



Small Business Requirements & Resources COVID-19 Impact Webinar May 7, 2020



Unemployment Benefits, Return to Work, Paid Family and Medical Leave...



**Employment
Security
Department**
WASHINGTON STATE

ESD Website Resources

Affected by COVID-19

The CARES Act changes who is eligible for unemployment. Get started here to learn more about Pandemic Unemployment Assistance.

Self-employed & independent contractors

[Learn more](#)

Sick or caring for a family member?

[Learn more](#)

Lost work, or part-time worker?

[Learn more](#)

ESD Coronavirus Website Resources



Employers: We can help

We have adopted changes to reduce the burden on employers during the crisis.

[Learn More](#)

eServices

Sign in to eServices to apply for and manage unemployment claims, pay taxes and more. Select "Sign in" for a complete list.

[Sign in or create account](#)

User guides: [for individuals](#) | [for employers](#)

Need help? See [technical support](#)

Employers: [Read first before signing in](#)

Coronavirus (COVID-19)

COVID-19 action alerts: [Subscribe for email updates](#) about our response to COVID-19

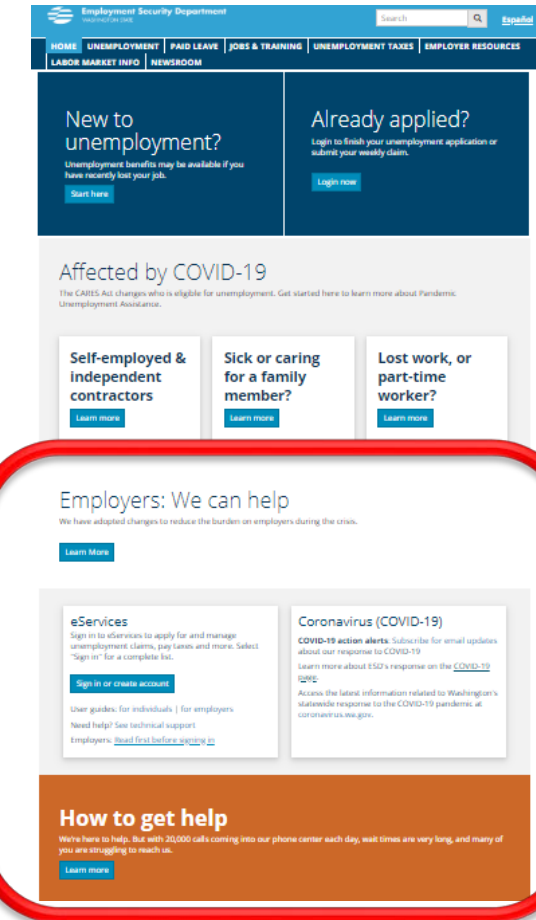
Learn more about ESD's response on the [COVID-19 page](#).

Access the latest information related to Washington's statewide response to the COVID-19 pandemic at [coronavirus.wa.gov](#).

How to get help

We're here to help. But with 20,000 calls coming into our phone center each day, wait times are very long, and many of you are struggling to reach us.

[Learn more](#)





ESD COVID-19 Information Page

COVID-19 information

(en español)

[Subscribe for updates](#) about our response to COVID-19.

We're all in this together.

COVID-19 has created an unprecedented demand for our services—especially unemployment insurance and Paid Family and Medical Leave.

Building capacity. We're working to [increase our capacity](#) by hiring more people and expanding our hours.

Updating technology. Between unprecedented demand and rapid changes, we're mobilizing our people and updating technology to implement new emergency rules and programs. But unfortunately, technology updates take a few weeks.

Thank you for your patience while we work to serve you better. We know that things are even more frustrating when our systems don't work the way they should. If you're having a hard time getting through on the phones, use our web services. If you have a problem that can only be fixed over the phone, please keep trying. Our dedicated experts are here for you, even if they're hard to reach right now.

On this page

[Federal stimulus updates](#) | [COVID-19 rulemaking](#) | [Action alerts](#) | [More information on COVID-19](#)

Returning to work

(Updated: April 28, 2020)

There is important information to know about unemployment as our economy begins to re-open. Learn more below and [sign up for COVID-19 action alerts](#) to stay up to date.

Worker questions about returning to work.

[Click to expand](#)

Employer questions about returning to work.

[Click to expand](#)

CARES ACT - Federal stimulus

(Updated: April 12, 2020)

COVID-19 action alerts: [Subscribe for email updates](#) about our response to COVID-19 and CARES Act implementation

esd.wa.gov/newsroom/covid-19

Regular Unemployment

Regular weekly unemployment benefits provide you with temporary income when you lose your job through no fault of your own. The money partly replaces your lost earnings and helps you pay expenses while looking for new work.

Federal CARES Act: Expanded unemployment benefits programs:

Pandemic Unemployment Assistance (PUA)

Separate benefit program to cover many people who do not qualify for regular unemployment, including:

- Self-employed people
- Independent contractors
- Part-time workers (with fewer than 680 hours)
- Available Feb. 2 - Dec. 26, 2020

Pandemic Emergency Unemployment Compensation (PEUC)

Extension of regular unemployment benefits of up to 13 weeks.

Available March 29 - Dec. 26, 2020. (Total of 39 weeks of benefits.)

