

## BUSINESS & INDUSTRY PARTNERSHIPS WORK GROUP

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**Meeting: May 7, 2015** 10 AM – 12 PM First Meeting

**Present:** Jeff Trice, Michelle Day, James Rzepkowski, Lloyd Day, Adolphe Andou, Angela Thornton, Barbara Martin, Darlene Peregoy, Heather Gramm, Helen Coupe, Peggy Jones, Richard Luzetsky, Romila Stephens, Sallie Sarelas, Sheila Bouloubassis, Susan Hill, LeRoy Thomas

### Minutes:

#### **Work Group Purpose and Mission:**

The purpose of the business services program is to engage businesses throughout their life cycle to help companies grow, thrive and provide Marylanders with opportunities for gainful employment.

*The mission of the workgroup is:*

Create a coordinated and integrated system/network of service delivery, resources and data sharing which is focused on the needs of business at local, regional and statewide levels.

**Discussion items:** What should, could, and would business services look like in WIOA with business as the leader and primary customer? Looking at this from a long term (16 year) perspective with these items in mind; now, future, proactive, anticipatory, forecasting, generations, changing technologies, business needs and cultures, and a global economy. Think who, what, when, where, why and how.

#### **Open Discussion and Suggestions:**

- Power Point presentation was given to the Work Group allow a baseline of information and guidance for the group moving forward.
- Everyone agreed that an improved platform for communications, data sharing across agencies was the most critical component. Agree upon communications plan that lets all business partner agencies/departments know what is happen with a business (rapid response, growth, etc.)

- Salesforce.com was discussed and should be considered in the long term as a solution.
- Ideal State: share resources (funding, staff) and design statewide group/regional approach will all partners represented and all using same platform.
- Need for technology that meets the demands business services and the business community.
- Identify timelines and platforms used by partnering agencies and departments to coordinate procurement during contract renewal periods.
- Decide what data is needed, contract for one platform for all. (keeping confidentiality in mind)
- Seamless service delivery to businesses with single points of contact.
- Identify redundancy and overlap.
- Increase staff knowledge of other agencies and departments resources that could be a business solution.
- Include training providers to meet future workforce and industry needs (i.e. Apprenticeships.)
- Breakdown “internal” barriers that hinder adding value/services to business.
- Continued use of consultative approach to assist business. Attract and train staff that is or will be flexible, subject matter experts, think strategically, study and analyze workforce and economic trends.

**Action Item(s):**

- Local area Business Services Teams reconvene to bring back information from a local area perspective from all their partners (reduce time, increase efficiency and effectiveness.) This allows group to compile local, regional and state data and input for plan development.
- Everyone in attendance to also go back to their agencies/departments have discussions, and gather information that could be useful for developing strategies for business services moving forward.

**Meeting adjourned**