Newcomer Training



July 29, 2025

Welcome to 2025 NSBEAP Newcomer Training

If you need to step away from your screen, please remain logged in.

Make sure your mic is muted and your camera is off unless you are presenting or asking a question.

Please keep questions brief to allow everyone an opportunity to participate.

All training sessions will be recorded and made available on our YouTube channel and the Annual Training webpage.

We encourage you to make the most of our break sessions by engaging with fellow participants.

NSC Updates and Leadership

- Chris Lynch
 NSC Chair (NV)
- Lucy Cross
 NSC Vice Chair (AR)



National Small Business Environmental Assistance Program

507 Program Overview

Who are we, how are we organized, and what should you know about the SBEAP.



What are SBEAPs?

- Small Business Environmental Assistance Programs are state-level programs, as mandated by federal statute:
 - 507 Programs
 - Small Business Stationary Sources Technical and Environmental Compliance Assistance Programs (SBTCPs)
 - Small Business Environmental Assistance Programs (SBEAPs)
- Basic goal
 - Provide free, confidential, technical assistance to small businesses on environmental questions

Why do we exist?

- Clean Air Act, as Amended in 1990
 - Section 507 in each state:
 - Mandates the establishment of a small business stationary source technical and environmental compliance assistance program.
 - Outlines the role of the Small Business Environmental Ombudsman
 - Provides for the creation of a Compliance Advisory Panel (CAP)



How do we define a small business?

- Using CAA section 507 definition is baseline, but can be expanded if state deems it necessary
- Employs 100 or fewer individuals
- Not a major stationary source
- Does not emit more than 50 tons per year of any regulated pollutant
- Emits less than 75 tons per year of all regulated pollutants
- There are 34.8 million small businesses in America, or 99.9% of all businesses. These businesses provide 45.9% of all private workforce (59 million).
- In 2022-2023, 80% of net new jobs are created by small businesses (sba.gov)
- https://advocacy.sba.gov/2024/11/19/2024-small-business-profiles-for-the-states-territories-and-nation/



Where are the SBEAPs?

- State environmental regulatory agencies
 - Air Division
 - Executive Department
- State universities
- Small Business Development Centers
- Economic development agencies
- Other state agencies such as commerce
- Staffing ranges from 0.25 FTE to 100 FTE (avg. 2.7 to 7)
- Our impact: ~100,000 directly assisted with permits or site visits
 - Over 11 million clients served through outreach, newsletters, or comments



How does this help regulatory divisions?

- Allows for direct answers to small business questions
 - Promotes greater understanding and less confusion of requirements
 - Facilitates more complete and accurate permit applications
 - Teaches more accurate records and reporting
 - Provides Air Pollution Control Agencies better understanding of activities at a business
 - Fosters relationships with small businesses which makes them more willing to ask for help to be in compliance rather than wait until enforcement
 - Encourages getting into and maintaining compliance rather than a revolving door of enforcement



Working together across the nation for our small businesses

- National Steering Committee
- Website resources
- Annual Training
- Educational webinars
- Technical training
- Promotion opportunities
- Connections to other associations



National Steering Committee

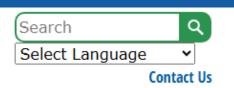


- The National Steering Committee (NSC) has a mission "To serve, support, and strengthen the Small Business Environmental Assistance Programs through representation and collaboration."
- > The NSC is made up of state representatives from each of the 10 EPA regions.
- Currently, there are five subcommittees where other individuals from State Small Business and Environmental Assistance Programs can participate in the national group. The subcommittees are Planning, Education, Technical, Promotion and Website. Each subcommittee is also asked to provide a representative for monthly NSC calls.
- NSC provides comments on U.S. EPA rulemaking or other policy areas as needed to represent small businesses.



Website resources

National Small Business Environmental Assistance Program



Small Business State Contacts SBEAP Resources Environmental Compliance Committees News & Events

- Created through a grant from EPA and currently hosted by K-State Pollution Prevention Institute.
- <u>www.NationalSBEAP.org</u> contains many resources for state programs and small businesses
 - Small business resources
 - Industry sector guides
 - Environmental compliance: featured rules, tools and compliance calendars
 - Sustainability information
 - Contact information for each state program
 - Links to subcommittee trainings
 - SBEAP/SBO resources
- Connect with other state SBEAPs/SBOs and technical assistance providers through a dedicated email link.