Federal Pandemic Unemployment Compensation (FPUC)

Extra \$600 per week from March 29 - July 25, 2020.

Available for everyone on regular unemployment or PUA, except those on training benefits.

CARES Act frequently asked questions

[Click to expand](#)

Frequently asked questions



Information for workers

For questions about how unemployment, standby, the waiting week, and more have been affected by COVID-19, please see our Q&A for workers.

[Workers Q&A](#)



Information for employers

For businesses looking for updates on how COVID-19 has impacted unemployment insurance, quarterly reporting, and more, please see our Q&A for businesses.

[Business Q&A](#)

COVID-19 rulemaking

COVID-19 rulemaking: This page provides links to current emergency rules and rulemaking documents, and will host future information about new or amended rules, public hearings, responses to public comments, and supporting documents for all the Department's COVID-19 related rulemaking.

Action alerts

COVID-19 action alerts: [Subscribe for updates](#) about our response to COVID-19.

- April 24: [We expect nearly 1 million weekly claims to be filed](#)
- April 14: [COVID action alert - When to apply + \\$600 info](#)
- April 6: [COVID action alert - SAW login fix](#)
- March 31: [COVID action alert - Updated FAQs](#)

Get the most recent updates from [Governor Inslee](#).

One-stop website for COVID information in Washington state: [coronavirus.wa.gov](#)

COVID-19 information

To quote the state Department of Health, "Sharing accurate information during a time of heightened concern is one of the best things we can do to keep rumors and misinformation from spreading."


- The Washington State Department of Health's website is the place to go for [the best local information about COVID-19 in Washington state](#).
- If you have questions or concerns related to your health, call the state Department of Health at 800-525-0127, and press #.
- The [CDC website](#) is an excellent source of information, including [guidelines for businesses](#).
- The World Health Organization (WHO) has a [mythbusters website](#) with advice for the public.
- The Washington State Department of Social and Health Services (DSHS) website has [information about community programs and eligibility](#).
- The Washington Department of Financial Institutions has a list of [financial resources for consumers](#) impacted by COVID-19.
- A comprehensive list of state resources is available on the [governor's coronavirus page](#).

Paid Family and Medical Leave Site

Looking for answers on COVID-19 and Paid Leave? [Learn more.](#)

Washington
Paid Family & Medical Leave


Individuals & Families Employers Healthcare providers Self-employed opt-in Español



Here for you.

Paid time off when you need it most. Learn about your new benefit.


[Get started](#)



Here for your family.

Take paid time off to care for a family member when they need you most.


[Get started](#)



Here for your business.

Paid time off keeps businesses healthy, too. Learn about your role.

[Get started](#)



Here for your patients.

By helping your patients access paid leave, you play a critical role.

[Get started](#)

How to take paid leave

[Paidleave.wa.gov](https://paidleave.wa.gov)



1. Find out how paid leave works

Find out when you can take paid leave, how much time you can take off, how much pay you'll receive and more.



2. Get ready to apply

Use our step-by-step guide to get ready to apply for leave, whether you're applying for yourself or on behalf of someone else.



3. Apply

Get started on the application process—and make sure now is the right time to apply.

Should you apply now for Paid Family and Medical Leave? Answer these key questions before you start.

[Ready to apply? Start here.](#)



Business-Friendly Program Presenters



- **Cyal Christmas**, Manager, Tax Audit & Collections, UI Customer Support
- **Breanna Williams**, Senior Policy Analyst, UI Policy
- **April Amundson**, Policy and Rules Manager, Paid Family and Medical Leave



Contact Us

ESD and Paid Family & Medical Leave



esd.wa.gov

paidleave.wa.gov



833-572-8400 – UI hotline (7a.m. to 4 p.m. Mon. – Sat.)

833-318-6022 – Online weekly claims (7a.m. to 4 p.m. Mon. – Sat.)

855-829-9243 – Employers

833-717-2273 – PF&ML

Helpful Web Pages for Employers and Workers



- **COVID-19 Page:** <https://esd.wa.gov/newsroom/covid-19>
- **FAQ For Businesses Page:** <https://esd.wa.gov/newsroom/covid-19-employer-information>
- **Strategies and Tips That Work:** <https://esd.wa.gov/unemployment/help>
 - Application checklist for **regular unemployment benefits:**
https://esdorchardstorage.blob.core.windows.net/esdwa/Default/ESDWAGOV/Unemployment/COVID-19_Applications_CheckList.pdf
 - Application checklist for **Pandemic Unemployment Assistance:**
<https://esdorchardstorage.blob.core.windows.net/esdwa/Default/ESDWAGOV/Unemployment/COVID-19-PUA-Applications-CheckList.pdf>
- **Handbook for Unemployed Workers:**
<https://esdorchardstorage.blob.core.windows.net/esdwa/Default/ESDWAGOV/Unemployment/ESD-Handbook-for-Unemployed-Workers.pdf>

