

2000 SBO/SBAP National Conference and Training Website

Welcome to your one-stop source for information on the upcoming conference and training event in Missoula, Montana, June 19 through the 22, 2000!

Karen Ekstrom, Small Business Ombudsman for the Host State of Montana, invites you to browse this site for early information on the agenda, speakers, accommodations, meals, meeting space, training opportunities, air travel, registration, and after-hours events. We also have links to Montana travel sites, weather, Missoula information, and the hotel.

Check back with us often, as we will be updating this site on a regular basis.

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AGENDA

As many of you know, we have gone to great pains to make sure that the 2000 SBO/SBAP national conference and training event is tailored to meet the needs of SBOs and SBAPs across the country. Through the use of pre-conference surveys and ballots, we have come up with an extremely varied session agenda that includes subjects that are completely new to the conference, as well as some tried and true topics.

OUR AGENDA INCLUDES:

- Keynote Speech
- 3 General Sessions
- 36 Breakout Sessions
- 2-Hour Work Group
- HVLP Demos
- 3-Hour Training Session
- 7-Hour CAP Training
- 3 Poster Sessions

GENERAL SESSIONS – Three great topics:

- Regulatory Updates and Guidance
- Multimedia Topics
- The Future of the 507 Programs

BREAKOUT SESSIONS - 36 Sessions, separated into five exciting Tracks:

- Regulatory Update and Guidance
- Building Your Program – Tools, Tips, and Tricks
- Interfacing With Other Programs – P2, E2, Commerce, and Enforcement
- Improving Your Skills
- Emerging Issues
- Technical Assistance

(Sessions are scheduled so that those from the same track do not compete with each other!)

TRAINING OPPORTUNITY – 3 hours on Monday afternoon:

- Consensus Building, Mediation, and Conflict Management Skills

WORK GROUP OPPORTUNITY – 2 hours on Wednesday afternoon:

- Working to Increase the Visibility of 507 Assistance Programs

CAP TRAINING – 7 hours on Monday, plus a CAP session on Tuesday.

NEWCOMER SESSION – 90 minutes, late Monday afternoon.

WELCOME RECEPTION – Following the Newcomer Session

Buttons

- *List of sessions by track*
- *Detailed agenda*
- *Training Opportunities*

2000 SBO/SBAP CONFERENCE AND TRAINING EVENT DRAFT AGENDA

MONDAY (Optional, Preconference Training Day)

CAP Training (8:00-12:00)

LUNCH 11:30-1:00

CAP Training (1:00-4:00)

Training Session □ **Consensus Building, Mediation, and Conflict Mgmt Skills (1:00-4:00)**

Newcomer Session (4:00-5:30)

RECEPTION (5:30-6:30)

TUESDAY

Registration (7:30-8:00)

Welcome (8:00 to 8:30)

Keynote Speaker (8:30 to 9:30)

BREAK (9:30-9:45)

General Session (9:45 to 11:30) - Regulatory Updates and Guidance

- *Upcoming Regulations and General MACT Update*
- *Update on Legislative Activities*
- *Update on 112R and General Duty Clause*
- *New Air Standards (Ozone, PM2.5, NOx, SIP Status)*

LUNCH 11:30-1:00

Breakout Sessions (1:00-2:00) 60 minutes

Track 1 - Update on the National CAP

Track 2 - Using Trade Organizations to Spread the Word and Build Your Client Base

Track 3 - Using Energy Efficiency Programs to Benefit Small Businesses

Track 4 - Good Mediation Skills and Conflict Resolution.

Breakout Sessions (2:10-3:10) 60 minutes

Track 1 - Targeting Outreach for new NESHAPs

Track 2 - Influencing National and State Legislation/Rulemaking.

Track 3 - Economic Development and SBO/SBAPs - Maintaining Env. Integrity

Track 5 - Carbon Dioxide Technology in Drycleaning - A Replacement for Perc?

CAP Meeting

BREAK (3:10-3:30) 20 minutes

Breakout Sessions (3:30-4:30) 60 minutes

Track 1 - OECA's Task Force on Innovation - Compliance Assistance

Track 2 - Outreach Materials for SBO/SBAPs - A look at Successful Newsletters, Brochures, Etc.

Track 5 - How Much Will it Cost? - Typical Costs and Cost How To's for P2 and Compliance.

Track 6 - Multimedia Issues (Stormwater, Septic Tanks, Etc.)

WEDNESDAY

REGIONAL BREAKFAST MEETINGS (7:30-8:20)

General Session (8:30 to 10:30) □ Multimedia Topics (10 minute stretch at 9:30)

- *Increasing Program Performance by Moving to Multimedia*
- *Expanding Your Technical Services to Include Multimedia (How and Why)*
- *Multimedia and Self Audits □ State and Federal Audit Policies*

BREAK (10:30-10:45)

Breakout Sessions (10:45-11:45) 60 minutes

Track 3 - SBAP/SBDC Partnerships -Success Stories and How To's.

