1

00:00:00,080 --> 00:00:04,000

worries um so just to let you all know


2

00:00:02,320 --> 00:00:06,799

this video is being recorded we do plan


3

00:00:04,000 --> 00:00:08,639

to share the video um on our website um


4

00:00:06,799 --> 00:00:10,960

and also send out the recording to all


5

00:00:08,639 --> 00:00:12,960

of you uh today we're here to share


6

00:00:10,960 --> 00:00:15,280

information about the federal public


7

00:00:12,960 --> 00:00:18,560

service loan forgiveness program which


8

00:00:15,280 --> 00:00:20,640

we will refer to as PSLF throughout the

9

00:00:18,560 --> 00:00:22,880

presentation uh we're going to cover

10

00:00:20,640 --> 00:00:24,960

tips and resources that you can use to

11

00:00:22,880 --> 00:00:27,119

share PSLF information with your

12

00:00:24,960 --> 00:00:29,359

employees and support them on the path

13

00:00:27,119 --> 00:00:31,199

to attaining student loan forgiveness

14

00:00:29,359 --> 00:00:32,719

the focus of the presentation is for

15

00:00:31,199 --> 00:00:35,120

local government employers which

16
00:00:32,719 --> 00:00:37,680
includes cities counties municipalities

17
00:00:35,120 --> 00:00:40,320
tribal government employers if you're

18
00:00:37,680 --> 00:00:43,040
joining us from a nonprofit organization

19
00:00:40,320 --> 00:00:44,239
or a state government agency please note

20
00:00:43,040 --> 00:00:46,239
that there is some additional

21
00:00:44,239 --> 00:00:48,000
information that you need to be aware of

22
00:00:46,239 --> 00:00:49,680
we have included a slide at the end of

23

00:00:48,000 --> 00:00:53,280

this PowerPoint with some additional

24

00:00:49,680 --> 00:00:56,079

resources for those two employer types

25

00:00:53,280 --> 00:00:58,320

uh additionally this is an an employer

26

00:00:56,079 --> 00:01:00,559

focused presentation not a borrower

27

00:00:58,320 --> 00:01:02,879

focused presentation we have a variety

28

00:01:00,559 --> 00:01:05,119

of resources and recordings available to

29

00:01:02,879 --> 00:01:08,240

student loan borrowers aka your

30

00:01:05,119 --> 00:01:09,760

employees on our website following the


31

00:01:08,240 --> 00:01:11,360

presentation you will receive a


32

00:01:09,760 --> 00:01:13,520

follow-up message with a link to the


33

00:01:11,360 --> 00:01:15,360

webinar video and the presentation slide


34

00:01:13,520 --> 00:01:17,680

deck which will include links that you


35

00:01:15,360 --> 00:01:19,280

can click on uh this information will


36

00:01:17,680 --> 00:01:21,680

also be posted to our student loan


37

00:01:19,280 --> 00:01:23,680

advocate web page throughout the

38

00:01:21,680 --> 00:01:26,479

presentation please type your questions

39

00:01:23,680 --> 00:01:28,400

using the Q&A function we will address

40

00:01:26,479 --> 00:01:30,560

them during the Q&A session at the end

41

00:01:28,400 --> 00:01:31,920

of the presentation um if we don't get

42

00:01:30,560 --> 00:01:34,479

to your question or you think of

43

00:01:31,920 --> 00:01:37,600

questions after the presentation uh you

44

00:01:34,479 --> 00:01:40,799

can actually email them to loan advocate

45
00:01:37,600 --> 00:01:42,240
uh wsac.wah.gov

46
00:01:40,799 --> 00:01:44,320
uh and we'll follow up with you and we

47
00:01:42,240 --> 00:01:46,880
have also included that email address

48
00:01:44,320 --> 00:01:48,960
later in the presentation uh we have

49
00:01:46,880 --> 00:01:50,399
left the chat function open for folks if

50
00:01:48,960 --> 00:01:53,759
you'd like to introduce yourselves to

51
00:01:50,399 --> 00:01:55,200
each other um and engage in dialogue um

52

00:01:53,759 --> 00:01:57,200

uh but please again if you have

53

00:01:55,200 --> 00:02:01,079

questions let's use the Q&A function so

54

00:01:57,200 --> 00:02:01,079

we can track those better

55

00:02:03,200 --> 00:02:08,319

we want to share a little bit about our

56

00:02:04,880 --> 00:02:11,120

work with the PSLF program so I serve uh

57

00:02:08,319 --> 00:02:13,200

as the Washington uh public service loan

58

00:02:11,120 --> 00:02:15,680

forgiveness advocate and I work within

59

00:02:13,200 --> 00:02:17,599

the office of the student loan advocate

60

00:02:15,680 --> 00:02:20,239

um over here at the Washington Student

61

00:02:17,599 --> 00:02:22,080

Achievement Council i provide advocacy

62

00:02:20,239 --> 00:02:23,920

and technical support for student loan

63

00:02:22,080 --> 00:02:26,160

borrowers who have questions or

64

00:02:23,920 --> 00:02:28,959

complaints related to uh their student

65

00:02:26,160 --> 00:02:30,720

loans and the PSLF program one of my

66

00:02:28,959 --> 00:02:32,879

primary goals is to further education

67

00:02:30,720 --> 00:02:34,640

about PSLF and remove barriers to

68

00:02:32,879 --> 00:02:36,000

accessing the program for residents in

69

00:02:34,640 --> 00:02:37,920

our state

70

00:02:36,000 --> 00:02:40,720

uh that includes providing support and

71

00:02:37,920 --> 00:02:42,640

education to PSLF qualifying employers

72

00:02:40,720 --> 00:02:45,200

who can have a really powerful role to

73

00:02:42,640 --> 00:02:46,480

play in the success of PSLF

74

00:02:45,200 --> 00:02:48,480

i'm joined today with two of my

75

00:02:46,480 --> 00:02:49,920

colleagues uh and I'll let my supervisor

76

00:02:48,480 --> 00:02:53,160

Jessica share a little bit more about

77

00:02:49,920 --> 00:02:53,160

her role

78

00:02:55,599 --> 00:03:00,879

thanks Amber hi everyone my name is

79

00:02:57,599 --> 00:03:03,760

Jessica Man Freddy and I am Washington's

80

00:03:00,879 --> 00:03:05,440

designated student loan advocate the

81
00:03:03,760 --> 00:03:07,599
Office of the Student Loan Advocate

82
00:03:05,440 --> 00:03:11,040
works directly with student loan

83
00:03:07,599 --> 00:03:12,959
borrowers to address complaints and to

84
00:03:11,040 --> 00:03:15,680
help borrowers navigate issues and

85
00:03:12,959 --> 00:03:18,319
identify resources such as the public

86
00:03:15,680 --> 00:03:20,720
service loans forgiveness program and as

87
00:03:18,319 --> 00:03:22,959
part of my role I also analyze and

88

00:03:20,720 --> 00:03:24,959

monitor laws and policies that can


89

00:03:22,959 --> 00:03:27,200

impact student loan borrowers at the


90

00:03:24,959 --> 00:03:29,040

federal state and local level and make


91

00:03:27,200 --> 00:03:31,120

recommendations as you know there's a


92

00:03:29,040 --> 00:03:35,360

lot of that going on right now a lot of


93

00:03:31,120 --> 00:03:38,080

um unfortunately not so great um you


94

00:03:35,360 --> 00:03:39,440

know legislation and and uh policies


95

00:03:38,080 --> 00:03:40,879

being proposed at the federal level so

96

00:03:39,440 --> 00:03:44,000

we're monitoring those and making sure

97

00:03:40,879 --> 00:03:46,319

that you know we're

98

00:03:44,000 --> 00:03:48,000

uh speaking on behalf of student loan

99

00:03:46,319 --> 00:03:50,720

borrowers that are being negatively

100

00:03:48,000 --> 00:03:52,879

impacted by those policies in hopes that

101

00:03:50,720 --> 00:03:55,360

they don't they don't come to fruition

102

00:03:52,879 --> 00:03:57,680

uh we also educate the public about the

103

00:03:55,360 --> 00:03:59,840

rights and responsibilities of student

104

00:03:57,680 --> 00:04:01,920

loan borrowers and I will go ahead and

105

00:03:59,840 --> 00:04:04,720

pass it over to Terry uh so she can

106

00:04:01,920 --> 00:04:07,920

introduce herself

107

00:04:04,720 --> 00:04:10,159

hello I am Terry Parker and I work in

108

00:04:07,920 --> 00:04:13,120

the state human resources division of

109

00:04:10,159 --> 00:04:16,799

the office of financial management in

110

00:04:13,120 --> 00:04:19,759

2022 Washington's legislature passed

111

00:04:16,799 --> 00:04:22,479

PSLF statutes and amendments to improve

112

00:04:19,759 --> 00:04:24,960

awareness increase access and remove

113

00:04:22,479 --> 00:04:27,759

barriers to the PSLF program for

114

00:04:24,960 --> 00:04:29,759

Washington's public service employees my

115

00:04:27,759 --> 00:04:33,280

position was created to support that

116

00:04:29,759 --> 00:04:35,199

work and uh my title is the PSLF policy

117

00:04:33,280 --> 00:04:36,960

and performance analyst and my

118

00:04:35,199 --> 00:04:39,120

responsibilities include providing

119

00:04:36,960 --> 00:04:41,919

information and direct assistance to

120

00:04:39,120 --> 00:04:44,320

state agency employers and their

121

00:04:41,919 --> 00:04:47,040

employees for the PSLF employment

122

00:04:44,320 --> 00:04:48,960

certification process as Jessica

123

00:04:47,040 --> 00:04:51,680

mentioned I also collaborate with my

124

00:04:48,960 --> 00:04:54,560

colleagues Amber and Jessica to provide

125

00:04:51,680 --> 00:04:58,560

PSLF resource materials and conduct

126

00:04:54,560 --> 00:04:58,560

outreach like this presentation

127

00:05:02,960 --> 00:05:07,759

great thank you both um so during our

128

00:05:05,840 --> 00:05:11,360

time together this afternoon we've got

129

00:05:07,759 --> 00:05:13,120

um time scheduled um up to 3:30 um we

130

00:05:11,360 --> 00:05:15,360

plan for the presentation to be roughly

131

00:05:13,120 --> 00:05:17,919

the first half and then we'll go you

132

00:05:15,360 --> 00:05:20,720

know up to 3:30 um well as long as we

133

00:05:17,919 --> 00:05:22,560

have questions so uh during our time

134

00:05:20,720 --> 00:05:25,440

we're going to discuss how the federal

135

00:05:22,560 --> 00:05:27,759

PSLF program works and where you as

136

00:05:25,440 --> 00:05:30,560

employers or representing your employers

137

00:05:27,759 --> 00:05:32,479

fit into the process requirements uh

138

00:05:30,560 --> 00:05:34,479

we'll talk about how PSLF can be

139

00:05:32,479 --> 00:05:37,440

leveraged as a tool for recruitment and

140

00:05:34,479 --> 00:05:39,600

retention and we'll share tips on uh

141

00:05:37,440 --> 00:05:42,240

helping your employees access the PSLF

142

00:05:39,600 --> 00:05:45,120

program such as uh sharing notifications

143

00:05:42,240 --> 00:05:47,680

with their employees with your employees

144

00:05:45,120 --> 00:05:51,440

um completing certification requests

145

00:05:47,680 --> 00:05:55,759

tracking data um and suggested um uh

146

00:05:51,440 --> 00:05:57,360

records retention if needed so um

147

00:05:55,759 --> 00:05:59,120

also and primarily we're going to share

148

00:05:57,360 --> 00:06:02,360

some resources for you as well as for

149

00:05:59,120 --> 00:06:02,360

your employees

150

00:06:03,919 --> 00:06:09,120

so what exactly is PSLF um you may have

151

00:06:07,360 --> 00:06:10,800

heard about it you maybe you've already

152

00:06:09,120 --> 00:06:12,319

um signed forms for your employees in

153

00:06:10,800 --> 00:06:16,240

the past but we'll give you kind of a

154

00:06:12,319 --> 00:06:18,880

baseline here so the PSLF program was

155

00:06:16,240 --> 00:06:21,280

established in 2007 to incentivize

156

00:06:18,880 --> 00:06:23,280

talented individuals to make long-term

157

00:06:21,280 --> 00:06:25,600

commitments to public service after

158

00:06:23,280 --> 00:06:27,440

their education and to recognize the

159

00:06:25,600 --> 00:06:29,600

importance of serving your our

160

00:06:27,440 --> 00:06:31,759

communities the public service loan

161
00:06:29,600 --> 00:06:33,199
forgiveness program is a federal program

162
00:06:31,759 --> 00:06:35,440
so it's not a state program it's a

163
00:06:33,199 --> 00:06:37,919
federal program that forgives the

164
00:06:35,440 --> 00:06:40,400
remaining balance on direct loans after

165
00:06:37,919 --> 00:06:42,639
a borrower has made 120 qualifying

166
00:06:40,400 --> 00:06:44,880
monthly payments which is at least 10

167
00:06:42,639 --> 00:06:47,199
years of payments under a qualifying

168
00:06:44,880 --> 00:06:50,000
repayment plan while working full-time

169
00:06:47,199 --> 00:06:52,080
for an eligible public employer um

170
00:06:50,000 --> 00:06:54,160
that's a mouthful we'll cover a little

171
00:06:52,080 --> 00:06:56,319
bit more um and most particularly we'll

172
00:06:54,160 --> 00:06:59,199
be focusing on on your role as employers

173
00:06:56,319 --> 00:07:01,919
in that process um please note that we

174
00:06:59,199 --> 00:07:03,840
we might use the term employees or uh

175

00:07:01,919 --> 00:07:06,319

student loan borrowers we'll use those

176

00:07:03,840 --> 00:07:10,160

terms potentially just interchangeably

177

00:07:06,319 --> 00:07:11,520

um uh for our purposes today um with the

178

00:07:10,160 --> 00:07:14,880

program the federal government is

179

00:07:11,520 --> 00:07:16,319

essentially saying in exchange for uh

180

00:07:14,880 --> 00:07:18,240

student loan borrowers serving the

181

00:07:16,319 --> 00:07:19,919

public by uh taking government or

182

00:07:18,240 --> 00:07:22,720

nonprofit jobs where there's a public

183

00:07:19,919 --> 00:07:24,880

need um that they will in turn lighten

184

00:07:22,720 --> 00:07:26,960

their financial load after meeting their

185

00:07:24,880 --> 00:07:29,680

um certain conditions um so

186

00:07:26,960 --> 00:07:32,080

understanding the PSLF program and how

187

00:07:29,680 --> 00:07:34,240

to navigate earning forgiveness is vital

188

00:07:32,080 --> 00:07:36,400

to helping public servants achieve

189

00:07:34,240 --> 00:07:38,080

student loan forgiveness in addition to

190

00:07:36,400 --> 00:07:40,639

providing financial wellness for their

191

00:07:38,080 --> 00:07:42,240

families it's meaningful recognition for

192

00:07:40,639 --> 00:07:45,800

their dedicated service to helping

193

00:07:42,240 --> 00:07:45,800

people in our state

194

00:07:48,960 --> 00:07:53,599

for student loan borrowers PSLF requires

195

00:07:51,759 --> 00:07:56,720

the following four criteria that we've

196

00:07:53,599 --> 00:07:59,280

noted on this slide first is the right

197

00:07:56,720 --> 00:08:01,280

kind of employment so all government

198

00:07:59,280 --> 00:08:04,479

employment is eligible this includes

199

00:08:01,280 --> 00:08:08,240

federal tribal state city county and

200

00:08:04,479 --> 00:08:10,560

municipal employers all 501c3 nonprofit

201

00:08:08,240 --> 00:08:13,120

entities are eligible along with other

202

00:08:10,560 --> 00:08:16,240

nonprofit entities that provide certain

203

00:08:13,120 --> 00:08:17,919

uh qualifying public services um as you

204

00:08:16,240 --> 00:08:19,919

can see employment with local government

205

00:08:17,919 --> 00:08:22,479

meets that very first criteria the right

206

00:08:19,919 --> 00:08:25,039

type of employment uh student loan

207

00:08:22,479 --> 00:08:27,199

borrowers also need the right type of uh

208

00:08:25,039 --> 00:08:30,080

student loan the right type of repayment

209

00:08:27,199 --> 00:08:32,240

plan and the right number of payments

210

00:08:30,080 --> 00:08:35,039

detailed information about the PSLF

211

00:08:32,240 --> 00:08:36,479

program and uh these four criteria can

212

00:08:35,039 --> 00:08:38,399

be found on the federal student aid

213

00:08:36,479 --> 00:08:41,760

website um that we'll link in our

214

00:08:38,399 --> 00:08:44,320

resources at the end of the presentation

215

00:08:41,760 --> 00:08:46,720

as Jessica alluded to uh a little bit

216

00:08:44,320 --> 00:08:48,480

ago uh you might have heard that there's

217