Small Business Liaison Office
smallbusiness@lni.wa.gov
800-987-0145



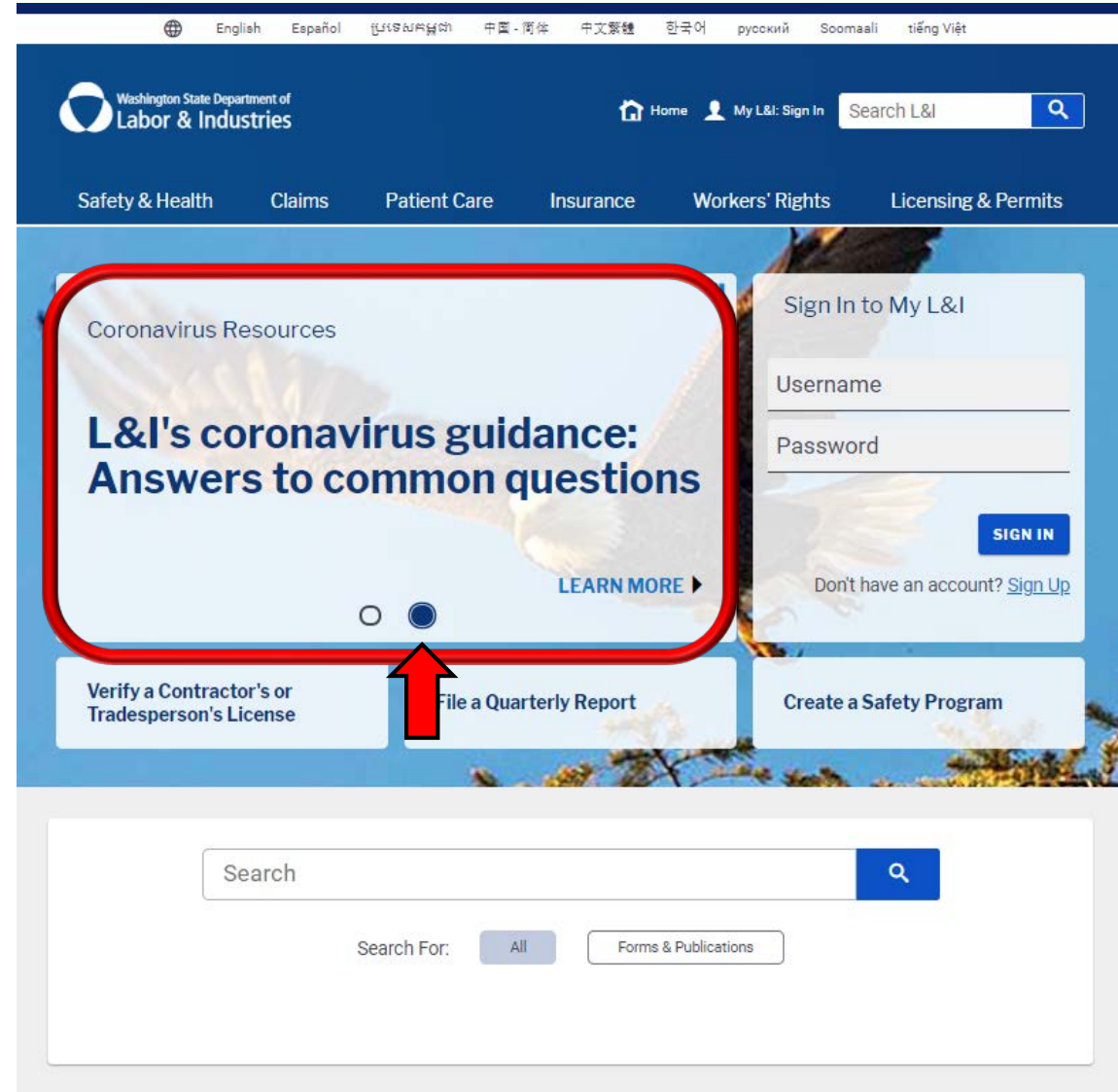
Washington State Department of
Labor & Industries

**L&I Requirements, Guidance, and Resources Related to
the COVID-19 Pandemic**



COVID-19 Related Resources

- [LNI.wa.gov](https://lni.wa.gov)
- Click on the circled link (the second option on the rotating main menu)



Division of Occupational Safety & Health - DOSH

COVID-19 Related Requirements and Resources

Many new requirements and resources on the L&I website

- General workplace requirements
- Prevention suggestions
- Industry specific guidance, including:
 - Agriculture
 - Janitorial
 - Healthcare
 - Construction
 - Grocery Stores
 - Retail
 - Transportation
 - Food processing
- Free DOSH consultation service





Division of Occupational Safety & Health - DOSH



General Workplace Requirements for COVID-19

Mandatory general requirements for all employers

(more detail provided on [L&I publication F-414-167-000](#))

1. Social distancing (at least 6 feet apart or other controls)
2. Frequent and adequate hand washing
3. Routine and additional cleaning and sanitizing
4. Establish procedures for sick workers
5. Employee education (in language of preference) on COVID-19 workplace hazards



Workers' Compensation Insurance Premiums

Employer Assistance Program (EAP) – Delayed Payments

If your business has been impacted by the COVID-19 pandemic:

- L&I is waiving late penalties and interest for **first quarter 2020** if qualifying businesses file on time and pay their premiums within 90 days
 - Similar opportunity for **second quarter** likely; watch L&I's website for updates
- Payment periods longer than 90 days can be requested, but penalties and interest may apply
- To participate, file quarterly reports timely, paying what you can at that time
 - Then email DialerCollections@Lni.wa.gov, requesting delay
 - Include L&I account number



