answer phones
- Webinars
- Contracted with other agencies and organizations to engage with underserved communities

Unemployment.Oregon.gov

- Focus on Unemployment Insurance
- Available in 16 languages
- Forms, FAQs, applications, etc.

Legislators

- Regular Director's Office updates
- Online dashboards for providing project updates
- Secure system for reporting which constituents needed help
- Escalation process for high-priority claims



EMPLOYMENT DEPARTMENT INFORMATION DASHBOARD

As of May 23, 2022

3.7% Apr Unemployment Rate*	\$12.1 Billion Total Benefits Paid**	4,200 Jobs Added in April	100,145 Q1 Job Vacancies***
---------------------------------------	--	-------------------------------------	---------------------------------------

For the period of May 16 - May 20, 2022			For the period of May 8 - May 14, 2022	
94.4% of Calls Answered within 5 Minutes	4.2% of Calls Answered Between 5 and 15 Minutes	9,381 Calls Answered Last Week	96.2% of Contact Us Submissions Resolved within 7 Days	

For the period of May 15 - May 21, 2022			
1,911 Initial Claims Submitted	22,372 Weekly Claims Submitted	\$9,142,815 Benefits Paid	16,181 Customers Paid

Served by WorkSource Oregon for the month of April 2022			
13,888 Job Seekers Served	641 Employers Served	51,338 New Job Listings****	61,714 Open Listings****

*Seasonally Adjusted

**From March 15, 2020 through report date

***Q1 = Jan-Mar, Q2 = April-June, Q3 = July-Aug, Q4 = Sep - Dec

****These listings include those from WorkSource Oregon and the nonprofit National Labor Exchange (NLx)



How OED Delivered

Address Claims Backlog & Pay Benefits Quickly

- Reassigned staff from throughout the agency to help with backlog of claims processing and adjudication
- Between March 2020 and December 2021, we hired 1,698 additional UI staff
- Shortened training time for new employees
- Focus 100 and Focus PUA projects
- Benefits While You Wait Program
- Brought Oregon National Guard members to help with outbound communication and other tasks



How OED Delivered

Speed Up Adjudication Process

- Adjudicators were part of the 1,698 hired between March 2020 and December 2021
- Contracted with vendor to perform initial stages of fact-finding
- Workforce Operations staff called customers to clarify the reason for their separation
- Launched Focus Adjudication project in October 2020



How OED Delivered **Allow Remote Work**

- Established a large-scale remote and secure system
- Worked with DAS to increase bandwidth for statewide virtual connections
- Increased UI call center phone system capacity to accommodate for more calls and more staff
- Addressed hardware, infrastructure and IT resource challenges to permit remote work



How OED Delivered Promote Work Share

- Work Share team was expanded to accommodate peak staffing of 100
- Work Share Employer participation was at an all-time high
 - 1,710 employer participants
 - Partial benefits of at least one payment to more than 70,000 workers
- Oregon paid out most in Work Share benefits nationwide in August and November of 2020



How OED Delivered Fight Fraud

- Increased fraud/investigations work output from about 30 FTE pre-pandemic to 70 FTE by October 2020
- Constantly evolving approaches to deal with new and shifting fraud threat
- Partnered with state and federal agencies to detect and prevent fraud
- Those partnerships continue as we hold those accountable for committing fraud
- Early adopter of new fraud combating tools available through the NASWA integrity center



How OED Delivered

Helping Oregonians Get Back to Work

- Enabled remote customer service options
- Reinstated work seeking requirements in May 2021
- Reopened all 38 WorkSource Oregon Centers in July 2021
- Increased one-on-one meetings of customers with reemployment specialists
- Training & development opportunities for job seekers by partnering through “Grow with Google”
- Focus on equity for customer-assistance



How OED Delivered

Helping Oregonians Get Back to Work

- Working with LinkedIn with job openings and sourcing candidates outside of iMatchSkills
- Partnered with local employers and community organizations to hold hiring events
- Screening applicants and referring top candidates
- Resource connections to community partners as appropriate
- Targeted outreach to underemployed



