

King County

Best Starts for KIDS

Best Starts for Kids Child Care Wage Boost Pilot Handbook

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IN PARTNERSHIP WITH

THE IMAGINE INSTITUTE

AidKit

Table of Contents

Overview 5

Handbook Updates 5

Why Was the Handbook Updated? 5

What's New in the Handbook 6

Background 7

The Best Starts for Kids Child Care Wage Boost Pilot 7

Why Best Starts for Kids is making this investment 7

Why Best Starts for Kids is doing a Pilot 8

How the Pilot Works 8

Pilot Partners 8

After the Pilot is Over 9

Pilot Operations and Details 9

Available Pilot Slots 10

FACILITY 10

Review Available Slots for Your Facility 10

If a worker leaves a facility after being selected for the Pilot 11

WORKER 11

Workers who are employed at multiple selected facilities 11

Eligibility and Enrollment 11

FACILITY 12

Staffing and Capacity Requirements 12

Facility Representative Enrollment 12

WORKER 12

Workers on Approved Long-term Leave 12

Maintaining Eligibility 13

FACILITY 13

Facility Closures 13

Expectations around Worker Wages and Benefits 14

Termination Policy 14
WORKER 14
Employment Status Changes 15
Full time or part time employment status changes 15
Voluntary Withdrawal or Non-Participation 15
Choosing to not enroll 15
Leaving your job or switching facilities 15
If a worker withdraws from the Pilot 16
Tax & Benefits Counseling 16
Impact on taxes 16
Impacts on income-based benefits 16
Payments 17
Payment Frequency 17
Payment's disbursement 17
Quarterly Payment Eligibility 17
Managing Payment Updates and Issues 19
Changes to Banking or Payment Information 19
Returning wrongfully received funds 19
Restrictions on how to you can use the funds 19
What happens if I stop receiving payments and it seems like an error? 20
Privacy And Banking Information 20
AidKit's role in the Pilot 20
Personal information collected by AidKit 20
Where and how personal banking information is stored and protected 20
How AidKit protects personal information 20
Reviewing or correcting personal information 21
Withdrawing consent to share personal information 21
Concerns about privacy 21
How To Use Your Debit Card 21

Timeline to receive your debit card in the mail 21
General Card Information 21
Setting a PIN 22
Checking your balance 22
Getting Support with your GiveCard 22
Lost or Stolen Cards 22
Transaction Limits 23
Online Purchases 23
Disputes and Appeals 23
Purpose 23
Scope 23
General Principles 24
Grounds for Appeal 24
Process for Filing a Dispute or Appeal 24
Resolution 25
Recordkeeping 25
Evaluation and Pilot Learnings 25
Feedback And Communications 25
Technical Assistance and Support 25

Overview

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

Handbook Updates

Version: 1.2

March 2026

Why Was the Handbook Updated?

This handbook has been updated to reflect changes in Pilot policies and procedures. These modifications are designed to make the handbook clearer, easier to use, and aligned with current Pilot operations, helping participants and facilities understand program rules, expectations, and payment processes.

The updates were made to:

1. Clarify Pilot Policies and Procedures
   - Simplify section titles and language for easier navigation.
   - Ensure participants and facilities understand eligibility, enrollment, and payment rules.
2. Provide Flexibility While Maintaining Fairness
   - Introduce the **new** two-slot rolling policy, giving facilities flexibility in managing staffing changes.
   - Clarify rules for workers switching facilities to set accurate expectations.
3. Ensure Accurate and Current Information about Payments
   - Remove outdated references to 2025 pilot launch payments.
   - Provide clear guidance on quarterly payment eligibility, including examples.
4. Improve Compliance and Program Administration.
   - Clarify facility responsibilities, including notifying Pilot staff if a program closes.
   - Ensure facility representatives are properly enrolled.
5. Enhance Transparency and Participant Understanding.
   - Clearly communicate timelines and options for choosing not to enroll.
   - Explain how policy changes affect participant eligibility and wage boost.

