

**In the Matter of:**

**Interagency Task Force on Veterans Small Business  
Development**

*March 8, 2017  
Public Meeting*

**Condensed Transcript with Word Index**



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1 C O N T E N T S	1 P R O C E E D I N G S
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3 PAGE	3 (Meeting called to order, 1:00 p.m.)
4 Welcoming Remarks 4	4 MS. CARSON: Good afternoon and welcome to the
5	5 SBA's Interagency Task Force for Veterans Small
6 New Member Introductions and	6 Business Development. We're going to take our formal
7 Administrative Business 8	7 roll call, and then we will begin with the meeting.
8	8 I'm going to start on the left. And if you're
9 Office of Veterans Business Development 11	9 on the phone, could you please mute yourselves until
10	10 you are ready to ask a question, and we'll have time
11 Office of Government Contracting 26	11 for that a little later in the program.
12	12 Can I start with you, Amanda?
13 Office of Capital Access 41	13 MS. BAINTON: Amanda Bainton, the Military
14	14 Officers Association of America.
15 Office of the National Ombudsman 62	15 MR. PHIPPS: Michael Phipps representing the
16	16 American Legion.
17 Agency Spotlight: VA Market Research Tool 69	17 MR. GAVINO: Amando Gavino representing
18	18 General Services Administration.
19	19 MR. LENEY: Tom Leney, Department of Veterans
20	20 Affairs.
21	21 MR. CREAN: Sean Crean with the SBA's Office
22	22 of Government Contracting.
23	23 MS. CARSON: Barbara Carson, Associate
24	24 Administrator of Veterans Business Development at SBA.
25	25 MS. BRADFIELD: Mary Anne Bradfield, SBA Chief

5	<p>1 of Staff.</p> <p>2 MR. HEILMAN: Craig Heilman, Deputy Associate</p> <p>3 Administrator for the Office of Veterans Business</p> <p>4 Development, SBA.</p> <p>5 MR. ROCKEFELLER: Mark Rockefeller with the</p> <p>6 StreetShares Foundation.</p> <p>7 MR. METHENY: Bill Metheny with the Department</p> <p>8 of Labor.</p> <p>9 MR. GALVIN: Jim Galvin, Department of</p> <p>10 Defense.</p> <p>11 MR. KLINGELHOFER: Victor Klingelhofer,</p> <p>12 Vietnam Veterans of America.</p> <p>13 MS. CARSON: Thank you. And checking to see</p> <p>14 if our other two members are present on the phone.</p> <p>15 Office of Management &amp; Budget? And Department of</p> <p>16 Treasury?</p> <p>17 (No response.)</p> <p>18 MS. CARSON: Okay, we'll move on to the</p> <p>19 meeting. I am thrilled to have a guest here and</p> <p>20 pleased to introduce SBA's Chief of Staff, Mary Anne</p> <p>21 Bradfield. She has had a role at the U.S. Small</p> <p>22 Business Administration in the past as a senior advisor</p> <p>23 to our Deputy Administrator and as well in the</p> <p>24 Congressional Liaison Office.</p> <p>25 She brings a wealth of experience gained in</p>	7	<p>1 strong commitment to small business, especially for</p> <p>2 veterans. And you are a critical part of Administrator</p> <p>3 McMahon's goals as well. And we appreciate the fact</p> <p>4 that you're here to contribute to our success in that</p> <p>5 effort.</p> <p>6 Here's what you don't know about me that she</p> <p>7 was alluding to that I'm going to tell you. The last</p> <p>8 several years, I've been on contract to DOD. And, in</p> <p>9 particular, I supported the National Guard Bureau Joint</p> <p>10 Staff. As I was -- while I was there, I got to know a</p> <p>11 lot of transitioning service members, especially in the</p> <p>12 Guard because they transition in and out.</p> <p>13 Whether they were looking for a 9:00-to-5:00</p> <p>14 job or they were going to use their military skills to</p> <p>15 go into government contracting or become an</p> <p>16 entrepreneur, I have seen firsthand how important these</p> <p>17 kinds of services are to making their transition back</p> <p>18 to civilian life a success. And I want to thank you</p> <p>19 again for being a part of that.</p> <p>20 Your commitment to this mission with us is</p> <p>21 clear just by the fact that you're on this federal</p> <p>22 advisory board and that you're here every quarter. So</p> <p>23 thank you again.</p> <p>24 The Administrator and the Administration</p> <p>25 overall are looking forward to the ideas you're going</p>
6	<p>1 the past few years, which she's going to share with</p> <p>2 you. And I'm looking forward to having her be a part</p> <p>3 of future meetings as well. So, Mary Anne, I welcome</p> <p>4 you.</p> <p>5 MS. BRADFIELD: Thanks.</p> <p>6 MS. CARSON: Go ahead.</p> <p>7 MS. BRADFIELD: Okay. I'm shorter than you</p> <p>8 are. I'm going to move this. Well, good afternoon. I</p> <p>9 want to welcome everybody here and thank you for your</p> <p>10 service with the federal advisory group and/or your</p> <p>11 military service, because I suspect a lot of you are</p> <p>12 veterans yourselves. And, Barb, thank you for that</p> <p>13 kind introduction.</p> <p>14 I know firsthand how important a role Barb</p> <p>15 plays here with the veterans groups because we got to</p> <p>16 know and work well together during the transition. She</p> <p>17 had to talk to me at last ten times a day.</p> <p>18 Administrator McMahon is really sorry she</p> <p>19 couldn't make it. She was called away on short notice.</p> <p>20 But I am very honored to be here to welcome you. And</p> <p>21 I'm back here as the Chief of Staff, so I'm even more</p> <p>22 honored to be back as a part of the SBA team. We have</p> <p>23 a lot of good work to do, and you all are a part of</p> <p>24 that.</p> <p>25 As you know, President Trump has shown a</p>	8	<p>1 to bring to us on how to help this important community.</p> <p>2 And I know that your innovations will be very much</p> <p>3 appreciated as we look at our path forward. With that,</p> <p>4 I'm going to give it back to Barb so you all can get to</p> <p>5 your important mission, and I'm looking forward to</p> <p>6 seeing what you come up with. And I'm sorry I have to</p> <p>7 scoot out, but we're leaving staff here to help.</p> <p>8 MS. CARSON: Thank you, Mary Anne, for</p> <p>9 spending time with us and sharing the importance of</p> <p>10 this mission with those who are here. I appreciate</p> <p>11 that.</p> <p>12 We do have two members since the last time we</p> <p>13 convened, and I'd be grateful if you could both give an</p> <p>14 introduction. And I'll start with Mark Rockefeller,</p> <p>15 representing StreetShares Foundation. Thanks.</p> <p>16 MR. ROCKEFELLER: Yeah, let me first say what</p> <p>17 a delight and a pleasure it is to be here. Thank you</p> <p>18 for the opportunity to serve on this task force. For</p> <p>19 those who don't know, there is a groundswell movement</p> <p>20 of veterans entrepreneurship in America. And my goal</p> <p>21 here on this task force is to try and represent that</p> <p>22 generation of Iraq and Afghanistan veterans who are</p> <p>23 starting businesses.</p> <p>24 A brief background on me, I was nine years Air</p> <p>25 Force, a couple years at a Wall Street law firm, and</p>

<p style="text-align: right;">9</p> <p>1 then I left to do a startup, and I represent the 2 StreetShares Foundation, so I'm pleased to be here. 3 MS. CARSON: Thank you, Mark. 4 And Michael. 5 MR. PHIPPS: So I've been attending the IATF 6 meetings for about a year as a chairman of the next 7 committee that meets tomorrow, the Advisory Committee 8 on Veteran Business Affairs. I'm representing the 9 American Legion here. And one of the things that we 10 hope to do is bring continuity between our two groups 11 because we have a lot of things in common between the 12 two -- between the two groups. 13 And one of the reasons that we're actually 14 meeting earlier this year rather than later, I think 15 that was Jamie's idea, so tomorrow, when we have our 16 meeting, which is a full-day meeting, we can bring up 17 the agenda items that occur on this task force and 18 integrate it with our agenda items and our 19 recommendations to try to sync up better and really 20 just absorb the knowledge from this organization to 21 ours. 22 MS. CARSON: Thank you, Michael. I'm glad 23 you've joined us as well. 24 And for the other veteran service 25 organizations and military service organizations here,</p>	<p style="text-align: right;">11</p> <p>1 feedback from everyone here so that we can spread that 2 to our members. We think that this is a very important 3 task force, and we look forward to starting to work on 4 some of the new goals that we've set. Thank you. 5 MS. CARSON: Thank you, Victor. 6 You alluded to new goals, and we did -- we did 7 create those, and happy to share those with anyone 8 who's not familiar with them after the meeting. Please 9 just let me know and I'll share those with you. 10 And we will be focused on those in each 11 meeting. There will be updates today, in fact, on 12 several of those, what has happened with agencies since 13 our last meeting addressing those goals. We've tried 14 to make them more measurable, something that we can act 15 on with a time line, and we're holding ourselves 16 accountable, and I appreciate the membership to do that 17 as well. Please hold us accountable to what we've 18 committed to. 19 I'm going to give a rather -- move into our 20 update from the Office of Veterans Business Development 21 and tell you about the Veterans Business Outreach 22 Centers. A quick update. And I believe we have Ray 23 Milano, the Director of the Veteran Business Outreach 24 Center Program with us today. Are you here, Ray? 25 He must have just stepped out. I know he was</p>
<p style="text-align: right;">10</p> <p>1 I'd be grateful if you said a word about your mission 2 and why you're a part of this task force, please. 3 Amanda. 4 MS. BAINTON: Military Officers Association of 5 America. We're very proud to be represented on this 6 task force. While we primarily focus on advocacy, we 7 do a lot of other things within the military community, 8 and one of them is really focused on helping the 9 service member or the spouse transition into civilian 10 life, and entrepreneurship is an excellent opportunity. 11 And, so, one of our purposes here is to hear 12 about all the great things you all are doing and 13 bringing that back to the military community, but also 14 have a say and hear what we're hearing from our 15 members, not only our members but the military 16 community and bring it back to this group to benefit 17 the greater good. 18 MS. CARSON: Thank you, Amanda. 19 Victor? 20 MR. KLINGELHOFER: Hi, I'm Victor Klingelhofer 21 for Vietnam Veterans of America. I also serve the -- a 22 -- on their economic development committee board. We 23 are very happy to be part of this group because it 24 advocates strongly for veterans affairs -- veterans 25 business affairs. And we also enjoy getting the</p>	<p style="text-align: right;">12</p> <p>1 here. But if you have questions, I'm here, and he will 2 be as well to follow up. 3 The current Veteran Business Outreach Centers 4 have one more program year left. We have spent the 5 last two years refocusing them on their statutory 6 mission, which is to serve transitioning service 7 members. As that appropriation came in 2014 for Boots 8 to Business, they are now responsible for providing 9 that Boots to Business training 100 percent of the time 10 in this home state that they cover and 50 percent of 11 the time in any state that is within their territory. 12 So you'll see that there's an increase in 13 their delivery, exactly as we intended. And we're 14 pleased with the -- their participation. When you 15 think they're only 20, they're training nearly 20,000 16 transitioning service members, along with SBA's other 17 resource partners, every year. 18 Ray Milano will also be conducting site visits 19 to Veteran Business Outreach Centers, both for 20 compliance and also for collaboration. So to the 21 members of this committee, particularly those who 22 represent MSOs and VSOs, we invite you to join us, come 23 see a VBOC, see what they do. We have a VBOC director 24 here with us today, Charles McCaffrey, from the 25 Community Business Partnership, as an example. I hope</p>

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1 that you'll follow up with me and that by the June  
 2 meeting I can report that you've all had a chance to  
 3 see the service we provide and meet the folks on our  
 4 team.  
 5 For Boots to Business, a quick update on where  
 6 we are. As I mentioned, we did receive the first  
 7 appropriation in 2014. We did put out a three-year  
 8 award to one grantee, the Institute for Veterans and  
 9 Military Families at Syracuse University, along with  
 10 grants to resource partners to help us deliver this  
 11 program. It's complex delivery to get it to  
 12 installations around the world, to assess how we're  
 13 doing, and to do all the things that we're required to  
 14 to scale the program. I wouldn't say we're done quite  
 15 with scaling, but we're getting close to the sustain,  
 16 and we've learned a lot.  
 17 So the competition closed for new proposals in  
 18 December. We did something different, and I thank  
 19 Craig Heilman and members of our programs team for  
 20 developing this, the first time ever that a statement  
 21 of interest process has been used that we're aware of  
 22 at SBA to see what does the market have now. There's  
 23 been incredible growth in those who are interested in  
 24 participating in serving veteran entrepreneurs in the  
 25 private sector, in academics, and everywhere, the

14

1 public sector as well.  
 2 And since we can grant to all those kinds of  
 3 institutions, it was really interesting to learn who  
 4 would be interested in working with SBA to deliver this  
 5 program. We got quite a response, and it informed the  
 6 way that we wrote our program announcement and  
 7 opportunity. And we decided to take a modular  
 8 approach, since we realize now that not every  
 9 organization has the capacity or talent or the  
 10 efficiency to run the whole program from start to  
 11 finish.  
 12 So you'll see on the slide here, we broke it  
 13 out into different areas of expertise we wanted to  
 14 evaluate: curriculum; the ability to deliver overseas;  
 15 the follow-on training that occurs after the two-day  
 16 portion; the integration -- how much are they aware of  
 17 SBA and what we already do and other partners within  
 18 our ecosystem and how they show that integration; and,  
 19 finally, evaluation. Continuous improvement is part of  
 20 that, and also the outcomes, how they measure that. So  
 21 that's currently in source selection, and our intent is  
 22 to award within the next month.  
 23 The bottom of this slide, Boots to Business  
 24 Reboot, again, this is our way to deliver the same  
 25 curriculum to veterans who have already left service

15

1 and did not have an opportunity to have Boots to  
 2 Business because of the time that they left service.  
 3 It continues to grow. You'll see a chart shortly on  
 4 how that is growing, and it's been a great  
 5 collaborative tool. It's a way for us to partner with  
 6 those like the American Legion, for example, across the  
 7 country to bring together other partners within local  
 8 communities to bring entrepreneurial training to them.  
 9 And those are enduring partnerships. It's not just  
 10 deliver the program and go; we've really some  
 11 meaningful connection.  
 12 Moving to the next page, continuing in the  
 13 entrepreneurial development space, we do have  
 14 appropriations for women veteran entrepreneurship  
 15 training. We have just concluded the final year of the  
 16 current -- the program that we did have, which was  
 17 Veteran Women Igniting the Spirit of Entrepreneurship.  
 18 We are currently in source selection and intend to  
 19 announce new grantees this month, I hope, for Women's  
 20 History Month.  
 21 And, finally, the Veteran Institute for  
 22 Procurement, some news there, and we do have Barbara  
 23 Ashe here from the Montgomery County Chamber of  
 24 Commerce Foundation, who leads VIP. Exciting new  
 25 curriculum she developed, along with some fantastic

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1 partners, including our SBA Office of International  
 2 Trade and the Department of Commerce, U.S. Commercial  
 3 Service, private sector, and agencies. So I want to  
 4 thank you, Barbara, on the record for all that you've  
 5 done to create it. Now, the rubber meets the road,  
 6 right?  
 7 So I do want -- there are some notable stats  
 8 in who's coming to this first class. Many of them have  
 9 already gone to a VIP program, so we wanted to test  
 10 with folks who have some experience in procurement, but  
 11 that is not the sole focus of VIP International. VIP  
 12 International is for those who want to do commercial  
 13 overseas business, export, we hope. That's where we'd  
 14 like to see them go.  
 15 But we have, in this cohort that meets for the  
 16 first time, March 14 to 16, this month, 13 states are  
 17 represented. This is not just a Beltway program.  
 18 We've got companies from all over. Eighty-seven  
 19 percent of them are service-disabled veteran-owned  
 20 small businesses; 40 percent of them are small  
 21 disadvantaged businesses; 13 percent are HUBZone; 63  
 22 percent are minority-owned; and 23 percent of the  
 23 companies are woman-owned.  
 24 I am very pleased with the diversity, both of  
 25 talent and type, of businesses that we'll see, and also

