In the Matter of:

Interagency Task Force on Veterans Small Business Development

December 7, 2016
Public Meeting

Condensed Transcript with Word Index

For The Record, Inc.
(301) 870-8025 - www.ftrinc.net - (800) 921-5555
PROCEEDINGS

(Meeting called to order, 1:03 p.m.)

MS. CARSON: We're preparing now to take roll call on the line in just one moment.

Thanks for joining the Small Business Administration who is chairing the Interagency Task Force for Veterans Small Business Development. I look forward to a great meeting and I'm thrilled that we have our leadership here today who have been doing so much for veteran entrepreneurs since day one.

We will take roll call after we have a few remarks from SBA Administrator Maria Contreras-Sweet.

Thank you, ma'am, for joining us. Her first day, as you may know, was spent with veteran entrepreneurs, hearing about the challenges that they face and the opportunities that were there if only we could make a difference in the federal agencies. This body has done a lot of that work and we are grateful to your leadership in showing us what you will support and what we can get done, which is quite a lot.

So, I'll turn it over to you for remarks.

MS. CONTRERAS-SWEET: Thank you.

I don't have any formal remarks. I just wanted to drop in and say hello and mostly to say thank you. We have so many reasons for which to be grateful.

First of all, let me just at the onset, acknowledge the unbelievable -- really, and I mean this so sincerely, the spectacular leadership of Barb Carson. She has been such a stalwart at every turn.

I always have a problem with my throat, so I'm sorry if I sound a little raspy. But let me just say that it's true that as soon as I came on board, I turned to Barbara to help us through some really difficult challenges. And even now I want you to know that in addition to all of this that she's working -- we call on her in so many instances -- she is now leading our transition effort. So, that's because we know that when somebody's been through the tough rigors of military life, they have a sense of process and systems and time line and know how to get to and over difficult obstacles and are going to be persevering and persistent and every other adjective that goes along with it. So, thank you, Barb, and completely for your leadership at every turn.

She stepped up and she became the first woman to direct that department for us. So, I'm particularly proud of that appointment and the incredible leadership and the energy that she's exhibited.

Also, you know that they put me on the road...
So, I know the sacrifices that people make and as a result of being away for so long. And, certainly, I remember when my brother went off to serve in the Army and I remember that. And, so, I remember that. And, certainly, I remember when my brother went off to serve in the Army and I remember vividly when he received his Dear John letter and he ended up coming back to a divorced, broken-up household as a result of being away for so long. So, I know the sacrifices that people make and that's why I take this work so seriously and that's why I think it's important that we owe our nation's entrepreneurs, our American military unit, a sense of dignity when they return, the respect that they deserve because they have stood in harm's way and served as our heroes.

So, I do take great pride that the SBA has launched this program of Boots to Business, that we are in the military installations, and that we're able to give people in uniform an option. It may not be an option for everybody, but we give them that opportunity. You know, John F. Kennedy said, in America, we don't all have equal talent, but in America, we should be given an equal opportunity to pursue our talent. And that's what you do here today.

So, thank you again for that work. The next thing I wanted to share is that it is -- has been one of my greatest joys to actually sit in and observe some of the programs that you've all helped erect. I remember just coming on board very early on and going to visit my very first V-WISE in New York and seeing women take great pleasure in meeting each other and connecting with one another and talking about the businesses that they might spawn individually or collecting. And that was just a -- you know, just a real highlight to see the level of enthusiasm that I experienced there.

I was particularly proud that after you all -- Barb and your team -- helped to launch the -- what we call, of course, our wonderful Boots to Business program. I don't know why I'm forgetting that, that's such an incredible project. But the Boots to Business program, I was able to oversee the first class and then sit in on the Reboot version of it, acknowledging that we, of course, have people transferring out of uniform, but then there's so many heretofore that didn't get the attention that maybe languished for different reasons and, so, that we're able to come in and say, even though you've been out of uniform, we want to make sure that you still have an option towards entrepreneurship and that we're able to do that at Reboot. And that was really spectacular.

But the crux of what we do as a bank at SBA is that we're lenders. That we are lenders. And, so, I'm proud that we're able to zero out fees on loans under $350,000 and that I think we've halved them up to how much? MS. CARSON: $500,000.

MS. CONTRERAS-SWEET: $500,000. And then didn't we also put that into statute? Yeah. And, so, while it was a nice pilot program, we're now able to ensconce that in law, and I think that was an important point that we're able to achieve here. So, you can see there's been a lot of programming. The counseling through the expanded VBOCS that we've set up is another wonderful achievement.

The Jobs Act, I can't take credit for it, but I'm so proud that in the first term under the first administrator of the first term, we're able to put out the Jobs Act and make sure that there were really incremental gains for our veterans, things that said maybe, you know, could or may that we now say shall in some of those efforts. And, so, I think that was really important.

I think we used to say you had to first consider a HUBZone and now we say that you don't necessarily have to consider a HUBZone in certain components of the law. There were just a lot of remarkable changes and, so, a real reflection of the way that we value our men and women in uniform.

So, again, I am so proud of the progress. I understand that you've been really enjoying great momentum and, so, as a result, I understand that we're going to be hearing about new recommendations and, so, I'm looking forward to learning and hearing about.
those. Coincidentally, I am meeting with the landing
team of the transition and, so, I'll be able to take a
lot of the findings and work here and make sure that,
you know, from our standpoint that we are sharing the
progress that you're making and the pride that we have
in all of your work.

So, generally, just that's why I wanted to
come in, is just to thank you, to acknowledge your
efforts, the incredible progress that we have made
together in these few short years that I have been
here, two and a half years. I think the momentum has
been spectacular. And then just the personal pleasure
of attending some of the best events that we've put up
as the administration and visiting small businesses
around the country. I bring up just about at every
chance that I get, the point that one in ten
entrepreneurs is a veteran. That is remarkable, the
job creation taking place in our country by our vets.
People talk about the millennials and I'm, you know,
quick to do that. But I remind people our veterans
come together with a great skill, as I said earlier,
with a sense of dedication, focus, resiliency, and the
qualities that it takes to be a successful
entrepreneur.

So, thank you for doing this work and I know

that you'll have a great day and I'm looking forward to
hearing your recommendations. Thank you very much.
Thank you.

MS. CARSON: Thank you, Administrator, very
much. I appreciate it.

(Applause.)

MS. CONTRERAS-SWEET: Do you do roll call now?

MS. CARSON: Yes, we will.

I'm going to begin with our roll call so we
can find the agencies who are present today. And I'm
going to start with GSA. Please go ahead. And to get
your microphone to work, you touch the face.

MR. GAVINO: Good morning. Amando Gavino,
GSA, and also I believe -- Christy, are you online as
well?

MS. JACKIEWICZ: Yes, I am. Christy
Jackiewicz.

MR. GAVINO: Right. I've been at GSA for two
years and -- about.

MS. CARSON: A brand new member. Thank you so
much for volunteering. I know this goes beyond your
normal portfolio, but with your background and Air
Force career, your special dedication to this
personally and professionally, I look forward to
working with you. Thank you.

I believe Matthew Blum -- many of us have
transition team meetings today. Are you on the line,
Matthew?

(NO RESPONSE.)

MS. CARSON: Okay, he may join us afterward.

GO AHEAD.

MR. METHENY: And I'm Bill Metheny with the
Department of Labor in the Veterans Employment and
Training Service. And, so, I've been with that
organization for about three years and with this task
force for about a year.

MS. CARSON: Bill has done incredibly
meaningful work at aligning the work of Department of
Labor and SBA in ways that we have never seen before
for great impact. So, we look forward to the reporting
on that actually this year coming up. Thanks, Bill.

Tom Leney from Veteran Affairs, are you on the
phone?

(NO RESPONSE.)

MS. CARSON: He did RSVP that he would be here
in person, so perhaps he will join us shortly.

Is anyone from Treasury on the line?

(NO RESPONSE.)

MS. CARSON: Okay. Moving over to Dr. Galvin.

DR. GALVIN: Hello, everyone. This is Jim
Galvin with the Department of Defense Office of Small
Business Programs.

MS. CARSON: And our two military and veteran
service organizations.

MS. BAINTON: Hello, I'm Amanda Bainton with
the Military Officers Association of America with the
Transition Program.

MR. KLINGELHOFER: I'm Victor Klingelhofer
with Vietnam Veterans of America.

MR. HELLMAN: Hi, I'm Craig Hellman, Deputy
Associate Administrator for the Office of Veterans
Business Development at SBA.

MR. MADUROS: Nick Maduros, Chief of Staff
here at the SBA.

MS. CARSON: And for those of you who are on
the line and attending this public meeting, we welcome
you, and we would be grateful to know that you're here,
if you can email us at veteransbusiness -- and that's
veterans plural -- @sba.gov. We'll also send you the
presentations that are being shown today after the
meeting has concluded.

MS. TORRES: Actually, this is Beth Torres
from VA. Also, Tom Leney, Deputy Director for
Executive Action.

MS. CARSON: Thank you, Beth, I appreciate it.
we will have a full complement on the task force.

Other than that, I just want to echo the Administrator's comments welcoming all of you to the SBA and thanking you for your service and especially thanking all the SBA team for their work on veterans small business employment. Thank you.

MS. CARSON: Thanks so much for your support. He's been a great chief of staff in ensuring that we get this work done. Three years of work in one year is an aggressive schedule, and without your support, we couldn't have gotten there. So, thank you.

We have -- as you heard last time if you were in this meeting, we did a lot of work on the recommendations that were established with the very creation of this body and we took the time to look at what have we done, what have we accomplished, what still needs to be done. So, later on today, that's what you're going to hear. We finalized the language on those and had lots of interactive meetings with the members of this body since that public meeting. So, we're excited about what's ahead for '17.

And we had Department of Defense step up, before the meeting was even over last time, and said, yes, for the work that we need to get done in '17, why don't we start with DoD. And that's what -- I'll turn those done. You accomplished three years of annual reports in just one year. I feel like I've aged three years in the past year, too. So, it seems to be a theme. So, thank you, everybody, for all of your work on that.

The 2016 report, as most of you know, the framework was put out and we were hoping for initial input from all participants today. So, if you have input that you've brought with you, please give that to Barb or Craig of the team here. If you have not yet put together your input and you plan to have some, please get that to us as quickly as possible. The OVBD team here at SBA is also willing to go wherever you are or talk to you on the phone and help you, you know, sort of take your thoughts and help make them into an actionable form for presence in the FY-16 report.