00:08:46,720 --> 00:08:50,240

um different things that are happening

218

00:08:48,480 --> 00:08:52,320

and that the federal government is uh

219

00:08:50,240 --> 00:08:55,279

maybe reviewing possible changes to the

220

00:08:52,320 --> 00:08:56,720

program we understand that that you or

221

00:08:55,279 --> 00:08:59,600

your employees may have concerns or

222

00:08:56,720 --> 00:09:01,360

questions um we do have template notices

223

00:08:59,600 --> 00:09:03,440

that we're going to cover later in the

224

00:09:01,360 --> 00:09:04,880

presentation that um invites borrowers

225

00:09:03,440 --> 00:09:07,920

to visit at the US Department of

226

00:09:04,880 --> 00:09:10,800

Education Federal Student Aid website to

227

00:09:07,920 --> 00:09:12,800

get the kind of latest information um

228

00:09:10,800 --> 00:09:14,880

but right now it's critical to note that

229

00:09:12,800 --> 00:09:17,360

there haven't actually been any changes

230

00:09:14,880 --> 00:09:19,519

to the program in recent months um so

231

00:09:17,360 --> 00:09:25,040

nothing has changed from what it was

232

00:09:19,519 --> 00:09:27,440

prior to January 2025 um so um please

233

00:09:25,040 --> 00:09:30,000

keep that in mind and um we know that

234

00:09:27,440 --> 00:09:33,880

there are concerns but things are are

235

00:09:30,000 --> 00:09:33,880

still the same as they were

236

00:09:36,160 --> 00:09:40,560

now let's talk a little bit more in

237

00:09:38,240 --> 00:09:44,160

detail about what is considered

238

00:09:40,560 --> 00:09:46,480

qualifying employment for PSLF

239

00:09:44,160 --> 00:09:50,080

employment for PSLF needs to be an

240

00:09:46,480 --> 00:09:53,040

average of at least 30 hours a week this


241

00:09:50,080 --> 00:09:55,360

can be one full-time public service job


242

00:09:53,040 --> 00:09:57,600

or perhaps uh multiple part-time jobs


243

00:09:55,360 --> 00:10:01,200

that meet that 30-hour per week uh


244

00:09:57,600 --> 00:10:03,600

minimum threshold as long as their um


245

00:10:01,200 --> 00:10:05,760

employment both their employments meet


246

00:10:03,600 --> 00:10:09,600

uh or with excuse me are with qualifying


247

00:10:05,760 --> 00:10:11,279

public service employers um uh and that

248

00:10:09,600 --> 00:10:14,640

this is an average across their

249

00:10:11,279 --> 00:10:16,880

employment for a particular time period

250

00:10:14,640 --> 00:10:18,959

generally a borrower must be directly

251

00:10:16,880 --> 00:10:22,320

employed by the qualifying public

252

00:10:18,959 --> 00:10:25,839

employer as a W2 employee this means

253

00:10:22,320 --> 00:10:28,480

that most contractors will not qualify

254

00:10:25,839 --> 00:10:30,720

the only exception is if a contractor is

255
00:10:28,480 --> 00:10:34,560
prohibited by state law to be a direct

256
00:10:30,720 --> 00:10:36,800
employee of the public service employer

257
00:10:34,560 --> 00:10:38,320
when we say public service employer

258
00:10:36,800 --> 00:10:41,040
again that just means any level of

259
00:10:38,320 --> 00:10:43,760
government or nonprofit organization

260
00:10:41,040 --> 00:10:46,079
uh the role or position held for the

261
00:10:43,760 --> 00:10:48,240
public service employer does not matter

262

00:10:46,079 --> 00:10:50,560

um what matters is that the employer

263

00:10:48,240 --> 00:10:52,160

itself is qualifying as a public service

264

00:10:50,560 --> 00:10:56,560

employer

265

00:10:52,160 --> 00:10:58,880

um we also want to note that borrowers

266

00:10:56,560 --> 00:11:00,880

do need to be employed um by their

267

00:10:58,880 --> 00:11:03,200

public service employer at the time that

268

00:11:00,880 --> 00:11:05,040

they apply for forgiveness after they

269

00:11:03,200 --> 00:11:08,240

meet the program requirements so at the

270

00:11:05,040 --> 00:11:11,240

end of their um 10-year 120 qualifying

271

00:11:08,240 --> 00:11:11,240

payments

272

00:11:11,600 --> 00:11:17,839

mentioned this earlier but just as a

273

00:11:13,440 --> 00:11:19,760

note um all nonprofits with a 501c3 tax

274

00:11:17,839 --> 00:11:22,720

exemption are considered qualifying

275

00:11:19,760 --> 00:11:26,240

public employers nonprofits with other

276

00:11:22,720 --> 00:11:28,240

tax statuses might also be qualifying it

277

00:11:26,240 --> 00:11:30,640

depends on kind of the percentage of

278

00:11:28,240 --> 00:11:32,959

their full-time employees dedicated to

279

00:11:30,640 --> 00:11:36,160

providing specific qualifying public

280

00:11:32,959 --> 00:11:38,240

services in specific areas um we do have

281

00:11:36,160 --> 00:11:40,720

a link on this slide um for folks that

282

00:11:38,240 --> 00:11:42,320

might be here from a nonprofit um that

283

00:11:40,720 --> 00:11:44,079

you can click on to learn a little bit

284

00:11:42,320 --> 00:11:47,720

more about what those qualifying public

285

00:11:44,079 --> 00:11:47,720

services are

286

00:11:50,560 --> 00:11:54,959

okay and I'm going to pass that over to

287

00:11:53,200 --> 00:11:58,320

Jessica

288

00:11:54,959 --> 00:12:00,800

thanks Amber so as a manager myself I

289

00:11:58,320 --> 00:12:05,040

understand the challenges of recruiting

290

00:12:00,800 --> 00:12:07,200

and retaining unique you know employees

291

00:12:05,040 --> 00:12:10,399

and their unique knowledge skills

292

00:12:07,200 --> 00:12:13,279

abilities that are needed to accomplish

293

00:12:10,399 --> 00:12:16,000

the really hard public service work that

294

00:12:13,279 --> 00:12:19,440

we do every day so I invite you to

295

00:12:16,000 --> 00:12:21,920

consider PSLF to be used as a free and

296

00:12:19,440 --> 00:12:26,000

lowcost strategy to boost your

297

00:12:21,920 --> 00:12:26,000

recruitment and retention efforts

298

00:12:28,560 --> 00:12:35,519

let's take a moment to experience PSLF

299

00:12:32,399 --> 00:12:37,920

from the perspective of some Washington

300

00:12:35,519 --> 00:12:40,000

public service employees

301

00:12:37,920 --> 00:12:43,279

shelley Wisti from the Employment

302

00:12:40,000 --> 00:12:46,079

Security Department um here at

303

00:12:43,279 --> 00:12:48,720

Washington State shares that forgiveness

304

00:12:46,079 --> 00:12:52,000

is life-changing it makes it possible

305

00:12:48,720 --> 00:12:55,920

not to just survive but to prosper jim

306

00:12:52,000 --> 00:12:58,880

Coffee who works at the nonprofit Cowitz

307

00:12:55,920 --> 00:13:01,040

Family Health Center shares that this is

308

00:12:58,880 --> 00:13:03,440

a burden that has long waited to be

309

00:13:01,040 --> 00:13:05,839

relieved and allows me to save loan

310

00:13:03,440 --> 00:13:08,639

payments for my retirement

311

00:13:05,839 --> 00:13:10,160

and then finally Aaron Reigns shared her

312

00:13:08,639 --> 00:13:12,160

perspective as a training and

313

00:13:10,160 --> 00:13:13,680

development supervisor with the


314

00:13:12,160 --> 00:13:17,040

Department of Children Youth and


315

00:13:13,680 --> 00:13:19,600

Families the positive impact PSLF has on


316

00:13:17,040 --> 00:13:22,240

staff can improve the quality of life


317

00:13:19,600 --> 00:13:24,959

for people who work in a very demanding


318

00:13:22,240 --> 00:13:28,600

field it also enables a higher retention


319

00:13:24,959 --> 00:13:28,600

rate for agencies

320

00:13:31,120 --> 00:13:35,519

we also have collected data in a 2024

321

00:13:33,920 --> 00:13:37,600

survey of Washington student loan

322

00:13:35,519 --> 00:13:39,279

borrowers employed at public service

323

00:13:37,600 --> 00:13:41,760

employers which includes all the

324

00:13:39,279 --> 00:13:44,880

categories that we discussed earlier

325

00:13:41,760 --> 00:13:49,200

there were more than 1,600 responses to

326

00:13:44,880 --> 00:13:51,519

the survey 47% of the survey respondents

327

00:13:49,200 --> 00:13:54,639

indicated that the promise of earning

328

00:13:51,519 --> 00:13:56,880

forgiveness through PSLF affected their

329

00:13:54,639 --> 00:14:00,320

decision to begin working in the public

330

00:13:56,880 --> 00:14:03,760

sector and even more revealing is the

331

00:14:00,320 --> 00:14:05,279

fact that 65% of the survey respondents

332

00:14:03,760 --> 00:14:07,920

said that the promise of student loan

333

00:14:05,279 --> 00:14:10,800

forgiveness influence their decision to

334

00:14:07,920 --> 00:14:14,480

stay in public service for at least 10

335

00:14:10,800 --> 00:14:16,639

years and these results suggest that the

336

00:14:14,480 --> 00:14:19,279

opportunity to achieve loan forgiveness

337

00:14:16,639 --> 00:14:21,360

through the PSLF program supports

338

00:14:19,279 --> 00:14:23,279

recruitment efforts and especially

339

00:14:21,360 --> 00:14:26,160

effective in retaining employees with

340

00:14:23,279 --> 00:14:28,160

the student loan with student loan debt

341

00:14:26,160 --> 00:14:31,199

we shared this to highlight the value

342

00:14:28,160 --> 00:14:33,279

and the importance of advertising PSLF

343

00:14:31,199 --> 00:14:36,240

as an employee benefit and to

344

00:14:33,279 --> 00:14:38,320

demonstrate that you as an employer play

345

00:14:36,240 --> 00:14:40,720

a key role in helping your employees

346

00:14:38,320 --> 00:14:44,680

access this life-changing benefit which

347

00:14:40,720 --> 00:14:44,680

is the PSLF program

348

00:14:45,360 --> 00:14:50,160

and then the data in this slide further

349

00:14:48,000 --> 00:14:52,800

illustrates the P that PSLF draws

350

00:14:50,160 --> 00:14:55,360

candidates due to public service because

351

00:14:52,800 --> 00:14:58,639

of the impact of the student loan debt

352

00:14:55,360 --> 00:15:01,279

in our state and the opportunity for

353

00:14:58,639 --> 00:15:03,519

PSLF to improve the financial wellness

354

00:15:01,279 --> 00:15:07,360

of public service employees carrying

355

00:15:03,519 --> 00:15:09,279

student loan debt so in June 2024 Axios

356

00:15:07,360 --> 00:15:11,440

reported that the total outstanding

357

00:15:09,279 --> 00:15:14,480

student loan debt in Washington was

358

00:15:11,440 --> 00:15:17,519

$28.7 billion

359

00:15:14,480 --> 00:15:20,240

representing over $780,000 federal

360

00:15:17,519 --> 00:15:23,279

student loan borrowers who have an

361

00:15:20,240 --> 00:15:26,800

average of $36,800

362

00:15:23,279 --> 00:15:29,920

of student debt that they're carrying

363

00:15:26,800 --> 00:15:32,399

now as of October 2024

364

00:15:29,920 --> 00:15:34,800

22,10

365

00:15:32,399 --> 00:15:37,680

student loan borrowers in Washington so

366

00:15:34,800 --> 00:15:39,199

a very small percentage of that right um

367

00:15:37,680 --> 00:15:40,560

which shows that there's a lot more

368

00:15:39,199 --> 00:15:43,279

people that can be reached through this

369

00:15:40,560 --> 00:15:47,120

program in Washington had received a

370

00:15:43,279 --> 00:15:50,079

total of 1.52 billion in student loan

371

00:15:47,120 --> 00:15:52,000

forgiveness through the PSLF program

372

00:15:50,079 --> 00:15:57,079

this is an average of loan forgiveness

373

00:15:52,000 --> 00:15:57,079

of $69,000 per borrower

374

00:16:00,079 --> 00:16:05,120

so we know that the PSLF program draws

375

00:16:02,880 --> 00:16:07,519

candidates to public service jobs

376

00:16:05,120 --> 00:16:09,519

however we have found that employers

377

00:16:07,519 --> 00:16:12,959

often overlook the program as a

378

00:16:09,519 --> 00:16:16,160

recruitment and retention tool pslf can

379

00:16:12,959 --> 00:16:18,720

enhance recruitment efforts as student

380

00:16:16,160 --> 00:16:20,639

student that loads rise people are

381

00:16:18,720 --> 00:16:23,040

attracted to public service to take

382

00:16:20,639 --> 00:16:25,360

advantage of this benefit it can also

383

00:16:23,040 --> 00:16:27,759

draw candidates with jobrelated

384

00:16:25,360 --> 00:16:30,399

knowledge skills and behaviors that are

385

00:16:27,759 --> 00:16:32,320

attained through their education it can

386

00:16:30,399 --> 00:16:35,040

improve the employ the employee

387

00:16:32,320 --> 00:16:36,880

retention because as we noted earlier

388

00:16:35,040 --> 00:16:39,519

this is actually by the design of the

389

00:16:36,880 --> 00:16:42,079

program it requires you to stay 10 years

390

00:16:39,519 --> 00:16:44,160

in in public service employment so

391

00:16:42,079 --> 00:16:46,160

longevity in public service is a

392

00:16:44,160 --> 00:16:48,240

requirement for the employer to for the

393
00:16:46,160 --> 00:16:50,959
employee to actually get student loan

394
00:16:48,240 --> 00:16:52,560
discharge it can also improve the

395
00:16:50,959 --> 00:16:54,880
employee engagement and work life

396
00:16:52,560 --> 00:16:57,199
balance by relieving some of the stress

397
00:16:54,880 --> 00:17:00,079
that is often associated with high

398
00:16:57,199 --> 00:17:03,920
student loan debts loads and we hear

399
00:17:00,079 --> 00:17:07,199
about those that stress every day as as

400

00:17:03,920 --> 00:17:09,039

loan advocates here so by helping your

401

00:17:07,199 --> 00:17:12,720

employees through this program you

402

00:17:09,039 --> 00:17:15,439

really are making I'm I'm I'm not sugar

403

00:17:12,720 --> 00:17:19,520

coating life-changing

404

00:17:15,439 --> 00:17:22,720

um work for for for your employees and

405

00:17:19,520 --> 00:17:24,880

the value of PSSLF to you obviously as

406

00:17:22,720 --> 00:17:27,039

an employer is that all of these

407

00:17:24,880 --> 00:17:30,000

benefits are available with very little


408

00:17:27,039 --> 00:17:31,280

effort and are essentially to no cost to


409

00:17:30,000 --> 00:17:32,559

your organization because the


410

00:17:31,280 --> 00:17:36,000

forgiveness comes from the federal


411

00:17:32,559 --> 00:17:36,000

government right


412

00:17:36,559 --> 00:17:41,919

i just want to real quick Jessica and


413

00:17:38,799 --> 00:17:45,280

Terry just highlight how amazing it is


414

00:17:41,919 --> 00:17:46,640

um that employees have access to this um

415

00:17:45,280 --> 00:17:48,559

you know if you think you know that

416

00:17:46,640 --> 00:17:51,120

average debt load that students have was

417

00:17:48,559 --> 00:17:53,919

around what 30 35,000

418

00:17:51,120 --> 00:17:55,840

um can you imagine like that being a

419

00:17:53,919 --> 00:17:58,559

just the benefit that you receive for

420

00:17:55,840 --> 00:18:01,799

doing your job right like it's it's a

421

00:17:58,559 --> 00:18:01,799

big deal

422

00:18:03,280 --> 00:18:08,400

it's a lot more than an employer could

423

00:18:05,679 --> 00:18:12,799

ever offer in terms of you know any kind

424

00:18:08,400 --> 00:18:15,919

of reimbursement opportunities true

425

00:18:12,799 --> 00:18:19,679

so thank you Jessica and thank you Amber

426

00:18:15,919 --> 00:18:22,400

um PSLF is truly amazing and um almost

427

00:18:19,679 --> 00:18:26,080

an unimaginable benefit so now let's

428

00:18:22,400 --> 00:18:29,120

explore a little bit about how our um

429

00:18:26,080 --> 00:18:34,120

participants as an employer can support

430

00:18:29,120 --> 00:18:34,120

your employees in accessing PSLF

431

00:18:37,440 --> 00:18:46,240

so we have found um through the work

432

00:18:42,480 --> 00:18:49,280

that we do that there are four actions

433

00:18:46,240 --> 00:18:53,120

employers can take to improve access and

434

