



AMERICA'S
SBDC
NEW YORK

2019 ANNUAL REPORT

SMALL BUSINESS IS

Our business



Message from the State Director

Many phrases are used to express the importance of small business to the economy of New York State – the engine, the heartbeat, the job creators, the building blocks of corporations, and so on. Small business owners contribute to the identity of the communities in which they operate – by sponsoring teams, donating to charities, and participating in community events. Small businesses, which are customer-oriented and understand the needs of the community, often offer a more diverse inventory or specialize in providing unique or personalized customer experiences.

For more than three decades, the statewide SBDC network of experienced and knowledgeable business professionals have worked in concert to support small businesses in every community in New York State. Since the beginning of the program, small business has been the singular focus of the SBDC's mission.

We assist a range of individuals from those with dreams of starting a business to owners of small businesses who want their enterprises to grow with the addition of new products or services. We help researchers who want to secure grants to further their research – or take the next step and sell their product. More frequently in recent years, we have helped older business owners determine how to transfer 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 does not fulfill its mission on its own – its professional staff members collaborate with contacts in agencies at all levels of government, economic development organizations, not-for-profit organizations, libraries, and other entities located throughout the state. The SBDC's partnership between U.S. Small Business Administration, the State University of New York (SUNY), the City University 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 481,200 New Yorkers in starting or expanding their businesses through the investment of more than \$6.7 billion in loans, grants, equity and other forms of financing. Additionally, entrepreneurs advised by the SBDC have created or saved more than 207,400 jobs. 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 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".

Brian Goldstein
NY SBDC State Director



Come on in
WE'RE

OPEN





INTRODUCTION

Small Business is our business. For 35 years, the SBDC has focused exclusively on small business. Over the years, the SBDC developed a robust network of experienced and knowledgeable business professionals located in service centers that reach into every neighborhood in New York State. SBDC professionals collaborate to support entrepreneurs and small business owners in every community, from those who are just beginning to flesh out an idea to others who want help with expanding their existing businesses. They also help researchers who need financing to further their research or to move their product into the commercial marketplace. At times, the advisors help long time business owners who want to transition their operations to family members or employees who are interested in keeping the business open and viable. One strength of the SBDC network is that it enables advisors from multiple regional centers to team up for co-counseling if the client needs multi-faceted assistance that is not available from just one advisor.

Since its inception in 1984, the SBDC has developed effective working relationships 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 other entities located throughout the state. SBDC contacts from organizations in every community provide coordinated small business assistance. Together, the SBDC and its many partners can provide comprehensive solutions for a wide range of issues that might challenge the success of a small business.

Creating a successful small business is not easy. The SBDC and its partners focus on helping entrepreneurs and small business owners take advantage of every opportunity available in the rapidly changing business climate. We are all committed to their success because our business is Small Business.





Message from The State University of New York

There is a SUNY campus within 30 miles of nearly all New Yorkers, and we are proud of the active role we play in contributing to New York State's economy through the communities we serve. We are among the top employers in our state's cities and towns, and more than one-third of the educated workforce of New York State has a SUNY degree or credential. Our students leave SUNY ready for their career pursuits and stay in New York—roughly 82% of SUNY alumni start their professional life in New York upon graduation.

SUNY is an economic driver for the State: every dollar of direct tax payer investment yields over eight dollars of benefit. Our goal to double our sponsored research in the next decade will further increase the number of inventions, products, processes, and companies spun out of our 64 institutions. We are fostering a culture of entrepreneurship to support this innovation ecosystem and economic growth in a number of cutting edge, job growth fields. And we continue to provide our entrepreneurs with the tools, connections, and knowledge they need to succeed.

SUNY is committed to assisting small business owners as well. In conjunction with our partners in higher education and the U.S. Small Business Administration, we support the Small Business Development Center (SBDC) network. Through the SBDC network, entrepreneurs and small business owners fulfill their goals while working through the challenges of operating a business in today's economy. SUNY faculty and students often collaborate with SBDC's business advisors to provide advice on how to overcome challenges such as financing, marketing, expansion, global competition, regulatory compliance, and technology implementation.

Many SUNY campuses have won regional economic development awards, which will grow creative startups. In fact, this past September, we hosted our first Technology Accelerator Fund Most Valuable Pitch competition, where entrepreneurs working with some of the world's most advanced technologies convened to pursue seed funding from SUNY to aid in commercializing their products. This competition is in direct alignment with one of my four visions for SUNY—innovation and entrepreneurship—and we look forward to following the exciting work being conducted by the participating up-and-coming companies focused on making our world a better place through their inventions and product developments.

Through partnering with SUNY, New Yorkers can realize their higher education ambition, which prepares them to successfully compete in today's marketplace. We also create new job opportunities that arise out of our groundbreaking scholarship, innovation, and entrepreneurship. Everything we do is designed to enable individual success and collective, upward social and economic mobility for New York State, and restore the essential promise of America. SUNY is delighted to join forces once again with our students, faculty, staff, campus leadership, Governor Andrew Cuomo, the Legislature, the SBDC, and the citizens of New York State to underscore that New York remains what it always has been—a beacon, an inspiration, and a place of shining hope for all.

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

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



Message from the City University of New York

The City University of New York (CUNY) is an indispensable New York institution, with a documented legacy of providing access to educational and economic opportunity for all New Yorkers. CUNY is a critical component in the lifeblood of the city. It is an unparalleled wellspring of economic, intellectual and community development, as well as a hub for research, entrepreneurship, and cultural and creative endeavor. CUNY's campuses help to anchor NYC neighborhoods and our graduates enrich the city's workforce in every sector, at every level.

CUNY also functions as an unmatched engine of social mobility, with a commitment to inclusion that extends to the opportunities we provide for companies and contractors across the region to help meet the needs of a vast University system. CUNY fully supports diversity among its managers, which boosts employee morale, fosters unity among teams and, ultimately, improves efficiency and outcomes. CUNY is arguably the most diverse university in the nation, if not the world, in all the ways that matter.

The American immigration story is a story not of public burden, but civic contribution. CUNY is a template for that history — an educational Ellis Island providing a gateway to high quality, affordable education and upward economic mobility. At CUNY, we are working hard to make sure our students have the best possible environment to pursue their passions — during their time here with us and beyond. It is their progress that provides the most meaningful measure of success for this University, whether it is in continuing academic pursuits, by finding and launching a career, or through pursuit of entrepreneurship.

CUNY's mission includes 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.

Immigrants who want to pursue a college degree are as American as Lady Liberty. Their hearts are here and so are their futures. At CUNY, they have a place to realize their dreams. In turn, they bring a resolve and commitment to education that inspires their peers and their teachers. They make our campuses, our city and our country better. CUNY will continue to empower generations of immigrants, regardless of their country of origin or the circumstances of their arrival. That facet of our mission has never been more important and we will work with the New York Small Business Development Center to educate and nurture all those who want to exercise their dreams of small business ownership.

A handwritten signature in black ink, reading "Felix V. Matos Rodriguez". The signature is stylized and includes a long horizontal line extending to the right.

