

CELEBRATING **40** YEARS!



2020

America's SBDC
Annual Report



The Elf on the Shelf:
Co-creator and
Georgia SBDC client,
Carol Aebersold,
and her daughters
Chanda Bell and
Christa Pitts

THINK**BIG**.START**SMALL**.

With the help of their local SBDC, America's entrepreneurs and small businesses get the advising and training they need to think big and take the next step towards success.



MESSAGE FROM THE CEO

This year we celebrate 40 years of an incredible experiment. Since its inception in 1979 the SBDC network has grown from a few centers in 6 states to a nationwide network of nearly 1,000 centers in all 50 states, the District of Columbia, Puerto Rico, American Samoa, Guam and the Marianas. Through our expanding network of host institutions, SBDCs have been dedicated to bringing business skills and new technology from academia to Main Street.

Now, SBDCs are recognized as the preeminent provider of small/medium business advising, education and information. For 40 years, the nationwide SBDC network has provided high quality, effective assistance resulting in significant long-term economic impact for the small business community and the nation. The result, tens of billions in capital, millions of jobs created and saved and hundreds of thousands of small businesses created, thriving and growing.

And it's safe to say that SBDCs have become an international success, the model for successful small business development with our partners using the model in over a dozen other nations around the world.

Over the years the SBDC vision has expanded and adapted to meet the changing needs of America's small businesses. SBDCs have gone from basic business planning and management to website development, building e-commerce capacity, and supporting international exports and trade. All this growth derives from the SBDCs' unique accreditation process, and the framework that allows SBDC directors to mold and adapt their services to meet their clients' needs.

Unlike any other federal program, SBDCs are managed and measured through a process based on the Baldrige system of continuous quality improvement. SBDC networks establish rigorous strategic planning and needs assessment enabling them to adapt to the goals and requirements of their clients and their local economy. Reaching into their communities SBDCs develop

programs and services designed to advance the ever-changing world of small business.

In these 40 years SBDCs have also supported small business in ways beyond business development. SBDCs are key partners in disaster recovery, working with SBA, FEMA, and State agencies to improve resiliency and speed recovery in disaster stricken communities. Whether it is flooding, hurricanes, earthquakes or wildfires you will find SBDCs staffing the Business Recovery Centers and re-establishing communities. In addition, you'll find SBDCs helping with cybersecurity, hosting rural development conferences, and teaching opioid awareness. All the things that make SBDCs the leader in small business assistance.

Of course, none of this would be possible without the assistance of our partners at the U.S. Small Business Administration and the support of the United States Congress. Together we have built a nationwide network supporting small business success.

The association will be celebrating its 40th anniversary throughout 2020 with a variety of events that will highlight the theme, "Think BIG. Start Small." America's SBDC is excited to announce the anniversary kick-off event will be the Client Showcase and Reception Tuesday, February 11, 2020 in Washington, D.C.

As you read though this report I hope you will be as proud of the success SBDCs have helped create as SBDCs are of their amazing clients and the SBDC advisers who work with them.

Charles "Tee" Rowe
President & CEO, America's SBDC

America's SBDCs are Highly Valued for **Driving Economic Prosperity.**

America's SBDC represents America's nationwide network of Small Business Development Centers (SBDCs) – the most comprehensive small business assistance network in the United States and its territories.

SBDCs are hosted by leading universities, colleges, state economic development agencies and private partners, and funded in part by the United States Congress through a partnership with the U.S. Small Business Administration.

There are nearly 1,000 local centers small business owners and aspiring entrepreneurs can go to for FREE face-to-face business consulting and at-cost training on a variety of topics. Learn more about how SBDCs are helping local businesses start, grow and thrive.

Mission

America's SBDC represents the collective interest of our members by promoting, informing, supporting and continuously improving the Small Business Development Center (SBDC) network, which delivers nationwide educational assistance to strengthen small/medium business management, thereby contributing to the growth of local, state and national economies.

Nationwide SBDCs deliver high-quality, professional business advice, education, and information that generates meaningful results.

Vision Statement

America's SBDC supports a well-established, respected, adequately funded and capable SBDC network, recognized by public and private sector entities as the preeminent provider of small/medium business counseling, education and information. The SBDC network provides uniform, high quality, cost effective assistance through its members, resulting in a positive long-term economic impact.

We value at all levels of the SBDC network:

- Customer-Driven Quality and Exemplary Service
- Visionary Leadership
- Continuous Improvement Through Shared Learning
- Member Participation and Development
- Timely Response
- Measurable Performance
- Fact-Driven Management
- Partnerships that Work
- Results Orientation
- Open, Honest Communication
- Diversity, Integrity, Professionalism
- Celebration of Excellence



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FEATURED CLIENT: **Harvest Roots Ferments**

Two twenty-something entrepreneurs turned a small organic farm in into a booming kombucha & fermentation business with distribution throughout the southeast thanks to a capital infusion facilitated by the Alabama SBDC.

How the SBDC Helped

Harvest Roots Ferments engaged the Alabama SBDC Network with an eye toward expansion. Having outgrown their Mentone, AL facility, they could not produce enough to fill existing orders, let alone take on new accounts. The ASBDC analyzed historic financials and forecasted for the next phase of production as the company pursued debt and equity financing. Expansion capital from a private investor arrived thanks to ASBDC assistance.

Success

The company now distributes to 55+ accounts in AL & TN, including Whole Foods, Piggly Wiggly, and Earth Fare, along with two farmers markets and numerous restaurants. They recently launched an online store with shipping across the continental U.S. Annual revenue has grown every year since 2012, with 125% growth last year. By the end of 2019, they will have doubled production capacity and increased distribution throughout the southeast.

Behind the Numbers

When a company, like Harvest Roots Ferments, has the drive to succeed, the Alabama SBDC Network is the ingredient to help make them successful. Hosted by the University of Alabama, the ASBDC has 10 full-time centers and 40 outreach locations throughout the state. We level the playing field for small businesses & entrepreneurs. ASBDC offers specialty services in international trade, government contracting, and capital access.

ALABAMA SBDC NETWORK



FEATURED CLIENT: **Beaver Brothers Trading Company**

Beaver Brothers Trading Company (BBTC) is a tourism-based attraction located on Prince of Wales Island in Kasaan, Alaska. The business operates as a blacksmith and a trapping operation and has social goals as well.

How the SBDC Helped

BBTC was selected as a semi-finalist for an annual business development competition and began working with the Alaska SBDC in 2018. They were struggling to define their business idea and during one of their advising sessions, they had an epiphany that pivoted their direction entirely. Their flexibility resulted in creating a tourism-based business that highlights their unique skill set and continues to allow them to grow.

Success

BBTC's success has allowed them to develop the Alaskan Artist Network and bring on an apprentice to assist in the smithy and offer opportunities to grow. Now that BBTC has launched, it has been focused on expansion. Kasaan's tribal government, Allan Marine Tours, and Alaska Dream Cruises are new local partners fostering mutually beneficial and informative tours on the island which are expected to double attendees in the next year.

Behind the Numbers

Alaska is a unique place to operate as a SBDC. With a large number of communities off the road system, our advisors have had to develop innovative and adaptable tools and techniques to provide services to rural entrepreneurs and businesses. With the largest percentage of retired military of any state in the U.S., our network has also developed a series of veteran focused services as well.

ALASKA

SBDC NETWORK



FEATURED CLIENT: **JIN Printing**

JIN Printing is a sole-proprietor owned and managed by Ms. Esther Posala. Esther is a reservist in the United States Army Reserve and is now also an entrepreneur who loves to spend time managing her business.

How the SBDC Helped

AS SBDC helped by providing counseling in areas such as how to expand her business, how to properly use online resources to market her business, and how to increase revenue by identifying the needs in her market. Counseling sessions were conducted through one-on-one site visits, frequent emails, and phone calls. Esther believes that her business will continue to grow and plans to keep utilizing the AS SBDC services to stay competitive.

Success

In February 2019, Esther Posala officially opened her business under the name JIN PRINTING offering the following products and services:

- Funeral & church programs
- Business cards
- Wedding & birthday invitations
- Calendars
- Raffle tickets
- Buttons
- Banners
- Car wash tickets
- Brochures
- Laminates
- Labels
- Tithing envelopes
- Customized t-shirts
- Passport pictures
- Coroplast boards
- Memorial lanyards
- She recently added cell phone screen repair service.

Behind the Numbers

American Samoa SBDC boosted its service offerings by reaching out to remote businesses through client outreach and site visits.

AMERICAN SAMOA

SBDC NETWORK



CELEBRATING **32** YEARS!

ARIZONA

SBDC NETWORK

Odle Management Group, LLC: CEO Lisa Odle leveraged SBA certification, SBDC assistance and a passion for performance to create an award-winning woman-owned, minority enterprise with 1,233 employees nationwide.



How the SBDC Helped

Lisa came to the Maricopa SBDC in 2009 to learn how to use 8(a) certification to fuel expansion at her Scottsdale company. The SBDC helped devise robust marketing strategies and realistic business development targets. SBDC assistance also focused on organizational development, forecasting, contract opportunities and community outreach (2009-2018).



Success

Lisa's success has been impressive. Today, Odle Management operates nine Job Corps Centers and has contracts generating \$84 million in revenues nationwide. Lisa was named to the SBA 100 in 2011, was the Arizona SBDC Master Success Award winner in 2013 and the SBA's Minority-Owned Small Business Champion of the Year in Arizona in 2015.



Behind the Numbers

America's SBDC Arizona knows a thing or two about government contracting. Procurement is a key initiative and the Arizona Procurement Technical Assistance Center is a specialty partner program of the Network. The AZSBDC hosts popular veterans and raising capital events, which help entrepreneurs identify viable opportunities to grow their businesses.





FEATURED CLIENT: **EuroCabinet**

EuroCabinet, a Jonesboro, AR manufacturing company, started and grew with help from the Arkansas SBTDC. Investing in new technology helped owners Russ White and Jeremy Robinson respond to market opportunities.

How the SBDC Helped

White first connected with the ASBTDC at Arkansas State University when he attended “Starting a Business in Arkansas” and three other seminars at the center in 2005. The following year, White and Robinson launched EuroCabinet.

ASBTDC stayed in touch, providing market research and sales advice. When EuroCabinet looked to grow, the center’s Robert Bahn helped the owners secure more than \$1 million in expansion financing.

Success

EuroCabinet manufactures high-end commercial and residential cabinetry, including casework and parts for store fixtures and displays.

With the loans ASBTDC helped them obtain, White and Robinson invested in new equipment and a larger building.

The owners believed state-of-the-art CNC (computer numerical control) machinery would allow the company to scale quickly. The strategy worked, with sales jumping 66%.

Behind the Numbers

ASBTDC is a leader in providing cutting-edge market intelligence and research. In the past two years, ASBTDC has provided over 3,000 hours of market research assistance to more than 1,000 potential and existing Arkansas businesses. The center gives startups and small businesses access to the same resources, such as proprietary databases and GIS mapping software, that leading companies use.

ARKANSAS

SBTDC



FEATURED CLIENT: **Flume, Inc.**

Studying mechanical engineering at Cal Poly during the time of the 2014 California drought prompted Eric Adler to focus on water conservation as his senior project.

How the SBDC Helped

Beginning in 2015, Cal Poly SBDC worked with Eric and his two partners to develop a viable business model and soon after Flume, Inc. was founded to provide marketable solutions to decrease water consumption and spending. The SBDC helped Flume craft a business plan, including detailed financial projections, build business systems and raise investor capital.

