



Spokane Branch Office
801 W. Riverside Avenue, Suite 200
Spokane, WA 99201-0901
Telephone: (509) 353-2800
Fax: (509) 353-2829



Spring 2004 Edition

Spokane Branch Update

This Newsletter Includes:

- *SCORE – Counselors to America's Small Business*
- *Success in Action - featuring Daily Grind Downtown*
- *Small Business Month Coming in May*
- *Spokane SBA Loan Stats YTD*

Spotlight on SCORE

SCORE, Counselors to America's Small Business, has helped to create a lot of success stories over the years and has provided service to a good number of your business loan clients. We want to continue that relationship with you and your clients and to grow it as well, because we can make them better clients for you. We can provide guidance that will make them more successful as business owners.

Tell your prospective business loan clients about SCORE. We can help!

In 2004, SCORE, a resource partner to the Small Business Administration, is celebrating its 40th anniversary of volunteer service to small business. SCORE has operated in the Spokane area since the early 1970's. The Spokane area chapter is one of nearly 400 chapters across the U.S. Our volunteers have a wealth of experience as business owners, managers, and professionals. Some of us are retired and some of us are still active business people, but either way translates into a great deal of knowledge and help for those using our services.

SCORE provides **free and confidential business counseling** and mentoring services to start-up as well as existing businesses. Our Spokane Chapter SCORE phone number is 509-353-2820. In Spokane, the SCORE chapter is based at the Spokane Area Business Information Center (BIC) at 801 West Riverside Avenue, Suite 240. We also provide five different business workshops on a rotating monthly basis at a nominal fee. These **workshops** that run Wednesday mornings at the Spokane Area BIC are:



- **Basics of Starting a Business;**
- **The Business Plan: A Roadmap to Success;**
- **Record-keeping Basics;**
- **Principles of Marketing; and**
- **Understanding your Business Financials.**

SCORE also conducts workshops in Colville, Washington, and in Sandpoint, Coeur d'Alene, Lewiston, and/or Moscow, Idaho at various times throughout the year. These specially scheduled workshops are announced on local radio stations, newspapers, and on the BIC website at www.spokanebic.org.

SCORE has four Chapters in the Inland Northwest with approximately 90 members total. In addition to the Spokane Chapter that also serves North Idaho, SCORE chapters are based in Wenatchee, the Tri-Cities, and Yakima Valley. Wenatchee SCORE conducts regularly scheduled workshops similar to those in Spokane.

Clients can make appointments to meet with SCORE at the following locations:

Ellensburg Business Dev Authority	509-962-7244
Lake Chelan Chamber	509-682-3503
Moses Lake Chamber	509-765-7888
Omak Chamber	509-826-1880
Pasco Chamber	509-547-9755
Richland Chamber	509-946-1651
Richland WSU Campus/BusinessLinks	509- 372-7142
Spokane Area BIC	509-353-2820
Spokane Valley Chamber	509-924-4994
TriCities Area Chamber (Kennewick)	509-736-0510
TriCities Enterprise Center (Richland)	509-735-3268
Wenatchee Valley Chamber	509-662-2116
West Richland Chamber	509-967-0521
Yakima Chamber	509-248-2021
Bonnors Ferry – Job Svc Office	208-267-5581
Hayden – Panhandle Area Council	208-772-0584
Lewiston – Lewis Clark St. College	208-799-2465
Post Falls – North Idaho College	208-769-3296
Sandpoint – Bonner Business Ctr	208-263-4073

Free and confidential SCORE counseling is also available via email. SCORE counselors nationwide can be accessed through the SCORE website at www.score.org. Clients search online and select counselors by area of expertise and location.

Success In Action

Spokane SBA success stories are central to our small business recognition program. They spotlight area entrepreneurs who have been assisted by SBA and its resource partners, SCORE, SBDCs, BICs and/or Lenders. These stories show how we work together to help businesses start or grow, and focus primarily on the entrepreneur's interesting path to success.

Below is a shortened, sample success story. To read more success stories, go to www.spokanebic.org and click on Entrepreneurial Success, then click on Success Stories.

Daily Grind Downtown: Brewing Success

After Lauren Izenberg attended the California Culinary Academy in San Francisco, she created wedding cakes and had been a pastry chef at the Kempis in Spokane. Always wanting her own business, she investigated closely when a Spokane cake shop came up for sale.

Izenberg visited the Spokane Area Business Information Center to use the resource library. She said, ***"I think the BIC is a great place. The library staff was so helpful."*** At the BIC, Izenberg worked with Jack Fischer, a SCORE counselor and retired banker, to assemble a business plan. She said, ***"Jack...was playing devil's advocate. People starting a business need that reality check."***

That sale fell through, but it led Izenberg to consider The Daily Grind Downtown, a twist of fate she's never regretted. She developed a second business plan and Fischer referred her to the Northwest Business Development Association. Izenberg commented, ***"NWBDA really believed in me and my ideas for the Daily Grind."*** In May 2000, using an SBA-backed loan through Washington Trust Bank, Izenberg bought The Daily Grind Downtown. WhiteRunkle Associates designed a new logo for her shop.

From the morning's fresh-baked breads and scones to made-to-order lunchtime sandwiches, customers perk up to Daily Grind Downtown's great espresso, fresh food and cheerful service. Izenberg arrives early to make baked goods, including scones that sell out every morning. Sales have exceeded projections. Izenberg, who formerly coordinated a food donation program at the L.A. Food Bank, brings the rare leftover baked goods to the downtown Women's Drop-In Center.

