



AMERICA'S
SBDC
NEW YORK

2018
ANNUAL
REPORT



Working *together*
for Small Business



Message from the State Director

The statewide SBDC network comprises a staff of experienced and knowledgeable business professionals that work in concert to support small businesses in every community in New York State. They assist a range of individuals with entrepreneurial aspirations from those with dreams of starting a business to small business owners who want to see their enterprises expand with new products or services. They even help researchers who want to secure grants to further their research – or take the next step and take their product into the commercial marketplace. Something else they can do is help long time business owners determine how to transition ownership of their business to interested family members or employees. Advisors from more than one regional center can even team up for co-counseling if the client needs customized counseling on a specific issue.

The SBDC collaborates with many partners to support the small business community – contacts in agencies at all levels of government, economic development organizations, not-for-profit organizations, libraries, and others located throughout the state. SBDC has effective working relationships with numerous organizations that provide small business assistance and their joint efforts are essential to a healthy economy.

The SBDC's partnership between U.S. Small Business Administration, the State University of New York (SUNY), the City of New York (CUNY), private universities, and the private sector is unique. Strategically located regional centers hosted primarily on college campuses throughout the state provide ready access to training and counseling services. This collaboration is key to nurturing entrepreneurship and innovation, and targets regional and local needs. It also aligns very well with New York State's approach to regional economic development.

Since it was established in 1984, the SBDC has assisted more than 463,500 New Yorkers in starting or expanding their businesses through the investment of more than \$6.4 billion in loans, grants, equity and other forms of financing. Additionally, entrepreneurs advised by the SBDC have created or saved more than 200,700 jobs. The SBDC has helped many entrepreneurs achieve success through its collaborative methods.

The SBDC is committed to continue working with its many partners to help New York entrepreneurs build prosperity for themselves, their families, and the communities of our state. We will stand with them in good times and in bad, helping our small businesses thrive so they can create new jobs for New Yorkers. We are proud to work with SBA, SUNY, CUNY and our other partners to keep our small business community economically strong.

A handwritten signature in black ink that reads "Brian Goldstein". The signature is fluid and cursive.

Brian Goldstein
NY SBDC State Director

Yes WE'RE
OPEN





Introduction

The SBDC comprises a network of experienced and knowledgeable business professionals located in service centers throughout New York State that collaborate to support entrepreneurs and small business owners in every community. They work together to assist a range of individuals with entrepreneurial aspirations including those who are just beginning to flesh out an idea to others who want help with expanding their existing businesses. SBDC advisors also help researchers who need financing to further their research or help moving their product into the commercial marketplace. Sometimes they can help long time business owners determine how to sell their business to family members or employees who are interested in keeping the business open and viable. The strength of the network enables advisors from multiple regional centers to team up for co-counseling if the client needs multi-faceted assistance.

The SBDC also works with numerous partners in the economic development arena to support the small business community – contacts in agencies at all levels of government, economic development organizations, not-for-profit organizations, libraries, and others located throughout the state. SBDC has effective working relationships with contacts from organizations in every community that provide small business assistance.

Making a success of a small business is not easy. SBDC and its partners are working together to help entrepreneurs and small business owners take advantage of every opportunity created by the rapidly changing business climate. We are committed to their success.



Message from The State University of New York

SUNY is unlike any other university system in the country, in its size, scope, and range. As the nation's largest comprehensive system of higher education, SUNY is comprised of research universities, academic medical centers, hospitals, community colleges, four-year colleges, a law school, and the state's only college of optometry. Across the beautiful and diverse geography of New York State, our campuses are located within 30 miles of every home, school, and business. SUNY is dedicated to providing opportunity and access to higher education for students from all backgrounds. The system serves 1.4 million students, and offers more than 7,500 degree and certificate programs. More than a third of the state's college-educated workforce has a degree from SUNY, and around the world, there are 3 million SUNY alumni.

We also have a significant economic impact on New York State, valued at \$28.6 billion a year. SUNY employs over 179,000 people, directly or indirectly. For every state dollar spent on SUNY, we produce a return on investment of \$8.17. In addition, we generate \$1 billion of externally funded research activity every year. The University drives economic growth by discovering new technologies, conducting ground-breaking research, and training the next generation workforce.

For SUNY to be a leader in the next century, we are striving to realize the potential of artificial and augmented intelligence, increase cross-disciplinary research, scholarly work, and entrepreneurship, and mitigate the effects of climate change with new paradigms in energy. SUNY is committed to assisting small business owners. In conjunction with our partners in higher education and the U.S. Small Business Administration, SUNY supports the Small Business Development Center (SBDC) network. Through the SBDC network, SUNY assists entrepreneurs and small business owners in fulfilling their goals while guiding them through the challenges of operating a business in today's economy.

In turn, the SBDC works with its partners in higher education to help open doors that enable New Yorkers to introduce their innovations to national and global marketplaces. SUNY faculty and students often collaborate with SBDC's business advisors to provide valuable pro bono advice to business owners as they confront and overcome challenges such as financing, marketing, expansion, global competition, regulatory compliance, and technology implementation. SUNY is truly one of New York's most important resources. For generations, our students, faculty, staff, and alumni have made a significant impact on their communities and the world. As part of that, SUNY will continue to work with the SBDC and its other stakeholders to help individuals and businesses overcome challenges and continue on the path to success.

A handwritten signature in black ink, appearing to read 'Kristina M. Johnson'.

Dr. Kristina M. Johnson, Chancellor
The State University of New York



Message from the City University of New York

CUNY exemplifies the best of what public education can mean for the lives of its students, their families and communities, and our city and state. CUNY students are inspired and inspiring. They are curious, ambitious and determined. Many are immigrants and first-generation college students. Their dreams are nurtured by a talented, committed faculty. CUNY students often tell us they wouldn't have achieved as much at CUNY if not for the idealism and inspiration of their professors. CUNY is taking new steps to improve career readiness and create pipelines to employment or graduate study. More colleges are designing meaningful career exploration opportunities, and more employer partners are engaged with CUNY students through internships and networking events. We are on the cutting edge of implementing academic strategies, technologies and programs that help students better navigate the college process and achieve their dreams. CUNY will partner with NYC and its many research institutions and industry leaders to offer CUNY students the best career opportunities available and to help them achieve careers in promising fields.

One element of CUNY's mission is economic development and supporting New York's prosperity. To achieve this part of the mission, CUNY and the New York Small Business Development Center maintain a strong partnership to foster entrepreneurship and innovation in New York City. Six CUNY campuses host SBDC service centers. SBDC advisors provide one-on-one counseling as well as customized business research and low-cost seminars on a range of business topics from accounting to international trade. Together, CUNY and the SBDC are helping New Yorkers start and grow strong enterprises with improved productivity and profitability. The CUNY partnership with the SBDC provides a link to the business community and helps ensure that CUNY graduates are prepared to become innovation leaders and effectively participate in their chosen sectors well into the 21st century.

CUNY is arguably the most diverse university in the nation, if not the world, in all the ways that matter: race, ethnicity, country of origin and languages spoken at home, thought and opinion, gender, sexual orientation, socioeconomic background, disability status, and religious affiliation, among others. Our best future lies in engaging with and communicating across differences so that we can acknowledge and reduce tensions, find common ground where we can, and disagree in a context of mutual respect.

With CUNY's exceptional faculty and highly motivated student body, there is no question that this University will continue as an unparalleled generator of social and economic mobility, and innovative scholarship and practice. CUNY has provided the pathway to a better life for generations of New Yorkers and immeasurably improved our city, our state and the country. I look forward to working with the SBDC in the year ahead.

