

# Welcome

## Resources for Washington businesses

Gain important insights about SharedWork and the business services of the Office of Regulatory Innovation and Assistance (ORIA) for a competitive workforce advantage!

Tuesday, Oct. 31

11:50 a.m. - 1:00 p.m.

**SharedWork & ORIA**





**SharedWork - A proven business solution!**

[SharedWorkWA.com](https://www.SharedWorkWA.com)

# What is it?

SharedWork was enacted into law in 1983, establishing a voluntary short time compensation business program. Intended to be an excellent resource to help stabilize business operations during periods of lower economic activity.

- Allows employers to preserve their workforce by reducing employee hours to save payroll costs and keep the business operating.
- SharedWork pays employees a prorated percentage of unemployment insurance benefits.
- Eligibility is open to most business and industries to use when needed.

# The SharedWork Program

A proven program that helps employers:

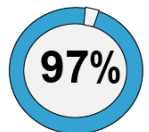
- Stabilize their business
- Retain their skilled workforce
- Continue serving customers
- Avoid layoffs and attract talent



# SharedWork in Washington



In a survey of past employers who enrolled in Washington's **SharedWork** program:



SharedWork improved employee morale.



The program helped retain skilled workers.



Would recommend SharedWork to another employer.

## Employer Requirements for SharedWork:

1. Must be a legally registered business in Washington state.
2. Must have an Employment Security Department (ESD) number.
3. Must have at least two permanent employees, who are not corporate officers, affected by a reduction in hours and wages.
4. Continue to provide same benefits to employees.

## Employee Requirements for SharedWork:

1. All permanent (part-time and full-time) employees may participate in SharedWork.
2. Employee must have a valid UI claim - worked at least 680 hours during their base year (includes all employment)
3. Must be able and available for all scheduled hours by SharedWork employer.



# SharedWork in Washington state

## Top 5 reasons employers sign up for the SharedWork program:

1. Loss of contracts or reduction in work
2. Maintain employee morale
3. In response to an economic downturn
4. Reduce payroll costs
5. Reduce cost of hiring and training new employees

Sources: [IMPAQ International](#), [U.S. Department of Labor Employment and Training Administration](#)



"It has allowed us to maintain our staff count and service levels, while lowering our overhead during the temporary housing shift. Staff is appreciative of the plan option and receiving partial payment with a day out of the office."

~ Erin Crain, AVP/office administrator, [Chicago Title of Washington](#), Everett



"SharedWork has given us a great amount of balance and flexibility to pivot and budget our expenses wisely. It's given the employees a sense of security. They know that we're doing this so that we don't have to take more dramatic measures, so there's massive relief of anxiety in that sense as well."

~ Jen Post, owner, [Prestige Escrow](#), Woodinville



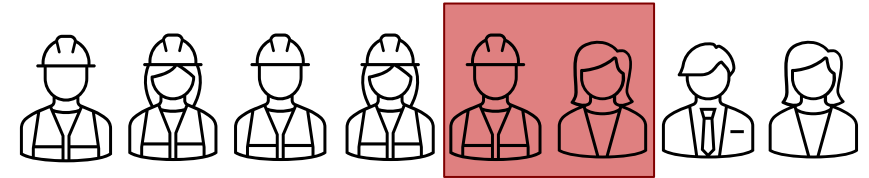
"It's really a good thing we have SharedWork or I could be at risk of losing the employees with whom I've invested thousands of dollars in training. My valued employees are part of our business family, and I don't want to lose them. During these ups and downs of the economy, it has been a lifesaver."

~ Suzette Jackson, VP/owner, [NorthWest Granite & Flooring LLC](#), Whidbey Island

# A temporary workforce reduction example



“We are a residential and commercial inspection company. There are less buyers that qualify, and, as a result, less inspections are being scheduled. Business goes down 18% and halts growth in all departments.”



Ana’s business is experiencing a temporary economic downturn. She employs 8 individuals. Instead of letting go of employees, she enrolls in the SharedWork program and reduces the workweek.

***In lieu of layoffs.*** Ana gets her SharedWork plan approved for fifty-two weeks. There is no cost to enroll, and plans can be renewed year after year.

***Reduced workweek.*** An employer may reduce an employee's usual weekly hours of work from ten to fifty percent and the employee can receive the same percentage of unemployment benefits.

***Summary.*** The 8 employees would each receive wages from their employer, while also remaining eligible for up to 50 percent of their respective weekly benefit amount under SharedWork.