Workers' Compensation Insurance Premiums

Reported Employee Hours

If paying employees who aren't working:

- You don't need to report non-working hours
- If you typically report a standard 160 hours per month, or 480 hours per quarter, for your salaried workers
 - You can temporarily report actual hours instead
- Keep good records of both work and non-work hours

COVID-19 Related Workers' Compensation Claims



- In most cases, exposure and/or contraction of a virus would **not** be considered an allowable workers' comp claim
- Under certain circumstances, COVID-19 claims from health care providers and first responders will be allowed
 - For illness or quarantine
- Other workers, claims will probably not be approved
 - Will evaluate on a case-by-case basis
- COVID-19 related claims won't affect employers' experience ratings

By law, employees can choose to use their accrued sick leave in the following circumstances:

- Business is closed by a public official due to a health-related reason
- Care for a child whose school or childcare is closed for a health-related reason
- Employee is required to leave work because of a COVID-19 exposure
- Employee is seeking a medical diagnosis, care, treatment, or preventative medical care for themselves or family member (for COVID-19 or any illness)



Federal Paid Sick Leave

Families First Coronavirus Response Act - FFCRA

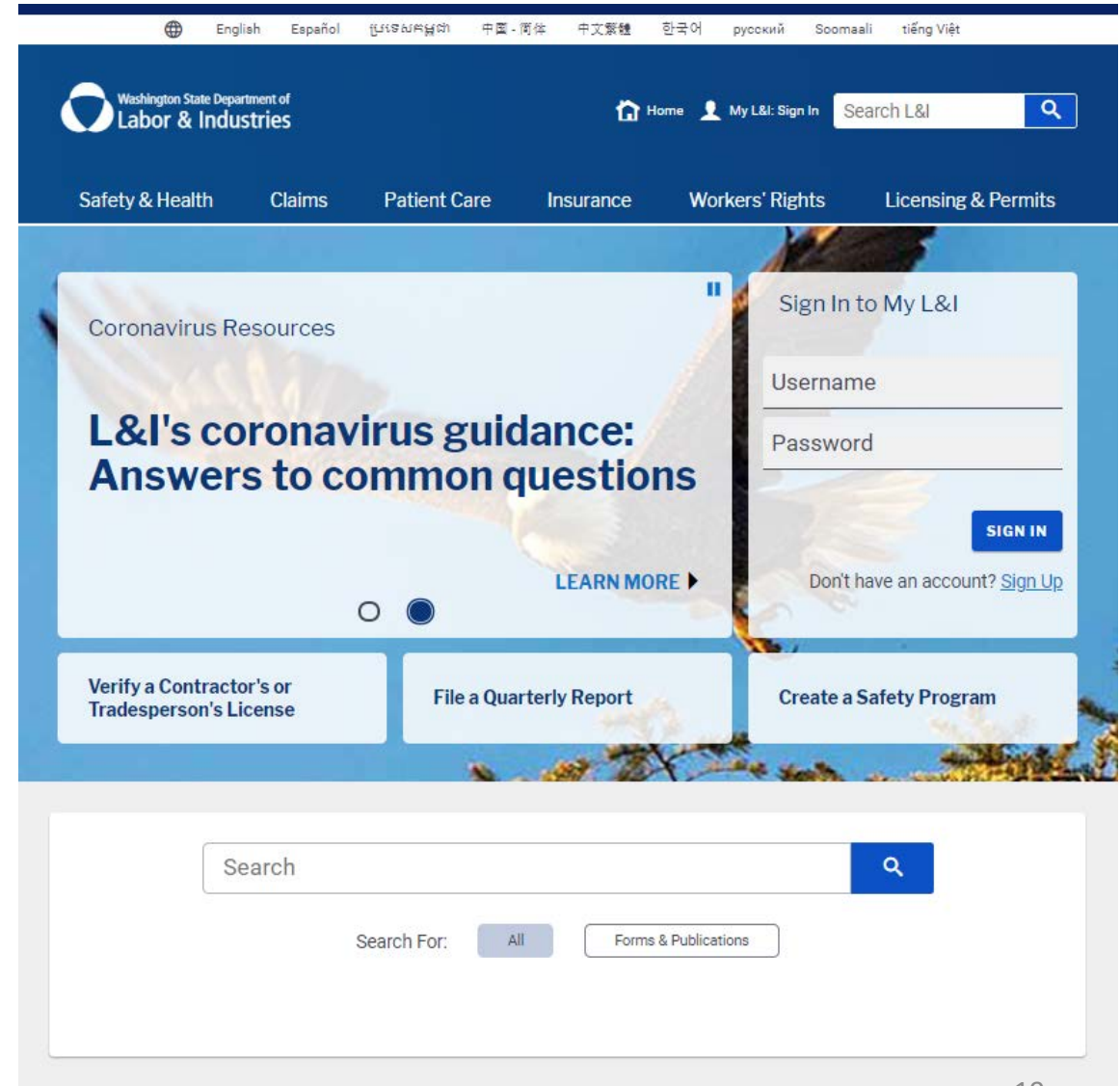
Federal paid sick leave required for COVID-19 related purposes
(provided as an FYI; L&I doesn't administer)

