SBRR Workshop
Agenda
January 22, 2020

8:45 a.m. – Registration opens and networking of attendees

9:30 a.m. – Welcome and overview of workshop agenda
   ➢ Intro of SBRR partners

9:35 a.m. – Keynote speaker, Michael Ervick, Small Business Liaison
   Governor’s Office for Regulatory Innovation and Assistance (ORIA)

10:00 a.m. – Group assignments/rotation to breakout sessions with ESD, DOR, and L&I

10:05 a.m. – Begin breakout sessions: Gp 1: Rm. Syre   Gp 2: Rm. 104   Gp 3: Rm. 105
   ➢ Rotate @ 10:40 a.m.

10:45 a.m. – Begin breakout sessions: Gp 1: Rm. 104   Gp 2: Rm. 105   Gp 3: Rm. Syre
   ➢ Rotate @ 11:20 a.m.

11:25 a.m. – Begin breakout sessions: Gp 1: Rm. 105   Gp 2: Rm. Syre   Gp 3: Rm. 104

11:57 a.m. – Complete and turn-in survey

12:00 p.m. – Adjourn and rotate back to any SBRR partner for 1-on-1 if needed

12:30 p.m. – Workshop closed
Made possible by Washington state’s
Small Business Liaison Team
(SBLT)

Michael Ervick
Small Business Liaison,
Business Services
Governor’s Office for Regulatory Innovation and Assistance (ORIA)
Contact via: help@business.wa.gov
Small Business in Whatcom County
According to Reference USA

There are 337,888 “active” businesses in Washington State and 11,146 of them are in Whatcom County

- 99.9% have less than 500 employees (Federal)
- 99.7% have less than 250 employees (International)
- 97.6% have less than 50 employees
- 93.5% have less than 20 employees
- 9.1% are sole proprietors with no employees
- 0.1% are considered big businesses (Federal)
Our Economy has Always been a Small Business Economy.
Three Very Important State Resources

- Office for Regulatory Innovation and Assistance (ORIA) – Call Center
- Small Business Liaison Team (SBLT)
- BUSINESS.WA.GOV
• We help residents and businesses understand and navigate Washington's regulatory processes.

• We help you find the answers to your questions about starting, running and growing a business in Washington.

• We do research or connect you with the right people in local, state or federal agencies.
About the
Small Business Liaison Team (SBLT)

• Representatives started working together in 2006
• SBLT was formally recognized in 2012 by Executive Order 12-01
• ORIA facilitates the SBLT
• Over 2 dozen state agencies and commissions participate
• SBLT Vision - Making Washington State the best place to do business
• SBLT Mission - We listen to businesses, then drive action to make it easier to do business in Washington State.

• Download a contact sheet here: http://business.wa.gov/liaisons

We work together to help start, run and grow small businesses in the state of Washington.
• [http://business.wa.gov/bel20](http://business.wa.gov/bel20)

• One place for a businesses to start, run, and grow

• Mobile friendly website, so follow along with your smart phone
Linking entrepreneurs and small businesses to Washington state resources

Our service is free and we are ready to help.

We Connect You...
..to answers
..to solutions
..to people
Information Center
1.800.917.0043

- Make this your first call.
- Available **Monday through Friday, 8 a.m. through 5 p.m.**
- Friendly, knowledgeable about regulations, and **our service is free.** Contact us and we will help you with your questions.
- **We really want you to succeed**

E-mail: [help@business.wa.gov](mailto:help@business.wa.gov)
Live Support Chat

This free Guide outlines the steps for opening a Small Business in the state of Washington.

Open the Guide →

Learn More →

Live Support

Are you having trouble finding something? Perhaps I can help.