Connections to other associations and organizations

- The National SBEAP maintains many connections to other associations and organizations.
- We have representatives that are members of the following groups that routinely report to the NSC and represent the voice of the SBEAPs and small businesses during meetings.
 - National Association of Clean Air Agencies NAACA
 - The Association of Air Pollution Control Agencies -AAPCA
 - Environmental Council of States ECOS
 - US EPA Clean Air Act Advisory Committee CAAAC
 - U.S. Environmental Protection Agency U.S. EPA
- We also have connections with National trade associations, the Small Business Administration Office of Advocacy and National Compliance Assistance Centers.



EPA ASBO and Regional Air Small Business Liaisons

- The Asbestos and Small Business Ombudsman (ASBO) is the primary contact to EPA Headquarters. Helps develop tools at a national level, supports SBEAP training and website, and serves as a liaison between small businesses and EPA.
- The EPA Regional Air Small Business Liaison (RASBL) is the primary contact for SBEAPs and SBOs within each EPA region. RASBLs serve to connect SBEAPs/SBOs with EPA technical staff and keep them informed of pertinent issues within the agency.
 - RASBLs have technical knowledge of air emission regulations and connections
 with EPA technical experts. The RASBL role is flexible and can be tailored to meet the
 needs of each region. However, there are certain core functions that RASBLs are
 supposed to perform.





Asbestos and Small Business Ombuds (ASBO) Program

Tuesday, July 29, 2025

Presented by Paula Hoag, EPA's ASBO



AGENDA

- ASBO Program Overview
- Resources and Services
- Outreach and Engagement
- Ombuds Reporting
- Questions



ASBO PROGRAM OVERVIEW





Asbestos and Small Business Ombuds (ASBO) Program

Informal, informational liaison for the general public, small business community, and EPA; providing technical resources and contact information on asbestos, environmental regulations and compliance assistance

Statutory Authority and Policy Directives:

- Asbestos Hazard Emergency Response Act
- Clean Air Act Section 507
- EPA's RFA Policy Section 213 Program

One Program, Two Distinct Roles

ASBESTOS OMBUDSMAN

Are you concerned about asbestos in your school or building? Do you have general questions about asbestos?

We can help you find the answers and resources you need.

SMALL BUSINESS OMBUDSMAN

Are you a small business owner with questions about environmental regulations or compliance?

We can help you navigate the EPA regulatory process and connect you with technical experts.

Providing Three Cross-Cutting Ombudsman Functions



ADVOCATE

We advocate for small business interests during the EPA rulemaking process



CONNECT

We serve as the EPA liaison to connect the public and small business community to state and local resources



SERVE

We provide hotline assistance and fund a national environmental compliance assistance website



About the Ombudsman Profession

- An ombudsperson or ombud is an official in charge of serving as a representative, or an advocate for a fair process, by addressing questions or investigating public complaints
- The ombudsman profession has standards of practice, with the three main pillars to serve as an independent, impartial and confidential resource to help ensure operational excellence



- 1996 Alternative Dispute Resolution

 Act: encourages the use of an ombuds to resolve conflicts
- Administrative Conference of the U.S.'s <u>2016</u>
 <u>Final Report: Use of Ombuds in Federal</u>
 <u>Agencies</u>



ASBO RESOURCES & SERVICES





ASBO HOTLINE & Ombuds Assistance

- Live staff support to assist the public and small businesses on asbestos concerns and regulatory compliance
- Most technical asbestos and compliance questions are deferred to the state level for local resources and assistance needs
- Range of calls and questions come through the hotline; great appreciation for live hotline support and to brainstorm/ problem solving next steps



EPA Hotline Assistance



ASBO's Monthly Bulletin

- ✓ Please subscribe to stay in touch! Subscribe HERE
- ✓ EPA and nation-wide environmental updates, resource, highlights for the regulated small business community



MAR 2023

SMALLBIZ@EPA

PA's Asbestos and Small Business Ombudsman Program

A MONTHLY NEWSLETTER FOR THE REGULATED SMALL BUSINESS COMMUNITY

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▶Policy & Regulation

- Miscellaneous Coating Manufacturing...
- ► Lead Acid battery Manufacturing Area...
- Air Plan Disapprovals; Interstate Transport...
- Biden-Harris Administration Reaffirms...
- Clean Water Act Methods Update...
- ▶ Key Dates and Opportunities
- Climate Pollution Reduction Grants...
 EPA Seeks Input on Inflation Reduction...

