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2014 annual report
Inspiring the future today

The national SBDC program celebrated its 35th anniversary this year, and in its three decades of service, the New York SBDC has assisted more than 395,000 New York entrepreneurs and small business owners start, grow and expand their local economies by investing $5.4 billion in their businesses while creating and preserving more than 174,000 jobs. New York SBDC Regional Centers have trained more than 425,000 individuals seeking to know more about effectively starting and operating a business. This has helped business owners survive in challenging economic times and thrive in better times. When small business owners face disaster, SBDC professionals help them rebuild their businesses, their families, and their communities.

The SBDC inspires the future today through its customized approach to technical assistance. This type of approach has helped businesses and entrepreneurs prosper while facilitating access to university-based research and converting the great ideas of innovators into products and services for the marketplace. Every day, clients receive personalized, confidential, and free business counseling; moderately priced training; and focused, accurate, and timely research related to their businesses and the industry in which they operate. Each entrepreneur or business owner undergoes an individualized assessment with his or her Business Advisor to determine the current situation, identify issues that need to be addressed, and take steps toward the desired outcome. If he or she wants to start a business, they work together to plan the starting steps, budget, and roadmap through the beginning years. If he or she has a business and wants to plan for growth, they work together to consider strategies for expansion. They make decisions that will lead toward a productive and profitable future and work to develop a strategic plan of action. SBDC clients often work with their advisors throughout the life of their businesses.

The SBDC program is available for all New York entrepreneurs and small business owners, but emphasizes services for people with special needs, including veterans, members of the Guard and Reserve and individuals serving in the armed forces; minorities and immigrants; disabled individuals; women business owners; small exporters and manufacturers; businesses and individuals in economically distressed areas; and inventors, innovators, and researchers. One of the SBDC’s top priorities is helping businesses achieve improved productivity and profitability in New York’s 21st century innovation economy.

What do clients say about SBDC services?

The NY SBDC evaluates the quality of services clients receive by conducting a post-service survey, post-training surveys, and periodic follow-up surveys. Results from the surveys conducted in 2014 indicated that very satisfied:

- 92% said their inquiries received prompt attention
- 60% said they could not have afforded private counseling
- 90% said they would recommend SBDC services to other small businesses
- 75% said they received specific recommendations that improved their business’ bottom line

Strategic partners and allies

The New York SBDC’s collaborative relationships with its many partners and allies enable its business professionals to offer comprehensive business and management assistance on a range of small business issues. Effective working relationships with these organizations, as well as affiliations with chambers and other local business and economic development agencies, contribute to the success of the SBDC program and to the productivity, efficiency, and sustainability of SBDC clients.

The SBDC’s key partners are the U.S. Small Business Administration, the State of New York, the State University of New York, the City University of New York, and several private universities. The SBDC works hand in hand with its SBA resource partners, SCORE and the Women’s Business Centers, both of which are dedicated to aiding in the formation, growth, and success of small businesses nationwide.

There isn’t enough space in this publication to acknowledge all of the organizations that collaborate with the New York SBDC to help small businesses in New York grow and thrive.

The SUNY Research Foundation

The Research Foundation for The State University of New York (RF) administers the federal grant from the Small Business Administration that supports SBDC’s network of 24 regional centers and outreach locations in New York.

albany crossbrook farm

When the Schoharie Creek spilled its banks during Tropical Storm Irene in August 2011, six to eight feet of water changed the lives of many businesses, including the Prokop family from Crossbrook Farm in Middleburgh. The farm is owned by Sandra and Richard Prokop and their son Jon and his family, and they have seven employees. They were able to save most of the 360 milking cattle and an additional 350 young replacements and marketing livestock, but flooding caused a severe physical and financial burden for the farm operation. Physical losses in excess of $250,000 included damages to land, buildings, and equipment, but more damaging than the physical loss was the loss of over $350,000 worth of hay, corn, and silage to feed the herd. Adding insult to injury, Tropical Storm Lee arrived 17 days later, virtually wiping out much of the clean-up efforts that had taken place. The loss of harvested feed and field crops required that the Prokops purchase replacement feed for the more than 700 hungry cattle, which eliminated any working capital reserves and created additional debt. The Albany SBDC worked closely with the farm to document losses and make the case for reimbursement by the Governor’s Office of Storm Recovery’s NY Rising grant program. As a result of SBDC services Crossbrook Farms has been able to access $100,000 in grant funding to offset unrecoverable losses. Though small in comparison to the overall losses, the assistance and funding will help ensure economic viability for a 5th and 6th generation of farming at Crossbrook. “Without the help of fellow farmers, the Small Business Development Center, and the Governor’s Office, I cannot imagine where we would be today,” says Sandra.

baruch vent bike tech

When most people think of motorcycle culture, New York City isn't the first place that comes to mind. Nestled just off the Cross-Bronx Expressway, Vent Bike Tech is a motorcycle service shop defying that perception. Pedro Ventura has worked with bikes since 1979 and has worked for more than 32 years in NYC's largest motorcycle repair shop. Attaining mastery, local renown, and a high-profile clientele base for the quality of his work, Pedro was ready to open up a shop of his own. So in 2011 he worked with Alek Marfisi from Baruch SBDC to plan a successful launch. Vent Bike Tech offers repair services to a broad range of sport, cruiser, and crossover bikes as well as memorabilia and accessories attuned to biker culture. In the fall of 2013, he resumed working with Alek to finance the expansion of his facility in the South Bronx. Pedro and Alek worked together to build-out robust estimates of the opportunity to operate in a larger space and include a wider assortment of services, such as small-engine repair and off-season storage. Working with Yuri Schmidt at New York Business Development Corporation, Vent Bike Tech received a $109,000 loan, the first made from NYBDC's The Bronx Opportunity Fund. With the help of the services of the SBDC and the loan from NYBDC, Pedro was able to expand his services and grow the business. “Working with Alek and his team at SBDC has been paramount to start and help expand my business and it would not have been possible without their knowledge,” says Pedro.
The RF is the largest, most comprehensive university-connected research foundation in the country. Serving SUNY and New York State, the RF provides essential services to SUNY faculty, students and staff who are performing life-changing research in life sciences and medicine; engineering and nanotechnology; physical sciences and energy; social sciences; and computer and information sciences. More than 15,000 dedicated RF employees work on SUNY-led research, training and public service projects throughout New York, across the country and around the world.

The RF manages and leverages SUNY’s research portfolio, allowing faculty, students and staff to focus on their work and ensuring compliance with university, grant sponsor and government requirements. It connects business and industry to SUNY faculty to commercialize their inventions for the public good, and protects SUNY’s intellectual property. SUNY ranks among the nation’s top patent-producing universities.

The RF makes strategic investments to maximize the collective impact of SUNY research to drive investment and job growth. SUNY’s Networks of Excellence assemble scientists and scholars from all campuses to collaborate on research projects in areas ranging from advanced manufacturing and energy to health and the humanities. The RF is also an integral partner in the execution and administration of the START-UP NY, transforming SUNY campuses and university communities across the state into tax-free communities for new and expanding businesses.

Hurricane Sandy disaster relief & recovery

Over the last two years, since Superstorm Sandy devastated parts of Long Island, NYC, and communities along the Hudson River, dedicated SBDC staff members have been working to help small businesses owned impacted by the storm. After the storm, the RF’s SBDC staff acted quickly to coordinate with federal, state and local government agencies to facilitate access to a wide array of resources. With the help of the SBDC, many small businesses impacted by the devastating damage were able to obtain relief through loans and grants. Statewide, businesses applied for SBA disaster loans, National Grid grants, emergency loans available through New York State, and grants made possible through a special allocation approved by Congress (The Hurricane Sandy Relief Act) to assist in the recovery in New York and seven other states.

The SBDC partnered with various public and private entities to ensure information about the available financial assistance was communicated to those in need. SBDC coordinated and facilitated many outreach events to ensure that businesses in all affected communities were aware of the services available to them. The NY Rising Small Business Grant Program, introduced in April 2013, proved to be the most beneficial to many because many businesses could not take on additional debt when their businesses were left vulnerable in the wake of the crippling effects of the hurricane. Businesses affected by Hurricane Irene and Tropical Storm Lee were also included in the NY Rising Small Business Grant Program. This enabled many more businesses to recover from the financial strain caused by the storms.

After the storm, SBDC continues to work closely with the Governor’s Office of Storm Recovery and the business community to ensure compliance with policies and procedures and submittal of successful applications for the State’s review. As of the end of 2014, $25.7 million has been awarded to small businesses throughout New York State to bolster disaster recovery. The SBDC network continues to advocate for the business community to ensure their recovery needs are communicated to the State. Businesses have been able to rebuild, reopen and prosper as a result of SBDC advocacy efforts.

Christopher Sloan worked in the restaurant business for several years and had a dream of opening his own steak house. He wanted to offer the local farmers a place to sell their locally raised beef, chicken, pork, vegetables and eggs in a restaurant with a country theme. He envisioned wood accents, handmade quilts on the walls and a handmade stone fireplace dividing the bar from the dining area. Christopher approached a local bank for financing, and then consulted Advisor Michelle Catanzarite at the Binghamton SBDC’s Oneonta outreach office for assistance with developing a business plan and projections. Michelle and Christopher worked together to formulate basic assumptions about sales forecasts, operating expenses, and payroll projections. Michelle provided an outline for his business plan, industry research, and demographic and tourism information for the local area. The financing package submitted to the bank included an injection of cash, private equity financing and traditional bank financing. "The assistance of the SBDC was instrumental in obtaining the financing I needed to start Sloan’s NY Grill,” says Christopher. "Michelle’s experience and knowledge of the banks requirements made it less painful to complete the business plan and prepare quality projections I can count on.” Sloan’s NY Grill had a soft opening in the summer of 2013 and a grand opening on September 11, 2013 at which they offered free meals to local firefighters and law enforcement officers. They now offer Quick Draw tickets, live music at the bar, smoked chicken wings, and buffet dinners for Easter and Mother’s Day. Sloan’s NY Grill employs 20 full- and part-time employees.
Helping small business sell to government agencies

The NY SBDC Procurement Assistance Center (PAC) located at the Mohawk Valley SBDC provides specialized assistance for small- and medium-sized firms interesting in supplying goods and services to federal, state, and local government agencies.

