



PORTLAND DISTRICT OFFICE

Annual Report

Fiscal Year 2002

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TO PROVIDE QUALITY RESOURCES THAT MAKE A DIFFERENCE FOR SMALL BUSINESS

A WORD FROM OUR DISTRICT DIRECTOR



Phil Gentry

We are pleased to present to you our FY 2002 Annual Report of our accomplishments. In spite of a year that presented many challenges both in terms of a faltering economy and the after

effects of 9/11, we were still able to achieve record levels of activity in virtually all program categories.

We could not have achieved this level of activity without the dedication and excellent work of the staff in our office. Their hard work, professionalism and responsiveness to our customer needs deserve great praise. I am thankful to be a part of such an excellent team.

These accomplishments could not have been made without the outstanding support of our many partners who have worked with us to ensure record levels of assistance to our small business community. We thank the participating lenders, resource partners, large corporations and other government agencies for the many contributions that they make to ensure that small businesses have access to the needed financing, training, counseling and

contracting opportunities that are so important to their development and growth.

The next year will present us with a new set of challenges and opportunities. As the SBA continues its "transformation" to consolidate and centralize our "backroom" functions, we face the challenge of reconfiguring our office to address the changes in job responsibilities and functions. As we continue to experience the reality of reduced budgets, we face the challenge of ensuring that small business owners continue to have access to the tools that they need to establish and grow their businesses.

As an agency, the Small Business Administration is proud to have served our nation's small businesses for the past 50 years, and we look forward to another 50 years of service in the future.

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**MINORITY ENTERPRISE
DEVELOPMENT REPORT:**

Contracting Activity

Fiscal Year 2002 proved to be another great year for the SBA’s 8(a) Program in contract activity. At a time when a lot of businesses are suffering from fewer contracting prospects, the 8(a) Program provided 44 businesses with new contract opportunities. The 8(a) businesses benefited with 148 new contracts and 303 modifications to existing contracts for a total of \$49.7 million, the second highest year ever for the Portland District.

USDA’s Agriculture Marketing Service (AMS) in Washington, DC led the way again this year with 18 awards for total contracting activity of \$3.9 million. The leading Pacific Northwest Agency was the Portland District Corps of Engineers (COE) for the second year in a row. Fifteen new contracts and 36 existing modifications were issued by COE for a total of \$9.5 million. The US Forest Service Western Oregon and Northern Oregon contracting areas each awarded 12 new contracts for \$2.3 million and \$1.1 million, respectively. Following close behind was the US Forest Service Central Oregon contracting area with 8 new awards for \$2.3 million and the Southwest Oregon contracting area with 10 awards for \$1.0 million. Special mention goes this year to the National Guard Bureau, Office of the U.S. Property & Fiscal Officer for Oregon with 10 new awards for just under \$1.0 million.

8(a) Firms Honored

Congratulations to the following businesses for the special recognition given them for their successful business development and for giving back to their communities:

Dr. Fred Cooper was presented the Small Business Administration’s Minority Small Business Person of the Year award for the Portland District Office at the Minority Business Opportunity Committee (MBOC) 21st Annual Awards Luncheon. Dr. Cooper is the President and Owner of Fred Cooper Consulting Engineers. The firm was ranked 37th on the Business Journal’s Private 100 list of Fastest-Growing Private Companies. This was the second consecutive year for the business to be honored with an appearance on the list. The business opened its doors in August, 1990 to provide construction engineering services. (See related article below.)



Juan Cisneros

Also recognized at the MBOC Award Luncheon were Juan Cisneros, President and owner of Cisneros Construction, Inc. as the Outstanding Minority Construction Business of the Year, and Ken Vigil, President of Vigil-Agrimis, Inc., the Outstanding Minority Professional Service Firm of the Year.



Ken Vigil

Other awards presented this year went to Cherokee General Corporation. and Veraz Construction, Inc. both receiving the SBA Administrator’s Award of Excellence for Region X in recognition of their outstanding work as a prime contractor for the Federal government.