What's New in the Handbook

Section	What Changed	Key Takeaways for Participants
Pilot Operations	Updated available pilot slots to include the new two-slot rolling policy; clarified facility/worker policies; removed outdated information	Each facility can now have up to two unused slots at a time. Slots beyond that limit are automatically reassigned each quarter; pilot boosts don't transfer between facilities; clearer guidance for facilities and workers
Eligibility & Enrollment	Added information on enrollment, waitlists, and facility enrollment processes; clarified 45-day response period	Participants know how to enroll, respond to invitations, and what to expect if waitlisted
Maintaining Eligibility	Reorganized content; grouped related policies; added facility closure guidance, employment status rules	Easier to find eligibility rules; participants understand what affects eligibility and payments
Maintaining Eligibility	Added: payment eligibility after permanent closure depends on the facility's closure date; temporary closures must comply with WAC 110-300-0016	Alignment with the WAC on temporary closures to increase clarity on what qualifies as a temporary closure
Payments	Removed outdated first payment info; added Quarterly Payment Eligibility section with example; consolidated payment updates guidance; moved debit card timeline	Clear information on payment eligibility, schedule, and how to manage updates or debit card receipt
Technical Assistance	Removed phone support for Arabic, Hindi, Mai Mai; tele-interpretation still available	Participants know which languages are supported and how to access assistance

Background

The Best Starts for Kids Child Care Wage Boost Pilot

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

Why Best Starts for Kids is making this investment

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

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

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

Why Best Starts for Kids is doing a Pilot

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

How the Pilot Works

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

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

Pilot Partners

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

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

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

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

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

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

- Uncommon Bridges supports the development and ongoing facilitation of The Pilot Workgroup. The Workgroup will be composed of diverse workers, providers, partners, and key stakeholders connected to the child care sector and aims to center the self-determination, lived experiences, knowledge, skill, and leadership of child care workers.

In 2026 , We Are RALLY, joined the Pilot team as the communications partner. RALLY will lead communications projects to support Narrative Change and Storytelling for the Pilot. This work will support the legacy and influence of the Pilot for years to come.

After the Pilot is Over

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

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

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

Pilot Operations and Details

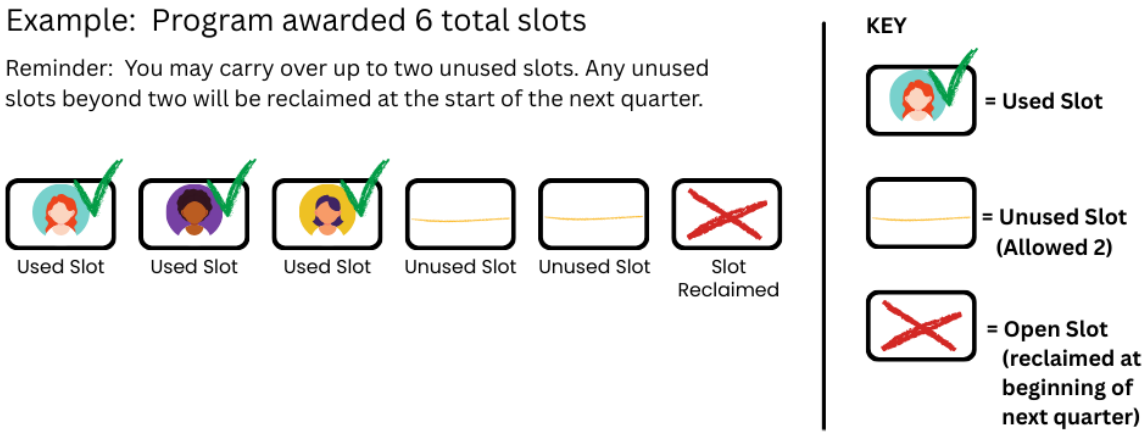
The following sections provide important information about the Pilot and are intended to address questions that may arise from facility representatives or workers at selected facilities. Pilot Partners identified key information, operational details, and potential questions to inform these sections. Additional questions not answered within this Handbook can be directed to Technical Assistance by phone at 206-492-5249 or by email at BSKwageboost@imaginewa.org.

Available Pilot Slots

In the application, facilities provided the number of current staff and the number of staff needed to be considered fully staffed. Facilities who were selected through the lottery or from the waitlist to participate in the Pilot are allocated a number of slots for workers based upon the information regarding fully staffed numbers provided in the application.

To give facilities more flexibility in managing staffing changes, the Pilot allows each facility to carry up to two (2) open slots at any time, with no penalty for leaving them temporarily unfilled.

Any open slots beyond this 2-slot limit will be automatically reclaimed on the first business day of each new quarter and redistributed as needed.



Example: Your program was approved for 6 slots.

- You are using 3 slots (you + 2 workers).
- You still have 3 unused slots.
- You are allowed to keep 2 of those unused slots.
- The extra 1 slot will be taken back at the start of the next quarter if it is not filled.