We're really trying our hardest to get back on a regular schedule with these reports. So, your cooperation and participation in getting the FY-16 report done as quickly as possible would be truly appreciated.

Lastly, just one other housekeeping note, we do have some vacancies on the task force. We have people in sort of the final stages of vetting and hope to have those vacancies filled in very short order, so it over to you, Dr. Galvin, to introduce the demonstration that we're going to have today.

DR. GALVIN: Thank you, Barb. So, this is a followup from the September meeting. We'll see a demonstration. I apologize to the folks on the phone. This is an online system that's not accessible. It's only internal government accessible now to a group of folks who work in this area. So, unfortunately, we have -- we are able to look at it inside the room here, but we can't really show you slides or anything.

Although I think in the slide deck, there were some examples.

MS. CARSON: Yes. For those of you who write to veteransbusiness@sba.gov, we will send the screen shots of this presentation.

DR. GALVIN: Okay. So, with that, Danielle Shaw will be walking us through the demonstration and Jonathan Metz is in the back actually bringing it up.

So, the purpose of this is threefold. What we've found is that to help serve the small business community in general, it's important that our internal government small business professionals have access to market research to find out who's out there, who might serve their needs, and also to be able to assess how they're doing in terms of their performance across the
As we started examining this problem, right, we realized that it's much broader than just fixing the market research process, right? Of course, market research is a really big challenge and it's something that we all entertain in every single acquisition and it's very, very important and it's critical. But as we looked at that, it's broader than that. It's looking at how do I know where I'm at as far as performance goes, like understanding from a consistent viewpoint across enterprise, right, what we're doing and where can I take this vast amount of information and boil it down to something that people can take a hold of, right. So, not only can I show them what's available to them, but I can show them a targeted area where they can make a difference, right.

And that's sometimes a little bit easier to take a -- you know, take a bite of the elephant, right. When I've got this massive amount of data that I'm trying to look at, how do I understand this? And, so, those were all challenges that we tried to solve with this effort.

And just focusing on every level, not only leadership and being able to report and present it, but taking it to the program managers and the contracting officers and the small business professionals and the people that are making those day-to-day decisions, but to put a tool in their hands, something that they can tangibly take action on and use every day in their world. So, that was kind of the focus here.

So, as we took a look at this -- you can go to the next slide. Market Research Center of Excellence, which is MRCOE, which is what you'll hear, it actually comprises of three different applications, okay.

There's a performance management application which focuses on how we view data consistently across the board from the metrics we present and being able to analyze that and dive into it very easily.

The second application is MaxPrac, which is really how do I find maximum practical opportunities, right. How do I -- I call it more targeted improvement, right. How do I find businesses, and like Dr. Galvin was saying, make a comparison to say, hey, maybe they're doing something that I'm not realizing here, can I use the things that they're doing, the businesses that they're going after to improve my performance, right, in different markets?

And then market research as a whole is how do I make it really easy to do market research, almost like everything's at your fingertips, right. Guided research. Here's where you go; here's the resources.
<table>
<thead>
<tr>
<th>Page 21</th>
<th>Page 23</th>
</tr>
</thead>
<tbody>
<tr>
<td>available for you to do it; here's a place where you can document; here's a place where you can engage; here's a place where you can collaborate, all about market research. So that now, as a whole, we can move ourselves to the left and start to engage early and often on market research and so that we can target people and bring in those businesses that we couldn't find before. So, we're going to go ahead and move into the demo and show you the actual site. What I'm going to bring up first is actually -- I want to show you kind of the landing page, and this is a mockup right now because this is -- this just got started as a development of it, but I want to start here. As a whole, the Department is working on multiple tools, right. Like I said, all three of these applications, but there's also some other things that are really important from a collaboration perspective and an industrial base analysis perspective and handbooks and just things that people can access, right. So, this is going to be the portal for Department of Defense to access all these tools, right. So, we would start here and then, as a whole, our users can go in and explore these options, find how much went to small business.</td>
<td></td>
</tr>
<tr>
<td>has a 90-day lag of data for FPDS and, so, this right now is still being pushed to the firewall. So, when it gets behind the firewall, it will be live data with 90 days. Now, it's live data, but it has the 90-day delay. So, that's why we're going to take a look at -- we're going to take a look at -- bless you. MS. CARSON: Excuse me, someone on the phone, can you please all check and make sure that you've muted your lines. Thanks. MS. SHAW: Okay. But we're going to take a look at 2015 just so that we can get a full year's view of performance data for the purposes of this demo, okay. So, we're going to go on -- as you can see, you can see any component, right. What you're looking at initially is Department of Defense as a whole. But we're going to go in and just say we're going to click on the Army and it will filter all the charts and performance charts for the Army, right. Here to this side -- and I apologize to you guys on the phone that you can't see this -- but there is a chart that has basically a breakdown of all the major commands underneath the Army, right. I could click on one of those and it would then filter the chart to show data specifically for that MAJCOM. This</td>
<td></td>
</tr>
<tr>
<td>market research, go to vendor searches, go to the tools you're going to see today. And, so, this is kind of the jumping point for that and, so, we'll start here. This is what it will look like. And then we're going to go into the tool as it's developed right now. Okay? So, this is specifically the performance management application, right. And as I said before, this is a place where we can consistently view data. And I know that this is a challenge for many of you out there, and if you haven't had this challenge, you're lucky. But FPDS is a very challenging system sometimes, right. It's very hard to pull data out of. You have to do a lot of reports. It requires a significant understanding of the elements of data that are in there to make an accurate pool. And not everybody has that expertise, right. Some of the larger agencies do, but just not everybody does. And, so, we wanted to bring this to everybody where we could really make it easy to see all the information you need to for small business performance as it relates to Department of Defense consistently across the board. And, so, that's what this does. I'm going to say a couple caveats. This is a public site right now and, so, Department of Defense system goes from agency level all the way down to the office level. So, if I click on this farther, I can actually see what we call a DoDAAC, but it's a specific office of contracting, right. So, I can understand the performance from a small business perspective in that specific office. One of the features that this will happen, I'll eventually be able to click on one of these DoDAACs and the whole chart will flow just for that DoDAAC, that office, right. Also, I will be, as a user, able to select multiple DoDAACs. So, say I manage five that aren't necessarily related to a major command, though, right, I could choose the five that are related to me and see what I need to do for my management purposes, okay. So, those are future additions that are coming on. But for now, you can see the performance at the top level. The benefit of this view -- we're going to go back up to the major command of just having all the MAJCOMs of the Army. But this is how the Department views data, right, for small business. So, over here to the side, you see a pie chart that basically breaks down our small business eligible dollars and I can see how much of that went to other than small business and how much went to small business.</td>
<td></td>
</tr>
</tbody>
</table>

6 (Pages 21 to 24)
If I click on one of those, it will actually pop up the top vendors in that area, so I could actually see a drop-down of the vendors that have been in that area. So, now I don't have to go to FPDS and pull the report to see this; it's available for me right here in my system. I can see, at that point, anything that I want to as far as the top 100 vendors and the top contracts in that data set, both other than small business and small.

One of the other really beneficial things here is I get to actually see my socioeconomic factors, right. So, I have my goals here and all of my divisions, but if I click on service-disabled, veteran-owned small businesses, it will actually filter with the entire chart just to show me data focused on that. So, if I'm really trying to target it and understand my performance at every level of my organization as it relates to that socioeconomic category, I can do so. So, this is my opportunity, right.

So, we're going to filter back up to just the small business goals. And as you can see over here to the -- this side on the left, if you're facing the screen, there is all your goals, your performance, where you're at. Now, I will say this is a previous year, 2015. It focuses on a goal, right. What your goal was. One of the really neat factors that we have for the current year is that it has a target, right.

You know how we spend money and it's like in the last quarter, okay, everybody spends, right. So, you get like 40 percent of your small business spend right at the end of the year, and it's been a really big challenge to monitor performance because if I look at it across the board, how do I know where I need to be at any one point in the year to know that I'm doing good or know that I'm not, right. How do I manage to that if I'm waiting until the end of the year to see if I'm even good?

This allows me to target and see day by day where I need to be to be able to make sure I'm on track to meet new goals. So, it helps us that if I know if I'm in a certain socioeconomic factor, you know, service-disabled, veteran-owned business, I can then look at that and see, hmm, I'm not on target to meet my goal or I am and I need to bump up in this area and adjust things here to improve my performance. Yes? Yes?

MR. LENEY: Is that the DoD goal?

MS. SHAW: A simplified acquisition threshold.

So, DoD doesn't have like an overarching legal or -- like our subdivisions here. So, we don't have a goal there.

MR. LENEY: So, this chart is a -- well, is this the Army?

MS. SHAW: Yes.

MR. LENEY: So, that's the Army's -- the Army's -- just -- the Army's goal is 81 percent, is that --

MS. SHAW: I'll talk a little bit more about SAT in -- so you can understand how that works for us here in just a minute, okay? Before we get into this -- those other factors, I'm going to go back to this main chart and scroll down here a little bit so that we can see these. This is a really -- when you see the main current year, you would see a target line here and this is for your performance, right, so that you would be able to monitor against that target like I was talking about. But in this instance, we're going to say, hmm, I'm looking at my performance and I see that there's a significant drop here, right. And I get this question a lot, right. Well, what happened? What was the reason behind that?

So, I can click on this and I can actually see what was awarded at that point in time right there and I can see that there was a large $1.4 billion award.

And if I click on that contract, it's actually going to take me to the FPDS easy search and I can actually see all the details about that contract so that I know exactly what happened, who ordered it, who did it go to and why. And, so, it allows me to be able to have that data right at my fingertips without having to go anywhere else for it, okay?

Going back to the performance data, this is the actual performance metrics. And then on this side, I actually get a chance to see my spinning patterns, right. And, so, I can click the years, I can toggle them on and off. So, I can change to see multiple years and see if I'm -- you know, my spin pattern is going up or down and I can see it over time. So, it's a very helpful tool when I'm starting to monitor.

I also have a drop-down on this, as well. I can change this to monthly. And if I look at it -- and this chart is going to change a little bit so that you can see month by month where am I spending, right? So, it shouldn't be a line graph. It will be changing. But, for now, there is these points in time and I can see from a different perspective how much I'm spending each month and why and over the different years, you know, when that changes.

