



King County

Best Starts for
KIDS



A photograph of a woman with long brown hair and a young girl with a yellow bow in her hair sitting on the floor, looking down at something together. The woman is wearing a light blue sweater and a red shirt underneath. The girl is wearing a white shirt. The background is blurred, showing other people in a room.

Best Starts for Kids Child Care Wage Boost Pilot Handbook

IN PARTNERSHIP WITH



AIDKIT

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Overview

Congratulations! Your facility has been selected to participate in the Best Starts for Kids Child Care Wage Boost Pilot. This Handbook will provide the information necessary to ensure that your facility representative and enrolled workers are aware of the on-going requirements for participation, outlines unique situations that require facility representatives and/or workers to communicate with Pilot Partners, and outlines how to navigate questions and concerns that may emerge during participation.

Background

The Best Starts for Kids Child Care Wage Boost Pilot

The Best Starts for Kids Child Care Wage Boost Pilot is a new investment in the voter approved Best Starts for Kids (Best Starts) Levy in King County. The Best Starts Child Care Wage Boost Pilot invests in a cohort of child care workers and seeks to demonstrate how government investments can benefit the child care sector, workers, families, and the community. The Best Starts Child Care Wage Boost Pilot invests over \$25 million in additional compensation to an enrolled cohort of child care workers through 2027. The Pilot anticipates reaching 1,400 workers who receive additional compensation as a *wage boost* every three months that they remain in the Pilot.

Why Best Starts for Kids is making this investment

Child care is a foundational part of our society and contributes to the health, social, and economic well-being of our entire community. And yet child care isn't funded like other vital infrastructure, such as K-12 education, health care, and transportation. Child care workers provide essential care and early education with deep skill and expertise and remain some of the lowest paid workers. These low wages contribute to high turnover, lack of economic support and stability for workers and their families, as well as limited and unstable options in our community.

Throughout the development of the Best Starts Initiative, families and child care providers told King County that deep government investment in the child care sector is vital to ensuring care is affordable to families, and workers are well-compensated. King County recognizes that child care must be supported as an essential infrastructure through significant public investments. In the second levy, Best Starts is investing an additional \$200 million in funding toward the child care sector as a step toward supporting child care as essential infrastructure. Out of that investment, about \$30 million is directed toward the Best Starts Child Care Wage Boost Pilot (the Pilot).

The Pilot is inspired by community input, supported by King County voters, and is providing vital support to current child care workers while studying the impact of government investment. By studying the impact of government investment in the child care workforce, Best Starts hopes to inform a path forward for a sustainable child care sector that supports worker well-being and affordable consistent care for families. The resulting learnings will be shared with the broader community to inform public policy and action in King County and beyond.

Why Best Starts for Kids is doing a Pilot

The Pilot is a short-term project to demonstrate how government investment can benefit the child care sector. The learnings from the Pilot will help to inform future programs, strategies and policies that can support the child care sector. Learnings about the Pilot are intended to be shared with the broader community, including the child care workforce, child care advocates, community-based organizations and coalitions and policymakers.

How the Pilot Works

The Best Starts Child Care Wage Boost Pilot invests over \$25 million in additional compensation to enrolled child care workers through 2027. The Pilot anticipates reaching 1,400 workers who receive additional compensation as a wage boost every three months that they remain in the Pilot.

Licensed child care facilities in King County who meet minimum eligibility requirements (see eligibility requirements below) are invited to apply to participate in the Pilot. This Pilot will deliver additional compensation to eligible workers working at selected facilities. Facilities will be selected via lottery to ensure an open and fair process for selection. Once facilities are selected, workers will enroll in the Pilot. Workers enrolled in the Pilot will remain in the project for the duration of their employment, or through 2027, whichever comes first.

Pilot Partners

The Best Starts Child Care Wage Boost Pilot consists of multiple partners leading distinct roles to administer the Pilot and study the impact. Currently there are two partners supporting the implementation and administration of the Pilot and two evaluation partners to study the impact and learnings.