Felix V. Matos Rodriguez, Chancellor
The City University of New York

Albany | *PlugIn Stations Online*



PlugIn Stations Online (PISO) is an Albany-based business, founded in 2011 by John Doran, an electrician looking to start an entrepreneurial venture. The company is committed to a greener future by reducing reliance on fossil fuels and supporting the Electric Vehicle (EV) revolution. PISO utilizes the latest available charging technology to provide an affordable, approachable and modern charging experience at hundreds of locations throughout New York State. The company has seen steady growth since 2011, as the interest in electric vehicles has grown. However, late in 2018, a settlement claim provided \$2 billion to Northeastern states to increase the number of EV plugin stations, which increased PISO's sales requests from eight quotes per month to 50 per month, a 525% increase in growth. The company needed an influx of working capital to meet this demand. Mr. Doran approached his bank, who then contacted Business Advisor Thomas Reynolds at the Albany SBDC for assistance in quickly developing financial projections for an SBA-guaranteed loan. Soon after, PISO was approved for a working capital line of credit, providing the necessary investment to immediately hire additional installation technicians to fulfill the backlogged contracts and position the company for further growth in 2020 and beyond. PISO's client roster includes universities and colleges, municipalities, residential developments, retail centers, the hospitality industry, and will soon include locations along the New York State Thruway through a sizeable contract from the New York Power Authority.

Baruch | *The Artist Co-Op*

The Artist Co-op (TAC) is a nonprofit organization that supports performing artists in New York City by offering access to affordable workspaces and convening community events that foster collaboration and professional growth. First conceived in 2016, TAC now operates its own 2,800 square foot co-working facility in the Hell's Kitchen area of Manhattan, which features dedicated offices, shared desks, and some of the most affordable rehearsal room rentals in all of New York City. To date, over 160 individuals and organizations have joined TAC, ranging from independent actors and playwrights to theater groups and production companies. TAC's Founder and Executive Director, Rachel Berger, has been working closely with the Baruch SBDC since she first conceived the idea, borne out of her own struggle as an aspiring actress, to find adequate and affordable spaces to develop and rehearse her work. Business Advisor Benjamin Cox has been a key thought partner and resource throughout this process, advising Ms. Berger on everything from her business model to her fundraising strategy, marketing plans, and more. As TAC's earned revenues have grown, Ms. Berger has been able to expand her workforce and currently employs three staff members - in addition to a number of "desk-exchangers" who trade work hours for TAC memberships. Currently, Ms. Berger is working with the SBDC team to plan for TAC's anticipated expansion in 2020 - an impressive achievement for an organization that launched as a bootstrapped pop-up with only \$30,000 in crowdfunded donations. While the details are still being determined, it is anticipated that TAC's new location will offer additional dedicated offices and rehearsal rooms to address the growing demand for these amenities. TAC's ever increasing membership base makes one thing clear: that the performing arts are enjoying a heyday in New York City, and The Artist Co-op is an important factor in this success.



Binghamton | *The Relief Pitcher*



The Relief Pitcher is a 30-year-old restaurant, bar, and special event venue that was sold by the owner to Tabatha Newton, a long-term valued employee. She contacted the SBDC and began working with Bob Griffin in June 2018 to craft a business plan and financial projections. Tabatha was challenged by a lack of accurate, existing financial records, and a business that had not generated positive net income at the close of the prior year. She began working with Bob Griffin on a thorough financial review, including tax returns, register reports, and detailed purchasing records in order to create a more accurate financial overview of the business. Bob assisted with obtaining research information that enabled Tabatha to understand the proper value of the business, which was substantially less than the original asking price. Bob provided guidance on the process of working with lenders and structuring the financial package that would support the successful purchase of the business. Finally, Bob assisted Tabatha with guidance on how to create a comprehensive business plan, and implementing sound strategies for long-term success. Tabatha worked with Bob and Key Bank to navigate the challenging sale of the business, and creative financing structures provided a framework for a successful transition. She took ownership of the business in May 2019. Tabatha has reported sales increases in excess of 20% in the months since then, and has reduced her key cost areas, resulting in improved margins for her business.

Brockport | *Fury Auto Accessories, LLC*

Unemployment surprised Mathew Hillman in December 2018, but that didn't deter him from rebounding into creating his own family business; leveraging the New York State Self-Employment Assistance Program. Through the SEAP program, coupled with direction provided by SBDC Advisor Gina Marie Mangiamele, Mathew and his wife Randi, began the process of launching Fury Auto Accessories, LLC. WeatherTech floor liners, specialty tires, vehicle lighting, remote starters, truck lifts and Tonneau truck bed covers, lead the list of innovative auto accessories for sale. Although Mathew had years of professional experience as an auto accessory specialist, business ownership presented new challenges and expectations. Leaning on the expertise of their SBDC advisor, the Hillmans learned how to develop a business plan with financial projections, submit a commercial loan package, establish a Limited Liability Company, structure pricing, and manage the accounting tasks. The SBDC provided resources for industry market research, customer demographic information and leasing requirements. Focused on their success, the SBDC continued to support the Hillmans' efforts by attending their grand opening and arranging for Senator Pamela Helming (ranking member on the Commerce, Economic and Small Business Committee) to visit their business. During the visit, she presented the Hillmans with a "Certificate of Congratulations," recognizing their entrepreneurial efforts. Knowing it's a "make-it-or-break-it" reality, the Hillmans invested \$22,000 of their own assets and borrowed \$4,000 to create their business. Randi commented, "We control the future and nobody can take that from us if we own our own business." Fury Auto Accessories, LLC generated two (2) new jobs.



Bronx | *Sadrine Beauty*



Sandrine Valentin, the founder of Sandrine Beauty, started making soap as a hobby. Sandrine always had dry skin and started mixing different oils and botanicals to see if they could help her skin improve, and it did. She started making serums, soaps, lotions, and developed the Sandrine Beauty brand. Sandrine worked in the fragrance industry, specializing in aromatherapy. She believes in the therapeutic virtues of scent to heal and uplift mind, body, and spirit. All her beauty products are made from scratch. Her body creams, which are infused with natural oils, soften dry skin and gives it a youthful appearance. Her lotions are formulated with natural oils, butters, and botanical aromatics. Sandrine needed funds to bring her business to the next level, so she contacted the Bronx SBDC, and Business Advisor Sam Ballena helped her apply for a loan. Accion approved her loan request for \$10,000, and with that funding, Sandrine has been able to partner with local lavender producers in the South of France to ensure that the ingredients used are of the highest quality. Lavender is the key ingredient in her beauty line and her top selling product. Sandrine attended a “meet the student” program organized by the SBDC, and met Lehman College students Nisha Rasool and Mohammed Miahb, who helped her develop her website and the financials.

Brooklyn | *Amy Fronczkiewicz Photography*

Amy Fronczkiewicz Photography is just one example of the exciting microbusinesses growing and thriving in and around the Brooklyn Navy Yard – one of the key areas within the “Brooklyn Tech Triangle”. She runs a digital photography studio, and describes herself as being “passionate about capturing our clients and their products at their best, and elevating brands in the marketplace”. She is equally comfortable in shooting a designer’s new collection as she is the stories etched into the faces in her neighborhood. Brooklyn SBDC Advisor Luan Ximines has worked with Amy in a wide variety of areas, but principally on developing her business through more efficient marketing, creating more effective social media strategies, and issues relating to staffing. As the partnership between client and advisor has progressed, Amy has far surpassed her revenue goals, bettering her 2018 numbers with an eye on further improvement. Luan has helped Amy to think beyond working so hard on the day-to-day particulars of her business, encouraging her to adopt strategies that are more long-term and growth-oriented. Amy has hired a Director of Client Services, as suggested by Luan, which has freed her to make better use of her time with management-level tasks. Amy is currently in negotiations with a marketing company that sells products on QVC Television Network and with a leading fashion brand.