FACILITY

Review Available Slots for Your Facility

When a facility is selected from the lottery or waitlist to enroll in the Pilot, facility representatives receive a notification to complete their facility's enrollment. During the enrollment process, the facility representative will see the number of full-time equivalent

slots are allocated to the facility based on the information submitted in the application. At this stage the facility representative will add workers to their roster.

If they do not fill all the slots at that time, facility representatives will receive a reminder notification of the remaining slots. The notifications will include an individualized link to review remaining slot information . Imagine's Technical Assistance team will also have access to resend this individualized link should someone lose it.

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

If your facility experiences staff turnover during the Pilot, or if a worker chooses not to enroll, the resulting vacancy will count as an unused slot. Facilities may retain up to two unused slots at any given time. Any unused slots beyond this limit will be reclaimed on the first business day of the quarter following the end of the worker's employment

The facility representative will be notified that their facility has a remaining slot to be assigned. They will be provided with a link to add a new employee's information. That new worker will be sent a link to enroll in the Pilot and given the option to either participate or not.

WORKER

Workers who are employed at multiple selected facilities

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

If a worker transfers employment from a participating facility, Pilot enrollment is discontinued. Enrollment in the Pilot is not transferable from one facility to another. For example if a worker moves from a Bellevue facility to a Renton facility within the same child care center they will not maintain their enrollment in the Pilot. The Pilot selected facilities and enrolled workers from those participating sites. Workers who start employment at participating facilities may be invited to re-enroll in the Pilot if slots are available. For more information on switching facilities , see the Leaving Your Job or Switching Facilities section

Eligibility and Enrollment

The Best Starts Child Care Wage Boost Pilot launched in early 2025 with a single application period to select participating facilities. After the initial cohort was chosen, all other eligible facilities were placed on a waitlist.

In January 2026, the Pilot expanded to include additional facilities, and programs from the waitlist were invited to enroll through a lottery process. If funding allows, additional facilities will be invited to the Pilot in the future.

FACILITY

When a facility is selected from the lottery to enroll in the Pilot, facility representatives will receive a notification asking them to complete their facility's enrollment.

Staffing and Capacity Requirements

If a facility is selected, workers at the selected facility will be eligible to participate in the Pilot regardless of the facility's current enrollment numbers as long as at least one child is enrolled in the program. During the initial application in 2025, information about the number of staff needed to be able to enroll to meet full licensed capacity was requested. This number informed the number of slots allocated to each facility. Unfilled staff vacancies will be counted in the total number of worker slots given to selected facilities.

Facility Representative Enrollment

To participate Facility representatives must add themselves to their site's roster as a worker to receive the Wage Boost. This ensures they are properly included in the Pilot payment platform, receive information to enroll in the Pilot and can access any relevant site-level information or reporting.

WORKER

All workers have 45 days to enroll in the pilot, starting from the date they receive the invitation (via email or text) to enroll. The invitation includes details on completing the enrollment form. All workers must complete an enrollment form to participate. If a worker does not complete an enrollment form within 45 days, they are no longer eligible to participate, unless additional enrollment opportunities are provided by the Pilot.

Workers on Approved Long-term Leave

Workers who are on protected leave and are unable to complete enrollment during the official enrollment period will be eligible to enroll when they return from leave. Washington State law allows protected leave in the following areas:

- Paid Sick Leave [https://www.lni.wa.gov/workers-rights/leave/paid-sick-leave/index]
- Family Care Act [https://www.lni.wa.gov/workers-rights/leave/family-care-act]
- Paid Family and Medical Leave [https://www.lni.wa.gov/workers-rights/leave/paid-family-and-medical-leave] – administered by Employment Security Department [https://esd.wa.gov/]

- Domestic Violence [https://www.lni.wa.gov/workers-rights/leave/domestic-violence-leave]
- Pregnancy and Disability Leave [https://www.hum.wa.gov/employment/disability-employment]– administered by the Human Rights Commission [https://www.hum.wa.gov/]
- Emergency Services and Military Spousal Leave [https://www.lni.wa.gov/workers-rights/leave/leave-for-military-spouses-and-certain-emergency-personnel]

Maintaining Eligibility

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

FACILITY

To remain eligible, facilities are expected to uphold the following practices while participating in the Pilot:

- Maintain baseline eligibility
- Keep all information in MERIT up to date, including but not limited to, new employee hires and terminations.
- Maintaining accurate and factual worker records while participating in the Pilot. Facilities are responsible for notifying the Technical Assistance team if an enrolled worker leaves the facility.
- Complete worker roster upon selection via the lottery process or from the waitlist.
- Complete and submit quarterly verification surveys (send via email and text at the end of each quarter)
- To not use participation in the Pilot to determine employee wages and/or benefits and not make reductions to wages, benefits, planned increases or bonuses, or working conditions while participating in this Pilot
- Reporting closures or significant changes in operations to Pilot Partners

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

Facility Closures

Facilities are responsible for notifying the Technical Assistance team if their program closes permanently or temporarily.