Design and Implementation Partners: These partners work in collaboration to support the design and implementation of the Pilot.

- [The Imagine Institute](#) is the design and implementation lead, supporting communications and outreach and providing Technical Assistance and ongoing support to Pilot participants.
- [AidKit, Inc](#) is the payment administrator and hosts the web application and enrollment; and administers all the direct payments to participating workers.

Evaluation Partners: The Pilot will study how government investments can benefit the child care sector, workers, families, and the community.

- [Urban Institute](#) and [Cardea Services](#) are leading the evaluation to demonstrate the impact of a wage boost on worker retention, well-being, and continuity of care. With these learnings, Best Starts hopes to inform future policies and investments at the local, regional, state, and federal levels.

The Pilot also includes a Workgroup to support the implementation and research connected to the Pilot and who will inform future actions to drive systemic change.

[Uncommon Bridges](#) is supporting the development and on-going facilitation of The Pilot Workgroup. The Workgroup will be composed of diverse workers, providers, partners, and key stakeholders connected to the child care sector and aims to center the self-determination, lived experiences, knowledge, skill, and leadership of child care workers.

After the Pilot is Over

The Pilot will collect learnings to demonstrate the impact of government investments as a wage boost on worker retention, well-being, and continuity of care. Best Starts intends to use learnings to inform future systems change, policymaking, and investments

We also hope, and have evidence to believe, that the impact on workers who receive the wage boost for the duration of the Pilot will experience overwhelmingly positive impacts. We see in Universal Basic Income studies and results from federal stimulus funds that even short-term funds can vastly improve the stability and long-term well-being for individuals and families.

The Pilot Workgroup brings child care workers' voices to the Pilot and will inform how learnings and evidence from the Pilot can influence and inform future actions.

Pilot Operations and Details

The following sections describe important information about the Pilot. These sections are designed to support questions that may arise from facility representatives or workers at selected facilities. Pilot Partners identified important information, operations, and potential questions. Additional questions not answered within this Handbook can be directed to Technical Assistance by phone at 206-492-5249 or by email at

BSKwageboost@imaginewa.org.

Available Pilot Slots

In the application, facilities were asked to provide the number of current staff and the number of staff needed to be considered fully staffed. Facilities who were selected through the lottery process to participate in the Pilot are allocated a number of slots for workers based upon the information provided regarding fully staffed numbers. If the number of current staff is not the same as the fully staffed number, facilities have until the end of the following quarter to hire new staff members to retain those slots. If a facility does not fill all of its slots by the end of the following quarter, those unused slots will be removed from the facility and allocated elsewhere.

FACILITY

Where to go to review how many slots were allotted to your facility.

Number of slots available based on your application.

When selected from the lottery to enroll their facility, facility representatives will receive a notification asking them to complete their facility's enrollment. During this process they'll see how many full-time equivalent slots they were allocated based on their application and will be able to add workers to their roster.

If they do not fill all the slots at that time, they will receive reminder notifications of their remaining slots. The notifications will include an individualized link they can revisit to review if they have any remaining slots at future times. Imagine's Technical Assistance team will also have access to resend this individualized link should someone lose it.

If a worker leaves a facility after being selected for the Pilot

In the event that your facility experiences turnover during the Pilot or a worker chooses to not enroll and therefore leaves a slot vacated, the facility will have until the end of the following quarter to fill that slot. The facility representative will be notified that their facility has a remaining slot to be assigned. They will be provided with a link to add that new employee information. That new worker will be sent a link to enroll in the Pilot and given the option to either participate or not.

In the event that a facility does not hire a new worker by the end of the following quarter, that slot is reallocated to another facility.

WORKER

Workers who are employed at multiple selected facilities

The Pilot payment platform is unable to make two-part-time payments to workers working at two different facilities. Workers will choose to enroll through one facility and are only able to receive one part-time payment designation.