An increasing number of businesses are looking to government agencies as a way to get more customers and increase their bottom line. Procurement Assistance Business Advisors in every SBDC Regional Center in the state assist local small business owners in navigating the often-complex process of doing business with the government at all levels. They help clients understand procurement regulations; market to government agencies; apply for applicable certifications and socio-economic programs, prepare documentation; and analyze and respond to bids and RFPs; and win contracts. The PAC’s toll-free phone number – 877-789-BIDS – makes it easy for Business Advisors and small business owners to contact the Center for assistance in understanding the myriad issues inherent in doing business with government agencies.

In the past year, the New York SBDC has grown its proprietary government contract bid-matching service called BidlineX™ to more than 1,000 clients. With this service, businesses can access government bid opportunities relevant to their products and services through a sophisticated matching algorithm. The service accesses state, federal, local and even foreign procurement databases and websites. The resource pool includes:

- Federal government agencies including military
- State Agencies and Authorities
- County and Local Governments
- All 50 States and U.S. Territories
- International Government Websites

The U.S. government is the largest buyer in the world, purchasing a wide array of products and services. In Fiscal Year 2013, the federal government awarded 833 billion in government contracts exclusively to small businesses. Finding appropriate bid opportunities is one of the key hurdles to government contracting. With more than 87,000 agencies at the federal, state, county, and local levels, it is overwhelming for an individual to monitor them. BidlineX can save a small business owner many hours of research by delivering bid notices based on very specific criteria describing the firm’s capabilities. With over 2,200 sources monitored daily, including 200 in New York State, BidlineX streamlines the process for identifying government contracting opportunities for SBDC clients, especially at the county and municipal levels. Commercial bid-matching services can cost hundreds, sometimes thousands, of dollars. The NY SBDC is pleased to offer BidlineX free of charge to SBDC clients statewide.

Improving profitability through energy efficiency

The goal of the NY SBDC energy savings program is to assist small business owners in improving their business’ energy efficiency and their business’ bottom line. The program is available to all businesses, though the focus is on small and medium-sized ones with less than 110 kW demand, which is approximately $75,000 in annual electric expense.

The NY SBDC launched this program in 2009 because efficient use of energy resources has a significant impact on small business profitability. The SBDC’s energy program began with two partners – the New York State Energy Research and Development Authority (NYSERDA) and the New York Business Development Corporation (NYBDC). During the course of the first year of the program, SBDC recruited National Grid, the Long Island Power Authority (LIPA) and Central Hudson and Gas to the program. In 2010, Consolidated Edison became a partner, giving the SBDC’s energy program full exposure downstate. As utility companies have recognized the benefits of the energy savings program, they have become eager to participate.

The complicated array of energy efficiency programs now available has become very confusing for most small business owners. Therefore the SBDC focuses on NYSERDA’s free energy efficiency assessment. It is the best first step, often required to be eligible for other programs, and the most comprehensive analysis that considers both electric and natural gas usage. Then, based on the results, the SBDC advisor assists the client in applying to other NYSERDA programs and/or to the programs of the other service providers, explaining the options available based on the recommended measures. In some cases, clients have unique needs better suited to other programs such as the electric utilities’ lighting retrofit, NYSERDA’s Multifamily Performance Program (MPP) or the New Construction Program (NCP). Therefore SBDC maintains close relationships with all energy service providers.

For 87 years, Leon Eastmond has owned and operated EASCO Boiler Corporation, the largest minority owned and operated steel boiler and tank manufacturer in the country. Situated in the heart of the Hunts Points Industrial Complex in the Bronx, EASCO has built a reputation for high quality products that are used in more than 15,000 locations throughout the tri-state area including the new One World Trade Center, Trump Towers, Yankee Stadium, and NY Botanical Gardens & Bronx Zoo. EASCO delivers more than just boilers. The business employs more than 100 in manufacturing positions, 98% of whom are black & Latino, and provides re-entry opportunities and training for the formerly incarcerated. Leon has been working with Bronx SBDC Advisor Lourdes E. Martinez to raise a significant amount of working capital for business expansion and to sustain the firm. The challenges that EASCO faces are no different from any other manufacturing firm that maintains operations in the costly NYC landscape. To remain relevant, EASCO has evolved as its industry has moved away from heavy oils and into the natural gas arena. In 2013, EASCO completed an environmentally conscious project that is a model for the rehabilitation of heating and hot water systems in large residential and commercial complexes. EASCO’s success is due to an avid commitment to maintain the family legacy of high quality boilers and steel tanks, support the black and Latino communities in the Bronx, and evolve in an ever-changing market-place. EASCO exemplifies the best of minority-owned businesses: an idea ignited in the heart and mind of the senior Eastmond has grown into a passion for socially responsible entrepreneurship in current Eastmond generations who will inherit the business.

Linda the Bra Lady has been a significant employer in the Brooklyn community since 2005, with roots going back even further with the work of co-founder Linda Becker. Since 2005, Linda and her partner and son Carl Manni have created a unique business that serves an important segment of the garment market. Linda’s and Linda’s Online have enjoyed steady growth since 2005, serving women shoppers online and in the retail space. The family-owned and operated business had grown to more than 50 employees and reported total sales approaching $7 million in 2012. When Super Storm Sandy made landfall near New York City, Linda’s was hit hard by inventory losses and business interruption, which significantly impacted business operations. The storm’s impact forced the management team to scrap planning for a new additional retail location in Manhattan. Fortunately, Linda’s was one of the businesses that received an SBA Disaster loan. However, because of the financial strain caused by the storm, the business was forced to also apply for funding from NYC’s disaster loan and grant program. Through sheer determination and with significant assistance from the Brooklyn SBDC and Congresswoman Nydia Velazquez’s office, the business secured a grant that enabled them to pay off vendors and debtors. Through nimble responsiveness, the team at Linda’s leveraged disaster financing and other financing to save the business and preserve precious jobs in the Brooklyn community. CEO Carl Manni has left no stone unturned in seeking assistance to sustain the level of operation of Linda’s and restore the business. Though the number of employees had to be reduced during the rebuilding period, the financial forecasts are very positive.
When Governor Cuomo introduced the Consolidated Funding Application (CFA) to streamline and expedite all funding requests from state agencies, NYSERDA and their energy programs were included. The implementation of this online system significantly increased the complexity for the typical small businesses to apply for the free energy assessments. Therefore, the SBDC took on the role of completing the application for our clients, providing another very valuable and necessary service in the energy efficiency program.

In addition to financing options available through the NYBDC and many of the utilities, NYSERDA now has a loan program that includes two options. One provides 50% of the loan amount, up to $50,000, at 0% interest. A bank provides the other 50% of the loan amount at market rate so clients can receive up to $100,000 in energy efficiency financing at about half the market rate. The other option, an On-Bill Recovery Loan, was introduced midway through 2012. Clients work with a participating lender of their choice to secure a NYSERDA loan of up to $50,000 and repay it through a charge on their monthly utility bill. The maximum energy efficiency loan amount is $50,000 and the interest rate is 2.5% (the rate is subject to change).

Federal, state and local governments have mandated energy efficiency and renewable energy programs, and the SBDC energy savings program helps achieve these goals. In the words of New York SBDC State Director Jim King when the program was launched, “We’re enthusiastic about the potential to identify and work with small businesses throughout New York State, and to work with NYSERDA and NYBDC to help implement changes in business operations that will save energy while helping the environment through reduced emissions and cutting back on imported oil. This simply makes good sense for the business and the State.”

Visit the New York SBDC website for more information about the energy savings program: www.nysbdc.org

Global trade and business development

The NY SBDC’s International Business Development (IBD) program strategically positions small- and medium-sized businesses to take advantage of opportunities in the global marketplace. With a focus on China, the SBDC has nurtured contacts, resources, and an unparalleled network within government and business circles on local, regional, and national levels. The IBD works with partners to develop new cooperative arrangements to create on business and trade opportunities for SBDC clients interested in or active in international trade, and to help business owners adapt to economic conditions changing the marketplace.

Business in the global marketplace represents major growth opportunities for the New York State economy. In accordance with the U.S. and NYS government’s export initiative, the IBD works to promote the Governor Cuomo’s START-UP NY and Global NY programs, assists an increasing number of small- and medium-sized firms in their global marketing efforts, and works to attract direct investment by Chinese companies. Successful trade and international business development is an important step in creating jobs for New York’s small- and medium-sized businesses.

The IBD program, working in concert with Business Advisors at the Regional Centers, provides business counseling to hundreds of new clients each year for market identification and penetration, feasibility analysis, product sourcing, financial issues, regulations, customs, taxes, tariffs, trade shows, and the latest information on opportunities for trade, investment, and business development. They organize training and business meetings to share information about the opportunities, challenges, and practices involved in international business.

