

Overview

- Why do you need to know your role?
- What are your legal requirements?
- What are your key roles and responsibilities?
 - SBO
 - SBEAP
 - CAP
- Who are your key customers?
- What is the framework for interacting?



Why Know Your Roles?

- Ensures you are meeting statutory and regulatory requirements related to your position
- Helps you develop common sense and be more effective in meeting needs of small businesses
- Avoids confusion
- Makes it easier for customers
- Ensures workload is manageable



What Are Your Legal Requirements?

State Small Business Ombudsman

- Situated in the relevant state agency

State Small Business Environmental Assistance Program

Must provide:

- Assistance to small businesses in determining applicable requirements and receiving permits
- Mechanisms to inform small businesses of their requirements, methods for meeting those requirements, and their rights
- Procedures for consideration of requests from small businesses for modification of any methods of compliance, as law permits

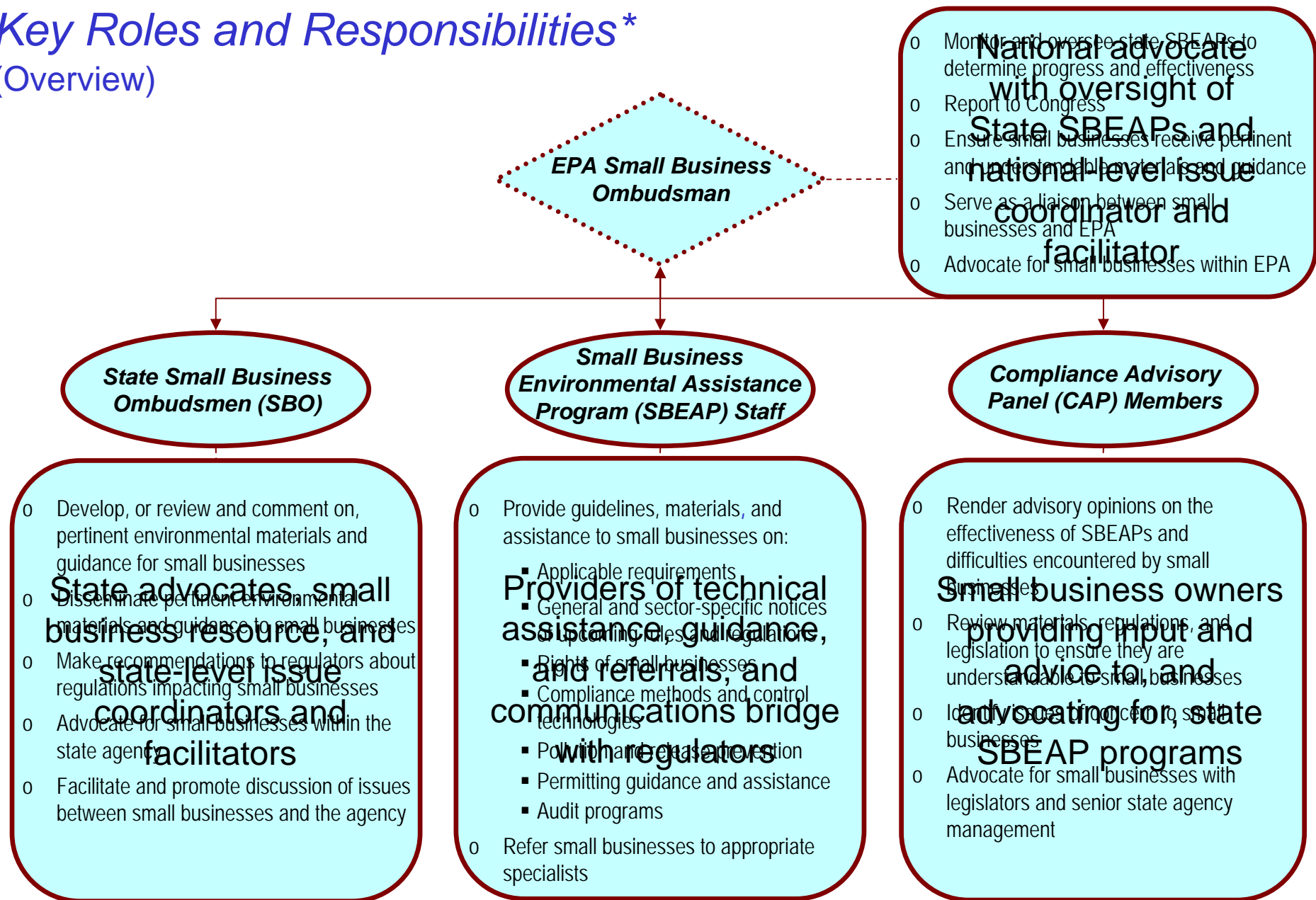
State Compliance Advisory Panel

- Consist of at least seven members
- Communicate program compliance and effectiveness to the state and federal levels
- Review information for small businesses to assure it is understandable by the layperson



State Small Business Environmental Assistance Programs

Key Roles and Responsibilities* (Overview)



* These are the typical roles and responsibilities of these programs; your program may vary slightly.

Why Define Key Customers?

- Prioritize communication and work planning
- Know who needs to be involved with what
- Understand when referrals are needed
- Respond to changing customer needs
- Focus your resources based on the greatest impact
- Tailor your approach to the specific needs of each customer

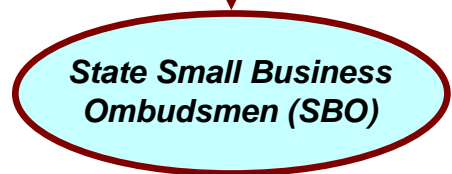


State Small Business Environmental Assistance Programs

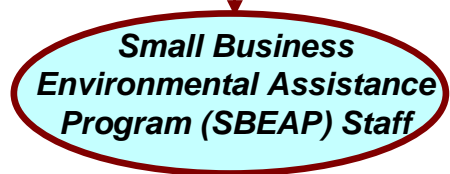
Key Customers*



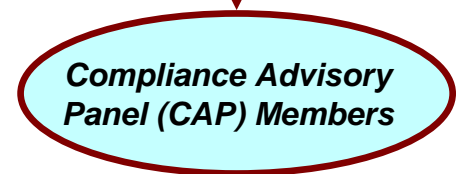
- o Small business community
- o State SBOs, SBEAPs, and CAPs
- o Congress
- o Other EPA offices and federal agencies
- o National trade associations
- o National Steering Committee
- o National Compliance Advisory Panel



- o Small business community
- o State trade associations
- o State SBAP
- o State CAP members
- o State regulatory offices
- o EPA SBO
- o EPA Regional Small Business Liaison
- o National Steering Committee



- o Small business community
- o State trade associations
- o State CAP members
- o State regulatory offices
- o Other state (non-regulatory) agencies
- o State SBO
- o EPA SBO
- o EPA Reg. Sm. Bus. Liaison
- o National Steering Committee



- o Small business community
- o State trade associations
- o State legislators
- o State SBO
- o State SBEAP
- o National Compliance Advisory Panel (NCAP)

* These are typical examples of the key customers that these programs serve; your program may vary slightly.

How Are Programs Organized at the State Level?

- There are various approaches – the four most common ones include:
 - Intrinsic to environmental regulatory agency
 - Affiliated with commerce department or other state agency
 - Affiliated with Small Business Development Centers
 - Affiliated with university



What Is the Framework for Interacting?

- With three components and so much going on, it is critical to have a way to interact efficiently
- The Framework facilitates interaction at three levels:
 - National
 - Regional
 - State



State Small Business Environmental Assistance Programs

Infrastructure