Success

Since 2015, Cal Poly SBDC has helped Eric launch business operations and prepare a detailed investor pitch deck which was used to raise \$4.1 million. Flume has now grown to 17 full-time employees and expects to generate over \$1 million in revenue in 2019. The Cal Poly SBDC team continues providing Flume with ongoing resources as needed to help them progress towards even greater success.

Behind the Numbers

- Assisted dozens of businesses around Yosemite National Park impacted by wildfire
- Deployed "rapid response" team after the Kern County July 4 earthquakes
- Educated rural, minority & native Americans how to access business capital
- Worked w/community colleges to train migrant entrepreneurs in "business basics"
- Held 2nd annual "Angel" conference resulting in several early-stage companies receiving over \$1.5 mil in private equity investment.

CENTRAL CALIFORNIA

SBDC



FEATURED CLIENT: **CONSTANT Associates**

CONSTANT Associates is a woman-owned, award-winning resilience consulting firm in Los Angeles, founded by Michelle Constant. The company specializes in health security, emergency management and counter-terrorism.

How the SBDC Helped

Michelle contacted the LA SBDC for assistance with business operations and growth planning. LA SBDC Business Advisor Lawrence Johnson helped Michelle identify her competitive advantage and create a strategic plan. He provided guidance on networking, developing partnerships, raising capital, and becoming 8(a) certified, which CONSTANT Associates achieved in late 2019.

Success

Working with the SBDC, Michelle was able to double her company's profit margins, increase revenue by 176%, and grow staff by 30% to 15 employees. CONSTANT's client list includes the U.S. Dept. of Homeland Security, the U.S. Dept. of Health and Human Services, the State of California, and more, and is now well-positioned to increase Federal level clients with their recently-obtained 8(a) certification.

Behind the Numbers

In response to recent wildfires and landslides, the LA SBDC has compiled a Disaster & Recovery Guide to help the business community prepare for and deal with the economic and emotional impact caused by disasters.

LOS ANGELES REGIONAL SBDC NETWORK



FEATURED CLIENT: **It's Alive Kombucha**

It's Alive Kombucha make fermented foods with a focus on the popular Korean-inspired beverage Kombucha. Owners Keil and Jeri have shared a love for this drink as part of their passion for healthy and conscious living.

How the SBDC Helped

North Coast SBDC helped It's Alive Kombucha make better pricing decisions by maximizing the use of QuickBooks for precision inventory control and operational cost analysis. The SBDC and It's Alive developed a business plan with cash flow projections that allowed them to carefully and quickly scale their growth. Advisor Chris Chadwick also created a SWOT analysis that helped determine which new opportunities best fit the business goals.

Success

As a result of It's Alive Kombucha's determination and passion, their business is flourishing. Their sales have increased annually by \$157,504. They've hired an additional employee, and successfully secured a loan of \$25,000 at the beginning of the year.

Behind the Numbers

Throughout the last year, the Northern California SBDC has reached unprecedented Emotional Intelligence (EI), with record-breaking jobs created, new business starts and loan/equity awards. In FFY 2019, NorCal SBDC's EI results include 4,285 jobs created, 502 new business starts, \$177MM in total change of sales, and over \$314MM in loans/equity amounts. The NorCal client metrics are equally impressive with 8,469 clients counseled over 49,500 total client hours.

NORTHERN CALIFORNIA

SBDC NETWORK

CELEBRATING **17** YEARS!

ORANGE COUNTY/ INLAND EMPIRE SBDC NETWORK

SteelCraft was born from developers Kimberly Gros and Martin Howard's idea to repurpose shipping containers from the Ports of Long Beach and L.A as counter-service restaurant locations for local artisan food vendors.



How the SBDC Helped

The SBDC helped Kim with her financial projections, her lease agreements for her eight original vendors and obtaining a loan for the project. In addition, the SBDC consultants introduced her to public officials who offered guidance with permitting along the way. The SBDC hosted her grand opening which Mayor Robert Garcia and 100+ attended.



Success

In 2017, after more than two years in planning and development, SteelCraft opened their repurposed, outdoor food haven, attracted eight businesses and generated more than 60 jobs in the Bixby Knolls area of Long Beach. Since then, SteelCraft has opened in the Bellflower (9 businesses) and Garden Grove (10 businesses) and created over 150 jobs.



Behind the Numbers

Our suite of 7 programs guide businesses in entering or growing in their market in a few weeks notably Level Up, SBDC Eats and OC MADE. We host multi-week webinars on topics from technology acceleration to supercharging marketing with an average of 450+ registered attendees. Consulting focuses on funding, management, business planning and marketing.





FEATURED CLIENT: **Gro Guru**

GroGuru has developed the world's first 100% wireless underground IoT platform. GroGuru helps farmers monitor crop growing conditions and provides real-time irrigation recommendations utilizing soil sensors.

How the SBDC Helped

The SBDC through our innovation focused center, the Brink help Gro Guru develop an investor pitch presentation and also determine the best types of investors to pursue. After preparing the client for investor presentations the SBDC made investor introductions and ultimately helped to secure equity financing.

Success

Gro Guru was able to gain access to \$1.3M in capital, increase its sales by \$350,000, and created new jobs. "The Brink SBDC is providing an invaluable service to entrepreneurs by giving guidance and providing connections to both investors and customers," said Co-Founder/CTO, Farooq Anjum.

Behind the Numbers

The San Diego and Imperial SBDC Network offers various unique types of assistance: Business advising in more than 20 languages, the development of new early stage investors through the San Diego Angel conference, training and advising specifically for LGBTQ businesses, cyber security, and government procurement.

SAN DIEGO & IMPERIAL SBDC NETWORK



FEATURED CLIENT: **Element Pet Nutrition**

Authentically Colorado, single protein treats & whole food diets for dogs & cats based on modern natural nutrition and Traditional Chinese Food Therapy.

How the SBDC Helped

"The SBDC consultant's contribution to our company is evident to our core. The SBDC helped build our foundation and guide me to become a businesswoman," said Marney Zafi, owner of Element Pet Nutrition.

Success

Zafi continued, "The Colorado SBDC offered several different consulting options to choose from, and generously performed 10 hours of free consultation, annually, to my business. I was able to utilize this program to become proficient at general book keeping and good business practices. My SBDC consultant is well suited to train and is so skilled that I retained her consulting services as soon as we generated revenue.

Behind the Numbers

The Small business assistance program, Small Manufacturer's AdvantEdge, is in the second year of servicing Colorado's manufacturing industry and is well on it's way to being a statewide economic development staple when it comes to serving the growing manufacturing industry. Small Manufacturer's AdvantEdge is a first of it's kind program in the nation, leveraging expertise from various entities.

COLORADO

SBDC NETWORK



FEATURED CLIENT: **Blue Earth Compost**

Blue Earth Compost is a food scrap collection company that helps homes and businesses recycle uneaten food back into soil. We collect from you and deliver the finished product back to you 3 times a year.

How the SBDC Helped

Our adviser, Denise Whitford, has made a point of getting to know our operations. She is committed to providing support and resources inside and outside of the CTSBDC. She helped us secure a Department of Economic & Community Development loan and a grant to purchase a new dump truck and hire employees. She connected us to internship opportunities and to the Capital Workforce Partners to help us recruit, hire, and train new employees.

Success

In early 2019, our business went through a major investment phase allowing us to hire and to purchase a custom made dump truck that doubled the amount we can collect. To actualize the benefits of these investments, we ran a marketing campaign that lasted six months and brought in significant amounts of new customers and revenue. We are positioning to take on a larger portion of the overall market and secure long-term financial stability.

Behind the Numbers

CTSBDC is very community-oriented, with 12 advisors located in 27 locations across the state. CTSBDC counts community development organizations, municipal economic development offices, and accelerators and shared workspaces as key collaborators. CTSBC engages with students at community colleges, its host university, UConn, and others including Sacred Heart University, who will host an advisor at its recently opened iHub workspace.

CONNECTICUT

SBDC



Small Business
Development
Center

FEATURED CLIENT: **Prelude Therapeutics**

Delaware SBDC client, Prelude Therapeutics, is pushing the boundaries of precision medicine in cancer. This biopharmaceutical company has secured over \$95M to develop cutting-edge cancer drugs, now in clinical trials.

How the SBDC Helped

Krishna Vaddi, DVM, Ph.D., a leading DuPont Pharmaceuticals scientist, joined the newly formed Incyte Corporation in 2002. Incyte's success in cancer research inspired him to start his own company in 2016. Per Vaddi, "SBDC helped us establish a presence in the biotechnology entrepreneurial community." With lab space to call home, he worked with DSBDC to attract several rounds of grant and venture capital to fund his innovative research.

Success

Prelude has grown exponentially since 2016. Per Vaddi, "With the assistance of the SBDC, private investors, and the State, we relocated from lab/office space of 2,400 SF to lab/office space of 8,000 SF, with 45 employees."

DSBDC's early work set the stage for a recent \$60M Series B raise, taking total investment to \$95M. DSBDC also worked with Prelude to secure a \$834,090 state grant, supporting the addition of 49 new biotech positions.

Behind the Numbers

DSBDC's assistance has resulted in 1,500+ new businesses (since inception), 4,800+ jobs (since 2000), and over \$110M in capital over the last 4 years. Additionally:

- DCSBDC's Data Assured cyber security program was recognized by the Department of Homeland Security and the ASBDC
- DSBDC was named SBA's 2019 Region 3 SBDC of the Year
- DSBDC State Director and ASBDC Board Member, Michael Bowman, received Delaware SBA's 2019 Champion Award

DELAWARE

SBDC



FEATURED CLIENT: **Petworth Cigars, LLC**

We started working with Petworth Cigars, LLC in the spring of 2018. They were at the stage of putting together a strong business plan and wanting to move forward with getting their location built out.

How the SBDC Helped

We started working with Petworth Cigars, LLC in the spring of 2018. They were at the stage of putting together a strong business plan and wanting to move forward with getting their location built out. We helped polish their business plan, and our financial consultant met with them to review financing options.

Success

In the spring of 2019, they secured a \$350,000 loan and \$50,000 line of credit. They are moving along with the location build out on the road to a Certificate of Occupancy and Basic Business License. We will continue to support them as they navigate opening and operating the establishment.

Behind the Numbers

In 2019 DCSBDC advised 731 clients, attained over \$21.3 million in capital infusion, assisted with 30 new business starts and supported 844 jobs!

DISTRICT OF COLOMBIA

SBDC NETWORK



FEATURED CLIENT: **Cheeseburger Baby**

Since 2001, Miami Beach-based Cheeseburger Baby has served up fresh ground beef, local baked bread, hand-cut toppings, and quality customer service. CBB is a favorite of celebrities, such as Beyoncé and Dwayne Wade.

How the SBDC Helped

In 2017, the successful business was threatened after Hurricane Irma damaged essential equipment and knocked out power. To assist with her recovery, Owner Vitori contacted the Florida SBDC at FIU for help applying for a short-term, interest-free emergency bridge loan. This loan helped CBB make repairs, return to pre-storm staffing levels, and resume catering operations. The center also assisted Vitori with her SBA Disaster Loan application.

Success

Not only did CBB endure the storm, it now is a model for other small businesses hit with disasters. The SBA recently recognized CBB with the national 2019 Phoenix Award for Outstanding Small Business Disaster Recovery. The award was given for the company's successful hurricane recovery efforts and was presented in Washington, D.C. as part of National Small Business Week.

Behind the Numbers

As a principal responder in the state's emergency response team, the Florida SBDC plays an integral role in helping small businesses prepare for and respond to disasters. Since 2016, in partnership with the SBA and our state agency partners, the Florida SBDC Network has, directly and indirectly, assisted over 7,000 small businesses secure more than \$500 million in disaster loans.

FLORIDA

SBDC NETWORK

CELEBRATING **43** YEARS!