Track 4 - Preparing Effective Educational Workshops for Small Businesses

Track 5 - Watershed vs. Industry Approaches - Redefining P2 and Conducting Outreach.

Track 6 - HVLP Sprayers, Auto Body Shops, and Surface Coating

LUNCH (on your own-11:45-1:15) 90 minutes

Breakout Sessions (1:15-2:15) 60 minutes

Track 1 - Title III/Title V Interface

Track 2 - Financial Help for Small Business Programs (inc. Update on SBFA Work Group and loans)

Track 3 - Working with Your State's Enforce. Program - Cooperating to Benefit Your Clients

Track 6 - Asphalt, Concrete, Sand, Gravel, & Construction

Breakout Sessions (2:15-3:15) 60 minutes

Track 1 - Urban Area Toxics Strategy

Track 2 Building and Improving Your SBO/SBAP Program's Web Page

Track 6 - Estimating Emissions

Open

BREAK (3:15-3:35) 20 minutes

Breakout Sessions (3:35-4:35) 60 minutes

Open

Track 4 - Site Visit Pointers - (Compliance and Health and Safety Issues).

Track 5 - The Natural Step - Sustainability.

Track 6 - Fiberglass and Reinforced Plastics

Work Group (2:15-4:35) Increasing Visibility and Understanding of 507 Assistance Programs

HVLP Demonstration (assorted x-hour sessions all day)

After Hours Opportunity to be decided

THURSDAY

Breakout Sessions (8:00-8:55) 55 minutes

Track 3 - OSHA Issues and Regulations Facing Small Businesses

Track 4 - Liability and Technical Assistance - Can We be Held Liable by Our Clients?

Track 5 - Certification for Auto Body Shops - P2 Training for New Employees

Track 6 - General Permits

Breakout Sessions (9:05-10:00) 55 minutes

Track 3 - Integrating P2 into Small Business Outreach

Track 4 - EPA Grant Writing Tutorial

Track 5 - EPA's Cumulative Exposure Study (Risk Assessment vs. MACT).

Track 6 - Small Combustion Sources

BREAK (10:00-10:15) 15 minutes

GENERAL SESSION (10:15-12:30) (10 minute stretch at 11:15) THE FUTURE OF 507 PROGRAMS

- *Increasing Your Program's Performance Is Advertising the Answer?*
- *Program Planning, Measurement, Recordkeeping, and Performance*
- *The Future of SBOs/SBAPs Have We Lost Ground?*
- *Small Business Owners Panel*

Closing Remarks

LIST OF SESSIONS BY TRACK

General Session 1 - Regulatory Updates and Guidance

- *Upcoming Regulations and General MACT Update*
- *Update on Legislative Activities*
- *Update on 112R and General Duty Clause*
- *New Air Standards (Ozone, PM2.5, NOx, SIP Status)*

General Session 2 □ Multimedia Topics

- *Increasing Program Performance by Moving to Multimedia*
- *Expanding Your Technical Services to Include Multimedia (How and Why)*
- *Multimedia and Self Audits □ State and Federal Audit Policies*

General Session 3 – The Future of 507 Programs

- *Increasing Your Program's Performance □ Is Advertising the Answer?*
- *Program Planning, Measurement, Recordkeeping, and Performance*
- *The Future of SBOs/SBAPs □ Have We Lost Ground?*
- *Small Business Owners Panel*

Track 1 - Regulatory Update and Guidance

- Update on the National CAP
- Targeting Outreach for new NESHAPs
- OECA's Task Force on Innovation - Compliance Assistance
- Title III/Title V Interface
- Urban Area Toxics Strategy

Track 2 - Building Your Program – Tools, Tips, and Tricks

- Influencing National and State Legislation/Rulemaking.
- Using Trade Organizations to Spread the Word and Build Your Client Base
- Outreach Materials for SBO/SBAPs - A look at Successful Newsletters, Brochures, Etc.
- Financial Help for Small Business Programs (inc. Update on SBFA Work Group and loans)
- Building and Improving Your SBO/SBAP Program's Web Page

Track 3 - Interfacing With Other Programs – P2, E2, Commerce, and Enforcement

- Economic Development and SBO/SBAPs - Maintaining Env. Integrity
- Using Energy Efficiency Programs to Benefit Small Businesses
- SBAP/SBDC Partnerships -Success Stories and How To's.
- Working with Your State's Enforce. Program - Cooperating to Benefit Your Clients
- OSHA Issues and Regulations Facing Small Businesses
- Integrating P2 into Small Business Outreach

Track 4 - Improving Your Skills

- Good Mediation Skills and Conflict Resolution.
- Preparing Effective Educational Workshops for Small Businesses
- Site Visit Pointers - (Compliance and Health and Safety Issues).
- Liability and Technical Assistance - Can We be Held Liable by Our Clients?
- EPA Grant Writing Tutorial

Track 5 - Emerging Issues

- Carbon Dioxide Technology in Drycleaning - A Replacement for Perc?
- How Much Will it Cost? - Typical Costs and Cost How To's for P2 and Compliance.