Type your message here and hit enter to send...
Small Business Liaisons

- If you need to contact a state agency directly, we are your contact
- The SBLT consists of representatives from 27 agencies
- Listening to businesses
- Drive action to make it easier to do business in Washington state

Visit: http://business.wa.gov/liaisons for details
# Washington State Small Business Liaison Team

**Making Washington State the best place to do business.**

<table>
<thead>
<tr>
<th>Agency</th>
<th>Contact</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commission of Hispanic Affairs</td>
<td>Nancy Rocha Aguilar</td>
<td>- Issues concerning the rights &amp; needs of Washington State’s Hispanic Community</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:nancy.rochaaguilar@cho.wa.gov">nancy.rochaaguilar@cho.wa.gov</a></td>
<td>- Development of relevant policies, plans &amp; programs that affect the Hispanic community</td>
</tr>
<tr>
<td></td>
<td>Phone: 360-725-5661</td>
<td></td>
</tr>
<tr>
<td>Commission on African American Affairs</td>
<td>Ed Prince</td>
<td>- Development of relevant policies, plans &amp; programs that affect the African American community</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:ed.prince@eaa.wa.gov">ed.prince@eaa.wa.gov</a></td>
<td>- Identify and define issues concerning Washington State’s African American Community</td>
</tr>
<tr>
<td></td>
<td>Phone: 360-725-5663</td>
<td></td>
</tr>
<tr>
<td>Commission on Asian Pacific American Affairs</td>
<td>Toshiko Hasegawa &amp; Sam Le</td>
<td>- Access to participation in the fields of government, business, &amp; education for Asian Pacific Americans</td>
</tr>
<tr>
<td></td>
<td>Email/Phone:</td>
<td>- Recommends desirable changes in program &amp; law on the rights &amp; needs of Asian Americans &amp; Pacific Islanders</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:toshiko.hasegawa@eapaa.wa.gov">toshiko.hasegawa@eapaa.wa.gov</a> 360-725-5666</td>
<td></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:sam.le@eapaa.wa.gov">sam.le@eapaa.wa.gov</a> 360-725-5667</td>
<td></td>
</tr>
<tr>
<td>Department of Agriculture</td>
<td>Laura Raymond</td>
<td>- Advises farm and food businesses in regulations</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:lreynolds@agr.wa.gov">lreynolds@agr.wa.gov</a></td>
<td>- Advises businesses on Direct, Domestic, and International marketing</td>
</tr>
<tr>
<td></td>
<td>Phone: (206) 256-6157</td>
<td>- Refers business owners to specific WDSA and USDA programs</td>
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<tr>
<td></td>
<td></td>
<td>- Recruits and retains food and agriculture businesses</td>
</tr>
<tr>
<td>Department of Commerce</td>
<td>Linda Alongi</td>
<td>- Technical assistance to help companies export into foreign markets</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:linda.alongi@commerce.wa.gov">linda.alongi@commerce.wa.gov</a></td>
<td>- Provide referral for support and technical assistance to small businesses, including financial resources and tax</td>
</tr>
<tr>
<td></td>
<td>Phone: 360.775.4041</td>
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</tbody>
</table>

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[Logo of Washington State]
Self Guided Research
New Business Road Map

- **Road Map** to register and license your business
- Provides **step-by-step instructions**

Visit: [http://business.wa.gov/roadmap](http://business.wa.gov/roadmap) for details
ROAD MAP FOR OPENING A BUSINESS

8 Steps to forming a business in Washington State

This is a road map for opening a business in the state of Washington. There are eight steps in the road map but not all of them will apply to your business. **We recommend you read through all steps in this road map before applying for your business license.** You can download the Road Map as a PDF file if you prefer that format.