Okay. Going down to the bottom charts, this...
And, so if you look, the top line is total DoD obligations, right. The second line is small business eligible dollars. So, that's with exclusions. So, it's really neat here because I can click on this and sometimes we get this question, right. Well, what's -- what's the excluded, right. I can actually break this apart and I can see what was excluded from the top level number so that I can get a good understanding of which levels and what has happened, and I can see it right there. And that does change based on the changes for the exclusions of the year.

One of the other good things about this chart is that I can see my spending patterns as it relates to my performance increases, right. Is my performance has changed and how that compares to my overall spending. And, so, if you look, the top line is total performance, I can see, you know, from year to year how my performance has changed and how that compares to my overall spending.

And, so, you know, as we start to look at this, one of the important factors here -- and, so, I'm going to focus mainly down here. These drill down as well, but I'm not going to go there. You know, it's really interesting to see, well, how much does SAT actually make up of my small business eligible dollars, right. And, so, understanding that -- because in some organizations, it's very large, right. In some organizations, it's a big impact and that's an area where I really need to focus. In some others, it's not, you know. It's a very tiny portion. And, so, it's just having that knowledge is really helpful when you're trying to manage this. But then not only that, it's a breakout of that section. So, here you can see the -- what's the part of small business eligible that's SAT for the Army. But as I look at that, this is my breakdown from a competition perspective of that data, right. So, now, I'm looking at it. You know, of this -- this green portion right here, let's say focus on that, right, I would say is our opportunity.

It's the other than small business competed items. It's the things that were competed that were awarded to other than small business. So, then my question would be I would open up that drop-down and I would say, well, why, you know. Why was this awarded to other than a small business? Did I compete it and nobody -- nobody came in? What can I do to change that? How can I target that? How can I bring vendors on to develop them for specific markets for those areas? You know, those are my challenges. Those are things that I can make a difference.

This other thing here, this other small -- this portion here is other than small business sole source, right. And, so, I'm making an assumption in this case that those have been sole source and there's a justification for that associated with it. And, so, it wouldn't necessarily be my targeted focus opportunity, but it is something that I can look at to...
change that. How can I make that different, right? How can I go in there and make those not sole source anymore so that we can compete those and I can increase competition and it's a way that we can start to build up businesses and bring on new vendors to focus in those areas, okay?

So, that's -- I don't know if that kind of helps answer your question, but that's why when we go to goals, we're always trying to get to that 100 percent, right, because that's where we need to be here. But when we realistically look at this -- and this is about smart, attainable goals, right? This is about how can I really, really make an improvement here and this is where I can focus.

Okay. So, we're going to go into Portfolio really quickly. And this is where -- you're just looking at it so the Department of Defense looks at Portfolio groups and, so, we have these -- the product service codes aligned into these portfolios, right. And, so, we look at it this way and we've had a focus area on service portfolios, so this is a place where we feel like small business can really focus in on and we've been focusing there. But these can adjust depending on whatever the focus area is for those portfolios.

These also drill-down. So, if I go into facility-related services, I can see the portfolios that are underneath that and then I can also drill-down to the specific POCs and look at it by markets and understand from a socioeconomic category perspective what's happening in each of these markets, right.

I'm going to show you how to do that. So, this is small business as a whole, but as we move together into the next application, you're going to see how this really is interesting and how you can do some analytics to make these things work together, okay?

So, that's the top level. We have the ability to do reports and other things. I'm not going to go into that. Is there any questions on specifically the performance management application right now?

MR. HEILMAN: So, we've talked a lot about here at the task force around that overall denominator of what's eligible for small business and you touched on it a couple of places here. Does it aggregate that entire denominator so that you can truly see, you know, essentially the scorecard within the performance app?

Did that question make sense?

MS. SHAW: Sort of. So, yes, this is based on small business eligible dollars as they relate to the exclusions that SBA has applied -- has given us. Now, I will talk a little bit more about that. If you want to hold on that question just until we get to MaxPrac, because there's a really interesting way we're looking at that and it might really go to that question.

MR. HEILMAN: Okay. Let me try it one -- a different way. So, in aggregate, I can see across all departments and it's out of the Army, the numbers -- the small business dollar eligibility in this part of the app.

MS. SHAW: Right.

MR. HEILMAN: And this is the top line budget information there as well so we can --

MS. SHAW: Yes.

MR. HEILMAN: -- see how much is not being -- is not included in what's eligible for small businesses.

MS. SHAW: Yes. So, scroll down. So, on this line -- on this chart here, on the historical spending chart, yes. So, this orange line is DoD spend as a whole or Army spend as a whole for this instance, right? So, that's what that is.

And if I go to the next line down, this is the small business eligible dollars. So, the difference between those is what's being excluded for that year. And if I click on that, that was where I had the drop-down that showed me the details of that exclusion.

So, yes, mm-hmm. And I'll talk a little bit more about some interesting ways we're taking a look at that in the next application.

Is there any other questions really quickly on this?

MR. HEILMAN: One more. You're talking about searching by a product service code, as well as NAICS. Is there any kind of natural language capability in there where you can just kind of type in product names?

You know, if I typed in body armor, would that come up or do you have to do it just by PSC?

MS. SHAW: So, for this instance -- when we get to MaxPrac, you'll -- I think that will help answer your question. So, there is going to be a search capability built in right now. You can -- you can look for -- you can type it in and it will pop up the NAICS codes that are associated with it, but there's a NAICS search that will allow you to do that by text later on.

Okay. So, we're going to -- I'm going to show you a little bit about goals management here and this is quickly just a functional piece, right. Not necessarily -- it's focused more around the functional goal administration thing that we have to do, right. And, so, we've built a workflow within the system to
really help us do this process, right. So, I'm going
to quickly just say the system will create, based on the
methodology, a suggested goal, right. And we can
include whatever factors we want to. And I'm going to
say -- caveat this by saying these have not been vetted
yet. These are not the official numbers or anything
like that. This is just a development of the process
that happens behind it, right.

And, so, the system uses a methodology to
create a suggested goal. Once it does that, it goes to
the executive who has a chance to review it, making
these suggestions or changes or anything that they need
to make. And then that will be pushed to the agencies
for their review. Okay?

So, if I open -- let's say I open the Air
Force one. It actually tells me detailed information
about all the methodology that was used to create this
goal, what the goals are, and why, and I can put any
information I want to associated with it. And once I'm
ready, it will send it out to the agency director who
can then either modify it -- so, say they don't agree
with what we've done and they want to make a
suggestion, they can do so and they can type in
whatever goals they want to and -- the view is a little
funky on this, but it will actually -- you can put your

justification and your attachments associated with your
justification and submit it back to us. Okay?

So, this is all just workflow managing this
process. It's the same thing we've done by email, but
now we actually have it tracked. And I can track a
history. So, I can see what happened and why and what
the decisions were and what impact did it have and so
on and so forth. And, so, all that stuff happens in
the system. And eventually all these things, once
they're finally accepted, it will then translate into
the official goal that is in the system, okay.

Now, this happens all the way down to the
MAJCOM level, so the agency directors can then do this
same process to their agency MAJCOMs. But then the
DoDAAC levels will be manually input. So, if they want
to put it in for the office level, the system will
provide a suggestion. If they want to change it, they
have to go in and then manually update it, okay?

But like I said before, those targets, those
things that we talked about, the things that we relate
to will all be driven based on the goals that are
inlaid in the system, right. Okay.

Okay. So, the next thing we're going to talk
about is MaxPrac and I love this application. I think
it's really targeted improvement, right. It's focused

areas. It's like here's all the great things that
you're doing and why, right, but no kidding, here's a
place where you can actually make a difference, right?
Here's a place where you can take action and I can move
myself to the left, right.

Okay. So, we're going to move forward and I'm
just going to show a little bit about this and go into
accessible markets, right. The basic factor behind
this is understanding that here's where I spend money
and as a part of that, you're only going to see markets
we are considering accessible, right. Accessible
markets are things where the Department of Defense, as
a whole, is doing more than 1 percent small business.
If you're doing less than -- if the Department of
Defense, as a whole, is doing less than 1 percent small
business default, it's not going to show.

Now, I can change that, right. I can go into
the advance filters and I can make any adjustments I
want to. So, say I don't think that's a realistic
number and I want to increase it to 10 percent or I
want to make it less than that, I can. So, I can make
any adjustments to those factors that I want to, but
it's just a way so we can kind of narrow that scope a
little bit.

The other thing that this houses on is just

the performance multiplier, right. Where are people --
they call them hotspots, right. Where are other people
doing better than us, right? So, where is -- the
Department of Defense as a whole aggregate doing better
than me in a specific market so that I can target that,
right. I can maybe go ask them a question. I could
collaborate with them. Maybe I can find out what
businesses are they going after that I obviously
haven't found, you know what I mean? I can start to do
that. And I can do that from a federal perspective,
right. So, I can see all agencies federal-wide here,
okay.

For this instance, we're going to cancel out
of this and I'm just going to show you, we're going to
just do Department of Defense, the Army let's say, to
the Department as a whole, right. And here's the NAICS
codes. If I click on one of those NAICS codes and drop
down into one of them, I actually get a detailed view.
So, see I want to go after this market. This is one
I've decided based on, you know, it's a place I spend
money and somebody's doing better than me.

One of the cool things that actually isn't
showing here because we have it hidden because it's
behind the fire -- it's not behind the firewall, is we
have a forecasting system for the Department of Defense

For The Record, Inc.
(301) 870-8025 - www.ftrinc.net - (800) 921-5555
called SAFIRE. And, so, the agencies go in and put in all their forecasts for the next three fiscal years. It actually pulls in data from that, so I can see in this market, no kidding, here's a place where you can improve. Oh, and by the way, here is 15 requirements that you guys have forecasted, right, in that NAICS code.

So, if I'm a small business director or something else, I can go in and I can actually take action on those things, right, and I can see all the details related to it. It also pulls contracts, so things that we think are near completion. It also opens up things that we have been awarded. So, you can actually see things that have been awarded, just so you know.

And the other thing it shows you is vendors for each of the organizations that you're comparing to so you can see where are some other vendors that you're using, other than small and small, so that I can actually go in and look at that. And if I click on any of those, it actually opens up the vendor details from SAM and actually shows me the details about that vendor, okay. So, it's very important from a business perspective. We are using data from SAM. That's what we're using right now, right, to populate this in FPDS.

So, if the information in SAM isn't accurate, there's nothing I can do. But it hopefully is all accurate and wonderful in there, right. So, that's what we're using to populate this.