Izenberg relishes interaction with clients and greets her regulars by name. She says, ***"We get such good feedback. It's no big deal to stay an extra 20 minutes to do another batch of scones. . . Customers feel like it's their shop too. Friendships and romances have started here."***

Customers can get "wired" on coffee while going wireless with their communication. In 2002, area Internet broadband provider One Eighty Networks installed a free, community wireless hot spot at the Daily Grind so customers with laptops and Pocket PCs can partake of high-speed Internet access as well as tasty treats.

Izenberg says her biggest challenge comes from staffing. ***"As a small business owner, it's pretty much on you. You have to go that extra step... to find really good people who are extremely customer service oriented."*** Her benefit package for employees includes health insurance and paid parking. She says she's learned a lot about payroll and sales tax, and advises entrepreneurs, ***"Make sure you understand the taxes. Go to the BIC and learn about bookkeeping. I would definitely recommend people talking to ... SCORE."***

All challenges aside, Izenberg is happy at The Daily Grind Downtown. ***"Of all the different jobs I've done, I think this is what I've done best. It's hard to imagine what else I would be doing,"*** she said.

Small Business Month Coming Again in May



Last year 48 organizations and agencies provided over 100 events/trainings across the Inland Northwest, 34 of which were outside the Spokane/Coeur d'Alene corridor. This year, celebrating the U.S. Small Business Administration's 50th anniversary, our goal is that ALL small businesses are made aware of resources and opportunities available to them. This can only happen with your help.

We want to showcase organizations that support small business and highlight events/venues that benefit entrepreneurs throughout Small Business Month – May 2004. This year we want to reach even more Inland NW small businesses. To see what happened last year and those that participated, go to:

<http://www.spokanebic.org/May2003.htm#calendar>.

How can our lending partners help this year?

- Include statement stuffers and/or brochures on Small Business Month in mailings to business customers, and/or display at branches
- Direct small businesses to the website: www.SmallBusinessSpokane.org to see what is available for them through use of bank reader boards, or by direct communication.
- Highlight/showcase successful SBA/bank small business customers during May, and let us know when you do.

Please join us to help make SBM 2004 a success. If someone else at the bank handles these types of requests, please let me know.

Coralie Myers, Small Business Month Coordinator, coralie.myers@sba.gov, (509) 353-2630.

5

HELPFUL WEB SITES

<i>US Small Business Administration (main page)</i>	www.sba.gov
<i>SBA Information, Policy & Procedure notices</i>	www.sba.gov/banking/indexnotices
<i>Fresno Loan Servicing Center (FCLSC)</i>	www.sba.gov/banking/guide/html
<i>LowDoc & SBAExpress Centers</i>	www.sba.gov/financing/frlowdoc/html
<i>SCORE, Counselors to America's Small Business</i>	www.score.org
<i>Federal Government Search Engine</i>	www.firstgov.gov
<i>Spokane Business Information Center (BIC)</i>	www.spokanebic.org
<i>Idaho State Small Business Development Centers</i>	www.idahosbdc.org
<i>Washington State Small Business Development Centers</i>	www.wsdbc.org
<i>Coleman Report</i>	www.colemanpublishing.com

SBA-Spokane Loan Approvals

Report Period From 10/1/03 Through 1/31/04

<i>Number of Loans</i>	<i>Amount</i>	<i>Bank</i>
23	\$576,500	Bank of America
17	\$2,786,500	Mountain West Bank
15	\$480,000	Capital One Fed. Savings
13	\$4,415,000	Northwest Business Dev.
13	\$2,585,000	U.S. Bank
12	\$598,000	Wells Fargo Bank
8	\$1,433,000	bankcda
7	\$513,000	Columbia Trust Bank
5	\$2,445,000	CIT Small Business Lending
5	\$463,300	Panhandle State Bank
4	\$2,697,750	Washington Trust Bank
4	\$519,000	Zions First National Bank
3	\$884,740	Sterling Savings Bank
2	\$1,600,200	Temecula Valley Bank
2	\$691,000	State National Bank
2	\$434,000	Wachovia
2	\$273,165	Wheatland Bank
2	\$261,000	Banner Bank
2	\$185,000	Farmers & Merchants Bank
2	\$134,000	Inland Northwest Bank
1	\$1,330,000	Pacific Union Bank
1	\$379,000	Twin River National Bank
1	\$340,000	Pacific International Bank
1	\$315,000	Kitsap Bank
1	\$290,000	Evergreen Community Dev
1	\$138,800	Washington Mutual Bank
1	\$90,000	Community First Bank
1	\$84,000	Keybank
1	\$65,200	Firstbank Northwest
152	\$27,007,155	

SBA-Spokane 504 Loan

Report Period From 10/1/03 Through 1/31/04

<i>Number of Loans</i>	<i>Amount</i>	<i>504 Bank</i>	<i>CDC</i>
5	\$2,934,855	Banner Bank	Northwest Business Dev.
3	\$858,694	Inland Northwest Bank	Northwest Business Dev.
1	\$3,500,000	Farmers & Merchants Bank	Northwest Business Dev.
1	\$560,000	CIT Small Business Lending	Northwest Business Dev.
1	\$463,953	AmericanWest Bank	Evergreen Community Dev.
1	\$417,500	Bank of America	Northwest Business Dev.
1	\$400,000	AmericanWest Bank	Northwest Business Dev.
1	\$345,904	Zions First National Bank	Northwest Business Dev.
14	\$9,480,906		