Here are the 8 steps:
Small Business Guide

• Details the steps to **start, run, and grow a business**
• Provides links to valuable resources
• **Available in six languages**

Visit: [http://business.wa.gov/guide](http://business.wa.gov/guide) for details
SMALL BUSINESS GUIDE
King County Pilot Project
(Bellevue, Bothell, Kirkland, Redmond)

Expanding business.wa.gov to include:

• Local content filtered by user preferences
• User managed notifications
• Summary of business information held by the state
• http://demo.business.wa.gov
<table>
<thead>
<tr>
<th>City</th>
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<tbody>
<tr>
<td>Alpaca</td>
<td>Auburn</td>
<td>Beaux Arts Village</td>
<td>Bellevue</td>
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<td>Black Diamond</td>
<td>Bothell</td>
<td>Burien</td>
<td>Carnation</td>
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<td>Clyde Hill</td>
<td>Covington</td>
<td>Des Moines</td>
<td>Duvall</td>
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<td>Federal Way</td>
<td>Hunts Point</td>
<td>Issaquah</td>
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<td>Kent</td>
<td>Kirkland</td>
<td>Lake Forest Park</td>
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<td>Maple Valley</td>
<td>Medina</td>
<td>Mercer Island</td>
<td>Milton</td>
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<td>Newcastle</td>
<td>Normandy Park</td>
<td>North Bend</td>
<td>Pacific</td>
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<td>Renton</td>
<td>Sammamish</td>
<td>SeaTac</td>
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<td>Seattle</td>
<td>Shoreline</td>
<td>Skykomish</td>
<td>Snoqualmie</td>
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<tr>
<td>Tukwila</td>
<td>Unincorporated King County</td>
<td>Woodinville</td>
<td>Yarrow Point</td>
</tr>
</tbody>
</table>

**FREE SMALL BUSINESS WORKSHOPS**

Pasco, WA, Thursday, Oct. 24, 2019
Spokane, WA, Tuesday, Oct. 29, 2019

Step-by-step instructions on how to register and license your business in the state of Washington.

Click here to learn more

**Small Business Guide**

This free Guide provides links to valuable resources, and outlines the steps for starting and operating a business in the state of Washington (available in six languages).

Click here to Open the Guide
http://business.wa.gov

- SMS Text
- Live Chat
- Email
- Phone
Thank you

- Please visit http://business.wa.gov and link to us!
Welcome to:

Business-Friendly Programs

January 22, 2020
BUSINESS-FRIENDLY PROGRAM PRESENTERS

- Carla Conforto, Northwest Workforce Council
- Meredith Cole, Unemployment Insurance Tax and Wage
- Cheryl Brown, SharedWork Program
- Clancy Mullins, WOTC & Federal Bonding Program
- Rafael Colón, Paid Family and Medical Leave
The Smart Way to Look for Talent
Agenda

- Economic Context
- WorkSource WA
- Why WorkSource?
- Resources
• The unemployment average in our region has been declining since it peaked in 2010
  • The labor force has grown 8% to exceed its size at the beginning of the recession
4 Quarters ending September 2019

QUICK GLANCE:
Northwest Region WorkSource Center Services

Job Seekers

- Self served only: 2,845
- Staff assisted only: 2,605
- Both types of service: 5,262

Total: 10,712
Why WorkSource?

For Job-Seekers

- Thousands of jobs on database
- Dashboard with e-portfolio
- Career Workshops
- One on One Staff assistance
- Upskilling
- Connection to employers
Why WorkSource? For Employers?

ACCESS TO TALENT
- Free online job posting
- Access to candidate database
- Job candidate pre-screening
- Exclusive hiring events
- Regional job fairs
- Internships
- On-the-job Training Support

ECONOMIC INFORMATION
- Labor market statistics/ Wage Data
- Work Opportunity Tax credits

Anneliese Vance-Sherman, Ph.D.
Regional Labor Economist
Employment Security Department
Tel. 425.258.6315
Mobile 360.630.1232
avancesherman@esd.wa.gov
www.esd.wa.gov/labormarketinfo

Anneliese is the regional economist for Island, King, San Juan, Skagit, Snohomish, and Whatcom counties.
Clicks… WorkSourceWA.com

...and Bricks

- Recruitment assistance
- Job fairs and hiring events
- Candidate assessments
- Training
- Resources on hand today
Questions?

WorkSource is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay Service: 711
Tax & Wage

One call resolution for all customers who need assistance
Four ways ESD serves employers, what are they?