<p style="text-align: right;">17</p> <p>1 a good mix of products, service, and some that do both 2 product and service. So if you want to learn more 3 about that, absolutely see Barbara while she's here. 4 She can tell you a lot more. And if you want to say 5 anything in the public comment time, Barbara, please 6 feel free to do so. But we're really looking forward 7 to this.</p> <p>8 MS. ASHE: [Comment off-microphone].</p> <p>9 MS. CARSON: For contracting, I am lucky 10 enough to have two colleagues who will brief in just a 11 moment and for capital as well, the Office of Capital 12 Access will join us. So I'll close out my comments on 13 what Veteran Business Development is doing with our 14 outreach efforts and wanted to just highlight a few of 15 the many things that are happening right now.</p> <p>16 We do have something called transition summits 17 on DOD installations, mostly within the United States 18 this year, that we participate in along with the 19 Department of Labor, Veteran Affairs, and Defense. So 20 we will be doing a number of those alongside the U.S. 21 Chamber of Commerce Foundation's Hiring our Heroes 22 Program. That's who makes it possible and integrates 23 our efforts.</p> <p>24 This is where we've seen a great opportunity 25 to have conversion from folks who hear this -- hear</p>	<p style="text-align: right;">19</p> <p>1 seeing the orange bar is the Boots to Business Robot, which is, again, the same curriculum but delivered in 2 communities. And the far to the right is just fiscal 3 quarter -- fiscal 17 quarter one. That's why the bars 4 are not quite as high yet. The purple is those who are 5 accessing the program online, either because they're 6 remote or their schedule or just that's the way they 7 prefer to learn. And, finally, the blue bar is the 8 amount of -- that's the number of folks who are 9 attending in person on installations around the United 10 States.</p> <p>11 I noted in our last meeting in December we had 12 already crossed a threshold of 50,000 trained since 13 2013. We're now above 56,000.</p> <p>14 And on the next slide here, a pie chart 15 showing the breakdown of who's teaching the class. 16 We're showing fiscal years 15, 16, and 17. Many of you 17 who have worked with the SBA district offices know that 18 they do -- they're a jack of all trades, and there is 19 not enough equal time for every trade. And, so, we 20 want to ensure that veterans receive the attention that 21 they need as they -- especially as they participate in 22 Boots to Business. This is a chance for SBA to develop 23 a lifetime customer is how we look at it, these B2B 24 graduates. And, so, we want to serve them well.</p>
<p style="text-align: right;">18</p> <p>1 about us at a summit. They attend Boots to Business, 2 so this is a meaningful outreach opportunity for us.</p> <p>3 The Veterans in Business will be led by 4 Charles and his team. He's here with us today. The 5 Veterans Business Outreach Center in Springfield, 6 Virginia, is happening later this month, and we truly 7 hope to have the SBA Administrator participate there.</p> <p>8 And many of you know that we have a strategic 9 alliance with the National Veterans Small Business 10 Coalition, and I would let you know that VETS 17 will 11 be in Norfolk in mid-June of this year or 12 participating. That said, that's just a sampling of 13 the -- some of the outreach that we're doing. We are 14 under continuing resolution, so we're being more frugal 15 with our travel, but we are everywhere, and we are 16 making sure that where SBA is, veteran programs are 17 elevated and have a great deal of attention and 18 support.</p> <p>19 So I'm going to turn it over to my colleagues, 20 Sean Crean and Ken Dodds, to provide an update on 21 government contracting. After -- I apologize -- I 22 believe there's one more slide -- two more.</p> <p>23 I promised you a couple stats on Boots to 24 Business, and I wanted to just show you the trend line. 25 One back, please, yep. Continues to grow, and we're</p>	<p style="text-align: right;">20</p> <p>1 So that means we're relying more on our 2 resource partners, our grantees of SBA. That's who's 3 on installations. It's not contracted support. These 4 are folks who are part of our family. And the reason 5 that this is up here is to show you that although we 6 only have 20 veteran outreach business centers, they 7 are increasing the share of service that they provide 8 in Boots to Business. That's our intent, and they're 9 delivering on it, and we're really proud of them for 10 it.</p> <p>11 So I do believe truly, Sean and Ken, that is 12 my last slide. So I turn it over to you now, and thank 13 you so much.</p> <p>14 MR. DODDS: All right. Thank you, Barb. Good 15 afternoon, everyone. I'm going to update you on some 16 of the legislation and regulations that we're working 17 on that have to do with government contracting. And I 18 do this, you know, every quarter for you guys, and we 19 make slow but steady progress.</p> <p>20 So the first thing I'll talk about is the 21 limitations on subcontracting changes. We had a CAC 22 meeting this morning, and there was an interim final 23 rule drafted. We've received comments, and it's 24 getting closer. I think it will be open for comments 25 for another two weeks, and then after that, hopefully</p>

21

1 we'll be able to get this out there and get this in the  
 2 FAR and get this in your contracts. Can't promise it,  
 3 but we are making progress.  
 4 Let's go to the next slide. Just -- I guess  
 5 just to update everyone on what changes that we've made  
 6 to the HUBZone program. It's important to note that  
 7 this is the one program where we've never met the goal,  
 8 the 3 percent goal, as a government, you know, since it  
 9 was created. So we've tried to make some changes to  
 10 the program to make it more like others and more  
 11 useful. So, for example, the nonmanufacturer rule will  
 12 now apply to the HUBZone program. Joint ventures,  
 13 we're going to allow HUBZones to joint venture with  
 14 other small businesses.  
 15 Let's go to the next slide. Mentor protégé,  
 16 this is an area that SDVOs were very interested in. We  
 17 did finalize the rule; we did kick off the program.  
 18 The latest statistics I have from Holly, we have 104  
 19 approved, all small mentor protégés, and 40 of them are  
 20 service-disabled veteran-owned. So that's by far the  
 21 biggest group of approvals that we've had.  
 22 It's a little different from 8(a) in that we  
 23 don't -- we don't currently certify small businesses or  
 24 women-owned small businesses or service-disabled  
 25 veteran businesses. It's a self-certification-type

22

1 process with a protest mechanism. Of course, we will  
 2 eventually have to certify woman-owned small  
 3 businesses.  
 4 It's different from 8(a) in that we don't  
 5 review joint venture agreements. 8(a) has a  
 6 requirement that the district office review every joint  
 7 venture agreement prior to award, but we don't get into  
 8 that. Of course, it can be protested if there's a  
 9 challenge, so you have to make sure your joint venture  
 10 agreement is structured the way we say to do it in the  
 11 regs, but we're not going to approve them.  
 12 And then once you -- if you're accepted into  
 13 mentor protégé, once you grow to be other-than-small in  
 14 your primary industry, you're no longer eligible to  
 15 continue as a mentor protégé. Obviously, you can  
 16 finish any contracts that you have, but you're not  
 17 going to be able to submit any additional offers. So  
 18 there's the citation to the rule.  
 19 Let's go to the next slide. Lower-tier  
 20 subcontracting is really not an issue for small  
 21 businesses. It really impacts large businesses. We  
 22 did finalize a rule in December, so the next step is a  
 23 FAR rule. So this still has to get into the FAR, and  
 24 basically we'll have -- large primes will have two sets  
 25 of goals. They'll have a first-tier goal and then

23

1 goals based on lower-tier performance. And as their  
 2 small -- as their large subcontractors report, it will  
 3 kind of flow up towards their performance.  
 4 Go to the next slide. There were some -- some  
 5 issues. The FAR, in December, finally implemented some  
 6 of our regs from the Jobs Act of 2010 around paying  
 7 subcontractors late. And, so, it's supposed to be if  
 8 you have this history of paying your subcontractors  
 9 late, it should be considered in the past performance  
 10 rating of the large prime.  
 11 And let's go to the next slide. And also part  
 12 of that rule, they broke it up into -- the FAR broke it  
 13 up into two rules, but in November, they -- it became  
 14 effective where you use a subcontractor to help you  
 15 prepare a offer, but you don't use them in performance,  
 16 that should be considered in evaluating whether the  
 17 large prime -- how they performed on the contract  
 18 basically. And, so, that's effective -- that was  
 19 effective November -- November 1.  
 20 Go to the next slide. Okay, so, in December,  
 21 I believe, the NDAA -- I think it was December, maybe  
 22 January -- the NDAA of 2017 was finally signed. And,  
 23 you know, some of the highlights from that I'll give  
 24 you here. OSDBUs are responsible now for reviewing  
 25 credit card transactions under Section 1812. OSDBUs,

24

1 mentors, SBA, PCRs, all of us are responsible for  
 2 providing resources to small businesses on compliance  
 3 with regulations. That's -- there is some stuff  
 4 already out there, and so we'll be, you know, providing  
 5 -- it's not necessarily us creating guidance but  
 6 providing access to it for small businesses. We'll be  
 7 providing a list of changes to the DAU, FAI, SPDCs, and  
 8 PTACs.  
 9 Let's go to the next slide. Failure to file a  
 10 subcontracting report, this is for large primes, may be  
 11 a material breach of a contract and should be  
 12 considered in evaluating performance. OSDBUs are  
 13 responsible for reviewing subcontracting plans, and  
 14 then we have to issue examples of good faith  
 15 compliance, which I believe Sean is working on.  
 16 Okay, let's go to the next slide. So 1822,  
 17 there's a -- there was a concern, that if you were a  
 18 small business and only subcontract, that you don't  
 19 have past performance to use when you try to get a  
 20 prime contract, and so we have to create a pilot  
 21 program to allow a subcontractor to obtain past  
 22 performance ratings that they can use for a prime  
 23 contract. It has -- to qualify, you have to have never  
 24 had a prime contract rating in CPARS. And there's  
 25 going to have to be a process where you -- a small

25

1 business asks for it, and then the prime and the  
 2 government kind of figure out whether they agree or  
 3 disagree. There's all kinds of different convolutions  
 4 of that. I have to set this up.  
 5 If we go to the next slide, it'll -- this  
 6 pilot program will last three years from the time the  
 7 first small business receives a rating. So we'll see  
 8 when that is. And once we actually set this up, GAO  
 9 will issue a report on how it's going.  
 10 It's still not -- we haven't really come to  
 11 any conclusions. Obviously, we're in a transition.  
 12 Whether SBA has to do a rule on this first or whether  
 13 it would be in the FAR or rather it would be something  
 14 outside of either SBA's regs or the FAR. So those  
 15 decisions haven't been made yet. You know, we'll make  
 16 those decisions once we have our political head of GCBD  
 17 and more folks are over at OFPP.  
 18 All right, let's go to the next slide. One  
 19 that's obviously of interest to everyone in the room is  
 20 Section 1832. It basically tells us now that we're  
 21 going to have one definition of what it means to be a  
 22 service-disabled veteran-owned business. We've met  
 23 with the VA twice. We're already starting to work on  
 24 this. Really, the changes aren't that substantial.  
 25 Employee stock ownership plans are going to be allowed.

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1 Surviving spouse will be allowed under our rules,  
 2 because right now they're not.  
 3 I think the idea is that ownership and control  
 4 will be in the SBA's rules, but we're going to issue a  
 5 joint rule with the VA. And then while we're also  
 6 working on that, the Office of Hearings and Appeals  
 7 here is working on rules to set up procedures to allow  
 8 you to appeal a negative decision, protest, or getting  
 9 into the VETBIZ, to appeal that to our SBA OHA.  
 10 So those are both rules that we're working on  
 11 and that should be at least issued as proposed rules  
 12 sometime, you know, in the next hopefully -- hard to  
 13 say, but hopefully in the next couple of months, best  
 14 case scenario.  
 15 Let's see. SBIR was extended by Section 1834  
 16 under 2022. And the rest of this is kind of studies  
 17 and things that I don't know is of much interest to  
 18 you, but in case you, you know, want to look it up,  
 19 these are the section numbers there next to it.  
 20 Let's go to the next slide. Okay, so, that's  
 21 everything I have for you guys as far as my update. I  
 22 have my contact information there if you ever have a  
 23 question or want to get in touch with me.  
 24 Sean, do you have anything to add?  
 25 MR. CREAN: I do. Thanks. Well, first, I

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1 want to introduce myself because Ken's been able to  
 2 come and visit with you on a quarterly basis. While  
 3 Ken's the policy side of the Office of Government  
 4 Contracting and Business Development, I'm the  
 5 execution. And as a veteran myself, this is an  
 6 audience that I have a great affinity for and certainly  
 7 for the efforts and roles that you have.  
 8 I want to just share a little bit about what  
 9 my Office of Government Contracting is involved in and  
 10 how we support you and the veterans and the service-  
 11 disabled veterans that are looking to seek business in  
 12 the federal market space.  
 13 In the Office of Government Contracting, I'm  
 14 going to just categorize it in two categories -- pre-  
 15 award and post-award. That's where we get involved in  
 16 the execution. We have a field -- a cadre of folks  
 17 known as procurement center representatives. I have 57  
 18 of these folks, and they cover the nation's procurement  
 19 centers, the buying centers that come from the 24  
 20 federal agencies.  
 21 And what their role is is to monitor  
 22 compliance and get involved in the acquisition  
 23 development process with those procurement centers to  
 24 see whether or not maximum practicable opportunity is  
 25 being afforded small business, in this particular case

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1 and for this audience, whether or not service-disabled  
 2 veterans are getting the opportunities to be able to  
 3 compete for work that's set aside for them. That's one  
 4 piece of it.  
 5 A second piece of it that's very important is,  
 6 in the pre-award, is we have a tool known as the  
 7 certificate of competency. If a -- in this case, if a  
 8 service-disabled veteran is competing under a service-  
 9 disabled veteran set-aside, and would be the apparent  
 10 award winner but the contracting officer did not have  
 11 full confidence that they could perform, there's a  
 12 couple of reasons that they can cite. They are  
 13 obligated to offer that firm an opportunity to come to  
 14 SBA and ask for what's known as a certificate of  
 15 competency review.  
 16 Think of it as the JD Power's version of SBA.  
 17 What we do is we go in, we take a look at what the  
 18 statement of work is about, we sit with the firm and  
 19 have them actually go through how they're going to  
 20 perform it, what are their resources, what is their  
 21 experience, what is their capability, how is it that  
 22 they're financially going to be set to be able to  
 23 execute and fully succeed in the contract. And if we  
 24 feel that the business can do it, then we will issue  
 25 what's known as a certificate of competency for that

<p style="text-align: right;">29</p> <p>1 contract alone. And then -- and, so, we'll give that  2 to the contracting officer, and then the company can  3 get the award and they can go ahead and perform.  4 What that opportunity does is for companies  5 that don't have any past performance. They haven't  6 performed this kind of work -- particularly if they  7 haven't performed it for the government before. It  8 gives them a chance to start now getting a proven  9 capability. It is only for a specific contract. We've  10 had companies come in and say can I get a COC, and you  11 can't. You have to be the apparent award winner, and  12 it has to be under those circumstances of a set-aside.  13 On the post-award, one that's of particular  14 interest is we handle all of the protests to the  15 adjudications on service-disabled veteran-owned small  16 business eligibility protests. That comes under my  17 office's responsibility, and our job is to make sure  18 that if it's a service-disabled vet competition and a  19 protest is filed that it was, in fact, a service-  20 disabled vet that got the contract. And if it's small  21 business in size issues, then our field office wants to  22 make sure that, in fact, the small business was, in  23 fact, small that was getting it. It's one of the ways  24 that we help protect against fraud, waste, and abuse.  25 And then the last piece on post-award comes to</p>	<p style="text-align: right;">31</p> <p>1 questions that may come up in this area. Thank you,  2 Barb.  3 MS. CARSON: Thank you, Sean and Ken. And we  4 do have a little bit of time here, so I will open up to  5 questions on the phone and also in the room. And I'd  6 remind you that you will have a chance to ask other  7 agencies questions, so these would be tailored to those  8 questions for Ken and Sean that are SBA-related to  9 anything you just read in the brief or SBA has lead on  10 your issue.  11 And for those who have a question and you want  12 later, I'll -- there's a public comment period, too.  13 If you don't have a question, you can just make a  14 statement. But for now, I'll open it up to anyone who  15 may have a question for Sean or Ken.  16 Okay, and for those of you on the line, just  17 one second -- I'm sorry, that didn't have the slides in  18 front of you, you haven't lost your opportunity to  19 review those. So please write to us at  20 VeteransBusiness@sba.gov. It's Veteran, plural,  21 VeteransBusiness@sba.gov. And we do have one question.  22 Go ahead.  23 MR. KLINGELHOFER: Hi, this is Victor  24 Klingelhofer. In working with the regs between the VA  25 and the SBA on SDVO issues, we recently came up with a</p>
<p style="text-align: right;">30</p> <p>1 subcontracting compliance. Subcontracting compliance,  2 as Ken was talking about with the different changes in  3 policies, we want to make sure that large businesses  4 that have subcontracting plans are, in fact, meeting  5 the obligations that they negotiated, and we work with  6 the Defense Contract Management Agency and DOD to help  7 reach as many of the companies and look to see what  8 they're doing and how they're reporting.  9 Fundamentally, that's what my office is about.  10 Because I don't have a slide, I will give you my email  11 and phone number. And it's second verse, same as the  12 first. First name is Sean, S E A N, dot, Crean, and  13 it's C R E A N, @sba.gov. I'll repeat that for those  14 maybe on the phone. It's Sean, S E A N, dot, Crean, C  15 R E A N, @sba.gov. And my office phone number is  16 (202)205-6933.  17 One of the things that we try to do is make  18 sure folks have an ability to understand how they can  19 find their PCR. If there is an agency that they're  20 looking to market themselves to, if there's an agency  21 they're having challenges with, we have PCRs that are  22 covering them. And if you go to our website at  23 sba.gov, under Contracting, you'll see "Find your PC."  24 And they'll be able to find them across the country.  25 And I'm here to help answer any other</p>	<p style="text-align: right;">32</p> <p>1 few anomalies between the two or questions that weren't  2 answered. And rather than running through them, I have  3 them printed out, and I'll give a copy to each of you  4 so that you can look at it. I mean, it deals with when  5 the CV has to be notified of certain events and some  6 things on the unconditional ownership restriction and  7 as well as how profits are divided. We found a  8 difference there too.  9 MR. DODDS: Yeah, you can certainly give those  10 to us now. And, also, I don't know that the decision  11 has been made, but I suspect these will be proposed  12 rules out for public comment. So then you'll have, you  13 know, an opportunity to officially comment, and once  14 you see what we propose, but certainly up front, you  15 know, certainly give us those things and we'll take a  16 look at them.  17 MR. KLINGELHOFER: We're always anxious to  18 assist you all in trying to work these things out. I  19 did have one question concerning -- was it the mentor  20 protégé? Aah, okay, with regard to the mentor protégé  21 final rule, I understand about the qualification as  22 other for a size standard for its primary NAICS code  23 during the mentor protégé performance. Can you switch  24 primary NAICS codes? That is a question that I've been  25 given.</p>

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1 MR. DODDS: I think the way the rule is  
2 written you can either be approved for your primary  
3 NAICS code or you can ask to be approved for a  
4 secondary NAICS code. And if that's approved, then you  
5 would be allowed to pursue opportunities in that. But  
6 if you -- I think if you exceed that, you would no  
7 longer be eligible to continue, is, I think, the way  
8 the rule was written.

