

Meeting Notes

Small Business Liaison Team (SBLT)

Thursday, December 14, 2017, 1:30 - 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>	Insurance Building-Capital Campus Floor 4, Conference Room 440
<b>Purpose</b>	Presentations: OSOS New Website Demo, Attorney General's Response HB-1352
<b>Attendees</b>	• Linda Alongi • Aaron Everett • Doug Cheney • Sonja Gissberg • • Rose Gundersen • Janelle Guthrie • Kate Kelley • Eric Moss • • Servando Patlan • Ryan Ramsdill • Patrick Reed • Janet Shimabukuro • • Jovie Swanson • Una Wiley • Brittany Wilson •

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## Agenda Highlights

- **Welcome and Agenda overview**
- **Web Traffic Report**
- **Presentation:**
  - SOS New Website
  - Attorney General's response to HB 1352
- **Roundtable**

## Welcome and Agenda overview

**Aaron Everett, Office for Regulatory Innovation and Assistance**

- Reviewed agenda and introductions

## Web Traffic Report

**Brittany Wilson, Office for Regulatory Innovation and Assistance**

- Presented the [Web Traffic Report](#)<sup>a</sup> for August 1, 2017 to November 21, 2017:
  - Small Business Guide HTML
  - Small Business Guide PDF
  - Small Business Guide agency referrals
  - United States and Country page views
- A quarterly web traffic report is presented to the Small Business Liaison Team each month; next month's report will include data from October 1, 2017 to December 31, 2017.

## Presentations

### Attorney General's Office (ATG) Recommendations – HB 1352

#### Kate Kelly, Policy Director, Office of the Attorney General

- Provided an overview of the [HB 1352](#)<sup>b</sup> and the ATG recommendations for steps to improve the communication of rights and protections provided to small business owners subject to agency audit, inspection or enforcement action.
  - HB 1352 report findings.
  - Brought by NFIB.
  - Bi-partisan sponsorship House/Senate.
  - [ATG Report](#)<sup>c</sup>
    - The authorities and responsibilities of six state agencies.
    - The rights and protections provided to small businesses subject to inspection, audit or enforcement action by those agencies.
    - The way in which agencies communicate information about those rights or protections to business owner prior to or at the time of agency action.
    - Recommends steps to improve rights, protections or access to timely information.

- **HB 1352 Implementation** - directed the six named agencies (Department of Agriculture, Ecology, Employment Security, Labor & Industries, and the State Fire Marshal) to identify provisions in their statutes, rules, policy statements that list rights or protections afforded to businesses selected for inspection, audit or enforcement actions.

The bill also directs agencies to include a copy or a link to any statement of rights or materials provided to small business owners in advance or at the time of the audit, inspection, enforcement action or during the appeal process.

The submittals received by the ATG from the agencies are included in an Appendix available at the following link: <http://www.atg.wa.gov/policy/HB1352>

- Agencies submit information to ATG
  - Legal authorities
  - Communications shared with businesses
  - The roles and authorities of the six agencies.
  - Existing legal tools and processes available to small businesses to challenge agency action.
- **Regulatory Reforms:** Legal rights and protections in place for small business owners that help level the playing field before, during or after enforcement action, audit or inspection. These protections also serve as constraints on agency staff and agency actions.
  - ORIA
  - Regulatory Fairness Act (rulemaking)

- SAO Performance Audits
- Washington Business Hub
- **ATG recommendations** for steps to improve communication of rights.
  - Improve efforts to provide transparent, accessible information to business early in the process.
  - Improve efforts to share practices among agencies.
  - Expand the role of business associations and other groups in coordinating the sharing of information between small business owners and agencies.
  - Consider targeted expansion of the use of special advocates or ombuds to resolve noncompliance issues or disputes.

## Office of the Secretary of State Website

Patrick Reed, Office of the Secretary of State (SOS) <https://www.sos.wa.gov/corps/>

- Presented Key Features of the [New SOS Corporations<sup>d</sup>](#) filing system Website.
  - Customer login process.
  - Express annual report functionality.
  - Corporations search function.
  - Trademark search.

## Roundtable

**Recommendation:** Kate Kelley (ATG) suggested a forum be held between the AGO and the SBLT members in order to share their agency ideas on recommended communication goals aimed at providing regulated businesses with a clear understanding of their rights and responsibilities.

**Recommendation:** Servando Patlan (DES) suggested using videos as a clear way to provide businesses with their rights and responsibilities.

**Recommendation:** Kate Kelley, ATG, suggested that ORIA work with the Governor's office since they are already coordinating with the U.S. Department of Justice (DOJ).

**ACTION:** Aaron Everett, ORIA, will put the ATG's recommendations up for discussion during the next SBLT meeting. Recommended the SBLT members meet with department directors.

## Referenced Hyperlinks

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- a **Web Traffic Report** [https://www.ezview.wa.gov/Portals/\\_1729/Documents/Analytics/WebSite%20Analytics%20-%20SBLT%20Report%20\(Aug%202017%20-%20Nov%202017\)%20\(002\).pdf](https://www.ezview.wa.gov/Portals/_1729/Documents/Analytics/WebSite%20Analytics%20-%20SBLT%20Report%20(Aug%202017%20-%20Nov%202017)%20(002).pdf)
- b **HB 1352** [https://www.ezview.wa.gov/Portals/\\_1729/Documents/Presentations/HB 1352 - AG Presentation.pdf](https://www.ezview.wa.gov/Portals/_1729/Documents/Presentations/HB_1352_-_AG_Presentation.pdf)
- c **ATG Report** [http://agportal-s3bucket.s3.amazonaws.com/uploadedfiles/Another/Reports/HB 1352 Final Report.pdf](http://agportal-s3bucket.s3.amazonaws.com/uploadedfiles/Another/Reports/HB_1352_Final_Report.pdf)
- d **New SOS Corporations** <https://ccfs.sos.wa.gov/#/>