



U.S. Small Business  
Administration

METRO NEW YORK EDITION 2020

# Small Business

RESOURCE GUIDE



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EXPAND  
YOUR BUSINESS**



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New York City Edition 2020



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**ON THE COVER** Gia Giasullo and Peter Freeman, courtesy of Brooklyn Farmacy & Soda Fountain; Dr. Mandë Holford, left, Jessica Ochoa Hendrix, courtesy of the SBA; Stephanie and Gabriele Vitori, courtesy of the SBA; Dawn Kelly, courtesy of the SBA



It is my honor to serve as Administrator of the U.S. Small Business Administration, leading a dedicated team of talented individuals across America who are focused on helping entrepreneurs start, grow, and expand their small businesses. The SBA is here to support the prosperity and longevity of our nation's small businesses with timely and innovative resources to help them thrive in today's economy. America's entrepreneurs are innovators, risk-takers, and the catalyst for employment opportunities within their communities, and they are what makes our economy so strong and dynamic.

As we enter a new decade of possibilities, small businesses have a remarkable opportunity to continue building upon the success we've seen in our economy over the last three years. As the voice for America's 30 million small businesses, I am eager to advocate on entrepreneurs' behalf as a member of the President's Cabinet. Whether it's seeking access to capital, government contracting opportunities, business mentoring, or assistance with disaster recovery, the SBA is ready and determined to help our customers succeed.

The SBA remains committed to continuing our support of America's entrepreneurs and making an even bigger impact in communities across the country. In particular, the SBA is focused on elevating female entrepreneurs and our military veterans, expanding access to SBA resources

among entrepreneurs in disadvantaged communities, and continuing to prioritize disaster relief.

Within this resource guide, you will learn more about the tremendous tools the SBA provides small businesses through our 68 District Offices and numerous Resource Partners, such as our Small Business Development Centers, our SCORE mentoring network, Women's Business Centers, and Veterans Business Outreach Centers. Featured in this guide are some of the remarkable success stories of entrepreneurs who partnered with the SBA to take their businesses to the next level. The SBA encourages you to also utilize these resources to help strengthen and meet your business goals.

Sincerely,

**Jovita Carranza**  
SBA Administrator



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\*According to statistics released by the Small Business Administration (SBA) for total approved loans through the SBA's 7(a) lending program during the fiscal year ending 9/30/19.  
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## District Director Letter

**W**elcome to the U.S. Small Business Administration's New York District Office 2020 Small Business Resource Guide. We sit at the epicenter of one of the most diverse and culturally rich communities in the world. Our area includes 1.6 million small businesses employing over five million people in the 14 counties that make up the Metropolitan New York area. The SBA helps make the American dream of small business ownership a reality. We are the only federal agency dedicated to helping our 30 million small businesses start, grow, expand, or recover after a disaster.

Last year, small businesses in our area qualified for nearly \$1 billion in SBA-backed loans from our lending partners. These funds were then used to buy equipment, build or renovate facilities, pursue exporting opportunities, and hire new employees.

The SBA also works with the U.S. Department of Housing and Urban Affairs to increase investments in Opportunity Zones. These zones often expand from Historically Underutilized Business Zones, creating economic possibility in low-income communities. Our agency accomplishes all this because of our commitment to fostering entrepreneurship. To get started, contact our SBA office or visit one of our SBA Resource Partners. Starting on page 9, you will find listings for our free or low-cost business advisers, which include over 40 locations of the SBA Resource Partner network in our district.

Stay up to date on events near you and get valuable local business information by following us @SBA\_NewYork. Register for email updates at [sba.gov/updates](http://sba.gov/updates). Use our Small Business Resource Guide to power your dream of starting, growing or expanding your small business.

Sincerely,



**Beth L. Goldberg**  
District Director



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# LOCAL BUSINESS ASSISTANCE



**How We Did It**

## **Gia Giasullo & Peter Freeman**

**Owners, Brooklyn Pharmacy & Soda Fountain  
Cobble Hill, Brooklyn, NY**

**A**fter struggling for a year and a half to find startup funding for their retro soda shop concept, Gia Giasullo and Peter Freeman turned to the SBA. With business guidance and SBA-backed loans, they set up shop in a former Brooklyn pharmacy, growing from a local destination to a tourist stop. At Brooklyn Farmacy, soda jerks prepare authentic Brooklyn-style egg creams and other beverages surrounded by nostalgic décor, vintage medical paraphernalia and shelves stocked with local grocer items and penny candy. Gia and Peter continue to consult with their local Small Business Development Center adviser, staying nimble and strategically growing in the challenging service/retail market.

#### **What was your challenge?**

Just after the national financial crisis, it was really hard for original business concepts like ours to secure startup funding. We weren't able to qualify for traditional financing because neither of us had the business experience or credit history. We did our best to present a compelling story to our area lenders, but we were repeatedly turned down.

#### **What was the solution?**

We needed some business guidance to get to the point in which we could secure financing. The SBA funds and supports local resource partners like the Brooklyn Small Business Development Center. Our business adviser helped us align our projections to more accurately reflect our actual growth and growth potential. Our adviser worked one-on-one with us for free, which was vital in those early days. The SBA New York District Office and our SBDC advisers helped us gain key insights into marketing and small business management, which has paid off long term. We were then able to pursue small business financing. The SBA guarantees loans made by lending institutions to small businesses that cannot find conventional financing elsewhere. We qualified for a \$1 million SBA-backed 504 Certified Development Company loan from NYBDC that helped us create jobs and become an economic force for good in our neighborhood. We later received an SBA-backed 7(a) loan of \$600,000 for working capital.

#### **What was the benefit to your business?**

We employ about 20 in our Cobble Hill shop. We hire local youths, giving many of them their first jobs and a peek into small business ownership.



Brooklyn Farmacy Co-owner Peter Freeman

**“  
The SBA New York District Office and our SBDC advisers helped us gain key insights into marketing and small business management, which has paid off long term.”**

**Gia Giasullo  
& Peter Freeman  
Owners, Brooklyn  
Farmacy & Soda  
Fountain**

# SBA Resource Partners

No matter your industry, location, or experience, if you have a dream, the SBA is here to help you achieve it. Our SBA Resource Partners offer mentoring, counseling, and training to help you startup and thrive at all stages of the business life cycle. These independent organizations operating across the United States and U.S. territories are funded through SBA cooperative agreements or grants.

## SMALL BUSINESS DEVELOPMENT CENTERS

# 950+

**Small Business  
Development Centers**

Achieve your dream of business ownership and remain competitive in an ever-changing global economy with assistance from your local SBDC. Access free counseling and free or low-cost training on topics like regulatory compliance, technology development, and international trade. Find an SBDC adviser at [sba.gov/sbdc](https://sba.gov/sbdc).

## SCORE

# 300+

**SCORE chapters**

Join the ranks of other business owners who have experienced higher revenues and increased growth thanks to SCORE, the nation's largest network of volunteer business mentors. Experienced executives share real-world knowledge to fit your busy schedule. SCORE mentors are available for free as often as you need, in person, via email or over video chat. Find a mentor at [sba.gov/score](https://sba.gov/score).

## WOMEN'S BUSINESS CENTERS

# 100+

**Women's Business  
Centers**

Women entrepreneurs receive essential business counseling and training from this national network of community-based centers. Each center tailors its services to help you navigate the challenges women often face when starting or growing a business. To learn about SBA resources for women visit [sba.gov/women](https://sba.gov/women).

## VETERANS BUSINESS OUTREACH CENTERS

# 20+

**Veterans Business  
Outreach Centers**

Veteran and military entrepreneurs receive business training, counseling, and referrals to other SBA Resource Partners at a Veterans Business Outreach Center, [sba.gov/vboc](https://sba.gov/vboc). Receive procurement guidance to better compete for government contracts. VBOCs also serve active duty service members, National Guard or Reserve members, veterans of any era, and military spouses.

# Our Local SBA Resource Partners

SBA's Resource Partners are independent organizations funded through SBA cooperative agreements or grants.



Arthur and Sandra Johnson, owners of 21 Short Stop in Georgia, received assistance from their local Small Business Development Center and SCORE chapter.

## Columbia-Harlem SBDC

Columbia Business School  
475 Riverside Drive, third floor  
(646) 745-8573  
sbdc@columbia.edu  
Director Kaaryn Nailor Simmons  
[gsb.columbia.edu/sbdc](https://gsb.columbia.edu/sbdc)

## THE BRONX

### Lehman College SBDC

250 Bedford Park Blvd. W.  
Carman Hall, room 128  
(718) 960-8806  
sbdc.bronx@lehman.cuny.edu  
Director Clarence Stanley  
[bronx.nyssbdc.org](https://bronx.nyssbdc.org)

## BROOKLYN

### New York City College of Technology SBDC

Howard Building  
25 Chapel St., 11th floor  
(718) 797-0187  
sbdc@citytech.cuny.edu  
Acting Director Miriam Colon  
[brooklyn.nyssbdc.org](https://brooklyn.nyssbdc.org)

## FARMINGDALE

### Farmingdale SUNY SBDC

2350 Broadhollow Road  
(631) 420-2765  
sbdc@farmingdale.edu  
Director Erica Chase  
[farmingdale.edu/sbdc](https://farmingdale.edu/sbdc)

## STONY BROOK

### Stony Brook University SBDC

Research & Support Services, building 17,  
room 146  
(631) 632-9070  
sbdc@stonybrook.edu  
Director Bernard Ryba  
[stonybrook.edu/sbdc](https://stonybrook.edu/sbdc)

## Small Business Development Centers

### NEW YORK CITY

#### Pace University SBDC

163 William St., room 328  
(212) 618-6655  
sbdc@pace.edu  
Director Andrew Flamm  
[pacesbdc.org](https://pacesbdc.org)

#### Baruch College SBDC

55 Lexington Ave. (at 24th Street), room 2-140  
(646) 312-4790  
sbdc@baruch.cuny.edu  
Director Ulas Neftci  
[blogs.baruch.cuny.edu](https://blogs.baruch.cuny.edu)

**JAMAICA**

**York College SBDC**

94-50 159th St., room 107  
(718) 262-2880  
sbdc@york.cuny.edu  
Director Harry Wells  
[york.cuny.edu/sbdc](http://york.cuny.edu/sbdc)

**LONG ISLAND CITY**

**LaGuardia Community College/CUNY SBDC**

30-20 Thomson Ave.  
(718) 482-5303  
sbdc@lagcc.cuny.edu  
Director Rosa A. Figueroa  
[laguardia.nyssbdc.org](http://laguardia.nyssbdc.org)

**SUFFERN**

**Rockland Community College/SUNY SBDC**

Brucker Hall  
145 College Road  
(845) 356-6065  
sbdc@sunyrockland.edu  
Director Thomas Morley  
[rockland.nyssbdc.org](http://rockland.nyssbdc.org)

**KINGSTON**

**Mid-Hudson SBDC at SUNY Ulster**

Business Resource Center  
1 Development Court  
(845) 339-0025  
sbdc@sunyulster.edu  
Director Arnaldo Sehwerert  
[mid-hudson.nyssbdc.org](http://mid-hudson.nyssbdc.org)

**STATEN ISLAND**

**SBDC at College of Staten Island**

2800 Victory Blvd., building 3A, room 105  
(718) 982-2560  
sbdc@csi.cuny.edu  
Director Dean L. Balsamini  
[sisbdc.org](http://sisbdc.org)

# SCORE

Contact your closest SCORE office first for an appointment.

