

COMPLIANCE ASSISTANCE SUMMARIES AND POINTS OF CONTACT

AGRICULTURE

Food Safety Inspection Service (FSIS)

FSIS offers compliance assistance to small meat, poultry, and egg product plants. The FSIS publishes supporting documentation and guidance materials for federally inspected establishments to use in designing and implementing sanitation standard operating procedures and hazard analysis and critical control point (HACCP) food safety systems. FSIS provides technical guidance on many subjects of regulation, including requirements for plant sanitation, the use of food ingredients and food irradiation sources, and the control of pathogens. Also, to help meet the challenges our Nation has faced since September 11, 2001, FSIS has published security guidelines for food producing establishments. Many FSIS publications are available in languages besides English. Web addresses for these publications are:

- Sanitation Compliance Guide:
<http://www.fsis.usda.gov/OPPDE/rdad/FRPubs/SanitationCover.htm>
- Federal Register Rule on Cooling and Chilling Requirements For Raw Meat and Poultry: <http://www.fsis.usda.gov/oa/fr/rule2.pdf>
- Draft of FSIS Microbiological Hazard Identification Guide For Meat And Poultry Components Of Products Produced By Very Small Plants:
<http://www.fsis.usda.gov/OA/haccp/hidguide.htm>
- Advice on Controlling Listeria Monocytogenes in Small and Very Small Meat and Poultry Plants:
<http://www.fsis.usda.gov/OPPDE/Nis/Outreach/Listeria.htm>
- Federal Register Publications and Supporting Documents:
<http://www.fsis.usda.gov/OPPDE/rdad/publications.htm>
- FSIS Security Guidelines for Food Processors:
<http://www.fsis.usda.gov/oa/topics/SecurityGuide.pdf>

Besides its publications, FSIS offers a telephone service, FSIS HACCP Hotline (1-800-233-3935) to help establishments solve problems arising from HACCP plan development and implementation. Assistance on general matters involving meat, poultry, and egg products is available from the FSIS Technical Service Center (402-221-7400; Fax: 402-221-7438; e-mail Tech.Center@fsis.usda.gov).

FSIS also operates an extensive small establishment outreach program, featuring FSIS-sponsored workshops and programs, educational material development and distribution, HACCP and food-safety training and training sessions for FSIS consumer safety officers. FSIS consumer safety officers are a highly qualified corps of individuals with the special mission of helping small establishments resolve problems arising in their implementation of HACCP systems. FSIS operates a special food safety outreach program for Native American communities; it includes training for operators of small meat plants.

Through the FSIS network of State cooperators, seminars and training classes on HACCP and food safety are held around the country for operators of food producing

establishments. The Outreach Program also distributes multi-media training materials in CD-ROM and video as well as printed formats.

Another useful information source on regulatory compliance is an e-mail service by the FSIS Washington office and directly accessible on the FSIS website. This service, FSIS Regulations (Regulations@fsis.usda.gov) gives information on laws, regulations, and policies governing FSIS inspection programs and affecting establishments regulated by FSIS.

Animal and Plant Health Inspection Service (APHIS)

APHIS has made compliance assistance resources available to small business entities in several formats. All work extremely well in that APHIS has not received complaints or negative comments regarding insufficient information or difficulty gaining access. The listing of resources we submitted included four web addresses:

- www.aphis.usda.gov/lpa/pubs - At this site, small entities will find publications and other materials to help explain APHIS programs such as press releases, frequently asked question, publications, industry alerts, technical reports and stakeholder announcements.
- www.aphis.usda.gov/lpa/video -This web page provides access to videos about several APHIS programs. With proper equipment, the videos can be viewed from a computer. There is also contact information to obtain copies.
- On-Site Evaluations/Assistance - For on-site assistance, the telephone number for each Regional Office is listed to request inspections, assistance, etc.
- www.aphis.usda.gov/ies - This is the web site of the SBREFA Contact. It contains program information and contact information. Comments, complaints, and/or suggestions can be sent by on line mail service to IES@aphis.usda.gov.
- Toll Free Telephone - Comments, complaints, and/or suggestions can be made without charge by calling 1-866-5Call IES.

Grain Inspection, Packers and Stockyards Administration (GIPSA)

Publications - Regulation, Rules, Technical and Administrative, Directives, Annual Reports: The Grain Inspection, Packers and Stockyards Administration posts current FGIS directives on the GIPSA website at: <http://www.usda.gov/gipsa/pubs/pubs.htm> or <http://www.usda.gov/gipsa/reference-library/directives.htm> . The publications are in PDF format, so they may be printed directly from the web.

Seminars, classes - Technical Training (e.g., Grain Inspection): GIPSA's Technical Services Division (TSD) provides extensive training throughout the official inspection system to ensure uniform, accurate results are provided at all locations. TSD also offers customized industry education services to facilitate the commercial marketing of grain. Topics include the visual grading of any grain, rice, bean, pea, or lentil and objective,

non-visual quality tests such as protein, oil, and mycotoxins. Contact Larry McDonald for more information at: larry.h.mcdonald@usda.gov.

Telephone service - information about GIPSA: Responding to customers' needs is GIPSA's main priority. GIPSA designed its programs to concentrate on customers' needs. If customers have comments on GIPSA Customer Service Standards or want information on any GIPSA programs, contact: USDA, GIPSA, STOP 3601, 1400 Independence Avenue, SW, Washington, DC 20250-3601 or telephone: (202) 720-0219.

CD ROM's/Videos - Technical Information (e.g., Procedures for Inspection Grain): GIPSA offers various educational materials created for the U.S. grain industry. They include multimedia CD's and several brochures/handouts. Single copies of CDs are available free by mail and the brochures/handouts are available in PDF format for online viewing and/or download. All materials are public domain and may be freely duplicated and distributed in their original form.

Online/e-mail service - Wide range of information about GIPSA and its programs: Information regarding GIPSA's programs and services can be found in the GIPSA Strategic Plan and on the Agency's website at: <http://www.usda.gov/gipsa>.

Onsite Evaluations/Assistance - Process Verification Program for Grain Handlers: GIPSA is considering proposing a new process verification program to meet the market's rapidly evolving needs. In this program, GIPSA would apply internationally recognized quality management standards to verify the quality process used rather than testing actual grain itself. The process verification designation verifies the process, not the final product. The process verification program would give industry participants independent verification of their quality processes and standards, and a way to capture values not easily identified by traditional inspection and testing.

Food and Nutrition Service (FNS)

Small Business Compliance Assistance for Retailers in the Food Stamp Program

FNS has significantly increased compliance assistance efforts to retailers in the Food Stamp Program. FNS staff have attended conferences and held face-to-face meetings with retailers to provide technical assistance and listen to their concerns. FNS has developed several new publications, including a retailer training guide, video and CD-Rom that explain the basic program rules and storeowners' responsibilities in an easy-to-read format. They can be found on the FNS website at www.fns.usda.gov/fsp/retailers/ or obtained through local field offices that administer the Food Stamp Program for retailers. FNS is considering translating materials into other languages to accommodate non-English speaking retailers. Retailers can also find general information on the Food Stamp Program at www.fns.usda.gov/fsp/. Food Stamp regulations relating to retailers can be found in the Code of Federal Regulations at 7 CFR Parts 278 and 279 (a link to an electronic version is also available on the general FSP website referenced above).

Small Business Compliance Assistance for Farmers' Markets/Retailers in the WIC/FNMP Programs

Child Nutrition Act provisions for the WIC and FMNP Programs make State agencies responsible for the authorization, training, monitoring, and corrective action of small businesses such as retailers, farmers, and farmers' markets. FNS has regulations that establish guidelines and parameters for State administration of these activities. Although some uniformity is imposed by these regulations, there is considerable State discretion, so many of the rules will not be the same from one State to the next. For example, State agencies must accept applications from retailers for WIC authorization at least once every three years, but may do so much more frequently, and each State has its own application form. For another example, States are required to allow only certain types and amounts of food to be transacted for WIC food instruments, but the precise brand, package size, and maximum allowed price varies from State to State. The FNS web site (<http://www.fns.usda.gov/wic>) includes the WIC/FMNP regulations (7 CFR Parts 246 and 248) and lists WIC and FMNP State agency addresses, telephone numbers, and web sites.

Agricultural Marketing Service (AMS)

The Agricultural Marketing Service (AMS) has a number of compliance assistance programs to help small entities to comply with program regulations. They range from publications to seminars to e-mail assistance to CD-ROMs and videos. The issues they discuss include information on the Perishable Agricultural Commodities Act, marketing orders, the National Organic Program, grading programs, and science & technology programs, among others. All this assistance and contact information can be accessed by clicking the appropriate program's link on the AMS website <http://www.ams.usda.gov>.

Rural Utilities Service (RUS)

The Rural Utilities Service (RUS) is a financing agency, not a regulating authority. RUS does not have enforcement policies. Its policy on minimum compliance requirements as a condition for financing is to work with the individual applicant/borrower to ensure compliance. RUS does not impose penalties or engage in enforcement activities. Assistance with its programs can be obtained at our web site at <http://www.usda.gov/rus/>. This site contains information on all of our programs and complete contact information by subject matter and geographic location. If needed, a RUS field representative can come to your location to provide assistance.

Department of Agriculture Single Point of Contact:

Jacquelyn Chandler
Office of Budget and Program Analysis
U.S. Department of Agriculture
1400 Independence Avenue, SW, Rm. 147-E
Washington, DC 20250
Telephone: 202-720-1516
E-mail: jyc@obpa.usda.gov

COMMERCE

The Department of Commerce understands a vibrant small business sector is critical to creating new jobs in a dynamic and growing economy, so it is mindful of its responsibilities under the Small Business Regulatory Enforcement Fairness Act (SBREFA). The Commerce Department provides substantial regulatory enforcement compliance assistance through a variety of media.

Within the Commerce Department, two agencies regulate the activities of small businesses. The National Oceanic and Atmospheric Administration (NOAA) regulate small businesses under several natural resource protection statutes that NOAA enforces, including the Marine Mammal Protection Act, the Endangered Species Act, and the Magnuson-Stevens Fishery Conservation and Management Act. The Bureau of Industry and Security (BIS), formerly the Bureau of Export Administration (BXA), regulates small businesses under the Export Administration Regulations, which set the criteria for authorizing exports of dual-use items – commercial items with potential military or weapons proliferation applications.

NOAA has a comprehensive program providing regulatory compliance guidance and assistance to small entities, which comprise much of NOAA's regulated community. It has long been NOAA's practice to answer inquiries by small entities, when appropriate, in the interest of administering statutes and regulations. NOAA answers tens of thousands of inquiries from small entities annually. Inquiries are received via telephone, mail and electronic mail; during public hearings, town hall meetings and workshops held by NOAA throughout the year; and in day-to-day interactions small entities have with NOAA. NOAA distributes compliance guides to all those to whom a rule will apply and to others who have expressed interest. It makes them available at sites where affected parties are likely to see them. The guides may take different forms to best serve the needs of the parties affected by a particular rule.

- NOAA Toll-Free Enforcement Hotline: 1-800-853-1964
- NOAA Office for Law Enforcement: <http://www.nmfs.noaa.gov/ole/index.html>
- NOAA Law Enforcement Contacts: <http://www.nmfs.noaa.gov/ole/contacts.html>

NOAA program offices often prepare “plain English” summaries of new regulations and distribute them by fax to the regulated communities and the press. For complex regulations, question/answer sheets of the most frequently asked questions are often published in the fishery trade journals that are most often read by the affected fishermen. Information about NOAA's regulations and compliance guidance is often posted on NOAA web pages and on electronic bulletin boards.

Additionally, small entities may contact specific program offices responsible for the regulations at issue. Program offices hold informational workshops to explain new regulations and answer questions from the industry concerning compliance. Fishermen, who make up much of the regulated community, often speak with NOAA's individual fishery plan coordinators for guidance in response to specific factual situations described by the fishermen. In permitted fisheries, letters explaining regulatory changes, and

providing the name of a person to contact for additional information and guidance, may be sent to each permit holder. NMFS also has public affairs positions in its regional offices that specialize in community outreach.

