

**Crater Regional Workforce Development Board (CRWDB)  
Business Services Committee (BSC) Meeting**

Location: Zoom  
Thursday-May 7, 2020  
9:30 a.m. – 10:30 a.m.

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| <b>1. Call to order</b><br>a. Roll call  | Bruce Sobczak  |
| <b>2. Public Comment</b>   | Bruce Sobczak  |
| <b>3. *Approval of Agenda</b>  | Bruce Sobczak  |
| <b>4. * Approval of Minutes</b><br>a. January 16, 2019   | Bruce Sobczak  |
| <b>5. Old Business</b><br>a. *Business Plan<br>b. Meeting Calendar Update (July 1, 2020 - June 30, 2021)   | Bruce Sobczak  |
| <b>6. CRWDB Staff Reports &amp; Updates</b><br>a. Sector Strategies & Career Pathways<br>b. Quarterly Business Services Report   | Sophenia Pierce<br>Recie Small                                     |
| <b>7. New Business</b><br>a. COVID Updates/Rapid Response Layoff Initiative<br>b. Customer Services Training (CCWA)<br>c. One Stop Updates/Business Engagement<br>d. Business Needs & Best Practice Discussion | Sophenia Pierce<br><br>Shawn Nicholson<br>Bruce Sobczak<br>Members |
| <b>8. Closing Remarks &amp; Adjournment</b>  | Bruce Sobczak  |

**\*Denotes Action Needed**