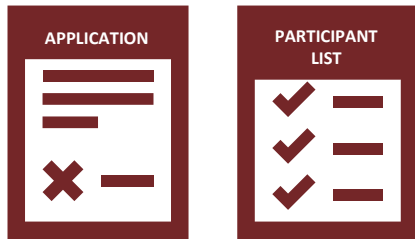
[Washington Administrative Code \(WAC\): Chapter 192-250 Shared Work Program](#)

# Enrolling is fast and easy!



1

The employer calls SharedWork at **800-752-2500** option 3 to check business eligibility.



2

The employer assigns a **SharedWork representative** (or two) and submits an **Employer Plan Application** and a **Participant List**.



3

Once the employer plan is approved, each participant submits an **Employee Application** and can file weekly claims.



4

The employee receives **earned wages** and a share of **unemployment insurance benefits** when hours are reduced.



5

The employer representative checks the weekly **SharedWork Payments Report** for accuracy.




# Two EASY ways to apply

## Apply by eServices, electronic upload or fax

1. Download the Employer plan application (pdf). If you need more space to add employee names, download the Participant list (Excel).
2. Here you can Upload all documents directly to the SharedWork Unit, or Fax to 800-701-7754

Remember to:

- Include your company's name in the file name
- Sign and date all forms
- Obtain the signature for the collective bargaining agent, if applicable.



**Employment Security Department**  
WASHINGTON STATE

**SharedWork**  
**EMPLOYER PLAN APPLICATION**  
Submit this form by fax to 800-701-7754 or  
upload at [SharedWork upload](#)  
Questions? Call 800-752-2500

Please print or type the following information. Answer all questions and sign to complete.

1. Employment Security Department (ESD) number: \_\_\_\_\_  
Find this number on your ESD tax statement.
2. Business name: \_\_\_\_\_ DBA: \_\_\_\_\_
3. Mailing address: \_\_\_\_\_ City: \_\_\_\_\_  
State: \_\_\_\_\_ ZIP code: \_\_\_\_\_ County: \_\_\_\_\_

Physical Location/Street address (if different from mailing address): \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP code: \_\_\_\_\_ County: \_\_\_\_\_

**4. Employer representative:** An employer must identify a representative to coordinate with SharedWork Program staff regarding the employer plan and eligible employee claims. Employer representatives must report changes and respond to written requests for information **within 10 days**. Representatives also must be easily available to program staff.

Primary employer representative:	Alternate employer representative:
Name: _____	Name: _____
Job title: _____	Job title: _____
Email: _____	Email: _____
Phone: _____ Ext.: _____	Phone: _____ Ext.: _____
Fax: _____	Fax: _____
If <b>not</b> located at address above, provide location. Address: _____	If <b>not</b> located at address above, provide location. Address: _____
City: _____ State: _____	City: _____ State: _____

5. Is your business experiencing an economic downturn?  Yes  Maybe
6. What date did you or will you reduced hours? \_\_\_\_\_  
(month/day/year)
7. How many employees are you submitting to participate in SharedWork? (Complete the attached employer plan employee list below.) \_\_\_\_\_
8. Estimate how many jobs will be saved by using the SharedWork Program. \_\_\_\_\_
9. How will you give advance notice to affected employees whose hours are or will be reduced?  
 Memo or letter  Email  Staff meeting  Other: \_\_\_\_\_

If advance notice is not possible, please state why: \_\_\_\_\_

10. a) How many of your participating employees are union represented? \_\_\_\_\_  N/A

b) **Employer union affiliation information (if applicable):** The employer's SharedWork plan must be approved in writing by the collective bargaining agent for each affected collective bargaining agreement covering any affected employee. **Approval signature(s) are required to process this application.**

Union: _____ Local: _____	Union: _____ Local: _____
Phone: _____ Ext.: _____	Phone: _____ Ext.: _____
Authorized union representative name	Authorized union representative name
Print: _____	Print: _____
Signature: _____	Signature: _____

**11. Your signature certifies that:**

- You have at least two permanent employees enrolled in the SharedWork plan.
- Affected employees were hired on a permanent basis.
- Health benefits will continue to be provided under the same terms and conditions as when the affected employee worked their usual weekly hours, unless health benefits are changed for all your employees.
- Retirement benefits and contributions under defined plans will continue to be provided under the same terms and conditions as when the affected employees worked their usual weekly hours, unless retirement benefits are changed for all your employees.
- Paid vacation, holidays, and sick leave continue to be provided under the same terms and conditions as when the affected employees worked their usual weekly hours.
- You agree to furnish all reports and information necessary for proper administration of your SharedWork plan.
- Your participation is consistent with your obligations under federal and state law.
- If there are any changes to the information on this application or employee (*participant*) list, you will notify SharedWork program staff immediately.
- You agree not to use SharedWork to subsidize seasonal employees during the off season.