The other thing that you would see here is historical performance and spending, specifically in your organization for that market, right. And that kind of lends itself to how do I analyze what's happening in a specific market, right, moving forward.

And I -- because of time, I don't want to push too far in this, but one of the things I want to go back to is to make this a little bit easier and target improve it more, we've added these quick filters at the top, right. And what this does is actually allows you to be able to look at it. So, default, it shows me the places I'm spending the most money in and, so, maybe I want to change that a little bit, right.

So, say, for instance, I want to go look at PSCs instead of NAICS codes, right. I care about Portfolio group and I can drive into this a little bit more, right. It will allow me to filter down to the PSC markets versus the NAICS with the same type of ideas behind it.

But I can also apply some filters. So, say I want to go look at service-disabled, veteran-owned small businesses here. I can see markets there that may be improvement opportunities for me in that area. I can also then filter it down to a specific portfolio, so I can go in and say, hmm, let's look at facilities-related services and then maybe, you know, associated with that, I care about a specific area.

So, I just want to look at it, but, you know, I can look at this facilities-related service and go into a specific area here, right. And what's cool about this is I can compare it. So, if I go back up to my filters here and I change that back to small business, I can make a comparison between the two and I can say, well, hey, here's some markets in that same area that are targeted for small business versus service-disabled, veteran-owned small businesses and I can say, hmm, this is where I need to go because this is a place where I can really make a difference for that socioeconomic category.

Okay. So, that's MaxPrac at the top level. Some of the -- this is where we're actually going to add in the search capability that you were talking about. So, this is something that's coming on. There will be a search button here where I can type in a specific NAICS or text for a drop-down to NAICS to see a specific NAICS code that I may care about here, as well. And that's being added this year.

The other thing that we're trying to do is add in like organizations. So, who's buying very similar stuff to me and how do I know that, right. So, that's something that's being worked for this year, as well.

Okay. So, in the last few minutes that we have, and then I'll take some questions overall, I want to go back and talk about the market research application, okay. And I'm not going to hit on all the details here because it's a lot, okay. But I am going to hit the major functionalities of the system and show you how this is really going to make a difference for acquisition as a whole in the Department, okay.

What this does is basically allows you to -- you can either interject in between separate pieces of this process, but from the project as a whole, I can create a market research report at any level, right. So, I start and I say, hey, I have a project, I have a contract, an acquisition that's coming up, I need to do market research. So, I go in and I start to put in my information. And this guides you through all the details associated with that requirement, right. And I'm not going to walk you through every single piece of this process, but for this instance, we're just going to go to the summary.
But it allows you to be able to put in multiple requirements, all the details, product numbers, service, you know, information, teams associated with it, so I can identify who it is that’s been a part of this. One of the things we see in the future as a really neat thing that we could do is possibly when we have external users, maybe we can have SBA come in and be a member of this team, right.

So, now, they can participate as a part of our market research report and part of this collaboration team. Because one of the big things here is that by creating a team, I could assign my approval strategy up-front, my workflows for that, and I can also define collaboration environment, right. So, now, I can start talking to each other and we can engage and I know what’s coming up, right. So, all that stuff is associated with it. Once I get all this information put in, it’s going to guide me through the process. If we scroll up to the top and just click through the research portion, and this is where you kind of get in that guided research, right. It goes through strategic and tactical market research and focuses in on like historical analysis. Then I want to move into -- and this is automatically pulled by the way based on follow-on action. So, if you’ve put in contract numbers that may be associated with it, it’s going to pull that detail directly from FPDS for you.

I go to my market analysis and this is more strategic-focused, right. So, this is looking at, hey, what’s going on in my environment? What’s happening from a perspective -- you know, IT perspective? Are there terms and conditions that I need to understand? From a commercial perspective, what’s happening here? How do I know this, right? Allow the ability to be able to engage in the future would be RFIs that are driven towards specific pieces in this and, so, working directly with FedBizOpps to push questions related to specific pieces of these factors, right.

But all this stuff allows people to do it in more of like a SWAT analysis, right. So, I want to understand what’s a strength, what’s a weakness, what are my opportunities, threats. And all that stuff gets defined here and I can identify that and populate it. Finally, it goes through my primary considerations. This will be like competition, commerciality, mandatory sources. Am I looking at all my mandatory sources? Have I engaged with all of them? Here’s the resources associated with that, right. How do I actually access that stuff in guiding people through that process, telling them where to go?

And then, ultimately, all this stuff populates out. But once I fill all that stuff in and I’ve got my basic information, this is the really cool part, I can go to a vendor analysis, right. And, so, this is basically a vendor search based on all of the stuff that I’ve put in and it populates -- here’s my vendors. And these are pulled randomly, right. So, it’s just a random sorting of vendors out of this list. And it allows them to be able to populate here. I can get their information, contact information, details. And the next add-on to this -- right now, we were going to be able to do mass emails to people, but the big piece here that’s adding on this year is the engagement portal, right.

I want to be able to select vendors and engage with them. I want to talk to them. I want to have industry days and push that out through FedBizOpps and get information back. I want to have discussion blogs and forums and things around my project, right. How do I bring this to the next level so I can make engagement more accessible to people, right? How do I make it easy? How do I share information across the enterprise?

And that’s one of the biggest points of this whole application is knowledge sharing, right. If I’m in the Army, I want to understand what’s happening in the Air Force. I want to know if they’re doing something that’s similar to me. I want to understand that so that I can share that knowledge. And, so, now, as a business, guess what. If you go to the Army and you talk to them and you give them a business card and a capability statement and they’ve loaded it associated with your profile here, now we can share that across the enterprise.

And, so, that’s going to be a huge benefit that we haven’t ever been able to do before. And, so, that’s one of the biggest things here.

I’ll be able to also not only add vendors -- these are pulled directly from SAM. But I will be able to add vendors that I met, say, at a trade show that aren’t necessarily in SAM right now. I can add that stuff. And, so, I would have all that related information.

So, once I’ve made my selection, I’m going to have my selected sources and I would move on. But the big issues here is that I finally finalized my report, I’ve done all my analysis, I’ve gotten my factors and everything down, I’ve talked to everybody, I’ve done my engagement, and now I’m going to have a report. And
I’m just going to show what a generated report looks like. But this allows me to walk through conclusions, objective, my techniques, document everything that I needed to document, and then I ultimately have a finalized report.

Did you generate? Yeah, okay.

So, I would have a finalized report that prints out of the system, okay. And what will happen eventually is this is going to be automatically routed through a workflow for approval and everything. But right now it prints out and you have all your stuff. You can make edits to it. You can do whatever you want to it. And then, ultimately, what we want is for that to be loaded back into the system.

And, so, now, I have a repository that’s enterprise-wide that shares market research reports, right. And, so, I can see this and I can pull it and I can search it as a library and I understand what’s happening and I can utilize this for my forecasts and I can utilize it for other things.

And, so, that’s kind of an overview of all three applications here underneath this. Some of the major features like I said that are being added are the market research, engagement portals, some of the other just enhancements that I’ve talked through through this piece. But if you guys have any questions on these three applications, I’d be happy to take them now.

Go ahead.

MS. CARSON: Let me just start real quick. This is Barb Carson. We have just under ten minutes for questions and I want to make sure we make time for people on the line. So, I’ll give people in the room the first five minutes, and then we’re going to transition.

We’ve got Mr. Mike Phipps, the past chair of the Advisory Committee on Veteran Business Affairs.

MR. PHIPPS: Excellent, excellent tool. Is this tool available publicly right now?

MS. SHAW: No, it’s only available to government users. And, so, right now, what we’ve done is we have about 80 users in a test environment that are testing the application, as well as working through the process of security and standing it up behind the firewall and the environment, the DoD environment. It will be CAC-enabled, so this is only intended to be a government-use system for now. But it will feed information, right, to a public system later.

MR. PHIPPS: Have you guys thought about making some portion of this available to small businesses so they can...
entrepreneurs.

Is this pulling from USASpending.gov?

MS. SHAW: No, it pulls from FPDS. It does not pull from USASpending. And I -- some of the things that we will look at in the future is the subcontracting data, right, and incorporation of subcontracting data, which some people in the Government right now do use USASpending for, but we try to focus on ESRS and what our improvements are there, and as we move forward with improvements in the reporting systems, then we'll try to focus there. But FPDS is our system of record and so, we use that.

MS. SENFT: Thanks.

MS. CARSON: We are going to turn it over to questions on the phone. Is there a question for Danielle?

And, again, if you're on the phone and you wanted to see the screen shots of the presentation that we gave today, plus the transcript, you can probably get most of it and write to veterans business@sba.gov.

So, one more call for questions.

(No response.)

MS. CARSON: Thank you, Danielle.

MS. SHAW: No problem. Thank you guys so much for letting me come and present.

MS. CARSON: We look forward to following up.

There are -- there's at least one member who needs to leave a little early today, and that’s Bill Metheny at Department of Labor. Would you like to say anything about Department of Labor reports now?

MR. METHENY: Sure, thank you. So, this is Bill Metheny. A couple highlights just since we last met. Many of you have already seen the employment numbers that came out for the month of November, specifically for veterans. Veteran employment is -- unemployment is 4.8 percent for the month of November, slightly higher than for nonveterans, which is the first -- which is only the second month out of the last two years that that’s been the case. So, the general trend is that veterans are doing better in the employment space than their nonveteran counterparts.

So, that’s great news.

Veterans ages 18 to 24 is a special group that we’ve been watching. Their unemployment rate for November was 11.7 percent, which is better than last month, which was 13.5. So, a good trend in that direction.

I highlight those in the broader context of this is -- you know, many of us have recognized this year is the five-year anniversary for the VOW Act.

And, so, the VOW Act was sort of a watershed event for much of our work in the space of preparing veterans for the transition and life after their military service.

So, we have been recognizing that in a variety of ways.

In this context, it’s very important to recognize what happens during those TAP classes. And, so, in our work here with this committee, we’ve talked about a number of aspects and we continue to want to improve the TAP sessions and how we interface and integrate all the different pieces of it.

As I briefed in previous meetings with this committee, the Department of Labor has published the employment workshop participant guide, not only online, but as an ebook that’s available through Amazon’s website for free. So, now, that ebook can be downloaded and taken with a service member wherever he or she is, on a sub, under the surface, wherever. It no longer needs to be connected to the internet to be able to have that resource and, again, it’s free. So, that’s out there and we’re getting good activity there.