A handwritten signature in black ink, reading "Vita C. Rabinowitz". The signature is fluid and cursive, with a large, stylized "V" at the beginning and a long, sweeping underline.

Dr. Vita C. Rabinowitz, Interim Chancellor
The City University of New York

Albany

McLaughlin Funeral Home



With over 25 years of experience as a licensed funeral director, Shannon McLaughlin knew that the Capital Region needed another funeral home to cater to the African-American community. She brings a strong belief that following a death, survivors need “Peace, Trust, and Comfort” to work through the grieving process. In fall 2017, Shannon was accepted into the Albany SBDC’s Small Enterprise Economic Development (SEED) program, a microloan program that provides up to \$35,000 for entrepreneurs having difficulty accessing financing. It was established in 2011 through a partnership between SEFCU, the University at Albany’s School of Business, School of Social Welfare and SBDC. With a business plan and financial projections in hand, Shannon was approved for a \$35,000 loan to renovate a former post office into a full-service funeral home. The S.L. McLaughlin Funeral Home opened in August 2018 to serve the residents of the Capital District area with the highest regard for professionalism, compassion, and honesty. In a short period of time, with the support of her father, Shannon met with local church pastors and congregations to promote her business. Shannon’s son Hunter has joined the business serving as a Funeral Assistant while attending a local college. Shannon says that “the SEED program was a life changer for me and my family. SEFCU and UAlbany believed in me. The knowledge and skills that I developed through the program put me in the right mindset and set me up to be a successful female entrepreneur.” The SEED microloan fund has provided over \$2 million in capital to local entrepreneurs while creating or retaining 186 jobs.

Baruch

Precycle

Precycle is an environmentally conscious organic grocery located in the Bushwick section of Brooklyn. The founder behind Precycle’s mission, Katerina Bogatireva, is passionate about serving the community and the environment by providing organic produce sourced responsibly from local farmers. Her vision expands out to not just the community in Brooklyn but also the planet. Precycle aims to address the growing problem of plastic pollution by empowering customers to reduce food and packaging waste by making different (but convenient) choices while shopping. Precycle sells fresh local produce without packaging and bulk food, while also working with local farmers and distributors to dramatically reduce and eliminate plastic and other waste. Through working with the Midtown SBDC team, Katerina and Advisor Leo Zhang worked together through the various iterations of the business idea. The SBDC worked with her on clarifying and revising the business plan along with analyzing Precycle’s financial feasibility. As a result, Katerina was able to secure over \$100K in funding through savings, community lending, and crowdfunding. Katerina’s mission is contagious as she gains more and more supporters each and every day. In the future she plans to pursue B Corp certification that would “add a level of accountability to do even better for society and the environment”. She is committed to her mission - “Helping you live a more sustainable life, while helping our planet, is our passion”. Precycle is in construction and scheduled to open its doors in December 2018.



Photograph by: Marina Williams

Binghamton

Elmira Gymnastics Club



The Elmira Gymnastics Club was originally established by Dave Sherman in 1981 and a fitness center was added in 1995. In 2002, the business was taken over by Dave's daughter Laura Monichetti and her husband Marc. The Fitness Center specializes in comprehensive and affordable fitness programs for people of all ages and levels of ability, including a wide variety of programs such as weight training, cardio equipment, Boot camp classes and mixed martial arts (MMA) training. The Gymnastics Club offers a developmental program of gymnastics for boys and girls as young as 8 months of age and a curriculum that includes instruction in men's and women's Olympic events for boys and girls. Currently more than 600 children participate in the different levels of classes including dance classes and warrior training, as well as events throughout the year that give children the chance to get active in a safe and fun setting. In November 2016, Marc Monichetti met with Advisor Brian Qualey to discuss plans to relocate the business to a larger facility. The business had outgrown its location and anticipated an increase in its monthly lease. Over the next few months the Monichettis' worked with Advisor Qualey to develop a business plan and monthly cash flow projections supported by realistic assumptions. The result was the approval and subsequent disbursement of over \$1.5 million in financing from M&T Bank and the NYBDC through the SBA 504 loan program, which enabled the Elmira Gymnastics Club & Fitness Center to relocate to its current 35,000 sq. ft. facility.

Brockport

SimPore

Based in Rochester, New York, SimPore, Inc. is a nanotechnology company that designs and produces membranes and membrane-enabled products based on its silicon nano membrane technologies. SimPore's products include electron and x-ray microscopy sample supports, filtration membranes for biomolecules, nanoparticles and medical devices, cell culture and imaging substrates, and customized membranes for their customer's unique applications. SimPore was initially founded in 2007 based on technology developed at the University of Rochester in the laboratories of Dr. James McGrath and Dr. Philippe Fauchet - ultra thin nanoporous silicon membranes. These nanoporous silicon membranes were the world's first membrane to offer both tunable nanometer-scale thickness and pore size. The company continues to conduct research and development activities while actively commercializing products. James Roussie sought assistance from the Brockport SBDC to secure additional funding to continue important R&D that would enable the company to move to the next level. With step-by-step advisement from the SBDC, SimPore recently received \$340,000 in technology R&D grants from the National Institutes of Health and National Science Foundation to apply its silicon nanomembranes in sterile filtration of biotherapeutics. The funding enabled SimPore to hire two new employees. The company continues to grow, and is currently exporting several of its products worldwide including Austria, Belgium, Canada, China, Egypt, Israel, Japan, South Korea, Singapore, and the UK, according to co-founder James Roussie.



Bronx

E.A.T. w/Culinary Professionals



James Peterson, President and CEO of E.A.T. w/Culinary Professionals, Inc., operates a full service food company that provides catering, menu planning, banquet services and management consultation for corporate clients. He and fellow chef Dennis Laster established the business in 2010 in Manhattan, with a focus on providing inner-city youths the opportunity for shared learning and success through their passion for the culinary arts. Before launching the business, James worked as a chef at numerous prestigious restaurants and hotels such as Leona Helmsley's, The Park Lane, and the Regency. He consulted the SBDC in late 2017 seeking assistance in obtaining financing to purchase a property for the business and working capital and in obtaining bonding insurance. With assistance from the SBDC, James obtained a \$1 million line of credit from MBE Capital and \$300,000 loan from BOC Capital. He was able to save two jobs and create three new jobs. E.A.T., which is MWBE-certified, has been awarded several major contracts, the most recent a \$1.8 million contract to provide food services to the NYPD. James' goal is to build a solid foundation for their community with economic development in mind. The company's mission is to provide healthy solutions to combat obesity, which impacts the overall health and wellness of many Americans today, but in particular, socio-economically disadvantaged communities. James is active in his community, a member of the Modern Masons, Order of Eastern Stars, One Hundred Black Men, Inc. and a board member of the NYC Department of Youth and Community Development.

Brooklyn

DogSpot

The inspiration for DogSpot started with owner Chelsea Brownridge's dog, Winston, a terrier mix rescue who lives with her in Brooklyn. Winston is extremely high-energy and suffers from FOMO (Fear of Missing Out). For a long time, Chelsea found it was difficult taking Winston around the city with her because many places don't allow dogs inside. She was reluctant to tie him up because she worried he'd get loose, get scared, or be stolen. Chelsea hated that she and Winston were missing out on extra walks and adventures together. Eventually, Chelsea realized if she and Winston faced these challenges, then millions of other pet parents shared the same frustrations when it came to spending more time with their dogs. As a solution, she created the DogSpot — essentially a shareable, high-tech, vet-grade dog house — so the Winstons of the world can enjoy city life with their owners. The sidewalk dog houses have heat and A/C and serve as a safe, legal and convenient alternative to tethering or leaving dogs in cars. It was important to Chelsea to make DogSpots accessible for all dog owners and to enable dog-friendlier communities with the help of local businesses. After about 2 years of working with advisors at the Brooklyn SBDC, the owner of DogSpot credited the SBDC with helping secure \$3.2 million in capital and hiring 10 employees. The immediate plans for this exciting company are to expand the business' scope and reach across the metro NYC area and to expand operations across the country with particular attention to the west coast.