Buffalo | *Madiba Janitorial Services*



Rubens Mukunzi, entrepreneur, president and owner of Madiba Janitorial Services L.L.C. is a quintessential American success story. Born and raised in Rwanda, Mr. Mukunzi was a renowned Rwandan journalist. Highly disruptive conditions ended all aspects of his life in Rwanda, and in 2013, he emigrated to the U.S. Here he had to rethink what he could do to support his family. He drew upon his investigative skills to better understand how to launch and sustain an American enterprise. One of his early contacts was Sherri Falk of the Excelsior Growth Fund. Ms. Falk referred him to the SUNY Buffalo State SBDC. Guided by the SBDC, Mr. Mukunzi completed his MBE application. He also benefited from the SBDC's one to one strategic counsel. Further, his SBDC Business Advisor, Mauricio Canton Diaz, introduced him to Mr. Jesse Burnette and his team at the Division of Equal Employment Opportunity of Erie County. This group plays a key role in the County/City certification process and serves as a bridge to Erie County procurement opportunities. Today Mr. Mukunzi holds a Minority Business Enterprise (MBE) Certification from Erie County and the City of Buffalo, and recently secured a contract with the Buffalo Niagara Medical Campus. He is continuing to work with Mr. Diaz to design and implement his growth strategy. This has included bringing contract opportunities to Mr. Mukunzi and assisting him with the bidding process. As a result, Mr. Mukunzi has secured contracts with a major hotel chain and with the Buffalo Niagara Medical Group.

Canton | *The Row Boutique*

Emilee Davis came to the SBDC for assistance with expanding and moving her women's clothing store, called The Row Boutique, into a larger space in downtown Tupper Lake. Emilee, along with several other business owners, are revitalizing the main street areas of Tupper Lake by filling storefronts there with retail goods. Tourism to Tupper Lake has been slowly growing over recent years which is assisted by these local businesses. The Row provides clothing catering to women looking for a relaxed and modern style. Emilee needed funding to be able to purchase inventory and do renovations required for her new location. She worked with the SBDC to develop a business plan and financial projections so that she would have a clear path for expanding her business and be able to obtain funding. Next, Emilee worked with her SBDC counselor to obtain funding from the Franklin County Microenterprise Grant fund to purchase her inventory and complete renovations. She opened the new location in time for the 2019 tourist season in Tupper Lake. She is participating in an exciting new growth phase of increased retail presence on the main street in Tupper, which will assist in bolstering tourism and commerce for the town. Emilee was one of several businesses awarded funding through the Franklin County CDBG Microenterprise Program award, the goal of which is to provide strategic grants to businesses with projects that will take their business or idea to the next level. These program directly benefits low to moderate income workers with the goal of providing employment and stimulating economic growth.



Columbia Harlem

Bottom Line Construction & Development



Established in 2010, Bottom Line Construction & Development is a fully licensed and insured firm with locations in Harlem and Queens. BLCD works on construction projects in design, renovations, structural work, carpentry, partitions, plumbing, and electrical work throughout the five boroughs of NYC. The company maintains professional and long-term relationships in its trade with professional subcontractors. Owner Alexis McSween has a Bachelor's degree in Organizational Management, a Masters of Science in Real Estate Development with a minor in Construction Management from New York University's Shack Real Estate Institute, and over eighteen years of experience. While earning her Masters, she worked as a project manager for a NYC construction & management firm on projects totaling \$3 million dollars. Her passion for the work blossomed in 1994, following the complete gut and rehabilitation of a multi-family residence in Queens. Alexis has completed several projects since then, and continues to find innovative ways to construct and develop properties. Alexis met with Columbia Harlem Advisor Glamis Haro, who assisted her with her strategic growth plan in sales, marketing, branding, financial management, profitability, and risk management. Alexis is a current participant in the Columbia Community Business Program (CCBP), an executive education program for small business owners aligned with the core curriculum of the MBA program at Columbia Business School. Participants receive one-on-one business counseling, entrepreneurial education, and professionally facilitated peer learning. Alexis considers herself a traditional entrepreneur, promotes a company culture based on perseverance, teamwork, great workmanship, and collaboration, and is committed to growing her company.

Farmingdale

Safe Health Educators

When Richard Rattan was a young boy in Trinidad, he had a dream of becoming a firefighter. After he and his family emigrated to the United States in the 1970's, he served in the U.S. Air Force. After leaving military service, he became an ER nurse and volunteered in two local fire departments on Long Island. A few years later, as a Fire Captain for the United Nations, he was charged with training new firefighters in Bosnia and Kosovo. In 2006, while working full-time as a paramedic for Northwell, he launched Safe Health Educators, and within a year had moved the business out of his home. Today, Safe Health Educators is preparing to move into a free-standing 3,500-sf training facility financed through a \$640,000 SBA loan. "Everybody thought I was crazy to leave my job and start this business because we were in a recession," said Rattan. "But I was so busy that opening a dedicated training center just made sense. At that time I came to the SBDC and received great guidance." Advisor Troy Diaz helped him create financial projections that enabled Rattan to get loan approval. Safe Health's services are geared primarily toward healthcare professionals who need to maintain their required certifications. As an American Heart Association-approved center, his offerings include Basic Cardiac Life Support, Advanced Cardiac Life Support, Pediatric Advanced Life Support and a host of other technical trainings. The new location effectively doubles the course offering capacity and will further position Safe Health Educators as a leader in the area's healthcare training sector.



Jamestown | Bemus Point Golf Course & Tap House



The former Bemus Point Golf Course came under the new management team of Bryce and Rachael Steffen, native WNYers, on September 1, 2017. Immediately after taking over, the Steffens closed the clubhouse for an extensive remodel. The new Bemus Point Gold Course & Tap House opened May 9, 2018. The Steffens wanted to create something new and exciting that would benefit the community, offer a year-round attraction, and draw visitors to the golf course from far and wide. Bryce's father Mike Steffen, owner of Mike Steffen Contractor Inc., and his crew performed the construction. A new entrance at the front of the building allows customers easy access to the clubhouse from the parking lot. Sixteen-foot sliding glass doors replaced two walls facing the golf course to offer a panoramic view of the rolling greens. The new bar features 20 beers on tap with a strong concentration of local brews. In addition, the upgraded deck dining area allows patrons to relish their meals and beverages while also enjoying being outdoors on warm summer evenings. "The SBDC was there from initial concept to reality! We are grateful for the unlimited time, energy, and resources they devoted to us and our business venture. We are grateful for their help and guidance and felt reassured knowing they were with us every step of the way! Thank you SBDC!" stated the Steffens. Private investors contributed more than \$1 million to the project, which enabled the Steffens to create 15 jobs.

LaGuardia | Burger IM & TCBY Inc.

