



2006 SBO/SBEAP National Conference March 26 – 30, 2006

“Don’t Take Compliance Assistance for Granite”

Conference Agenda

Sunday, March 26

4:00 - 8:00 Registration Desk Open

5:00 - 7:00 Informal Reception:

This will be a casual and informal opportunity to meet new Small Business Ombudsman (SBO)/Small Business Environmental Assistance Program (SBEAP)/Compliance Advisory Panel (CAP) members, as well as renew old acquaintances.

Monday, March 27

7:30 - 6:00 Registration Desk Open

7:00 – 9:00 Breakfast/Regional Meetings – Main Dining Room

9:00 - 12:00 General Session

Mandatory Program Training Workshop

Whether you are new to the program or a veteran, this training workshop will help you explore and understand the dimensions, responsibilities and roles of the three program components (SBO, SBAP, CAP) within the small business assistance program, how they relate to each other and ensure your program is in compliance with EPA guidelines.

This interactive program will include structured group exercises, discussions and sharing of ideas on creative ways to deliver compliance assistance to small businesses. Participants will leave the workshop with a tailored list of ideas and tools to ensure their programs meet the requirements under Section 507 of the Clean Air Act Amendments of 1990 as well as enhance their programs.

Moderator:

- *Karen Brown, USEPA*

Speakers:

- *Robert France, PRIZM Inc.*
- *Leigh Leonard, PRIZM Inc.*
- *Tiffin Shewmake, PRIZM Inc.*
- *Michael Welch, PRIZM Inc.*

12:00 – 1:00 Lunch (on your own)

1:00 – 2:30 Technical Subcommittee Workgroup

The National Steering Committee (NSC) Technical Subcommittee will meet to discuss the past year of activity and direction for the future. Upcoming regulatory challenges are always on the horizon, which ones are of interest to your program and state. Conference attendees are encouraged to attend this session to offer

ideas and suggestions, about the direction and selection of issues for the upcoming year. The committee continues to grow, come join us and become a participant. Our willing activity and involvement on the front end of a problem, rule, or issue is at the heart of compliance assistance.

Moderator:

- *Richard Rasmussen, Virginia SBAP*

1:00 – 2:30 Breakout Session I

Understanding and Managing Conflict -- A Session with Federal & State ADR Providers

To cope with the challenges associated with conflict, we need to develop skills in conflict prevention, consensus building, and alternative dispute resolution. This session will help you to: understand your own style of handling conflict; learn about communication skills useful to conflict prevention and resolution; and access useful alternative dispute resolution resources.

Moderator:

- *Karen Brown, US EPA*

Speaker:

- *Elissa “Ellie” Tonkin, US EPA Region I*
- *Hugh Martinez, US EPA Region I*
- *Susan Jeggelian, MA Office of Dispute Resolution*

1:00 – 2:30 Breakout Session II

Compliance Assistance Tools and New Technologies

As assistance providers, we are asked to provide a considerable amount of highly technical help in understanding and complying with regulations. This session will help to identify and utilize technical level information such as AP-42 emission factors, emissions calculation software and manuals as well as other existing and new e-based tools for multimedia compliance determinations and solutions. In addition, this session will look at how SBAP can introduce new technologies to small businesses

Moderator:

- *Dan Nickey, Iowa Waste Reduction Center*

Speakers:

- *Chris Horan, Iowa Waste Reduction Center*
- *Kenya Stump, Kentucky SBEAP*
- *Tony Pendola, North Carolina, SBAP*

2:30 – 2:45 Break

2:45 – 4:00 Measurement Subcommittee Workgroup

The Measurement Subcommittee will be meeting to review the subcommittee mission and goals, provide an update on the progress made this past year in developing common measurement metrics and solicit input from session attendees on additional ideas for effective program measurement tools. In addition, the subcommittee will be seeking information on problems faced by programs in successfully measuring and documenting program effectiveness.

Moderator:

- *Kenya Stump, Kentucky SBEAP*

2:45 – 4:00 Breakout Session III

Examples of REAL Multi-Media Programs and How They Work

Want your state to go multi-media? Hear from SBAPs/SBOs who offer multimedia services as well as learn about the Multimedia Peer Center Mentor Program.

Moderator:

- *Amelia Gooding, IL SBEAP*

Speakers:

- *Reid Bermel, Iowa SBO*
- *Michael Nelson, MN SBO*
- *Linda Hayes-Gorman, Oregon SBAP*

2:45 – 4:00 Breakout Session IV

Speed Dating for Compliance Assistance

This session will provide a quick review of the latest tools from eight SBAPs. The session will give SBAPs a chance to see what other SBAPs are developing to assist small businesses. All tools presented will be available to all SBAPs for adoption and a new mechanism for sharing your work will be provided.