BIS similarly provides exporters a wide range of compliance assistance. These include compliance guides in the forms of instructional brochures, fact sheets and guidance posted on the BIS Web site. BIS also educates small businesses through seminars, meetings, workshops and, when requested, one-on-one counseling.

- BIS Website: <http://www.bxa.doc.gov/index.htm>
- BIS Export Enforcement Hotline: 1-800-424-2980
- Office of Export Enforcement Intelligence: (202) 482-1208
- Exporter Counseling Division: (202) 482-4811

The Office of Antiboycott Compliance (OAC) within BIS advises small businesses on compliance with the antiboycott regulations through its telephone advice line. Callers can seek compliance advice before engaging in transactions. The OAC also offers counseling to small businesses to assist them in solving their boycott problems legally. Antiboycott Advice Line: (202) 482-2381

Patent & Trademark Office

U. S. Patent and Trademark Office (USPTO) Office of Procurement awards and administers a wide variety of contracts and simplified purchases for the acquisition of goods and services required throughout the agency. Our site includes helpful links such as current USPTO contracts, upcoming opportunities, office staff listing, helpful information for small businesses, information on our new Performance Based Organization (PBO) procedures and other related topics.

The USPTO Office of Procurement continually strives to remain on the leading edge of procurement reform and current technology. It is our goal to identify and utilize new innovative techniques to develop a partnership with industry.

A major goal at the United States Patent & Trademark Office, Office of Procurement is to promote and give consideration to small business concerns. Requirements over the micro purchase amount of \$2,500 are identified early in the acquisition process to allow for consideration for small, small disadvantaged, woman-owned and minority-owned businesses. <http://www.uspto.gov/web/offices/ac/comp/proc/ipa/ipamain.htm>

The Office of Procurement continues to promote Electronic Commerce (EC) and utilize innovative technologies to streamline procurement processes. Our EC effort, known as the Internet-Based Purchasing Application (IPA), has been in use for over a year now. The IPA continues to grow and is a successful tool in conducting simplified acquisitions over the Internet.

For more information please contact:
Susan K. Brown
Records Officer
(PRA Clearance Desk)
U.S. Patent and Trademark Office
Office of the Chief Information Officer
Suite 310
2231 Crystal Drive
Washington DC 20231
Telephone: 703-308-7400
E-Mail: susan.brown@uspto.gov

Muriel A. Brown
Small Business Liaison
U.S. Patent and Trademark Office
Office of Procurement
Box 6
Washington, DC 20231
Telephone: 703-305-8370
E-mail: Muriel.brown@uspto.gov

Department of Commerce Single Point of Contact:

Tom Pike
Office of the Chief Information Officer
U.S. Department of Commerce
14th St. & Constitution Ave., NW
Washington, DC 20230
(202) 482-4797

DEFENSE

It is the Department of Defense (DOD) policy that a fair proportion of DOD total purchases, contracts, subcontracts, and other agreements for property and services be placed with small business concerns, service-disabled veteran-owned small business concerns, qualified historically underutilized business zone (HUBZone) small business concerns, small disadvantaged business concerns, women-owned small business concerns, and historically Black colleges and universities and minority institutions.

The Director of the Office of Small and Disadvantaged Business Utilization (SADBU) is the principal proponent within the Office of the Secretary of Defense for executing national and DOD policy as mandated by the Congress and the President. The Director acts as ombudsman and coordinator with the functional activity concerned in responding to complaints and resolving problems encountered by small business firms performing under DOD contracts.

The Washington Headquarters Services, Directorate for Information Operations and Reports (WHS/DIOR), serves as the central repository for statistical information for the Department of Defense. General procurement data, including subcontract information, is located on the WHS/DIOR web site at <http://www.dior.whs.mil/peidhome/peidhome.htm>. Specifically, SADBU utilizes the standard tabulation (ST) 28 report, titled "Contract Awards by FSC and Purchasing Office," as a key document to assist small business concerns in identifying contracting activities with contracting potential. The ST 28 matches the dollar obligations and contract actions under each specific Federal Supply Class or Service Codes and details the contracting activities that made awards by name, city, and state. The ST 28 can be found at <http://www.dior.whs.mil/peidhome/procstat/procstat.htm>

The Defense Logistics Agency, on behalf of the Secretary of Defense, administers the DOD Procurement Technical Assistance Program (PTAP). PTAP Centers are a local resource that can provide assistance to business firms in marketing products and services to the Federal, state and local governments. A list of PTAP Centers can be found at <http://www.dla.mil/db/procurem.htm>.

The DOD Regional Councils for Small Business Education and Advocacy are a nationwide network of small business specialists organized to promote the National Small Business Programs of the United States. Council objectives include promoting the exchange of ideas and experiences, and general information among small business specialists and the contracting community; developing closer relationships and better communication among Government entities and the small business community; and staying abreast of statutes, policies, regulations, directives, trends, and technology affecting the Small Business Program. There are eight Regional Councils sponsored by the DOD Office of Small and Disadvantaged Business Utilization (SADBU) governed by individual by-laws. Further information can be found at <http://www.acq.osd.mil/sadbu/programs/regional/index.htm>.

Information on DOD's initiatives and programs is available on SADBU's web site <http://www.acq.osd.mil/sadbu/index.htm>. Contact information and links to DOD Component SADBU Offices can be found at <http://www.acq.osd.mil/sadbu/links/sadbu.htm>.

Department of Defense Single Point of Contact:

Robert L. Cushing, Jr.
U.S. Department of Defense
Washington Headquarters Services
Directorate for Information Operations and Reports
1215 Jefferson Davis Highway, Suite 1204
Arlington, VA 22202-4302
Telephone: 703-604-6269
E-mail: cushingr@dior.whs.mil

EDUCATION

- Online library of information on education legislation, research, statistics, and programs: www.ed.gov
- Department of Education programs and initiatives: 1-800-USA-LEARN (1-800-872-5327)
- Student aid: 1-800-4FED-AID (1-800-433-3243)
- Matters affecting small businesses: U.S. Department of Education, Office of Small and Disadvantaged Business Utilization, 400 Maryland Ave., SW, Washington, DC 20202, Telephone: (202) 708-9820
- Student loan issues: www.ombudsman.ed.gov, U. S. Department of Education, FSA Ombudsman, 830 First St., NE, 4th Floor, Washington, DC 20202-5144; Telephone: 1-877-557-2575; Fax: (202) 275-0549

Education Department Single Point of Contact:

Angela C. Arrington
U. S. Department of Education
Office of the Chief Information Officer
400 Maryland Ave. SW
Washington, DC 20202.
Telephone: (202) 260-6871
E-mail: Angela.Arrington@ed.gov

ENERGY

The Office of Small & Disadvantaged Business Utilization (OSDBU) and the Office of the Ombudsman handle small business compliance at the U.S. Department of Energy (DOE). And, each site facility and DOE contractor has a small business manager dedicated to small business compliance. (<http://smallbusiness.doe.gov>)

The OSDBU oversees small business programs department-wide, setting policies and procedures to ensure small business compliance in DOE contract awards. The OSDBU also maintains a website with a clearinghouse of small business information, as well as small business policies and regulations and information on resources available to small businesses both at DOE and at other agencies/departments. The OSDBU has an extensive outreach/marketing program, including advertising in various publications and participation in various small business conferences.

DOE maintains a number of partnerships with many federal agencies such as the Small Business Administration and the Office of Federal Contract Compliance to promote small business compliance. The OSDBU has a “Small Business Council” composed of representatives of major trade associations, small and minority business chambers, women and veteran groups to ensure information/feedback to/from the small business community relative to small business compliance.

The Office of the Ombudsman provides small business access to an impartial review of their issues in dealing with the DOE and its contractors. The Office gives small business

guidance and referral services to the correct entity within DOE and serves as a voice for the small business within DOE.

Department of Energy Single Point of Contact:

Theresa Speake, Director
Office of Small & Disadvantaged
Business Utilization
U.S. Department of Energy
1000 Independence Ave., SW
Washington, DC 20585
Telephone: 202-586-8383
E-mail: Theresa.Speake@hq.doe.gov

HEALTH & HUMAN SERVICES

Office of Small and Disadvantaged Business Utilization

Located in HHS's Office of the Secretary, the Department's Office of Small and Disadvantaged Business Utilization (OSDBU) fosters the use of small and disadvantaged businesses as Federal contractors. To accomplish this task, the OSDBU develops and implements outreach programs aimed at heightening the awareness of small business community to the contracting opportunities available across the Department.

Outreach efforts include activities such as sponsoring small business fairs and procurement conferences as well as participating in trade group seminars, conventions, and other forums, which promote the utilization of small and disadvantaged businesses as contractors. The OSDBU web page, <http://www.hhs.gov/osdbu/>, presents important resources to aid contractors in doing business with the Department. OSDBU's Director is Ms. Debbie Ridgeley. Ms. Ridgeley may be contacted by telephone at 202-690-7300, or by E-mail at: Debbie.ridgeley@hhs.gov.

The following small business specialists in the Department's Operating Divisions also foster the use of small and disadvantaged businesses as Federal contractors. (See below for narrative information on the small-business activities at the Food and Drug Administration, the Centers for Medicare and Medicaid Services, the Health Resources and Services Administration, and the National Institutes for Health).

Agency for Health Care Research and Quality

Ms. Sherry Baldwin
DHHS-Executive Office Center 2101
East Jefferson Street, Suite 601
Rockville, MD 20852
Telephone: 301-594-7190
Fax: 301-443-7523
E-mail: sbaldwin@ahrq.gov

Centers for Disease Control and Prevention

Mr. Curtis L. Bryant
2920 Brandywine Road
Room 2606, Mail Stop E-14
Atlanta, GA 30341
Telephone: 770-488-2806
Fax: 770-488-2828
E-mail: ckb9@cdc.gov

Indian Health Service

Ms. Nelia K. Holder
Office of Management Support
12300 Twinbrook Parkway
Rockville, MD 20852
Telephone: 301-443-1480
Fax: 301-443-0929
E-mail: nholder@hqe.ihs.gov

Program Support Center

Ms. Linda Danley
Division of Acquisition Management
Room 5C-26, Parklawn Building
5600 Fishers Lane
Rockville, MD 20857
Telephone: 301-443-1715
Fax: 301-443-7593
E-mail: ldanley@psc.gov

Substance Abuse and Mental Health Services Administration

Ms. Vivian Kim
Room 13-99, Parklawn Building
5600 Fishers Lane
Rockville, MD 20857
Telephone: 301-443-8843
Fax: 301-594-2336
E-mail: Vkim@samhsa.gov

Food and Drug Association (FDA)

FDA provides a wealth of written and electronic information to assist small business compliance with FDA regulatory requirements.

FDA has published hundreds of guidelines to assist regulated industry, including small business, in complying with the laws and regulations that FDA administers. These guidelines cover virtually all areas that FDA regulates, from new drug and medical

device premarket review, to product import and export issues, to issues that relate to the manufacture of foods, drugs, devices, and biological products.

FDA has also published and made widely available guidelines that the agency has developed for its own enforcement and compliance staff. These guidelines describe the general standards for compliance action and set forth the procedures to be followed in conducting investigational and enforcement activities. Essentially all of these written materials are available through FDA's many web-sites. FDA has also prepared plain language versions of some of the more technical documents to assist small businesses and others in understanding FDA's expectations.

FDA has created a number of small business and industry assistance homepages on its web-sites that bring together an array of useful regulatory and compliance information. For example, the Center for Devices and Radiological Health has created a Device Advice webpage, a self-service interactive site for obtaining information about medical devices. The human pharmaceutical program has created a comparable webpage, Small Business Assistance".

FDA's Small Business Representatives (SBRs) are a significant resource for the small business community. Each of FDA's five regional offices is assigned an SBR to provide small business educational outreach and training.

FDA regional offices represent another significant informational resource for the small business community. The regional offices answer thousands of questions, conduct scores of training programs, and organize many grassroots meetings to educate the regulated industry, especially small businesses, about emerging regulatory topics of interest.