Ms. Rehana Begum, is the principal owner of Burger IM and TCBY Inc. She was referred to the LaGuardia SBDC for assistance by a conventional lender that felt that a restaurant, even a franchise, is a very high risk. Though her background is in real estate, Ms. Begum decided to purchase a franchise after visiting the International Franchise Expo at the Javits Center. Ms. Begum had the equity investment, good credit and the know how to start a new business but she did not have experience in the hospitality industry. Advisor Seyoung Son provided alternative lender BCNA with the necessary documentation to proceed with Ms. Begum's loan application. The loan process was lengthy but Ms. Begum received an SBA guarantee loan. The total impact of the project was \$700,000 and 25 jobs were created. Ms. Begum is the first to open a Burger IM in Queens, on Union Turnpike in Fresh Meadows. She and her husband are successfully operating a dual branded strategy business with their passion and persistent effort. Burger IM & TCBY serve top quality customized gourmet burgers and an array of protein options from beef, chicken and lamb, and yogurt and non-dairy yogurt. The restaurant's interior looks like a sports bar with a huge LED screen that is integrated with social media platforms. Ms. Begum's plan is to expand the business by opening an adjoining bakery and another Burger IM. Ms. Begum commented the following: "I had a wonderful experience with SBDC. It was a wise decision to get advice from you."



Mid-Hudson | *Pine Ridge Dude Ranch LLC*



The former Pine Grove Ranch in Kerhonkson was in steady decline for many years. With the untimely death of its long-time owner, it seemed that the writing was on the wall for this all-inclusive ranch-style family resort. Mike Offner (the former barn manager) and his partners Mike Bernholz and Ryan Bernholz totally renovated the resuscitated the 150-acre property to its former glory, and re-christened it the Pine Ridge Dude Ranch. With the help of Mid-Hudson SBDC Advisor Sam Kandel, they successfully raised over \$2 million. In 60 days, with a huge push from former employees and the community, they completed the initial round of renovations and re-opened for business. The resort restored the jobs of 80 former employees (now 120) and provided work for many local construction and tradespeople. One of the most compelling parts of the story was Mike Offner's successful effort to keep 34 of the resort's horses off the auction block. Since re-opening, the resort has been named a "Top 10 All-Inclusive Family Destination by Family Vacation Critic," a designation that puts the ranch in the same category as Disney World. Plans are to continue to renovate and to expand the wedding and event spaces, and indoor activity options.

Mohawk Valley | *The Spaghetti Factory*

The Spaghetti Factory restaurant has been a fixture in Sylvan Beach for over 40 years. Multiple generations of families have enjoyed their high quality, made-to-order Italian lunches and dinners. When they decided to retire, the previous owners asked Jason and Amanda Spellicy to consider taking over the reins. Jason had restaurant experience from his role as a managing partner with a well-known chain restaurant, and was able to retain the chef, capitalizing on his experience. NBT Bank referred Jason to the Mohawk Valley SBDC to prepare his business plan. Advisor Shelby Sweet worked with Jason, developing accurate financial projections required by the bank, and after several months of working together, the sale was finalized. The Spellicy family re-opened the restaurant in March, preserving 36 jobs and fulfilling their dream of restaurant ownership. Guests were thrilled that the Spaghetti Factory did not close and the restaurant continued receiving rave reviews. However, two months into the season – disaster struck. A fire broke out at the restaurant in May, causing extensive smoke and water damage and closing it down for nearly two months. Thanks to the efforts of multiple fire departments, damage was contained to the kitchen, storage space, and restroom. The Spellicys committed to rebuilding the restaurant as quickly as possible, and in July, the restaurant welcomed guests back. The Spellicy's experience is a present day Phoenix Rising story of a couple's determination and dedication to serve their community. Literally out of the ashes, they brought their dream back to life and the restaurant is flourishing once again.



Niagara | *Woodcock Brothers Brewing Company*



City officials of North Tonawanda, New York were looking for a brewery to move into a vacant space within the sprawling and vacant Wurlitzer plant. The City turned to Woodcock Brothers Brewing Company (WBBC), the first brewery to open in Niagara County. The Niagara SBDC worked with Mark Woodcock and his brother Tim and their wives as they went through the arduous process of opening their first brewery in 2012 in Wilson. That brewery quickly became a destination for those living in Niagara County, as well as visitors. The second WBBC location proved to be just as challenging. The space needed major repairs, owners with a vision, and skilled workers to become the showplace it is today. After many delays and the development of the complex funding package, the new restaurant / brewery opened in late March 2019. Advisor Dinene Zaleski assisted the Woodcocks in developing the complex loan packages for both locations. The newest project involved five funding sources and required many hours of revisions and meetings. Both locations have full-service restaurants, with a wood-fired menu, and an industrial style setting. In addition to selling and brewing beer at both locations, the company supplies other local bars and restaurants. When the local paper interviewed the brothers at their opening, Tim Woodcock said it is surreal to be opening another location, but it is exciting. He added "Two years ago if you had asked me if I'd ever think about opening a second location, I would have said no way. But, I'm glad that we went on this path, and here we are."

Onondaga | *Sunswick Farm*

Brooks Mullahy started beekeeping in 1984 in her backyard in Philadelphia, PA with two hives. Life took many turns from there, including a 13-year stint in East Africa working in International Aid and Development. Upon returning to the United States in 2012, she embarked on an apprenticeship with a master beekeeper in Moravia, NY. After 4 years as an apprentice, Brooks set out on her own to turn beekeeping into her livelihood on the 100-acre Sunswick Farm. The honey business then began to take form and fulfill her vision. In 2017, after a year of selling honey, it became apparent to Brooks that beekeeping could be a viable business, but she needed guidance to move forward. Brooks contacted the SBDC at Onondaga Community College that winter and started working with Advisor Paul Brooks. He provided guidance, counsel and just the right amount of 'push' to get her heading in a successful direction. She now has one employee, who works with her throughout the entire bee season, April through October, and sells honey with her on weekends in the winter months. From two hives in 1984 to over 200 hives in 2018, Brooks Mullahy has come a long way! Her honey is sold at regional farmers' markets, retailers in the area and several food processors are using it. Her plans include building a dedicated honey house with the \$50,000 grant she recently received from New York New Farmers Grant Fund and a continuing GoFundMe effort by loyal angel supporters. The new facility will house state of the art honey extraction and processing equipment.



Oswego | *Great Bear ChildCare*



Since 2014, Great Bear Childcare LLC has been about connecting with children and their families; giving our children a place where they feel loved and safe. Since the creation of Great Bear as a family daycare in 2015, Amy Boyzuck dreamed of opening a childcare center to serve her local community. From the beginning, Amy has strived to be a positive role model for each child, and to encourage their potential each and every day. With persistence and the support of family her dream of expansion became reality. After meticulous planning and working with Advisor John Halleron at the SBDC Oswego Outreach Amy prepared a solid business plan and projections grounded in research and experience. As a result of their efforts, and with cash and collateral equity, Amy was able to obtain funding through Pathfinder Bank, an SBA 504(b) loan and a loan from Operation Oswego County. This enabled her to purchase and renovate her new facility in Phoenix. Funding also helped her retain two jobs and create three additional jobs. John helped in numerous ways during the financing process. He worked with her on the business plan and projections so Amy could present a 5-year financial outlook to Pathfinder Bank. Amy commented, “During our time working together, John was always available for questions and advice which made the financing process less daunting. I am so thankful that my job allows me to care for children and their families, and from my family to yours, thank you for allowing us to live a dream.”

