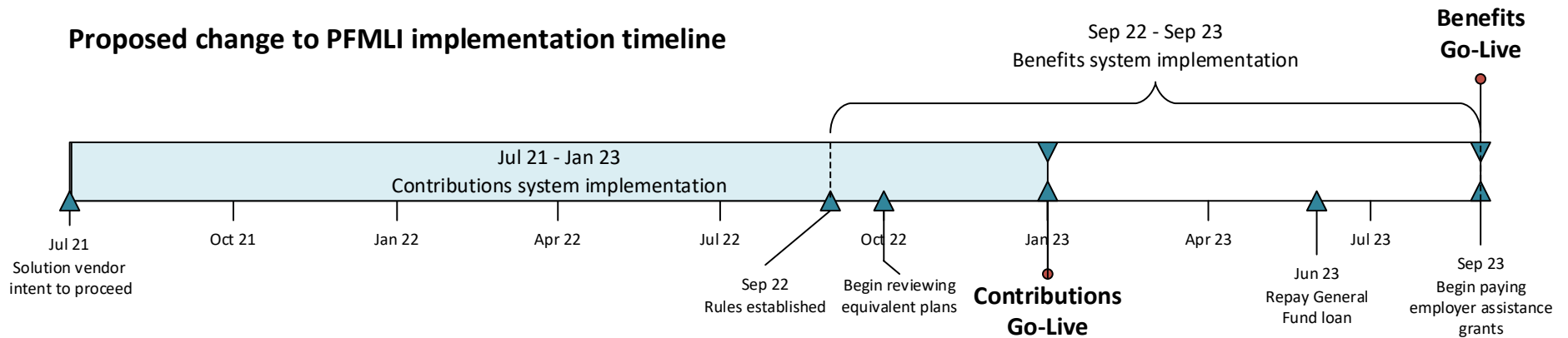


Overview:

After an unprecedented year with COVID-19 disrupting almost every aspect of Oregonians’ lives as well as the core business of the Oregon Employment Department (OED), we are working tirelessly to implement the Paid Family and Medical Leave Insurance (PFMLI) program. Significant progress has been made on multiple fronts, including leveraging the Unemployment Insurance (UI) Modernization technology to also deliver the technology required for PFMLI contributions. The technology solution will go live in January 2023, which is one year later than the original law anticipated. **This proposed timeline change will enable successful implementation of the law for Oregonians and ensure we are setting the program up for success from the start.**



Core work to meet this new timeline:

- Obtain [Stage Gate 3 endorsement](#) to proceed with including PFMLI contributions in the UI Modernization technology solution.
- Complete business design, process mapping, and system requirements to support contributions technology development (in progress; on track for contributions technology project kickoff July 2021).
- Finalize communications contract negotiations as well as overall communications plan with adequate time for outreach and education, including language translation and ensuring engagement from BIPOC, disabled, and other marginalized groups.

- Embed equivalent plan applications within core technology solution, avoiding the need for a separate manual system/process. Allows employers to receive application approvals/denials sooner and/or to resolve questions or incomplete applications more quickly.
- Complete substantial testing with user groups prior to go-live for the contributions technology.
- Stabilize contributions rollout, which would improve customer experience and help staff be more prepared to effectively serve customers.
- Complete analysis of when and how the necessary technological solutions for PFMLI benefits can reasonably be acquired and put into place.
- Complete business design, process mapping, and system requirements to support technology development for benefits rollout.
- Plan for PFMLI benefits implementation which will likely occur prior to UI benefits testing and training period, to avoid enterprise risks for both programs in the Agency.
- Finalize policies and administrative rules with enough time for substantial input from interested parties.
- Conduct training and onboarding of on-the-ground new or repurposed staff needed to support each implementation phase.
- Implement all accounting and other financial measures/practices needed to accept contributions, review and approve equivalent plan applications, award small business grants, and deliver benefits.

Why this change is needed:

- OED's core work on behalf of Oregonians includes high-priority initiatives that compete with the PFMLI implementation for Agency and Enterprise support service resources:
 - Unprecedented program expansion to meet the demands of UI coverage in response to COVID-19.
 - The Agency's ongoing [Modernization Program](#) and UI Modernization Project.
- Contributions technology solution will not be ready to launch until Sep 2022.
- Benefits technology solution will not be ready to launch until mid-2023 at the earliest, and later if the agency decides to pursue a separate project and procurement for PFMLI benefits technology components.
- Time, resources, and complexity for Department of Revenue (DOR) to implement combined reporting components makes a January 2022 or mid-2022 contributions launch problematic for DOR, OED, and employers.
- Without a change in timeline, we won't be able to do all of the needed education and outreach, including being able to focus outreach to small businesses, adequate time for language translation, and ensuring engagement from BIPOC, disabled, and other marginalized groups.