

**SBA**  
U.S. Small Business Administration

NATIONAL SMALL  
BUSINESS WEEK

2009

MAY 17 ~ 23

*Meeting Challenges . . .  
Achieving Success!*



Cosponsored by **SCORE**<sup>®</sup>  
Counselors to America's Small Business



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In keeping with the vision of our founder, Sam Walton, Sam's Club® provides small businesses values that help them answer the call and shape the future.

**Congratulations  
to the 2009 SBA  
Small Business Award  
Winners!**

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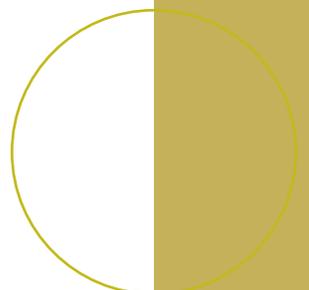
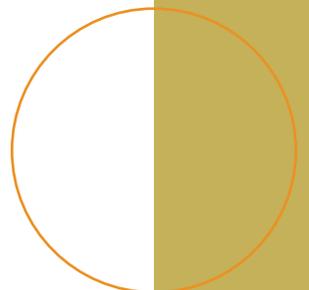
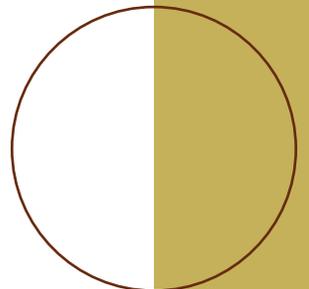
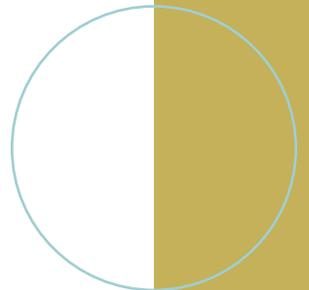
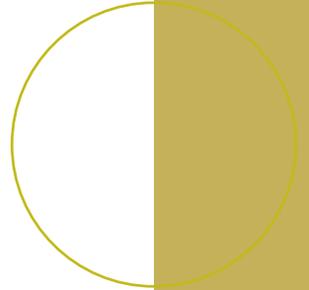
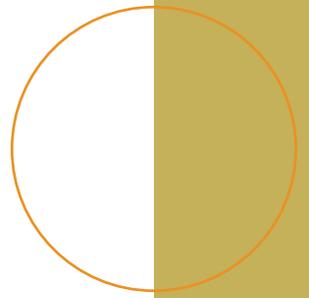
Visit [samsclub.com/smallbusiness](http://samsclub.com/smallbusiness)  
to see how we're celebrating National Small Business Week.





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# SCHEDULE OF EVENTS

## Sunday, May 17

3:00 pm – 6:00 pm      **Registration Open**  
*Mandarin Oriental Hotel, Pre-Function Area*

6:00 pm – 8:00 pm      **Opening Networking Reception**  
*Mandarin Oriental Hotel, Hillwood Foyer*  
**Sponsored by Ford**

## Monday, May 18

8:00 am – 5:00 pm      **Registration Open**  
*Mandarin Oriental Hotel, Pre-Function Area*

8:00 am – 5:00 pm      **Cyber Café Open**  
*Mandarin Oriental, Sackler Room*  
**Sponsored by Trend Micro**

8:15 am – 9:45 am      **Breakfast Honoring the Entrepreneurial  
Development and Lender Award Winners**  
*Mandarin Oriental, Grand Ballroom*  
**Sponsored by Sage**

10:00 am – 10:45 am      **Keynote by SBA Administrator  
The Future of Small Businesses and Vision  
of the SBA**  
*Mandarin Oriental, Oriental Ballroom*

11:00 am – 12:15 pm      **Financial Forum: Rebuilding Our Economy,  
How the Recovery Act Affects Your Business**  
*Mandarin Oriental, Oriental Ballroom*  
**Sponsored by Visa**

12:30 pm – 2:00 pm      **Champion Awards Luncheon**  
*Mandarin Oriental, Grand Ballroom*  
**Sponsored by Sam's Club**

2:15 pm – 3:15 pm      **Town Hall Meeting: Successful Business Strategies  
in the Down Economy**  
*Mandarin Oriental, Oriental Ballroom*  
**Sponsored by IBM**

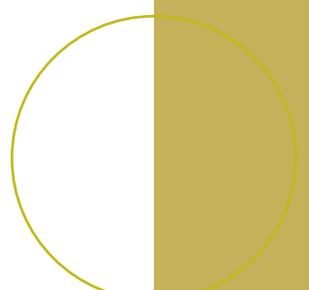
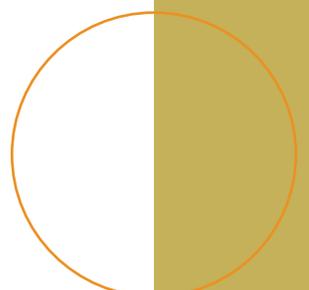
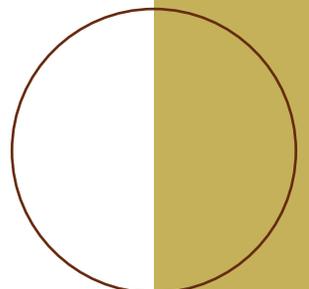
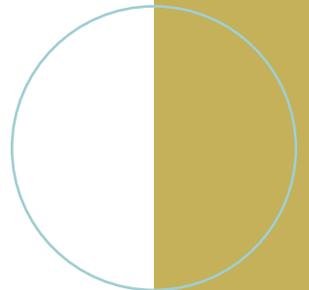
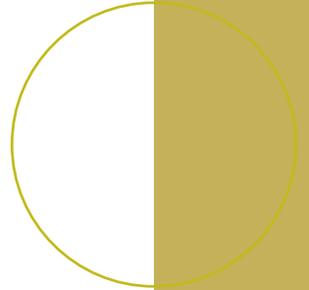
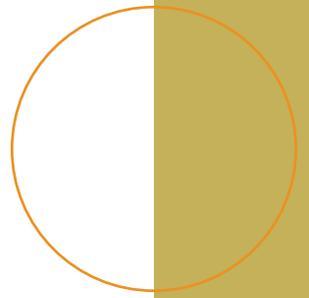
3:30 pm – 4:45 pm      **Innovation Forum: Technology – Our Competitive  
Edge**  
*Mandarin Oriental, Oriental Ballroom*  
**Sponsored by HP**

6:00 pm – 8:00 pm      **Evening Reception**  
*U.S. Department of State*  
**Sponsored by Administaff**



## Tuesday, May 19

- 8:00 am – 5:00 pm**      **Registration Open**  
*Mandarin Oriental Hotel, Pre-Function Area*
- 8:00 am – 5:00 pm**      **Cyber Café Open**  
*Mandarin Oriental, Sackler Room*  
***Sponsored by Trend Micro***
- 8:15 am – 10:00 am**      **National Awards Breakfast Honoring Procurement Award Winners**  
*Mandarin Oriental, Grand Ballroom*  
***Sponsored by Raytheon***
- 11:00 am – 12:15 pm**      **Social Media Forum: Social Media Transforming the Way You Do Business**  
*Mandarin Oriental, Oriental Ballroom*  
***Sponsored by Visa***
- 12:30 pm – 2:00 pm**      **Phoenix Awards Luncheon**  
*Mandarin Oriental, Grand Ballroom*  
***Sponsored by Symantec***
- 7:30 pm – 11:00 pm**      **National Awards Dinner Honoring State Small Business Winners**  
*Mandarin Oriental, Grand Ballroom*  
***Sponsored by Sam's Club***





**U.S. SMALL BUSINESS ADMINISTRATION**  
WASHINGTON, D.C. 20416

Dear Friends:

It is a pleasure to join you for this 2009 National Small Business Week Conference in Washington, D.C.

Small business owners play a vital role in the American economy and owning a small business is demanding work. That is why I am thrilled to be recognizing you this week, particularly in this challenging economic climate. Your businesses represent the American Dream and an entrepreneurial spirit, which is the foundation of this country.

This week more than 100 outstanding small business owners are being honored for their grit, tough-mindedness and success in the face of the storm. Five major award events are scheduled, culminating with the announcement of the National Small Business Person of the Year, as well as a special tribute to small businesses recovering from disasters. We will also honor those in the lending community, in the federal government, and among government contractors, who have shown exceptional dedication to small business.

We are pleased to have with us this year some honored guests, preeminent thinkers on small business, members of Congress and senior members of the Obama Administration. We will also feature panel discussions on important issues that are relevant and timely, including: *Rebuilding Our Economy, How the Recovery Act Affects Your Business, Technology – Our Competitive Edge, and Social Media Transforming the Way You Do Business.*

Together, we will work to make small business a leading force in the recovery from this downturn and the backbone of the American economy. I am honored to be serving as the advocate of small business and to be able to recognize your outstanding accomplishments.

Sincerely,

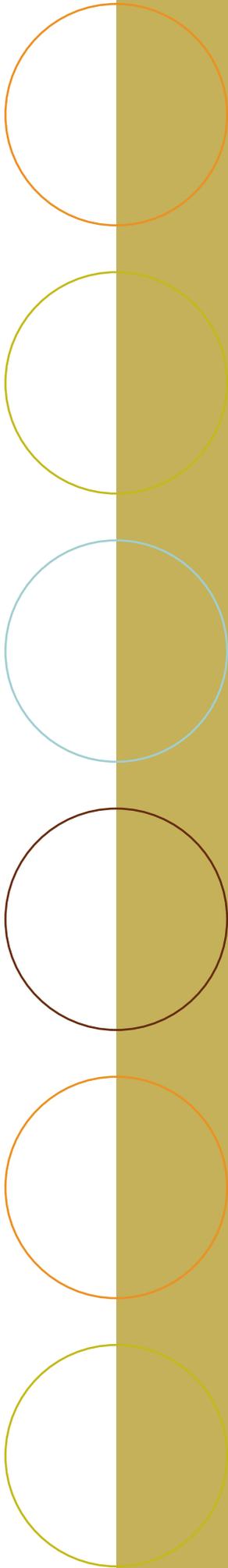
Karen G. Mills  
Administrator



# NATIONAL SMALL BUSINESS WEEK



# 2009 SMALL BUSINESS AWARD WINNERS



## ENTREPRENEURIAL DEVELOPMENT AWARDS

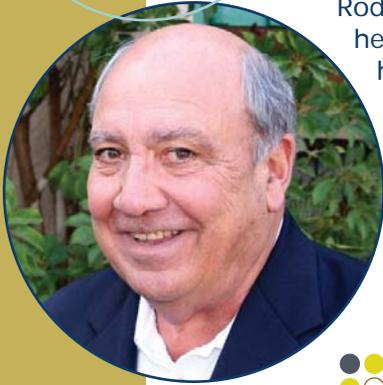
### SCORE CHAPTER OF THE YEAR

**Monty Dickinson**, Chair

**Rod Means**, District Director

**SCORE Chapter 140**

550 West C Street, Suite 550 • San Diego, CA 92101



The U.S. Small Business Administration and SCORE “Counselors to America’s Small Business” are proud to honor the San Diego SCORE as the National SCORE Chapter of the Year. San Diego SCORE has demonstrated exceptional service growth, successful public outreach, and excellent client satisfaction. Instrumental throughout San Diego County, the chapter provided more than 11,000 services through mentoring sessions and workshops last year alone, under the leadership of San Diego SCORE President Monty Dickinson, and SCORE District Director Rod Means. Monty brings tremendous business experience as a retired chief operations officer for Key Safety Systems, a manufacturer of automotive components. He currently is on the board of directors of the Boys & Girls Clubs of Greater San Diego. The invaluable guidance of Rod Means has been a great benefit to the chapter. Rod has served as a volunteer mentor since retiring from the gasoline distributor company he founded, TRICK Enterprises. His background in sales and marketing with Texaco helped him to serve in many positions with San Diego SCORE, including vice president of marketing and chapter chair. Rod is also a member of the SCORE National Marketing Advisory Council, where he provides guidance and advice on national marketing initiatives. San Diego SCORE has added new branch locations and a Web cam that allows volunteers to provide face-to-face mentoring to clients. The chapter works with diverse local organizations and sponsors a monthly Women’s Business Roundtable Breakfast for 150 attendees.



### WOMEN’S BUSINESS CENTER

**Penni K. Nafus**, Director

**New Jersey Association of Women Business Owners (NJAWBO)**

311 Main Street, 2nd Floor • Chatham, NJ 07928

Phone: 973-507-9700

E-Mail: [pnafus@njawbo.org](mailto:pnafus@njawbo.org)



The NJAWBO Women’s Business Center is one of the leading SBA Women’s Business Centers (WBC) in the nation, providing entrepreneurial training, consulting and education to help women business owners start and grow their enterprises. The WBC has counseled a growing number of women, and provided resources for them to maximize their business growth and profitability. At the helm of this dynamic WBC is Director Penni Nafus. A seasoned business owner, Penni has led the WBC with great purpose and passion for helping women attain economic independence. Her business background and experience as a Sociologist have skillfully blended to generate exciting new projects for the WBC. Penni was named the WBC’s director in 2001, to develop programs and curriculum, and to create outreach initiatives for the local women’s business community. Since that time, program participation has greatly increased, with more than 4,000 clients counseled and trained in 2008. The WBC has developed innovative programs to assist women entrepreneurs, and was awarded the Wynona M. Lipman Award in recognition of Job Training and Professional Development Programs for the state of New Jersey. Penni’s commitment and dedication have helped to advance the WBC’s mission to counsel, teach, encourage and inspire women entrepreneurs at every stage of developing and expanding successful businesses.

## SBDC LEAD CENTER OF THE YEAR

Lisa Snider, Business Development Specialist

Mary Eichinger, Business Coordinator

Doug Misak, Business Coordinator

Southwestern Oklahoma State University Small Business Development Center

100 Campus Drive • Weatherford, OK 73096

(580) 774-3039

E-Mail: [lisa.snider@swosu.edu](mailto:lisa.snider@swosu.edu) • [mary.eichinger@swbell.net](mailto:mary.eichinger@swbell.net) • [doug.misak@swosu.edu](mailto:doug.misak@swosu.edu)



The Southwestern Oklahoma State University SBDC provides key resources and services to the state's small business community, and is part of the network of the Southeastern Oklahoma State University SBDCs. The Southwestern SBDC has consistently exceeded its goal of capital infusion. These funds, received from SBA loans, private bank loans, venture capital, and individual direct investments to help local firms get started, totaled more than \$16 million last year alone. In addition, it assisted in the start-up of 37 new businesses, including a Nanotech company that has expanded to major international markets. The Center is known state-wide for its reputation of dedication to the success of entrepreneurs, particularly the underserved. It serves 15 rural counties of southwest Oklahoma and specializes in providing counseling and training, financial assistance, and assistance to veterans. The Center provides its resources and services to all populations, and has a distinctive emphasis on the Native tribes of Wichita, Apache, and Delaware in the Anadarko, Okla. area. Its satellite SBDC center in Lawton, Okla., works with Army family readiness groups on the Ft. Sill Army Base, providing training and education to veterans and their families who want to start or grow their businesses.



## LENDER AWARDS

### MORTGAGE LENDER - SMALL

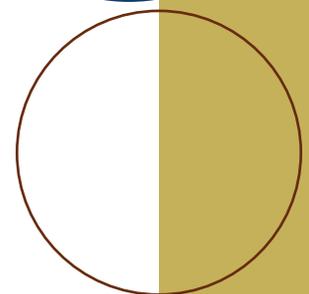
David Curtis, President & CEO

The Community Bank

1265 Belmont Street • Brockton, MA 02301

(508) 587-3210

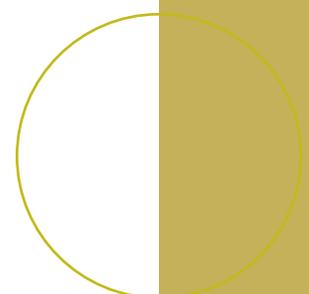
E-Mail: [dwc@communitybank.com](mailto:dwc@communitybank.com)

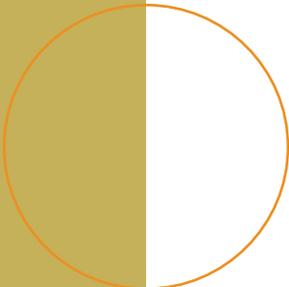


The Community Bank is a dedicated partner of the SBA and is a great supporter of the 504 Certified Development program. With 17 loan approvals in fiscal year 2008, it was the top First Mortgage Lender in Massachusetts.

Organized as the Campello Cooperative Savings Fund and Loan Association in 1877, The Community Bank is the oldest continuously operating bank in Brockton, and currently has eight locations throughout Massachusetts.

Among the variety of personal, business and insurance services that the bank provides, it also operates two business resource centers located in Falmouth and Hyannis. These centers offer a complete range of banking services including: business deposit accounts, business debit cards, commercial loans, Primax payment services, payroll services, night depository and online banking and billpay. Because the business banking experts at The Community Bank are aware of how important time is to a business owner, the business resource executives will visit entrepreneurs at a time and place convenient for them.





## MORTGAGE LENDER - LARGE

**Lori Chillingworth**, Senior Vice President and Director of Business Banking

**Zions First National Bank**

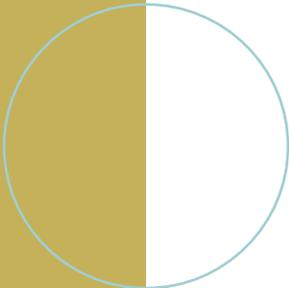
One South Main Street • Salt Lake City, Utah 84133

(801) 844.7170

E-Mail: [Scott.anderson@zionsbank.com](mailto:Scott.anderson@zionsbank.com)



Zions First National Bank, a subsidiary of Zions Bancorporation, has made the most SBA 7(a) loans in the Utah District for the past 15 consecutive years, and in the Boise District for the past seven consecutive years. Zions First National Bank's National Real Estate Department typically originates \$1 billion or more in new business annually, with an average loan size of just under \$1 million. Typically, more than half of the National Real Estate's yearly financings are 504-related first mortgage loans. In 2007 and in 2008, Zions First National Bank received the top Greenwich Excellence Award for excellence in serving small businesses.



## 7(a) SMALL

**Kenan Pankau**

**Randolph-Brooks Federal Credit Union**

One Randolph Brooks Parkway • Live Oak, TX 78233

(210) 637-3633



Originally chartered in 1952 to serve personnel at Randolph Air Force Base, Randolph-Brooks today serves the entire San Antonio and Austin areas, and boasts more than 280,000 members and total assets exceeding \$3 billion. Since the inception of the Patriot Express Program, RBFCU has been a leader in its commitment to the program. In 2008, RBFCU made more than 200 SBA loans and was presented with the San Antonio District Patriot Express Commitment Award by the local SBA District Office. RBFCU is a proud member of the communities it serves and share their philosophy of "people helping people," providing assistance to hundreds of local charitable organizations.

