1

00:00:00,280 --> 00:00:04,520

welcome to the August packed lunch

2

00:00:02,280 --> 00:00:06,839

session we have a great session um

3

00:00:04,520 --> 00:00:08,040

happening today it's going to address

4

00:00:06,839 --> 00:00:09,840

some stuff that could help with

5

00:00:08,040 --> 00:00:12,320

Recruitment and Retention in a passive

6

00:00:09,840 --> 00:00:15,000

way um and kind of highlight a federal

7

00:00:12,320 --> 00:00:17,400

program that's super important um and

8

00:00:15,000 --> 00:00:18,520

applicable for almost all the offices in

9

00:00:17,400 --> 00:00:21,240

in our

10

00:00:18,520 --> 00:00:23,720

membership um we have presenters here

11

00:00:21,240 --> 00:00:25,800

from different offices um that are here

12

00:00:23,720 --> 00:00:27,199

to help us go through it so I'm going to

13

00:00:25,800 --> 00:00:28,640

hand it off to them so they can

14

00:00:27,199 --> 00:00:30,519

introduce themselves go over what we're

15

00:00:28,640 --> 00:00:32,720

going to cover and then jump right into

16

00:00:30,519 --> 00:00:32,720

the

17

00:00:35,200 --> 00:00:41,000

presentation great thank you Salah uh

18

00:00:38,520 --> 00:00:43,239

all right well so my name is Amber hay

19

00:00:41,000 --> 00:00:45,280

um I recently actually joined the office

20

00:00:43,239 --> 00:00:47,360

of the student loan Advocate as the new

21

00:00:45,280 --> 00:00:49,320

Public service loan forgiveness Advocate

22

00:00:47,360 --> 00:00:52,199

specifically today I'm joined by my

23

00:00:49,320 --> 00:00:53,600

co-presenters Jessica and Terry um I'll

24

00:00:52,199 --> 00:00:55,879

actually give them an opportunity to

25

00:00:53,600 --> 00:00:57,480

introduce themselves in just a minute

26

00:00:55,879 --> 00:00:58,680

today we're going to speak to you all

27

00:00:57,480 --> 00:01:01,399

about the Public service loan

28

00:00:58,680 --> 00:01:04,040

forgiveness program our goal is to share

29

00:01:01,399 --> 00:01:05,880

with you employer tips and resources so

30

00:01:04,040 --> 00:01:07,680

that you have the ability to share this

31

00:01:05,880 --> 00:01:09,640

amazing benefit with your employees and

32

00:01:07,680 --> 00:01:11,960

help them with their path to student

33

00:01:09,640 --> 00:01:13,479

loan forgiveness through the program um

34

00:01:11,960 --> 00:01:16,000

and recognize right the hard work they

35

00:01:13,479 --> 00:01:17,880

do every day to serve the public so um

36

00:01:16,000 --> 00:01:19,960

this is a great great opportunity for

37

00:01:17,880 --> 00:01:21,640

for them to take advantage of with that

38

00:01:19,960 --> 00:01:24,720

being said I'd like to go ahead and

39

00:01:21,640 --> 00:01:29,479

introduce the rest of the team um Terry

40

00:01:24,720 --> 00:01:29,479

go ahead and introduce yourself

41

00:01:32,079 --> 00:01:36,439

and make sure you come off mute if

42

00:01:33,439 --> 00:01:36,439

you're not

43

00:01:37,880 --> 00:01:45,240

already okay again hi thanks Amber I am

44

00:01:42,119 --> 00:01:47,920

Terry Parker and I am ofms so that's the

45

00:01:45,240 --> 00:01:49,880

office of financial managements uh

46

00:01:47,920 --> 00:01:53,200

Public service loan forgiveness policy

47

00:01:49,880 --> 00:01:56,399

and performance analyst I am I work

48

00:01:53,200 --> 00:01:59,479

within the state HR Division and I also

49

00:01:56,399 --> 00:02:01,360

am fairly new just started in July um

50

00:01:59,479 --> 00:02:04,520

really really happy to be here thank you

51

00:02:01,360 --> 00:02:07,560

all for having us uh since the passage

52

00:02:04,520 --> 00:02:08,599

of engross Senate substitute bill 5847

53

00:02:07,560 --> 00:02:11,680

in

54

00:02:08,599 --> 00:02:14,720

20122 ofm has been partnering with the

55

00:02:11,680 --> 00:02:16,800

student loan Advocates office along with

56

00:02:14,720 --> 00:02:19,879

a dedicated group of public servants

57

00:02:16,800 --> 00:02:22,400

across the state to equip employers with

58

00:02:19,879 --> 00:02:25,440

tools and resources they need to help

59

00:02:22,400 --> 00:02:27,319

their employees access the pslf program

60

00:02:25,440 --> 00:02:30,280

and now I'll hand it over to Jessica to

61

00:02:27,319 --> 00:02:32,599

introduce herself

62

00:02:30,280 --> 00:02:35,440

thanks Terry hi everyone my name is

63

00:02:32,599 --> 00:02:38,040

Jessica and Freddy and I am the student

64

00:02:35,440 --> 00:02:39,720

loan Advocate within the office of the

65

00:02:38,040 --> 00:02:40,959

Sone Advocate which is always fun to say

66

00:02:39,720 --> 00:02:43,879

because it's like it's my title but it's

67

00:02:40,959 --> 00:02:46,959

also the title of the office um but uh

68

00:02:43,879 --> 00:02:48,159

our our office actually sits within um

69

00:02:46,959 --> 00:02:49,560

an agency that you might have heard

70

00:02:48,159 --> 00:02:51,440

about before it's called the Washington

71

00:02:49,560 --> 00:02:52,840

Student achievement Council uh the

72

00:02:51,440 --> 00:02:55,280

Washington Student achievement council

73

00:02:52,840 --> 00:02:57,440

is in charge primarily of State

74
00:02:55,280 --> 00:02:59,840
financial aid in higher education

75
00:02:57,440 --> 00:03:03,440
initiatives right so that's how you

76
00:02:59,840 --> 00:03:05,120
folks often know about um wasac now the

77
00:03:03,440 --> 00:03:10,120
work that I do specifically within that

78
00:03:05,120 --> 00:03:12,959
agency is to help borrowers navigate um

79
00:03:10,120 --> 00:03:16,879
the complex world of student loans um as

80
00:03:12,959 --> 00:03:19,040
well as Advocate uh for them in both at

81
00:03:16,879 --> 00:03:22,480
the state level and at a federal level

82
00:03:19,040 --> 00:03:25,519
to ensure that they are you know that

83
00:03:22,480 --> 00:03:27,440
their rights are are being honored as

84
00:03:25,519 --> 00:03:28,879
student loan borrowers as well as making

85
00:03:27,440 --> 00:03:30,720
sure that you know if there's any

86
00:03:28,879 --> 00:03:32,280
complaints against services or issues

87
00:03:30,720 --> 00:03:34,799
that they're going through that we're

88

00:03:32,280 --> 00:03:37,000

helping them navigate that and as part

89

00:03:34,799 --> 00:03:39,439

of that work um Public Service Z

90

00:03:37,000 --> 00:03:41,640

forgiveness is a is a student loan

91

00:03:39,439 --> 00:03:43,280

program that really fits within that

92

00:03:41,640 --> 00:03:46,599

narrative and that's how we have been

93

00:03:43,280 --> 00:03:49,760

partnering with ofm to do this work and

94

00:03:46,599 --> 00:03:49,760

I'll go ahead and pass it over to

95

00:03:51,319 --> 00:03:56,040

amember excellent well today we're going

96

00:03:53,400 --> 00:03:59,159

to give you an overview of pslf and some

97

00:03:56,040 --> 00:04:01,000

context into how PSL pslf fits into the

98

00:03:59,159 --> 00:04:02,840

student loan crisis as well as some key

99

00:04:01,000 --> 00:04:05,480

data points for Washington State

100

00:04:02,840 --> 00:04:06,599

borrowers um student loan debt as you

101

00:04:05,480 --> 00:04:08,239

might know is one of the biggest

102

00:04:06,599 --> 00:04:10,560

Financial challenges your employees

103

00:04:08,239 --> 00:04:13,200

might be facing we know that taking

104

00:04:10,560 --> 00:04:14,840

advantage of pslf has often been

105

00:04:13,200 --> 00:04:17,120

confusing and frustrating for both

106

00:04:14,840 --> 00:04:18,880

employees and employers alike in the

107

00:04:17,120 --> 00:04:21,359

past so we're going to talk through some

108

00:04:18,880 --> 00:04:23,000

available resources how pslf can be

109

00:04:21,359 --> 00:04:25,040

leveraged as a tool for Recruitment and

110
00:04:23,000 --> 00:04:27,680
Retention and how employers can help

111
00:04:25,040 --> 00:04:29,360
their employees access this benefit um

112
00:04:27,680 --> 00:04:31,160
we will have a bit of time at the end of

113
00:04:29,360 --> 00:04:32,520
the presid presentation for questions so

114
00:04:31,160 --> 00:04:34,440
you can take note of them as you go or

115
00:04:32,520 --> 00:04:37,080
throw them in the chat for us to kind of

116
00:04:34,440 --> 00:04:37,080
get to at the

117

00:04:38,520 --> 00:04:44,800

end so what exactly is pslf the Public

118

00:04:42,560 --> 00:04:47,199

service loan forgiveness program is a

119

00:04:44,800 --> 00:04:49,600

federal program that provides Excuse Me

120

00:04:47,199 --> 00:04:52,199

That Forgives the remaining balance on

121

00:04:49,600 --> 00:04:55,080

Direct Loans after a borrower has made

122

00:04:52,199 --> 00:04:57,639

120 qualifying monthly payments which is

123

00:04:55,080 --> 00:05:00,360

approximately 10 years worth of payments

124

00:04:57,639 --> 00:05:02,320

under qualifying repayment plan while

125

00:05:00,360 --> 00:05:03,520

working full-time for an eligible Public

126

00:05:02,320 --> 00:05:05,280

Service

127

00:05:03,520 --> 00:05:07,800

employer essentially the federal

128

00:05:05,280 --> 00:05:09,199

government is saying in exchange for you

129

00:05:07,800 --> 00:05:11,160

serving the public or your employees

130

00:05:09,199 --> 00:05:12,800

serving the public by taking a

131

00:05:11,160 --> 00:05:15,120

government or nonprofit job where

132

00:05:12,800 --> 00:05:17,320

there's public need for for their skills

133

00:05:15,120 --> 00:05:19,039

and their passions they'll lighten the

134

00:05:17,320 --> 00:05:22,880

financial load after you meet those

135

00:05:19,039 --> 00:05:24,600

conditions so um understanding the pslf

136

00:05:22,880 --> 00:05:26,280

program and and how to navigate earning

137

00:05:24,600 --> 00:05:28,240

forgiveness is vital to ensuring that we

138

00:05:26,280 --> 00:05:30,400

can help passionate Public Service

139

00:05:28,240 --> 00:05:32,560

servants remain in the communities that

140

00:05:30,400 --> 00:05:32,560

they

141

00:05:35,080 --> 00:05:39,639

serve all right this slide here um

142

00:05:37,800 --> 00:05:41,960

covers a little um kind of gives you a

143

00:05:39,639 --> 00:05:44,759

preview of types of qualifying

144

00:05:41,960 --> 00:05:46,960

employment um in general employment for

145

00:05:44,759 --> 00:05:49,280

pslf needs to be an average of at least

146

00:05:46,960 --> 00:05:52,039

30 hours per week this can be one

147

00:05:49,280 --> 00:05:54,199

full-time public service job or multiple

148

00:05:52,039 --> 00:05:57,680

part-time jobs that meet that 3 Hour

149

00:05:54,199 --> 00:05:59,639

Week threshold um as long as they are

150

00:05:57,680 --> 00:06:00,800

all with qualifying public employer so

151

00:05:59,639 --> 00:06:02,479

so if you have a part-time employee

152

00:06:00,800 --> 00:06:03,600

working for one area of County

153

00:06:02,479 --> 00:06:05,960

government and then maybe they're

154

00:06:03,600 --> 00:06:07,400

working part-time for city government

155

00:06:05,960 --> 00:06:09,400

they could potentially be qualifying if

156

00:06:07,400 --> 00:06:12,400

those hours add up to an average of 30

157

00:06:09,400 --> 00:06:14,160

per week a borrower must be directly

158

00:06:12,400 --> 00:06:17,120

employed by the qualifying public

159

00:06:14,160 --> 00:06:18,880

employer as in their W2 comes from them

160

00:06:17,120 --> 00:06:22,039

this means that most contractors will

161

00:06:18,880 --> 00:06:24,199

not qualify however an exception does

162

00:06:22,039 --> 00:06:26,560

exist um where there is state law that

163

00:06:24,199 --> 00:06:28,919

would prevent an otherwise qualifying

164

00:06:26,560 --> 00:06:32,199

employer from hiring employees directly

165

00:06:28,919 --> 00:06:34,479

to fill position or provide services um

166

00:06:32,199 --> 00:06:36,160

an example of a group that that we've

167

00:06:34,479 --> 00:06:39,000

kind of identified under Washington

168

00:06:36,160 --> 00:06:40,759

state law are um public defense

169

00:06:39,000 --> 00:06:42,319

attorneys who are not allowed to be

170

00:06:40,759 --> 00:06:44,160

hired as contract or excuse me are not

171

00:06:42,319 --> 00:06:45,840

allowed to be hired as employees by the

172

00:06:44,160 --> 00:06:48,759

state under state

173

00:06:45,840 --> 00:06:51,639

law um public employer means any level

174

00:06:48,759 --> 00:06:53,800

of government so tribal local federal

175

00:06:51,639 --> 00:06:56,360

state county right that falls under

176

00:06:53,800 --> 00:07:00,840

local um as well as like the the

177

00:06:56,360 --> 00:07:03,800

municipal um areas as well um the role

178

00:07:00,840 --> 00:07:05,199

or position held does not matter it just

179

00:07:03,800 --> 00:07:08,520

matters that the employer is a

180

00:07:05,199 --> 00:07:10,680

qualifying Public Service employer um

181

00:07:08,520 --> 00:07:12,479

borrowers also need to be employed at

182

00:07:10,680 --> 00:07:15,400

the time that they apply for

183

00:07:12,479 --> 00:07:18,360

forgiveness uh we do want to note that

184

00:07:15,400 --> 00:07:21,000

labor unions or political uh partisan

185

00:07:18,360 --> 00:07:23,599

organizations are not eligible for

186

