

Meeting Notes

Small Business Liaison Team (SBLT)

Thursday, February 23, 2017, 1:00-2:30 pm

Please send corrections, edits or additional information to help@oria.wa.gov.

Location	Department of Commerce Building Floor 1, Large Room 110 Columbia Room
Purpose	Introduction of New ORIA Director; Agency Presentations: Office of the Attorney General and File Local; Outreach Workgroup Teams
Attendees	• Linda Alongi • Jeff Baughman • Kayla Burr • Aaron Everett • Kevin Fitzpatrick • • Scott Hitchcock • Kim Johnson • Beth Lehman • Cynthia Lockridge • • Servando Patlan • Grant Pfeifer • Patrick Reed • Janet Shimabukuro • • Jovi Swanson • Kip Walker • Margeret Warner • Brittany Wilson

Agenda Highlights

- **Welcome and Agenda Overview**
 - Introduction of new ORIA Director, Aaron Everett
 - 2016 SBLT Annual Report Finalization
 - Additional Small Business Guide Resources
 - Web Traffic Report
- **Agency Presentations:**
 - FileLocal
 - Attorney General's Office: Complaint Process & Agency Referrals
- **2017 Newly Formed Outreach Workgroups**
- **Roundtable**

Welcome and Agenda Overview

Scott Hitchcock, Office for Regulatory Innovation and Assistance

- Reviewed Agenda and Introductions
- Scott introduced Aaron Everett, recently appointed ORIA Director.
- [2016 SBLT Annual Report](#)^a: Has been finalized and will be sent to SBLT today.

Additional Small Business Guide Resources

Brittany Wilson, Office for Regulatory Innovation and Assistance

- **Workshops / Training Resources:** Brittany Wilson presented on the Workshops / Training information that will be linked to the [Small Business Guide Landing Page](#)^b.

The workshops/training resources will take the place of the [Calendar of Events](#)^c for Small Businesses.

- **Frequently Asked Questions (FAQs):** Last week, Brittany Wilson sent agencies an email requesting FAQs from each of the agencies.
 - This is in response to a request received by Thurston County Chambers. The Thurston County Chambers is adding a business tab to their website.
 - In the business tab, there will be a FAQ on businesses. Brittany will be providing an update on the FAQs at the next SBLT meeting.
 - Suggestion was made to create a Workgroup to work on FAQs because not all agencies have FAQs.
- **Upcoming Agency Events**
 - **Action:** ORIA will coordinate with Servando Patlan (DES), Beth Lethman (LCB), and Patrick Reed (SOS) regarding agency events.
 - Department of Enterprise Services (DES) will have the following events:
 - **March 9, 2017:** Washington Purchasing Technical Assistance Center Alliance NW Conference Puyallup WA <http://alliancenorthwest.org/about/>
 - **March 21, 2017:** US SBA Round Table <https://www.eventbrite.com/e/tacoma-sba-resource-partner-roundtable-tickets-31649891678> - DES will attend to talk about its Small Business efforts, ORIA may want to send a representative just to connect to the community of organizations trying to enable Washington Small Businesses.
 - **March 23, 2017:** Puyallup Tribe Tribal Small Business Outreach
 - **April 12, 2017:** King County Regional Contracting Forum <http://www.kingcounty.gov/depts/finance-business-operations/business-development-contract-compliance/events/RCF.aspx>
 - **June 1, 2017:** WA State Enterprise Services Business Partnership Forum, co-sponsorship invited from ORIA participating agencies <http://des.wa.gov/services/contracting-purchasing/contracting-and-purchasing-events/business-partnership-forum>

Web Traffic Report

Margeret Warner, Office for Regulatory Innovation and Assistance

- Presented the [Web Traffic Report](#)^d for November 1, 2016 to January 31, 2017:
 - Calendar of Events
 - Small Business Guide agency referrals
 - Small Business Guide HTML
 - Small Business Guide PDF
 - 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 December 1, 2016 to February 28, 2017.

Agency Presentations

FileLocal Program Overview

Kevin Fitzpatrick, File Local

- Presented on PowerPoint presentation on [FileLocal](#)^e
 - In 2014, FileLocal was created thru an interlocal agreement with the following cities: Bellevue, Everett, Seattle, and Tacoma.
 - It was originally created to be a one-stop shop for B&O taxes; currently, it is a one stop shop for local business licensing and tax filing within the cities of Bellevue, Everett, Seattle, and Tacoma.
 - File Local's data is shared between the cities of Everett, Bellevue, Seattle, and Tacoma
 - The future plan is for FileLocal to share data with Department of Revenue and partner with other cities.
 - FileLocal has a Call Center that is staffed by e-Gov. e-Gov provides technical supports and refers questions related to taxes, rules, and regulations to the appropriate city staff.
 - FileLocal uses e-Gov Systems. e-Gov Systems is a private software vendor and was owned by NSC – has recently changed owners.
- **Action:** Kevin Fitzpatrick is going to connect Patrick Reed (SOS) and Janet Shimabukuro (DOR) about sharing/linking data with FileLocal.
- For questions pertaining to FileLocal, you can contact Kevin Fitzpatrick, FileLocal Program Manager at Kevin.Fitzpatrick-FLO@seattle.gov or (206) 233-2513.