## 7(a) LARGE

**Greg Clarkson**, Executive Vice President

**BBVA Compass**

17218 Preston Road, Suite 3000 • Dallas, TX 75252

(972) 735-3577

E-Mail: [Greg.clarkson@compassbank.com](mailto:Greg.clarkson@compassbank.com)

Headquartered in Birmingham, Alabama, BBVA Compass is a leading U.S. banking franchise ranked among the top 25 largest banks in the U.S., with 583 branches throughout Texas, Alabama, Arizona, Florida, Colorado and New Mexico. BBVA Compass has more than \$750 billion in total assets, 48 million clients, 8,000 branches and approximately 109,000 employees in more than 30 countries. It provides its customers around the world with a full range of financial services, including international services, merchant processing, retail banking services, consumer loans, mortgages, home equity lines and loans, and SBA loans. In FY 2008, BBVA Compass made 682 SBA loans for \$127,892,200.



## 504

**Kim Willis**, Director

**Ameritrust Certified Development Company**

1420 5th Avenue, Suite 2200 • Seattle, WA 98101

(206) 274-5152

E-Mail: [kimwillis@ameritrustcdc.com](mailto:kimwillis@ameritrustcdc.com)

Founded in August 2006, Ameritrust Certified Development Company made 52 loans for a total of \$34,547,000 in 2008. It maintains an active servicing portfolio of 47 loans for a total of just over \$30,000,000. Ameritrust's stated goal is "to support Washington state's small businesses by helping them fulfill their dreams of growth and prosperity through the SBA 504 Loan Program, and give them the support and assistance they need to accomplish that." Ameritrust has a team of five professionals with a combined experience of over 100 years of SBA and commercial banking.



504

**Greg Prestemon, President & CEO**

**St. Charles County Economic Development Council**

5988 Mid Rivers Mall Dr., Suite 100 • St. Charles, MO 63304

(636) 441-6880

E-Mail: [gprestemon@edcsc.com](mailto:gprestemon@edcsc.com)

Established in 1992, the Economic Development Council of St. Charles County (EDC) has booked more than half of all 504 loans over a 7-county area in eastern Missouri, in dollars and loan numbers, during the past 12 months. In addition to originating 504 loans, the EDC also issues Industrial Revenue Bonds, sponsors a Revolving Loan Fund, and is one of the principal participants in the St. Louis Business Development Fund, which provides venture capital in the St. Louis region. The EDC has earned a reputation across the region for working in partnership with local governments, community and business leaders, and other regional organizations.



**SBIC**

**James Goodman, President**

**Gemini Investors III, L.P.**

20 William Street, Suite 250 • Wellesley, MA 02481

(781) 237-7001

Email: [jgoodman@gemini-investors.com](mailto:jgoodman@gemini-investors.com)

Gemini Investors III was licensed in December 2000. It has since invested \$121 million in 27 small businesses, producing returns to its investors and creating thousands of new jobs. Between 2001 and 2008, its portfolio's collective total revenues grew from \$537 million at investment to \$1.79 billion. By March 2009, in conjunction with its two other SBICs, Gemini Investors had invested over \$268 million in 65 small businesses across 24 states. Gemini Investors' success reflects the experience of its management team: James Goodman, President, and managing directors: Jeffrey Newton, David Millet, Molly Simmons, James Rich, and Matthew Keis.

**EXPORT**

**Larry S. Conley**, Senior Vice President and Specialty Finance Manager

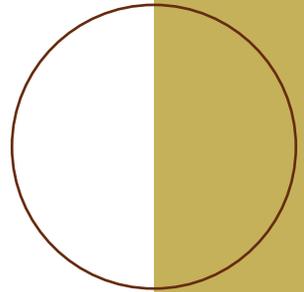
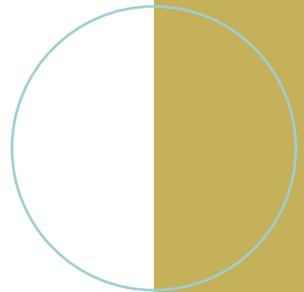
**JPMorgan Chase**

616 FM 1960 West, Floor 1 • Houston, TX 77090

(281) 587-3112

E-Mail: [Larry.Conley@chase.com](mailto:Larry.Conley@chase.com)

JPMorgan Chase & Co. (NYSE: JPM) is a leading global financial services firm with assets of \$2.2 trillion and operations and more than 200,000 employees in more than 60 countries. JP Morgan Chase is SBA's number one lender nationwide with more than 6,000 SBA loans and over \$400 billion in 2008, including 306 loans to U.S. exporters for \$26.8 million. A component of the Dow Jones Industrial Average, JPMorgan Chase & Co. serves millions of consumers and businesses in the United States and many of the world's most prominent corporate, institutional and government clients under its J.P. Morgan, Chase, and WaMu brands.



**EXPORT**

**Bernd Hermann**, President

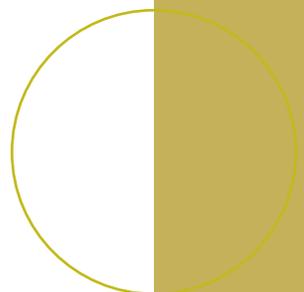
**World Trade Finance Inc.**

515 N. Central Ave. • Los Angeles, CA 91203

(818) 550-0788

E-Mail: [bhwtf@sbcglobal.net](mailto:bhwtf@sbcglobal.net)

Founded in 1989, World Trade Finance is one of the few non-bank PLP lenders in the SBA program, and has participated in the SBA EWC Program since the 90s. It also has medium delegated authority level with EximBank, and has supported close to \$1 billion in exports to every continent and almost every country in the past twenty years. Loans made by World Trade Finance range from \$250,000 to \$5 million in the form of both single transactions and lines of credit. World Trade Finance extends working capital loans to finance letters of credit, foreign purchase orders, foreign receivables and performance bonds.



## CHAMPION AWARDS

### NATIONAL VETERAN CHAMPION

**Charles M. Baker**, President and CEO

**MCB Lighting & Electrical and Government Logistics Solutions**

3540 Chaneyville Road • Owings, MD 20736

(202) 812-1378

E-Mail: cbaker@govlogistics.com



Charles Baker has been a leader since the age of 14 when circumstances required him to take over management of the Virginia farm his family share cropped. At the age of 18, Charles entered the military and began a remarkable career that spanned 27 years, took him around the world and presented numerous opportunities to demonstrate his leadership and professionalism and make a lasting impact on the federal government. Charles developed energy conservation initiatives that are now used government-wide and has established an unbroken record of saving taxpayers \$1.2 billion through his proposals and recommendations.

After retiring from the U.S. Air Force, Charles founded MCB Lighting & Electrical, Inc. and Government Logistics Solutions. He offers unique and innovative construction and product solutions, including "green" solutions. Charles has also been a leader and advocate for change on behalf of the nation's veterans. He has been actively engaged with both the House and Senate Small Business Committees and the Veteran Affairs Subcommittee where he represented the veterans' position on behalf of the four major veteran service organizations related to procurement regulation changes favorable to service disabled veterans. Charles has continued to work to improve the application of federal regulations impacting service disabled veteran-owned small businesses.



### NATIONAL FINANCIAL SERVICES CHAMPION

**Marilyn D. Landis**, President and CEO

**Basic Business Concepts, Inc.**

700 River Avenue, Suite 314 • Pittsburgh, PA 15212

(412) 231-8441

E-Mail: landis@basicbusiness.biz



As a commercial lender for many years, Marilyn D. Landis was exposed to hundreds of entrepreneurs who were talented at developing their product or service but typically lacked the financial expertise needed to run a company. Once the lending industry intensified its procedures for credit risk assessment, analysis of the balance sheet became pivotal. Marilyn saw that many small business owners were struggling to fully understand the legal and financial complexities of a rapidly changing marketplace. In 2001 she formed Basic Business Concepts which offers affordable CFO-level services, business brokerage, training, and one-on-one coaching.

With a growing client base, a variety of project-oriented clients and a track record of more than 235 clients served in just seven years, Marilyn has grown her firm to include four offices and a staff of ten, whose foot print covers five states and is still growing. But it is not just her savvy as a business woman that makes Marilyn a superstar in the world of small business finance. She has been a passionate advocate for small business, testifying before congress four times on issues impacting small business and the capital markets that affect them. She travels to her state capitol and to Washington, D.C. regularly to speak with legislators on issues important to small business. She generously volunteers her time to conduct training seminars for the National Association of Women Business Owners, the Carnegie Business Library, the Pennsylvania Small Business Development Center, various chambers of Commerce, and the Ohio Business Brokers among others. She often conducts one-on-one training with business owners as an informal mentor.

## NATIONAL WOMEN IN BUSINESS CHAMPION

Laurie Benson, CEO and Co-Founder

**Inacom Information Systems**

3001 West Beltline Highway • Madison, WI 53713

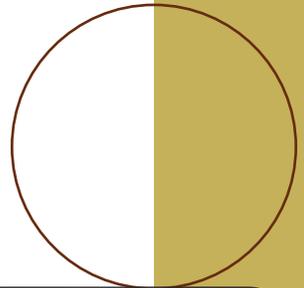
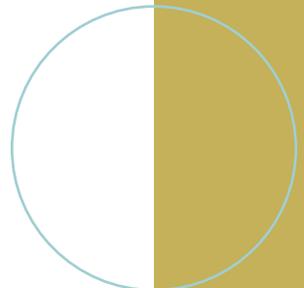
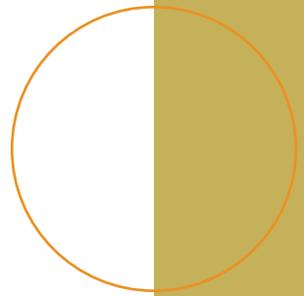
(608) 661-7702

E-Mail: Laurie.benson@inacom.com

Inacom Information Systems was formed by Laurie Benson in 1984 out of a vision to take computer technology to the next level. That vision helped the firm to develop key partnerships in strategic business technology solutions. Today, Inacom celebrates its 25th year, and continues to practice customer-centric strategies by offering technology solutions to businesses, and educational and government institutions throughout Wisconsin.

A business woman with keen instincts and savvy, Laurie is not driven by her own business achievements, but by the success of other women-owned businesses. And to that end she works selflessly to help other women reach their own significant business milestones. As a member of the Wisconsin-based Women Equal Prosperity, Laurie played a significant role in the successful legislative effort to create Wisconsin's first state women-owned business certification program in 2007. She then served on the Woman-Owned Business Certification Administrative Rule Advisory Committee for the state's Department of Commerce, which assisted in the development of the administrative code for the program.

Inacom is comprised of a talented group of professionals who bring a vast expertise in providing comprehensive business solutions. The company is headquartered in Madison, Wisconsin, with offices in Appleton and Milwaukee, and has grown to more than \$80,000,000 in revenue with more than 150 employees.



## NATIONAL HOME-BASED BUSINESS CHAMPION

Nancy Reading, Jenny Cox, Barb McGann, Kris Simeona, Founders

**CedarEdge Medical, LLC**

721 West 200 South • Blanding, UT 84511

(435) 384-3261

E-Mail: jcoxcode@yahoo.com

Just over five years in business, CedarEdge has provided training to 50 individuals in Utah and Colorado who have established their own home-based businesses as certified professional medical coders. Another 17 have been trained and ready to go when needed and 50 more are scheduled to begin training soon. The impact on the lives of these new business owners has been enormous. For the first time, the possibility of home ownership is within reach. Others are eliminating debt and establishing savings. Disabled and isolated individuals who would never have been able to secure traditional jobs are now working as certified professionals in their homes and earning incomes which can significantly exceed not only rural, but urban wage averages.

Nancy, Jenny, Barb and Chris have volunteered countless hours and dollars to ensure the success of their venture. They have organized, staffed and delivered four annual rural coding conferences. Unique in the industry, these conferences bring together experts and leaders in the field who volunteer time to provide the latest in information and technology to individuals who would otherwise never have the opportunity for such training. To secure contracts for CedarEdge contractors, they have had to personally guarantee the quality and proficiency levels of the coders' work, requiring them to personally review coded records until necessary proficiency levels were attained. Most of this work was done without compensation.



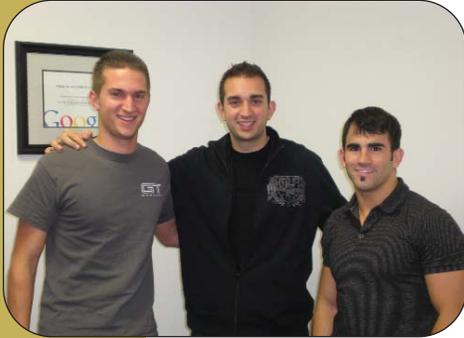
## NATIONAL YOUNG ENTREPRENEUR

**Stephen C. Voudouris, Christopher R. Francy, Andrew S. Voudouris, Owners**  
**Xoxide, Inc.**

7 Lee Boulevard • Malvern, PA 19355

(610) 251-1672

E-Mail: [newproducts@xoxide.com](mailto:newproducts@xoxide.com)



While their teenaged peers were picking up part-time jobs at the mall or mowing lawns to earn spending money, brothers Stephen and Andrew Voudouris and their friend Christopher Francy were trying to sell laptop cases to computer stores. That idea evolved and became the e-commerce business site Xoxide in 2001 after the young trio—Christopher and Stephen were 17, Andrew was 15—pooled \$2000 and set up shop in a basement.

In 2003 they were able to lease a 5,000 square-foot facility. They launched several new e-commerce sites using their innovative marketing strategy that adapted well to the new product lines. Two years later, as Christopher and Stephen both turned 20, the partners bought a 12,000 square-foot property to house their expanding products and office space for 10 employees. Two years later they used an SBA 504 loan to purchase a 45,000 square-foot facility that would accommodate their 75 employees who operate 10 Web sites selling a variety of merchandise ranging from pet supplies to auto parts.

With an initial investment of a few thousand dollars, imagination and lots of hard work, Christopher, Stephen and Andrew have grown a basement business into a company with \$30 million in sales in 2008, and a net worth of nearly \$2 million.



## NATIONAL MINORITY CHAMPION

**Eddie G. Davis, Principal**

**DaLite & Associates, LLC**

P.O. Box 56576 • St. Louis, MO 63156

(314) 367-822

E-Mail: [edavis@sbcglobal.net](mailto:edavis@sbcglobal.net).



For 26 years, Eddie was employed by Union Electric Company. He started as a car washer and worked his way up through the company serving as a meter reader and meter installer and helper, to supervisor of community relations in the corporate communication department. He finally served as the company's minority business developer in the purchasing department.

In 2001, he formed DaLite & Associate, a business consulting firm for small and mid-size businesses, and that same year he joined Robert Coleman in Composite Resources LLC as Managing Consultant. In 2004, Eddie formed Integrity Recyclers LLC with Mr. Coleman to operate as consultants and merchants of scrap metals and other recyclable materials.

In addition to his efforts on behalf of minority-owned businesses, Eddie serves as volunteer chairman of the Economic Development Committee, St. Louis Black Leadership Roundtable, and as Director of the Center of the Acceleration of African American Business. In these capacities, he champions minority and women-owned businesses through resource development, mentoring, and opening procurement opportunities.

## NATIONAL JOURNALIST

**Joanne Quinn-Smith**, President  
**Dreamweaver Marketing • Positively Pittsburgh Live Magazine**  
1449 Swantek Street • Pittsburgh, PA 15204  
(412) 628-5048  
E-Mail: [Joanne@positivelypittsburghlivemagazine.com](mailto:Joanne@positivelypittsburghlivemagazine.com)

Joanne Quinn-Smith, owner and CEO - Creative Energy Officer - of Dreamweaver Marketing Associates, a successful Pittsburgh-based marketing company, mother and grandmother, is an unlikely trendsetter for online journalism. But, better known as Techno Granny to her thousands of online listeners worldwide, Joanne has created a revolutionary online social media platform in Internet broadcasting, blogging and other social media participation that represents the new second generation of World Wide Web development and design, known in technology circles as Web 2.0.

A seasoned small business owner and active member of the National Association of Women Business Owners, Joanne has used her Positively Pittsburgh Live Internet Talk Radio broadcasts to focus largely on small business topics. She also hosts the Techno Granny Show, where her expert guests advise baby boomers on navigating the new world of Web 2.0. Between the two shows she has interviewed over 200 small business owners.



## NATIONAL EXPORTER

**Andrew Kruse**, Executive Vice-President for Business Development  
**Southwest Wind Power**  
1801 West Route 66 • Flagstaff, AZ 86001  
(928) 779-9463  
E-Mail: [Andrew.Kruse@windenergy.com](mailto:Andrew.Kruse@windenergy.com)

Since 1987, Southwest Wind Power has been producing battery charging small wind generators for rural areas around the world. During the last two decades Andrew Kruse and company president David Calley have grown their business into a leading manufacturer of small wind turbines.

The turbine systems are used to pump and clean water, and power telecommunications towers for cell phones. Working with the Small Business Administration for expansion capital and the Export/Import Bank to assist with its distributors, they have produced over 140,000 units that can be found in 120 countries.

In 2006, the company introduced the Skystream 3.7, the first small wind generator designed for utility-connected residential and commercial use. Since entering the market, the Skystream has helped vault Southwest Wind Power's sales from \$8 million in 2006, to \$25 million in 2008. Nearly half of the sales came from international markets.



## FAMILY-OWNED BUSINESS OF THE YEAR

**Timothy S. Parker, President**

**Harbor Industries, Inc.**

14130 172nd Avenue • Grand Haven, MI 48747

(616) 842-5330

E-Mail: [Tim\\_parker@harborind.com](mailto:Tim_parker@harborind.com)

Under the leadership of Ted Parker, son of the founder and current Chairman of the Board of Harbor Industries, the company completed a multi-million dollar, 2 phase construction of a manufacturing plant in Charlevoix, Michigan, transforming a 50 year-old structure into a state-of-the-art 300,000+ square-foot facility. He also formed a "Green Team" to address sustainability in their products and processes and reduce waste steam and energy consumption. In an effort to reduce their carbon footprint they have also taken steps to educate employees on conservation, recycling, introducing and using "green" materials and successfully managing their sustainable business initiatives.

On January 1, 2008, after 40 years at the helm, Ted Parker turned over management of the company to his son Tim, who assumed the presidency, and to his daughter Cindy Parker Euscher as Executive Vice President. Under their leadership, Harbor has continued to flourish, cultivate new business and remain financially sound in the midst of an ever-changing economic climate. Sales rose from \$42 million in 1990 to over \$68 million in 2007 and the number of employees rose from 100 in 2000 to over 300 in 2007. It is one of the few employers in the area that offer its employees premium free health benefits. It has also maintained its commitment to the community through generous charitable donations and support of community events.