By signing below, I, \_\_\_\_\_ Print name certify that I am authorized to sign this document on behalf of the business and that all information provided on this application is true and correct.

Signature: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_  
Owner, Proprietor, CEO, CFO, CO, GM, HR Manager, Payroll Manager

# Apply online – quick and easy

## Apply through eServices

If you have ever paid taxes online with EAMS (Employer Account Management Services), you must use the same SAW account.

[secure.esd.wa.gov](https://secure.esd.wa.gov)

### Questions?

For help signing into eServices, see <https://esd.wa.gov/unemployment/technical-support>

**SAW** Help Desk 855-682-0785

The screenshot shows the Employment Security Department (ESD) website for Washington State. The page is titled "Sign in for eServices" and includes a search bar for technical support, a warning about unemployment scams, and navigation links for individuals and employers. It also features a "SecureAccess Washington (SAW)" section with a sign-in form and a "Need an account?" section.

**Employment Security Department**  
WASHINGTON STATE

[Español](#)

### Sign in for eServices

Find answers to your questions about eServices accounts at [esd.wa.gov/unemployment/technical-support](https://esd.wa.gov/unemployment/technical-support).

**Avoid unemployment scams**  
Unemployment benefits are a target for scammers. They want to steal your username or password to take control of your claim by pretending to be ESD and sending you links to sign in on fake web pages that look real. When in doubt, go directly to [esd.wa.gov](https://esd.wa.gov) and click the sign-in links.  
Protect yourself by checking out [esd.wa.gov/unemployment/unemployment-scams](https://esd.wa.gov/unemployment/unemployment-scams).

#### Individuals

- Apply for unemployment benefits
- Submit a weekly claim
- Manage your unemployment benefits claim
- Restart a current claim
- Pay a benefit overpayment
- Look up your past wages
- Schedule a required WorkSource appointment

#### Employers

- Pay taxes
- Apply for SharedWork
- Apply for the Work Opportunity Tax Credit
- Manage your employees' unemployment claims
  - Send a secure message
  - View and respond to correspondence
  - File an appeal

#### SecureAccess Washington (SAW)

Having issues with the new two-step verification? For help filing your weekly claim, see our [Alert](#).

Use your SecureAccess Washington (SAW) username and password  
[What is SAW?](#)  
[Check to see if you have a SAW account](#)

**Employers:** If you have ever paid taxes online with EAMS (Employer Account Management Services), you must use the same SAW account.

**Username:**

**Password:**

[Sign in](#) [Having trouble signing in?](#)

[Create new account](#)

We use SecureAccess Washington to protect your personal information

**SAW** SecureAccess WASHINGTON

# Contact SharedWork

Employers can verify their eligibility in minutes and get answers by calling 800-752-2500 and choosing Option 3.

## 800-752-2500

8am to 4pm, Monday through Friday

Option 1 – Claims

Option 2 – Existing Plans

**Option 3 – New Plan Inquiry**

Option 4 – I was asked to call

[sharedworkplansect@esd.wa.gov](mailto:sharedworkplansect@esd.wa.gov)





# By Hugo Nicolas, Small Business Consultant



GOVERNOR'S OFFICE  
FOR REGULATORY  
INNOVATION & ASSISTANCE

# How Important are Small Businesses?

There are 651,978 “active” businesses in Washington State

- 99.5% are small businesses
- 1.4 million small business employees
- 49.8 percent of Washington employees
- A total of 11,341 identified firms exported goods worth \$37.6 billion from Washington in 2020. Of those exporters, 10,082—or 88.9 percent—were small.
- 46 percent are women owned businesses, 6.2 percent are Latino owned businesses, Racial Minorities owns 15.1 percent and Veterans own 7.8 percent of businesses.

