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Location	Columbia River Room, Department of Commerce Building
Purpose	Year-in-review: accomplishments and alignment with Executive Order 12-01 in 2014 / New Year resolution: establishing new goals for 2015
Attendance	Linda Alongi • Jeff Baughman • Jackie Bayne • Peter Beaton • Mike Brennan • Doug Cheney • Kari Gilje • Scott Hitchcock • Edmon Lee • Rachael Lindstedt • Ni McMullin • Celia Nightingale • Servando Patlan • Grant Pfeifer • Patrick Reed • Janet Shimabukuro • Nancy Skewis • Una Wiley • Brittany Wilson • Sharon Wong

Sharon Wong, Office for Regulatory Innovation and Assistance and Servando Patlan, Department of Enterprise Services, would like to thank the Small Business Liaison Team for their support and the contributions made to the costs associated with translating the Payroll chapter of the Small Business Guide.

Agenda Highlights

- **Subgroup updates and discussion:** *Communication and Collaboration, Data, and Tools*
- **Year-in-review:** accomplishments and alignment with Executive Order 12-01 in 2014
- **New year resolution:** establishing new goals for 2015

Subgroup Updates and Discussion

Updates

Communication and Collaboration subgroup- Linda Alongi, Department of Commerce:

- Subgroup previously known as *Communications* – combined with *Collaboration* subgroup after determining goals were aligned
- First and last meeting February 2014 – ten people indicated interest, but only five attended the meeting
- Developed and distributed Frequently Asked Questions page

Data subgroup– Celia Nightingale, Labor and Industries and Janet Shimabukuro, Department of Revenue:

- First and last meeting February 2014
- Developed and distributed Frontline Survey

- Determined no further meetings required due to WABOS gathering the same data plus additional data not included in Frontline Survey

Tools – Brittany Wilson, Office for Regulatory Innovation and Assistance:

- Subgroup worked on developing a payroll app, but was unsuccessful; instead Celia developed a payroll calculator and a payroll chapter for the Small Business Guide.

Discussion

- Celia stated WABOS is currently fulfilling the role of the *Data* subgroup and recommends discontinuing / retiring the subgroup in 2015.
- Linda stated the *Communication and Collaboration* subgroup still has a role to fulfill and recommended continuing the subgroup in 2015.
- Brittany recommended waiting until the 2015 goals have been established before determining whether to develop new subgroups or discontinue old subgroups.

Year-in-Review

Sharon Wong, Office for Regulatory Innovation and Assistance presented *Activities Completed in SBLT 2014 Work Plan* and asked the following questions: What should be continued or discontinued in 2015? What should begin in 2015?

Small Business Partners

The Washington Small Business Development Center, Washington Health Benefit Exchange and SCORE attended a SBLT meeting in January, July and August, respectively, and provided a presentation introducing their agency to the team. SBLT members agreed the agencies have a lot to offer small businesses and the information provided to the team was valuable.

- Meet with partners (small business advocates, community stakeholders and other supporting organizations) – quarterly or biannually, definitely more than once a year
- Send representatives to trainings/events offered by partners whether via WebEx or in-person.
 - Develop and share a calendar of events with SBLT members – will provide an opportunity to coordinate outreach and help prevent double booking.
 - Combine calendar of events with business calendar located on the labor and industries website.

Process Improvement Ideas

To date, the Liquor Control Board alone has shared their process improvement ideas to the SBLT members; however, the Department of Revenue and Department of

Agriculture have both added their improvement ideas to the Lean Improvement Project section of the SBLT portal.

- Share process improvement ideas with the SBLT members and add ideas to the Project Section of the SBLT portal.

Regulatory Improvements Survey

In July, Joseph Ringold, Office of Regulatory Innovation and Assistance, presented the results of the Regulatory Improvement Survey to the SBLT members. There were relatively few responses - none with "light bulb" moments as it was assumed responders are unfamiliar with the process - and there were recommendations to change the format or wording of the survey. It was decided any suggestions and questions received would be forwarded to the appropriate agency and ORIA would track and report the results to the SBLT members on a quarterly basis.

- Discuss on the Regulatory Improvement Survey to determine whether it continues to add value or if there is another way to fulfill the Executive Order requiring the input.
- Develop a marketing plan/budget to include Regulatory Improvement surveys and other methods of gathering information.
 - Add the Regulatory Improvement Survey to the Regulatory Handbook.
- Develop a method to communicate legislative updates with SBLT members - information should go through ORIA

Conduct webinar or targeted workshops to small business owners

In 2014, the Department of Revenue listed webinars and workshops on their website and has provided a safe environment for small business owners to ask any question. The Secretary of State also began doing similar workshops for Charities and Home Owner Association legislation.

- Develop and conduct webinars or targeted workshops to small business owners for topics of interest - coordinate efforts with SBLT members

Respond to SAO report on permit Streamlining / Share with SBLT members

On June 30, the Office for Regulatory Innovation and Assistance along with fourteen other state agencies completed the first phase of House Bill 2192 (see [permit timeliness](#) for details). In 2015, ORIA will present the status of the house bill to the SBLT members.

- Discuss whether House Bill 2192 and a similar bill, House Bill 1403, could combine and coordinate efforts.

Arrange 1-to-1 follow-up debriefing meetings with project proponents

Mid-spring of 2015, the Department of Ecology will share their experiences with the SBLT members.

New Year Resolution

Sharon Wong, Office for Regulatory Innovation and Assistance presented the *Executive Order 12-01* and opened up the table for discussion:

- Partner with Office of the Chief Information Officer (OCIO) and begin conducting roundtable and outreach sessions with small businesses.
- Develop the annual outreach program to help directors and deputies connect with small businesses.
 - The directors of the Department of Enterprise Services (DES) and Department of Transportation (DOT) are attending small business organization meetings with positive results.
- Visit businesses and/or continue to invite small business owners to SBLT meetings.
- Support WABOS' efforts by integrating the "one-stop-shop" with agency websites
- Collaborate with appropriate federal agencies to conduct webinar trainings for small business owners – Kari Gilje, Internal Revenue Services, offered to provide assistance with webinar trainings.
- Develop a central repository for outreach events – calendar, portal, etc. – collaborate with agencies to prevent double-booking
- Research ways to develop more visibility and create opportunities to serve small business owners.