00:18:49,280 --> 00:18:56,240

remove barriers to the PSLF program and

435

00:18:53,120 --> 00:18:58,480

these come from both our 2024 survey

436

00:18:56,240 --> 00:19:01,200

results as well as the experience that

437

00:18:58,480 --> 00:19:03,919

we've each had helping borrowers over

438

00:19:01,200 --> 00:19:07,840

the years so the first step is to

439

00:19:03,919 --> 00:19:10,240

designate a PSLF point of contact and

440

00:19:07,840 --> 00:19:13,760

that person or a group of people would

441

00:19:10,240 --> 00:19:16,400

certify employment second is to share

442

00:19:13,760 --> 00:19:20,640

PSLF information with your employees on

443

00:19:16,400 --> 00:19:23,360

a regular basis third is to post PSLF

444

00:19:20,640 --> 00:19:26,720

contact information on internal and

445

00:19:23,360 --> 00:19:28,960

external websites and fourth and very

446

00:19:26,720 --> 00:19:31,280

importantly to advertise that you are a

447

00:19:28,960 --> 00:19:36,919

PSLF qualifying employer so now let's

448

00:19:31,280 --> 00:19:36,919

investigate these steps a little deeper

449

00:19:39,679 --> 00:19:45,039

so employees are often confused about

450

00:19:42,799 --> 00:19:48,320

how to submit their PSLF employment

451
00:19:45,039 --> 00:19:50,400
certification forms who should sign it

452
00:19:48,320 --> 00:19:54,000
so a really important first step is to

453
00:19:50,400 --> 00:19:58,160
get a program in place within your staff

454
00:19:54,000 --> 00:20:00,240
to help support this effort and the

455
00:19:58,160 --> 00:20:02,799
there are two key designations that

456
00:20:00,240 --> 00:20:04,880
should be made first of all who will be

457
00:20:02,799 --> 00:20:09,039
the point of contact for completing

458

00:20:04,880 --> 00:20:11,360

forms second is what email address

459

00:20:09,039 --> 00:20:13,280

should employees use to submit their

460

00:20:11,360 --> 00:20:16,919

form and we'll talk a little bit more

461

00:20:13,280 --> 00:20:16,919

about both of these

462

00:20:21,039 --> 00:20:25,760

according to federal student aid an

463

00:20:23,280 --> 00:20:29,039

authorized individual is anyone in your

464

00:20:25,760 --> 00:20:31,520

organization who has access to and is

465

00:20:29,039 --> 00:20:33,840

authorized to review employment

466

00:20:31,520 --> 00:20:36,799

information about your employees such as

467

00:20:33,840 --> 00:20:38,799

dates of employment you can appoint one

468

00:20:36,799 --> 00:20:42,080

or more staff members to serve in this

469

00:20:38,799 --> 00:20:44,880

role and while state or sorry that's

470

00:20:42,080 --> 00:20:47,760

where I come from while HR staff are

471

00:20:44,880 --> 00:20:49,520

typically assigned to this role anyone

472

00:20:47,760 --> 00:20:52,960

can be appointed as an authorized

473

00:20:49,520 --> 00:20:55,120

official who meets that definition

474

00:20:52,960 --> 00:20:58,480

you need to review the completion

475

00:20:55,120 --> 00:21:00,159

process with your design and also

476

00:20:58,480 --> 00:21:02,159

explain any records retention

477

00:21:00,159 --> 00:21:05,480

requirements

478

00:21:02,159 --> 00:21:05,480

next slide

479

00:21:09,120 --> 00:21:15,520

establishing the email address that

480

00:21:11,280 --> 00:21:18,559

employees will use to submit um PSL PSLF

481

00:21:15,520 --> 00:21:21,520

certification forms is really critical

482

00:21:18,559 --> 00:21:25,679

we'll go into depth about the actual

483

00:21:21,520 --> 00:21:29,039

form and process itself but just know um

484

00:21:25,679 --> 00:21:33,039

most forms will come to you via email

485

00:21:29,039 --> 00:21:36,799

and I often as a a state agency support

486

00:21:33,039 --> 00:21:38,880

get emails that have been submitted to a

487

00:21:36,799 --> 00:21:41,440

a working mailbox just because people

488

00:21:38,880 --> 00:21:44,640

didn't know where else to send it and so

489

00:21:41,440 --> 00:21:48,080

if possible use a general email address

490

00:21:44,640 --> 00:21:51,360

such as an HR mailbox or other email

491

00:21:48,080 --> 00:21:53,840

address that will ensure messages are

492

00:21:51,360 --> 00:21:56,320

not missed due to staff absences or

493

00:21:53,840 --> 00:21:58,559

staffing changes and ensure of course

494

00:21:56,320 --> 00:22:03,480

that your designated point of contact

495

00:21:58,559 --> 00:22:03,480

has access to that email address

496

00:22:07,520 --> 00:22:12,720

employees can submit PSLF forms to an

497

00:22:10,240 --> 00:22:14,960

employer in two ways the preferred

498

00:22:12,720 --> 00:22:18,000

option is for the borrower to complete

499

00:22:14,960 --> 00:22:21,440

the form digitally on the studentaid.gov

500

00:22:18,000 --> 00:22:23,679

website using the PSLF help tool this

501

00:22:21,440 --> 00:22:26,559

tool allows employees and employers to

502

00:22:23,679 --> 00:22:29,760

digitally sign the PSLF form using

503

00:22:26,559 --> 00:22:32,640

docuine forms are processed most quickly

504

00:22:29,760 --> 00:22:34,240

using this method and to do that the

505

00:22:32,640 --> 00:22:37,520

employee will need your employee

506

00:22:34,240 --> 00:22:40,720

identification number or EIN and the

507

00:22:37,520 --> 00:22:42,480

PSLF contact email that they should use

508

00:22:40,720 --> 00:22:47,440

and both of that information gets

509

00:22:42,480 --> 00:22:49,520

entered by them into the PSLF help tool

510

00:22:47,440 --> 00:22:52,480

that uh the federal student aid system

511

00:22:49,520 --> 00:22:56,000

then um will forward the form to the

512

00:22:52,480 --> 00:22:59,360

employer to be digitally signed and it

513

00:22:56,000 --> 00:23:03,120

also returns the form using the PSLF U

514

00:22:59,360 --> 00:23:06,000

help tool and then that is submitted by

515

00:23:03,120 --> 00:23:08,480

FSA for automatic processing we'll share

516

00:23:06,000 --> 00:23:11,919

a link that explains to employers how to

517

00:23:08,480 --> 00:23:14,880

tackle the PSLF form as an employer um

518

00:23:11,919 --> 00:23:18,080

including some helpful tips employees

519

00:23:14,880 --> 00:23:20,720

can also submit a paper form or a PDF to

520

00:23:18,080 --> 00:23:22,320

the employer for signature this option

521

00:23:20,720 --> 00:23:25,520

requires the borrower to take an

522

00:23:22,320 --> 00:23:28,960

additional step to either mail fax or

523

00:23:25,520 --> 00:23:32,480

upload the um the manual form to their

524

00:23:28,960 --> 00:23:34,480

FSA uh student aid account and if this

525

00:23:32,480 --> 00:23:36,559

option is used you as the employer will

526

00:23:34,480 --> 00:23:39,360

also want to encrypt the elect any

527

00:23:36,559 --> 00:23:41,760

electronic communications to protect the

528

00:23:39,360 --> 00:23:45,520

employees confidential personally

529

00:23:41,760 --> 00:23:47,200

identifiable information

530

00:23:45,520 --> 00:23:48,880

i'll just make a note too we've got a

531

00:23:47,200 --> 00:23:52,080

lot of links on the slides they're

532

00:23:48,880 --> 00:23:55,039

provided together at the end of the

533

00:23:52,080 --> 00:23:57,280

presentation and they'll be accessible

534

00:23:55,039 --> 00:24:00,559

through the copy of the slide deck that

535

00:23:57,280 --> 00:24:05,520

will be posted

536

00:24:00,559 --> 00:24:08,000

so this shows um this slide shows

537

00:24:05,520 --> 00:24:11,600

what it looks like when a student

538

00:24:08,000 --> 00:24:15,120

borrower is in their studentaid.gov

539

00:24:11,600 --> 00:24:19,679

account and accessing the PSLF help tool

540

00:24:15,120 --> 00:24:22,320

and this is an employer search tool so

541

00:24:19,679 --> 00:24:24,480

we shared already that local government

542

00:24:22,320 --> 00:24:27,120

organizations are qualifying employers

543

00:24:24,480 --> 00:24:28,799

and there are no exclusions to that

544

00:24:27,120 --> 00:24:30,799

however it's possible that your

545

00:24:28,799 --> 00:24:33,520

organization's information is not

546

00:24:30,799 --> 00:24:35,919

included in the federal student aids

547

00:24:33,520 --> 00:24:38,240

employer search database or that the

548

00:24:35,919 --> 00:24:40,720

information could be incorrect so a

549

00:24:38,240 --> 00:24:44,159

proactive step you can take is to check

550

00:24:40,720 --> 00:24:47,600

and see that your organization is listed

551

00:24:44,159 --> 00:24:49,520

as a PSLF eligible employer using the

552

00:24:47,600 --> 00:24:51,679

employer search tool you don't have to

553

00:24:49,520 --> 00:24:53,919

have an account to do that and we have

554

00:24:51,679 --> 00:24:55,520

provided links so the first step you

555

00:24:53,919 --> 00:24:57,919

would take is to enter your

556

00:24:55,520 --> 00:25:00,960

organization's federal employee

557

00:24:57,919 --> 00:25:03,919

identification number or EIN and then

558

00:25:00,960 --> 00:25:06,159

some mock um employment information so

559

00:25:03,919 --> 00:25:10,080

you could even use today's date as a

560

00:25:06,159 --> 00:25:13,480

date um in there and then click on the

561

00:25:10,080 --> 00:25:13,480

search button

562

00:25:14,480 --> 00:25:20,640

so this slide shares what it looks like

563

00:25:17,520 --> 00:25:22,720

if your information is already known so

564

00:25:20,640 --> 00:25:25,120

we are showing how the student

565

00:25:22,720 --> 00:25:28,000

achievement council is an eligible

566

00:25:25,120 --> 00:25:30,960

employer and then we've also provided an

567

00:25:28,000 --> 00:25:33,679

example of an ineligible result this was

568

00:25:30,960 --> 00:25:37,039

a search a while ago for the Washington

569

00:25:33,679 --> 00:25:39,600

Wine Commission it's a state agency and

570

00:25:37,039 --> 00:25:43,120

at that point in time it was erroneously

571

00:25:39,600 --> 00:25:44,720

noted as ineligible in the database so

572

00:25:43,120 --> 00:25:47,720

we just want to show you what that looks

573

00:25:44,720 --> 00:25:47,720

like

574

00:25:48,240 --> 00:25:55,360

so once you've confirmed uh the status

575

00:25:52,000 --> 00:25:57,120

of your organization if it's eligible

576

00:25:55,360 --> 00:26:00,000

great this means your employees can

577

00:25:57,120 --> 00:26:03,679

submit electronic PSLF forms with no

578

00:26:00,000 --> 00:26:06,880

issues um again we'll review uh that

579

00:26:03,679 --> 00:26:08,640

form in more detail in a future slide if

580

00:26:06,880 --> 00:26:11,520

your organization shows up as anything

581

00:26:08,640 --> 00:26:14,559

else so the options are ineligible

582

00:26:11,520 --> 00:26:16,559

undetermined or not found your employee

583

00:26:14,559 --> 00:26:19,600

will need to submit additional

584

00:26:16,559 --> 00:26:21,840

documentation along with their PSLF form

585

00:26:19,600 --> 00:26:24,799

so another way to proactively help your

586

00:26:21,840 --> 00:26:26,720

employees is to know this in advance so

587

00:26:24,799 --> 00:26:28,960

that you can help them gather the

588

00:26:26,720 --> 00:26:30,799

documentation that they need and let

589

00:26:28,960 --> 00:26:32,720

them know what to expect when they're

590

00:26:30,799 --> 00:26:35,840

submitting their information and

591

00:26:32,720 --> 00:26:40,080

examples of the required documentation

592

00:26:35,840 --> 00:26:42,320

are a W2 statement the state or local

593

00:26:40,080 --> 00:26:44,159

statutes that establish your

594

00:26:42,320 --> 00:26:46,960

organization as a government

595

00:26:44,159 --> 00:26:50,400

organization and documentation of your

596

00:26:46,960 --> 00:26:52,880

organization's federal uh employer ID

597

00:26:50,400 --> 00:26:56,640

number or um employee identification

598

00:26:52,880 --> 00:26:58,799

number so once a form is approved FSA

599

00:26:56,640 --> 00:27:01,360

will change your organization status to

600

00:26:58,799 --> 00:27:04,640

eligible and I do want to share that

601

00:27:01,360 --> 00:27:06,640

that this can be it's it takes a while

602

00:27:04,640 --> 00:27:10,000

for this to happen if you have to go

603

00:27:06,640 --> 00:27:11,840

through that process what happens after


604

00:27:10,000 --> 00:27:13,760

the documentation is submitted is


605

00:27:11,840 --> 00:27:16,640

financial student aid reviews the


606

00:27:13,760 --> 00:27:19,600

employees PSLF form and the submitted


607

00:27:16,640 --> 00:27:22,000

documentation and once it gets approved


608

00:27:19,600 --> 00:27:25,679

they automatically change the status in


609

00:27:22,000 --> 00:27:28,720

the employer search tool to be eligible

610

00:27:25,679 --> 00:27:30,720

and from that point forward any other

611

00:27:28,720 --> 00:27:33,120

submissions for your organization will

612

00:27:30,720 --> 00:27:35,360

be processed automatically

613

00:27:33,120 --> 00:27:38,480

currently there is no way for an

614

00:27:35,360 --> 00:27:40,799

organization to proactively notify

615

00:27:38,480 --> 00:27:43,200

Federal Student Aid of its eligibility

616

00:27:40,799 --> 00:27:45,679

it is only done through this employment

617

00:27:43,200 --> 00:27:47,840

certification process but the one

618

00:27:45,679 --> 00:27:50,400

proactive step you can do is to see

619

00:27:47,840 --> 00:27:53,120

whether you're eligible or not so that

620

00:27:50,400 --> 00:27:57,679

you can help your employees um through

621

00:27:53,120 --> 00:27:59,520

that process and um also please make

622

00:27:57,679 --> 00:28:01,600

sure that your employees know what the

623

00:27:59,520 --> 00:28:04,080

employee identification number is i have

624

00:28:01,600 --> 00:28:06,159

to say I've talked with employers people

625

00:28:04,080 --> 00:28:08,000

in the HR office who don't know what

626

00:28:06,159 --> 00:28:10,159

their employee identification number is

627

00:28:08,000 --> 00:28:12,960

it's a common item when you're

628

00:28:10,159 --> 00:28:14,799

processing payments or contracts it's

629

00:28:12,960 --> 00:28:18,399

really common for the payroll team to

630

00:28:14,799 --> 00:28:20,880

know um the EIN but for me I'd have to

631

00:28:18,399 --> 00:28:23,360

go find my W2 statement or my tax form

632

00:28:20,880 --> 00:28:25,279

to figure that out for myself so putting

633

00:28:23,360 --> 00:28:27,440

that information on the website is

634

00:28:25,279 --> 00:28:30,240

important and now Amber will share a

635

00:28:27,440 --> 00:28:31,919

little bit more about that

636

00:28:30,240 --> 00:28:35,039

yeah and I just want to clarify it's the

637

00:28:31,919 --> 00:28:37,760

employer identification number that um

638

00:28:35,039 --> 00:28:41,760

uh federal employer so not employee um

639

00:28:37,760 --> 00:28:44,240

just make sure to clarify um uh and I

640

00:28:41,760 --> 00:28:46,559

will say so if you you know as a

641

00:28:44,240 --> 00:28:49,760

representative of your employer go on to

642

00:28:46,559 --> 00:28:51,600

the search tool put in the EIN search

643

00:28:49,760 --> 00:28:53,760

the dates and it comes up with one of

644

00:28:51,600 --> 00:28:56,799

those you know ineligible undetermined

645

00:28:53,760 --> 00:28:58,320

not found um if you're not sure kind of

646

00:28:56,799 --> 00:28:59,679

what the next steps are you're also

647

00:28:58,320 --> 00:29:02,240

welcome to reach out to us for

648

00:28:59,679 --> 00:29:03,840