9 MR. KLINGELHOFER: So you can only have one  
10 secondary NAICS code?

11 MR. DODDS: I believe so, yeah.

12 MR. KLINGELHOFER: I know some -- I mean, I  
13 have companies that are in multiple --

14 MR. DODDS: Right, and I think that's to get  
15 approved. I think it doesn't necessarily limit your  
16 ability to go after other opportunities, but I think  
17 the whole point of this is that, you know, we're  
18 helping develop you in your primary industry, you know,  
19 so that's what the focus really is on.

20 MS. CARSON: Victor, do you have any further  
21 questions?

22 MR. KLINGELHOFER: Yes, there was one more.

23 MS. CARSON: Okay.

24 MR. KLINGELHOFER: If you'll bear with me for  
25 just minute.

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1 Under the -- you were discussing the NDAA 2017  
2 Section 1821, which is failure to file subcontracting  
3 reports may be a material breach. Who is going to  
4 monitor that? I mean, there are --

5 MR. DODDS: Thousands.

6 MR. KLINGELHOFER: -- many thousands of  
7 contracts with many thousands of subcontracting plans,  
8 and there is, in fact, a penalty for not meeting your  
9 subcontracting plans that I think I've only seen  
10 enforced once in the last seven years or so.

11 MR. CREAN: Victor, this is Sean Crean with  
12 Government Contracting. My office does that. The way  
13 that they have to file the reports is in the electronic  
14 subcontractor reporting system, and we're developing  
15 anomaly reports that will identify who has not  
16 submitted. One of the things that we also do is we  
17 have extensive training during this period of time when  
18 the reports are supposed to be getting in, with a lot  
19 of the large businesses to see -- teach them, number  
20 one, how to do it because there are some new ones.

21 To the thousands, just to give you a magnitude  
22 perspective, is just in Fiscal Year 16 alone we had  
23 4,000 new contracts that required subcontracting plans  
24 that were awarded by the Federal Government. So it's a  
25 big scope, but the first thing that we do is run the

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1 reports to see who isn't in there, and then we start  
2 notifying the contracting officers because it's their  
3 responsibility with the agency to manage the compliance  
4 piece to ensure that as part of that contract  
5 performance that their prime contractors are, in fact,  
6 reporting on it. But we'll be advising and informing  
7 them of those reports.

8 MR. KLINGELHOFER: Frankly, I have seen very  
9 little compliance reviews on the part of contracting  
10 officers. This is one more thing they would just as  
11 soon leave to someone else. And I think we need to  
12 look at getting some mechanism in place to ensure that  
13 the subcontracting plans are, in fact, being reviewed  
14 for compliance.

15 MR. CREAN: Well, I'll tell you what. I can  
16 tell you that the contracting officers, your  
17 statement's absolutely true. They would rather not  
18 have to do it. It is a requirement of the FAR, that  
19 this is a role and their responsibility. I think the  
20 part of that compliance piece is the part of  
21 subcontracting that requires good faith effort.

22 Of course, what's been in the past has been  
23 examples of what, you know, good faith effort doesn't  
24 look like. The new requirement that we're working on  
25 is what does it look like. And, so, we're trying to

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1 address that with -- because I don't think it's been  
2 done very well in the past either. And, so, my office  
3 is tasked with the responsibility of figuring out how  
4 do we get them more in compliance and how do we work  
5 with the agencies so that they can execute their  
6 responsibilities.

7 MR. KLINGELHOFER: Yes, I do definitely  
8 commend whoever wrote it that prime contractors have to  
9 use the subcontractors that they proposed or explain  
10 why. That is excellent because that takes care of a  
11 lot of bid shopping.

12 MS. CARSON: Thank you. We have one more  
13 question. Go ahead.

14 MR. PHIPPS: I have two quick questions, one's  
15 on mentor protégé. The new mentor protégé rules allows  
16 the protégé to only have two mentors for the life of  
17 the program, while mentors are only getting -- they're  
18 only at this point allowed to have one, and I think  
19 they can get a waiver. So it seems a little bit  
20 onerous on the small business if they have two failed  
21 relationships, even if they last, because sometimes  
22 that happens, that they're kind of penalized.

23 And then certain large mentors have the  
24 capacity, you know, Lockheed or Northrop, have the  
25 capacity to have many mentor protégés, and it seems to

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1 limit what the small businesses would be able to -- or  
2 how many they would be able to participate.

3 MR. DODDS: Yeah, I can briefly address my  
4 perspective. I think the whole point of this is to --  
5 is that you're a business that lacks something. So  
6 this mentor is going to provide that to you over a six-  
7 year period. After two of those, you know, we think  
8 you should probably be able to compete as a small  
9 business on your own, is the idea. I mean, you're  
10 right, you know, could we have done three? Could we  
11 have done four? Is one the right number? You know,  
12 this was kind of a proposed rule policy decision that  
13 we kind of proposed.

14 With respect to the large businesses, you  
15 know, it's not just their ability to joint venture as a  
16 small business with a small business. There are  
17 specific things that they must identify in the  
18 relationship that they're going to provide. And every  
19 year they're going to report on how they're providing  
20 that.

21 So from our perspective, as long as they're  
22 helping small businesses, it doesn't matter if they've  
23 helped 15 or 20 because as long as we hold them to do  
24 what they said they were going to do, we think that  
25 will, you know, benefit small businesses.

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1 All these decisions can be revisited through  
2 rulemaking if it's not working, we can always propose  
3 something different. You know, these weren't -- this  
4 doesn't say in the statute this is how it has to be, so  
5 it's kind of discretionary on our part. We can take  
6 that into account. We'll see how things go, and when  
7 we start getting these first reports on how things are  
8 going, we'll assess things.

9 MR. CREAN: And I think to your concern about  
10 failed partnerships, you know, in any business venture,  
11 sometimes that's going to happen. Obviously, this is  
12 new. We just put it out October 1st, and as Ken just  
13 said, you've got a very small number of agreements that  
14 are out there. So it's something we're going to look  
15 at and we're going to be monitoring. We're looking to  
16 be able to find, you know, what are the successful  
17 ones, you know, that are working.

18 But one of the things that I tell businesses  
19 when they've been asking me about, hey, when should I  
20 get that agreement, and I think this is really  
21 important for any business to consider as part of their  
22 strategy, is, number one, there's a time limit that --  
23 there's a shelf life. And, you know, from the time  
24 that you get your MPA, your mentor protégé agreement,  
25 in place, that's when the clock starts.

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1 So what I've been advising companies is, you  
2 know, get an idea of what it is you're pursuing first  
3 before you're pursuing that agreement because as Ken  
4 said, you know, it's six years maximum, but it's --  
5 really it's three years with the ability to extend for  
6 another three years if there are circumstances that  
7 warrant doing that.

8 So I think any business, to help make it more  
9 successful, has to take an encompassing, really a more  
10 holistic approach of is this a relationship good for me  
11 as a protégé, is this the right mentor that I want to  
12 have. And that's how we look at it.

13 MR. PHIPPS: Another quick question because we  
14 have Tom and Ken here. There's a lot of talk in the  
15 veteran business community about the NDAA 2017 1832 and  
16 how that's going to affect CVE, how that's going to  
17 affect SDVOSBs getting certified. And there's a lot of  
18 cloudy kind of talk going on about what that's going to  
19 look like on both sides. And, so, I know -- I was  
20 going to bring it up with Tom later, but, you know,  
21 since Ken's here, it's probably better to --

22 MR. LENEY: Well, I'm going to speak a little  
23 more in-depth on that particular -- the NDAA thing, but  
24 I guess the thing I would reassure people on, A, we are  
25 collaborating very closely -- very closely with Ken's

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1 people. Secondly, people need to understand, the  
2 current regulation's very, very similar on ownership  
3 control. So this is not a major shift. However, we  
4 both have an interest, A, in transparency, and, B, in  
5 seeking this opportunity to make the joint regulation  
6 more in line with normal business practice.

7 Certain elements of both regulations make it  
8 very difficult and create some issues for [microphone  
9 failure] I think we have a joint effort. We have a  
10 joint effort. We have a joint effort. And I'll speak  
11 more to it later.

12 MR. CREAN: Yeah, and I think the way I'm  
13 envisioning it is that the ownership and control rule  
14 will be in SBA's regs, but it will apply to their  
15 decisions, that that will continue, they still will  
16 have the fees and all that, and then we'll use it when  
17 we do our protest decisions. We don't like their  
18 decision, it will go to our OHA. That's it. So -- and  
19 it's really just getting a few little things in line on  
20 -- there's issues like surviving spouse and ESOP and so  
21 forth.

22 MR. PHIPPS: So it's still self-certification  
23 unless there's a protest at the SBA?

24 MR. CREAN: The authority to do set-asides  
25 really -- and the way we've set it up, it's going to

41	<p>1 continue the self-certification outside the VA until 2 someone tells us differently.</p> <p>3 MS. CARSON: Unfortunately, we have a 4 technical difficulty, so those of you who want to talk 5 to us for ten minutes off the record, we're going to do 6 that now and take our break a little bit early. So as 7 soon as we can resolve this, we shall. Please come 8 back just a couple minutes before 2:00 p.m. Thanks.</p> <p>9 (Brief recess.)</p> <p>10 MS. CARSON: So for now, we're going to 11 continue with our agenda, and I'm going to turn it over 12 to my colleagues from the Office -- SBA's Office of 13 Capital Access, Linda Reilly and Bob Carpenter. Thank 14 you for joining us.</p> <p>15 MS. REILLY: Barbara, we're really honored to 16 be a part of today's session. I bring greetings from 17 John Miller, the Deputy of the Office of Capital 18 Access, and our boss, Dianna Seaborn, who's the new OFA 19 Director.</p> <p>20 Respectively, I am the 504 Program Office 21 Chief, and Bob Carpenter is acting in the 7(a) loan 22 program. We both work very actively in providing 23 access to capital to small businesses, and veterans 24 initiatives are very important to both of our programs. 25 In Bob's case, they have a lot of incentives. We'll go</p>	43	<p>1 And we are standing at 27 billion now, so we seem to 2 have about a \$3 billion cushion to provide lending if 3 we see any upticks without having to go back and ask 4 for increased authority.</p> <p>5 The -- last year's numbers, as you can see for 6 504, are also trending upward, and Linda's going to 7 talk to you about some of the inducements we've done 8 there as well. Next slide.</p> <p>9 All right. As of January 31st, these are the 10 numbers for loans to veterans -- loan dollars and loan 11 numbers. And you can see we have dipped slightly this 12 fiscal year compared to last fiscal year and the year 13 before. What are the reasons for this? We've got 14 several theories. Loan dollars to veterans is actually 15 up 175 percent since 2009, but it's slightly down -- 21 16 percent -- since the last fiscal year. And loan 17 approvals to veterans is up 17 percent since 2009 but 18 is slightly down -- only 3.7 percent -- since last 19 fiscal year.</p> <p>20 Why do we believe these changes have occurred? 21 Well, we've had to adjust the incentive for loans made 22 to veteran-owned businesses. Each year, we provided a 23 fee relief to veteran-owned businesses since 2014, 24 which is why you saw a spike in 2015, because that fee 25 relief was instituted late 2014, and it carried into</p>
42	<p>1 over some of the loan volume statistics when I turn it 2 over to Bob, and he'll talk about the 7(a) incentives.</p> <p>3 The 504 loan program, our major incentive is 4 to have more flexibility on our job creation goals to 5 help make it easier for veterans to qualify for the 6 loans, but we also, for some of our federal partners 7 who may know about the 504 program but not know about 8 some of the larger loan size limits, we kind of wanted 9 to emphasize that today rather than to give you the 10 speech of the 7(a) 504 basics that you already know.</p> <p>11 So I'd like to turn it over to Bob.</p> <p>12 MR. CARPENTER: Good afternoon. As you can 13 see, the 7(a) loan volume for 7(a) and 504 has 14 increased. We're on the upward trend over the last few 15 fiscal years, and this is as of January 31st for each 16 calendar year, but the annual numbers project the same 17 way. We wanted to give you apples to apples here for 18 the most recent numbers, January 31st.</p> <p>19 The numbers that we have right now, the end of 20 January number, 7.7; the end of February numbers we 21 just got Friday, were almost 10 billion. So we're 22 projecting out on an annualized basis close to \$23.5 23 billion project, which would be just bumping up to what 24 we received for authority -- program authority last 25 fiscal year that had to be increased to 27 billion.</p>	44	<p>1 2015/2016 and carries on today.</p> <p>2 The difference is the fee relief we're 3 providing this year has been significantly reduced 4 because of the subsidy modeling to keep the program at 5 zero subsidy and maintain the zero fee structure issued 6 by statute under HR 2499, the Veterans Entrepreneurship 7 Act, we've had to keep the subsidy at zero.</p> <p>8 And in order to do that, we've had to 9 eliminate some of the larger fee relief such as loans - 10 - let me see here, I've got my numbers -- such as last 11 year, for veteran loans, for veteran loans over 12 \$700,000, we had reduced the fee -- for actually over 13 \$500,000, we had reduced the fee from what it normally 14 would have been by 50 percent. So we cut that fee in 15 half last year.</p> <p>16 That has been reinstated, so the cap is now 17 at \$500,000 instead of \$5 million for the fee relief. 18 So, that has been drastically reduced. We can see a 19 significant number reduction in the total fee relief 20 because the larger transactions are not getting that 21 fee relief. The smaller transactions still maintain 22 the fee relief, and by statute, we have to provide the 23 fee relief in years with zero subsidy to SBA Express 24 loans only. However, this year, we are providing it to 25 all 7(a) loans under 150 and all SBA Express loans,</p>