00:07:21,000 --> 00:07:25,400

pslf this doesn't impact folks

187

00:07:23,599 --> 00:07:26,759

represented by a labor union it just

188

00:07:25,400 --> 00:07:29,520

applies to folks that are directly

189

00:07:26,759 --> 00:07:32,199

employed by a union um and if you're not

190

00:07:29,520 --> 00:07:34,199

sure if your organization or your um

191

00:07:32,199 --> 00:07:35,680

area qualifies stay tuned because we're

192

00:07:34,199 --> 00:07:38,400

going to cover that and how you can find

193

00:07:35,680 --> 00:07:38,400

that information

194

00:07:40,479 --> 00:07:44,639

out and Terry go ahead and take it

195

00:07:48,080 --> 00:07:54,599

away all right so now let's talk

196

00:07:50,840 --> 00:07:56,960

specifically about pslf in Washington

197

00:07:54,599 --> 00:07:59,960

state and if we could go to the next

198

00:07:56,960 --> 00:07:59,960

slide

199

00:08:04,919 --> 00:08:11,280

so if you have heard that not many folks

200

00:08:08,520 --> 00:08:13,520

receive forgiveness through the pslf

201

00:08:11,280 --> 00:08:17,039

program I'd like to help dispel those

202

00:08:13,520 --> 00:08:19,680

rumors upfront it is true that when it

203

00:08:17,039 --> 00:08:23,039

first launched the eligibility criteria

204

00:08:19,680 --> 00:08:26,199

to qualify for pslf was complex and this

205

00:08:23,039 --> 00:08:28,000

led to a loow uh to low approval rates

206

00:08:26,199 --> 00:08:30,520

for individuals who would otherwise

207

00:08:28,000 --> 00:08:34,959

qualify the PS LF program was

208

00:08:30,520 --> 00:08:37,000

implemented in our state in 2007 and um

209

00:08:34,959 --> 00:08:39,080

that means the first year of borrower

210

00:08:37,000 --> 00:08:43,200

eligibility was

211

00:08:39,080 --> 00:08:49,640

2017 so between the fall of 2017 and

212

00:08:43,200 --> 00:08:52,560

October of 2020 31% of pslf uh forms for

213

00:08:49,640 --> 00:08:55,080

discharge of loans was denied there is

214

00:08:52,560 --> 00:08:57,600

some good news however Federal level

215

00:08:55,080 --> 00:09:00,160

updates have made the program easier to

216

00:08:57,600 --> 00:09:02,160

access the this has significantly

217

00:09:00,160 --> 00:09:06,320

increased the overall percentage of

218

00:09:02,160 --> 00:09:09,399

accepted forms and only 7% of forms were

219
00:09:06,320 --> 00:09:12,920
denied between November 2020 and June

220
00:09:09,399 --> 00:09:16,480
2023 this means that 93% of forms were

221
00:09:12,920 --> 00:09:18,320
approved and successfully

222
00:09:16,480 --> 00:09:20,760
processed next

223
00:09:18,320 --> 00:09:22,120
slide I also want to highlight that

224
00:09:20,760 --> 00:09:25,240
people in Washington state are

225
00:09:22,120 --> 00:09:27,839
benefiting from pslf and more B

226

00:09:25,240 --> 00:09:30,079

borrowers excuse me have had their debts

227

00:09:27,839 --> 00:09:32,000

uh forgiven daily so the data you're

228

00:09:30,079 --> 00:09:33,880

looking at on this chart comes from

229

00:09:32,000 --> 00:09:36,399

Department of education's website and

230

00:09:33,880 --> 00:09:40,320

I'll add that we do mirror it on omm's

231

00:09:36,399 --> 00:09:44,120

pslf website so as you can see in March

232

00:09:40,320 --> 00:09:48,000

2022 there were 3,000 people with a

233

00:09:44,120 --> 00:09:51,560

processed pslf discharges as of March

234

00:09:48,000 --> 00:09:53,920

2024 over 19,000 borrowers in our state

235

00:09:51,560 --> 00:09:55,880

have received forgiveness so I'm in

236

00:09:53,920 --> 00:09:57,360

numbers geek and I just got to tell you

237

00:09:55,880 --> 00:10:00,880

that represents a

238

00:09:57,360 --> 00:10:05,880

533 increase in loans since 2022 it's

239

00:10:00,880 --> 00:10:05,880

just staggering so that translates

240

00:10:06,519 --> 00:10:11,240

to

241

00:10:08,120 --> 00:10:13,760

$1.2 billion dollar of debt being

242

00:10:11,240 --> 00:10:17,079

forgiveness being forgiven through this

243

00:10:13,760 --> 00:10:20,440

program in our state that's just amazing

244

00:10:17,079 --> 00:10:23,399

and this demonstrates how pslf is

245

00:10:20,440 --> 00:10:25,760

working the pslf approval process can be

246

00:10:23,399 --> 00:10:27,880

confusing and really challenging but the

247

00:10:25,760 --> 00:10:30,120

benefits to Public Service employees can

248

00:10:27,880 --> 00:10:32,200

be tremendous so so thank you for

249

00:10:30,120 --> 00:10:34,000

committing the time to learn about the

250

00:10:32,200 --> 00:10:37,839

program and how you can support your

251

00:10:34,000 --> 00:10:37,839

employees in obtaining student loan

252

00:10:40,839 --> 00:10:46,920

forgiveness thank you Darry um so now

253

00:10:44,680 --> 00:10:49,680

we're going to talk about how pslf can

254

00:10:46,920 --> 00:10:51,800

be a good strategy for Recruitment and

255

00:10:49,680 --> 00:10:53,440

Retention which I'm hoping is what

256

00:10:51,800 --> 00:10:56,160

everybody's here to learn about

257

00:10:53,440 --> 00:10:58,000

essentially so first while talking about

258

00:10:56,160 --> 00:11:00,560

statistics that Terry were was

259

00:10:58,000 --> 00:11:03,519

mentioning is important right because it

260

00:11:00,560 --> 00:11:05,920

shows you know quantitatively how this

261

00:11:03,519 --> 00:11:09,639

program is working um I also want to

262

00:11:05,920 --> 00:11:11,519

show that enrolling in this program is

263

00:11:09,639 --> 00:11:14,200

has a human face to it right there's a

264

00:11:11,519 --> 00:11:16,480

human face to this issue pslf is a

265

00:11:14,200 --> 00:11:18,440

transformative benefit for Washington

266

00:11:16,480 --> 00:11:20,800

State Employees and you don't have to

267

00:11:18,440 --> 00:11:23,480

take my word for it you can see here a

268

00:11:20,800 --> 00:11:25,320

few short testimonials from a couple of

269

00:11:23,480 --> 00:11:28,360

borers in our state that achieved

270

00:11:25,320 --> 00:11:30,040

forgiveness so we have Shelley wisy from

271

00:11:28,360 --> 00:11:32,560

the employment security Department that

272

00:11:30,040 --> 00:11:34,560

shared with us that forgiveness is

273

00:11:32,560 --> 00:11:37,639

lifechanging it makes it possible not

274

00:11:34,560 --> 00:11:40,160

just to survive but to Pro prosper and

275

00:11:37,639 --> 00:11:42,079

then we have somebody else um Jim coffee

276

00:11:40,160 --> 00:11:45,079

who works at the CIT Family Health

277

00:11:42,079 --> 00:11:47,399

Center a nonprofit that also shared that

278

00:11:45,079 --> 00:11:49,480

this is a burden that has long awaited

279

00:11:47,399 --> 00:11:51,240

to be relieved and allows me to save the

280

00:11:49,480 --> 00:11:54,040

loan payments for my

281

00:11:51,240 --> 00:11:56,040

retirement and finally even folks who

282

00:11:54,040 --> 00:11:58,320

are working in human resources in our

283

00:11:56,040 --> 00:12:00,920

state are starting to realize how

284

00:11:58,320 --> 00:12:03,639

beneficial PS SF is for their public

285

00:12:00,920 --> 00:12:05,880

employees aing rings from the training

286

00:12:03,639 --> 00:12:09,200

and development unit at the department

287

00:12:05,880 --> 00:12:12,399

of children youth and families Services

288

00:12:09,200 --> 00:12:14,440

shared the positive impact pslf has had

289

00:12:12,399 --> 00:12:16,560

on staff can improve the quality of life

290

00:12:14,440 --> 00:12:19,519

for people that work in a very demanding

291

00:12:16,560 --> 00:12:22,240

field it also enables a higher retention

292

00:12:19,519 --> 00:12:23,680

rate for agencies so hopefully by

293

00:12:22,240 --> 00:12:25,800

reading through some of these

294

00:12:23,680 --> 00:12:28,040

testimonials you can see that yes the

295

00:12:25,800 --> 00:12:30,880

numbers matter but also it is having a

296

00:12:28,040 --> 00:12:33,000

real impact on employees lives that

297

00:12:30,880 --> 00:12:36,040

serve the

298

00:12:33,000 --> 00:12:38,959

public and while pslf obviously makes a

299

00:12:36,040 --> 00:12:42,320

huge difference in your employees lives

300

00:12:38,959 --> 00:12:45,399

the program can also be often overlooked

301

00:12:42,320 --> 00:12:48,240

as a recruitment and a retention tool

302

00:12:45,399 --> 00:12:50,720

pslf helps with employment recruitment

303

00:12:48,240 --> 00:12:53,320

because as student debt loads have risen

304

00:12:50,720 --> 00:12:56,000

over the years people are more attracted

305

00:12:53,320 --> 00:12:59,720

to this benefit it can help make it

306

00:12:56,000 --> 00:13:01,519

easier to recruit uh to for recruits to

307

00:12:59,720 --> 00:13:04,079

make the decision to work in the public

308

00:13:01,519 --> 00:13:06,320

sector versus the private sector not

309

00:13:04,079 --> 00:13:09,399

just based on their student loan debt

310

00:13:06,320 --> 00:13:11,600

alone and having to repay that Deb um

311

00:13:09,399 --> 00:13:13,920

pslf also helps with the employee

312

00:13:11,600 --> 00:13:16,199

retention um and this is actually by the

313

00:13:13,920 --> 00:13:18,680

design of the program right because the

314

00:13:16,199 --> 00:13:21,040

program takes 10 years of public service

315

00:13:18,680 --> 00:13:24,600

employment in order for the borrower to

316

00:13:21,040 --> 00:13:26,160

qualify and finally pslf can also help

317

00:13:24,600 --> 00:13:28,720

with the overall quality of your

318

00:13:26,160 --> 00:13:30,320

employees right employees interested in

319

00:13:28,720 --> 00:13:31,959

this benefit benefit will typically come

320

00:13:30,320 --> 00:13:34,440

with the education that they need to do

321

00:13:31,959 --> 00:13:36,320

their jobs and employees can also be

322

00:13:34,440 --> 00:13:38,800

more productive because if they're

323

00:13:36,320 --> 00:13:41,279

enrolled in PSA they can have less

324

00:13:38,800 --> 00:13:43,920

stress that is often associated with

325

00:13:41,279 --> 00:13:45,920

having High student debt loads and more

326

00:13:43,920 --> 00:13:48,320

importantly all of these benefits

327

00:13:45,920 --> 00:13:50,440

require no direct investment from you as

328

00:13:48,320 --> 00:13:55,120

a the employer making it a very low

329

00:13:50,440 --> 00:13:55,120

effort low investment benefit for your

330

00:13:55,199 --> 00:14:00,040

employees now despite all the benefits I

331

00:13:57,759 --> 00:14:02,120

mentioned above it appears that human

332

00:14:00,040 --> 00:14:04,079

resources professionals acting in a

333

00:14:02,120 --> 00:14:06,120

higher capacity at Public Service

334

00:14:04,079 --> 00:14:08,759

Employers in Washington state typically

335

00:14:06,120 --> 00:14:11,199

don't believe that pslf helps them with

336

00:14:08,759 --> 00:14:13,120

recruitment we conducted a survey last

337

00:14:11,199 --> 00:14:15,959

month with the Washington state public

338

00:14:13,120 --> 00:14:17,759

service employers and please note that

339

00:14:15,959 --> 00:14:19,480

we have not finished analyzing that data

340

00:14:17,759 --> 00:14:23,240

so what I'm sharing with you is really

341

00:14:19,480 --> 00:14:25,399

preliminary results but out of the 115

342

00:14:23,240 --> 00:14:27,560

Human Resources professionals that

343

00:14:25,399 --> 00:14:29,759

completed the survey across all

344

00:14:27,560 --> 00:14:31,720

different uh Public Service sectors

345

00:14:29,759 --> 00:14:34,639

right 67

346

00:14:31,720 --> 00:14:37,519

indicated that they acted in a higher

347

00:14:34,639 --> 00:14:39,920

capacity in their jobs and then as you

348

00:14:37,519 --> 00:14:41,800

can see for those 67 that indicated that

349

00:14:39,920 --> 00:14:44,880

they were in a highering capacity most

350

00:14:41,800 --> 00:14:46,880

HR professionals believe that psf

351

00:14:44,880 --> 00:14:49,759

doesn't help them with recruitment at

352

00:14:46,880 --> 00:14:51,360

all however the data from the survey

353

00:14:49,759 --> 00:14:53,360

that we conducted with Washington State

354

00:14:51,360 --> 00:14:55,959

borrower suggests that this is not the

355

00:14:53,360 --> 00:14:59,040

case so there's some hidden treasure

356

00:14:55,959 --> 00:15:00,560

here so similar to that other service

357

00:14:59,040 --> 00:15:03,519

Sur that we did with the employers we

358

00:15:00,560 --> 00:15:05,199

also conducted last month another survey

359

00:15:03,519 --> 00:15:06,839

with Washington State borrowers that

360

00:15:05,199 --> 00:15:09,360

were employed at Public Service

361

00:15:06,839 --> 00:15:11,639

employers right again across all all

362

00:15:09,360 --> 00:15:14,560

different sectors including local local

363

00:15:11,639 --> 00:15:16,759

government like counties as with the

364

00:15:14,560 --> 00:15:19,079

other survey please note that these are

365

00:15:16,759 --> 00:15:20,600

again um we haven't finished analyzing

366

00:15:19,079 --> 00:15:23,880

the data so these are preliminary

367

00:15:20,600 --> 00:15:26,279

results we have had over 1,600

368

00:15:23,880 --> 00:15:29,040

respondents to this survey and as you

369

