

## **Small Business Ombudsman Regulatory Assistance and Outreach Program**

<b>FTE Employees</b>	<b>Title</b>	<b>Contact#</b>
Angela Suber	Acting Small Business Ombudsman	202-566-2827
Bridgette Dent	Program Assistant	202-566-2819

### **Senior Environmental Employees (SEEs):**

James Malcolm	Chemical Engineer, Toxic Substances and Haz Mat	202-566-2821
Esther McCrary	Senior Secretarial Support Staff	202-566-2824
Tom Nakley	Civil Engineer, CWA, SDWA and Asbestos	202-566-2826
Joseph Albright	Biologist, Asbestos, Radon, and Lead	202-566-2817

### **Major Functions/Products:**

- Serve as a port of entry “gateway” for small businesses to EPA
- Advocate for small business regulatory issues and relief inside EPA
- Coordinate small business issues with program offices, regions, and states
- Focus on Asbestos regulatory requirements/handle questions and complaints
- Operate and maintain a Small Business hotline that averages 1,100 calls per month
- Participate on regulatory development workgroups representing small business interests
- Prepare semi-annual Newsletter that reaches over 20,000 internal and external customers
- Organize meeting with the Deputy Administrator and Small Business Trade Associations
- Oversee and prepare Report to Congress on the status of CAAA State Section 507 Programs
- Manage contracts, grants and cooperative agreements to strengthen State Small Business
- Ombudsman Technical Assistance Programs
- Sponsor annual Small Business Regional Liaison Conference
- Develop guidance and policies for small businesses
- Resolve disputes between small businesses and EPA dealing with policies and regulations
- Distribute small business publications, regulations, guidance, and tools

### **Customers:**

- Small Businesses/Small Business Trade Associations
- State Small Business Ombudsmen and Technical Assistance Programs
- EPA senior managers, media offices and agency staff, EPA regions and states offices
- Private Citizens
- EPA Administrator and Deputy Administrator
- Congressional representatives and staff, Governors, Environmental Counsel of States (ECOS)
- Assistance providers, i.e., EPA Compliance Centers, Pollution Prevention Programs (P2),
- Small Business Development Centers (SBDCs), Manufacturing Extension Partners (MEPs)

**Small Business Ombudsman Toll Free Hotline 800-368-5888/Local 202-566-2855  
Main Line 202-566-2822 FAX Number 202-566-2848**