- In addition to WA paid sick leave; not instead of
- Law effective 4/1/2020 through 12/31/2020
- 80 hours for full-time workers; prorated for part-time
- 100% tax credit through IRS payroll taxes
- See FFCRA at www.dol.gov for more information



COVID-19 Related Resources

- [LNI.wa.gov](https://lni.wa.gov) – Coronavirus page
- [LNI.wa.gov/smallbusiness](https://lni.wa.gov/smallbusiness)
- Email: smallbusiness@LNI.wa.gov
- Phone: 800-987-0145



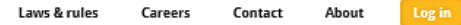


Small Business Requirements and Resources: Business Relief

- Washington State Department of Revenue
- Customer Experience Team

COVID-19 Pandemic
Business Relief: Revenue is ready to do everything it can to help “businesses stay in business.” [Learn more.](#)
Fraud Awareness: Updates on COVID-19 related scams and how to protect your confidential information. [Learn more.](#)
Alivio para los negocios durante la pandemia de COVID-19 | COVID-19 Aumento de estafas para los contribuyentes

Alivio para los negocios durante la pandemia de COVID-19 | COVID-19 Aumento de estafas para los contribuyentes



Search dor.wa.gov

[Renew a reseller permit](#)

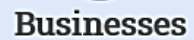
Coronavirus response

Access the latest information related to Washington's response to the COVID-19 pandemic at [coronavirus.wa.gov](#).

Important!

Visit [business.wa.gov](#) to find resources that can help businesses impacted by COVID-19. [Learn more.](#)

Visit business.wa.gov to find resources that can help businesses impacted by COVID-19. [Learn more.](#)



Tax professionals

General public

Department of
Revenue
Washington State



Office and Workload Impacts

- Offices remain closed to the public.
- Phone or live chat M-F, 8am-5pm, **360-705-6705**
- dor.wa.gov/ContactUs
- *Always available:* Website and My DOR

Processing backlogs in incoming/outgoing US mail

- General correspondence
- Tax returns, permits, and business applications
- Payments by check or money order
- Petitions, administrative review requests, and legal documents

Tax Returns and Outstanding Balances



Tax Returns

- Extensions must be requested **before** due date.
- Extensions **only** postpone payment due date.
- File tax returns even if you are unable to pay.
- Returns filed **and paid** by due date (or extension date) will not incur interest or penalties.
 - Penalties are applied the day following the due date.
 - Interest is accrued daily on unpaid balances.

2020

January						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

February						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

March						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

April						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

May						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

June						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Outstanding Balances

- Interest waived February 29 through May 31

Tax Return Extended Due Dates



Annual 2019 Return

- April 15 due date **extended to June 15**

Quarter 1, 2020

- April 30 due date **extended to June 30**

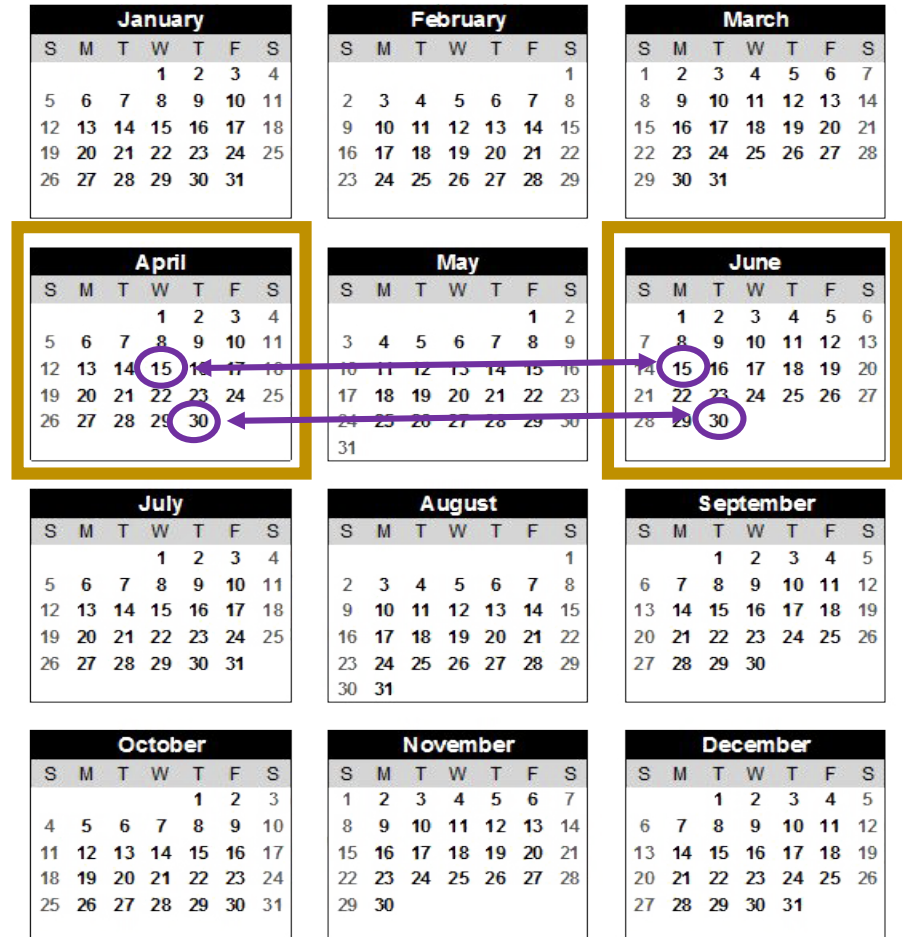
Quarter 2, 2020

- July 30 due date **not extended**

Monthly

- 25th of the following month **(no change)**

2020





Licenses and Endorsements

License Renewals

- We do not have authority to extend your business license expiration dates

However...