00:15:26,279 --> 00:15:30,880

can see at least 40% of the survey

370

00:15:29,040 --> 00:15:33,199

respondents said that the promise of

371

00:15:30,880 --> 00:15:35,920

earning Public Service non forgiveness

372

00:15:33,199 --> 00:15:38,120

affected the decision to begin working

373

00:15:35,920 --> 00:15:39,600

in the public sector right so they they

374

00:15:38,120 --> 00:15:42,199

took that into consideration before

375

00:15:39,600 --> 00:15:45,000

first a taking on that first job in the

376

00:15:42,199 --> 00:15:47,319

public sector and even more revealing is

377

00:15:45,000 --> 00:15:49,360

the fact that 65% of the survey

378

00:15:47,319 --> 00:15:51,399

respondents said that the promise of

379

00:15:49,360 --> 00:15:52,959

student loan forgiveness influenced

380

00:15:51,399 --> 00:15:56,000

their decision to stay in the public

381

00:15:52,959 --> 00:15:58,560

service for at least 10 years and these

382

00:15:56,000 --> 00:16:01,480

results suggest that public employees in

383

00:15:58,560 --> 00:16:03,560

Washington State value pslf as both a

384

00:16:01,480 --> 00:16:05,639

recruitment and especially as a

385

00:16:03,560 --> 00:16:07,399

retention strategy however like I

386

00:16:05,639 --> 00:16:09,480

mentioned earlier that's does not seem

387

00:16:07,399 --> 00:16:11,639

to be the perception across Washington

388

00:16:09,480 --> 00:16:12,880

state public employers and this is part

389

00:16:11,639 --> 00:16:14,800

of the reason why we're here to speak

390

00:16:12,880 --> 00:16:16,199

with you today we want to show you that

391

00:16:14,800 --> 00:16:18,279

this is an important benefit to your

392

00:16:16,199 --> 00:16:20,639

employees and that you as an employer

393

00:16:18,279 --> 00:16:22,440

can really pay a very important role in

394

00:16:20,639 --> 00:16:25,440

ensuring that your employees can can

395

00:16:22,440 --> 00:16:27,360

access the benefits of the pslf

396

00:16:25,440 --> 00:16:30,440

program and I'll go ahead and pass it

397

00:16:27,360 --> 00:16:33,759

over to amember

398

00:16:30,440 --> 00:16:35,639

thanks Jessica um so pslf you know it

399

00:16:33,759 --> 00:16:37,440

sounds really amazing and it is a really

400

00:16:35,639 --> 00:16:39,959

amazing benefit so you might be asking

401

00:16:37,440 --> 00:16:41,680

yourself what can I do to ensure my

402

00:16:39,959 --> 00:16:43,120

employees are are actually working

403

00:16:41,680 --> 00:16:45,040

towards and achieving forgiveness

404

00:16:43,120 --> 00:16:47,120

through the program so we're going to

405

00:16:45,040 --> 00:16:48,600

cover um if you could go to the next

406

00:16:47,120 --> 00:16:51,920

slide

407

00:16:48,600 --> 00:16:54,079

um four kind of specific actions based

408

00:16:51,920 --> 00:16:56,440

on the results of our surveys and best

409

00:16:54,079 --> 00:16:58,199

practices um that you can take on as an

410

00:16:56,440 --> 00:17:00,399

employer to ensure that your employees

411

00:16:58,199 --> 00:17:03,920

are access pslf or have the most

412

00:17:00,399 --> 00:17:06,439

opportunity to do so um you can see here

413

00:17:03,920 --> 00:17:08,400

a brief uh summary of those four

414

00:17:06,439 --> 00:17:11,520

practices right the advertising that you

415

00:17:08,400 --> 00:17:13,039

are a pslf qualifying employer sharing

416

00:17:11,520 --> 00:17:15,160

that someone is available to sign

417

00:17:13,039 --> 00:17:17,199

employment certifications each year

418

00:17:15,160 --> 00:17:19,480

Distributing pslf resources to your

419

00:17:17,199 --> 00:17:21,360

employees and providing regular pslf

420

00:17:19,480 --> 00:17:23,400

updates so we're going to go into these

421

00:17:21,360 --> 00:17:26,199

in a little bit more depth starting with

422

00:17:23,400 --> 00:17:30,200

of course advertising that you are a

423

00:17:26,199 --> 00:17:32,919

pslf qualifying employer

424

00:17:30,200 --> 00:17:36,679

so um local governments such as counties

425

00:17:32,919 --> 00:17:38,400

are always eligible for pslf however

426

00:17:36,679 --> 00:17:41,760

sometimes that information can be

427

00:17:38,400 --> 00:17:44,640

incorrect on the federal student aid um

428

00:17:41,760 --> 00:17:46,320

uh employer search database on this tool

429

00:17:44,640 --> 00:17:49,720

you can check to see if your county or

430

00:17:46,320 --> 00:17:52,320

County entity is showing up as a pslf

431

00:17:49,720 --> 00:17:55,200

eligible employer using the Search tool

432

00:17:52,320 --> 00:17:57,200

you would need to enter your County's um

433

00:17:55,200 --> 00:17:59,919

federal employee identification number

434

00:17:57,200 --> 00:18:01,600

or Ein and then you'd also need to enter

435

00:17:59,919 --> 00:18:02,720

some mock employment dates and then

436

00:18:01,600 --> 00:18:05,559

click

437

00:18:02,720 --> 00:18:07,960

search and Terry just posted in the chat

438

00:18:05,559 --> 00:18:10,520

a link to the employer search um so you

439

00:18:07,960 --> 00:18:10,520

have that for

440

00:18:10,600 --> 00:18:16,640

reference when you do that search um the

441

00:18:14,679 --> 00:18:19,000

uh employer tool will split out split

442

00:18:16,640 --> 00:18:21,120

spit out one or more results for that

443

00:18:19,000 --> 00:18:23,080

Ein most likely your county will show up

444

00:18:21,120 --> 00:18:25,760

as eligible just like the example on the

445

00:18:23,080 --> 00:18:28,080

slide at the top there however there's a

446

00:18:25,760 --> 00:18:30,880

small chance that your county um or

447

00:18:28,080 --> 00:18:33,280

County entity will incorrectly show up

448

00:18:30,880 --> 00:18:36,480

as ineligible like on the bottom part of

449

00:18:33,280 --> 00:18:38,120

the slide um such as um one that we

450

00:18:36,480 --> 00:18:40,159

recently identified the Washington wine

451
00:18:38,120 --> 00:18:41,720
commission um which is a state agency

452
00:18:40,159 --> 00:18:45,039
that should show up as eligible and

453
00:18:41,720 --> 00:18:48,799
until very recently um wasn't showing as

454
00:18:45,039 --> 00:18:51,000
eligible um so um the the other ways

455
00:18:48,799 --> 00:18:53,360
that employers can show up incorrectly

456
00:18:51,000 --> 00:18:55,960
so they can show up as ineligible

457
00:18:53,360 --> 00:19:00,159
undetermined or not found um and so

458

00:18:55,960 --> 00:19:00,159

we'll cover those in just a second

459

00:19:02,280 --> 00:19:06,640

all right assuming your county shows up

460

00:19:04,120 --> 00:19:08,120

as eligible great now you know for sure

461

00:19:06,640 --> 00:19:09,960

that when your employees submit their

462

00:19:08,120 --> 00:19:12,720

pslf forms that they'll be able to get

463

00:19:09,960 --> 00:19:14,799

their employment certified without issue

464

00:19:12,720 --> 00:19:16,720

the pslf form is the employment

465

00:19:14,799 --> 00:19:20,159

certification employees need to submit

466

00:19:16,720 --> 00:19:23,480

to confirm their employment or verify it

467

00:19:20,159 --> 00:19:25,400

um in the unlikely event that your

468

00:19:23,480 --> 00:19:28,200

county or County entity shows up as

469

00:19:25,400 --> 00:19:30,440

ineligible undetermined or not found

470

00:19:28,200 --> 00:19:32,840

you'll have to provide your employees

471

00:19:30,440 --> 00:19:34,360

who are going to enroll in the program

472

00:19:32,840 --> 00:19:36,520

with at least one of the following

473

00:19:34,360 --> 00:19:40,360

documents that they can submit then with

474

00:19:36,520 --> 00:19:42,559

their pslf form so um possible documents

475

00:19:40,360 --> 00:19:44,600

could be state or local statutes that

476

00:19:42,559 --> 00:19:46,400

establish you as a governmental

477

00:19:44,600 --> 00:19:48,240

organization evidence that you're

478

00:19:46,400 --> 00:19:50,840

treated as a disregarded entity of an

479

00:19:48,240 --> 00:19:53,280

eligible organization documentation of

480

00:19:50,840 --> 00:19:56,000

your organizations

481

00:19:53,280 --> 00:19:59,600

f um especially if you see that your

482

00:19:56,000 --> 00:20:01,760

organization is not found um and so

483

00:19:59,600 --> 00:20:04,120

federal student aid will then review

484

00:20:01,760 --> 00:20:05,799

your employees pslf form along with the

485

00:20:04,120 --> 00:20:08,480

documentation that they submit with that

486

00:20:05,799 --> 00:20:11,000

form once that form is processed and of

487

00:20:08,480 --> 00:20:13,200

course hopefully approved FSA um which

488

00:20:11,000 --> 00:20:15,039

is federal student aid would change your

489

00:20:13,200 --> 00:20:18,320

County's organization status on the

490

00:20:15,039 --> 00:20:19,919

database to be eligible um at the moment

491

00:20:18,320 --> 00:20:22,159

there's not a way for an organization

492

00:20:19,919 --> 00:20:23,919

itself to notify s FSA of its

493

00:20:22,159 --> 00:20:26,440

eligibility it's only done through that

494

00:20:23,919 --> 00:20:27,960

employment certification process you can

495

00:20:26,440 --> 00:20:30,320

Pro proactively provide the

496

00:20:27,960 --> 00:20:32,200

documentation mentioned on your website

497

00:20:30,320 --> 00:20:34,360

or included in a notice you send to

498

00:20:32,200 --> 00:20:37,360

employees about pslf which actually

499

00:20:34,360 --> 00:20:37,360

brings me to my next

500

00:20:38,360 --> 00:20:43,919

slide so in addition to checking your

501

00:20:41,000 --> 00:20:46,360

pslf qu qualifying employer status on

502

00:20:43,919 --> 00:20:47,880

the FSA database to ensure it's correct

503

00:20:46,360 --> 00:20:50,080

you also want to advertise that you're

504

00:20:47,880 --> 00:20:52,960

qualifying employer to both prospective

505

00:20:50,080 --> 00:20:55,280

and current employees for prospective

506

00:20:52,960 --> 00:20:57,240

employees you can include on your job

507

00:20:55,280 --> 00:20:59,720

postings that you're considered a pslf

508

00:20:57,240 --> 00:21:01,280

qualifying employer that way they know

509

00:20:59,720 --> 00:21:03,840

that they may be able to use the benefit

510

00:21:01,280 --> 00:21:06,159

when they if they eventually get hired

511

00:21:03,840 --> 00:21:08,120

for current employees we have created

512

00:21:06,159 --> 00:21:09,760

three different letter templates that

513

00:21:08,120 --> 00:21:11,799

you are more than welcome to use and

514

00:21:09,760 --> 00:21:14,360

share in order to advertise that you're

515

00:21:11,799 --> 00:21:16,520

a pslf qualifying employer the letter

516

00:21:14,360 --> 00:21:18,320

templates are available on our website

517

00:21:16,520 --> 00:21:21,760

which is the the student loan Advocate

518

00:21:18,320 --> 00:21:25,120

website and I'll have one of our our um

519

00:21:21,760 --> 00:21:26,919

presenters uh throw that in the chat um

520

00:21:25,120 --> 00:21:28,640

the notices are very similar to each

521

00:21:26,919 --> 00:21:31,320

other but they each share slightly

522

00:21:28,640 --> 00:21:32,960

different message depending on where the

523

00:21:31,320 --> 00:21:35,760

employee is at in their employment

524

00:21:32,960 --> 00:21:37,360

Journey so we've got the pslf notice for

525

00:21:35,760 --> 00:21:39,760

new employees that you would share

526

00:21:37,360 --> 00:21:42,279

typically during the onboarding process

527

00:21:39,760 --> 00:21:44,679

to introduce the pslf program um as a

528

00:21:42,279 --> 00:21:46,320

benefit right it helps raise awareness

529

00:21:44,679 --> 00:21:48,400

and and provides the key steps that

530

00:21:46,320 --> 00:21:50,000

employees need to take to enroll and

531

00:21:48,400 --> 00:21:51,919

eventually qualify for

532

00:21:50,000 --> 00:21:56,440

forgiveness we have a template for an

533

00:21:51,919 --> 00:21:58,600

annual notice um and that basically um

534

00:21:56,440 --> 00:22:00,520

gives folks right the reminder to

535

00:21:58,600 --> 00:22:02,320

certify their employment yearly um which

536

00:22:00,520 --> 00:22:04,120

is what we encourage to make sure that

537

00:22:02,320 --> 00:22:05,840

their accounts are being kind of updated

538

00:22:04,120 --> 00:22:08,520

and that their eligibility

539

00:22:05,840 --> 00:22:10,360

continues um in addition kind of rules

540

00:22:08,520 --> 00:22:12,720

and regulations can change from time to

541

00:22:10,360 --> 00:22:14,679

time so sending the letter um whenever

542

00:22:12,720 --> 00:22:16,320

those rules are updated um maybe not

543

00:22:14,679 --> 00:22:19,240

just annually but during those updates

544

00:22:16,320 --> 00:22:21,600

can also help keep employees informed

545

00:22:19,240 --> 00:22:23,600

and then finally we've got uh notices

546

00:22:21,600 --> 00:22:25,039

for separated employees that you can

547

00:22:23,600 --> 00:22:27,200

share with employees during their

548

00:22:25,039 --> 00:22:29,120

separation process this is actually

549

00:22:27,200 --> 00:22:31,279

extremely important because because

550

00:22:29,120 --> 00:22:33,039

borrowers have reported um that it can

551

