

[START OF TRANSCRIPT]

**Carla:** Ladies and gentlemen, welcome, and thank you for joining today live SBA web conference. Please note that all participant lines will be muted for the duration of this event. You're welcome to submit written questions during the presentation and these will be addressed by Valerie Coleman during Q&A. To submit a written question please use the chat panel on the right-hand side of your screen, choose all panelist from the send to drop down menu. If you require technical assistance please send a private note to the event producer. I would now like to formally begin today's conference and introduce Chris **[0:00:37 inaudible]**. Chris, please go ahead.

**Chris:** Thank you Carla. Hello everyone and welcome to SBA's first Wednesday webinar series. Just last week we celebrated Memorial Day and honored those who served our country. Memorial Day is a time for the nation to acknowledge our fallen military heroes and their dedication to defend peace and freedom around the world. I would like to take a moment to honor the memory of the millions of brave men and women on sacrificing their life's for or country. SBA is committed to supporting the veteran community by providing a successful path to entrepreneurship. The office of Veteran's Business Development provides an excellent service of administering small business programs to veteran entrepreneurs. Most recently SBA established a partnership with the US Department of Veteran Affairs that provides veterans with better access to networking events, job seeking skills, coaching and entrepreneurship training. Slide two- for today's session we'll be focusing on veteran's programs, by the end of the program you should have a better understanding of this topic as well as the resources available to you. We appreciate you taking the time to join us on the June edition of SBA's first Wednesday webinar series and we hope that you benefit from today's sessions. If you're new to our event, this is a webinar series that focuses on getting subject matter experts on specific small business programs- in this case the veteran's programs- and having them provide you with valuable information you can use in the performance of your job as an SBA employee a member of the Federal Acquisition Community or a PTAC employee.

A little background on the first Wednesday program, the program was initially created for contracting staff, which is why the training was called 1102 first Wednesday. The 1102 designated government series for contracting personnel was later adapt to be more inclusive of other GS series as federal agencies increased the requirements for 91102's to obtain **[0:02:37 inaudible]** and **[0:02:38 inaudible]** certification. Additionally, other federal buying activities, SBA staff, PTAC and SPDC personnel who after hearing about the training, requested the access and were added to the list of participants. That's why SBA's first Wednesday program is aimed at federal government employees and our resource partners like PTAC and SPDC. Thank you to those of you who are repeat attendees and welcome to those of you who are new to the program. Slide three, as Carla mentioned I'm Chris **[0:03:08 inaudible]** and I work at the Procurement Center Representative or PCR with the small business administration located in Kansas City, Missouri. Additionally, today Ms. Valerie Coleman who is the program manager for Prime Contracts will be reading your questions submitted during the program for our speaker to address at the end of today's session. Slide three includes both of our

information. Slide four, please note that all lines are on mute. However, you may submit questions at any time during today's sessions by entering them into the chat box on the lower right-hand screen of your screen. These questions will be addressed at the end of our speaker's presentation. As most of you know we have transitioned to the new WebEx application and I've been informed that some users may experience issues such as a black website or other error messages, when attempting to access the conference login from their computer. It is our understanding that your internal IT security settings are restricting your access and the AT&T help desk or SBA VOCs will be unable to resolve this issue for you at this time.

If you're affected by this issue, please make sure you dial in and follow along with the slides provided in this email. We will ensure the page numbers are clearly stated, so you can follow along. We're hopeful this issue will be resolved soon and we apologize for any inconvenience. If you're having any other technical problems please call the AT&T support help desk at the following number: 1-888-796-6118, this telephone number is also included in the email invitation for today's program on slide four of the PowerPoint slide deck that accompanied the SBA email notifying you of today's training. Otherwise, just keep listening in and follow along with the PowerPoint that accompanied the invitation for you today. As I mentioned earlier, we will continually announce the page numbers so you can follow along. For more SBA, small business program training please visit the SBA learning center at [www.sba.gov](http://www.sba.gov). On slide five the Association of Procurement Technical Assistant Centers or APTAC host a website where they post the first Wednesday programs. Since these sessions are recorded, you can re-listen to this program as well as previous sessions by visiting their website which is provided here on slide five. The Procurement Technical Assistant Centers or PTACs are a great resource and partnering with your local PTAC for an industry day, sharing a [0:05:37 inaudible] or RFI notice while referring small business concerns to PTAC are just a few reasons why they are such a useful resource for acquisition personnel. Please contact your local PTAC for additional information. Slide six shows you the current program schedule and today's session on the veteran program is the 9th topic in the series. As you will see we have added a couple new topics to our program list and improve and upgrade other topics that have been presented in the past. The participation continues to grow each month and the positive word of mouth is greatly appreciated. We hope you find these topics interesting and applicable to your job.