Minority Small Business Person of the Year -- Fred Cooper



Fred Cooper

When Fred Cooper graduated from high school, his classmates knew he would succeed. "I graduated from Ketchikan High School in Ketchikan, Alaska. I was second in my graduating class of 45 and voted most likely to succeed," said Cooper. He attended Renselaer Polytechnic Institute, an engineering school in Troy, New York and obtained a degree in Civil Engineering specializing in highway design. Cooper went on to the University of Arizona and obtained a Masters and Doctorate specializing in Environmental Engineering.

Some people might not see his achievement as unusual. For Dr. Cooper, a member of the Shoalwater Bay Tribe, it is amazing because he was the first person in his family to complete college and the first from his reservation to obtain a doctorate degree.

Although he was born in Aberdeen, Washington, Dr. Cooper's family moved often because his father was a career military person in the U.S. Coast Guard. "I was raised principally in Alaska. I had many mentors due to my father's long absences at sea, but the mentor that influenced my life was my uncle Charlie Nelson. Uncle Charlie, an Elder, was the person who got me to open my eyes and really see the realities of the world around me," said Dr. Cooper. "Uncle Charlie never went to college, but he was wise and respected. He taught me to be informed, to begin to examine my own role with man and nature. Uncle Charlie believed in the dignity of man and took up the cause for self determination and education of his Native people, which included many trips to Washington, DC to seek change."

Dr. Cooper's family never owned a business, so he learned how to run one the old fashioned way – by observing other companies, especially through subcontracting opportunities, and by just doing it.

Prior to launching his business, Dr. Cooper learned that there were no minority engineering firms in Oregon or Idaho and only two or three in Washington. After seven years with a large engineering firm, he ventured out on his own upon obtaining his first \$25,000 contract. In 1990, he hired another engineer and a draftsman and in his first year had about \$95,000 in sales.

Dr. Cooper sensed that his business would take off when Bechtel, a national engineering firm, retained his company as the principal local subcontractor for Tri-Met's first light rail program. "In fact, I sought them out and encouraged them to propose on the project," said Dr. Cooper.

Dr. Cooper believes in close attention to the business and financial management side of things as well as the technical and personnel sides of construction management and engineering. "A CEO needs good advisors and in my case, my corporate attorney, CPA and bank manager are close friends," said Dr. Cooper.

Dr. Cooper is amiable with his staff and instills his style in his managers. He believes that his 80 employees should be responsive professionals with high integrity. Dr. Cooper does his own marketing and stays focused on his marketing plan. One of his marketing strategies is to target potential clients and specific projects at least two or three years ahead of when actual contracts are awarded.

Dr. Cooper notes that minority firms have a hard time maintaining their minority certification and competing as a prime contractor. "Try to grow a minority firm and you run into the cap on business size, which forces a company to stay small and therefore, relegated to subcontracting. However, my company's real take off point only occurred in the last couple of years when our capabilities to undertake major projects as a prime consultant or contractor was fully realized. This was primarily due to the opportunities we were offered through the U.S. Small Business Administration's (SBA) 8(a) business development program."

Today Fred Cooper Consulting Engineers is known for its work in eleven states, one U.S. trust territory and overseas. According to Dr. Cooper, "Expertise in overseas work is achieved by working with other firms who have done it numerous times and know the pitfalls."

Dr. Cooper finds great pleasure in running a business, winning large and interesting contracts and participating in the undertaking of completing a project. His advice to business owners is to stay focused, keep control and manage growth.

Dr. Cooper is also a spokesperson for his culture. "I feel strongly about the importance of education as the key to the future and support the American Indian Science and Engineering Society and organizations that encourage Indian youth on our reservations as well as minorities and all disadvantaged." Like Uncle Charlie, Dr. Cooper opens eyes to show others the possibilities in life.



**BUSINESS DEVELOPMENT
REPORT:**

**SBDCs, SCORE, BICs, & BRC
Counseling and Training
FY 2002**

During fiscal year 2002, the twenty Small Business Development Centers (SBDCs) in Oregon and three SBDCs in Washington held 879 training events with 8,527 attendees and the SBDC counselors assisted 6,288 clients.

The six SCORE chapters in our district: Salem, Eugene, Medford, Portland and Bend, Oregon and Vancouver, Washington, counseled 8,971 clients and held 34 training events with 722 attendees.

