

\*Meeting Notes

Small Business Liaison Team (SBLT)

Thursday, December 13, 2018, 1:00 – 3:00 pm

Please send corrections, edits or additional information to [help@oria.wa.gov](mailto:help@oria.wa.gov).

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<b>Location</b>	Department of Commerce – Town Square, Building 5 Floor 3, Large Room 307
<b>Purpose</b>	Tour of <a href="http://www.business.wa.gov">www.business.wa.gov</a> website
<b>Attendees</b>	• Shelley Ackroyd • Tristan Allen • Linda Alongi • Mary Baldwin • Jeff Baughman • Kayla Burr • Michael Ervick • Aaron Everett • Sonja Gissberg • Rose Gundersen • Scott Hitchcock • Kim Johnson • Rachael Lindstedt • Servando Patlan • Laura Raymond • Patrick Reed • Jaime Rossman • Kim Sauer • Jovi Swanson

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### Agenda Highlights

- **Welcome and Agenda Overview**
- **Upcoming Agency Events**
- **Tour of business.wa.gov Website**
- **Discussion: Sign-in Experience for business.wa.gov**
- **SBLT Round Table Discussion**

### Welcome and Agenda overview

#### Scott Hitchcock, Office for Regulatory Innovation and Assistance

- Reviewed Agenda, introductions and upcoming events.
- Retirement wishes and cake – celebrating Servando Patlan’s public service.

### Tour of the new SBLT business.wa.gov website

#### Scott Hitchcock with the Office for Regulatory Innovation and Assistance:

- Provided a quick tour of the website and the content for the major site elements.
- Presented the new [www.business.wa.gov](http://www.business.wa.gov) informational Printed/PDF Brochure/card. SBLT member that would like to print the brochure or request printed copies please contact the Information Center at 360-725-0628 or Scott Hitchcock at 360-725-0622.
- During the discussion pertaining to the Trending Now page of the website, Scott encouraged SBLT members to contribute topics to the page. Contact Scott Hitchcock if you would like to contribute agency specific topics or send content to [Scott.Hitchcock@gov.wa.gov](mailto:Scott.Hitchcock@gov.wa.gov).
- SBLT members that have suggestions for the [www.business.wa.gov](http://www.business.wa.gov) website contact a member of the **Governance Team**: Kim Johnson (DOR), Patrick Reed (SOS), Kayla Burr (LNI)

### **Sign-in Experience for [business.wa.gov](http://business.wa.gov) – Discussion**

#### **Scott Hitchcock with the Office for Regulatory Innovation and Assistance**

The purpose is to open a communications channel with our customers and provide them a way to manage some of the information they provide to the state.

- User provides email address and UBI to view their agency accounts, due dates, registration/renewals
- Page displays business “details” that are currently publically available;
- Descriptions of the data fields and why/how the state uses the information;
- Links that can be used to update the information;
- User managed notifications (reminders, events, trainings) – opt in/out of each notification type
- Possibility of creating an APP platform

### **Federal-State-Local Collaboration on Small Business Support**

#### **Scott Hitchcock with the Office for Regulatory Innovation and Assistance**

- Upcoming meeting in Bellevue, with several federal, state and local participants, to discuss how all the organizations can best work together to improve outreach to the business community. Topics to be discussed during the meeting will be; combine small business guide information, combine events, coordinate communications/events and a BizFair/ North Puget Sound event.

### **SBLT Round Table Discussion**

- Share what you’re hearing from customers
- Tell us about events you recently attended and what you learned
- What’s coming up that we should all know about