On slide seven, I'm sure many of you want to receive credit for today's training, so you will be glad to know that today's session is worth one COP. On the following slide, which is slide eight you will find the training certificate. First you will manually fill in your name and then print the certificate from the PowerPoint to request credit for today's session. The PowerPoint was part of the SBA email invitation that you received for today's session. Please note that SBA does not track your COPs or communicate with your training program regarding your COP achievements. Several of you may have received the information for this training from a friend or colleague, but if you want to receive an email directly from us notifying you of upcoming first Wednesday webinar events, please send us an email at [sbalearning-so@sbalearning.gov](mailto:sbalearning-so@sbalearning.gov) so that's S-B-A-L-E-A-R-N-I-N-G-@sba.gov ([sbalearning@sbalearning.gov](mailto:sbalearning@sbalearning.gov)). In the subject line please enter the words 'add to list' and we'll ensure you're added to the distribution list. Slide eight is the certificate that I was

mentioning, first you will need to access the PowerPoint presentation that was emailed to you, then you will manually fill in your name where it says, "Insert your name here." Next within the print settings, you will select 'Print current slide,' which will allow only the certificate to be printed. Another reminder, SBA does not track your COPs or communicate with your training program regarding your COP achievements. On slide nine, today's training has been assembled to address veteran's programs and to provide you with the resources available for your use. Our speaker has graciously accepted our invitation and he will be directing me to continue on to the next slide. As mentioned earlier, if you are unable to access the WebEx application, please follow along with the PowerPoint presentation that was included in the email regarding today's session. We will identify the page numbers so you can follow along.

Also, please note that due to connectivity issues some viewers may experience a delay as the slide changes on your screen. Now I am pleased to introduce today's speaker to you, Mr. Jerry Gatlin who is a veteran business specialist for SBA's office of Veteran's Business Development. Jerry, we appreciate that you can meet with us today and I'll turn the program over to you.

**Jerry:**

Thank you, on the contrary thanks to you Chris and Valerie for inviting me to present on veteran's business issues and some of our programs that we have and hopefully it will help decimate this information and get more contracting dollars and awards out to veteran owned businesses. I can tell Chris and Valerie you've done this before; your voices are very good you guys should be doing voice overs. I can only hope that the next half hour or so my presentation will be as pleasant as yours has been. We can go ahead to the next slide, slide 10, I will tell you a little bit more about our office. The associated administrator office is led by Ms. Barb Carson, she an air force reservist and she's actually deployed right now, she's in the Gulf. She's an air force reserve Colonel. Also, their deputy associated administrator we have Ray Melano, who is a Marine Corp veteran and is picking up the slack as Barb is on deployment. If we can go to slide 11 please. There's myself, I've been with the SBA federal service two and half years and was in the army, served between active duty and the guard, 22 years as a helicopter pilot. We're back on slide 11, here our **[0:10:41 inaudible]**. I'm sure many of you have seen these before, but it's a quick refresher starting with Public Law 10650-50 which-most known for is, it establishes the 3% goal for federal procurement. Just as a quick preview for the numbers- contracting numbers were released last week and we have exceeded that number and actually have for the last few years. In a future slide, I will tell you more information about it. That was established in August '99. Public Law 110-186 established the Transition Assistance Program and our Veteran Business Outreach Centers. The military reserve economic impact disaster loan for reservist who deploy and it helps mitigate some of the business risk or if there's a down-turn based on a deployment or something like that, then this loan program which is managed by the SBA directly- steps in and helps. Then we have these other- one of the other Public Laws 105-135 is more about language about who's eligible for- towards veteran and service disabled veteran owned small businesses, spouses and so forth. Their Entrepreneur Act establish fee waivers for SBA guarantee loans and I will get into that more in a future slide.