In addition, FDA's public affairs specialists (PASs), who are assigned to many of the agency's field offices, are able to respond to questions about FDA's programs, policies, and procedures.

Finally, FDA has appointed ombudsmen in the Office of the Commissioner, the Center for Drug Evaluation and Research, the Center for Biologics Evaluation and Research, the Center for Veterinary Medicine, and the Center for Devices and Radiological Health. These officials not only provide compliance assistance, but also help regulated companies explore available options in resolving disputes with the agency.

Guidelines

Technical guides

FDA has issued hundreds of guides to assist manufacturers in meeting premarket approval and other regulatory requirements. Among these guidelines a number of guidelines expressly directed to the concerns and needs of small businesses.

Inspectional guides

FDA has made publicly available the agency's manuals and written procedures governing the conduct of inspectional and investigational activities

Policy guides

FDA has issued many guidelines to help regulated industry understand the laws, policies, and regulations that FDA administers. Many of these documents are issued in plain language versions to assist small businesses and others in understanding FDA's expectations.

All of the above-cited guidance materials may be accessed through the following Web sites:

- Center for Drug Evaluation and Research Guidance Documents:
<http://www.fda.gov/cder/guidance/index.htm>
- Center for Devices and Radiological Health Guidance Documents for Industry:
<http://www.fda.gov/cdrh/guidance.html>
- Center for Food Safety and Applied Nutrition Food and Cosmetic Guidance Documents: <http://www.cfsan.fda.gov/~dms/guidance.html>
- Office of Regulatory Affairs Inspection References:
http://www.fda.gov/ora/inspect_ref/default.htm

Web Assistance

The following small business and industry-assistance homepages also bring together an array of useful regulatory and compliance information:

- Center for Drug Evaluation and Research (CDER) Small Business Assistance: <http://www.fda.gov/cder/about/smallbiz/default.htm> - This site provides a listing of various programs, laws, regulations, and organizations that pertain to the drug development and approval process. This site is specifically geared to small businesses; however, general information relating to both small and large businesses is also available here (i.e., guidance documents, CDER calendar, etc...)
- Information on Devices: <http://www.fda.gov/cdrh/devadvice/> - This is an interactive, self-service site. It contains information on "How to Market Your Device" as well as an overview of the regulations, guidance documents, consumer information, and more.
- Veterinary Products: <http://www.fda.gov/cvm/faqs/faqs.html> - This site answers "Frequently Asked Questions" about veterinary products. It includes links to sites that provide information and requirements for topics such as "New Animal Drug Approval" and "Marketing a Pet Food Product," as well as others.
- Center for Biologic Evaluation and Research (CBER): <http://www.fda.gov/CBER/manufacturer.htm> - This website from the Center for Biologic Evaluation and Research explains the manufacturers assistance program, which provides assistance and training to companies, both large and small, regarding CBER policies and procedures. This site also contains links to other sites that may be of value to the small business owner.

- Office of Regulatory Affairs Information on Small Business: http://www.fda.gov/ora/fed_state/small_business/default.htm
- Office of Regulatory Affairs Small Business Guide to FDA: http://www.fda.gov/ora/fed_state/Small_Business/sb_guide/default.htm. This site is from the FDA's Office of Regulatory Affairs. It offers links to a number of useful sites such as "What to do when marketing a new product," "recalling a product," "undergoing an FDA inspection," etc... It also provides an introduction to the Federal Register, information on obtaining FDA documents, frequently call numbers, and much more information.
- Center for Food Safety and Applied Nutrition Guide to Starting a Food Business: <http://www.cfsan.fda.gov/~comm/foodbiz.html> - Advice on "Starting a Food Business" which may be of interest for the (potential) small business owner. This site provides links to federal and state regulatory agencies, import & export information, as well as several other helpful sites.

Small Business and Industry Assistance Offices

Each major FDA component has its own industry assistance office. Staff in these offices provide program-specific information and compliance assistance, through the contact points indicated below:

CDER Small Business Assistance Drug Information Branch
301-827-4573, ordib@cder.fda.gov

CBER Division of Manufacturers Assistance and Training
301-827-2000, or matt@cber.fda.gov

CDRH Division of Small Manufacturers, International and Consumer Assistance
dsma@cdrh.fda.gov Telephone: 1-800-638-2041

CVM Communications Staff jkla@cvm.fda.gov Telephone: 301-827-3806

CFSAN Industry Activities Staff giguina@cfsan.fda.gov Telephone: 301-436-1730

The Small Business Representatives identified below in each of FDA's five regional offices provide small businesses with personalized educational outreach and compliance assistance

Northeast Region (CT, MA, ME, NH, NY, RI, VT)

Marilyn Corretto
158-15 Liberty Avenue
Jamaica, NY 11433-1034
Telephone: 718-662-5618
Fax: 718-662-5434
E-mail: orannersbr@ora.fda.gov

Central Region (DC, DE, IL, IN, KY, MD, MI, MN, ND, NJ, OH, PA, SD, VA, WI, WV)

Marie T. Falcone
U.S. Customhouse
2nd and Chestnut Sts., Room 900
Philadelphia, PA 19106
Telephone: (215) 597-2120 ext. 4003
Fax: (215) 597-5798
E-mail: mfalcone@ora.fda.gov

Southeast Region (AL, FL, GA, LA, MS, NC, PR, SC, TN, VI
Food and Drug Administration
60 Eighth St., N.E.
Atlanta, GA 30309
Telephone: (404) 253-1217
Fax: (404) 253-1207
E-mail: orasesbr@ora.fda.gov

Southwest Region (AR, CO, IA, KS, MO, NE, NM, OK, TX, UT, WY)
David Arvelo
40 N. Central Expy., Suite 900
Dallas, TX 75204
Telephone: (214) 253-4952
Assistant: Sue Thomason
Telephone: (214) 253-4951
Fax: (214) 253-4970
E-mail: oraswrsbr@ora.fda.gov

Pacific Region (AK, AZ, CA, HI, ID, MT, NV, OR, WA)
Marcia Madrigal
Oakland Federal Building
1301 Clay Street, Suite 1180-N
Oakland, CA 94612-5217
Telephone: (510) 637-3980
Fax: (510) 637-3977
E-mail: mmadriga@ora.fda.gov

Ombudsman

FDA's Ombudsman Offices provide compliance assistance and assistance in informal dispute resolution. There are also ombudsmen offices in most of the program offices.

Office of the Commissioner
Office of the Ombudsman
Food and Drug Administration
5600 Fishers Lane
Room 4B-44, HF-7
Rockville, MD 2085
Telephone: 301-827-3390
Fax: 301-480-8039
E-mail: ombuds@oc.fda.gov

Center for Biologics Evaluation and Research
Sherry Lard Whiteford
CBER Ombudsman (HFM-4)
Center for Biologics Evaluation and Research
1401 Rockville Pike, Suite 200N
Rockville, MD 20852-1448
E-mail: lard@cber.fda.gov
Telephone: 301-827-0379

Center for Drug Evaluation and Research
CDER Ombudsman (HFD-1)
5600 Fishers Lane
Room 9-74
Rockville, MD 20857
Telephone: 301- 594-5443 or 301- 827-4312
E-mail: ombudsman@cder.fda.gov

Center for Devices and Radiological Health
Les Weinstein
CDRH Ombudsman
Office of the Center Director
Center for Devices and Radiological Health
U.S. Food and Drug Administration
9200 Corporate Blvd.(HFZ-5)
Rockville, MD 20850
Telephone: 301-827-7991
Fax: 301-827-2565
E-mail: ombudsman@cdrh.fda.gov

Center for Veterinary Medicine
Marcia K. Larkins, D.V.M
FDA Center for Veterinary Medicine
Ombudsman
7519 Standish Place HFV-7
Rockville, MD 20855
Telephone: (301) 827-4535
Fax: (301) 827-3957
E-Mail: mlarkins@cvm.fda.gov

Center for Medicare and Medicaid Services (CMS)

CMS's Small Business Office

CMS has a full time Small and Disadvantaged Business Utilization Specialist (SDBUS) located in its Acquisition and Grants Group. The SADBUS is the Agency's focal point for ensuring that all reasonable action is taken to increase awards to small, small disadvantaged, HUBZones, and women-owned businesses. Company profiles and capability statements for all types of services are maintained by this office. Inquiries should be directed to Mrs. Joanne Day, on 410-786-5166, or e-mail may be sent to: jday@cms.hhs.gov.

Grant Opportunities

While CMS's Program Offices are concerned with the scientific, technical and programmatic topics, the Acquisition and Grants Group/Research Contracts and Grants Division is primarily charged with the business management and policy aspects of CMS's discretionary grant and cooperative agreement activities.

Currently, CMS conducts a myriad of R&D programs including (but not limited to) the following: Fraud and Abuse Initiatives, State Health Insurance , Small Business Innovation Research, Dissertation Fellowship Grants, Nursing Home Transition Initiatives, Historically Black Colleges and Universities and Hispanic Health Services Research. For additional information, please contact Judy Norris on (410)786-5130 or e-mail to: jnorris1@cms.hhs.gov.

In addition, CMS provides on its all-purpose Web site, www.CMS.HHS.gov, extensive amounts of information about the agency's programs, organized in terms of the kind of health-service provider affected, .e.g. hospitals, nursing homes home health agencies, or durable medical equipment suppliers. This information is not currently differentiated in terms of the size of these providers=business entities, but CMS is planning to take steps in the near future to earmark the information in terms of its applicability to small businesses.

Health Resources and Services Administration

The Health Resources and Services Administration (HRSA) exists primarily to expand access to health care for medically underserved individuals and families across the nation through community-based networks of primary and preventive health care services.

HRSA has become known as *The Access=Agency* for its services to Americans who lack health insurance; 62 million Americans in rural communities; 78 million racial and ethnic minorities; over 800,000 Americans with HIV/AIDS; and about 80,000 U.S. residents awaiting organ transplants.

HRSA Contracting Office and Small Business Representative

The HRSA contracting office, the Contracts Operations Branch, is currently part of the Division of Grants and Procurement Management. The current Small Business Representative, Ms. Debora Pitts, is available to assist small businesses in navigating the field of HRSA acquisitions. Ms. Pitts may be contacted at 301-443-3789.

Key Contact Persons in HRSA Contracts

HRSA *HCA* (Head of Contracting Activities) is Dr. Albert F. Marra, who may be reached at 301-443-1433. The HRSA Chief of the Contracts Operations Branch is Mr. Steve Zangwill, who may be contacted at 301-443-5097. Mr. Zangwill is assisted by Mr. Frank Murphy, who leads the negotiated contract team, at 301-443-5165, and Ms. Bonnie Garcia, who heads the simplified acquisitions team at 301-443-5116. The main office number is 301-443-1433.

All contracting opportunities at HRSA are announced publicly via the world wide web using the government's new FedBizOpps program at the following web site: www.fedbizopps.gov.

Contractors and vendors are urged to visit that site, as well as the larger HRSA web site at www.hrsa.gov to keep abreast of contracting needs as well as programmatic changes and developments. Another vehicle open to interested potential contractors is to study the grants funding opportunities available to various agencies and organizations. These grants opportunities, which are also announced via the web, the Federal Register, FedBizOpps, and through *The HRSA Preview*, give further indications of potential acquisitions needs. The HRSA Preview may be obtained through the HRSA web site or by calling 1-877-HRSA-123. Contractors may also find fertile opportunities for sub-contracting with HRSA grantees.