The IBD Director organizes and hosts business and trade development matchmaking events with visiting business and trade delegations around the state. These events bring the latest information and opportunities to NYS businesses interested in selling to the Chinese market or interested in attracting Chinese investment, and help local companies network with Chinese firms.

In 2014, the IBD successfully organized two business and trade missions to China to promote individual NYS businesses, match SBDC clients’ initiatives with Chinese businesses, and further enhance the SBDC’s relationship with Chinese officials and agencies in foreign trade and economic development. During the missions, the NY SBDC mission participants attended the China Yiwu International Commodities Expo, Yiwu – New York Economic & Trade Development Matchmaking event, and

buffalo

the atinga project

Atinga is an African word used to describe working class people with dignity, honor, humility, and a strong work ethic. As a Houghton College student, Chris Way spent four months in Rwanda in a study-abroad program that places students in poverty stricken areas of the world. While there Chris received his first pair of rubuguire sandals made from recycled tires by a local artisan. It was through this experience that The Atinga Project was born: a for-profit social enterprise that provides expanded economic opportunity for African shoemakers, and distributes a “dividend for development” to the artisans based on sales.

Chris developed a business model that centers on wealth creation and community development, which he took to Andrew Delmonte, the Social Enterprise Coordinator at the Buffalo SBDC on the recommendation of a friend who is the executive director of a local non-profit. Chris said his friend had been supportive throughout his endeavors and wanted the start-up to thrive. He says, “Introducing me to Andrew, who took my understanding of social enterprise to a comprehensive new level, provided perhaps the most directive fuel for The Atinga Project at that time.” With Andrew’s assistance, The Atinga Project became one of the first benefit corporations in Western New York, an organization that measures financial and social outcomes and provides legal protection for entrepreneurs and investors pursuing social objectives. After a successful pilot phase, Chris raised $12,800 through crowdfunding and contributed $8,500 of his money. The funds will support online sales of Atinga footwear, the work of Chris and his counterpart in Rwanda, and seven artisan shoemakers. Chris also plans to help the artisans form their own cooperative business in Rwanda.

3 bears gluten-free bakery

When Chris Durand was diagnosed with celiac disease, he and his wife Faye Ori investigated gluten-free food options in and around Potsdam. Through Chris’ research on the disease and the Celiac Disease support group at Canton-Potsdam Hospital, he learned how prevalent the condition is and how few options exist in local grocery stores and restaurants. Chris and Faye decided that a gluten-free bakery was needed in St. Lawrence County. They developed the concept for a gluten-free bakery and consulted the SUNY Canton SBDC for assistance in developing a business plan and financial analysis before seeking funding for the project. With the SBDC’s assistance they secured funding from North Country Savings Bank, Potsdam Revolving Loan Fund, Adirondack Economic Development Corporation and the St. Lawrence County Chamber of Commerce. Chris and Faye bring extensive experience to the business, with a combined 30 years of management experience and 21 years of food service experience. To keep the operation entirely gluten-free, Chris and Faye completed specialized training and enlisted the help of baking experts to help them design their facility and operating procedures to ensure there would be no risk of cross contamination. 3 Bears Gluten-Free Bakery & More produces gluten-free items exclusively, including breads, rolls, muffins, donuts, cupcakes, and cinnamon buns. They also offer gluten-free breakfast sandwiches, subs, and pizza and have a grocery section with prepackaged items such as flour, pasta, sauces, gravy mixes, soups, breakfast bars, crackers, energy bars, and candy. They ask visitors to refrain from bringing any outside food into the business, to avoid any possibility of cross contamination by gluten.

canton

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Imagine a whole bunch of exercise bikes lined up inside a health club studio. Riders are on each one, spinning the pedals at a rapid pace. The lights are turned down, pumped up music fills the air and an instructor with a headset sits atop a lead bike, calling out commands. In 2015, longtime friends Christina Quiles-Villanueva and Annie Flores-Nunez will open Push Pedal NYC, an indoor cycling/spinning studio. Spinning combines a hard-core indoor cycling workout with motivational coaching, and every studio has its own style and specialties. As cycling class enthusiasts, Christina and Annie traveled downtown from their homes in Washington Heights whenever they wanted to take a class because there were no local spinning studios. Seeing a need and a business opportunity, the women approached the Columbia-Harlem SBDC for business counseling after learning about the SBDC through the Small Business Administration. Advisor Glamis Haro assisted Christina and Annie with the planning process and helped them obtain their business loan. She helped them refine and improve their business plan as they worked to resolve the issues involved in starting the business. She helped them get industry, demographic, regional and other information from the Research Network information specialists at the Central Office. Glamis worked with them to assemble all required documentation and assemble the loan package that was ultimately submitted to the New York Business Development Corporation. Christina and Annie received approval for a $236,000 loan from NYBDC, got a great lease at a good location, and are ready to push their own pedals.

Kylene Kiah, franchise owner of Wine & Design, launched the business in February 2013. Wine & Design offers customers the chance to explore their artistic talents. Talented local artists guide customers in transforming a blank canvas into a “wall worthy” masterpiece. In addition to nightly painting parties, Wine & Design offers private parties and art classes for children of all ages. For years, Kylene, a graduate of Alfred University with a Masters in Fine Arts, wanted to open an art studio. She found the perfect storefront on Market Street in Corning, an optimal location because Market Street businesses support each other and work together to bring customers downtown. Corning SBDC Advisor Susan Buchanan worked with Kylene to refine her business plan and obtain financing to launch the business. In August, she hired her first employee and Wine & Design quickly became very popular. In November, Kylene opened a second location in Elmira, and hired a second employee. With two locations at full capacity, Kylene opened her third location in February 2014 in the Ithaca area, creating two additional jobs. Her success was apparent, and Kylene received a national franchise award for Fastest Growth in 2013. “Paint It Forward” parties enable Kylene to donate 25% of all proceeds to local organizations. This year, Wine & Design is the title sponsor for “Pink in the Rink,” and Kylene partnered with the Elmira Jackals to raise funds and awareness for breast cancer research by the Susan G. Komen Foundation. Kylene also continues to paint and is involved in Elmira’s annual Downtown Street Painting Festival.
For more information on the International Business Development program, consult the New York SBDC website and click on the “International Business” button.

Teaching entrepreneurship

The Office of Entrepreneurial Education (oee) is committed to promoting entrepreneurship through its educational products: EntreSkills™, EntreSkills™ for Veterans, and EntreSkills™ for Entrepreneurs. All three products are interactive online programs designed to introduce users to entrepreneurship, and teach them the skills needed to start and operate, or expand, a business. EntreSkills is designed to be used by students with a teacher’s guidance, while EntreSkills for Veterans and EntreSkills for Entrepreneurs are designed to be used by adults in conjunction with an advisor.

The original EntreSkills was created for use by high school educators, and conforms to the New York State Education Department (NYSED) learning standards, Career Development Occupational Studies (CDOS), and the Common Core Standards. Features include tests and auto-grading, and resources such as vocabulary worksheets, case studies, and links to additional relevant information.

All three entrepreneurial products offer users a flexible platform from which they can gain knowledge at their own pace. The programs may be used in their entirety, or selected components may be used, depending on the users’ needs. The programs provide interactivity through the use of case studies, website links, video clips, and the business plan builder.

The embedded Business Plan Builder enables users to create their own business plan by responding to questions. As they work their way through the curriculum, this data is captured and compiled into a draft business plan which can then be revised and polished. Once edited, the users have a completed business plan ready for implementation.

EntreSkills undergoes continual revision, to ensure users have the most up-to-date information available via user-friendly technology. The oee taps into the resources offered by the NY SBDC to make this happen. In January 2015 new versions featuring mostly back-end changes were released. Plans for a visual re-design are in the works.

The EntreSkills products also have been used outside the traditional high school teacher-student and client-advisor realms. The U.S. Department of Labor has used EntreSkills in its “Start Young Initiative” to promote entrepreneurial skills among disadvantaged youth. The Retired Military Officers Association (RMOA) has used EntreSkills for Veterans as a part of its RMOA Business Institute. The Greater Binghamton Scholastic Challenge, now in its fifth year, uses EntreSkills as a business plan builder. New York community college professors are incorporating EntreSkills into their teaching, and SBDC clients are using EntreSkills to satisfy course hour requirements for the New York State Department of Labor’s Self-Employment Assistance Program (SEAP).

Training to use the EntreSkills programs is available for individuals and groups upon request.

MWBE Bonding Initiative

In 2014, for the seventh year, several of the Regional Centers offered a series of contractor bond readiness workshops for women and minority contractors with the goal of increasing the number of contractors in NYS with the ability to be bonded. Bonds are the government or customer’s assurance that the work will be completed once it has started. The training helps MWBE contractors to secure bonding, which expands their opportunities to bid on larger projects, or increase their bonding levels. SBDC’s partners in the initiative are The Surety & Fidelity Association of America and Empire State Development. Topics covered in the workshops include construction accounting and financial management, project management, bidding and estimating, surety bonding requirements, and financing. Over the years, the Regional Centers offering the workshops have refined the bond readiness curriculum and the way in which the workshop series is structured, utilizing feedback from the participants and presenters to implement improvements. Most of the workshop participants are established businesses, and most have NYS MWBE Certification. In a related initiative, the York SBDC in Queens works with the York College School of Business and Department of Continuing Education and Turner Construction to conduct contractor training for MWBEs.

The NY SBDC continues to participate in Empire State Development’s NYS Surety Bond Assistance Program to provide critical credit, training and technical assistance support to small businesses.