We can move to slide 12. Here's our mission statement right off our website. Basically- I draw a lot of conclusions between the World War II [0:13:13 inaudible] of veterans and the global war on terrorism veterans as far as numbers- numbers of veterans coming back home and going- using their GI to go to school and hopefully we aid loans to buy their houses and using SBA resources to start a business, for those who want to pursue entrepreneurship. Basically, it's counselling, capital and contracting. Next slide please, Slide 13. On the counselling side which involves a lot of our activities, we have the Veteran's Business Outreach Center, we have the Boots to Business, business intro two-day course and then we have a network transitioning members of the armed forces and their spouses. B to B reboot is for veterans of any era. We have the women veteran entrepreneurship training program, service disabled ETP veteran federal procurement entrepreneurship training program and then we work with all the district offices. Each district office has a veteran's business development officer as you know, I would say those are about 90% staffed due to retirement turnover, people transitioning to other positions. We have a specific loan program, it's the 7A cousin, it's called Veteran's Advantage and we have access to contracting market opportunities the 3% federal procurement goal and then the MREIDL loan, which is the direct SBA loan program. Slide 14 please. Here we see our entrepreneurship ecosystem, these are resource partners that we have alliances with nationwide. We have our VBOCs, we have our Boots to Business which is managed and administrated by Mississippi State University and the University of Syracuse institute for veterans and military families. Some of the other universities that you see here are host to Better Business Outreach Centers. We have bunker labs, which are business incubators across the country which focus on military and veteran owned businesses, Dog Tag. I'll get into it more, you're probably wondering what that is, but I'll get into that in more detail.

We also work with 68 SBA district offices, so we're a pretty good-sized retail operation covering the nation. Next slide, slide 15. Starting with our VBOCs, we now have 22 nationwide. We started out with five up until about two years ago and then in a hot two years we have grown to 22- from five to 22 in the last two years. That's been a program that's gotten a lot of visibility, a lot of traction and also produce a lot of results. We just had a [0:17:23 inaudible] and we went from 20 to 22 to expand the program. In a way its where veterans, entrepreneurs, many of them this is like their first stop so to speak, as far as what resources are out there. We get a lot of referrals from the district offices as well and SPDCs. A lot of these are located- like for example you can see the one in Northern Florida it covers Georgia where Fort Payne and Fort Gordon- some military bases are North Carolina, Fort Bragg, Camp Lejeune and so forth, and where there's a high vet population. Transition assistance is the main mission and integration back into civilian life or into the business world. There's our website you can see the listing of where in [0:18:32 inaudible] where the VBOCs are located. Slide 16 please, there's our footprint- VBOC footprint, giving a little bit more detail, it includes Alaska and Hawaii. Next is slide 17, VBOCs are the channel where we do most of our Boots to Business training programs. VBOCs work closely with SBA district offices and transition service managers at military installations where a lot of these classes are held on military installations through the transition assistance program. Here in slide 17 number 6750 classes were held at military selections within the US. We also- Boots to Business and B to B reboot classes are also held overseas- overseas bases Korea, Germany, I think Italy

as well. We have held them on military ships on a couple of carriers as well for transitioning service members.

Slide 18, next slide please. We initially started just with B to B that was our mandate, transition assistance for active duty service members and their spouses, and then as part of as I state the transition assistance program. Then it was expanded to the B to B reboot which is for veterans of all areas and their spouses. Those are generally held- those classes- at VBOCs, at colleges, at events and so forth. Slide 19; you take the two-week business intro to Boots to Business and then what happens? There is follow on training after that it's done online, these curriculums were developed by Syracuse University and the revenue readiness with the **[0:21:18 first for]** market research, it's online as well, learning modules. The next one is the six-week virtual training program, which goes more in-depth and then the business fundamentals- these are on-demand courses also online. Next to slide 20, here's our delivery model for Boots to Business and as I mentioned before, B to B was competed and Mississippi State University- for the first award University of Syracuse did all the training- not all the training, but they were in charge of the curriculum development and also doing the overseas training and providing material and collateral to support B to B. When it was recently **[0:22:23 inaudible]** last fiscal year Mississippi State came into the picture. They're doing the **[0:22:29 inaudible]** training and then Syracuse is doing the outside of the continental US training. Slide 21, thank you. Here's how many service members and reservist and spouses we've trained across all platforms. Our first year 13 and then we've had pretty good growth for the next two fiscal years. We had a jump in the FY '16, sort of level through '17 and the numbers look very good for FY '18. Slide 22 please. Here's some demographics for B to B, who is taking the class, who has taken the class through military service, rank and also gender. Surprising thing for me was that E-135 were the biggest population. Those are the numbers. Next slide, slide 23. Here's who is delivering the B to B classes. SBA score, SPDCs, VBOCs. VBOCs has now moved into largest deliverer of our B to B classes along with score SPDC. SBA district offices, women business centers, lenders and even a couple law firms there. Slide 24 please, here's the Women Veteran Entrepreneur Training Program and how it's managed and delivered by. It's called V-WISE, Veteran Women Igniting the Spirit of Entrepreneurship. Also, curriculum developed at our Syracuse University. The **[0:25:06 EPIC]** is our resource partner there is bunker labs and as I mentioned before, bunker labs are incubators that are located through the US, and through lift fund as well.