Eligibility & Enrollment

FACILITY

Eligibility & Operating at Full Licensed Capacity

If a facility is selected, workers at the selected facility will be eligible to participate in the Pilot regardless of the facility's current enrollment numbers as long as at least one child is enrolled in

the program. In the application, the number of staff needed to be able to enroll to full licensed capacity is requested. Unfilled staff vacancies will be counted in the total number of worker slots given to selected facilities and will allow them to hire new staff.

WORKER

Workers on Approved Long-term Leave

All workers will have 45 days from the day they receive the invitation (via email or text) to enroll in the program to complete the enrollment form. Workers who are on protected leave and are unable to complete enrollment during the official enrollment period will be eligible to enroll when they return from leave. Washington State law allows protected leave in the following areas:

- o [Paid Sick Leave](#)
- o [Family Care Act](#)
- o [Paid Family and Medical Leave](#) – administered by [Employment Security Department](#)
- o [Domestic Violence](#)
- o [Pregnancy and disability leave](#) – administered by the [Human Rights Commission](#)
- o [Emergency Services and Military Spousal Leave](#)

Tax & Benefits Counseling

Impact on taxes

The wage boost is considered taxable income and participants will receive a 1099 form for each tax year that they are receiving funding from the Pilot. Income taxes will not be withheld from Pilot payments. We encourage all workers considering participating to talk to a tax professional prior to enrollment to understand the potential tax implications for their individual circumstances.

Additional information can be found here: <https://bskwageboost.imaginewa.org/toolkit/>

Impacts on income-based benefits

Income based benefits have different rules and regulations around how individuals qualify. If you are currently receiving benefits that are income based in their qualifications, we encourage you to contact the benefits administrator prior to enrollment to understand the potential impact to your benefits. The Imagine Institute will assist participants by offering basic benefits counseling and providing resources and materials to help answer common questions, including those related to taxes. While The Imagine Institute aims to support workers with accessible information, it is strongly recommended that participants consult with their case managers, financial advisor, or benefit providing agency for personalized advice tailored to their unique financial situation.

Additional information can be found here: <https://bskwageboost.imaginewa.org/toolkit/>

Payments

Enrolled participants will receive quarterly payments to provide additional compensation to simulate a wage increase. The amount of the wage boost was informed through community engagement to mimic a \$4 an hour increase. Full-time workers, workers working an average of 25-40hrs per week, will receive a quarterly payment of \$2,080. Part-Time workers, working an average of 24-10 hours a week, will receive a quarterly payment of \$1,040.

First payment

A worker will receive payments as early as within days of submitting their enrollment form as long as their identity and banking information is entered correctly and can be verified by AidKit without any follow-up required. Workers who have worked at their facility on or before December 1, 2024, will receive the equivalent of two payments for the initial payment.

Payment Frequency

Payments are disbursed quarterly, starting in Spring 2025 and going through 2027. Upon enrollment, if Pilot participants were working at their facility on or before December 1, 2024, they will be eligible for 2 quarters worth of payments for the 1st payment. This is a one-time extra payment due to delays in Pilot launch.

Payment's disbursement

Workers in the Pilot will be able to select either direct deposit into their bank account or can elect to have a pre-paid debit card mailed to them. Once activated, the pre-paid debit card will have the funds loaded onto it and can be used like a regular debit card.

Working part-time at two facilities that are selected into the Pilot

Unfortunately, the Pilot payment platform is unable to make two part-time payments to workers working at two different facilities. Workers will choose to enroll through one facility and are only able to receive one part-time payment designation.

Work start date & payment schedule

Your eligibility to begin receiving quarterly payments is determined by your start date at the selected facility. Those enrolling at the launch of the Pilot will need to meet the December 1, 2024, start date deadline to receive Q4 of 2024 payment. Workers invited to enroll in the Pilot after launch, see the table below to determine which quarter your eligible quarterly payments begin.

If you are enrolled in the Pilot and leave employment within a quarter, you are eligible to receive the quarterly payment if you worked for the **first two months of the quarter and first day of the last month in the quarter**.