**New York City Chapter**

26 Federal Plaza, room 3100  
(212) 264-4507  
info@scorenyc.org  
[newyorkcity.score.org](http://newyorkcity.score.org)

**Dutchess Chapter**

Dutchess County Regional Chamber of Commerce  
1 Civic Center Plaza, room 400, Poughkeepsie  
(845) 454-1700 x1021  
scoredutchess@gmail.com  
[dutchess.score.org](http://dutchess.score.org)

**Long Island Chapter**

SBA Long Island Office  
350 Motor Parkway, room 109, Hauppauge  
(888) 433-3632 or (631) 454-0771  
liscore@gmail.com  
[longisland.score.org](http://longisland.score.org)

**Orange County Chapter**

Goshen Chamber of Commerce  
223 Main St., Goshen  
(845) 237-2476  
info@orangenyscore.com  
[orange.score.org](http://orange.score.org)

**Putnam Chapter**

Donald B. Smith County Government Campus  
110 Old Route 6, room 8, building 3, Carmel  
(845) 225-6030  
putnamscore@yahoo.com  
[putnam.score.org](http://putnam.score.org)

**Rockland Chapter**

Rockland Community College  
Brucker Hall, room 6102G  
145 College Road, Suffern  
(845) 426-1206  
info677@scorevolunteer.org  
[rockland.score.org](http://rockland.score.org)

**Staten Island Chapter**

Staten Island Advance Building  
950 W. Fingerboard Road, fourth floor  
(718) 727-1221  
info@scoresi.org  
[stateniland.score.org](http://stateniland.score.org)

**Sullivan Chapter**

Sullivan County Partnership  
198 Bridgeville Road, Monticello  
(845) 796-5270  
jeremy.gorelick@scorevolunteer.org  
[sullivancounty.score.org](http://sullivancounty.score.org)

**Ulster Chapter**

SUNY Ulster, HAR 210, Stone Ridge  
(845) 339-0468  
score@sunyulster.edu  
[ulster.score.org](http://ulster.score.org)

**Westchester Chapter**

New York State Department of Labor  
120 Bloomingdale Road, White Plains  
(914) 948-3907  
scoreinfo@scorewestchester.com  
[westchester.score.org](http://westchester.score.org)

## Women's Business Centers

**Business Outreach Center Network WBC**

Brooklyn  
85 S. Oxford St., second floor  
Director Delia A. Awusi  
(718) 625-1276  
dawusi@bocnet.org  
[bocnet.org](http://bocnet.org)

The Bronx  
1231 Lafayette Ave.  
Director Luz-Maria Lambert  
(646) 723-3361  
lmlamber@bocnet.org  
[bocnet.org](http://bocnet.org)

Staten Island  
705 Forest Ave., second floor  
Director Nina Flores  
(718) 816-4775  
nina@siboc.org  
[siboc.org](http://siboc.org)

**East New York Local Development Corp.**  
80 Jamaica Ave., third floor  
Brooklyn  
Director Gail Davis  
(718) 385-6700 x24  
gaild@ldcenyny.org  
[ldcenyny.org](http://ldcenyny.org)

**Queens Economic Development Corp.**  
120-55 Queens Blvd., suite 309  
Kew Gardens  
Director Andrea Ormeno  
(718) 263-0546  
aormeno@queensny.org  
[queensny.org](http://queensny.org)

**Women's Enterprise Development Center Inc.**  
901 N. Broadway, suite 23  
White Plains  
Acting Director Anne Janiak  
(914) 948-6098 x11  
[wedcbiz.org](http://wedcbiz.org)

## Veterans Business Outreach Center

44 Dalliba Ave.  
Watervliet  
Director Amy Amoroso  
(518) 326.6328  
aamoroso@arsenalpartnership.com  
[vbocregion2.com](http://vbocregion2.com)



# Your Advocates

The SBA offices of advocacy and ombudsman are independent voices for small business within the federal government.

## Advocacy

When you need a voice within the federal government for your interests as a small business owner, the SBA's regional advocates are here to assist. The advocates analyze the effects of proposed regulations and consider alternatives that minimize the economic burden on small businesses, governmental jurisdictions, and nonprofits. Find your regional advocate at [sba.gov/advocacy](https://www.sba.gov/advocacy).

### Your advocate helps with these small business issues:

- » if your business could be negatively affected by regulations proposed by the government
- » if you have contracting issues with a federal agency
- » when you need economic and small business statistics

The SBA's Office of Advocacy also independently represents small business and advances its concerns before Congress, the White House, federal agencies, federal courts, and state policy makers.

## Ombudsman

Entrepreneurs who have an issue with an existing federal regulation or policy can receive assistance from the SBA's national ombudsman.

### The ombudsman's office can help you:

- » resolve regulatory disputes with federal agencies
- » reduce unfair penalties and fines
- » seek remedies when rules are inconsistently applied
- » recover payment for services done by government contractors

To report how a proposed federal regulation could unfairly affect you, find your regional SBA advocate at [sba.gov/advocacy](https://www.sba.gov/advocacy).

To submit a comment about how your business has been hurt by an existing regulation, visit [sba.gov/ombudsman/comments](https://www.sba.gov/ombudsman/comments).

Make your voice heard by participating in a Regional Regulatory Enforcement Fairness Roundtable or a public hearing hosted by the SBA's national ombudsman. These events are posted periodically on the ombudsman website, [sba.gov/ombudsman](https://www.sba.gov/ombudsman).

To submit a comment or complaint through the online form, visit [sba.gov/ombudsman/comments](https://www.sba.gov/ombudsman/comments). Your concerns will be directed to the appropriate federal agency for review. The SBA will collaborate with you and the agency to help resolve the issue.



Dawn Kelly, owner of the Nourish Spot in Jamaica, Queens, received free business counseling through an SBA Resource Partner. With this guidance, Dawn started up and wrote her business plan.

COURTESY OF THE SBA

# How to Start a Business in Metro New York

Thinking of starting a business? Here are the nuts & bolts.

## The Startup Logistics

Even if you're running a home-based business, you will have to comply with many local, state, and federal regulations. Do not ignore regulatory details. You may avoid some red tape in the beginning, but your lack of compliance could become an obstacle as your business grows. Taking the time to research regulations is as important as knowing your market. Being out of compliance could leave you unprotected legally, lead to expensive penalties, and jeopardize your business.

## Market Research

View consumer and business data for your area using the Census Business Builder: Small Business Edition, <https://cbb.census.gov/sbe>. Filter your search by business type and location to view data on your potential customers, including consumer spending, and a summary of existing businesses, available as a map and a report.

## Business License & Zoning

Licenses are typically administered by a variety of state and local departments. It is important to consider zoning regulations when choosing a site for your business. Contact the local business license office where you plan to locate your business. You may not be permitted to conduct business out of your home or engage in industrial activity in a retail district.

### » New York State Business Information Center

99 Washington Ave., Albany

(518) 485-5000

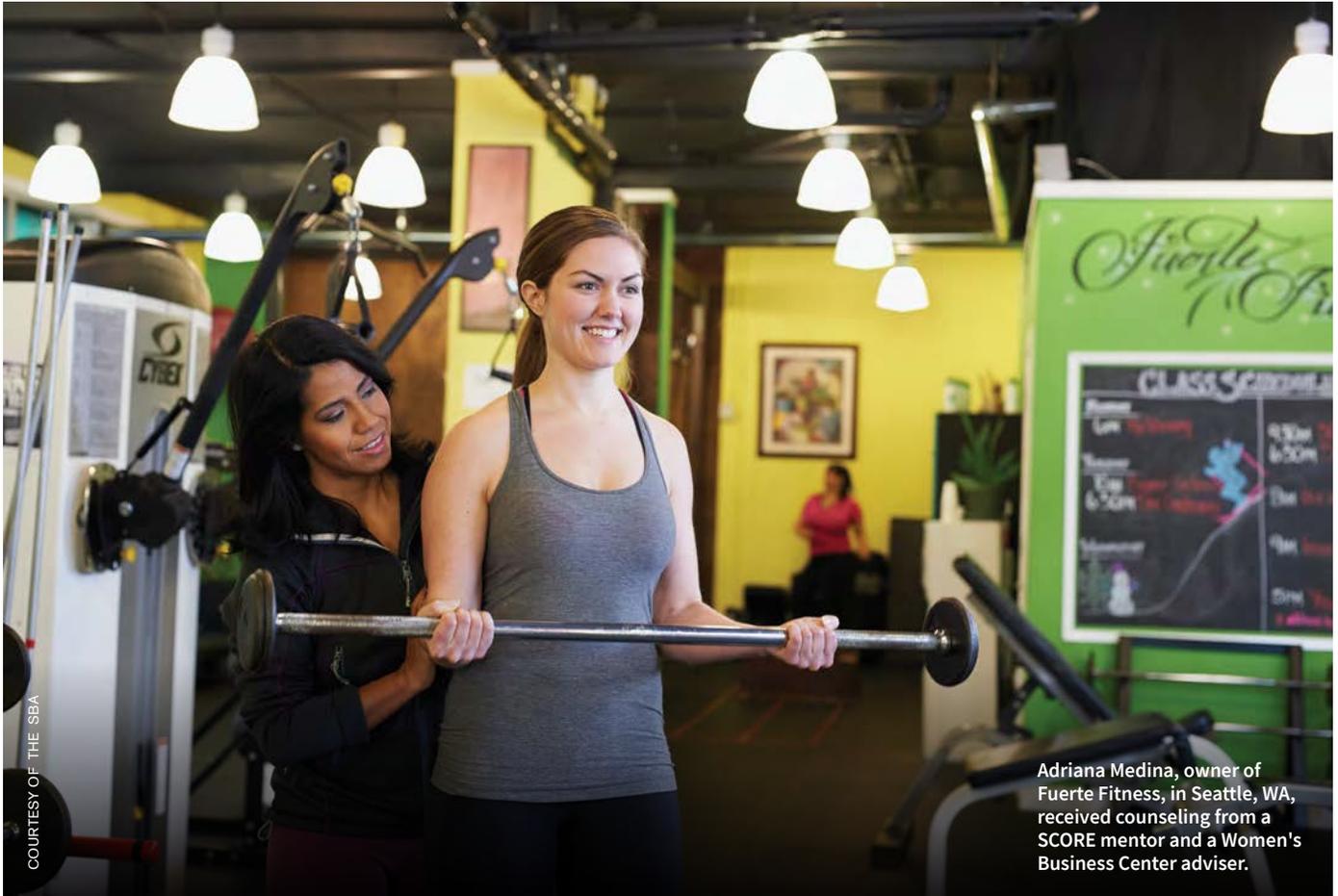
[businessexpress.ny.gov](http://businessexpress.ny.gov)

## Name Registration

Register your business name with the county clerk where your business is located. If you're a corporation, also register with the state.

### » New York Division of Corporations

(518) 473-2492



COURTESY OF THE SBA

Adriana Medina, owner of Fuerte Fitness, in Seattle, WA, received counseling from a SCORE mentor and a Women's Business Center adviser.