GEORGIA

SBDC NETWORK

CCA & B, LLC - Elf on the Shelf: The Aebersold family saw an opportunity to share their holiday tradition with the world. Carol and her daughters Chanda Bell and Christa Pitts founded CCA & B with the launch of their first product: The Elf on the Shelf.



How the SBDC Helped

They connected with consultant Drew Tonsmeire after exhausting all their funding options. “He helped us take a good, hard look at what it was going to take to make this business a success,” said Pitts. Tonsmeire connected the company with an alternative lending source and “without that connection, it would have never happened,” Tonsmeire said.



Success

The company has since grown into a multimillion-dollar business and a household name. Thirteen million Elf on the Shelf products have been sold across the world. The creators have also expanded their North Pole storytelling into multiple product lines and new mediums, including animated specials and even a float in the Macy’s Thanksgiving Day Parade.



Behind the Numbers

The University of Georgia (UGA) SBDC helps businesses grow by providing low-cost training programs and no-cost business consulting. With 17 offices and many specialty programs including international trade, medical and veterinary, and minority and veteran business support, the UGA SBDC is committed to enhancing the economic wellbeing of Georgians.





FEATURED CLIENT: **Upcycle Hawaii LLC**

Mattie Mae Larson, owner of Upcycle Hawai'i LLC began upcycling materials as a youngster. As she entered adulthood, Mattie Mae's concern for the environment and what we could do with the volume of our trash grew.

How the SBDC Helped

East Hawai'i SBDC has been working with Mattie Mae for over a year. Developing her plan and presenting it in the Hawaii Island Business - HiPlan competition has guided her to be systematic and conscious about business decisions and keep her goals and aspirations on track. Mattie Mae now has a 5-year plan and is motivated to achieve her goals. Mattie Mae is a success professionally and individually, turning our trash into her cash.

Success

Mattie Mae began to sell to gift shops on Hawai'i island, Maui and O'ahu. The website, www.upcyclehi.com was born and internet sales began. In 2018 Mattie Mae's Upcycle Hawai'i took off. Her products were displayed at the Made in Hawai'i Expo. The Maui Wailea Resort liked what they saw and contracted with Mattie Mae to produce zipper pouches. In 2019, Mattie Mae has expanded to include new employees and production equipment.

Behind the Numbers

In addition, in 2019 the Hawai'i SBDC has supported small business clients with Disaster Assistance across the State. The Hawai'i SBDC continues to work with businesses affected by the Volcanic eruption on the Big Island and has conducted several workshops in Pahoehoe in these assistance efforts. The Hawai'i SBDC YTD 2019 advised 1,258 clients, attained over \$28 million in Capital Infusion, assisted with 88 Business Starts, created 272 jobs.

HAWAII

SBDC NETWORK



FEATURED CLIENT: **Amazing Glaze Donuts**

Katie Giesbrecht was working as a barista for Double Shot Donuts. The owners of the shop approached Katie and her husband about purchasing the business. They entertained the offer.

How the SBDC Helped

In addition to the Giesbrechts working with the previous owners to learn the business operations, they also worked with the SBDC before the sale of the business went through. Today, the SBDC Consultants work with the Giesbrechts with Quickbooks questions and marketing assistance.

Success

August 2017, the Giesbrechts reopened the business as Amazing Glaze Donuts.

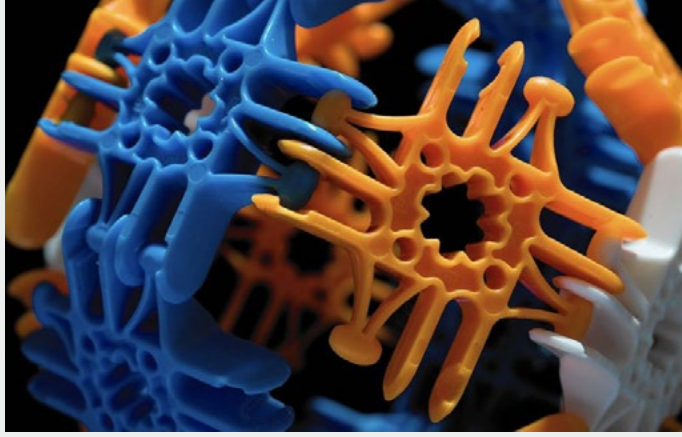
The recipe for the donuts is what sets Amazing Glaze apart from their competitors. The proprietary recipe includes real Idaho potatoes. Amazing Glaze has recently expanded their business to include soup and bread bowl lunch items, longer hours, and a growing number of wholesale customers. They look forward to expanding their stores to Idaho Falls and Boise.

Behind the Numbers

The Pocatello SBDC office, staffed by two women, hosts an annual Women's Business Symposium on a Native American Reservation with over 200 women in attendance. The event is so successful, tickets sell out weeks in advance. The Symposium has been running for over 10 years. There is tremendous community support and sponsorship for the event.

IDAHO

SBDC NETWORK



FEATURED CLIENT: **Lux Blox**

Michael and Heather Accera wanted to make a unique construction system and succeeded with Lux Blox, a construction toy, for children and adults, that can form in a circular shape creating items more natural in structure.

How the SBDC Helped

With backgrounds in education, art and engineering, the idea of learning through play was a passion but the couple knew they needed technical assistance. Illinois SBDC at Bradley University advisor Ross Miller provided guidance on raising investments and perfecting their pitch. As requests started coming in from Europe and Asia, Illinois SBDC-ITC advisors Beatrice Ramirez and Jim Ryan helped the company navigate exporting challenges.

Success

The concept has been incredibly well received and the new design is making connections with educators and children. New York Magazine calls it "Next-level Legos." Purdue University rates it 5/5 for "Promoting Engineering Thinking". And it was named "2018 Top Toy" by Autism Live for help in developing fine motor skills and concentration. The key to all this excitement is the fact that unlike Legos, Lux Blox items can swivel on hinges.

Behind the Numbers

The Illinois SBDC has focused on its mission to provide "professional guidance for business growth" to small businesses and entrepreneurs since 1984. During the past year the 32 Illinois SBDCs provided over 43,000 hours of one-on-one business advice to clients resulting in their securing \$237.5 million in business capital, the creation/retention of over 3,800 jobs and the launching of over 400 new business starts.

ILLINOIS

SBDC NETWORK



FEATURED CLIENT: **B2S Life Sciences**

B2S Life Sciences® is a biotherapeutic enablement company advancing improved analytical methods and outcomes for companies involved in the development of biotherapeutic drugs and diagnostics.

How the SBDC Helped

Owner Aleks Davis and B2S Life Sciences has been a client of the Central Indiana SBDC since 2015. During that time, B2S has grown from a small startup in a garage to occupying a 25,000 square foot facility serving close to 200 clients in 13 countries. In 2018, B2S began participation in the Purdue University Manufacturing Extension Partnership's ExporTech™ program to develop an export plan, which the Indiana SBDC continues to support.

Success

B2S has grown to employ around 40 people in the past 4 years, occupying a renovated historic building in Franklin, Indiana. Working on a global scale, B2S earns roughly one third of their revenue from exporting activities. In 2019, B2S was awarded the SBA's Exporter of the Year Award. The company has been granted access to the U.S. Department of Commerce's Golden Key Program, which will be used towards expanding into European markets.

Behind the Numbers

INBiz, the state of Indiana's one-stop business portal, is helping Hoosiers open businesses through its partnership with the Indiana SBDC. This one-stop resource, managed by the Secretary of State, funnels potential clients and helps streamline small business operations in Indiana. In 2019, Indiana SBDC helped over 1,500 entrepreneurs and small businesses referred by INBiz for assistance.

INDIANA

SBDC NETWORK



FEATURED CLIENT: **S&B Farms Distillery**

S&B Farms Distillery is a first-generation distillery that opened in 2018. The owners traveled around the southern U.S. to learn from the best distillery masters and moonshiners to perfect their spirit offerings.

How the SBDC Helped

In the fall of 2017, owner Sara Winkleman met with Michael Wampler, Regional Director of the Northwest Iowa SBDC. Sara shared her vision of a distillery, and together they built a plan to move the project forward. The SBDC helped with financial projections, obtaining financing, and developing her business model. Sara says, "The SBDC helped me determine sales goals, how much to spend on startup costs, and how to grow the business."

Success

S&B Farms Distillery has 5 products on the market and has received national medals in spirits competitions. Sara received the 2019 Deb Dalziel Woman Entrepreneur of the Year from SBDC Iowa. U.S. Senator Joni Ernst visited the distillery in the summer of 2019, and met Sara's grandfather who is a U.S. veteran, and has a spirit named after him called Private First Class. Sara also actively promotes tourism in rural Iowa through her business.

Behind the Numbers

With flooding on both sides of the state in 2019, SBDC Iowa has made a special focus of assisting clients with disaster recovery and preparedness. A disaster preparedness guide was developed and distributed statewide to clients, stakeholders, and partners. The State Director was invited to testify to the U.S. Senate Committee on Business & Entrepreneurship in June about assistance needs for small businesses in rural Iowa.

IOWA

SBDC NETWORK

AMERICA'S SBDCS DELIVER

Check out their national economic impact

Businesses that partner with America's SBDCs get started, create jobs, access capital, grow sales and prosper.

\$5.6 billion
in financing



**EVERY
FEDERAL
DOLLAR**

\$2.16
Federal Revenue

\$2.81
State Revenue

\$45.47
in new capital

\$100,000
in capital every 9.4 minutes

RETURN ON INVESTMENT Cost vs. Revenue Generated by SBDCs

Federal Appropriation (*fiscal 2018*):

\$123.5 MILLION



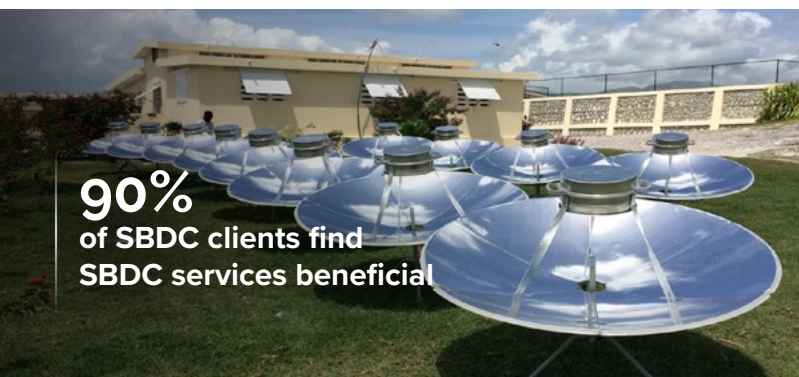
Federal Revenues Generated:

\$267 MILLION



State Revenues Generated:

\$346 MILLION



90%
of SBDC clients find
SBDC services beneficial



93%
of SBDC clients
recommend
SBDC services

RESULTS ACROSS THE COUNTRY

+ JOBS +

99,194
new jobs created

A new job every 5.3 minutes

+ SALES +

\$7 billion
in new sales

\$100,000
in new sales
every 8 minutes

JOB GROWTH

1.5%
national average

17.7%
average
SBDC client

↑ SALES GROWTH ↑

5.6%
national average
annual
sales growth

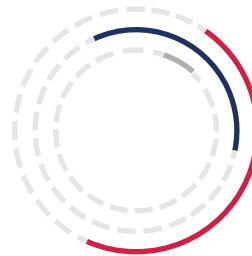
18%
average SBDC
client annual
sales growth

+ CREATE NEW BUSINESSES +

66.7%
of pre-venture
SBDC in-depth
clients start
new businesses

16,499
new businesses
started by
in-depth clients
between 2017-2018

WOMEN, MINORITIES, VETERANS



51% women
28% minorities
6% veterans

A new business every 32 minutes

LEARN MORE ABOUT HOW SBDCS
HELP SMALL BUSINESSES
START, GROW AND THRIVE.

www.AmericasSBDC.org

America's SBDCs play a critical role in the health of small businesses: helping access capital, providing advice on regulations, preparing for changes in the economy, and technology, and responding when disaster strikes.