Moderator:

- *Richard Rasmussen, Virginia SBAP*

Speakers:

- *Greg Copley, Kentucky SBEAP*
- *Tony Pendola, PE., North Carolina SBEAP*
- *Ron Dyer, Maine SBO*
- *Sally Tarowsky, Idaho SBDC*
- *Kimberly Chesser, Delaware SBO/SBAP*
- *Mark Williamson, IWRC*
- *Rick Carleski, Ohio EPA - OCAPP*
- *Barb Johnson, Kansas PPI*
- *Judy Mirro, Vermont ANR/DEP*

5:00 – 6:00 Welcoming Reception – Cash Bar

6:00 - 9:00 Dinner, Opening Session and Annual Awards Presentations: Come join conference attendees for the formal opening session including dinner and the presentation of the annual SBO/SBAP Achievement Awards. Speakers will include:

Governor John H. Lynch (invited)
Raymond Burton, Executive Councilor, District 1
Robert W. Varney, EPA Region I Administrator
Michael P. Nolin, Commissioner, NH Department of Environmental Services
Karen V. Brown, US EPA Small Business Ombudsman

Moderator:

- *Rudolph A. Cartier Jr., PE, NH SBAP*

Tuesday March 28

7:00 – 6:00 Registration Desk Open

7:00 – 8:00 Breakfast/Regional Meetings

8:00 - 10:00 General Session

SBO/SBEAP Issues and Updates

Setting the tone for the conference, participants will hear the latest from the USEPA Small Business Division, SBO/SBEAP National Steering Committee, the National Compliance Advisory Panel and the EPA Office of Air Quality and Planning Standards. Learn what these folks have been accomplishing for us and the roles and responsibilities of each.

Moderator:

- *Rudolph A. Cartier Jr., PE, New Hampshire SBO*

Speakers:

- *Karen Brown, EPA Small Business Ombudsman*
- *Ken Legler, National Compliance Advisory Panel Chair*
- *Ron Dyer, National SBO/SBEAP Steering Committee Chair*
- *Karen Blanchard, USEPA OAQPS*

10:00 – 10:15 Break

10:15 - 11:15 Plenary Session

Future Small Business Regulations and Impacts- The Looking Glass

This session will focus on current and planning regulations with a potentially significant effect on small businesses and will include:

- A look ahead: An update on future environmental regulations which will impact small businesses
- A look back: Activities of the Technical Subcommittee, its interests, activity and impacts. Potential topics include: Auto Body Area Source Rules, Dry Cleaning Residual Risk, Area Sources Update, and Area Source MACT Deferral

Moderator:

- *Richard Rasmussen, Virginia SBAP*

Speakers:

- *Keith Holman, US Small Business Administration*
- *Richard Rasmussen, Virginia SBAP*

11:15 - 2:45 Lunch/Networking/Exhibits (on your own)

11:30 – 2:30 NCAP Luncheon Meeting

The National Compliance Advisory Panel (NCAP) will hold its annual meeting in conjunction with the 2006 National Conference. The NCAP was established in 2001 to represent the interests of and provide a national coordination vehicle for state CAPs. The NCAP's mission is to assist, support and promote the state Small Business Environmental Assistance Programs.

Moderator:

- *Karen V. Brown, US EPA Small Business Ombudsman*

2:45 - 3:45 Multimedia Subcommittee Workgroup

The NSC Multimedia Subcommittee will be meeting to review the mission of the subcommittee to expand the services provided by the SBEAPs from air issues only to complete environmental assistance programs. In addition, the subcommittee members will review the progress made to date and expectations for the coming year. Conference attendees are encouraged to attend this session to offer ideas and suggestions for expanding the scope of services provided by the state programs.

Moderator:

- *Terry Polen, West Virginia SBAP*

2:45 – 3:45

Breakout Session V

TRI-TIER II Training

The state SBEAPs are increasingly being asked to provide assistance to small businesses in determining applicability of the requirements for reporting under TRI-TIER II. In addition, many small businesses are affected by the regulations and are having great difficulty in complying with the reporting requirements. This session will provide an overview of the reporting requirements and an introduction to the tools needed to comply.

Moderator:

- *Judy Mirro, Vermont SBAP*

Speaker:

- *Dwight Peavey, EPA Region I Small Business Ombudsman*

2:45 – 3:45

Breakout Session VI

Business, Industry and Community Relationships

This session will focus on how to develop and sustain effective relationships between industry and government.