assistance so please know you know we're

649

00:29:02,240 --> 00:29:05,760

providing this information but we're

650

00:29:03,840 --> 00:29:08,760

also a resource for you as well as for

651

00:29:05,760 --> 00:29:08,760

borrowers

652

00:29:11,919 --> 00:29:16,159

all right so now that your employees

653

00:29:14,320 --> 00:29:18,720

know that you're a PSLF qualifying

654

00:29:16,159 --> 00:29:21,039

employer um it's important for you to

655

00:29:18,720 --> 00:29:23,279

share that with them um that someone is

656

00:29:21,039 --> 00:29:25,440

available at your organization uh to

657

00:29:23,279 --> 00:29:28,720

sign their PSLF employment certification

658

00:29:25,440 --> 00:29:30,480

forms on a regular basis um I know you

659

00:29:28,720 --> 00:29:31,919

know sometimes we say PSLF form

660

00:29:30,480 --> 00:29:34,080

sometimes we play say employment

661

00:29:31,919 --> 00:29:37,200

certification form or PSLF employment

662

00:29:34,080 --> 00:29:40,000

certification form it's all the same um

663

00:29:37,200 --> 00:29:41,520

different uh uh kind of colloquial

664

00:29:40,000 --> 00:29:44,640

language has been used throughout the

665

00:29:41,520 --> 00:29:46,720

evolution of the form um so um you know

666

00:29:44,640 --> 00:29:48,080

we think of it as PSLF form with bars

667

00:29:46,720 --> 00:29:49,840

but when we're talking with employers we

668

00:29:48,080 --> 00:29:53,039

think of it as employment certification

669

00:29:49,840 --> 00:29:55,919

form so um but it's all one and the same

670

00:29:53,039 --> 00:29:58,320

um with that said so it's uh helpful for

671

00:29:55,919 --> 00:30:00,720

you to include your PSLF uh

672

00:29:58,320 --> 00:30:05,440

certification point of contact on your

673

00:30:00,720 --> 00:30:08,799

employee uh benefit web pages um

674

00:30:05,440 --> 00:30:10,559

also so um providing regular PSLF

675

00:30:08,799 --> 00:30:12,880

information to your employees has a

676

00:30:10,559 --> 00:30:14,880

couple different benefits um you know

677

00:30:12,880 --> 00:30:16,880

well-informing employees of this vital v

678

00:30:14,880 --> 00:30:18,480

vital benefit available through your

679

00:30:16,880 --> 00:30:21,039

employment it also provides the

680

00:30:18,480 --> 00:30:23,919

opportunity for employees to tell family

681

00:30:21,039 --> 00:30:26,320

and community members about the program

682

00:30:23,919 --> 00:30:28,799

uh we found that word of mouth and

683

00:30:26,320 --> 00:30:31,919

personal connections are often really

684

00:30:28,799 --> 00:30:34,000

crucial in helping borrowers access the

685

00:30:31,919 --> 00:30:35,760

program or learn about the program or

686

00:30:34,000 --> 00:30:38,000

you know hear about it or hear maybe oh

687

00:30:35,760 --> 00:30:41,600

someone else is pursuing it maybe it's

688

00:30:38,000 --> 00:30:43,440

something that I should look into um our

689

00:30:41,600 --> 00:30:46,000

team has actually created uh some

690

00:30:43,440 --> 00:30:48,320

notifications to assist you in sharing

691

00:30:46,000 --> 00:30:50,240

about the PSLF program they're meant to

692

00:30:48,320 --> 00:30:54,240

be as a a starting point that can be

693

00:30:50,240 --> 00:30:56,799

modified to fit your um organization uh

694

00:30:54,240 --> 00:30:58,960

brand or communication style um the next

695

00:30:56,799 --> 00:31:01,039

slide has uh the links to these

696

00:30:58,960 --> 00:31:03,200

templates um but I did want to note

697

00:31:01,039 --> 00:31:05,120

before I kind of review those templates

698

00:31:03,200 --> 00:31:07,200

that we are in the process of updating

699

00:31:05,120 --> 00:31:09,840

them uh and kind of streamlining

700

00:31:07,200 --> 00:31:12,480

streamlining them um we do plan to send

701

00:31:09,840 --> 00:31:15,360

out an email to those that are on our uh

702

00:31:12,480 --> 00:31:19,159

PSLF employer uh email list when those

703

00:31:15,360 --> 00:31:19,159

new templates are ready

704

00:31:21,200 --> 00:31:26,080

so here we have four different um

705

00:31:23,760 --> 00:31:28,880

suggested notices and and um these

706

00:31:26,080 --> 00:31:30,880

notice B notices actually stem from um

707

00:31:28,880 --> 00:31:32,399

requirements that state agencies have

708

00:31:30,880 --> 00:31:35,840

for sending out these notices to

709

00:31:32,399 --> 00:31:38,720

employees and so we have um adjusted

710

00:31:35,840 --> 00:31:40,559

what is sent out to state employees to

711

00:31:38,720 --> 00:31:43,360

uh be a little bit more broadly

712

00:31:40,559 --> 00:31:46,240

applicable to um local government and

713

00:31:43,360 --> 00:31:48,159

nonprofits so um each of these four

714

00:31:46,240 --> 00:31:50,720

notices appear similar but they have

715

00:31:48,159 --> 00:31:53,760

different messaging depending on where

716

00:31:50,720 --> 00:31:58,080

an employee is at in their employment uh

717

00:31:53,760 --> 00:32:00,080

and in their PSLF journey so um let me

718

00:31:58,080 --> 00:32:02,640

go ahead and just review each of them so

719

00:32:00,080 --> 00:32:04,480

we have a PSLF annual notice we

720

00:32:02,640 --> 00:32:07,760

recommend sharing this letter with your

721

00:32:04,480 --> 00:32:10,799

employees on an annual basis and also

722

00:32:07,760 --> 00:32:14,080

anytime that PSLF regulations change and

723

00:32:10,799 --> 00:32:16,880

that is because employees are encouraged

724

00:32:14,080 --> 00:32:18,880

to certify their employment annually to

725

00:32:16,880 --> 00:32:21,519

continue to make progress and continued

726

00:32:18,880 --> 00:32:23,919

eligibility for PSLF


727

00:32:21,519 --> 00:32:26,080

uh in addition rules and regulations can


728

00:32:23,919 --> 00:32:27,840

change from time to time and so sending


729

00:32:26,080 --> 00:32:30,159

the letter whenever those rules are


730

00:32:27,840 --> 00:32:33,159

updated can help it keep employees


731

00:32:30,159 --> 00:32:33,159

informed


732

00:32:33,440 --> 00:32:41,200

we have a PSLF reertification reminder


733

00:32:37,519 --> 00:32:43,840

so um this is typically used uh and is

734

00:32:41,200 --> 00:32:46,880

specific to folks who have maybe already

735

00:32:43,840 --> 00:32:48,399

submitted a PSLF form to you in the past

736

00:32:46,880 --> 00:32:50,880

and if this is information that you

737

00:32:48,399 --> 00:32:53,519

track you know you can send a notice to

738

00:32:50,880 --> 00:32:58,000

those employees a year after the fact to

739

00:32:53,519 --> 00:33:00,320

remind them to reertify their employment

740

00:32:58,000 --> 00:33:02,159

we recommend sending a notice for new

741

00:33:00,320 --> 00:33:04,640

employees this would be an onboarding

742

00:33:02,159 --> 00:33:07,039

notice to introduce the program again

743

00:33:04,640 --> 00:33:09,200

help raise awareness of it uh and

744

00:33:07,039 --> 00:33:10,720

provide some key steps for the employee

745

00:33:09,200 --> 00:33:13,440

um to take in order to enroll and

746

00:33:10,720 --> 00:33:15,440

eventually qualify for forgiveness um

747

00:33:13,440 --> 00:33:17,440

you know if sending an email is is too

748

00:33:15,440 --> 00:33:19,360

much even including it as a part of your

749

00:33:17,440 --> 00:33:21,279

onboarding checklist with you know a

750

00:33:19,360 --> 00:33:23,600

link to more information would be

751

00:33:21,279 --> 00:33:25,919

beneficial

752

00:33:23,600 --> 00:33:28,559

finally we have a PSLF notice for

753

00:33:25,919 --> 00:33:30,640

separated employees um so we recommend

754

00:33:28,559 --> 00:33:32,559

sharing this with employees when they

755

00:33:30,640 --> 00:33:36,640

resign from your organization or perhaps

756

00:33:32,559 --> 00:33:38,799

retire um or leave right um this is

757

00:33:36,640 --> 00:33:40,640

extremely important because borrowers

758

00:33:38,799 --> 00:33:42,720

have reported to us in the past that it

759

00:33:40,640 --> 00:33:44,799

can be hard to get their employment

760

00:33:42,720 --> 00:33:47,120

certified after they have left an

761

00:33:44,799 --> 00:33:50,159

employer right so you can retroactively

762

00:33:47,120 --> 00:33:52,000

certify employment going back to 2007

763

00:33:50,159 --> 00:33:54,399

and so it can be hard you know if you've

764

00:33:52,000 --> 00:33:56,159

left somewhere after two years or three

765

00:33:54,399 --> 00:33:58,960

years trying to go back and get that

766

00:33:56,159 --> 00:34:00,799

employment certified and so having um a

767

00:33:58,960 --> 00:34:02,399

note you know either an email or

768

00:34:00,799 --> 00:34:05,919

something a part of like an offporting

769

00:34:02,399 --> 00:34:08,000

checklist um can be beneficial to remind

770

00:34:05,919 --> 00:34:11,200

folks to make sure to do that as a part

771

00:34:08,000 --> 00:34:13,760

of their leaving process

772

00:34:11,200 --> 00:34:16,000

we also want to note that uh employees

773

00:34:13,760 --> 00:34:18,320

need to be actively employed with their

774

00:34:16,000 --> 00:34:20,639

public service employer when they submit

775

00:34:18,320 --> 00:34:22,879

their last form with the final request

776

00:34:20,639 --> 00:34:26,560

for loan discharge so when they've kind

777

00:34:22,879 --> 00:34:30,240

of reached the end of their um 10 years

778

00:34:26,560 --> 00:34:31,760

or 120 qualifying um monthly payments uh

779

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

they still need to be employed when they

780

00:34:31,760 --> 00:34:37,720

submit their application um in order to

781

00:34:34,240 --> 00:34:37,720

receive the benefit

782

00:34:42,240 --> 00:34:48,000

as someone uh that's been working in the

783

00:34:45,280 --> 00:34:50,240

chaotic world of student loans over the

784

00:34:48,000 --> 00:34:52,240

last year and a half I'll be the first

785

00:34:50,240 --> 00:34:55,599

to tell you that everything seems to be

786

00:34:52,240 --> 00:34:57,280

constantly changing um while many

787

00:34:55,599 --> 00:35:00,000

changes in the past few years to the

788

00:34:57,280 --> 00:35:01,760

program have benefited borrowers

789

00:35:00,000 --> 00:35:04,240

um a lot of borrowers are actually

790

00:35:01,760 --> 00:35:06,560

unaware um and perhaps confused about

791

00:35:04,240 --> 00:35:08,560

those changes um they may have

792

00:35:06,560 --> 00:35:12,640

previously written off the program based

793

00:35:08,560 --> 00:35:14,720

on outdated information uh and so you

794

00:35:12,640 --> 00:35:17,040

can play a key role in alleviating that

795

00:35:14,720 --> 00:35:19,680

issue by providing updated PSLF

796

00:35:17,040 --> 00:35:22,000

information to your employees

797

00:35:19,680 --> 00:35:23,760

to make this as easy as possible for you

798

00:35:22,000 --> 00:35:26,320

our office has created a mailing list

799
00:35:23,760 --> 00:35:28,400
that you can subscribe to um and at any

800
00:35:26,320 --> 00:35:30,720
time that there are relevant changes to

801
00:35:28,400 --> 00:35:33,760
the program or updates to resources like

802
00:35:30,720 --> 00:35:35,440
the templates um for those notices um

803
00:35:33,760 --> 00:35:39,200
we'll share that with you so that you

804
00:35:35,440 --> 00:35:41,200
can share that with your employees um uh

805
00:35:39,200 --> 00:35:42,720
we also have a borrower specific list

806

00:35:41,200 --> 00:35:44,320

that your employees can sign up for as

807

00:35:42,720 --> 00:35:46,400

well and I believe we have that included

808

00:35:44,320 --> 00:35:48,320

in our u resources at the end of the

809

00:35:46,400 --> 00:35:50,160

presentation

810

00:35:48,320 --> 00:35:52,480

and as I mentioned earlier you know if

811

00:35:50,160 --> 00:35:54,160

you have questions about the PSLF

812

00:35:52,480 --> 00:35:56,560

program as an employer after this

813

00:35:54,160 --> 00:36:00,400

presentation you can reach out to us for

814

00:35:56,560 --> 00:36:02,000

support um uh we're um Jessica and

815

00:36:00,400 --> 00:36:03,920

myself are over at the office of the

816

00:36:02,000 --> 00:36:07,640

student loan advocate you can always

817

00:36:03,920 --> 00:36:07,640

email us at loanadvocatewsac.wah.gov

818

00:36:15,200 --> 00:36:19,839

thank you Amber now let's review how to

819

00:36:18,240 --> 00:36:23,280

communicate this information that we've

820

00:36:19,839 --> 00:36:26,280

covered about P PSLF resources to your

821

00:36:23,280 --> 00:36:26,280

employees

822

00:36:28,640 --> 00:36:33,599

you may be asking yourself what is the

823

00:36:31,040 --> 00:36:36,960

best way to distribute this information

824

00:36:33,599 --> 00:36:39,200

to my employees right the most important

825

00:36:36,960 --> 00:36:40,800

resource you can use is the letter

826

00:36:39,200 --> 00:36:43,680

templates right that we mentioned

827

00:36:40,800 --> 00:36:46,400

earlier in the presentation

828

00:36:43,680 --> 00:36:48,880

we also recommend maintaining PSLF

829

00:36:46,400 --> 00:36:51,920

information uh such as the links that we

830

00:36:48,880 --> 00:36:54,560

shared on your internet or public facing

831

00:36:51,920 --> 00:36:57,040

websites again this is a cost-free

832

00:36:54,560 --> 00:37:01,200

recruitment and retention tool that you

833

00:36:57,040 --> 00:37:04,800

can use we recommend including the PSLF

834

00:37:01,200 --> 00:37:07,520

point of contact your EIN and the PSLF

835

00:37:04,800 --> 00:37:11,200

email address available on a public

836

00:37:07,520 --> 00:37:13,839

facing website and this is because again

837

00:37:11,200 --> 00:37:15,440

when people are looking to get certified

838

00:37:13,839 --> 00:37:16,800

especially after they leave if they're

839

00:37:15,440 --> 00:37:18,560

able to find that information on your

840

00:37:16,800 --> 00:37:22,320

website that makes it a lot easier for

841

00:37:18,560 --> 00:37:25,920

them and a PSLF phone number can also be

842

00:37:22,320 --> 00:37:28,640

helpful um so the phone number of of the

843

00:37:25,920 --> 00:37:31,200

point of contact or points of contact um

844

00:37:28,640 --> 00:37:32,880

it's helpful but it's not required and

845

00:37:31,200 --> 00:37:35,839

putting this information on your public

846

00:37:32,880 --> 00:37:38,480

facing website services and as an

847

00:37:35,839 --> 00:37:41,760

advertisement to prospective employees

848

00:37:38,480 --> 00:37:44,240

um more it ensures separated employees

849

00:37:41,760 --> 00:37:48,000

once again have information they need to

850

00:37:44,240 --> 00:37:50,240

get the PSLF form signed we often hear

851

00:37:48,000 --> 00:37:53,599

that these two things are a big barrier

852

00:37:50,240 --> 00:37:55,760

for uh borrowers trying to achieve PSLF

853

00:37:53,599 --> 00:37:57,680

forgiveness right that some some

854

00:37:55,760 --> 00:38:00,320

employees say that they're they have

855

00:37:57,680 --> 00:38:02,079

difficulty figuring out who to contact

856

00:38:00,320 --> 00:38:03,920

in their in their organization to be

857

00:38:02,079 --> 00:38:06,720

able to complete the form so if you can

858

00:38:03,920 --> 00:38:10,240

make that easy for for your employees

859

00:38:06,720 --> 00:38:13,520

you are already 10 steps ahead

860

00:38:10,240 --> 00:38:16,400

um you can also share some of the PSLF

861

00:38:13,520 --> 00:38:19,960

resources um that we have provided on

862

