

**SMALL BUSINESS DIVISION**  
**Small Business Ombudsman**  
**Regulatory Assistance and Outreach Program**

<b><u>FTE Employees:</u></b>	<b><u>Title</u></b>	<b><u>Contact #</u></b>
Karen Brown	Division Director & Small Business Ombudsman	202-566-2816
Joyce Billious	Secretary	202-566-2813
Bridgette Dent	Program Assistant	202-566-2819
Earl Russell	Summer Intern	202-566-2820
Angela Suber	Program Analyst	202-566-2827

**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**