- Watershed vs. Industry Approaches - Redefining P2 and Conducting Outreach.
- The Natural Step - Sustainability.
- Certification for Auto Body Shops - P2 Training for New Employees
- EPA's Cumulative Exposure Study (Risk Assessment vs. MACT).

Track 6 - Technical Assistance

- Multimedia Issues (Stormwater, Septic Tanks, Etc.)
- HVLP Sprayers, Auto Body Shops, and Surface Coating
- Asphalt, Concrete, Sand, Gravel, & Construction
- Estimating Emissions
- Fiberglass and Reinforced Plastics
- General Permits
- Small Combustion Sources

POSTER SESSIONS:

- Web Sites □ a Look at some of the Best Support Sites for Small Business
- EPA □s Revised Small Lab Guide
- Overview of the \$M Grant Projects

TRAINING OPPORTUNITIES

As the conference name suggests, we have several great training opportunities planned for the 2000 conference and training event.

You can use these opportunities to add extra value to your travel dollar. Anyone who's been to an SBO/SBAP conference knows that you learn a lot in the sessions. However, we've taken it a step further by providing specific opportunities for you to be trained in subjects relevant to your job.

A brief description of these training events is provided below. In months to come, we will be providing more detailed information on these opportunities.

- **CAP Training. Monday, June 19, 2000. 8:00 to 4:00.** This training helps CAP members to understand their role and responsibilities as part of an effective small business technical assistance program. This is the perfect opportunity to network with other CAP members from around the country to share ideas, develop strategies, and map out a proactive approach to working with their SBO and SBAP.
- **Consensus Building, Mediation, and Conflict Management Skills Training. Monday, June 19, 2000. 1:00 to 4:00.** Based on popular demand, we will be offering this valuable training prior to the conference. The class will be taught by a nationally known mediation instructor. We will provide certificates of completion to all that attend.
- **HVLP Training. To be announced.** We are currently exploring the feasibility of having a HVLP demonstration unit set up in the parking lot, so people can get a hands-on turn at using the equipment. Many of us have heard of the benefits of HVLP, but have not had an opportunity to use it. Hands-on experience with the technique lends a lot of credibility to efforts to persuade small businesses to switch to the new equipment.

SPEAKERS

The Planning Committee is hard at work collecting the necessary speakers for the sessions listed in the agenda. As the list is finalized, we will post it on this page. In the meantime, if you have any suggestions, Email Karen Ekstrom at kekstrom@state.mt.us, or call 1-800-433-8773.

ACCOMODATIONS

The 2000 Conference and Training Event will be held at the Holiday Inn-Parkside, 200 S. Pattee Street, Missoula, Montana. The hotel is located in Downtown Missoula, on the banks of the Clarks Fork River. A city park, river walk, and jogging path are adjacent to the property. Great shops, restaurants, art galleries, and museums are located within a 5- to 15-minute strolling radius.

All 200 rooms and meeting space will be devoted to conference attendees. The rooms are warmly appointed and offer a comfortable decor coupled with a panoramic mountain view or an atrium balcony. Every room includes a standard sized desk, 25" TV's, On Command Movies, coffee makers, irons and full size boards, data ports and more!

The Parkside Patio offers the ultimate in summer enjoyment. Relax under the umbrellas and enjoy the panoramic view with your favorite beverage. You can get lunch from the patio menu, a perfect compliment to warm summer days.

For your recreational pleasure, the hotel provides a heated indoor swimming pool with locker room, fitness center, whirlpool, sauna and game room. A jogging trail is located adjacent to the hotel and tennis, golf, fishing, white water rafting, hiking and mountain biking are only minutes away. Payless Car Rental is conveniently located in the lobby of the Holiday Inn Missoula-Parkside.

Rooms have been reserved at the government rate of \$50 per night under the name "SBO/SBAP 2000 Conference". These rates are good for reservations made prior to June 7, 2000. Remember that the early bird gets the best room. For reservations, call the hotel direct at 1-800-399-0408.

Button

Pictures of the hotel, meeting space, and links to other related sites (www.park-side.com).

MEALS

Meals are a necessary concern at any conference. We used the pre-conference balloting to ensure that the wishes of the majority were represented. The following is a description of the meal choices available.

