



Goal of the SBTAP

Small Business Technical Assistance Program

FFY 2024

Mission

The Small Business Technical Assistance Program (SBTAP) mission is to help small business owners and operators to understand and comply with environmental rules and regulations.

History

The SBTAP was established by NHDES in 1992 as part of the 1990 Clean Air Act Amendment, Title V: Permits, [Section 507](#) Small business stationary source technical and environmental compliance assistance program (SBEAP).

Goal 1: Direct 1:1 Assistance to New Hampshire Small Businesses

SBTAP will provide confidential assistance to clients thru email, phone, online and site visits. SBTAP is not an expert on all environmental regulations; referrals to other environmental programs may be necessary to assure up-to-date and accurate information is provided.

- 100 information requests.
- 20 on-site assessments.

Goal 2: Educational Outreach

Outreach activities include publications, social media posts, videos, webinars, newsletter articles and webpages. Participate and promote Small Business Administration Small Business Week.

- Develop Frequently Asked Questions webpage.
- 24 social media content posts for Facebook, X, and LinkedIn.
- 2 new publications, including SBTAP Annual Report 2023 and Reducing Auto Body Environmental Impacts.
- 10 Small Business Week activities.
- 1 promotional video on SBTAP.
- Presentations when requested.

Goal 3: Small Business Ombudsperson (SBO)

The SBO serves as the small business community's representative by providing comments on environmental rules and acting as a liaison through enforcement proceedings. In addition, SBTAP was asked to represent NHDES on the New Hampshire Businesses for Social Responsibility Board of Directors. While on the Board, SBTAP will encourage small businesses and NHDES staff to participate in events and webinars.

- Review and comment on proposed environmental rules.
- Facilitate resolutions of complaints and potential enforcement actions.
- 10 daily news clips on NHBSR events to NHDES staff.

Goal 4: Partnerships

SBTAP will partner and collaborate with NHDES programs and business assistance providers outside of the agency to promote services, educational material and training.

- Marina outreach with NHDES Drinking Water and Groundwater Bureau.
- Auto body and veterinarian clinics outreach with NHDES Small Quantity Generator Program.
- Ethylene Oxide Emissions at Sterilization Facilities with NHDES Air Permitting Program.
- National Steering Committee and subcommittees to network and support other state SBEAP/SBO.