Buffalo

WNY Pediatric Endocrinology



In 2017 two pediatric endocrinologists, Dr. Nadia Danilovich and Dr. Shannon Fournier, met with Advisor Cindi Thomason to discuss opening their own clinic. They were at that time part of the medical staff at Buffalo General Hospital. Buffalo General had them locked into a non-compete agreement within about a 25 mile radius. They were extremely happy to find an excellent location about 30 miles away from Buffalo General in the city of Batavia. This location was also about 30 miles from the city of Rochester. Rochester is an excellent market for their area of specialization: Pediatric Endocrinology. They treat children and adolescents with the following: thyroid diseases, delayed and early puberty, short stature, irregular periods, obesity, osteopenia/osteoporosis, Turner syndrome, pituitary disorders, congenital adrenal hyperplasia, adrenal diseases and rickets. When the two physicians met with Cindi Thomason, they needed information on the steps to start a business and assistance with financing. They secured an attorney to assist them with setting up their limited liability corporation (LLC). Cindi assisted them with developing their start-up costs, their operating budget, and a detailed marketing strategy. Further, Cindi assisted them with preparing a business plan. The plan was submitted along with their financials to M&T Bank and the results were spectacular. Drs. Danilovich and Fournier secured a term loan from M&T bank along with a line of credit. They opened their practice, WNY Pediatric Endocrinology, in 2018. They created positions for themselves and hired three additional individuals to help assist in the management of patients. This is a 100% woman-owned business.

Canton

Luna Boutique

Hailey Hodge, was inspired to start her own business, Luna Boutique, after attending Drexel University, where she majored in design and merchandising, and after completing a design internship with Oscar de la Renta. With business plan assistance and continued counseling from the Canton SBDC, Ms. Hodge found startup success that has made her on-trend clothing store a go-to fashion source. Luna Boutique uses technology to build connections with customers from the U.S. and beyond, including personal shopping through Instagram messaging and mobile payment apps. The business features women's clothing, lingerie, footwear, and accessories at a storefront on Park Street in Canton, by mail-order subscription service, and in an online boutique. Ms. Hodge started Luna in 2014 and has grown the store by adding other types of clothing and accessories. She also has participated in the Waddington Market, by adding a pop-up store to sell her clothing during peak tourist times of the year. Ms. Hodge supports several other local craftswomen by selling their goods at her store and continues to find ways to innovate and sell her products. One example of a creative method to meet the needs of her customers is her recent development of a mail-order subscription service, enabling customers such as college students to access to her clothing lines even if they live out of the area. Ms. Hodge has proven that this type of store was needed and can be successful in St. Lawrence County. She is active in the community and continues to work to build her brand and improve the village.



Columbia Harlem

Zebra Strategies



Established in 2000, Zebra Strategies is a boutique company that specializes in performing market research and focus groups for minority advertising. In other words, Zebra Strategies helps companies reach out to underserved communities including diverse groups such as those with low literacy, LGBTQ, immigrant, and non-English speaking (including those who speak Spanish, Chinese and Russian populations, in their native language). Owner Denene Rodney met with Advisor Glamis Haro from the Columbia Harlem-SBDC, who assisted her with the development of a proper organizational structure. They also discussed how to manage different generations in the workplace (generation X, millennials, generation Z, and so on). The company currently has a GSA contract and has worked with the SBDC to improve her contracting situation. Ms. Rodney graduated from the Columbia Community Business Program (CCBP) in September, successfully completing two years of training. The CBCP is a student-run organization at Columbia Business School that provides strategy consulting services to nonprofits and businesses in the New York City area at no cost to SBDC clients. The Columbia students developed a plan for Zebra Strategies that involved investigating three new revenue sources and determining which of the option was the most financially viable. “The Columbia-Harlem SBDC’s program helped me to streamline my business while planning and initiating expansion. The insight CCBP gave me has led to a healthier projection for my company, with a clear growth path, and connected me with other small business owners in a variety of fields. CCBP’s support system is truly an asset - I couldn’t be more pleased.” -- Denene Rodney

Farmingdale

Baked By The Ocean

Catherine Schimenti, a long Island native, got an early start in the restaurant business working for a local pizzeria before scoring her first cooking gig at the now-defunct Porthole restaurant in East Rockaway. She did her culinary training at Johnson & Wales University in Providence, focusing on pastry arts exclusively in her final year. When Schimenti decided to open her own bakery in Long Beach, she reached out to the SBDC for expert guidance to transform her concept into a viable business model plan for profitability and obtain financing for her project. SBDC advisor Jason Kohl worked extensively to assist her in drafting a business plan that would be well received by potential lenders and would be the basis for the long-term management of the business. The advisor facilitated the client’s interaction with commercial bankers as well as others such as PSEG Long Island. With the assistance of the SBDC, Schimenti invested over \$350,000 to open the bakery; successfully accessing a business loan as well as a grant of \$25,000 from PSEG’s new Main Street Revitalization and Vacant Space Revival program. In July 2018, Alley Cat Bakery LLC, doing business as Baked By The Ocean opened its doors and five new jobs were created. Schimenti took over a historic hardware store that was destroyed by Hurricane Sandy in 2012, a store that was vacant for nearly six years until it was transformed into the now trendy dessert shop. Baked By The Ocean is a prime example of the SBDC’s mission to help entrepreneurs plan, fund and execute their dreams of business ownership.



Jamestown

Artone LLC



Artone LLC is a family-owned manufacturer of custom furniture for the hotel and resort industries located in Chautauqua County. Artone first contacted the SBDC at Jamestown Community College in 1991 for assistance with marketing and increasing their sales. Over the years Artone continued to consult SBDC for market research, government procurement assistance, and disaster loan packaging. Last year the company engaged in an intense digital marketing consulting project with the SBDC. Artone President Michael Calimeri, Executive Vice-President Sebastian Calimeri, and their marketing & sales team attended strategy meetings with their SBDC advisor and consultants from Protocol80. They developed a highly focused digital marketing plan and then implemented the plan. Michael later shared the results of the project, saying “The [SBDC] has been instrumental in educating Artone on the importance of marketing in the digital age. The ARC grant allowed us to partner with a local inbound marketing agency, Protocol80, who we may have never had the opportunity to work with otherwise.” As a result of their participation in the SBDC’s program, Artone reported that they invested roughly \$100,000 into their new inbound marketing & social media strategy. This resulted in approximately \$1,000,000 in new sales enabling the company to save 3 jobs and add 3 new jobs. When describing the impact of the program on the company, Mr. Calimeri said Artone is seeing “a higher volume of qualified hospitality leads and project opportunities. As a company we’ve seen how important connections are to sustain our continued growth as a manufacturer of hospitality case goods and millwork.”

LaGuardia

Cambria Academy

The Cambria Center for the Gifted Child (CCGC), is a private elementary and middle school serving the minority and African American community in South East Queens. Ms. Sheree Palmer started it as a home-based school with four students as part of her doctoral thesis thirty eight years ago. She then moved the school to a commercial location and provided pre-K services. Since then, the school has grown to include elementary and middle school students.