## Taxes

As a business owner, you should know your federal tax responsibilities and make some business decisions to comply with certain tax requirements. The IRS Small Business and Self-Employed Tax Center, [irs.gov/businesses/small-businesses-self-employed](https://irs.gov/businesses/small-businesses-self-employed), includes information on paying and filing income tax and finding an Employer ID Number.

As the IRS continues to implement some of the Tax Cuts and Jobs Act provisions, your tax obligations may change. For the latest tax reform updates that affect your bottom line visit [irs.gov/tax-reform](https://irs.gov/tax-reform).

### » State Taxes

NYS Department of Taxation & Finance  
(518) 485-2889  
New York City Taxes  
Dial 311 within New York City or  
(212) 639-9675 outside of the  
Five Boroughs.

## Social Security

If you have any employees, including officers of a corporation but not the sole proprietor or partners, you must make periodic payments, and/or file quarterly reports about payroll taxes and other mandatory deductions. You can contact the IRS or the Social Security Administration for information, assistance, and forms, at (800) 772-1213 or visit [socialsecurity.gov/employer](https://socialsecurity.gov/employer). You can file W-2s online or verify job seekers through the Social Security Number Verification Service.

## Employment Eligibility Verification

The Federal Immigration Reform and Control Act of 1986 requires employers to verify employment eligibility of new employees. The law obligates an employer to process Employment Eligibility Verification Form I-9. The U.S. Citizenship and Immigration Service offers information and assistance through [uscis.gov/i-9-central](https://uscis.gov/i-9-central). For forms, see [uscis.gov/forms](https://uscis.gov/forms). For the employer hotline call (888) 464-4218 or email [I-9central@dhs.gov](mailto:I-9central@dhs.gov).

E-Verify is the quickest way for employers to determine the employment eligibility of new hires by verifying the Social Security number and employment eligibility information reported on Form I-9. Visit [e-verify.gov](https://e-verify.gov), call (888) 464-4218 or email [e-verify@dhs.gov](mailto:e-verify@dhs.gov).

## Health & Safety

All businesses with employees are required to comply with state and federal regulations regarding the protection of employees, visit [dol.gov](https://dol.gov) for information. The Occupational Safety and Health Administration provides information on the specific health and safety standards used by the U.S. Department of Labor, (800) 321-6742 or visit [osha.gov](https://osha.gov).

### » Division of Labor Standards

State Campus, building 12, Albany  
(518) 457-9000

## Employee Insurance

Check with your state laws to see if you are required to provide unemployment or workers' compensation insurance for your employees. For health insurance options, call the Small Business

Health Options Program at (800) 706-7893 or visit [healthcare.gov/small-businesses/employers](https://www.healthcare.gov/small-businesses/employers).

Association Health Plans allow small businesses, including self-employed workers, to band together by geography or industry to obtain healthcare coverage as if they were a single large employer. For information, visit [dol.gov/general/topic/association-health-plans](https://www.dol.gov/general/topic/association-health-plans).

» **New York State Department of Health**

Corning Tower, Empire State Plaza, Albany  
(866) 881-2809  
[dohweb@health.ny.gov](mailto:dohweb@health.ny.gov)

## Environmental Regulations

State assistance is available for small businesses that must comply with environmental regulations under the Clean Air Act. State Small Business Environmental Assistance programs provide free and confidential assistance to help small business owners understand and comply with environmental regulations and permitting requirements. These state programs can help businesses reduce emissions at the source, often reducing regulatory burden and saving you money. To learn more about these free services visit [nationalsbeap.org/states/list](https://nationalsbeap.org/states/list).

» **Environmental Protection Agency Small Business Division**  
[epa.gov/resources-small-businesses](https://epa.gov/resources-small-businesses)

## Accessibility & ADA Compliance

For assistance with the Americans with Disabilities Act, call the ADA center at (800) 949-4232 or the Department of Justice at (800) 514-0301. Direct questions about accessible design and the ADA standards to the U.S. Access Board at (800) 872-2253, TTY (800) 993-2822, [ta@access-board.gov](mailto:ta@access-board.gov) or visit [access-board.gov](https://www.access-board.gov).

## Child Support

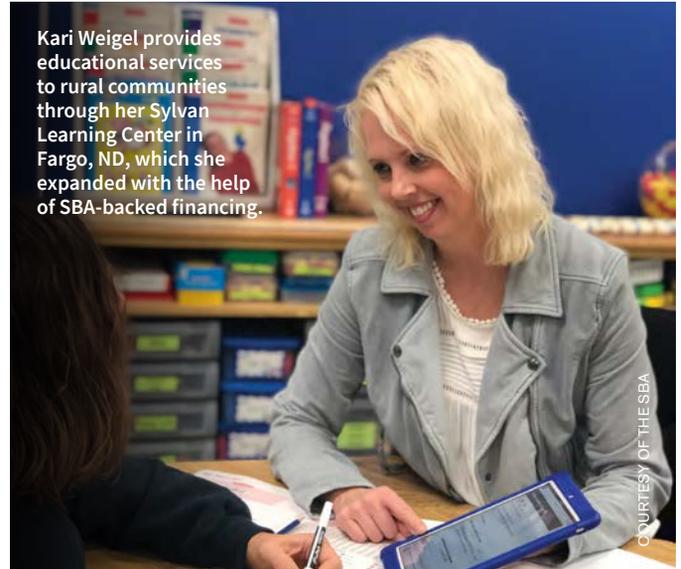
Employers are essential to the success of the child support program and collect 75% of support nationwide through payroll deductions. You're required to report all new and rehired employees to the State Directory of New Hires. If you have employees in two or more states, you may register with the Department of Health and Human Services to report all your employees to one state. Find electronic income withholding orders and the Child Support Portal, which can be used to report information to nearly all child support agencies, at [acf.hhs.gov/programs/css/employers](https://www.acf.hhs.gov/programs/css/employers). Send questions to [employerservices@acf.hhs.gov](mailto:employerservices@acf.hhs.gov).

## Intellectual Property

Patents, trademarks, and copyrights are types of intellectual property that serve to protect creations and innovations. For information and resources about U.S. patents and federally registered trademarks consult [uspto.gov](https://www.uspto.gov), call (800) 786-9199 or visit the U.S. Patent and Trademark Office headquarters in Alexandria, Virginia. For inventor entrepreneur resources visit [uspto.gov/inventors](https://www.uspto.gov/inventors).

There are three types of patents:

- Utility patents may be granted to anyone who invents or discovers any new and useful process, machine, manufacture, or composition of matter, or any new and useful improvement.
- Design patents may be granted to anyone who invents a new, original, and ornamental design for a manufactured article.



- Plant patents may be granted to anyone who invents or discovers and asexually reproduces any distinct and new variety of plant, other than a tuber propagated plant or a plant found in an uncultivated state.

A trademark or service mark includes any word, name, symbol, device, or any combination, used to identify and distinguish the goods/services of one provider from others. Trademarks and service marks may be registered at both the state and federal level. The U.S. Patent and Trademark Office only registers federal trademarks and service marks, which may conflict with and supersede state trademarks. Visit [uspto.gov/trademarks](https://www.uspto.gov/trademarks).

» **State Trademarks**

New York Division of Corporations  
(518) 473-2492

Copyrights protect original works of authorship including literary, dramatic, musical and artistic, and certain other intellectual works, such as computer software. Copyrights do not protect facts, ideas, and systems, although they may protect the way they are expressed. For general information on copyrights, contact:

» **U.S. Copyright Office**

U.S. Library of Congress  
James Madison Memorial Building  
101 Independence Ave. SE  
Washington, DC  
(202) 707-3000 or toll free (877) 476-0778  
[copyright.gov](https://www.copyright.gov)

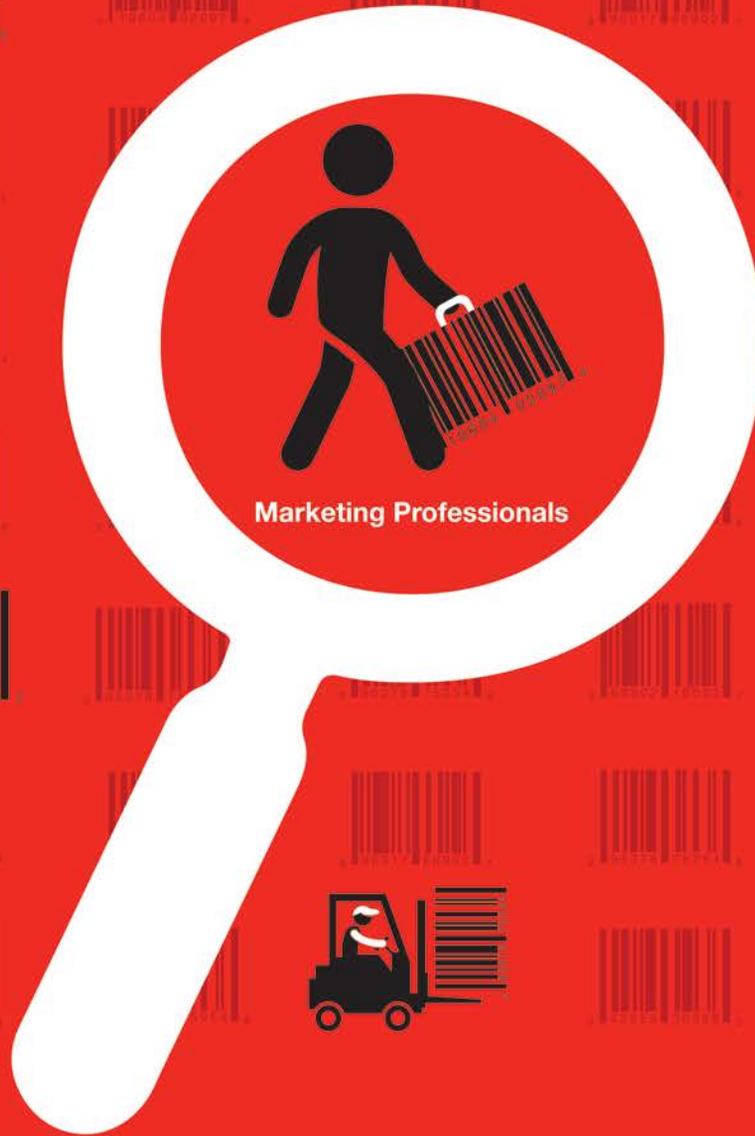
## Export Assistance

**New York U.S. Export Assistance Center**

290 Broadway, Room 1312  
New York City  
(212) 809-2642  
[export.gov](https://www.export.gov)

**Global NY State Trade Expansion Program**

Empire State Development  
633 Third Ave., 36 th floor  
New York City  
(212) 803-3130  
[esd.ny.gov/global-ny-state-trade-expansion-program-step](https://www.esd.ny.gov/global-ny-state-trade-expansion-program-step)



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NJIT Makerspace works to create an environment for students to participate in American industrial development. Mechanical engineering student Mike Talbot has learned metal work and 3D Printing at the Newark makerspace, which receives SBA funding for its programs.

COURTESY OF NJIT MAKERSPACE

# Workforce Recruitment

Find qualified workers at these makerspace initiatives funded by the SBA.

If you are a small business employing skilled laborers, access a new talent pool for recruitment at your local makerspace.

## How it benefits you

These community operated workspaces provide training and resources to better prepare workers for the job market, offering job-specific and soft skills training. Connect with one of these organizations to see if these makerspace participants could work for your small business.