And then one other piece that I would highlight from the -- through the Department of Labor, but actually broader than that. A big effort that
Interagency Task Force on Veterans Small Business Development 12/7/2016

1. created to do this and more. And, now, whichever one 2. you click on will take you to the same set of 3. information so that there’s no more guessing and 4. confusion. And, so, that’s a recent change that we’ve 5. worked on collaboratively with the U.S. Digital 6. Service, the White House, the Veterans Administration 7. and Department of Labor.

So, that’s just some of what’s been happening just in the last couple months since we’ve met. So, thank you very much for letting me share that early.

Thanks, Barb.

MS. CARSON: Thank you, Bill. Are there any questions for Department of Labor?

No response.

MS. CARSON: I also want to thank you for taking a jump on the 2017 things that we promised to do by hosting a call with us, SBA, and the Bureau of Labor Statistics.

Right now, there’s also a member of our team who is new to the team, John Lira, who is doing a data inventory of all the things that we could learn about veteran entrepreneurship that would help inform the gaps that remain, who we’re serving and what would best serve them. So, that was really meaningful and we look forward to reporting to this body in the coming months on what we learn.

We’re going to move now into the SBA updates and -- because Ken Dodds from Government Contracting Business Development is already here with us, I’m going to just jump forward on our slides for the OVBD updates and go straight to you, Ken, if you’re up for that.

Just one moment.

Okay, we’re ready to go. Thanks.

MR. DODDS: Okay, good afternoon, everyone.

I’m Ken Dodds, Director of Policy here at SBA, procurement policy. And, so, I’m going to kind of go over some slides you may have seen before, but just kind of a summary of what you guys have been working on for the last few years and some of the updates I’ve been giving.

First of all, this is the most available data that we have for -- it’s FY-2015. We don’t use get the final numbers for FY-16 until like February. So, there’s always kind of a lag as agencies correct their data and make sure that -- and go over their data. They have to certify their data to us that we use when we do our scorecard.

So, as you can see, though, for ’15, we had the third consecutive year of small business meeting the goal, the overall 23 percent goal, and it was at 25.7 percent. Highest ever SDB percentage at 10 percent, over 10 percent. We met the goal in FY-15 for the first time for the woman-owned program at over 5 percent, and then the highest ever participation for SDVO in terms of percentages at 3.9 percent.

And, of course, we did not meet the HUBZone goal, unfortunately, and that’s one area we’ve tried to address performance through rules.

All right, let’s go to the next slide.

So, one of the major changes we made this summer revolved around the limitations on subcontracting that apply to set-aside contracts. It allows -- basically, this is from the NDAA of 2013. It allows prime contractors to rely on subcontractors to help meet their performance requirements on set-aside contracts. It also changes the way we calculate it from cost incurred for personnel to an amount paid.

And, so, we issued a final rule effective in June. There is a FAR case open to hopefully do an interim final rule to get these actually into the FAR and then that’s how it will start getting into solicitations and then get into contracts. So, we have completed what we had to do at SBA, but there’s still some work to be done in terms of getting this into the FAR.

So, the next one.

So, Mentor-Protégé was also something that we finalized this summer. SBA created the Mentor-Protégé Program for the 8(a) Program back in the ’90s, late -- 1998. 2010, Congress gave us authority to create one for HUBZone, women-owned and SDVO. Before we could actually implement that in the NDAA of 2013, they basically gave us authority to create one for all small businesses.

We issued a final rule in July. It was effective in August, and starting October 1, we began to accept applications to the All Small Mentor-Protégé Program.

This basically, once you’re approved, will allow you, as a protégé, to not only receive benefits from your mentor in terms of what you -- things that you lack, but also authorizes you to joint venture as a small business for any contract that the protégé qualifies for. So, if you happen to be a service-disabled, veteran-owned small business and you get approval, you and your mentor will be able to joint venture for small business set-asides and service-disabled, veteran-owned set-asides as a small business.

And then we also will review the mentor-protégé programs of other agencies. Again, based on...
the statute, within one year of August 24, 2016, the agencies have to submit information to us in terms of whether they want their mentor-protégé programs to continue. So, this does not apply to DoD, but any other agency that had one when this law was passed, it continues, and then they’re going to come to us with information that’s in our rules and then, at some point after August 24, 2017, we will make a decision about whether the program -- the other program of mentor-protégé programs will continue.

Let’s go to the next slide.

The NDAA of 2014, there was a legislation that basically applies to large businesses and tries to create a way for their goals and their performance to be measured not just at the first tier, but at lower tiers in terms of small business subcontracting. Right now, large businesses report on their subcontracting plans only at the first tier. And, so, this legislation and these rules will somehow create a system where if you have a -- you’re a large business with a subcontracting plan, you’ll have goals at the first tier and lower tier and you’ll have -- there will be reporting on your performance at lower tiers, as well.

We issued a proposed rule in 2015. The comment period is closed. And we’re working on a final rule. The final rule is at OMB. And, so, that may be published maybe in January. But that is an SBA final rule. So, the next step will be that it still has to get into the FAR and there will probably be some system changes in terms of ESRS before it can be fully implemented.

Next slide.

{\textit{MR. LENEY:} Ken, Tom Leney from the VA. I just want to clarify, on the rule of two with women-owned small business, that’s a shall? Two or more, they shall set it aside?}

{\textit{MR. DODDS:} No, it’s discretionary.}

{\textit{MR. LENEY:} May set it aside.}

{\textit{MR. DODDS:} It’s like all the other ones.}

{\textit{MR. LENEY:} Got it.}

{\textit{MR. DODDS:} The rule of two is kind of -- it’s shall for small business, but the first thing we want you to consider is HUBZone, SDVO, women-owned, and 8(a). We want you to consider it. You can make your decision on whether you’re going to go that way. If two or more small businesses can do it, it’s going to be a set-aside one way or the other. Small business set-aside, 8(a), HUBZone, that’s kind of how we interpret that.}

{\textit{(Off mic) MR. DODDS:} It is. I mean, if you look at the FAR both below 150 and above 150, it says shall. So, if two or more can do it at a fair and reasonable price, it’s going to go small business in our view. By looking at the other groups up-front, you take into consideration your goals, your market research, you know, those kind of things.}

Go to the next slide.

And then the third thing in the NDAA of 2015 was that we have to create a women-owned small business certification program. We have -- we issued an advanced notice of proposed rule-making, got comments that closed in February. We’re working on a proposed rule to implement this. Until we have a final rule in place, the existing procedures remain, which basically allow you to load documents to a repository and basically self -- you’re kind of self-certifying, but also with documentation to back it up is how the system was set up. And, so, that will continue until we come out with a final rule around certification.

Go to the next slide.

There have been some FAR proposed rules.
interagency task force on veterans small business development 12/7/2016

1. implement -- trying to implement some of the things from the Jobs Act of 2010 that we've done in rules, having to do with paying subcontractors late and evaluating their performance and taking that into account. When you evaluate how a large business did on a contract, these rules will require you to consider not just how they did on their subcontracting plan, but how they're doing in terms of paying their subcontractors. Go to the next slide.

2. Then they also did a final rule around utilization of small businesses, again, from the Jobs Act of 2010 and our final rule. If you use a small business to help prepare a proposal, but don't use them in performance, they want the contracting officer to take that into account in terms of evaluating your performance as a prime contractor. Go to the next slide.

3. We did -- recently, we did a HUBZone direct final rule based on changes of the NDAA of 2016, basically expanding the areas that can qualify around base closures, around disaster areas and allowing native Hawaiian organizations to own HUBZone small businesses. And this rule was effective October of 2016.

4. All right, let's go to the next slide. These are some of the older rules that we've talked about. Multiple award contracting, we did a final rule in 2013. The FAR just issued a proposed rule, I think, this week to implement our rule. We completed a five-year comprehensive review of all the size standards and we're drafting a new white paper and we will start that five-year review process over again next year, 2017.

5. Then in 2017, the scorecard changes and that's the way we evaluate or give agencies a grade on how they're doing with their small business and prime contracting and subcontracting goals. For this fiscal year, the grade for an agency will be 80 percent prime, 10 percent subcontracting, and 10 percent a peer review process of OSDBUs and how their organization is functioning.

6. Starting in 2017, it will be 50 percent for prime, so prime is going down in importance in terms of the overall grade. Subcontracting is going from 10 percent to 20 percent. We do have a more expanded OSDBU kind of peer review in terms of how they're operating under their statutory mandate.

7. And then there's this new idea that we have to evaluate the number of contracts awarded by an agency in one fiscal year to a prior year based on the way the statute was written.

8. Go to the next slide. All right. I have provided my contact information. I will mention briefly I guess the 2017 NDAA is -- the conference report is out and it's pretty clear what's going to be in there. It seems like there will be an appeal from VA to OHA of decisions. It looks like the comprehensive subcontracting plan will be extended ten years until 2027. There will be a way -- a pilot program to allow subcontractors to get past performance evaluations that they can use in prime performance.

9. It also looks like, for DoD, all of the overseas spending -- or most of the overseas contracts that they do will be excluded from their goals based on the NDAA of 2017, which looks to be -- even though it hasn't totally passed, my understanding is it's pretty much done the way it is right now.

10. Are there any questions? I know I went over that pretty quickly.

11. MR. KLINGELHOFER: Ken, this is Victor Klingelhofer from Vietnam Veterans of America. A couple of questions on the Mentor-Protégé Program. First off, how is it going?
don’t have to go back for additional information or something to try to clarify, it’s taking us anywhere between 2.8 to 3 days to do.

MR. DODDS: Yeah, I think they’re doing it a lot quicker. They streamlined the process, so it’s a lot quicker than the -- what you’re used to from the 8(a) program in terms of the waiting.

Do you have any idea how many -- if any of them are service-disabled, veteran-owned protégés have been approved?

MR. BROWN: Oh, that’s a good number. We looked at that. I think at the last count -- and don’t quote me on this, but you can get back with me and I will share that number with you, but I think it was more or less out of the 40, I think it was roughly about 8 to 10. But if I can, if you have any questions, I would like for you all to email us at allsmallmpp@sba.gov. That’s A-L-L small -- S-M-A-L-L-

MS. CARSON: A piece of trivia for you. The first All Small Mentor-Protégé that was approved was by a service-disabled, veteran-owned small business. So, we’re very happy about that.

MR. BROWN: Yes, ma’am.