- ► New Pollution Preventions (P2) Grant...
- Biden-Harris Administration Announces...
 EPA Announces Initial Program Design...
- ► Biden-Harris Administration Announces \$550...

►Ask SBEAP

▶Spotlight

- OAQPS New Small Business Assistance Webpage...
- Biden-Harris Administration Announces \$2.4 B...
- ► Biden-Harris Administration Announces Over...



Miscellaneous Coating Manufacturing: National Emission Standards for Hazardous Air Pollutants (NESHAP)

This regulation establishes emission limits and work practice requirements for new and existing miscellaneous coating manufacturing operations, including process vessels, storage tanks, wastewater, transfer operations, equipment leaks, and heat exchange systems, and implements section 112(d) of the Clean Air Act (CAA) by requiring all major sources to meet hazardous air pollutant (HAP) emission standards reflecting application of the maximum achievable control technology (MACT). The HAP emitted from miscellaneous coating manufacturing facilities include toluene, xylene, glycol ethers, and methyl isobutyl ketone. Exposure to these substances has been demonstrated to cause adverse health effects such as irritation of the lung, eye, and mucous membranes, effects on the central nervous system, and cancer.

The final rule will reduce HAP emissions by 4,900 tons per year for existing facilities that manufacture miscellaneous coatings. Read the full article

National Small Business Environmental Assistance Program Small Business State Contacts SBEAP Resources Environmental Compliance Committees News & Events SBEAP/SBO Resources Internal training and committee work

National SBEAP.org

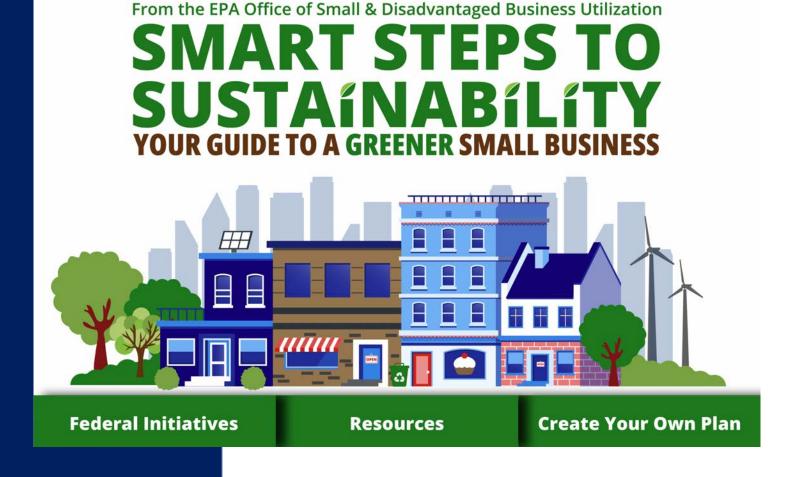
507 Program 5-Year Cooperative Agreement

- ASBO has traditionally funded the National SBEAP website and other collaborative resources
- KSU's PPI has served as the grantee for 10 years, received an EPA Administrator Award twice
- The current 5-year Cooperative Agreement is set to expire at the end of this month.