Incorporated in 1996, Premier Rubber Company, Inc. (PRC) is the largest and most recognized supplier in the recycled rubber industry throughout the United States and Canada. The company, which has national contracts with Bridgestone, North America and Goodyear, recycles over 53 million pounds of material a year. Gail Walker is the CEO and her husband Gene is the Vice President of Operations. Together the Walkers expanded PRC to design and install their own proprietary custom material recovery systems that processes recycled rubber collected from 93 shred plants in 38 states. In 2012, they consulted the SBDC for help in purchasing a new building and completing an IDA application. With the help of SBDC, the Walkers were approved to participate in an IDA Pilot program that enabled them to move into a new 18,000 square foot building in Farmingdale and expand their staff from six to fifteen. They recently hired a U.S. Army Reservist to oversee logistical operations and plan to hire additional veterans. A new contract with the Goodyear Corp. enabled PRC to expand its fleet of 130 semi-trailers to 185. As a result, PRC expanded its manufacturing and processing plant in the new facility, producing playground surfaces for children, rubber speed bumps, rubber mulch and bonded mulch for design. The company sales have grown each year, from roughly $500,000 to a projected $5,400,000 for 2014. The Walkers continue to work with the SBDC on procurement, WBE certification, and further expansion opportunities. “Doing business in an environmental and community friendly way can be very successful, especially when you add the SBDC to your team,” says Gail.

Cherrie Lictus is the owner of Countertop Solutions, a stone fabricator that produces and installs a variety of functional surfaces including countertops, vanities, conference tables, shower walls, and landscaping surfaces. Cherrie had been operating an interior design company for 10 years when the former owner of Countertop Solutions decided to either sell or relocate his business out of state. With an interest in keeping this business in her hometown community, Cherrie approached the Jamestown SBDC for help in evaluating the opportunity. The SBDC assisted with business valuation, business plan development, and sources of financing. Considerable care was given to evaluating the historical performance of the company and modeling expected future cash flow. Cherrie was unable to negotiate acceptable terms with the company’s existing lender, and so consulted another lender to secure financing. Ultimately, the Chautauqua County IDA, a strong supporter of the business, partnered with Five Star Bank to provide the financing. After nine months of evaluating, planning, and negotiating, Cherrie became the owner and president of CounterAct Inc., and helped Clymer, a small town nestled a stone’s throw from Pennsylvania, keep an important manufacturing business and 18 jobs. With a majority of sales coming from Pennsylvania and Ohio customers, this is a win for New York. Bolstered by a 15-year history and Cherrie’s design and management skills, Countertop Solutions is poised for growth as she plans for phase three. “[Business Advisor] Beth Reed was with me from the beginning offering guidance, planning assistance, and helping me build a management team – I can’t thank her enough,” says Cherrie.
Nadia El Khang, an immigrant from Morocco and a LaGuardia Community College student, first consulted the SBDC as a student entrepreneur involved in the Capital One Entrepreneurial training at NYDesigns. She received SBDC assistance in her pitch for financing and won a $1,000 grant from Capital One. Nadira started Nadira Bag, a home-based leather handbag and accessories manufacturing business in 2012. While talking to LaGuardia SBDC Director Rosa Figueroa, she expressed her desire to expand and move the business out of her home. Rosa suggested that she apply for a zero-interest loan from the Women’s Enterprise Action Loan Fund. She submitted Nadira’s application for the loan and advised her to research the possibility of finding space at LaGuardia’s NYDesigns business incubator. Nadira secured space at the incubator, with the condition that she complete a business plan. LaGuardia Advisor Luilly Andrade assisted Nadira with the development of her business plan and financial projections. Nadira also received assistance from the resident business advisor at NYDesigns. Nadira is settled in the incubator, and received a $5,000 loan from the Women’s Enterprise Action Loan Fund. The loan enabled her to purchase furniture and fixtures for the incubator space and inventory. Nadira will retain her job and hire one employee. “Thank you Rosa for your guidance and valuable advice to help me achieve my dream,” says Nadira. “I couldn’t make it without you. It’s a dream how everything came together at the right time, money and the studio space!”

Chris Pawelski and his wife Eve, owners of Pawelski Farms, a fourth generation black dirt onion farm located in Orange County, were severely impacted by Hurricane Irene, Tropical Storm Lee and Hurricane Sandy. They decided to apply to the NY Rising grant program for support, and began working with Disaster Specialist VanessaPrimus and the Mid-Hudson SBDC staff, who assisted them throughout the long and arduous process. The Pawelskis were able to produce excellent accounting and business records, which helped a great deal. Their attention to administrative controls and operational and financial details was among the best possible practices for submitting a request for funding assistance. After a long wait, hard work and a dose of patience, the application was approved and Pawelski Farms received a significant disaster relief grant. The couple received the NY Rising grant award in the Mid-Hudson region. Ten farming jobs were saved. During the process, the Pawelskis were willing to share their knowledge and experiences with others, including fellow farmers and policymakers. They understand the importance and power of information, and they practice what they preach. Chris and Eve have gone in front of Congress to explain what could be done better. They have written numerous letters and emails to our state and federal policymakers to educate them on what works for farmers and continue to champion issues relating to the farming community in NYS. Reflecting on the program, Chris stresses the need for applicants to adopt a patient and positive attitude, as the NY Rising application process takes time.
SBA district offices, Veterans Administration Vocational Rehabilitation counselors, legislators, Watervliet Arsenal, the NYC Mayor’s Office of Veteran’s Affairs, and SBDC host institutions.

VBOC Program Director Amy Amenson continues to work with state legislators on OORAH (Opening Opportunities, Resources and Access for Heroes), a comprehensive, data-driven bill with bipartisan support. It is designed to provide veteran business owners with the same access to economic programs and incentives, including increased opportunities in state contracting, that is currently offered to minority and women business owners.

During the last year, VBOC and SBDC Advisors participated in several transition assistance programs at military facilities for service men and women separating from the armed services. Through the SBAs and DOD’s Boots to Business initiative, service members learn the nuts and bolts of how to start and grow a business. They are introduced to the SBA’s resource partner network for support throughout the life cycle of their businesses. The Watertown SBDC collaborates with the Army Career Alumni Program (ACAPU) at Fort Drum to provide counseling and training to veterans and civilian Department of Defense workers who are out-processing or retiring and interested in self-employment. The Albany VBOC also works with the West Point ACAPU offices and the Watervliet Arsenal in the same capacity. Key relationships have been groomed by VBOC representatives with other veteran support organizations such as “Yellow Ribbon,” in order to communicate with transitions service men and women. SBDC Advisors supporting the VBOC team have achieved amazing results with local military commands in supporting out-processing events, career fairs, and ad-hock educational forums. These efforts have yielded a significant number of counseling requests from veterans and their family members.

The VBOC, SBDC and SBA have collaboratively delivered twenty-eight Boots to Business classes statewide to 648 veterans. Boots to Business has been taught at three military transition bases NYS for over the past two years - West Point, Fort Drum, and the Saratoga Naval Activity Center. The VBOC and the SBDC are currently in negotiations to offer the Boots to Business at Fort Hamilton in Brooklyn.

The Service Disabled Veteran Owned Small Business Act (SDVOSB) was signed into law on May 12, 2014, enabling eligible veteran business owners to become certified and increase participation in NYS contracting opportunities. VBOC and SBDCs are working with the NYS OGS in all phases of roll out, including application and certification assistance. Thus far, 49 Service Disabled Veteran Business Owners have been certified since November 2014.

There are times when veterans requesting counseling cannot physically meet with a VBOC advisor. To meet that need, EntreSkills for Veterans, an online educational tool that teaches the basic concepts of business ownership is available 24/7 for those with Internet access. The online tool includes lessons on developing a small business concept, legal and marketing issues, financial statements, and ultimately enables the user to build a business plan suitable for financing. There is a link from the Veterans page on the SBDC website, as well as a direct link from the SBDC home page. EntreSkills is available for all veterans, particularly those unable to participate in more traditional educational and work environments.

Supporting Latino and Immigrant Business Owners

The NY SBDC’s Organization of Latino Entrepreneurs (OLé) program is dedicated to supporting Latino business owners and aspiring entrepreneurs. The OLé program hosted several events in 2014, including one in March, Si Se Puede, (yes, we can!), hosted by the Brooklyn SBDC, which honored successful Latino entrepreneurs. The event featured a panel of business owners - a day care provider, a general contractor, a Latin music museum owner, and a musical performer. In April, the Brooklyn SBDC partnered with Congresswoman Nydia Velazquez to host an event that featured a panel of diverse successful women business owners including the owner of a cupcake shop and the owner of an electronics company. Dawn Diaz, the CEO of the non-profit Milagros Day Worldwide, also spoke at the event. The Rockland SBDC hosted its Third Annual Hispanic Business Awards luncheon, during which Brooklyn SBDC Advisor Pascual Castano delivered a keynote about the impact of Hispanic businesses in the U.S.