- We are waiving business license delinquency fees on late renewals.

State and Local Endorsements

- Check with the [state](#) or [local](#) regulatory agency that issued your endorsement to determine if continued operation is allowed.
 - dor.wa.gov/StateEndorsement
 - dor.wa.gov/CityEndorsement



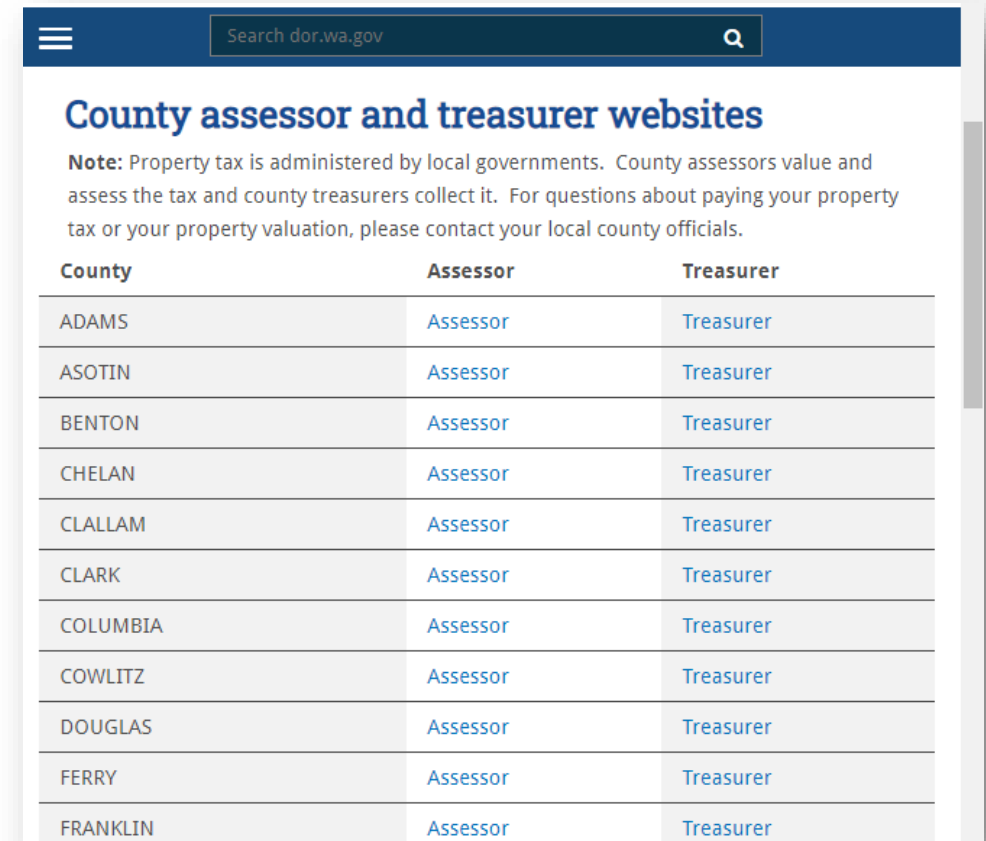
Other Programs

Estate Taxes

- Estate Tax team **360-534-1503**
- dor.wa.gov/EstateTax

Property Tax

- Contact local county Treasurer's office
- dor.wa.gov/CountyContacts



The screenshot shows the 'County assessor and treasurer websites' page on dor.wa.gov. It includes a search bar at the top, a note about property tax administration, and a table listing 11 counties with links to their assessor and treasurer websites.

County	Assessor	Treasurer
ADAMS	Assessor	Treasurer
ASOTIN	Assessor	Treasurer
BENTON	Assessor	Treasurer
CHELAN	Assessor	Treasurer
CLALLAM	Assessor	Treasurer
CLARK	Assessor	Treasurer
COLUMBIA	Assessor	Treasurer
COWLITZ	Assessor	Treasurer
DOUGLAS	Assessor	Treasurer
FERRY	Assessor	Treasurer
FRANKLIN	Assessor	Treasurer

New Tax Guidance



- Additional information for restaurants
 - Sales of meals to:
 - Red Cross and US Govt.
 - First responders
 - State and local governments
 - Providing free meals
 - Curbside and delivery sales
 - Sales of uncooked meal kits
- Sales of alcohol for sanitizing purposes
- Curbside and delivery sales of spirits
- [Dor.wa.gov/taxrelief](https://dor.wa.gov/taxrelief)

Additional Online Resources



Business Relief During COVID-19 Pandemic

Alivio para los negocios durante la pandemia de COVID-19

Our offices are temporarily closed

While our offices are temporarily closed to adhere to social distancing requirements, our team is working remotely and ready to serve you. Most in-person services provided at DOR offices are available online and we encourage businesses to take advantage of these services for faster processing. While offices are closed, there will be delays in processing incoming and outgoing U.S. mail. This includes things such as general correspondence, processing paper tax returns, applications, and/or permit requests, posting payments to accounts that are made by check or money order, petitions or request for administrative review, and acknowledgment of any legal documents.