National Institutes of Health (NIH)

Small Business Office

The NIH Small Business Office (SBO) serves as an advocate for small business through various program activities and outreach efforts. These efforts are intended to maximize prime and subcontract acquisition opportunities at the NIH for small businesses owned by the disadvantaged, women, veterans, service-disabled veterans, and Historically Underutilized Business Zone (HUBZone) concerns

The Small Business Program is located in the NIH's Office of Acquisition Management and Policy, whose URL is: <http://oa.od.nih.gov/oamp/index.html>

Specific points of contact include:
NIH Small Business Office
Diana Mukitarian, Chief
6100 Executive Boulevard, Room 6D05
Bethesda, MD 20892-7540
Phone: (301) 496-9639
Fax: (301) 480-2506
E-mail: sbmail@od.nih.gov

The National Cancer Institute
Joseph Bowe
Small Business Specialist
6120 Executive Boulevard, Room 608
Bethesda, MD 20892-7222
Phone: (301) 435-3810
Fax: (301) 480-0309
E-mail: Bowej@rcb.nci.nih.gov

The National Institute of Environmental Health Sciences
Mary B. Workman
Small Business Specialist
Acquisitions Management Branch
P.O. Box 12874, MD NH-02
Research Triangle Park, NC 27709
Phone: (919) 541-0377
Fax: (919) 541-5117
E-mail: workman@niehs.nih.gov

Among other things, the Small Business Program at the NIH is responsible for:

- Developing and maintaining acquisition review procedures and guidelines for requests for contracts, subcontracting plans and operations as contract activities. Such reviews result in recommendations to contracting officers regarding the method of acquisition to be pursued and the acceptability of proposed subcontracting plans and prime contractors=small business programs;
- Conducting surveillance of contract, simplified acquisition and satellite small business program activity, and conducting studies of specific problem areas to ensure effective small business program performance and compliance with applicable laws and regulations;
- Ensuring the development and presentation of management data to provide continuing visibility of program activity and to evaluate program accomplishments against agency socio-economic goals;
- Representing the NIH at Federal, state, local government and congressional small business conferences and fairs. Serving as a guest and expert speaker at various Federal, state, local government and Congressional small business conferences and fairs;

- Serving as a liaison between the NIH program and contract staff and the contractor community;
- Delivering industry assistance by maintaining a program designed to locate capable small, disadvantaged, woman, veteran, service-disabled and HUBZone - owned small business concerns for current and future acquisitions;
- Representing the NIH to industry by interfacing with CEOs and other principals of private companies, to include small and large firms, as well as nonprofits and universities;
- Responding to inquiries and requests for advise from small, disadvantaged, woman, veteran, service-disabled and HUBZone - owned businesses; and assisting small business in their marketing and business development efforts and activities.

Department of Health and Human Services Single Point of Contact:

Robert Polson
HHS Reports Clearance Officer,
ASBTF/OIRM/OITP
Room 531H-71, Humphrey Building
Washington DC 20201
Telephone: (202) 260-0040
E-mail: SB.PRA@HHS.gov

HOMELAND SECURITY

The Department of Homeland Security's (DHS) Office of Small Business and Disadvantaged Business Utilization (OSDBU) assists, counsels, and advises small businesses of all types (small businesses, small disadvantaged business, women-owned small businesses, veteran owned small businesses, service disabled veteran owned small businesses, and small businesses located in historically underutilized business zones) on procedures for contracting with DHS.

Office of Small and Disadvantaged Business Utilization (OSDBU)

The Department of Homeland Security's (DHS) Office of Small Business and Disadvantaged Business Utilization (OSDBU) assists, counsels, and advises small businesses of all types (small businesses, small disadvantaged business, women-owned small businesses, veteran owned small businesses, service disabled veteran owned small businesses, and small businesses located in historically underutilized business zones) on procedures for contracting with DHS. The point of contact for this small business program is Kevin Boshears; he may be reached at (202) 772-9792 and kevin.boshears@dhs.gov.

Office of the Private Sector

The Office of the Private Sector has an e-mail address where small business inquiries could be made, namely private.sector@dhs.gov. The Office will, pursuant to the Homeland Security Act, have the capability to advise the Secretary regarding the impact on the private sector, including small business, of proposed regulations concerning homeland security. For now an individual and phone number that can be used as an entry point to the Office would be Ms. Elizabeth Callaway at (202) 282-8484 and elizabeth.callaway@dhs.gov.

Department of Homeland Security Single Point of Contact:

Elizabeth Callaway
U.S. Department of Homeland Security
Attn: Private Sector Office
Washington, DC 20528
Telephone: (202) 282-8484
E-mail: Elizabeth.callaway@dhs.gov

Bureau of Citizenship & Immigration Services (INS)

The paperwork requirement imposed by the Bureau of Citizenship and Immigration Services is the Form I-9. Completion of this one-page form By employers helps to insure a legal workforce within the United States and does not present a significant burden for businesses. The Bureau has instituted electronic filing of some applications and provides application status on line. These improvements have been a boost to many businesses, providing a speedy mechanism for filling critical positions with foreign experts or semi-skilled workers with temporary and permanent foreign workers. Many employers make use of the Bureau's petitions and applications for approval to hire alien temporary workers.

Live voice assistance, Employer Hotline (800) 357-2099 is available for employers and Live voice assistance for general questions (800) 357-5283. Information for e-filing can be found at www.bcis.gov. Employer Assistance Resources can be found at www.bcis.gov under the title "Information for Employers", Office of Business Liaison. Requests for speakers and questions can be faxed to (202) 305-2523.

DHS Point of Contact for Small Business Compliance Assistance:
Felicia A. Colvin
Supervisory Information Specialist
Office of Business Liaison
Bureau of Citizenship and Immigration Services
Telephone: (202) 305-2461

Bureau of Customs and Border Protection (CBP)

The newly formed Bureau of Customs and Border Protection (CBP) have been working under the trade concept of "informed compliance" since the passage of the Customs Modernization Act (1993). This law mandated CBP to develop a proactive strategy to advise importers of their responsibilities under the law. To fulfill this mandate, CBP has implemented several measures for providing guidance on laws governing international trade for all importers and exporters, including small businesses. Small businesses can avail themselves of this information using the following means: CBP Web Site (downloadable); local and national trade meetings/seminars; weekly publications of the *Customs Bulletin*; binding rulings program; other informed compliance brochures and pamphlets; and direct contact with CBP personnel.

There are over 300 ports of entry where we enforce numerous laws for CBP and other government agencies while serving as America's frontline for border security. As the agency's primary responsibility, CBP has twin goals of improving security and facilitating legitimate trade and travel, which are not mutually exclusive. In its role to facilitate trade, CBP has always provided compliance assistance to the trade community about the laws and regulations that apply to importing and exporting. Customs officers at the ports of entry, the Strategic Trade Centers, Customs Management Centers and at Headquarters daily receive and respond to requests for information from the public.

- CBP Website: <http://www.cbp.gov/xp/cgov/toolbox/ports/>

The CBP Web Site lists all ports of entry with their addresses and telephone numbers. CBP has incorporated a Customer Service Center that responds to inquiries via a toll free number (1-877-Customs). The Office of Trade Relations (OTR) is designated as the point of contact within CBP for small businesses and may be reached at (202) 927-1440 or via email at traderelations@customs.treas.gov. This office was revamped in 2002 to ensure effective, extensive communication between CBP and all facets of the trade community. Any small entity seeking general information about importing procedures or feeling it has received unfair treatment may contact OTR for assistance.

Customs and Border Protection
Office of Trade Relations
1300 Pennsylvania Avenue NW, Room 4.2A
Washington, DC 20229
Telephone: 202-927-1440
Fax: 202-927-1696
E-mail: traderelations@customs.treas.gov

Coast Guard

Marine Safety, Security and Environmental Protection G-M

The point of contact for SBREFA is
Jaideep Sirkar
U.S. Coast Guard (G-MSR)
2100 Second Street, SW, Rm. 1400
Washington, DC 20593-0001
Telephone: (202)267-6819

The SBREFA point of contact can be contacted via two different email addresses: msregs@comdt.uscg.mil or jsirkar@comdt.uscg.mil both of these email address are available on the Coast Guard web page.

The Coast Guard web page is designed to provide important regulatory information to small entities; Encourage small entities to participate in the regulatory development process; and help small entities comply with marine safety regulations implemented by the Coast Guard. The following are links to our webpage:

- Small Entity Regulatory Assistance: <http://www.uscg.mil/hq/g-m/regs/sbrefa.html>
- Marine Safety, Security and Environmental Protection Program's Regulatory Home Page: <http://www.uscg.mil/hq/g-m/regs/reghome.html>

Point of contact:
Carl Perry
Telephone: (202) 267-0979
E-mail: cperry@comdt.uscg.mil

The Boating Safety webpage is <http://www.uscgboating.org/>. It is designed to give assistance and information to recreational boat owners and manufacturers on boating safety regulations.

Collection of Information

The Coast Guard point of contact:
Barbara Davis
Telephone: (202) 267 2326
E-mail: bdavis@comdt.uscg.mil

HOUSING AND URBAN DEVELOPMENT

The Office of Small and Disadvantaged Business Utilization OSDBU has many tools available for small businesses. Through the establishment of the Information Technology (IT) training HUD has provided a learning tool for small businesses to understand all aspects of HUD's IT opportunities. Introducing this training program has enabled HUD to form partnerships with small businesses and identify qualified companies to seek IT opportunities within the agency.

HUD sponsors Marketing and Outreach business fairs and focuses both on direct HUD contracting opportunities and contracting opportunities created by HUD assisted projects including Community Development Block Grant recipients and Public Housing authorities. HUD outreach sessions include HUD program offices and prime contractors who offer sub-contracting opportunities to small, small disadvantaged and women-owned businesses. HUD has attended approximately 50 outreach conferences including procurement fairs, trade shows, marketplace presentations throughout the country with a strong emphasis on the utilization of small businesses.

HUD's contracting home page is linked to the OSDBU homepage in HUD's website. The contracting home page contains notices of HUD procurement opportunities and allows interested parties to download a file containing solicitations. A special OSDBU page contains Small Business tips, the Forecast of Contracting Opportunities, a Small Business Resource Guide and notification of outreach activities.

The chart below identifies the Department's compliance assistance resources for submission to OMB for the Internet.

HUD also has the HUD Procurement System (HPS), an integrated commercial and customized software program that automates procurement operations department-wide. This system includes a rapid query of contracting information that enables all companies to submit bids or proposals for upcoming contracting opportunities and the identification of HUBZones for participation in contracting and sub-contracting opportunities. Additionally, it provides HUD with a system to monitor and evaluate its actual achievements in regard to participation of small businesses in HUD activities.

HUD sponsors Marketing and Outreach business fairs and focuses both on direct HUD contracting opportunities and indirect contracting opportunities created by HUD assisted projects including, Community Development Block Grant recipients and public housing authorities. During these events, program offices and prime contractors who offer sub-contracting opportunities to small, small disadvantaged and women owned businesses are urged to attend. Last year, HUD attended approximately 50 outreach conferences including procurement fairs, trade shows and marketplace presentations throughout the country. The OSDBU Business Utilization Development Specials (BUDS), have regular one-on-one meetings with small businesses. The Director holds "Thursday Open House" sessions for all small, small disadvantaged and Women Owned Small Businesses (WOSBs). These meetings give small businesses the opportunity to meet personally with the Director and the specialized BUDS advocate within the OSDBU. The aforementioned efforts are in addition to the daily counseling and one-on-one meetings held with these businesses at the HUD headquarters and field offices.

The OSDBU has increased its staff to include a Contract Specialist, an Information Technology Specialist, a Small Business Policy Specialist and a Research Analyst. HUD has implemented innovative projects and tools utilizing the latest technologies that have and will continue to have a positive effect on the participation of WOSBs in departmental contracting activities. There are IT outreach sessions held regularly with IT small businesses to inform them of new procurement opportunities at HUD.

New Methodologies that challenge conventional procedures include the establishment of subcontracting policies that have resulted in an increase in contract dollars to small businesses. The HUD Procurement System (HPS) effectively tracks all contracting and subcontracting dollars awarded to small businesses. HUD has established a subcontracting goal of up to 40% of the total value of each contract and subsequent extensions, modifications and options. Contractors that are unable to meet the established goal must provide the rationale for the proposed level of subcontracting. In accordance with the Federal Acquisition Regulation (FAR) at Part 19.702 and HUD's own federal acquisition regulation (HUDAR) at 2452.219-70, solicitations exceeding \$500,000 that include HUDAR provision 2452.219-70, shall provide the maximum practicable subcontracting opportunities to small, small disadvantaged and women-owned businesses. Prior to award, each contract shall be evaluated on specific subcontracting goals and commitments to small businesses. These pioneering subcontracting policies also include subcontracting plans for General Services Administration schedule buys. There is a concentrated effort to conduct outreach with small businesses across the nation.

