

Cabinet Agencies' Performance Audit Action Item(s) & Status

Regulatory Reform: Communicating Regulatory Information and Streamlining Business Rules

(See also [Cabinet Agencies' Response](#) for full context to Washington State Auditor's Office (SAO) [report](#), September 2012)

Agencies included in the performance audit: Agriculture (WSDA), Early Learning (DEL), Ecology (ECY), Employment Security (ESD), Financial Management: Offices of Regulatory Assistance (ORA) and Chief Information Officer (OCIO), Fish & Wildlife (DFW), Health (DOH), Licensing (DOL), Labor & Industries (LNI), Parks, Revenue (DOR), Transportation (WDOT), Social & Health Services (DSHS), State Patrol (WSP) and Student Achievement Council (WSAC).

SAO Issues Summary from the **Regulatory Reform** section of the performance audit report:

1. Washington has not yet achieved the vision of a one-stop business portal
2. Regulatory information on agencies' websites is incomplete, and the sites are not all easy to use

The table below shows the current status of action items the agency initiated to address issues identified. Please see the coordinated [cabinet agencies' response](#) for additional context and any additional steps already taken.

For an explanation of the columns below, [see the legend](#).

Issue	Status	Action Steps	Lead Agency	Due Date	Current Resources?	Budget Impact?	Legislation Required?	Notes
1	Completed	Pursuant to Executive Order 12-01 (issued by the Governor in Jan. 2012), ORA in collaboration with other regulatory agencies, will continue to enhance the Business.wa.gov portal as resources allow.	ORA	On-going	No	Yes	No	6/2013 – ORA, in collaboration with other regulatory agencies, continues to enhance www.Business.wa.gov as resources allow.
2	Completed	The Office of Regulatory Assistance will continue its work to support small businesses and improve the availability of accurate and consistent regulatory information available to its customers.	ORA	On-going	No	No	No	6/2013 - ORA, with the help of Commerce and small business liaisons from 22 agencies, developed a step-by step Small Business Guide at: http://ora.wa.gov/business.asp
2	In-Progress	The Office of Regulatory Assistance will consider appropriate measures to ensure regulatory agencies will be properly linked as these changes are	ORA/OCIO	12/13	No	No	No	7/2014 - We agree with the Washington State Auditor that the state has not yet achieved the vision of a one-stop portal. Information is

Issue	Status	Action Steps	Lead Agency	Due Date	Current Resources?	Budget Impact?	Legislation Required?	Notes
		made to the Business.wa.gov website.						<p>incomplete, inaccessible, and requires more work than necessary for business owners to access.</p> <p>To remedy this, the State Legislature and Governor Inslee supported the allocation of \$737,000 to continue work on a business portal, which was included in the supplemental budget passed in 2014. This effort, referred to as the Washington Business One Stop (WABOS) project, was tasked with addressing the problem of incomplete information, along with other concerns of Washington business owners to make it easier to do business in Washington State. The first phase of this effort, focused on customer research and discovery, is currently underway. From April-August in 2014 the WABOS team will be talking to over 120 Washington State business owners to discover how the state can best provide information to decrease the amount of time they need to spend understanding and fulfilling regulatory responsibilities with the state.</p> <p>6/2013 - ORA has worked with the regulatory agencies to make sure the agencies and appropriate contact information are linked to www.Business.wa.gov.</p>

Issue	Status	Action Steps	Lead Agency	Due Date	Current Resources?	Budget Impact?	Legislation Required?	Notes
								ORA is working with DES to review ORA's agency website www.ora.wa.gov to ensure it has accurate and complete information about Washington's licenses, registrations & permits.
2	Completed	The Office of the Chief Information Officer and the multi-agency team will develop a plan with recommendations.	OCIO	9/12	No	Yes	No	<p>9/2012- This action step is compliance with E.O. 12-01</p> <p>6/2013 - The Washington Business One-Stop "MyAccount" Plan</p> <p>The OCIO published the Washington Business One-Stop "MyAccount" Plan in November 2012. The plan responds to Governor Gregoire's Executive Order 12-01: Regulatory Reform and Assistance to Help Small Businesses Succeed and Grow. The plan outlines ways to achieve a single online place for businesses to accomplish their state (and perhaps in the future local government) business in a way that is consistent and efficient for both businesses and government.</p> <p>MyAccount – Streamlining Business Transactions with Government http://ofm.wa.gov/ocio/document</p>