Source of data: Statistics of US Businesses (Census)

# Three Very Important State Resources

- Small Business Liaison Team (SBLT) – **Experts**
- BUSINESS.WA.GOV – **Information**
- Office for Regulatory Innovation and Assistance (ORIA) – **Call Center**



# Small Business Liaison Team



Washington State  
Department of Social  
& Health Services



washington  
**healthlink**  
click. compare. select.



OFFICE of the  
**INSURANCE  
COMMISSIONER**  
WASHINGTON STATE



GOVERNOR'S OFFICE  
FOR REGULATORY  
INNOVATION & ASSISTANCE



DEPARTMENT OF  
**ECOLOGY**  
State of Washington



Washington State  
Department of  
**Commerce**



**EMERGENCY MANAGEMENT DIVISION**  
Citizens Serving Citizens with Pride & Tradition



**CAPAA**  
Washington State Commission  
on Asian Pacific American Affairs



WASHINGTON STATE  
DEPARTMENT OF  
**VETERANS  
AFFAIRS**  
"Serving Those Who Served"



WASHINGTON STATE  
**LGBTQ**  
COMMISSION



WASHINGTON STATE  
WOMEN'S COMMISSION



Department of  
**Revenue**  
Washington State



Washington State Department of  
**Labor & Industries**



Washington State  
**Liquor and Cannabis Board**



**Employment  
Security  
Department**  
WASHINGTON STATE



Washington State Commission On  
**African American Affairs**



WASHINGTON STATE DEPARTMENT OF  
**LICENSING**



Washington Department of  
**FISH & WILDLIFE**



**WASHINGTON**  
Secretary of State



Washington State  
**Human Rights Commission**

The SBLT is a partnership of 29 state agencies working to improve access to regulatory education and agency resources for small business owners across the state.

## Linking entrepreneurs and small businesses to Washington state resources

How do I...
File my Washington state taxes online?
Register my WA business as a corporate entity (LLC, Corporation, etc.)?
Renew my business license?
Set up my business as a Sole Proprietorship?
Set up payroll accounts as an out-of-state employer?
Convert my business entity into another type of entity?
Estimate payroll?



Click for BizFair



Click for Workshops



Our service is free and we are ready to help.



TXT/SMS



Chat



email



1-800-917-0043  
(toll-free)



Privacy Notice

## Small Business Workshops (SBRR)

Our workshops are free and provide information on how to **Start a Business in WA** and how to **Grow Your Business in WA**.

[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](#) →

## Need a Permit, Approval, or License?

The Regulatory Handbook has information on local, state and federal permits, approvals, and licenses.

[Click here to open this website](#) ↗



**Business.wa.gov**



## **BUSINESS.WA.GOV**

- Small Business Guide
- Small Business Requirements & Resources Workshop
- Helping customers navigate state regulatory requirements
- Connecting small business to information and resources
- Economic and Business Resilience Newsletter