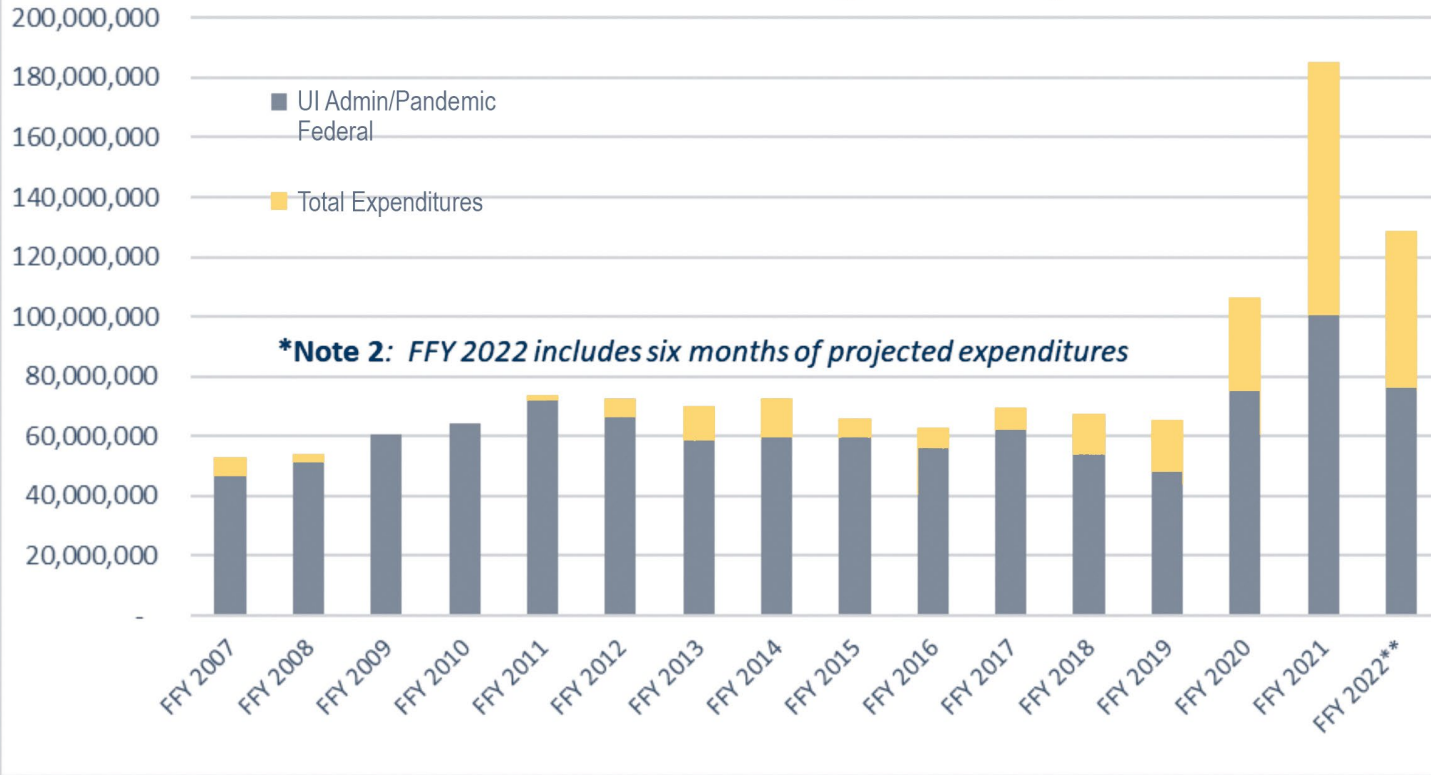
How OED Delivered

Help Employers Get Employees

- Job fairs, hiring events and virtual open houses to promote open opportunities offered local and statewide
- Screening applicants and validating skillsets to refer top candidates
- Outreach to new and existing employers to be aware of challenges and needs
- Site visits to learn what quality referrals and candidates look like for that employer
- Providing important workforce data and analysis to help employers and policymakers