The Business Resource Center (BRC) in Portland and Business Information Centers (BICs) in Grand Ronde, Warm Springs and Chiloquin collectively assisted 7,367 clients.

**SBA Lowers 7(a) Loan
Maximum to Ensure
Uninterrupted Service to Small
Business**



As federal agencies across the government, begin operations under a short-term continuing budget resolution, the U.S. Small Business Administration implemented a \$500,000 limit on most 7(a) guaranteed loans – a step that will leave the vast majority of its small business credit customers unaffected.

The agency will continue to make 7(a) loans of up to \$2 million under the STAR (Supplemental Terrorist Activity Relief) program, which provides SBA-backed financing to small businesses adversely affected by the events of September 11, 2001. Also, the 504 program remains unchanged, providing financing packages for small businesses that seek to purchase or renovate fixed assets, including real estate, buildings, machinery and equipment. The maximum SBA share of a financing package under the 504 program is generally \$1 million.

The agency will revisit the \$500,000 cap for 7(a) loans when the Fiscal Year 2003 budget is adopted.

SBA's Speakers Bureau

The Portland District Office staff spoke to 5,030 attendees at 57 functions during fiscal year 2002. The district office's territory includes 30 counties in Oregon and 4 in Southwest Washington. Our staff is willing and eager to inform the small business community about our loan programs, services, and available resources. To arrange for a speaker for your group or association, contact Moe Mowery at 503-326-5209.



Oregon SBDC Achievements 10/01/01 – 9/30/02



Outreach to Oregon's rural communities and minority population continued to be a key focus of the Oregon SBDCs:

- The Chemeketa Community College SBDC graduated 14 business owners/managers from the International Trade Certificate program in collaboration with the Small Business International Trade Office and Salem Economic Development Corporation (SEDCOR). They are also working with OECD International Trade Division to implement a program for exporting businesses, including a circuit rider.
- Seven students graduated from Blue Mountain Community College SBDC's Hispanic Entrepreneurs course. The SBDC will continue to offer this course in Hermiston and will add a course in Milton-Freewater.
- Southern Oregon University received a grant for \$75,000 in partnership with the Oregon Restaurant Foundation, On-Track (local substance abuse prevention agency), and Center for Legal Services (immigration law) to the Oregon Workforce Investment Board to provide assistance to local restaurant owners and managers of Latino employees.
- The Southwestern Oregon Community College SBDC continues to offer business consultation services in Spanish to clients on the South Coast. These services, initially funded by a SBA Special Projects grant, are utilized by the growing Hispanic population on the South Coast. The staff at the center has also been working with the Coquille Tribe to develop business planning for tribal enterprises and youth entrepreneurship training.
- The Portland Community College SBDC/SBITO developed a Spanish version

of its Business Basics class to present to Hispanic groups. The SBDC also received a grant from Oregon Economic and Community Development Department to work with the Hispanic Metropolitan Chamber of Commerce and the Oregon Business Network to provide technical assistance to Hispanic and other minority businesses and individuals.

- The Columbia Gorge Community College SBDC received a grant for \$59,000 to train Spanish-speaking employees at three manufacturing businesses that are enrolled in the SBM program.

The centers also launched new services, many in partnership with the SBA and local organizations:

- The Blue Mountain Community College SBDC partnered with SBA to install a business kiosk at the Hermiston library in April. They are in the process of adding additional kiosks throughout their service area.
- Four centers host Business Capital Resource Centers (BCRCs) organized by SBA. The intent of the centers is to provide a coordinated process for assisting clients with loan needs/potential. Partners include chambers of commerce and other loan organizations.
- The Portland Community College SBDC developed a CD with web sites for small businesses and is considering selling this CD as a subscription. They also would like to incorporate the CD into a class curriculum.

SBA Goes to Town Again

The SBA Goes to Town event helps our office understand the challenges that small businesses face in their local communities. We visit communities all through Oregon and SW Washington. The entrepreneurs we visit are active in their communities, keep their communities vibrant and bring jobs.



During this fourth year of visiting local businesses, we visited Gresham, Woodburn and the Longview-Kelso, Washington areas and found out that many entrepreneurs are expanding.

