



## **Paid Leave Oregon**

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.



# Senate Labor & Business

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Karen Humelbaugh, Director, Paid Leave Oregon

# Equivalent plan data

## Top 5 Industry Types

1. Elementary & Secondary Schools
2. Offices of Physicians
3. Offices of Lawyers
4. New Car Dealers
5. Software Publishers

Anticipated Lost Applications	
2023	2024
\$ 306,000,000	\$ 313,000,000
Anticipated Benefits Saved	
2023	2024
\$ 62,100,000	\$ 160,200,000

Statistics	
Fully Insured	2,925
Employer Administered	275
Employees Covered	366,600 (15%)
Large Employers	2,038 (19%)
Small Employers	1,162 (1%)

Equivalent Plan Applications	
Received	3,268
Approved	3,174



# Leave types by the numbers

	Total Application %	Total Applications
<b>Bonding Leave</b>	42%	12,337
<b>Family Leave</b>	14%	4,100
<b>Medical Leave</b>	42%	12,350
<b>Safe Leave</b>	1%	367
<b>TOTAL</b>		<b>29,154</b>

Applications Processed	Applications Pending
70% (60% approved, 10% not approved)	30%



# Top denial reasons

- Fraud
- Equivalent plan employees
- Not currently employed
- Not uploading correct information
- Wage-related



# Application request breakdown

Leave Type	Forecasted	Actual Average Request
Bonding	9.5 weeks	10.5 weeks
Family	7 weeks	6 weeks
Medical	7 weeks	6.5 weeks
Safe	2 weeks	8.4 weeks

As of 10/31/23 – Only includes Consecutive Leave Requests



# Customer service experience

## Last Week's Phone Data (10/23 – 10/27/23)

Total Calls	11,997
Average Wait Time	20 mins, 26 sec.
Average Talk Time	7 mins, 56 sec.

## Emails

Received weekly (average)	1,143
Response time (average)	3 days



# Original forecast vs actual revenue

Quarter	May 2023 Forecasted Contributions Collected (\$)	Received Contributions as of 10/31/23
Q1 2023	\$ 217,000,000	\$ 224,580,000
Q2 2023	<u>\$ 199,650,000</u>	<u>\$ 205,000,000</u>
<b>TOTAL</b>	<b>\$ 416,650,000</b>	<b>\$ 429,580,000</b>

As of 10/31/23





# Estimated benefit payments for applications received to-date

Leave Type	Forecasted	Estimated Benefits To Be Paid
Bonding	\$ 102,520,000	\$ 112,530,000
Family	\$ 24,875,000	\$ 18,235,000
Medical	\$ 75,690,000	\$ 64,550,000
Safe	\$ 720,650	\$ 1,960,000
<b>TOTAL</b>	<b>\$ 203,805,650</b>	<b>\$ 197,275,000</b>

As of 10/31/23 – Includes Consecutive & Intermittent Leave Requests



Questions?



**Web:** [PaidLeave.Oregon.gov](https://PaidLeave.Oregon.gov)  
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