Federal UI Administrative Funding v. Total Expenditures



Plan for balancing the budget

- Hold nearly 1,000 positions vacant through attrition
- Defer selected IT projects and hardware replacement
- Reduce Services and Supplies
- Use Other Funds
- Mitigate risks
- Protect Modernization and Paid Leave Oregon efforts



Where is OED going

Modernization

- September 2022 – Frances Online Phase One
- January 2023 – Paid Leave Oregon contributions
- September 2023 – Paid Leave Oregon benefits

Continuous improvement efforts

- Increasing equity work to better help BIPOC and other historically underserved communities
- Sustainable workloads for employees and additional training for those hired during peak pandemic hiring/training
- Strategic organizational changes to support the agency's agility, preparedness and resilience

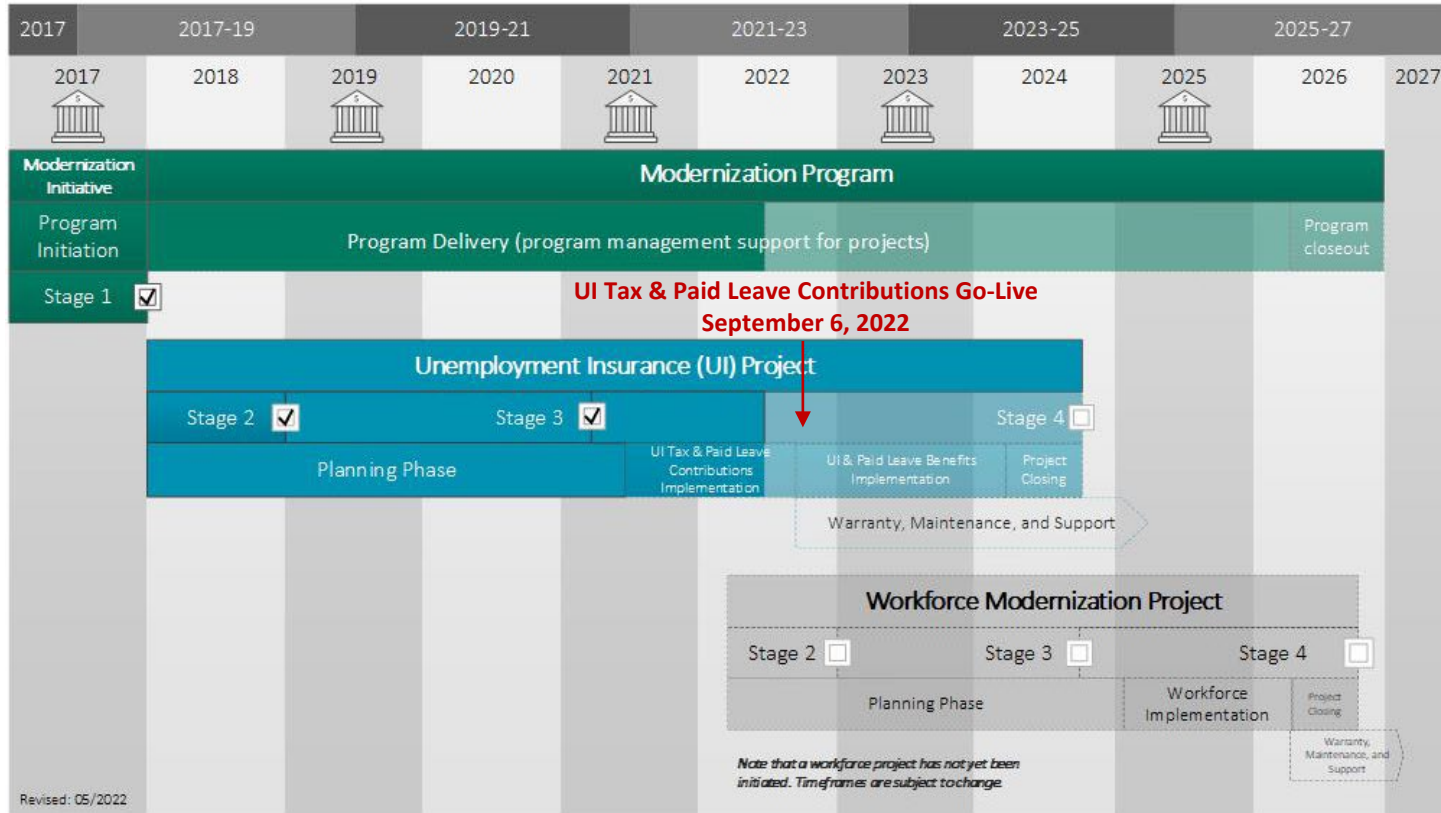


Modernization Update and Demo

Renee Royston, Modernization Director
Maggie Gleason, Project Director, FAST Enterprises (Demo)