Moderator:

- *Lee Tate, Georgia SBAP*

Speakers:

- *Annette Hill, US EPA Region 4*
- *James Simpson, Walker Concrete/ Georgia Concrete & Products Association*
- *Rose Marie Wilmoth, Kentucky SBO*
- *Greg Copley, Kentucky SBEAP*

3:45 – 4:45

Awards Subcommittee Workgroup

The NSC Awards Subcommittee will be meeting to discuss innovative ways to recognize outstanding programs, individuals and small businesses for their efforts in promoting compliance assistance. Conference attendees are encouraged to attend this session to offer ideas and suggestions for appropriately recognizing efforts that go beyond maintaining the status quo and improve the delivery of compliance assistance.

Moderator:

- *Linda Hayes-Gorman, Oregon SBAP*

3:45 – 4:45

Breakout Session VII

Marketing of Programs (how to do it effectively)

Do you do an effective job at marketing your program both internally and externally? Trade groups, chambers of commerce, and Dunn and Bradstreet mailings are old news. Come learn some other tools programs are using to reach their clients and the decision makers in their states.

Moderator:

- *Annette Fulgenzi, IL SBEAP*

Speakers:

- *Susan Mayer, NYS Environmental Facilities Corporation*
- *John P. McKeon, NYS Environmental Facilities Corporation*
- *Millinda Fowles, Kentucky SBEAP*
- *Mark R. Shanahan, Ohio AQDA*

3:45 – 4:45 Breakout Session VIII

Implementation of the Compliance Incentives Policy, Developing Relationships between Compliance and Enforcement and the effect of “Element 13” on Program Credit

Although it has been in existence for over 10 years, there is still a great deal of confusion over the applicability and practical application of the Small Business Compliance Incentives Policy released by EPA. In this session, we will explore how to properly apply the Policy and how developing a close relationship with enforcement personnel can increase compliance without the need for time consuming and costly formal enforcement actions.

The session will also highlight what Element 13 and how this new ECOS/EPA evaluation tool can be of benefit to state agencies in requesting credit for innovative programs designed to increase regulatory compliance.

Moderator:

- *Dan Clark, WY DEQ,*

Speakers:

- *Dwight Peavey, EPA Region I Small Business Ombudsman*
- *Gretchen Rule, NH DES Enforcement Coordinator*
- *Ron Dyer, Maine DEQ Small Business Ombudsman*

6:00 – 8:00 Hosted Reception

Come join us for a formal reception and hear from New Hampshire State Senator Margaret “Maggie” Wood Hassan. Senator Hassan has served in the State Senate since 2004, is the assistant Democratic Whip, a member of the Environment and Wildlife Committee and is a practicing attorney at law. Senator Hassan considers the protection of the environment to be one of her legislative priorities and continues to promote the “New Hampshire Advantage”. (“Heavy” hors d’oeuvres will be served)

Introduction:

- *Rudolph A. Cartier Jr., NH DES Small Business Ombudsman*

Speaker:

- *N.H. State Senator Margaret “Maggie” Wood Hassan*

8:00 – 10:00 Dinner (On your Own)

Wednesday, March 29

8:00 – 12:00 Registration Desk Open

7:00 - 8:00 Breakfast/Regional Meetings:

SBO’s/SBEAP’s will have an opportunity to get together with their regional counterparts to discuss any pending or upcoming issues, including the designation of their delegates and alternates to the National Steering Committee.

8:00 – 9:30 Plenary Session

Environmental Results Programs – The New Generation of Environmental Protection

This session will provide a look back at the beginning and the development of the concept of Environmental Results Programs. Existing programs will discuss their approach, pitfalls and successes. ERP examples will include:

- Printing
- Auto Body Refinishing
- Dry Cleaning

Moderator:

- *Renee Bashel, Wisconsin Department of Commerce*

Speakers:

- *Steve DeGabriele, Massachusetts DEP*
- *Kim Chesser, Delaware DNREC*
- *Richard Rasmussen, Virginia, SBAP*
- *Terry Darton, Virginia DEQ*

9:30 – 9:45 **Break**

9:45 – 10:45 **Plenary Session**

Managing Your Program in an Ever Changing Environment

As business owners need to adapt to inside and outside events and conditions to survive and grow, so do the Small Business Assistance Programs we all manage. We are not immune to factors such as budget reductions, workforce reallocation and regulatory pressures which can have an impact on the level of services we provide.

Hear from three program managers on how the changing face of the regulatory and assistance landscape has been successfully managed to not only ensure program continuity, but also have allowed the programs to grow. Members of the audience will also be invited to share their experiences through informal discussion.