Pace | *Fortis Contractors LLC*

Fortis Contractors LLC is a northern Manhattan-based construction firm. The firm was launched in 2007 by owner Rud Morales, who had considerable experience as a project manager for a range of construction companies. Ms. Morales was seeking to identify business growth opportunities, and was referred to the Pace University Small Business Development Center (SBDC) by the Harlem Community Development Corporation. Ms. Morales met with Business Advisor Sandra Cely, who worked with her on formalizing project budgets and business financial record-keeping, developing a capability statement, and securing her MWBE designation. Sandra also enrolled Rud in the MWBE contractor training program co-hosted by Turner Construction and the Pace SBDC. Since that time, Fortis has worked with the Pace SBDC to secure over \$400,000 in contracts with the Port Authority, creating over 30 new jobs, as well as to identify new government contract opportunities through BidLinx, a bid-matching program provided to clients by the SBDC. Ms. Morales is appreciative of SBDC assistance and will continue to work with Sandra as her company grows.



Rockland | *Aerobasoul*



When Kecia Cousins came to the Rockland SBDC she had just retired from Verizon as a manager. During her first meeting with Advisor Chris Thiesing, their discussion focused on Kecia's interest in pie baking. But with her in-depth knowledge of technology, grant writing, and administrative management, her skills were highly sought by many friends and acquaintances. Kecia decided to do that work professionally and Aerobasoul Inc. (<https://www.aerobasoul.com>) was born! She and Chris worked on business plans, bookkeeping, marketing and a price structure that would make sense for her and her clients. Within a few months, Kecia filed for her Woman Owned Business certification in NYC and became a consultant for small businesses in NYC, where she is helping many fellow entrepreneurs to file for, and obtain, NYC MWBE certification. While Kecia continues with her own application for state MWBE certification, SBDC has been helping her with technical issues and social media plans including set ups on Facebook, Twitter and Instagram. Kecia is working with SBDC on CAGE codes, her SAM registration, and her profile on SBDC's BidLinx program. Kecia has bid successfully on several million dollars in procurement opportunities. She was recently appointed by the City of Peekskill to the Planning Committee for Downtown Revitalization. Asked about her experience with SBDC, Kecia says "Chris, Gillian [Small] and the SBDC team's technical assistance were key to building, implementing and executing our growth plan to generate revenue opportunities as we re-branded our business, targeting ourselves and our clients for success!"

Staten Island | *Expedia CruiseShipCenters*

Expedia CruiseShipCenters is a father-daughter business, operated by Harold Verde and his daughter Nicole. Harold and Nicole wanted to bring back a personal face-to-face customer service experience to help customers book their traveling arrangements. The principals have promoted the company by being active in the business community. Harold has been involved in local business organizations such as the Chamber of Commerce since he established the travel agency in early 2015. They had an official ribbon cutting ceremony in February 2016 – a great milestone for such a thriving franchise. Expedia has enhanced its branding by offering sponsorships, discounts, and prizes at community events. Harold met Advisor Joe Muller in October 2015 through the SBDC's Feet on the Street Initiative. Joe and other advisors have helped Harold and Nicole develop a business plan and develop their marketing and sales endeavors. In addition, the SBDC provided vital information and assistance regarding the importance of developing a disaster recovery plan. Joe has worked with the Research Network to compile market research information and statistics about the travel industry and a competitive analysis of local travel agency services. Harold has been actively involved with the Staten Island SBDC Advisory Board meetings, providing feedback and insight on local small business developments and economic growth. Harold says, "It has been a pleasure working with the team at the SI Small Business Development Center. They have helped and supported us since we have opened. They are extremely involved in all aspects of the community."



Stony Brook | *Scrap-It! Technologies*



Orville Davis was literally born in a junkyard. He spent his childhood learning the junk industry from his father. When his father passed away, Orville ran the family junkyard for two years. Then he went back to school to study Global Business Management and Computer Programming at Farmingdale State College. At college, Orville came up with an idea that would blend his business past with university studies: Scrap-It! Technologies, a technology platform that would connect users with haulers through a junk tracking program, reducing the amount of items ending up in landfills. This idea won 1st place in the college's Innovation Challenge which was judged by energy giant PSEG. Orville sought out the Farmingdale SBDC when he decided to turn this idea into a full-fledged business. They helped in developing a business plan and financial projections. With the help of the SBDC, Orville presented his plan at several business plan competitions. He and his team won 1st place of \$500 at the NY State Business Competition held at the college and advanced to the regional finals as a runner-up. Team Scrap-It followed guidance from Farmingdale SBDC Advisor Pierre Lespinasse and won 1st place in the energy and environment category at the competition and \$10,000. Orville then decided to enroll at Stony Brook University, where he worked with Technology Advisor Michael Chiang, and subsequently won first place in an SBDC Pitch Competition. Orville states, "It isn't easy making a dirty industry sexy, but with the help of the talented individuals at the SBDC, anything is possible."

Watertown | *Vigilante Yoga*

Three years ago, Erica Turck sold all her belongings and went to Cambodia to take a 300-hour intensive course in yoga teacher training. Then she spent two months touring the sights in Cambodia, Viet Nam and Thailand. Before her adventure, Erica had been working with Sarah O'Connell from the Watertown SBDC on a business plan and financial projections to open a yoga studio in downtown Watertown. While she had approval for a microloan, no feasible locations were available so she put her idea on hold. She returned to Watertown in April 2016 and found the perfect place: a newly-refurbished building in historic downtown Watertown, which came with a reduced loan incentive. By September 2016, Vigilante Yoga was open for business, offering classes in regular yoga, heated yoga, and eventually aerial and barre yoga. With a personal investment of \$2,500 and a microloan of \$22,500, Erica was able to establish a thriving studio that offered opportunities for independent yoga instructors to lead classes. By July 2017, Erica had added Atman Juice Bar and Café to the front room of the studio, with an additional \$10,000 investment and a second \$15,000 microloan. The expansion created four jobs. The café has become a destination for people in the area, serving a variety of healthy smoothies and juices, acai bowls, and authentic New York City bagels. Vigilante Yoga just added several rowing machines that use water resistance, another part of Erica's dream fulfilled. Erica stated, "Sarah with the SBDC literally brought my passion and dreams to life. I am eternally grateful."



York | *Williams Transportation Group International*



Captain Edmund Williams is the owner and president at Williams Electrical Mechanical Group, Inc. (WEMG) and Williams Petroleum Marine Group, Inc. (WPMG). WEMG is a regional electrical and mechanical engineering company providing estimating and project management, premier technical, management, and directly related services to develop, manage, engineer, build, and operate installations for customers. In business for nearly 15 years, the company has established professional working relationships across New York, New Jersey, Connecticut and beyond, garnering a reputation as the go-to-option for reliable, accurate, and sound construction and management. WPMG primarily operates in the canal barge industry within the water transportation sector. Captain Williams was referred by a business banker at Santander Bank for assistance in purchasing the equipment assets and ongoing contracts of two existing businesses, Greater NY Marine Transportation and White Near Coastal Towing Corporation. Bryan Tap, an economist at Iowa State University, and York Advisor Oswaldo Rengifo assisted the client in developing financial projections and economic feasibility for his acquisition business plan project to obtain \$3.550 million to accomplish the acquisition. Williams successfully pitched his acquisition project to investors willing to fund the project, but ultimately decided to go with the financing option offered by the seller. He christened the new company Williams Transportation Group, International LLC. Captain Williams, who earned an MBA from DeVry University and has attained a Six Sigma Black Belt from Villanova University, will operate the new enhanced company with core values based on a Define- Measure-Analyze-Improve-and-Control approach to any opportunity.