4.44
out of 5 stars:
average SBDC
rating by clients



60%
of SBDC clients
start a business
in their first year



FEATURED CLIENT: **EMP Shield, LLC**

EMP Shield is an engineering and manufacturer firm of the world's first devices to protect property from electromagnetic pulses such as those that are generated by solar flares as well as lightening strikes.

How the SBDC Helped

EMP shield has utilized core SBDC services including financial planning, market research and planning, as well as direct access to DoD tech scouts. Through capacity building and marketing the business has grown, including federal agencies and into export markets.

Success

Through core marketing assistance and access to DoD tech scouts, EMP Shield has been able to expand its commercial client base and is now working with various federal agencies. Additional help with business planning and projections has helped develop the business plans related to serving new markets, resulting in filling demand for surge suppressors internationally.

Behind the Numbers

EMP Shield is a veteran-owned company in rural Emporia, Kansas. Tim Carty, EMP's Engineering Manager had an idea how to capture solar electrostatic waves from the atmosphere as an alternate energy source, which developed into the new electromagnetic pulse surge suppressor.

KANSAS

SBDC NETWORK

CELEBRATING **39** YEARS!

KENTUCKY SBDC NETWORK

Tree Of The Field: Tree Of The Field is a rural, entrepreneurial agribusiness that makes every effort to use renewable resources, locally sourced materials, environmentally responsible practices, and responsible decisions.



How the SBDC Helped

KSBDC worked with the company to develop: a new business plan, financial projections, pitch deck for investors, pitch deck for partners, and growth strategy. The KSBDC connected client to a Wal-Mart opportunity through Kentucky small business resources and is now working with the client on an Amazon strategy and e-commerce efforts.



Success

Negotiated licensing and distribution deals with the likes of Lowe's, Tractor Supply, and Whole Foods, creating new product partnerships and expanding e-commerce presence. Company is exploring their Rediflame product line potential and has several exciting developments launching onto the market including Skeeterlog and Chiminea.



Behind the Numbers

The Kentucky SBDC — Kentucky's only nationally accredited business development program, has helped thousands of Kentuckians start, fund, and grow their businesses. Since 2015, the Kentucky SBDC has assisted clients in creating 682 businesses, supporting 11,894 jobs and gaining \$300,430,642 of capital infusion to help businesses start, grow & succeed..





FEATURED CLIENT: **Oceans 97**

Jarvis Green is a two-time NFL Super Bowl Champion with the New England Patriots who is from south Louisiana. After he retired from professional football. He started Oceans 97, a wholesale shrimp distributor, in 2015.

How the SBDC Helped

The Louisiana Small Business Development Center at Southern University & A&M College helped Jarvis Green by positioning his business for procurement opportunities, Foodpreneur Accelerator Summits, SAM and 8(a) Certification classes, and product development.

Success

With the help of the LSBDC, Jarvis Green has created 60 new jobs, developed a new product, and expand his business' products into Rouses Markets and HomeGoods.

Behind the Numbers

The LSBDC at Southern University & A&M College is a historically black college or university that has assisted Jarvis Green in growing his business. The new product — shrimp paté — is a high quality food product that was created for use during disasters as a unique survival product with a 4-year shelf life.

LOUISIANA

SBDC NETWORK



FEATURED CLIENT: **Science Dogs of New England**

Lindsay Ware has a passion for wildlife and conservation. That is why she started Science Dogs of New England. This new business creates solutions for conservation and environmental research using highly trained dogs.

How the SBDC Helped

Lindsay worked with Maine SBDC Business Advisor Shannon Byers to help her think through her idea, understand her market, and work through the steps of starting a business. They discussed her branding and marketing message including logo design, website, and attire. They also worked together to review her processes and operations.

Success

Science Dogs of New England launched in 2019. This unique business provides scent detection teams to organizations such as government agencies and educational institutions. Their science dogs can be trained to track animals, egg masses, plants and more. Conservation detection dogs have been shown to increase sample size, cover large study areas more efficiently, find small targets, and have a low ecological impact on study areas.

Behind the Numbers

Business owners across Maine are considering retirement. As the oldest state in the nation, Maine SBDC has shifted its focus to meet the demands of an aging entrepreneurial demographic. Maine SBDC is here to help businesses remain open and preserve jobs through business transitions. Business advisors are well equipped to walk entrepreneurs through the process of buying or selling a small business.

MAINE

SBDC NETWORK



FEATURED CLIENT: **Burley Oak Brewery**

After losing his construction job right before Christmas, Bryan Brushmiller decided to use the opportunity to pursue a passion and dream to open a local, hand-crafted brewery on Maryland's lower Eastern Shore.

How the SBDC Helped

After looking at several locations, Bryan settled on leasing a 6,000 square foot site in Berlin, MD and immediately sought advice from his local SBDC. The SBDC provided business plan assistance, cash flow projections, loan packaging, and industry research. Bryan and his consultant also worked together to identify Burley Oak's market scope, strategic customer segments, potential distributors and alternative financing options.

Success

In addition to completing extensive renovations, Bryan also managed to get changes made to liquor laws in Maryland and the Town of Berlin which allow him to serve full pints instead of just small samples. He was also approved to sell his beer to distributors, and have a live entertainment venue which includes a beer garden. Recently, they installed canning equipment which will enable them to expand throughout the east coast.

Behind the Numbers

The Maryland Small Business Development Center (SBDC) is a well-recognized part of Maryland's entrepreneurial ecosystem. We are accredited to provide technology commercialization assistance and have successfully shepherded many Maryland businesses through the SBIR grant submission process. We also host an award-winning main street program which has helped to revitalize several historic districts throughout the state.

MARYLAND

SBDC NETWORK

CELEBRATING **40** YEARS!

MASSACHUSETTS SBDC NETWORK

Optim LLC manufactures endoscopes for medical and security applications, such as contraband detection. Every port of entry in the U.S. and every U.S. embassy utilizes Optim scopes, as does Air Force One and Air Force Two.



How the SBDC Helped

The MSBDC Massachusetts Export Center provided counseling assistance and worked with Optim on assessing current markets and sales partners, revamping its international marketing strategy and streamlining export operations. The Export Center also helped Optim apply for STEP grants, which the company was awarded four times.



Success

Over the last three years, Optim has experienced record growth in international sales and exports are forecast to grow by another 20% this year. The company recently entered 10 new foreign markets. Optim was honored as the SBA 2019 Small Business Exporter of the Year for Massachusetts and New England for its outstanding international sales activity.



Behind the Numbers

The MSBDC (msbdc.org) provides one-to-one free comprehensive and confidential services focusing on, business growth and strategies, financing and loan assistance as well as strategic, marketing and operational analysis through three integrated product lines: business advisory services, international trade assistance, and government contracting.





FEATURED CLIENT: **Inhabitect, LLC.**

Inhabitect is a full-service firm devoted to designing, building and growing all forms of living architecture. They specialize in green roofs, natural shorelines and rain gardens.

How the SBDC Helped

Owner, Nate Griswold was unsure what it took to operate a business from top to bottom on a daily basis. Through working with Michigan SBDC consultants, Nate learned the in's and out's of managing his own business, how to plan for success and long-term growth, and what it meant to be self-employed, including the aspects of financial management, human resources and marketing.

Success

Five months after his first meeting with an SBDC consultant, Nate launched Inhabitect, LLC. What started as just Nate has grown into a team of 6 employees with sales in excess of \$600,000. The business moved from a storage unit to its own dedicated space that includes a landscape nursery. Nate has made an impact on the green roof and green infrastructure industry both commercially and residentially throughout North America and globally.

Behind the Numbers

The Michigan SBDC recognized an overwhelming number of businesses wanting to transition out of their business. The Michigan SBDC created an in-depth workshop to provide attendees with the knowledge they need to plan ahead, make informed decisions, and identify trusted advisors for their small business transactions. There were 9 workshops offered in 2019 with 338 attendees.

MICHIGAN

SBDC NETWORK



FEATURED CLIENT:
Michael J. Burns
Architects, Ltd.

Michael J. Burns Architects, Ltd. (MJBA) was founded in 1983. Michael Burns' 40 years of professional experience has helped MJBA become one of the premier firms in historic preservation in the upper Midwest.

How the SBDC Helped

MJBA first came to the West Central region to attend several workshops including Cashflow and State Tax Withholding and Unemployment. "The workshops are great tools to stay up to date with regulations and best practices," says MJBA president Michael Burns. They have also sought one-on-one consulting with SBDC consultants, Deb McGregor and Skip Carpenter, to help design a personalized marketing plan and analyze financial data.

Success

With Deb and Skip's assistance, MJBA was able to streamline their operations, cut expenses, and be more efficient with their resources. Additionally, the marketing plan has helped them to be clear about their target market and attract the kind of clients they want to work with. MJBA has found tremendous value working with the SBDC and its staff intends to continue attending workshops and seeking consulting services.

Behind the Numbers

The Minnesota SBDC helps entrepreneurs with business plans, financing, increasing sales and improving profit. We also:

- Host hundreds of seminars on all topics related to owning a business
- Work with retiring baby-boomers to create succession plans so their businesses continue
- Help businesses develop effective cybersecurity plans at a reasonable cost
- Provide outreach to rural areas and diverse communities throughout Minnesota

MINNESOTA

SBDC NETWORK



FEATURED CLIENT: **Mama Nature's Juice Bar**

Mama Nature's Juice Bar has two locations and is owned by T'Keyah Williams, a young mother of two. She serves juices and plant based food to her customers so they can experience the healing benefits of good nutrition.

How the SBDC Helped

James Bennett, her counselor, helped T'Keyah redo her business plan after someone else had given her bad advice. He also suggested that she form an LLC and assisted her with that process. Mr. Bennett focused on teaching her the importance of understanding the financial side of owning a business. He taught her how to properly use a budget performance report to track her monthly financials and always know where she is financially.

Success

T'Keyah Williams has had great success financially, so much so that she opened another location and now has 2 juice bars in the city of Jackson, MS. This has resulted in hiring more staff and buying more produce — something she does locally in order to help other business owners in the Jackson area. She is also successfully spreading her message about the healing benefits of good nutrition — her inspiration to open the first juice bar!

Behind the Numbers

The MS-SBDC strives to bring university resources to our clients. In 2019 we launched a pilot project to provide technology commercialization with University of Mississippi and will be expanding these services through our HBCU center, Jackson State University. We also continue to collaborate to bring specialty services to Agribusiness, the largest economic driver in the state of Mississippi.

MISSISSIPPI

SBDC NETWORK



CELEBRATING **43** YEARS!

MISSOURI SBDC

SBDC NETWORK

S&M NuTec: With no private sector experience, Joe & Judy Roetheli plunged into business ownership because of their dog's horrid halitosis. They started with meager funds to running a successful pet treat company, S&M NuTec.



How the SBDC Helped

SBDC assisted with basic skills of starting/operating a business & connecting the Roethelis with potential business partners. SBDC also helped the Roethelis with financing assistance including equipment leases & was instrumental in securing their first bank loan the month after their firm sold over \$1M of product using "bootstrapping" techniques.