Gresham

In our visit to Gresham, Jeff Sumpter and George James of Merchants Bank and Don King, Director of the SBDC joined the SBA team.

Our first stop was in Fiedler’s Toy Bear Store, a specialty toy shop. When asked what advantage her store has over Fred Meyer, owner Pat Fiedler answered, “The reward is that each item is specially picked.”



Fiedler's Toy Bear Store

Next we met with Jazzy Bagels’ Kevin Conord, a former truck mechanic who wasn’t happy repairing trucks, but found something to manufacture-

-bagels. “I went to look at bagel shops in New Jersey and people were lined up,” Conord said. “I asked, ‘How much would it cost to open a bagel shop?’ They told me and I choked.” He returned to the Pacific Northwest and went to restaurant auctions, purchased equipment and restored it himself using his skills. Never fond of school, Conord forced himself to sign up for a class to draft a business plan. “When I finished the business plan, I was excited. I had a plan telling me where to go,” he said. Conord’s bagel industry research had found that women were the customers to buy bagels, so he located near a beauty salon in downtown Gresham. Jazzy Bagels is heading into its fourth year.

Our next stop was the Allegri Wine Shop, owned by Bill Allegri who enlisted the help of SBA resource partners to start his dream. “I picked the brains of people who have been in business for years. It’s totally free. The SBA provides free services, for the most part, that’s what people don’t know. It’s something the taxpayers pay for. But they’re not going to do the work for you. It’s

one thing to conceptualize a business and a whole other gamut to run one,” Allegri said.

Finally we lunched at Sunny Han’s Wok & Grill and learned that Judy and Sunny dreamed of owning a limited service restaurant with great quality food at no more than \$6 a meal. The niche they serve is customers who want to eat a quality meal and be out quickly.

SBA team member Wayne Carver was impressed. “It had probably been three years since I’ve been in downtown Gresham,” said the native Portlander. “I was extremely impressed with what has transpired. It’s more vibrant than it has been in the past. The business owners were all very upbeat. In fact, one of the business owners even praised his landlord. Praise like that is hard to come by.”

Woodburn Area

On our trip to Woodburn, Jerald Peters of Mid Valley Bank joined our team. In Woodburn, we met Jeff Viers. Viers has been a sole proprietor for almost 15



Jeff Viers Nursery Supply

years, eight of them as owner of Jeff Viers Nursery Supply in Hubbard. He knows that with limited funds, personnel and stiff competition from the big chain retailers, the odds of most individuals making their business ventures work are slim. Viers sacrificed a lot, and appreciates the kind of assistance that SBA lending programs provide.

Erik Berkey applied for an SBA loan four years ago, which helped him open the Countryside Living Facility. “It’s a lot of paperwork, but a great program,” he said. “People don’t know that they can get loans with interest rates lower than a normal bank. For a small business owner, that 1 or 2 percent makes all the difference in the world.”

Viers agrees with that sentiment and is currently seeking an SBA loan to build an expansion to his

warehouse and office. "If I'm paying \$1,000 a month in interest expense, getting a 2 percent break could mean I pay \$700 instead," he said. "A difference of a few hundred dollars is crucial when you're operating on a tight budget and trying to make a profit."

Longview/Kelso Area

Our final community visit was in the Longview/Kelso, Washington area. SBA staff was joined by Don Jones from Twin City Bank, Kathleen Johnson, Lower Columbia College Business and Industry Center, Jan Harte, SBDC Director, and Les Paulsen, Fort Vancouver SCORE Chapter.

These business owners radiated their passion and willingness to work hard on their dream. Larry and Crystal Mead, owners of Country Village Nutrition Shoppe



Country Village Nutrition Shoppe

Nutrition Shoppe said, "Our vacations are maybe a three- or four-day weekend, if we're lucky." The Meads' store and health food café has grown and prospered since 1975, even in the face of a down economy. In addition to a deli, natural foods, books and magazines on health and nutrition, this modern day Mom-and-Pop store offers a small library with health reference materials and a computer connection.

Melissa King and a partner founded Another Option five years ago, providing homes for adults with developmental disabilities. They employ 40 caregivers. Another Option operates five homes with most clients coming from the state Department of Developmental Disabilities.