## ENTREPRENEURIAL SUCCESS

**Avinash Rachmale, President and CEO**

**Lakeshore Engineering Services, Inc.**

7310 Woodward Ave., Fifth Floor • Detroit, MI 48202

(313) 887-5711

E-Mail: [avinashr@lakeshoreeng.com](mailto:avinashr@lakeshoreeng.com)

In just over a decade, Lakeshore has grown from one employee to nearly 300 and sales have grown from \$20,000 to nearly \$77 million. Avinash attributes his tremendous growth to the company's core values: client satisfaction; a positive, can-do attitude; responsibility; respectfulness; and to his certifications in the SBA's 8(a) and HUBZone programs.

Avinash has used his success as a catalyst for the revitalization of inner city Detroit's New Center district by locating his offices there. Lakeshore occupies the former Michigan Department of Labor building, a landmark facility with unique architectural features that had been abandoned for five years before Avinash purchased and renovated the property. In addition to providing offices for Lakeshore, it is home to the City of Detroit police precinct and several civic and charitable organizations.

As Lakeshore has grown, so has its foot print. It has demonstrated its capabilities in a number of very important construction projects in Detroit, Wayne County and other municipalities around the county. In recent years, the company's credentials have come to include construction projects in war zones, particularly in Iraq and Afghanistan. Closer to home, Lakeshore has entered into a self-performance agreement with the City of Detroit for many of its underground sewer and water projects. The arrangement allows the company to pass along savings to the city by performing work previously subcontracted out at a higher cost.

# REGIONAL PRIME CONTRACTORS OF THE YEAR

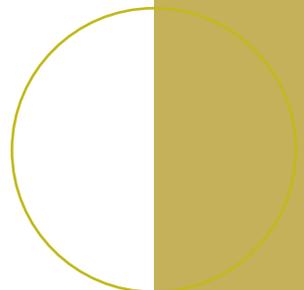
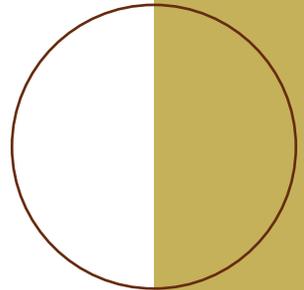
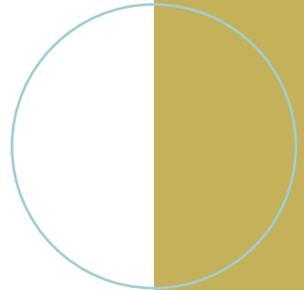
## REGION I

**Ross Miller, President**  
**Safety Net Solutions**

215 South Broadway, #327 • Salem, NH 03079  
(603) 890-3303

E-Mail: [sns.sales@safetynetsolutions.com](mailto:sns.sales@safetynetsolutions.com)

An innovative software architect and information technology specialist, Ross Miller is president of Safety Net Solutions, a provider of cutting-edge solutions for critical enterprise systems. Miller, a Certified Information Systems Security Professional, founded the company in 1992. Under his leadership, the company has provided the necessary skills to manage subcontractor teams, and achieve growth as a federal prime contractor. The firm's senior management team collectively has more than 90 years of federal government contracting experience, with an exceptional compliance and performance history for Contract and Task Order performance.



## REGION II

**Gerald Wright, Chief Executive Officer**  
**Universal Technical Resource Services, Inc.**

950 N. Kings Highway, Suite 208 • Cherry Hill, NJ 08034  
(856) 667-6770

E-Mail: [jwright@utrs.com](mailto:jwright@utrs.com)

Gerald Wright is Chief Executive Officer of Universal Technical Resource Services, Inc, which provides a wide range of engineering, program management, computer science services to the public and private sectors. Gerald directed the growth of the company from revenues near \$1 million to more than \$20 million today, and was instrumental in expanding the company's services to include information technology, program management, and environmental sciences. The company began in 1985 with a handful of employees as a provider of highly specialized data processing services to large commercial organizations, and today, has more than 130 employees.

### REGION III

**John Higginbotham**, Chief Executive Officer

**Integral Systems**

5000 Philadelphia Way • Lanham, MD 20706

(301) 731-4233

E-Mail: [jbh@integ.com](mailto:jbh@integ.com)

Under the leadership of Chief Executive Officer John Higginbotham, Integral Systems develops innovative satellite communication systems for government and commercial customers. John brings a highly skilled background in the global satellite communications arena to the firm, which builds satellite ground systems and equipment for command and control, integration and test, data processing and simulation. Founded in 1982, the company provides cost-effective solutions for ground, air, and space communications by integrating solutions from its subsidiary companies. Customers have relied on the Integral family of companies to deliver on time and on budget for more than 250 satellite missions.

### REGION IV

**A.R. (Rey) Almodóvar**, Co-founder and Chief Executive Officer

**Intuitive Research and Technology Corp.**

5030 Bradford Drive, NW • Building 2, Suite 205 • Huntsville, AL 35805

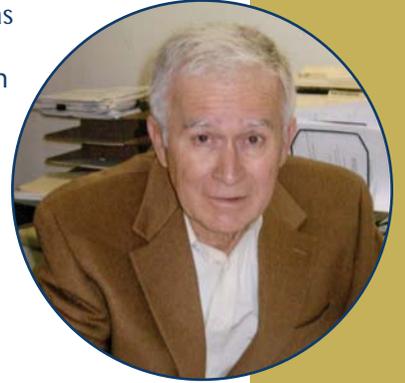
(256) 922-9300

E-Mail: [info@irtc-hq.com](mailto:info@irtc-hq.com)

Intuitive Research and Technology Corp. was co-founded in 1999 by A.R. (Rey) Almodóvar, to provide management, technical and engineering services to the Department of Defense and to the commercial industry. The firm is a certified 8(a) company, with revenues of more than \$35 million, and a staff of 140 professionals with expertise in industrial, mechanical, systems and electrical engineering. As a prime contractor, the company has extensive experience in managing both on-site and off-site teams, and its contracts range from small 8(a) to large task orders in excess of \$140 million with multiple subcontractors.

**REGION V**  
**Jim Craig, Owner**  
**Mastercraft Mechanical Contractors, Inc**  
5231 South Old State Road 37 • Bloomington, IN 47402  
(812) 824-9800  
E-mail: mastercraft@mastercraftmechanical.com

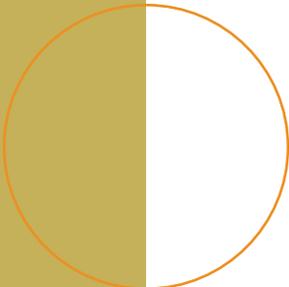
Jim Craig has served as president of Mastercraft since its inception in 1995, and serves as liaison to senior government personnel to insure contract compliance of procurement projects. With a staff of 14 employees, the company has completed work on more than 200 projects with a combined dollar volume of more than \$20 million, as well as projects and subcontracts exceeding \$1 million. Mastercraft self performs equipment repair and installation including process piping and fitting, manual and control valves, chemical treatment systems, pumps and associated items. The company utilizes subcontractors for its sheet metal, pipe and duct insulators, testing and balancing, and electrical controls contracts.



**REGION VI**  
**Ricardo and Renee Araiza, Founders**  
**R-con Construction, Inc.**  
3401 Montecito Ct, • Las Cruces, NM 88011  
(575) 522-7523  
E-mail: ricrcon@comcast.net • reneercon@comcast.net

R-con Construction, Inc. is a small disadvantaged business, 8(a) certified, and serviced disabled Veteran-owned firm established in 1996 by Ricardo and Renee Araiza. R-con operates with a simple philosophy of customer satisfaction through quality workmanship and competitive pricing. The company employs more than 50 dedicated employees, many of who have proudly served their country. R-con's staff carries an impressive array of degrees, licenses and years of experience in the construction and maintenance fields. The firm has expanded from the Southwest, with contracts in seven states, and it continues to serve local, state, and military installations on a range of projects.





## REGION VII

**Michael Zambrana**, President & CEO

**Pangea Group**

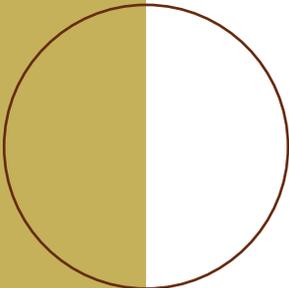
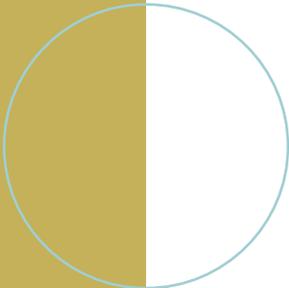
2604 South Jefferson Avenue • St. Louis, MO 63118

(314) 333-0600

E-Mail: [mzambrana@pangea-group.com](mailto:mzambrana@pangea-group.com)



Michael Zambrana established the Pangea Group in 1994 to support the U.S. Department of Energy's clean-up mission at the Weldon Spring Remedial Action Site near St. Louis, MO. Pangea is an environmental remediation, health and safety, civil & facility construction and operations and maintenance services provider. Since the company's inception, Pangea has grown to more than 30 professionals. The company has completed contracts for the U.S. Army Corps of Engineers, the National Nuclear Security Administration and the Air National Guard. In 2008, the company graduated from the SBA's 8(a) Business Development Program and is certified as a small disadvantaged business.



## REGION VIII

**Ding-Wen Hsu**, President & Co-Owner

**Pacific Western Technologies Ltd.**

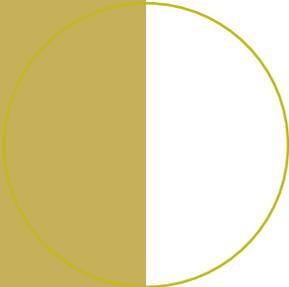
11049 West 44th Avenue • Wheat Ridge, CO 80033

(303) 274-5400

E-Mail: [dinghsu@pwt.com](mailto:dinghsu@pwt.com)



Ding-Wen Hsu established Pacific Western Technologies, Ltd in 1987 to provide information technology services, environmental management, geospatial solutions and facility management. Pacific's diverse and complex contracts range from thousands to more than \$200 million. The company's clients include: the Environmental Protection Agency, Department of Energy, General Services Administration, Federal Highway Administration, Department of Interior, Department of Homeland Security, U.S. Geological Survey, U.S. Army, U.S. Air Force, The Navajo Nation, Los Alamos Technical Associates, Inc., Bechtel Jacobs Company, BWXT-Y-12, LLC and CDM Federal Programs, Inc. In 2008, Pacific received a \$9.1 million contract with the EPA's Rocky Mountain Arsenal.

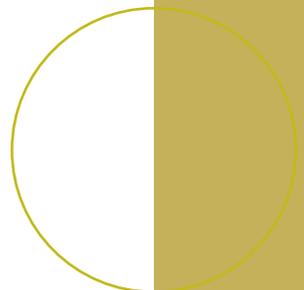
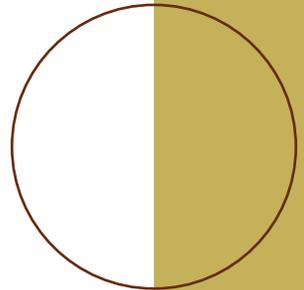
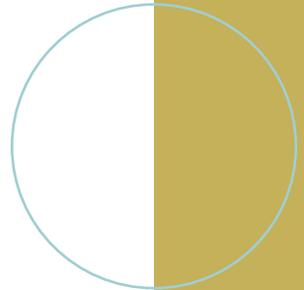


## REGION IX

**Naim Siddiqui, President  
Crown Technical Systems**

990 E. Cedar Street • Ontario, CA 91761  
(909) 923-0900

Naim Siddiqui founded Crown Technical Systems in 1996 with three part-time employees in a small industrial mall to provide products and services to the power and utility industries. The company now boasts 60 employees, a 60,000 square-foot facility and \$14 million in revenues in 2008. Crown is certified in the SBA's 8(a) Business Development Program and provides protective relay panels, medium voltage switch gear and outdoor power distribution enclosures to many of the major utilities in the Western region of the U.S. Some of Crown's clients include the Western Area Power Administration and the U.S. Department of Energy.



## REGION X

**Khris Judy, President**

**Randolph Construction Services, (RCS) Inc.**

116 W. Bonneville • Pasco, WA 99301  
(509) 545-5404

Randolph Construction Services was established in 1982 as a mechanical construction firm. In 2001, the company became a full-service design-build general construction firm under the direction of its President, Kris Judy. RCS is a second generation, family-owned, woman-owned business that is certified in SBA's 8(a) Business Development program and as a small disadvantaged business. From 2001 to 2008, the company's revenues grew from \$3 million to \$22 million with projected sales of \$49 million in 2009. In 2007, RCS was awarded one of three contracts up to \$700 million by the National Nuclear Security Administration's Second Line of Defense Program.

## REGIONAL SUBCONTRACTORS OF THE YEAR

### REGION I

**Lorenzo J. Cabrera, Owner**

**Cabrera Services**

473 Silver Lane • East Hartford, CT 06118

(860) 569-0095

Founded in 1994, Cabrera Services provides high-tech science and engineering support primarily to the federal government for cleaning sites contaminated with chemical and radioactive material. Lorenzo Cabrera has a background in radiological sciences, and he started his business after noticing a void in the environmental and radiological remediation field. Cabrera Services' client list includes the Department of Defense, and Environment Protection Agency, and the Department of Energy. The successful business has grown to 150 employees in eight offices around the United States. The company also excels in philanthropy, donating a portion of its annual profits to local food banks and Habitat for Humanity.



### REGION II

**Salvatore Berlingieri, President**

**Tens Machine Co., Inc.**

800 Grundy Avenue • Holbrook, NY 11741

(631) 981-3321

For more than 30 years, Tens Machine has manufactured a broad range of aluminum, steel, titanium and exotic metal parts for the commercial aircraft, aerospace and defense industries. Tens Machine has also been instrumental in expediting and resolving engineering and tooling challenges, resulting in savings of both time and money for their clients. Some of the company's clients include: Boeing, Brookhaven National Laboratory, the Israeli government, Lockheed Martin, Northrop Grumman, Vought Aircraft and the U.S. Armed Forces. Tens Machine is certified in SBA's 8(a) Business Development program and received 115 defense contracts totaling more than \$7 million from 2000-2007.



## REGION III

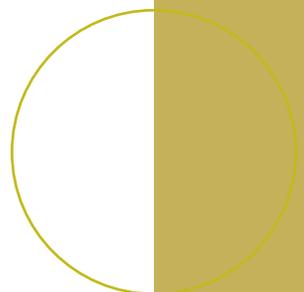
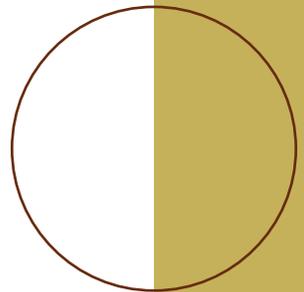
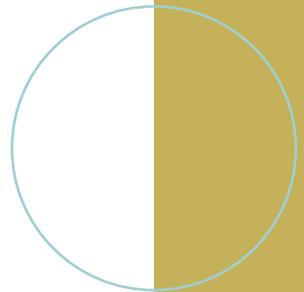
**Earl M. Furfine, CEO**

**Cardinal Technologies, Inc.**

P.O. Box 34435 • Bethesda, MD 20827

(301) 980-8088

Founded in 1995, Cardinal Technologies' objective was to provide software development, system testing and project management consulting services to their clients. Cardinal's services now include software design, development implementation and testing services, proposal management services and program management consulting. The company now boasts 47 employees and \$8 million in revenues. Some of the company's clients include: IBM, Lockheed Martin, Grant Thornton, BearingPoint, Nortel Government Solutions, LSG Sky Chefs, Marriott Corporation, Sabre, Key Bank, Customs and Border Protection, the Transportation Security Administration and the U.S. Census Bureau



## REGION IV

**Susan Englander, President**

**EEI Manufacturing Services**

703 Grand Central Street • Clearwater, FL 33756

(727) 461-4755

Susan Englander founded EEI Manufacturing Services in 1993 and grew the two-employee business from a 300 square-foot plant with gross sales of \$700,000 annually to an 18,400 square-foot plant with sales in excess of \$7 million and 26 employees.

EEI manufactures circuit card assemblies, and provides system integration for aerospace and ground support instrumentation, communications and simulation.

EEI expanded strategically by earning SBA 8(a) and HUBZone certifications and providing training for its employees.



## REGION V

**Jane Black, CEO**

**Michael Black, President**

**Aphelion Precision Technologies**

5 Waltz Drive • Wheeling, IL 60090

(847) 215-7285

The Black family left religious persecution in the former Soviet Union in the 1970s and came to America seeking freedom, entrepreneurship and a piece of the “American Dream.”

Aphelion Precision Technologies, formerly Sauk Machine Works, specializes in manufacturing complex components and assemblies for the aerospace, optics and medical industries.

Among many challenges, and despite severe health problems, Michael and Jane gradually built their precision machining company Aphelion Precision Technologies. Later, with their son William, they successfully grew the company earning numerous industry awards along the way, diversifying their business among many aerospace and defense prime contractors.



## REGION VI

**Larry Don Broseh, General Partner & President**

**Cam-Tech Inc.**

1112 N. Commercial Blvd. • Arlington, TX 76001

(817) 784-8482

Larry Broseh purchased a troubled company, Cam-Tech Mfg., a small structural and airframe manufacturing company with 19 employees in 2000, and has since put the company on its current path of success and financial independence, now employing in excess of 45 employees in a brand new facility.

Assisted by vice president Roger Hagggar, who runs the day-to-day operations of the company and has been a driving force in its growth, Larry led a team that brought the coveted AS9100 certification to Cam-Tech which leads to prime suppliers and key contracts. Cam-Tech has long-term contracts producing both detail components and assemblies for aircraft manufactured by Boeing, Lockheed-Martin, Sikorsky and many others in the airline manufacturing industry.



## REGION VIII

**Don Hedger, President**  
**Killdeer Mountain Manufacturing**  
P.O. Box 450 • Killdeer, ND 58640  
(701) 764-5651

Don and Patricia Hedger returned to their hometown of Killdeer, ND (population 750) after a nearly 20-year stint in Phoenix, Arizona, where Don worked for a large aerospace electronics company. But they returned home with a plan.

They started Killdeer Mountain Manufacturing (KMM) as a private, for-profit corporation to provide jobs in this rural community which had been faced with a shrinking population.

KMM specializes in high quality contract manufacturing of aerospace electronics and wiring. Don started KMM and began operations with just five employees and has grown to over 340 employees in five rural counties servicing a customer base which includes Boeing, Lockheed-Martin and many more. Sales of approximately \$33 million equally divided between commercial and military customers.



## REGION IX

**Cristi Cristich, CEO & Founder**  
**Cristek Interconnects, Inc.**  
5395 East Hunter Avenue • Anaheim, CA 92807  
(714) 696-5200

Not long before starting Cristek Interconnects, Inc., Cristi Cristich was a part-time receptionist for a Northern California electronics firm, electing eventually to work full time in the sales department rather than attend college. She held various positions in the company before advancing to product manager in just two years.