00:22:31,279 --> 00:22:34,840

be hard to get their employment

552

00:22:33,039 --> 00:22:37,760

certification after they've already left

553

00:22:34,840 --> 00:22:40,360

an employer um it's also important to

554

00:22:37,760 --> 00:22:42,120

not note that employees need to be

555

00:22:40,360 --> 00:22:44,000

employed in the public sector at the

556

00:22:42,120 --> 00:22:47,200

time that they for submit their last

557

00:22:44,000 --> 00:22:48,640

employment certification so um that

558

00:22:47,200 --> 00:22:51,760

means like if they're leaving the public

559

00:22:48,640 --> 00:22:53,279

sector prior to submitting their form um

560

00:22:51,760 --> 00:22:55,000

possibly if they're switching careers or

561

00:22:53,279 --> 00:22:56,600

retiring they wouldn't be eligible to

562

00:22:55,000 --> 00:22:58,880

apply for the program unless they

563

00:22:56,600 --> 00:23:00,640

returned to public sector work so making

564

00:22:58,880 --> 00:23:04,440

sure that they get these forms submitted

565

00:23:00,640 --> 00:23:04,440

in a timely manner is just it's really

566

00:23:04,799 --> 00:23:08,919

critical we've got an example of the

567

00:23:07,039 --> 00:23:10,240

template letters um that you can see on

568

00:23:08,919 --> 00:23:13,600

the slide here and of course you can go

569

00:23:10,240 --> 00:23:15,760

and download them and take a look um

570

00:23:13,600 --> 00:23:18,320

this one is the the notice for new

571

00:23:15,760 --> 00:23:20,960

employees you would enter you know your

572

00:23:18,320 --> 00:23:22,760

own organization name and logo logo in

573

00:23:20,960 --> 00:23:25,600

the first paragraph which then

574

00:23:22,760 --> 00:23:27,360

introduces the program it then proceeds

575

00:23:25,600 --> 00:23:29,080

to give a quick overview of the program

576

00:23:27,360 --> 00:23:31,600

requirements along with links to

577

00:23:29,080 --> 00:23:34,360

resources and guides um that our office

578

00:23:31,600 --> 00:23:35,919

has created um and then the first page

579

00:23:34,360 --> 00:23:37,760

of the the letter ends with information

580

00:23:35,919 --> 00:23:40,240

on Hower employees can contact our

581

00:23:37,760 --> 00:23:42,679

office with questions and

582

00:23:40,240 --> 00:23:45,360

concerns each letter template also has a

583

00:23:42,679 --> 00:23:49,039

second page that you can see on the next

584

00:23:45,360 --> 00:23:50,919

slide here yep perfect um again you can

585

00:23:49,039 --> 00:23:53,640

put your logo organization information

586

00:23:50,919 --> 00:23:55,720

in there um and this provides some

587

00:23:53,640 --> 00:23:57,200

helpful additional info on how employees

588

00:23:55,720 --> 00:23:59,480

can complete their

589

00:23:57,200 --> 00:24:02,200

certification um and the very last part

590

00:23:59,480 --> 00:24:05,600

requires some input from you um and it's

591

00:24:02,200 --> 00:24:08,120

a section requiring to to enter your EIN

592

00:24:05,600 --> 00:24:10,400

um and an actual email address um for

593

00:24:08,120 --> 00:24:13,440

pslf contact this is because when

594

00:24:10,400 --> 00:24:15,080

borrowers submit their pslf form um

595

00:24:13,440 --> 00:24:17,240

especially in in the online version of

596

00:24:15,080 --> 00:24:20,400

the form um they'll need an email

597

00:24:17,240 --> 00:24:22,960

contact to send the form to essentially

598

00:24:20,400 --> 00:24:25,640

um so next I'm going to pass it over to

599

00:24:22,960 --> 00:24:30,360

Terry so she can tell you more about

600

00:24:25,640 --> 00:24:30,360

that um uh imployment certification

601

00:24:32,360 --> 00:24:39,840

and Terry don't don't forget to go on

602

00:24:36,840 --> 00:24:42,360

unmute I'll figure out how to manage my

603

00:24:39,840 --> 00:24:45,159

my screen here I thought I unmuted so

604

00:24:42,360 --> 00:24:48,039

sorry everyone okay now your employees

605

00:24:45,159 --> 00:24:51,320

know that you're a pslf qualifying

606

00:24:48,039 --> 00:24:53,039

employer so you need to share with them

607

00:24:51,320 --> 00:24:55,919

the information about how to get their

608

00:24:53,039 --> 00:24:59,640

employment certified so if we could go

609

00:24:55,919 --> 00:24:59,640

to the next slide

610

00:25:00,559 --> 00:25:06,000

employees are often confused about who

611

00:25:03,159 --> 00:25:08,039

to contact to get their pslf employment

612

00:25:06,000 --> 00:25:09,200

certification form signed especially if

613

00:25:08,039 --> 00:25:11,399

they've never done any kind of

614

00:25:09,200 --> 00:25:14,120

employment verification with you as an

615

00:25:11,399 --> 00:25:16,960

employer before and you can remove this

616

00:25:14,120 --> 00:25:20,080

barrier pretty simply uh you need a few

617

00:25:16,960 --> 00:25:24,240

things you need to identify a point of

618

00:25:20,080 --> 00:25:27,440

contact for sharing information and also

619

00:25:24,240 --> 00:25:29,919

for signing the form providing regular

620

00:25:27,440 --> 00:25:32,840

communication that includes that

621

00:25:29,919 --> 00:25:35,840

includes the um employer identification

622

00:25:32,840 --> 00:25:37,520

number and the email address that Amber

623

00:25:35,840 --> 00:25:39,240

was just speaking about because those

624

00:25:37,520 --> 00:25:43,440

pieces of information are required for

625

00:25:39,240 --> 00:25:46,520

them to submit the form and then um you

626

00:25:43,440 --> 00:25:48,679

can also use the letters that Amber just

627

00:25:46,520 --> 00:25:51,600

described that are available on the

628

00:25:48,679 --> 00:25:54,360

office of student loan Advocates website

629

00:25:51,600 --> 00:25:57,840

if possible we recommend that when it

630

00:25:54,360 --> 00:26:00,679

comes to the pslf email contact you use

631

00:25:57,840 --> 00:26:02,919

a General email rather than a specific

632

00:26:00,679 --> 00:26:05,520

person's email but this will be unique

633

00:26:02,919 --> 00:26:08,960

to your organization um but some

634

00:26:05,520 --> 00:26:11,520

examples are an HR mailbox or an HR

635

00:26:08,960 --> 00:26:13,919

email address this will help to ensure

636

00:26:11,520 --> 00:26:16,919

that the messages aren't missed due to

637

00:26:13,919 --> 00:26:19,399

either staff absences or staff changes

638

00:26:16,919 --> 00:26:21,480

and it can also be helpful to establish

639

00:26:19,399 --> 00:26:23,279

some internal processing timelines for

640

00:26:21,480 --> 00:26:25,840

the team that's responsible for that

641

00:26:23,279 --> 00:26:27,480

that will help avoid delays and then

642

00:26:25,840 --> 00:26:29,559

just as a personal recommendation

643

00:26:27,480 --> 00:26:32,240

because I've been helping with this if

644

00:26:29,559 --> 00:26:34,320

you can get back to your employee after

645

00:26:32,240 --> 00:26:36,279

you've completed a form for them I think

646

00:26:34,320 --> 00:26:38,840

that that also can help relieve some

647

00:26:36,279 --> 00:26:41,520

anxiety or stress and it lets them have

648

00:26:38,840 --> 00:26:44,480

a checkpoint if there's uh some kind of

649

00:26:41,520 --> 00:26:47,840

a glitch on the other side of the

650

00:26:44,480 --> 00:26:51,640

process uh it is important that that

651

00:26:47,840 --> 00:26:54,120

staff are designated to sign the form um

652

00:26:51,640 --> 00:26:56,960

as an authorized official well I should

653

00:26:54,120 --> 00:26:59,840

say according to the federal student aid

654

00:26:56,960 --> 00:27:01,960

office an off authorized official is

655

00:26:59,840 --> 00:27:05,080

anyone in your organization who has

656

00:27:01,960 --> 00:27:06,480

access to and is authorized to review

657

00:27:05,080 --> 00:27:09,399

employment information about your

658

00:27:06,480 --> 00:27:11,679

employees such as dates of employment

659

00:27:09,399 --> 00:27:16,760

and so you need your team your staff to

660

00:27:11,679 --> 00:27:21,520

know who is designated to perform that

661

00:27:16,760 --> 00:27:21,520

function if we could go to the next

662

00:27:21,840 --> 00:27:27,240

slide and I want to share that your

663

00:27:24,000 --> 00:27:31,640

employees can submit forms in two ways

664

00:27:27,240 --> 00:27:35,279

so the preferred option is to use um the

665

00:27:31,640 --> 00:27:38,559

form digitally on the student a.gov

666

00:27:35,279 --> 00:27:40,799

website and this is done using the pslf

667

00:27:38,559 --> 00:27:45,080

help tool which I think somebody will

668

00:27:40,799 --> 00:27:49,000

drop in the link for us and um it is the

669

00:27:45,080 --> 00:27:51,559

most streamlined way to approach the

670

00:27:49,000 --> 00:27:54,279

employment certification process so last

671

00:27:51,559 --> 00:27:56,600

year FSA that's the federal student aid

672

00:27:54,279 --> 00:27:59,200

office released a new feature in their

673

00:27:56,600 --> 00:28:01,559

pslf help tool that does allow the

674

00:27:59,200 --> 00:28:05,919

employees and the employers to digitally

675

00:28:01,559 --> 00:28:08,360

sign the form using doc you sign and um

676

00:28:05,919 --> 00:28:10,880

employers can direct employees to

677

00:28:08,360 --> 00:28:12,760

initiate the certification process by

678

00:28:10,880 --> 00:28:16,080

submitting their employer certification

679

00:28:12,760 --> 00:28:20,640

through the pslf um help

680

00:28:16,080 --> 00:28:23,200

tool um once you have uh the employer

681

00:28:20,640 --> 00:28:26,559

has digitally signed and returned the

682

00:28:23,200 --> 00:28:28,640

form it's then submitted by FSA for

683

00:28:26,559 --> 00:28:31,120

automatic processing

684

00:28:28,640 --> 00:28:34,799

and we we're including a link to the

685

00:28:31,120 --> 00:28:36,840

website that explains how to how to um

686

00:28:34,799 --> 00:28:39,519

complete that form including some

687

00:28:36,840 --> 00:28:42,200

helpful tips and I'll go ahead and have

688

00:28:39,519 --> 00:28:45,000

Amber share the link for that so

689

00:28:42,200 --> 00:28:47,320

employees can also submit a paper or PDF

690

00:28:45,000 --> 00:28:50,120

form to the employer I just want to say

691

00:28:47,320 --> 00:28:53,159

that that process takes some extra steps

692

00:28:50,120 --> 00:28:55,840

first of all uh requires the employee to

693

00:28:53,159 --> 00:28:58,320

get the form and get it to you somehow

694

00:28:55,840 --> 00:29:02,159

either by email or dropping it for

695

00:28:58,320 --> 00:29:03,919

mailing it and once you've completed um

696

00:29:02,159 --> 00:29:05,960

the information for them you also need

697

00:29:03,919 --> 00:29:08,640

to get it back to them and I just want

698

00:29:05,960 --> 00:29:11,159

to note that if you are sharing

699

00:29:08,640 --> 00:29:13,679

information D digitally like like

700

00:29:11,159 --> 00:29:15,760

through email please ensure that it's

701

00:29:13,679 --> 00:29:18,559

encrypted so that you are protecting

702

00:29:15,760 --> 00:29:21,840

that employees personally identifiable

703

00:29:18,559 --> 00:29:24,840

information which we know is

704

00:29:21,840 --> 00:29:28,360

confidential we can go to the next

705

00:29:24,840 --> 00:29:32,720

slide and then um we'll go through a few

706

00:29:28,360 --> 00:29:35,720

tools to help communicate pslf resources

707

00:29:32,720 --> 00:29:38,440

to your staff so the office of the

708

00:29:35,720 --> 00:29:40,679

student Lo Advocates website has many

709

00:29:38,440 --> 00:29:42,840

many resources available to help

710

00:29:40,679 --> 00:29:45,640

borrowers on their path towards pslf

711

00:29:42,840 --> 00:29:47,480

forgiveness this includes a fact sheet

712

00:29:45,640 --> 00:29:50,600

called how to get your student loans

713

00:29:47,480 --> 00:29:53,240

forgiven no really a step-by-step guide

714

00:29:50,600 --> 00:29:54,880

to apply for pslf and I've actually gone

715

00:29:53,240 --> 00:29:57,600

through that myself just to test it out

716

00:29:54,880 --> 00:29:59,919

it was perfect and wonderful and then

717

00:29:57,600 --> 00:30:02,600

there's list of frequently asked

718

00:29:59,919 --> 00:30:06,000

questions there's also a section on

719

00:30:02,600 --> 00:30:09,000

their website about Parent Plus loans

720

00:30:06,000 --> 00:30:11,159

and and how they work with pslf so we

721

00:30:09,000 --> 00:30:13,159

just want to acknowledge um first of all

722

00:30:11,159 --> 00:30:15,200

employees who take out federal student

723

00:30:13,159 --> 00:30:17,679

loans on behalf of their children are

724

00:30:15,200 --> 00:30:20,039

eligible for pslf but there's some extra

725

00:30:17,679 --> 00:30:23,320

hurdles that they've got to get through

726

00:30:20,039 --> 00:30:25,320

in order to gain pslf approval so the

727

00:30:23,320 --> 00:30:27,000

student loan Advocate has provided tools

728

00:30:25,320 --> 00:30:29,519

to both understand what the available

729

00:30:27,000 --> 00:30:32,200

options are and how to navigate the

730

00:30:29,519 --> 00:30:35,039

steps that are needed to gain approval

731

00:30:32,200 --> 00:30:36,960