The Brooklyn SBDC, which coordinates the OLé program, works with several partners in the community to reach Hispanic business owners and entrepreneurs including the Brooklyn Borough President’s Office, Brooklyn Hispanic Chamber of Commerce, Brooklyn Public Library, Committee for Hispanic Children and Families, Neighborhood Entrepreneur Law

mohawk valley

Green Ignite Inc., a stocktech supplier of LED lighting products, offers a full range of LED bulbs and fixtures for commercial, industrial and residential lighting applications. Its products are sold through such distributors as Friedman Electric, Meyda Lighting and Consolidated Electrical Distributors, as well as through sales reps and an online store. Owner Viktor Klyachko, a NYS DOl SEAP program participant, worked with Senior Business Advisor Gene Yelle through the startup process. He launched his business in 2013. What separates Green Ignite from the competition is its ability to be a one-stop shop for customers, competitive pricing, and expertise in accessing incentives and rebates, from National Grid, NYSEDA, and others. After one year in business, Green Ignite now employs three people and has sales exceeding $400,000. The company was originally financed by a loan from Viktor’s parents. All of the profits are reinvested in the company to support its growth by increasing inventory, expanding product offerings, adding key employees, and expanding sales and marketing efforts. Viktor worked with Gene to develop marketing and sales efforts to effectively target markets. "The support from Gene and the SBDC was invaluable, especially during the early stages of Green Ignite’s establishment," says Viktor, “Green Ignite wouldn’t be in a position we are in today without their help.” Green Ignite recently assisted the Stanley Theater in Utica with an 800-light retro to LED lighting. A National Grid energy initiative covered 85% of the retrofit, which saves the theater over 80% in monthly lighting costs.

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Green Ignite Inc.

Green Ignite Inc.

niagara

Beauman’s Garage and Towing

Beauman’s Garage and Towing, Inc. in Lockport is a family business that traces its origins back to 1950, when Wilbur (Red) Beauman started Red’s Muffler Shop. The business has grown over the last 60 years to include full service auto repairs as well as professional towing services for a wide range of customers including AAA (Automobile Association of America), Allestate Motor Club, municipal entities, private companies, and individuals. Red’s son, John Beauman, Sr., operated the business for nearly 30 years after his father died. In 2014, Red’s grandson, John Beauman Jr. and partner John Kirsch approached the Niagara SBDC to prepare a loan package to obtain funding to purchase the family business. The business had focused on towing in recent years and the new owners wanted to revile the repair side of the business. They wanted to expand services to meet the growing needs of customers including enclosed trailer motorcycle towing, accident clean up and site remediation, equipment transport, sliding axle trailer services, boat towing, and underwater recovery. Business Advisor Pauline Seifling helped the partners assemble the business plan/loan application package for a bank loan, reviewed their marketing plans and utilized information provided by the Research Network. Seven jobs were created or saved and the family business successfully moved into its third generation of ownership. The business is continuing to grow, and is now even more of a family affair with John Jr’s wife Roxanne acting as towing dispatcher and assisting with bookkeeping duties. John Kirsch’s wife Anna handles day-to-day record-keeping and assists with dispatch.

Beauman’s Garage and Towing, Inc.

Beauman’s Garage and Towing, Inc.

niagara
SUNY has challenged by Governor Cuomo and even President Obama to reach some dramatic goals in higher education by 2020. To that end, SUNY has forged unprecedented collaborations and partnerships with business and industry, government entities, school districts, and the social sector to create a collective impact that can inspire the world to action. Through our world class facilities and faculty, SUNY is developing the 21st-century workforce that businesses need to grow and thrive.

Because of our system’s vast size, scope, and diversity, SUNY has the power to drive New York’s economic revitalization like no other entity. As the largest comprehensive public university system in the country, SUNY enrolls more than half a million students each year, employs more than 88,000 people in every profession at all levels, and offers more than 7,500 degree and certificate programs. The Power of SUNY, the system’s strategic plan, prioritizes our vast potential to drive economic growth, nurturing our ability to create jobs, discover new technologies, conduct ground-breaking research, and provide new paradigms for energy use. The SUNY system and its partners infuse communities throughout the state with a vibrancy that contributes to a better quality of life.

SUNY is working in partnership with CUNY, Pace, and Columbia, through our Small Business Development Center (SBDC) and the U.S. Small Business Administration to nurture entrepreneurs looking to start, build, and grow a business. Our SBDC network connects us to entrepreneurs and business owners in many ways. Thousands of businesses have been assisted in disaster recovery from Hurricane Sandy and campuses are welcoming businesses every day through programs like the Governor’s START-UP NY, fulfilling their entrepreneurial dreams while guiding them through the challenges of operating a business in today’s economy.

SUNY and our SBDC are working together to create and support new companies in a variety of ways, through incubators, tech transfer offices, and other mechanisms. New York State’s START-UP NY is an example like no other in the nation of higher education being leveraged for economic growth. Its scale and innovative use of the university/industry/government partnership is leading the way toward the future economy of New York. The START-UP NY program establishes SUNY, CUNY, and private campuses as tax-free zones for new and expanding businesses. The SBDC is positioned to nurture these businesses and plan strategically for success. We are proud to be working to make START-UP NY a success.

The SBDC assists business owners as they face challenges, including access to capital, regulatory compliance, marketing, global competition, expansion, and technology implementation. The SBDC’s Business Advisors provide invaluable pro-bono and confidential advice, often with input from faculty and students. The SBDC helps refine new business models and commercialize innovations for the national and global marketplaces.

SUNY relies the opportunity to make an even greater impact on New York State and the nation by taking a disciplined approach to achieve SUNY’s access, completion, and success goals. We look forward to working jointly with our key stakeholders to identify shared goals and ensure sustained economic success.

Nancy L. Zimpher
Chancellor

The City University of NY, which began as the Free Academy in 1847, has grown into a 24-campus system that serves students throughout New York City. This year CUNY has 274,000 degree seeking students—a record—and 260,000 adult and continuing education students. CUNY embodies the vitality and diversity of the city itself, and remains fully committed to its historic mission of access and quality, offering a range of highly regarded and affordable academic programs and a world-class faculty. Through its 24 colleges and professional schools in the five boroughs of New York City, CUNY honors the essential promise of public higher education, providing access to the world of ideas and true opportunities for advancement.

CUNY and the New York Small Business Development Center have a partnership that acts as a catalyst for economic development in New York City – a city that symbolizes initiative, entrepreneurship and innovation. The University is pleased to play a role in accelerating the state’s innovation economy through its participation in New York State’s START-UP NY program, which authorizes the creation of tax-free zones on university campuses statewide for new and expanding businesses. Five CUNY campuses, each located in an economically distressed community, will host tax-free zones. Two of the campuses host SBDC service centers, which will provide technical assistance to the businesses selected to participate in the program. Together CUNY, the State, and the SBDC will work together to help the best minds develop ideas and practice creative entrepreneurship to grow the economy.

For more than 30 years, the New York Small Business Development Center has provided professional, confidential, pro-bono counseling for New Yorkers seeking to start an enterprise or improve the profitability of an existing business. Six CUNY campuses, strategically located within the city’s five boroughs host SBDC service centers, supplementing one-on-one counseling with customized business research and low-cost seminars on business-related subjects. CUNY and SBDC are partners in the venture of helping New Yorkers build and grow strong businesses with improved productivity and profitability.

The CUNY - SBDC partnership helps the university establish and maintain stronger links with business and industry to ensure that its students are prepared not only to participate in today’s workforce but to lead the innovation and discoveries of the next generation. Opportunities in the 21st century include businesses that didn’t exist in the 20th century, and our faculty and students can be an integral part of the development of new knowledge, technologies and processes. As New York City increasingly looks to higher education and industry partnerships to maximize New York’s economic growth and job creation, universities like CUNY can take a leading role in preparing students who have the skills and capacity to drive discovery. We appreciate our partnership with the SBDC and look forward to working together to develop job opportunities and build a workforce that can perform effectively and compete in the global marketplace.

James B. Milliken
Chancellor
The SBDC Research Network

Since 1991, the professional librarians of the SBDC (known collectively as the Research Network) have worked quietly behind the scenes for the small business owners of New York. In its primary function is to provide value-added research to help clients meet their varied information needs. They also provide expert advice on where to turn for more information as future needs demand.

Frequent subjects of research revolve around how to bring a product to market (and how to get customers to hear of it), where to turn for financing (including, of late, great interest in the crowdfunding phenomenon), and how to better exploit sophisticated demographics databases to better pinpoint a target market. The Research Network continues to develop single-page tip sheets on subjects of common interest to clients. Each sheet provides references to websites and online resources that give clients a solid introduction to these areas. Recent additions include information on improving a company's social media presence, as well as myriad items found in a typical employee handbook.

Because requests from a more information-literate clientele have been increasing in complexity, it remains paramount that SBDC advisors stay afloat of the latest technological trends relating to information sharing, creation, and distribution. The Research Network librarians expose themselves to such information advancements on a daily basis. Because of this, they've made it a priority to provide more targeted education services to their users.

Also because of this, the Research Network has become more dependent on digital resources (as opposed to print). In its current state, the print collection (developed over a period of 20 years) is mostly obsolete. An effort is being undertaken to weed out the old, and streamline the print materials to those subject areas that business advisors might find attractive to borrow.

To improve the means of browsing (and borrowing from) the collection, the Research Network developed a customized cataloging system. While viewable only to SBDC business advisors, it creates another avenue of information that can be obtained on behalf of their clients. It also provides a means through which business advisors can suggest other subject areas where the library can bulk up its resources.

SBDC advisors continue to advance social media as a vital marketing tool for a business. The Research Network serves as a point of contact for each center, providing them with guidance on how to navigate the ever-changing social media landscape.

For each and every SBDC client business, the Research Network maintains its dedication to value-added, customized research, as well as improving its collection of materials, educational materials, and communications tools.

Visit Olé’s bilingual website for more information, including a list of Regional Centers with business advisors who speak Spanish – www.olenegocios.org or www.olebusiness.org.