When a large conglomerate purchased her company, Cristi learned one of her former customers was unable to obtain a key product from the new company. Cristi saw an opportunity, and with a \$20,000 loan from a friend, a fistful of credit cards and a \$25,000 purchase order from her former customer, Cristi founded Cristek in 1985.

An award-winning company, Cristek manufactures leading-edge electronic connectors for the military, aerospace and biomedical markets. Throughout its history, Cristek has focused on niche connector products and harness assemblies used in radar systems, spacecraft, missiles, soldier-based equipment and medical devices.

The company now holds key patents and employs over 100 full-time workers.



## REGION X

**Richard T. "Dick" French, President**

**Federal Engineers and Constructors, Inc. (FE&C)**

3100 George Washington Way, Ste. 106 • Richland, WA 99354  
(509) 375-1608

With decades of experience managing engineering, construction and facilities operations programs and projects in highly technical and scientific environments, Dick French was a natural to found Federal Engineers and Constructors, Inc. in 2001.

The small business has become well known for providing government and industrial environmental remediation, construction, engineering and technical services. Given the dangers associated with project in nuclear and chemical facilities, an outstanding safety record is required and maintained by FE&C.

Dick is very active in the community non-profits as well as co-founding Tri-cities Local Business Association.



## FRANCES PERKINS VANGUARD AWARD

### INDUSTRY OFFICIAL WINNER

**William Thornton III, Director, Procurement Operations**

**B&W Y-12**

P.O. Box 2009 • Oak Ridge, TN 37831

(865) 241-3581

E-Mail: [thorntonWiii@y12.doe.gov](mailto:thorntonWiii@y12.doe.gov)

William Thornton is the director of Procurement Operations for B&W Y-12, the managing and operating prime contractor for the National Security Complex with the Department of Energy's Nuclear Security Administration. B&W's objective is to ensure that small, small disadvantaged, women-owned, service-disabled veteran-owned businesses and HUBZone-owned businesses receive their fair share of subcontracting opportunities. The company has averaged 53.7 percent in subcontract awards to small businesses over the last five years. In FY08, B&W awarded 13.4 percent in subcontracts to women-owned businesses totaling \$40 million dollars and in FY07, B&W awarded 13.8 percent in subcontracts to women-owned businesses totaling \$39 million.

# DWIGHT D. EISENHOWER AWARDS FOR EXCELLENCE

## SERVICE

**Randy Lycans**, Vice President  
**Jacobs Technology & ESTS Group General Manager**  
1525 Perimeter Parkway, Suite 330 • Huntsville, AL 35806  
E-Mail: Randy.Lycans@nasa.gov

Jacobs Technology & ESTS Group provides engineering, scientific, technical and project support services for NASA's Marshall Space Flight Center for the space shuttle. Jacobs provides subcontracting opportunities to small businesses and has exceeded its small business goal of 41 percent by awarding 50.5 percent in subcontracts to small, small disadvantaged, women-owned, veteran-owned and HUBZone businesses in FY07. It has awarded over \$145 million to small businesses since 2005. In FY07, Jacobs' exceeded its subcontracting goal by awarding 29.2 percent of its subcontracts to SDBs, 21.8 percent to women-owned businesses, 3.4 percent to veteran-owned businesses and 2.4 percent to HUBZone businesses.

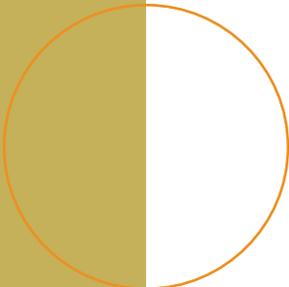


## MANUFACTURING

**Gloria D. Mencer**, Socioeconomic Programs Office, Program Manager  
**B&W Technical Services Y-12, LLC**  
P.O. Box 2009 • Oak Ridge, TN 37831  
(865) 574-2090  
E-Mail: mencergd@y12.doe.gov

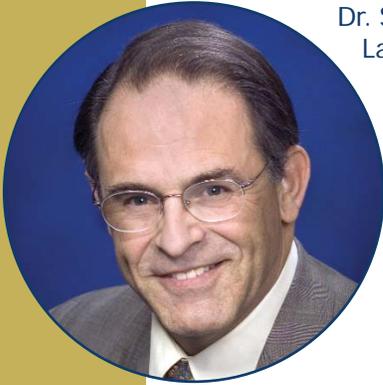
Gloria D. Mencer is the Program Manager for the B&W Technical Services' Y-12, Socioeconomic Programs Office, which supports the Department of Energy in promoting subcontracting activities for small businesses. Gloria works closely with contracting officers and program managers to develop strategies to ensure that socioeconomic firms receive procurement opportunities over \$100k. In FY08, B&W Technical Services Y-12 made subcontract awards to small businesses totaling \$150 million or 50.2 percent of its subcontract obligations. For FY05-FY08, B&W Technical Services Y-12 averaged more than 50 percent of small business participation and it has awarded more than \$669 million in subcontract awards to small businesses.



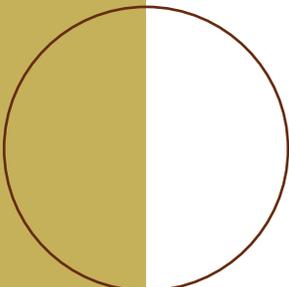
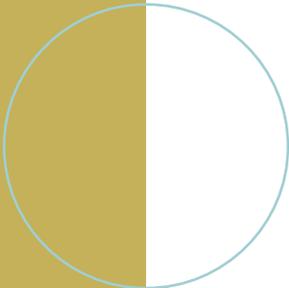


## RESEARCH AND DEVELOPMENT

**Dr. Sam Aronson**, Director, Brookhaven Science Associates  
**Brookhaven National Laboratory**  
Upton, NY 11763  
(631) 344-2772  
E-Mail: samaronson@bnl.gov



Dr. Sam Aronson is a well known physicist and director of the Brookhaven National Laboratory. Brookhaven is a multi-purpose research laboratory funded by the Department of the Energy (DOE). Home to six Nobel Prizes, Brookhaven conducts research in the physical, biomedical, environmental sciences, energy technologies and national security. The Laboratory developed a subcontracting plan for small businesses under its prime contract with DOE. In FY07, Brookhaven exceeded its 5.80 percent subcontracting goal for women-owned businesses by 6.5 percent. In FY 08, Brookhaven exceeded its 5.80 percent subcontracting goal for women-owned businesses by 8.3 percent.



## CONSTRUCTION

**Jeff Wenaas**, President and CEO  
**Hensel Phelps Construction Co.**  
420 Sixth Avenue • Greeley, CO 80631  
(970) 352-6565  
jwenas@henselphelps.com



Jeff Wenaas is President and CEO of Hensel Phelps Construction, one of the nation's largest construction companies building commercial, institutional, industrial, defense and other specialty projects. Hensel Phelps provides training, bonding, technical and managerial assistance to small businesses, small disadvantaged businesses, women-owned businesses, HUBZone-owned businesses and veteran and service-disabled veteran-owned businesses. The company has developed small business subcontract plans for socio-economic firms and its small business participation has increased from 42.3 percent to 55.7 percent and from six percent to 20 percent for women-owned business participation. Each Hensel Phelps employee is trained to use CCR and Subnet to award subcontracts.

## SURETY BOND

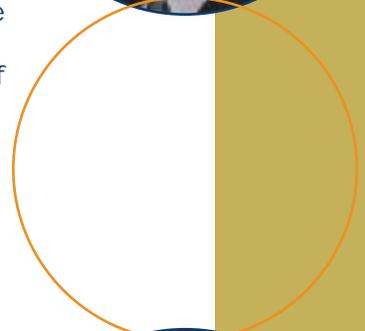
### SURETY BOND

**Bill King**, President, Chairman and CEO  
**Bob Cave**, EVP & Chief Underwriting Officer  
**SureTec Insurance Company**  
952 Echo Lane, Suite 450 • Houston, TX 77024  
(713) 812-0800



SureTec Insurance Company is a property and casualty insurance company domiciled in the State of Texas that specializes in writing surety bonds, primarily contractors' performance and payment bonds. The company is licensed in 38 states primarily in the southern half of the country. The company is headquartered in Houston, TX and maintains offices in Austin and Dallas, TX; Atlanta, GA; San Diego, CA; and Tampa, FL.

A. M. Best Company assigns SureTec a rating of A-VII and the US Department of the Treasury has established and underwriting limit of \$5,107,000.

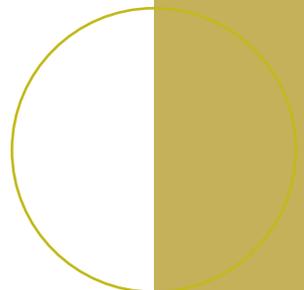
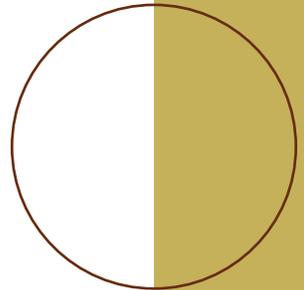


## PHOENIX AWARDS

### PHOENIX AWARD FOR OUTSTANDING CONTRIBUTIONS TO DISASTER RECOVERY BY A VOLUNTEER

**Amanda Baltensberg**  
9031 University Drive • Munster, IN 46321  
(219) 836-2517

Last September major rainfalls inundated Munster, causing the Little Calumet River to overflow. City officials said 1200 homes were damaged—many with eight feet of sewage water filling entire basements. Once the floodwaters receded, Amanda Baltensberger—mother of four, college student and co-owner (with her husband) of a printing business—borrowed a golf cart, grabbed her best friend and prepared meals to deliver to the dazed disaster survivors. A whirlwind of organization and compassion, Amanda recruited 70 volunteers and set up relief centers—a clearinghouse for information, meals and a supportive hug—in three tents borrowed from another friend. Weeks later, Amanda planned a block party—complete with live music, games for the kids and food—to uplift the town's spirits. Her "Adopt a Family" program provided personal care to those still struggling to recover. Amanda's selfless and far-reaching commitment made a lasting difference in the lives of the flood survivors, volunteers and residents of Munster.



## PHOENIX AWARD FOR OUTSTANDING CONTRIBUTIONS TO DISASTER RECOVERY BY A PUBLIC OFFICIAL

**Donald Guimond**, Town Manager

**Town of Fort Kent**

416 West Main Street • Fort Kent, ME 04743

(207) 834-3126

Donald.Guimond@fortkent.org



The St. John and Fish rivers intersect at the town of Fort Kent, Maine. Last winter the area had an accumulation of 182 inches of snow. The combination of warm spring weather and heavy rains caused the two rivers to surge beyond the 25-foot flood stage on May 1, 2008.

As the floodwaters were rising, Town Manager Donald Guimond mobilized the volunteer firefighters and ordered mandatory evacuations of the east side of town. Meanwhile, the public works department built temporary dikes that protected the downtown area. Concerned that some, particularly the elderly, did not want to vacate their homes, Don and the fire chief went door-to-door to encourage those at risk to leave.

Because of his proactive and innovative efforts, there were no fatalities. As the waters receded, Don put the disaster victims at ease by giving them information about recovery resources. At the command center, he was a vital link between the State, County and Federal agencies and the townspeople.

Don guided the town through a historic disaster by functioning as a calm and capable manager in the midst of a stressful and dangerous situation. His leadership reassured the people of Fort Kent that they would make it through the crisis.



## PHOENIX AWARD FOR SMALL BUSINESS DISASTER RECOVERY

**Juan Carlos Yépez**, President

**Luis Enrique Yépez Jr.**, Vice President

**Mainstream Global, Inc.**

60 Island Street, Unit 101W • Lawrence, MA 01840

(978) 682-6767



While on a European business trip in May 2006, Juan and Luis Yépez learned that the Merrimack River was flooding. Their company, Mainstream Global—a distributor of integrated circuits and computer products—was housed in a 100,000 square-foot mill on the banks of the Merrimack. Upon their return to the warehouse, Juan and Luis were stunned by the sight of floating inventory, debris and sewage. They had lost hundreds of thousands of dollars in inventory. While Juan and Luis kept their staff of 12 on the payroll as part of the “recovery team,” the company was not fully operational and they were losing money. They received an Economic Injury Disaster Loan from the SBA, which helped Mainstream Global stay in business.

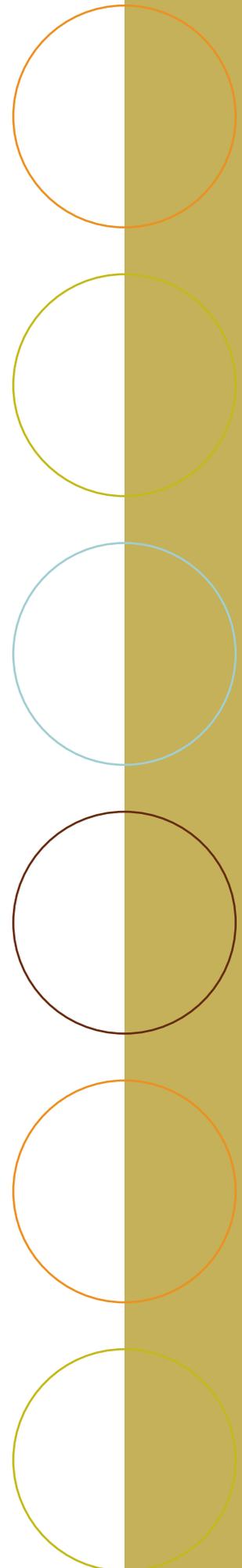
Nearly three years later, the company has grown to 32 employees, with sales that exceed \$8 million.



# NATIONAL SMALL BUSINESS WEEK



# 2009 STATE SMALL BUSINESS PERSONS OF THE YEAR



## STATE SMALL BUSINESS AWARDS

### ALABAMA

**Barbara McClain**, President

**McClain Contracting, Inc.**

105 Choctaw Street • Andalusia, AL 36420

(334) 222-4388

E-Mail: [bmcclain@alaweb.com](mailto:bmcclain@alaweb.com)



Perseverance pays for Barbara McClain, President of McClain Contracting, Inc. Barbara has been selling all-terrain vehicles and watercraft since 1990. But the business wasn't doing well so in 1997 Barbara obtained a general contractor's license and began transitioning her business into a multi-functional construction company including general building construction, bridge construction and repair, storm drains, pipe culverts, site work and other construction related functions. Barbara got her first break landing a contract with the State of Alabama doing bridge work and she hasn't stopped since. She got another boost when she received SBA 8(a) and HUBZone certifications in 2005. With the help of these programs, she has been awarded 15 contracts with various federal agencies including Keesler Air Force Base, the Veterans Administration, Naval Construction Battalion Center in Gulfport, Miss., the Army Corps of Engineers, and the General Services Administration totaling \$14.5 million. Since receiving the certifications, the company has grown from annual sales of less than \$900,000 to over \$12,000,000 for year ending August 2008. Barbara believes that her company's success is a tribute to the employees and she believes in rewarding good people for doing good work. In fact, during a business slow-down in 2005 she was faced with the prospect of laying-off employees, but instead borrowed the funds to meet her payroll and keep her employees on staff. Uncommon for a company its size, Barbara began offering her employees medical insurance and a simplified employee pension plan beginning in 2007. McClain Contracting hopes to build on the success it has experienced running projects in Mississippi and Alabama and expand the business's footprint as wide and far as possible.



### ALASKA

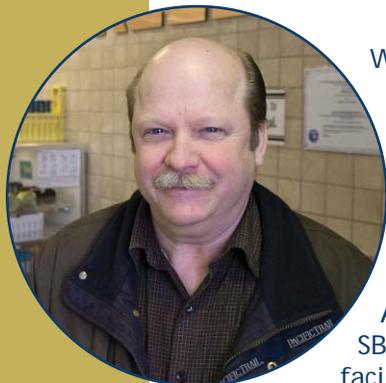
**Allan Ahlgren**, President

**Breeze In Corporation**

2200 Trout Street • Juneau, AK 99801

(907) 789-7878

E-Mail: [breezein@gci.net](mailto:breezein@gci.net)



While working as a meat cutter at a Juneau grocery store, Allan Ahlgren realized that the business hours kept by the local eateries created an opportunity for a new retail food operation. In 1975 he opened a deli at the Juneau International Airport, thus creating the Breeze In Corporation.

By 1982, Allan opened another deli in Juneau's Mendenhall Valley. The new Breeze In offered fresh-baked donuts, hand-made sandwiches and salads.

As business grew, Allen decided to build a third location. In 2008, with the help of the SBA's 504 loan program, the Breeze In opened its 19,380 square-foot warehouse/retail facility in Lemon Creek. The company now has 100 employees, and continues to contribute to Juneau's economy.

## ARIZONA

**Susan Haugland, President**

**Dan Haugland, CEO/CIO**

**BestBill**

22639 N. 17th Avenue • Phoenix, AZ 85027

(623) 516-4700

E-Mail: [danno@bestbill.com](mailto:danno@bestbill.com)

Not long after they were married, Dan and Susan Haugland began plans to create a business of their own. Their vision was for an innovative and cutting-edge technology company that would be far different from most of the firms where they previously worked. With Dan's background in software programming and medical billing, along with Susan's 14 years in human resources, leadership and operational roles in the healthcare field, it was just a matter of time for their dream to become a reality.

Dan and Susan opened BestBill in October 1999 from their garage, believing the idea that helping companies use BestBill's billing technology to deliver customer invoices through the mail or online for payment would be a cash-saver for customers. In its first month of business, BestBill printed and mailed 5,000 billing documents for a handful of clients. A year later, BestBill moved from a hot garage into a vendor's print manufacturing plant. Three years later, BestBill moved eight employees into a leased building.

Today, BestBill employs 27 full-time employees and reached \$12 million in revenues in 2008, a 33 percent increase over the previous year. BestBill enjoys a 93 percent customer retention rate and a 95 percent employee retention rate.



## ARKANSAS

**Robert H. Blair and Sharon Welch-Blair, Owners/Innkeepers**

**The Empress of Little Rock**

2120 Louisiana Street • Little Rock, AR 72206

(501) 374-7966

E-Mail: [hostess@theempress.com](mailto:hostess@theempress.com)

The Blairs' interest in historic buildings led to the purchase of the Hornibrook Mansion in 1994. They began renovation, but the high costs soon depleted their funds. In addition, some lenders were reluctant to finance this type of project. However, Bank of America shared their vision, and the Blairs received a U.S. Small Business Administration guaranteed loan in 1995. With this funding they were able to open their business. Sales volume continued to grow as the Blairs used innovative marketing strategies to attract business travelers, honeymooners, and vacationers. The Empress of Little Rock has received numerous awards including the 2008 Best of the Best for bed and breakfast establishments in central Arkansas, the Jimmy Strawn Historic Preservation Award, and the Best City Escape by BedandBreakfast.com.