Slide 25, our service disabled veteran entrepreneur training programs. We have several resource partners there, Syracuse University they were our first grantee, so they have their footprint into most if not all of our programs because they helped developed them. We have the jump start program St. George's University in Philadelphia and Dog Tag is located- kind of an interesting format- it's in Washington DC and they're located in Georgetown University. It's a bakery, the cohorts that are accepted they go through a business curriculum taught by Georgetown University and then they put it into practice at this bakery. They're at 0500 making pastries and so forth, so applying their business that they learnt at the business curriculum at Georgetown University and they go a couple blocks down the road to the bakery- Dog Tag bakery and putting it into practice. If you've been to Starbucks recently you'll see, they just got awarded a contract, they

have incorporated it into their supply chain- Starbucks, so you'll see the dog tags pastries. They're usually right there in front. I saw them this morning at our local Starbucks here. They're right by the cash register, so look for the pastries there. Proceeds go to help veteran entrepreneurship, a portion of them. Slide 26; here's some information regarding loans to veterans. The biggest program is the 7A program, and you can see by fiscal year from FY '14 to '17 as you can notice in FY '15 we had a spike in loans made in dollar amounts. That's when we had a zero fee for the funding fee. There was a zero fee for funding fee for loans up to \$150,000 or actually throughout, so we saw a huge spike. It sort of leveled off or it decreased a little bit in dollar amounts, but as you can see the number of loans- so it's a little bit less loans made to more companies. You see the same for fiscal year '17. More loans made- smaller dollar loans made to more companies. The glass half full perspective is more companies are getting loans for their businesses, the dollar amounts are lower.

Next slide please. There's some of the eligibility which is the reservist National Guard spouses an [0:29:17 inaudible]. On to slide 27, there is the bi-loan program or product as I call it as I like to consider SBA a huge retail operation and these are some of our products. 7A, we went over the 504 in. FY '16 you see a spike there where you could use a- the numbers probably went up there because you could use a 504 loan to refi the previous loan, so that's probably where a lot of that activity came from. Then the numbers went down in FY '17, we're still trying to figure out why. The glass half full perspective on that could be that more better-known businesses are getting financial loans without having to go through the SBA loans. Which is one of our goals in any case but we're still looking into that. Community advantage, those are loans- it's a pilot program that the SBA did. Those are loans under \$250,000, it's the 7A cousin and those loans are guaranteed up to 85%. The micro loans which I think in my experience as a former entrepreneur before joining federal service and the SBA- these loans are under or below \$50,000 and most companies don't need \$150,000 to start with. They need much less, more like \$8,000 to buy their first equipment, maybe inventory. With the average loan, there's actually about \$11-12,000. That's a very good place if you have like a credit ladder if you will, or a continuum of credit, which we're sort of- we have graphic for sometimes when we do presentations we start with micro loans and then move up to 7A or 504 loans, or Community Advantage. Slide 28 please, since FY '12 the 3% goal has been exceeded, so for FY '17 it's at 4.04%. I used to spend some time thinking it's time to probably raise that goal to five, but as you can see it makes- more program officers and contracting officers in the different agencies are seeing that it's good to do business with veteran entrepreneurs and the numbers keep going up and just organically will grow past 5% in any case. We have training programs, the one that is like our flagship program is the Veteran Federal Procurement Entrepreneurship Training Program, which is- the organization that does that training is the Montgomery County Chamber of Commerce- Montgomery County Maryland Chamber of commerce Foundation, I'll get into- they call their program the Veteran Institute for Procurement or VIP and I'll get into more of those numbers here in a future slide. We also remind veteran owned businesses to look for opportunities at the state local level, because one- there's a lot of dollars there and there's a lot of procurement activities at the state and even the city levels and at the local level. Those are good procurement opportunities and it counts as past performance.