<p style="text-align: right;">45</p> <p>1 which go up to 350, and we have extended that for any 2 7(a) loan up to 500,000 for the veterans to give them 3 50 percent off the fee. 4 The other issue that we are seeing regarding 5 fee relief is the ongoing servicing fee that we charge 6 the lender, which is not passed on to the borrower. 7 Last year, for loans under \$150,000, that fee was zero 8 for the lender. This year, it's been reinstated, and 9 it is 0.546 percent of the guaranteed portion, so 54.6 10 bps of the guaranteed portion. The fee is set annually 11 based on the subsidy modeling. Last year, that fee for 12 loans over 150 was 47.3 bps. So not only did it 13 increase slightly, the fee relief for the lenders on 14 the loans under 150 has gone away as well. 15 So we think those factors, as well as some of 16 the coding issues we've had with lenders inputting 17 information on their borrowers, saying this is a 18 veteran, right now they only have to say this is a 19 veteran or a service-disabled veteran or a nonveteran, 20 or veteran-other. And I don't think we're capturing 21 some of these loans where you may have a spouse of a 22 veteran who is entitled to get fee relief who owns 100 23 percent of a business if her spouse is not -- his or 24 her spouse is not on that application, the lender may 25 not see that and may not know it is for that. So for</p>	<p style="text-align: right;">47</p> <p>1 MS. REILLY: And it's not even all veterans on 2 these. It's not even all veterans, only the veterans 3 and certain loan size cohorts. So we are seeing that 4 it's more consistently complied with in some categories 5 and not others. That's what makes us think it's just a 6 coding issue in some areas. 7 MR. CARPENTER: Right, because the loans to 8 veterans for the smaller loans, under 350, which are 9 the SBA Express loans, and the 150, which they get fee 10 relief for as well, those are -- those are up. The 11 known dollars to veterans are up on the smaller loan 12 portfolio. It's just the larger size has been going 13 down. 14 All right, next slide. All right, the fee 15 relief, as I said, has been changed for this fiscal 16 year. Fee relief for loans under 150, last year, it 17 was zero across the board for everybody for 7(a) loans, 18 and that remains the same. The difference is for loans 19 under 150 the ongoing servicing fee went from zero to 20 the 54.6 bps for charging to the lender. Those fees, 21 as I said, cannot be passed on to the borrower. 22 For loans over 150 up to half-million dollars, 23 that fee for nonveteran loans goes back to the normal 3 24 percent guarantee fee, which is charged against the 25 guaranteed portion for 7(a) loans, and for veteran</p>
<p style="text-align: right;">46</p> <p>1 that purpose, we are adjusting the application forms 2 1919 and 20 to incorporate spouses of veterans onto the 3 form. We're doing that currently, and we will have 4 that going forward. 5 The center has no problem in calculating and 6 inputting that information in our E-Tran system in 7 SBA1; however, the form may be misleading, and when an 8 applicant fills out that form and gives it to the 9 lender, there is really no incentive for the lender to 10 research that and do the additional paperwork necessary 11 if they don't see this individual is a veteran or a 12 spouse of a veteran. 13 We also think that when the fee relief went 14 away for the larger transactions, the lenders just are 15 looking at this and saying why should I go through the 16 extra effort to get this information if there's no 17 benefit for the borrower or myself. So they're just 18 leaving the information blank, which may affect these 19 numbers. 20 We think this is why, because all the other 21 numbers are showing an increase. The only one that 22 showed a decrease is veterans, and we think it's purely 23 a coding issue on that aspect, we believe. So we're 24 researching into that a little bit more. 25 All right.</p>	<p style="text-align: right;">48</p> <p>1 loans, it is 1.5 percent. So it's -- they get the 50 2 percent reduction there. 3 For loans over half-million, it goes to 3 4 percent for loans up to 700,000, and anything over 5 700,000 up to the full 5 million, it gets 3.5 percent 6 for the first million guaranteed, and then it's added 7 to 3.75 percent for any guaranteed portion over a 8 million. So the fees pay for the program. That keeps 9 the subsidy at zero, and it keeps us fluid. 10 For SBA Express loans, by statute, the loans 11 under 150 are zero right now by statute. The SBA 12 Express loans to veterans, up to 350, are zero; and the 13 SBA guarantee fee for loans to nonveterans over 150 to 14 350 is 3 percent. 15 So for short-term loans, those 12 months or 16 less, easier lines of credit, we are providing the 17 veteran, continued for loans up to a half-million, the 18 50 percent fee waiver, which would give them 12.5 bps 19 on the guaranteed portion, where it would normally be 20 25 bps or one-quarter of 1 percent of the guaranteed 21 portion. It's a much smaller fee charged to the short- 22 term loans. That's the fees for this year. Next 23 slide. 24 All right, and this is the total fee relief 25 we've tallied over -- since the veterans fee relief has</p>

<p style="text-align: right;">49</p> <p>1 started. As you can see, it's almost \$33 million in  2 savings to our veteran-owned businesses, and we believe  3 that that \$33 million can easily be used to -- by these  4 businesses, veteran-owned businesses, to expand and  5 improve their business, hire new employees, and do  6 whatever they can with that extra money, where they  7 wouldn't have had to spend it to pay for this guarantee  8 fee.</p> <p>9 At this point, I'm going to turn it over to  10 Linda, on the next slide, and we can see the 504  11 program.</p> <p>12 MS. REILLY: Sure. So, you know, some people  13 have not worked that closely with the 504 loan program,  14 so I always do just a very basic slide. And the  15 minimum loan size is 25,000. We can go up for the  16 basic 504 loan up to 5 million, but for loans that  17 involve an energy public policy or manufacturing, we  18 can go up to 5.5 million.</p> <p>19 Now, what do we do -- come on, Peter -- what  20 do we do for the veterans since we don't offer the fee  21 relief, for the veterans? Normally, what we do is if  22 we have fee relief it's generally broad-based across  23 all the program. If we are fortunate like under the  24 Recovery Act, we had a fee relief, so it's not  25 specifically to veterans, we would then, you know, work</p>	<p style="text-align: right;">51</p> <p>1 lot of hand-holding.</p> <p>2 So you could be a borrower who knows nothing  3 about, you know, how to go about financing, and these  4 certified development companies will work with them and  5 be their local experts to help them, and they can even  6 help them find a bank. They can help them talk to the  7 local SBDC. Obviously, like in Syracuse, we have this  8 Boots to Business program, so there are a lot of things  9 that our certified development companies can do to  10 provide one-on-one technical assistance to small  11 businesses.</p> <p>12 In fact, I've left my card, and Bob has cards  13 also, too, that Barb will share, that if there's  14 anything that you can help us do to help reach out to  15 veterans, we are always eager to hear from you because  16 we both have amazing national networks that are wanting  17 to be responsive to our veterans' needs. And, so, next  18 slide, please.</p> <p>19 So we have a little bit more detail on the  20 energy public policy and manufacturing goals and how it  21 does and doesn't help max out the 7(a) loan program.  22 It's a sequencing issue. If you apply for 7(a) -- if  23 you apply for the 504 maximum guarantees first, you're  24 going to max out your 7(a). We have a maximum of 5  25 million, and how I would explain that in more easier</p>
<p style="text-align: right;">50</p> <p>1 to make veterans groups aware that there was fee relief  2 program-wide.</p> <p>3 So we don't have that, but what we do have is  4 is that the 7(a) program does not have the statutory  5 mandate for job creation. I mean, they are a job  6 creator program, but we actually have the statutory  7 mandate that we will have job creation. And, so,  8 there's one job for -- one job for every \$65,000 is  9 what our basic requirements are.</p> <p>10 So if it's a veterans loan, the job creation  11 requirement can be almost waived. You know, it's  12 usually we don't advertise that we're a job creation  13 program that doesn't require a job. What we can is  14 that if you're not meeting the one per 65,000, we've  15 got a lot of latitude to go ahead and proceed with the  16 loan. And that does help us, particularly, you know,  17 if you've got the very small organization and they're  18 in their bootstrapping phase, that helps a lot.</p> <p>19 Now, one thing that's really helpful -- now,  20 Bob's program has over 4,000 lenders nationwide, so  21 they have a very broad-based network. But with the 504  22 loan program, one of the things that veterans find  23 appealing is is that these certified development  24 companies that we have are one-stop economic  25 development shops. They do a lot of hand-holding, a</p>	<p style="text-align: right;">52</p> <p>1 terms is is that if you know that you're going to apply  2 for the 5.5 million, you would want to apply for your  3 7(a) lending first because they don't have the higher  4 limit, and they don't have the multiple debenture. In  5 the 504 loan program, you can apply for more than one.  6 You can apply for multi-phase projects, as long as you  7 still meet our credit elsewhere standard.</p> <p>8 With the 7(a) program, they might have  9 multiple loans that eventually build up to 5 million,  10 but they can't go beyond the 5 million. We can have  11 projects that -- where the small business borrower  12 comes in on manufacturing or energy reduction, where  13 they apply more than once or multi-phases.</p> <p>14 So we don't know that a lot of people know  15 that, and we don't think that a lot of people  16 understand that you want to make sure, if you're  17 looking at some 7(a) lending and some 504, if you're  18 going to him for working capital and us to help build a  19 building and buy the equipment, you probably want to  20 get your 7(a) approvals first. And we think that for  21 our federal partners, that wouldn't even dawn on you.  22 So we wanted to help share that as just a tip.</p> <p>23 MS. CARSON: Thank you, Linda. We do have one  24 more presenter.</p> <p>25 MR. GIBBS: I'll be brief. My name is Peter</p>

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1 Gibbs at -- I'm the Acting Director for SBA's Office of  
2 Surety Guarantee, and I'm a proud 27-year Army retired  
3 lieutenant colonel. So it's a pleasure to be here.

4 I just wanted to give you some numbers about  
5 the SBA Surety Bond Program. Last -- in FY16, we  
6 guaranteed almost 1,700 bonds for \$289 billion in our  
7 program here at SBA for veterans. In FY17 to date,  
8 we've done 501 bonds for \$120 billion -- million  
9 dollars so far.

10 The Surety Bond Program, we've been around  
11 since 1971, and we guarantee bonds up to \$6.5 million  
12 on single jobs, and we can go up to 10 million if it's  
13 a federal project. We just have to get a certification  
14 from a contracting officer. We can go up to \$10  
15 million.

16 And right now, our -- the process -- we also  
17 have what's called a quick app, a 250 -- any contracts  
18 that's 250 and below, and that -- you can get a quick  
19 bond approved in minutes. And our regular application  
20 is done, we make decisions in less than two days. So  
21 if you have any questions about SBA Surety Bond  
22 Program, I'll be glad to answer them for you.

23 MS. CARSON: Thank you, Team Capital Access,  
24 for giving such a deep brief this time. I appreciate  
25 that. I'm going to pause now for any questions in the

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1 room from our members. You have one?

2 MR. ROCKEFELLER: Yeah, this is Mark  
3 Rockefeller from the StreetShares Foundation. So SBA  
4 lending is up, but lending to veterans is down. You  
5 say that it is a coding issue. Is there a way to --

6 MR. CARPENTER: It's a perceived coding issue.

7 MR. ROCKEFELLER: A perceived coding issue,  
8 okay. So what is the plan? Is there a plan --

9 MR. CARPENTER: Well --

10 MR. ROCKEFELLER: -- to know if that is, in  
11 fact, the case so that you can, you know, conclude that  
12 it is merely a coding issue or that there's something  
13 else behind it that might deserve more attention?

14 MR. CARPENTER: Well, we are working with our  
15 field offices to train the lenders in-depth, to get  
16 them to make sure they know what codes to put in for  
17 veteran status loans and spouses to veterans as well  
18 because they benefit from the fee relief as well.

19 We are, as I said, modifying the application  
20 forms to expand the coding that's presently on there,  
21 which does not include spouses. And like I said, if  
22 you have a loan issued to a borrower who is a spouse of  
23 a veteran, there's nowhere on that form that will say  
24 that. And the lender may not know that that individual  
25 may be entitled to fee relief. And if they don't put

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1 that on there specifically and get the documentation,  
2 the DD214, from the spouse, then they will not get that  
3 fee relief. So -- and it won't be tallied as a  
4 veteran.

5 The other problem we have, and it's not just  
6 veterans, it's with all individual tracking for  
7 ethnicity, race, gender, all of those data elements are  
8 voluntary, and it's stated so on the application. They  
9 do not have to disclose any of that, and that's one of  
10 the reasons why we're always kind of tentative to say  
11 we made this many loans because we know it may be more  
12 and it probably is more. So this is the bottom number.  
13 This is what has been disclosed.

14 So we are making efforts to try to tell the  
15 field to emphasize this and get the lenders to  
16 understand, and we're modifying the forms. And they're  
17 going to -- going through the process now. We just  
18 went through clearance -- or pre-clear -- for the 1919  
19 today, and the 1920 is in the process of being revised.  
20 Both of those forms expire in April, so it's a really  
21 good time to make these changes.

22 MS. CARSON: That was a good question, Mark.  
23 I have a followup. So the effort going forward, it  
24 sounds like, is to do that outreach and check in. Is  
25 there anything that can be done to discover and then

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1 remedy, looking backwards or once the loan's closed,  
2 it's done?

3 MR. CARPENTER: Well, we also -- like I said  
4 before, we think that the reduction in the fee relief  
5 may have caused some of the lenders to get those loans  
6 in -- some of those lenders to get the loans in in last  
7 fiscal year, knowing the numbers were going to go down,  
8 so they rushed, so it may have artificially inflated  
9 '16 numbers, which hold down our first quarter '17 as  
10 well. Those are loans that may have been submitted in  
11 October, but they rushed to get them in under the fee  
12 relief for '16.

13 MS. CARSON: Thanks. There's a question from  
14 -- in the room. Just a moment.

15 MR. LOWDER: Yeah, Lynn Lowder from One Vet at  
16 a Time. I just want to refer back to your one slide  
17 here -- this says loans approved to veterans -- and  
18 make sure I got this right. That's -- moving across  
19 left to right, fiscal year approved loans, and then I'm  
20 reading that as percentage of a number, percentage of  
21 number.

22 MR. CARPENTER: Percentage of the total loans.

23 MR. LOWDER: Okay. So I'm trying to get a  
24 measure for -- of the numbers of loans that are applied  
25 for for veterans year to year, what percentage gets

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1 approved and what percentage gets denied.

2 MR. CARPENTER: That I couldn't tell you. For  
3 processing, I know when I processed, veterans got every  
4 benefit of the doubt.

5 MR. LOWDER: Yep.

6 MR. CARPENTER: They got -- back then, we  
7 didn't have fee relief or any other initiatives or  
8 inducements for veteran loans. This was early '90s,  
9 mid '90s, early 2000. What we were told at that time  
10 was when a veteran loan came in, you processed it  
11 first, and you gave every benefit of the doubt to that  
12 veteran. If it was a 50/50 coin flip, you sided with  
13 the veteran. If it was slightly hairy, you sided with  
14 the veteran.

15 Now, everything is done by the computerized  
16 numbers, so if it goes into the system and it scores,  
17 it's approved. If it doesn't score, they take pull it  
18 out and look at it.

19 MR. LOWDER: Where can I go to get that number  
20 I'm looking for, percentage of approval as compared to  
21 the total?

22 MR. CARPENTER: I don't have those numbers,  
23 but I'm sure that our office of performance and systems  
24 management tallies those. That's our -- they're the  
25 accounting group that keeps track -- they're the ones I

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1 got these numbers from.

2 MR. LOWDER: Okay. So if I lobbed an email to  
3 somebody, who would I lob that to?

4 MS. REILLY: John Miller.

5 MR. CARPENTER: John Miller is the --

6 MS. REILLY: He's the Deputy Associate.

7 MR. CARPENTER: -- Deputy Associate  
8 Administrator for Cap Access.

9 MR. LOWDER: Okay.

10 MR. CARPENTER: And he can give you the  
11 numbers for the approvals and percentage of declines.  
12 The declines really aren't that many, considering most  
13 of the lenders are well trained on credit issues. Most  
14 of the declines we have are based on eligibility  
15 issues, not on credit. It's mostly eligibility.

16 MS. REILLY: And for us, I'm agreeing with Bob  
17 that we would have to go back and get the stat from  
18 another office, but I can tell you that our office  
19 handles -- my office handles the reconsiderations and  
20 appeals for the national network, and not just for our  
21 veteran but for any small business, we go that extra  
22 mile. But that network I was talking about, those  
23 TDCs, that helps them with their performance metrics,  
24 and when they know that they have a veteran, they  
25 actually -- you know, they give it their all to make

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1 sure that they don't get to the denial stage.

2 So I've been here since 2010. I can think of  
3 one or two that have come in for reconsideration in  
4 that entire time, where, you know, maybe it wasn't the  
5 time yet, maybe they needed to work on their business  
6 model. But it's never just a no. It might be a not  
7 yet.

8 MR. LOWDER: Unconditional no.

9 MS. REILLY: It should be you've got a little  
10 more work to do, but please come back to us.

11 MR. LOWDER: Right. Well, thanks for what  
12 you're doing for veterans. Much appreciated.

13 MS. CARSON: And we'll get the answer on our  
14 next public meeting. We'll answer your individual  
15 question, but we'll bring that back in our June  
16 meeting.

17 We do have one more comment, and then we're  
18 going to move to our next presentation.

19 MR. GODWIN: Good afternoon. Jerry Godwin. I  
20 work with the SBA Office of Veterans Business  
21 Development. And we had previous conversation with Bob  
22 Carpenter last week about the wording of the definition  
23 of "veteran," where in my previous work with local  
24 government, we had this issue where veterans were not  
25 identifying themselves as so because they said, well,

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1 veteran -- well, no, I'm not because I never went  
2 forward, I never served in combat.

3 So once we changed the wording on local  
4 government forms to -- from veteran to "have you or a  
5 member of your immediate family ever served in the  
6 armed forces, National Guard," the numbers went up  
7 significantly. So that may be a discussion to have or  
8 something to look at.

9 MS. CARSON: Thank you. And one more followup  
10 question.

11 MR. ROCKEFELLER: At the risk of being the new  
12 guy and asking a dumb question, I just came down from a  
13 conference in New York, I was there this morning, on  
14 alternative lending. In the wake of the financial  
15 crisis, lots of borrowers, in particular small business  
16 borrowers, and veterans in particular, like myself,  
17 turn to alternative -- non-bank, non-credit union --  
18 lenders for capital. Is there a strategy around  
19 offering SBA support to non-bank lenders, that is,  
20 lenders without a bank charter or credit unions?