Success

S&M NuTec & the Roethelis received many awards: ABA Stevie Awards, "Best Company in America with Under 100 Employees" & "Best Packaging by a Small Company", two Petco "Vendor of the Year Awards", a "Mr. K" award in KC, plus local, state, & national "Exporter of the Year Awards." The Roethelis were inducted into the Ernst & Young "Entrepreneur Hall of Fame."



Behind the Numbers

The Missouri SBDC certifies consultants in transformational coaching. This allows consultants to evolve from transactional interactions and develop the ability to connect with clients and strengthen relationships for an impactful SBDC experience. The network also encourages and supports co-counseling which provides an open and collaborative culture.



CELEBRATING **31** YEARS!

MONTANA

SBDC NETWORK

Red Ants Pants: Raised on a farm, and working every day outdoors, Sarah Calhoun was tired of wearing men's work pants that didn't fit. Her desire for comfortable pants inspired a design that would fit, function, and flatter working women.



How the SBDC Helped

In 2004 she approached the SBDC located in Bozeman Montana. They assisted with projections and research to develop a business plan with a mission, vision, and values her company still follows today. "The assistance I received from the SBDC was essential when starting my business," said Sarah, "and they continue to be a valuable resource today."



Success

Sarah opened Red Ants Pants in rural White Sulphur Springs in 2006. In 2011, Sarah expanded her brand to include a foundation to support women's leadership, family farms, and rural communities. Her foundation launched an annual music festival that has grown to bring over 18,000 attendees to rural Montana. In 2012, she was recognized as SBA's National Women in Business Champion. Sarah has become an inspiration for women in business and a popular keynote speaker. Calhoun and her company have been featured in The New York Times, Huffington Post, Entrepreneur magazine, and showcased on CNBC, CNN, and Bloomberg. In 2018 she was inducted into the Montana Business Hall of Fame.





FEATURED CLIENT: **Weiland, Inc.**

Weiland, Inc manufactures doors and windows for harsh environmental conditions. Leon Weiland founded the company in 1984. In 2009, his son, Carl, and sons-in-law, Jason Ash and Rob Haake joined the management team.

How the SBDC Helped

Nebraska SBDC consultant Loren Kucera, was instrumental in assembling multiple financing applications through the SBA and local economic development programs. The funds were needed to build a 60,000-square-foot factory in Norfolk, a rural community of less than 25,000 located in the heart of Northeast Nebraska. Managing partner Carl Weiland stated, "Loren was an incredible advocate for our business during the SBA loan application..."

Success

The multiple financing applications were approved in May 2017. Weiland, Inc. moved its operation off the family farm and into the new factory one year later. Within that year, the company increased its revenue by 31.25% to over \$5.5 million and hired 50% more employees. As of June 30, 2019, the company had \$7.6 million in revenue and 40 full-time employees.

Behind the Numbers

The Nebraska SBDC is uniquely skilled at assembling complex financing applications from multiple sources. In the case of Weiland Inc. the final financing package included funds from the Nebraska Economic Development Corporation (NEDCO), Northeast Nebraska Economic Development District (NENEDD), Community Development Block Grant (CDBG) and the U.S. Small Business Administration loan guarantee program.

NEBRASKA

SBDC NETWORK



FEATURED CLIENT: **Maya Cinemas**

Maya Cinemas founder, Moctesuma Esparza, has a life-long love for film. As a movie producer and entertainment business developer, Moctesuma wanted to share his love of film by creating cornerstone theater complexes in underserved, family-orientated, Latino communities. Maya Cinemas offers first-run Hollywood movies in high-end theaters offering exceptional customer service.

How the SBDC Helped

Maya Cinemas worked with Anabel Navarro at the Urban Chamber of Commerce Nevada SBDC. Anabel has extensive marketing experience in the Las Vegas Latino community and was able to create comprehensive FaceBook and media campaigns. Anabel helped Maya Cinemas target the Hola Mexico Film Festival and Hispanic Heritage month as well as create a promotional video and a Cinema ticket giveaway. These event promotions were critical for providing community inclusion in North Las Vegas. The Nevada SBDC was also able to connect Maya Cinemas with community Latino leaders who were instrumental in the promotion and funding of the project.

Success

Movies offered in Spanish have helped to make the Maya Cinema unique to the area and a tremendous success, featured in numerous media publications. While working with the Nevada SBDC, Maya cinemas expressed the desire to offer Spanish financial literacy and customer service education to the families and employees of their business. Most of the cinema employees are students who receive scholarships from the cinema, improving employee relations and retention.

Behind the Numbers

Moctesuma Esparza saw an opportunity in the growing North Las Vegas area and acknowledged the expanding Latino community, which is now about 30% in Nevada. With the support of Anabel Navarro and the Nevada SBDC, Maya cinemas obtained a multi-million dollar loan to supplement investor contributions and had a grand-opening event in May 2019. Maya Cinemas supports now over 80 jobs in North Las Vegas.

NEVADA

SBDC NETWORK



FEATURED CLIENT: **Kellerhaus**

In 2017, Daryl Dawson purchased the Kellerhaus in Laconia, NH. After a career in biotech, Daryl combined his love for cooking, ice cream, chocolate, and the Lakes Region to become this iconic landmark's new owner.

How the SBDC Helped

Daryl surmised that by using less energy he would save money while also reducing his environmental footprint — so he reached out to NH SBDC. Just like every business needs a business plan, every business needs an energy plan. NH SBDC's Business Sustainability Program advisor, Andrea O'Brien, helped Daryl create an innovative energy plan that identified areas for improvement, resources, and financing sources.

Success

Daryl knew he had to make changes to improve his operations while keeping the nostalgic authentic feel of an old-time candy and ice cream shop. He decided to pursue energy efficiency as a great way to bring the Kellerhaus up-to-date and improve his bottom line. After refrigeration and HVAC improvements were made, results were immediate: \$1000/month savings, a better lighting esthetic, and a reduction of greenhouse gas emissions.

Behind the Numbers

NH SBDC's Business Sustainability Program provides one-on-one confidential business advising in the areas of energy efficiency, environmental management, emergency planning employee safety, and other issues that impact the sustainability of a business. The program's goal is to help business owner's adopt best management practices to reduce operational risk, increase profitability and therefore, enhance the value of her or his company.

NEW HAMPSHIRE

SBDC NETWORK



FEATURED CLIENT: **In Vitro Diagnostic Solutions (IVDS)**

IVDS is headed by Rob Harper (President) and located in Mt. Laurel, NJ. The company develops, manufactures and markets innovative Point-of-Care diagnostic devices for rare metabolic diseases.

How the SBDC Helped

NJSBDC's Technology-Commercialization Specialty Program helped IVDS receive the National Institutes of Health (NIH) and National Science Foundation (NSF) Small Business Innovation Research (SBIR) award, for a total of \$850,000 in R&D funding. The NJSBDC further assisted IVDS in submitting their first SBIR Phase II proposals in the second-half of 2018 for a malaria-related project and received notice of a \$1,447,330 award, April 2019.

Success

IVDS is fervently working to help diagnose rare metabolic diseases. Their testing system, once completed and validated, will be available to help support the World Health Organization's efforts to finally eradicate malaria. The funding received with NJSBDC's help provides IVDS the ability to expand its company, much more quickly than it would otherwise be able to do.

Behind the Numbers

New Jersey has a very diverse population and landscape. The NJSBDC services our urban and rural communities, focusing on their specific needs and challenges; such as access to capital/ financing and agricultural/ food industry consulting. The NJSBDC also provides customized consulting, training and other events for minority, women and veteran small business owners. Sustainability, another priority, is a very great way we're helping NJ.

NEW JERSEY

SBDC NETWORK



FEATURED CLIENT: **E Security, LLC**

The words “Protect and Serve,” Everett Howe said, are the goal of his company E Security, LLC. Based in Farmington, E Security works across the Navajo Nation, in New Mexico and Arizona. The company provides security services at local schools, Navajo Technical University, oil fields, county and regional fairs, family events and much more.

How the SBDC Helped

Howe is a retired U.S. Marine Corp. Sergeant, and a retired McKinley County Sheriff's Deputy. Security made sense!

“I wasn't going to get involved, but a lot of people on the Navajo Nation wanted security.” - Everett Howe

He sought assistance from the Small Business Development Center at San Juan College and met his advisor Carmen Martinez.

Success

“I want to expand through Arizona and all through the Reservation. I'm going slowly I don't want to rush it,” he said. The company has grown quickly and so far he has 30 employees but that might not be enough: E Security is going to be providing security at a new helium mine, a solar facility and an oil field in the coming year.

Behind the Numbers

But first, he said, he wants to make sure of the “serve” part of the company's “protect and serve” mission. He wants to encourage more Navajo youth to go into law enforcement and to that end, he's working to establish a scholarship to encourage more Navajo and tribal police officers, as well as sponsoring local youth athletics.

NEW MEXICO

SBDC NETWORK



FEATURED CLIENT: **S.L. McLaughlin Funeral Home**

With 25 years of experience as a licensed funeral director, Shannon McLaughlin knew the Capital Region needed another funeral home catering to the African-American community.

How the SBDC Helped

In Fall 2017, Shannon was accepted into the Albany SBDC's Small Enterprise Economic Development (SEED) program. SEED comprises an eight-week training class, coupled with customized counseling. With a business plan and financial projections in hand, Shannon was approved for a \$35,000 loan to renovate a former post office into a full-service funeral home. Her son, in college, has joined the business serving as a Funeral Assistant.

Success

The S.L. McLaughlin Funeral Home opened in August 2018 to serve the residents of the Capital District area with the highest regard for professionalism, compassion, and honesty. Shannon says "the SEED program was a life changer for me and my family. SEFCU and UAlbany believed in me." In May 2019, Shannon received an SBA Excellence Award in recognition of her successful business.

Behind the Numbers

SEED is a microloan program at the Albany SBDC that provides up to \$35k in financing for "unbankable" entrepreneurs. The loan fund was established in 2011 through a partnership between SEFCU, the University at Albany's School of Business, School of Social Welfare and SBDC. SEED includes an eight-week training class that covers all aspects of running a business that culminates with a "shark tank" type pitch to SEFCU.

NEW YORK

SBDC NETWORK



FEATURED CLIENT: **Goat Lady Dairy**

Since 1995 the Goat Lady Dairy (GLD) has produced artisanal goat- and cow-milk cheese on a 200-year-old, 40-acre farm in rural Randolph County, North Carolina. They are one of the oldest, and now one of the largest, artisan cheese dairies in the South.

How the SBDC Helped

Steve Tate and his sister Ginnie started out farming Nubian goats, making cheese from the extra milk. Sadly Ginnie contracted ALS and passed away in 2009. Steve and his wife wanted the work and mission of Goat Lady Dairy to continue, and starting to think about selling the business. In 2011 Steve was introduced to the SBTDC, and after a thorough analysis, his counselor helped him realize that the business wasn't large or profitable enough to sell as it was. Together they began a multiyear process of changing the business model and expanding, with a new focus on cheesemaking.

Success

GLD quadrupled capacity, perfectly positioning themselves to meet the demands of larger stores like Whole Foods but still maintain their handcrafted charm. By 2015 GLD was profitable enough to put up for sale. Several prospective buyers expressed interest, but they ultimately chose to sell to longtime employees Bobby and Carrie Bradds. Steve says he cannot overemphasize the role the SBTDC played. "I think we would have just had to stop and then all those jobs and everything we built would have been lost". Now the SBTDC continues to work with new owners to continue to grow the business.

Behind the Numbers

Nearly half of family business owners have no succession plan in place. Most would like to pass their business on to the next generation but only about 30% will be successful at transitioning within the family. The North Carolina SBTDC has developed a Guide to Selling a Small Business that contains an overview of the key steps and documents involved in the sale of a small business. It has proven to be a useful tool when working with clients considering a business transition, either within or outside the family.