We're going to be placing more emphasis on commercial supply chains, we've already done some inroads for that. Only about 6% of veterans own small businesses are in the federal space. Slide 29 please, here it is VIP. Basically, it's a three-day accelerator course held here in the DC area and in Maryland at the Bolger Center which is a US postal service facility. They actually do a lot of their training there. It gives veteran owned small businesses an accelerator, it's taught by program officers, contracting officers, **[0:34:34 inaudible]**, staff members from different agencies. Banks and insurance companies deliver lots of instructions as to, here's what you'll need and it's more of an educational program rather than a sales pitch. We basically have three tracks, we have VIP grow, which is if you're just getting into the federal space. We have- start should be before grow- so we have the start and then the grow which is a- that's really where the accelerator, where it comes in because this is federal owned small businesses learn to be primes and develop more of a corporate structure for federal procurement. Then we now have VIP international for veteran owned companies doing business overseas or spaces and so forth. We didn't go far for names, VIP, Start, Grow and International, but it's very easy to identify what the three tracks are. In late March 2018, we celebrated our 1,000th graduate. If you see the logo on the left there are **[0:36:11 inaudible]** pins you'll see federal small business owners wear theirs on their signature blog. It's also a brand more and more. Contracting officers are aware of this program, OSDDU officers as well, it's also a very good network. Slide 30 please, to helps us with policy formulation we- and as part of one of the public laws I mentioned before- 105-135- we have two advisory committees. One is the Inner Agency Task Force, these both meet quarterly in fact the IATF is meeting today and then tomorrow the Advisory Committee on Veteran Business Affairs. We have veteran business owners on that advisory committee and veteran service organizations and they help us bring policy recommendations forward. For us it's very important because it fits the market and we like to hear from the market. Also, they're very good at engaging legislators and chambers of commerce and so forth.

These are all public meeting, they're published in the federal register. We have dialing-in information if you're in the DC area you can attend. If we can go to slide 31 please, we recently signed a MOU with VA to more entrepreneurship training with them. As you know in the VRNE there's a **[0:38:16 inaudible]** rehab has the entrepreneurship component, we're providing more materials and doing some more training there. It's also impacted for them, if you look at the Kingdomware decision that has had and it's having a possible broader effect that just the VA. We can go on to slide 32, here are some questions, I hope I didn't go over the time, but I'll be glad to answer and go over questions that have been sent forward, thank you.

**Valerie:** Okay, this is Valerie. We do have some questions. The first one is, as a civilian in our personal time can we visit our local VBOC even if we're non-DOD?

**Jerry:** I would urge you to. Part of my role here is I- and here's why, I meet with a lot of OADBU officers across the agencies and I tell them, listen some agencies do better with veteran procurement, others don't. Might be because of what they buy or internal priorities, but we work with them and I tell them, listen when you do- do more **[0:40:08 inaudible]** for example and we officers of Veteran's Business Development through our SBA network- the 68 district offices are 22 VBOCs- will put out those notices and that's had a great

effect on program managers, contracting officers, they know who's out there, because the comment I always get is, 'Well Jerry, of course we want to do business with veterans, but where are they? Where are the STDUSDs?' I also get talks about our VIP program and then we get trained STDUSDs, so yes, I would urge you to go visit your local VBOC. I'm certain that a lot of lines can be drawn, dots connected and more collaboration can be done, so yes absolutely.

**Valerie:** Alright, on slide 26 it shows a 50% fee for loans over \$150,000, is this correct?

**Jerry:** Yes, it started out with a 0% fee. That has changed, last couple of fiscal years it went from zero fees for loans up to 150 and it was cut to 50%. Now I think it's back to zero and then for over 150 it's 50% fee. That's the funding fee, the 3% funding fee. In the previous slide, I think we've saved veterans 4.8 million just in FY '17 in funding fees for veteran owned small businesses, and 37 million dollars- those are some interesting numbers- overall 37 million dollars saved in funding fees that veteran owned small businesses have saved nationwide.

**Valerie:** Can you please talk about how a vet can enroll in the Boot to Business model training. Who is eligible and how does someone sign up for it?