If the facility permanently closes, the facility and its workers are no longer eligible to participate in the Pilot. The facility representative will get an exit survey, and the program

will be removed from the Pilot. Depending on the facility's closure date, enrolled workers may receive the quarterly payment

If the facility temporarily closes incompliance with the Washington Administrative Code WAC 110-300-0016, the facility and its workers will maintain eligibility in the Pilot.

Expectations around Worker Wages and Benefits

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

Termination Policy

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

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

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

WORKER

To remain eligible, workers are expected to uphold the following practices while participating in the Pilot:

- Maintain baseline eligibility
- Complete quarterly surveys regarding work status
- Report to the Pilot Partners at 206-492-5249 or bskwageboost@imaginewa.org if the following occurs:

- Changes to pay, benefits or treatment at their facility due to participation in the Pilot
- Changes in eligibility
- Changes in contact information
- Changes in payment methods, such as a new account number

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

Employment Status Changes

Full time or part time employment status changes

The Pilot quarterly verification survey will ask about changes in employment status so we can better understand staffing changes at pilot facilities. Changing a worker's status from full-time to part-time, or part-time to full-time, will not change a worker's quarterly payment amount.

Voluntary Withdrawal or Non-Participation

Choosing to not enroll

By choosing not to enroll, a worker chooses not to receive Wage Boost payments. Workers can opt out using the worker invitation sent by the pilot. If the pilot invitation is not responded to within 45 days, it will expire, and the worker will no longer be eligible from the Pilot. If you choose not to enroll, you cannot rejoin the Pilot at another time.

Leaving your job or switching facilities

If you leave your job at an enrolled facility, you are loose eligiblity to participate in the Pilot. If you gain employment as a new facility that is part of the Pilot you may become eligible for the Pilot if all conditions are met:

- the facility is part of the Pilot
- you meet basic eligibility requirements
- a slot is available within the facilities roster

There is no guarantee that a slot will be available. **Please contact the Imagine Institute if you have moved facilities.**

When a worker leaves a a facility or switches facilities you may still be eligible for a payment depending on your exit date, the final date of employment at a participating facility. If a worker or facility reports that a worker has left the facility or is working less than 10 hours per week, we ask for the last day of work to determine if a worker is eligible

for a payment.. To qualify for that quarter's payment, the worker must still be employed on or after the 1st day of the last month in the quarter.

- Eligible Example: Last day worked is March 10, 2026 → eligible for the Q1 2026 payment because they worked after March 1.
- Not Eligible Example: Last day worked is February 15, 2026 → not eligible for the Q1 2026 payment because they stopped working before March 1.

If you have questions about payment please contact The Imagine Institute.

If a worker withdraws from the Pilot

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

Tax & Benefits Counseling

Impact on taxes

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

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

Impacts on income-based benefits

Income-based benefits have different rules and regulations around how individuals qualify. If you are currently receiving benefits that are income based in their qualifications, we encourage you to contact the benefits administrator prior to enrollment to understand the potential impact to your benefits.

The Imagine Institute will assist participants by offering basic benefits counseling and providing resources and materials to help answer common questions, including those related to taxes. While The Imagine Institute aims to support workers with accessible information, it is strongly recommended that participants consult with their case managers, financial advisor, or benefit providing agency for personalized advice tailored to their unique financial situation.

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

Payments

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

Payment Frequency

Payments are disbursed quarterly through 2027. For payment schedule see Quarterly Payment Schedule section

Payment's disbursement

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

Quarterly Payment Eligibility

Quarterly payment eligibility depends on both worker employment dates and facility pilot enrollment status. Eligibility is evaluated quarter by quarter, based on whether required conditions are met during the quarter.

Your eligibility to receive a quarterly payment is based on your start date, days worked, and your facility's enrollment in the pilot.