HUD OSDBU continuously performs at a level of professional excellence to serve our customers. HUD consistently formulates and implements written policies supporting small businesses and includes references to small businesses in standard operating procedures. HUD has designated a senior executive as the Director of the OSDBU who is responsible for implementing small business policy initiatives. Furthermore, HUD maintains an effective system to provide acknowledgement of procurement personnel that utilize 8(a) small businesses. HUD places a high priority on direct communications and

outreach efforts; we utilize newsletters, facilitate trade show and marketplace presentations and conduct business assistance and training seminars. HUD is one of the most innovative governmental agencies and is constantly retrofitting its employment with the latest technologies to enhance service to small businesses. HUD constantly employs proactive strategies to increase opportunities for these businesses to serve as prime contractors and subcontractors. HUD has achieved phenomenal success in requiring prime contractors to establish measurable programs to increase subcontracting opportunities.

Publications:

- Small Business resource Guide:
www.hud.gov:80/offices/osdbu/resource/guide.cfm
- Small Business Tips: www.hud.gov:80/offices/osdbu/tips.cfm
- Forecast of Contracting Opportunities: www.hud.gov/offices/cpo/4cast.cfm

Seminars and Classes:

- Outreach Calendar/Small Business Training:
www.hud.gov/groups/smallbusiness.cfm

WEB based compliance:

- Brent Pick is HUD's webmaster and updates all contract compliance issues on the web. (303) 672-5281 ext. 1821 Brent_Pick@hud.gov

Telephone Service:

- (202) 708-1428, Office of Small and Disadvantaged Business Utilization HUD Headquarters, Room 3130

Future Activities:

- CD-ROMs/Video
- Online/E-mail Service

On-Site Evaluation/Assistance:

- Office of Small and Disadvantaged Business Utilization, A. Jo Baylor, Director:
HUD – Headquarters 451 7th Street, SW, Room 3130, Washington, D.C. 20410;
E-mail: a.jo_baylor@hud.gov

Housing and Urban Development Single Point of Contact:

A. Jo Baylor, Director, Office of Small and Disadvantaged Business Utilization
HUD Headquarters 451 7th St, SW
Room 3130
Washington, DC 20410
Telephone: (202) 708-1428
E-mail: a.jo_baylor@hud.gov

INTERIOR

Fish & Wildlife Service

- Compliance assistance Contact: Susan_Wilkinson@fws.gov
- General compliance guidance: <http://pdm.fws.gov/sba/sbindex.html>
- Compliance guidance for wildlife import and export license holders: <http://www.le.fws.gov/PublicBulletin.htm> or <http://www.le.fws.gov/inspectors.htm>
- Non-retaliation policy: <http://policy.fws.gov/do142.html>
- Outreach presentations for the import/export community: <http://www.le.fws.gov/inspectors.htm> or Telephone: 703-358-1949
- Courses on Conservation Grant Writing, Conservation Partnerships, Developing and Working with Friends Groups, and other topics: <http://training.fws.gov> or Telephone: 304-876-1600
- Assistance for importers and exporters, taxidermists, guides, and outfitters: <http://www.le.fws.gov/inspectors.htm> or Telephone: 703-358-1949
- FWS Publications online: <http://library.fws.gov/pubs3.html>

Fish and Wildlife Service contact:

Sara Prigan
Policy & Directives Management Division
U.S. Fish & Wildlife Service
Mail Stop 222, Arlington Square
4401 N. Fairfax Drive
Arlington, VA 22203
Telephone: 703-358-2508
Fax: 703-358-2269
E-mail: Sara_Prigan@fws.gov

Minerals Management Service

- Information about regulations, Notices to Lessees, and Dear payor letters: www.mms.gov or copies available at local MMS offices
- Training on how to report royalty revenue and related information : Available at various locations around the country
- Workshops to explain more complex regulations: Available at various locations around the country

Bureau of Land Management

- Oil and Gas Surface Operating Standards for Oil and Gas Development known as “The Gold Book”: Available at BLM State and Field Offices

Office of Surface Mining

- Information about regulations, directives, policy, agency reports, flyers, brochures, small operators assistance, etc.: www.osm.gov
- Printable telephone directory, electronic telephone directory, e-mail directory; office locations: www.osm.gov and by e-mail from getinfo@osmre.gov
- Telephone reference and referral services; answers to general reference questions; information on availability of OSM documents: www.osm.gov or by calling 303-844-1436 or by fax at 303-844-1545
- Downloadable software tools that can be used for implementing the Surface Mining Law: www.osm.gov
- The Applicant Violator System contains the history of permits and companies in the coal mining business, generally since 1977
Downloadable software: www.avs.osmre.gov or call 1-800-643-9748

Bureau of Reclamation

- Statute, regulations, Reclamation Reform Act (RRA) Fact Sheets, RRA forms & instructions, and Status of Irrigation Districts List: www.usbr.gov/rra
- Explanations of the most common RRA questions and issues in plain English: www.usbr.gov/rra and at the Reclamation District offices in all irrigation districts

Department of the Interior Single Point of Contact:

John Strylowski
U.S. Department of the Interior
MS 7229 MIB
Washington, DC 20240
Telephone: 202-208-3071
Fax: 202-219-2100
E-Mail: john_strylowski@ios.doi.gov

JUSTICE

Office of Small and Disadvantaged Business Utilization (OSDBU)

The Office of Small and Disadvantaged Business Utilization (OSDBU) strive to improve and increase the Department's performance in utilizing small, small disadvantage, small woman-owned and veteran-owned businesses as contractors and subcontractors. Our various bureaus spend approximately two billion dollars a year in the private sector. Currently, more than 42 percent of those dollars go to small businesses, with 10 to 15 percent going to minority-owned firms and 3 to 5 percent going to woman-owned companies.

The OSDBU Director and the Deputy Attorney General are committed to encouraging and assisting well-qualified and skillful small, minority, and woman-owned businesses

seeking contracts with the Department of Justice. The acquisition function in the Justice Department has been assigned to each of our bureaus=contracting staffs, most of which are located in the metropolitan Washington, DC area. We have prepared several avenues to assist small and disadvantaged businesses in getting better acquainted with the requirements and procurement practices of the bureaus.

The Forecast of Contract Opportunities provides projected contract opportunities that may become available from the various DOJ bureaus during the specified fiscal year. The forecast information is divided by bureaus and lists opportunities that anticipated awards greater than or equal to \$25,000.

The forecast information also includes the product/service with the North American Industry Classification System codes; the anticipated procurement release date by fiscal year quarter; applicable or proposed preference program set-aside; the government estimate; and the incumbent contractor if any. Carefully review this listing and refer all questions about a proposed action to the listed contact. Questions about the forecast should be directed to the DOJ OSDBU staff on (202) 616-0521 or 1-800-345-3712.

Information on DOJ's initiatives and activities is available on the DOJ Small Business Web Site: <http://www.usdoj.gov/jmd/osdbu>. This site links to the Small Business homepage, which provides extensive small business assistance information including registration for the monthly vendors outreach sessions which provides the opportunity for one-on-one meetings with small business specialist and contracting officers.

Seminars/Conferences/Outreach Sessions
<http://www.usdoj.gov/jmd/osdbu/index.html>

OSDBU Contact:

Joseph K. Bryan, Director
OSDBU
1331 Penn Ave. N.W.
National Place Bld., Suite 1010
Washington, DC 20530
Telephone: 202-616-0521
Fax: 202-616-1717
E-Mail: Joseph.k.bryan@usdoj.gov

Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF)

Publications of benefit or interest to ATF industry members and the general public (i.e., firearms and explosives regulations, newsletters, rulings, press releases, statistics and State & local training courses, Federal law and regulations, State Laws and Published Ordinances, and Federal Register notices.)

- Theft/losses of explosives materials: 1-888-ATF-2662
- Toll free for reports of gun related crimes and after hours theft/losses: 1-800-ATF-GUNS

- Toll free for theft/losses of firearms: 1-800-800-3855
- ATF Firearms and Explosives Compliance Web Site: www.atf.gov

The ATF provides various publications to our industry members as well as the general public. Some of the publications available either on ATF web site or in hard copy, include manuals which provide ATF's regulatory requirements in a plain language format; informational brochures to help raise awareness of possible criminal activity (i.e., Reporting theft of Explosives and Firearms, Arson incidents); and industry newsletters for all businesses regulated by ATF. Publications, brochures and forms are produced in quantities of 115,000 each for firearms and 12,000 for explosives, for distribution to the licensees, permittees, and to trade and research organizations and the press.

ATF hosts/participates in national, international, as well as regional/local conferences and meetings. In addition, ATF personnel are often invited by associations to attend their national conferences to give presentations on topics of interest to association members, and/or set up an exhibit booth. The ATF exhibit booth provides yet another venue through which industry members that attend these meetings, may ask questions or concerns regarding ATF policy or regulations.

ATF personnel have also been asked by industry associations as well as regulatory associations/agencies to participate on various panels. Recent topics on which the ATF has provided our expertise include but are not limited to, Safe Explosives Act, Shot Show University, Annual Importers Conference.

There are a number of application forms and reports required by ATF, some of which are now available on ATF's web site www.atf.gov.

ATF Contact:

Mary Jo Hughes
 Chief, FEA Services Division
 Office of Firearms, Explosives and Arson
 Bureau of Alcohol, Tobacco, Firearms and Explosives
 650 Massachusetts Avenue, NW
 Washington, DC 20226
 Telephone: 202-927-8045
 Fax: 202-927-7488

Civil rights Division (CRT)

CRT - Disability Rights Section (DRS)

- Home Page: www.usdoj.gov/crt/ada/adahom1.htm
- Business Page: <http://www.usdoj.gov/crt/ada/business.htm>

The home page provides information about the toll-free ADA Information Line, the Department's ADA enforcement activities, the ADA technical assistance program, certification of State and local building codes, proposed changes in ADA regulations and

requirements, and the ADA mediation program. The home page also provides direct access to ADA regulations and technical assistance materials, Freedom of Information Act materials, links to the Department's press releases, and links to the other Federal agencies' Internet home pages that contain ADA information. The most recent addition to the ADA Home Page is the ADA Business Connection -- a site that has been established to assist business entities to acquire the information necessary to enable them to comply with the ADA.

ADA Guide for Small Business

<http://www.usdoj.gov/crt/ada/smbusgd.pdf>

ADA Information Line

DRS operates a toll-free ADA Information Line to provide information to the public about the requirements of the ADA and to distribute technical assistance publications to the public. Automated service is available 24 hours a day, seven days a week. In addition, the Information Line is staffed during business hours by disability rights specialists who respond to questions about the ADA. The ADA Information Line numbers are (800) 514-0301(voice); (800) 514-0383 (TTY).

ADA Fax on Demand

The ADA Information Line Fax Delivery Service allows the public to obtain free ADA information by fax 24 hours a day, seven days a week. By calling the ADA Information Line, callers can select from among 32 different ADA technical assistance publications and receive the information, usually within minutes, directly on their fax machines or computer fax/modems.

ADA Information Line: 800-514-0301 (voice); 800-514-0383 (TTY)

ADA publications

DRS produces a range of technical assistance documents, including an ADA Guide for Small Businesses that has been published jointly with the Small Business Administration. A video is currently under production featuring Assistant Attorney General Ralph Boyd and DRS staff that will dispel common misunderstandings that small businesses have about the ADA.

ADA training

DRS provides ADA training at meetings nationwide; and conducts outreach to broad and targeted audiences that have included mayors, local Chambers of Commerce, and millions of businesses.

Requests for speakers and training should be placed through the ADA Information Line: 800-514-0301 (voice); 800-514-0383 (TTY)

ADA Mediation Program

The Department's ADA Mediation Program facilitates compliance by entities, including small businesses, using a voluntary alternative dispute resolution approach. Carried out through a partnership between the Federal government and the private sector, more than 450 professional mediators are available nationwide to mediate ADA cases.