### California

Workshops for Warriors, [wfw.org](http://wfw.org), trains, certifies to national standards, and places veterans into advanced manufacturing careers nationwide.

Vocademy in Riverside, [vocademy.com](http://vocademy.com), trains underserved populations for vocational careers in manufacturing.

### Indiana

Ruckus Makerspace in Indianapolis, [ruckusindy.com](http://ruckusindy.com), provides coaching and job placement complementing day-to-day job skills training.

### Massachusetts

The Clubhouse-to-Career Pathways to Success program in Roxbury, [flagshipclubhouse.org/c2c](http://flagshipclubhouse.org/c2c), places its participants in meaningful employment matching their skill sets.

### Missouri

Rightfully Sewn in Kansas City, [rightfullysewn.org](http://rightfullysewn.org), prepares at-risk women and underserved populations for entry level sewing positions, increasing their tailoring and production management skills.

### New Hampshire

Monadnock Art x Tech Makerspace in Peterborough fills the need for qualified welders in construction and industry, visit [monadnockartxtech.org](http://monadnockartxtech.org).

### New Jersey

New Jersey Institute of Technology Makerspace in Newark connects participants with entry level advanced manufacturing jobs, in addition to an apprenticeship program, visit [njitmakerspace.com](http://njitmakerspace.com).

### New York

The Foundry in Buffalo, [thefoundrybuffalo.org](http://thefoundrybuffalo.org), operates four makerspaces, metal and wood shops and tech and textile labs, in support of education and entrepreneurship.

### North Carolina

Forge Greensboro connects untapped talent to employment opportunities through pre-apprenticeship programs and accreditation, visit [forgegreensboro.org](http://forgegreensboro.org).

### Oklahoma

Fab Lab Tulsa prepares participants with high-value skills to secure careers as operators and technicians in digital fabrication, visit [fablabtulsa.org](http://fablabtulsa.org).

### Pennsylvania

NextFab's Furnishing a Future program in Philadelphia places trained carpenters, visit [nextfab.com](http://nextfab.com).

# Emerging Leaders

Learn the skills to grow your small business in this seven-month course.



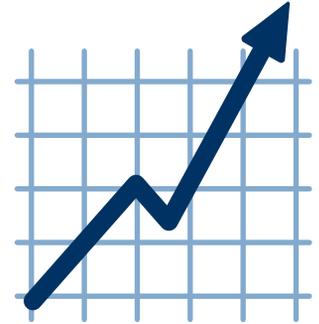
COURTESY OF AA&A FIRE AND SAFETY

## ▲ HOW THE SBA HELPED ME SUCCEED

When April Broderick wanted to expand into government contracting, she turned to the SBA. A&A Fire and Safety Co. in Cabot, AR serves the fire protection and service needs of businesses, schools, and fire departments across Arkansas. She took over from her father, Alan, in 2014, becoming one of the few women executives in her industry. With the help of the SBA Emerging Leaders program, April received business training and networking opportunities to help her better compete in the public marketplace. April committed to the program because she wanted to develop a three-year growth plan with business experts. Since graduating from Emerging Leaders, she has grown her business to six full-time employees, seven part time, with a projected 2019 revenue of \$1.7 million.

## Accelerate Growth

Small business executives looking to grow their business, create jobs, and strengthen their communities will find their next challenge



in the SBA Emerging Leaders program. This seven-month course offers about 100 hours of training and provides the opportunity for high-potential small business owners to work with experienced coaches and mentors while developing connections with peers, local leaders, and the financial community.

## How it benefits you

Since the start of the program in 2008, Emerging Leaders graduates have reported creating over 6,500 jobs, gaining more than \$300 million in new financing, and securing over \$3.16 billion in government contracts. Participants produce a three-year strategic growth plan that connects them with the necessary tools and resources to reach major performance targets.

## What you learn

The curriculum is research-based and nationally scalable, enabling you to engage in focused development and expansion strategies, including options for accessing new capital and securing government contracts.

## Who's eligible

Small businesses having annual revenues of at least \$250,000, in business for at least three years, and with at least one employee.

## Get involved

To register online, visit [sba.gov/emergingleaders](https://sba.gov/emergingleaders).



# LET US BE YOUR OPPORTUNITY PARTNER



TruFund is an opportunity partner for small businesses and the MWDBE community.

TruFund offers Federal, State and City loan programs to meet the capital needs of MWDBEs and development programs to help grow your business.

**To register for a program or APPLY for a loan contact your local TruFund office.**

## PROGRAMS

- TruBuild Microenterprise Lending & Education Program
- Financial Scalability
- Women in Business: An EmpowHERment Program
- TruAccess Contractor Lending & Education Program
- Disaster Recovery & Resiliency



# Opportunities for Veterans

Military community members become more successful entrepreneurs with the help of the SBA.

## Entrepreneurship training

In Boots to Business, explore business ownership and other self-employment opportunities while learning key business concepts. Walk away with an overview of entrepreneurship and applicable business ownership fundamentals, including how to access startup capital using SBA resources. Boots to Business is conducted on all military installations as part of the Department of Defense's Transition Assistance Program.

### Who's eligible?

Service members transitioning out of active duty and military spouses. Boots to Business: Reboot, for veterans, National Guard or Reserve members and military spouses, teaches this entrepreneurship curriculum off base in communities. Register for either B2B program at <https://sbavets.force.com>.

### For women veterans

Receive entrepreneurial training geared toward women veterans, service members, and spouses through these SBA-funded programs:

- » Veteran Women Igniting the Spirit of Entrepreneurship in Syracuse, New York
- » LiftFund in San Antonio, Texas

### For service-disabled veterans

Learn how to start and grow a small business using these SBA-funded programs:

- » Entrepreneurship Bootcamp for Veterans with Disabilities in Syracuse, New York
- » Veterans Entrepreneurship Program at the Riata Center for Entrepreneurship, Spears School of Business, Oklahoma State University in Stillwater, Oklahoma
- » Veteran Entrepreneurship Jumpstart at St. Joseph's University in Philadelphia, Pennsylvania
- » Dog Tag Inc., affiliated with Georgetown University in Washington, DC

## Financing

### Employee called to active duty?

You can receive funds that enable your business to meet ordinary and necessary operating expenses when an essential employee is called up to active duty in the military reserve. Ask your local SBA specialist or lender about the Military Reservist Economic Injury Disaster Loan.

## Government contracting

Veteran-owned and service-disabled veteran-owned small businesses that want to better compete in the public market receive training from the Veteran Institute for Procurement, [nationalvip.org](http://nationalvip.org).

### VIP Start

Enter the federal market and become ready for procurement.

### VIP Grow

Strategize to expand and operate within the federal marketplace.

### VIP International

Enter or expand your federal and commercial contracting opportunities overseas.

### Get certified

Learn about the service-disabled veteran-owned small business certification program on page 49.

## Need assistance?

Veteran and military entrepreneurs receive business training, counseling, and referrals to other SBA Resource Partners at a Veterans Business Outreach Center, [sba.gov/vboc](http://sba.gov/vboc). For veterans business information visit [sba.gov/veterans](http://sba.gov/veterans).



## ▲ HOW THE SBA HELPED US SUCCEED

U.S. Navy veteran Roberto Ortiz puts his 40 years of aviation management experience to use as a small business owner in Chesapeake, VA. Bert expanded AVMAC Inc. into the government sector fulfilling aviation and maritime logistical services with the help of his local SBA Veterans Business Outreach Center. VBOCs are the first stop for military community entrepreneurs looking to start, grow, or expand a small business. The VBOC located at Old Dominion University helped Bert obtain government contracting business certifications. With support from his local VBOC, Bert has strategically positioned AVMAC in the federal marketplace to better compete for large-scale government contracts. From AVMAC's first contract in 2010, this veteran-led company has nearly doubled in revenue and grown to over 400 employees.

# Write your Business Plan

Your business plan is the foundation of your business. Learn how to write a business plan with the help of an SBA Resource Partner.



## Business plans help you run your business.

A good business plan guides you through managing your business. You'll use your business plan as a roadmap for how to structure, run, and grow your new business.

Business plans can help you get funding or bring on new business partners. Investors want to see a return on their investment. Your business plan is the tool you'll use to convince people that working with you—or investing in your company—is a smart investment. Brain storm with a business counselor (visit one of our SBA Resource Partners detailed on page 10) and write a **traditional business plan**, which uses a standard structure and detailed sections. Once you've got it all down, you can then condense it to a lean startup business plan, which typically contains key points on only one page.

## TRADITIONAL BUSINESS PLAN FORMAT

When you write your business plan, you don't have to stick to the exact business plan template. Instead, use the sections that make the most sense for your business and your needs.

### Executive Summary

Briefly summarize your company and why it will be successful. Include your mission statement, your product or service, and basic information about your company's leadership team, employees, and location. You should also include financial information and high-level growth plans if you plan to ask for financing.

### Company Description

Go into detail about the problems your business solves. Be specific as to audience and location. List out the consumers, organizations, or businesses your company plans to serve.

Explain the competitive advantages you have that will make your business successful. Are there experts on your team? Have you found the perfect location? Your company description is the place to boast about your strengths.

### Market Analysis

Demonstrate a solid understanding of your industry outlook and target market. This is where it pays to partner with an experienced business counselor from your local Small Business Development Center, SCORE, Women's Business Center, or Veterans Business Outreach Center—all these SBA Resource Partners provide free or low-cost business assistance. Competitive research will show what other businesses are doing and their strengths. In your market research, look for trends and themes. What do successful competitors do? Why does it work? Can you do it better? Now's the time to answer these questions.

### Organization and Management

Explain how your company will be structured and who will run it.

Describe the legal structure of your business. State whether you have or intend to incorporate your business as a C or an S corporation, form a general or limited partnership, or if you're a sole proprietor or limited liability company.

Want to see an example of a business plan?

View examples of business plans at [sba.gov/business-guide/plan/write-your-business-plan-template](https://sba.gov/business-guide/plan/write-your-business-plan-template)

## TRADITIONAL BUSINESS PLAN CHECKLIST

- Executive summary
- Company description
- Market analysis
- Organization and management
- Service or product line
- Marketing and sales
- Funding request
- Financial projections
- Appendix

Use an organizational chart to show the hierarchy. Explain how each person's experience will contribute to the success of your venture. Consider including CVs of key members.

### Service or Product Line

Describe what you sell or what service you offer. Explain how it benefits your customers and the product lifecycle. Share your plans for intellectual property, like copyright or patent filings. If you're doing research and development for your service or product, explain it.

### Marketing and Sales

Your marketing strategy should evolve and change to fit your needs in each context.

Describe how you'll attract and retain customers. Show how a sale will actually happen. You'll refer to this section later when you make financial projections, so be thorough.

### Funding Request

If you're asking for funding, outline your funding requirements. Specify whether you want debt or equity and the terms you'd like. Your goal is to clearly explain how much funding you'll need over the next five years and how the investment will be used.

Specify if you need funds to buy equipment or materials, pay salaries, or cover specific bills until revenue increases. Explain how you'll pay off the debt.

### Financial Projections

Supplement your funding request with a prospective financial outlook for the next five years. Show how your business will be a financial success.

If your business is already established, include income statements, balance sheets, and cash flow statements for the last three to five years. List collateral you could put against a loan.