00:38:16,400 --> 00:38:19,960

our resource slides

863

00:38:20,560 --> 00:38:25,520

the fourth action that you can do is to

864

00:38:22,880 --> 00:38:29,200

advertise that you are a PSLF qualifying


865

00:38:25,520 --> 00:38:32,000

employer and how do you do that right to


866

00:38:29,200 --> 00:38:34,800

leverage the benefits of PSLF for your


867

00:38:32,000 --> 00:38:36,640

organization you need to inform job


868

00:38:34,800 --> 00:38:39,440

seekers right people that are looking


869

00:38:36,640 --> 00:38:42,640

for for for work that employment with


870

00:38:39,440 --> 00:38:44,320

you will lead is is a qualification for

871

00:38:42,640 --> 00:38:48,480

the program right that you can qualify

872

00:38:44,320 --> 00:38:51,280

for PSLF if they work for you now here

873

00:38:48,480 --> 00:38:53,760

is an example of a statement that you

874

00:38:51,280 --> 00:38:56,880

can include either on individual job

875

00:38:53,760 --> 00:38:58,400

postings um external or internal job

876

00:38:56,880 --> 00:39:01,119

boards wherever you you posting your

877

00:38:58,400 --> 00:39:04,079

jobs to let those prospective employees

878

00:39:01,119 --> 00:39:08,320

know that you are a qualifying employer

879

00:39:04,079 --> 00:39:10,960

you can also use this um this statement

880

00:39:08,320 --> 00:39:12,880

on your employer benefits section of the

881

00:39:10,960 --> 00:39:14,320

website right so that if somebody is

882

00:39:12,880 --> 00:39:16,720

trying to find out what benefits you

883

00:39:14,320 --> 00:39:20,839

offer they also can find out about the

884

00:39:16,720 --> 00:39:20,839

program through those means

885

00:39:26,480 --> 00:39:31,440

all right so we're we're getting there

886

00:39:29,680 --> 00:39:35,359

um

887

00:39:31,440 --> 00:39:38,560

we just want to share specifically that

888

00:39:35,359 --> 00:39:40,400

uh again reiterate that you your staff

889

00:39:38,560 --> 00:39:42,960

may have heard in the news that the

890

00:39:40,400 --> 00:39:45,280

federal government is reviewing possible

891

00:39:42,960 --> 00:39:46,880

changes to the program and we do

892

00:39:45,280 --> 00:39:48,800

understand that there may be concerns

893

00:39:46,880 --> 00:39:52,240

and questions about that so we're

894

00:39:48,800 --> 00:39:55,200

providing a link um where folks can go

895

00:39:52,240 --> 00:39:58,000

to the US Department of Education's

896

00:39:55,200 --> 00:40:00,240

student aid website for the latest

897

00:39:58,000 --> 00:40:01,760

information um regarding what's

898

00:40:00,240 --> 00:40:04,800

happening

899

00:40:01,760 --> 00:40:07,520

so we'll include that with um here we go

900

00:40:04,800 --> 00:40:10,800

with this slide it's a link here at the

901

00:40:07,520 --> 00:40:13,680

top and um

902

00:40:10,800 --> 00:40:16,000

so the federal student aid website has a

903

00:40:13,680 --> 00:40:17,520

specific page on public service loan

904

00:40:16,000 --> 00:40:20,960

forgiveness

905

00:40:17,520 --> 00:40:24,079

it has instructions on step by step how

906

00:40:20,960 --> 00:40:25,760

to complete the PSLF form using the PSLF

907

00:40:24,079 --> 00:40:27,359

help tool and that includes some

908

00:40:25,760 --> 00:40:29,440

screenshots

909

00:40:27,359 --> 00:40:34,560

um

910

00:40:29,440 --> 00:40:38,640

we uh there is how an actual page in an

911

00:40:34,560 --> 00:40:42,800

application um portal for incomedriven

912

00:40:38,640 --> 00:40:45,760

repayment plan how to manage their

913

00:40:42,800 --> 00:40:48,160

public service loan forgiveness progress

914

00:40:45,760 --> 00:40:50,880

uh using their studentaid.gov

915
00:40:48,160 --> 00:40:55,440
uh account and then there are some help

916
00:40:50,880 --> 00:40:58,880
videos from the department of education

917
00:40:55,440 --> 00:41:02,240
um this next slide uh just I'm gonna I'm

918
00:40:58,880 --> 00:41:05,920
going to share my bias which is that um

919
00:41:02,240 --> 00:41:10,240
the Washington Student Loan Advocate

920
00:41:05,920 --> 00:41:13,440
has and so this is Jessica and um Amber

921
00:41:10,240 --> 00:41:16,720
at this point in time they have provided

922
00:41:13,440 --> 00:41:19,760
some excellent tools to help both

923
00:41:16,720 --> 00:41:23,680
employers and employees navigate this

924
00:41:19,760 --> 00:41:25,839
process we are fortunate to be one of

925
00:41:23,680 --> 00:41:29,440
very few states like 11 or 12 states

926
00:41:25,839 --> 00:41:32,640
that actually have laws that support

927
00:41:29,440 --> 00:41:36,480
student loan advocacy through consumer

928
00:41:32,640 --> 00:41:37,920
protection laws and regulatory functions

929

00:41:36,480 --> 00:41:41,599

by our department of financial

930

00:41:37,920 --> 00:41:43,440

institutions and I think most important

931

00:41:41,599 --> 00:41:45,760

um the Washington Student Achievement

932

00:41:43,440 --> 00:41:48,800

Council has established a student loan

933

00:41:45,760 --> 00:41:50,800

bill of rights and the provisions in

934

00:41:48,800 --> 00:41:54,000

that are navigated and managed by

935

00:41:50,800 --> 00:41:56,319

Jessica and Amber in their roles so

936

00:41:54,000 --> 00:41:58,720

they've um this is just a a short

937

00:41:56,319 --> 00:42:01,280

highlight of the the links available on

938

00:41:58,720 --> 00:42:03,119

their website so there's a quick PSLF

939

00:42:01,280 --> 00:42:06,000

fact sheet

940

00:42:03,119 --> 00:42:09,839

detailed steps to apply for PSLF

941

00:42:06,000 --> 00:42:14,079

frequently asked questions and a large

942

00:42:09,839 --> 00:42:17,200

ability is um for student loan borrowers

943

00:42:14,079 --> 00:42:20,000

to submit questions or complaints to

944

00:42:17,200 --> 00:42:23,839

them through the Washington student um

945

00:42:20,000 --> 00:42:27,040

complaint portal and this allows both uh

946

00:42:23,839 --> 00:42:30,000

questions and complaints about um

947

00:42:27,040 --> 00:42:33,319

student loan servicesers in the PSLF

948

00:42:30,000 --> 00:42:33,319

um realm

949

00:42:35,520 --> 00:42:39,680

um

950

00:42:37,440 --> 00:42:41,839

and then we um just need to clarify

951

00:42:39,680 --> 00:42:45,280

because we recognize that there might be

952

00:42:41,839 --> 00:42:49,280

some other employers in the room with us

953

00:42:45,280 --> 00:42:51,520

beyond local government if you work in a

954

00:42:49,280 --> 00:42:52,960

Washington state agency you're part of

955

00:42:51,520 --> 00:42:55,119

Washington state government and this

956

00:42:52,960 --> 00:42:58,960

includes our public institutions of

957

00:42:55,119 --> 00:43:03,440

higher education please visit OFM's PSLF

958

00:42:58,960 --> 00:43:06,720

page it includes um


959

00:43:03,440 --> 00:43:09,920

we do have a specific um PSLF


960

00:43:06,720 --> 00:43:12,560

certification program requirements for


961

00:43:09,920 --> 00:43:14,480

state agencies so the information that


962

00:43:12,560 --> 00:43:17,520

you need to be aware of for that is


963

00:43:14,480 --> 00:43:20,480

included there along with uh the um


964

00:43:17,520 --> 00:43:24,480

email box that you can send questions to


965

00:43:20,480 --> 00:43:26,720

and for our nonprofit um employers

966

00:43:24,480 --> 00:43:29,760

the student loan advocates website

967

00:43:26,720 --> 00:43:34,200

includes a specific section on um

968

00:43:29,760 --> 00:43:34,200

information about that for you

969

00:43:40,400 --> 00:43:46,319

so to highlight um some of the things

970

00:43:44,079 --> 00:43:48,480

we've shared

971

00:43:46,319 --> 00:43:51,520

you can refer employees to the student

972

00:43:48,480 --> 00:43:54,000

loan advocate for help um borrowers may

973

00:43:51,520 --> 00:43:56,240

submit a complaint or questions about

974

00:43:54,000 --> 00:43:58,000

their loans to the Office of the Student

975

00:43:56,240 --> 00:44:01,280

Loan Advocate and this includes

976

00:43:58,000 --> 00:44:03,359

questions about their PSLF pro um loans

977

00:44:01,280 --> 00:44:07,200

and processes

978

00:44:03,359 --> 00:44:10,160

credits income driven repayment plans if

979

00:44:07,200 --> 00:44:11,920

they are in delinquency or default

980

00:44:10,160 --> 00:44:14,560

there's information about deferments and


981

00:44:11,920 --> 00:44:17,839

forbearance loan forgiveness and


982

00:44:14,560 --> 00:44:19,359

discharges and the process for that loan


983

00:44:17,839 --> 00:44:21,359

consolidations


984

00:44:19,359 --> 00:44:23,280

and any other student loan questions


985

00:44:21,359 --> 00:44:25,280

they may have so the link at the bottom


986

00:44:23,280 --> 00:44:27,839

of this page actually takes you into

987

00:44:25,280 --> 00:44:30,839

that portal

988

00:44:27,839 --> 00:44:30,839

um

989

00:44:35,359 --> 00:44:40,480

and then the very last slide if you want

990

00:44:37,680 --> 00:44:43,040

to roll forward Amber these are the

991

00:44:40,480 --> 00:44:45,520

links that were actually presented in

992

00:44:43,040 --> 00:44:47,920

the slides throughout the program we

993

00:44:45,520 --> 00:44:52,560

just think it might be helpful to have

994

00:44:47,920 --> 00:44:55,040

them all in one place um and next

995

00:44:52,560 --> 00:44:58,880

Jessica is going to lead our question

996

00:44:55,040 --> 00:44:58,880

and answer session

997

00:45:01,920 --> 00:45:08,800

thank you Terry really appreciate it um

998

00:45:06,400 --> 00:45:10,560

so we have a lot of time for questions

999

00:45:08,800 --> 00:45:12,720

so I I see that there are some folks

1000

00:45:10,560 --> 00:45:16,560

that already submitted questions both on

1001

00:45:12,720 --> 00:45:18,160

the chat and uh in our Q&A so keep keep

1002

00:45:16,560 --> 00:45:20,960

them going um because we want to make

1003

00:45:18,160 --> 00:45:22,160

sure that we we cover as many of the

1004

00:45:20,960 --> 00:45:24,800

concerns that you might have at this

1005

00:45:22,160 --> 00:45:26,319

point in time about the program uh Terry

1006

00:45:24,800 --> 00:45:29,119

uh not Terry Amber do you want to go

1007

00:45:26,319 --> 00:45:31,280

ahead and um start going through some of

1008

00:45:29,119 --> 00:45:34,480

those questions yeah so looks like we've

1009

00:45:31,280 --> 00:45:35,760

got um four questions and so this is the

1010

00:45:34,480 --> 00:45:38,079

opportunity please if you've got

1011

00:45:35,760 --> 00:45:41,440

questions throw them in the uh Q&A so

1012

00:45:38,079 --> 00:45:45,040

that we can um address them um no

1013

00:45:41,440 --> 00:45:47,200

question is is silly or or um you know

1014

00:45:45,040 --> 00:45:49,040

we we want to make sure that that folks

1015

00:45:47,200 --> 00:45:50,720

get a good understanding and and take

1016

00:45:49,040 --> 00:45:54,720

some good things away from this webinar

1017

00:45:50,720 --> 00:45:56,480

so um our first question um sorry if I

1018

00:45:54,720 --> 00:45:58,800

missed this but do we help our employees

1019

00:45:56,480 --> 00:46:00,160

fill this out at any time or do they

1020

00:45:58,800 --> 00:46:02,079

have to fulfill the eligibility

1021

00:46:00,160 --> 00:46:05,079

requirements first like the 10 years of

1022

00:46:02,079 --> 00:46:05,079

payments

1023

00:46:05,599 --> 00:46:12,560

great yeah yeah go for Thank you sorry


1024

00:46:08,319 --> 00:46:15,040

um so that's a great question right so


1025

00:46:12,560 --> 00:46:16,560

the answer is


1026

00:46:15,040 --> 00:46:17,839

both


1027

00:46:16,560 --> 00:46:21,040

which I know it's a it's a little


1028

00:46:17,839 --> 00:46:23,839

confusing um so you technically somebody


1029

00:46:21,040 --> 00:46:26,079

could go for 10 years making their


1030

00:46:23,839 --> 00:46:28,000

payments right under student loans and

1031
00:46:26,079 --> 00:46:30,000
wait until they've been employed for 10

1032
00:46:28,000 --> 00:46:31,839
years in the in the public service while

1033
00:46:30,000 --> 00:46:34,960
making those payments to then submit

1034
00:46:31,839 --> 00:46:36,880
their PSLF form or forms right we don't

1035
00:46:34,960 --> 00:46:39,280
typically recommend that people do that

1036
00:46:36,880 --> 00:46:41,280
for a couple of reasons right there are

1037
00:46:39,280 --> 00:46:43,359
some very specific requirements that

1038

00:46:41,280 --> 00:46:45,040

people need to be meeting while they're

1039

00:46:43,359 --> 00:46:46,960

going through the program right the

1040

00:46:45,040 --> 00:46:48,960

employer piece employment piece is a is

1041

00:46:46,960 --> 00:46:50,319

a part of it but there's you know three

1042

00:46:48,960 --> 00:46:51,920

other things that we mentioned earlier

1043

00:46:50,319 --> 00:46:54,400

that can be a little bit confusing for

1044

00:46:51,920 --> 00:46:58,079

borrowers um as they're going through

1045

00:46:54,400 --> 00:46:59,440

the process right so because that


1046

00:46:58,079 --> 00:47:01,280

there's those requirements that they


1047

00:46:59,440 --> 00:47:04,319

need to meet while they're employed with


1048

00:47:01,280 --> 00:47:07,599

you right we often recommend that people


1049

00:47:04,319 --> 00:47:10,240

actually submit their form every year


1050

00:47:07,599 --> 00:47:12,480

and the reason for that is that one that


1051

00:47:10,240 --> 00:47:14,960

makes sure that they're covering um


1052

00:47:12,480 --> 00:47:16,319

getting credit along the way right they

1053

00:47:14,960 --> 00:47:18,000

they are aware of like how many more

1054

00:47:16,319 --> 00:47:20,800

payments they have to make before they

1055

00:47:18,000 --> 00:47:22,240

qualify for forgiveness and two if for

1056

00:47:20,800 --> 00:47:24,160

some reason they're not meeting one of

1057

00:47:22,240 --> 00:47:26,319

those requirements for example the one

1058

00:47:24,160 --> 00:47:27,839

that I find that is the most common

1059

00:47:26,319 --> 00:47:30,640

maybe they're in the wrong repayment

1060

00:47:27,839 --> 00:47:32,640

plan right to be on PSLF they're going

1061

00:47:30,640 --> 00:47:35,440

to find out that information once they

1062

00:47:32,640 --> 00:47:36,800

apply because the Federson A will tell

1063

00:47:35,440 --> 00:47:38,240

them that information like hey

1064

00:47:36,800 --> 00:47:39,359

unfortunately you don't qualify for the

1065

00:47:38,240 --> 00:47:42,240

program right now because you're in the

1066

00:47:39,359 --> 00:47:43,440

correct um uh repayment plan but here's

1067

00:47:42,240 --> 00:47:44,400

what you can do to switch to the right


1068

00:47:43,440 --> 00:47:47,760

repayment plan so that you can


1069

00:47:44,400 --> 00:47:49,599

eventually qualify right so while yes


1070

00:47:47,760 --> 00:47:51,839

technically somebody could wait 10 years


1071

00:47:49,599 --> 00:47:53,280

and then apply for the program um after


1072

00:47:51,839 --> 00:47:54,800

making those 10 years of qualifying


1073

00:47:53,280 --> 00:47:56,160

payments we don't recommend that we

1074

00:47:54,800 --> 00:47:58,000

actually recommend that they do it every

1075

00:47:56,160 --> 00:48:01,000

year and every time they switch

1076

00:47:58,000 --> 00:48:01,000

employers

1077

00:48:01,200 --> 00:48:10,079

and I want to just add to that um as

1078

00:48:05,599 --> 00:48:11,280

employers you are not expected to know

1079

00:48:10,079 --> 00:48:13,040

you know whether or not they're going to