David K. Flynn *
Chief, Appellate Section
P.O. Box 66078
Washington, DC 20035-6078
Telephone: 202-514-2195
Fax: 202-524-8490

** (Please note that Mr. Flynn is not assigned either to the Disability Rights Section (DRS) or to the Office of Special Counsel (OSC). General small business inquiries for information or for assistance concerning compliance with matters within the areas of responsibility of DRS or OSC should be directed to the addresses and phone numbers in the respective sections.)*

CRT - Office of Special Counsel for Unfair Immigration Related Employment Practices (OSC)

OSC's Web site has helpful information specifically designed for businesses. This site describes the legal obligations of employers to comply with the anti-discrimination provision of the Immigration and Nationality Act (INA) and provides information to assist compliance. www.usdoj.gov/crt/osc

OSC has a national toll-free telephone line solely for the use of employers who wish to consult with OSC staff members about their compliance concerns. The telephone line is staffed by OSC attorneys and Equal Opportunity Specialists who promptly address employers' questions, providing them with immediate guidance. OSC staff often advise employers on how to avoid discrimination in the workplace, minimizing any future liability. Voice: 1-800-255-8155; TDD: 1-800-362-2735

Based on information received from individuals calling this line, and OSC's prompt investigation of these cases, OSC often is able to bring early, efficient, cost-effective resolutions to employment disputes that might otherwise result in the filing of charges, the accumulation of potential back pay awards, or litigation expenses. These early interventions minimize the impact of statutory enforcement on small businesses. Voice: 1-800-255-7688 or (202) 616-5525; TDD: 1-800-237-2515

OSC Employer Hotline

OSC also provides employers, where necessary, with training materials for their staff, including booklets, posters and educational videotapes, on how to ensure that they do not engage in discriminatory behavior. The employer hotline number is distributed with all of OSC's outreach materials for employers.

Voice: 1-800-255-8155; TDD: 1-800-362-2735; E-mail Address: oscrcrt@usdoj.gov
Download Brochures and Booklets: <http://www.usdoj.gov/crt/osc/html/outreach.htm>

OSC Job Applicant or Employee Hotline

OSC takes part in numerous employer training sessions throughout the country, providing employers guidance on how they can comply with the antidiscrimination provisions of the immigration laws.

OSC Training Materials

OSC also provides employers, where necessary, with training materials for their staff, including booklets, posters and educational videotapes, on how to ensure that they do not engage in discriminatory behavior. The employer hotline number is distributed with all of OSC's outreach materials for employers.

Voice: 1-800-255-8155; TDD: 1-800-362-2735; E-mail Address: oscrt@usdoj.gov

Download Brochures and Booklets: <http://www.usdoj.gov/crt/osc/htm/outreach.htm>

OSC Compliance Assistance Education

OSC takes part in numerous employer training sessions throughout the country, providing employers guidance on how they can comply with the antidiscrimination provisions of the immigration laws.

Voice: 1-800-255-8155; TDD: 1-800-362-2735; E-mail Address: oscrt@usdoj.gov

OSC Media outreach

OSC staff participate in outreach engagements with the media, such as radio call-in shows, that afford employers an opportunity to bring their concerns to OSC's attention.

Voice: 1-800-255-8155; TDD: 1-800-362-2735; E-mail Address: oscrt@usdoj.gov

OSC Grants

OSC provides grants to employer associations (such as chambers of commerce) to allow those organizations to conduct further compliance assistance among their members.

March 5, 2003 Grant Announcement: <http://www.usdoj.gov/crt/osc/pdf/03-grants.pdf>

List of Current Grantees Operating in FY 2003:

<http://www.usdoj.gov/crt/osc/press/02grantpr.htm>

OSC address and phone numbers:

Office of Special Counsel
for Immigration Related
Unfair Employment Practices
Civil Rights Division
Department of Justice
Post Office Box 27728
Washington, DC 20038-7728
Telephone: 202-616-5594

OSC Employer Hotline:

Voice: 1-800-255-8155

TDD: 1-800-362-2735

Drug Enforcement Administration

Small Business Regulatory Fairness Advisory:

www.DEAdiversion.usdoj.gov/pubs/fair_adviz.htm

For Field Offices if they have any questions regarding DEA's regulations and policies. If they are a small business, they may contact the SBA's Office of the Ombudsman to comment on DEA's enforcement actions. This Advisory is also included in all revised and new manuals.

Seminars/Classes

- Chemical training for importers/exporters:
www.DEAdiversion.usdoj.gov/mtgs/dea_mtgs.html
- Pharmaceutical Training Seminars for importers/exporters and manufacturers:
www.DEAdiversion.usdoj.gov/mtgs/dea_mtgs.html
www.DEAdiversion.usdoj.gov/quotas/index.html

Web-Based Compliance

- A wide variety of online forms:
http://www.DEAdiversion.usdoj.gov/online_forms.htm

Onsite Evaluation/ Assistance

- List of local field offices:
www.DEAdiversion.usdoj.gov/offices_n_dirs/index.html

Unless otherwise listed above, requests for information or reports should be mailed to:
Drug Enforcement Administration
Office of Diversion Control / ATTN:
Washington, DC 20537

DRS address and phone number:

Disability Rights Section
Civil Rights Division
P.O. Box 66738
Washington, DC 20035-6738
Telephone: 202-307-0663
Fax: 202-307-1198

ADA Information Line

800-514-0301 (voice)
800-514-0383 (TTY)

Drug Enforcement Administration Contact (for regulatory and enforcement matters)

Patricia Good
Chief, Liaison and Policy Section
Office of Diversion Control
Drug Enforcement Administration
Washington, DC 20537
Telephone: 202-307-7297
Fax: 202-307-8570

Justice Department contacts for Department wide matters (such as the Ombudsman's Reports to Congress) and other issues of general agency concern:

Kevin R. Jones
Deputy Assistant Attorney General
Office of Legal Policy
Department of Justice
Main Building, Room 7238
950 Pennsylvania Avenue, NW
Washington, DC 20530
Telephone: 202-514-4604
Fax: 202-514-9112
E-mail: Kevin.r.jones@usdoj.gov

Robert Hinchman
Senior Counsel
Office of Legal Policy
Department of Justice
Main Building, Room 7236
950 Pennsylvania Avenue, NW
Washington, DC 20530
Telephone: 202-514-8059
Fax: 202-514-9112
E-mail: robert.hinchman@usdoj.gov

Justice Department contact for general public affairs inquiries:

Barbara Comstock
Director
Office of Public Affairs
Main Building, Room 1248
950 Pennsylvania Avenue, NW
Washington, DC 20530
Telephone: 202-514-2007
Fax: 202-513-5331

Justice Department Single Point of Contact:

Joseph K. Bryan, Director
OSDBU
1331 Penn Ave. N.W.
National Place Bld., Suite 1010
Washington, DC 20530
Telephone: 202-616-0521
Fax: 202-616-1717
E-mail: Joseph.k.bryan@usdoj.gov

LABOR

The U.S. Department of Labor (DOL) is committed to significantly enhance its compliance assistance efforts. The goal of compliance assistance is to protect the wages, health benefits, retirement security, safety and health of America's workforce by preventing employment law violations. DOL has developed the following to ensure that employers and workers have access to clear and accurate information and assistance – when and where they need it, and in the format that suits them best.

Department of Labor Web Site

DOL's principal Web site – www.dol.gov - provides America's employers and workers with access to a wide range of services and employment and regulatory information. Easy access to DOL agencies' compliance assistance information and resources is available through DOL's Office of Compliance Assistance Policy Web site, www.dol.gov/compliance.

Elaws Advisors

The elaws Advisors (Employment Laws Assistance for Workers and Small Businesses) are Web-based, interactive tools that help individuals understand Federal employment laws. Each elaws Advisor mimics the interaction an individual would have with a DOL employment law expert by asking the appropriate questions and then providing answers based on the individuals responses. The newest elaws Advisor, the *FirstStep* Employment Law Advisor, helps employers simply and quickly determine which of the major employment laws administered by DOL apply to their business or organization and provides easy-to-access information about how to comply with each law's requirements. www.dol.gov/elaws

Toll-free Information Service

This Information Services is a central access point to information on a range of employment rules and issues. By calling 1-866-4-USA-DOL, individuals can find answers to questions about job loss, business closures, pay and leave, workplace safety and health, pension and health benefits, and reemployment rights for Veterans, National Guard members and Reservists. 1-866-4-USA-DOL (TTY: 1-877-889-5627)

SBREFA Toll-free line

Small businesses may contact DOL's Office of Small Business Programs (OSBP) directly with their compliance assistance or regulatory fairness questions by calling 1-888-9-SBREFA (1-888-972-7332).

E-Mail Response Service

DOL's coordinated e-mail response service allows employers and employees to ask questions about employment and regulatory issues electronically. By choosing from a list of topics or internal DOL agencies under the "Contact Us" section of the DOL Web site, users are ensured that their question will go to the appropriate office and that they will receive an answer in a timely manner.

Small Business Compliance Assistance Information Inventory

More than 300 publications are in this comprehensive list of DOL small business compliance assistance publications. Copies are available by calling 1-888-9-SBREFA (1-888-972-7332)

Employment Law Guide

The Employment Law Guide describes DOL's main laws & regulations in plain language for employers needing introductory information to develop wage, benefit, safety & health, and nondiscrimination policies for their businesses. It is available online and in print, in English and Spanish. Copies are available free of charge by calling DOL's Toll-Free Information Service at 1-866-4-USA-DOL.

Wage and Hour Issues

The Employment Standards Administration, Wage & Hour Division (WHD) enforces the minimum wage, overtime and child labor provisions of the Fair Labor Standards Act (FLSA), the Family and Medical Leave Act (FMLA), the Migrant and Seasonal Agricultural Worker Protection Act (MSPA), employment standards and worker protections provided in several non-immigrant worker programs of the Immigration and Nationality Act, and the prevailing wage requirements of the Davis-Bacon Act (DBA), the Service Contract Act (SCA) and related statutes.

WHD gives compliance assistance through its website, interactive elaws advisors (FLSA, FMLA), toll free phone service, email, printed materials, workshops and presentations.

- WHD on the Web: www.wagehour.dol.gov
- WHD Contact Information: www.dol.gov/esa/contacts/whd/america2.htm
- Telephone Number: 1-866-4USWAGE (1-866-487-9243)

Federal Contract Compliance

The Employment Standards Administration, Office of Federal Contract Compliance Programs (OFCCP) administers three equal employment opportunity programs that apply to Federal contractors and subcontractors: Executive Order 11246, as amended, Section 503 of the Rehabilitation Act of 1973 and affirmative action provisions of the Vietnam Era Veteran's Readjustment Assistance Act of 1974. OFCCP also shares authority for regulations requiring equal employment opportunity and affirmative actions in

apprenticeship programs, Title I of the Americans with Disabilities Act, the Immigration Reform and Control Act and the Family and Medical Leave Act.

OFCCP gives compliance assistance through its website, interactive on-line advisors, email, toll-free telephone service, workshops and seminars.

- OFCCP on the Web: www.dol.gov/esa/ofccp
- OFCCP Contact Information:
<http://www.dol.gov/esa/contacts/ofccp/ofcpkeyp.htm>
- Telephone Number: 1-202-693-0101

Retirement and Health Benefits

The Employee Benefits Security Administration (EBSA) assists employers and employee benefit plan practitioners in understanding and complying with the requirements of the Employee Retirement Income Security Act (ERISA) as it applies to administering employee pension and health benefit plans. EBSA promotes voluntary compliance through the Voluntary Fiduciary Correction Program and the Delinquent Filer Compliance Program and through strategic alliances with professional organizations and Federal, state and local governments.

EBSA gives compliance assistance through its Web site, printed materials, interactive on-line advisors, email, toll-free telephone service, workshops and seminars.

- EBSA on the Web: <http://www.dol.gov/ebsa/>
- EBSA Contact Information for Electronic Inquiries: www.askebsa.dol.gov
- Telephone Number: 1-866-444-3272

Occupational Safety and Health

The Occupational Safety and Health Administration (OSHA) works to save lives, prevent injuries and protect the health and safety of America's workers. Nearly every worker in the U.S. comes under OSHA's jurisdiction as defined by the Occupational Safety and Health Act of 1970 (exceptions include miners, transportation workers, many public employees and the self-employed).