The Empress of Little Rock was one of the largest private restorations of an historic building in Arkansas and a major catalyst in the revitalization of downtown Little Rock. The National Register of Historical Places describes The Empress as the best example of ornate Victorian architecture in the state, as well as the most important existing example of Gothic Queen Anne style regionally. Built of all Arkansas materials, its unique architectural features include a divided stairway, a three and a half story corner tower, stained glass skylights and octagon-shaped rooms.



## CALIFORNIA

**Robert Armstrong**, President

**Cheryl Armstrong**, Secretary and Treasurer

**NutriLawn, Inc.**

910 Cherry Street • Chico, CA 95926

(530) 891-lawn

E-Mail: [cheryl@nutrilawn.net](mailto:cheryl@nutrilawn.net)



But 20 years after starting NutriLawn, Jeff and Cheryl started thinking of selling the business. There were cash flow problems and staff issues. They sought information from the Northeastern California Small Business Development Center (SBDC) which showed them how to value the business, how to focus and identify true business profit and how to use the discounted cash flow methodology as a guide for valuation. As they worked with the SBDC business consultant, Jeff and Cheryl put together a pro-forma income statement to use for projected income purposes; they reviewed their inventory process; they changed the business from cash to accrual-based accounting; and they learned how to implement effective marketing strategies into developing the business. The more Jeff and Cheryl worked with the SBDC, the more they realized the positive worth of their business. They gave up the idea of selling NutriLawn and instead concentrated on putting the things they learned through SBDC classes into practice. It worked. Reported annual sales for the company while the couple used the SBDC services increased by almost \$200,000 and profit jumped by over \$100,000 annually. Employees also grew from three to 16. By May 2008, sales climbed to over \$1 million and profit topped \$300,000.



## COLORADO

**Grady William Busse**, President

**Action Publishing, Inc.**

2415 Blue Heron Road • Grand Junction, CO 81505

(970) 242-1110

E-Mail: [grady@actionagendas.com](mailto:grady@actionagendas.com)



Action Publishing, Inc. has built a strong business from the ground up, created jobs in a tight economy in an industry that has seen profits diminish, and established a solid reputation for excellence. As a show of gratitude for the BIC's invaluable support, Action Publishing, Inc. became the first client ever to present the BIC with a donation of stock, making the incubator a shareholder in the company. Action Publishing's corporate philanthropy extends to the larger community as well. In addition to providing surplus academic planners to many underserved schools at cost, the company has donated thousands of planners to returning soldiers who served in Iraq and Afghanistan.

## CONNECTICUT

**Christopher Bartlett**, President/Founder

**Skaters Landing, LLC**

64 Washington Avenue • North Haven, CT 06473

(203) 234-3293

E-Mail: [chris@skaterslanding.com](mailto:chris@skaterslanding.com)

With the help of several SBA guaranteed loans, Skaters Landing has expanded its product line of figure skating apparel and equipment and grown to 14 employees, resulting in annual sales of over \$1,000,000. Chris also started Rink Management Solutions, LLC, which provides consulting and hands on management for rink managers and skating facilities around the nation. In 2008, he started Global Entertainment & Media, LLC, which is a social utility that connects members of the world skating community.

Chris is committed to the growth of his business and the economic growth of Connecticut. He regularly donates skates and services to inner city Washington, DC programs. He is a member of the board of Skate for Joy, a nonprofit 501c(3) skating program based in Providence, RI, and Skaters Landing is a provider of new ice skates to figure skating in Harlem and New York City.



## DELAWARE

**Barbara Hines**, President

**Nancy Froome**, Vice President

**Nicholas Romano**, Vice President

**SSD Technology Partners**

91 Lukens Drive, Suite D • New Castle, DE 19720

(302) 652-3370

E-Mail: [bhines@ssdel.com](mailto:bhines@ssdel.com) • [nfroome@ssdel.com](mailto:nfroome@ssdel.com) • [nromano@ssdel.com](mailto:nromano@ssdel.com)

Founded as Software Services of Delaware, Inc., the company now does business as SSD Technology Partners, a name that encompasses the spirit of how the three principals conduct business. Constantly adapting to the changing market demands of the technology sector, SSD held its ground over the years and grew into a \$5 million technology firm with 27 employees.

As SSD grew, its partnership with Wilmington Trust grew. In 1994, the bank financed a \$140,000 SBA 7(a) guaranteed loan to help SSD expand into new markets and offer new services to tech-savvy businesses. The company expanded and relocated several times over the years, and today occupies a 5,500 square-foot office with 27 employees.

SSD's ability to adapt to constant market changes is a testament to its staying power. But it is its commitment to the highest level of customer service, as evidenced by its client retention rate of 98 percent for the past decade, that drives its success.



## DISTRICT OF COLUMBIA

**Prachee J. Devadas**, President & CEO

**Synergy Enterprises, Inc.**

8757 Georgia Avenue, Suite 1440 • Silver Spring, MD 20910

(240) 485-1700

E-Mail: [pdevadas@sei2003.com](mailto:pdevadas@sei2003.com)

Before starting Synergy Enterprises, Inc., Prachee J. Devadas worked for small 8(a) companies gaining experience in business development, managing multimillion-dollar contracts while providing professional services in training and technical assistance, publication development, grant review and conference management. As an 8(a)-certified, woman-owned company, Prachee has dedicated her time to providing excellence in all aspects of product and service delivery. Synergy Enterprises, Inc.'s ability to provide exceptional service at competitive pricing has resulted in the company's steady and substantial growth each year. Since inception Synergy Enterprises, Inc. has grown from 1 to 100 employees and from 5,000 to 25,000 square feet of office space.

In 1986, Prachee arrived in the United States after receiving her bachelor's degree in economics from the University of Pune, India. Born a visionary leader, she has taken Synergy Enterprises, Inc. to one of the top 25 8(a) companies in the country by Washington Technology. She is a recipient of the National Association of Professional Asian American Women's Distinguished Service Awards for 1996, 1997, 2000 and 2002.



## FLORIDA

**Mary G. Tappouni**, President

**Breaking Ground Contracting Company**

4218 Highway Avenue • Jacksonville, FL 32254

(904) 388-1350

E-Mail: [mary@breakinggroundcontracting.com](mailto:mary@breakinggroundcontracting.com)

A champion for environmental sustainability, Mary has developed strategies for growing her company that are founded on the use of ecologically friendly building practices. Recognizing a coming change in the business climate in 2006, Mary diversified Breaking Ground by launching an educational services division to train the industry and community on professional approaches to environmentally conscious practices, sustainable building and industry-wide safety.

Thanks to Mary's dedication and her eco-friendly passion; medical offices, health and fitness facilities, parks and recreation areas, retail shops, and government offices are being created using 21st century environmentally friendly technologies.

She has positioned the company as a unique example of a business that "walks the walk" of sustainability in construction by implementing incentives for employees who adopt practices that result in reduced pollutants and waste by-products in the industry. She offers her employees financial incentives for purchasing fuel-efficient vehicles, and invests on behalf of her employees in renewable energy through national program that offsets our carbon foot prints with contributions to fund clean energy projects.

## GEORGIA

**Scott S. Blackstock, President**  
**S.S. Blackstock Inc. Dba/Tidal Wave Auto Spa**  
124 East Thompson Street • Thomaston, GA 30286  
(706) 647-0414  
E-Mail: scott@ssblackstock.com

Scott Blackstock built his first Tidal Wave Auto Spa car wash in Riverdale on one of the busiest roads in Georgia in 2003. His car wash business, which started with two part-time employees and one location, has grown to almost 100 full and part-time employees and 11 car wash locations, with another site opening in June 2009.

Three SBA guaranteed 504 loans have helped finance the impressive expansion of Scott's Tidal Wave car washes. The business has posted solid sales and profits with sales increasing from \$271,000 in 2004 to over \$6.5 million in 2007. Annual profits have jumped from \$22,435 to \$2.7 million.

Armed with an ability to assemble and motivate teams of talented people, Scott entered the first Incubator Without Walls management class at the Small Business Development Center in Columbus. In 2007 he graduated from the SBDC's "FastTrac" Growth Venture and HyperGrow Programs. These programs provide training to successfully manage rapidly growing companies.

Tidal Wave's expansion is based on providing innovative products and services. Using the latest automated equipment, the units offer a car wash that is cheap, quick and effective. The basic car wash - cleaning the outside of the customer's vehicle - takes only four minutes. The driver has the option of cleaning the interior of their car using one of the free vacuums located at each site.



## GUAM

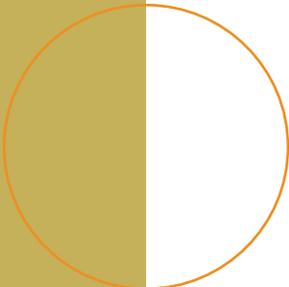
**Emelio Yu Uy, Vice President/Executive General Manager**  
**National Office Supply**  
650 West Route • Barrigada, Guam 96913  
(671) 734-0314  
E-Mail: emeliouy@ite.net

When Emelio Uy became manager of the family business in 1981 after finishing college, National Office Supply was operating out of a modular house in East Hagatna, Guam. Emelio realized that direct marketing—visiting local companies to offer free delivery of office supplies—would help the business expand. His idea worked, and with the increased cash flow the Uy family bought a larger store two years later in Taunting. The continued growth and demand for more variety in office supplies resulted in the opening of another branch in Micronesia Mall in 1988.

The success of National Office Supply has inspired and served as a model to many small entrepreneurs on Guam. From a 1,200 square-foot store with two employees, it has grown to a business with 30 employees averaging close to \$5 million in annual gross revenues. Today, National Office Supply, with its high level of customer service and well-stocked inventories, continues to grow and provide office and school supplies across Guam.

A business person's strength of character becomes evident during times of hardship and challenge. In 1991, Emelio's store in Taunting was destroyed by a fire and did not reopen until 1998. The Asian financial crisis hit Guam hard in the late 1990s, and the economic slump continued after the Sept. 11 attacks. In addition, several major typhoons hit Guam, adding to the island's fiscal woes. With patience and sound financial judgment, National Office Supply has survived the fierce winds of economic and natural disasters.





## HAWAII

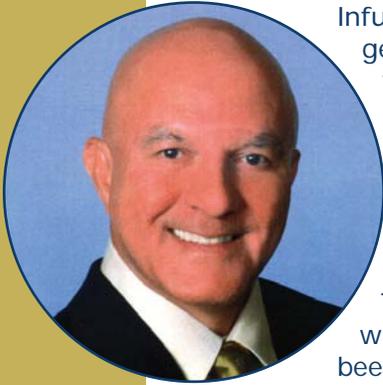
**Vaughn Garner Akimeka Vasconcellos**, President & CEO

**Akimeka, LLC**

1305 N. Holo pono St., Suite 3 • Kihei, HI 96753

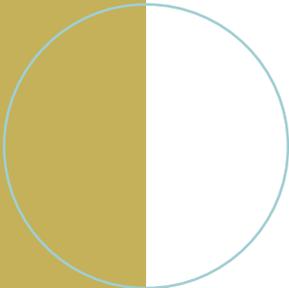
(808) 442-7107

E-Mail: [vaughn@akimeka.com](mailto:vaughn@akimeka.com)



Infusing values taken directly from his Hawaiian culture – cooperation, leadership, family, generosity and harmony – Vaughn Vasconcellos opened Akimeka LLC, in 1997. Armed with \$35,000 and his vision of creating a small business that could provide innovative information technology for the military medical industry, Vaughn sought out the assistance of SBA's Small Business Development Center. There, he received helpful technical advice which helped him develop the business. He also took advantage of SBA's 8(a) program, which provides business development and federal contract support to small disadvantaged businesses.

Today, Akimeka has grown from a Hawaii company with 20 employees in 2001 to a firm with a staff of 161 with offices in Texas, Florida and Washington, D.C. The company has been able to sustain strong profitability and has grown revenues to almost \$20 million, with a 54 percent increase in the revenue base in the past five years.



## IDAHO

**Mara McMillen**, President

**McMillen Engineering**

1658 South Trent Point Way • Boise, ID 83712

(208) 869-4007

E-Mail: [mara.mcmillen@mcm-eng.com](mailto:mara.mcmillen@mcm-eng.com)



Mara McMillen opened her engineering firm in 2004 with a staff of three, in a 400 square-foot office. Focused on establishing McMillen Engineering as a versatile high-tech engineering and consulting business, Mara developed a long-range growth plan. While the company's roots are in hydraulics, hydropower and fisheries engineering, Mara diversified McMillen Engineering's customer base to include transportation, agriculture, and the water/wastewater markets.

In her four years of operation, Mara's strategic hiring and marketing plan has paid off, and now McMillen Engineering has a staff of 29, three office locations and 53 clients. In 2007, Mara opened a construction division to offer design/build services to her clients. To date, McMillen Engineering has completed construction projects in Washington, Oregon, Idaho and Wyoming.

## ILLINOIS

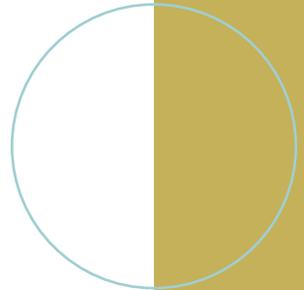
**Bongsub Samuel (Sam) Ko, President**  
**Philos Technologies, Inc.**  
Wheeling, IL 60090  
(630) 924-8747  
E-Mail: samko@philostech.com

Drawing upon his knowledge and experience from his family's businesses operating in Korea, Sam Ko decided to launch a new business in the U.S. providing similar goods and services for resurfacing various metals with processes utilizing titanium nitriding heat treatment.

Sam took a one-year sabbatical from his doctoral program in chemical engineering to test the market for his new technologies that would sustain his business.

In 2004, Sam sought the help of the Illinois Small Business Development Center at the College of DuPage (SBDC) to assist him with starting a small business. Like most start-ups, the SBDC helped Sam develop a strategic business plan that would seek necessary funding to establish his operations. Working diligently with his advisers, the SBDC helped Sam secure a \$225,000 loan for property, plant, and equipment.

Launching his one-man operation, Philos Technologies, Inc. (PTI), Sam only realized \$100,000, and established meaningful relationships that helped him expand his product line and his target market gaining over \$358,000 in gross sales for 2005.



## INDIANA

**Terry Daniel, CEO**  
**Lou Pringle, President**  
**Exhaust Productions, Inc.**  
2777 E. 83rd Place • Merrillville, IN 46410  
(219) 942-0069  
E-Mail: Terry@rushracingproducts.com • Lou@rushracingproducts.com

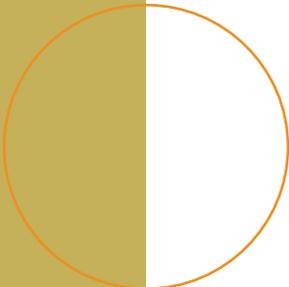


Terry Daniel and Lou Pringle both had previous experience in the exhaust muffler industry prior to launching Exhaust Productions, Inc. (EPI) over 15 years ago. Inspiration for the company came from the two men noticing an overwhelming number of items in aftermarket exhaust manufacturer catalogs being identified as NA or unavailable. To customers seeking these specific parts, this was bad news, but to Terry and Lou, this signaled "opportunity."

The concept behind EPI was to provide short run manufacturing service to larger after market exhaust manufacturers. Most of the items listed as unavailable in these catalogs pertained mostly to late model applications of front wheel drive exhaust pipes. Although these manufacturers had the capability to build these parts, they couldn't afford the production time required to run the low volume. But, if EPI could acquire enough short run business collectively from these larger manufacturers to make it a large run and fill everyone's needs. The plan was welcomed with open arms by the large manufacturers, and EPI found its niche.

As EPI grew, they diversified their products, expanded their distribution channels, and began attracting offshore customers and private label accounts.





## IOWA

**John Lohman**, President & Publisher

**Corridor Media Group/Corridor Business Journal**

845 Quarry Road, Suite 125 • Coralville, IA 52241

(319) 887-2251

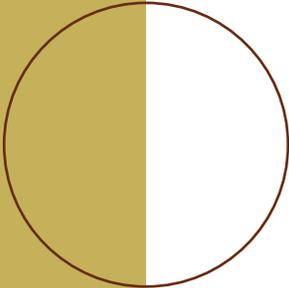
E-Mail: [johnl@corridorbiznews.com](mailto:johnl@corridorbiznews.com)



As the president and publisher of the Corridor Business Journal, John Lohman is responsible for a weekly publication dedicated to providing news of interest to business owners in Eastern Iowa. While attending the University of Iowa, John interned at the college's Small Business Development Center. There he learned first hand what it takes to successfully start a small business and he harbored a dream of one day owning his own company. After several years of planning and preparation, John and his wife Aspen started the Corridor Business Journal in the basement of their home in June 2004.

Newspapers across the country were losing money or folding at the time, and starting a new business publication appeared to be a risky move. Yet John recognized the need for a publication focused on the 11-county area in Eastern Iowa otherwise known as the "Corridor." Undercapitalized when launching the business, John and his wife went months without paychecks and invested nearly all of their personal assets. But the hard work and investment is now starting to pay off. Revenue growth over the last three years has been an impressive 65 percent.

With a weekly readership of 10,000 for the Corridor Business Journal, and an increase from four employees to 19, the growth and profitability of the company continues to look bright. An SBA-backed loan in July 2008 has helped the business meet its financial needs, but challenges continue to arise.



## KANSAS

**Jeri Woerner Bartunek**, CEO and Founder

**Bartunek Technology Group, Inc.**

9393 W. 110th Street, Suite 500 • Overland Park, KS 66210

(913) 327-8800

E-Mail: [jeri@bartunekgroup.com](mailto:jeri@bartunekgroup.com)



After becoming disenchanted with the corporate culture she was a part of for many years, Jeri Bartunek decided to build her own company. A self-starter in the truest sense, Jeri self-financed in 1989 the creation of Bartunek Technology Group (BTG), a staffing agency providing information technology (IT) and engineering personnel, focusing more on the placement of IT personnel and engineers. The company's early days were difficult. Jeri's lack of financing limited the business' growth and profitability. Yet her strong drive to survive and excellent customer service enabled the company to expand.

BTG started with two employees. By 2005 the company had 57 employees working on a variety of contracts. Between 2005 and 2007, the business continued to evolve into a highly successful organization. Jeri continues to seek opportunities to broaden the company's ability to handle personnel needs in the energy and bio-medical areas, with the aim of creating more jobs in the United States.

## KENTUCKY

**Thomas E. Masterson, President**  
**T.E.M. Electric, Inc.**  
3730 Hikes Avenue • Louisville, KY 40218  
(502) 454-0101  
E-Mail: tom@temelectric.com

Armed with 30 years experience in all phases of the electrical industry, Tom left his job with an electrical contractor to start T.E.M. Electric, Inc. Three of his co-workers who shared his entrepreneurial spirit and recognized his leadership abilities joined him in his new venture.