Cooking is Harley Badger's passion. He had been in business for 23 years before starting Danielle's. He now capitalizes on the reputation Danielle's has developed, using its chef to teach cooking classes and offering wine dinners to a select clientele and catering services. "In our first

year we had a five-year plan. We're pretty close to where we wanted to be," said Badger.

Despite the difficult economy, many businesses are thriving. We will be out again next spring and hope to stop by your town. Contact Sylvia Gercke at the SBA office, at (503) 326-5207, for more information about a visit to your area.

**SCORE District 1086
Summary Report**



The SCORE Association hosted its first national meeting for new incoming

Chapter Chairs in late August, 2002 in Minneapolis. Approximately 150 new Chairs and about 50 District Directors attended this very successful 2 day event. A number of topics were covered during the session, all of which will serve SCORE Chapter Chairs in good stead as they plan activities and objectives for the coming fiscal year.

Of particular interest is the new SCORE Strategic Plan in which SCORE members will be asked to become more proactive and become less reactive in their dealings with clients. The plan outlines SCORE's vision of the future, which will focus on service quality to small business clients and concentrate on a more diverse client base. Specific efforts on the national level will help SCORE Chapters to brand their service and market SCORE's services to realize a national recognition as an excellent choice for the small business community for quality counseling support.

The other major effort underway for the coming fiscal year is to develop improved long term relationships with our clients, which in turn should result in a significant increase in follow-on counseling sessions.

Women's Programs Annual Report

Several activities were initiated and accomplished this fiscal year to help women entrepreneurs. Sue Richardson, The Women's Business Ownership Representative, worked closely with the Portland chapter of the Women Entrepreneurs of Oregon (WEO) to conduct four Women's Network for Entrepreneurial Training (WNET) Roundtables. The SBA established new relationships with several organizations, such as the National Association of Women Business Owners and the Portland Female Executives. A second annual meeting of Oregon women organizations is being planned to find ways to better assist women business owners. Members of WEO staffed a booth at the Small Business Fair in September in Portland.



In October the Women's Business Center at Southern Oregon Women's Access to Credit (SOWAC) in Medford started a new series of marketing roundtables in Grants Pass, Oregon. In September the Wisconsin Women's Business Initiative Corporation conducted a two day on-site training with SOWAC's staff, Board Members and community members, sharing operational, administrative and client centered techniques.

Look to SBA for Export Financing Help

When Rhonda Bresin found that her Japanese snowboard buyers liked the coordinated sportswear she introduced, she knew she needed financing in order to add the apparel line to her export products. SBA's **Export Working Capital Program** helped Rhonda pay her suppliers and deliver on her export contracts.



With a distributor abroad and a SBA guaranteed export loan, Rhonda was able to run a million dollar export business from her home.

Many small export companies face a capital crunch in the early stages of developing their businesses. Their suppliers may not be ready to give terms, and most lenders look for a government guarantee when they have a loan request from a start-up business. An SBA guaranteed export loan can help when exporters are:

- Looking for short term financing for export contracts
- Going on a trade mission
- Getting ready for a trade show
- Wanting to translate product literature
- Needing equipment to expand their export business

SBA **ExportExpress** can help small exporters who have a variety of financing needs related to their growing export sales. With an **ExportExpress** Loan small businesses can finance any expansion, modernization, improvement or expansion of production facilities, equipment purchases, working capital, inventory, market development, bid or performance bonds and standby letters of credit within one loan. Even a line of credit for export sales can be approved under the **ExportExpress** loan program, as long as the loan amount does not exceed \$250,000.

For lenders this sub-program of the **SBAExpress** has the same streamlined features: lenders use their own documentation, internal credit standards for approval and expedited SBA eligibility review. The higher guarantee level is another advantage as the **ExportExpress** has an 85% guarantee for up to \$150,000 and a 75% level for the additional \$100,000. The **ExportExpress** loan program should be attractive to all PLP designated lenders and, if a lender is already certified for the **SBAExpress** loan program, no additional certification is needed.