MS. CARSON: Thank you, Derrick, for all that you and Holly Schick have done to get this program off and running. Remember, it’s only been since October 1st of 2016. So, we’re looking forward to great things from this. Thanks.

Are there any questions on the line for either Ken Dodds or Derrick Brown?

MR. DODDS: And one thing I’ll mention is that, you know, there’s a lot of nuances and there’s a lot of frequently asked questions on their website about All Small Mentor-Protégé. But I think the general rule is that you’re only going to get two in your existence, so you have to be very careful. This is not something you just meet someone one day and decide to do it. You should have a relationship. There needs to be due diligence and vetting before you enter into this because it’s like getting into a marriage.

MS. CARSON: Thank you, Ken. And I will also say that you and I and the group here may have more to say on the NDAA that’s being finalized now. There are some interesting things that could definitely affect service-disabled, veteran small business. Tom Leney and I will definitely be having conversations on some of the provisions there. So, I encourage those who are attending and interested that you should take a look at that before March, as we certainly will be.

Thanks, Ken.

I’m going to pop to the back -- to the front of our updates from SBA and share a few things that have been going on in the Office of Veterans Business Development.

Our team continues to grow and do great work.

I do want to give a special commendation to Amy Garcia who has been making the work of this group come to life really. We haven’t had so much activity between meetings until this year when Amy started to drive all of this work. So, a lot of discussions, we used to call them subcommittee meetings, we don’t do that anymore. We’re all in it together.

I also thank the members for your engagement on the phone, in person, in writing. You really have taken meaningful action this year on making a positive difference for veteran small businesses. And I hope that what I say today reflects some of that. We’re starting to see the outcomes in that your reports also will do the same.

The last meeting we did talked about the Veteran Business Outreach Center’s expansion and that was a huge success. Great leadership by Ray Milano, the Director of the Veteran Business Outreach Center Program. He’s now tying it to what more can we do if we synchronized our activities with other grantees that we have and the agencies that we work with. So, we’re seeing a lot more of that.

And one particular example that I will share with you and then share dates later with you as they -- the events come to life, is the Veteran Institute for Procurement that you’ve heard brief here before, working with them, the National Veteran Small Business Coalition, which we have a strategic alliance memorandum with, and our Veteran Business Outreach Centers to do more matchmaking, more education specifically for companies engaged in federal procurement.

The role of the Veteran Institute for Procurement is graduates at that program -- we now have 800 service-disabled, vet small businesses and veteran-owned small businesses that have graduated, they’re offering to mentor and they have come from almost every state in the United States. So, if we put them in with our events, they can give some best practices on what their personal experiences were as business owners. It really has made some meaningful events. We look forward to seeing outcomes from that.

So, we are test driving five of those in the
we’ll be refining those program requirements, as well, in the coming year and look forward to feedback.

The Service-Disabled Veteran Entrepreneurship Training Program, we gave four grants since we last met here, and I’m thrilled because it expands what we can provide as far as entrepreneurial development training specifically for service-disabled vets to a wider swath of the country. All of these are open to any service-disabled vet no matter where they’re from. So, just because it happens to be in Pennsylvania or D.C., that doesn’t mean that it’s a regional eligibility. These are national programs.

So, I congratulate and welcome St. Joseph’s University, Dog Tag, Incorporated, Syracuse University’s Entrepreneurship Bootcamp for Veterans Program, and Oklahoma State University has a program at their Riata Center.

So, look forward to sharing also with you -- they are hyperlinked if you have a presentation from us so that you can go to the programs and see when they’re being offered and where. Please take a look.

For women veteran entrepreneurs, we are currently recompeting the grant for that. Application period is open through December 12th. We will make between one and six awards for that.

A final program that we have under the current cooperative agreement for women veterans is V-WISE, which is happening in Phoenix at the end of January.

Also for women veterans and for military spouses, SBA has partnered with Department of Defense, the Military Spouse Employment Partnership and SECO, also. Forgive me, I can’t get the acronym, Jim. But we will be providing quarterly webinars which we had -- we’ve been doing them once a month this past year. This time, we’re going to do it once a quarter, special topics, and then pair it with mentoring from SBA’s resource partners. So, entrepreneurs can get one-on-one assistance after they participate. It’s been a huge success with DoD, really they’ve had great engagement, and I look forward to launching that in January.

For contracting, we already heard about the All Small Mentor-Protégé. Thank you, Derrick, for sharing that update. We look forward to keeping in touch and hearing what’s new. That’s a great opportunity for SDVOSB.

For capital -- Access to Capital, we will have a briefer, hopefully, in just a couple minutes. If not, I’ll do his brief. So, I will save my comments.
for that.

National Veterans Small Business Week happened the first week of November as it has -- this was our third, I believe. We will do it again next year. This year’s theme was success across generations and it took a look at what was working for veterans from Vietnam -- we even had Korean vets. I spent time with one at his business on Small Business Saturday.

Between the Gulf Wars, each Gulf War, we are seeing a whole bunch of different needs and interests.

The diversity of veteran small business is amazing.

So, we focused this year not just on generations, but also access to capital. Field offices were encouraged to work on lending. I look forward to reporting to you what the outcome is. You know, did it make a difference? We hope to know that soon.

We also realized that the millennial generation of veterans are reached a different way and I think membership-based organizations like VVA, American Legion, you understand that we have to be agile in how we reach them. So, we did have a large social media pitch. We also tried beyond face-to-face events. We did Facebook Live. We did webinars. It was a really fun thing for me, who does not use social media very much. So, I will tell you some of these outputs and I’m hoping to see outcomes, meaning that we connect people with resources.

But we reached over 23 million people via impressions, anyway, on Twitter, using the hashtag myvetbiz, which we’re going to carry on throughout the year to keep the conversation going about what’s happening in veteran small business.

GovDelivery, we had 100,000 folks that opened this communication from us to just learn more about it, and I’m really grateful to folks around the table here.

The other federal agencies and the outreach that you did to draw attention to what you are doing for veteran-owned small businesses was outstanding. Great reach through you.

And Facebook Live, I’m glad I couldn’t see myself on it, but it was really fun and it was -- we reached -- over 22,000 people participated in those events and it was 5,000 veterans who were actual in-person events. So, in a one-week stretch, that’s a huge impact. And I’m really hopeful that they got to know SBA and our interagency partners and what we’re doing and that we’ll see continued engagement on our sites and in our programs. That’s really what it’s about is keeping up the engagement through the whole year.
going to launch forward into lending and then I’ll pause for questions.

Just one moment. My colleague from Office of Capital Excess is going to introduce himself and take over this brief.

MR. CARPENTER: All right, good afternoon. My name is Bob Carpenter. I’m filling in for John Miller, who was called away. So, last minute he threw the slides at me and said get down there and do what you can. So, I’m doing what I can. I apologize for the small type. I couldn’t even read this, so I had to have blown-up slides to look at it. But if you look at the numbers, it just gives you a breakout of the Fiscal Year ‘16, loan approvals by size to veterans. And the important thing to understand here is the declaration of status as a veteran is voluntary and we do not have everybody who is a veteran declaring that they’re a veteran on their loan applications for whatever reason. But the ones who do declare it, we track those. So, the numbers may seem small, but it’s only because it’s a voluntary submission.

And we found that when we instituted some of the enhancements -- the program enhancements, such as the Veterans Entrepreneurship Act of 2015, improvements to the fees, policy improvements to the fees for veterans and loans to veterans, we found that we were getting significantly higher numbers being submitted to us for those veteran status loans that were affected by the fee waiver.

So, we think the overall numbers of loans didn’t change, but the overall numbers of loans affected by the fee waivers changed. So, we’re thinking it could be some kind of correlation there.

But anyway, if you look at the numbers for 2016, you notice that there were about $1.3 billion in lending to veteran loan recipients out of the $28 billion -- $28.8 billion.

So, next slide.

And comparing that to the last five years, there was kind of a stagnant downhill trend until we instituted these fee improvements and then we see an up-tick in veteran loans from 2014 on. In 2014, we’ve seen -- since 2014, we’ve seen about a 49 percent improvement in loan numbers to veterans and a 75 percent improvement in loan dollars to veterans because of these fees, what we consider part of the fees. Even though, if you look at the overall numbers, you’re seeing 4.1 percent in 2014 versus 5.0 percent in 2016.

If you look at the overall totals compared to what they were, it was a significant increase in those numbers. Next slide.

And we broke it out by pockets of loans and the loan size was. And we found that, of course, because most of the fee waivers -- note waivers, fee abatements, were provided to the smaller loans, we had a significant increase in the loans under $150,000. So -- and we also had a slight tick up for those loans between a million and two million and the loans from two and a half million to three million. I don’t know why that occurred. It’s just an anomaly. But we expected the higher increase for the smaller loans, which we received.

All right, next slide.

The microloans, you can also see compared to the other minority and women groups, the veterans groups significantly increased as well in 2016 to just over $2 and a half million in lending under our Microloan Program.

I do want to say that the big benefits to the fee waivers have been the dollars saved by the veteran small businesses. We used to have programs in capital access and the benefits to the veterans years ago when I was a loan officer was if we received two applications and one was to a veteran, the veteran got processed first, and that was the benefit. Really no benefit other than you get it approved faster.

We’ve changed that. Then it went to reducing or increasing the guarantee percentages and we found that increasing the guarantee percentages is only a benefit to the lender. It doesn’t necessarily benefit the borrower. So, we wanted to do something that would benefit the borrower in this up-front guarantee fee waiver through the Veterans Entrepreneurship Act, which does the waiver for small business express loans only.

And we also went above and beyond and also instituted fee relief for 7(a) loans, all 7(a) loans under $150,000. And for 7(a) loans over $150,000 to $500,000, we’ve reduced the fee by 50 percent to loans to veteran-owned businesses.

So, what has the result of that been in the last two years? About a $31 million savings to the pockets of the small business -- veteran-owned small business. So, we’ve reduced those fees by $31 million and that money is back out there in those small businesses contributing to the economy.

So, I’ve brought a copy of the Veterans Entrepreneurship Act and I’ve brought a copy of our Policy Act 5000-1389 for you to have. It’s over on the table. And, no, it didn’t get into your packages, but...
I think it’s very important to understand what the fee waivers are and how they are affected and what loan programs they are affected to.

MS. CARSON: Thank you, Bob.

MR. CARPENTER: Any questions?

MS. CARSON: Anybody have questions on lending at this point?

(No response.)

MS. CARSON: Okay. Thank you so much.