1. Support 235,000 employers
2. Verify and adjust wage records
3. Ensure a fair and accurate annual tax rate
4. Educate employers on state guidelines and policies
Tax & Wage

KEY COMPONENTS OF TAX & WAGE

- Report filing and payments
- Tax rate calculation
- Relief of benefit charges
- Wage and hour adjustments (amendments)
- Waivers of penalties & interest
- Refunds
- Audit and investigation program
More UI Tax Tidbits...

- Amendments: corrections to reports.
- Waivers: Employer may be granted a waiver of penalties & interest.
- Refunds: Employers who have a credit on their account may request a refund.
- Tax Rates: Delinquent rates will be assessed if late penalties & interest.
Four things you should know:

1. Reports & payments are due quarterly.
2. The tax due is calculated by multiplying the taxable wages by the tax rate. Wage base 2019 = $49,800, 2020 = $52,700.
3. Late payments & reports are assessed penalties & interest and could affect the business annual tax rates.
   ▪ Then what? Let’s navigate...
Common questions from employers

- **What is my billing statement for?**
  - This is a balance due on your tax account.

- **How do I file & pay my quarterly taxes?**
  - Thru Secure Access WA & EAMS [https://esd.wa.gov/](https://esd.wa.gov/)

- **How do I update my address, close my account or update owner/officers?**
Common questions from employers

▪ How do I request a refund of my credit balance?
  ▪ A governing person can email UIFILES@ESD.WA.GOV requesting a refund. Include business name & ESD Account #.

▪ I entered the wrong ssn or name & I need to correct my quarterly filing. How do I fix it?
  ▪ File an amendment thru EAMS www.esd.wa.gov or get a paper Amended tax & wage report.

▪ I received a Benefit Charge Notice. What is this?
  ▪ This is advising employers a former employee is claiming UI and their tax account is being charged. To request relief of benefit charges email UIFILES@ESD.WA.GOV, mail to UI Tax & Wage PO BOX 9046 Olympia, WA 98507-9046 or fax 800 301 01796 within 30 days.
Important names and numbers

- Meredith Cole
- Paul Dean
- Cyal Christmas
- Stephen Henry
- Denice Craig

- Meredith Cole
  - 360-890-3585
  - mcole@esd.wa.gov

- Benefit charging/tax rate requests:
  - 855-829-9243 – option 3
SharedWork is a shared win

C O M M U N I T I E S W I N .
Eligible employers:

- Unemployment tax rate less than 5.4%
- Current on all taxes
- In business at least six months
- Employ at least two employees eligible for U. I., showing 680 hours in their base year of employment

Eligible employees:

- Collect partial unemployment benefits
- Have no job search requirements
- Earn more than if fully laid off

For peace of mind, call us and in 60 seconds or less we will determine you eligibility.
For peace of mind, call us and in 60 seconds or less we will determine you eligibility.
800-752-2500
CONTACT SHAREDWORK

Contact: Cheryl Brown

Phone: 800-752-2500
Email: sharedworkplansect@esd.wa.gov
SharedWorkWA.com
Created in 1966 by USDOL, the Federal bonding program protects employers against employee act of dishonesty. The bond provides 100 percent coverage and has no deductible.

Employers receive the bonds free-of-charge. Each new hire can be bonded from $5,000 - $25,000 with $0 deductible covering the first six months of employment against acts of dishonesty.

Bonds can be applied to ANY full- or part-time employee paid wages (with Federal taxes deducted from pay), including individuals hired by temp agencies. *Self-employed people cannot be covered by Fidelity Bonds*
Federal bonding

The fidelity bonds issued by the Federal Bonding Program (FBP) protect employers against employee fraud and dishonesty. Employers receive the bonds free-of-charge as an incentive to hire these applicants. The FBP was designed to reimburse the employer for any loss due to employee theft of money or property up to $5,000 during the first six months of a selected individual’s term of employment.

The mission of the FBP is to give employers the peace of mind that they can safely provide all individuals job opportunities with limited risk.