INTERNATIONAL BUSINESS DEVELOPMENT



NYSBDC State Director Brian Goldstein and his staff meet with Mr. Haishan Zhao, Lt. Governor of Hubei Province, and his delegation at the US-Hubei Trade and Economic Cooperation Forum for bilateral business opportunity and cooperation between the two sides.

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 2019, the IBD program successfully organized a business and trade mission to several regions of China to promote NYS businesses, explore business and trade opportunities, and participate in matchmaking events between SBDC clients and local Chinese companies. With the assistance of the IBD program, Albany SBDC client A & E Environmental Technology secured a pilot project in partnering with a local company, Henleyland, for environmental protection dredging and remediation of a local river in Kunshan. The project was currently completed and passed the inspection successfully. Now they are working together on bidding for more projects with their technology cooperation and joint development.

The NYSBDC staff and clients were invited to attend the China International Food Expo held in May 2019 in Huai'an of Jiangsu Province. Brian Goldstein, NYSBDC State Director, was invited as a keynote speaker at the event to introduce NYSBDC services to NYS businesses and promoted New York businesses, their interest in the Chinese market, and NYS-made products. A special exhibition space was created for displaying New York and American products at this expo. Several NYSBDC clients participated in this event and displayed their products in the booths with a product tasting arrangement. Their products were warmly welcomed and got a great interest by potential customers at the event.

In 2019, 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 September, with the IBD's coordination, State Director Brian Goldstein, attended the US-Hubei Trade and Economic Cooperation Forum and meet the Lt. Governor and his delegation. The meeting was joined by Jinshui Zhang, Director of IBD, Andrew Flamm, Director of Pace SBDC Center, and Ulas Neftci, Director of Baruch SBDC Center, for discussion on exchange and business opportunities between the two sides. In October, Associate State Director Tammy Mooney and IBD Director Jinshui Zhang were invited to attend the celebration event in NYC, which marks the 30th anniversary of the sister-state relationship between New York State and Jiangsu Province. Lt. Governor of New York State Kathy Hochul attended and delivered a speech at this event.

2019 has been the most volatile year on global trade, especially the trade friction with China. In order to expand the export and improve the entry and competitive position of NY products in the global market, the IBD has reached out to more Asian areas to explore and facilitate the opportunities for New York businesses and their products in these regions.



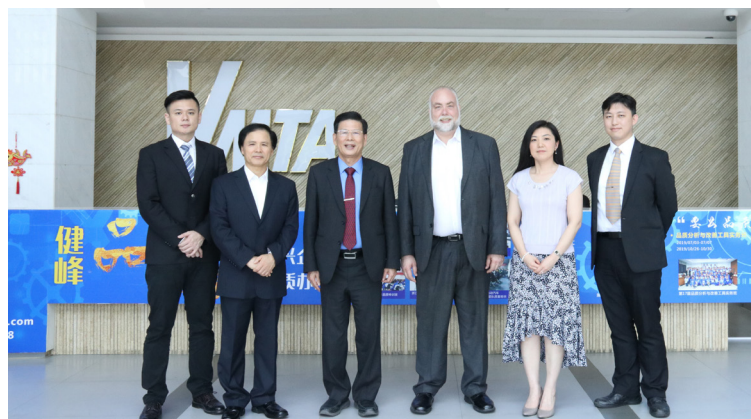
NYSBDC staff had an on-site visit to the pilot environmental protection project that, with the SBDC assistance, SBDC client A & E Company secured in partnering with HENRYLAND Company in Kunshan of China.



NYSBDC State Director Brian Goldstein was invited as a keynote speaker at the grand opening of China International Food Expo to introduce and promote NYS businesses and products.



A special exhibition space was created for displaying New York and American products at the China International Food Expo. A crowd of people are visiting NYSBDC clients' booth and tasting their wine and beverage products.



During the trade mission, NYSBDC executive staff visited VMTA, a business training and incubation center, and gave a presentation at the matchmaking event with local business executives in Yuyao of Zhejiang Province.

Technology Services

This year the NYSBDC had the honor of hosting a stop on SBA's Eastern SBIR Road Tour. The Albany SBDC hosted the event, which was held at SUNY's Polytechnic Institute in Utica on September 17th. The event featured the participation of 22 program managers from 19 federal agencies that met individually with researchers, technology companies and entrepreneurs to learn about access to SBIR/STTR grants. The event included an afternoon of technology conference workshops and a pitch competition, through which a \$50,000 prize was awarded to a SUNY technology company.

253

participants

12

SBDC clients
participated

105

program manager
meetings

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.

30%

of client users are
NYS SEAP participants

18%

increase in registered
veterans & other
clients in 2019

22%

increase in registered
teachers in 2019

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 2,400 clients are registered. Several Regional Centers offer an annual contractor bond readiness program for women and minority contractors. The training helps MWBE contractors to secure bonding, which expands their opportunities to bid on larger projects, or increase their bonding levels.

\$20,116,520

in government contracts in 2019

SEED - Small Enterprise Economic Development

The Albany SBDC is in its seventh year of operating the SEED program. The program provides a funding opportunity for low-income “unbankable” entrepreneurs that promote economic development through social entrepreneurship. The program is a model of cross-disciplinary and collaborative community-building partnerships involving University at Albany partners in the School of Social Welfare, School of Business, and the Small Business Development Center. SEED involves the following main components: 1) a revolving microenterprise loan fund to provide up to \$35,000 in seed money for the creation of new businesses within distressed communities from a \$2.5 million loan fund established by SEFCU; and 2) capacity building in the form of counseling, an eight-week training program, mentorship, and peer network groups. The SEFCU revolving loan fund serves as the financing mechanism, using character-based lending as the key underwriting requirement. This non-traditional form of lending looks at an entrepreneur’s character, not only creditworthiness.

