

## **Oregon Employment Department Advisory Council**

Approved Meeting Minutes  
Tuesday, September 08, 2015  
1:30 pm to 3:30 pm

The meeting was called to order at 1:34 pm by Tom Kelley, Chair of the Council. Chair Kelley welcomed all present.

### Members Present:

Barbara Byrd (by phone)  
Thomas Kelley  
Bill Kluting  
Lisa Nisenfeld, OED Director  
Mary Taylor  
Aniel Yates (by phone)

### Members Absent:

Robin Bitrick  
Clif Davis

### Staff to Council:

Melissa Leoni

### Others Present:

David Gerstenfeld, Assistant Director for Unemployment Insurance (UI)  
Dave Carpenter, Benefit Payment Control (BPC) Manager  
Alex Kasner, Tax Account Resolutions Unit Manager  
Nick Beleiciks, State Employment Economist

### Approval of Minutes

A motion was made by Bill Kluting to approve the minutes from the June 9, 2015 meeting. Motion seconded by Mary Taylor. No discussion. Minutes approved.

### Agency Update

Lisa Nisenfeld, OED Director, updated the Council about the remodel of 12 WorkSource centers to make more customer-friendly, the economic cycle planning, the new strategic plan to be adopted by the Oregon Workforce Investment Board this month, and staffing levels. Director Nisenfeld also talked about the relationship between the WorkSource remodels and the change in customer service driven by the WorkSource Oregon Standards, which set performance expectations.

### UI Overpayments Refresher – Part 2

Dave Carpenter, BPC Manager, completed his high level overview on UI overpayments, including information about prevention, detection and recovery initiatives, recent legislative changes, challenges, and moving forward.

Council members asked additional questions about the claimant knowledge and review efforts and whether any claimant focus groups have been used to evaluate materials sent out. David Gerstenfeld responded that this is one attempt and includes other efforts, including the future use of focus groups. There was also additional discussion about the challenge created by fictitious employer schemes and what we are learning

from other states about these fraudulent schemes. Lastly the council discussed the timing on the phone system upgrade and system modernization.

#### Unemployment Insurance Updates and Dashboard

David Gerstenfeld gave an overview of the UI dashboard, highlighting that on timeliness issues the department is not where it wants to be, but is seeing improvement in the numbers especially around the impacts to other processes from the adjudication backlog. He added that the department is seeing the results of its efforts in the quality measures. Chair Kelley asked about the wait times and Mr. Gerstenfeld assured him that the numbers are heading back down.

Mr. Gerstenfeld also updated the council on the following:

- Policy issues. Staff have promised to return with a plan, including additional stakeholder engagement. On the actively seeking work requirements, Oregon is one of four states working with the federal government on work search requirements. This has slowed down the policy process as it may change the context of the discussions. Staff expect to return to the council in 2016 with this plan.
- Discussions are occurring around legislative issues discussed at the June meeting (school employee recess and employee retirement plans) and on changing UI requirements for apprenticeship programs.

#### Unemployment Insurance LEAN Project

David Gerstenfeld gave an introduction about the department's model for rolling out changes, including using a contractor at the beginning to lead the efforts while growing the department's expertise to lead future efforts. Alex Kasner then reported on the two LEAN projects currently underway: Work Share and Adjudication. For Adjudication, the review and analysis of process steps has resulted in business models changes that have reduced the time to complete down to eight days from 21 days. In Work Share, the result has been to integrate this single person, manual program into the Training Programs Unit and implement other operational enhancements.

#### Oregon Economic Update

Nick Beleiciks, State Employment Economist, gave the council members an economic update focusing on job growth, vacancies, the unemployment rate, and the minimum wage. Byrd and Yates asked to receive copies of the vacancy report. The council members discussed job growth across the state, median v. average wage, middle-skill jobs, skill mismatch, and the need to focus on skill training.

#### Announcements/Good of the Order Mr.

Kluting motioned for adjournment.

#### Meeting Adjournment

Meeting adjourned at 3:25 pm.