Newest ASBO Resources

- ✓ Updated web-based <u>Smart</u>
 Small Businesses
- ✓ Internal Stakeholder
 Engagement Planning Guide
 and Toolkit for EPA Rule-writers
 to encourage and support small
 entity engagement



Outreach and Engagement





EPA and SBEAP Collaboration

- 507 Program Grant funding since 2015 and contractor support decades prior. Grant continuation currently on hold
- Annual SBEAP Training planning and speaker coordination support, as well as attendance and funding
- Periodical regional SBEAP meeting planning and/or participation

^{*}Photo from EPA R6 and SBEAP Meeting, Feb 2024



EPA's Office of Civil Enforcement (OCE)

- OCE plans and sets priorities for enforcement activities at EPA,
- Develops national enforcement policy and guidance,
- Participates in Agency rule-making to ensure that regulations contain clear and enforceable provisions, and
- responsible for implementing effective communication to alert regulated entities to potential compliance problems.
- OCE coordinates EPA's response to the annual RFA/SBREFA survey
- OCE/ASBO collaboration to increase Ombuds visibility with OECA's enforcement officers and develop best practices for assistance





SBA's National Ombudsman & SBA's Office of Advocacy

- Met with the SBA's National Small Business Ombudsman, Spring 2025
 - Annual survey on the Regulatory
 Flexibility Act/Small Business Regulatory
 Enforcement and Fairness Act
 (RFA/SBREFA) required of federal
 agencies each year, EPA traditionally
 receives an A rating.
- SBA Office of Advocacy hosts regular environmental roundtable events and SB complaint referrals from their Red Tape Hotline to the ASBO

Ombuds Reporting





ASBO PROGRAM INQUIRY REPORT FISCAL YEAR 2022 DATA ANALYSIS

MESSAGE FROM THE OMBUDS

As the Asbestos and Small Business Ombudsman (ASBO or Ombudsman) for the U.S. Environmental Protection Agency (EPA), I am pleased to share this Fiscal Year (FY) 2022 ASBO Program Inquiry Report. The role of an ombudsman is to serve as an advocate for a fair process, and to offer an informal course in resolving disputes. This report serves to highlight the top issues brought to the Program in order to offer transparency and address topics of concern for Agency consideration.

OMBUDS REPORTING

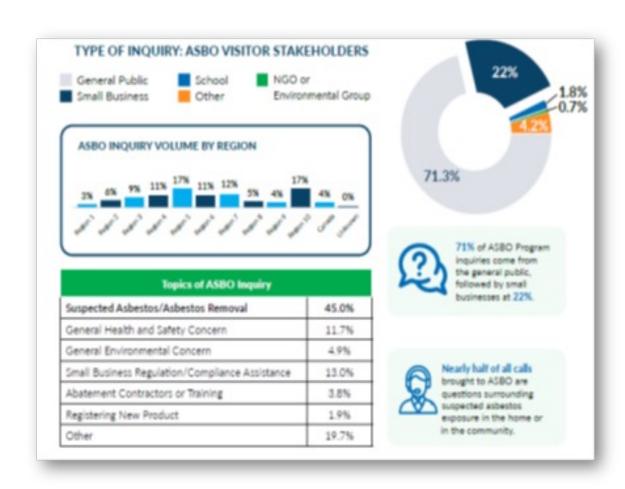
Ombudsman reporting provides transparency, encourages accountability, and may be statutorily required.

Upcoming ASBO Program Inquiry Report, Spring 2026

Internal publication, every 3 years, <u>highlights available to the public online</u>.

ASBO Public Inquiry Report Highlights

- 25% increase in overall inquiries compared to last year, with an 80% increase in small business requests for assistance
- 65% of inquiries are from the public, usually regarding asbestos
- 31% of all inquiries are small businesses, usually seeking compliance or product registration assistance





^{*}Updated stats as of July 2025*

Contact us

ASBO Hotline:

800-368-5888 or (202)566-1970

Email:

asbo@epa.gov Hoag.paula@epa.gov

Visit Our Website:

epa.gov/resources-small-businesses/asbo



Search EPA.gov

Environmental Topics V

Laws & Regulations ∨

Report a Violation 🗸

About EPA ∨

CONTACT US

Q

Resources for Small Businesses



Doing Business with EPA

- Small Business Solutions and Opportunities
- Contracting with EPA
- Small Business Vendor Database
- Procurement Forecast

Environmental Regulation and Compliance

- EPA's Small Business Ombudsman
- About EPA Regulations
- Regulatory Flexibility for Small Entities
- Small Business Compliance
- Compliance Assistance Centers

Additional Resources for Small Businesses

- Small Business Administration ☑
- Small Business Innovation Research (SBIR) Program
- National Small Business
 Environmental Assistance Program
- Energy Star for Small Business
- Environmental Compliance
- Information on Made in America Requirements and Waivers ☑
- Sustainability

National Small Business Environmental Assistance Program

History of SBEAP

Going back in time: Where did we come from, what have we accomplished, and how do we build from there?



