

MAINE STATE LEGISLATURE

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STATE OF MAINE
DEPARTMENT OF ECONOMIC
AND COMMUNITY DEVELOPMENT



JOHN ELIAS BALDACCI
GOVERNOR

THAXTER R. TRAFTON
COMMISSIONER

*Maine Small Business and Entrepreneurship Commission
2009 report to the
Joint Standing Committee on Business, Research, & Economic Development*

Commission members

*Thaxter Trafton, chair
DECD
59 State House Station
Augusta, ME 04333*

*Elizabeth Bordowitz
Finance Authority of Maine (FAME)
PO Box 949
Augusta, ME 04332*

*Sen. Elizabeth Schneider
3 State House Station
Augusta, ME 04333*

*Rep. Nancy Smith
2 State House Station
Augusta, ME 04333*

*James Shaffer
USM School of Business
PO Box 9300
Portland, ME 04104*

*vacant
Chair of the Advisory Council
Small Business Development Centers (SBDC)*

*Susan Giguere (term expires 03/02/2010)
Care & Comfort
180 Main St, Suite 4
Waterville, ME 04901*

*John Kendall (term expires 01/30/2010)
Chipco International
1281 Roosevelt Trail
Raymond, ME 04071*

*Mark Awalt (term expires 01/30/2010)
JSI Store Fixtures
PO Box 38
Milo, ME 04463*

*Brian Hodges, clerk of the board
DECD
59 State House Station
Augusta, ME 04333*

Quarterly meeting schedule for 2010: (subject to change)

03/26/2010

06/25/2010

09/24/2010

11/19/2010



Annual Report to the Maine Small Business & Entrepreneurship Commission
Summary of the Maine Small Business Development Centers Program Activities
February, 2010

Maine SBDC has prepared this material for the Small Business Entrepreneurship Commission's annual report to the legislature's Business, Research & Economic Development Committee. This material covers Maine SBDC activities and includes a summary of Maine SBDC activities, selected highlights, and partnerships and collaborations with economic development organizations in Maine.

Maine SBDC Calendar Year 2009 Activities - Year End Numbers ¹

Clients Served

Counseling clients	2,195
Counseling hours	12,530
Training clients	3,189
Training events	130
Training hours	5,011
Distinct visits to web site ²	38,122 unique visitors 76,801 visits

Selected Client Characteristics

	<i>Count</i>	<i>(% of total counseling clients served)</i>
		<i>Percentage</i>
Minority	68	3.1
Women	976	44.4
Veterans	228	10.4
Disabled	181	8.2
Home based	499	22.7
Existing business	1,212	55.2
Manufacturer	202	9.2
Retail	253	11.5
Professional, Scientific, Tech	143	6.5
Low & Moderate income	487 ³	22.2

¹ Data is compiled from information gathered from clients and maintained in the Maine SBDC database – all 2008 data shown is preliminary.

² Includes both the Maine SBDC and Maine Business Works websites

³ Collected from 4 Maine SBDC centers.



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Calendar Year 2009 Counseling & Training

County	Training Clients	Counseling Clients	Total
Androscoggin	37	199	236
Aroostook	167	213	380
Cumberland	436	496	932
Franklin	42	59	101
Hancock	67	82	149
Kennebec	44	162	206
Knox	25	67	92
Lincoln	26	95	121
Oxford	60	79	139
Penobscot	170	189	359
Piscataquis	0	14	14
Sagadahoc	0	64	64
Somerset	5	49	54
Waldo	0	51	51
Washington	7	27	34
York	203	277	480
Other ⁴	1,900	72	1,972
Total	3,189	2,195	5,384

⁴ "Other" includes Maine SBDC online courses



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Economic Impact⁵:

- Jobs created: 262
- Jobs retained: 344
- \$65.9 million in *incremental* sales were generated by Maine SBDC assisted long-term clients
- \$15 million in new capital was raised by small businesses as a result of their work with Maine SBDC
- 93% of business owners would recommend Maine SBDC services to other business owners.

Benefit to Cost:

Benefit to cost in aggregate sales impact	\$29.22 for each \$1 invested
Benefit to cost for dollars leveraged	\$6.73 in new dollars raised for each \$1 invested
Benefit to cost of entire Maine SBDC program	\$1.56 in tax revenues generated for each \$1 invested
Benefit to cost of Maine SBDC counseling	\$2.58 in tax revenues generated for each \$1 invested in counseling
Benefit to cost of Maine SBDC long term counseling	\$3.69 in tax revenues generated for each \$1 invested in long term counseling

⁵ Independent Research based on 2007-2008 data compiled in 2009 by James Chrisman, PhD, A Mississippi State University professor who studies the value of small business to the economy. These figures are based only on small business clients who received long-term counseling (5+ hours).