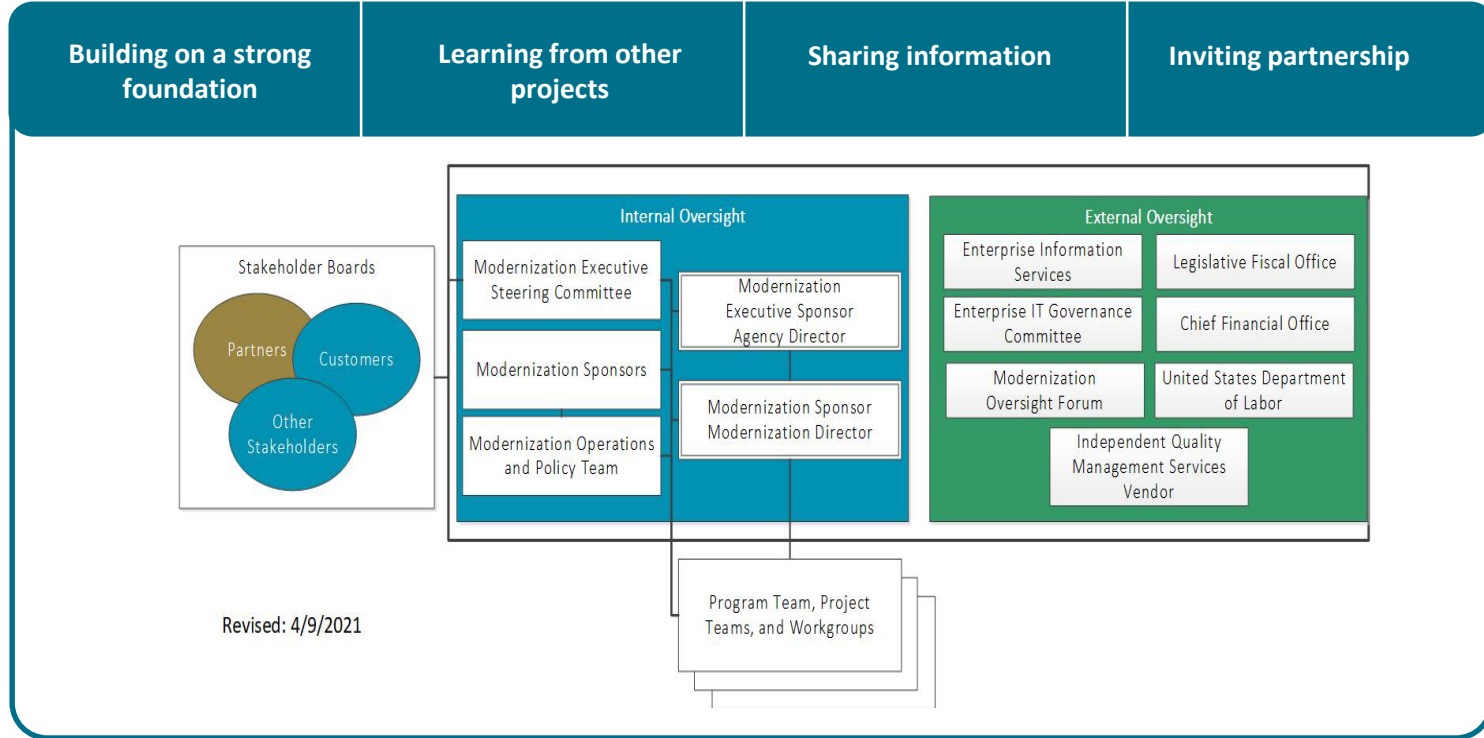
Modernization Program Timeline



Revised: 05/2022



OED Modernization Program Governance and Oversight



UI Modernization Project

Scope

Unemployment
Insurance Tax

Paid Leave Oregon
Contributions

Unemployment
Insurance Benefits

Paid Leave Oregon
Benefits

Schedule

Rollout 1

UI Tax and
Paid Leave Contributions

July 2021- Sept 2022
Go-live Sept 6, 2022

Rollout 2

Paid Leave Benefits
Sept 2022 – Sept 2023

UI Benefits
Sept 2022 – March 2024

Budget

Project Baseline Budget*

\$106,121,029