21 MR. GIBBS: Can I answer that? Yes, a couple  
22 years ago, SBA created an office called the Office of  
23 Economic Opportunity, and it addresses exactly what you  
24 just said. So we have what's called community  
25 advantage lenders, and they can go up to, I think, 250,

61	<p>1 and we also have micro lenders, and they are community- 2 based lenders who do not require charters. So that's 3 being addressed.</p> <p>4 MS. CARSON: And, Mark, this is Barb Carson, 5 SBA. We do have a new leader in the Office of Economic 6 Opportunity, correct?</p> <p>7 MR. GIBBS: Yes, yes.</p> <p>8 MS. CARSON: I want to get the right acronym. 9 Manny Hidalgo. And he and I have talked about this 10 issue, and I would appreciate the opportunity to get 11 your thoughts on that as a member of the -- a new 12 member of the IATF.</p> <p>13 MR. ROCKEFELLER: Yes. We have -- we have 14 CDFIs, we have Accion and Reiss &amp; Ferry, very good 15 organizations.</p> <p>16 MR. GIBBS: Several of them are CA lenders. 17 Accion.</p> <p>18 MR. ROCKEFELLER: Okay.</p> <p>19 MR. GIBBS: Texas is a CA lender, and I think 20 a micro lender.</p> <p>21 MR. ROCKEFELLER: Okay.</p> <p>22 MR. GIBBS: Several states, yep.</p> <p>23 MR. ROCKEFELLER: Yeah, but I can tell you as 24 a veteran entrepreneur, when I, you know, went to get a 25 loan from a bank, you know, it was not happening,</p>	63	<p>1 Yolanda Swift, my Deputy, and members of my team, 2 Cindy, Ellie, and Ray.</p> <p>3 Rather than discussing the slides that were 4 sent to you, I'd rather just spend a few moments 5 speaking to you about the work of our office and how we 6 could assist small businesses. And we will close by 7 addressing any questions that you may have.</p> <p>8 So our office was established by the Small 9 Business Regulatory Enforcement Fairness Act of 1996, 10 SBREFA in short. And it is charged with assisting 11 small businesses when they're experiencing excessive 12 and unfair federal regulatory enforcement actions by 13 federal agencies. And what we mean by that are 14 excessive fines or audits or penalties and 15 investigations.</p> <p>16 And we fulfill our mission by listening to 17 small business owners and learning about the issues 18 that are of highest concern to them through the conduct 19 of hearings, roundtables, and other outreach events 20 across ten regions in the country and through our 21 outreach to trade associations in Washington, DC.</p> <p>22 So we solicit and respond to comments and 23 complaints and raise awareness of those issues by 24 surfacing them to federal agencies and working with 25 them to secure timely resolution, as well as bring them</p>
62	<p>1 right? And, so, the problem is when SBA support only 2 comes through charter banks, there's an entire market 3 that is not being served. So I look forward to working 4 with you and trying to resolve that.</p> <p>5 MS. CARSON: Thanks again, Capital Access. I 6 appreciate your time today. This was very helpful. 7 And as Linda said, her cards are here. If there's any 8 followup, please come see us.</p> <p>9 MS. REILLY: We just want to thank Barb for 10 giving us this opportunity, and she's such a tremendous 11 support of 7(a) and 504, particularly, when we make the 12 fight for more fee relief. So thanks everybody.</p> <p>13 MS. CARSON: That's a nice way of saying I'm a 14 bulldog, maybe. Thank you, Linda.</p> <p>15 I'm pleased to introduce a colleague who has 16 not addressed this body before. It is Natalie Duncan. 17 She is serving as the Acting National Ombudsman for the 18 U.S. Small Business Administration and has a brief 19 brief for us. I'm glad that you could make time for us 20 today. Thanks.</p> <p>21 MS. DUNCAN: Good afternoon, everyone. Thank 22 you very much, Barb, for this opportunity to address 23 this distinguished audience. As part of the 24 presidential transition, I was designated to serve as 25 the Acting National Ombudsman, and I am joined here by</p>	64	<p>1 up to members of Congress. And, so, we serve as a 2 neutral, confidential, and independent source for 3 businesses to turn to to voice those concerns without 4 fear of retaliation.</p> <p>5 So this morning, I met with the President of 6 the National Small Business Administration, and he 7 mentioned that, kind of a surprise to me, that 8 oftentimes the people -- the small businesses with whom 9 he deals have been confused about when they go to the 10 SBA Office of Advocacy versus when they come to us.</p> <p>11 And, so, really the differentiator is they 12 normally would go to the Office of Advocacy if they 13 have some concerns about a rule that is still being 14 promulgated and has not yet been enacted, so it's still 15 sort of being formulated, whereas they would come to us 16 if there is enforcement issues of an existing 17 regulation. So pretty much that -- in simple terms, 18 that's how I would differentiate how we could assist.</p> <p>19 And by statute, we have established regulatory 20 fairness boards across the ten regions of the country, 21 and the board members are appointed by the 22 administrator, serve without compensation, and really 23 represent both political parties. And, so, they help 24 us to extend our reach and to kind of serve as 25 listening posts so that we learn about issues that are</p>

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1 facing small businesses out there in the regions and  
 2 provide advice and counsel to us.  
 3 So we have really three requests of you. So  
 4 first is if you are helping small businesses start or  
 5 grow their business enterprises in some capacity and  
 6 learn that they're experiencing some kind of a  
 7 compliance roadblock, you can direct them to us for  
 8 assistance.  
 9 Secondly, we are actively soliciting board  
 10 members to fill a number of our vacancies across the  
 11 country. And, so, if you have people who are high-  
 12 caliber folks who are small business owners who would  
 13 be interested in serving, you can certainly nominate  
 14 them and direct them our way, and the final decision on  
 15 all the nominations is, of course, the administrator.  
 16 And we also appreciate your help in spreading  
 17 the word and also identifying any partner  
 18 opportunities. So, for instance, if organizations like  
 19 yours, like, for instance, MOAA, if you have an event  
 20 where you would like for us to address a veterans small  
 21 business audience directly, we would be happy to do so.  
 22 And, so -- and it could be anywhere in the country or  
 23 just events that are based in DC.  
 24 So thank you for your time, and Yolanda and I  
 25 are happy to take any questions.

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1 MR. BLUM: Two quick questions. Thanks for  
 2 coming. One is is your work in terms of the unfairness  
 3 or the burdens you were describing, is it focused  
 4 strictly on those things emanating from regulations, or  
 5 can it be from other types of policies or guidance that  
 6 agencies have put in place? And the second question is  
 7 in your mission you described enforcement actions. Do  
 8 you also look at challenges or questions that small  
 9 business may raise with respect to difficulty in  
 10 getting contract awards or other related types of  
 11 things from government?  
 12 MS. DUNCAN: On both fronts, yeah, so  
 13 certainly we -- a number of the comments and complaints  
 14 that we receive may deal with process issues or it  
 15 could be, you know, I didn't get a loan or -- so we  
 16 will refer those. And, Yolanda, do you want to  
 17 elaborate?  
 18 MS. SWIFT: Well, first of all, let me say  
 19 good afternoon to everyone. I think I've met many of  
 20 you over the course of the last few years. Welcome  
 21 here. It's good to see you all again. And I just want  
 22 to make a few comments directly in response to your  
 23 comment, Martin.  
 24 The statute says we assist small businesses  
 25 when they are having difficulty with regulations. But

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1 as we know, most actions taken by a federal agency  
 2 emanate from somewhere in the regulatory rubric. And,  
 3 often, small businesses are not aware of exactly which  
 4 regulation may apply or govern their concerns or their  
 5 issue. So we do receive comments from small businesses  
 6 about a range of issues and interactions with the  
 7 federal agencies.  
 8 We do not address issues that you may be  
 9 having with a state agency or a local agency, but if  
 10 you're having -- if your small business is having an  
 11 issue with us, send the comment or the complaint to us.  
 12 If it is not within our jurisdiction, we will certainly  
 13 work to try to get your comment over to the appropriate  
 14 office. But we find that most of the comments deal  
 15 with an application for a loan, an application for a  
 16 government type of certification, 8(a) or some other  
 17 type of certification. And all those programs and  
 18 processes are regulated through regulations.  
 19 And the other important issues is when a small  
 20 business is subjected to a fine or a penalty. And  
 21 another type of example where this would make this more  
 22 clear to you, how we can help you, is if you're dealing  
 23 with a small business that has a tax lien or OSHA has  
 24 levied a fine or a penalty, those types of issues we do  
 25 work with the other federal agencies. We work directly

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1 with those agencies. We have contacts at those  
 2 agencies to try to help reduce the fines or the  
 3 penalties because we know those could be impediments to  
 4 small businesses being able to either get other loans  
 5 or to be able to compete for contracts.  
 6 So we have a range of issues that we work on,  
 7 and we've worked over a number of years. Our case  
 8 management specialists back there, Ellie and Cindy, if  
 9 you don't mind kind of standing and coming to the front  
 10 so they can see you, because these are the people, and  
 11 Ray. They work directly with the federal agencies and  
 12 have contacts there. So they can work quickly to try  
 13 to get you a response.  
 14 I just wanted to add one other comment. While  
 15 Nancy -- Natalie was speaking, excuse me, Ellie passed  
 16 around the one-pager for our office, and I think that's  
 17 the same document. We'll include the information that  
 18 you need and could you please share with your  
 19 constituents, our phone number, how to access us by  
 20 email, how to have your client or yourself, if you want  
 21 to send in a comment, we'll give you all the directions  
 22 about, you know, how to send in those meaningful  
 23 comments to us so we can assist you.  
 24 MS. CARSON: Thank you so much, Yolanda and  
 25 Natalie, for spending time with us. This is the first

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1 time we've had them here. I think that you'll hear a  
2 lot more from our groups and I appreciate it.  
3 For those who are on the phone, to send an  
4 email, it's ombudsman@sba.gov. And as I said, if you  
5 write to our email address, which is  
6 veteransbusiness@sba.gov, we'll share the slides and  
7 the one-pagers that were presented today on this  
8 presentation and others. Thanks again.

9 MS. SWIFT: Thank you.

10 MS. DUNCAN: Thank you, Barb. And our contact  
11 information is on the last page of the slide deck.

12 MS. CARSON: All right. We are not going to  
13 take a break because we had technical difficulties, had  
14 the break already. So we're going to power through,  
15 and I'm going to turn it over to my colleague from  
16 Veterans Affairs, Tom Loney, for a spotlight.

17 MR. LONEY: Okay. What I want to do is just  
18 talk a little bit more about the NDAA 2017 here. I  
19 think we have some slides for you.

20 Okay, what I want to do is just talk about  
21 what we're doing as a result of the 2017 NDAA. Really,  
22 two basic parts. One, we are developing a joint  
23 regulation, and we're going to be using the SBA  
24 regulatory definitions, but we're going to come up with  
25 particularly an ownership potential -- a single

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1 regulation that governs all SDVOs and SDVOSBs.

2 The second piece that we're moving very  
3 quickly on is the issue of appeals. We are fully  
4 supportive of utilizing OHA as the appeal authority, so  
5 we are in discussion with the Office of Hearing and  
6 Appeals on the mechanics of doing that. And the Office  
7 of Hearing and Appeals is modifying their regulation to  
8 incorporate those responsibilities in their regulation.

9 We will not be eliminating 38 CFR 74, which is  
10 the VA regulation, but it will be restrict -- we'll be  
11 taking out of it the ownership and control pieces, and  
12 we'll merely be leaving in those process issues that  
13 are unique to the VA. I'll give you a simple example.  
14 In our regulation, if a company makes a change that  
15 could affect its eligibility, they're required to  
16 report that change to the VA.

17 That's not relevant to the broader SBA  
18 regulation because since the SBA regulation deals with  
19 self-certification, you don't have to report changes to  
20 anybody. You just become ineligible. And if you are  
21 ineligible, then when somebody files a status protest,  
22 then you will discover your eligibility situation at  
23 that point. But for us, we do require the reporting of  
24 those things. The other thing we'll be doing in our  
25 regulation is updating the appeal process, so it

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1 becomes clear and it's part of regulation.

2 What has changed? What we're seeking to do is  
3 make sure that we're taking out of 38 CFR 74  
4 definitions, we're updating those to -- pertain to  
5 ownership and control, and those are going into the  
6 SBA, our joint regulation. We are -- anything to do  
7 with ownership and control we'll be referring to 13 CFR  
8 125. And we're updating some other process elements of  
9 the regulation for clarity.

10 One note that I think is important to  
11 everybody immediately, we have published and put in  
12 place an interim final rule in which as of March 21st,  
13 those firms in VIP that are currently part of the  
14 Veterans First program will have their period of  
15 eligibility extended from two years to three years. So  
16 that's not just new firms applying for reverification;  
17 that's everybody in the program right now immediately  
18 will go from two to three years. And we'll adjust the  
19 expiration dates accordingly.

20 Unfortunately, we've published that, but due  
21 to the limitations on reg changes that have been  
22 imposed, we can't -- we're unable to execute until the  
23 21st of March, but I think that will be an important --  
24 we've done a lot of analysis; we've looked at the risks  
25 associated with that; and we're very comfortable that

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1 going from two to three years will not increase the  
2 risk of ineligible firms being part of the program.

3 Some of the other things that we're working on  
4 with the SBA is a section on profits and distributions.  
5 We're addressing control. A lot of the SBA regulation  
6 didn't have a lot of explicit statements about control.  
7 They defaulted to the 8(a) regulation. We are now  
8 putting -- making those -- we seek to make those  
9 elements explicit in the regulation for clarity's sake.

10 Probably the most important thing we're  
11 seeking to do is to generate some protections for  
12 minority owners with respect to what we call  
13 extraordinary business decisions. Probably the  
14 fundamental issue in both regulations currently is the  
15 control requirements. And they require a veteran to be  
16 in 100 percent control of the company, which makes it  
17 very difficult for a veteran to obtain equity  
18 financing, very difficult for a veteran to bring on  
19 minority partners who are nonveterans because any  
20 minority partner who's investing any substantial amount  
21 of money in a business is going to want some protection  
22 for that investment.

23 And, so, we are looking at those attributes in  
24 the regulation that we can generate that will provide  
25 some of those protections. I'll just give you one

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1 example that we've already taken onboard at the VA and  
2 we seek to put in the joint regulation is you write a  
3 first refusal on transfer of ownership.

4 Currently, in the SBA regulation and our  
5 regulation previously, there was no right of first  
6 refusal. So a veteran owner who had minority partners  
7 with significant investments could sell off the firm  
8 for a dollar to their crazy nephew, and the minority  
9 investors have no protection.

10 Well, we have, based on a court case, at the  
11 VA, we have adjusted that, and we're expecting that  
12 that's the kind of thing we seek to put in the joint  
13 regulations.

14 The only other thing I would -- two other  
15 things that I would mention. One, from where I sit at  
16 the VA, we seek clear lines. I have more than 100 case  
17 analysts who process more than 6,000 applications for  
18 participation in the VA Veterans First program every  
19 year. So it's essential, from our perspective, that we  
20 have clear lines so that we don't fall into a situation  
21 where people believe that the decisions about  
22 eligibility are capricious or they're based on some  
23 subjective determination by an individual case analyst.

24 So as we go into this discussion with the SBA,  
25 the position that the VA is taking is we want to make

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1 sure that there are clear lines of demarcation so that  
2 a veteran small business who goes and applies for the  
3 VA's program will know am I in, am I eligible, or am I  
4 not eligible. And that is a tough, tough situation.  
5 And it's very different when you are processing 40  
6 protests for the year versus 6,000 applications.

7 The other thing is we welcome input. There  
8 will be a published proposed rule, but we welcome  
9 input, Victor, from, you know, the Veterans -- Vietnam  
10 Veterans of America, from the Advisory Board, in terms  
11 of thoughts, particularly on the issue of how do we  
12 draw the lines in terms of control because I will tell  
13 you, when I was in business, you know, you mentioned  
14 it, Mark. You go to the bank and you want financing.  
15 The odds are as often not the one you want to hear.

16 So one of the ways that people can, you know,  
17 get help is by giving people an equity stake. So  
18 that's -- from the VA's perspective, that's probably  
19 the most important element that we seek to bring into  
20 the rule. And we welcome -- I welcome -- people's  
21 thoughts now while we're still having the discussion.

22 But this -- the good news is this is moving  
23 very quickly. We've got a great cooperation and a  
24 partnership with Ken Dodds and his people. Beth is one  
25 of my best people, and she has the sole mission to get

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1 this done. You know, I want to get this done before I  
2 die. So -- and we all know how long it can take to get  
3 rules done. So what we've moving, I think, at relative  
4 lightning speed on this thing because the Congress has  
5 told us to do so.