T.E.M. Electric provides service in engineering, supply, service and maintenance of industrial, commercial and institutional facilities. Design-build, data, voice, fiber, telecommunications, fire alarm, security, temperature control, energy management and television system installation are also offered.

Initially, work was conducted from Tom's living room, and operating capital came from personal savings, until T.E.M. finally won its first major contract which was with United Parcel Service in Louisville. From that point, contract awards and revenues began to climb, requiring additional capital, and that came in the form of an SBA guaranteed loan. In just two years, the four employees grew to 30 and annual revenues soared to \$2.2 million. In 2002, the company moved into a 5,000 square-foot facility in Lexington. A year later revenues doubled and T.E.M. opened a second 4,000 square-foot office in Louisville, and added 13 more employees. Today, T.E.M. employs 75 people between the two offices and company revenues exceed \$12 million.



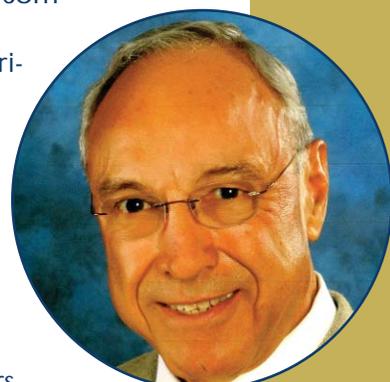
## LOUISIANA

**Robert A. Baker, President**  
**Baker Sales, Inc.**  
60207 Camp Villere Road • Slidell, LA 70460  
(985) 882-6262  
E-Mail: bob@bakersalepipe.com

Baker Sales, Inc. (BSI) was formed nearly 30 years ago for the sole purpose of wholesale distribution of steel pipe, fence pipe and fence supplies to oil-related businesses in southeast Louisiana. Today, Baker Sales services a 250 mile radius and has expanded beyond the oil-field industry to include providing products to contractors and plumbers, as well as fence supply companies and fence contractors.

Through consultation sessions with SCORE and Small Business Development Center personnel, BSI was able to position itself to obtain a \$550,000 SBA loan in 2000 and another for \$400,000 in 2002 for working capital and operation costs. Robert states, "These resources provided invaluable knowledge that allowed me to provide greater customer service and retain my business dignity. I also have to thank my customers and even more so, my suppliers, for having faith in me during these turbulent times. Because of their support, BSI is a better company today."

From a modest beginning in a small portable building with three employees, Baker Sales has just celebrated its 30 year anniversary and employs ten full-time employees. Through Robert's commitment to customer service, quality product delivery, and resolve for unwavering business principles, BSI has prospered through many hardships throughout its 30 year history, and Robert Baker is fully committed to ensure that BSI's basic philosophy remains unchanged.



## MAINE

**Mark A. Bancroft**, President

**Bancroft Contracting Corporation**

23 Phillips Road • South Paris, ME 04281

(207) 743-8946

E-Mail: [mark@bancroftcontracting.com](mailto:mark@bancroftcontracting.com)

Mark Bancroft started working in the family business at the age of 14. He worked after school as sports schedules allowed, on weekends, holidays, and school vacations all the way through college. He learned a variety of trades including equipment operation, form carpentry, welding, and concrete demolition and earned enough working at the company to pay his entire college tuition.

In 1995, Mark joined Bancroft Contracting Corporation full time holding positions of project manager, human resource manager, operations manager, Vice President of Operations, President, and now CEO and owner.

When Mark assumed the position of Vice President of Operations in 2000, the fiscal health of the business was failing. In 2001, the dramatic downturn of the paper industry had impacted the company with falling revenues and profits and the company lost its two biggest customers, which happened to be paper mills. It was during this tumultuous time that Mark's father named him the President of the company. Mark and his father sought the help of a consulting firm which laid out a new corporate structure, financial control system and sales strategy and implemented the changes recommended by the firm. In 2003, Bancroft returned to profitability and Mark became CEO in 2004. The company received an SBA guaranteed loan in 2004 and is also certified in SBA's HUBZone program.



## MARYLAND

**Randy Rippin**, President

**Reed Rippin**, Chief Operating Officer

**Earl Thies**, Chief Financial Officer

**RTR Technologies, LLC**

998 Hospitality Way • Aberdeen, MD 21001

(410) 273-1269

E-Mail: [rrrippin@www.rtr-tech.com](mailto:rrrippin@www.rtr-tech.com)

[rwrippin@rtr-tech.com](mailto:rwrippin@rtr-tech.com) • [ecthies@rtr-tech.com](mailto:ecthies@rtr-tech.com)

With over 120 years of combined experience in the operations research field, and 25 years of working in business together, Randy Rippin, Reed Rippin, and Earl Thies decided to form their own technical services firm in 2003, named RTR Technologies, LLC. RTR develops, produces and delivers state-of-the-art operations research models and associated analyses for workload allocation, technology, budget, business performance management and decision support primarily for the federal government. Their core competency is providing unique analyses and simulation models for the ports-of-entry throughout the United States.

With a single government contract in hand, the three men literally hit the ground running, operating in the early days as a home-based business from the basement of Reed's home and borrowing conference space for meetings when needed. However, they did stop long enough to take full advantage of the counseling services of the Maryland Small Business Development Center – Northern Region to hone their marketing strategy and organizational issues.

## MASSACHUSETTS

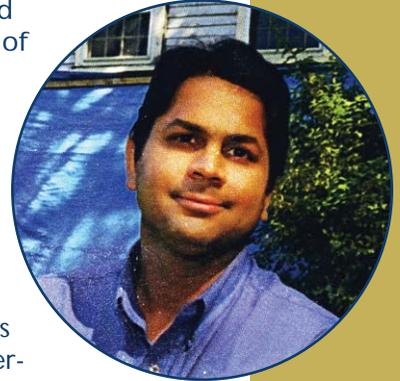
**Sumul Shah, President**  
**Lumus Construction, Inc.**

56 Cummings Park • Woburn, MA 01801  
(781) 935-5600E-Mail: [sumul@lumusinc.com](mailto:sumul@lumusinc.com)

The restoration of a 200-year-old national treasure requires a delicate hand of an artist and a historian's appreciation of the original builder's vision. Sumul Shah, with his advanced training in construction from Massachusetts Institute of Technology, knew that with all of the beautiful old buildings in the Boston area, there was a need. He seized the opportunity to create a construction/restoration niche.

Since 1998, Lumus Construction has excelled in the renovation and rehabilitation of historical landmarks, military construction, and urban development. In the ten years since Lumus started construction work, the company has completed more than 400 contracts ranging in size from \$40,000 to \$6.4 million. Sumul's clients have included the Department of Defense, the U.S. Coast Guard, the General Services Administration and the Department of the Interior. Beginning with three employees, Lumus today has 150 skilled workers who do everything from facilities management, design and engineering, to drywall, plumbing and electrical work. Lumus now earns \$30 million in annual revenues.

As a minority owned business, Lumus Construction has been able to take advantage of the SBA's 8(a) Business Development program, which helps economically disadvantaged businesses compete in the federal procurement marketplace.



## MICHIGAN

**Bruce DeBoer, President & CEO**  
**Robert L. Emaus, VP**  
**James S. Rabourn, CFO & VP**  
**R.E.D. Stamp, Inc.**

7425 Clyde Park, Suite G • Bryon Center, MI 49315  
(616) 878-7771

E-Mail: [brucedeboer@redstampinc.com](mailto:brucedeboer@redstampinc.com)  
[remaus@redstampinc.com](mailto:remaus@redstampinc.com) • [jrabourn@redstampinc.com](mailto:jrabourn@redstampinc.com)

In 1998, Bruce DeBoer, Robert Emaus, and James Rabourn worked together for a wholesale grocery supplier, whose services included the application of tax stamps to the cigarette packs and sold to consumers. Bruce DeBoer, President of R.E.D. envisioned a better way to improve and update the stamping process. At that time, there was only one known company in the U.S. that produced the tax stamping equipment, so Bruce asked Jim Rabourn and Robert Emaus to join him as partners to build a better cigarette tax stamper.

On October 14, 1998, Bruce, Robert, and James founded the Rabourn Emaus DeBoer, Inc., better known as R.E.D. Stamp, Inc. During the next two years, the partners researched, developed, and eventually located a local manufacturer for their machine. In October of 1999, the three principals moved R.E.D. Stamp into their first facility in Grand Rapids. At only 350 square feet, the location was mainly used for screen printing tee shirts under the partners' sister company R.E.D. GEAR, Inc. This side business allowed them to pay the bills and continue to move forward with producing a better stamping machine.



## MINNESOTA

**Andrew Wells III, President/CEO**

### **Wells Technology**

4885 Windsor Ct. NW • Bemidji, MN 56601

(218) 751-5117

Andy Wells, a member of the Red Lake Ojibwa Tribe and President of Wells Technology still maintains his family farm on the Red Lake Reservation. In 1989, Andy founded Wells Technology with an investment of \$1,300 to manufacture industrial tools and fasteners for customers and create jobs for economically disadvantaged people. The Wells Technology facility is located between the three reservations of Red Lake, Leech Lake, and White Earth to serve the Native American people of Northern Minnesota.

In 1990, Andy invented an ergonomic line of air-power scissors and knives for food processing known as Airsnip and Airblade which were trademarked and granted USA patents. In 1994, Andy began precision manufacturing with CNC machining equipment and BAE Systems became one of the first major aerospace companies to do business with Wells Technology. As the business grew in the early years, Wells Technology worked with the Minnesota Minority Supplier Development Council, SBA, and Procurement Technical Assistance Centers to obtain SDB, 8(a), HUBZone, and MBE certifications.

In 2004, Andy realized he needed management training to grow the company beyond 14 employees, so he worked with the Fastenal Company to develop an SBA-approved mentor-protégé agreement. With mentoring from Fastenal, Wells Technology developed a growth strategy to expand manufacturing and begin national distribution of industrial supplies. In 2008, Wells Technology grew to 32 employees and \$54 million in revenues.



## MISSISSIPPI

**Richard A. Moore, President**

### **Eyevox Film & Video Production**

279 S. Perkins Street • Ridgeland, MS 39157

(601) 853-7270

E-Mail: rickmoore@eyevox.com

Richard "Rick" Moore started his career in the film and television production industry at the age of sixteen, operating cameras for the newsroom at WAPT, the ABC affiliate in Jackson, Miss. By the time he was seventeen, he was directing news segments. Rick swiftly began working as a freelance cameraman, director, and editor, landing jobs with media powerhouses such as MTV, ESPN, and HBO. It was his desire for creative independence and to be based in his home state that led Rick to leave an established career behind, and launch his own Mississippi-headquartered media company.

In 1997, Rick started Eyevox, a full service film and video production company offering a wide range of production capabilities. Utilizing four SBA Express loans, Rick has grown the business from a one-man operation to a multi-business conglomerate that is, with over 3,870 square feet of sound stage, currently Mississippi's largest production studio. Rick has since diversified the business by launching three sister companies: MadGENIUS, Inc., an advertising and creative service company based in Ridgeland, Miss.; The Screen Engine, a high-end post production facility in St. Petersburg, Fla., and Imagination Education, Inc., a nonprofit dedicated to creating accessible, media-savvy education resources for teachers and students.

## MISSOURI

**Russell Odegard, Managing Partner**  
**E. Michael Pruett, Managing Partner**  
**DynaLabs, LLC**

3830 Washington Blvd., Suite 122 • St. Louis, MO 63108  
(314) 533-1660

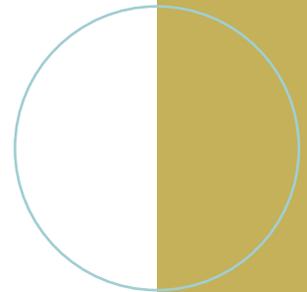
E-Mail: [rodegard@dynalabs.us](mailto:rodegard@dynalabs.us) • [mpruett@dynalabs.us](mailto:mpruett@dynalabs.us)

New laws governing compounded prescription drugs are what inspired Michael Pruett and Russell Odegard to launch DynaLabs, LLC, a pharmaceutical analysis company based in St. Louis, MO.

DynaLabs provides the pharmacist with a testing facility that emphasizes reliability, innovation and affordability at every turn. This is evidenced in their service commitment, convenient order tracking system and pricing structure. The company has a sophisticated Web site which allows compounding pharmacists to request a test or series of tests without having to fill out paperwork. Test results are available online within a day or two of receiving a sample.

DynaLabs, which was started with a meager \$180,000 in capital, in just five short years, has tripled its staff and projects revenues close to \$3 million this year. Revenues for the company have been doubling almost every year.

DynaLabs is also developing a handheld portable device called the DynaLyzer which will allow pharmacists and nurses to test compounded drugs on the spot. The company plans to lease the DynaLyzer to pharmacies and health care institutions nationwide.

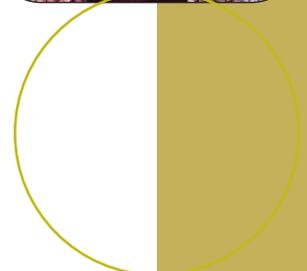


## MONTANA

**Timothy J. O'Leary & Suzanne Rizza, Co-Owners**  
**The Kettlehouse Brewing Company**  
602 Myrtle Street • Missoula, MT 59802  
(406)728-1660  
E-Mail: [to@kettlehouse.com](mailto:to@kettlehouse.com)

Today, the Kettlehouse Brewing Company is one of the oldest breweries in Montana and is a community gathering place and source of local pride. The Kettlehouse currently produces 24 variations of craft beers. The business that began with only Tim and Suzy, now has 15 employees, and cranks out 4,000 barrels of craft brew annually. This modest brewery was also the first Montana brewery in 30 years to can beer as part of their wholesale production. As of August 2008, year-to-date sales were up 30.6 percent over 2007, with a net ordinary income increase over the previous year of 125 percent.

The Kettlehouse began as a BOP, where customers came in and used the equipment to brew their own beer, which they could (and did) drink throughout the production process. At that time, Montana state law did not allow for taprooms or BOP to serve any of their own beer, thus cutting out a potential revenue stream for microbreweries. This made it harder for Tim to leverage his location to let potential Kettlehouse drinkers try and buy their beer. So, Tim along with two other breweries, lobbied the Montana state legislature to legalize on-premise consumption of their beer in their taprooms. They worked diligently for three years over two legislative sessions to garner support for their Brew Pub Bill, which allowed for taprooms like the Kettlehouse to serve up to three pints per customer. Eventually, the bill was passed and remains the current law today, and one of the key milestones for the Kettlehouse Brewing Company. Without the ability to sell their own pints, the Kettlehouse would have lost a crucial revenue stream, as well as a marketing opportunity to increase brand awareness.



## NEBRAKSA

**James (Jim) Hellbusch**, President

**Connie Hellbusch**, Treasurer

**Duo Lift Manufacturing Company, Inc.**

2810 38th Street • Columbus, NE 68601

(402) 564-8023

E-Mail: jimh@duolift.com • ceh@megavision.com

Jim Hellbusch, President, and Connie Hellbusch, Treasurer, manage Duo Lift Manufacturing Company, Inc., a family-owned manufacturer of agricultural equipment primarily for the fertilizer industry, commercial and industrial trailers.

The company was founded in 1943 by Jim's father, Art Hellbusch, a Columbus area farmer. After injuring his back scooping corn, Art developed a wagon lift fashioned out of pulleys and cables. The lift boosted the wagon's box and grain poured out the back. It wasn't until 1946, after hydraulic power was put to use that the small business arrived at its name. After the wagon lifts had been converted with two hydraulic lifts, Art's wife, Vernetta, suggested the name Duo Lift because of the wagon's two cylinders.

Jim joined the family business in 1969 after graduating from the University of Nebraska at Lincoln with a degree in industrial arts and engineering. Jim continued to build up this business while operating the family farm. In the 1980s the company designed and manufactured its first trailers for the fertilizer industry.



## NEVADA

**Rob Dorinson**, President/Founder

**Evergreen Recycling**

5491 Accurate Drive • Las Vegas, NV 89156

(702) 646-1446

E-Mail: rob@evergreenlv.com

For Rob Dorinson, business is picking up every day... literally. Rob is the founder and president of Evergreen Recycling, a company dedicated to preserving the world's natural resources by providing construction waste management and industrial and commercial recycling services. Shortly after graduating from UC Berkeley in the early 1970s with a degree in history, Rob discovered his main passion in life was to leave the earth and civilization better than he found it. Rob founded Evergreen Recycling in 1997 to provide roll-off containers to the construction industry.

Beginning operations with five employees and an office in his garage, Rob was determined that his new company would be an alternative for construction waste producers. The company has since become a full-service recycler specializing in the collection, processing and transportation of materials recovered from commercial, industrial and construction customers. These materials include all metals, paper, plastics, cardboard, concrete, wood and pallets. Once collected from customer sites, these materials are transported to Evergreen's new 50,000 square-foot material recovery center, purchased in part through an SBA \$2 million 504 loan. In 2006, Evergreen reported a gross profit of \$1.5 million. The next year, the profit topped \$2.17 million. In 2008, the company's gross profit jumped to over \$4.4 million.

## NEW HAMPSHIRE

Joyce Korn, President

George Korn, Vice President

**Safeway Training & Transportation Services, Inc.**

P.O. Box 308 • Newton Junction, NH 03859

(603) 382-0600

E-Mail: [gkorn@safewaytrans.com](mailto:gkorn@safewaytrans.com)

George and Joyce Korn started Safeway Transportation in 1987 with a home equity loan on their residence to train drivers and provide transportation for special needs students. In 1988, the Kornes received a grant from the State of New Hampshire to train all school bus drivers to address the needs of disabled students.

Funding for the company's operations was always difficult. Safeway received their first SBA guaranteed loan in 1999/2000 from Bank of America to finance their first office building in Kingston, NH which is still used today. In 2003, they paid off the real estate loan.

In 2003, Safeway received another SBA guaranteed loan from Centrix Bank to purchase a 3600 square-foot, two-story high steel maintenance facility on six acres of land in Kingston, NH. As part of the purchase package, they constructed a 240-foot long parking structure for 22 vehicles. This carriage shed structure allowed them to park the majority of their spare vehicles under cover keeping them cleaner and eliminating time loss after each snow storm to clean, move, plow and re-park the vehicles. The funding also allowed them to construct a driver waiting room and lavatory in the maintenance facility.



## NEW JERSEY

Ravi Gupta, President

**Sovereign Consulting, Inc.**

111-A North Gold Drive • Robbinsville, NJ 08691

(609) 259-8200

E-Mail: [rgupta@sovcon.com](mailto:rgupta@sovcon.com)

Ravi Gupta, Iain Bryant, Paul Lazaar, David Volz and Jim Volz, the founding principals of Sovereign Consulting, Inc. certainly know how to create an environment for success. Since the firm entered into the environmental industry 10 years ago, Sovereign has reached greater heights. The New Jersey-based company, founded with a line of credit of \$500,000 from a private investor in 1999, provides its clients with a wide variety of environmental services that include anything from site investigations to environmental remediation services.