The success of Cambria Center for the Gifted Child is due to small classes with a good student to teacher ratio; each class has a teacher and an assistant teacher. When the children reach the 8th grade, the school implements a travel abroad program through which the students are taught the process of preparing for travel, from obtaining passports to making travel arrangements. The trips, supported with fund raising, involve learning a language and visiting a school in a foreign country. Through the trips, the students learn valuable life lessons. The challenge to Ms. Palmer’s plans for expanding her school was the purchase of one of several adjoining properties. The obstacles were that the owner of the property did not want to sell the property and Ms. Palmer did not qualify for a conventional loan. The SBA 504 guarantee loan was the answer to the problem. She obtained the property with the total project cost of \$1.3 million, which enabled her to expand. The school expansion resulted in the creation of 5 jobs and retention of 30 jobs in the community.



Mid-Hudson

Gather Greene



Gather Greene is a newly opened event space in the majestic Catskill Mountains in Coxsackie, just south of Albany. With the guidance of SBDC Advisor Sam Kandel, Jackie Brown and Amna Ali launched a business that will host weddings, special events and retreats at their nature-filled site with breathtaking views of the Hudson River Valley, Catskills and the distant Berkshires. It was an arduous and twisting path to raise the seven figure funds required to prepare the infrastructure and build, from the ground up, a huge 4,000 square foot pavilion complete with a full catering kitchen, six single-use bathrooms, two luxury dressing suites, a large upstairs lounge and an office for the owners. The pavilion can accommodate up to 250 seated guests. Guests can spend the night in one of 17 new personal-sized cabins. Each of the cabins comes with an outside deck, a king size bed, mini fridge, and coffee maker. Jackie and Amna are the embodiment of the entrepreneurial spirit and have been “all in” since the inception of the project in 2015. Their personal and financial commitment has been unyielding. Gather Greene is now taking reservations and began hosting events this fall. Upon completion of the project the partners commented, “...we simply would not be where we are today without Sam Kandel. When anyone asks us about our process, we always tell them to go get themselves an advisor at the SBDC - it was one of the smartest first decisions we could have made”.

Mohawk Valley

The Treehouse Reading and Arts Center

Joanna Robertson taught reading and music lessons for nearly 20 years before opening The Treehouse Reading and Arts Center in a renovated and re-purposed mill building in New York Mills. Her vision was to provide school-age children with the ability to explore their creative sides. In the digital age of online sales, SBDC Advisor Shelby Sweet worked with Joanna to develop strategic sales categories and sales goals, with a business plan and solid financial projections developed with Advisor Sweet, Joanna was approved for a loan to make The Treehouse a reality. She developed diversified programs to have a continuous stream of cash flowing into the business and is actively involved in community organizations and events such as the Literacy Coalition, B# Musical Club, Clinton Symphony Orchestra, the Buy Local Committee of the New Hartford Chamber of Commerce, “Stuff the Bus” toy drive campaign, women’s networking events, Small Business Saturday, and many others that connect to the Treehouse’s mission: Growing Readers, Engaging Minds, Enriching Lives. Having one location that offers a multitude of literacy services to support and encourage children to read coupled with active involvement in the community has made the Center a huge success. Joanna said, “I definitely recommend that small businesses owners take advantage of the SBDC’s services. I learned so much and was able to complete a business plan with all the necessary information with the guidance and resources from the SBDC. The SBDC is there to help, and without the help of the SBDC, I wouldn’t be here!”



Niagara

Liten Buffel



Patrick Vaughn and Zack Klug opened the Liten Buffel winery in Spring 2017. The winery is located on a long, sloping hill that starts at the Niagara Escarpment and ends at the ancient Lake Iroquois shoreline ridge. The unique microclimate in the area has led to the growth of a vigorous Niagara Wine Trail, which now includes their winery. Their mission is to put Niagara on the map as a truly exceptional wine region by focusing on terroir driven wines that showcase Niagara's sense of place. Patrick and Zack worked with Niagara SBDC Advisors Maureen Henderson and Bree Bacon to create a comprehensive loan package seeking financing to build the winery and develop a marketing strategy. Patrick says of the SBDC, "The support we received from Maureen and Bree was outstanding. They helped us navigate through a number of obstacles and potential setbacks, and enabled us to build a strong foundation for our business. Without their guidance, I have no doubt this road would have been much rockier." Beyond the winery's retail space in its tasting room, Liten Buffel wines are currently featured in a number of shops and restaurants across Buffalo, Brooklyn and in Los Angeles. In October 2018, a New York wine expert included Liten Buffel's Pinot Noir in his list of "10 Bottles That Will Change Your Mind about East Coast Wines." This same wine received a 91 point score from the CorkReport.US. The Buffalo Spree Magazine named the winery the "Best Local Winery" for 2018 from among the twenty-three wineries in the Niagara Region.

North Country

Dick's Customizing and Collision

Dick's Customizing & Collision is a full-service auto body shop located in Plattsburgh, which began operations in 1956. When the owner decided it was time to retire, he suggested that four of his key employees consider buying the business from him. KeyBank referred the potential buyers to the North Country SBDC for assistance. This was a complex transaction with the employees all owning a portion of the business and a seller very involved in planning the transition process. The bank required a detailed business plan and three years of financial projections to complete the SBA loan application. Joanie Spooner worked directly with SBDC Director Karen Stehlin to complete the required documentation. Director Stehlin also expertly coordinated efforts between the clients, the bank, the attorney and the seller to keep the project moving forward. The four employees are now business owners, ensuring continuity of this iconic local company. The project is a prime example of how retiring baby-boomers can approach the transfer of business ownership, especially in rural regions where outside buyers may be scarce. Employee ownership can be a viable solution to keeping a business going while allowing the seller to build a livable nest egg for retirement. The total impact of the project was \$1.3 million and the new owners saved 10 jobs. "I absolutely loved working with Karen Stehlin at the SBDC. She gave me a sense of ease through the process of acquiring the business. She helped us complete the numerous documents required by the bank and kept us on track. I would recommend the SBDC to anyone buying a business." – Joanie Spooner, Owner



Onondaga

Armoured One



Tom Czyz, a former police detective, and Tino Amodei, a marketing expert, believe in school safety and wanted to do something to make schools safer for youth throughout the country. They teamed up to establish Armoured One in 2013 to help reduce the rate of casualties involved with mass shootings. The company provides active shooter training and manufactures bullet resistant & fire-rated glass for school and university buildings. Tino contacted the Onondaga SBDC to get assistance with sources for funding and learn about economic development incentives that might be applicable to their mission. In 2018, they purchased a property with three buildings to house their employees and headquarters, and to expand their glass manufacturing operation. The total renovation project for the property is projected to cost \$5.4 million. SBDC arranged a meeting with local economic development representatives to help the partners learn more. The Onondaga County IDA provided tax exemptions including \$428,400 in sales taxes on construction materials, \$205,566 in property taxes over 10 years and \$26,250 in state mortgage recording tax. Since 2013, the company has grown from two to 27 employees, and expects to hire as many as 70 more over the next five years as it obtains more contracts. Advisor Melissa Zomro recommended that the partners hire a business or project manager to help them deal with the growth. Tom Czyz commented, "SBDC opened up numerous opportunities for us to gain the assistance and funding needed to expand our company. Many of the contacts that Melissa connected us with will continue to benefit our company well into 2019 and beyond."