6 We'll have the OHA thing in place very  
7 quickly. It will be part of the rule. My intent is to  
8 start exercising that from a policy perspective as soon  
9 as possible because the stakeholder community wants it,  
10 we want it, and we now have the law to support it. And  
11 while we're working through the details, as soon as  
12 we've got the process in place, we plan to execute.  
13 That's all I had.

14 MS. CARSON: Thank you, Tom. We wish you a  
15 long life and yet speedy implementation.

16 (Laughter.)

17 MS. CARSON: So I will open it to any members  
18 first for questions for Tom, and then we'll open to  
19 questions in the room.

20 (No response.)

21 MS. CARSON: Is there anyone in the room that  
22 has a question at this time, or on the phone?

23 Okay, we have one question in the room.  
24 Please come up and use the microphone. Please identify  
25 yourself.

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1 MS. MORRIS: Sure. Hi, I'm Wendy Morris. I'm  
2 with MorganFranklin Consulting, and I'm here with my  
3 protégé, R.J. Blake, with Blake Willson Group. And  
4 we're pleased to be here to speak with you all and  
5 appreciate your time.

6 R.J. and I represent a successful all-small  
7 mentor protégé partnership and through that have taken  
8 the opportunity to pursue an opportunity at the VA  
9 called VECTOR, and that VECTOR is, for those of you  
10 that don't know, is a \$25 billion IDIQ opportunity  
11 which is a SDVOSB set-aside and is a tremendous  
12 opportunity for the SDVOSB community to participate in  
13 a significant amount of work over the next ten years at  
14 the VA.

15 The VECTOR opportunity is unique in that there  
16 is a tiered evaluation that gives priority to teams  
17 that are all SDVOSB first, and if they can fill all the  
18 awards with those teams, then they stop; and if not,  
19 they go to tier two, which are SDVOSBs with smalls on  
20 the team; and then, third, tier three is SDVOSBs with  
21 larges on their team.

22 So we had already established our mentor  
23 protégé relationship and understood that the mentor  
24 protégé program allowed for us to create a joint  
25 venture that is not subject to affiliation and is,

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1 therefore, qualified for SDVOSB set-aside work and  
2 should therefore be considered a tier one bidder in  
3 this case.

4 The VA has at the moment chosen not to  
5 recognize that and has added another layer of  
6 evaluation that is looking to pull apart the JV and  
7 look inside to see what it's made up of. And, so, it  
8 is saying that regardless of the all-small mentor  
9 protégé program, the JV would be considered tier three.

10 So we -- back in December, when we looked at  
11 pursuing this, there was an NVSBC meeting where I  
12 believe, Mr. Loney, that you spoke, and my protégé was  
13 there and came back to report a few things that were  
14 really helpful. And one was that you had just met that  
15 day, I believe, with SBA about the all-small mentor  
16 protégé program, and we left with an understanding that  
17 VA recognized this program and was going to recognize  
18 the elements within that program.

19 So based on that information, we formed a  
20 team. So we have seven other SDVOSBs involved, and  
21 we've put three months' worth of effort and a lot of  
22 time and energy kind of waiting for VA to recognize  
23 that what they've done is not appropriate and recognize  
24 the all-small mentor protégé JV. So basically, you  
25 know, we're here to request your advocacy to the Office

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1 of Acquisitions to recognize the all-small mentor  
2 protégé program and the JVs that are CBE-verified as  
3 SDVOSBs qualified for set-aside work to be able to  
4 participate in tier one on VECTOR.

5 And we're also asking the SBA to advocate for  
6 the program to the VA because without that, then the  
7 meat behind the thing that made that program important  
8 and attracts large businesses to spend the time and  
9 invest the time in supporting the small businesses the  
10 meat behind that goes away. And, so, you know, it's  
11 going to be hard to attract other large businesses to  
12 support their protégés.

13 So we have found this to be extremely -- and  
14 I'll let R.J. speak for a moment. I don't want to take  
15 up too much of your time, but just going through this  
16 VECTOR solicitation for the last two and a half months  
17 has in and of itself been a tremendous opportunity for  
18 mentorship, and I believe they've had the opportunity  
19 to recognize that. Thank you.

20 MR. BLAKE: Yeah, absolutely. I just wanted  
21 to first say thanks to everyone in the room for your  
22 support to veterans and veteran-owned small businesses.  
23 I personally have been through the program, Barbara  
24 Ashe, the VIP, Charles McCaffrey with the Veteran  
25 Business Outreach Center, seen Tom Loney at the NVSBC

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1 meetings. I appreciate all the support.

2 And through those programs, I've realized that  
3 we had gaps in our small businesses and we needed help,  
4 and other veterans have had this same conversation with  
5 me that own small businesses. And we realized that we  
6 needed a mentor. So when the SBA dropped the all-small  
7 mentor protégé program and allowed not just the 8(a)s  
8 to participate in that, that was huge for us. So  
9 that's when we went to Morgan Franklin.

10 And really this program is not for a large  
11 business to skirt the Kingdomware case decision and the  
12 rule of two. This is really to help us as a service-  
13 disabled veteran-owned small business to provide the  
14 best value to the government. That's what we're here  
15 to do.

16 I think veterans here are all willing -- we're  
17 not asking for handouts; we're willing to dig in and  
18 lean forward and get the work done. But that's what we  
19 want. We want to provide best value to the government,  
20 not just look for handouts, and we need help. So we  
21 hope that everyone here can advocate for the all-small  
22 mentor protégé program and particularly at the VA with  
23 VECTOR.

24 MR. LONEY: Thank you, R.J. I received your  
25 email. We have been in discussion with the Office of

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1 Acquisition. It is my understanding, as the Director  
2 of OSDDBO, that a JV formed under the auspices of the  
3 SBA all-small mentor protégé program qualifies as -- in  
4 the category of the small business. So an SDVOSB as  
5 the primary partner would fit.

6 Now, that is not a universally held position.  
7 I have approached, and we are in discussion with the  
8 Office of Acquisition to get to a determination that is  
9 sustainable, appropriate, and, frankly, defensible in  
10 terms of how that would apply to VECTOR. I would note  
11 the VECTOR is a very interesting and -- approach in  
12 that we have sought at the VA to make sure and to  
13 provide special consideration for SDVOSB and VOSBs who  
14 work with other SDVOs and VOSBs because we are all  
15 aware of situations where a contract or an IDIQ or a  
16 procurement is solicited and small businesses come in  
17 to be the prime and the organization behind them is a  
18 big business. And, therefore, those small business or  
19 SDVOSB primes who build a team out of other SDVOSBs may  
20 end up, in fact, at a disadvantage compared to the kind  
21 of capabilities that a large business brings to a small  
22 business.

23 So VECTOR is -- I won't say it's unique, but  
24 it's certainly unusual in that we have tiered the  
25 evaluation process so that the SDVOSB who partners with

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1 other SDVOSBs and VOSBs are in the first tier. The  
2 SDVOSB who goes and finds a large business to be their  
3 partner is in the third tier. I, frankly, expect that  
4 given the interest that this has generated in the  
5 SDVOSB community, we will have plenty of tier one  
6 proposals; we'll have plenty of tier one awardees; and  
7 we'll make plenty of tier one task order awards.

8 But -- so I just would let you know that the  
9 issue here in my mind is strictly whether or not the  
10 SBA all-small mentor protégé program enables a small  
11 business, or in this case a service-disabled veteran-  
12 owned small business, to be qualified and considered to  
13 be a veteran-owned small business.

14 Certainly, a JV outside the mentor protégé  
15 program would not qualify, but this is very specific.  
16 It's got to do with the mentor protégé program. We  
17 have not -- I expect to get to resolution on that in a  
18 matter of days because we need to do it before  
19 proposals are submitted, but it, frankly, is not -- I  
20 cannot say that it's resolved at this point.

21 MS. CARSON: Tom, thanks for addressing --

22 MR. LENEY: It's getting a lot of attention.

23 MS. CARSON: It is getting a lot of attention,  
24 and so, although this was a specific case and question,  
25 there is a lot of interest. So whatever you come back

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1 with --

2 MR. LENEY: Happy to.

3 MS. CARSON: -- we'll be sure to share that  
4 widely.

5 MS. MORRIS: Thank you very much.

6 MR. BLAKE: Appreciate it.

7 MS. CARSON: Thank you.

8 MR. LENEY: By the way, I appreciate R.J.  
9 bringing this issue up because it applies much more  
10 broadly than it does to a specific firm, and so it's a  
11 good thing.

12 MS. CARSON: Thanks, Tom. I appreciate that.

13 I'm going to turn it over. Now we're going to  
14 hear brief updates and reports from other agencies.  
15 Thank you for going first, Tom.

16 The Department of Labor, Bill Metheny, please  
17 go ahead.

18 MR. METHENY: All right. Thank you. I wanted  
19 to offer two broad categories of updates. One is  
20 update on data, how are veterans doing in the workplace  
21 in -- around the country. So our most recent  
22 unemployment figures for veterans show that veterans  
23 are doing better than their nonveteran peers still. So  
24 for January, the nonveteran unemployment rate was 5  
25 percent. Veteran unemployment rate was 4.5 percent.

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1 Female veteran unemployment, 3.8 percent. So those are  
2 good numbers.

3 Moving forward a little bit, last week, the  
4 Bureau of Labor Statistics also released numbers for  
5 claims for unemployment compensation. Those numbers  
6 are continuing to look positive as well. Number of  
7 claims for each week that they're looking at are  
8 dropping, and specifically I'll give you an example for  
9 initial claims for recently separated veterans dropped  
10 by -- from 810 to 798, so a difference of 12. Just in  
11 that one-week period, that same week a year ago was 63  
12 higher. So, in other words, we're getting better in  
13 that category as well.

14 So the next set of numbers to watch for will  
15 be out this Friday, and that is -- that will be the  
16 February numbers for sort of what I've just described.  
17 If you don't already have your data feed set for how to  
18 get those, you're welcome to subscribe to the DOL  
19 newsletter. You can go to veterans.gov, and you'll see  
20 a place to click, and you'll get those each month fed  
21 to you so you can see those snapshots and, like, a  
22 whole long list that will take you to the Bureau of  
23 Labor and Statistics site that you can really parse out  
24 the pieces that you're looking for by state, by all  
25 kinds of different categories.

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1 Now, if you're really a data junkie, I want to  
2 draw your attention to a report coming out at the end  
3 of March. March 22nd is the release of the annual  
4 employment situation for veterans. And that is a  
5 compilation of data from -- that's a partnership  
6 between the Census Bureau and Bureau of Labor and  
7 Statistics specifically focused on veterans, and it  
8 gives you a full picture for the entire past year and,  
9 again, in a variety of categories.

10 It gets released 9:00 the 22nd of March.  
11 You'll be able to find it on the Bureau of Labor and  
12 Statistics website, and then we'll be talking about  
13 that for quite some time to see what that tells us  
14 about how to continue to intervene and help and support  
15 veterans across the country in various employment  
16 endeavors. So that's the data piece.

17 The other part that I wanted to highlight for  
18 today is, you know, we just finished the five-year  
19 anniversary of the Vow Act, and one of the big pieces  
20 that came out of the Vow Act was a reworking of what  
21 the transition assistance program consists of for  
22 veterans that are leaving the service. And we know  
23 that it's a five-day program with some core elements  
24 into it.

25 And what we set up -- what the Vow Act set

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1 up was an interagency process to keep that curriculum  
 2 up to date. This is the year -- on a biannual cycle,  
 3 we -- one year we do kind of a refresh, check our  
 4 numbers; this is the dive-deep year for the curriculum  
 5 for each of those sessions for TAP.  
 6 So I wanted to highlight that to you because  
 7 this is the time if you have different relationships  
 8 where you are plugged in with any of the agencies that  
 9 provide TAP -- Department of Defense, Education, SBA,  
 10 VA -- reach to them now to let them know some of the  
 11 things that you think would be helpful for that  
 12 experience.  
 13 You know that the TAP core program is about a  
 14 five-day experience, but there are some key electives  
 15 that are available to transitioning service members who  
 16 want to look at that. We've talked about Boots to  
 17 Business for those who want to move right into  
 18 entrepreneurship and learn about that.  
 19 Another elective is the career technical track  
 20 training. That's been around for a little while. It's  
 21 for folks that want to explore how do I go into one of  
 22 the technical or trade areas as I leave the service.  
 23 We've been working with our VA partners to transition  
 24 the stewardship of that elective from the VA to the  
 25 Department of Labor, and that will happen officially 1

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1 April where the classes now will be overseen and taught  
 2 through DOL, Department of Labor.  
 3 So here's where that's exciting for our  
 4 purposes here. So we have veterans now who are going  
 5 to go through this career technical track training and  
 6 deciding, hey, I want to pursue that avenue approach.  
 7 Well, now, nested within this community of a public  
 8 workforce system, they now also have ready access to  
 9 both the tracks for registered apprenticeships that are  
 10 partnered both with the DOL and the VA on how do I move  
 11 from the initial understanding, now I want to  
 12 apprentice in that particular trade, craft.  
 13 Now I think I'm moving along nicely, and I  
 14 want to look at certification and licensure, also part  
 15 of the public workforce system that has been --  
 16 received lots of attention over the last year. If you  
 17 haven't seen the National Governors Association report  
 18 on licensure and certification, you'll definitely want  
 19 to Google that because five states took a look at how  
 20 do we make that smoother and easier for our veterans  
 21 transitioning to a variety of different skill sets.  
 22 So they go to the elective track; they say  
 23 this is something interesting I want to pursue it, let  
 24 me get some training, let me go through an  
 25 apprenticeship, let me get my licensure, and now let me

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1 start working. The interesting part that is I think  
 2 going to be very exciting to watch is how many of them  
 3 will then start to get the itch and start going, you  
 4 know, I like what I'm doing; now I want to be my own  
 5 boss.  
 6 And, so, we think this is another pathway and  
 7 gateway towards a veteran entrepreneur with a little  
 8 bit of time in between the time they take their boots  
 9 off and the time they start their business. So we're  
 10 excited to see where it goes. We will keep you posted  
 11 as we start to watch the data and see if those  
 12 connections and that integration turns out to be a good  
 13 thing.  
 14 So those are the highlights I wanted to share  
 15 with you this week, and if you need any of the  
 16 connections to send the data that I shared earlier, I'd  
 17 be happy to talk with you afterwards. Thanks.  
 18 MS. CARSON: That's a great update, Bill. And  
 19 I appreciate -- the Department of Labor has really  
 20 stepped up and seen what their role could be for  
 21 veteran entrepreneurs, and that's just something that  
 22 we didn't expect, and I appreciate you always looking  
 23 for something new.  
 24 Are there questions for Department of Labor in  
 25 the room? Okay. And as Victor mentioned, we do have

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1 new recommendations, and I just wanted to note for the  
 2 record that, Bill, thanks, you're helping us check on  
 3 2.2, which is about how are we going to change our  
 4 curriculum to improve the information that  
 5 transitioning service members and veterans get about  
 6 their opportunities in entrepreneurship.  
 7 So you've just hit on one. Another is that  
 8 Boots to Business and Department of Labor curricula  
 9 will cross-reference and say that American job centers  
 10 are a great way for small businesses owners to staff  
 11 their companies as they become employers when they go  
 12 back to their communities and start those businesses.  
 13 So I appreciate that.  
 14 We'll go on to Department of Defense now. Jim  
 15 Galvin.  
 16 MR. GALVIN: Thank you. It's Jim Galvin from  
 17 DOD. Following up on Bill's comments about data, if we  
 18 could go to the first slide, we could look to the  
 19 screen -- those on the phone may have received the  
 20 slides -- looking at one that has a percent of veteran-  
 21 owned small business and service-disabled veteran-owned  
 22 small business performance within the Department of  
 23 Defense.  
 24 The grayish-silver line is the 3 percent goal.  
 25 As you can see from the chart, 2014 is when we met the

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1 service-disabled veteran-owned small business goal, the  
2 one that the SBA -- and by law that we're charged to  
3 pursue. And we've been able to stay above that for the  
4 last couple of years as well. Technically, 2016 is  
5 unofficial, but the data's been locked and -- I hope  
6 you're feeling better out there. The 3.36 was our  
7 performance then.

8 So there's a slight decline in -- from 2015 to  
9 2016. A good part of that, we believe, is due to the  
10 application of overseas spending, which before had been  
11 excluded. There are still a variety of exclusions;  
12 however, we did basically increase the amount of  
13 spending that we had to look at, and, frankly, the  
14 overseas spending in the small business area is only  
15 about 10 percent of what's eligible.

16 So we're working with our contracting  
17 workforce to help them to understand and appreciate  
18 that so that we can improve that performance. All of  
19 this data is available out on FPDS. We just summarized  
20 it here in this chart.

21 Also, I just want to point out on overseas,  
22 Congress also revised the definition and clarified it  
23 somewhat in the NDAA 2017. And, essentially, it's for  
24 contracts that are awarded and performed overseas.  
25 Those are excluded. So -- but within DOD, it turns out

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1 that many of the contracts are awarded here in the  
2 United States, any of the 50 states. So because of  
3 that, there's still a substantial amount of possible  
4 business that small business could go after. And,  
5 again, we're working with our contracting workforce to  
6 make sure they appreciate that.