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north country
small town health care

Jennifer Facteau-Rabideau is the owner of Small Town Health Care, the first Nurse-Managed Health Clinic (NMHC) to open in Plattsburgh. This is significant because there are only 250 nurse-practitioner owned health clinics across America. Jennifer is part of a growing movement of committed nursing professionals with advanced degrees who are bringing excellent health care to vulnerable communities. Jennifer graduated from Stony Brook University in 2012 and has 15 years of health care experience as a Registered Nurse, primarily in Critical Care, Cardiology, and GI. Her goal is to treat patients with respect, and care for them like family. She is leading the way to improve access to primary care. This is especially important because Plattsburgh is an underserved area for primary care access, a situation predicted to worsen with the growing number of people becoming insured through the Affordable Healthcare Act. According to the American Association of Medical Colleges, the U.S. will be short 45,000 primary care physicians by 2020. Jennifer consulted the North Country SBDC for assistance in preparing a business plan and financial projections to secure funding to start her clinic. Advisor Angela Smith worked with Jennifer to research medical billing and insurance reimbursement processes and to accurately identify potential clinic revenues and expenses. The outcome was a well rounded business plan that impressed the bank underwriters and resulted in the approval of both a line of credit and a SBA guaranteed loan. “The banks and underwriters were beyond happy with my business plan,” says Jennifer. “Angela was so helpful and made it look easy to develop my financial projections and business plan.”

David “Fuz” Eller, a service-disabled veteran, retired from a distinguished career as an Air Force cryptologic linguist in 2004 and began a new life leading a research project for a defense contractor. By 2008 he was leading a team developing speech technologies for use in military simulators. The team achieved two patents pending and the delivery of a proof of concept system to a government customer before his employer had to close its advanced research program in 2013. Fuz formed a new company, Euphony, and leased his team’s inventions and equipment from his former employer. Euphony, already armed with advanced prototype technology, is focused on improving speech synthesis technology for people with speech communication disorders and for a number of simulator applications. Fuz relied heavily on advice from Advisor David Bull, to pull together his first business plan. He won a $25,000 grant in CenterState CEO’s Grants for Growth program in May 2014 and began working in the Technology Garden’s co-working space. He took advantage of mentoring services and education programs at the Tech Garden to get the business moving forward. Euphony has already prototyped a new app to help speech pathologists connect clients with emotion in their own speech, along with simulated voices that sound more realistic in air traffic control and pilot simulators. David J. Valesky, Assemblyman Samuel D. Roberts (128th District), and speech-language pathologists, Euphony won a $125,000 grant in the Regional Economic Development Council’s awards program. This award will help fund further product development. Euphony has created two new jobs.
SBDC Intern named to Forbes “30 Under 30”

Former SUNY Albany SBDC intern Jordan Edelson, 29, was recently named to Forbes magazine’s “30 Under 30” in Marketing and Advertising. Edelson founded the mobile-application development company Appetizer Mobile in 2009, whose clients include Kim Kardashian, the NBA, Lady Gaga, 50 Cent and Yankees manager Joe Girardi. The digital agency helps create and grow businesses with a “mobile first” philosophy. The company’s educational app Montessorium’s “Intro to Letters” and “Intro to Math” were pre-installed as a demo on iPhone 4S in Apple retail stores worldwide. An entrepreneur since age 17, Edelson started companies such as Game Broadcasting Live and ESportsTV, which pioneered competitive video-game streaming and premiered on Times Square’s Jumbotron.

“I’ve had incredible support from family, friends, and colleagues, but I also recognize my internship with the Small Business Development Center as a stepping stone toward being honored by Forbes,” says Edelson. When I was a Freshman at the University at Albany, I was a young curious kid that was trying to start an online gaming business. My internship at the SBDC taught me where the rubber meets the road. I thought I knew a lot about business, but the practical experience gained through working directly with entrepreneurs who were SBDC clients was eye opening and thought provoking. The SBDC helped me improve my business plan and hone my business acumen that has carried me to successfully start several companies and raise capital. The SBDC even helped promote my business by getting a local news anchor to do a story that aired on the CBS affiliate. Thank you SBDC for the great opportunity.”

In addition, social media tools allow for more online interactivity with the SBDC. As of February 2015, the New York SBDC has 1,634 Facebook fans and 2,346 Twitter followers. The SBDC also maintains a presence on Google+, LinkedIn, Pinterest and YouTube. These are great tools for sharing news and articles of interest to SBDC clients. The SBDC’s YouTube channel includes recordings of SBDC webinars which are particularly useful educational tools for small business owners. The New York SBDC also participated in the ASBDC’s “Six-Week Start-Up Social Media Campaign,” sending coordinated cross-platform social media messages to help entrepreneurs get started and share that SBDCs are the place to go to maximize business success.

Two NY SBDC specialty programs web pages received special attention in 2014. Information for veterans appears both at www.nyveterbiz.com/ and www.nysbdc.org/veterans.aspx, and the revised pages highlight upcoming training events and veteran-specific business news and legislative updates. A cleaner layout to www.nyveterbiz.com better matches print marketing materials. The pages for the SBDC’s International Business Development program were also updated to reflect current activities. Recent client success stories and a new photo gallery illustrate SBDC trade missions to China and successful programs like the SBDC’s NYS Wine outlet in Shanghai.

Linda and Claudio Marini were the co-owners of Barbarini Alimentari and Mercato, a restaurant and market in the Historic Fulton/Seaport area which were totally destroyed by Superstorm Sandy. The Marinis live nearby in the financial district with their three children and had to vacate their family home for a period of time. While a lot of neighbors and businesses struggled to pick up the pieces since Oct. 29, 2012, few had as difficult a time as the Marinis. They met with Business Advisor Rawle Brown and reviewed their options, including the city and state programs set up for victims of the storm. Due to the destruction of infrastructure and a new corporate structure, they determined that rebuilding at the same location was not feasible, but they were committed to staying in the financial district. With gritty determination, the couple chose to rebuild. In June 2013, the Marinis signed a lease for a ground floor spot in the high-rise building at the corner of Ann St. and Theatre Alley. Their new restaurant, Da Claudia, will open its doors in early 2015. The couple said their three children pitched in, willingly giving up allowances and vacations. “As a family we made sacrifices,” Linda says. “We saw this challenge as a life lesson for our children - we needed to set an example for them. We are a small business, essentially a mom and pop shop.” The SBDC helped the Marinis secure over $750K in funding from the New York Business Development Corporation. Da Claudia will give the Marinis another chance to give back to their community.
Regional and Local Awards

1997 Governor’s Award - Small Business Organization of the Year (non-profit)  
NYS SBDC - World Trade Center Small Business Recovery Loan Fund

1998 Governor’s Award - Small Business Organization of the Year (non-profit)  
NYS SBDC - Long Island Business Development Program

2003 Governor’s Award - Small Business Organization of the Year (non-profit)  
NYS SBDC - International Business Development Program

2008 Governor’s Award - Small Business Organization of the Year (non-profit)  
NYS SBDC - Northern New York Business Development Program

2010 Governor’s Award - Small Business Organization of the Year (non-profit)  
NYS SBDC - Upstate Enterprise Development Program

2012 Governor’s Award - Small Business Organization of the Year (non-profit)  
NYS SBDC - Southern Tier Business Development Program

2013 Governor’s Award - Small Business Organization of the Year (non-profit)  
NYS SBDC - Capital Region Business Development Program

2014 Governor’s Award - Small Business Organization of the Year (non-profit)  
NYS SBDC - Hudson Valley Business Development Program

National and Regional Awards

US Small Business Administration Awards

2013 Veterans Business Outreach Center of the Year (for hard work, innovative ideas and dedication to the veterans community and a role in driving the nation's economic growth)

2013 SBDC Service Center Excellence & Innovation Award  
Albany SBDC – National Finalist (also a National Finalist in 2009)

2012 Veteran Small Business Champion  
Robert Puchuta, Director, Brooklyn SBDC

2010 SBDC Service Center Excellence & Innovation Award  
(for the innovative way it champions small businesses while providing programs and services for entrepreneurs)  
Watertown SBDC

2008 Veteran Small Business Champion  
Patrick MacKrell, President and CEO  
NYBDC, Albany  
SBDC Advisory Board

2003 National Phoenix Award  
Outstanding Contributions to Disaster Recovery by a Public Official  
Jim King, State Director  
NYS SBDC

New York State Awards

2013 NYS Assembly Citation - 104th District  
(In appreciation and recognition of your work with thousands of businesses, helping them to invest in the area's local economy and to create and save jobs)  
Mid-Hudson SBDC

2006 Small Business Advocate of the Year  
Ray Nowicki, SBDC Advisory Board

2005 Library Journal Notable Document Award  
NYS SBDC Research Network - What's Your Signage?

2004 & (1996) Small Business Advocate of the Year  
Lee Borland, SBDC Advisory Board

2003 Governor’s Award - Small Business Organization of the Year (non-profit)  
NYS SBDC - World Trade Center Small Business Recovery Loan Fund

2002 Small Business Advocate of the Year  
Loreta Kaminsky, SBDC Advisory Board

1997 Governor's Award - Small Business Organization of the Year (non-profit)  
NYS SBDC

Regional Awards

2014 African-American Heritage Celebration Leadership Award  
Clarence Sandey, Director, Bronx SBDC at Lehman College

2014 King of Kings County  
(for outstanding leadership and contribution to the Brooklyn community)  
Dr. Rahamani, Director, Staten Island SBDC

2014 Queens Courier’s 12th Annual Top Women in Business  
Rosa Figueira, Director, LaGuardia SBDC

2013 President’s Award for Exemplary Community Engagement from the University at Albany  
(for enhancing economic and social development in distressed communities)  
Albany SBDC

2013 Paul Harris Award from the Five Rotary Clubs of Staten Island  
(for outstanding service with the SuperStorm Sandy relief effort)  
Staten Island SBDC