## Who are the Liaisons?

 <p><b>Governor's Office for Regulatory Innovation and Assistance</b>          Hugo Nicolas (360) 384-2658 hugo.nicolas@gov.wa.gov          Services: Assistance with local, state, and federal business licensing regulations and environmental permitting.</p>	 <p><b>Commission of African American Affairs</b>          Ed Prince (360) 725-5663 ed.prince@caa.wa.gov          Services: Improving the policies, programs, &amp; services of the African American Community.</p>
 <p><b>Dept. of Labor &amp; Industries</b>          Andrea Munoz (800) 987-0145          Andrew Bryan (360) 902-4730 smallbusiness@lhi.wa.gov          Services: Regulate Workers Compensation, employment standards &amp; policies, workplace safety &amp; health, &amp; Contractor registration.</p>	 <p><b>Commission of Asian Pacific American Affairs</b>          Toshiko Hasegawa (206) 377-9583 toshiko.hasegawa@copaa.wa.gov          Services: Improve the well-being, education, health, &amp; economic development of the Asian Pacific Americans Community.</p>
 <p><b>Dept. of Revenue - Business Licensing Service</b>          Erin Johnson (360) 703-6615 kimberly@dor.wa.gov          Services: One-stop state &amp; city business licensing services.</p>	 <p><b>Dept. of Licensing</b>          Bill Dutra (360) 664-6510 bdutra@dol.wa.gov          Services: Issue vehicle &amp; boat registration, driver licenses, &amp; professional licenses such as Real Estate, Engineers, Notaries, &amp; Cosmetology.</p>
 <p><b>Dept. of Revenue - Other</b>          Tom Wieland (360) 703-6603 tomw@dor.wa.gov          Services: Tax account, registration, state business excise taxes, retailer permits, &amp; tax incentives/credits.</p>	 <p><b>Dept. of Agriculture</b>          Laura Raymond (206) 256-6157 lraymond@agr.wa.gov          Services: Provide licenses &amp; permits for agricultural products, regulate food safety, &amp; comply with WSDA &amp; USDA.</p>
 <p><b>Employment Security Dept.</b>          Rafael Colon (360) 902-9540 smallbusiness@esd.wa.gov          Services: Regulate Unemployment Insurance, Paid Family Medical Leave, Labor Market Information, &amp; Work-Source program.</p>	 <p><b>Dept. of Ecology</b>          Laurie Dumar (360) 420-0924 ldum401@ecy.wa.gov          Services: Provide environmental permitting &amp; certifications; sustain healthy land, air &amp; water; regulate waste &amp; pollution.</p>
 <p><b>Dept. of Enterprise Services</b>          Shana Barendse (360) 429-7926 shana.barendse@des.wa.gov          Services: Doing business with the state- register to receive bid opportunities, provide contract services to state &amp; local government.</p>	 <p><b>Dept. of Fish &amp; Wildlife</b>          Peter Vernie (360) 902-2302 peter.vernie@dfw.wa.gov          Services: Fishing &amp; hunting permits; Hydraulic Project Approvals, enforcement regulations to conserve &amp; protect the wildlife.</p>
 <p><b>Dept. of Commerce</b>          Lynn Longan (360) 490-1950 lynn.longan@commerce.wa.gov          Services: Improve economic development, housing, public safety, international trade, &amp; funding for small businesses.</p>	 <p><b>Dept. of Health</b>          Erin Brewster (360) 725-5663 erin.brewster@doh.wa.gov          Services: Provide public health &amp; safety education, vital records certificates, health care licensing, &amp; enforcement.</p>



New Business Owner

Road map to register and license your business in Washington



## ECONOMIC & BUSINESS RESILIENCE NEWSLETTER

### Washington State Celebrates Accessibility Milestone with Release of Small Business Guide in Braille



The Washington State Governor's Office for Regulatory Innovation & Assistance (ORIA) is proud to announce the release of the Small Business Guide (SBG) in Braille. In a significant stride towards creating an inclusive and accessible community, the SBG in Braille is the first of its kind providing information specific to Washington state to all businesses. It is a testament to our state's dedication to ensuring that every member of our community, regardless of their abilities, has the tools they need to succeed in the world of entrepreneurship. This initiative is in line with our ongoing efforts to make resources more accessible, promoting inclusivity, and fostering a diverse business environment.

# WA Small Business Guide



## Small Business Guide

*(English, Spanish, Russian, Korean, Vietnamese, and Chinese, Filipino, Samoan, Somali, Japanese, Braille)*

- Plan Your Business
- Start Your Business
- Payroll –what you need to know and do to pay employees
- Open Your Business
- Run Your Business – which covers ongoing activities for business operations – including recurring reporting and tax requirements.
- Grow Your business –which includes a variety of resources to facilitate business growth, and finally
- Close Your business



## Live Support Chat

SMS Text

Live Chat

Email

Phone

Leave us a message —

Your name (optional)

Email address

Are you an existing business or in the planning stages? (optional)

Business activity, description, and location (cities and counties) (optional)

Send



**ORIA**  
**INFORMATION**  
**CENTER**  
**(Call Center)**

**The IC Team is experienced, knowledgeable and ready to answer questions, guide you through the regulatory process and connect you with small business resources.**

- Planning a Business
- Business Licensing & Registration
- Permitting Requirements
- Local, state, and federal environmental regulatory requirements.
- Hiring Employees
- Payroll Reporting
- Regulatory Handbook
- Economic Business Resilience Newsletter

# ORIA INFORMATION CENTER

The ORIA Information Center is open weekdays from 8:00 a.m. to  
4:30 p.m.

Our services are free and are available by Phone, Chat, Text, and  
Email.

360-725-0628

800-917-0043

[help@business.wa.gov](mailto:help@business.wa.gov)

# Q&A





Thank you for joining us today

BUSINESSES, EMPLOYEES  
FAMILIES & COMMUNITIES

**WIN**  
*with*  
**SharedWork**

[SharedWorkWA.com](http://SharedWorkWA.com)

 **Employment  
Security  
Department**  
WASHINGTON STATE