Legal process is accepted at our [Tumwater office](#) between 8AM and noon, Monday – Friday.

Updated May 5, 2020

Revenue is taking the following measures to provide relief to COVID-19 impacted businesses during the state of emergency (February 29, 2020, through the end of the state of emergency, yet to be determined). These actions address a broad range of taxes and programs: business and occupation tax, real estate excise tax assessments, leasehold excise tax, and forest tax. Check back for updates.

What if I am unable to pay my monthly, quarterly or annual return?

For businesses negatively impacted by the COVID-19 Pandemic, if an extension has not already been granted, a one-time extension may be available upon request. We request that all businesses still **file** their returns by their original due date, even if they are unable to pay.

Businesses may request a one-time extension for paying tax returns prior to the due date by sending a secure email in your [My DOR account](#) or by calling Revenue's customer service team at 360-705-

Additional resources

WA State relief

[WA: COVID-19 Business Resources](#)

[WA Department of Commerce
Crisis Planning Tools & Resources](#)

Federal relief

[IRS: Corona Tax Relief and
Economic Impact Payments](#)

[SBA: Small Business Guidance &
Loan Resources](#)

Guidance for COVID- related temporary business activities

[Additional information for
restaurants – COVID 19](#)

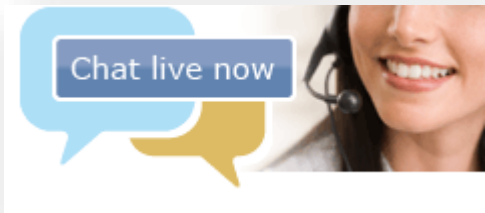
[Sales of alcohol for sanitizing
purposes](#)

[Curbside and delivery sales of
spirits](#)



Contact Information

- Telephone Information Center
 - Excise Tax **360-705-6705**
 - Business License **360-705-6741**
 - Live Chat at dor.wa.gov/contactus
- DORCommunications@dor.wa.gov
- My DOR secure messaging
- dor.wa.gov/ContactUs



Contact

All offices are temporarily closed. All of the in-person services provided at DOR offices are available online and our call center agents are ready to assist by phone or chat.

Live chat



General topics

[Find my Letter ID.](#)
[I have a quick question.](#)

Business licensing

[Apply or renew a license or endorsement.](#)
[I have a licensing question.](#)

Tax assistance

[I have a question about electronic filing.](#)
[I need help completing my tax return.](#)
[I need a binding tax ruling.](#)
[I need to file an unclaimed property report.](#)

Hours

Monday through Friday from 8 a.m. to 5 p.m.
Closed on [holidays](#).

Main numbers

360-705-6741 Business licensing
360-705-6705 Tax assistance
360-704-5900 Remote sales and consumer use tax

Local offices ([map](#))

Bellingham	Spokane
Bothell	Tacoma
Kent	Tumwater
Port Angeles	Vancouver
Richland	Wenatchee
Seattle	Yakima



Department of Enterprise Services

- **Shana Barehand:** shana.barehand@des.wa.gov
- <https://des.wa.gov/business>
- <https://des.wa.gov/services/contracting-purchasing/doing-business-state/webs-registration-search-tips>
- <http://fiscal.wa.gov/Checkbook.aspx>
- <https://data.wa.gov/>
- Questions: WEBSCustomerService@des.wa.gov or **(360) 902-7400**, 8:00 a.m. to 5:00 p.m., Monday – Friday.

How to do Business with Washington State



Washington State Department of Enterprise Services and the Office of Minority and Women's Business Enterprises (OMWBE) will be presenting on **How to do Business with Washington State.**

We will cover:

- Department of Enterprise Services programs
- Washington State recognized certifications and self-identification
- Benefits of becoming OMWBE certified
- Methods the state uses for contracting and purchasing
- First steps to working with Washington State

Live Webinar May 12



Washington State Department of Enterprise Services 

How to do Business with Washington State

LIVE WEBINAR

.....

Tuesday | May 12

9:00AM

Register to attend
<https://bit.ly/Tabor100DES>

Make sure to register for the meeting, then a calendar meeting invite will be sent to you.

[Register for Virtual Meeting](#)



Washington State Department of Health

Food Safety Program

Provide technical assistance, training, and education to:

- Local health departments
- Industry
- Hunger relief organizations
- Other state agencies
- The public

Food safety rule development

- Work with State Board of Health and stakeholders



COVID-19 and Food Safety

- Coronavirus not spread through food
- Stay Home, Stay Healthy ID'd essential businesses
 - Grocery stores
 - Restaurant carry-out and delivery
- LOTS of questions regarding safety at these facilities
 - Physical distancing
 - Face coverings
 - Cleaning and sanitizing
 - What is essential
 - Food rescue



Reopening Guidance

Food establishments that closed kitchen or dining areas should **consider the following things when reopening:**

- Make sure utilities are working
- Flush water and all plumbed food equipment following established guidelines
- Assess and discard food that is no longer safe



Reopening Guidance

(Continued)