OSHA gives compliance assistance through its Web site, printed compliance guides, toll-free telephone service, e-mail and online interactive advisors. Free workplace consultations are available in every state to small businesses that need assistance in establishing safety and health programs and identifying and correcting workplace hazards. A network of OSHA Compliance Assistance Specialists in local offices provides tailored information and training to employers and employees. The Voluntary Protection Programs (VPP) and other strategic partnerships help to recognize and build upon successful practices in occupational safety and health management.

- OSHA on the Web: www.osha.gov
- Telephone: 1-800-321-OSHA (1-800-321-6742)
- OSHA Contact Information: www.osha.gov/html/oshdir.html, (202) 693-2317

Mine Safety and Health

The Mine Safety and Health Administration (MSHA) works to protect the health and safety of workers in America's mines by working cooperatively with industry, labor and other Federal and state agencies. MSHA's responsibilities are outlined in the Federal Mine Safety and Health Act of 1977, commonly called the Mine Act, which applies to all mining and mineral processing operations in the U.S. regardless of size, number of employees or method of extraction.

MSHA gives compliance assistance to mine operators and workers through its website and by direct contact of agency enforcement, technical support, and education and training field personnel. MSHA established its Small Mine Office to address safety and health needs of small mines specifically and to enable small mines to comply with safety and health laws as readily as medium- or large-sized mines. The Small Mine Office focuses exclusively on compliance assistance and conducts no enforcement activities.

- MSHA on the Web: www.msha.gov
- MSHA Contact Information: www.msha.gov/contactmsha/contactmsha.htm
- Telephone Number: 1-202-693-9400

Veterans' Employment and Training

The Veterans' Employment and Training Service (VETS) helps Veterans, Reservists and National Guard members effectively prepare for and secure employment and to protect their employment – and training related rights. VETS offers employment, training assistance, and services to eligible veterans, including homeless veterans, through grants to states, local governments and non-profit organizations. VETS also administers the Uniformed Services Employment and Reemployment Rights Act (USERRA) and provides information about veterans' rights under the Veterans Employment Opportunities Act (VEOA) and the Federal Contract Program, which requires Federal contractors to take affirmative action to hire and promote qualified veterans.

VETS delivers compliance assistance through its website, printed materials, e-mail and interactive online elaws advisors.

- VETS on the Web: www.dol.gov/vets
- VETS Contact Information: www.dol.gov/vets/aboutvets/contacts/main.htm
- Telephone Number: 1-202-693-4700

Labor-Management Standards

The Employment Standards Administration, Office of Labor-Management Standards (OLMS) administers and enforces most of the Labor-Management Reporting and Disclosure Act (LMRDA) of 1959. OLMS also administers provisions of the Civil Service Reform Act of 1978 and the Foreign Service Act of 1980 relating to standards of conduct for Federal employee unions. OLMS also administers employee protection provisions in the Federal mass transit law.

OLMS gives compliance assistance through its website, publications, e-mail, workshops and other group presentations. An OLMS website – www.union-reports.dol.gov - lets users view and print union annual financial reports. It features a powerful union data

search system that can produce lists tailored to users' needs. OLMS recently expanded the site to let users view and print reports by employers and labor relations consultants.

- OLMS on the Web: www.olms.dol.gov
- OLMS Contact Information: www.dol.gov/esa/contacts/olms/lmskeyp.htm
- Telephone: 1-202-693-0123 (union member rights); 1-202-693-0126 (transit employee protections)

Small Business Regulatory Enforcement Fairness Act of 1996

DOL ombudsman to small businesses including responding to inquiries or complaints:

Joe Lira, Director

Office of Small Business Programs

U.S. Department of Labor

200 Constitution Avenue, N.W., Rm. C-2318

Washington, DC 20210

Telephone: 202-693-6460

Department of Labor Single Point of Contact:

Barbara Bingham, Director

Office of Compliance Assistance Policy

Office of the Assistant Secretary for Policy

U.S. Department of Labor

200 Constitution Avenue, N.W., Rm. S2312

Washington, DC 20210

Telephone: 202-693-5080

STATE

- Compliance Assistance Resources: www.state.gov/m/a/sdbu
- Compliance assistance: <http://www.state.gov/m/a/sdbu/c9124.htm>

The Office of Small and Disadvantaged Business Utilization (OSDBU) webpage links to a number of federal agencies: www.osdbu.gov.

- Publications: *A Guide to Doing Business with State Department. Forecast of Contract Opportunities* and others are available electronically on the webpage.
- Workshops: State/OSDBU presents a number of workshops throughout the year as part of its outreach efforts. These workshops include "in reach" to our State Department customers and cover topics related to the Small Business Program. State/OSDBU staff members are often invited to participate on workshops or panels hosted by small business trade associations, Chambers of Commerce or other groups representing the interests of small business.
- Training Sessions: We sponsor training sessions for State Department employees. Examples: Small Business Program training module at Foreign Service Institute's GSO Course. Participation in regional GSO Conferences hosted by State's Office of Logistics Management. (e.g., New Delhi, India and Gaborone, Botswana in 2002). Also participate in State Department events designed for private industry such as Bureau of Overseas Buildings Operation's Industry Day). State hosts an

annual Prime Contractor training session. The morning is a refresher for large primes on regulations and reporting requirements governing subcontracting. The afternoon session is for networking between large primes and "hot prospect" small businesses.

- Small Business Fairs: State/OSDBU hosts an annual Small Business Fair, which features "common usage" items typically purchased using the government credit card or GSA schedule. In November 2002, we hosted a Veteran-owned Small Business Conference. We are also co-hosts of quarterly Information Technology Expositions, for which the Bureau of Information Resource Management takes the lead. We co-sponsor with other federal OSDBUs an annual conference each April, at Show Place Arena in Upper Marlboro, Maryland. This year's event, held on April 23rd, attracted over 1500 participants from all over the country. State/OSDBU also supports Small Business Fairs hosted by other federal agencies, by small business trade associations, or by members of Congress. During FY-2002 to date, we have participated in over 30 such events.

State Department Single Point of Contact:

Gregory K.O. Davis Telephone: 202-312-9607
Regulatory Coordinator Fax: 202-312-9603
A/RPS/DIR
1800 G Street, N.W., Suite 2400, SA-22
Washington, DC 20522-2201 Internet:

<http://www.state.gov/m/a/dir/http://foia.state.gov/famdir/fam/fam.asp>

TRANSPORTATION

Web-based Compliance Office of Small & Disadvantaged Business Utilization
<http://osdbuweb.dot.gov>

Drug and Alcohol Policy and Compliance

www.dot.gov/ost/dapc

Telephone Small Business Customer Service Center 1-800-532-1169

Office of Drug Enforcement and Program Compliance (DEPC)
1-800-225-3784 (fax on demand service)

Seminars/Classes Transportation Marketplace Conferences
<http://osdbuweb.dot.gov>

Breath Alcohol Technician Training and Screening
Test Technician Training Manuals
Transportation Safety Institute (405) 949-0036, x323
Marti Bludworth, DTI-100
4400 Will Rogers Parkway, Suite 205
Oklahoma City, OK 73108

Online/e-mail Service News By Email <http://osdbuweb.dot.gov>
 Central Docket Management System <http://dms.dot.gov>
 Office of Aviation Analysis <http://ostpxweb.dot.gov/aviation/index.html>
 Drug and Alcohol Policy and Compliance Program Guidance Material
www.dot.gov/ost/dapc/prog_guidance.html
 Online purchases and payments www.Diy.dot.gov

Publications The Transportation Link Newsletter; Marketing Information Package
 Fax on Demand Catalog <http://osdbuweb.dot.gov> 1-800-532-1169

Federal Highway Administration

Web-based Compliance www.fhwa.dot.gov

Publications Citizens Guide to Transportation Decision-making; National Dialogue on Operations; An Overview of Transportation and Environmental Justice; Transportation Conformity, A Basic Guide for State and Local Officials, Revised 2000; A Guide to Metropolitan Planning Under ISTEA, How the Pieces Fit Together; Federal Size Regulations for Commercial Motor Vehicles; and Bridge Formula Weights (all the above are available at the website)

Federal Aviation Administration

Web-based Compliance www.faa.gov/avr/arm/sbrefa.htm

Email Service 9-AWA-SBREFA@faa.gov

Telephone Service 1-888-551-1594
 1-800-255-1111 (Safety Hotline)

On-site Assistance Charlene Brown
 800 Independence Ave., S.W., Room 808
 Washington, DC 20591

Bureau of Transportation Statistics

Web-based Compliance www.bts.gov/mcs/desc.html;
<http://www.fmcsa.dot.gov/factsfigs/dashome.htm>
 (See Table of Contents Financial and Operating Statistics);
 and <http://www.bts.gov/oai/sources>
 (Office of Airline Information)

Email Service answers@bts.gov

Telephone Service 1-800-853-1351 (General Information)
 1-202-366-4888 (public data from air carrier reports)

Maritime Administration

Web-based Compliance	www.marad.dot.gov
Telephone Service	202-366-4610 (Cargo Preference Program) 202-366-8888 (Intermodal Development) 202-366-8887 (Environmental Activities) 202-366-1931 (Maritech Program) 202-366-5744 (Maritime Loan Guarantee) 202-366-1931 (National Maritime Resource and Education Center) 202-366-4610 (Ocean Freight Differential) 202-366-2324 (Operating Differential Subsidy) 202-366-2625 (Ship Operation Cooperative Program) 202-366-2400 (War Risk Insurance Program) 202-366-5821 (Vessel Transfer Program)
Publications	www.marad.dot.gov/publications (online library)

Research and Special Programs Administration

Web-based Compliance	www.rspa.dot.gov ; http://hazmat.dot.gov ; and http://ops.dot.gov
Telephone Service	202-366-4595 (Office of Pipeline Safety) 1-800-HMR-4922 or 202-366-4488 (Hazardous Materials Information Center) 202-366-4900 (Office of Hazardous Materials Initiatives and Training) 202-366-4484 (Hazardous Materials Incident Reports)
Fax Service	1-800-467-4922 (Hazardous Materials fax on demand) 202-366-4566 (Office of Pipeline Safety fax)
Email Service	Grants@rspa.dot.gov Infocntr@rspa.dot.gov Register@rspa.dot.gov Training@rspa.dot.gov Welisten@rspa.dot.gov
Seminars/Classes	Transportation Safety Institute (Compliance Inspection Comprehensive Operator Qualification, OPS); Risk Management Conference/Public Meeting Proceedings (Hazmat and OPS) www.tsi.dot.gov
Publications	Pipeline Risk Management Newsletter Oil Pollution Act Newsletter Hazmat Safety Alerts

Department of Transportation Single Point of Contact:

Daniel P. Matthews

Chief Information Officer

U.S. Department of Transportation

400 Seventh Street, S.W.

Washington, DC 20590

Telephone: 202-366-9201

Fax: 202-366-7373

<http://cio.ost.dot.gov/contact/index.html>

TREASURY

Office of Small Business Development

<http://www.treas.gov/sba>

Our Office of Small Business Development has a robust small business program to ensure both small business prime and subcontracting opportunities. The following examples, initiatives, and partnerships demonstrate Treasury's commitment:

Outreach Efforts

- Maintain a vigorous small business procurement web site (<http://www.treas.gov/sba>).
- Treasury's annual forecast of contract opportunities and small business subcontracting opportunities directory are posted on the small business website, and we make hard copies available upon request and at all of the small business outreach events we attend.
- Our highly successful Treasury Monthly Vendor Outreach Session program allows small businesses to meet with Treasury bureau small business specialists. We also include special guests representing other federal agencies or prime contractors to discuss procurement opportunities on a pre-arranged 15 minute basis in one central location. Our schedule is published a year in advance to allow small business to plan their marketing efforts.
- Treasury's outreach efforts also include two Treasury IT Program Manager Vendor Outreach Session events each year (this event is modeled after our Monthly Vendor Outreach Session).
- In Treasury's capacity as Chair of the OSDBU Directors Interagency Council outreach committee, we have taken the lead on the government-wide Annual OSDBU Directors Procurement Conference held in April of each year. This event is also posted on our web site.
- We have also focused our efforts in targeted outreach on a nationwide basis, such as trade fair participation, seminar presentations, panel program discussions on specific topics, and one-on-one counseling.
- The OSBD has built a solid relationship with a variety of small business trade associations. On April 12, 2000, Treasury entered into an historic Memorandum of Understanding with 17 small, minority, and women-owned small business trade associations to increase the ability of small minority and women-owned small businesses to compete for Treasury procurements in industries reflecting under-representation while maintaining participation in industries with successful utilization.