1080

00:48:11,280 --> 00:48:15,520

qualify or to be able to answer those

1081

00:48:13,040 --> 00:48:20,640

types of questions your role in the

1082

00:48:15,520 --> 00:48:22,800

process is really to um let employees

1083

00:48:20,640 --> 00:48:24,720

know that this is available and then

1084

00:48:22,800 --> 00:48:26,240

when employees go to fill out the forms

1085

00:48:24,720 --> 00:48:29,440

and they're the ones responsible for

1086

00:48:26,240 --> 00:48:31,200

filling the forms out um if they do it

1087

00:48:29,440 --> 00:48:34,079

through that help tool that Terry was

1088

00:48:31,200 --> 00:48:36,000

talking about earlier that um you know

1089
00:48:34,079 --> 00:48:39,520
if they have access to who to send the

1090
00:48:36,000 --> 00:48:42,240
form to it'll send a docuign request to

1091
00:48:39,520 --> 00:48:44,319
that point of contact email and so that

1092
00:48:42,240 --> 00:48:48,800
needs to be completed by the employer So

1093
00:48:44,319 --> 00:48:50,880
that's verifying their um uh full-time

1094
00:48:48,800 --> 00:48:54,000
versus part-time status average hours

1095
00:48:50,880 --> 00:48:55,359
per week and dates of employment so when

1096

00:48:54,000 --> 00:48:57,440

they started and whether they're still


1097

00:48:55,359 --> 00:49:00,480

employed or have an end date and then a


1098

00:48:57,440 --> 00:49:05,599

signature by the um authorized official


1099

00:49:00,480 --> 00:49:07,599

um so that's that is kind of the the


1100

00:49:05,599 --> 00:49:09,280

kind of key responsibility that


1101

00:49:07,599 --> 00:49:11,920

employers have is to to do that


1102

00:49:09,280 --> 00:49:14,240

certification process you know even if

1103

00:49:11,920 --> 00:49:15,920

an employee is a part-time employee you

1104

00:49:14,240 --> 00:49:17,359

can certify that they were part-time for

1105

00:49:15,920 --> 00:49:19,040

those hours and you don't need to know

1106

00:49:17,359 --> 00:49:20,640

whether they had another job that they

1107

00:49:19,040 --> 00:49:22,880

were also working to meet the

1108

00:49:20,640 --> 00:49:25,839

requirement that's on the employee to

1109

00:49:22,880 --> 00:49:28,800

find out so we see the employer role as

1110

00:49:25,839 --> 00:49:30,480

really you know doing the certification

1111

00:49:28,800 --> 00:49:33,280

requirements and making sure folks know

1112

00:49:30,480 --> 00:49:35,200

that this is an option uh when they

1113

00:49:33,280 --> 00:49:36,559

start as they're continue to be employed

1114

00:49:35,200 --> 00:49:39,200

with you and when they leave your

1115

00:49:36,559 --> 00:49:40,800

organization um and then just providing

1116

00:49:39,200 --> 00:49:44,079

that information that they need in order

1117

00:49:40,800 --> 00:49:47,119

to complete the form so the EIN

1118

00:49:44,079 --> 00:49:48,960

um the contact person and email um are

1119

00:49:47,119 --> 00:49:51,960

those kind of primary key pieces of

1120

00:49:48,960 --> 00:49:51,960

information

1121

00:49:52,240 --> 00:49:57,040

uh sorry Jessica I kind of hijacked the

1122

00:49:54,160 --> 00:50:02,319

end of that question there um couldn't

1123

00:49:57,040 --> 00:50:03,680

help myself um our next question um and

1124

00:50:02,319 --> 00:50:04,960

I think we kind of addressed this but if

1125

00:50:03,680 --> 00:50:07,760

you want to just maybe expand a little

1126

00:50:04,960 --> 00:50:11,119

bit do people applying for PSLF need to

1127

00:50:07,760 --> 00:50:15,880

submit an application every year no but

1128

00:50:11,119 --> 00:50:15,880

it is highly recommended that they do so

1129

00:50:21,119 --> 00:50:28,000

excellent okay um I see Terry you're

1130

00:50:24,720 --> 00:50:30,000

typing an answer to Denise but um yes we

1131

00:50:28,000 --> 00:50:31,839

will be sending out um the slide deck

1132

00:50:30,000 --> 00:50:34,000

with the clickable links as well as a

1133

00:50:31,839 --> 00:50:36,319

link to the recording um of this

1134

00:50:34,000 --> 00:50:37,920

presentation um for folks who attended

1135

00:50:36,319 --> 00:50:43,720

and then we'll also be sending it to our

1136

00:50:37,920 --> 00:50:43,720

greater PSLF employer list uh email list

1137

00:50:43,760 --> 00:50:51,440

um Jessica can you apply for PSLF if

1138

00:50:48,000 --> 00:50:53,599

you've consolidated your loans

1139

00:50:51,440 --> 00:50:55,359

great question right i want to make sure


1140

00:50:53,599 --> 00:50:57,359

that to address this question we


1141

00:50:55,359 --> 00:51:00,160

actually explain what loan consolidation


1142

00:50:57,359 --> 00:51:03,920

is and what it isn't because people can


1143

00:51:00,160 --> 00:51:06,720

usually get um privately refinancing


1144

00:51:03,920 --> 00:51:08,880

your loans with and loan consolidation


1145

00:51:06,720 --> 00:51:11,440

with the federal government conflicted


1146

00:51:08,880 --> 00:51:14,640

right because those those terms can be

1147

00:51:11,440 --> 00:51:17,200

used interchangeably so if somebody has

1148

00:51:14,640 --> 00:51:18,800

consolidated their federal student loans

1149

00:51:17,200 --> 00:51:21,119

with the federal government meaning

1150

00:51:18,800 --> 00:51:23,440

their loans are now all consolidated

1151

00:51:21,119 --> 00:51:25,920

into one loan but it's still owned by

1152

00:51:23,440 --> 00:51:28,960

the federal government the answer is yes

1153

00:51:25,920 --> 00:51:31,839

they can still apply for PSLF now if the

1154

00:51:28,960 --> 00:51:34,960

person has refinanced their student

1155

00:51:31,839 --> 00:51:37,440

loans with a private company um some

1156

00:51:34,960 --> 00:51:40,800

names that come to mind is like Discover

1157

00:51:37,440 --> 00:51:43,839

SoFi etc like there's a lot of companies

1158

00:51:40,800 --> 00:51:45,839

out there that will um privately

1159

00:51:43,839 --> 00:51:47,760

refinance the loans and make that into a

1160

00:51:45,839 --> 00:51:49,440

private debt right like no longer owned

1161

00:51:47,760 --> 00:51:51,599

by the the federal government if

1162

00:51:49,440 --> 00:51:53,599

somebody has privately refinanced their

1163

00:51:51,599 --> 00:51:55,520

student loans unfortunately they can no

1164

00:51:53,599 --> 00:51:58,000

longer apply for PSLF because that debt

1165

00:51:55,520 --> 00:52:01,000

is no longer owned by uh the federal

1166

00:51:58,000 --> 00:52:01,000

government

1167

00:52:08,160 --> 00:52:13,680

um all right is the income driven

1168

00:52:11,520 --> 00:52:16,640

repayment plan the default or does the

1169

00:52:13,680 --> 00:52:18,160

employee need to ask for it and if not

1170

00:52:16,640 --> 00:52:22,480

and they have found that the repayment

1171

00:52:18,160 --> 00:52:25,119

wasn't converted are they starting over

1172

00:52:22,480 --> 00:52:27,680

great questions Jenna so the income

1173

00:52:25,119 --> 00:52:28,880

driven repayment plan is not the default

1174

00:52:27,680 --> 00:52:32,160

right

1175

00:52:28,880 --> 00:52:34,079

um and the employer has to ask for it by

1176

00:52:32,160 --> 00:52:36,240

applying for it right so hopefully that

1177

00:52:34,079 --> 00:52:38,640

answers your two questions and then if

1178

00:52:36,240 --> 00:52:40,079

not does that mean that if the employee

1179

00:52:38,640 --> 00:52:41,440

now finds out that they weren't in the

1180

00:52:40,079 --> 00:52:43,119

right repayment plan do they have to

1181

00:52:41,440 --> 00:52:45,520

start over the answer to that question

1182

00:52:43,119 --> 00:52:47,599

is a little bit more nuanced uh because

1183

00:52:45,520 --> 00:52:52,400

in recent years people were able to get


1184

00:52:47,599 --> 00:52:54,319

credit um for repayment in which they


1185

00:52:52,400 --> 00:52:57,119

were not in an income driven repayment


1186

00:52:54,319 --> 00:52:59,200

plan there was some limited um time


1187

00:52:57,119 --> 00:53:01,599

opportunities that allowed people up


1188

00:52:59,200 --> 00:53:02,880

until fall of last year to get a lot of


1189

00:53:01,599 --> 00:53:06,400

credit for those payments that didn't

1190

00:53:02,880 --> 00:53:08,720

count um so the answer might be that yes

1191

00:53:06,400 --> 00:53:10,559

they might have some credit even though

1192

00:53:08,720 --> 00:53:12,640

they weren't in an income driven

1193

00:53:10,559 --> 00:53:15,040

repayment plan but if the person for

1194

00:53:12,640 --> 00:53:17,920

example graduated today let's just say

1195

00:53:15,040 --> 00:53:19,680

and they make payments for like a year

1196

00:53:17,920 --> 00:53:21,040

um and they've been in the wrong

1197

00:53:19,680 --> 00:53:23,440

repayment plan and then they submit a

1198

00:53:21,040 --> 00:53:25,200

PSL form they might find out at that

1199

00:53:23,440 --> 00:53:26,960

point in time that yes that maybe those

1200

00:53:25,200 --> 00:53:28,640

payments for the past year didn't count

1201

00:53:26,960 --> 00:53:30,800

but hey at least they're finding it out

1202

00:53:28,640 --> 00:53:33,440

now after just one year of payments

1203

00:53:30,800 --> 00:53:35,280

instead of like 10 years of payment

1204

00:53:33,440 --> 00:53:37,440

which this this is exactly the reason

1205

00:53:35,280 --> 00:53:39,200

why we emphasize that people should be

1206

00:53:37,440 --> 00:53:42,000

submitting those PSLF forms every year

1207

00:53:39,200 --> 00:53:43,520

to avoid situations like this so to

1208

00:53:42,000 --> 00:53:45,440

short answer to your question is that

1209

00:53:43,520 --> 00:53:47,200

yes they might still have credit from

1210

00:53:45,440 --> 00:53:48,800

some past payments but it's really going

1211

00:53:47,200 --> 00:53:50,160

to depend on their specific situation

1212

00:53:48,800 --> 00:53:54,800

and if they have any questions they can


1213

00:53:50,160 --> 00:53:56,720

submit a question to um our office


1214

00:53:54,800 --> 00:53:59,119

and again you know if you get questions


1215

00:53:56,720 --> 00:54:00,960

like that from your employees you know


1216

00:53:59,119 --> 00:54:02,720

you can refer them to the resources that


1217

00:54:00,960 --> 00:54:04,720

we've shared with you um or we'll be


1218

00:54:02,720 --> 00:54:07,440

sharing with you uh you can refer them

1219

00:54:04,720 --> 00:54:10,000

to our offices if you are kind of your

1220

00:54:07,440 --> 00:54:13,760

PSLF point of contact for folks at your

1221

00:54:10,000 --> 00:54:15,280

your organization um you know if you are

1222

00:54:13,760 --> 00:54:16,800

wanting to learn a little bit more just

1223

00:54:15,280 --> 00:54:19,599

so you have a little bit more context

1224

00:54:16,800 --> 00:54:23,040

when you're talking with folks

1225

00:54:19,599 --> 00:54:25,200

you can um you know take the initiative

1226

00:54:23,040 --> 00:54:27,680

and and maybe watch one of our borrower

1227

00:54:25,200 --> 00:54:29,359

specific webinars that we have on our

1228

00:54:27,680 --> 00:54:31,280

website for instance or take a look at

1229

00:54:29,359 --> 00:54:35,599

the resources yourself just to kind of

1230

00:54:31,280 --> 00:54:37,839

get get maybe u the perspective from the

1231

00:54:35,599 --> 00:54:42,160

the borrower the employee side to have a

1232

00:54:37,839 --> 00:54:46,640

sense of what their process is like

1233

00:54:42,160 --> 00:54:48,800

um Kim asks "As an employer how do we

1234
00:54:46,640 --> 00:54:50,960
update our address are we showing we are

1235
00:54:48,800 --> 00:54:54,079
showing as an eligible employer but it

1236
00:54:50,960 --> 00:54:57,640
says no address on file?" Terry do you

1237
00:54:54,079 --> 00:54:57,640
want to take this one

1238
00:54:58,240 --> 00:55:04,800
um I will take it um

1239
00:55:02,400 --> 00:55:07,119
essenti but I might need my colleagues

1240
00:55:04,800 --> 00:55:09,280
here to help me out at the end of my

1241

00:55:07,119 --> 00:55:12,960

answer so


1242

00:55:09,280 --> 00:55:15,599

there is no way to update your address i


1243

00:55:12,960 --> 00:55:18,960

am unclear i think all of us are unclear


1244

00:55:15,599 --> 00:55:21,760

exactly what if any connection lives


1245

00:55:18,960 --> 00:55:23,680

between the system that produces and


1246

00:55:21,760 --> 00:55:26,400

maintains records for the employee


1247

00:55:23,680 --> 00:55:29,680

identification number versus what's in

1248

00:55:26,400 --> 00:55:32,319

the employer search tool i don't believe

1249

00:55:29,680 --> 00:55:34,319

it matters whether there's an address

1250

00:55:32,319 --> 00:55:36,079

for you on file just because affirming

1251

00:55:34,319 --> 00:55:38,800

that it doesn't matter as long as you

1252

00:55:36,079 --> 00:55:42,319

are showing as eligible just complete

1253

00:55:38,800 --> 00:55:44,319

the form for your employees and um it

1254

00:55:42,319 --> 00:55:47,040

will get processed through FSA and as

1255

00:55:44,319 --> 00:55:49,440

long as those other three conditions are

1256

00:55:47,040 --> 00:55:51,839

are um

1257

00:55:49,440 --> 00:55:55,640

correct or active then then they'll go

1258

00:55:51,839 --> 00:55:55,640

ahead and get credit

1259

00:55:58,160 --> 00:56:04,319

so Amber feel free to add if I've

1260

00:56:00,880 --> 00:56:07,599

forgotten anything on that answer yeah

1261

00:56:04,319 --> 00:56:09,839

you know um the entries that are in the

1262

00:56:07,599 --> 00:56:12,160

employer search tool were generated

1263

00:56:09,839 --> 00:56:14,960

based on prior forms that were submitted

1264

00:56:12,160 --> 00:56:16,880

and so um you know I don't actually I

1265

00:56:14,960 --> 00:56:19,280

can't remember the current iteration of

1266

00:56:16,880 --> 00:56:21,599

the PSLF form if it has a spot for the

1267

00:56:19,280 --> 00:56:23,920

employer address um it's possible that

1268

00:56:21,599 --> 00:56:26,640

it did previously and maybe it was

1269

00:56:23,920 --> 00:56:29,280

inputed incorrectly um if it has that

1270

00:56:26,640 --> 00:56:31,040

spot still when when um the employer or

1271

00:56:29,280 --> 00:56:32,960

the employee goes in to fill it out that

1272

00:56:31,040 --> 00:56:34,799

they can change that information that

1273

00:56:32,960 --> 00:56:37,440

would generally get updated but there's

1274

00:56:34,799 --> 00:56:39,680

not a way to proactively go and change

1275

00:56:37,440 --> 00:56:42,160

your organization's information on that

1276

00:56:39,680 --> 00:56:46,280

website it only gets updated through the

1277

00:56:42,160 --> 00:56:46,280

submission of PSLF forms

1278

00:56:48,319 --> 00:56:53,680

um all right jackie asks "Do we have to

1279

00:56:51,760 --> 00:56:55,680

use the PSLF notification templates

1280

00:56:53,680 --> 00:56:57,599

provided by OFM or can we create our own

1281

00:56:55,680 --> 00:57:01,200

templates customized to our agency with

1282

00:56:57,599 --> 00:57:04,240

all the required information

1283

00:57:01,200 --> 00:57:06,640

i mean you all don't have to do anything

1284

00:57:04,240 --> 00:57:10,240

right i was going to say the best the

1285

00:57:06,640 --> 00:57:12,799

best answer." Um so no I mean if you if

1286

00:57:10,240 --> 00:57:15,520

you want to customize it to your heart's

1287

00:57:12,799 --> 00:57:18,240

desire go ahead right the one thing that

1288

00:57:15,520 --> 00:57:21,599

I will say that is important that is

1289

00:57:18,240 --> 00:57:23,280

important to say is that it's it's