and finally we want to have you please

732

00:30:35,039 --> 00:30:38,919

share with your employees that the

733

00:30:36,960 --> 00:30:41,640

student loan Advocate is available to

734

00:30:38,919 --> 00:30:43,480

help them with any question or concern

735

00:30:41,640 --> 00:30:46,559

or even complaints that they may have

736

00:30:43,480 --> 00:30:49,880

and so we've got um I think they'll be

737

00:30:46,559 --> 00:30:52,080

dropping into the chat a link to their

738

00:30:49,880 --> 00:30:55,080

uh website where you can file questions

739

00:30:52,080 --> 00:30:57,519

or complaints and in addition if you as

740

00:30:55,080 --> 00:31:00,200

an employer um want some assistance with

741

00:30:57,519 --> 00:31:02,919

how to guide your employees through that

742

00:31:00,200 --> 00:31:05,440

process of communicating uh there's an

743

00:31:02,919 --> 00:31:07,679

email template that they can help uh

744

00:31:05,440 --> 00:31:09,559

give you to help navigate um through

745

00:31:07,679 --> 00:31:14,120

that

746

00:31:09,559 --> 00:31:14,120

process and then I'll pass it back to

747

00:31:15,440 --> 00:31:20,639

Jessica all right so in addition to the

748

00:31:18,519 --> 00:31:23,559

lovely information that's available on

749

00:31:20,639 --> 00:31:25,399

the S loan Advocate website we do have

750

00:31:23,559 --> 00:31:28,279

some additional resources that are

751

00:31:25,399 --> 00:31:30,200

available to your employee on the fos

752

00:31:28,279 --> 00:31:32,120

website right which is the reason why we

753

00:31:30,200 --> 00:31:33,399

pointed back to that is because feder

754

00:31:32,120 --> 00:31:35,279

nade is part of the Department of

755

00:31:33,399 --> 00:31:37,399

Education that manages the program right

756

00:31:35,279 --> 00:31:39,840

so like they have really good resources

757

00:31:37,399 --> 00:31:41,799

that your employee can use as well um

758

00:31:39,840 --> 00:31:44,919

while navigating this process so there's

759

00:31:41,799 --> 00:31:46,559

the main um FSA pslf web page which has

760

00:31:44,919 --> 00:31:49,120

the most up-to-date information about

761

00:31:46,559 --> 00:31:52,919

the program and then once again the the

762

00:31:49,120 --> 00:31:54,559

pslf help tool link um which will

763

00:31:52,919 --> 00:31:57,399

explain to your employees how they can

764

00:31:54,559 --> 00:31:58,399

submit um the electronic PSA form that

765

00:31:57,399 --> 00:32:01,519

we went over

766

00:31:58,399 --> 00:32:03,240

earlier um also how your employee

767

00:32:01,519 --> 00:32:04,840

employees can apply for an income driven

768

00:32:03,240 --> 00:32:06,840

repayment plan which is the type of

769

00:32:04,840 --> 00:32:09,840

repayment plan that most borrowers would

770

00:32:06,840 --> 00:32:12,880

need to enroll in order to benefit from

771

00:32:09,840 --> 00:32:14,760

pslf um as well as an article explaining

772

00:32:12,880 --> 00:32:17,039

to borrowers how they can manage the

773

00:32:14,760 --> 00:32:18,919

pslf enrollment from the state.gov

774

00:32:17,039 --> 00:32:20,960

website because that's where all the

775

00:32:18,919 --> 00:32:22,880

pslf information now was located

776

00:32:20,960 --> 00:32:25,080

including an explanation on how they can

777

00:32:22,880 --> 00:32:26,760

check how many payments they have left

778

00:32:25,080 --> 00:32:28,480

to achieve forgiveness and people find

779

00:32:26,760 --> 00:32:30,240

that information very useful for my

780

00:32:28,480 --> 00:32:32,600

experience with working with borrowers

781

00:32:30,240 --> 00:32:34,360

and then finally a web page containing a

782

00:32:32,600 --> 00:32:36,880

collection of links from the Department

783

00:32:34,360 --> 00:32:38,600

of Education um on a variety of topics

784

00:32:36,880 --> 00:32:41,159

related to managing student loans

785

00:32:38,600 --> 00:32:42,880

specifically help videos right so if

786

00:32:41,159 --> 00:32:45,120

somebody is more Visual and would like

787

00:32:42,880 --> 00:32:48,120

to see how to do things in a visual

788

00:32:45,120 --> 00:32:51,440

manner this this set of links um in in

789

00:32:48,120 --> 00:32:54,000

videos on YouTube can be very helpful to

790

00:32:51,440 --> 00:32:55,760

them and after all of that you may be

791

00:32:54,000 --> 00:32:57,240

asking what is the best way to

792

00:32:55,760 --> 00:32:59,120

distribute this information to my

793

00:32:57,240 --> 00:33:01,200

employees right right the most important

794

00:32:59,120 --> 00:33:02,960

resource you can provide are the letter

795

00:33:01,200 --> 00:33:06,440

templates that we talked about earlier

796

00:33:02,960 --> 00:33:09,000

right because um which include anual

797

00:33:06,440 --> 00:33:10,639

reminders and um information for new

798

00:33:09,000 --> 00:33:13,399

employees and information to share upon

799

00:33:10,639 --> 00:33:15,240

separation those letter already contain

800

00:33:13,399 --> 00:33:17,240

many of the resources we shared during

801

00:33:15,240 --> 00:33:19,679

this presentation and distribution can

802

00:33:17,240 --> 00:33:22,240

be done via email or hard copy whichever

803

00:33:19,679 --> 00:33:24,399

way you find that works better for you

804

00:33:22,240 --> 00:33:26,639

we also recommend maintaining pslf

805

00:33:24,399 --> 00:33:30,039

information on your internet if you have

806

00:33:26,639 --> 00:33:31,639

one right in public facing website

807

00:33:30,039 --> 00:33:33,240

because this is a costree recruitment

808

00:33:31,639 --> 00:33:34,720

and retention tool that you can have

809

00:33:33,240 --> 00:33:37,279

available if you have it on your public

810

00:33:34,720 --> 00:33:39,720

facing website and we also recommend

811

00:33:37,279 --> 00:33:41,720

including the pslf point of contact

812

00:33:39,720 --> 00:33:45,200

email and your eia

813

00:33:41,720 --> 00:33:46,679

number um on a public facing website and

814

00:33:45,200 --> 00:33:49,000

the reason for that is because it

815

00:33:46,679 --> 00:33:50,559

ensures separated employees that are

816

00:33:49,000 --> 00:33:51,840

needing employee certification so people

817

00:33:50,559 --> 00:33:53,799

that are no longer working for you but

818

00:33:51,840 --> 00:33:56,200

that worked for you in the past can get

819

00:33:53,799 --> 00:33:58,120

their pslf form signed by the correct

820

00:33:56,200 --> 00:34:01,000

person we often hear that this is a big

821

00:33:58,120 --> 00:34:02,799

barrier again for borrowers um and we

822

00:34:01,000 --> 00:34:05,039

want to make sure that you know employ

823

00:34:02,799 --> 00:34:07,839

employers are doing what they can to

824

00:34:05,039 --> 00:34:10,520

help ACH um help alleviate that

825

00:34:07,839 --> 00:34:12,280

burden so finally the last thing that

826

00:34:10,520 --> 00:34:14,639

you want to do to ensure that your

827

00:34:12,280 --> 00:34:17,320

employees are successfully achieving psf

828

00:34:14,639 --> 00:34:19,800

is to provide regular pslf

829

00:34:17,320 --> 00:34:21,760

updates as someone that has been working

830

00:34:19,800 --> 00:34:23,480

in the world of student loans in the

831

00:34:21,760 --> 00:34:25,800

past few years I will be the very first

832

00:34:23,480 --> 00:34:28,480

one to tell you that everything seems to

833

00:34:25,800 --> 00:34:31,040

be changing constantly right and while a

834

00:34:28,480 --> 00:34:33,159

lot of changes have happened in the past

835

00:34:31,040 --> 00:34:35,040

few years to the psf program benefited

836

00:34:33,159 --> 00:34:37,399

borrowers a lot of those borrowers are

837

00:34:35,040 --> 00:34:40,000

just not aware right and they're often

838

00:34:37,399 --> 00:34:42,200

confused about these changes and you can

839

00:34:40,000 --> 00:34:44,079

actually help this issue by providing

840

00:34:42,200 --> 00:34:46,720

updated PSL information to your

841

00:34:44,079 --> 00:34:49,000

employees to make this easy as easy as

842

00:34:46,720 --> 00:34:51,240

possible for you our office the student

843

00:34:49,000 --> 00:34:53,560

loan Advocate has created a mailing list

844

00:34:51,240 --> 00:34:55,679

that you can subscribe to and anytime

845

00:34:53,560 --> 00:34:57,680

that there are relevant changes to the

846

00:34:55,679 --> 00:34:59,000

program and or we create new res

847

00:34:57,680 --> 00:35:01,280

resources or the Department of Education

848

00:34:59,000 --> 00:35:02,880

creates new resources will share that

849

00:35:01,280 --> 00:35:05,000

with you so that you can share with your

850

00:35:02,880 --> 00:35:06,960

employees I'll have Ember go ahead and

851

00:35:05,000 --> 00:35:08,960

post the link to the mailing list in

852

00:35:06,960 --> 00:35:10,760

case you're interested in joining and

853

00:35:08,960 --> 00:35:12,880

then finally if for some reason you have

854

00:35:10,760 --> 00:35:15,000

any questions about the pslf program as

855

00:35:12,880 --> 00:35:16,920

an employer for example you're running

856

00:35:15,000 --> 00:35:18,760

into issues completing your employees

857

00:35:16,920 --> 00:35:20,480

certification forms the office of

858

00:35:18,760 --> 00:35:22,480

financial management is also available

859

00:35:20,480 --> 00:35:25,839

to answer any questions you may have as

860

00:35:22,480 --> 00:35:29,839

an employer about pslf so you can email

861

00:35:25,839 --> 00:35:33,440

them at pslf ofm.wa.gov and I'll also

862

00:35:29,839 --> 00:35:35,839

have Ember post that in the

863

00:35:33,440 --> 00:35:38,359

chat and of course as I mentioned

864

00:35:35,839 --> 00:35:39,800

earlier once you receive these updates

865

00:35:38,359 --> 00:35:41,119

right that we're going to send to you

866

00:35:39,800 --> 00:35:43,079

it's very important that you share that

867

00:35:41,119 --> 00:35:44,280

information with your employees we

868

00:35:43,079 --> 00:35:46,480

recommend that you share this

869

00:35:44,280 --> 00:35:47,920

information via email and also if you

870

00:35:46,480 --> 00:35:50,440

have available in your internet and

871

00:35:47,920 --> 00:35:52,160

public facing websites updates that we

872

00:35:50,440 --> 00:35:54,319

typically send include things like

873

00:35:52,160 --> 00:35:57,079

guidance documents for borrowers updated

874

00:35:54,319 --> 00:36:00,319

letter templates for employers new pslf

875

00:35:57,079 --> 00:36:03,440

resources tools and finally webinars on

876

00:36:00,319 --> 00:36:07,040

pslf uh for your for your employees and

877

00:36:03,440 --> 00:36:09,880

other related student loan

878

00:36:07,040 --> 00:36:11,960

topics and even if all these Resources

879

00:36:09,880 --> 00:36:13,440

with all these resources your employers

880

00:36:11,960 --> 00:36:15,960

your employees still have questions

881

00:36:13,440 --> 00:36:18,280

about pslf um in or about their student

882

00:36:15,960 --> 00:36:19,079

loans you can refer them to our office

883

00:36:18,280 --> 00:36:21,920

for

884

00:36:19,079 --> 00:36:24,400

assistance your employees can submit ask

885

00:36:21,920 --> 00:36:26,119

student loan question or complaint to us

886

00:36:24,400 --> 00:36:28,319

the wash through the Washington Student

887

00:36:26,119 --> 00:36:30,800

complaint portal which is a available at

888

00:36:28,319 --> 00:36:32,400

student complaints. wa.gov going to have

889

00:36:30,800 --> 00:36:34,920

Ember once again post that link in the

890

00:36:32,400 --> 00:36:37,920

chat some topics that your employees can

891

00:36:34,920 --> 00:36:40,440

check with us with questions about are

892

00:36:37,920 --> 00:36:43,280

things like pslf income driven repayment

893

00:36:40,440 --> 00:36:46,160

plans delinquency or default options for

894

00:36:43,280 --> 00:36:49,000

deferment and forbearance and other you

895

00:36:46,160 --> 00:36:50,440

know other stal forgiveness that in in

896

00:36:49,000 --> 00:36:52,760

discharges that might be available to

897

00:36:50,440 --> 00:36:56,040

them consolidation and really any other

898

00:36:52,760 --> 00:36:56,040

to the long question that they might

899

00:36:56,160 --> 00:37:00,800

have thank you for the opportunity to

900

00:36:58,440 --> 00:37:03,119

present to you today um this is the very

901

00:37:00,800 --> 00:37:05,560

first time that we do an employer facing

902

00:37:03,119 --> 00:37:07,800

presentation and we could really would

903

00:37:05,560 --> 00:37:10,160

really appreciate any feedback that you

904

00:37:07,800 --> 00:37:13,040

may have about the content that we

905

00:37:10,160 --> 00:37:15,200

shared and how we can do better so

906

00:37:13,040 --> 00:37:16,880

please feel out a survey to help us

907

00:37:15,200 --> 00:37:18,839

continue providing resources for

908

00:37:16,880 --> 00:37:21,359

Washington Student Loan Employers in

909

00:37:18,839 --> 00:37:24,280

borrowers um you can use the QR code

910

00:37:21,359 --> 00:37:26,640

that's on the screen um if you if you're

911

00:37:24,280 --> 00:37:29,200