- Breakfast. Our research showed that people were unhappy with the free breakfasts (rolls, juice, and coffee) provided at earlier conferences. It seemed like everybody had his or her own idea of what food should be offered for breakfast. Many people were also uninterested in breakfast. The solution was simple – people will be free to choose their own breakfast on their own per diem. The hotel offers a great, expanded Continental breakfast, with fruit, pastries, juices, eggs, cereals, etc. for under \$6. You can also opt for lighter fare, such as a bagel or muffin. You can walk to a coffee bar, or you can skip breakfast altogether. It's up to you!
- Breaks. Coffee, tea, and soda breaks will be provided during the mornings and afternoons of the conference.
- Lunch. Based on our research, we have decided to allow people to make their own choices for lunch. This is possible, because of the fantastic Missoula location. Lunch breaks will be 90-minutes long. The hotel restaurant can serve you a great lunch inside or out on the patio. Additionally, there are over 20 great lunch spots within a 10- to 15-minute walk of the hotel. You can get outside, get some sun and fresh air, and clear your head for the afternoon sessions. Best of all, on Wednesday, local restaurants gather in the performance park across from the hotel and offer terrific, quick meals that you can eat outside while listening to a live band. Or, you can take your food back to your room. It's totally up to you!
- Dinner. As usual, dinner will be your own responsibility. Missoula is a great location for dining and entertainment options. Within a 15-minute walk of the hotel, you can find a variety of cuisine including East Indian, Thai, Italian, Greek, American, Mexican, and more. There are cafes, bistros, brew pubs, bars, dives, and high-tone restaurants. We will be providing a list of area eateries in the coming months, so stay tuned!

Travel Information

Montana is a great location for a conference and for a vacation. To make your experience as pleasant as possible, we are providing a number of sources of travel information. Please use this information to plan your trip and PLAN EARLY!!!!!! Check back regularly for updates!

Buttons

- Information on air travel
- Information on Missoula
- Information on Montana Travel links (the TravelMontana page)

MISSOULA INFORMATION AND LINKS

Of course, the main reason to attend the 2000 SBO/SBAP Conference and Training Event is to network with your peers and participate in the great learning opportunities provided by the sessions. But, there is so much more to do....

The hotel has all the usual amenities (pool, sauna, etc.) and is located on the banks of the Clark Fork River just down the river walk from Downtown Missoula. Those who will be in Missoula only during the conference will find that it is a lovely town, with lots of restaurants, museums, and nightlife located within easy walking distance of the hotel.

Downtown Missoula also offers great shopping. Whether you are looking for antiques, clothes, food, books, old records, herbs, woolens, linens, or western and contemporary art, it can be found within minutes of the hotel. Remember that Montana has NO sales tax. Temperatures in June are generally very pleasant, with highs in the mid 70's to low 80's and lows in the 50's.

We have compiled a list some of these nearby activities below, and will add more over the coming months. **Except where noted, these activities can be found within a safe and easy 10- to 15-minute walk** from the hotel and are a perfect way to spend an evening or an afternoon before or after the conference.

Buttons

- **Culture and Entertainment**
- **Shopping**
- **Restaurants**
- **Other Links**

AIR TRAVEL INFORMATION

Montana is a wonderful summer destination, and everyone should plan on adding extra days to their trip to visit the crown jewels of the National Park system (Glacier Park and Yellowstone Park). There are also lots of other wonderful things to see in Montana that you won't see elsewhere. Share the experience with your family, for a vacation they'll always remember.

Two major air carriers serve Missoula: Delta and Northwest. Additional regional air service is provided by Big Sky and Horizon airlines. Montana is a *major* tourist destination and the competition for airline seats can be intense, especially in the summer months.

If you want to ensure that you will get a reasonable price on a ticket, you **MUST** do the following:

- Book your ticket well in advance (several months is BEST – 3 weeks is the absolute least possible advance notice for any decent fare).
- Buy a non-refundable ticket and stay over a Saturday night This will generally save you AT LEAST \$1000, which will more than pay for any additional per diem or hotel, with plenty left over.

If Missoula is unavailable, you can fly into Kalispell or Helena. Each is a scenic 2-hour drive from Missoula and has lots to offer in terms of culture and entertainment.

We cannot stress how important it is that you get your Agency approval and make your reservations EARLY!!!!

To assist you in obtaining the cheapest fare possible, we have contracted with Delta Airlines. They are offering 5% off their lowest price to people who book under the SBO/SBAP Conference name. To check travel times and availability, visit Delta's website at www.deltaairlines.com.

Registration Form

Name:

Title:

Organization:

Mailing Address:

Phone:

Fax:

Email:

Estimated Arrival Date:

Estimated Departure Date:

Airline:

Special Needs:

Will Attend (check as many as apply):

Monday CAP Training

Monday Mediation Training

HVLP Hands On Training

Monday Newcomer's Session

Monday Evening Welcome Reception

Tuesday Conference

Wednesday Conference

Wednesday Work Group

Thursday Conference