Oswego

Man in the Moon Candies

In 2005, Amy Stone-Lear opened a candy store in Oswego and named it Man in the Moon Candies as a tribute to her grandparents, who operated a candy shop. The name refers to the broad smiley-faced candies made by her parents. Today, the store is an Oswego icon and has expanded its line to include custom confections for large corporations locally and nationally. For years the store was tucked away in a downtown mall with little visibility. It also was becoming evident that the space was becoming smaller as production was increasing. As luck would have it, a storefront with space above became available. The plan was to utilize the second floor for production and set up the retail operation on the first floor. Amy and Oswego Outreach Advisor John Halleron worked together to draft a business plan and prepare projections in anticipation of seeking financing. Once everything was in order, Amy approached her lender. The financing in the form of an SBA 504(b) loan was approved through Pathfinder Bank, and she also obtained a loan from Operation Oswego County. The building was purchased and renovated and is now occupied by Man in the Moon Candies. Using many of the same recipes from her grandparents, Amy is now able to continue the dream of making quality candy for a new generation. She told us, "John was fantastic to work with and helped so much with my plan. He was able to take my scattered ideas and help me focus and develop a clear strategy to move forward."



Pace Earth Angel



Earth Angel is a sustainability consulting business focused on serving the entertainment industry. Founded by Emelie O'Brien in 2013, Earth Angel works with film production companies to implement waste reduction efforts and procure sustainable products, helping divert tons of waste from landfills, or "Make movies without making a mess." The process of producing a film or television show is notoriously expensive, but Ms. O'Brien believes that entertainment should never be made at the expense of the environment. The firm has had a presence at international film festivals, benefited from celebrity endorsements, and launched a successful "lights off" fundraising event, Earth Angel Hour, in support of environmental conservation. Further, Ms. O'Brien was recognized as an Inc. Magazine "30 Under 30" designee, was selected as a Tory Burch Foundation Fellow, and graduated from the Goldman Sachs 10,000 Small Businesses program. With expansion opportunities through prospective NYC government contracts and work in other cities, Ms. O'Brien connected with the Pace SBDC team to help her map out an expansion plan. She met with Pace Advisor Sandra Cely, who helped her develop a business plan and financial projections, and get started on her MWBE certification. With these materials in place Sandra helped Ms. O'Brien submit a loan package to Excelsior Growth Fund, who approved Earth Angel for a \$100,000 EGF SmartLoan for working capital to purchase inventory and hire a new staffer.

Rockland Natural Hair Studio

The Natural Hair Studio is a hair salon specializing in natural hair care and growth for woman, men, and children with natural hair textures. The studio is located in Peekskill and is owned and operated by Shay Odeyinde. Ms. Odeyinde has a truly infectious smile that lights up the room. Her positive energy, education in business as well as her military training, gained over eight years serving with distinction in the Army National Guard, enabled Shay to start her hair salon. Rockland SBDC Advisor Chris Thiesing worked with Shay on her business plan and financials to apply for and win a CDBG-funded grant of \$35,000 from the city of Peekskill. The grants were initiated to inspire and support new downtown businesses. Shay's time in the military as a logistics manager and her career as an underwriter for a bank helped her develop her business plan. She understood what the plan needed and worked diligently to accomplish each element. Shay's positive outlook has driven her to succeed as a hairstylist, and, after winning her \$35,000 grant and investing an additional \$7,500, Shay opened her salon in Peekskill, which is running ahead of plan. In fact, she has tripled her clientele. Recently Shay was invited to visit Korea for a trade show. She has returned from Korea with many new personal care products and technology and is now contemplating starting a new business to import that type of product.



Staten Island

St. George Theatre



Centered in the historic St. George District in downtown Staten Island, just steps from the Staten Island Ferry, the St. George Theatre was the most magnificent theater in Staten Island at one time. The theatre was sold in 1938 to the Fabian Theater chain, which continued to operate it as a movie palace until 1977. With the exception of filming the finale of the 2003 film "School of Rock," the venue was dark for more than thirty years. In 2004, Mrs. Rosemary Cappozalo with her daughters Luanne Sorrentino and Doreen Cugno, started a not-for-profit organization to save the theatre. Mrs. Cappozalo, a prominent dance educator, donated her life savings of \$1 million to the organization. When Doreen and Lorraine first entered the theatre, there was no electrical power, no plumbing, large holes in through the ceilings, no orchestra seats, no carpeting, no stage lighting and no sound system. Only the birds and raccoons were finding comfort in the venue. Despite all the obstacles, the ladies had the theatre open in a few months. The SBDC assisted in the preparation of detailed financial projections and obtained detailed demographic population maps from the Research Network. Director Dean Balsamini served as an advisor to Doreen and Lorraine and continues to be a valuable mentor. The SBDC was instrumental in the Theater receiving an initial \$5 million in grants and subsequent funding of \$5 million for a new marquee and other major improvements. With the support from the community, a white elephant was transformed into a beautiful, thriving theatre. Restoration is still ongoing.

Stony Brook

Westhampton Beach Brewing Company

Brian Sckipp enjoys being an entrepreneur. The first venture that brought him to the Stony Brook University SBDC was Sherwood House Vineyards. Brian was part owner and sought assistance for expansion. After a period of significant growth, he decided to sell his portion of the business, and dive into something new. After thoughtful consideration, Brian decided to start a microbrewery. He considers himself a beer connoisseur and learned the art of micro brewing as a hobby over the years. In summer of 2016, Brian started seriously pursuing the idea and the Westhampton Beach Brewing Company was born. Brian had secured an attractive space in Westhampton Beach with ample room for brewing and canning as well as retail and tasting space. In an effort to assure start up success, Brian returned to Advisor Ree Wackett at the SBDC for assistance. At the initial meeting, she reviewed the business plan and projections Brian devised, and accordingly determined about \$1 million in financing would be required. He would be able to invest \$300,000 of his own money. Advisor Wackett spoke with several financial institutions on behalf of the brewery. Bankers met with Brian and Ree to review the business plan and projections, as well as to discuss loan requirements. After a few rounds with lenders, Prospero Equipment offered an attractive loan package for \$900,000. In the late spring of 2018, Westhampton Beach Brewery opened its doors. Three new jobs were created. Cheers!



Watertown

Dairy Queen



Damon Draught transitioned from a military career at Fort Drum to the Watertown community. He decided to stay in the area and start his own business. He came to the Watertown SBDC to write a business plan and research his idea of opening a franchise restaurant. He opened his first Dairy Queen at the Salmon Run Mall in Watertown in 2012. He quickly decided he wanted a larger store with an expanded menu. He opened a new Dairy Queen "Grill and Chill near the main gate of Fort Drum in November 2015. In 2016, on a trip to Rhode Island with his son, Damon met up with an old Army buddy and asked if there were any DQ locations in the state and found there were a few regular stores but none of the Grill & Chill model. That got the wheels spinning, and by April 2018 they opened the first DQ Grill & Chill in Rhode Island. For each additional location, Damon went back to the Watertown SBDC for the all-important financial analysis and business plan. Sharing his experience at a Boots to Business class for transitioning veterans, he said he still refers to the original spreadsheets and materials he received from the SBDC as he expanded his business venture with each location. "Whatever your idea may be, if the spreadsheet adds up properly you can see it might work and if you're realistic in your projections," he said. "That's how I opened my first store."