Where did we start?

- The Clean Air Act 1963!
 - One of the first and most influential modern environmental laws for the United States.
 - Goal of reducing and controlling air pollution nationwide
 - Originally signed by President Lyndon B. Johnson
 - Predates the EPA!
- The first big set of Amendments 1970 (Richard Nixon)
 - Required EPA (newly formed) to determine which air pollutants posed the greatest threat to public health and welfare and created National Ambient Air Quality Standards (NAAQS)
 - First list of Hazardous Air Pollutants (HAPs)
 - National Emission Standards for HAPs (NESHAPs) were health-based



Where did we start?

- > 1977 Clean Air Act amendments (Jimmy Carter)
 - Regular review of NAAQS and permanent independent scientific review committee
- 1990 Clean Air Act amendments (George H. W. Bush)
 - Codified HAP list and required creation of technology-based standards
 - Also required review every 8 years (Risk and Technology Review)
- New NESHAPs were going to affect a lot of small businesses
 - Dry cleaners were considered major source of air emissions (perchloroethylene)
 - Associations such as the Printers Industries of America (now merged into Printing United Alliance) lobbied that small businesses will need help with the new rules



Enter the SBEAP!

- Section 507 added due to lobby pressure from associations representing small businesses
- Required the core components of Ombudsman, Technical Assistance, and Compliance Advisory Panel
- > EPA
 - was to issue guidelines
 - provided advisory opinions on program effectiveness
 - was done in part through the Asbestos and Small Business Ombudsman



Getting started

- SBEAPs began to form
 - States submitted State Implementation Plan (SIP) to EPA for approval of program
 - Became part of 40 CFR part 52 required to be submitted by November 15, 1992
- > EPA Guidance released in January 1992
 - https://p2infohouse.org/ref/32/31949.pdf
 - Noted that many states may already have some type of technical assistance
 - Encouraged to continue ongoing technical and compliance assistance and wherever possible to include all appropriate State agencies to the process of proactive and reactive support to small businesses
 - Encouraged flexibility from the start and did not create prescribed method of program formation



Early leaders

- Karen V. Brown
 - 1981 Started with EPA
 - 1982 Office of the Small Business Ombudsman was established
 - 1985 Appointed as Small Business Ombudsman
 - 1986 Asbestos Ombudsman was added
 - 1988 Named Ombudsman
 - 2000 Left EPA
 - 2006 Awarded first leadership award, it bears her name
 - Advocate for the early SBEAP:
 Profiled in Wall Street Journal as an outstanding model of government working well for the people it serves and Entrepreneur Magazine described SBEAP as a friend to the small business community

Early leaders

- ➤ Dan Nickey (IA) Longest tenured SBEAP at ~30 years
- ➤ LaRonda Bowen (CA) Helped create the first SBEAP and wrote or co-wrote articles on SBEAP success.
 - From '02 article for *ECOS*, "Success in Our Own Backyards" "Through their innovative, entrepreneurial approach to environmental education and compliance, every State, the District of Columbia, and two territories can be a success story right in their own backyard."
- Annette Fulgenzi (IL)
- Rick Carleski (IA)
- Rudolph Cartier (NH)





Early organization

- > 1995 first report on SBEAP by ASBO to US Congress
- 1995 National Steering Committee started
- 2002 Subcommittees organized
 - Award, Guidelines, Measurement, Multimedia, Promotional (Chaired by Chris Lynch in 2006), Technical, Climate change (2009)
- 2004 Awards begun
- 2002 First Annual Training in Chicago
 - Sessions included: Passion: Do What You Love; Love What You Do: Highly Effective Ways to Enrich Your Life and Be More Productive and How to Talk so People will Listen; How to Listen so People Will Talk: Improving Communications Skills
- National CAP 1996?