The FBP helps reduce barriers for justice-involved individuals, as well as others who have difficulty securing employment and getting their lives back on track, building stronger, healthier communities.

TO APPLY:
Print and fill out the Washington State Bond Request form (pdf) and return to Clancy Mullins, State Bonding Coordinator at PO Box 9064, Olympia, WA 98507, or bondshq@esd.wa.gov.

FOR MORE INFORMATION:
- Read the Federal Bonding Program informational brochure for Employers and Job Seekers
- Visit the Federal Bonding Program website
- See Employment Security’s Federal Bonding fact sheet

CONTACT:
Call 800-666-9271 or email bondshq@esd.wa.gov, for additional information.
The Work Opportunity Tax Credit is a tax incentive for employers to hire certain job seekers. The goal is to help these individuals become economically self-sufficient and to reward employers who give them a chance.

Participating employers are able to reduce their Federal income tax liability by $2,400-$9,600 per eligible employee.

All applications must be submitted within 28 days of the employee’s start date.

In 2019 Washington State employers received $106M of potential tax credit savings using the WOTC program.
WORK OPPORTUNITY TAX CREDIT

Veteran supporting documentation must be provided within 90 days of WOTC application submission.

<table>
<thead>
<tr>
<th>Veteran Target Groups</th>
<th>Worked at least 120 hours but less than 400 hours</th>
<th>Worked at least 400 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received (food stamps) benefits 3 of last 15 months</td>
<td>Up to $1,500 (25% of $6,000 of first-year wages)</td>
<td>Up to $2,400 (40% of $6,000 of first-year wages)</td>
</tr>
<tr>
<td>Disabled Veteran hired within 1 year of leaving service</td>
<td>Up to $3,000 (25% of $12,000 of first-year wages)</td>
<td>Up to $4,800 (40% of $12,000 of first-year wages)</td>
</tr>
<tr>
<td>Disabled Veteran Unemployed at least 6 months</td>
<td>Up to $6,000 (25% of $24,000 of first-year wages)</td>
<td>Up to $9,600 (40% of $24,000 of first-year wages)</td>
</tr>
<tr>
<td>Unemployed at least 4 weeks</td>
<td>Up to $1,500 (25% of $6,000 of first-year wages)</td>
<td>Up to $2,400 (40% of $6,000 of first-year wages)</td>
</tr>
<tr>
<td>Unemployed at least 6 months</td>
<td>Up to $3,500 (25% of $14,000 of first-year wages)</td>
<td>Up to $5,600 (40% of $14,000 of first-year wages)</td>
</tr>
</tbody>
</table>
## WORK OPPORTUNITY TAX CREDIT

### Other WOTC Target Groups

<table>
<thead>
<tr>
<th>Other WOTC Target Groups</th>
<th>Worked at least 120 hours but less than 400 hours</th>
<th>Worked at least 400 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Received (food stamps) benefits</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Age 18-39 qualifying individual or family member received benefits 6 months prior to hire date</td>
<td>Up to $1,500 (25% of $6,000 of first-year wages)</td>
<td>Up to $2,400 (40% of $6,000 of first-year wages)</td>
</tr>
<tr>
<td><strong>Short Term TANF Recipient</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TANF recipient 9 of last 18 months</td>
<td>Up to $1,500 (25% of $6,000 of first-year wages)</td>
<td>Up to $2,400 (40% of $6,000 of first-year wages)</td>
</tr>
<tr>
<td><strong>Long Term TANF Recipient</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TANF recipient last 18 consecutive months or received 18 months of TANF combined with final payment within last 2 years</td>
<td>N/A</td>
<td>Up to $9,000 (40% of $10,000 of first-year wages and 50% of $10,000 of second-year wages)</td>
</tr>
<tr>
<td><strong>Vocational Rehabilitation Referral</strong></td>
<td></td>
<td></td>
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<tr>
<td>Participant in a state or federal-vocational-rehabilitation program and had a written plan within the last 2 years</td>
<td>Up to $1,500 (25% of $6,000 of first-year wages)</td>
<td>Up to $2,400 (40% of $6,000 of first-year wages)</td>
</tr>
<tr>
<td><strong>Other WOTC Target Groups</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Ex-Felon</strong></td>
<td></td>
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</tr>
<tr>
<td>Convicted of a felony within one year prior to the hire date or released from incarceration within one year prior to the hire date</td>
<td>Up to $1,500 (25% of $6,000 of first-year wages)</td>
<td>Up to $2,400 (40% of $6,000 of first-year wages)</td>
</tr>
<tr>
<td><strong>SSI Recipient</strong></td>
<td></td>
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</tr>
<tr>
<td>Received SSI payment in any month within 60 days of being hired</td>
<td>Up to $1,500 (25% of $6,000 of first-year wages)</td>
<td>Up to $2,400 (40% of $6,000 of first-year wages)</td>
</tr>
<tr>
<td><strong>Long-term unemployed</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Individual who has been unemployed at least 27 consecutive weeks and received at least one week of unemployment compensation</td>
<td>Up to $1,500 (25% of $6,000 of first-year wages)</td>
<td>Up to $2,400 (40% of $6,000 of first-year wages)</td>
</tr>
</tbody>
</table>
WORK OPPORTUNITY TAX CREDIT