Total Expended to Date**

\$20.9 million

Source of Funds

Modernization Fund.. \$81,697,283

Other funds..... UI and Paid Leave

General fund loan..... Paid Leave

*+10% - \$116,733,132
-10% - \$95,508,926
As of April 2021

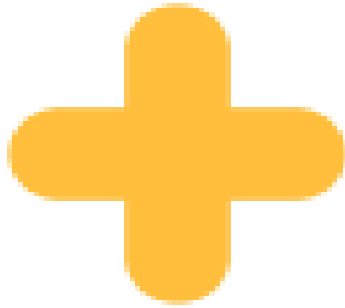
***As of March 2022*



Independent Quality Assurance Rating

Overall UI Modernization Project Health

**Current
Status**



Current Trend

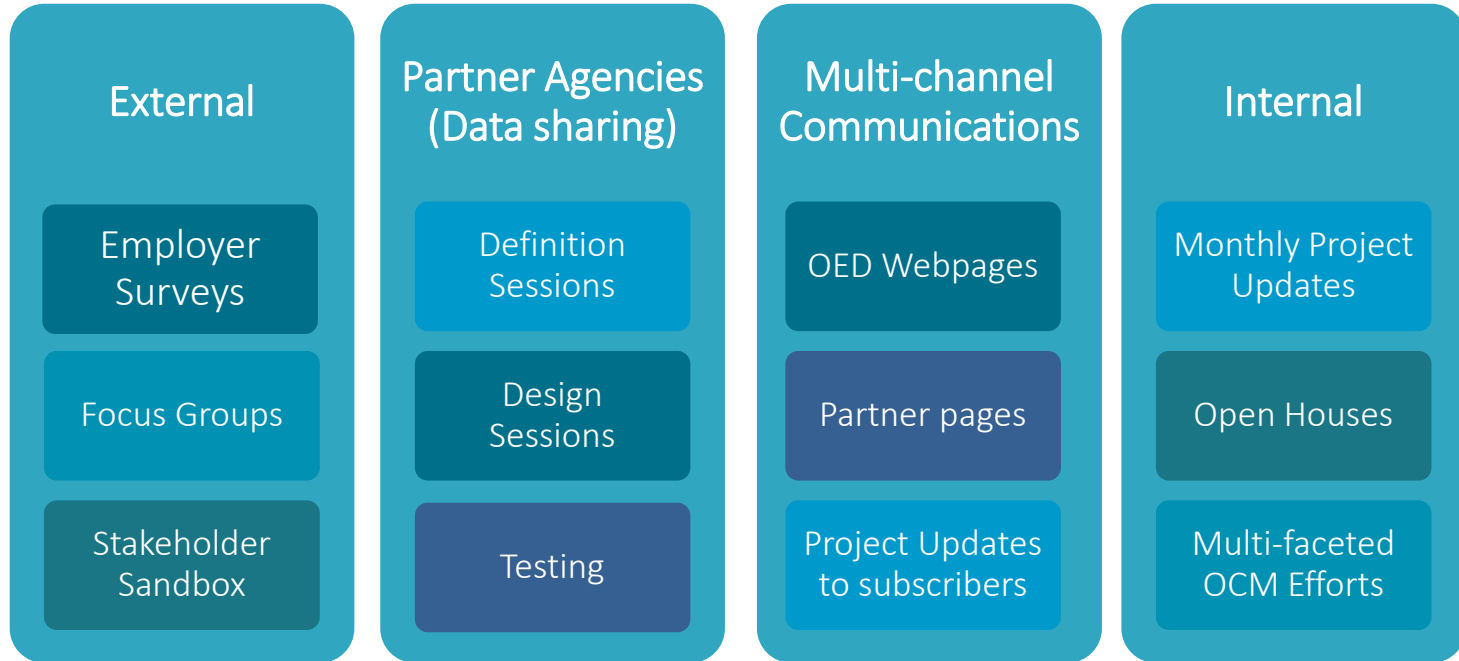
- Project has no open issues
- Actively managing identified risks
 - Schedule
 - Organizational Readiness
 - IT Resources