Recurring issues

- Funding and multi-media
 - 1997 Average budget of \$145,000 and 3 FTE
 - 2005 Average budget of \$300,000 and 4 FTE
 - Currently FTE may have decreased



2007 letter from ECOS to EPA supported comprehensive legislation, multi-media approach, and getting past restrictions





Our impacts

- > 2021: 20 Years of Success in Helping Small Businesses
 - KY study indicated the benefit of KY SBEAP assistance to small businesses is worth \$3 million/year
 - VT SBEAP noted during facility design phase that storm water requirements overlooked and saved them thousands
 - 2006 KS helped business achieve a reduction of 90% of hazardous air pollutants
- ➤ EPA estimates that the Clean Air Act between 1970 and 2010 provided benefits that exceed total costs by a 40 to 1 ratio.
 - Benefit to cost ratios of SBEAP assistance range from 3 to 1 or more

The future

- Still going strong
- Many businesses have come to rely on us and will spread the word about us
- Continue to provide direct one-on-one assistance to several hundred thousand businesses per year and provide training, education, and more to millions per year
- Foundation to build upon





NSC Promotions Subcommittee

- Collaborate to share best marketing and promotional practices to enhance our programs and on both individual state and national levels. Foster relationship-building with relevant agencies to support and enhance amplification of SBEAPs.
- 2nd Tuesday of the month at noon CT every quarter (next: August 12)
- Hosts the NSC Awards program
- Member of Planning Committee for the Annual Training
- https://nationalsbeap.org/committees/promotion
- Crystal Warren, Tennessee
 - Crystal.Warren@tn.gov
 - 901-664-1076



NSC Annual Training Subcommittee

- Completely plans the annual training for National SBEAP
- Monthly and bimonthly (depending on proximity to training date)
- https://nationalsbeap.org/committees/planning
- Crystal Warren, Tennessee
 - Crystal.Warren@tn.gov
 - 901-664-1076



NSC Education Subcommittee

- Identify common programmatic questions and concerns, identify potential resources, and share resources with interested programs via sharing calls or virtual meetings.
- 4th Tuesday of the month at 1pm CT every other month
- Support the Annual Data Collection Survey and Annual Report
- Member of Planning Committee for the Annual Training
- https://nationalsbeap.org/committees/education
- Sara Johnson, NH SBTAP Chair
 - Sara.J.Johnson@des.nh.gov
 - 603-271-1379



NSC Technical Subcommittee

When?

3rd Tuesday of each month starting at 2 pm EDT/1 pm CDT (60-minute duration).

Why?

We share ideas, resources, tools and experiences; and help each other navigate the regulatory environment so we can better serve our small business community.

How?

Zoom or Teams platform and scheduled via an Outlook Calendar invitation.

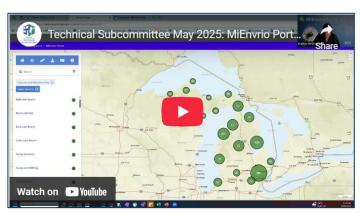
Technical Subcommittee Meetings

Recent Examples

https://www.youtube.com/channel/UC5PupYpZ1W6IG8CtzCINK8Q • https://nationalsbeap.org/committees/technical