techy and you know how to use your phone

912

00:37:26,640 --> 00:37:32,119

to do that but but if not um there's

913

00:37:29,200 --> 00:37:34,119

also a link that ember is going to share

914

00:37:32,119 --> 00:37:36,240

in this in the chat for the survey and

915

00:37:34,119 --> 00:37:38,880

once again we really value your your

916

00:37:36,240 --> 00:37:40,280

feedback and would' love to hear on what

917

00:37:38,880 --> 00:37:42,440

you thought about this content and

918

00:37:40,280 --> 00:37:45,319

whether it's helpful for you so with

919

00:37:42,440 --> 00:37:47,560

that being said I'll pass it back to

920

00:37:45,319 --> 00:37:50,359

Salah awesome thank you so much for

921

00:37:47,560 --> 00:37:52,960

sharing so much great information um

922

00:37:50,359 --> 00:37:55,400

normally we would break into our smaller

923

00:37:52,960 --> 00:37:58,520

groups but we only have 11 folks that

924

00:37:55,400 --> 00:38:00,200

are in the meeting so I would uh hate to

925

00:37:58,520 --> 00:38:02,720

open all those rooms and then only have

926

00:38:00,200 --> 00:38:05,359

one person and like two of them so we'll

927

00:38:02,720 --> 00:38:07,640

stay in a larger group together does

928

00:38:05,359 --> 00:38:09,920

anyone have any questions they'd like to

929

00:38:07,640 --> 00:38:12,839

pose um struggles that they've had

930

00:38:09,920 --> 00:38:14,720

recently the um the Washington Student

931

00:38:12,839 --> 00:38:17,760

achievement council did actually have a

932

00:38:14,720 --> 00:38:20,000

survey out if you had had any employees

933

00:38:17,760 --> 00:38:22,400

that had used uh the public service

934

00:38:20,000 --> 00:38:23,920

loans forgiveness program what their

935

00:38:22,400 --> 00:38:26,440

experience was using it what your

936

00:38:23,920 --> 00:38:29,160

experience was helping them to utilize

937

00:38:26,440 --> 00:38:31,520

it um so if you've had any experiences

938

00:38:29,160 --> 00:38:33,599

actually using the program we'd love to

939

00:38:31,520 --> 00:38:35,160

hear about your experience um if you

940

00:38:33,599 --> 00:38:39,040

have any questions about utilizing the

941

00:38:35,160 --> 00:38:39,040

program please go ahead and share them

942

00:38:39,119 --> 00:38:43,720

now hello all I have a question since

943

00:38:42,319 --> 00:38:47,119

this is the first time I'm hearing about

944

00:38:43,720 --> 00:38:49,400

it um we have senior officers who have

945

00:38:47,119 --> 00:38:51,480

uh loans can they they've already done

946

00:38:49,400 --> 00:38:54,400

their 10 years so does that do they

947

00:38:51,480 --> 00:38:57,839

fulfill the uh obligation

948

00:38:54,400 --> 00:38:59,280

already or is it new from the point you

949

00:38:57,839 --> 00:39:02,560

apply to

950

00:38:59,280 --> 00:39:05,040

them so it's a great question so um

951

00:39:02,560 --> 00:39:07,480

there's a couple of elements to it um so

952

00:39:05,040 --> 00:39:10,240

One Employment can only be certified as

953

00:39:07,480 --> 00:39:12,400

far back as October 2007 um that's when

954

00:39:10,240 --> 00:39:17,079

the program was first initiated and

955

00:39:12,400 --> 00:39:19,839

signed into law um the other piece is it

956

00:39:17,079 --> 00:39:22,200

depends on if they've been making

957

00:39:19,839 --> 00:39:23,920

payments for 10 years so right the the

958

00:39:22,200 --> 00:39:25,920

program requires 10 years worth of

959

00:39:23,920 --> 00:39:27,760

qualifying payments so if they've been

960

00:39:25,920 --> 00:39:30,319

in that qualifying employment at least

961

00:39:27,760 --> 00:39:32,560

10 years and at the same time we're also

962

00:39:30,319 --> 00:39:35,520

paying on their loans they may be

963

00:39:32,560 --> 00:39:37,440

eligible so um we'd encouraged you know

964

00:39:35,520 --> 00:39:40,640

having them take a look at our our how

965

00:39:37,440 --> 00:39:42,359

to apply um steps to apply um document

966

00:39:40,640 --> 00:39:45,000

as a as a great place to just kind of

967

00:39:42,359 --> 00:39:46,680

get started and see you know how to get

968

00:39:45,000 --> 00:39:48,800

that process going and if they have

969

00:39:46,680 --> 00:39:51,440

questions to then follow up with us

970

00:39:48,800 --> 00:39:53,640

excellent thank you very much but yeah

971

00:39:51,440 --> 00:39:56,160

Paul to to to follow up with what Ember

972

00:39:53,640 --> 00:39:57,839

said like there is a high likelihood if

973

00:39:56,160 --> 00:39:59,839

if it's been a minute right that they've

974

00:39:57,839 --> 00:40:02,319

been to school that they might either

975

00:39:59,839 --> 00:40:04,200

already be eligible or be very close to

976

00:40:02,319 --> 00:40:05,599

to being eligible so I would recommend

977

00:40:04,200 --> 00:40:07,440

that you share this information with

978

00:40:05,599 --> 00:40:10,040

with those folks because sounds like

979

00:40:07,440 --> 00:40:11,640

they might benefit they we're gonna sh

980

00:40:10,040 --> 00:40:13,520

I'll share it out I just I want to have

981

00:40:11,640 --> 00:40:16,119

an answer I don't like sharing things I

982

00:40:13,520 --> 00:40:16,119

don't have answers

983

00:40:25,640 --> 00:40:31,240

to do you have any any advice or any um

984

00:40:29,560 --> 00:40:32,720

things that you have seen across

985

00:40:31,240 --> 00:40:36,119

different offices where people have

986

00:40:32,720 --> 00:40:36,119

struggled to utilize the

987

00:40:43,319 --> 00:40:48,680

program I think as it relates to

988

00:40:45,520 --> 00:40:50,920

employer so um I think you know as we

989

00:40:48,680 --> 00:40:52,280

mentioned identifying a point of contact

990

00:40:50,920 --> 00:40:56,000

especially if someone's already like

991

00:40:52,280 --> 00:40:58,000

left a previous employer um that can be

992

00:40:56,000 --> 00:41:00,640

a bit of a challenge sometimes

993

00:40:58,000 --> 00:41:02,760

um we've seen most issues with that tend

994

00:41:00,640 --> 00:41:04,880

to be with larger organizations like in

995

00:41:02,760 --> 00:41:09,359

the healthcare industry that it's hard

996

00:41:04,880 --> 00:41:12,119

to find anyone in HR for instance um but

997

00:41:09,359 --> 00:41:14,359

I think um it also can be an issue if

998

00:41:12,119 --> 00:41:16,480

you're trying to like certify employment

999

00:41:14,359 --> 00:41:19,599

from many years prior whether or not

1000

00:41:16,480 --> 00:41:21,400

they still have employment records um so

1001

00:41:19,599 --> 00:41:22,920

again it's another great reason to have

1002

00:41:21,400 --> 00:41:24,119

folks make sure that they're trying to

1003

00:41:22,920 --> 00:41:26,400

do their certification if they're

1004

00:41:24,119 --> 00:41:28,040

leaving a job at that point so they

1005

00:41:26,400 --> 00:41:30,359

don't have to try to figure that out

1006

00:41:28,040 --> 00:41:30,359

later

1007

00:41:30,960 --> 00:41:37,319

on and here's another one that was sent

1008

00:41:33,319 --> 00:41:39,560

to us before the actual um pack lunch is

1009

00:41:37,319 --> 00:41:41,319

uh similar to Paul's folks who have been

1010

00:41:39,560 --> 00:41:42,960

in the positions for a while and may not

1011

00:41:41,319 --> 00:41:46,000

have known that the program was

1012

00:41:42,960 --> 00:41:48,599

available how do you bring up the

1013

00:41:46,000 --> 00:41:49,839

program to especially in these smaller

1014

00:41:48,599 --> 00:41:52,119

offices where you may have a really

1015

00:41:49,839 --> 00:41:55,400

small team so it can feel like a really

1016

00:41:52,119 --> 00:41:56,880

one-on-one conversation how do you how

1017

00:41:55,400 --> 00:41:59,839

would you go about bringing this up to

1018

00:41:56,880 --> 00:42:02,160

someone so it doesn't feel like it's a

1019

00:41:59,839 --> 00:42:05,920

conversation about their finances if

1020

00:42:02,160 --> 00:42:05,920

they've been in your office for a long

1021

00:42:06,119 --> 00:42:12,040

time so I think that's yeah sorry s for

1022

00:42:10,440 --> 00:42:13,720

uh interrupting I thought you were done

1023

00:42:12,040 --> 00:42:15,760

but I think that's where the letters can

1024

00:42:13,720 --> 00:42:18,400

be very helpful right because if you're

1025

00:42:15,760 --> 00:42:20,720

just sending a letter for all employees

1026

00:42:18,400 --> 00:42:23,359

about the availability of this program

1027

00:42:20,720 --> 00:42:24,960

you're not necessarily having to

1028

00:42:23,359 --> 00:42:26,599

interact unless they have follow-up

1029

00:42:24,960 --> 00:42:27,960

questions right like it's possible that

1030

00:42:26,599 --> 00:42:29,800

once it's the letter there might be

1031

00:42:27,960 --> 00:42:31,920

follow-up questions right but that is a

1032

00:42:29,800 --> 00:42:33,359

way to kind of like let everybody know

1033

00:42:31,920 --> 00:42:36,040

about the availability of the program

1034

00:42:33,359 --> 00:42:37,839

with not necessarily having to like have

1035

00:42:36,040 --> 00:42:40,960

a one-on-one conversation with somebody

1036

00:42:37,839 --> 00:42:43,359

about their finances um and and even

1037

00:42:40,960 --> 00:42:44,800

beyond that right like we have on the

1038

00:42:43,359 --> 00:42:46,319

letter there is also a risk like if

1039

00:42:44,800 --> 00:42:49,040

they're not comfortable having a

1040

00:42:46,319 --> 00:42:51,240

conversation with you about their their

1041

00:42:49,040 --> 00:42:53,240

their their finances before they find

1042

00:42:51,240 --> 00:42:54,839

out more about their eligibility they

1043

00:42:53,240 --> 00:42:56,240

there's also a resource on that letter

1044

00:42:54,839 --> 00:42:57,920

that says like you can contact our

1045

00:42:56,240 --> 00:42:59,079

office and then we can the on having

1046

00:42:57,920 --> 00:43:00,839

that conversation with them until they

1047

00:42:59,079 --> 00:43:03,040

feel like they're at a point where they

1048

00:43:00,839 --> 00:43:04,760

want to apply so that probably would be

1049

00:43:03,040 --> 00:43:07,119

in that specific circumstance what I

1050

00:43:04,760 --> 00:43:09,480

would recommend just because then it

1051

00:43:07,119 --> 00:43:10,720

takes out that like awkwardness right

1052

00:43:09,480 --> 00:43:12,839

that happens when you're trying to have

1053

00:43:10,720 --> 00:43:15,480

a one-on-one conversation with somebody

1054

00:43:12,839 --> 00:43:17,960

about a topic as sensitive as finances

1055

00:43:15,480 --> 00:43:19,599

um so that would be my that would be my

1056

00:43:17,960 --> 00:43:20,760

the way that I would go about sharing

1057

00:43:19,599 --> 00:43:24,119

that

1058

00:43:20,760 --> 00:43:26,920

information I would add too that um you

1059

00:43:24,119 --> 00:43:30,240

know if if you do have a smaller team

1060

00:43:26,920 --> 00:43:33,280

and and you know you want to tell them

1061

00:43:30,240 --> 00:43:35,200

about it in person um I think you know

1062

00:43:33,280 --> 00:43:38,079

bringing it up as like hey I recently

1063

00:43:35,200 --> 00:43:39,760

learned about this you know I I hope

1064

00:43:38,079 --> 00:43:42,000

that you know everybody takes a look at

1065

00:43:39,760 --> 00:43:45,880

it and see whether or not they might be

1066

00:43:42,000 --> 00:43:48,160

eligible um because right like you know

1067

00:43:45,880 --> 00:43:50,599

it's a cool program it's free to to

1068

00:43:48,160 --> 00:43:52,079

access um you know so you don't have to

1069

00:43:50,599 --> 00:43:53,400

necessarily Target it to any one

1070

00:43:52,079 --> 00:43:55,880

individual but you could you know

1071

00:43:53,400 --> 00:43:57,480

casually bring it up in um you know a

1072

00:43:55,880 --> 00:43:58,640

team meeting and just say you know

1073

00:43:57,480 --> 00:43:59,800

you've learned about it you know you're

1074

00:43:58,640 --> 00:44:01,359

going to send out some follow-up

1075

00:43:59,800 --> 00:44:02,280

information that you recently learned

1076

00:44:01,359 --> 00:44:04,800

because you want to make sure that

1077

00:44:02,280 --> 00:44:06,400

everybody knows about it um and I think

1078

00:44:04,800 --> 00:44:09,000

maybe just you know couching it in that

1079

00:44:06,400 --> 00:44:10,640

way um I think gives the opportunity

1080

00:44:09,000 --> 00:44:12,960

that folks can maybe just be curious

1081

00:44:10,640 --> 00:44:14,760

about it rather than feel like it's it's

1082

00:44:12,960 --> 00:44:17,200

directly targeted to them for any

1083

00:44:14,760 --> 00:44:21,000

particular

1084

00:44:17,200 --> 00:44:23,440

reason like to add if it's okay that um

1085

00:44:21,000 --> 00:44:25,440

this presentation for each of the

1086

00:44:23,440 --> 00:44:27,800

employers represented actually offers a

1087

00:44:25,440 --> 00:44:29,880

great opportunity to just introduce the

1088

00:44:27,800 --> 00:44:32,079

topic so you can kind of do a little

1089

00:44:29,880 --> 00:44:34,839

mini launch of the information if you

1090

00:44:32,079 --> 00:44:37,319

don't already have it on your website um

1091

00:44:34,839 --> 00:44:39,440