Include forecasted income statements, balance sheets, cash flow statements, and capital expenditure budgets. For the first year, be even more specific and use quarterly—or even monthly—projections. Make sure to clearly explain your projections and match them to your funding requests.

Use visual organization tools—graphs and charts—to tell your business's financial story.

### Appendix

Here you'll attach supporting documents or other requested materials. Common items to include are credit histories, CVs, product pictures, letters of reference, licenses, permits, patents, legal documents, and other contracts.

## LEAN STARTUP PLAN FORMAT

Write a lean startup plan if requested from an investor, or if your business is relatively simple or you plan to regularly change and refine as you go.

Lean startup plans use more visual organization tools and only a handful of elements to describe your company's value proposition, infrastructure, customers, and finances. They're useful for visualizing your company's fundamental facts. Your business counselor can help you edit down into the Business Model Canvas, used here—the most well known style, or another lean startup template.

### Key Partnerships

Note the other businesses you'll work with—suppliers, manufacturers, subcontractors, and similar strategic partners.

### Key Activities

List the ways your business will gain a competitive advantage. Will you sell direct to consumers or use technology to tap into the sharing economy?

### Key Resources

List resources you'll leverage to create value for your customer. Your most important assets include staff, capital, or intellectual property. Leverage business resources that might be available to women, veterans, Native Americans, and HUBZone-certified businesses.

### Value Proposition

Make a clear and compelling statement about the unique value your company brings to the market.

### Customer Relationships

Describe how customers will interact with your business. Think through the customer experience from start to finish. Is it automated or personal? In person or online?

### Customer Segments

Name your target market. Your business won't be for everybody; it's important to have a clear sense of who you serve.

### Channels

List the most important ways you'll talk to your customers.

### Cost Structure

Will your company focus on reducing cost or maximizing value? Define your strategy, then list the most significant costs you'll face.

### Revenue Streams

Explain how your company makes money: direct sales, memberships fees, selling advertising space? If your company has multiple revenue streams, list them all.

## LEAN STARTUP PLAN CHECKLIST

- Key partnerships
- Key activities
- Key resources
- Value proposition
- Customer relationships
- Customer segments
- Channels
- Cost structure
- Revenue streams



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# Entrepreneurial Resources

## Regional Innovation Clusters

Create jobs and grow the economy through an SBA Regional Innovation Cluster.

### Who should join

Small businesses driving innovation in one of these tech industries:

- advanced composites
- agTech
- bioscience
- food processing
- data sciences
- medical sciences
- power and energy
- unmanned aerial systems
- water tech
- wood products

### How it works

Each industry cluster is based in a geographic region. Your small business must be located in or near that region in order to join the cluster. For example, the AgLaunch Initiative cluster, which focuses on agricultural technology, is located in the Tennessee area. A small agTech business in or near Tennessee will connect with other agTech suppliers, service providers, and related institutions through that innovation cluster.

### How it benefits you

Network with other industry innovators and connect with resources that will help your small business find funding. You'll also receive guidance on how to better compete for government contracts and other opportunities so you can grow and expand. Receive free technical and legal assistance to develop your tech and get it to market for government and industry buyers.

### Get involved

Find an SBA Regional Innovation Cluster near you by visiting [sba.gov/localassistance](https://sba.gov/localassistance). Select the regional innovation clusters on the drop-down menu.

## Online Learning

Find free short courses and learning tools to start and grow your small business at [sba.gov/learning](https://sba.gov/learning). The free SBA Online Learning Center is a great resource for every entrepreneur, especially rural business owners looking for easy access to vital business training.



### Courses include:

- writing your business plan
- understanding your customer
- buying a business
- marketing to win customers
- legal requirements
- financing options
- disaster recovery

## Native American Workshops

Tribal enterprises and business organizations can receive entrepreneurial training at an SBA Entrepreneurial Empowerment Workshop. These workshops cover business concepts important for starting, growing, or expanding a small business. RedWind instructors identify and help participants avoid common pitfalls. Learn how to prepare a business plan, gain access to capital, and basic book keeping. Request a workshop in your area by visiting [nativesmallbusiness.org](https://nativesmallbusiness.org).

# FUNDING PROGRAMS

Financing Your Small Business



How We Did It

## Crafting a Business

SBA-backed financing helped Superstition Meadery expand into a multimillion dollar enterprise.

WRITTEN BY BECKY BOSSHART

**J**ennifer and Jeff Herbert's home-based brewing has expanded into a global, multimillion dollar enterprise thanks to SBA assistance. Using Arizona honey and ingredients they've sourced from around the world (such as Tahitian vanilla and Moroccan saffron), the Herberts are selling nearly 30,000 gallons annually of their honey-based fermented beverage. They operate a downtown Prescott, Arizona tasting room and state-of-the-art production facility, creating jobs and building a local craft industry. The Herberts, founding members of the American Mead Makers Association, have traveled around the world hosting pairing events and pouring at craft beverage festivals.

### Challenge

The Herberts wanted to scale up their meadery while also staying true to their values of quality ingredients and craft process. It is often difficult for new entrepreneurs or unique concepts like a meadery to get traditional financing, even though they knew they had a great idea, the backing wasn't there to expand. They say that choosing to do something new breaks the mold, which can be uncomfortable for traditional lenders.

### Solution

Thanks to guidance from an SBA Resource Partner, the Small Business Development Center at Yavapai Community College, Jennifer and Jeff learned about financing that worked for them. The SBA guarantees loans made by lending institutions to small business that would not otherwise be able to obtain financing. Their small business qualified for two SBA-backed loans totaling more than \$600,000. The Herberts' first SBA-backed loan allowed them to acquire commercial property to design and build their mead production facility. Their second SBA-backed loan provided the funding for professional brewing equipment to complete their 7,450-square-foot production space. The Herberts recently purchased a historic building in downtown Phoenix, Arizona to open a mead-pairing restaurant.

### Benefit

The Herberts started with two employees and now have over 20 producing 29,000 gallons this year. From a homegrown setup, Jennifer and Jeff are now charting revenue in excess of \$2.6 million and distributing to 37 states, across Europe and Southeast Asia. They have plans for another expansion, including a shipping warehouse to manage their online retail and wholesale orders.



Jeff & Jennifer Herbert, owners of Superstition Meadery, completed their 7,450-square-foot production space and opened a tasting room in Prescott, AZ with the assistance of SBA-backed financing. See their story on YouTube by searching for the 2019 National Small Business Persons of the Year.

COURTESY OF SUPERSTITION MEADERY

## 5 Tips for Success

### Get guidance.

Develop a working relationship with an SBA Resource Partner (see page 10) to help you find the funding that works best for you.

### Define your lending needs.

Determine if a loan is right for you. Is this the right time? How much do you need? What are you going to use it for?

### Talk to multiple lenders.

See who best matches you and your business. Has the lender successfully worked with other businesses in your industry?

### Check all options.

Consult with your lender to see if you're eligible for SBA financing programs, determined by your industry & experience; collateral; credit score; and the relationship & transparency you develop with the lending agent.

### Be ready for the ups and downs.

Your entrepreneurial endeavor will be a roller coaster ride filled with challenges and successes. The path is all consuming so make sure that you love what you do. Passion is the price of admission.

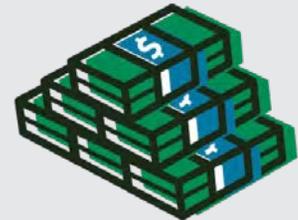
# Lender Match

Find a lender interested in working with you at [sba.gov/lendermatch](http://sba.gov/lendermatch). This matching tool connects entrepreneurs with SBA Lenders in your area.



# SBA-backed Loans

help small business owners and entrepreneurs who are creditworthy but don't qualify for conventional financing. If you cannot obtain a business loan with reasonable rates and terms, contact your local SBA Lender to see if you are eligible for SBA programs. The SBA works with participating lenders to reduce their risk, increasing the likelihood your loan will be approved with the terms that work best for you. The guarantee is conditional on the lender following SBA program requirements. Just like with any other loan, you make your loan payments directly to your lender in accordance with your terms.



HUNDRED ACRE CONSULTING, LLC  
FRANCHISE CONSULTING SERVICES

Whether you seek start-up capital, new market expansion, or a recession proof, turn-key ownership, *SBA & HAC, have your back!*



HAC  
& SBA

We Make Business  
MAGIC Happen!

- Over 250 SBA registered and approved Franchises to choose from in our portfolio
- Dedicated professionals to help small businesses **START, GROW, & EXPAND**
- **Advocating for entrepreneurs** at every stage of their business lifecycle
- Business development **consulting** for women, minority owned businesses and Veterans
- A variety of **Funding Programs** including SBA Express Loans and Veterans Freedom Loans

607.656.4755 · [HundredAcreConsulting.com](http://HundredAcreConsulting.com)

# Advertise your company here.

Reach an unparalleled audience of small business owners with the U.S. Small Business Administration's *Small Business Resource Guide*.

[contactinfo@newsouthmediainc.com](mailto:contactinfo@newsouthmediainc.com)

# SBA Lenders

These participating SBA Lenders serve all New York unless otherwise noted. Contact the lender for more locations.

## New York City

### THE BRONX

#### BNB Bank

(631) 881-5421

[bnbbank.com](http://bnbbank.com)

#### First IC Bank

(770) 451-7200

[firsticbank.com](http://firsticbank.com)

#### Florida Capital Bank

(800) 318-3159

[floridacapitalbank.com](http://floridacapitalbank.com)

#### Greater Hudson Bank

(844) 473-2811

[greaterhudsonbank.com](http://greaterhudsonbank.com)

#### NDC Grow America Fund

(212) 682-1106

[ndconline.org](http://ndconline.org)

### BROOKLYN

#### BNB Bank

(631) 881-5421

[bnbbank.com](http://bnbbank.com)

#### Brooklyn Cooperative

#### Federal Credit Union

(718) 418-8232

[brooklyn.coop](http://brooklyn.coop)

#### Dime Community Bank

(718) 782-6200

[dime.com](http://dime.com)

#### Florida Capital Bank

(800) 318-3159

[floridacapitalbank.com](http://floridacapitalbank.com)

#### NDC Grow America Fund

(212) 682-1106

[ndconline.org](http://ndconline.org)

#### Two River Community Bank

(732) 982-2080

[tworiverbank.com](http://tworiverbank.com)

### MANHATTAN

#### BNB Bank

(631) 881-5421

[bnbbank.com](http://bnbbank.com)

#### Dime Community Bank

(718) 782-6200

[dime.com](http://dime.com)

#### First Business Bank

(608) 238-8008

[firstbusiness.com](http://firstbusiness.com)

#### First Financial Bank

(877) 322.9530

[bankatfirst.com](http://bankatfirst.com)

#### First IC Bank

(770) 451-7200

[firsticbank.com](http://firsticbank.com)

#### First Savings Bank

(800) 555-6895

[firstsavingsbanks.bank](http://firstsavingsbanks.bank)

#### Florida Capital Bank

(800) 318-3159

[floridacapitalbank.com](http://floridacapitalbank.com)

#### Lower East Side Federal

#### Credit Union

(212) 529-8197

[lespeoples.org](http://lespeoples.org)

#### NDC Grow America Fund

(212) 682-1106

[ndconline.org](http://ndconline.org)

#### Neighborhood Trust FCU

(212) 740-0900

[neighborhoodtrustfcu.org](http://neighborhoodtrustfcu.org)