NORTH CAROLINA

SBDC NETWORK



FEATURED CLIENT: **French Taste**

Warren Sai came to the Univ. of North Dakota as an international student studying engineering. Soon realizing this was not his passion, he pursued his love of crepes. French Taste opened in May 2018.

How the SBDC Helped

Sai has obtained assistance from the ND SBDC at every step along his entrepreneurial journey, starting with business plan assistance and financial projections just months before opening. As the business has grown, he has continued to return for advising, now exploring the process to franchise French Taste!

Success

French Taste began serving crepes on a folding table at local community events. Next came a food cart, and within six months, he was serving crepes in the UND student union, enabling patrons to easily find him. Sai is now a senior completing marketing and entrepreneurship degrees. He plans to stay in Grand Forks, something that was not in his plans when he arrived.

Behind the Numbers

French Taste has grown from just an idea to a successful local business that both the campus and community have embraced. Sai and his crepes are a staple at local events and he continues to explore new partnerships and opportunities as the business grows. Financing to get the business off the ground came from owner investment, a commercial bank loan and the local economic development corporation.

NORTH DAKOTA

SBDC NETWORK



Small Business
Development Centers

FEATURED CLIENT: **EarthQuaker Devices**

It all started in 2004 with a musician with an idea. In between gigs, Jamie Stillman started selling handcrafted guitar-effect pedals that he hand-built in his basement in Akron Ohio.

How the SBDC Helped

By 2007 he officially launched his business as his homemade pedals were getting attention from musicians around the world. He was joined by his wife, Julie Robbins, in 2011 as EarthQuaker's CEO. Together the couple grew their business, and with export assistance support from the Ohio SBDC, they were able to increase export sales. SBDC has provided the training and market research the company needed to globalize their brand.

Success

Together, the couple grew their business from a basement-to-a global business, distributing to 47 countries- all in just 11 years! Export sales have helped the company grow at home too. In 2015, EarthQuaker used an SBA-backed loan to purchase the two-story, 15,000 ft. building where the company proudly develops and manufactures all of its products, by hand, with its 53+ employees. In 2019 the company was named SBA's Exporter of the Year.

Behind the Numbers

In 2019 Ohio SBDC:

- Facilitated over 1,600 meetings between small businesses and government buyers at the SBDC sponsored Ohio Business Matchmaker
- Launched "Opioids in the Workplace" seminars to help employers identify and overcome this workforce challenge
- Served a majority (51%) of female clients a first for the program
- Assisted the largest number of minority clients in program history

OHIO

SBDC NETWORK



America's SBDC Celebrates **40 YEARS**

For 40 years, the nationwide SBDC network has provided high quality, effective assistance resulting in significant long-term economic impact for the small business community and the nation. The result, tens of billions in capital, millions of jobs created and saved and hundreds of thousands of small businesses created, thriving and growing.

Check out the most recent SBDC national economic impact on pages 26-27.



HELP US CELEBRATE!

SBDCs around the country will be hosting the 4th annual **#SBDCDay** Wednesday, March 18, 2020. SBDC Day is a national proclamation of the success and impact America's Small Business Development Centers (SBDCs) have across the nation in economic development and the small business community.

To learn more about what YOUR local SBDC is doing to celebrate, visit our website now:

www.AmericasSBDC.org/SBDCDay

Stay tuned for more celebratory events throughout 2020 including National Small Business Week, May 3–9th and our 40th Annual Conference in Atlanta Georgia, September 29th – October 2nd.

Visit www.AmericasSBDC.org to learn more.



FEATURED CLIENT: **Sugar Coated Bakery, LLC**

Jeff and Michelle Oaks live in rural Eastern Oklahoma in the town of Stigler. Michelle started baking sweet treats for friends under the Oklahoma Home Bakery Act and the business quickly took over the family's home.

How the SBDC Helped

Jeff and Michelle met with the SBDC to develop a plan to move the business into a separate building. Initially they were assisted with business plan and financial projections. After a journey that took them through two lenders and some frustration, Jeff and Michelle were able to purchase a historic downtown building in Stigler. While renovating the building, they kept the community excited by sharing their journey through social media.

Success

Almost two years after the initial thought to open a business outside of the home, an Open House event was held for Sugar Coated Bakery. Michelle remains the primary baker and Jeff reviews the financial side of the business. They have continually updated their menu and offerings, adding a Wednesday lunch to their regular bakery items. Sugar Coated Bakery is now a staple in the Stigler community and sends bakery items across the area.

Behind the Numbers

Oklahoma SBDC assists innovators in preparing to participate in Encountering Innovation, a regional event hosted by Kansas SBDC. Clients that are selected to pitch their product in closed door sessions to the Department of Defense technology scouts are then socialized through the various combatant commands. These opportunities allow companies to go beyond their traditional industry, diversify their business, and strengthen the economy.

OKLAHOMA

SBDC NETWORK

CELEBRATING **37** YEARS!

OREGON

SBDC NETWORK

Molecular Probes: Doctors Rosaria and Richard Haugland had an unparalleled understanding of the science of fluorescence. In 1983, the SBDC helped the pair turn their garage lab into Molecular Probes, a 250 employee company in Eugene.



How the SBDC Helped

Rosaria and Richard joined the first Small Business Management program in 1983, where they learned the skills needed to run a successful business. With the science well in hand, they met regularly with their adviser and developed the foundation for the business. As the business grew, this foundation was essential for the company's long-term growth.



Success

In 2003, after more than 20 years in business and 40 years working in labs, Rosaria and Richard sold their business to Invitrogen for \$325 million. The company, now Thermo-Fisher Scientific, continues to thrive in Eugene. Rosaria and Richard have become the largest donors to Lane Community College, the host institution for the Oregon SBDC Network.



Behind the Numbers

The Oregon SBDC Network serves a diverse state, with 19 Centers and more than 45 locations across Oregon. The Network has served more than 162,000 clients with no-cost one-on-one advising and more than 580,000 Oregon entrepreneurs have taken SBDC classes since 1983. The Network is Oregon's largest and most successful business assistance provider.





FEATURED CLIENT: **Barrett Plumbing**

Celebrating 47 years in service, Barrett Enterprises Inc. DBA Barrett Plumbing is a local woman-owned family business and is the oldest plumbing company on Guam.

How the SBDC Helped

With guidance from Ms. Jane Ray, Guam SBDC Business Advisor, Barrett Plumbing expanded into septic pumping services and upgraded leak detection & sewer inspection services. In 2017, the Guam Chamber of Commerce awarded them the Small Business Excellence Award. With Guam SBDC's assistance, Jessica recently graduated from programs such as the Goldman Sachs 10K Small Businesses and SBA Emerging Leader Initiative — 1st cohort on Guam.

Success

Jessica has committed significant efforts to volunteering activities and received several recognitions. In 2014, the Guam Women's Chamber of Commerce recognized her as the first Chamorro woman plumber. She was also awarded the SBA Women in Business Champion. In 2019, she was recognized as Businesswoman of the Year by First Hawaiian Bank.

Behind the Numbers

The Pacific Islands SBDC Network has centers in six islands in Micronesia and focuses its efforts in business development in rural areas and small island communities. The network's special project is the 5-year Micronesia Regional Trade Program. This year, the network partnered with the UOG PMBA program to launch the first Google Techstars StartUp Weekend Micronesia.

PACIFIC ISLANDS

SBDC NETWORK



FEATURED CLIENT: **American Wood Design**

A commercial cabinetry business founded in 1996. The business started in Delaware and moved to its current location in Chester, PA. The company began as a side company, rebranded, and relocated.

How the SBDC Helped

The SBDC provided financial guidelines for the expansion and long-term sustainability. Financing for the project came from an SBA guaranteed loan by 44 Business Capital and an SBA Express Line Credit as well as an approved loan from the city

Success

- Featured as America's SBDC's "Eastern Pennsylvania District Family-Owned Small Business of the Year™"
- Tripled sq. footage, employee size, and topline numbers since relocating in 2017
- Revenue from \$1.8 million to \$3.8 million
- SBDC provided financial guidelines for expansion and long-term sustainability
- SBA loan and credit; also city approved \$250,000 machinery and equipment loan

Behind the Numbers

We offer services for Veteran entrepreneurs.

PENNSYLVANIA

SBDC NETWORK

CELEBRATING **23** YEARS!

PUERTO RICO

SBDC NETWORK

Productos La Finca Inc.: In 1999, Eniel Torres, Esq. established Productos La Finca Inc., which manufactures cereals, instant and seasoning products. The principal brand is Maga Foods, recommended by his mother, inspired in a national flower.



How the SBDC Helped

The PR-SBTDC has contributed at various stages of the business development process, with marketing research, strategic planning and financial projections. The client, located in a Qualified Opportunity Zone, attended our Baldrige Performance Excellence and Profit Mastery Programs, which gave him additional knowledge to manage his business.



Success

Had an outstanding sales increase of 500% and now employees 56 workers. They have a diversified array of products to provide customers with more healthy alternatives. They have developed private brands for distributors in Florida, Pennsylvania, New York, New Jersey and Massachusetts and exports to the Caribbean. Was SBA Small Businessperson of 2014.



Behind the Numbers

Creating the awareness that the small businesses need for readiness toward future natural disasters, the Puerto Rico SBTDC developed a digital contingency manual for business resilience and continuity adaptable for each particular case and completely free. This tool, after the experience of hurricane Maria, helped to avoid business stoppage.





FEATURED CLIENT: **O2J, Inc.**

Javier Brown launched O2J, Inc., a full-service product fulfillment, packaging and distribution company in Pawtucket, RI, in 2005. Originally focused on local fashion jewelry, it now serves diverse national accounts.

How the SBDC Helped

Javier connected with Manuel Battle, the RISBDC's Providence Metro Regional Director, in 2015 while looking for ways to better market his company. Manuel introduced him to a variety of RISBDC services, and Javier has taken advantage of all of them! He has benefited from 75 business counseling hours, participated in a URI marketing class project, and completed Primer Paso, a 12 session, Spanish-language entrepreneurship program.

Success

Javier was recently awarded a large contract from a major insurance company to distribute fire prevention educational materials to fire departments throughout the U.S. and has obtained a number of other new contracts. This business growth has enabled him to increase his total floor space by 50%. He has become one of the RISBDC's biggest champions, testifying before the RI House Finance Committee for additional RISBDC state funding.

Behind the Numbers

The RISBDC offers many services to Spanish-speaking entrepreneurs, particularly in the Providence metro area where there is a large Spanish-speaking community. With a total of ten full- and part-time business counselors, three are bilingual (English/Spanish). We offer Primer Paso, a popular and successful 12-session, Spanish language entrepreneurship program at least once a year, and have had nearly 100 graduates since 2016.

RHODE ISLAND

SBDC NETWORK

CELEBRATING **41** YEARS!

SOUTH CAROLINA

SBDC NETWORK

Holy City Linen Services: Ann Son, a second-generation Korean American, owns Holy City Linen Services, a commercial laundry enterprise located in Mt. Pleasant, SC. When she decided to expand the family business, she contacted the SC SBDC.



How the SBDC Helped

Ms. Son's ambition was to expand her family's retail laundry business by branching out into the commercial side of the business servicing hospitals, hotels and hospitality groups. To achieve this goal, she needed assistance with developing her business plan in order to secure the capital needed to purchase a larger facility.



Success

With assistance from her business consultant, Ms. Son secured three loans totaling \$10,005,000. She currently has 20 employees who process over 550,000 articles of clothing and close to three million pounds of goods annually. Last year her business posted \$2.3 million in sales, an increase of \$667,000.