7 Next slide, please, Cheryl. Thank you.

8 So the good news, though, is even though the  
9 stats went down, the percentage went down a little bit  
10 in 2016, the actual quantity, the number of dollars,  
11 went up slightly. So that was good news. You know,  
12 with 2017, where we are now, we've got the continuing  
13 resolution, so to some extent, it could look similar to  
14 2016. Other issues are when the DOD gets the potential  
15 plus-ups that are being thrown -- discussed by the  
16 White House and Congress. A lot of that money goes to  
17 big weapons systems, readiness, and things like that  
18 nature.

19 So we're, you know, working with our  
20 procurement offices to make sure they're identifying  
21 opportunities, but recognize areas of readiness might  
22 be facilities, maintenance, weapon system maintenance.  
23 It could be potential good small business opportunities  
24 there, especially veterans that are familiar with those  
25 systems. But then the large procurement, if there are,

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1 you know, ships, aircraft, usually those are large  
2 businesses that are primes on those, and so that's  
3 where we emphasize subcontracting opportunities.

4 Just to highlight on the next slide, this is  
5 looking at last year, FY16, looking first at veterans  
6 and then service-disabled veterans. So of the about 12  
7 billion that went to veteran-owned businesses, you look  
8 in the top three lines or so, you can see it's hitting  
9 across the board services, manufacturing, and  
10 construction. So there's still a good deal of  
11 opportunity there.

12 Interestingly, in the construction area, much  
13 of it is parts, things like aircraft parts, control  
14 systems, small arms supplies, as well as communications  
15 components. So those might be areas where veterans  
16 would be interested and have had a pretty good track  
17 record so far.

18 And then just the last slide is the service-  
19 disable veterans, about 8.5 billion of the 12 billion  
20 went to service-disabled veterans. And, again, the  
21 distribution was somewhat similar.

22 In general, where we're headed at DOD is we're  
23 emphasizing that our small business workforce, which  
24 consists of several hundred professionals within the  
25 Department, that they are well trained and educated on

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1 how to deal with small business programs. We've got  
2 training activities that we work on with them, and we  
3 also have the Defense Acquisition University so they  
4 can get professional education that they're required to  
5 take for various certification levels.

6 And when -- we make sure everybody understands  
7 their role and then build that relationship with their  
8 program managers and their contracting officers so that  
9 they're creating the demand, they're working with the  
10 acquisition system to make sure we do set-asides where  
11 we can. And we're making sure that they build  
12 relationships so that they get invited by program  
13 managers when they're having the up-front conversations  
14 about requirements. And then they get into the market  
15 research to find out who's out there.

16 So it's very helpful for the small business  
17 community and veterans to respond to requests for  
18 information. If they feel like they could participate  
19 in a procurement, let us know, because that sets the  
20 small business professional, the contracting community  
21 in -- it puts them in the position to set aside, to  
22 make a case for setting aside because the market  
23 research would show that there are firms out there that  
24 could handle the procurement.

25 Then we make sure they're involved in the

93	<p>1 acquisition strategies, drafting requests for proposal 2 and sticking with the subcontracting plan evaluation 3 or, you know, through the proposal. So, anyway, we 4 just see it as a system where we want to educate our 5 folks, make sure they have the relationships, and 6 they're participating across the board. 7 That's all I have. Thanks for the time, Barb. 8 MS. CARSON: Thank you, Jim. And I'm going to 9 ask a clarification and a compliment. So the 10 clarification is that the service-disabled vet, 8.5 11 billion is a subset of the larger veteran-owned small 12 business spend, correct? 13 MR. GALVIN: That's correct. 14 MS. CARSON: Okay, thank you. And the 15 compliment is we asked all agencies, but you're the 16 most proactive thus far that's reported out, on our 17 Recommendation 1.3, which was remove the mystery of the 18 denominator. If we, SBA, goes out and says 23 percent 19 of the federal spend is going to small business, 20 there's a lot of concern that there's a lot that's 21 excluded before you get to the 23 percent. 22 And I think you are doing a good job of 23 educating your acquisition professionals that they may 24 be -- there are more opportunities for small business 25 than they may have assumed. And I appreciate the</p>	95	<p>1 We're moving to our next presenter, Mr. Gavino 2 from General Services Administration. 3 MR. GAVINO: Hey, good afternoon again, 4 everyone. My name is Amando Gavino. I am the Director 5 for the Office of Telecommunication Services. For 6 those of you who know Mary Davie, I work for her. 7 Retired Air Force, 27 years, colonel. I've been IT all 8 my career. 9 Just two items really very, very quickly. 10 Status of the VETS, VETS2, it's pretty important. We'd 11 like to think the VETS was the -- one of the go-to 12 contracts for VA. We'd like to continue to be one of 13 your go-to contracts for the VA in the future. It's 14 still scheduled to be awarded sometime this year. 15 VETS2, basically will allow fixed price, cost 16 reimbursement, time and material for labor hours, 17 orders. We'll have a five-year base and one five-year 18 option. Basically it provides access to customized IT 19 solutions from a qualified pool of SDVOSBs. And, once 20 again, since we are in the process of acquisition right 21 now -- and then we have healthy, healthy competitions 22 for that contract. It is still scheduled to be awarded 23 this year. 24 I can go -- I cannot go on past that. I am 25 told not to talk too much about it, but for the current</p>
94	<p>1 persistence and your education. 2 Any questions for DOD before we move on? 3 Mr. Leney. 4 MR. LENEY: I would also like to compliment 5 DOD in putting some attention on VOSBs, starting to, 6 you know, give some visibility to that. It's unusual, 7 the opportunities for VOSBs, looking at their numbers, 8 are greater in DOD than they are in VA because we have 9 a hierarchy and over 90 percent of our VOSB spend in 10 the VA goes to SDVOSBs because of that hierarchy, where 11 you see in DOD there's only 70 percent of the total of 12 VOSB spend goes to SDVOSBs. So I just compliment DOD 13 on showcasing that and would point out to the VOSBs in 14 the audience where -- you know, where some of the 15 opportunities may lie across the agencies. 16 MR. GALVIN: This is Jim Galvin again with 17 DOD. Thank you. Also, to the VOSB community, I think 18 about a quarter of those awards were full and open 19 competition, so they weren't even set-asides. So 20 that's a, you know, testament to they were able to get 21 there and compete with everyone. 22 MS. CARSON: I'm betting some of those are VIP 23 grads. Just a guess, but we'll look into that too. 24 Maybe that's something we can report on in the future, 25 I hope.</p>	96	<p>1 VETS contract, as you may or may not know, it expired 2 February 1st, 2017. The last order -- the last task 3 order was accomplished January 31st, so that's going to 4 go all the way up to January 31st of 2020. So that's 5 going to be an ongoing effort for the next three years. 6 The total amount right now roughly for the 7 VETS GWACs contract was about -- a little over \$2 8 billion. Not bad. So that's pretty much it for the 9 VETS GWACs. 10 One program -- one pilot program that the GSA 11 did start, about two quarters ago, is this program 12 called Making It Easier. Making It Easier is comprised 13 of two items: It's a startup springboard, and 14 FASTlane. Startup springboard, basically what that is 15 is for companies that are less than three years old, 16 SDV, veterans basically. It helps companies to get on 17 to IT Schedule 70. And what it does, it basically 18 enables them to go from about 100 days -- 120 days 19 prior to about 30 days. That's pretty good. 20 The last two quarters we were able to help 21 four companies, four vet companies, and one of them is 22 SDVOSB, basically do that. That is the springboard 23 program. I believe -- we believe that it's a 24 successful pilot program that we would like to -- we 25 will be -- well, I can't say we, I'm not the GSA guy,</p>

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1 but we will recommend that this be implemented to other  
2 schedules, not just Schedule 70.

3 The other part of Making It Easier program  
4 called the FASTlane -- oh, where are you -- basically  
5 help startup business companies get on GSA schedules  
6 again in less time. This one basically last quarter we  
7 had 33 veteran-owned small businesses went through the  
8 FASTlane program, of which about 19 of them are SDVOSB.

9 So this is definitely something that I have --  
10 being an IT guy, I'm looking into it very, very  
11 aggressively. Since I own this contract called  
12 Networx, with an X, as you know that's going to expire  
13 here in three years, to be replaced by Enterprise  
14 Infrastructure Solution contract. It's a 15-year  
15 contract, \$50 billion ceiling. I took interest in  
16 basically watching out basically the SDVOSB component  
17 of the uplinks for that contract, in particular the  
18 cyber security and the health IT portion of it. And  
19 that's pretty much it.

20 MS. CARSON: That's a lot.

21 MR. GAVINO: For GSA.

22 MS. CARSON: Would you be willing to come back  
23 and do a presentation, perhaps it's more focused for  
24 veteran business owners, but on the Making It Easier  
25 program?

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1 MR. GAVINO: Absolutely.

2 MS. CARSON: Okay.

3 MR. GAVINO: As a matter of fact, I have quite  
4 -- there's a crew who's willing to come over and do a  
5 presentation. They're very proud of what they do, and  
6 they're -- I mean, they got -- they're very passionate  
7 and they're very proud. They like to showcase what  
8 they were able to do in such a short amount of time. A  
9 lot of young folks, again, very, very proud of those  
10 folks. Yeah, we'll do it.

11 MS. CARSON: Okay, you're on, in June.

12 MR. GAVINO: No problem, no problem. Thank  
13 you.

14 MS. CARSON: Thank you so much.

15 Okay, the Office of Management and Budget, Mr.  
16 Blum.

17 MR. BLUM: Thanks, Barb. I thought it would  
18 be appropriate to take a moment or two to talk about  
19 some developments in the regulatory space. As I'm sure  
20 folks know, there are two executive orders that have  
21 been issued by this Administration aimed at regulatory  
22 reform and recognizing the need to think harder about  
23 the cumulative cost that regulations impose on those  
24 that are being regulated and, in our instance, federal  
25 contractors and to take steps -- a number of steps --

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1 but two that are highlighted in the executive order,  
2 one is that when new regulations are being developed  
3 that would add burden that there needs to be  
4 essentially in the process a -- if you will, a no-net-  
5 new, so that we are taking other steps to remove  
6 burden, the one for two is the process that the  
7 executive order speaks to, which anticipates at least  
8 for rules that are deemed significant that for every  
9 one rule there would be two coming out.

10 When I had first read this, I thought it  
11 was -- I thought -- you know, I understood the focus on  
12 the level of burden, but I was a little confused by why  
13 the one for two. And I can let the Office of  
14 Information and Regulatory Affairs speak more fully,  
15 but from a practical standpoint, I certainly  
16 appreciate, and I think all of us have been in a  
17 situation where we have gotten all of our thoughts  
18 together in a document, only to be told that we need to  
19 cut it in half. And not to suggest that we don't in  
20 drafting regulation seek to keep them concise and  
21 simple and in plain language, but there certainly can  
22 be opportunities for looking to see whether certain  
23 regulations are -- continue to be necessary and, if so,  
24 if they're written necessarily in the simplest form and  
25 whether some requirements really are necessary.

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1 So we have -- nothing that's been said in this  
2 conversation -- and there will be more guidance  
3 obviously and discussion on these executive orders  
4 moving forward -- but nothing that I've heard is  
5 designed to suggest that, you know, we should have no  
6 regulations. Clearly, there's an important benefit to  
7 the consistency and certainty that regulations provide.  
8 This is the primary way in which we, you know, speak to  
9 contractors in terms of incorporating clauses and to  
10 contracts. And I don't see any of that changing.

11 In fact, Ken was talking about earlier the  
12 number of actions in the NDAA, and the FAR Council has  
13 cases in process that will be coming to OIRA and to  
14 complete implementation, whether it's the limitation on  
15 subcontracting that he mentioned, a number of the FY17  
16 provisions, finishing up finally on the Jobs Act, the  
17 requirement -- requirements around using set-asides for  
18 orders under multiple award contracts.

19 And in addition, I would note that our friends  
20 and colleagues at the Office of Advocacy will be  
21 actively engaged in this process with OIRA and with our  
22 office on procurement as we work to strengthen our  
23 analytical work in evaluating the burden of our rules.

24 I should mention the second executive order,  
25 the number which escapes me, which is focused on

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1 enforcement, is really designed to require that each  
2 agency -- regulatory agency -- have a group of  
3 appropriate policy officials that are accountable for  
4 making sure that these processes are taking place and  
5 agencies are thinking hard about what sorts of  
6 deregulatory activities are appropriate and can help in  
7 bringing down the cumulative cost of those regulations.

8 On the good side, and I know as we've talked  
9 about in the past, there are a number of good things  
10 that come from this. People will recall Quick Pay.  
11 That actually came out of Executive Order 13563 on  
12 retrospective analyses where the Department of Defense  
13 had noted -- I think it was, at the time, it was  
14 Secretary Carter who was Under Secretary for  
15 Acquisition Technology and Logistics at a meeting in  
16 the White House on small business had commented that  
17 their rules for accelerating payment only applied to  
18 service -- SDBs and didn't see any reason why that  
19 shouldn't be expanded.

20 And that was the impetus for OMB's guidance  
21 back in 2011 to expand and accelerate payment to all  
22 small businesses and then subsequently to expand that  
23 to flow that down to small business subcontractors  
24 under large businesses. So clearly the heightened  
25 emphasis through these executive orders, I think, can

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1 present additional opportunities for identifying other  
2 Quick Pay-type initiatives.

3 Secondly, there are, I think, other areas  
4 where we -- I think it's pretty clear that there are  
5 burdens that if they're lifted would help small  
6 businesses. And the one that comes to mind in  
7 particular are our commercial item contracts. I would  
8 say much of what, if not most of what small businesses  
9 are selling us fall within the definition of commercial  
10 items.

11 And I recall back in the mid 1990s, under the  
12 Federal Acquisition Streamlining Act, when they created  
13 the framework that became Part 12 of the FAR, that the  
14 whole goal was to try to limit the amount of  
15 government-unique requirements that we were proposing  
16 on those seeking to do business to facilitate greater  
17 access to the commercial marketplace and to rely on  
18 customary commercial practices, including commercial  
19 literature of companies rather than creating our own  
20 unique requirements.

21 And I just recently was looking back in the  
22 FAR on the flow-down provisions. And my recollection  
23 -- I may be wrong, but I seem to remember there was  
24 about four or five laws that had to be flowed down on a  
25 commercial item contract back in the mid 1990s. And

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1 that list has grown to, I think, over 20 at this point.

2 Many of them, admittedly, are imposed as a  
3 result of statutory changes, but I think, you know,  
4 this executive order -- of -- these executive orders  
5 and this framework gives us an opportunity not only to  
6 engage with Congress but there are some instances where  
7 applications of new laws have been done  
8 administratively by the FAR Council because there is a  
9 requirement that says -- or I should say there's  
10 authority for the FAR Council to impose new  
11 requirements on commercial items contracts if it's in  
12 the best interest of the government.

13 And it has been done from time to time, again,  
14 judiciously on each occasion, but cumulatively over the  
15 years it adds up. So I think that's another example of  
16 how this executive order can be used moving forward to  
17 help reduce burden that can be beneficial to the small  
18 business community.

19 And third is I think it also challenges each  
20 agency to think about in a deregulatory environment the  
21 flexibilities that the regulation provides, and we've  
22 talked about this in the more recent past under the  
23 label of innovation where we have developed a Tech FAR  
24 to help think in a nonregulatory way about how we can  
25 be -- use modern buying practices like agile software

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1 development and incremental funding to get our work  
2 that we need -- our software, for example -- delivered  
3 effectively, successfully, and faster.

4 And we see examples of this where HHS was able  
5 to use those processes in updating and modernizing a  
6 legacy system. They gave out prototypes -- they asked  
7 for prototypes, and they gave out stipends under a  
8 small business set-aside, and the work was --  
9 ultimately went to a small business that has  
10 successfully performed.

11 You all have been briefed on how SBA used some  
12 of these processes in modernizing its certification  
13 programs, which I believe the work was also done by a  
14 small business. The U.S. Digital Service came up with  
15 an interesting way to buy agile software development  
16 services using the simplified procedures that are  
17 authorized when you buy commercial items.