- A list of the Top 25 Treasury purchases is published, listed by industry classification over a five year period to provide an opportunity for “targeted outreach”.
- Treasury implemented a mentor-protégé pilot program. We are the only agency in which protégés may be small businesses of all types - SB, SDB, WOSB, HUBZSB, SDVOSB, and VOSB.

Internal Revenue Service

The IRS Compliance Assistance Resources are those that help taxpayers comply with Federal tax law. IRS makes every effort to inform, assist and educate taxpayers.

Compliance Assistance Program Description

The Small Business/Self-Employed (SB/SE) operating division is structured to best serve taxpayers whose needs are more complex than wage and investment taxpayers. This division serves about 7 million small businesses, including corporations and partnerships with assets of \$10 million or less. While many face the same tax issues as large corporations, they often do not have tax professionals on staff. Tax compliance issues often stem from a lack of understanding of tax law requirements, inadequate accounting practices and resources and cash flow problems.

The approximately 33 million self-employed and supplemental income earners are similar to wage and investment taxpayers, but their tax issues are often more complex. They have substantially higher incomes and file twice the number of forms and schedules, requiring more time to prepare taxes, a greater reliance on paid tax preparers and more IRS expertise.

Headquarters

The SB/SE Taxpayer Education and Communication (TEC) educates and informs SB/SE taxpayers and representatives about their tax obligations by developing educational products and services focused on customer needs and by providing top quality pre-filing services to help taxpayers understand and comply with the tax laws.

TEC headquarters provides leadership and direction in the design, development, and delivery of services for small business stakeholders. Activities of headquarters staff include formulating short and long-range program policies, strategies, and objectives to educate and inform stakeholders. TEC headquarters also coordinates program activities with other top level IRS executives to prepare Service-wide policies, address cross-functional issues, develop strategies, and ensure consistency of approach. TEC collaborates with major stakeholders to identify, develop and maintain leveraged partnerships through negotiated voluntary agreements.

Partnership Outreach develops and delivers educational products and services focused on customer needs, and leverages partnerships with major stakeholders through negotiated agreements to assist in the delivery of these products and services. The primary focus is on proactively identifying emerging trends, common errors, and common areas of non-

compliance, and developing products, services and programs to address these issues and encourage compliance.

Business Marketing Services plans and executes the promotion and distribution of all traditional SB/SE products and services to TEC employees, key stakeholders, and targeted taxpayer audiences in order to satisfy external customer needs and internal organizational objectives. Business Marketing Services is also focused on developing strategies for increasing usage of electronic products and implementing them effectively for not only the small business community but also the more uniquely emerging self-employed taxpayer segment.

Office of Taxpayer Burden Reduction provides direction and leadership for burden reduction by focusing on six areas:

- Simplifying forms and publications;
- Streamlining internal policies and procedures;
- Promoting less burdensome rulings, regulations and law;
- Assisting in the development of a burden reduction measurement methodology;
- Partnering with internal and external stakeholders to more effectively and efficiently identifying and address burden reduction initiatives; and
- Chairing the Taxpayer Burden Reduction Council, which develops cross-divisional proposals for burden reduction and coordinates and sponsors burden reduction efforts throughout the Service.

Field Organization

A geographically dispersed field force provides top quality pre-filing service via educational products, services, agreements, and programs that help them understand and comply with applicable tax laws. The field force also supports filing activities, including walk-in sites and R-mail sites, during peak filing season and other times as needed.

IRS Area Distribution Centers (ADCs) serve as distribution points for tax products. Tax products can be ordered free of charge from the ADCs at 1-800-829-2437.

Telephone assistance through Customer Account Service

- Tax Assistance – 1-800-829-1040
- Forms, Form Instructions and Publications - 1-800-829-3676
- Small Business and Specialty Taxes – 1-800-829-4933
- Compliance Assistance Products – 1-800-829-2765
- Tax Refund Hotline – 1-800-829-1954
- Recorded Tax Information (Tele-Tax) 24 hour service – 1-800-829-4477
- Assistance for the Hearing Impaired – 1-800-829-4059
- To suggest improvements to IRS Procedures – 1-888-912-1227
- Taxpayer Advocate Service Hotline – 1-877-777-4778

Taxpayers who need more information than is provided by Customer Account Service via the toll-free number are directed to Referral mail at <http://www.irs.gov/help/index.html>. This site was created to answer general tax law questions.

Websites/Internet

- <http://www.irs.gov> – IRS Website
- <http://www.irs.gov/businesses/small/index.html> – IRS Small Business Website
- <http://www.irs.gov/smallbiz> – Visits to the Internet on IRS.gov have grown from 1,470 visits in April 2001 to 694,514 visits as of March 2003. The SB/SE Internet site has had 4,690,252 visits from April 2001 to March 2003
- <http://www.irs.gov/newsroom/index.html> - News
- <http://www.irs.gov/taxpros/content/0,,id=103728,00.html> -Plain Language Regulations
- Tax Centers on Partners' Website – IRS has developed 10 partnerships by establishing Tax Center websites on the partners' sites. Tax Centers have comprehensive links customized to the partners' needs and organized by topic to various parts of irs.gov. For example: Tax Center Website – <http://sba.gov/bi/irstaxcenter.doc>

Training/Workshops/Seminars

Practitioner Institutes

Practitioner Institutes serve as part of an overall practitioner education curriculum, which includes Tax Talk Today, the Nationwide Tax Forum, local liaison meetings, etc. They provide a much-needed venue for delivering the IRS message to about 25,000 direct participants, which prepare countless tax returns for the public each year. The Tax Practitioner Institutes have been going on for nearly 60 years in some parts of the U.S. Over the years the institutes have evolved into forums that deal with a large variety of income tax issues of interest to the entire tax practitioner community.

Leveraged Small Business Workshop Student/Instructor Materials

IRS has adopted three models for fully leveraged small business workshops that our partners can offer as a client service to help the smallest and newest businesses:

- Partner organizations organize, market and staff live workshops using IRS materials or their own.
- Partnership organizations link to IRS' on-line small business workshop products and market them to their members.
- Partner organizations distribute Pub. 3700, A Virtual Small Business workshop CD-ROM (November 2001) and Pub. 3693, Introduction to Federal Taxes for Small Business-Self Employed: Getting Your Business Off to a Successful Start CD-ROM (Sept 2001) to their members and/or let them know how to order it. Pub. 3700 has Spanish and Mandarin closed captions.

Tax Talk Today is a monthly program about current tax issues and policies sponsored in part by the IRS. It provides unbiased insight and information about current tax and

business issues critical to tax professionals. All of the programs feature a panel discussion, questions and answers from viewers, current tax news stories, and tax teasers. The format allows viewers to ask questions via e-mail, fax or telephone. Website: <http://www.taxtalktoday.tv/>

Products Developed Specifically for Small Business

The role of the SB/SE TEC division is to address compliance through education and marketing to our Small Businesses and Self-Employed taxpayers. IRS develops educational products and services focused on customer needs to provide top quality pre-filing services to help taxpayers and stakeholders understand and comply with the tax laws. Products can be ordered online or by calling 1-800-829-3676. Website: <http://www.irs.gov/businesses/small/article/0,,id=101169,00.html>

Forums

- Payroll/Practitioner Forums are an extension of the bi-monthly National Public Liaison (NPL) meetings. The Forums provide an opportunity for the subject matter experts (SMEs) and payroll/ practitioner representatives to “work through” the issues raised from suggested topics on the agenda.
- Small Business Forums are held with external small business groups and associations. The primary focus of these meetings is to provide an avenue for an open exchange of information with external stakeholders. The forums also give them an opportunity to share feedback concerns on behalf of their small business members. Monthly schedule: <http://www.irs.gov/businesses/small/article/0,,id=106266,00.html>
- IRS Nationwide Tax Forums are one of the IRS's largest and most effective outreach programs to the tax professional community. During July, August, and September, the IRS will present six tax forums nationwide, including seminars, a trade show, and an awards banquet. These forums are designed to give tax professionals valuable information to improve their business. Website: <http://www.irs.gov/taxpros/article/0,,id=97192,00.html>

Tax Assistance Centers

Your one-stop resource for face-to-face tax help. These sites provide assistance in the preparation of returns as well as resolution of less complex accounts and compliance issues for taxpayers that require face-to-face assistance. The locations and hours of operation are available at Website: <http://www.irs.gov/localcontacts/index.html> .

IRS also offers free income tax assistance for low income, disabled, elderly and non-English speaking taxpayers through the Volunteer Income Tax Assistance program (VITA) and Tax Counseling for the Elderly program (TCE). A free tax preparation site can be located by calling Customer Account Services at 1-800-829-1040.

Non-retaliation Policy

The IRS has a zero tolerance policy for retaliation and has had a written non-retaliation policy since 1998. On July 22, 1999, the President signed the landmark “IRS

Restructuring and Reform Act (RRA) of 1998. The IRS has taken a number of steps to prevent retaliation and has put policies in place to deal with it effectively, should it occur. Sec. 1203 of RRA'98 provides for the mandatory termination of IRS employees under various specific instances of misconduct and provides a number of key taxpayer safeguards. This serves as a strong deterrent to any employee who might consider taking retaliatory action. Website: <http://www.irs.gov/individuals/article/0,,id=97348,00.html> .

Taxpayer Advocate Service (TAS)

TAS is an independent organization that helps taxpayers resolve problems with the IRS and recommend changes that will prevent tax problems. The Taxpayer Advocate Service Office of Systemic Advocacy provides oversight and direction for identifying, analyzing systemic, procedural and operations problems. This office announced on March 13, 2003 the development of a new internet-based program for submitting systemic problems and suggestions to improve tax administration. Website: <http://www.irs.gov/advocate/index.html>

Taxpayer Education and Communication (TEC) Outreach Products
TEC Outreach Products can be ordered online or by calling 1-800-829-3676 and viewed at: <http://www.irs.gov/businesses/small/article/0,,id=101169,00.html>.

Small Business One-Stop Resource
<http://www.irs.gov/businesses/small/index.html>

IRS Contacts:

Compliance Assistance Resources

IRS Website: <http://www.irs.gov/businesses/index.html>

Paperwork Relief Act of 2002

Michael Chesman
Director
Office of Taxpayer Burden Reduction
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Michael.R.Chesman@irs.gov

Treasury Single Point of Contact:

Jody Falvey, Acting Director
Office of Small Business Development
U. S. Department of the Treasury
1500 Pennsylvania Avenue, NW, Mail Code: 1310G/400W
Washington, DC 20220
Telephone: 202-622-2826
Fax: 202-622-4963
E-mail: Jody.Falvey@do.treas.gov

VETERANS AFFAIRS

Consistent with SBREFA, compliance assistance is funneled through the two websites above to register complaints or ask for assistance. Most other VA offices will ensure that appropriate certifications are published in VA regulations that they do not affect small business entities. Small businesses can comment on VA regulations during the informal rulemaking process, after they are published as proposed rules in the *Federal Register*.

- Office of Small and Disadvantaged Business Utilization:
<http://www.va.gov/osdbu>
- Center for Veterans Enterprise: <http://www.vetbiz.gov>

Veterans Affairs Single Point of Contact:

Ramsey Alexander, Jr.

Senior Procurement Analyst

OSDBU (00SB)

Department of Veterans Affairs

810 Vermont Avenue, N.W.

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