Behind the Numbers

Ms. Son now has set her sights on opening a facility 10 times larger than her current location. When it opens, it will offer 120 jobs to unskilled workers in the community. Ms. Son is proud that her facilities are eco-friendly. In fact, her dry cleaners are the only 100% chemical-free dry cleaners in South Carolina.





FEATURED CLIENT: **Casanier, LLC**

Patient need sparks business venture. Working in home health care helped Susan Evans identify a need. Now she's doing something about it. Evans has developed a product called the NebTray

How the SBDC Helped

Kelly Weaver, director of the Aberdeen SBDC Center, has been helping Evans turn her idea into a commercial product. Weaver has assisted with tasks such as drafting a business plan, making financial projections and connecting Evans with other experts and programs.

Evans said she would be "absolutely nowhere" without Weaver's help. "She's guided me through every step and provided me connections locally and statewide," Evans said.

Success

Her product has gained some local attention, earning \$25,000 in proof of concept funding from the Governor's Office of Economic Development. She also won third place in the Governor's Giant Vision competition.

Evans works full time and is developing the NebTray on her own. She hopes to eventually license or sell NebTray to a company with the capacity to distribute the product to a national or global market.

Behind the Numbers

The SD SBDC serves 1,300 clients per year through their 7 locations and 13 staff. The SD SBDC takes pride in being a robust place to work, with a median staff longevity of over 18 years. This helps lead to tremendous success with clients, raising over \$1 billion in capital for their ventures since 2009. Also unique to the SD SBDC is that they also oversee statewide PTAC, SBIR and MEP Programs through USD's Beacom School of Business.

SOUTH DAKOTA

SBDC NETWORK



FEATURED CLIENT: **Nautilus Pottery**

Conway is a U.S. Navy veteran who enlisted at the age of 19 and retired as a naval officer after 24 years of service. Her business has become a recognized name for custom pottery, jewelry, and essential oils diffusers.

How the SBDC Helped

Rose Conway participated in the U.S. Small Business Administration's Boots to Business program. She also received one-to-one business counseling services with the TSBDC to discover how she could turn a hobby of making jewelry into a viable business. She attended free monthly training workshops on topics such as social media and business planning. Conway wrote, "Thank you, TSBDC, for your investment in me and your support along the way."

Success

With the help of the TSBDC, Conway built NautilusPottery.com. Soon after new orders were coming in from every region in the United States. Conway sends her custom pottery, jewelry, and essential oils across the country and has international plans in the near future. With this success, she has been recognized by the SBA Tennessee District Office as Veteran-Owned Small Business of the Year and appeared in several news publications.

Behind the Numbers

The TSBDC provides Boots to Business training for veterans serving at Fort Campbell Army Base and Millington Naval Base. Both military bases provide facility support and encourage participation in both TSBDC counseling and business training workshops.

TENNESSEE

SBDC NETWORK



FEATURED CLIENT: **Angelina's Mexican Restaurant**

Louis Velez and Isabel Velez are the owners and managers of Angelina's Mexican Restaurants in two locations, Denton and Corinth, Texas. The restaurant was handed down from Louis' mother, Angelina Valez over 20 years ago.

How the SBDC Helped

Louis and Isabel worked with the SBDC for their flagship restaurant. Meetings with the City of Hickory Creek and SBDC, they purchased land to build a new location and expand from 2,000 square feet of dining space to a two story, 5,000 feet new structure. The SBDC was instrumental in with obtaining the \$200,000 land credit along with other equity, obtain a \$3.4M project loan and they have secured a \$3.1M SBA loan for their expansion.

Success

Angelina's Mexican Restaurant increased sales from \$1M to \$1.4M and doubled employees from 5 full time staff to 10 full time and 15 part-time staff. Loyalty and relationships are important to both Louis and Isabel as they have built their team, some have been with them for 25 years. The customer relationships over the years have been invaluable. Seeing families grow and come back to their family's homemade recipes brings them joy.

Behind the Numbers

- The North Texas SBDC has a primary mission to accelerate the North Texas economy by helping entrepreneurs grow sustainable businesses.
- To provide effective services that impact the community, partnerships are essential to the eco-system. Partnerships facilitated increased resources and expands services to serve rural and urban markets with customized platforms.
- Stakeholders/partners contribute to the economic growth of communities to create an effective and broad-based delivery system. They are critical champions and advocates for small businesses and their local needs.
- We believe the SBDC has positively impacted and accelerated the North Texas economy resulting in increased sustainable businesses in north Texas.

NORTH TEXAS

SBDC NETWORK

CELEBRATING **34** YEARS!

NORTHWEST TEXAS SBDC NETWORK

Rentech Boiler Systems: Rentech was founded by Jack Rentz in 1996.

What started as a small boiler manufacturing company in Abilene Texas is now ranked as a leading worldwide competitor. Rentech only produces custom designed boilers.



How the SBDC Helped

Jack Rentz came to the Abilene Small Business Development Center (SBDC) seeking assistance in compiling a business plan. He was currently managing a local boiler company and decided to take the leap into entrepreneurship. The SBDC assisted with a business plan that would eventually be used to secure funding for the venture. That venture would be known as Rentech Boiler Systems. Anytime a request for information was made the Abilene SBDC was there to answer. Jack Rentz has been an avid supporter of the SBDC program since his business started.



Success

Rentech chooses to measure success by the number of repeat customers. Rentech has several major multi-national customers who routinely purchase from them. The company is still headquartered on 80 acres in Abilene, Texas and boasts an employee count of 350 in a state-of-the-art facility. A recent expansion has given the company approximately 179,000 square feet of indoor manufacturing space. Success comes in many forms and sharing wealth by contributing back to the community that believed in the venture is a prime example of Jack Rentz. Jack and his wife Becky continue to make contributions that have made significant changes in the Abilene community.



Behind the Numbers

The Northwest Texas SBDC serves a 95-county area. The center provides business planning, marketing, management and other essential business guidance. In addition, the SBDC joins the Veterans Bureau of Outreach in delivering Boots2Business at local military installations. BE in Abilene, TX is a local entrepreneurial endeavor that provides \$250,000 to assist budding entrepreneurs in taking their business to the next level, partnering with the Governors' Office of the State of Texas to deliver a Women's Entrepreneurial Conference. The SBDC's newest endeavor is providing information and programs on Opportunity Zones as well as Cybersecurity seminars.





FEATURED CLIENT: **Woom Bikes**

In Vienna, Austria, Christian Bezdeka and Marcus Ihlenfeld spent six years crafting the ideal children's bike — the balance, the movement, the geometry, the structure. Finally, in 2010, the Woom Bike was born.

How the SBDC Helped

In 2014, Woom Bikes launched in Austin, Texas. The company experienced rapid growth and required better cash flow to order inventory from overseas. SBDC Advisor Rex Steele facilitated meetings with a bank that consolidated their loans into one SBA 7(a) Loan & developed a solid business plan and identified a larger warehouse for operations and storage of inventory. SBDC assisted Woom in securing additional capital.

Success

Today, Woom Bikes USA operates independently in North America. The company received a \$2M SBA Loan from Green Bank and a \$750K Line of Credit. Through Amazon channels, Woom Bikes USA is distributing to 49 Centers in the U.S. and Canada. As part of its expansion, the company hired five new employees and retained eight. Mathias Ihlenfeld is also a graduate of the SBA Emerging Leaders program in Austin.

Behind the Numbers

The South-West Texas Border SBDC Network stretches for 79 counties across south, central, west and the lower Gulf Coast of Texas. To meet the challenge of providing services to aspiring and existing entrepreneurs, we operate 10 professionally staffed field locations. We also provide business import/export, government contracting, technology commercialization and market research expertise to all of our clients.

The 27,094 advising clients and training attendees served in 2019 represent over 18% of the 148,784 employer businesses in the area. Our clients continually outperform the average Texas business in sales and employment growth. Learn more about us at txsbdc.org

SOUTH-WEST TEXAS BORDER

SBDC



FEATURED CLIENT: **Independence Coffee Co.**

Founded in 2003, Independence Coffee Co. now roasts more than 650,000 pounds of high-grown Arabica coffees for customers ranging from individual consumers to large grocery markets such as H.E.B. and Whole Foods Market.

How the SBDC Helped

Independence Coffee Co. had an offer from a major packaging company to infuse cash into the business for partial ownership. Rather than deciding alone, the company turned to Blinn College SBDC for advice. Independence Coffee Co. chose not to accept the offer — a company-saving decision, as the packaging company later closed. “We credit the SBDC for saving our company from making the wrong decision,” said Owners Christi and Ragan Bond.

Success

March 2019, Independence Coffee Co. won the SBA Small Business Person of the Year Award for the State of Texas following its nomination by Matthew Wehring, Director of Blinn SBDC. “The owners have grown their business from a small coffee shop to a major regional coffee roaster selling both wholesale and retail,” said Wehring. “Their commitment to excellence and history of giving back is the type of business communities strive to have.”

Behind the Numbers

In 2019, our Network advised 5,127 clients, helped create 6,058 jobs, retain 3,034 jobs, helped start 376 new businesses and generated \$237,000,000 in startup and expansion capital for our communities. 4,117 people attended our 363 training events. In July 2019, the Network deployed a new Virtual Business Advisor Program reaching millennials and those who prefer to work online with an advisor via video chat: Zoom, Skype or GoToMeeting.

TEXAS GULF COAST NETWORK

UNIVERSITY OF HOUSTON | BAUER

CELEBRATING **41** YEARS!

UTAH

SBDC NETWORK

Splash City Adventure Water Park: Jim Mayoros and Allison Mayoros, have spear-headed several notable projects in the St. George, Utah area and can be described as opportunists, innovators, and calculated risk-takers.



How the SBDC Helped

Len Erickson, Associate Director for the SBDC, has worked with Jim Mayoros, his wife Allison Mayoros, and the water park development team since 2015. Jim and his wife have worked closely with the SBDC over the years; saying, "We could not have done it without Len's feasibility studies and financial help."



Success

Ground breaking has taken place! There will be a world class water park in St George Utah. The new water park named Splash City Adventure Water Park will be open, summer 2020. The project will cost \$15,000,000 and it will bring more than 350,000 visitors to the park each year. It will employ over 100 mainly part-time employees, yearly.



Behind the Numbers

In 2019, the Salt Lake Regional SBDC (SL SBDC) office created the Global Trade Center (GTC) supporting the SBDC network in Utah. This new designation allows for the Utah SBDC to be viewed as a provider of international trade assistance and counseling for small business, as well as a part of the Utah global trade ecosystem.





FEATURED CLIENT: **TimberHomes**

TimberHomes had been in business over a decade when the owners decided it was time to transition from an LLC to an employee-owned cooperative, giving more decision-making power to their team of dedicated employees.

How the SBDC Helped

After constructing custom barns, homes, and pavilions, the partners decided they needed a space to showcase their work, and a larger shop to enable them to build year-round. They reached out to the SBDC for support navigating the process of securing a loan. The client was on sabbatical in France, so the advisor used modern technology to bridge the geographical gap; sessions for ten months took place on Google Hangouts and Skype.

Success

The client said, "SBDC set me on course for a solid business plan and a successful loan acquisition, which resulted in us being able to build the facility of our dreams, expand our capacity, and hire new employees. Our advisor was realistic, supportive and enthusiastic about what we wanted to accomplish." In March, TimberHomes hosted a ribbon-cutting ceremony and open house at its new location in Montpelier. A timber frame, of course.

Behind the Numbers

VT SBDC supports students starting businesses while in college with 1:1 advising, attending classes as guest speakers, judging pitch competitions and connecting students to resources. Runs a week-long summer entrepreneurship program for high school students, where they receive college credits. Conducts training for educators to equip them with the knowledge and tools for teaching entrepreneurship and teachers receive graduate credits.

