



**Business Services Team
Meeting Minutes**

September 8, 2005

9:00a.m. to 3:00 p.m.

Radisson Hotel Gateway Seattle Tacoma Airport
18118 International Blvd
Seattle, WA 98188

Attendees: Ross Hamann, Jerry Petrick, Leslye Miller, Jeannie House, Lu Jewell, Candice Blueschel, Frankie Arteaga, Gary Smith, Jim McKenna, Pam Cone, Refeeka Gafoor, John Strong, Sue Ambler, Dan Bernard, Mike Schulte, Nadine Luster-Poe and Dave Petersen.

Sponsor: Michelle Mann (afternoon only)

Facilitator: Bob Bartusch

WWA Staff: Holly Parkin

Agenda/August Minutes Review:

The team reviewed the agenda, and offered changes to items. The Business Services definition will be changed to "draft" form rather than "final". The team reviewed the August Meeting Minutes. August minutes accepted with minor changes, passed unanimously.

Draft Business Services Definition: Pam Cone and Jim McKenna

Background: A task group was asked before the meeting to come up with a draft definition of statewide business services, which they presented to the team. The team brainstormed necessary key words that should be in the definition. They include:

Dynamic	Products and Services	Value Added
WorkSource	Economic Development	Vision
Workforce	Business Partner	Improve
Contribute	Identified by Business	Enhance
Partnership	Economic Vitality	

The team was broken up into triads and asked to come up with a version of the definition using all the key words. The team was asked to decide which definition fit all of the necessary components. The team reached consensus on the following draft proposal:

Business Services is defined as:

"The design and delivery of value added services and products through the WorkSource system to meet the evolving workforce needs of our business partners and to enhance the economic vitality of Washington communities."

Assignment: The team is recommending this draft definition to the 4 sponsors (through WWA) to present to WEOC. Individual team members are welcome to present this draft definition to their local WDA's as well. However further discussion, concerns or issues with the definition must be presented by the respective WDC Director at the WWA or WEOC forums. Michelle will take the recommendation forward on behalf of the current 4 sponsors.

Core Services for Statewide Businesses

A task group came up with a list of core services that are equally provided by all 12 WDA's. It was decided that this Business Services Team is not responsible for developing core services statewide, but to share best practices.

Assignment: The team will bring what their area has identified as core services (Business Services) to the next meeting. These can include fee for service and levels of service delivery.

Potential Work Tasks Document

The Work Tasks document was approved by the team in August and already approved by WWA and WEOC. The team was asked to prioritize the tasks and categorize them. Categories include: "Staff Competency and Development", "Data Management" and "Service Design and Delivery". Document attached to minutes (Page 3)

Wrap Up:

Bob will arrange for a GMAP presentation in the next meeting, and the team was asked to develop the October Agenda. Michelle Mann will attend the October and November meetings for consistency, and the team asked that a sponsor be available in the afternoon of the day of the meetings by phone if the sponsor is unable to physically attend.

Assignment: In addition Michelle will approach the current 4 sponsors to discuss and determine if indeed there should be only one primary sponsor. She will either report out at the next meeting or notify the team via email.

Assignment: Holly will send out August and September Meeting Minutes, update the distribution list and schedule a location of the next meeting.

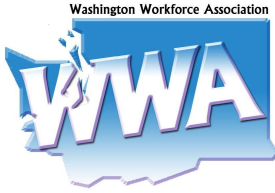
Next Meeting: October 13th

9:00 a.m. to 3:00 p.m.
SeaTac (location to follow)

October Agenda:

- GMAP Presentation
- Best Practices - Core Services to Business Customers from each area
- Discuss merits and limitations of existing and planned service designs (Work Tasks)
- Analyze market research and existing customer data to determine business needs (Work Tasks)





**Washington Workforce Association
Business Services Team
Work Tasks
Last Updated 9/13/2005**

The Business Services Team took the Potential Work Tasks from WWA, and categorized them. The first 2 categories are continuous, and separate. The last 3 categories were then prioritized (1-8) according to highest need.

In Progress/Accomplished:

- Establish the team's norms, member roles, meeting schedule, and team process
- Prioritize potential work assignments from WWA goals and objectives
- Develop a team work plan

Continuous Agenda Items:

- Discuss merits and limitations of existing and planned service designs
- Identify best practices and good ideas
- Analyze market research and existing customer data to determine business needs

Staff Competency & Development:

- Examine and recommend professional competencies (5)
- Share staff training and development needs as appropriate (8-tie)
- Determine methodology for measuring the effectiveness of staff business services training (7)

Data Management:

- Provide recommendations on SKIES business services tracking (4)
- Provide recommendations on customer relationships, management processes and tools (2)
- Share approaches to performance measures for business services (1)

Service Design & Delivery:

- Develop product line or service delivery recommendations in support of business needs (3)
- Design pilot projects based upon best practices or quality initiatives derived from data analysis (6)
- Share Fee-For-Service products and services (8-tie)

The Communications Committee members will provide oversight to the statewide Business Services Team. Michelle Mann, Rin Causey, Gay Dubigk, and Lisa Nisenfeld are the sponsors, and will trade off on attending future meetings.