Issue	Status	Action Steps	Lead Agency	Due Date	Current Resources?	Budget Impact?	Legislation Required?	Notes
								s/MyAccount_report.pdf
2	Completed	The small business Liaison team is working with agency chief information officers and webmasters to develop more consistent and user-centered approaches across all state agencies that regulate or work with small businesses to find and display online information frequently needed by businesses.	ORA	9/12	No	Yes	No	9/2012 – this action step responds to Executive Order 12-01. 6/2013 – Members of the Small Business Liaison Team were invited to work with the OCIO to develop improved approaches to find and display online information frequently needed by business owners. See the OCIO report - http://ofm.wa.gov/ocio/document/s/MyAccount_report.pdf

SAO Issues Summary from the ***Streamlining Business Rules*** section of the performance audit report:

1. Agencies are streamlining some rules, but could improve their rule streamlining processes.

The table below shows the current status of action items the agency initiated to address issues identified. Please see the coordinated [cabinet agencies' response](#) for additional context and any additional steps already taken.

For an explanation of the columns below, [see the legend](#).

Issue	Status	Action Steps	Lead Agency	Due Date	Current Resources?	Budget Impact?	Legislation Required?	Date - Notes
1	Completed	Agencies will continue to look for opportunities to improve their rule streamlining process	DEL	On-going	No	No	No	
1	Completed	Same as above	DOH	On-going	No	No	No	
1	Completed	Same as above	DOL	On-going	No	No	No	
1	Completed	Same as above	DOR	On-going	No	No	No	
1	Completed	Same as above	DOT	On-going	No	No	No	
1	Completed	Same as above	DSHS	On-	No	No	No	

Issue	Status	Action Steps	Lead Agency	Due Date	Current Resources?	Budget Impact?	Legislation Required?	Date - Notes
				going				
1	Completed	Same as above	ECY	On-going	No	No	No	
1	Completed	Same as above	ESD	On-going	No	No	No	
1	Completed	Same as above	LNI	On-going	No	No	No	
1	Completed	Same as above	OFM	On-going	No	No	No	
1	Completed	Same as above	Parks	On-going	No	No	No	
1	Completed	Same as above	WDFW	On-going	No	No	No	
1	Completed	Same as above	WSAC	On-going	No	No	No	
1	Completed	Same as above	WSDA	On-going	No	No	No	
1	Completed	Same as above	WSP	On-going	No	No	No	
1	Completed	Agencies will continue to ensure that regulations meet standards of need, reasonableness, effectiveness, clarity, fairness, stakeholder involvement, coordination, and consistency with legislative intent. In addition, agencies will look for additional meaningful measures to track regulatory improvement for inclusion in the GMAP (performance management) process as appropriate.	DEL	On-going	No	No	No	
1	Completed	Same as above	DOH	On-going	No	No	No	
1	Completed	Same as above	DOL	On-going	No	No	No	

Issue	Status	Action Steps	Lead Agency	Due Date	Current Resources?	Budget Impact?	Legislation Required?	Date - Notes
1	Completed	Same as above	DOR	On-going	No	No	No	
1	Completed	Same as above	DOT	On-going	No	No	No	
1	Completed	Same as above	DSHS	On-going	No	No	No	
1	Completed	Same as above	ECY	On-going	No	No	No	
1	Completed	Same as above	ESD	On-going	No	No	No	
1	Completed	Same as above	LNI	On-going	No	No	No	
1	Completed	Same as above	OFM	On-going	No	No	No	
1	Completed	Same as above	Parks	On-going	No	No	No	
1	Completed	Same as above	WDFW	On-going	No	No	No	
1	Completed	Same as above	WSAC	On-going	No	No	No	
1	Completed	Same as above	WSDA	On-going	No	No	No	
1	Completed	Same as above	WSP	On-going	No	No	No	