Example: For Quarter 3 (July, August, and September), you must work all of July and August through **September 1** to receive the boost for that quarter.



Quarterly Payment	Payment Date	Must have start date on or before
Q4 of 2024 (Oct, Nov, Dec)	As early as March 19th ** Rolling	December 1, 2024
Q1 of 2025 (Jan, Feb, March)	April 2025 ** Rolling	March 1, 2025
Q2 of 2025 (April, May, June)	July 31, 2025	June 1, 2025
Q3 of 2025 (July, August, Sept)	October 31, 2025	September 1, 2025
Q4 of 2025 (Oct, Nov, Dec)	January 30, 2026 (Jan 31 is a Saturday)	December 1, 2026
Q1 of 2026 (Jan, Feb, March)	April 30, 2026	March 1, 2026
Q2 of 2026 (April, May, June)	July 31, 2026	June 1, 2026
Q3 of 2026 (July, Aug, Sept)	October 30, 2026 (Oct 31 is a Saturday)	September 1, 2026
Q4 of 2026 (Oct, Nov, Dec)	January 29, 2027 (Jan 31 is a Sunday)	December 1, 2026
Q1 of 2027	April 30, 2027	March 1, 2027

(Jan, Feb, March)		
Q2 of 2027 (April, May, June)	July 30, 2027 (July 31 is a Saturday)	June 1, 2027
Q3 of 2027 (July, Aug, Sept)	October 29, 2027 (Oct 31 is a Sunday)	September 1, 2027

Changes to banking information

If your banking information changes, please contact Technical Assistance by phone at 206-492-5249 or by email at BSKwageboost@imaginewa.org.

Returning wrongfully received funds

Funding from this Pilot is from the Best Starts for Kids levy renewed by King County voters in 2021. These public funds come from King County and are being distributed by the Pilot Payment partner AidKit, Inc. Payments that are made incorrectly due to changes in eligibility or overpayment may be required to be returned to King County. Any payments that are paid due to fraudulent information are required to be returned to King County. Pilot Partners will communicate instructions and further information if an issue arises.

Restrictions on how to can use the funds

Workers can determine how they want to use the additional compensation. There are no restrictions on the funds and workers are free to choose how they use the funds. Workers are not required to report or share the information with Best Starts for Kids or Pilot partners.

Optional surveys or focus groups may ask questions about how the funds are used, but answering these questions is completely voluntary.

Banking related questions

For banking questions, such as wanting to update banking information, not seeing a payment in your account, etc., please contact Technical Assistance by phone at 206-492-5249 or by email at BSKwageboost@imaginewa.org.

Changing your payment method

If you need to change the payment method, contact Imagine. Imagine will send you a form to select your new payment method. All the following payments will go to the new payment method.

Timeline to receive your debit card in the mail

After your enrollment is approved, it will take approximately 7 business days to receive in the mail. You must verify receipt of your debit card in order to receive funds. When your card is shipped you will receive a notification with directions on how to verify you received the card.

What happens if I stop receiving payments and it seems like an error?

Contact Technical Assistance by phone at 206-492-5249 or by email at BSKwageboost@imaginewa.org if you have questions about stopped payments that you think may be by mistake.

PRIVACY & BANKING INFORMATION

AidKit's role in the Pilot

AidKit, Inc. is the technology and payment partner for the Best Starts for Kids Child Care Wage Boost Pilot. It collects and uses your personal information to determine eligibility, process payments, evaluate the Pilot's impact, and improve its effectiveness.

Personal information collected by AidKit

AidKit may collect details such as:

- Your name and contact information
- Employment details
- Demographic data
- Identity verification materials, including a government-issued ID and a selfie photo

Your information will be securely shared with King County and the Imagine Institute as part of the Pilot. AidKit ensures your data is protected and will not sell or use it for commercial purposes.

Where and how personal banking information is stored and protected

AidKit keeps sensitive data like social security numbers and bank account numbers safe by using strong, widely trusted encryption methods. Only authorized administrators can unlock sensitive information, and their access is confirmed regularly to ensure appropriate staff have access to sensitive data. Every time data is unlocked, it's recorded in a log for review and accountability.