#### Shinhan Bank America

(718) 799-7090

[shbamerica.com](http://shbamerica.com)

#### Spring Bank

(718) 879-5110

[springbankny.com](http://springbankny.com)

#### State Bank & Trust Co.

(800) 414-4177

[statebt.com](http://statebt.com)

### QUEENS

#### Amerasia Bank

(888) 270-1742

[amerasiabankny.com](http://amerasiabankny.com)

#### BNB Bank

(631) 881-5421

[bnbbank.com](http://bnbbank.com)

#### Dime Community Bank

(718) 782-6200

[dime.com](http://dime.com)

#### First County Bank

(203) 462-4400

[firstcountybank.com](http://firstcountybank.com)

#### First IC Bank

(770) 451-7200

[firsticbank.com](http://firsticbank.com)

#### Flushing Bank

(800) 581-2889

[flushingbank.com](http://flushingbank.com)

#### Hanmi Bank

(855) 344-2664

[hanmi.com](http://hanmi.com)

#### Northeast Bank

(800) 284-5989

[northeastbank.com](http://northeastbank.com)

#### Scott CU

(800) 888-4728

[scu.org](http://scu.org)

### STATEN ISLAND

#### Empire State Bank

(845) 561-0003

[esbna.com](http://esbna.com)

#### Flushing Bank

(800) 581-2889

[flushingbank.com](http://flushingbank.com)

#### Lower East Side Federal

#### Credit Union

(718) 554-4544

[lespeoples.org](http://lespeoples.org)

## Lower Hudson Valley

### DUTCHESS COUNTY

#### Hudson Valley FCU

(800) 468-3011

[hvfcu.org](http://hvfcu.org)

#### Rhinebeck Bank

(845) 454-8555

[rhinebeckbank.com](http://rhinebeckbank.com)

### ORANGE COUNTY

#### Empire State Bank

(845) 561-0003

[esbna.com](http://esbna.com)

#### Greater Hudson Bank

(844) 473-2811

[greaterhudsonbank.com](http://greaterhudsonbank.com)

#### Hanmi Bank

(855) 344-2664

[hanmi.com](http://hanmi.com)

#### Hudson Valley FCU

(800) 468-3011

[hvfcu.org](http://hvfcu.org)

#### Hyperion Bank

(215) 789-4200

[hyperionbank.com](http://hyperionbank.com)

#### Rhinebeck Bank

(845) 454-8555

[rhinebeckbank.com](http://rhinebeckbank.com)

### PUTNAM COUNTY

#### Titan Bank

(214) 937-0000

[titanbank.com](http://titanbank.com)

### ROCKLAND COUNTY

#### Greater Hudson Bank

(844) 473-2811

[greaterhudsonbank.com](http://greaterhudsonbank.com)

#### Republic First Bank

(888) 875-2265

[myrepublicbank.com](http://myrepublicbank.com)

### SULLIVAN COUNTY

#### First Bank Financial Centre

(888) 569-9909

[fbfcwi.com](http://fbfcwi.com)

### ULSTER COUNTY

#### Commonwealth

#### Business Bank

(213) 471-4340

[cbb-bank.com](http://cbb-bank.com)

#### Hudson Valley FCU

(800) 468-3011

[hvfcu.org](http://hvfcu.org)

**North Valley Bank**

(740) 452-7920  
nvboh.com

**Rhinebeck Bank**

(845) 454-8555  
rhinebeckbank.com

**Rondout Savings Bank**

(845) 229-0383  
rondoutbank.com

**Salisbury Bank & Trust Co.**

(860) 435-9801  
salisburybank.com

**WESTCHESTER COUNTY**

**Carver State Bank**

(877) 489-2434  
carverstatebank.com

**First Savings Bank**

(800) 555-6895  
firstsavingsbanks.bank

**First-Citizens Bank & Trust Co.**

(866) 322-4249  
firstcitizens.com

**Greater Hudson Bank**

(844) 473-2811  
greaterhudsonbank.com

**North Valley Bank**

(740) 452-7920  
nvboh.com

**Savings Bank of Danbury**

(203) 731-5441  
sbdanbury.com

**National Union Bank  
of Kinderhook**

(518) 758-7101  
nubk.com

**Trustco Bank**

(800) 670-3110  
trustcobank.com

**Long Island**

**NASSAU COUNTY**

**BNB Bank**

(631) 881-5421  
bnbbank.com

**Centric Bank**

(888) 274-2033  
centricbank.com

**Empire National Bank**

(631) 348-4444  
empirenb.com

**NDC Grow America Fund**

(212) 682-1106  
ndconline.org

**Queens Cluster FCU**

(732) 766-2226  
creditunionsonline.com

**First National of Long Island**

(516) 671-4900  
fnbli.com

**SUFFOLK COUNTY**

**Bancorp Bank**

(800) 545-0289  
thebancorp.  
mybankingservices.com

**BNB Bank**

(631) 881-5421  
bnbbank.com

**Dime Community Bank**

(718) 782-6200  
dime.com

**Empire National Bank**

(631) 348-4444  
empirenb.com

**Fifth Third Bank**

(800) 972-3030 or (866) 671-5353  
53.com

**First Chatham Bank**

(866) 802-0649  
firstchatham.com

**First National of Long Island**

(516) 671-4900  
fnbli.com

**Flushing Bank**

(800) 581-2889  
flushingbank.com

**Hanmi Bank**

(855) 344-2664  
hanmi.com

**Huntington National Bank**

(800) 480-2001  
huntington.com

**Statewide Lenders**

**1st Constitution Bank**

(609) 655-4500  
1stconstitution.com

**Alma Bank**

(718) 267-2562  
almabank.com

**Amerasia Bank**

(718) 463-3600  
amerasiabankny.com

**Bank of America**

(800) 432-1000  
bankofamerica.com

**Bank of Hope**

(888) 811-6272  
bankofhope.com

**Bank of the West**

(800) 909-4872  
bankofthewest.com

**Bank of Rhode Island**

(866) 422-6574  
bankri.com

**Bank United**

(877) 893-7823  
bankunited.com

**Bankwell Bank**

(877) 966-1944  
mybankwell.com

**BCB Community Bank**

(201) 823-0700  
bcb.bank

**Berkshire Bank**

(212) 802-1000  
berkbank.com

**Bridg Hampton National  
Bank (BNB)**

(646) 756-5900  
bnbbank.com

**Byline Bank**

(866) 518-9128  
bylinebank.com

**Capital One**

(877) 383-4802  
capitalone.com

**Cathay Bank**

(800) 922-8429  
cathaybank.com

**Celtic Bank Corp.**

(800) 509-6191  
celticbank.com

**CitiBank**

(800) 374-9700  
online.citi.com

**Citizens Bank**

800-922-9999  
citizensbank.com

**City National Bank**

(800) 773-7100  
cnb.com

**Coastal States Bank**

(724) 884-7483  
coastalstatesbank.com

**Cross River Bank**

(201) 808-7000  
crossriverbank.com

**Customers Bank**

(646) 601-7419  
customersbank.com

**East West Bank**

(888) 761-3967  
eastwestbank.com

**Financial Resources FCU**

(800) 933-3280  
myfinancialresources.org

**FinWise Bank**

(801) 545-6000  
finwisebank.com

**First Bank**

(704) 575-0075  
firstbank.com

**First Home Bank**

(727) 399-5680  
firsthomebank.com

**Five Star Bank**

(877) 226-5578  
five-starbank.com

**Harvest Small  
Business Finance**

(949) 446-8686  
harvestsbfb.com

**Horizon Community Bank**

(888) 206-6216  
horizoncommunitybank.com

**HSBC Bank USA**

(800) 975-4722  
us.hsbc.com

**Independence Bank**

(401) 886-4600  
independence-bank.com

**JPMorgan Chase Bank**

(212) 270-6000  
jpmorganchase.com

**KeyBank**

(800) 539-2968  
key.com

**Lakeland Bank**

(866) 224-1379  
lakelandbank.com

**Live Oak Banking Co.**

(910) 790-5867  
liveoakbank.com

**Manufacturers & Traders  
Trust Co.**

(212) 505-8464  
mtb.com

**Metro City Bank**

(888) 852-9602  
metrocitybank.bank

# Free Resources to Build Your HR Confidence



Where can a small business start when trying to manage HR issues and understand employment laws? With free educational resources from ComplyRight!

Explore our knowledge center and access our library of on-demand webinars, podcasts, e-guides, tip sheets and more.

## Introducing HR 101 from ComplyRight

Take free, online HR courses on topics that matter most to your small business.

Complete them as your schedule permits. Six courses to choose from:

- General Legal Obligations for Employers
- Recruiting and Hiring
- Classifying Workers Correctly
- Managing Your Employees
- Preventing Workplace Harassment
- Handling Discipline and Termination



Take Advantage of FREE Educational Resources  
[Complyright.com/SmallBiz](https://complyright.com/SmallBiz)