1290

00:57:21,599 --> 00:57:25,200

something that we still struggle with is

1291

00:57:23,280 --> 00:57:27,760

like conveying the message of the

1292

00:57:25,200 --> 00:57:31,200

requirements to borrowers if you can

1293

00:57:27,760 --> 00:57:34,079

keep those four requirements

1294

00:57:31,200 --> 00:57:35,920

as they are i would recommend doing that

1295

00:57:34,079 --> 00:57:39,359

just because like a minor tweaking to

1296

00:57:35,920 --> 00:57:40,720

those words can make a borrower

1297

00:57:39,359 --> 00:57:43,280

understand the requirements in a way

1298

00:57:40,720 --> 00:57:45,280

that's not correct right but outside of

1299

00:57:43,280 --> 00:57:47,599

those four requirements

1300

00:57:45,280 --> 00:57:49,440

you can probably change anything and and

1301

00:57:47,599 --> 00:57:53,559

it would still be okay so that that

1302

00:57:49,440 --> 00:57:53,559

would be my recommendation to you

1303

00:57:54,400 --> 00:57:58,319

yeah and I would say Jackie if for some

1304

00:57:56,240 --> 00:58:00,000

reason that you work for a state agency

1305

00:57:58,319 --> 00:58:01,680

and you're here I would recommend

1306

00:58:00,000 --> 00:58:03,520

reaching out to Terry to talk about that

1307

00:58:01,680 --> 00:58:04,720

as well just you know and knowing that

1308

00:58:03,520 --> 00:58:07,119

there might be some folks in the room

1309

00:58:04,720 --> 00:58:09,359

that are state agency and and state

1310

00:58:07,119 --> 00:58:12,799

agencies are required to send those

1311

00:58:09,359 --> 00:58:14,079

notifications to their employees um and

1312

00:58:12,799 --> 00:58:16,000

so whether or not they're required to

1313

00:58:14,079 --> 00:58:18,240

use the OFM template that I'm not sure

1314

00:58:16,000 --> 00:58:19,839

about if if that's applicable so I would

1315

00:58:18,240 --> 00:58:24,920

say connect with Terry if you are a

1316

00:58:19,839 --> 00:58:24,920

state agency employer um

1317

00:58:25,200 --> 00:58:29,839

Becky asks I tried to look at my

1318

00:58:27,359 --> 00:58:31,440

organization by our ERN EIN and it came

1319

00:58:29,839 --> 00:58:33,200

back no results found did I hear

1320

00:58:31,440 --> 00:58:36,200

correctly that we can't proactively get

1321

00:58:33,200 --> 00:58:36,200

added

1322

00:58:37,280 --> 00:58:43,520

correct Becky you cannot proactively get

1323

00:58:39,839 --> 00:58:46,480

added the only way to add currently um

1324

00:58:43,520 --> 00:58:48,240

an employer is by one of your employees

1325

00:58:46,480 --> 00:58:50,880

actually submitting a form with your

1326

00:58:48,240 --> 00:58:53,839

information and with the additional

1327

00:58:50,880 --> 00:58:55,520

documentation that we outlined right so

1328

00:58:53,839 --> 00:58:58,240

what I would recommend to you if you

1329

00:58:55,520 --> 00:59:00,559

want to be proactive right is to maybe

1330

00:58:58,240 --> 00:59:03,119

gather those documents and have it saved

1331

00:59:00,559 --> 00:59:05,280

in a folder so that whenever somebody

1332

00:59:03,119 --> 00:59:07,280

comes to you and says "I want to submit

1333

00:59:05,280 --> 00:59:09,839

my PSL form." you can let them know like

1334

00:59:07,280 --> 00:59:11,599

"Oh actually unfortunately we're not on

1335

00:59:09,839 --> 00:59:12,880

the database yet but here is the


1336

00:59:11,599 --> 00:59:14,720

information that you need to submit with


1337

00:59:12,880 --> 00:59:18,160

your form so that we can get added to


1338

00:59:14,720 --> 00:59:21,520

the database and you can get um um into


1339

00:59:18,160 --> 00:59:23,680

the PSLF program and also our future um


1340

00:59:21,520 --> 00:59:25,760

employees can not have to go through


1341

00:59:23,680 --> 00:59:27,920

this hassle and be able to to get access


1342

00:59:25,760 --> 00:59:28,960

to the program." But great question

1343

00:59:27,920 --> 00:59:31,040

unfortunately there's no way to

1344

00:59:28,960 --> 00:59:32,880

proactively do it if you just want to be

1345

00:59:31,040 --> 00:59:36,640

proactive I would just recommend again

1346

00:59:32,880 --> 00:59:38,559

having all the documents that we um

1347

00:59:36,640 --> 00:59:40,559

highlighted somewhere accessible to

1348

00:59:38,559 --> 00:59:42,640

whoever is your PSLF contact so that

1349

00:59:40,559 --> 00:59:45,440

whenever somebody submits a form they

1350

00:59:42,640 --> 00:59:47,680

can um send that information to the to

1351

00:59:45,440 --> 00:59:49,680

the employee

1352

00:59:47,680 --> 00:59:52,079

and I would say the the proactive part

1353

00:59:49,680 --> 00:59:53,920

of that is you know send that notice out

1354

00:59:52,079 --> 00:59:55,280

to your employees you know if you know

1355

00:59:53,920 --> 00:59:57,359

that you're a local government

1356

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

organization you're eligible it's just

1357

00:59:57,359 --> 01:00:01,680

that maybe no one in your organization

1358

00:59:59,280 --> 01:00:03,280

has ever submitted a form because again

1359

01:00:01,680 --> 01:00:05,599

that's the only way that those entries

1360

01:00:03,280 --> 01:00:07,520

are created is someone submitting a form

1361

01:00:05,599 --> 01:00:09,280

and then those being reviewed to see

1362

01:00:07,520 --> 01:00:11,280

whether that employer is eligible and so

1363

01:00:09,280 --> 01:00:13,280

if you're a local government employer

1364

01:00:11,280 --> 01:00:15,599

you're eligible it's just no one from


1365

01:00:13,280 --> 01:00:19,599

your organization has applied before and


1366

01:00:15,599 --> 01:00:21,280

so by sending out an annual notice you


1367

01:00:19,599 --> 01:00:23,599

know maybe that prompts one of your


1368

01:00:21,280 --> 01:00:25,440

employees to start that process and


1369

01:00:23,599 --> 01:00:26,960

maybe the first person that reaches out


1370

01:00:25,440 --> 01:00:29,520

with you maybe you work with them a


1371

01:00:26,960 --> 01:00:31,200

little bit to you know and connect us

1372

01:00:29,520 --> 01:00:32,799

with our office as well to make sure

1373

01:00:31,200 --> 01:00:34,319

that we get them with the correct

1374

01:00:32,799 --> 01:00:37,280

documentation that they'll need that

1375

01:00:34,319 --> 01:00:39,040

they can upload with their form so that

1376

01:00:37,280 --> 01:00:42,640

um you know your organization can then

1377

01:00:39,040 --> 01:00:45,040

be considered to be added to the um to

1378

01:00:42,640 --> 01:00:48,559

the database um and again that that

1379

01:00:45,040 --> 01:00:50,480

process um when an employee submits a

1380

01:00:48,559 --> 01:00:52,400

form for the first time for an employer

1381

01:00:50,480 --> 01:00:54,880

to be reviewed and then added to the

1382

01:00:52,400 --> 01:00:57,839

system can potentially take like a year

1383

01:00:54,880 --> 01:01:00,000

um at least that's the last time that we

1384

01:00:57,839 --> 01:01:02,720

had that issue um it took about that

1385

01:01:00,000 --> 01:01:04,559

long so um

1386

01:01:02,720 --> 01:01:08,559

the federal government does not always

1387

01:01:04,559 --> 01:01:10,400

work quickly um so um just putting that

1388

01:01:08,559 --> 01:01:11,839

out there in case you know maybe you've

1389

01:01:10,400 --> 01:01:13,119

already submitted a form or had an

1390

01:01:11,839 --> 01:01:17,799

employee submitted a form and they still

1391

01:01:13,119 --> 01:01:17,799

haven't heard back that's not unusual

1392

01:01:18,559 --> 01:01:24,799

um this is a great question Jessica is

1393

01:01:22,559 --> 01:01:27,839

there a maximum amount that can be

1394

01:01:24,799 --> 01:01:31,680

forgiven for PSLF

1395

01:01:27,839 --> 01:01:34,960

no there's no maximum amount which again

1396

01:01:31,680 --> 01:01:39,319

makes this a very very unique and

1397

01:01:34,960 --> 01:01:39,319

valuable benefit to employees

1398

01:01:40,720 --> 01:01:44,720

yeah and I'll say you know the average

1399

01:01:42,319 --> 01:01:47,280

that we provided um earlier right that

1400

01:01:44,720 --> 01:01:48,880

roughly 35,000 per borrower that's just

1401

01:01:47,280 --> 01:01:50,720

an average we know that there are

1402

01:01:48,880 --> 01:01:52,640

borrowers that have hundreds of

1403

01:01:50,720 --> 01:01:55,280

thousands of dollars in student loan

1404

01:01:52,640 --> 01:01:57,680

debt um you know those are typically

1405

01:01:55,280 --> 01:02:00,960

folks that maybe went to to law school

1406

01:01:57,680 --> 01:02:03,599

or medical school um some folks that

1407

01:02:00,960 --> 01:02:05,440

that um maybe have you know parent plus

1408

01:02:03,599 --> 01:02:08,880

loans which are loans that parents take

1409

01:02:05,440 --> 01:02:11,440

out on behalf of their children um

1410

01:02:08,880 --> 01:02:12,799

uh you know so you know some folks you

1411

01:02:11,440 --> 01:02:14,079

know they only get maybe a little bit

1412

01:02:12,799 --> 01:02:15,440

forgiven because that's just what they

1413

01:02:14,079 --> 01:02:17,839

have left at the time that they meet

1414

01:02:15,440 --> 01:02:19,520

those requirements but other folks you

1415

01:02:17,839 --> 01:02:22,160

know they they have the potential to

1416

01:02:19,520 --> 01:02:25,599

have quite a bit of of um loan debt

1417

01:02:22,160 --> 01:02:28,599

forgiven so um you know there's no limit

1418

01:02:25,599 --> 01:02:28,599

currently

1419

01:02:29,760 --> 01:02:35,359

would you like me to read the questions

1420

01:02:32,000 --> 01:02:36,720

that landed in the chat yes please i

1421

01:02:35,359 --> 01:02:39,359

don't have that pulled up since I'm

1422

01:02:36,720 --> 01:02:42,640

sharing my screen okay so we've already

1423

01:02:39,359 --> 01:02:45,599

answered the first few but there was a

1424

01:02:42,640 --> 01:02:48,839

really good

1425

01:02:45,599 --> 01:02:48,839

Hold on

1426

01:02:51,280 --> 01:02:56,400

sorry

1427

01:02:52,559 --> 01:02:58,240

my computer's being super slow

1428

01:02:56,400 --> 01:03:00,960

okay

1429

01:02:58,240 --> 01:03:03,599

this is from Stella Rajik i hope I'm

1430

01:03:00,960 --> 01:03:06,960

saying your name correctly i apologize

1431

01:03:03,599 --> 01:03:09,200

if I didn't um some temporary or summer

1432

01:03:06,960 --> 01:03:11,839

employees work variable hours that are

1433

01:03:09,200 --> 01:03:14,559

not easy to summarize in one field such

1434

01:03:11,839 --> 01:03:17,200

as numbers of hours worked or they

1435

01:03:14,559 --> 01:03:22,880

worked a couple of jobs at the same time

1436

01:03:17,200 --> 01:03:24,880

each with the schedule of a few hours

1437
01:03:22,880 --> 01:03:27,760
jessica do you want to answer that or

1438
01:03:24,880 --> 01:03:29,920
would you like me to i think you can

1439
01:03:27,760 --> 01:03:33,839
okay so I get questions like that all

1440
01:03:29,920 --> 01:03:37,200
the time yeah um what you can do when

1441
01:03:33,839 --> 01:03:40,079
there are variable hours is

1442
01:03:37,200 --> 01:03:43,760
look at the the time frame that the

1443
01:03:40,079 --> 01:03:46,079
employment is being certified for and

1444

01:03:43,760 --> 01:03:49,200

add up all the hours and divide it by

1445

01:03:46,079 --> 01:03:51,359

the number of weeks that were worked

1446

01:03:49,200 --> 01:03:54,960

then you can determine whether the

1447

01:03:51,359 --> 01:03:56,720

employee met the 30hour threshold in

1448

01:03:54,960 --> 01:03:59,200

which case you could say that they were

1449

01:03:56,720 --> 01:04:01,119

full-time during that period and if they

1450

01:03:59,200 --> 01:04:03,760

don't then you say that they are

1451

01:04:01,119 --> 01:04:06,319

part-time during that period another

1452

01:04:03,760 --> 01:04:09,760

scenario that we've encountered is

1453

01:04:06,319 --> 01:04:11,760

people are intermittent or seasonal and

1454

01:04:09,760 --> 01:04:14,240

so they'll work some hours for a period

1455

01:04:11,760 --> 01:04:15,920

of time and then there will be a break

1456

01:04:14,240 --> 01:04:17,280

where they don't report any hours and

1457

01:04:15,920 --> 01:04:20,319

then they come back and they work some

1458

01:04:17,280 --> 01:04:23,440

more the employee can also submit

1459

01:04:20,319 --> 01:04:24,799

multiple forms for those periods of

1460

01:04:23,440 --> 01:04:29,839

employment where they would have

1461

01:04:24,799 --> 01:04:32,079

qualifying number of hours and um again

1462

01:04:29,839 --> 01:04:34,160

we're available if you have scenario

1463

01:04:32,079 --> 01:04:36,960

questions like that that need to be

1464

01:04:34,160 --> 01:04:39,440

answered

1465

01:04:36,960 --> 01:04:41,599

and I I'll add just a note on that as

1466

01:04:39,440 --> 01:04:44,960

well you know we recommend that folks

1467

01:04:41,599 --> 01:04:48,000

submit PSLS forms at least annually uh

1468

01:04:44,960 --> 01:04:49,680

like as a bare minimum but there is

1469

01:04:48,000 --> 01:04:51,520

nothing that prevents an employee from

1470

01:04:49,680 --> 01:04:53,520

submitting you know they could submit a

1471

01:04:51,520 --> 01:04:55,200

form every month it might get a little

1472

01:04:53,520 --> 01:04:57,760

tedious if they're doing that but they

1473

01:04:55,200 --> 01:05:01,119

actually could you know if if they know


1474

01:04:57,760 --> 01:05:02,480

for um you know for the summer months


1475

01:05:01,119 --> 01:05:05,119

that they're going to be working a


1476

01:05:02,480 --> 01:05:07,119

different set of of kind of time period


1477

01:05:05,119 --> 01:05:09,839

we'll maybe encourage them to submit one


1478

01:05:07,119 --> 01:05:11,280

PSLF form up to the time right before it


1479

01:05:09,839 --> 01:05:13,760

changed and then they could submit

1480

01:05:11,280 --> 01:05:16,319

another one once that then next time

1481

01:05:13,760 --> 01:05:18,000

period changes um so there's nothing

1482

01:05:16,319 --> 01:05:20,559

stopping folks from submitting multiple

1483

01:05:18,000 --> 01:05:22,559

forms like that um and you might just

1484

01:05:20,559 --> 01:05:24,160

have to you know if that's you know an

1485

01:05:22,559 --> 01:05:26,319

issue or when they submit a form and

1486

01:05:24,160 --> 01:05:28,880

you're like well this doesn't represent

1487

the full employment situation

1488
01:05:28,880 --> 01:05:33,039
uh you can then just reach out to the

1489
01:05:30,559 --> 01:05:35,359
employee individually before signing the

1490
01:05:33,039 --> 01:05:37,839
form to say hey maybe this isn't the

1491
01:05:35,359 --> 01:05:41,680
best way to do that maybe we submit two

1492
01:05:37,839 --> 01:05:44,160
separate forms instead of one

1493
01:05:41,680 --> 01:05:47,440
i can just add to that if they're using

1494
01:05:44,160 --> 01:05:50,079

the electronic PSL of help tool system

1495
01:05:47,440 --> 01:05:53,359
the minute they submit another form the

1496
01:05:50,079 --> 01:05:57,359
the last one on file that's open will be

1497
01:05:53,359 --> 01:05:59,839
closed and and so there's no worry about

1498
01:05:57,359 --> 01:06:02,000
overlapping um

1499
01:05:59,839 --> 01:06:03,680
like I submitted one my employer

1500
01:06:02,000 --> 01:06:05,359
contacted me and said this doesn't

1501
01:06:03,680 --> 01:06:07,599
accurately represent your employment

1502

01:06:05,359 --> 01:06:11,119

they submit another one that first form


1503

01:06:07,599 --> 01:06:13,359