York

New York Career Training School

Nancy Martinez, a longtime resident of the Rockaways in Queens, is a dynamic entrepreneur, business owner and philanthropist. She spent over a decade in the health care industry learning about health care regulations, designing patient care standards, and learning how to run a successful business. In 2010, she opened the New York Career Training School, LLC. Today, the School offers courses in three different languages - English, Spanish, and Mandarin Chinese - to accommodate the diversity of students representing over 25 countries and nationalities. Ms. Martinez' goal was to establish a business that could assist persons in starting a career path in the health care industry. To date, the School has graduated over 12,000 students and approximately 11,760 of the graduates are employed. Ms. Martinez consulted the SBDC in January 2017 for assistance in purchasing the building in which her school was located. Advisor Louis Scamardella helped her create projections and secure financing for the project. He worked closely with Ms. Martinez, her accountant and her attorney to complete and submit the documentation required for the financing. Ultimately the total impact of purchasing the building was \$6.2 million and 6 new jobs were created. Ms. Martinez' compassion and commitment to the community includes the founding and development of Rockaway Adult Social Center in Far Rockaway as a tribute to many of the seniors who supported and stood by her when she launched her business. She has been recognized for her outstanding contributions to the community and has been a recipient of several awards and honors.



INTERNATIONAL BUSINESS DEVELOPMENT



NY SBDC business & trade delegation had an on-site visit to a local environmental technology company for SBDC client to explore business development opportunity and technology partnership in Wuxi area.

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 in China at all levels. The IBD works with partners to develop new cooperative arrangements to create business and trade opportunities for SBDC clients interested in or active in international trade, assists an increasing number of small and medium-sized firms in their global marketing efforts, and helps business owners adapt to economic conditions that are changing the marketplace. The IBD program, working in concert with Business Advisors at the Regional Centers, provides business counseling, assistance and updated information about the opportunities, challenges, and practices involved in international trade.

In 2018, the New York State Wine Outlet (NYSWO) in Shanghai continued to display and promote NYS wine products through various sales channels in different regions. SBDC client Brotherhood filled another order for wine, a container load of 12,000 bottles, which was exported to China in August. The resulting increase in export sales is stimulating the interest of more businesses to export beverages, honey, and other food products to China and Asian markets.

In 2018, the IBD program successfully organized two business and trade missions to several regions of China to promote NYS businesses, explore business and trade opportunities, and participate in matchmaking events for the export of NY-made honey and craft beer products and environmental protection technology. During the missions, an MOU of Economic and Trade Exchange & Cooperation was signed between NY SBDC and Department of Commerce of Shandong Province to strengthen the trade and business development between the two parties. With the assistance of the IBD program, Albany SBDC client A & E Environmental Technology signed an agreement with a local business, Henleyland, in Kunshan for technology cooperation and joint development and operation of local EP remediation projects.

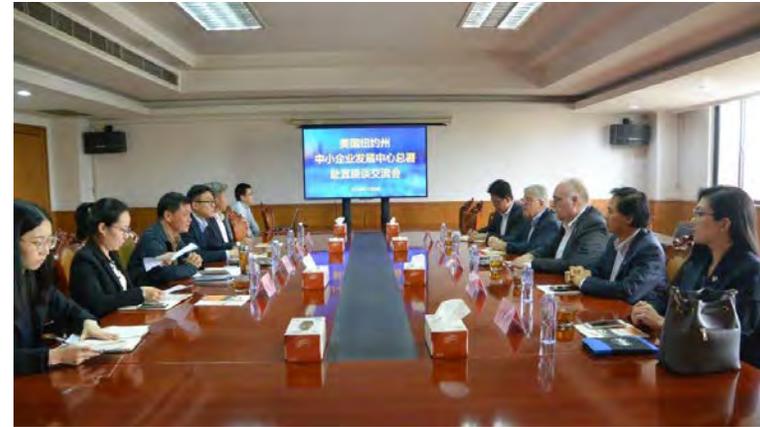
In 2018, the IBD coordinated and hosted several visiting delegations from different regions of China for to nurture opportunities for business, trade, and investment development. The visits brought the latest information about opportunities to NYS businesses interested in selling to the Chinese market and helped local companies network with representatives from Chinese firms.

In an expansion of the export of New York products to China, and to improve the entry and competitive position of NY products in the Chinese market, the IBD director has been exploring the expansion of the New York export program in additional regions in China to facilitate the export of NY products and maximize NY export opportunities.

The NY SBDC office in Beijing of China continues to enhance the partnership and business opportunities for NY businesses, facilitate matchmaking arrangements with local businesses, and coordinate travel and business activities. It is also working to open more markets in different areas under Chinese sponsorship, the logical next step in promoting New York and products.



NY SBDC State Director Brian Goldstein and his staff met with Mme. Cai Lixin, Mayor of Huai'an City and her delegation and had discussion on promotion and cooperation of bilateral trade and business development.



The NY SBDC business & trade delegation attended a matchmaking event with local companies and government economic developers to explore business and trade opportunities in Yixing, Jiangsu Province.



Meeting with visiting delegation headed by Mr. Sun Jin, Deputy Director-General of Department of Commerce of Jiangsu Province, to NY SBDC for bilateral business opportunity and cooperation between the two sides.



The representatives of NY SBDC Office in Beijing attended the 2018 NY SBDC Staff Training Conference held at HHA Palisades Conference Center.

Technology Services

The NYSBDC, which has Technology Accreditation from America's SBDC, provides customized services to clients with technology businesses and those with research that is ready for commercialization. The program frequently receives Federal and State Technology (FAST) funding from the US Small Business Administration to broaden awareness about grants available to support technology development and provide directed assistance with writing grant applications. Strategically located regional centers provide access to contractors that provide one-to-one assistance for individuals preparing to submit applications for SBIR/STTR and similar research grants.

+\$2.7M

in Phase I and Phase II SBIR grants

+\$10.5M

in venture capital funding

EntreSkills

The NYSBDC's interactive educational curriculum, EntreSkills, comprises three versions, EntreSkills for Educators, which is used by high school teachers and students; EntreSkills for Entrepreneurs; and EntreSkills for Veterans. The versions for entrepreneurs and veterans are designed to be used by adults with oversight by a business advisor. All three versions provide a flexible learning platform from which users can learn at their own pace. A business plan builder enables users to create a business plan as they work their way through the curriculum. Training to use EntreSkills is available for individuals and groups upon request.

373

teachers

574

students registered

2,921

clients registered

129

of them are veterans

21%

increase in teachers and
clients using ES since last year

Procurement/Bonding

The Mohawk Valley SBDC hosts a Procurement Assistance Center (PAC), which provides specialized assistance for small- and medium-sized firms interested in supplying goods and services to federal, state, and local government agencies. The PAC coordinates with trained procurement advisors in each of the Regional Centers in the statewide SBDC network. The PAC also coordinates client access to BidLinx, a proprietary government contract bid-matching service, in which more than 2,100 clients are registered. Another aspect of the SBDC's contracting support entails training about bonding. Bonds are the government or customer's assurance that the work will be completed once it has started. Several Regional Centers offer an annual contractor bond readiness workshop series for women and minority contractors with the goal of increasing the number of contractors in NYS with the ability to be bonded. The training helps MWBE contractors to secure bonding, which expands their opportunities to bid on larger projects, or increase their bonding levels.

