Part A: Key principles for business services in Massachusetts
1. There is no wrong door for business services; business assessments are consistent, regardless of the entry point
2. We strive to interact and operate in a business manner (i.e. not a social service agency)
3. Businesses need a single point of contact within a coordinated regional structure/strategy
4. All staff, regardless of their role, needs to be well versed in the leading industry sectors in their region.
5. All staff plays a role in collecting business intelligence and contributes to organization and system learning about business needs.
6. Staff represents the public workforce system (not just my center or program) and is an ambassador to other state system partners to meet businesses' stated needs.
7. We prioritize business-based talent development service models (sector strategies, internships, apprenticeship)

Part B: System gaps and other issues that will need to be addressed by Steering Committee

	System gap/Issue	State	Region
1	MA currently lacks a method for sharing comprehensive lists of businesses based in MA sorted by region collection on # businesses served by entire system	X	
2	MA lacks a method for synthesizing services to businesses across agencies	X	
3	Not all agencies with workforce development resources are currently part of the WIOA conversation (e.g. EOPPS & Shannon Grants)	X	X
4	Staff need to be trained on other agency resources, areas of expertise, program requirements as they pertain to businesses	X	X
5	Connections need to be made at the leadership and operational level across agencies/program areas -- Peer-to-peer familiarity/relationship development		X
6	Career centers lack adequate technology to manage the candidate pool and source based on employer demand (MOSES isn't sophisticated enough/not user friendly for this purpose)	X	
7	Recommend that the MOA include MA Office of Public Safety, which also contributes resources to the workforce development system	X	X
8	Should there be a lead entity for each of the entry points for business? (i.e. New businesses=MOBD, Talent sourcing=career centers, Pipeline Development=WDB/community colleges)	X	X

Part C: What are the implications for the other workgroups?

	Issue	Career Center	Board Cert	Perf. Measure
1	Convening regional business resources across agencies		X	
2	Staff training plan/expertise on other agency resources	X		
3	Capacity for cross-agency business as customer analysis			X