is just made inactive and then the


1504

01:06:11,119 --> 01:06:16,319

employer can act on the follow-up form


1505

01:06:13,359 --> 01:06:19,839

that comes through


1506

01:06:16,319 --> 01:06:23,039

i had another point but in the


1507

01:06:19,839 --> 01:06:25,839

Okay so


1508

01:06:23,039 --> 01:06:27,680

Marilyn has another question but I think

1509

01:06:25,839 --> 01:06:29,280

there's a followup there's another one


1510

01:06:27,680 --> 01:06:31,760

here in the chat that I think would be


1511

01:06:29,280 --> 01:06:35,039

good to answer when did the save


1512

01:06:31,760 --> 01:06:37,680

forbearance period start


1513

01:06:35,039 --> 01:06:39,599

jessica


1514

01:06:37,680 --> 01:06:42,960

I'll answer that i'm pretty sure it was


1515

01:06:39,599 --> 01:06:45,359

July 18th 2024


1516

01:06:42,960 --> 01:06:47,280

so we're almost at the year mark so

1517

01:06:45,359 --> 01:06:49,680

Rachel I'm assuming you might be a

1518

01:06:47,280 --> 01:06:52,240

borrower just because that's a question

1519

01:06:49,680 --> 01:06:55,200

that like would most most likely I don't

1520

01:06:52,240 --> 01:06:56,640

expect anybody in this call to know the

1521

01:06:55,200 --> 01:07:00,000

answer to that question is what I'm

1522

01:06:56,640 --> 01:07:01,520

saying like if you're an employer and

1523

01:07:00,000 --> 01:07:03,280

somebody has a question about the safe

1524

01:07:01,520 --> 01:07:06,480

forbearance just direct them to our

1525

01:07:03,280 --> 01:07:09,119

office right that you you all have no I

1526

01:07:06,480 --> 01:07:10,880

mean if you want to be super aware of

1527

01:07:09,119 --> 01:07:12,559

what's going on in the world of citones

1528

01:07:10,880 --> 01:07:14,480

yes great but like we don't that's not

1529

01:07:12,559 --> 01:07:15,920

an expectation is what I'm saying don't

1530

01:07:14,480 --> 01:07:17,920

worry about what the state forbarance is

1531

01:07:15,920 --> 01:07:22,359

is what I'm saying worry about the other


1532

01:07:17,920 --> 01:07:22,359

things that we we mentioned so far


1533

01:07:23,680 --> 01:07:28,079

okay you you've got the so there's a Q&A


1534

01:07:26,640 --> 01:07:30,240

question I'll just call it out so


1535

01:07:28,079 --> 01:07:32,240

Marilyn says just to clarify if an


1536

01:07:30,240 --> 01:07:34,400

employee is on an income-based repayment


1537

01:07:32,240 --> 01:07:37,880

plan they still qualify for the

1538

01:07:34,400 --> 01:07:37,880

forgiveness program

1539

01:07:38,079 --> 01:07:42,319

yes and in fact it is a requirement for

1540

01:07:40,559 --> 01:07:45,839

them to be in an income based repayment

1541

01:07:42,319 --> 01:07:47,599

plan for most people to qualify right so

1542

01:07:45,839 --> 01:07:51,039

yes they qualify if they're in an income

1543

01:07:47,599 --> 01:07:53,119

based repayment plan and they have for

1544

01:07:51,039 --> 01:07:56,480

no 99% of people they have to be on an

1545

01:07:53,119 --> 01:07:59,520

income b income driven repayment plan um

1546

01:07:56,480 --> 01:08:03,119

to to be able to qualify for PSLRF it's

1547

01:07:59,520 --> 01:08:06,000

part of the how the program is built

1548

01:08:03,119 --> 01:08:07,520

i'll add to that oh go ahead Amber i

1549

01:08:06,000 --> 01:08:10,079

have something I want to add about time

1550

01:08:07,520 --> 01:08:11,680

frames but um just to mark my spot in

1551

01:08:10,079 --> 01:08:15,119

case I forget again you guys can remind

1552

01:08:11,680 --> 01:08:17,040

me go ahead Amber um I will say so

1553

01:08:15,119 --> 01:08:19,600

obviously this presentation was focused

1554

01:08:17,040 --> 01:08:22,239

on public service loan forgiveness there

1555

01:08:19,600 --> 01:08:25,120

are other types of forgiveness programs

1556

01:08:22,239 --> 01:08:27,359

that exist for federal student loans um

1557

01:08:25,120 --> 01:08:31,279

that are completely unrelated to current

1558

01:08:27,359 --> 01:08:32,960

employment um and so um you know because

1559

01:08:31,279 --> 01:08:34,640

you mentioned incomebased repayment

1560

01:08:32,960 --> 01:08:37,199

there's a type of forgiveness with that

1561

01:08:34,640 --> 01:08:39,759

particular um repayment plan that's

1562

01:08:37,199 --> 01:08:42,159

again unrelated to employment so um

1563

01:08:39,759 --> 01:08:44,400

there are different types so kind of you

1564

01:08:42,159 --> 01:08:48,719

know um be kind of conscientious of that

1565

01:08:44,400 --> 01:08:51,120

and I will also mention um income driven

1566

01:08:48,719 --> 01:08:53,120

repayments is the kind of umbrella term

1567

01:08:51,120 --> 01:08:56,640

for any repayment plan that's based on

1568

01:08:53,120 --> 01:08:59,600

your income and family size um there are

1569

01:08:56,640 --> 01:09:01,040

different types of those um income

1570

01:08:59,600 --> 01:09:04,000

driven repayment plans that have

1571

01:09:01,040 --> 01:09:06,560

different names so um you might hear

1572

01:09:04,000 --> 01:09:10,400

income based income driven pay as you

1573

01:09:06,560 --> 01:09:13,040

earn those are all um types of income

1574

01:09:10,400 --> 01:09:14,880

driven payment plans um but they're not


1575

01:09:13,040 --> 01:09:19,239

all necessarily exactly the same but


1576

01:09:14,880 --> 01:09:19,239

they all do qualify for PSLF


1577

01:09:20,640 --> 01:09:25,839

i just wanted to highlight for from the


1578

01:09:23,199 --> 01:09:28,239

employer perspective to be aware that


1579

01:09:25,839 --> 01:09:32,400

there are protected


1580

01:09:28,239 --> 01:09:35,279

leave of absences that that don't change


1581

01:09:32,400 --> 01:09:38,640

an employes status so for example I am a

1582

01:09:35,279 --> 01:09:41,839

full-time employee i go out on paid

1583

01:09:38,640 --> 01:09:44,000

family medical leave or um whatever your

1584

01:09:41,839 --> 01:09:48,719

organization may call family medical

1585

01:09:44,000 --> 01:09:52,799

leave that is protected through the um

1586

01:09:48,719 --> 01:09:55,520

PSLF federal laws and an employes status

1587

01:09:52,799 --> 01:09:58,400

doesn't change if they were to be either

1588

01:09:55,520 --> 01:10:00,239

taking paid leave or even unpaid leave

1589

01:09:58,400 --> 01:10:03,360

during that period of time you as the

1590

01:10:00,239 --> 01:10:05,600

employer still see them as a full-time

1591

01:10:03,360 --> 01:10:07,600

employee what matters is their status

1592

01:10:05,600 --> 01:10:09,760

when they went out on the leave and

1593

01:10:07,600 --> 01:10:12,239

that's not the only type of leave i just

1594

01:10:09,760 --> 01:10:14,320

don't have them all memorized so I don't

1595

01:10:12,239 --> 01:10:16,080

I don't want to call out all the

1596

01:10:14,320 --> 01:10:19,040

different types so if Jessica or Amber

1597

01:10:16,080 --> 01:10:21,280

you guys have um anything you want to

1598

01:10:19,040 --> 01:10:23,520

add to that but that was a new learning

1599

01:10:21,280 --> 01:10:26,320

for me and and so I just want to

1600

01:10:23,520 --> 01:10:29,120

highlight that

1601

01:10:26,320 --> 01:10:31,040

just that um things like vacation time

1602

01:10:29,120 --> 01:10:34,560

so if if folks use their vacation time

1603

01:10:31,040 --> 01:10:36,560

or PTO um that's that's counting as like

1604

01:10:34,560 --> 01:10:39,040

towards their their full-time or you

1605

01:10:36,560 --> 01:10:40,560

know status right so um you don't

1606

01:10:39,040 --> 01:10:42,800

exclude those hours or anything like

1607

01:10:40,560 --> 01:10:42,800

that

1608

01:10:55,040 --> 01:11:01,760

oh my questions in the chat have been

1609

01:10:57,280 --> 01:11:03,040

answered at this point okay I'm fine you

1610

01:11:01,760 --> 01:11:04,800

know I'll give it maybe another minute

1611

01:11:03,040 --> 01:11:08,960

if someone's typing out a question on

1612

01:11:04,800 --> 01:11:12,960

the Q&A or the chat um

1613

01:11:08,960 --> 01:11:15,040

uh something I'll throw out there um if

1614

01:11:12,960 --> 01:11:16,800

there is something as an employer that

1615

01:11:15,040 --> 01:11:19,280

you think would be beneficial as a

1616

01:11:16,800 --> 01:11:22,159

resource that we can potentially work on

1617

01:11:19,280 --> 01:11:23,600

to provide please please reach out to us

1618

01:11:22,159 --> 01:11:26,239

put it in the chat now if you're like

1619

01:11:23,600 --> 01:11:27,920

"Oh this would be great." Um or if you

1620

01:11:26,239 --> 01:11:30,320

think of something later feel free to

1621

01:11:27,920 --> 01:11:32,640

send us an email um you know a lot of

1622

01:11:30,320 --> 01:11:34,400

our efforts um over the last couple of

1623

01:11:32,640 --> 01:11:36,480

years that this role has been around

1624

01:11:34,400 --> 01:11:38,480

have been borrower focused and so we're

1625

01:11:36,480 --> 01:11:40,080

really um you know keeping up the

1626

01:11:38,480 --> 01:11:41,679

borrower focused outreach and

1627

01:11:40,080 --> 01:11:44,080

presentations but we're really working

1628

01:11:41,679 --> 01:11:47,040

to um expand our outreach and

1629

01:11:44,080 --> 01:11:48,320

connections with employers and so um I

1630

01:11:47,040 --> 01:11:50,560

would say that that's kind of our next

1631

01:11:48,320 --> 01:11:53,600

step in in our development of resources

1632

01:11:50,560 --> 01:11:57,520

so um please share your ideas you know

1633

01:11:53,600 --> 01:11:59,600

this is a very collaborative um area um

1634

01:11:57,520 --> 01:12:01,040

you know as as Jessica mentioned at the

1635

01:11:59,600 --> 01:12:05,679

very beginning we're always working with

1636

01:12:01,040 --> 01:12:08,320

other um agencies other states um you

1637

01:12:05,679 --> 01:12:11,199

know on student loan topics so um we

1638

01:12:08,320 --> 01:12:12,800

welcome collaboration um and you know if

1639

01:12:11,199 --> 01:12:16,199

you have questions feel free to reach

1640

01:12:12,800 --> 01:12:16,199

out to us

1641

01:12:18,960 --> 01:12:22,719

yes Jessica do you want to talk about

1642

01:12:20,400 --> 01:12:25,040

that i just saw your post in the the

1643

01:12:22,719 --> 01:12:26,960

chat yes but I think we should answer

1644

01:12:25,040 --> 01:12:28,719

Rachel's question she has another

1645

01:12:26,960 --> 01:12:30,800

another question so she's asking about

1646

01:12:28,719 --> 01:12:33,280

when the next borrowers webinar is going

1647

01:12:30,800 --> 01:12:36,000

to be rachel we don't have one currently

1648

01:12:33,280 --> 01:12:37,360

scheduled but sometime soon and if

1649

01:12:36,000 --> 01:12:39,120

you're signed up to receive emails from

1650

01:12:37,360 --> 01:12:42,000

us you will get a notification when that

1651

01:12:39,120 --> 01:12:44,400

happens

1652

01:12:42,000 --> 01:12:47,640

um can you go to the next slide then

1653

01:12:44,400 --> 01:12:47,640

real quick

1654

01:12:56,239 --> 01:12:59,920

all right and while we're waiting to see


1655

01:12:58,000 --> 01:13:02,320

if anybody else has any more questions


1656

01:12:59,920 --> 01:13:05,440

right um again feel free to post those


1657

01:13:02,320 --> 01:13:07,920

in the chat or the Q&A uh we would love


1658

01:13:05,440 --> 01:13:10,560

if you could take five minutes of your


1659

01:13:07,920 --> 01:13:13,840

time to let us know how we're doing


1660

01:13:10,560 --> 01:13:16,800

right um so we have a very short survey


1661

01:13:13,840 --> 01:13:19,760

that I posted the link to um in the chat


1662

01:13:16,800 --> 01:13:21,440

for you um you also if you're tax savvy


1663

01:13:19,760 --> 01:13:25,120

can use the QR code on the screen right


1664

01:13:21,440 --> 01:13:30,239

now uh to be able to answer that


1665

01:13:25,120 --> 01:13:32,320

um you know that that that


1666

01:13:30,239 --> 01:13:33,760

survey for us um let us know how we're


1667

01:13:32,320 --> 01:13:37,280

doing let us know how this presentation


1668

01:13:33,760 --> 01:13:39,199

went and uh you can also there's a place

1669

01:13:37,280 --> 01:13:41,520

in that in that survey for you to let us

1670

01:13:39,199 --> 01:13:44,320

know any ideas that you have of things

1671

01:13:41,520 --> 01:13:47,760

that we can do for you as an employer

1672

01:13:44,320 --> 01:13:50,880

right to help you through the uh help

1673

01:13:47,760 --> 01:13:53,440

you help your employees um get PSLF

1674

01:13:50,880 --> 01:13:56,400

right um so if you could take a moment

1675

01:13:53,440 --> 01:13:58,239

to do that survey we would really really

1676

01:13:56,400 --> 01:14:00,080

appreciate it we we love getting


1677

01:13:58,239 --> 01:14:02,880

feedback about these presentations and


1678

01:14:00,080 --> 01:14:04,960

try to make them better every time so


1679

01:14:02,880 --> 01:14:08,400

thank you


1680

01:14:04,960 --> 01:14:09,840

yes and I would add that we're um


1681

01:14:08,400 --> 01:14:11,440

definitely would love feedback on this


1682

01:14:09,840 --> 01:14:13,920

presentation this is actually our first

1683

01:14:11,440 --> 01:14:15,679

I would say like public facing um

1684

01:14:13,920 --> 01:14:17,920

employer presentation that's a wider

1685

01:14:15,679 --> 01:14:19,199

spread we've done a couple of smaller

1686

01:14:17,920 --> 01:14:20,800

presentations with specific

1687

01:14:19,199 --> 01:14:23,679

organizations

1688

01:14:20,800 --> 01:14:25,840

um so um you know if you have feedback

1689

01:14:23,679 --> 01:14:27,520

on you know things that we can improve

1690

01:14:25,840 --> 01:14:29,760

um or what you really liked please

1691

01:14:27,520 --> 01:14:33,239

please please share that we very much

1692

01:14:29,760 --> 01:14:33,239

appreciate it

1693

01:14:41,360 --> 01:14:47,199

okay I haven't seen anything new uh as

1694

01:14:44,400 --> 01:14:50,000

far as questions pop up in the chat or

1695

01:14:47,199 --> 01:14:52,239

the Q&A so I think we're probably okay

1696

01:14:50,000 --> 01:14:54,719

to go ahead and end the webinar again

1697

01:14:52,239 --> 01:14:57,440

this webinar uh will be recorded and the

1698
01:14:54,719 --> 01:14:59,600
slides uh will be sent out um to

1699
01:14:57,440 --> 01:15:03,600
everyone who signed up to attend as well

1700
01:14:59,600 --> 01:15:08,080
as to our PSLF uh employer list

1701
01:15:03,600 --> 01:15:09,920
excuse me um uh and it'll also be posted

1702
01:15:08,080 --> 01:15:11,679
on our website so you will receive the

1703
01:15:09,920 --> 01:15:13,600
resources we have all the links

1704
01:15:11,679 --> 01:15:16,080
available um that we talked about for

1705

01:15:13,600 --> 01:15:17,679

both employers and employees um thank

1706

01:15:16,080 --> 01:15:20,000

you all very much for attending and

1707

01:15:17,679 --> 01:15:23,840

joining us today and we hope to connect

1708

01:15:20,000 --> 01:15:26,480

with you again in the future any

1709

01:15:23,840 --> 01:15:29,040

last words Terry or Jessica i just want

1710

01:15:26,480 --> 01:15:31,440

to say thanks um for being here thanks

1711

01:15:29,040 --> 01:15:33,440

for promoting public service loan

1712

01:15:31,440 --> 01:15:37,320

forgiveness and thanks for being an


1713

01:15:33,440 --> 01:15:37,320

advocate for your employees


1714

01:15:38,159 --> 01:15:42,800

yes thank you


1715

01:15:41,199 --> 01:15:45,760

hope everybody has a good rest of their


1716

01:15:42,800 --> 01:15:45,760

day