How AidKit protects personal information

AidKit uses strong security measures to protect your data and keeps it only as long as required by the Pilot or by law. You also have the right to be informed if there is ever a data breach affecting your information.

Reviewing or correcting personal information

Yes, you can review or request corrections to your personal information by contacting AidKit at privacy@aidkit.cloud.

Withdrawing consent to share personal information

You can withdraw your consent at any time by contacting AidKit at privacy@aidkit.cloud. However, withdrawing your consent may affect your ability to participate in the Pilot.

Concerns about privacy

If you have any concerns, questions, or need assistance regarding your data or privacy, you can reach out to AidKit at privacy@aidkit.cloud.

HOW TO USE YOUR DEBIT CARD

If you selected to receive your Best Starts for Kids Child Care Wage Boost Pilot funds on a debit card, instead of having funds deposited into a bank account, then you will be issued a debit card called “GiveCard”. GiveCard is a Mastercard prepaid debit card that works like any other debit card.

General Card Information

You must verify receipt of your Give Card in order for funds to begin being loaded to the card.

You must set a PIN before you use the card at the ATM. To set your PIN, see instructions below.

GiveCards can be used anywhere that accepts Mastercard debit cards. This means you can either use it physically in stores or use it online.

We recommend keeping the paper your card comes attached to - this has some information on it that could be useful for identifying your card in the event that it gets lost or stolen.

You will have access to a network of 80,000 ATMs with no fees. You can view a map of these ATMS at this link: <https://www.moneypass.com/atm-locator.html>

When using your card at a cash register, sometimes the machine will ask you for a PIN. If you have not set a PIN for your card, press the green ‘OK’ button on the machine to continue and you will be able to skip the PIN entry.

Setting a PIN

If you want to use an ATM to withdraw cash, you will need a PIN - usually a four- or six-digit number you enter when you use the card at ATMS or some stores.

When deciding on a PIN, you should not use numbers or words that appear in your date of birth, address, or social security number, as these can be easily guessed by people if they steal your card. PINs must be memorized and should not be shared with anyone.

Please do not write the PIN on your card or keep it in the same location as your card. Cards should be treated with the same care as cash. Always protect the card and keep it in a safe place. Do not send a card number in an email or text message. Be careful where you enter the card online, look for the lock symbol in the search bar to ensure the website is safe and secure.

Checking your balance

If you want to check to see how much money is remaining on your card, you can go to [givecard.io/support] (<http://givecard.io/support>). On this site, you can:

- Check your balance (i.e. how much money is on your card)
- Set your optional card PIN number
- Find ATMs that are in your area
- Create an account to view your spending history

If you cannot access the website above, you can call GiveCard at 908-529-0955 to speak with someone.

Getting Support with your GiveCard

If you are experiencing issues with your card, please contact GiveCard support by:

- Emailing support@givecard.io, or
- Calling 908-529-0955.

The GiveCard support team hours are 8am- 5pm MST. They will pick up your call or return your message immediately during those hours. Outside of 8am- 5pm MST, their support team will get back to you as soon as they can, however this may not always be immediate.

Lost or Stolen Cards

If you believe your card is lost or stolen, contact GiveCard Support by calling 908-529-0955 immediately and lock your card through the [cardholder portal (givecard.io/support)](<http://givecard.io/support>).

The GiveCard team will freeze your card to protect whatever funds were on it and then will work to reissue you a new card. If your card has been reported as stolen and you notice unauthorized transactions have occurred on it, GiveCard Support will work with you to file a transaction dispute report.

Transaction Limits

With all debit cards, there are usually some restrictions on how much money you can spend per transaction, per day, or per month. For your GiveCard, the limits are as follows:

- Maximum per transaction: \$5,000
- Maximum per day: \$5,000
- Maximum per month: \$5,000

Online Purchases

If you make an online purchase, you may be asked to enter your “Billing Address”. This is different than your “Shipping Address”. The Shipping Address is the address where you want the items you buy online to be sent to. The Billing Address is the address where your card is registered.