**Mission Valley Bank**  
(818) 394-2300  
[missionvalleybank.com](http://missionvalleybank.com)

**New Bank**  
(718) 353-8100  
[newbankusa.com](http://newbankusa.com)

**New Millennium Bank**  
(347) 836-4915  
[nmbonline.com](http://nmbonline.com)

**Newtek Small Business Finance Inc.**  
(800) 749-8707  
[newtekone.com](http://newtekone.com)

**New York Business Development Corp.**  
(800) 923-2504  
[nybdc.com](http://nybdc.com)

**NOA Bank**  
(646) 912-9456  
[noabank.com](http://noabank.com)

**Noah Bank**  
(718) 943 9100  
[noahbank.com](http://noahbank.com)

**North State Bank**  
(877) 807-9668  
[northstatebank.com](http://northstatebank.com)

**Pacific City Bank**  
(213) 355-8992  
[paccity.net](http://paccity.net)

**Pacific Premier Bank**  
(888) 388-5433  
[ppbi.com](http://ppbi.com)

**Pacific Western Bank**  
(310) 887-8500  
[pacificwesternbank.com](http://pacificwesternbank.com)

**Patriot Bank**  
(888) 728-7468  
[bankpatriot.com](http://bankpatriot.com)

**People's United Bank**  
(800) 894-0300  
[peoples.com](http://peoples.com)

**PNC Bank**  
(877) 287-2654  
[pnc.com](http://pnc.com)

**Radius Bank**  
(215) 375-6434  
[radiusbank.com](http://radiusbank.com)

**ReadyCap Lending**  
(212) 257-4600  
[readycapital.com](http://readycapital.com)

**Royal Business Bank**  
(213) 533-7953  
[royalbusinessbankusa.com](http://royalbusinessbankusa.com)

**Santander Bank**  
(877) 768-1145  
[santanderbank.com](http://santanderbank.com)

**Savoy Bank**  
(646) 775-4000  
[banksavoy.com](http://banksavoy.com)

**Seacoast Bank**  
(800) 706-9991  
[seacoastbank.com](http://seacoastbank.com)

**Spirit of Texas Bank**  
(877) 366-1836  
[sotb.com](http://sotb.com)

**Stearns Bank**  
(320) 258-4802  
[stearnsbank.com](http://stearnsbank.com)

**TD Bank**  
(855) 278-8988  
[tdbank.com](http://tdbank.com)

**Two River Community Bank**  
(732) 982-2080  
[tworiverbank.com](http://tworiverbank.com)

**United Community Bank**  
(800) 822-2651  
[ucbi.com](http://ucbi.com)

**United Midwest Savings Bank**  
(877) 751-4622 or  
(844) 531-9722  
[umwsb.com](http://umwsb.com)

**Unity Bank**  
(800) 618-2265  
[unitybank.com](http://unitybank.com)

**Valley Economic Development Loans**  
(800) 304-1755  
[vedc.org](http://vedc.org)

**Webster Bank**  
(800) 325-2424  
[public.websteronline.com](http://public.websteronline.com)

**Wells Fargo Bank**  
(800) 416-8658  
[wellsfargo.com](http://wellsfargo.com)

**Woori America Bank**  
(888) 699-6674  
[wooriamericabank.com](http://wooriamericabank.com)

## Community Advantage Lenders

**Acción East Inc.**  
(866) 245-0783  
[usaccion.org](http://usaccion.org)

**BOC Capital Corp.**  
(718) 624-9115  
[bocnet.org](http://bocnet.org)

**Community Capital New York**  
(914) 747-8020  
[communitycapitalny.org](http://communitycapitalny.org)

**Empire State Certified Development Corp.**  
(212) 785-5642  
[nybdc.com](http://nybdc.com)

**Renaissance Economic Development Corp.**  
(212) 964-6022  
[renaissance-ny.org](http://renaissance-ny.org)

**TruFund Financial Services**  
(212) 204-1303  
[trufund.org](http://trufund.org)

## Participating Certified Development Companies

**Business Initiative Corporation of New York**  
Rafael Rogers  
(718) 590-3980  
[bicofny.org](http://bicofny.org)

**Empire State Certified Development Corp.**  
Patrick MacKrell  
(800) 923-2504  
[nybdc.com](http://nybdc.com)

**Regional Business Assistance Corp.**  
(877) 587-1133  
[rbacloan.com](http://rbacloan.com)

## Participating Microlenders

**Acción East Inc.**  
(646) 833-4506  
[accion.org](http://accion.org)

**BOC Capital Corp.**  
*Serving all Five Boroughs*  
Senior Lending Officer  
Hector Davis  
(718) 624-9115  
[boccapital.org](http://boccapital.org)

**Business Center for New Americans**  
Yanki Tshering (212) 898-4122  
[nybcna.org](http://nybcna.org)

**Community Capital New York**  
*Serving Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster, and Westchester counties*  
Simone Obermaier  
(914) 747-8020  
[communitycapitalny.org](http://communitycapitalny.org)

**Renaissance Economic Development Corp.**  
*Serving the Five Boroughs of New York, minorities and immigrants*  
Jessie C. Lee  
Managing Director  
(212) 964-6022 x2180  
[jessie@renaissance-ny.org](mailto:jessie@renaissance-ny.org)  
[renaissance-ny.org](http://renaissance-ny.org)

## Export Assistance Lenders

**Byline Bank**  
(773) 244-7000  
[bylinebank.com](http://bylinebank.com)

**Citibank**  
(800) 374-9700  
[citibank.com](http://citibank.com)

**FinWise Bank**  
(508) 533-8661  
[finwisebank.com](http://finwisebank.com)

**Manufacturers & Traders Trust Co.**  
(800) 724-2440  
[mtb.com](http://mtb.com)

# Need Financing?

Visit your local SBA office or lender to learn about these funding options.

## The 7(a) Loan, the SBA's Largest Financing Program

If you cannot get conventional financing and you meet the eligibility requirements, you can use a 7(a) loan to buy real estate, equipment, or inventory for your small business. It may also be used for working capital, to refinance business debt or purchase a small business.

**MAX LOAN AMOUNT:** \$5 million

**INTEREST RATE:** generally prime + a reasonable rate capped at 2.75%

**TERMS:** loan term varies according to the purpose of the loan, generally up to 25 years for real estate, 10 years for other fixed assets and working capital

**GUARANTEE:** 50 to 90%

## CAPLines

Meet your revolving capital needs with lines of credit. CAPLines can be used for contract financing, seasonal lines of credit, builders line of credit, or for general working capital lines.

## SBA Express Loan

Featuring a simplified process, these loans are delivered by experienced lenders who are authorized to make the credit decision for the SBA. These can be term loans or revolving lines of credit.

**MAX LOAN AMOUNT:** \$350,000

**INTEREST RATE:** for loans less than \$50,000, prime + 6.5%; for loans of \$50,000 and greater, prime + 4.75%

**TERMS:** loan term varies according to the purpose of the loan, generally up to 25 years for real estate and 10 years for other fixed assets and working capital

**GUARANTEE:** 50%

## Community Advantage

A financing program for women, veterans, low-income borrowers, and minority entrepreneurs just starting up or in business for a few years. Receive free business counseling as you work with a community-based financial institution.

**INTEREST RATE:** prime + 6%

**TERMS:** up to 25 years for real estate, 10 years for equipment and working capital

**GUARANTEE:** 75 to 90%



## Microloans

Eligible businesses can startup and grow with working capital or funds for supplies, equipment, furniture and fixtures. Borrow from \$500 to \$50,000 and access free business counseling from microlenders.

**INTEREST RATE:** loans less than \$10,000, lender cost + 8.5%; loans \$10,000 and greater, lender cost + 7.75%

**TERMS:** lender negotiated, no early payoff penalty

## 504 Certified Development Company Loan

If you do not qualify for traditional financing, but would like to purchase or renovate real estate or buy heavy equipment for your business, ask about the 504 loan. It provides competitive fixed-rate mortgage financing through a lender and a Certified Development Company.

**MAX LOAN AMOUNT (UP TO 40% OF THE TOTAL PROJECT):** up to \$5 million; \$5.5 million for manufacturing or energy public policy projects

**INTEREST RATE:** below market fixed rates for 10, 20 or 25 year terms

**TERMS:** 20 or 25 years for real estate or long-term equipment, 10 years for general machinery and equipment

**GUARANTEE:** the lender provides a senior loan for 50% of the project cost (with no SBA guarantee); the CDC finances up to 40% in a junior lien position (supported by the SBA guarantee)

**SPECIAL CONDITION:** a minimum borrower contribution, or down payment, is required, amounts vary by project but are usually 10%

# Go Global with International Trade

Stabilize seasonal sales and become less less dependent on any one market by exporting.



COURTESY OF THE SBA

## Expand your Market

Small businesses can enter and excel in the international marketplace using State Trade Expansion Program grants and training. Visit [sba.gov/internationaltrade](https://www.sba.gov/internationaltrade) to find out if your state is participating. You can:

- learn how to export
- participate in foreign trade missions and trade shows
- obtain services to support foreign market entry
- translate websites to attract foreign buyers
- design international marketing products or campaigns

## Financing for International Growth

Having trouble securing capital to meet your small business exporting needs? Use SBA international trade programs to cover short or long-term costs necessary to sell goods or services abroad. Loan proceeds can be used for working capital to finance

foreign sales or for fixed assets, helping you better compete globally. Apply for lines of credit prior to finalizing an export sale or contract and adequate financing will be in place by the time you win your contract. If you've been in business for at least a year, ask your area SBA regional finance manager about the Export Working Capital program. The International Trade Loan program also helps exporters who have been adversely affected by foreign importing competition, helping you better compete globally.

**Max loan amount:** \$5 million

**Interest rate:** for Export Working Capital, the rate is negotiated between borrower and lender. For the International Trade Loan, it also cannot exceed prime + 2.75% for loan amounts over \$50,000 and maturity of seven years or more.

**Terms:** For Export Working Capital, typically one year, cannot exceed three years. For International Trade Loans, up to 25 years for real estate, up to 10 years for equipment.

**Guarantee:** up to 90%

## Expert Advice on Exporting

Find an SBA professional in one of the 21 U.S. Export Assistance Centers, [sba.gov/tools/local-assistance/eac](https://www.sba.gov/tools/local-assistance/eac), located in most major metro areas. The centers are also staffed by the U.S. Department of Commerce and, in some locations, the Export-Import Bank of the United States and other public and private organizations. Visit your local Small Business Development Center (see page 8) for exporting assistance from professional business counselors.

Export Express uses a streamlined process that expedites the SBA guarantee—what small businesses need most when preparing to export or ramping up international trade on a fast timeline.

**Max loan amount:** \$500,000

**Interest rate:** typically not to exceed prime + 6.5%

**Terms:** up to 25 years for real estate, up to 10 years for equipment, up to seven years for lines of credit

**Guarantee:** up to 90%

**Approval time:** 36 hours or less

## Help with Trade Barriers

If you need assistance with international trade regulations, the SBA can be your advocate in foreign markets. Call toll free (855) 722-4877 or email your contact information and trade issue to [international@sba.gov](mailto:international@sba.gov).



COURTESY OF THE SBA

## ▲ HOW THE SBA HELPED US SUCCEED

Small businesses that qualify for the SBA State Trade Expansion Program use grant proceeds to bolster their international market presence, which EarthQuaker Devices has done in a seismic way. A manufacturer of guitar special effects pedals in Akron, OH, EarthQuaker has built an international social media fanbase delivering content in seven languages, generating millions of website page views.

EarthQuaker owners Julie Robbins & Jamie Stillman developed their global marketing strategy and multilingual promo materials with the SBA State Trade Expansion Program. The couple also received global marketing counseling and research assistance from the Ohio Small Business Development Center Export Assistance Network.

## Help with Trade Barriers

If you need assistance with international trade regulations, the SBA can be your advocate in foreign markets. Call toll free (855) 722-4877 or email your contact information and trade issue to [international@sba.gov](mailto:international@sba.gov).

# R&D Opportunities for High Growth Startups

Businesses engaged in high-risk research and development can compete to develop their tech to market.



## Do you work in one of these areas?

- » advanced materials
- » agTech
- » artificial intelligence
- » augmented reality and virtual reality
- » big data
- » biomedical
- » cloud computing
- » cybersecurity
- » energy
- » health IT
- » national security
- » sensors
- » space exploration

## America's Seed Fund

The Small Business Innovation Research and the Small Business Technology Transfer programs, known as America's Seed Fund, provide more than \$3.5 billion each year in early stage capital through a competitive awards process.

## How it works

Every year, participating federal agencies announce topic areas that address their R&D needs. Topics include:

- » energy efficiency tech
- » remote exploration to outer space
- » New advances in devices for health research and diagnostic applications

Eligible businesses submit proposals to win either grants or contracts and then advance through three phases: There are three phases:

- » The proof-of-concept stage typically lasts from 6-12 months, and provides from \$100,000-\$225,000
- » The full R&D period lasts about 24 months, and typically provides \$600,000-\$1.5 million

## ▲ HOW THE SBA HELPED US SUCCEED

Killer Snails brings science out of the laboratory and into classrooms and living rooms with award-winning educational games, such as BioDive, Assassins of the Sea, and Biome Builder. The Brooklyn, NY-based business gained access to startup funding thanks to the Small Business Innovation Research seed funding program. Dr. Mandé Holford, left, Jessica Ochoa Hendrix, right, and Dr. Lindsay Portnoy envisioned how venomous marine snail research could be used in extended reality and digital learning to engage students and meet educators' needs. The business has raised more than \$1.2 million to support a team of full-time employees. Killer Snails's tabletop, digital, augmented and virtual reality games have won national and international awards.