both in terms of hey we here some

1092

00:44:37,319 --> 00:44:43,079

information you can send out an email

1093

00:44:39,440 --> 00:44:45,760

you could talk about it in any kind of

1094

00:44:43,079 --> 00:44:48,920

um you know staff meetings that you have

1095

00:44:45,760 --> 00:44:50,319

you can if you're able to post to your

1096

00:44:48,920 --> 00:44:52,200

website then you know your

1097

00:44:50,319 --> 00:44:55,520

Communications team can include a little

1098

00:44:52,200 --> 00:44:58,640

blurb about that and then if you start

1099

00:44:55,520 --> 00:45:00,000

implementing the letters so new staff

1100

00:44:58,640 --> 00:45:02,599

would hear about it the minute they come

1101

00:45:00,000 --> 00:45:04,760

on you'd have your annual updates that

1102

00:45:02,599 --> 00:45:06,800

go out so I think we're all saying kind

1103

00:45:04,760 --> 00:45:09,359

of the same thing but I do think this

1104

00:45:06,800 --> 00:45:11,800

particular meeting offers a nice launch

1105

00:45:09,359 --> 00:45:14,319

opportunity just to make sure everyone's

1106

00:45:11,800 --> 00:45:16,480

heard about it and can get caught up in

1107

00:45:14,319 --> 00:45:16,480

the

1108

00:45:16,839 --> 00:45:23,000

loop those were all fantastic and going

1109

00:45:20,079 --> 00:45:25,079

off of that speaking of new employees

1110

00:45:23,000 --> 00:45:29,079

have you seen any successful ways or do

1111

00:45:25,079 --> 00:45:31,400

you have advice on integrating this into

1112

00:45:29,079 --> 00:45:33,520

job postings so that it's more

1113

00:45:31,400 --> 00:45:35,359

applicable would you link them to

1114

00:45:33,520 --> 00:45:37,839

information about it would you just say

1115

00:45:35,359 --> 00:45:39,480

could be eligible um what would your

1116

00:45:37,839 --> 00:45:42,720

approach be so that folks know it's

1117

00:45:39,480 --> 00:45:42,720

available before even

1118

00:45:43,880 --> 00:45:52,000

applying that's a really great idea um I

1119

00:45:48,040 --> 00:45:54,160

think that um just branding yourself if

1120

00:45:52,000 --> 00:45:56,040

you will as a Public service loan

1121

00:45:54,160 --> 00:45:57,800

forgiveness employer you know it could

1122

00:45:56,040 --> 00:45:59,680

just be a little

1123

00:45:57,800 --> 00:46:01,319

thing at the bottom of every recruitment

1124

00:45:59,680 --> 00:46:03,119

announcement kind of like the way we

1125

00:46:01,319 --> 00:46:06,160

invite people if you need reasonable

1126

00:46:03,119 --> 00:46:09,079

accommodation please contact this uh

1127

00:46:06,160 --> 00:46:11,720

office and um you could you could sort

1128

00:46:09,079 --> 00:46:13,319

of do the same thing by saying we are a

1129

00:46:11,720 --> 00:46:15,319

public you know we're eligible for the

1130

00:46:13,319 --> 00:46:17,079

public Loan Service forgiveness program

1131

00:46:15,319 --> 00:46:18,720

and here's a link you know you could

1132

00:46:17,079 --> 00:46:21,119

even make that a link if you're doing

1133

00:46:18,720 --> 00:46:23,079

electronic announcements but yeah

1134

00:46:21,119 --> 00:46:26,720

nothing wrong with that it's a great

1135

00:46:23,079 --> 00:46:29,760

idea thanks H yeah and I'll share um I

1136

00:46:26,720 --> 00:46:31,760

know our organization um includes it in

1137

00:46:29,760 --> 00:46:34,119

our job postings and so I'm just I'm

1138

00:46:31,760 --> 00:46:37,440

dropping the language we use it's super

1139

00:46:34,119 --> 00:46:40,880

brief um and does link um to the student

1140

00:46:37,440 --> 00:46:42,480

aid.gov website on pslf so um it's just

1141

00:46:40,880 --> 00:46:46,800

kind of a reminder in the list of

1142

00:46:42,480 --> 00:46:46,800

benefits you know on the job posting

1143

00:46:47,319 --> 00:46:51,559

itself though I will say what what Terry

1144

00:46:50,280 --> 00:46:53,160

was saying that like you could literally

1145

00:46:51,559 --> 00:46:54,480

say like for example and I'm going to

1146

00:46:53,160 --> 00:46:56,359

say sish County because I live in s

1147

00:46:54,480 --> 00:46:57,359

homish County but like you could say s

1148

00:46:56,359 --> 00:46:59,880

homish County

1149

00:46:57,359 --> 00:47:01,440

is you could say that on your job job po

1150

00:46:59,880 --> 00:47:02,680

like homish county is considered a

1151

00:47:01,440 --> 00:47:04,680

qualifying employer for the public

1152

00:47:02,680 --> 00:47:06,880

service on forgiveness program and you

1153

00:47:04,680 --> 00:47:08,559

know here learn more about it here and

1154

00:47:06,880 --> 00:47:10,359

then link like if you want to make this

1155

00:47:08,559 --> 00:47:12,240

even more shorter and like make it so

1156

00:47:10,359 --> 00:47:14,880

that there's no confusion about who

1157

00:47:12,240 --> 00:47:16,640

under you whether the employment there

1158

00:47:14,880 --> 00:47:18,559

would qualify for the program or not

1159

00:47:16,640 --> 00:47:21,280

right uh you can make it very explicit

1160

00:47:18,559 --> 00:47:23,920

in that way and also link to the federal

1161

00:47:21,280 --> 00:47:25,559

um Sate website that has more in-depth

1162

00:47:23,920 --> 00:47:28,559

information about how somebody might

1163

00:47:25,559 --> 00:47:28,559

qualify

1164

00:47:29,160 --> 00:47:34,359

also offer like for career development

1165

00:47:32,880 --> 00:47:35,599

you know sometimes we talk with our

1166

00:47:34,359 --> 00:47:40,280

employees

1167

00:47:35,599 --> 00:47:44,960

about uh continuing education and um so

1168

00:47:40,280 --> 00:47:46,480

it just seems like uh you know probably

1169

00:47:44,960 --> 00:47:48,760

you wouldn't get into enough debt to

1170

00:47:46,480 --> 00:47:50,680

make it necessarily worth a 10year you

1171

00:47:48,760 --> 00:47:53,040

know commitment but just not knowing so

1172

00:47:50,680 --> 00:47:54,800

you have somebody like sell I'm going to

1173

00:47:53,040 --> 00:47:56,839

I'm going to say you you have Washington

1174

00:47:54,800 --> 00:48:00,119

state fairies and your um back

1175

00:47:56,839 --> 00:48:02,400

background there and there are some jobs

1176

00:48:00,119 --> 00:48:04,440

uh within you know that line of business

1177

00:48:02,400 --> 00:48:06,960

that people literally work an entire

1178

00:48:04,440 --> 00:48:09,119

career to make their way up through you

1179

00:48:06,960 --> 00:48:11,960

know the supervisory and management

1180

00:48:09,119 --> 00:48:16,040

levels and so uh you know it's just

1181

00:48:11,960 --> 00:48:18,839

another tool for engaging and retaining

1182

00:48:16,040 --> 00:48:20,800

these staff that we invest so much in

1183

00:48:18,839 --> 00:48:23,240

and they offer so much institutional

1184

00:48:20,800 --> 00:48:27,319

knowledge and so that's just another way

1185

00:48:23,240 --> 00:48:29,599

to bring um this benefit to people and

1186

00:48:27,319 --> 00:48:31,480

as we have these various conversations

1187

00:48:29,599 --> 00:48:33,559

you just never know what might be the

1188

00:48:31,480 --> 00:48:36,000

thing that you know turns on the light

1189

00:48:33,559 --> 00:48:38,119

bulb where people become aware that wow

1190

00:48:36,000 --> 00:48:40,400

I I might you know be able to benefit by

1191

00:48:38,119 --> 00:48:42,440

this and we also would hope that it

1192

00:48:40,400 --> 00:48:44,520

would get shared through communities in

1193

00:48:42,440 --> 00:48:47,359

this way as well word of mouth is the

1194

00:48:44,520 --> 00:48:47,359

best

1195

00:48:50,520 --> 00:48:54,400

advertising thank you so much for

1196

00:48:52,319 --> 00:48:56,319

sharing those does anyone else have any

1197

00:48:54,400 --> 00:48:57,359

questions or thoughts they'd like to

1198

00:48:56,319 --> 00:48:59,359

share

1199

00:48:57,359 --> 00:49:01,960

or do our presenters have anything else

1200

00:48:59,359 --> 00:49:05,000

they'd like to share um just in

1201

00:49:01,960 --> 00:49:06,680

experience and um program utilization

1202

00:49:05,000 --> 00:49:10,240

anything like

1203

00:49:06,680 --> 00:49:12,720

that yeah um so one of the things that I

1204

00:49:10,240 --> 00:49:15,640

think right now there's a lot of

1205

00:49:12,720 --> 00:49:17,000

uncertainty about a lot of the different

1206

00:49:15,640 --> 00:49:19,960

things happening in the student loan

1207

00:49:17,000 --> 00:49:21,000

world if if um folks are are seeing the

1208

00:49:19,960 --> 00:49:22,960

news that you know there's different

1209

00:49:21,000 --> 00:49:24,599

lawsuits that are happening that may

1210

00:49:22,960 --> 00:49:27,160

affect different you know repayment

1211

00:49:24,599 --> 00:49:30,040

plans and things like that um and one of

1212

00:49:27,160 --> 00:49:32,359

the things that we always want to share

1213

00:49:30,040 --> 00:49:35,000

with folks is is pslf is actually

1214

00:49:32,359 --> 00:49:37,720

written into law um it was passed by

1215

00:49:35,000 --> 00:49:39,640

Congress back in 2007 um so it's not

1216

00:49:37,720 --> 00:49:42,079

like it's just a policy that was created

1217

00:49:39,640 --> 00:49:45,040

by the Department of Education it's it's

1218

00:49:42,079 --> 00:49:47,319

long precedented at this point um and

1219

00:49:45,040 --> 00:49:49,920

and as far as we are aware or planned

1220

00:49:47,319 --> 00:49:51,440

for it is not going anywhere um so if

1221

00:49:49,920 --> 00:49:53,440

you happen to have someone that you know

1222

00:49:51,440 --> 00:49:55,920

pushes back on that you know you can

1223

00:49:53,440 --> 00:49:57,440

share that little tidbit of information

1224

00:49:55,920 --> 00:50:01,119

um of course we can't ever make

1225

00:49:57,440 --> 00:50:02,720

guarantees but um you know I don't know

1226

00:50:01,119 --> 00:50:06,359

my job depends on the program existing

1227

00:50:02,720 --> 00:50:06,359

and I'm not planning to go anywhere

1228

00:50:06,640 --> 00:50:11,000

so I think you're right Amber right that

1229

00:50:09,240 --> 00:50:12,559

people people because there's so much

1230

00:50:11,000 --> 00:50:15,599

confusion about the different programs

1231

00:50:12,559 --> 00:50:18,200

people forget that um psf was a

1232

00:50:15,599 --> 00:50:20,599

bipartisan effort in 2007 signed by

1233

00:50:18,200 --> 00:50:23,079

President Bush right like very different

1234
00:50:20,599 --> 00:50:25,599
um political times at that point in time

1235
00:50:23,079 --> 00:50:28,799
but it it would require an action from

1236
00:50:25,599 --> 00:50:32,040
Congress right nobody can just wave um a

1237
00:50:28,799 --> 00:50:33,559
hand and and do away with the program

1238
00:50:32,040 --> 00:50:35,079
and even then right the people that are

1239
00:50:33,559 --> 00:50:36,640
currently in the program if there were

1240
00:50:35,079 --> 00:50:39,440
to be congressional action to actually

1241

00:50:36,640 --> 00:50:41,920

overturn it um would most likely be able

1242

00:50:39,440 --> 00:50:44,799

to still continue to to be eligible

1243

00:50:41,920 --> 00:50:48,240

because um it is written into the

1244

00:50:44,799 --> 00:50:50,599

promisory notes that we sign um to to

1245

00:50:48,240 --> 00:50:51,920

take out the the the the student loans

1246

00:50:50,599 --> 00:50:53,119

so that that's another thing that kind

1247

00:50:51,920 --> 00:50:55,280

of can give people a little bit of more

1248

00:50:53,119 --> 00:50:58,119

reassurance about uh the program

1249

00:50:55,280 --> 00:50:59,920

disability

1250

00:50:58,119 --> 00:51:02,040

so I guess I have one question I

1251

00:50:59,920 --> 00:51:02,839

probably missed it when I was late into

1252

00:51:02,040 --> 00:51:06,160

the

1253

00:51:02,839 --> 00:51:09,480

meeting so again you have 10 years that

1254

00:51:06,160 --> 00:51:11,480

you have to be in public service you

1255

00:51:09,480 --> 00:51:14,520

have to pay your bill for 10 years which

1256

00:51:11,480 --> 00:51:17,079

is good um and then at the end of 10

1257

00:51:14,520 --> 00:51:21,040

years I've already applied I've done the

1258

00:51:17,079 --> 00:51:24,319

eligibility I'm going there what is the

1259

00:51:21,040 --> 00:51:27,480

payment the remainder of it or the

1260

00:51:24,319 --> 00:51:29,880

whole proof of pay p and from the

1261

00:51:27,480 --> 00:51:33,200

beginning of the loan that we

1262

00:51:29,880 --> 00:51:35,559

start so at the time that forgiveness is

1263

00:51:33,200 --> 00:51:38,559

reached so when when um a Public Service

1264

00:51:35,559 --> 00:51:41,119

employee reaches their 120th payment

1265

00:51:38,559 --> 00:51:43,359

they submit their final form to say hey

1266

00:51:41,119 --> 00:51:46,400

I've reached this payment process my

1267

00:51:43,359 --> 00:51:48,240

forgiveness please um they you know will

1268

00:51:46,400 --> 00:51:49,920

go through certify that everything is

1269

00:51:48,240 --> 00:51:51,480

correct and you know that process is a

1270

00:51:49,920 --> 00:51:53,000

lot easier if folks have regularly

1271

00:51:51,480 --> 00:51:55,520

certified their employment so that

1272

00:51:53,000 --> 00:51:57,839