When using your GiveCard to make any online purchases, you should enter the following Billing Address - do not enter your own home address or Shipping Address as the card will not work:

AidKit
2000 S. Colorado Blvd.
BLDG 1 - 2000 - #177
Denver, CO 80222

Maintaining Eligibility

The Best Starts Child Care Wage Boost Pilot anticipates holding one application period to select facilities to participate in the Pilot. Upon the selection of the initial cohort of facilities, all other facilities are placed on a waitlist and will be invited to participate if space becomes available.

Facilities who are selected to participate in the Pilot and workers who enroll in the Pilot must maintain baseline eligibility to continue to receive payments.

GENERAL

Facility Closures

If your facility permanently closes, your facility and its workers are no longer eligible to participate in the Pilot.

If your facility temporarily closes, your facility and its workers will maintain eligibility in the Pilot.

Expectations around Worker Wages and Benefits

Facilities cannot reduce or negatively adjust wages or benefits for workers due to participation in the Best Starts Child Care Wage Boost Pilot. Any facility found to change their practices due to participation in the Pilot may lose eligibility and may be terminated from the Pilot. If you are a worker at a selected facility and your wages or benefits are reduced, please report this to Technical Assistance at 206-492-5249 or email us at BSKwageboost@imaginewa.org.

Termination Policy

This program is designed to support the wellbeing of child care providers and the families they care for. As such, we have the right to terminate your enrollment in this program for any of the following reasons:

- The facility permanently closes
- If you voluntarily withdraw from the program
- If you knowingly misrepresent your identity or eligibility to the Wage Boost Pilot
- If you commit violence or make threats of violence to any project staff, including threats made over the phone, email, text message or in person
- If your employment at an eligible facility is terminated
- If you no longer meet any of the qualifications to participate in the BSK Wage Boost Pilot

Termination from the program means you will no longer have access to the quarterly payments. You will be notified in writing by program partners if your participation is terminated.

FACILITY

Maintaining on-going eligibility

To maintain on-going eligibility, facilities are expected to maintain the following practices to participate in the Pilot:

- Maintain baseline eligibility
- Keep all information in MERIT up to date, including but not limited to, new employee hires and terminations.
- To not use participation in the Pilot to determine employee wages and/or benefits and not make reductions to wages, benefits, planned increases or bonuses, or working conditions while participating in this Pilot
- Reporting closures or significant changes in operations to Pilot Partners
- Maintaining accurate and factual worker records while participating in the Pilot
- Complete worker roster upon selection via the lottery process
- Complete quarterly worker summary submissions

Failure to comply with any of the above may result in delayed payments or termination from the Pilot.

WORKER

Maintaining on-going eligibility

To maintain on-going eligibility, workers are expected to maintain the following practices to participate in the Pilot

- Maintain baseline eligibility
- Complete quarterly surveys regarding work status
- Report to the Pilot Partners at 206-492-5249 or bskwageboost@imaginewa.org if the following occurs:
 - Changes to pay, benefits or treatment at their facility due to participation in the Pilot

- Changes in eligibility
- Changes in contact information
- Payment issues

Failure to contact Pilot partners and report changes may result in delayed payments or termination from Pilot.

Full time or part time employment status changes

Part-time and full-time status will be reviewed on a yearly basis and slots will be reallocated as funding allows.

Choosing to not enroll

Once a worker has decided not to enroll in the Pilot or disenrolls from the Pilot, their wage boost slot will be reallocated. They will not be able to enroll again unless a slot becomes available in the facility they are currently working for, or an enrollment window is announced by Pilot partners. By choosing to not enroll, a worker is also choosing to not receive wage boost payments.

Leaving your job or switching facilities

If you leave your job or switch facilities, you are no longer eligible to participate in the Pilot. If you happen to switch to a facility that is also part of the Pilot and you still meet eligibility requirements, you can be added to the Pilot waitlist and will not receive payments while on the waitlist. There is no guarantee that you will move off the waitlist and receive wage boosts in your new role at any point in the Pilot.