The SBA offers a range of long- and short-term financing options for small business exporters. The **Export Working Capital Program (EWCP)** allows the SBA to provide lenders with a repayment guaranty of up to \$1.1 million or 90 percent on short-term working capital loans that participating lenders make to small business exporters; however, during the first quarter of

fiscal year 2003, SBA has imposed a limit of \$500,000 on all loan guarantees, except for STAR loans. EWCP provides transaction financing and can be used for supplier costs, production or shipping expenses and to finance the receivables. Bid and performance bonds are also eligible.

The SBA's **International Trade (IT) Loan Program** was designed to assist small business exporters that require both working capital and fixed-asset financing. Under the IT loan program, the SBA can guarantee as much as \$1.25 million in combined working capital and facilities-and-equipment loans, but is also subject to the \$500,000 limit. The working capital portion of the loan may be made according to the provisions of the **Export Working Capital Program** or as a term loan for an infusion of working capital.

Following is the Portland **U.S. Export Assistance Center (USEAC)** summary report for FY 2002:

- 11 export loans (\$4.32 million)
- supported \$7.315 million in export sales
- 140 business clients counseled
- 16 training events
- 5 lender training events
- 7 trade events
- 3 E-TAP programs

For more information, contact Inge McNeese at the **USEAC** in Portland (503) 326-5498. The Center also provides loan structuring or application packaging assistance and information on participating lenders in Oregon.

Making a Difference for VETS

The Veterans Business Development Officers at the Portland District Office, Dennis Lloyd and "Big Jim" Steiner, teamed up with several local lenders this year. Their efforts resulted in the largest number of Veteran Loans within the District Office since the end of the Vietnam War. This year there were 99 loans made to veterans for a total of over \$27 million.



INFORMATION TECHNOLOGY REPORT:



*In With the
New....
Out With the
Old*

During July the Portland District Office migrated its computer systems from Pentium I desktops to either Pentium III or IV levels. With the faster speed and capacity, we also replaced the operating system from WINDOWS 95 to a more secure and less faulty system...WINDOWS 2000. At the same time, the basic application software was upgraded from OFFICE 97 to OFFICE XP Pro. The primary local area network (LAN) server was also replaced and the new WINDOWS 2000 Server software was added.

With only a few minor hitches, the week-long migration went very well. Not since September of 1996 had the computers been replaced and the software upgraded to this extent. More importantly, both SPEED and SECURITY were beefed up. This was all part of a major SBA effort to insure the SBA staff has the tools it needs to operate smoothly day-to-day with greater emphasis on computer security and multi-tasking.

The next effort will be to provide for telecommuting. Some of this work-at-home will reduce traffic, reduce pollution and contribute to the increasing productivity of the Portland District Office.

FINANCE DIVISION REPORT:



Loan Volume at Record Levels

Congratulations to all of our lending partners who together produced a record 740 loans and a record gross loan amount of \$208,515,086.00. Included in the loan total were 75 Certified Development Company loans totaling \$40,394,000.00, two more Portland District Office records.

Each year SBA Headquarters establishes loan production and New Market Goals, which include loans to Women-owned businesses, Veterans and Minorities. The Portland District exceeded all goals but one--Hispanic loans--with 17 loans achieving 70% of the goal.

With your continued support we hope to report 100% success next year in all of the New Market goals.

Our business plan this year includes the marketing of the "SBAExpress" loan program, which we feel will add a great utility to our participant lenders and our goal to achieve over 800 loans for Fiscal 2003.

A recap of your loan production, both 7(a) and 504 loans, is as follows:

7(a) Loans	665	\$167,067M
Minority	115	\$37,226M
African Amer.	18	\$2,671M
Hispanic	17	\$4,543M
Asian	65	\$24,251M
Native Amer.	14	\$5,180M
Women	142	\$28,205M
Int'l Trade	21	\$8,283M
Veterans	89	\$21,043M
<= \$150M	391	\$25,399M
LowDoc	65	\$5,195M
PLP	250	\$98,196M
Express	213	\$9,421M
CLP	11	\$5,166M

504 Loans	75	\$40,394M
Minority	13	\$7,578M
African Amer.	--	
Hispanic	2	\$1,717M
Asian	10	\$5,638M
Native Amer.	1	\$223M
Women	16	\$7,394M
Veterans	10	\$6,442M

Continued on next page...