Risks are assessed on a monthly basis. Risk mitigation strategies are in place.

For quarter ending March 2022

Current Focus

Stakeholder Engagement and Communication



Online Self-Service Today

Current system capabilities: Individual systems

OPRS:

- File a New Report
- Amend a Report
- View Outstanding Reports
- View Past Reports
- Offer link to our partners to Pay amount due for Combined Reporting (Revenue Online)
- Access to Zen Desk Support Portal for Self Led Educational Assistance

Employer Account Access (EAA):

- Employer can access their account to view and pay past due balances
- Need a PIN (If the user gets locked out or forgets their PIN has to call the agency for reset)

File and Appeal Online:

- Currently employers can file an appeal online
- Available on Oregon.gov page under hearings process information page.





FRANCES ONLINE Self-Service

Expanded functionality: All in one application

Combined Reporting

- Beginning 2023, filing State Wide Transit Tax (STT) and Paid Leave contributions on the combined report

Manage Account Information

- Action center to alerting customer of action
- Update account information in real-time
- Identity verification
- Add and manage users and update users' demographics
- Manage mail and correspondence preferences
- Manage associated Authorized Reps and TPAs
- Review rates

Electronic Submissions

- Submit documentation
- Submit Corporate officer exclusion
- Submit to elect into coverage
- Submit a Tax Authorization and Power of Attorney

Customer Service

- Secure messaging
- Interactive assistant

Submit Requests

- Submit a business change in status request
- Request or withdraw an appeal
- TPA registration and bulk filing
- Refund request
- Refund replacement request
- Request a Payment Plan online
- Request FUTA Certs
- Ask for Redetermination
- View and print letters
- Audit referral
- Apply for and manage an Equivalent Plan
- Register for self-employed contributions

Frances Online Timeline



Revised:05/2022



Frances Online Demo

Maggie Gleason, FAST Enterprises



June 1, 2022

Presentation to Senate Business & Labor Paid Leave Oregon

Director Karen Madden Humelbaugh





Preview

- Brief overview
- Modernization and Frances Online
- Branding and Name
- Contributions Rate
- Budget Engagement Meetings and Rulemaking