To receive a quarterly payment, all four of the following conditions must be true:

1. Your start date
   - You must have started working at your selected facility on or before the first day of the third month in that quarter.
2. Days worked during the quarter
   You must work:
   - The first two full months of the quarter, and
   - The first day of the last month of the quarter.
3. Facility enrollment
   - Your facility must have enrolled in the pilot during the quarter or earlier

4. Worker Enrollment

The worker must have fully completed enrollment—meaning they've been approved and received their enrollment letter—before the payment date in order to receive payment for that quarter.

If any one of these conditions is not met, you are not eligible for payment for that quarter.

Example

To receive a payment for Quarter 3 (July - September):

- Your start date must be on or before September 1
- You must work all of July and August and through September 1
- Your facility must have enrolled in the pilot during Q3 or earlier
- You must have fully completed worker enrollment before the payment date Oct 30th

If your facility enrolls in the pilot in October (Q4), you are not eligible for the Quarter 3 payment, even if you meet the start date and work requirements.



Quarterly Payment Schedule

Quarterly Payment	Payment Date	Worker must have start date on or before
Q4 of 2025 (Oct, Nov, Dec)	January 30, 2026 (Jan 31 is a Saturday)	December 1, 2025
Q1 of 2026 (Jan, Feb, March)	April 30, 2026	March 1, 2026

Q2 of 2026 (April, May, June)	July 31, 2026	June 1, 2026
Q3 of 2026 (July, Aug, Sept)	October 30, 2026 (Oct 31 is a Saturday)	September 1, 2026
Q4 of 2026 (Oct, Nov, Dec)	January 29, 2027 (Jan 31 is a Sunday)	December 1, 2026
Q1 of 2027 (Jan, Feb, March)	April 30, 2027	March 1, 2027
Q2 of 2027 (April, May, June)	July 30, 2027 (July 31 is a Saturday)	June 1, 2027
Q3 of 2027 (July, Aug, Sept)	October 29, 2027 (Oct 31 is a Sunday)	September 1, 2027

Managing Payment Updates and Issues

Changes to Banking or Payment Information

If you need to update your banking information or change your payment method, please contact Technical Assistance by phone at 206-492-5249 or by email at BSKwageboost@imaginewa.org

Imagine will send you a form to select your new payment method. Once the change is processed, all future payments will be issued using the updated payment method.

Returning wrongfully received funds

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

Restrictions on how to use the funds

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

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

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

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

Privacy And Banking Information

AidKit's role in the Pilot

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

Personal information collected by AidKit

AidKit may collect details such as:

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

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

Where and how personal banking information is stored and protected

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

How AidKit protects personal information

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

Reviewing or correcting personal information

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

Withdrawing consent to share personal information

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

Concerns about privacy

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

How To Use Your Debit Card

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

Timeline to receive your debit card in the mail

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

General Card Information

You must verify receipt of your Give Card in order for funds to begin being loaded to the card. You must set a PIN before you use the card at the ATM. To set your PIN, see the instructions below.

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

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

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

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

Setting a PIN

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

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

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

Checking your balance

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

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

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

Getting Support with your GiveCard

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

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

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

Lost or Stolen Cards

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

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

Transaction Limits

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

- Maximum per transaction: $5,000
- Maximum per day: $5,000
- Maximum per month: $5,000
- Balance limit: $9,999 per card

Online Purchases

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

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

AidKit

2000 S. Colorado Blvd.

BLDG 1 - 2000 - #177

Denver, CO 80222

Disputes and Appeals

Purpose

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

Scope

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

General Principles

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

Grounds for Appeal

Participants may file an appeal if they believe:

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

Process for Filing a Dispute or Appeal

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

5. Escalation: If the participant is dissatisfied with the decision, they may escalate the appeal to the County. The escalation process and contact information will be provided in the written decision from Pilot Partners.

Resolution

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

Recordkeeping

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

Evaluation and Pilot Learnings

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

Feedback And Communications

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

- General Questions & Technical Assistance: baskwageboost@imaginewa.org
- Evaluation: bskwageboosteval@urban.org
- Workgroup: Charlotte@uncommonbridges.com
- Communications: beststartsforkids@wearerally.com
- Best Starts for Kids Child Care Wage Boost Program Manager: BSKWageBoost@kingcounty.gov

Technical Assistance and Support

Technical Assistance is available live in Somali, Spanish, and English. The Technical Assistance team is able to utilize tele-interpretation for any additional languages.

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