**Jerry:** Sure, two ways. The best way is to contact the district office in your area, SBA district office and they will be able to tell you when these classes are scheduled and will tell you how to register. The VBOC can also do that because chances are they be delivering the class, so one of two ways. SBA district office, you can talk to the Veteran Business Development office there who chances are they deliver the class and or the Veteran Business Outreach Center nearest where the veteran is.

**Valerie:** Do you anticipate SBA taking over the veteran SDBOSB certification process from the VA?

**Jerry:** Good questions, first of all as you know SBA is in the verification/certification business. There's a lot of confusion among the veteran business population. Many think that to do business in the federal government and to be certified or verified I have to go through that certification program, but that is only if you want to do business with the VA, the Veterans Administration. If you want to do business with the DOD or other agencies the only certification you need is to be self-certified in the system **[0:44:21 for award]** management, where you do a self-certification. Socio-economic portion of that registration states, are veteran owned small business 51% owner controlled? If you check yes, you get a drop down that says, 'Are you service disabled, 51% owned and controlled?' You check that, you're certified. For the certification piece from the VA, yes there is talks that- there's a working group that has been established by the two agencies looking at what would that look like when the SBA takes over that certification program, what will it look like? Will it be as extensive as what the VA has? What will it look like? The VA has publicly stated that it's being transferred over to us- to the SBA, but we want to ensure that it's done correctly and not that it just gets thrown over our fence and then, 'Here you go guys.' We want to do it in a better way, so that from the start it will be a good program- a good verification program.

**Valerie:** Net question, could you explain your comment which was, Scotus Kingdomware could be relevant outside VA and beyond veterans.

**Jerry:** There's a unanimous Supreme Court decision regarding the Kingdomware regarding- there are several components, but basically it dealt with the Veterans First Programs within the VA and did micro purchases- do those have to go to task quarters and so forth? Do those have to go to veterans first and so forth? The Supreme Court unanimously voted yes, so there's been- through other veteran business community there's an attempt to say, well if it's done at this federal agency, it should be done throughout the government. They have stated before and as we all know some agencies do more business with veteran entrepreneur than others, for the time being GAO has said, no it doesn't, but that challenge may find itself back in the Supreme Court. I hope that answers the question.

**Valerie:** Thanks. Next one, VA Real Properties has recently adopted GSA lease source selection forms for new community based outreach clinics. These include a price preference for HUBs owned businesses, but this document does not provide a preference of any kind for service disabled vets or vets. Is it the VA's new policy to give contracting preference to HUBs owned businesses above service disabled vets and veteran owned small businesses?

**Jerry:** I'll have to take a look at the specifics, but generally speaking the VA- some of them get a lot of flag, but there's an agency that has the highest percentage of procurement that goes to veterans, it's like 23% if I remember correctly. [0:48:13 inaudible] and they get like 19 for VOSBs- Veteran Owned Small Businesses, so they make your point to yes, we're going to meet and exceed the 3% STDUSB goal, but we're also going to do business with veteran owned small businesses, because not all veterans are serviced disabled. That might be part of it, but I may have to do a little bit more research on that.

**Valerie:** I can send you the question Jerry. I guess this is a follow-up to the one we talked about the vet certification- you might have answered this already, but the question came in, has there been a time frame set when the VA service disabled vet verification program will transfer over to SBA?

**Jerry:** No, there has not. Hopefully it will be as soon as able, but no we don't have a specific time frame for when that will happen and what that would look like. I'm actually on that agency team- I've been invited to be part of the agency team to look at it. I think it's a good opportunity to look at all our certification programs and make them more streamlined. Hopefully we will have businesses- there are some common denominator or common documents throughout all the certification programs. What I would like to see or what I've presented on is- or recommending on is- and there's other folks who are behind it as well is, everybody here's the common denominator documents that you need, submit those to an online depository platform. Then it says, 'I want to apply for 8A,' here's the extra five documents- it's more probably, but just as an example- fill these out. I'm also a service disabled veteran, okay here's the additional documents that you need for that. Maybe a year or two later, 'we just moved into a HUB zone.' Okay, you've already got your common denominator or common core or whatever you want

to call them documents. You would basically just submit the extra number of documents you need for that specific track. We're looking at hopefully streamlining the whole program- all the certification programs as well as the VA verification program. I'm not saying it's going to look that way, but I think it's an opportunity for us to be able to do that.

**Valerie:** Okay, this is kind of a generic question. I believe they're talking about the veteran business centers, but it says, is this service only for businesses planning to do business with the government or is it for any veteran small business?