2013 Community Service of the Year award from the National Black MBA Association - Metro NY Chapter  
(Columbia-Harlem SBDC)

2012 Entrepreneurs’ Hero Award from Clarkson University’s Reh Center for Entrepreneurship  
(Dale Rice, Director, SUNY Canton SBDC)

2012 Tribeca Disruptive Innovation Award from The Tribeca Film Festival, in association with Harvard Business School and the Disruptor Foundation  
(for an innovative way of looking at, and changing the world)  
Small Enterprise Economic Development (SEED) Program - Albany SBDC and the University at Albany

2010 Award of Excellence in Community Development from the University Economic Development Association  
(organization that gives the most innovative or creative program)  
Curtis Fleming, Director, Buffalo SBDC

2008 Entrepreneur of the Year from the University at Albany  
Dr. Rahamani, Director, Staten Island SBDC

2007 Entrepreneur of the Year from the University at Buffalo  
Dr. Rahamani, Director, Buffalo SBDC

2006 Entrepreneur of the Year from the University at Albany  
Dr. Rahamani, Director, Albany SBDC

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Dr. Rahamani, Director, Albany SBDC

Frances Kweller has been in the tutoring business for about 15 years. She opened her first office five years ago in Forest Hills after graduating from law school. Her business, Kweller Prep Tutoring and Educational Services, offers specialized high school, college, and graduate school test preparation and counseling services. Its programs are designed to help ambitious students reach their academic goals. The Kweller Prep tutoring center in Forest Hills serves as a learning incubator where parents, serious students, teachers, tutors, and counselors can learn from one another and grow. Kweller Prep, a woman-owned small business located in Forest Hills, was closed in October 2012 after Hurricane Sandy devasted areas of New York City. It was reopened a year later on November 6, 2012. Frances Kweller needed money to recover her business, and consulted the York College SBDC looking for assistance in securing loans and grants to repair her school. She was able to get the first New York Hurricane Sandy disaster loans from the SBA and NYBDC. The disaster funds gave Kweller Prep Tutoring & Education Services the working capital it needed to get the school back on track so it could return to serving the Forest Hills community. Frances Kweller received a $30,600 SBA disaster loan, and a $25,000 loan and $10,000 grant from the Empire State Development’s Storm Sandy Emergency Loan Fund. As a result of the funding, Kweller Prep was able to recover with 50 jobs saved and 50 new jobs created. A year after the disaster, Frances Kweller opened a new office in Manhattan.
Advisor of the Year

At the Annual Staff Training event in April, the SBDC recognized five outstanding Business Advisors from across the State with "Advisor of the Year" awards, signifying their consistent excellence in providing professional services, generating positive outcomes, and creating client satisfaction. Outcomes achieved in terms of economic investment and job creation are key determinants in selecting these awardees. Walter Reid (Farmingdale) received the top honor in 2014 - Advisor of the Year: Also among the top advisors in NYS this year: Myriam Bouchard (Mid-Hudson), John Skrobela (Albany), George Telmany (Staten Island), and William Grieshober (Buffalo). The consistently outstanding performance of these advisors has earned them recognition as top advisors several times in recent years.

In addition, four other individuals received special awards at the annual awards dinner. Three Business Advisors leading the Hurricane Sandy disaster assistance efforts at their centers: Erica Chase Gregory (Farmingdale), Pierre Lespinasse (Stony Brook) and Vanessa Primus (Mid-Hudson), received the Lead by Example award, which is given to individuals who provide outstanding service in special projects, publications development, mentoring, and other activities beyond routine counseling and training. Maria Darrow, administrative assistant at the Farmingdale SBDC, received the Above and Beyond award, which is presented to clerical staff for outstanding performance in support of their center.

Susan Nastro, Business Advisor at the Stony Brook SBDC, was honored with the 2014 Star Performer award by America's SBDC at their annual conference in Grapevine, Texas. In her six years with the SBDC, Susan counseled more than 650 small business owners and entrepreneurs. These individuals invested more than $72.2 million in their businesses and created and saved more than 370 jobs. The Advisors of the Year and Star Performer award winners are examples of the dedication and expertise of the SBDC's extraordinary cadre of Business Advisors.

As seasoned pre-kindergarten teachers, Francesca Gambino and Joann Serra were well aware of the ingredients needed for a nurturing preschool environment. When they decided in 2011 to open a school of their own, they realized their mutual track record of success in early childhood education wasn’t enough. The women found the help they required from Advisor George Telmany, who operates from the Bay Ridge Brooklyn satellite office. With his guidance, the women eventually decided upon a street-front location in Bensonhurst. George worked closely with them to build a customized cash-flow template that enabled them to analyze the expected financial challenges of each particular location. He helped them create a business plan while addressing cash-flow considerations involving general startup expenses such as construction cost, marketing strategies, personnel development, and more. “George has been with us since the beginning,” Joann says. “I can’t believe what he and the SBDC have helped us to accomplish. A year ago, it looked like our doors might never open. But here we are today, fully staffed, fully enrolled – and with a waiting list. It all feels like a dream.” Staffed by experienced educators who are certified in early childhood education, Little Brilliant Minds provides programs for toddlers and preschoolers in a safe and nurturing environment. The business opened in fall 2013, and within a year they were functioning at full capacity with four employees. George worked with the women in 2014 to create a want ad to find new staff, and provided access to the Research Network to help recruit qualified individuals. Eventually they hope to open a second location.

**Hamptons Brine**

Hamptons Brine is owned by Nadia Ernestus, a certified health coach. The small artisan company was established in 2013, born from Nadia’s love for handcrafted probiotic foods and her Russian roots. “Everyone in Russia has a crock of sauerkraut on the kitchen counter,” she says. A Sag Harbor resident who came to the United States from the Soviet Union in 1981, Nadia traces her interest in fermented foods to a diagnosis of Type 2 diabetes. She made vegetables and fiber the mainstays of her diet and regained her health. When her youngest child left home three years ago, she enrolled in the Institute for Integrative Nutrition’s health coach training program, a year-long online course about the healing properties of food. When she graduated, she began running workshops with programs provided by the school. She conducts regular workshops at the Hayground School in Bridgehampton. Shortly after she started teaching fermentation and making sauerkraut and kombucha, local stores contacted her with requests to carry her products. Every step of production, from chopping the cabbage to preparing it for shipment, is done by hand by Nadia, with help from five part-time assistants. Nadia invested $10,000 of her own cash equity to start the business and met with Advisor Ann Garbarino at the Open House Kitchen in Calverton to discuss business basics prior to her production. She now employs four people to make three types of sauerkraut (plain, chunky and spicy), and two types of kvass (sauerkraut juice plain and spicy) at the Stony Brook University Open House Kitchen Incubator at Calverton, with plans to expand.

**Staten Island**

**Little Brilliant Minds**

As seasoned pre-kindergarten teachers, Francesca Gambino and Joann Serra were well aware of the ingredients needed for a nurturing preschool environment. When they decided in 2011 to open a school of their own, they realized their mutual track record of success in early childhood education wasn’t enough. The women found the help they required from Advisor George Telmany, who operates from the Bay Ridge Brooklyn satellite office. With his guidance, the women eventually decided upon a street-front location in Bensonhurst. George worked closely with them to build a customized cash-flow template that enabled them to analyze the expected financial challenges of each particular location. He helped them create a business plan while addressing cash-flow considerations involving general startup expenses such as construction cost, marketing strategies, personnel development, and more. “George has been with us since the beginning,” Joann says. “I can’t believe what he and the SBDC have helped us to accomplish. A year ago, it looked like our doors might never open. But here we are today, fully staffed, fully enrolled – and with a waiting list. It all feels like a dream.” Staffed by experienced educators who are certified in early childhood education, Little Brilliant Minds provides programs for toddlers and preschoolers in a safe and nurturing environment. The business opened in fall 2013, and within a year they were functioning at full capacity with four employees. George worked with the women in 2014 to create a want ad to find new staff, and provided access to the Research Network to help recruit qualified individuals. Eventually they hope to open a second location.

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2014 Entrepreneurs of the Year

The Rockland SBDC and Central Office hosted the 2014 New York SBDC Staff Training Conference, which was held at the Crowne Plaza Hotel in Suffern. At the awards banquet, the best and brightest entrepreneurs of the year were honored. The 2014 “Entrepreneurs of the Year” are pictured here. For more information about these entrepreneurs and their businesses, visit www.nysbdc.org.