83

loans to date

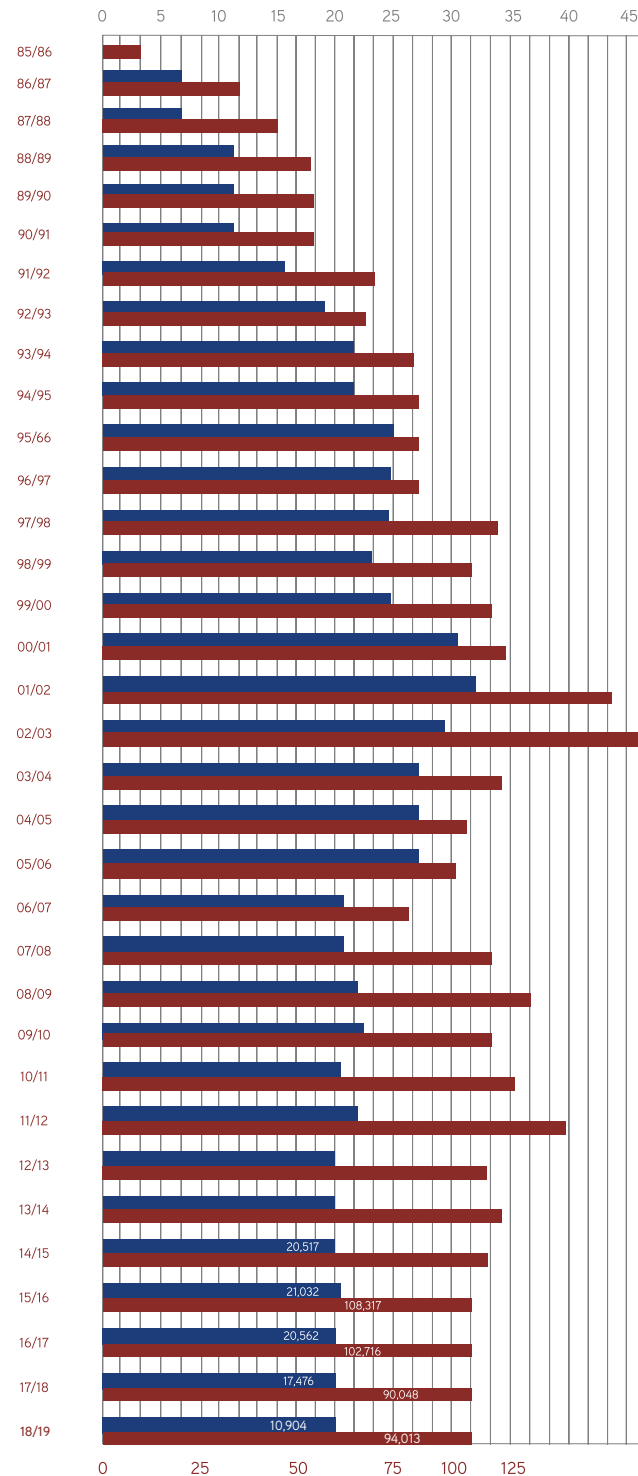
\$2.3M

in loans

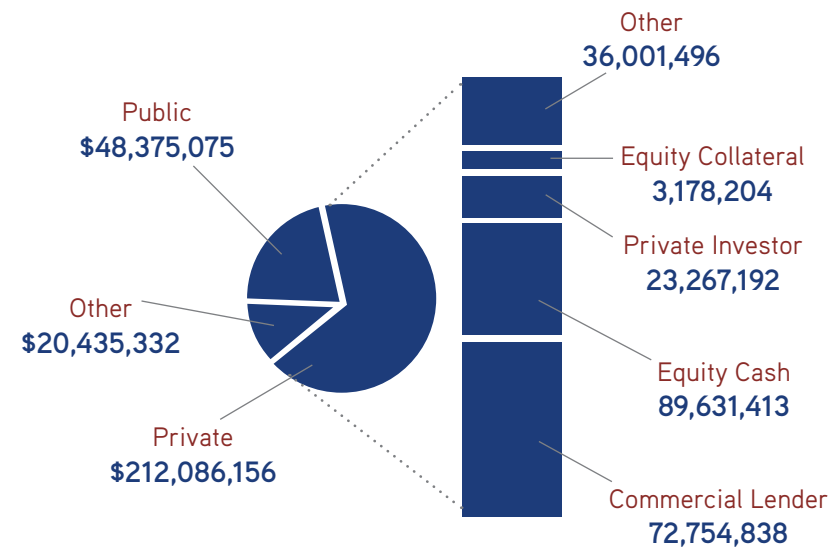
19

8-week training sessions completed

Counseling Statistics (From Inception)



Funding /Investment
(Fiscal Year 2019)



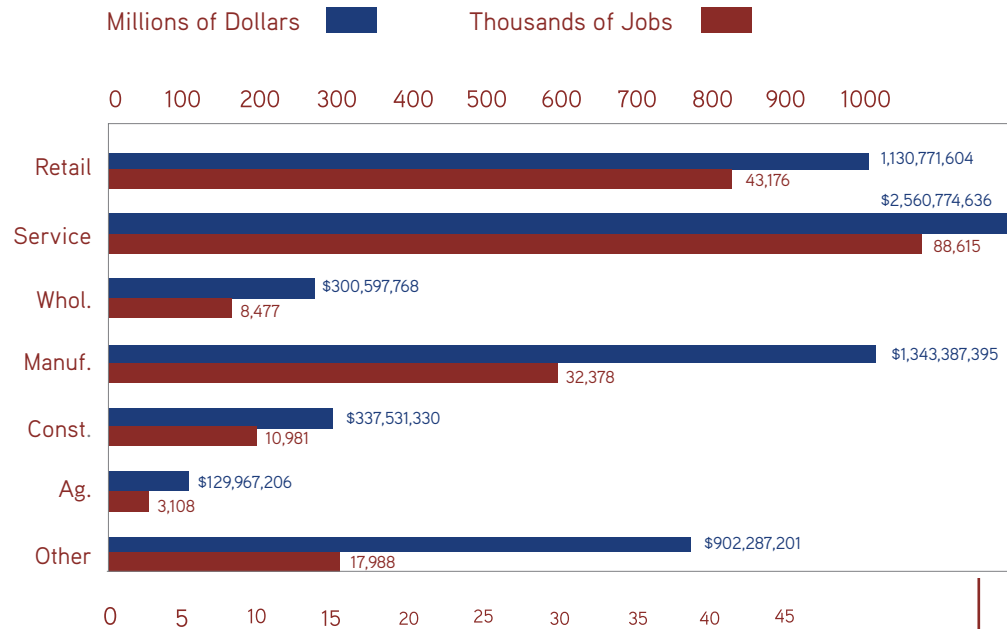
October 1, 2018 - September 30, 2019

Total Investment: \$292,279,425

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

Thousands of Clients ■
Thousands of Hours ■

Business Sectors Economic Impact (From Inception)