18 And, so, what we want to do moving forward to  
19 promote this is to do three things. One is continue to  
20 work with the agency innovation advocates for  
21 acquisition that were appointed in 2016 and to develop  
22 communities of practice that I hope would include, for  
23 example, small business directors to help, you know,  
24 include or incorporate into those conversations best  
25 practices for small businesses, and then to build this

105	<p>1 out in a innovation or modernization hallway that would 2 be built on GSA's acquisition gateway so that we can 3 capture these practices, make sure that we, OMB or 4 OFPP, can, you know, make clear where we're giving our 5 imprimatur to those practices that have been tested, 6 which is important in a deregulatory environment as you 7 might see more nonregulatory guidance documents pop up, 8 and we want to try to, you know, make sure that there's 9 not confusion in the community in that regard.</p> <p>10 So I know that there will be some outreach 11 moving forward, and while we had, in going through our 12 recommendations over our last couple of meetings, I 13 think we're recommending to pivot away from some of the 14 regulatory work. Given these recent developments, I 15 would -- we might want to make sure that we keep an eye 16 on these and would encourage and welcome any members 17 that have ideas either in terms of regulatory reform or 18 alternatively in terms of, you know, how we can take 19 better advantage of some other innovations that can 20 save money for small businesses, now that we have the 21 infrastructure of our advocates and hopefully the 22 hallway coming online in the near future a way to try 23 to -- a way to successfully and effectively get that 24 message out to the community.</p> <p>25 MS. CARSON: Thanks for being a bearer of good</p>	107	<p>1 glad that we've had some progress shown, even in this 2 first meeting. I commend DOD and Jim for addressing 3 the -- one of my favorite topics, the excluded 4 contracts. And, yeah, I think it was great the way it 5 was handled. You know, they're awarded in the United 6 States; that gets brought back in; and we readjust the 7 figures and look for additional contracting 8 opportunities.</p> <p>9 And the same with the -- what will probably 10 happen with the DOD budget where you will get major 11 weapons contracts and aircraft carriers and things like 12 that. So it's nice that you're already looking at 13 other contracting opportunities for the veteran-owned 14 and service-disabled veteran-owned businesses.</p> <p>15 And with that, I'll stop. Thank you.</p> <p>16 MS. CARSON: Thank you so much.</p> <p>17 Any questions for Victor at this time, or a 18 comment?</p> <p>19 (No response.)</p> <p>20 MS. CARSON: Okay, Amanda, I'm going to turn 21 it over to you for Military Officers Association of 22 America.</p> <p>23 MS. BAINTON: Hello. All right, so, I'm going 24 to keep mine brief as well, but I will start just 25 mimicking a little bit of what Victor said, just</p>
106	<p>1 news today and also addressing, too, the things that we 2 had committed to working on. And one was reducing 3 barriers, and you addressed that well with the 4 regulatory environment and things to come, and also the 5 innovation. So Recommendation 3.2, we appreciate the 6 updates on that and look forward to more next time.</p> <p>7 Any questions for OMB? And I think I forgot 8 to ask for GSA. Anyone have questions for them? Okay.</p> <p>9 Looking forward to moving on to Victor 10 Klingelhofer from Vietnam Veterans of America. Please.</p> <p>11 MR. KLINGELHOFER: I already spoke earlier at 12 some length, so I'll be very short now. I wanted to 13 commend first off Tom Leney and the VA, as he walks out 14 the door, but that's okay. I really think that the 15 protection for minority owners that he's looking at is 16 incredibly important.</p> <p>17 You know, not only are so many veteran-owned 18 small businesses in need of capital, but also I've seen 19 many instances in which people have been reluctant to 20 put sweat equity into one of these companies for fear 21 that they have absolutely no control over what happens 22 to that company. So I think that's very good. I look 23 forward to contributing to that.</p> <p>24 And then, you know, VVA is primarily 25 interested in getting going with our goals, and I'm</p>	108	<p>1 showing appreciation to this group for all their hard 2 work and allowing us to be contributors. And I look 3 forward to working on the goals that we've established 4 earlier, and the organization is proud to be a part of 5 this.</p> <p>6 Just from an organization standpoint with 7 regard to entrepreneurship, one thing that we're really 8 focused on in 2017 -- I would say I am very focused on 9 because I'm entrepreneurship party of one for the 10 organization -- is not reinventing the wheel. I would 11 love to take on everything and know everything, but I 12 can't possibly. And even just sitting in this meeting 13 here it's drinking from the fire hose. There are so 14 many things out there that I really think a lot of our 15 members and the entire military community need to hear 16 about.</p> <p>17 So what I'm focused on is really just bringing 18 everyone together in an environment where the service 19 member or spouse or veteran has the opportunity to get 20 that information on their own and collect it. And, so, 21 a few ways we're going to do that in 2017, we are 22 supporting the Hiring our Heroes DOD summits. We will 23 be participating in nine of those summits across the 24 country, providing subject matter experts, and we will, 25 of course, join them in promoting the Boots to Business</p>

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1 and Reboot program. We're also building out a full  
2 spouse curriculum at some of those events as well and  
3 really hope to focus on the entrepreneurship piece.

4 So I would invite any of you to contact me if  
5 you have any interest in providing some of your  
6 resources or if there's anything important -- or any  
7 important message you would like us to delivery,  
8 specifically to the spouse community, about  
9 entrepreneurship, I welcome that as we're building that  
10 curriculum now.

11 Additionally, we are hosting our annual Air  
12 and Space event. We -- it's a military and veteran  
13 networking forum at the Smithsonian in DC. We have an  
14 entire hall dedicated to entrepreneurship. And this is  
15 where we want to bring in all of you, other resources,  
16 to just present what you have to the either  
17 transitioning cohort or veterans and military spouses.  
18 So I would invite all of you to participate. It's not  
19 just for officers; it's for all, and there's no fee to  
20 attend. But specifically for this Task Force, it would  
21 be great to have some of the resources here, and we  
22 might call on you at times to see if you can add to the  
23 curriculum.

24 Additionally, through a few webinars  
25 throughout the year, I'd love to have a few

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1 entrepreneurship-focused panels, and I might call on a  
2 few of you to see if you can participate and help out.

3 And, yeah, and then a few new innovative  
4 ideas, which I'm not really prepared to talk about now,  
5 but really moving forward, we look forward to bringing  
6 that to this group in the future and getting you all  
7 involved. So thank you again for having us.

8 MS. CARSON: Thanks, Amanda. Do you know the  
9 date yet for the Air and Space event?

10 MS. BAINTON: I do. I'm sorry. I forgot to  
11 mention that. It will be September 14th, and the  
12 website is going to be moaa.org/networkingforum. And  
13 if you're a company or organization representative, you  
14 can register to have an information table. And if you  
15 are someone interested in getting -- gathering  
16 information as a veteran or someone in the veteran  
17 community, it is free to attend. You just -- the  
18 registration hasn't opened for that side yet, but it  
19 should be in the next month.

20 MS. CARSON: Thanks, Amanda. I know we spend  
21 a lot of time on procurement, and I do want you to know  
22 that your contribution and the representation you  
23 provide, as well as access to capital, definitely a  
24 thing that we need to address together. There is a  
25 role for federal government also in entrepreneurial

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1 education, so for those of us around the table who  
2 haven't thought more broadly, I hope we can, and what  
3 you have to offer veterans and service members is  
4 crucial. So whenever you're ready to talk about those  
5 special initiatives, we're ready for you on the agenda  
6 for a spotlight.

7 MS. BAINTON: Great. I'm ready, yeah, thank  
8 you.

9 MS. CARSON: Thanks.  
10 Mike, American Legion.

11 MR. PHIPPS: So the American Legion had their  
12 national conference, where Barb attended, correct?

13 MS. CARSON: Yep.

14 MS. PHIPPS: Excellent. And I was able to  
15 brief the executive committee for the American Legion,  
16 which was really cool. So Teddy Roosevelt was the  
17 founder of the American Legion, and his great, great,  
18 great grandson is now the executive -- is now the  
19 president of that committee. One thing the American  
20 Legion does have is a small business task force.

21 And, so, I've been working the last few months  
22 to revise the task force at the American Legion. And  
23 we are loosely basing it on our task force because it  
24 has such good initiatives. It is going to be really  
25 focusing on bringing some of the younger post-911

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1 veterans into the fray. I think they -- and focusing  
2 on diversity. I think the American Legion really  
3 understands that they have to increase their base and  
4 they're making a real effort to do that.

5 So with that, I wanted to just bring up a few  
6 things with the ACVBA, with the committee work that's  
7 going to be meeting tomorrow. We have our draft report  
8 that's complete with a number of recommendations. We  
9 actually had over 35 recommendations, and we have  
10 narrowed it down to 14, combining.

11 We did a new -- there's a new effort this  
12 year. We had the members write sections of their own  
13 recommendations, so it wasn't just one person. Ed has  
14 written it himself the last two years. We had some  
15 attendance issues and some people that had fallen off  
16 the committee, so it was a real challenge.

17 We've reduced that, but I would like anybody  
18 who would like to take a look at those recommendations,  
19 it's probably just about -- the report's fairly long,  
20 you just have to read about the five or six pages that  
21 have the recommendations. We are in final draft, so I  
22 know Victor is going to take a look at it, and I know  
23 Tom is going to take a look at our certification. And  
24 we're going to get some information from the VA just to  
25 beef up some of those recommendations.

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1 So with that -- oh, one more thing, sorry. I  
2 would like to see the report or this committee's  
3 recommendation, so tomorrow I can possibly brief the  
4 ACVBA and at least just see if we are doing research,  
5 we could share it with this committee, vice versa, so  
6 we're not basically duplicating efforts with the same  
7 subject matter.

8 MS. CARSON: Thanks, Mike. And thanks for  
9 being the continuity between the two committees. As  
10 the first past chair, he knows well that you have some  
11 power that they haven't exercised in quite a while,  
12 that is that they can request any agency head or a  
13 member of another agency to come and testify to that  
14 group. They can direct SBA to do research. I believe  
15 you have some authority in grants as well, so I'm going  
16 to look at my statute before I show up tomorrow just to  
17 make sure I've got it polished up.

18 And it's good to know I've got like one  
19 recommendation a month plus a couple to work on in the  
20 next year. And I'd compliment you on getting that  
21 draft report done and gently remind the members here  
22 around the table that we also have a report due from  
23 last year, and if you haven't shared any input for that  
24 yet, we would love to have it and make it easy for you  
25 by offering to meet you, even in your office. So if

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1 you'd like to extend the invitation, we'd love that,  
2 but otherwise, we'll come visit you and with the draft  
3 in hand and ask that we could please have that done  
4 this month or the beginning of next and be grateful for  
5 that.

6 MR. PHIPPS: Barb, can you pass out all my  
7 contact information to the committee so they can reach  
8 out if they want to see a copy of the report?

9 MS. CARSON: Absolutely.

10 MR. PHIPPS: Which may lend ideas for this  
11 committee's report as well.

12 MS. CARSON: I will do. Thank you so much.

13 And last but not least, our new member, Mark  
14 Rockefeller, StreetShares Foundation.

15 MR. ROCKEFELLER: Yeah, thanks Barb. Once  
16 again, delighted to be here. Because it is my first  
17 meeting, I think I'll just kind of get to the two  
18 questions that, you know, everyone is wondering: Who  
19 is this person and what is their agenda? I simply view  
20 it as my goal to represent the sort of younger  
21 generation of veteran entrepreneurs. Mike's doing a  
22 great job of this at the Legion.

23 We've worked very closely with them, but  
24 there's a generation of Iraq and Afghanistan veterans,  
25 the post-911 generation, that are really throwing

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1 themselves into business ownership. And I want to help  
2 represent them. What I commit to do actually is reach  
3 out to the heads of some of these smaller VSOs that  
4 represent that generation and try and bring their views  
5 here to advance the goals of this task force. So I  
6 simply want to represent that group.

7 Individual and particular passions of mine  
8 are, of course, access to capital, and it just stems  
9 from my own experience as a veteran entrepreneur. This  
10 is a -- it's a population and a cause that I care  
11 deeply about, and so, you know, just hope to work with  
12 you to make those things better for this younger  
13 generation of veteran entrepreneurs.

14 So very happy to be here. Honored. I've got  
15 a lot to learn. There were more than a handful of  
16 acronyms that were used that I have no idea what they  
17 are, and so Amanda and I will look those up and report  
18 back. But quite happy to be here, so thank you for the  
19 privilege.

20 MS. CARSON: Thank you, Mark. It's helpful  
21 also to know how you would want to serve beyond us  
22 knowing what we want of your service. So I'll share  
23 what we hope for as well, because your expertise hits  
24 on two of the things that we're trying to achieve in  
25 particular. And one of those is increasing the

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1 awareness, access, and utilization of micro loans in  
2 the veteran-owned small business community.

3 I'd use some elbows and expand what are we  
4 talking about when we say micro loans, because that's  
5 the only place we address it specifically, but I think  
6 different kinds of capital, different sizes of capital,  
7 that would be helpful if you could bring that forward,  
8 too, as well as your representation of post-911.

9 And then in the back, and I know we have folks  
10 in the room that are interested in this one too, is  
11 research and policy around vesting the GI Bill benefit  
12 as a property right, allowing veterans to use funds  
13 both for education and for small business creation  
14 activities such as counseling and business financing.  
15 So those are the things that perhaps we can focus your  
16 attention on moving forward as well during your tenure.

17 MR. ROCKEFELLER: I look forward to it. Thank  
18 you.

19 MS. CARSON: Okay, thanks. Any questions at  
20 all for any of our VSOs?

21 (No response.)

22 MS. CARSON: And since we do have some time  
23 and I am very grateful to the people who have endured  
24 uncomfortable chairs for three hours and would invite  
25 you to participate with either comment or question at

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1 this time.

2 MS. ASHE: Hi, Barbara Ashe, VIP. I just  
3 wanted to say thank you to DOD. They are helping us  
4 out next week and participating in VIP International.  
5 And we hope to get those numbers up, including with  
6 their denominator of international work coming in. So  
7 thank you so much to the Office of Small Business for  
8 supporting it. Tommy Marks will be out supporting, so  
9 -- and that's good. Thank you again.

10 MS. CARSON: Thank you, Barbara.

11 We have one more comment or question?

12 MR. LOWDER: Just one more comment, if I  
13 might. My name is Lynn Lowder. I started a 501(c)(4)  
14 called One Vet at a Time. I don't have much hair, and  
15 I'm a lot older than this guy right here, but my heart  
16 is right where he's at. I'm a Vietnam veteran. The  
17 major hangup is access to capital. These young people  
18 want to get in business; they can't get a loan,  
19 especially the junior people, junior enlisted people  
20 that do the heavy lifting in combat.

21 So we are -- we started -- we were the push  
22 behind Senate Bill 1870. We started out in 2015 to  
23 modify the GI Bill to put it back to where it was  
24 originally intended in 1944, which was employment.  
25 Right now, when people go off active duty, three

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1 choices. Choice one, get a degree and get a job, all  
2 paid for. Choice two, get a trade and get a job,  
3 partially paid for. After all, that's blue collar.  
4 And over here, if you want to be an entrepreneur,  
5 great, have a nice day, we got nothing for you.

6 So we've got great Boots to Business programs  
7 and all the rest of this. These young people have got  
8 all the talent in the world to be successful. We have  
9 World War II as a background where 50 percent of our  
10 veterans -- in the nine years following World War II --  
11 got in business for themselves. We know the results of  
12 that.

13 These young people here are straining into the  
14 bit. They want to get out and they want to do it, and  
15 they absolutely can do it. I stood up the veterans  
16 program at the University of Central Missouri years  
17 ago, said I'm a Vietnam guy. I dusted off my Vietnam  
18 brain, took me right back in time, watching these young  
19 people trying to get a zero in life, where's my lane in  
20 life, who am I, and what am I going to do. Once they  
21 found out I was in business, they were coming into my  
22 office all day long. How can I do it? How can I do  
23 it? How can I do it? And I became utterly convinced  
24 that veteran entrepreneurship is so right for some of  
25 these people. Audie Murphy would not have kissed

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1 somebody's ring to get a key to the executive washroom  
2 at PepsiCo, if you get my drift.

3 All these people have seen a lot of combat.  
4 We've never seen troops operationally committed like  
5 these guys have been. They richly deserve this, so now  
6 we're dusting off 1870 again and we want to get the GI  
7 Bill modified so they can use that entitlement, just  
8 like they could if they were going to college.

9 And I want to thank the American Legion for  
10 stepping up big time in this whole arena. They've been  
11 squarely with us for -- since 2015. So I'm here, and  
12 that's what we're all about. And thank you for  
13 listening to me. It's been a little bit of a meeting  
14 here.

15 MS. CARSON: Thank you, sir, for your  
16 comments.

17 Do we have any questions at all? Any further  
18 comment?

19 (No response.)

20 MS. CARSON: This has been one of the most  
21 robust meetings we've had in a while. I'm really  
22 grateful for the participation. We've got new blood,  
23 new energy, we're revived. So I'm looking forward to  
24 the next one.

25 Please join me back here on June 14th is the

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1 next Interagency Task Force meeting for Veteran Small  
2 Business Development. We will keep it in the afternoon  
3 from 1:00 p.m. to 4:00 p.m. And, again, we will have  
4 the Advisory Committee the following day. And we're  
5 going to test out this new model and see how it works.

6 Thanks so much. Have a good day.

7 (Whereupon, at 3:47 p.m., the meeting was  
8 adjourned.)

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