Phoenix Award
Annette McLaughlin
Career Coach 360
Rockland SBDC

Woman Entrepreneur of the Year
Christine Hoffman
The Spicy Wench
Watertown SBDC

Home-Based Business of the Year
Charles and Deborah Eisensohn
Heathcard4Free
Stony Brook SBDC

Procurement Business of the Year
Lynne and Robert Angelico
ROI Interiors
Mohawk Valley SBDC

Social Media Entrepreneur
Tammy Snyder
International Ordnance Technologies
Jamestown SBDC

Minority Entrepreneur of the Year
Dilenia Vazquez
Valencia Flowers
York SBDC

Manufacturer of the Year
Gail and Gene Walker
Premier Rubber Company
Farmingdale SBDC

Family-Owned Business of the Year
Gia Giasullo and Peter Freeman
Brooklyn Farmacy and Soda Fountain
Brooklyn SBDC

Veteran Entrepreneur of the Year
Patrick Curran
American Business Strategies
Rockland SBDC

Exporter of the Year
Hernan Donoso
Brotherhood Winery
Mid-Hudson SBDC

Tug Hill Vineyards and Winery

Mike and Sue Maring owned and operated a very successful landscaping and nursery business near Lowville for more than 30 years. In 2007, they started planting grape vines with varieties developed at the University of Minnesota to produce cold-hardy grapes that would grow in the Tug Hill region, home to some of the most prolific snow seasons in the Northeast. In 2008, they sold the landscape business and built a banquet hall to hold parties, weddings, and other events and to eventually sell their own wines. They consulted Advisor Ann Durant for help in revising operating forecasts and refining funding strategies. The Marings attended seminars at Cornell and several conferences in Minnesota about growing cold hardy grapes and making wine from them. They also consulted Coyote Moon Winery in Jefferson County for technical assistance on the bottling process. By 2011, they started bottling their own wine crop and with 10 varieties of cold hardy French-American hybrids growing on their vines, produce several wines to please every palate. They were able to tap into a USDA grant to help them purchase their bottling equipment, and another to hire a full-time winemaker and purchase some additional equipment. Today, the Tug Hill Vineyards and Winery boasts a beautiful building with dining room, a gift shop, a patio with incredible views, a busy event schedule and a variety of wines for sale. The business is growing every year, and to date they’ve received 45 medals for wines, including five double gold and six gold.
NY SBDC Hall of Fame Members

Adirondack Champlain Guide Service (Plattsburgh) - 2004
All Bright Electric (West Nyack) - 2004
Alteri Bakery, Inc. (Watertown) - 2004
American Rock Salt (Retsorf) - 2004
Audubon Machinery Corporation (North Tonawanda) - 2007
Candlelight Cabiinery, Inc. (Lockport) - 2004
Cedar Knoll Log Homes, Inc. (Plattsburgh) - 2008
Chautauqua Woods (Dunkirk) - 2004
Designer Glass, Inc. (Queens) - 2004
Donut Connection (Jamestown) - 2004
Flight 9 Group, Inc. (New City) - 2004
Foro Marble Company (Brooklyn) - 2004
Gooding Company, Inc. (Lockport) - 2007
Harrington Archeological Associates, Inc. (Rensselaer) - 2004
La Palapa (Manhattan) - 2004
Laurel Ave Café Corp. (Binghamton) - 2004
Les Enfants Montessori School (Astoria, Queens) - 2004
License Monitor (New City) - 2006
Life Style Street Gear (Buffalo) - 2004
Lou-retta’s Custom Chocolates (Buffalo) - 2004
Matrix Imaging Solutions (Sanborn) - 2005
Mid-Hudson Communications Inc. (Pine Bush) - 2004
Multi-Media Services (Corning) - 2004
Neil’s Archery (Endicott) - 2008
Never Alone, Inc. (Hurstly) - 2004
Otsi Products, Inc. (Lyons Falls) - 2004
Potsdam Agway (Potsdam) - 2004
Pro-Mold, Inc. (Rochester) - 2004
Relax on Cloud Nine (Staten Island) - 2005
Rose’s Funeral Home, Inc. (North Bayshore) - 2004
Route 11 Truck and Equipment Sales (Canton) - 2004
Salem Organic Soils (Staatsburg) - 2004
Shining Stars Daycare (Manlius) - 2007
Sullivan County First Recycling & Refuse, Inc. (Woodbourne) - 2004
Swigonski Management Group (Sherrill) - 2004
Tarjac (Waterloo) - 2004
Total Electric Distributors (Staten Island) - 2004
Tutor Time (Medford) - 2004
United Biochemicals (Sanborn) - 2008
Ursula of Switzerland (Waterford) - 2004
W.L. Concepts and Production (Uniondale) - 2004

SBDC Advisory Board

The New York SBDC Advisory Board serves the program by providing insight, guidance, and support to the State Director and the network of Regional Centers. The Board members, a diverse group of small business owners and others with small business interests, meet a few times a year to discuss SBDC and small business issues. In 2014, Advisory Board members attended the annual Staff Training event and met with SBDC Business Advisors. The Business Advisors provided valuable feedback for the program’s leadership. The SBDC appreciates the board’s tremendous contributions to the program.

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30
31
SBDC senior staff visited with the NY Congressional delegation in March to update representatives on small business issues. (From left) State Director Jim King, Congresswoman Grace Meng (NY-6), Director of Operations Brian Goldstein.

NY SBDC Veterans Business Outreach Center Coordinator Amy Amoroso (right) co-hosts a local television show, Santabarbara Now: The Veterans Project, with Assemblyman Angelo Santabarbara to raise awareness about veteran issues.

SBDC client Thomas Kryzak’s company, Air & Earth, was selected to participate in an environmental pilot project which was designed to use and test the Air & Earth’s ELB dredging technologies and equipment in the Yile River sediment treatment and ecological recovery project in Shandong Province of China.

SBDC Activities

With assistance from SBDC International Business Development, client Martin Patton (second from right) of Cooperstown All Star introduced his successful business model and established a partnership with Jinan Middle School and Baseball Association for a joint youth baseball training camp project in China.

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In June, Senator Kirsten Gillibrand and SBA Administrator Maria Contreras-Sweet visited Corning to host a roundtable to discuss regional small business issues with local business owners, lenders, and officials. (From left) SBA District Director, Syracuse, B.J. Paprocki; Senator Gillibrand; Contreras-Sweet; Corning Community College President Dr. Katherine Douglas; Corning SBDC Director Sherri Arnold.

In September, the Mohawk Valley SBDC hosted Bethsaida Narvaez, a Small Business Network of the Americas fellow visiting from A.C. Banauze in Venezuela. (From left) MV Director Roxanne Mutchler, Advisor Shelby Sweet, Office Manager Pam Palazzo, Ms. Narvaez, Advisor David Lerman.

At the 2014 Staff Training conference in May, three NY SBDC staff members were recognized for their outstanding work on the Hurricane Sandy disaster recovery initiative. (From left) Mid-Hudson SBDC Disaster Coordinator Vanessa Primus, Stony Brook Assistant Director Pierre Lepinasse, Farmingdale Acting Director Erica Chase-Gregory.

In October 2014, NY SBDC business & trade delegation were invited to attend the 20th China Yiwu International Commodities Fair to introduce and promote NY products at the event. The event was attended by participants from around the world.

SBDC senior staff visited with the NY Congressional delegation in March to update representatives on small business issues. (From left) State Director Jim King, Congresswoman Grace Meng (NY-6), Director of Operations Brian Goldstein.

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**Business Sectors Economic Impact (From Inception)**

- Millions of Dollars
  - Retail: $1,000,183,258
  - Service: $2,005,720,000
  - Whole. Manuf.: $573,500
  - Const.: $1,000,670,624
  - Ag.: $506,559,574
  - Other: $77,032,160

- Thousands of Jobs
  - Retail: 90
  - Service: 150
  - Whole. Manuf.: 50
  - Const.: 40
  - Ag.: 50
  - Other: 10

Program Inception to September 30, 2014
- Total Investment Impact: $5,323,652,264
- Total Number of Jobs Created: 108,315
- Total Number of Jobs Saved: 63,349

Investment in niche market and specialized manufacturing continues to grow in New York.

**Business Sectors Economic Impact (Fiscal Year 2014)**

- Millions of Dollars
  - October 1, 2013 - September 30, 2014
    - Total Investment Impact: $306,258,108
    - Total Number of Jobs Created: 5,710
    - Total Number of Jobs Saved: 2,398

- Thousands of Jobs
  - October 1, 2013 - September 30, 2014
    - Total Investment Impact: $306,258,108
    - Total Number of Jobs Created: 5,710
    - Total Number of Jobs Saved: 2,398

In just the past 12 months, SBDC clients invested more than $300 million to impact more than 6,000 jobs.

**Funding/Investment (Fiscal Year 2014)**

- Funding
  - Public: $56,775,606
  - Private: $236,743,315
  - Commercial Lender: $69,463,443
  - Equity Cash: $76,250,399
  - Equity Collateral: $6,506,555
  - Other: $77,831,160

- Investment
  - Total: $1,009,383,258
  - October 1, 2013 - September 30, 2014
    - Total Investment: $306,258,108

Scarcely owned equity is leveraged by public and private funding to bring entrepreneurs' dreams to life.
SBDC Regional Centers

The statewide network of 24 SBDC regional centers – and numerous full-time outreach locations – is a fully integrated and interactive small business consulting and training delivery system. The New York State SBDC Central Library in Albany supports the system with up-to-date business information and electronic search mechanisms. When you seek business counseling at one of the SBDC’s regional centers, the resources of the entire system are at your disposal. The centers and founding dates:

- 7.1.84 Albany
- 7.1.84 Binghamton
- 7.1.84 Buffalo
- 7.1.84 Niagara
- 10.1.85 Farmingdale
- 10.1.85 Mid-Hudson (Ulster County Community College)
- 4.1.86 Watertown
- 7.1.86 Jamestown
- 7.1.86 Utica/Rome
- 9.20.86 Onondaga/Syracuse
- 10.1.86 Pace University/Manhattan
- 4.1.87 Corning
- 4.1.87 Brockport/Rochester
- 8.15.88 York College (CUNY) / Queens
- 8.15.88 Stony Brook
- 9.1.93 College of Staten Island (CUNY) / Staten Island
- 9.1.94 Baruch College (CUNY) / Manhattan
- 1.1.00 Lehman College (CUNY) / Bronx
- 10.1.01 LaGuardia Community College (CUNY) / Queens
- 1.1.08 Rockland Community College
- 4.1.08 New York City College of Technology (Brooklyn)
- 1.15.09 Columbia University

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Andrew M. Cuomo
Governor of New York State