Program Inception to September 30, 2019

Total Investment Impact: \$6,707,512,139

Total Number of Jobs Created: 125,046

Total Number of Jobs Saved: 79,707

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

October 1, 2018 - September 30, 2019

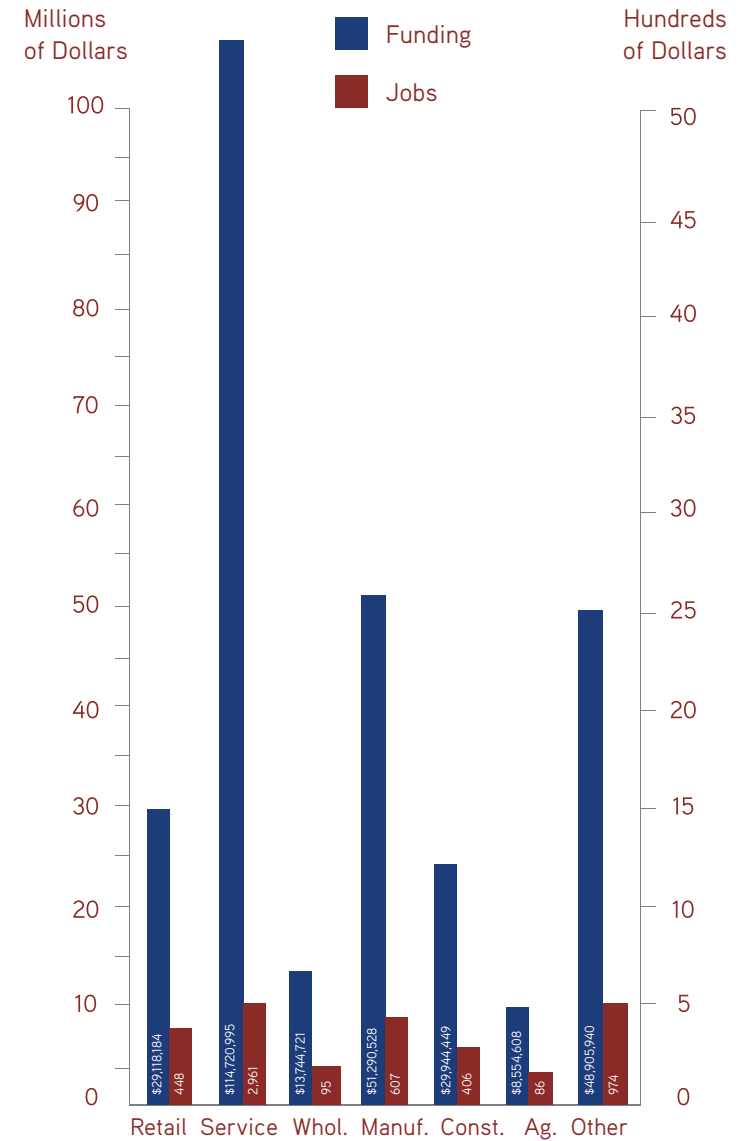
Total Investment Impact: \$292,279,425

Total Number of Jobs Created: 3,520

Total Number of Jobs Saved: 2,087

In just the past 12 months, SBDC clients invested more than \$292 million to impact more than 5,600 jobs.

Business Sectors Economic Impact (Fiscal Year 2019)



Our proud list of Campus hosts





In February, Associate State Director for Operations & Finance Tammy Mooney, Albany SBDC Director Bill Brigham and Buffalo SBDC Director Susan McCartney met with Congressman Paul Tonko at his office in Washington, DC to update him on small business issues and concerns.



In April, three Advisory Board members, Loretta Kaminsky, Shirley Felder, and Raymond Nowicki were honored at the NYSBDC annual Staff Training for their decades of service to the program.



At the annual Staff Training Conference, which was held in Ithaca, three advisors were recognized for achieving Advanced Certification, from the left, Michelle Catan (Binghamton), David Lerman (Mohawk Valley) and Maureen Henderson (Niagara).



In July, Congresswoman Grace Meng participated in the grand opening of the new Queens College SBDC outreach center. Also pictured are Rosa Figueroa, LaGuardia SBDC Director, who is overseeing the operations at the outreach center, and advisors Michael Hatzoglou Maldonado and Shuang Chen.



The Mid-Hudson SBDC co-hosted its annual National Hispanic Heritage event with Ulster County in November, and recognized successful Hispanic business owners in the county. Mid-Hudson SBDC Director Arnaldo Sehwerert is in the back row on the far right.



In 2019, the Mohawk Valley SBDC relocated to the ThINCubator, which is operated by Mohawk Valley Community College. MV SBDC Director Roxanne Mutchler and SUNY Poly President Grace Wang, in the center of the picture, helped cut the ribbon at the grand opening ceremony.

Entrepreneur of the Year Awards for 2019



Agricultural Business
of the Year

Amy and Brian Stetson
Watercolor Dairy
Mohawk Valley SBDC



Environmental Business
of the Year

Emellie O'Brien
Earth Angel
Pace SBDC



Female Entrepreneur
of the Year

Suzanne Koontz
Math & Movement
Binghamton SBDC



Manufacturer of
the Year

Anita and Carlton Reeves
Krooked Tusker
Binghamton SBDC



Jackie Brown and Amna Ali
Gather Greene
Mid-Hudson SBDC



Rich Uhlig
Quadrant Biosciences
Binghamton SBDC



Damon Draught
DNJ Management
Watertown SBDC



LaToya Smith
Brass City Media
LaGuardia SBDC

SBDC Staff Awards for 2019

At the Annual Staff Training event in April, 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. Sam Kandel (Mid-Hudson) received the top honor: Advisor of the Year. Stephanie Peschiera (Baruch) 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 Petitte (Brockport) in the Buffalo District, Louis Scamardella (York) in the NYC District, and Jennifer McCluskey (Canton) in the Syracuse District. Rawle Brown (Pace) received an award for helping his clients achieve the most business starts in 2018. John Halleron (Oswego) received an award for achieving the highest overall client evaluation rating for the year. Robin Stephenson (Watertown) and Anish Thakkar (Pace) received the Lead by Example award, which is given to individuals who perform outstanding work in their regional centers. Regina Powell (Onondaga) received the *Above and Beyond Award*, which is given in recognition of outstanding performance in administrative support. Glamis Haro, Business Advisor at the Columbia Harlem SBDC, received the 2019 *Star Performer Award* from America's SBDC at the association's annual conference in Long Beach, CA in September.



Regina Powell
Above and Beyond Award
Columbia Harlem SBDC



Stephanie Peschiera
Top Part Time Advisor 2019
Baruch SBDC



Glamis Haro
America's SBDC State Star
Columbia Harlem SBDC



Sam Kandel
Top Advisor 2019
Mid-Hudson SBDC



From left-Lauren Linakis, Dave Chiaro, Maria Darrow, Erica Chase Gregory, Stace Hansen, Troy Diaz, Pierre Lespinasse
BidLinx Champions
Farmingdale SBDC

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 2019, Advisory Board members attended the annual Staff Training conference and met with selected SBDC Business Advisors. The SBDC appreciates the board's tremendous contributions to the program. In 2019, several long-serving members retired from the Board including Raymond Nowicki, Jeffrey Boyce, Shirley Felder, William Kahn, and Loretta Kaminsky.

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Project Officer
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Mary Hoffman

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Regional Center Awards

This year, some of the Regional Centers were recognized by partners and allies for outstanding work in their communities.

During Small Business week in 2019, the Pace SBDC was recognized by the U.S. Small Business Administration with the Region II SBDC Innovation and Excellence Award. This award honors a Small Business Development Center Service Center for excellence in providing value to small businesses and advancing program delivery and management through innovation. The Watertown SBDC won the national SBA Innovation and Excellence award in 2010, which recognized them as the best service center in the nation. Other NYSBDC service centers that have won the Region II award include Albany (2009, 2013 and 2018) and Staten Island (2017).

The Jamestown SBDC won the 2019 Chautauqua Leadership Network (CLN) Community Development Leader of the Year. This award recognizes an individual or organization who demonstrates an ongoing and deep commitment to community development by providing meaningful service or learning opportunities. The CLN's goal is to provide a continual supply of persons trained in leadership, which is above and beyond the training they have in their chosen professions.

In December, the York SBDC and Director Harry Wells were recognized by the Sutphin Blvd BID 2019 for 25 years working in economic development, entrepreneurship and small business in Southeast Queens. The SBDC continues to be an active community partner in the successful renaissance and revitalization of downtown Jamaica.



From the left, SBA Region II Administrator Steve Bulger; Pace SBDC Staff – Intern Jaslin Singh, Advisor Sandra Cely, Director Andrew Flamm, Advisor Anish Thakkar, and SBA NYC District Director Beth Goldberg

NEW YORK SMALL BUSINESS DEVELOPMENT CENTER

Below is a list of the 22 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 Community College
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
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

1/20