Food establishments that closed kitchen or dining areas should **consider the following things when reopening:**

- Check that all equipment is functioning properly and maintaining proper temperatures
- Wash, rinse, and sanitize all food contact surfaces
- Clean and sanitize dining area



Operating During Phased Approach

Plan for how your business could implement the following:

- Screen employees for symptoms of COVID-19, to include presence of fever
- Train workers on symptoms of COVID-19 illness and on required hand hygiene
- Ensure handwashing sinks are stocked and antimicrobial hand gel is available

Operating During Phased Approach



(Continued)

Plan for how your business could implement the following:

- 6 feet of distance between employees in back and front of house
- Cloth facial coverings for employees unable to have physical distancing
- Stagger work schedules as possible to reduce employee contact with each other



Reopening Guidance

Plan for how your business could implement the following:

- Discontinue reusable menus or thoroughly disinfect after each use
- Clean and disinfect touchpoints frequently
 - Including all surfaces at each table turning
- Remove as many self-service condiment dispensers from tables or shared areas as possible
- Not have self-service food bars
 - When allowed will have more controls



Reopening Guidance

(Continued)

Plan for how your business could implement the following:

- Ensure dining groups are seated at least 6 feet apart
 - Remove or block extra seating
- Use reservations or other metering system to meet capacity allowances
- Utilize contactless payment systems, automated ordering and mobile pay
- Disinfect all touchpads after each use

COVID-19 Information and Resources



DOH Webpage

www.doh.wa.gov/Emergencies/Coronavirus
Resources and Recommendations

Local Health Departments

www.doh.wa.gov/foodsafetycontact

DOH Information by Phone

1-800-525-0127





SBRR

Outreach Update:

Bottom-Up Economic Recovery

Michael Ervick

Small Business Liaison,
Governor's Office
Regulatory Innovation and Assistance



EXECUTIVE ORDER 12-01

REGULATORY REFORM AND ASSISTANCE TO HELP SMALL BUSINESSES SUCCEED AND GROW

1 (c) The small business liaison team, working with ORIA and Commerce, shall develop an annual outreach program to help agency directors and deputies connect with small businesses around the state and learn about the experiences of small businesses as they work to comply with state regulations. The outreach program may include some or all of the regulatory agencies, with an option for agency participation and geographic outreach to be adjusted annually to ensure a range of issues and agencies will be included over time. Recommendations and results from the outreach program shall be developed and managed by the liaison team and provided by agencies to ORIA each year for inclusion in ORIA's annual report.



How Important is Small Business?

	Employ	Formed		Under-developed		Going Concerns	
Self Employed - Solo	0 - 0	270,991	20.76%	244,015	25.19%	26,976	8.02%
Micro	0 - 10	1,219,900	93.46%	929,480	95.95%	290,420	86.29%
Mini	0 - 20	1,265,231	96.93%	952,298	98.30%	312,933	92.98%
International - Small	0 - 50	1,292,238	99.00%	964,512	99.56%	327,726	97.37%
International - Medium	0 - 250	1,303,934	99.89%	968,438	99.97%	335,496	99.68%
Federal SBA - Small	0 - 500	1,304,732	99.95%	968,630	99.99%	336,102	99.86%
Large	> 500	597	0.05%	132	0.01%	465	0.14%
Total Businesses		1,305,329		968,762		336,567	

Strategy Assumptions

- Boost Current Pandemic Operation
- Pandemic Waves (2 to 3) (October 2020 to June 2021)
- Isolated Pockets of Viral Activity
- Post Pandemic Caution (Social Distancing)
- Prolonged Unemployment (4 year recovery)
- Other Economic Events (Rebuilding Economic Resiliency)

Building a Recovery Strategy

- Federal
- Multi-State
- Infrastructure



- Smart Growth
- Economic Gardening
- Telework / Gig Work
- Community Collaboration
- Neighborhood Digital Marketplace

- City / Chamber
- Local Business
- SBA / SBDC / SCORE
- NGO's
- Civic Groups



Lessons Learned – 2008 & 2019

The Small Business Ecosystem – a.k.a. the Economic Garden provides the stem cells for all economic development and serves as an economic safety net for local communities.

To improve our economic resiliency we need to leverage technology to strengthen the safety net and increase the ability of local business to serve consumers in local markets.

Big Four Bottom-Up Ideas

All layers of government need to collaborate, support & resource:

- “Buy Local” - Multi-vendor E-commerce Marketplace Platform
- Statewide Small B2B Service Marketplace
- Assessments and Development of Capabilities and Skills
- Increase Access to Government Contracts



We would like to thank the members of the Small Business Liaison Team. Representing 29 different state agencies, these dedicated subject matter experts provide information and assistance to small businesses owners.

Please download a directory of Small Business Liaisons

at  **BUSINESS.WA.GOV**

Contact Summary



Rafael Colón

rcolon@esd.wa.gov / 360-878-4088



Celia Nightingale & Andrew Bryan

smallbusiness@lni.wa.gov / 800-987-0145



Telephone Information Center
360-705-6705



Shana Barehand

shana.barehand@des.wa.gov



<https://www.doh.wa.gov/Emergencies/Coronavirus>
800-525-0127



Michael Ervick (ORIA)

michael.ervick@gov.wa.gov / 360-725-2663

Thank you