VERMONT

SBDC NETWORK



FEATURED CLIENT: **Twin City Island Spirits LLC**

Todd Manley had a vision of utilizing one of the most plentiful resources available in the Caribbean, the breadfruit; he later realized that vision by creating Mutiny Island Vodka.

How the SBDC Helped

VI SBDC counselor Sims Lawson Jr. has been crucial to the creation and success of Mutiny Island Vodka. He was valuable by providing guidance, advice, and connecting his client to additional resources. Todd has even been quoted as saying that "without Sims, none of this would be possible."

Success

Todd has built a new distillery on St. Croix which restored the iconic Island Dairies in historic Sion Farm. This new facility, Sion Farm Distillery, has created 12 new jobs and generates additional tax revenue for the territory. Mutiny Island Vodka has created several different fusions over the last two years and will soon be exporting the product throughout the Caribbean.

Behind the Numbers

Virtually all businesses in the U.S. Virgin Islands are minority businesses, so most of the work conducted by the VI SBDC is focused on minority businesses. The territory as a whole is also classified as rural so many of the seminars/ training we conduct focus on creating sustainable business models.

VIRGIN ISLANDS

SBDC NETWORK



FEATURED CLIENT: **Dragon Fire**

Larry Davidson of Dragon Fire runs the Back of the Dragon, the beautiful, 32-mile stretch of Route 16 in Southwest, VA, covering three mountain ranges, with 438 curves and switchbacks — a motorcycle rider’s dream.

How the SBDC Helped

Larry wanted to put Back of the Dragon “on the map” so he approached Southwest Virginia Community College SBDC and received marketing help and advice on selling Dragon merchandise to the riders. When he outgrew his 400-foot doublewide trailer, he was ready to build a 5,000 square-foot Welcome Center with retail space, a coffee bar, yogurt bar, brewery, and lounge to serve tourists from the U.S. and abroad. Back he went to SWCC SBDC.

Success

With SBDC’s help, Larry won a large grant from Virginia Coalfield Economic Development Authority, a sizeable loan from the Tobacco Commission, and private equity. The \$1.68 million facility opens in December 2019. For Larry, the SBDC made it all work. “I had so much knowledge about my market, but I was unsure how to take that head full of knowledge and make it work to pay dividends for my business. This is where SBDC bridged the gap.”

Behind the Numbers

The Virginia SBDC Network is the most extensive business assistance program in the state with 27 offices conveniently located across it. We advise over 4,000 business owners and entrepreneurs every year as they start, grow, and expand their businesses, and more than 5,000 individuals attend SBDC workshops or events for learning and networking. We offer experienced insight and practical solutions.

VIRGINIA

SBDC NETWORK



FEATURED CLIENT: **Whooshh Innovations**

Whooshh Innovations' fish transport system (aka the Salmon Cannon) glides migrating fish over dams in seconds via a seamless pneumatic tube. A decade of research shows the technology to be a game changer for the health of our rivers and streams, but getting the technology deployed has been a challenge.

How the SBDC Helped

In 2017 Whooshh CEO Vince Bryan III began working with a Washington SBDC international trade advisor to find markets in Europe where barriers to implementation are less onerous than in the United States. In addition to providing export assistance, the SBDC provided critical data on domestic markets as well. Student interns with the Washington SBDC market intelligence research team investigated which of the country's 85,000 dams were privately or publicly owned, who had jurisdiction over the waterway, which dams already had fish passageways, which were up for relicensing and which dams were a primary impediment to significant fish migration.

Success

With SBDC assistance, Whooshh Innovations has expanded overseas markets in Europe, including Norway, Sweden and Austria. They are now making inroads into China as well. On the domestic front, the Whooshh system is gaining traction. The Salmon Cannon has transported Sockeye salmon around the Cle Elum Dam and at various hatcheries and is a key component of the Colville Federated Tribes' plan to reintroduce salmon to the upper Columbia River. By providing safe, efficient and affordable fish transport, Whooshh technology can significantly improve the health of freshwater habitats across the U.S.

Behind the Numbers

The Washington SBDC is a network of more than 30 business advisors working in communities from the Canadian border to the Columbia River. In addition to one-on-one business advising, the Washington SBDC has developed expanded programs focusing on export trade in rural communities, cybersecurity workshops for small business and employee-owned cooperatives.

WASHINGTON

SBDC NETWORK



FEATURED CLIENT: **Hawk Knob Cidery, LLC**

Josh Bennett created a product line of traditional ciders and meads by using heirloom apples and time-tested recipes. After three successful years in business, he reached out to the SBDC to expand Hawk Knob's operations.

How the SBDC Helped

The SBDC helped Hawk Knob identify their challenges and need of significant capital investment to grow their business. The SBDC business coach helped to strategically revamp their business plan and presented financing options to propel the business forward. She also helped with market evaluations and financial projections for expansion scenarios. With SBDC assistance, Hawk Knob successfully acquired the capital needed for expansion.

Success

Additional capital has allowed Hawk Knob to add a French cider press, storage tanks, a bottling system, bottles and new labels to the cidery operation. With the new equipment, they've increased juice production by 20% and the cidery's overall production capabilities have tripled. As a result of the cidery's growth, part-time positions transitioned into full-time positions and a production manager position was added.

Behind the Numbers

The WV SBDC offers specialized services to existing businesses through our subject matter experts (SMEs), providing targeted assistance in areas that can help their businesses grow. Our digital marketing expert helps clients identify simple ways to increase both quantity and quality of traffic to their websites by addressing areas such as content quality, site speed, copyrighting, and link building.

WEST VIRGINIA

SBDC NETWORK



FEATURED CLIENT: **Julian Family Farms**

Katrina and Jason Julian want to feed your family affordable, delicious, healthy dairy and beef products. The Julians raise certified organic, grass-fed Fleckvieh cattle, known for their meat and milk production.

How the SBDC Helped

When Julian Dairy Farms decided to diversify, Wisconsin SBDC at UW-Stevens Point provided support to determine what was best for their family farm. Once the Julians decided to choose meat production to narrow investment risk, their SBDC consultant, Mark Spiers, helped them gear up with marketing collateral, from logos to license to labels, as well as helping them create a Facebook page to pursue online sales.

Success

This third-generation family farm is increasing online sales, but they got their big break through an offline connection: a manager of a local grocery store's natural food section who needed grass-fed, organic beef. Demand is growing rapidly and coordinating the supply to match is the positive challenge ahead. By leveraging their existing expertise and investments, the Julians have positioned themselves for future diversification.

Behind the Numbers

The network is well-positioned to serve two audiences important to Wisconsin:

1. Food-and-beverage businesses: 62% of consulting staff have received specialized training from The Food Finance Institute, one of the SBDC's sister programs at the University of Wisconsin System; 4 co-hosted financial boot camps in 2019 served 33 businesses.
2. Rural communities: Our commitment has yielded over \$129 million in capital investment since 2016.

WISCONSIN

SBDC NETWORK



FEATURED CLIENT: **Frog Creek Partners**

Frog Creek Partners is an environmental technology company in Casper, WY. In 2016, owners Brian Deurloo and Chris Tippie filed a patent for the Gutter Bin® filtration system to reduce pollution from stormwater runoff.

How the SBDC Helped

The Wyoming SBDC Network assisted Frog Creek Partners with developing a detailed business plan which resulted in a financing offer from an angel investor. Market researchers spent several hours looking into competitors, pricing, and potential customers. Frog Creek Partners then received assistance to register with federal, state, and local government agencies and search for contracting opportunities.

Success


Frog Creek Partners has continued to grow and expand their market outside of Wyoming. To date, the company has over 100 Gutter Bin® systems in the ground across Wyoming, Colorado, and California. Each system removes approximately 210 pounds of pollution from storm runoff each year and can save city governments thousands of dollars in equipment, cleaning, and repair costs.

Behind the Numbers

With the smallest population of any state in the country, most of Wyoming is designated as rural. The Wyoming SBDC Network's dedication to helping entrepreneurs succeed often involves driving more than 100 miles to meet with clients who otherwise would not have access to these vital services. For clients with reliable internet access, Wyoming SBDC Network advisors also utilize the latest technology to connect with entrepreneurs.

WYOMING

SBDC NETWORK

The background of the entire page is a dark stage with several bright, warm-toned spotlights shining down from above, creating a dramatic and aspirational atmosphere.

AMERICA'S SBDC WANTS **YOU** TO BE THE NEXT SUCCESS STORY!

America's SBDC helps you to turn your dreams into reality.

The sky's the limit — from start-up to global success.

America's SBDC works with you to keep your business strong
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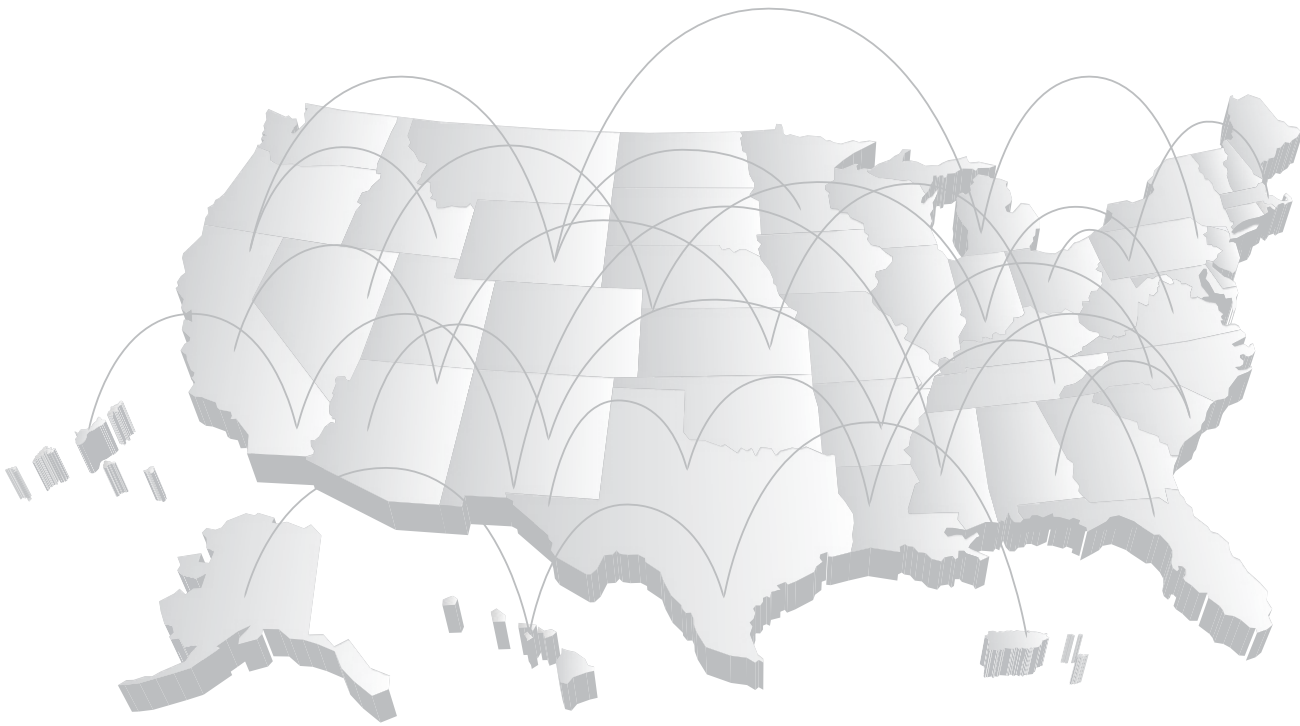
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