Contact: Clancy Mullins
Phone: 360-902-9326
Email: cmullins@esd.wa.gov
www.esd.wa.gov
Employer Overview
What is Paid Family and Medical Leave?

Paid leave from work to care for yourself or a family member.

You claim leave directly from the state, not your employer.

Benefit is paid directly to you, not through your employer.

Employer can not prevent you from using Paid Family and Medical Leave.
Employer responsibilities

Before, during and after leave.
Before leave

Collect Premiums
0.4% of gross wages, shared by employer (36.667%) and employee (63.33%).

Report Hours & Wages
Separate from UI reporting, but on the same calendar.

Employee Notification
Workplace poster and notification of rights.

paidleave.wa.gov/premiums
paidleave.wa.gov/reporting
paidleave.wa.gov/employers
Notification to employee

Employers must:

1. Display workplace poster
2. Give notice of rights

Available at PaidLeave.wa.gov/employers
During leave

Continuation of health benefits

If required under FMLA, benefits must be continued. If employee pays portion, must be allowed to continue paying.
Continuation of health benefits

An employer must continue health benefits when:

• An employee uses Paid Family and Medical Leave
• Is required to by federal FMLA

*The department is continuing to develop administrative rules around this topic and will have more information soon.*
After leave

Job protection

Similar to FMLA, an employee may be eligible for the same, or equivalent job when returning from leave.
Job protection

Return to the same, or similar, position when a worker:

1. Works for an employer who has 50 or more employees for 20 weeks or more.
2. Has worked for that employer for at least 1 year.
3. Has worked 1250 hours for that employer in the last year.
# Employer responsibilities - Review

<table>
<thead>
<tr>
<th>BEFORE</th>
<th>DURING</th>
<th>AFTER</th>
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</thead>
<tbody>
<tr>
<td>• Collect premiums</td>
<td>• Continue health benefits (If applicable)</td>
<td>• Job protection (If applicable)</td>
</tr>
<tr>
<td>• Report hours and wages</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Notify employees</td>
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</tr>
</tbody>
</table>
Learn more

Upcoming webinar series
Paidleave.wa.gov/events

Employer Toolkit
Paidleave.wa.gov/employers

6 things to know...
Paidleave.wa.gov/workers
Top thee things you can do leverage your tax dollars...

1. Visit our sites
   • Spend 15 minutes on each our new websites workSourcewa.com; paidleave.wa.gov; sharedworkwa.com and learn more.

2. Contact us
   • Start with your local business resource, Carla Conforto at 360.676.3220

3. Follow us on
Thank you!

Business-Friendly Programs

January 22, 2020
NOW PLEASE COMPLETE
The SBRR Workshop
SURVEY

Visit us at
sbrrwa.com