Tech-minutes-June25.pdf



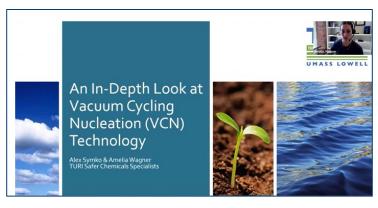
Tech-minutes-May25.pdf



Tech-notes-slides-Jan25.pdf

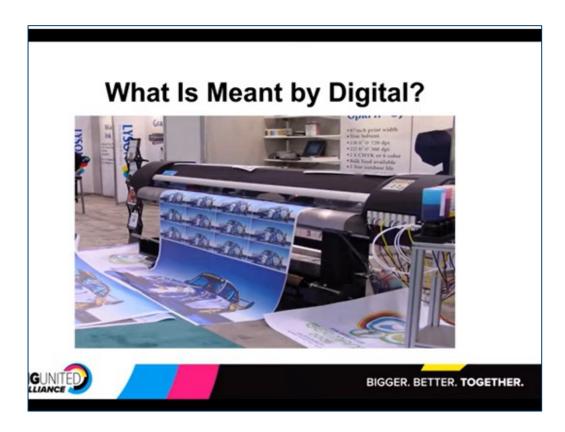


Tech-sub-minutes-Aug2024.pdf



Technical-subcommittee-minutes041624.docx

Next meeting: August 19, 2025



Topic: Graphical Arts

Presenter: Gary Jones, PRINTING United Alliance

NSC Website subcommittee

Background

- EPA ASBO's office awarded first five-year grant in August 2015 to Kansas State University (KSU)
- Awarded second five-year grant to KSU in August 2020
- Currently end of 5 years of the current grant

Grant goals

- Facilitate communications (listservs, meetings, hotline, subcommittee Webinars)
- Host website resources and social media
- Assist with Annual Training, includes two in-person events

Subcommittee mission

 To serve, support, and strengthen the Small Business Environmental Assistance Programs through virtual resources and collaboration

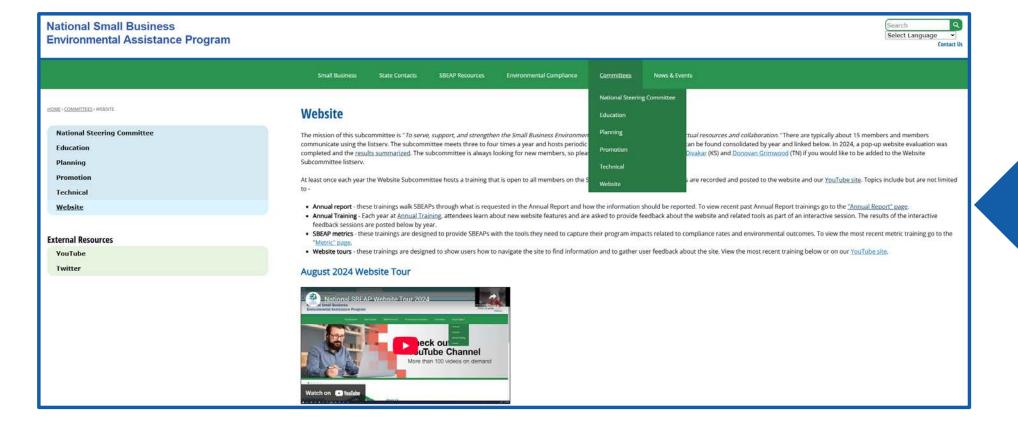
Subcommittee meetings

- The subcommittee meets three to four times a year and hosts periodic trainings via Zoom
- Annual Training: interactive website feedback summaries
- Website subcommittee meeting records
- https://nationalsbeap.org/committees/website

Subcommittee chairs: Leena Divakar (KS), Donovan Grimwood (TN)

Graphics and maintenance: Abigail Crouse (KS)





Newcomer

Resources





Announcement

Please be aware that the National Small Business Environmental Assistance Program website will have limited or no content maintenance after July 31, 2025, when its five-year grant funding cycle is scheduled to expire. The grant renewal process, which was underway, has been cancelled until further notice. As a result, the information and content you find on the National SBEAP website may no longer be current.

We apologize for any inconvenience. For questions regarding the discontinued funding, please reach out to your regional representative or **contact EPA's Small Business Ombudsman Office**.

Want to join a listserv?
Email info@nationalsbeap.org



Fall Training in Utah

Salt Lake City, Utah • October 20-23, 2025 • Registration fee: \$0

- Monday, October 20: travel and networking dinner
- Tuesday, October 21: full day of sessions
- Wednesday, October 22: full day of sessions
- Thursday, October 23 (optional): NSC meeting OR site visit to air quality monitoring station OR travel home

Because there is no grant or registration fee, all meals will be covered through per diem. To ensure that lunches are timely and to stay on-time with workshop agenda, lunches will be ordered prior to the event and delivered to the conference building. Food menus will be sent to registered attendees two weeks prior to the event so that we can get that information to the caterer.

Let the Planning Committee know if you have any questions!