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Maine SBDC 2009 Highlights

January – Maine SBDC brings nationally recognized speaker and trade show expert, Bruce Baker, to Maine to train participants for the spring New England Products Trade Show and other shows.

February – Maine SBDC joins over 30 sponsors throughout Maine to offer a week of workshops, lectures and panel discussions celebrating National Entrepreneurship Week in February.

February – Leadership training for Maine’s boat building, boatyard and composites businesses is conducted by Brad Swanson, a Maine SBDC master certified business counselor. Participants are clients of Maine’s North Star Alliance Initiative (NSAI).

March – Maine SBDC’s John Entwistle is honored for his 25 years of involvement and dedication to the New England Products Trade Show (NEPTS), held annually in Portland.

March – Maine SBDC launches the online training course on Project Management that it produced for the Disadvantaged Business Enterprise (DBE) program.

March – Maine SBDC certified business counselors provide training at the 34th annual Maine Fishermen’s Forum in Rockland.

March – The Association of Small Business Development Centers Accreditation Committee votes to renew Maine SBDC’s national accreditation, after a rigorous review done every four years.

April – Maine SBDC certified business counselor Brian Burwell, from the USM service center, provides counseling to a student team preparing for – and eventually winning - the USM Student Business Plan Competition. Burwell’s associates, John Entwistle and John Sanders, are part of the USM Student Business Plan steering committee.

May – Maine SBDC joins associates on the Statewide Steering Committee of the Governor’s Regional Conferences on Small Business & Entrepreneurship to present a report to the Governor in Augusta with highlights of the four regional conferences it held.

June – Maine SBDC helps USM Associate Professor Jeff Shields conduct original quantitative research with small business owners on their bookkeeping practices.

June – Maine SBDC participates in Congresswoman Chellie Pingree’s event, *Access to Capital*, held at USM in response to businesses experiencing financial hardship.

June – Maine SBDC participates in SBA Administrator Karen Mills’ small business round table event in South Portland, part of the Obama administration’s “United We Serve” initiative.



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February, 2010**

July – Maine SBDC participates in Maine’s summer SBIR (Small Business Innovation Research) events to help small businesses prepare winning bids for federal contracts.

July – Maine SBDC certified business counselors joined the Maine Center for Women, Work & Community (WWC) to present a forum on accessing capital.

July – Maine SBDC begins a new year with the Maine Bureau of Rehabilitation Services (Division of Vocational Rehabilitation) and the Maine Department of Labor in programs to help people explore entrepreneurship.

August – Maine SBDC is awarded a federal Small Business Administration grant to develop a comprehensive training and counseling program for Maine’s ailing retail sector.

August – Maine SBDC participates in two public hearings sponsored by U.S. Senator Olympia Snowe, listening to small businesses say how well federal stimulus efforts are helping them.

September – Doug Hall, founder of Eureka Ranch and in residence at the University of Maine at Orono provides training on engineering innovation to Maine SBDC business counselors.

September – Maine SBDC launches its *facebook* fan page, quickly gaining online followers.

September – Maine SBDC certified business counselors join their nationwide associates at the annual national convention in Orlando for four intense days of training/networking.

October – Carol Papciak joins Maine SBDC as Associate State Director.

October – Maine SBDC launches its new and improved Maine Business Works website, thanks to support from the Maine Department of Labor (www.mainebusinessworks.org).

October – Maine SBDC certified business counselor John Entwistle provided training at the Maine Food Producers Alliance annual meeting in Augusta.

October – Jeanne Hult, the new SBA regional administrator, visits Maine SBDC to learn more about one of the six New England SBDCs that she now oversees.

November – The Maine SBDC participates in the Maine Disadvantaged Business Enterprise (DBE) Matchmaker event in Portland, where small business owners meet with contractors and government entities looking for qualified businesses to work for them under contract.

December – U.S. Rep. Michael Michaud joins Maine SBDC in Waterville to celebrate the selection of Maine SBDC certified business counselor Janet Roderick as Maine SBDC State Star.