**Jerry:** No, any veteran small business. For example, our BUB- our Boots to Business that's for all businesses. We have some aspects of every cultural specific Boots to Business training and we have some VBOCs that are in some of those areas. They work with a lot of farms, farmers and farm owners- agriculture, it's a huge industry. It's not just growing crops, it's transportation, it's supply chain, it's packaging, it's marketing, it's financing, it's technology, it's a very broad program, so no it's not just for veterans who wants to do business with the government or that want to get into the federal space. If you want to do that then you can attend the VIP program, that's specific for federal procurement, or go to a PTAC as mentioned earlier in the presentation.

**Valerie:** We did have one comment, not a question, but just comment to let everyone know that Starbucks has provided the marketing/advertising for Dog Tag Inc. on their app for all users.

**Jerry:** Oh, good. I have that app.

**Valerie:** There's a couple more questions, but they're pretty specific, we will address those separately. Jerry, I will send them to you. That looks like that is all of the questions that I have at the present time.

**Jerry:** Very well, I hope I was able to- hope the information was useful and as I've talked to and stated to our OSDDBU offices- SBA is a big retail operation between our district offices, VBOCs, SBDCs if you're looking to put any **[0:53:38 inaudible]**, any other types of information out there, let me know and we'll put it out nationwide within moments. My email and contact information was provided.

**Valerie:** I have one more question, it just came in. Just to let you all know, a lot of you have asked for the slides, I do have them sent out to you, my computer is working very, very slow right now so I actually have 23 messages wanting slides that is in my outbox, so hopefully you will be receiving very soon. The last question that came in, do you have any information regarding information concerning the circumstances of when a surviving spouse may continue to operate a company as a service disabled veteran owned small business when a veteran dies?

**Jerry:** Yes, I can actually provide a link which is the statute that outlines- if I can get- it looks like Sue McCraw information but I can provide the link, yes. It will be good reference too.

**Valerie:** Okay. I have a couple more people that wanted the slides if you can send it an email to sbalearning@sba.gov that would be the quickest way for you to get the slides please. Instead of just the comments on here, so sbalearning@sba.gov. We have time for a few more, what is the definition of a small business as it applies to the veteran business community?

**Jerry:** Small business definition will fall under what the SBA defines and that can be by number of employees/revenues and it depends by industry or NAICS codes. With the definition, as far as a veteran owned small business or service disabled owned small business, it's basically one that is generally speaking 51% owned and controlled, that's the easiest definition. That's also in federal statute- by the way SBA and VA we are now working together and meeting to harmonize a lot of those definitions so that- because it's easier to do business for federal entrepreneurs working in the federal space, so that we don't tell them one thing, then the VA tell them another thing or there's different definitions of the same thing.

**Valerie:** Okay, one last one just came in. FAR 19.1403 states that at the time that a service disabled veteran owned small business submits its offer it must represent to the contracting officer that it is a SDBOSB and it is a small business under the NAICS code assigned to the procurement. The question is, does this mean the service disabled vet must have the procurement NAICS code and their SAM profile at the time they submit their offer or is it acceptable to be a service disabled vet and is a small business in another NAICS code that has the same size standard?

**Jerry:** The first thing should do of course is register your company through SAM and then you indicate the NAICS codes there. It helps or it's recommended that you have the same ones when you- it helps you change or if you expand your businesses or pivot, then update them in SAM as well. That way when the contracting officer/program manager looks for you the information is consistent. I hope that answers the question.

**Valerie:** And I will just add as the program manager that a small business doesn't have to have the NAICS codes on their SAM profile as long as they- we're looking not whether they have the NAICS code, but whether they meet the size standard associated with NAICS code. Just to add that little extra at the end.

**Jerry:** Thanks.

**Valerie:** Every time we say there's no more questions another one comes in, but I think that is it for right now. We have not had any more comments since the last time.

**Jerry:** Okay.

**Chris:** Great, I will put an end to the program today. Jerry thanks again, we definitely appreciate you providing this great information. I want to thank all of you for participating in our program today. Like Val said, if you have any additional questions or are wanting to receive today's slide deck, please send us an email at

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sbalearning@sba.gov and we will make sure to get that information out to you. Once again thank you for joining our program and have a great day.

**Jerry:** Thank you.

**Carla:** Thank you for joining today's conference the session has now concluded and you may disconnect.

**[END OF TRANSCRIPT]**