If a worker withdraws from the Pilot

If you would like to withdraw from Best Starts for Kids Child Care Wage Boost Pilot and stop receiving payments, contact Imagine at 206-492-5249 or bskwageboost@imaginewa.org. Once you have successfully withdrawn from the Pilot, you will not receive any more payments. If you withdraw, you cannot rejoin the Pilot.

Disputes & Appeals

Purpose

The purpose of this policy is to provide a clear, fair, and accessible process for addressing disputes and appeals arising from decisions made during the Pilot.

Scope

This policy applies to all facilities, facility representatives, and workers participating in the Best Starts Child Care Wage Boost Pilot.

General Principles

1. Fairness: All disputes and appeals will be handled with impartiality and respect.
2. Transparency: All decisions regarding disputes and appeals will be documented, and reasons for decisions will be communicated clearly to all parties involved.
3. Timeliness: All disputes and appeals will be addressed and resolved within a reasonable timeframe.

Grounds for Appeal

Participants may file an appeal if they believe:

- They were incorrectly deemed ineligible for the Pilot.
- Their application or enrollment was processed incorrectly.
- They were unfairly terminated from the Pilot due to administrative errors or misinterpretation of the Pilot's policies.

Process for Filing a Dispute or Appeal

1. Initial Resolution: Participants are encouraged to contact the Pilot Partners at The Imagine Institute at 206-492-5249 to attempt an informal resolution of their concern.
2. Formal Appeal Submission: If the issue cannot be resolved informally, the participant may submit a formal written appeal. The appeal must include:
 - a. The participant's name, facility name (if applicable), and contact information.
 - b. A detailed explanation of the issue and why the participant believes a decision was incorrect.
 - c. Any supporting documentation (e.g., correspondence, pay stubs, or other relevant evidence). Appeals must be submitted within 30 business days of the disputed decision or incident.
3. Review and Investigation:
 - a. The Pilot Partners will acknowledge receipt of the appeal within 10 business days.
 - b. A review and investigation will be conducted, including consultation with relevant parties and examination of supporting documentation.
4. Decision:
 - a. A written decision will be provided within 30 business days of the appeal submission, outlining the findings and the reasons for the decision.

- b. If additional time is required due to the complexity of the case, the appellant will be notified in writing.
5. Escalation: If the participant is dissatisfied with the decision, they may escalate the appeal to the County. The escalation process and contact information will be provided in the written decision from the Pilot Partners.

Resolution

The outcome of the appeal is final unless escalated. Participants will be informed of any corrective actions or adjustments resulting from the appeal, if applicable.

Recordkeeping

All disputes and appeals will be logged, including the date of submission, nature of the issue, actions taken, and the final resolution. These records will be retained for audit and review purposes.

Evaluation and Pilot Learnings

We value your participation in and feedback on the Pilot. Participation in surveys and focus groups is optional and helps us inform the learnings about the impact of a wage boost on your everyday life. It's also a place to share feedback about the Pilot. We take your feedback seriously and value your time. In most cases, we will offer a raffle or gift card to those participating in surveys or focus groups.

FEEDBACK AND COMMUNICATIONS

Pilot participants are encouraged to participate in evaluation activities to provide feedback to both the process and the learnings of the Pilot. If you have additional feedback for the Pilot, please use the following communication routes:

- General Questions & Technical Assistance: baskwageboost@imaginewa.org
- Evaluation: bskwageboosteval@urban.org
- Workgroup: Charlotte@uncommonbridges.com

Technical Assistance and Support

Technical Assistance is available live in Arabic, English, Hindi, Mai Mai, Somali, Spanish, and Swahili, and able to utilize tele-interpretation for any additional language.

Technical Assistance is available live by phone between 8:00am and 6:00pm PT. For more information, call 206-492-5249 or email us at BSKwageboost@imaginewa.org.