

Summary of E-mail Comments to Date
Multi-media Sub-Committee
Of National Steering Committee
9/25/02

To begin, we will focus on our 1st task, which is finding out what multi-media assistance is already being conducted on our network.

We can work on our other tasks later; that is, defining multi-media assistance, and considering development of resources to help programs with this issue.

We will start with a survey.

Suggestions for the survey include the following:

#1

We can make out a list of media (wastewater, water supply, storm water, hazardous waste, recycling, solid waste, underground storage tanks, clean up, Right to Know, etc.), and then ask each program if they do work in that area and what they do or have done to help small businesses. We need to keep in mind that within a particular media we probably need to define programmatic areas where assistance is provided. For example, it is a good idea to break down Water Quality issues into Storm Water, Wastewater, etc.

#2

We can offer examples of types of help such as:

- Help / Direct
- Referral / Indirect

Or, Being More Specific

- Referral to other media, providing a contact name and phone #.
- Personal contact with other media staff, on behalf of the client.
- Staff with expertise in the SBAP/SBO program to handle multi-media inquiries.
- Other

#3

We can ask them to give their definition of “multimedia assistance”.

#4

We may want to consider these things:

- Determine actual staff/assistance time spent on the different media. (Many programs simply don't have the resources to offer complete multimedia assistance. We should identify the programs with these types of shortfalls so we can provide better support and resources.)
- Define the types of assistance provided (e.g. phone referrals, direct permit and/or compliance assistance, site visits, written correspondence, training seminars/education outreach, etc.)
- Determine how many staff each program has and their level and type of expertise in the different media.
- Identify other resources available (e.g. staff contacts within other agencies, partnerships, etc.)

Once we get information back we can analyze the responses and draw our conclusions about an SBAP definition of multi-media that we can all use.