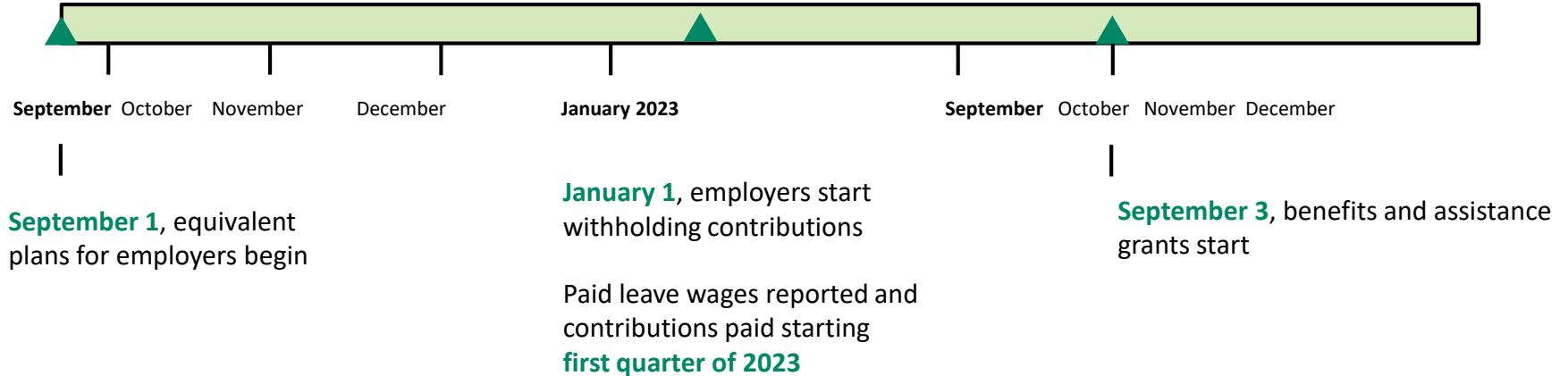


A new program that allows workers in Oregon to take paid time off for some of life's most important moments that impact our families, health and safety.

When does Oregon's paid leave start?

2022

2023



Rulemaking

Batch	Description	Rules Become Final
1	Contributions, Employer Size, Assistance Grants, Self-Employed Election, and Outreach rule	January 2022
2	Equivalent Plans	April 2022
3	Benefits	July 2022
4	Appeals/Outstanding Items	September 2022





Paid Leave Oregon

Primary logo

The primary logo is the main logo to be used at all times. In addition to the primary wordmark, additional marks are available for specific instances and applications.

Single color logo

A one color logo has been developed for limited color reproduction.

Reverse logo

A reverse version of the logo is available for use on dark backgrounds.

Primary logo



Single color logo dark



Reverse primary logo



Single color logo white

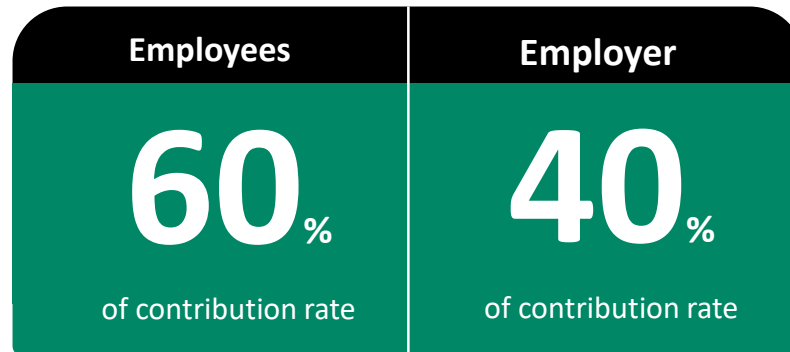




Contributing together

Contribution Rate:

- Set annually for calendar year
- Same rate for all employers (and employees)
- Maximum rate is 1% of employee wages, up to \$132,900



Example of payroll contributions

	Annual earnings (weekly earnings)	Annual worker Paid Leave contributions	Annual employer Paid Leave contributions	One week's Paid Leave benefits
Minimum wage employee	\$28,080 (\$540)	\$168.48	\$112.32	\$540
Median income employee	\$67,058 (\$1,289.58)	\$402.35	\$268.23	\$1,048.89
High income employee	\$132,900 or more (\$2,555.78 or more)	\$797.40	\$531.60	\$1,492.05



Budget Community Engagement



15 virtual meetings

- 20-100 attendees in each session
- Employers, employees, labor and community organizations
- Common questions: small employer contributions, benefits, OFLA/FMLA, logistics

Paid Leave and FMLA/OFLA comparison

Paid Leave Program	FMLA/OFLA
The leave is paid	The leave is unpaid
Covers Family, Medical, and Safe Leave	Covers Parental, Serious Health Condition, Pregnancy Disability and Military Family Leave. OFLA also covers Sick Child and Bereavement Leave
Leave is provided from all employers	Leave is provided from employers based on how many employees they have (25 for OFLA; 50 for FMLA)



Have any suggestions, questions, or concerns?



- Website: Oregon.gov/employ/pfmli
- Email: PaidLeave@Oregon.gov
- Phone: 503-370-5800

Thank You