You have a choice, members. Would you care to take a short break or press on through our recommendations and updates discussion?

A short break.

Okay. I’m going to tell you what we’re going to do when we come back. Is a break okay? I didn’t see -- okay. We’re just taking five minutes so that we can get ready for the right frame of mind. We're going to go into the recommendations and member updates.

For the recommendations, as I said, we have spent the time reworking the -- what we have done, what we can get done, and finalize the wording between the members over the -- since the September 2016 meeting, and we look forward to finalizing those next.

So, it is 20 of. We’ll meet again at quarter of. Thank you.

(Brief recess was taken.)

MS. CARSON: All right, thanks for joining us.

We’re starting again.

So, as I mentioned in September of ’16, at our last meeting, we did take another look at task force recommendations and, again, many thanks to Amy Garcia for organizing this work.

So, we are not going to go through each one unless there are member questions or comments on any that were to be decided. There were some absences or missing words and we just wanted to clarify those. So, any members in the room have a comment?

MR. LENEY: Just an update on recommendation number 17, I think it is.

MS. CARSON: Let me see. We made this -- it is now under Item 4, which is Research Policy 4.4.

Tom Leney at Veteran Affairs. Go ahead.

MR. LENEY: Okay. And then recommendation 18, I think it is, according to this version or whatever, was to establish -- establishment of a small business procurement initiative for firms whose total workforce is comprised of at least 35 percent or more of veterans. We have actually gone a bit of a different direction. We have piloted with our T4 Next Generation Program a slightly different version of this, and that will be in the report. We’ll be able to show everybody what -- how we’re doing on the T4.

But where we’re headed with this is to look to include -- package an approach of considering veteran employment based on the number -- the percentage of full-time veteran employees with benefits that are in a firm. That becomes an evaluation criteria based on, you know, representations and certifications at the time of the proposal.

The second piece of that is that for task order IDIQs, that the same representations and certifications based on full-time veteran employment would happen at each task order. So, it’s not intended to be the sole evaluation criteria, but it would be one of the evaluation criteria.

There is discussions about how -- what -- if and how and whether there would be some standardized hierarchy of evaluations. That’s not clear. I will tell you this is a policy action. We’ve confirmed that the Secretary of the VA has the authority to set this policy. No one is touching this policy until we have a new Secretary of the VA. So, we’re doing -- we’re packaging it and when we have a new Secretary, that will be one of the things they’ll be presented.

MS. CARSON: Thanks, Tom. And for clarity, may I ask, would you be able to provide your analysis of it before it goes to the Secretary where we could just see what you would put forward?

MR. LENEY: Actually, we will share that with the task force.

MS. CARSON: Yes.

MR. LENEY: Because -- we’ll share it with the task force.

MS. CARSON: Thank you.

And using Tom as an example, in the next -- between now and our March 8th meeting, for each one of those recommendations, we’re trying to make them more specific than the last group that we had. And what I mean by that is, what’s the baseline? What are we looking for generally? What goals are we setting? What are the deliverables that would demonstrate progress, the measures of success that would, you know, measure how we’re doing against the goal we set for ourselves, and then the time line so that we can be specific about when we should evaluate that for closure, a pivot, or we just aren’t making progress and really need to double-down?

So, that’s what you should expect from this group in the March meeting. That is what we will be all meeting about via phone or in person, as well as...
making progress on the fiscal 2016 report and closing that out. I thank you for those who have given input already.

At this point, I’m going to turn it over Craig Heilman, Deputy Associate Administrator, to continue with the reports from each agency.

MR. HEILMAN: Barb is going off to lead our transition, as the Administrator mentioned earlier, so we’re grateful that she’s doing that and hopefully veterans will come up at some point in that whole process.

So, moving on to the next item, task force member reports. So, I believe we already heard from DOL.

We don’t have anyone from Treasury, I just want to verify. Do we have anyone from Treasury perhaps on the line at this time?

(No response.)

MR. HEILMAN: Okay. I will then turn it to DoD, please, Dr. Galvin.

DR. GALVIN: Thank you, Craig.

There’s one insert in our packets on the cyber security and that came up at the last meeting. So, I could touch on that. If you look in the white packet -- I’m not sure if the folks online got this emerging. I mean, folks are concerned that there will be vulnerabilities.

Defense Agency has heard about the integrity of the supply chain and information about systems that, you know, like missile systems is very sensitive. And, so, there’s a concern about that information being either hacked into or exposed somehow.

So, with that, we’ve made an effort to reach out to the small business community to just give them a heads-up about cyber security requirements, and this document is just a couple of pages to give a quick overview.

Halfway down on the first page, on the left column, it actually mentions the DFARS number. It’s the one that ends in -7012, and that’s how folks often refer to that requirement. If you look at the upper right of the first page, it basically has a list of things that -- expectations. And, you know, when we think of cyber security, it’s something that affects all of us, you know. You may log in to some account and then it sends a number -- a text to your phone and you have to enter that, as well. That’s essentially two-factor authentication, usually something you know and something you have.

And, so, things like that are these requirements. And, so, they are going to be a burden on small businesses to implement these. But, frankly, it will be a smaller burden than trying to respond or react to being hacked in most instances.

So, the intent is to keep the integrity of our information systems. And also for those who are in the supply chain for DoD, what often will happen is if someone is trying to penetrate, you know, they’ll start with the Pentagon, say, or with some big defense contractor and then they’ll start working their way down through the subcontracting chain, whether it’s by design or not, and eventually they’ll look for the most vulnerable part of the information part of our supply chain. And, so, there’s sensitive information that could provide specifications for weapons systems, things of that nature.

And, so, again, there’s classifications of the information and different requirements to protect it.
So, it’s really the burden of, you know, the expense to implement this and the concern about, you know, a stigma if they were hacked. And, so, those are the two main areas. But they’re not thematic, just more anecdotal at this point.

MR. HEILMAN: Thank you again. Perhaps we could go down the row here and turn it to MOAA.

MS. BAINTON: Not a whole lot to report on, just a couple things that we’ve been working on as an organization, or a couple of events we’ve recently attended. I wanted to start by saying thank you to Jerry for reaching out to us and for Barb. She shared her story with our organization and we posted an article online that was really well received and provided a lot of great resources for anyone considering entrepreneurship. So, thank you to her, even though she’s not here.

And along those lines, if any of you all ever have any big moments or -- not big moments, but program launches or anything significant that you ever want to get the word out about, we’re always looking for content as an organization. So, please feel free to reach out. My email address is my first name, Amanda, B as in bravo, @MOAA.org. And I’d be happy to get you in touch with our communications team. We’d love to share what you guys have to offer and your milestones and accomplishments, failures, too, if you really want. But probably more so along the lines of positive things.

We had an opportunity recently to host a veteran franchise panel -- actually over Veterans Day weekend. And after, we had a small roundtable discussion with a bunch of veteran small business owners and franchise owners and it was just really -- I wanted to mention it because it was validating. Their concerns are all really right in line with our 2017 recommendations, a lot of things with Access to Capital. Someone even mentioned GI Bill transferability, which was surprising to me. So, that made me feel good about everything that we’re doing here.

We’re just focusing on our 2017 plans as an organization. Entrepreneurship issues are definitely on the list. And we’re looking to really increase engagement with the community, but also with all of you, and look for additional opportunities for collaboration and actually educating our staff on the resources available so we can then get the word out. So, I look forward to a fun new year with you all.

MR. HEILMAN: Thank you very much, Amanda.
<table>
<thead>
<tr>
<th>Page</th>
<th>Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>97</td>
<td>Jackiewicz, I’m hoping you’re online. (No response.)</td>
</tr>
<tr>
<td></td>
<td>MR. GAVINO: Okay, she’s not.</td>
</tr>
<tr>
<td></td>
<td>MS. JACKIEWICZ: Hi, I’m here.</td>
</tr>
<tr>
<td></td>
<td>MR. GAVINO: Okay, over to you if there’s any GSA update, please.</td>
</tr>
<tr>
<td></td>
<td>MS. JACKIEWICZ: There are a few things that I’d love to share with you guys. One of the things for veterans specifically is we just hosted a veteran-to-veteran coaching event where we asked GSA schedule service-disabled veterans whose revenue is over a million dollars to come and coach those veteran businesses that are new to contracting. And we had five coaches. We did a roundtable, and it was one of the best events we’ve ever had. They were very excited and it was done for Veterans Day for the month of November. So, it was very positive. And then also one of the things that we have discovered that’s not entrepreneurial-connected, but it is about getting veterans back to work, is that there’s a Veterans Administration program that allows us to bring vets into the organization to train them on some soft skills to get them back to work. And, so, we just hired our first veteran person, Brian Harley, who is working with GSA in our OSDBU office. And he’s been amazing. And many of the veterans who participate in this program are really, really great. So, we did create an SOP on how to bring veterans into your organization and there’s no cost to you budget-wise, so it doesn’t affect your FTE. And you can help veterans get those skills they need in order to be productive and to get jobs and things like that. So, if you’re interested, I would love to share that SOP with you and really just kind of spread the word and get more people to hire vets and give them this training and development opportunity. Other than that, we’ve just been doing all we can. We did turn a report in today for the interagency meeting. So, thank you, Amy, for helping us with that and giving us the guidance to make sure we gave you what you need. And, you know, we just love veterans and we do all we can to make a difference for them. Thank you for giving me a chance to speak.</td>
</tr>
<tr>
<td></td>
<td>MR. HEILMAN: Thank you very much for that. OMB, is there anyone from OMB on the line? I do not believe we have OMB. (No response.)</td>
</tr>
<tr>
<td></td>
<td>MR. HEILMAN: Okay. And then I’ll turn to Mr. Leney. You’ve already shared a lot of great information. Do you have anything in addition to add?</td>
</tr>
<tr>
<td>98</td>
<td>MR. LENEY: Yes. I want to thank SBA for its support of the National Veterans Small Business Engagement. We had over 400 of our staff up there as part of our response to Kingdomware, we’re doubling down on veterans. The -- we’ve also been -- had eight Kingdomware-related webinars. That Supreme Court decision has major impact on the VA. We’re going to be starting those up again next week, weekly webinars that explain and give small businesses the opportunity to ask questions about what’s going on with response to the Kingdomware Supreme Court decision. We are moving toward an interim final rule on expanding the period of eligibility in the verification program from two years to three years. The -- that’s going to be a -- I think we’re going to be able to achieve an interim final rule because it’s not a change that has a material financial effect on veterans or the agency, except for being a positive one on -- for everybody concerned. We have found -- we’ve done a lot of statistical analysis. So, we’re seeking to inch up the level and the length of the verification. We don’t want to jump ahead and then find out we have to fall back. So, if the three-year thing, based on our audit program, determines that there isn’t a material increase in the probability of ineligibility, we’re looking at perhaps in the future to continue to increase that length of time. I just want to second Bill’s report. We’ve been working -- we’ve worked closely with Department of Labor linking veterans.gov and vets.gov. We were trying to cover all of the URLs that people would think to go as part of this no wrong door approach. But just on behalf of our people, thank you to your people for this very good collaboration in that regard. And I would encourage veterans and veteran small business people to go to that -- those sites. We’re really seeing, I think, a dramatic change in the accessibility of the various benefit programs from both our agencies. There’s been a lot of great work on that. So -- but Bill covered that. The -- and I want to say how pleased I am that our $4 million investment in MRCOE is getting close to paying off. So, congratulations to James and your folks. It’s really good to see the progress that’s been made on that. That’s all I have.</td>
</tr>
<tr>
<td></td>
<td>MR. HEILMAN: Thank you. With respect to URLs and the Kingdomware webinars, where would one go to participate?</td>
</tr>
<tr>
<td>99</td>
<td></td>
</tr>
<tr>
<td>100</td>
<td></td>
</tr>
</tbody>
</table>
Public Meeting