+\$2,305,500

in government contracts in 2018

Veterans

The NYSBDC, which has been recognized by the US Small Business Administration, members of Congress, and military organizations for its excellent support of Veterans over the years, provides outreach in the form of public workshops, targeted business training, counseling, and on-going mentoring for veterans, including service-disabled veterans. Our support for Veterans is particularly timely as the nation faces a transition of soldiers, sailors, marines and airmen seeking new careers or returning to their small businesses after deployments overseas. We are working with the NYS National Guard Military Reserve units and veteran service organizations to educate service members returning from deployment as well as their families and caregivers. SBDC advisors regularly participate in Boots to Business and ReBoot training programs in their respective regions. Boots to Business introduces transitional service members to the concepts of business ownership. ReBoot training is designed for veterans that have already made the transition back to civilian life. In addition, SBDC advisors help eligible veteran business owners to achieve special NYS certification for service-disabled veterans, which enables them to have increased participation in NYS contracting opportunities.

15,068

hours of counseling

+\$7.5M

invested by Veteran clients

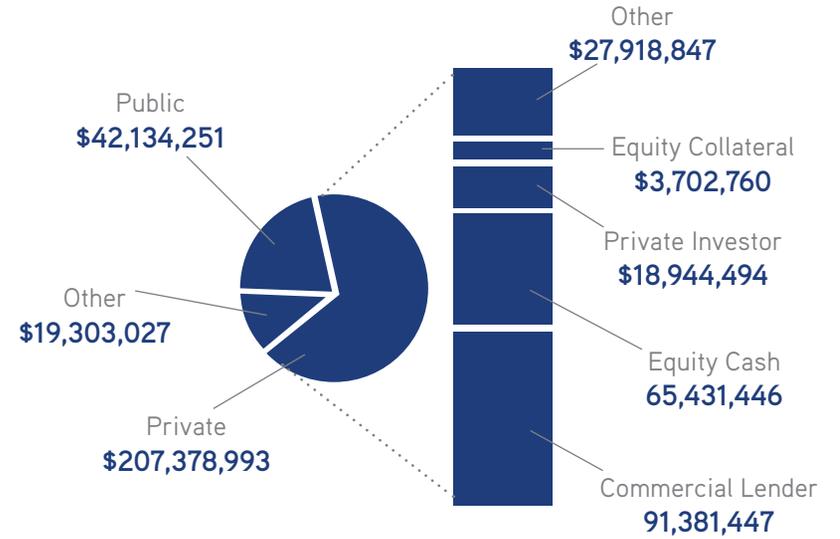
248

jobs created & saved by Veteran clients

Counseling Statistics (From Inception)



Funding / Investment
(Fiscal Year 2018)



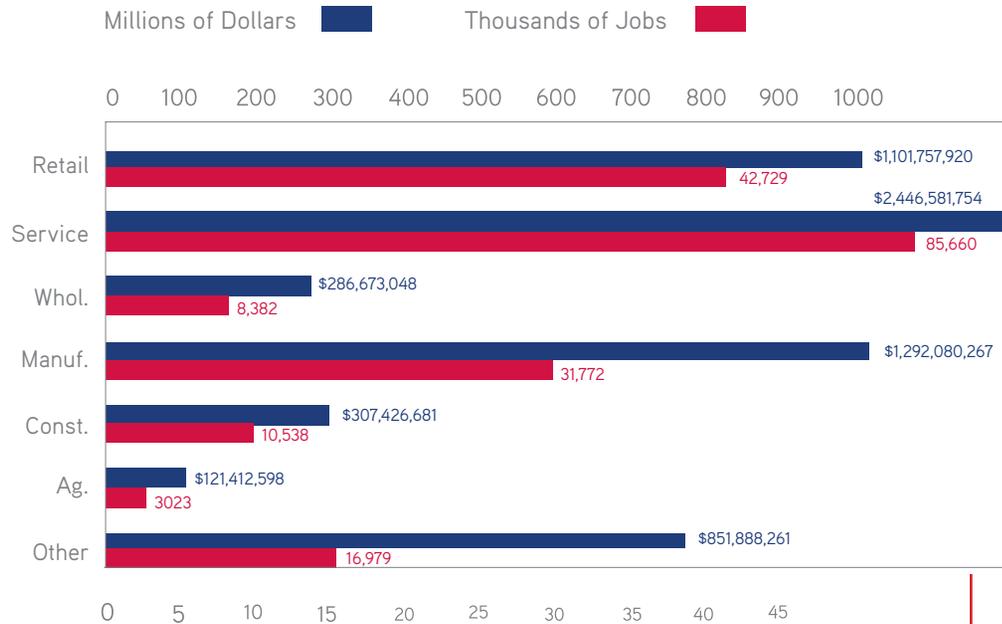
October 1, 2017 - September 30, 2018

Total Investment: \$270,801,072

Scarce owner equity is leveraged by public and private funding to bring entrepreneurs' dreams to life.



Business Sectors Economic Impact (From Inception)



Program Inception to September 30, 2018

Total Investment Impact: \$6,408,913,528

Total Number of Jobs Created: 121,486

Total Number of Jobs Saved: 77,625

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

October 1, 2017 - September 30, 2018

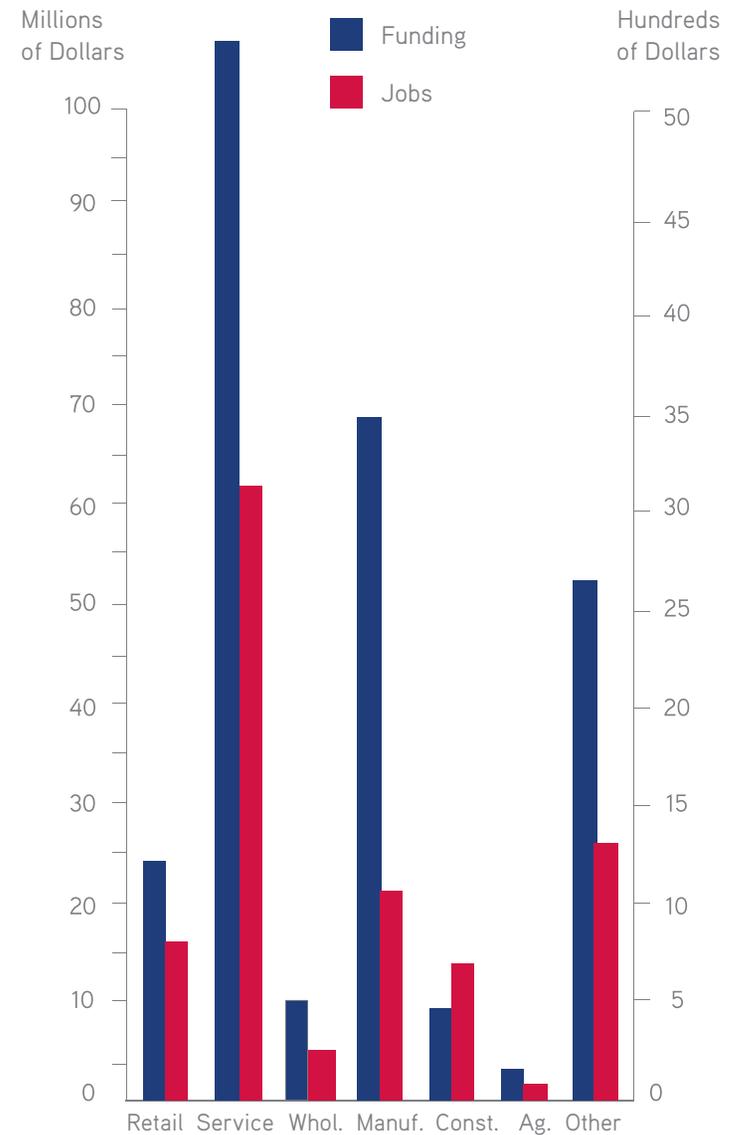
Total Investment Impact: \$270,801,072

Total Number of Jobs Created: 3,267

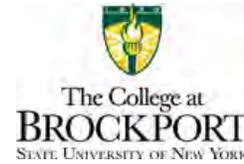
Total Number of Jobs Saved: 1,877

In just the past 12 months, SBDC clients invested more than \$270 million to impact more than 5,100 jobs.