Office of the Attorney General: Complaint Process, Agency Referrals, and Data Sharing Agreement

Cynthia Lockridge and Kip Walker, Attorney General Office (ATG)

- Provided an overview of the ATG agency referral and complaint processes.
 - Complaints are received online and paper (hard copy). Complaints are rarely received via phone as they encourage customers to use the online complaint process or complete a paper form.
 - Informal complaints are sent to businesses for a response. If business responds, that response is forwarded to the customer. ATG has no regulatory authority with this process and can't enforce a response from the business.
 - Some of the complaints received, ATG acts as a neutral 3rd part to facilitate complaints.
 - Works with Department of Financial Institute (DFI) regarding complaints that relate to their department. The DFI is sent a courtesy copy of the letter when a complaint is associated with their office.
 - Home Owner Association complaints are sent a stock letter that informs the customer to seek private counsel. Secretary of State (SOS) also recommends that customers seek private counsel.
 - The Consumer Resource Center also facilitates information complaint resolution. There is no regulatory enforcement action with this process.
 - For data sharing between agencies, Janet Shimabukuro (DOR) recommended that Cynthia Lockridge work with Nicole Ross. Nicole Ross is part of an information data sharing group.
 - Janet Shimabukuro (DOR) recommended that if we receive complaints to refer customers to the suspectfraud.wa.gov website. The types of fraud you can report here are those investigated by the departments of Revenue, Employment Security, and Labor & Industries.
 - Egregious actions or common complaints are sent for further review.
- Kip Walker is the Consumer Services Operations Supervisor and oversees the daily operations.
 - Complaint data from complaints filed with the Consumer Resource Center can be found at on the Data.wa.gov^f general purpose open data portal site.
 - The ID number associated with the complaint on this site corresponds to the consumer complaint number in the ATG database.
 - If you have any questions or want more information about a specific complaint, you can contact the ATG and they can look the complaint up by the ID number.

- Sean Beary is the ATG Information and Technology Specialist and has access to the Consumer Sentinel Database.
 - He may be able to share data with SBLT from this database.
 - You can reach him at SeanB@atg.wa.gov or 206-464-6948. If you have any trouble connecting with him, please contact me.
- Cynthia Lockridge plans to outreach with the Small Business Liaison Team.
 - If you have any questions or consumer complaints, you can contact Cynthia Lockridge, Operations Manager for the Consumer Protection Division at 206-464-7786 or CynthiaL1@atg.wa.gov.

2017 Newly Formed Workgroups

Scott Hitchcock, Office for Regulatory Innovation and Assistance

- Presented on the following document: [Workgroup Outreach Teams](#)^g
 - There are two primary workgroups: “Events” and “Communications”. Each workgroup has projects with identified purpose and expected outcomes.
 - **Action:** ORIA will set-up bi-monthly work group meeting invites.
 - **Action:** Scott Hitchcock (ORIA) requested that SBLT Workgroup members identify a candidate lead for each of the workgroups. If you would like to volunteer to be a candidate lead, contact Scott Hitchcock at Scott.Hitchcock@gov.wa.gov or 360-725-0622.
- Aaron Everett (ORIA) recommended starting with the projects that customers have asked us to work for information on (i.e. Thurston County Chambers outreach event and FAQs)

Roundtable

Small Business Liaison Members

- Servando Patlan (DES): The updated translated guides are ready.
- Scott Hitchcock (ORIA): Will be translating the Small Business Guide into Russian.
 - **Action:** Brittany Wilson (ORIA) is working with Servando Patlan (DES) on posting the updated translated guides to the ORIA site and identifying a Russian outreach contact.
- Grant Pfeifer (ECY): In October 2016, the Washington State Supreme Court had a case that impacted permit-exempt well use and water rights of developing wells.
 - For additional details on the case impacts, please visit Ecology’s website at: <http://www.ecy.wa.gov/programs/wr/rights/water-right-home.html>. With this recent law change, if you drill a well, you’re subject to water laws.
 - If you have a customer that has issues with drilling a well or water rights, you can refer them to Grant Pfeifer at gpfe461@ecy.wa.gov or (509) 329-3516.

- Grant Pfeifer (ECY) will make sure the customer is connected with the appropriate Ecology staff member in the Water Rights Program.

Referenced Hyperlinks

- a **2016 Small Business Liaison Team Annual Report:**
<https://www.ezview.wa.gov/DesktopModules/Documents2/View.aspx?tabID=34066&alias=1729&mid=64854&ItemID=4584>
- b **Small Business Guide Landing Page:**
http://www.oria.wa.gov/site/alias_oria/business_our_business_services/345/our_business_services.aspx
- c **Calendar of Events:** http://www.oria.wa.gov/site/alias_oria/734/calendar_of_events.aspx
- d **Web Traffic Report:**
[https://www.ezview.wa.gov/Portals/_1729/Documents/Presentations/WebSite%20Analytics%20-%20SBLT%20Report%20\(Nov-Jan%202017\).pdf](https://www.ezview.wa.gov/Portals/_1729/Documents/Presentations/WebSite%20Analytics%20-%20SBLT%20Report%20(Nov-Jan%202017).pdf)
- e **FileLocal Agency Presentation:**
https://www.ezview.wa.gov/Portals/_1729/Documents/Presentations/Small%20Business%20Presentation%202.23.17%20-%20FileLocal.pdf
- f **Data.wa.gov:** <https://data.wa.gov/browse?q=consumer+complaints>
- g **Workgroup Outreach Teams:**
https://www.ezview.wa.gov/Portals/_1729/Documents/Presentations/SBLT%20Outreach%20Survey%202017%20-%20Work%20Groups%20-%20Final.pdf