Moderator:

- *Ron Dyer, ME DEQ*

Speakers:

- *Dan Nickey, IWRC*
- *Greg Copley, Kentucky SBEAP*
- *Anita Dorsey-Word, Georgia SBEAP*

10:45 – 11:45 **Plenary Session**

Motivational Speaker – Steve Walker

We all have moments where we feel that we are spinning our wheels and not getting anywhere. When this happens, we need to take a step back and refocus on our original goals and ensure we are still heading in the right direction. In this session, we will hear from Steve Walker, President of New England Wood Pellet, a manufacture of feedstock for pellet fired woodstoves. Mr. Walker will recount his trials and tribulations in the development of a very successful “green” business and how his company has gone from struggling to stay in business to struggling to keep up with the demand for his product.

Moderator:

- *Rudolph A. Cartier Jr., PE, N.H. SBO*

11:45 – 3:00 **Lunch/Networking/Exhibits (on your own)**

12:00 – 2:00 **National Steering Committee Meeting**

The National Steering Committee (NSC) is made up of SBO/SBAP representatives from each of the 10 EPA Regions as well as representatives from EPA and the National Compliance Advisory Panel. The NSC will be holding its annual meeting at the 2006 National Conference

Moderator:

- *Ron Dyer, SBO/SBEAP National Steering Committee Chair*

3:00 – 4:45 Promotional Subcommittee Workgroup

Come learn the mission of the Promotional Subcommittee, the tools that have been developed to help market the programs nationally and how the committee will be working with the National Steering Committee and National Compliance Advisory Panel to foster the move to Multi Media Programs

Moderator:

- Annette Fulgenzi

3:00 - 4:30 Breakout Session IX

Tool Awareness:

Every program needs assistance tools to provide effective services. In many instances, tools have been developed by other programs that can be shared and modified by other states to address issues common to all programs. This session will focus on what tools are available and how to access them for use in your programs

Moderator:

- Audrey Zelanko, *Small Business Environmental Home Page*

Speakers:

- Jeff Beneke, *IWRC*
- Andy Bray, *NEWMOA*
- Scott Butner, *ChemAlliance*
- Stephen McKeough, *Florida SBO*
- Deb Jacobson, *PNEAC*

3:00 - 5:00 Breakout Session X

Skills Development for Assistance Providers

Brought to you by Distinguished and Competent New Hampshire Toast Masters:

- Speaking and Presentation Skills – the finer points of speaking either for prepared or impromptu speeches, structuring your presentation, delivery style and techniques, using visual aids, and other important considerations.
- Technical Presentation Skills – learn basic rules and tips for using Power Point, and how to avoid common pitfalls of technical presentations
- Clear Communication Skills – considering one-on-one communication skills for better understanding and developing partnerships with the regulated

Moderator:

- Linda Hayes-Gorman, *Oregon DEQ*

Speakers:

- Roger Davies, *Toastmasters International*
- Diana Mancuso, *Winning Speakers*
- James Powers, *Toastmasters International*
- Daniel Wilson, *Wings of Awareness, LLC*

5:00 – 6:00 2007 Conference Planning Committee Meeting

7:00 – 8:30 Dinner - Lobster Buffet

Thursday, March 30

7:00 – 8:30 Breakfast/Regional Meetings

9:00 - 10:00 Plenary Session

Subcommittee Reports:

This session will provide updated information on the activities of the National Steering Committee Subcommittees and will include presentations from the following subcommittees:

- Awards
- Multi-media
- Promotional
- Measurement
- Technical
- Guidelines

Moderator:

- *Ron Dyer, Maine DEP Ombudsman*

10:00 – 10:15 Break.

10:15 – 11:15 Plenary Session

Small Business Roundtable/Panel Discussion

Hear from small businesses owners and what they need from compliance assistance providers. The panel members will represent a cross section of small businesses that are affected by environmental regulations and how the SBAPs can help them understand and comply with these regulations. Hear first hand how confusing and difficult it is for a business owner to identify, understand and comply with complex and confusing regulations.

Moderator:

- *Frances Hartwell, Vice Chair, National Compliance Advisory Panel*

Speakers:

- *Norman Caouette, Safety Director, Issacson Steel Company, Berlin, NH*
- *David Presby, Presby Plastics, Whitefield, NH*
- *Robert Anderson, AJ's Auto Repair, Salem, Oregon*

11:15 - 12:00 Closing Session

12:00 – 1:00 Lunch (On your Own)

1:00 – 5:00 PM Site Visit

We will be offering a tour of the Whitefield Wood Fired Power Plant. This wood chip fired facility is one of several active power plants in New Hampshire providing electricity utilizing a plentiful and renewable fuel source. Attendance is limited to the first 30 attendees so pre-registration is strongly encouraged.