Since the company's inception, Sovereign Consulting, Inc. has landed major clients like Albertson's, Archon, Akzo Nobel Chemicals Inc., BP Oil Company and El Paso Energy. But as Ravi will tell you that as a small firm competing for contracts from major corporations is difficult. Looking for ways to expand his company, Ravi applied to the U.S. Small Business Administration's (SBA) 8(a) Business Development Program.

Sovereign Consulting, Inc. was 8(a) certified in March 2001. However, it was not until 2005 that the company began to see the results of the 8(a) certification. In January of 2005, Sovereign Consulting, Inc. was awarded a \$3 million contract with the Atlantic Division of the U.S. Navy to perform investigation remediation services over a four-year period.



## NEW MEXICO

**Michele E. Justice**, President & CEO

**Personnel Security Consultants, Inc.**

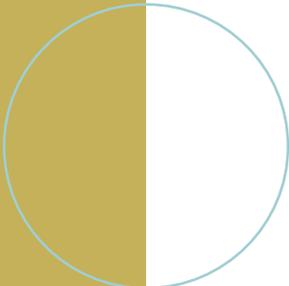
219 Central Avenue, NW, Suite 201 • Albuquerque, NM 87102

(505) 242-0848

E-Mail: [mjustice@pscprotectsyou.com](mailto:mjustice@pscprotectsyou.com)



Personnel Security Consultants, Inc. is a 100 percent woman, minority-owned, certified small disadvantaged business. PSC is CCR registered and also 8(a) certified through the U.S. Small Business Administration. The goal of PSC is to provide consulting services, training development/delivery, and investigative & adjudicative services for their clients, while always keeping in mind cultural teachings of honesty, hard work, humility and kindness. Services include: Background investigations for child care workers; law enforcement positions; public trust positions; security program development; policy & procedure development; screening/adjudication services; training in Indian child protection requirements; employee background investigations; and security awareness training.



In 2004, Michele left federal service to use her expertise to fulfill her vision of assisting Tribal communities and organizations throughout “Indian Country” in protecting communities and children. She launched PSC by developing training and awareness programs that she offered directly to Tribes and Tribal organizations by traveling throughout the United States to communities in need of security and program training. She has since expanded PSC from a one-person company to a staff of 16 employees. She actively recruits from her own community and her staff is 100 percent minority or women.



## NEW YORK

**Teresa Ward**, Owner and President

**Teresa's Family Cleaning, Inc.**

341 Route 25A • Rocky Point, NY 11778

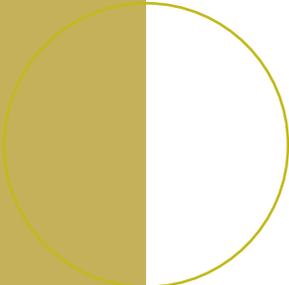
(631) 744-4021

E-Mail: [mopheadtfc@aol.com](mailto:mopheadtfc@aol.com)



Teresa, along with husband Kevin Ward, has built a solid business based on the core principles of excellence and quality of service. Teresa's business has grown considerably as a result of its high employee retention and high customer referral rate. Teresa's Family Cleaning, Inc. now provides housecleaning services, as well as window washing, power washing, steam cleaning, laundry service, organizational services, and senior home management. It has annual sales nearing \$1.2 million and a growing staff of more than 40 employees.

Teresa sought the assistance of the SBA's Small Business Development Center at Stony Brook University, and received extensive counseling that resulted in helping her streamline the business, consolidate debt, and create a comprehensive marketing program. She also obtained an SBA guaranteed 7(a) loan, which helped to expand the business.



During expansion, the company moved to a modern building with high-speed Internet access, a computer network, the latest software, laundering amenities and room for 15 company vehicles. Teresa has implemented using products that are environmentally friendly and eco-responsible.

## NORTH CAROLINA

**Lisa Anne Piñeiro, President**  
**Technical Services, Inc.**

2402-A Reichard Street • Durham, NC 27705  
(919) 620-8909

E-Mail: tsi-durham@nc.rr.com

Lisa Piñeiro, President of Technical Services, Inc. (TSI) founded TSI, an electrical training and recruiting firm with a \$45,000 loan from her parents and a solid business plan. Under Lisa's leadership, TSI has been growing steadily and has gone from 30 to 78 employees since she started the business in 1998. In 2008, the company grossed over \$3 million in sales.

Lisa credits SBA programs with helping her become successful. In 2005, she got advice from volunteer counselors at Raleigh SCORE. In 2006, TSI received a \$75,000 SBAExpress Line of Credit from Wachovia Bank. Lisa actively participates in training and counseling offered by the Women's Business Center of North Carolina (WBC). At the WBC, Lisa met with counselors who advised her on bonding requirements and other contracting issues. The WBC also helped her secure an on-going contract with United Mechanical Services. The contract has a net worth of \$30,000 for TSI.

The current downturn in the U.S. economy is slowing construction again, but Lisa may be better insulated this time. She recently acquired a company that does the electrical work for national and international technology and pharmaceutical companies in Durham's Research Triangle Park.



## NORTH DAKOTA

**Randy Horner, President**

**Magi-Touch Carpet One Floor & Home**

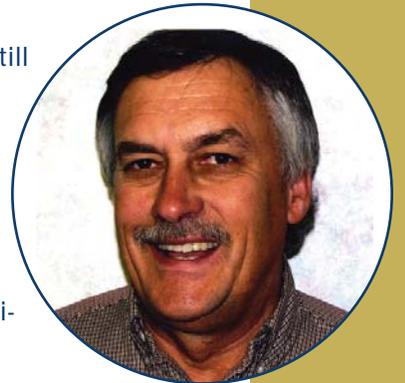
800 E. Sweet Ave. • Bismarck, ND 58504  
(701) 255-1932

E-Mail: magitouch@btinet.net

Founded in 1958 by Pete Horner, Magi-Touch Carpet One Floor & Home of Bismarck, ND is still owned by the Horner Family, but now has 15 employees and additional locations in Beulah, ND and Mobridge, SD.

Randy Horner joined his dad in the family flooring business in the late 70's and took over the reins as general manager in 2006. Magi-Touch began with a limited product line and inventory, selling only carpet and linoleum. When other locally owned stores began closing as a result of the big box store invasion, Magi-Touch stood firm and expanded their product line to include furniture and window treatments. They also added hardwoods, laminates, ceramic tile, duraceramic, Formica, and granite, and products for "do it yourselfers."

In 1992, Magi-Touch became a member of the Carpet One Coop family, which gave them instant buying power and allowed them to compete head-to-head with their box store rivals. It also provided Magi-Touch with great product selection that included some exclusive lines only available to members of the Carpet One family. Over the past five years, Magi-Touch has experienced continued growth resulting in a ten percent increase in sales and spawned the need to hire additional installers. The home building boom experienced around Bismarck, prompted a need to grow and diversify its product lines to accommodate new trends that came to the Midwest.



## OHIO

**Carla Eng, President**

**Abstract Displays, Incorporated**

6465 Creek Road • Cincinnati, OH 45242

(513) 985-9700

E-Mail: carla@abstractdisplays.com

In 2000, Carla decided she could put her expertise and experience to better use and launched Abstract Displays, Inc., a premier designer and producer of dimensional solutions for trade show exhibits, events, environments and all face-to-face sales, marketing and corporate needs, including graphics and turnkey support services.

When Carla started her business, she didn't plan on the numerous challenges that were presented to her, all within her first year of business. Her first challenge was the downfall of the "Dot-Com/Technology" industry. Next was being diagnosed with cancer, under going radiation and chemotherapy treatments and, eventually, surgery to remove the cancer, as well as a second round of post surgery chemotherapy.

Just after her surgery, the devastating Sept. 11, 2001 terrorist attacks put her determination for success to a third test. Now, nine years later, she is healthy and still President of Abstract Displays, Inc. Her company has experienced phenomenal growth every year, 1012 percent since the start her company.

Carla's philosophy is to develop long lasting relationships with her clientele, and to provide that world-class service each client only dreams of but never expects to receive. This is what truly distinguishes her company from the competition.



## OKLAHOMA

**Jeanna R. Sellmeyer, Chief Executive Officer**

**ASSET Group, Inc.**

706 N. Broadway • Oklahoma City, OK 73102

(405) 946-4400

E-Mail: jeannas@assetgroup.com

Jeanna Sellmeyer's story is one of beating the odds and coming back on top. She has survived daunting obstacles to lead her company, the ASSET Group, Inc., to one of the region's most successful federal construction and remediation contractors with just under 100 employees and more than \$45 million in revenues and backlogs, and project locations from California to Florida.

Oklahoma native Jeanna founded ASSET in 1990 as an environmental remediation firm, to provide asbestos, lead based paint, hazardous materials and mold remediation services to private and commercial clients. The company posted annual revenues under \$500,000 for its first ten years and operated from offices in California. It was during this time that Jeanna was diagnosed with a brain tumor. Fortunately, her surgery was successful and led to a renewed sense of purpose. "I had time to think about what to do next and decided I wanted to expand my business to pursue construction and set my sights on federal contracts." In 1999, the company became 8(a) certified as a minority, woman owned small business.

## OREGON

**Tara O’Keeffe-Broadbent**, President and Founder  
**O’Keeffe Company**  
251 W. Barclay, PO Box 338 • Sisters, OR 97759  
(541) 549-1479  
E-Mail: tara@okeefescompany.com

Tara O’Keeffe’s company began as Working Hand’s Crème, Inc., the name of the original product she developed, but thanks to the expansion in product offerings, it was later changed to ... O’Keeffe’s Company. The innovative firm now develops and distributes unique skin care products that currently are carried by regional and national retail chains that include Rite Aid, Safeway, Longs Drugs, and Walgreens. Today, O’Keeffe’s Company boasts a 93,000 square-foot building, 20 employees, and a consistent net income growth that amounted to \$380,000 in 2008.

In addition to her busy life as a successful entrepreneur, Tara devotes part of her time and money to help her community. For most of 2007 and 2008, she has devoted every Friday to Volunteers in Medicine and the intensive care unit at St. Charles Hospital working as an unpaid pharmacist. In February 2008, she traveled with a group of 52 medical professionals to Guatemala for two weeks as a volunteer, and she speaks to business students at Oregon State University, her Alma Mater, several times a year.



## PENNSYLVANIA

**Paul De La Torre**, Chairman  
**Edward De La Torre**, President  
**De La Torre Orthotics and Prosthetics**  
2585 Freeport Road, #104 • Pittsburgh, PA 15238  
(412) 599-1138  
E-Mail: paul@delatorreop.com • ed@delatorreop.com

The business that began as a small brace shop in the basement of World War II veteran Manuel De La Torre not only transforms quality of life for its patients but also sets industry standards. De La Torre Orthotics and Prosthetics is operated by sons Paul and Edward De La Torre. Paul heads the organization’s clinical side while Edward handles the business end. De La Torre now operates eight clinical offices throughout Pittsburgh and employs more than 75.

From its humble beginnings, the company has expanded to the point where it now works with most Southwestern Pennsylvania hospitals to provide inpatient care and immediate consulting for orthotic or prosthetic needs. De La Torre is one of the few companies in the country to provide an immediate field assessment, and strives to have braces ready for the patient even before the completion of surgery. Priding itself on attention to detail, a company employee personally will visit each patient to ensure a perfect fit.

Edward joined the business in 1990 as the business developer to turn it from a ‘mom and pop shop’ to the expansive professional company it is today. He attributes the company’s growth to being selected for an exclusive insurance contract to provide orthotics and prosthetics services.



## PUERTO RICO

Edward Feliciano, President

**KCS Cleaning & Staffing Solutions Corp.**

Sánchez Osorio Ave., Villa Fontana 5X-34, Carolina, PR 00984

(787) 993-5030

E-Mail: Edward@kcspr.net

Throughout his experiences working in all areas of the hospitality industry, what stuck in his mind most was the lack of upkeep in hotel kitchens and restaurants. There was an obvious need for specialized maintenance and cleaning services to help hotels comply with federal and state health and sanitation regulations.

In response to this unmet need, Kitchen Cleaning Services (KCS) was born, specializing in industrial cleaning, sanitation procedures, and permit compliance. In one year, KCS's client base grew 35 percent. Soon, clients were asking for well-trained maintenance and housekeeping personnel. KCS answered, and began filling the staffing needs. Edward brought in a partner who had many years experience in operations, allowing him time to focus on expanding sales. This led to a re-birth of the company into KCS Cleaning & Staffing Solutions.

Edward has managed to innovate, specialize, adapt and evolve according to market demands, attaining sustainable growth in times of economic distress. Today, KCS Cleaning & Staffing Solutions has grown into a 400-plus employee enterprise, with 25 big accounts under contract, in addition to seasonal clients, that generates over \$2.9 million in annual sales. KCS has become one of Puerto Rico's leading cleaning specialist contractors and employee service providers.



## RHODE ISLAND

Ann-Marie Harrington, President and Founder

**Embolden**

545 Pawtucket Avenue • Pawtucket, RI 02860

(401) 723-7720

E-Mail: amharrington@embolden.com

In the mid-1990s, Embolden President Ann-Marie Harrington worked for a non-profit group as a research analyst and social worker. It was there she discovered the Internet, and her passion for the World Wide Web. That passion inspired her to start the Web development firm to help non-profits market themselves online. Ann-Marie has built Embolden into one of the leading Web firms in the region.

In business for nearly 11 years, Embolden has grown from a one-employee operation to 15 full-time employees, with part-time employees and interns. Over the past three years the company has substantially grown its annual bottom line, despite the slowing economy. Ann-Marie credits the U.S. Small Business Administration in part for her continued success. The company received its first SBA-guaranteed loan in 2003 and has since secured three additional SBA loans through Bank Rhode Island to support business expansion plans.

Embolden has continued to grow at nearly 40 percent each year, and was recognized by the State of Rhode Island in 2008 as the Minority Enterprise of the Year. In addition, Ann-Marie received the 2008 YWCA Women of Achievement Award. As company sales have grown, so has the physical plant. When Embolden opened its doors it occupied 1,900 square feet of space. Today, the Embolden operation is housed in 5,000 square feet in the historical "The Mills" building in Pawtucket, R.I.

## SOUTH CAROLINA

**Steven Bailey, CEO and Chairman  
Merus Refreshment Services, Inc.**

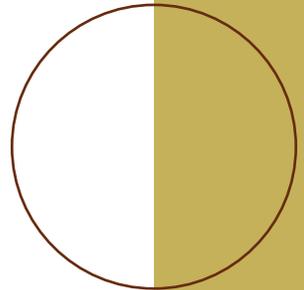
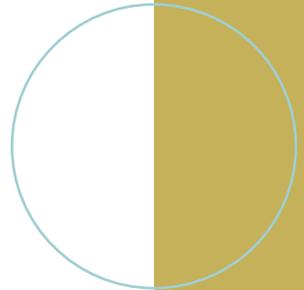
108-A Park Place Ct • Greenville, SC 29607  
(864) 289-0084

E-Mail: sbailey@merusinc.com

CEO Steven Bailey overcame personal and production challenges early in the business, never yielding to the adversities faced. After several years in operation, the company's receivables and expenses were increasing, but cash flow was shrinking due to the seasonal nature of the water consumption business. Steven persevered and broadened the product mix to expand his business. In 2002, Merus added a new component to the business — Merus Coffee Express. With opposite sales seasons, coffee proved to be the perfect complement to the water systems. In 2003, Merus entered into a strategic agreement with a large coffee roaster to custom roast and package Merus' own product line. Merus has since acquired three additional small office coffee service companies.

Merus Refreshment Services, Inc. has grown from two employees and one office at start-up, to 26 employees with three locations throughout North and South Carolina.

Steven has a strong sense of community, and works to inspire other small business owners and young professionals. He is chairman of the Greater Greenville Chamber of Commerce's Small Business Council and a member of the Regional Advisory Board for the Clemson University Small Business Development Center.



## SOUTH DAKOTA

**Bryan S. Vulcan, President/CEO  
FourFront Design, Inc.**

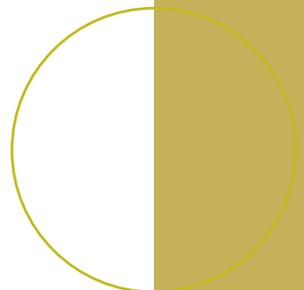
517 7th Street • Rapid City, SD 57701  
(605) 342-9470

E-Mail: bvulcan@4front.biz

FourFront Design, Inc is a service-disabled, veteran-owned small business, specializing in architecture, engineering, surveying and geographic information systems. The company originated as Brady Consultants in 1950, and was reorganized in 1980 to form the Alliance of Architects and Engineers. In 2006, the Alliance merged with Thurston Design Groups, LLP, to form FourFront Design, Inc.

When FourFront Design's president, Bryan S. Vulcan, acquired the firm in 2004, it had a total of 14 employees. Over the next several years, Bryan increased the number of employees, broadened the type of services provided, and ventured into new markets. Under his leadership, the company hired a federal program manager to direct and shape FourFront Design's government interests. Today, more than 30 percent of the company's revenue comes from government contracts by making full use of the set-aside programs for Service-Disabled Veteran-Owned Small Businesses.

With the help of the U.S. Small Business Administration's 504 loan program, FourFront Design moved into a newly renovated and historically preserved building in downtown Rapid City in 2007. The company recently merged with Black Hills Surveying, and now has a professional staff of 50. In the last three years, gross revenue increased 272 percent. Despite the financial market slowdown in 2008, the company expects a projected increase of 4 percent.



## TENNESSEE

**Randall McGinnis, Founder/CEO**

**Echota Technologies Corporation**

3286 Northpark Blvd, Suite A • Alcoa, TN 37701

(865) 273-1270- office

E-Mail: randy@echotatech.com

By 2001, Echota had established its first field office in Richland, Washington—to support the Department of Energy, Hanford Reservation with its newly formed commercial services and nuclear division. In 2004, it established a second field office in Fayetteville, North Carolina to support the Security Services Division with contracts, program management, and marketing efforts at Fort Bragg. A third field office was then opened in Albuquerque, New Mexico and fourth and fifth field offices in Idaho Falls, Idaho and Anchorage, Alaska. In just under eight years the company has grown tenfold - total federal contracts awarded to Echota Technologies increased from less than \$2 million in 2002 to over \$20 million in 2007.

Randall received 8(a) certification from the U.S. Small Business Administration in 2002, to which he attributes much of his company's growth. In recognition of that growth, Echota was recognized by Inc. 500 as number 269 on the Southeast 500 fastest growing companies list for 2007. And in 2006, in recognition of a mentor protégé partnership project with the consulting and engineering firm AMEC, the AMEC-Echota Team received the prestigious Nunn-Perry Award from the Department of Defense.



