

****Draft** Meeting Notes**

SBLT May Meeting

Thursday, August 2014, 1-3 p.m.

Please send corrections, edits, or additional information to joseph.ringold@gov.wa.gov

Location: LABOR & INDUSTRIES TUMWATER ROOM S 216 7273 LINDERSON WAY SW TUMWATER, WA 98501
~~Sunset Room, Department of Commerce Building~~

Purpose Regular SBLT meeting

Attendance Joseph Ringold, Brittany Wilson, Ross Irwin, Jeff Baughman, Patrick Reed, OSOS, Aaron Hoffman, L&I, Janet Shimabukuro, DOR, Rachael Lindstedt, ORIA, Sharon Wong, ORIA, Elizabeth Frisino, SCORE, Jim Eastman, DOR, Ben Vaught, OCIO, Servando Patlan, DES, Peter Beaton, DOH, Nancy Skewis, DOL, Scott Hitchcock, ORIA, Kari Gilje, IRS, Grant Pfeifer

Agenda Highlights

- Score Presentation & client presentation: Liz Frisino, Ross Irwin
- Agency Sharing of improvement processes within their agency: All
- ~~HB 2192 and Regulatory Handbook Updates: Scott Hitchcock~~
- Next SBLT Meeting Location: Brittany Wilson

Score Presentation: Liz Frisino

- SCORE fosters small businesses through mentoring & education.
- Realized some do not realistically expect to open business.
 - Some have low access to or bad credit and are better off being advised to NOT open.
- SCORE is a national Organization that has assisted 10 million small business owners since 1964, with partial funding from the federal government.
- A network of 11000 volunteers and 320 chapters across the country
- Provide free counselling and help thru the life of the business.

Janet: Is business experience needed to be a mentor?

Elizabeth: For the most part, yes. They also have work directed to the military with "boots for Business.

- Gallup indicated that score clients started over 38,000 new businesses in 2013 and 67,00 jobs.
- 33% of score clients are in growth phase, 38% in formation phase, 29% in startup phase.

Patrick: Who would you recommend a business go through to start an LLC?

Elizabeth: Probably secretary of state.

Janet: What is the difference between SBDC and SCORE?

Elizabeth: SBDC is paid workers, score is not all sources are free for clients.

Ben Vaught: How much traffic comes from State online?

Elizabeth: Im not sure, but we work and get clients through Chambers, Cities SBA site, word of mouth, etc.

- Mentoring Methodology:

- Stop and suspend Judgment
 - Some businesses might not appeal to mentor initially
- Listen and Learn
- Assess and Analyze
- Test ideas & teach
- Expectation setting

Janet: Do clients come to you first, or us (state regulatory agencies) first?

Elizabeth: Mostly, but not always.

- Fundamentals of Success
 - Need a Business Plan
 - Understand Market, Competition & Customers through research
 - Attorneys, Insurance agents are very important
 - Social Media necessary
 - Emphasize development of realistic cash flow

Ben Vaught: how much do attorneys charge for business structure?

Pat: We hear between \$1500-\$5000.

- Businesses can go on SCORE to request face to face meetings
- Always looking for new volunteers.

Kim: When you send out current information and literature from the State of Washington?

Elizabeth: We try to get stuff direct from the state and don't give out old information

Pat: Could we do joint meetings/events?

Elizabeth: we'd love to.

Ross Irwin Client of SCORE:

- He was in the wallpaper hanging business with his wife, Trivonna, but when that dried up, he became pastor, and she was offered job as a kitchen designer at Home Depot.
- Trivonna moved on, and opened her own studio, Ross assisted part time with books.
- Dick Wooley with SCORE helped with budgeting , Quickbooks, etc.
- Interviewed training company
- Ross did marketing
- Dick/ SCORE also helped with negotiating rent

Aaron Hoffman: Did you hire any employees?

Ross: One hired in recession, and let go. Had admin assistant who was promoted to kitchen designer, now contemplating a new part time.

Aaron Hoffman: Does your company have any interactions with L&I

Ross: We have a monthly bookkeeper to aid with compliance. Made phone calls, and found L&I helpful

Sharon: What resistance, if any, did you have with using SCORE services?

Ross: At that point I was a school teacher, and needed help with his vision for our business.

Sharon: How was interaction with the State?

Ross: Online process for registering S-Corp was good. Needed to retain book of minutes as board member, no real problems with state, but there was some confusion with destination based sales tax.

Janet: There is a mobile app for tax rate tracking. This is in preparation for national tax fairness act.

(skipped HB2192 and regulatory Handbook updates for time concerns)

Brittany Wilson, Next SBLT Meeting Location

Brittany: September 25th is the next meeting at the Department of Commerce.

October 23rd at department of Commerce

Meeting after at 12/4/14 as joint November, December meeting.

There will be a survey by year end on the status of meetings.