there's not a whole lot to do at the end

1273

00:51:55,520 --> 00:52:00,400

um but the the federal government then

1274

00:51:57,839 --> 00:52:03,079

forgives all of their remaining balance

1275

00:52:00,400 --> 00:52:05,640

for the relevant loans okay so the

1276

00:52:03,079 --> 00:52:10,599

remainder yes yes so basically their

1277

00:52:05,640 --> 00:52:14,280

account will Zero out got it so

1278

00:52:10,599 --> 00:52:16,799

if I've been doing it for long time and

1279

00:52:14,280 --> 00:52:19,960

then I go into this program do I get a

1280

00:52:16,799 --> 00:52:22,799

new student loan and start my 10-year

1281

00:52:19,960 --> 00:52:23,480

process so that it's better for me at

1282

00:52:22,799 --> 00:52:26,040

the

1283

00:52:23,480 --> 00:52:28,359

end because if I only have let's say

1284

00:52:26,040 --> 00:52:29,440

20,000 left and I'm making enough to pay

1285

00:52:28,359 --> 00:52:32,240

it off

1286

00:52:29,440 --> 00:52:33,720

and it's there's no benefit and I'm just

1287

00:52:32,240 --> 00:52:36,040

looking at the negative side of that

1288

00:52:33,720 --> 00:52:38,520

going why is I not going to be relieved

1289

00:52:36,040 --> 00:52:41,119

and now these young ones who are doing

1290

00:52:38,520 --> 00:52:43,119

it can't get it relieved that I'm just

1291

00:52:41,119 --> 00:52:45,680

looking at uh Devil's Advocate when I

1292

00:52:43,119 --> 00:52:48,720

get the the my oldtimers yelling at me

1293

00:52:45,680 --> 00:52:48,720

going it's not

1294

00:52:49,240 --> 00:52:53,480

different yeah so I think you bring up

1295

00:52:51,359 --> 00:52:56,880

some um some good points there because

1296

00:52:53,480 --> 00:52:59,319

the the the program on its face is is

1297

00:52:56,880 --> 00:53:01,680

simple but the actual like requirements

1298

00:52:59,319 --> 00:53:03,440

are a little bit more complex and so

1299

00:53:01,680 --> 00:53:05,799

when we explain the program right we

1300

00:53:03,440 --> 00:53:08,000

talk about there's four components that

1301

00:53:05,799 --> 00:53:09,799

need to be met you need to have um the

1302

00:53:08,000 --> 00:53:11,480

right type of employment right which

1303

00:53:09,799 --> 00:53:13,880

that's the usually the easiest one right

1304

00:53:11,480 --> 00:53:15,240

a public service employer um the right

1305

00:53:13,880 --> 00:53:18,920

type of

1306

00:53:15,240 --> 00:53:21,319

loan um the right type of repayment plan

1307

00:53:18,920 --> 00:53:24,799

and enough qualifying payments those are

1308

00:53:21,319 --> 00:53:26,680

are the kind of four elements and so um

1309

00:53:24,799 --> 00:53:30,240

we'll often work with borrowers if they

1310

00:53:26,680 --> 00:53:32,000

older loans that may as they exist

1311

00:53:30,240 --> 00:53:34,760

currently don't apply they might need to

1312

00:53:32,000 --> 00:53:37,240

consolidate to access the program other

1313

00:53:34,760 --> 00:53:39,000

folks if they have the the loans that

1314

00:53:37,240 --> 00:53:40,920

already qualified they may not need to

1315

00:53:39,000 --> 00:53:42,920

consolidate so that's where we can

1316

00:53:40,920 --> 00:53:44,599

really help borrowers in their kind of

1317

00:53:42,920 --> 00:53:47,799

individual situations to help them

1318

00:53:44,599 --> 00:53:50,079

figure out okay you know do I qualify if

1319

00:53:47,799 --> 00:53:51,720

I do these steps is that then maybe

1320

00:53:50,079 --> 00:53:57,040

worthwhile for me to go through that

1321

00:53:51,720 --> 00:53:58,119

process got it okay appreciate it

1322

00:53:57,040 --> 00:54:00,839

nice to see you

1323

00:53:58,119 --> 00:54:03,359

again awesome so yeah don't Paul I will

1324

00:54:00,839 --> 00:54:06,119

say like even if if my original debt was

1325

00:54:03,359 --> 00:54:08,599

100 and I still had 20,000 to pay I

1326

00:54:06,119 --> 00:54:10,920

would be happy with to get I mean I

1327

00:54:08,599 --> 00:54:12,640

don't know about you but $20,000 great

1328

00:54:10,920 --> 00:54:14,440

I'm just looking at if it's if the

1329

00:54:12,640 --> 00:54:16,480

payment plan makes it end in less than

1330

00:54:14,440 --> 00:54:18,000

10 years then they're gonna be like well

1331

00:54:16,480 --> 00:54:19,720

mine's not getting forgiven and I've

1332

00:54:18,000 --> 00:54:21,400

been doing this and blah blah blah of

1333

00:54:19,720 --> 00:54:22,839

course and I completely understand that

1334

00:54:21,400 --> 00:54:24,920

so yeah the program was originally

1335

00:54:22,839 --> 00:54:26,880

designed with the intent that like these

1336

00:54:24,920 --> 00:54:28,640

are people that are taking Tak on

1337

00:54:26,880 --> 00:54:31,480

significant Deb loads and they probably

1338

00:54:28,640 --> 00:54:32,880

will not be able to repay in 10 years so

1339

00:54:31,480 --> 00:54:34,720

we're only police officers we don't get

1340

00:54:32,880 --> 00:54:37,319

to have that levels that's those

1341

00:54:34,720 --> 00:54:38,960

attorneys and doctors well I mean but

1342

00:54:37,319 --> 00:54:40,680

you never know because people also take

1343

00:54:38,960 --> 00:54:42,799

on that like on behalf of their children

1344

00:54:40,680 --> 00:54:44,720

right like there's a lot of no I know I

1345

00:54:42,799 --> 00:54:46,760

just give you hard time yeah no of

1346

00:54:44,720 --> 00:54:48,599

course and like I said at the end of the

1347

00:54:46,760 --> 00:54:50,640

day if you can get like a thousand

1348

00:54:48,599 --> 00:54:52,119

dollars forgiving like why not like why

1349

00:54:50,640 --> 00:54:53,520

what why why would you pay that back

1350

00:54:52,119 --> 00:54:55,319

when you can get it forgiven right like

1351

00:54:53,520 --> 00:54:56,880

I always give people when they're like

1352

00:54:55,319 --> 00:54:58,640

yes it would be great if they pay if

1353

00:54:56,880 --> 00:55:00,200

they would pay back all everything they

1354

00:54:58,640 --> 00:55:02,040

paid but like anything that gets

1355

00:55:00,200 --> 00:55:04,960

forgiven at the end for most people it's

1356

00:55:02,040 --> 00:55:07,359

worth their time so perfect thank you

1357

00:55:04,960 --> 00:55:09,520

Jessica Paul I just want to acknowledge

1358

00:55:07,359 --> 00:55:13,119

what you're saying because to me this is

1359

00:55:09,520 --> 00:55:15,760

a wonderful thing and I have also had a

1360

00:55:13,119 --> 00:55:18,160

little bit of push back from people who

1361

00:55:15,760 --> 00:55:20,960

perhaps paid off their loans before the

1362

00:55:18,160 --> 00:55:23,480

program was available and it is really

1363

00:55:20,960 --> 00:55:26,319

good as an employer that you think about

1364

00:55:23,480 --> 00:55:29,839

the impacts from all sides just number

1365

00:55:26,319 --> 00:55:34,799

number one to be ready and prepared and

1366

00:55:29,839 --> 00:55:37,839

number two um just to

1367

00:55:34,799 --> 00:55:39,960

recognize uh you know everyone's

1368

00:55:37,839 --> 00:55:42,720

experience every everybody who's been

1369

00:55:39,960 --> 00:55:43,880

involved with the program is gonna hear

1370

00:55:42,720 --> 00:55:46,520

this information a little bit

1371

00:55:43,880 --> 00:55:50,760

differently so I really commend you for

1372

00:55:46,520 --> 00:55:53,039

you know having that 360 degree view of

1373

00:55:50,760 --> 00:55:56,760

the impacts for your

1374

00:55:53,039 --> 00:55:58,240

team I appreciate it

1375

00:55:56,760 --> 00:56:00,359

and I know we're running out of time but

1376

00:55:58,240 --> 00:56:02,400

I'll add two other things the first is

1377

00:56:00,359 --> 00:56:04,680

one of those um repayment plans can be

1378

00:56:02,400 --> 00:56:05,920

income driven so someone who may not

1379

00:56:04,680 --> 00:56:08,000

originally have thought that it would

1380

00:56:05,920 --> 00:56:10,440

take that long to pay off their loan

1381

00:56:08,000 --> 00:56:13,079

under an income driven repayment plan

1382

00:56:10,440 --> 00:56:14,960

that time frame may be longer and so

1383

00:56:13,079 --> 00:56:17,160

that could be something that shifts how

1384

00:56:14,960 --> 00:56:19,440

they're viewing use of the Public

1385

00:56:17,160 --> 00:56:21,440

service loan forgiveness program and

1386

00:56:19,440 --> 00:56:23,640

then I think to a degree part of what

1387

00:56:21,440 --> 00:56:25,640

Paul's asking to is if someone's going

1388

00:56:23,640 --> 00:56:28,160

to not qualify because they're going to

1389

00:56:25,640 --> 00:56:30,760

pay it off in that shorter time frame

1390

00:56:28,160 --> 00:56:32,839

are they able to go back to school and

1391

00:56:30,760 --> 00:56:35,799

get more loans and still qualify for

1392

00:56:32,839 --> 00:56:35,799

that forgiveness

1393

00:56:36,119 --> 00:56:42,000

program so two things so one folks can

1394

00:56:39,920 --> 00:56:44,440

always change their repayment plan at

1395

00:56:42,000 --> 00:56:46,799

any time so just because you start in

1396

00:56:44,440 --> 00:56:49,039

maybe like a 25y year graduated

1397

00:56:46,799 --> 00:56:50,680

repayment plan you can make the decision

1398

00:56:49,039 --> 00:56:54,400

to switch over to one of the income

1399

00:56:50,680 --> 00:56:57,119

driven repayment plans at any point um

1400

00:56:54,400 --> 00:57:01,119

the second piece is

1401

00:56:57,119 --> 00:57:03,079

folks like theoretically could take on

1402

00:57:01,119 --> 00:57:05,599

more debt if they were to go back to

1403

00:57:03,079 --> 00:57:07,880

school um they don't necessarily

1404

00:57:05,599 --> 00:57:09,599

automatically get the the payments that

1405

00:57:07,880 --> 00:57:11,480

were maybe made on earlier loans they

1406

00:57:09,599 --> 00:57:12,920

could consolidate them together to get

1407

00:57:11,480 --> 00:57:15,160

like a weighted average of those

1408

00:57:12,920 --> 00:57:19,280

payments so it does get a little bit

1409

00:57:15,160 --> 00:57:21,079

kind of more comple complex but um like

1410

00:57:19,280 --> 00:57:22,760

maybe right essentially as I guess the

1411

00:57:21,079 --> 00:57:24,880

answer you know there I feel like

1412

00:57:22,760 --> 00:57:26,480

there's there's so many different

1413

00:57:24,880 --> 00:57:28,200

situations that can happen with student

1414

00:57:26,480 --> 00:57:29,880

loans and honestly like that's why I

1415

00:57:28,200 --> 00:57:31,599

feel like our office is really important

1416

00:57:29,880 --> 00:57:33,440

because there's not really anybody at

1417

00:57:31,599 --> 00:57:36,200

the federal level that can help walk you

1418

00:57:33,440 --> 00:57:38,079

through those kinds of things um there's

1419

00:57:36,200 --> 00:57:41,640

tons of resources but there's not a

1420

00:57:38,079 --> 00:57:41,640

whole lot of individual

1421

00:57:42,760 --> 00:57:46,760

interaction no that totally makes sense

1422

00:57:44,960 --> 00:57:48,359

and so it kind of just is a reminder

1423

00:57:46,760 --> 00:57:50,200

that there are all these agencies that

1424

00:57:48,359 --> 00:57:52,079

are around us that actually serve as

1425

00:57:50,200 --> 00:57:54,640

another resource in our back pocket to

1426

00:57:52,079 --> 00:57:56,200

help with recruitment retention and

1427

00:57:54,640 --> 00:58:00,280

making our workplaces an even better

1428

00:57:56,200 --> 00:58:03,839

better place for our staff to be um but

1429

00:58:00,280 --> 00:58:05,799

we are at 1:00 so any other questions

1430

00:58:03,839 --> 00:58:07,440

final thoughts otherwise we can let you

1431

00:58:05,799 --> 00:58:09,640

have the rest of your day back and we'll

1432

00:58:07,440 --> 00:58:11,440

have the recording ready soon for the

1433

00:58:09,640 --> 00:58:13,359

education Hub so you can share it

1434

00:58:11,440 --> 00:58:16,720

however you'd like um I'll open the

1435

00:58:13,359 --> 00:58:16,720

floor for final

1436

00:58:16,839 --> 00:58:23,559

words I would just add um please do

1437

00:58:19,680 --> 00:58:26,839

share our link out um to your employees

1438

00:58:23,559 --> 00:58:29,559

um we do have borrower specific webinars

1439

00:58:26,839 --> 00:58:31,160

um recorded on our website so if folks

1440

00:58:29,559 --> 00:58:33,280

want to just go and watch one of our

1441

00:58:31,160 --> 00:58:34,920

webinars to get the the broad

1442

00:58:33,280 --> 00:58:37,039

introduction as someone that would go

1443

00:58:34,920 --> 00:58:39,000

and apply for the program we've got

1444

00:58:37,039 --> 00:58:41,079

those resources as well as the handouts

1445

00:58:39,000 --> 00:58:42,799

and such so um sometimes those videos

1446

00:58:41,079 --> 00:58:45,559

are just like you know helpful to see

1447

00:58:42,799 --> 00:58:45,559

someone talk about

1448

00:58:47,000 --> 00:58:51,640

it awesome thank you all for coming and

1449

00:58:49,680 --> 00:58:54,200

presenting thank you everyone who came

1450

00:58:51,640 --> 00:58:57,119

and listen um we hope that you had a

1451

00:58:54,200 --> 00:59:00,359

great lunch hour and a wonderful rest of

1452

00:58:57,119 --> 00:59:00,359

your day awaits