## TEXAS

**Don M. Sanders, President**

**Sir Speedy**

1901 416 West 8th Street • Amarillo, TX 79101

(806) 342-0606

E-mail: don@sirspeedyamarillo.com

Don began with one employee, three copiers and a \$120,000 investment of personal equity. Through the years, he has employed hard work, strategic management and a commitment to service to grow the business. Don has achieved the distinction being named the top franchisee in the nation this year, chosen from a field of more than 1,000 Sir Speedy franchisees.

Don has re-engineered his company, moving away from a volatile business model toward one with stability and sustainability. During a period when traditional printing businesses have met with increasing competition and decreasing margins because of technological change, Don has employed his entrepreneurial talents to overcome these obstacles. He continues to bring key initiatives to the Sir Speedy global network to help build innovative marketing technology for its clients, as well as increased workflow and production. This includes a new "marketing store," to be launched in 2009, that will allow small businesses to obtain quality resources as an affordable price point.

Today, the business has a work force of 14 full-time employees with plans to add two additional employees in 2009. Sir Speedy's gross revenue has increased from \$80,731 in 1994 to \$1,769,000 in 2007.

## UTAH

**Jan Miller, President/CEO  
Standers, Inc.**

74 Canterbury Circle • Logan, UT 84321  
(435) 755-0453  
E-Mail: sales@stander.com

Jan, a school teacher by trade, quit her teaching job after identifying the need for low cost, high quality products that could assist and empower individuals with mobility challenges. The devices created by Jan, along with her husband Troy, allowed her grandmother to maintain her independence without having to enter an assisted living environment. Troy's engineering background as a rocket scientist allowed him to design devices specifically for Grandma Essie — the BedCane, CouchCane and CarCaddie.

Throughout the past 10 years, Standers has become well known for listening to the needs of its market and inventing affordable, high quality products that meet those needs. After a mobility solution is identified, Standers utilizes the industry's best and brightest engineers and patent attorneys to bring between three to five new products to market each year. Standers' practice of a 100 percent customer satisfaction guarantee has resulted in more than 1300 wholesale and retail customers world-wide, has shown a profit for eight consecutive years, and sustains comfortable contribution and profit margins.



## VERMONT

**Mark Bonfigli, CEO/President/Founder  
Dealer.com**

1 Howard Street • Burlington, VT 05401  
(802) 658-0965  
E-Mail: mark@dealer.com

Today, Dealer.com has become one of the fastest-growing and leading Web solution providers in the U.S., now controlling 20 percent of the automotive internet market. Dealer.com offers award-winning Web site design incorporating dynamic video, user-friendly management tools, search engine advertising and metrics and Web analytics. Dealers can easily track spending and determine which activities are leading to the highest return on investment, allowing them to streamline advertising and marketing efforts to increase sales.

In recent years one of Mark's biggest challenges has been to fill the many new tech jobs that have been created as a result of Dealer.com's success. He considered moving the company to California to be closer to tech talent; however, the quality of work/life balance that Vermont offered made that decision an easy one. He decided that if he couldn't be near the tech talent, he would create it. Dealer.com developed an innovative partnership with the state of Vermont and Vermont HITEC (Healthcare and Information Technology Education Center) wherein they identify and train employees from a pool of unemployed and underemployed Vermonters. Currently 24 percent of the company's employees are graduates of this program.

Dealer.com has grown to become one of the most successful high tech companies in the auto industry and one of the most coveted places in Vermont to work, providing nearly 200 full-time employees with high wage jobs, training and the potential for career growth.



## VIRGINIA

**J. Douglas Call, President**

**Virginia Prosthetics, Inc.**

4338 Williamson Road • Roanoke, VA 24012

(540) 366-8287

E-Mail: dcall@virginiaprosthetics.com

J. Douglas "Doug" Call, is a certified prosthetist and President of Virginia Prosthetics, Inc. Virginia Prosthetics was created in 1966 and became the first orthotic and prosthetic provider in Southwest Virginia and the second in the entire state of Virginia.

Since the company's inception, it has provided the highest levels of care to people who need custom designed and fitted artificial limbs and braces. Virginia Prosthetics has built state-of-the-art artificial limbs in its Roanoke headquarters for over 40 years. The company's certified practitioners treat patients of all ages and from all walks of life with one goal in mind – to provide them with the highest levels of pain-free mobility and functionality using cutting-edge technology and compassionate, skilled care.

Doug joined the firm in 1985, later purchased the firm and became its president in 1992. During his tenure, the company has grown from seven full-time employees in one location to 34 full-time employees in five locations. Virginia Prosthetics is the largest firm of its kind in Virginia at a time when most O&P providers subcontract work out to other providers. Its service has spread to cover 13 locations. In the past 16 years, Virginia Prosthetics has increased its revenue growth by more than 400 percent. The firm is very involved in community outreach and donates more than \$100,000 annually in products and services to patients whose treatment is not covered by insurance.



## WASHINGTON

**Rory Lee Nay, President**

**Proto Technologies, Inc.**

22808 E. Appleway • Liberty Lake, WA 99019

(509) 891-4747

E-Mail: rmay@prototech.com

In 1995, Rory L. Nay founded Proto Technologies, a full-line, rapid prototyping service which uses stereo-lithography technology to create solid three-dimensional objects from liquid resin using information from computer-aided designs. Proto Technologies is a leader in providing high-tech solutions for customer's rapid prototyping and low volume production needs. Processes utilized include, but are not limited to, stereolithography, polyjet printing, urethane castings and CNC machining.

Proto's customers include Microsoft, Lockheed Martin, Freightline and Buck Knives. They also conduct business with firms in Canada and Marport, France. The company receives a lot of referrals from repeat customers.

In 2008, the company grew from \$1.3 million in sales to \$2.9 million and from 15 full-time employees to 30. Also in 2008, with the assistance of an SBA Express Loan, Rory purchased a new state-of-the-art rapid prototyping machine that is able to do 3D modeling in both hard and soft plastic, the first machine of its kind on the West Coast. Proto has used three SBA Express loans to assist with the expansion of the business.

## WEST VIRGINIA

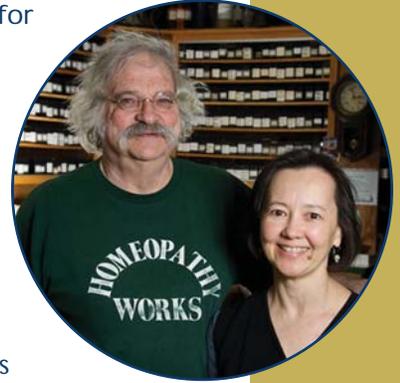
**Joseph H. Lillard Jr., President**  
**Washington Homeopathic Products**  
33 Fairfax Street • Berkeley Springs, WV 25411  
(304) 258-2541  
E-Mail: joelillard@homeopathyworks.com

Superior quality products and dependable customer service are Joseph Lillard's mantra for his business, Washington Homeopathic Pharmacy. Joseph purchased Washington Homeopathic Products (WHP) in 1991; guided by these principles, he has transformed WHP from a company with five employees and annual income of \$150,000 into a multimillion-dollar operation with more than 40 employees.

WHP has over 65,000 customers in more than 20 countries. Their clients include pharmacies, retail stores, practitioners, midwives, veterinarians, distributors and the general public. The business continues to grow as a result of Web-based sales, superior product quality and excellent customer service.

WHP not only manufactures its own vast line of remedies (over 1,700) but also produces homeopathic products for over 40 private label companies throughout the world. Companies and practitioners around the world choose WHP for product manufacturing and Joseph's reputation in the world of homeopathy.

Joseph attributes his consistent sales increase year after year to the high quality products and excellent customer service. In today's market, WHP offers an incredibly unique feature, a person rather than an automated system provides customer service. Orders average over 3,000 per month and are shipped within 24 hours of receipt.



## WISCONSIN

**Craig C. Faust, President & CEO**  
**HGI Company, LLC**  
700 Blackhawk Drive • P.O. Box 9 • Burlington, WI 53105  
(262) 539-4220  
E-Mail: cfaust@hgicompany.com

Craig Faust purchased the assets of Hi-Liter Graphics, located in Burlington, Wisconsin, in May 2003. Hi-Liter was a family-owned and operated Web printing and finishing business founded in 1952 specializing in the production of books, catalogs and directories. Inland Graphics, which specializes in commercial printing and book cover manufacturing, was acquired in 2004.

Three years later, Craig bought Plus Digital, a digital printer and asset management company. To capitalize on the rapidly growing point of purchase market segment, HGI Company purchased the assets of All American Graphics in September 2008. The combined strength of these companies has provided the marketplace with a diverse and dynamic printing, finishing and digital asset management company.

HGI Company is comprised of four operating divisions, Hi-Liter Graphics, LLC, Inland Graphics, Plus Digital Print and All American Graphics. Prior to Craig's purchase, Hi-Liter Graphics was struggling with declining market share, lack of diversity of clients and product mix, and a decline in the demand for its core products. Within six months of his buying the company, Craig invested money in both equipment and talent in an effort to broaden its capabilities and expand the product offerings. This created new account sales and additional volume from existing accounts.



## WYOMING

Van Ewing

Van Ewing Construction, Inc.

5650 Magnuson Blvd. • P.O. Box 99 • Gillette, WY 82718

(307) 682-8085

E-Mail: vec@vanewing.net

Many an American dream of business ownership has started in a basement, a garage or a bedroom. Van Ewing's dream of having "a construction business of my own" began in the latter in 1998. Shortly after launching Van Ewing Construction, Inc., Van hired three men; the company's logo designed by his wife was displayed on a truck ... and the dream started rolling.

With the rapid growth of the Gillette, Wyoming area, Van Ewing Construction, Inc. has become the leading Commercial Contractor in Northeastern Wyoming with projects ranging from \$500,000 to \$27,000,000. On every project they have undertaken, Van Ewing Construction, Inc. has implemented their philosophy that a construction project takes a team effort from everyone involved to make a successful project.

Current employment is approximately 55, inclusive of office personnel, project managers, foremen, laborers, and of course, Van. Health insurance, life insurance, and 401(K) plans were implemented for all employees.

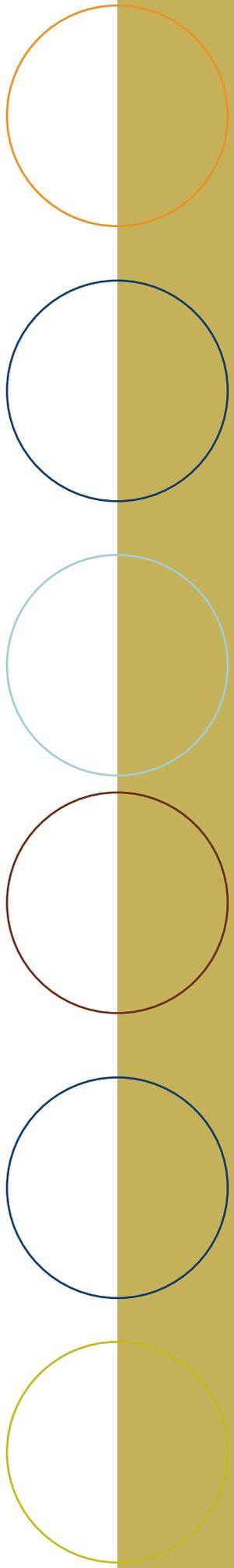




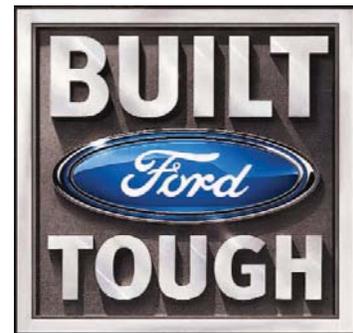
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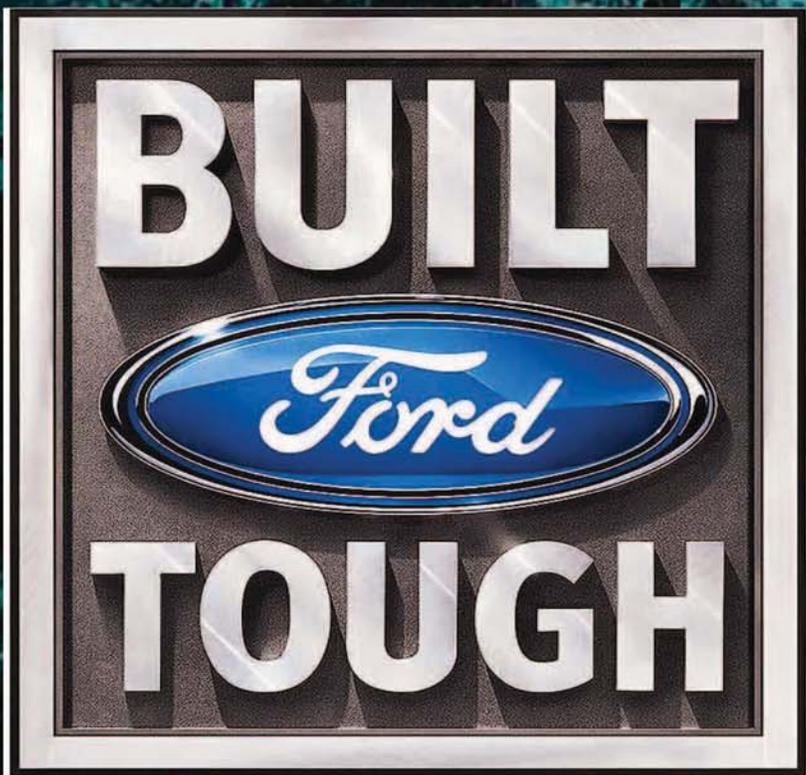




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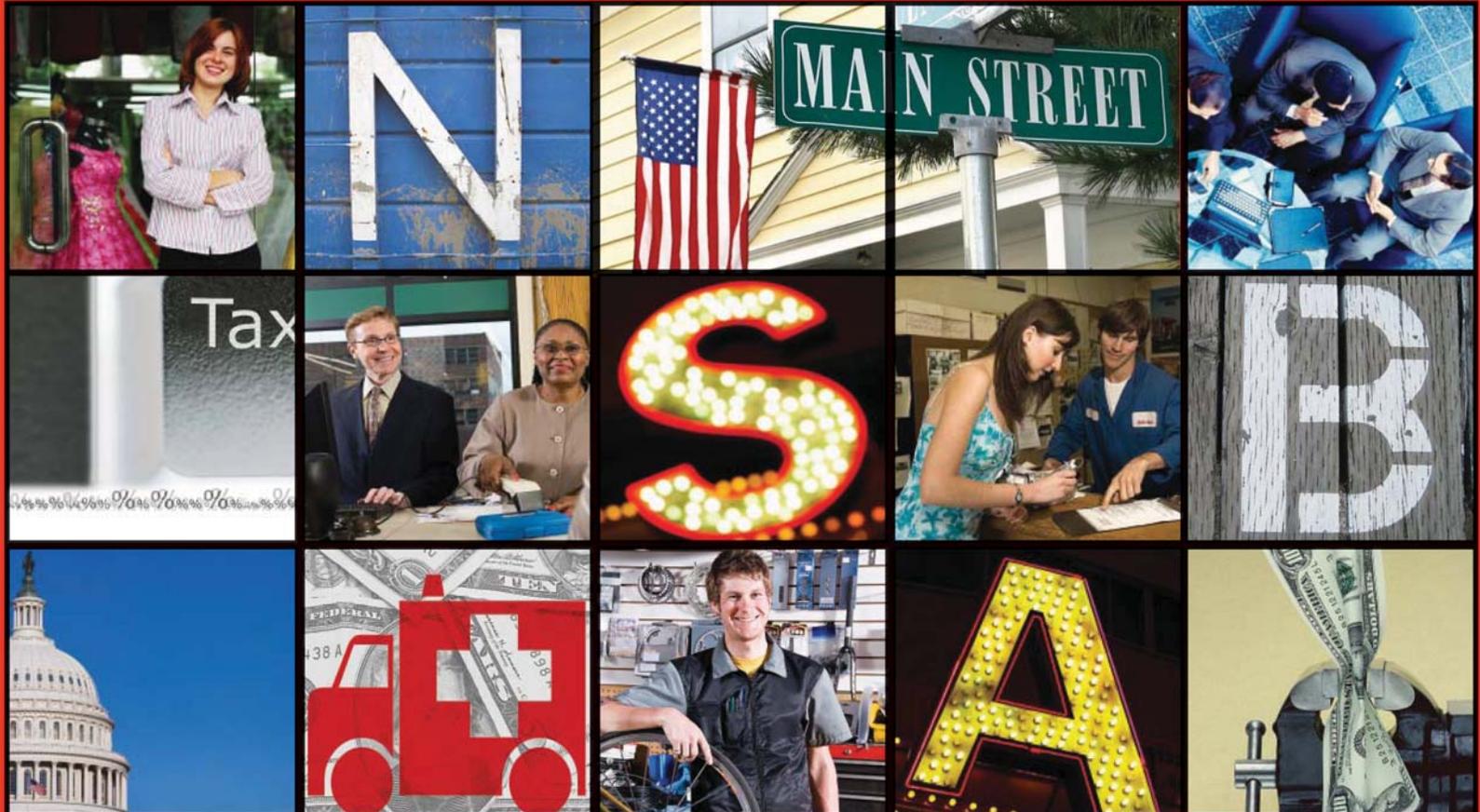




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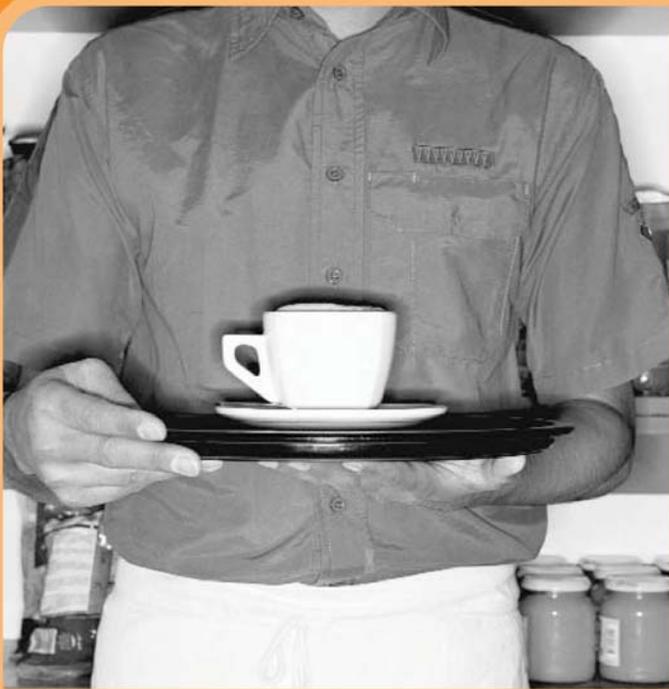


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