*The U.S. Small Business Administration & Service Corps of Retired Executives
Congratulate This Year's Small Business Award Winners*

OREGON SMALL BUSINESS PERSON OF THE YEAR

Sonal C. Shah, President

Northwest Software, Inc.
Beaverton, Oregon



Sonal Shah, President, and Chetan Shah, Treasurer, founded Northwest Software, Inc. (NSI) in 1988 in Portland. Today, NSI is one of the premier minority/woman owned information technology and engineering consulting companies in the nation. Under Sonal's leadership NSI has remained at the forefront of information technology, leading the local market in all aspects of growth, development and innovation. NSI has worked to apply innovative and practical solutions to the problems of transforming information systems from an administrative tool to a strategic resource. With a focus on strengthening the link between management and technology, NSI has been awarded contracts from many fortune 100/500 companies and federal and local governments. NSI customers include high technology companies, such as Hewlett-Packard, ADP, IBM and Tektronix, Inc., and federal agencies, such as Department of Defense, U.S. Army Corps of Engineers and U.S. Department of Agriculture's Forest Services and Fish and Wildlife.

OREGON FINANCIAL SERVICES ADVOCATE OF THE YEAR

Jon P. McLean, Assistant Vice President

Wells Fargo, SBA Lending Division
Tigard, Oregon



**OREGON and REGION X
HOME-BASED BUSINESS ADVOCATE OF THE YEAR**

Jack Rubinger, Owner

Jack Rubinger Media Relations
Beaverton, Oregon

OREGON MINORITY SMALL BUSINESS ADVOCATE OF THE YEAR

Brad J. Robertson, Director

Business Outreach Program
Portland, Oregon

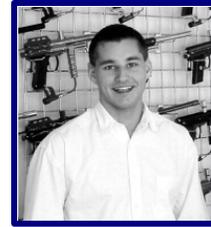


**OREGON and REGION X
SMALL BUSINESS EXPORTER OF THE YEAR**

Cheryl A. Scheinberg, President

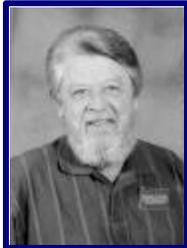
The Seaberg Company, Inc.
Newport, Oregon

**OREGON and REGION X
YOUNG ENTREPRENEUR OF THE YEAR**
Adam H. Stites, President
 Paintball Online, Inc.
 Tualatin, Oregon



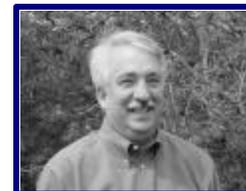
OREGON WOMEN IN BUSINESS ADVOCATE OF THE YEAR
Marcia J. Soliz, Director, Workforce Development Department
 Confederated Tribes of Warm Springs
 Warm Springs, Oregon

**OREGON and REGION X
SMALL BUSINESS JOURNALIST OF THE YEAR**
Jennifer Dirks
 The Writers' Group
 Portland, Oregon



**OREGON and REGION X
SMALL BUSINESS VETERAN ADVOCATE OF THE YEAR**
Richard A. Dalton
 Veterans Employment Representative
 Newport, Oregon

**2002 ELDON GUY SCHAFFER
CHAMPION OF SMALL BUSINESS**
Rick Dawes
 Enoch Manufacturing, Inc.



Lender of the Year Awards

Certified Development Company Lender of the Year – **Evergreen Community Development Association**
 District Minority Lender of the Year – **Silver State Bank**
 Portland District Lender of the Year Co-Recipients – **Bank of America and U.S. Bank, N.A.**

Special Thanks to This Year's Salute to Small Business Contributors

ALBINA COMMUNITY BANK ▪ AMERICAN PACIFIC BANK ▪ BANK OF ASTORIA ▪ BANK OF THE WEST ▪ CIT SMALL BUSINESS LENDING ▪ CITY OF PORTLAND ▪ DAILY JOURNAL OF COMMERCE ▪ EVERGREEN COMMUNITY DEVELOPMENT ASSOCIATION ▪ KBNP RADIO, INC. ▪ KEY BANK ▪ LANE COMMUNITY COLLEGE ▪ LIBERTY BANK ▪ MATRIX CAPITAL BANK ▪ OREGON ECONOMIC & COMMUNITY DEVELOPMENT DEPARTMENT ▪ PACIFIC CREST BANK ▪ PORT OF PORTLAND ▪ SILVER STATE BANK ▪ UMPQUA BANK ▪ U.S. BANK ▪ WELLS FARGO BANK ▪ WEST COAST BANK ▪ ZIONS SMALL BUSINESS FINANCE