Business Sectors Economic Impact (Fiscal Year 2018)



Our proud list of *Campus hosts*



THE SMART PLACE TO START





Captions from L to R

Staten Island SBDC Director Dean Balsamini with honorees at the annual Women's Empowerment Breakfast held by the Staten Island Business Outreach Center.

SBDC Chilean colleague Cristian Duran Carvajal from Centro de Desarrollo De Negocios in Osorno, Chile visited the Brooklyn SBDC. In the picture, Cristian Duran Carvajal is in the center, flanked by Roxanna Astorga and Miriam Colon.

Ulster County Executive Mike Hein (center) and Mid-Hudson SBDC Director Arnaldo Sehwerert (right) with award winning business owners at Ulster County's second annual Hispanic Heritage Awards.

Four members of the NYSDC Legislative Outreach team met with Congresswoman Nydia Velazquez in February to discuss services for small business constituents. From left, Pace SBDC Director Andrew Flamm, Farmingdale SBDC Director Erica Chase, Ms. Velazquez, Associate State Director Tammy Mooney, State Director Brian Goldstein.

On March 21, 2018, SBDC Day, North Country SBDC Director Angela Smith and SBA Syracuse District Director B.J.Paprocki joined the owners of Black Rooster Maple in Keene in celebrating their grand opening.

In February, a team of SBDC center directors and senior staff led by State Director Brian Goldstein participated in informational meetings with the NYS Congressional delegation.

Entrepreneur of the Year Awards for 2018



**Certified Contractor
of the Year**

Jackie Parker
Upstate Drug Testing
Mohawk Valley SBDC



**Family-Owned Business
of the Year**

Luis Ducasse
*Loyalty Daycare Center/
Fidelity Early Childhood*
Columbia Harlem SBDC



**Growth Company
of the Year**

Mike Schreppel
Yorkville Battery
Mohawk Valley SBDC



**Impact Company
of the Year**

Leonardo Molina
Guacuco Bed Stuy
Manhattan/Pace SBDC



Made in NY

Ewerton Borges
Spectra Polymers & Color
Farmingdale SBDC



Community Revitalization
Business of the Year

Doreen Cugno and
Luanne Sorrentino
St. George Theatre
Staten Island SBDC



Innovator of
the Year

Kim Condon
Toonie Moonie Organics Ltd
Binghamton SBDC



Veteran Entrepreneur
of the Year

Nicholas Auletta
TruView BSI
Farmingdale SBDC

SBDC Staff Awards for 2018

At the Annual Staff Training event in May, the SBDC recognized outstanding Business Advisors from across the State for 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. Glamis Haro (Columbia Harlem) received the top honor: Advisor of the Year. Melissa Zomro (Onondaga) was the top Part Time Advisor of the Year. Also recognized were the three advisors with the most impact in their respective SBA Districts – Dick Petite (Brockport) in the Buffalo District, Sam Kandel (Mid-Hudson) in the NYC District, and Jenifer McCluskey (Canton) in the Syracuse District. Cynthia Clune (Mid-Hudson) received an award for helping her clients create and save the most jobs in 2018. Lizbeth Rodriguez (LaGuardia) and Louis Scamardella (York) received the Lead by Example award, which is given to individuals who perform outstanding work in their regional centers. Dinene Zaleski, Business Advisor at the Niagara SBDC, received the 2018 Star Performer Award from America’s SBDC at the association’s annual conference in Washington, DC in September.



Glamis Haro
Top Advisor 2018
Columbia Harlem SBDC



Melissa Zomro
Top Part Time Advisor 2018
Onondaga SBDC



Dinene Zaleski
2018 State Star Award
Niagara SBDC



From left - Judy Wolf, Government Contracting Coordinator, Mohawk Valley SBDC; Erica Chase, Director, Farmingdale SBDC; Jan Pisanczyn, Director, Brockport-Rochester SBDC; Andrew Flamm, Director, Pace-Manhattan SBDC
Bidlix Champions



Lizbeth Rodriguez (LaGuardia)
Lead by Example award

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 2018 Advisory Board members attended the annual Staff Training event and met with SBDC Business Advisors. The SBDC appreciates the board's tremendous contributions to the program.

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Small Business Network of the Americas

The NY SBDC has been an active participant in the Small Business Network of the Americas (SBNA) program since 2012. It is a program initiated by the White House and the State Department and supported by the SBDC national network. The SBNA fosters the growth of small and medium enterprises (SMEs) in the US and the Americas by:

- Enhancing access to counseling services and promoting entrepreneurship;
- Supporting the creation of business assistance networks and creating jobs;
- Providing a framework to connect businesses in the Western Hemisphere; and
- Promoting business-to-business partnerships.



ITESO SBDC advisors Asela Burgos Campero, Adriana Baca Muro and Carlos Andrés López visiting York client American Recycling Corp. with SBDC staff



ITESO SBDC advisors Asela Burgos Campero, Adriana Baca Muro and Carlos Andrés López exchanging ideas with Pace SBDC staff

Mid-Hudson SBDC Director Dr. Arnaldo Sehwerert coordinates SBNA activities for the NY SBDC network. Since 2012, the NY SBDC has signed MOUs with the following countries: ITESO-Mexico, Venezuela, Paraguay, Chile-Santiago, Chile-Independencia, and Guatemala. (The relationships with Venezuela and Paraguay are on hold due to the in-country political situation.) New York has hosted visits by SBDC staff from ITESO and Chile, and NY SBDC staff have visited Guadalajara, Mexico and Chile. Activities during the visits to Mexico and Chile included the exchange of best practices, client field-trip observations and the delivery of various seminars about the SBDC model and practices.

The NY SBDC State Director and three center directors have traveled to Mexico and Chile to deliver presentations about the SBDC model and its implementation. Several ITESO and Chilean counselors are working through the NY SBDC advisor certification process; two have attained basic certification. NY SBDC staff from three regional centers are co-counseling clients with advisors from sister centers in Chile. Dr. Sehwerert is engaged in ongoing discussions with SBNA contacts in other countries including Columbia, El Salvador and Ontario, Canada.



Puerto Montt Chile SBDC Director Gaston Maltrain and Valdivia Chile SBDC Director Nicholas Nazal visiting the Mid-Hudson SBDC

NY SBDC’s

Vision Statement:

The New York SBDC brings world class business expertise to the SME community.

Mission Statement:

The New York SBDC provides customized solutions through advisement, education, research and advocacy for Entrepreneurs, Innovators, and the Small & Medium Enterprise community.

NEW YORK SMALL BUSINESS DEVELOPMENT CENTER

Below is a list of the 23 NY SBDC Regional Centers and the date of their establishment



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	Mohawk Valley (SUNY Polytechnic Institute)
9.20.86	Syracuse
10.1.86	Pace University / Manhattan
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
10.1.98	SUNY Canton
12.1.98	SUNY Plattsburgh
11.1.00	Lehman College (CUNY) / Bronx
10.1.01	LaGuardia Community College / Queens
1.1.08	Rockland Community College
4.1.08	New York City College of Technology/Brooklyn
1.15.09	Columbia University



Funded in part through a Cooperative Agreement with the U.S. Small Business Administration.

www.nysbdc.org • 1.800.732.SBDC