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 February, 2010**

Maine SBDC Partnerships & Collaborations 2009

Entity	Dates
U.S. Small Business Administration <i>Maine SBDC program administration</i>	1/1/09 - 12/31/09
U.S. Small Business Administration <i>Portable Assistance Grant - Retailers</i>	8/1/09 - 7/31/10
Maine Small Business Commission/ Dept of Economic & Community Development <i>Maine SBDC program administration</i>	7/1/08 - 6/30/09
Maine Department of Labor <i>Mainebusinessworks Grant</i>	4/1/09 - 1/31/10
Maine Department of Labor <i>Maine Enterprise Option project</i>	7/1/08 - 6/30/09
Maine Department of Labor <i>Vocational Rehabilitation project</i>	7/1/08 - 6/30/09
Maine Department of Agriculture <i>Farms for the Future 2008-2010 project</i>	11/1/08 - 4/30/10
Eastern Maine Development Corporation <i>Disadvantaged Business Enterprise Education Programming 2008-2010 project</i>	5/6/08 - 12/31/10
Association of Small Business Development Centers <i>Maine SBDC is a member of the ASBDC</i>	Ongoing
Women's Business Center at Coastal Enterprises, Inc. <i>Maine SBDC has a strategic alliance with the Women's Business Center</i>	Annually
Maine Procurement Technical Assistance Center (PTAC) <i>Maine SBDC provides in-kind support to PTAC</i>	1/1/09 - 12/31/09
Maine Center for Enterprise Development (MCED) <i>Maine SBDC provides MCED with funding for business counseling at MCED</i>	Ongoing
MaineToday.com <i>Agreement regarding publication of Maine SBDC data on MaineToday.com</i>	Ongoing



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February, 2010**

Maine Business Works.org <i>Maine SBDC oversees the mainebusinessworks.org web site</i>	Ongoing
New England Products Trade Show <i>Maine SBDC is a sponsor of the annual NE Products Trade Show</i>	Annually
USM School of Business Center for Entrepreneurship <i>Maine SBDC is a sponsor of the annual student business plan competition</i>	Annually
Maine Manufacturing Extension Partnership <i>Collaborator on training sessions</i>	Ongoing
Maine Centers for Women, Work, & Community <i>PRIME Grant subcontractor</i>	10/1/09-9/30/10
Maine Centers for Women, Work, & Community <i>WWC co-sponsors the Maine SBDC's annual trade show training workshop</i>	Annually
Maine Department of Labor <i>DOL Career Center provides referrals for potential Maine SBDC clients</i>	Ongoing
Congresswoman Chellie Pingree <i>Accepts referrals of small business clients</i>	Ongoing
Congressman Mike Michaud <i>Accepts referrals of small business clients</i>	Ongoing
Senator Olympia Snowe, Statewide Offices <i>Accepts referrals of small business clients; Maine SBDC collaborates with Senate Small Business Committee staff</i>	Ongoing
Senator Susan Collins, Statewide Offices <i>Accepts referrals of small business clients</i>	Ongoing
Maine Patent Program <i>Maine patent program provides referrals for potential Maine SBDC clients</i>	Ongoing
Internal Revenue Service <i>IRS provides training services to Maine SBDC counselors</i>	Occasional



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February, 2010**

Maine Adult Education Occasional
Maine SBDC provides training sessions through adult ed programs statewide

USM Leadership Council Ongoing
Maine SBDC State Director is a member of this council

Via formal contract or informal in-kind partnerships, the following represent our statewide service center and outreach offices.

Maine SBDC Service Centers

Androscoggin Valley Council of Governments (Auburn)
Finance Authority of Maine (Augusta)
Eastern Maine Development Center (Bangor)
MidCoast Council for Business Development & Planning (Bath)
Northern Maine Development Commission (Caribou, Fort Kent)
Coastal Enterprises, Inc. (Augusta, Ellsworth, Wiscasset)
Kennebec Valley Council of Governments (Fairfield)
Sunrise County Economic Council (Machias)
University of Southern Maine (Portland)
Southern Maine Regional Planning Commission (Springvale)

Maine SBDC Outreach Offices

Town of Bingham (Bingham)
Greater Bridgton Lakes Region Chamber of Commerce (Bridgton)
Burbank Planning and Counseling (Brunswick)
Washington County Community College (Calais)
Penquis Higher Education Center (Dover-Foxcroft)
Church Street Commons (Farmington)
Freeport Economic Development Commission (Freeport)
University of Maine Student Innovation Center (Orono)
Pittsfield Town Office (Pittsfield)
Maine Center for Enterprise Development (Portland)
Maine Applied Technology Development Centers (Rumford)
Biddeford-Saco Area Economic Development (Saco)
UMaine Cooperative Extension (Skowhegan)
Oxford Hills Chamber of Commerce (South Paris)
Windham Town Hall (Windham)



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February, 2010**

Committee collaborations include the following organizations:

Governor's Regional Conference on Small Business and Entrepreneurship

University of Maine Cooperative Extension Partnership
Central Maine Community College
Eastern Maine Community College
Maine Dept of Economic & Community Development
Bangor Leadership Maine Institute

Steering Committee for National Entrepreneurship Week

Biddeford Saco Chamber of Commerce
Sweetser
Hire Well
Maine Dept of Economic & Community Development
Maine Biz
USM School of Applied Science, Engineering & Technology
Bold Vision Consulting
Junior Achievement
Maine Center for Enterprise Development
Entrepreneur Source
Institute for Family Owned Business
USM School of Business
Maine Angels
Target Technology Center
Maine Business for Social Responsibility
Small Enterprise Growth Fund
Foster Student Innovation Center