Interagency Task Force on Veterans Small Business Development 12/7/2016

MR. LENEY: Oh, if you just go to our website, VA -- just type in VA space OSDBU, it will show the list of the webinars. Again, we’re going to be doing those weekly. They’re one hour long. Designed to put out where we are in the implementation of Kingdomware. And what we’re finding is there’s minor – we put out the major policy, the major muscle movements. But as is always the case, there’s always issues that come up on specific scenarios that we’re now responding to, and my goal is to be putting out that information as it comes to light and as we deal with it.

MR. HEILMAN: Thank you for that.

So, that closes out the member reports. We heard from DOL earlier and are appreciative for everything that Labor is doing. And, obviously, we heard from SBA. I would just say that, you know, it has been a really productive year and we certainly have valued the work and the relationships and look forward to the year to come. And the next part of the agenda is what you know, could be one of the most important parts of what we do as a task force, which is to receive public comment and hear from those in the room and on the phone. So, we’ll open it up here to public comment.

Before that, I just will remind all that the next meeting is Wednesday, March 8th, from 1:00 to 4:00 p.m. So, Wednesday, March 8th. Starting in the room, I’ll go here to my right. Any comments on this side of the room and then over here on the other side. Any public comment? Mike, anything from you today? I see you looking at your notes.

MR. PHIPPS: It’s a question for Tom. We’ve recently seen some information coming out about the NDAA of 2017, which talks about using the SBA’s rule for determining if a service-disabled or a veteran-owned small business, SBA’s criteria as opposed to the VA’s criteria. Have you guys had any discussion about that? Is there any further insight as to what that might look like?

MR. LENEY: Yes, and the really good news is there is negligible difference between the two. So, we are not taking a position that opposes that. You know, it’s in -- still in conference, so I don’t know what the outcome is going to be. But I don’t really see any problem with adopting the SBA and, in fact, we support the notion of one rule.

MR. HEILMAN: And that was Mr. Mike Phipps, and I would just add to that that certainly Ken Dodds, who you all heard from, and all of us are engaged in outreach. I’m that guy. There’s a number of hats that I’m wearing, but veterans outreach is a major component of what I’ll be working on within our team. So, we’re working across agencies to really get the word out about how EXIM Bank financing can assist specifically veteran-owned businesses to pursue business globally.

So, you know, our target is really businesses that have been -- perhaps have been doing business successfully domestically either on the commercial side or via government contracting and now are either considering or want to expand into overseas markets. So, more on that next time, but I did want to say, you know, thank you for having me, particularly to Amy over here, and I look forward to working with all of you and all of you on the phone.

MR. HEILMAN: Thank you, Mr. Jackson. We very much appreciate you being here and coming forward and all the work that you’re doing and certainly the work that is happening at the Department of Commerce. Our administrator always likes to remind us that 95 percent of the business is outside of our borders. And we talk about market opportunities a lot here, but we often talk about it with respect to the federal procurement market. And, so, that’s an area that represents a much broader market opportunity. So, we’re grateful for...
your participation.

With that, I will turn it to the phone, and if you could please state your name and organization if you’re affiliated with one, and we welcome your comments.

MS. SAGESTER: Good afternoon, Craig. This is Cherylynn at the Hampton Roads Veteran Business Outreach Center. How are you?

MR. HEILMAN: Hi, Cherylynn. Welcome.

MS. SAGESTER: Thank you. It’s been very interesting today. I started participating in these and they’ve been really great because they give us some insight as to what’s happening behind the scenes. And it’s very helpful. So, thank you guys a lot for doing this.

I want to ask, my question is, I know Barb had mentioned that if we submitted our attendance to the veterans@sba.gov, we would receive the slides for the DoD presentation. Craig, will we also receive them for the DOL and the other presentations as well?

MR. HEILMAN: Cherylynn, for what there was presentations for, you will. If they were --

MS. SAGESTER: Oh, that’s what I -- okay.

MR. HEILMAN: If they were remarks, there is a transcript of the entire proceedings, which is also available to you and publicly. So, you can get exactly line-for-line what’s been said.

MS. SAGESTER: Okay, yes. I just -- okay, I appreciate that. I just wanted to make sure that we would get the slides, especially with regard to the veteran goals and so on and so forth. But thank you so much.

MR. HEILMAN: Thank you. And Cherylynn is, again, one of our Veteran Business Outreach Center directors. She’s been doing great work in the Hampton Roads area for a long time for us and we appreciate her participation.

Anyone else on the phone?

(No response.)

MR. HEILMAN: Okay, going once, going twice. That concludes our interagency task force meeting. We hope that everyone has a terrific restful holiday season and a happy new year since we won’t see you until March. And thanks again. And this meeting is adjourned.

(Whereupon, at 3:15 p.m., the meeting was adjourned.)
counterparts 54:17
country 9:15,18
56:4 75:8
couple 22:24 34:19
54:8 57:9 67:24
76:24 90:18 94:9
94:10 103:12
course 7:5,10 19:3
59:6 73:12 83:4
courses 74:22
Court 99:6,11
cover 100:7
covered 100:16
Craig 12:10 13:12
14:10 89:4,21
105:6,19
crazy 29:2
create 37:2,10,17
44:17 60:5,8 61:14
61:19 64:13 93:6
93:16 98:3
created 56:24 57:1
60:3
creating 45:12
creation 9:18 15:15
credentialing 56:3
credit 8:7
crime 93:22
criteria 87:7,14,15
102:12,13
critical 19:6
cross-agency 5:13
crossed 73:10
crux 7:18
culminating 18:7
current 26:3 27:15
76:2
currently 75:23
curriculum 74:5
CV 96:7
cyber 89:22 90:2,6
90:17 91:1 93:22
delay 23:5
delighted 5:6
deliverables 88:16
delivery 74:15
demo 21:10 23:12
demob 74:8
demonstrate 88:16
demonstration 16:2
16:5,17 56:10
denominator 34:17
34:20
department 2:7
4:22 11:8,13 12:1
15:22 17:7 18:13
18:18 21:15,22
22:22,25 23:16
24:20 31:5 33:17
39:12,14 40:4,15
40:16,25 44:13
54:5,6 55:14,24
56:24,25 57:7,13
76:6 100:5 103:16
104:19
departments 35:7
depending 33:24
Deputy 12:10,23
89:5
Derrick 2:11 13:6
68:4 69:25 70:6
76:19
deserve 6:4
design 91:19
designated 62:19
Designed 101:4
detail 31:1 46:3
detailed 37:16 40:18
details 28:3 36:1
41:11,21,22 44:10
44:22 45:2 47:11
determines 99:25
determining 102:11
develop 32:16
developed 22:5
development 1:8 3:8
12:12 21:14 37:7
58:4 71:6 75:6
80:13 98:11
DFARS 90:7,21
didn’t 82:7 84:25
85:15
difference 3:18
19:15 31:2 32:18
35:23 39:3 43:17
44:12 71:18 77:16
79:8 98:17 102:17
different 7:12 20:8
20:21 28:22,23
33:1 35:6 55:12
73:4 74:15,19
77:10,18 86:23,25
91:25
difficult 4:10,17
Digital 57:5
dignity 6:4
diligence 70:15
direct 4:22 65:19
directed 63:3
direction 54:23
86:24
directly 46:3,13
48:15
director 12:23 37:20
41:8 58:10 71:25
directors 38:13
106:10
disabled 60:20,23
75:9
disappointed 52:21
disaster 65:22
discovered 97:19
discretionary 63:15
discussion 2:16
47:19 85:12 90:2
95:8 102:13
discussions 71:12
87:16
dive 20:12
diversity 77:11
divisions 25:13
divorced 5:23
document 21:2 49:3
49:4 90:1,18 92:1
documentation 64:21
documents 64:19
DoD 2:19 15:25 17:8
| 35 86:22 | 90-day 23:1,4 |
| 350,000 7:21 | 90s 60:4 |
| 4 | 93 2:20 |
| 4.1 82:24 | 95 2:21 104:20 |
| 4.4 86:16 | 96 2:22 |
| 4.8 54:12 | 98 2:23 |
| 4:00 102:1 | |
| 40 26:6 68:6 69:15 | |
| 400 99:3 | |
| 445 63:7 | |
| 49 82:19 | |
| 5 59:3 | |
| 5,000 78:18 | |
| 5.0 82:24 | |
| 50 66:18 84:14 | |
| 50,000 73:11 | |
| 500,000 7:23,24 | |
| 84:14 | |
| 5000-1389 84:24 | |
| 54 2:18 | |
| 58 2:10 | |
| 6 67 2:11 | |
| 7 71:13 | |
| 7(a) 84:12,12,13 | |
| 70 2:13 | |
| 7012 90:22 | |
| 75 82:20 | |
| 8 86:16 | |
| 8(a) 60:4 63:22 64:1 | |
| 69:7 | |
| 80 2:15 50:16 66:14 | |
| 800 72:17 | |
| 81 27:7 | |
| 86 2:16 | |
| 89 2:19 | |
| 8th 88:11 102:1,2 | |
| 9 90 23:3 | |