FY 2002 LOAN PRODUCTION 10/1/2002 thru 9/30/2002

LENDER NAME	# OF LOANS	TOTAL APPROVAL \$
ALBINA COMMUNITY BANK	36	\$3,195,400
AMERICAN PACIFIC BANK	5	\$1,148,500
AMRESKO INDEPENDENT FUNDING INC.	1	\$1,019,000
BANK OF AMERICA	90	\$6,458,600
BANK OF ASTORIA	3	\$2,663,500
BANK OF CLARK COUNTY	8	\$880,400
BANK OF THE CASCADES	24	\$6,595,545
BANK OF THE NORTHWEST	2	\$520,000
BANK OF THE WEST	9	\$5,359,500
BANNER BANK	1	\$800,000
BORREGO SPRINGS BANK	7	\$2,418,800
BUSINESS LOAN CENTER, INC.	4	\$2,160,000
CCD BUSINESS DEVELOPMENT	7	\$4,224,000
CALIFORNIA BANK & TRUST	2	\$735,000
CAPITAL ONE FED. SAVINGS BANK	5	\$200,000
CASCADES WEST FINANCIAL SERVICES., INC.	15	\$7,487,000
CENNTENNIAL BANK	5	\$805,000
CIT, SMALL BUSINESS LENDING CORP.	60	\$34,085,200
CITIZENS BANK	1	\$105,000
COLUMBIA COMMUNITY BANK	9	\$2,180,000
COLUMBIA COMMUNITY CREDIT UNION	2	\$224,300
COLUMBIA RIVER BANK	5	\$389,000
COLUMBIA STATE BANK	5	\$2,195,500
COMERICA BANK-CALIFORNIA	5	\$2,720,400
COMMUNITY BANK	1	\$1,596,400
COMMUNITY FIRST BANK	2	\$1,358,000
EVERGREEN COMMUNITY DEVELOPMENT ASSN.	35	\$19,479,000
FIRST INDEPENDENT BANK	1	\$85,000
FIRST UNION (FKA Money Store Invest. Corp.)	4	\$3,801,500
GE CAPITOL SMALL BUSINESS	6	\$3,880,200
GOLETA NATIONAL BANK	5	\$1,847,000
GREATER EASTERN OREGON DEV. CO.	1	\$577,000
HANMI BANK	2	\$635,000
KEY BANK	30	\$11,318,080
LIBERTYBANK	6	\$783,000
MATRIX CAPITAL BANK	4	\$1,699,000
NORTHWEST BUS. DEVEL. ASSOC.	2	\$1,642,000
NORTHWEST SMALL BUS. FINANCE CORP.	7	\$3,857,000
OREGON CERTIFIED BUSINESS DEV. CORP.	8	\$3,482,000

OREGON PACIFIC BANKING CO.	2	\$787,125
PACIFIC CONTINENTAL BANK	57	\$10,639,200
PACIFIC CREST BANK	1	\$206,000
PACIFIC UNION BANK	1	\$434,000
PEOPLES BANK OF COMMERCE	11	\$2,330,500
SILVER STATE BANK	10	\$3,236,000
SIUSLAW VALLEY BANK	2	\$2,097,136
TEMECULA VALLEY BANK N.A.	2	\$1,315,300
THE COWLITZ BANK	3	\$1,176,500
THE MERCHANTS BANK	5	\$548,300
TODAY'S BANK	1	\$143,000
TWIN CITY BANK	7	\$706,000
US BANK, NATIONAL ASSOCIATION	112	\$13,271,600
UMPQUA BANK	11	\$3,268,700
WASHINGTON MUTUAL BANK/WESTERN BANK	10	\$2,976,700
WELLS FARGO BANK	56	\$12,952,400
WEST COAST BANK	24	\$7,816,800
TOTAL APPROVALS	740	\$208,515,086

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