- » The commercialization stage is when your small business seeks public or private funds for its venture or sells the innovation for a profit.

### How your startup benefits

The funding agency does not take an equity position or ownership of your business. The federal government also protects data rights and the ability to win sole-source phase three contracts. Some agencies provide additional resources beyond funding.

Participating agencies:

- » Department of Agriculture
- » Department of Commerce
  - › National Institute of Standards and Technology
  - › National Oceanic and Atmospheric Administration
- » Department of Defense
- » Department of Education
- » Department of Energy
- » Department of Health and Human Services
  - › Centers for Disease Control
  - › Food and Drug Administration
  - › National Institutes of Health
- » Department of Homeland Security
- » Department of Transportation
- » Environmental Protection Agency
- » NASA
- » National Science Foundation

Visit [sbir.gov](http://sbir.gov) to find funding opportunities and helpful program tutorials, as well as past award winners, such as Qualcomm, iRobot, Illumina, and Symantec. Use the local resources locator tool to identify state and regional programs and resources available to assist with grant writing, commercialization, and business counseling in your community.

## SBIR Road Tour

Visit [sbirroadtour.com](http://sbirroadtour.com) and follow us @SBIRgov to learn about this annual national program and related events connecting tech entrepreneurs to the country's largest source of early stage funding, providing over 5,000 new awards annually.

## Investment Capital

Looking for investors? For mature, profitable businesses with sufficient cash flow to pay interest, a small business investment company can help scale up your small business.



### How an SBIC works

Investment companies with financing expertise in certain industry sectors receive SBA-guaranteed loans, which means the federal government is responsible in case of default. These investment companies then use the SBA-guaranteed capital and private funds to invest in qualifying small businesses. Each SBIC has its own investment profile in terms of targeted industry, geography, company maturity, the types and size of financing they provide.

### To be eligible

The majority of your employees and assets must be within the United States. Some ineligible small businesses and activities include re-lenders, real estate, project financing, and foreign investment.

Visit [sba.gov](http://sba.gov) and click on Funding Programs and then Investment Capital. Follow us on Twitter for updates and announcements or visit our events page to learn about out-reach programs in your community.

For more information, visit [sba.gov](http://sba.gov) and click on Funding Programs and then Investment Capital.



COURTESY OF THE SBA

## How I Did It

# Smiling After the Storm

With SBA assistance, Stephanie Vitori rebuilt her Miami Beach, FL restaurant after Hurricane Irma.

WRITTEN BY JESS WALKER

If you ask Stephanie Vitori, the person who coined the term “bittersweet” must have run a business. In the 15 years Stephanie has owned Cheeseburger Baby, the Florida burger joint has endured recessions, multiple hurricanes, and competition from corporate franchises. She has grown along with Cheeseburger Baby, changing with each stage of the business lifecycle.

Vitori worked as a delivery driver before purchasing the business in 2004. Since then, she’s expanded by purchasing two food trucks. She runs an open kitchen, which means customers can watch their 100% Angus

beef cheeseburgers sizzle on the flat-top grill. Burgers are kept classic, no extra frills. “People feel at home,” Stephanie says. “You’re not just another table somebody has to serve.” Here, everybody feels like somebody, she says. So many people love a good cheeseburger, which is why all kinds of people are attracted to her restaurant. Cheeseburger Baby’s handcrafted patties have been featured on the Food Network and consumed by celebrities such as



COURTESY OF THE SBA

Jay-Z and Kanye West. Stephanie has met famous chefs “all through a cheeseburger.” But just as special to her is the Vietnamese couple who came in one day, speaking little English. They were eager to meet Stephanie and show her a napkin with “Cheeseburger Baby” scrawled on it. On the other side of the world, a friend had told them to come, so they did. It all just goes to show you, Stephanie says, people come together for a great cheeseburger.

### Challenge

Despite these sweet moments, there have also been bitter ones. Hurricane Irma struck in 2017, and Cheeseburger Baby lost equipment and food supplies. Thirty percent of sales blew away with the wind. “It was a zombie zone in South Beach. People were scared to come since they thought everything was destroyed,” Stephanie says. “It was the roughest road I’ve ever traveled.”

### Solution

An SBA disaster assistance loan aided Cheeseburger Baby’s recovery. The SBA provides direct low-interest loans to businesses of all sizes, nonprofits, homeowners, and renters to repair damage or replace property not covered by insurance or other forms of assistance. SBA disaster assistance loans can also be used to rebuild stronger, protecting your home or business against future damage caused by a disaster. The SBA also introduced Stephanie to her local

**Once safety and security needs are met,** the SBA helps get you and your community back to where you were before the disaster. Since low-interest SBA disaster assistance loans are government aid, creditworthiness and the ability to repay are taken into consideration before a loan is awarded. For information visit [sba.gov/disaster](https://sba.gov/disaster).

## What to do after a Disaster Declaration

After a disaster is declared by the President



Register with FEMA at

[disasterassistance.gov](https://disasterassistance.gov) or call (800) 621-3362, TTY (800) 462-7585, or visit a Disaster Recovery Center. Locations can be found at [fema.gov/drc](https://fema.gov/drc). Businesses are automatically referred to the SBA. Most homeowners and renters will be referred by FEMA to the SBA to apply for disaster loan assistance. You must complete the SBA application to be considered for assistance. If the SBA cannot help you with a loan for all your needs, we will in most cases refer you back to FEMA. If you do not complete an SBA application, you may not be considered for assistance from other agencies.

### Express Bridge Loan Pilot Program

Businesses affected by a Presidential disaster declaration are eligible to receive expedited financing through an SBA Express lender. These funds may be used for disaster-related purposes while the business waits for long-term financing through the SBA’s direct disaster loan program.

**Loan Amount:** \$25,000

**Terms:** up to seven years

**Guarantee:** 50%

After a disaster is declared by the SBA

Businesses of all sizes, nonprofits, homeowners, and renters are eligible to apply for an SBA disaster assistance loan. Visit a Business Recovery Center or Disaster Loan Outreach Center in your area or visit [disasterloan.sba.gov/ela](https://disasterloan.sba.gov/ela) to apply for a loan. You can also call the SBA customer service center at (800) 659-2955, TTY (800) 877-8339, and ask for an application package. FEMA grant assistance for homeowners or renters is not available under an SBA declaration.



Information you need to get started:

- address of damaged residence or business and contact information
- insurance information, including type of insurance, policy numbers, and amount received
- household and/or business income
- description of disaster-caused damage and losses



Small Business Development Center, which provided assistance with financing options and marketing. She continues to meet with SBDC advisers to remain competitive in an ever-changing economy.

During disasters, the responsibility falls on the owner's shoulders. But one lesson Stephanie has learned is the value in reaching out to others for assistance and counsel. While her brick-and-mortar restaurant was being rebuilt, she sold from a food truck. When the restaurant was operational again, she advertised that with spray paint on the plywood covering the broken windows. Stephanie and her wife, Gabriele Vitori, rebuilt Cheeseburger Baby by depending on each other and SBA assistance. See their story on YouTube by searching for the 2019 Phoenix Award for Small Business Disaster Recovery. "You've got to have resiliency. You've got to swallow your pride sometimes," Stephanie says. "But you also have to believe in your product."

#### Benefit

For Cheeseburger Baby, that product will continue satisfying the burger hankerings of locals, celebrities, and tourists alike. Vitori sees expansion in her future—she'd like to have a brick-and-mortar restaurant and food truck in each growing town in South Florida. "My whole life is this. I've always felt a love for business ownership," Stephanie says. "That drive keeps you going."



## Get Ready

The Ready Business program, [ready.gov/business](https://ready.gov/business), gives step-by-step guidance on how to prepare your business for a disaster. The series includes preparedness toolkits for earthquakes, hurricanes, flooding, power outages, and severe winds/tornadoes. Spanish materials are available.

## Don't Wait

Take steps now to protect your business and reduce property damage with the help of an SBA disaster assistance loan. Those affected by a disaster can rebuild stronger by increasing their SBA loan up to 20% of the verified physical damage to make mitigation improvements. Borrowers have two years after loan approval to request an increase for higher rebuilding costs, code-required upgrades or mitigation.

## Keep in mind

Since an SBA disaster loan is a direct loan from the government, other organizations may reduce or not award you a grant if you have received an SBA loan or other assistance for your disaster loss. Be sure to check with the organization offering assistance to see how an SBA loan might affect your eligibility for their program. In general, recovery expenses covered by insurance, FEMA, or other forms of assistance may reduce the amount provided by your SBA disaster assistance loan.



## Getting Back to Business:

*Six essential preparedness steps for creating a continuity plan*

The financial and emotional cost of rebuilding a business after a disaster can be overwhelming. With a business continuity plan in place, you can recover more quickly. Your plan also puts you in a better position to contribute to the economic recovery of your community.



### Establish a communications plan

- Test your calling tree or communications list to reach employees to ensure they and their families are safe.



### Protect your documents

- Keep copies of vital business documents in a digital format or in an accessible, protected off-site location.



### Review insurance coverage

- Contact your insurance agent to find out if your coverage is right for your business; make sure you understand the policy limits and deductibles.
- Ask about business interruption insurance, which compensates you for lost income and covers operating expenses if your company has to temporarily shut down because of a disaster.



### Establish a solid supply chain

- If your vendors and suppliers are local and the disaster is widespread, you will all be in the same situation—struggling to recover. Put a disaster response plan in place to get key supplies from companies outside your area. Create a contact list of contractors and vendors you plan to use.



### Plan for an alternative location

- Identify several places to relocate your operations in case you must close your primary location for an extended time.
- Consider creative options for available office space, including sharing space and resources with other businesses.
- Allow employees to telecommute until your location reopens.



### Practice your plan with your staff

**Based on your location, assess your risk for every type of emergency.**

- Discuss as a group how your plan would be affected by different types of disasters, such as an earthquake, tornado, flood, mudslide, or hurricane.

# Surety Bonds

SBA-backed surety bonds help small businesses succeed.

Eligible small businesses in the construction, supply, and service sectors better compete for contracting and subcontracting jobs using SBA-backed surety bonds.

## How you benefit

Surety bonds help small businesses receive the bonding assistance they need to win contracts by providing the customer with a guarantee the work will be completed.

## How surety bonds work

Many contracts require surety bonds, which are offered by surety companies. The SBA guarantee provides an incentive for surety companies to work with small businesses that would normally not be able to obtain the bond.

## Is the program right for you?

Small businesses that often come to the SBA for surety bonds:

- » startups and firms in business less than three years
- » businesses with credit issues or internally prepared financial statements
- » those who cannot secure bonding through regular commercial channels
- » subcontractors with a desire to establish their own bonding as a prime contractor
- » those wishing to increase their current bonding limits



## ▲ HOW THE SBA HELPED ME SUCCEED

With SBA-backed surety bonds, Frank Spencer III has been able to better compete for commercial and government contracts. Aztec Contractors of El Paso, TX received the bonding support it needed to compete for construction contracts with the General Services Administration, U.S. Army Corps of Engineers, and the Mission and Installation Contracting Command. Frank acquired Aztec in 2006 with no capital and only two employees. Now he employs 25 full time and provides internship opportunities. Sales have grown to about \$30 million annually. Aztec now qualifies for bonding in the standard surety market without SBA support.

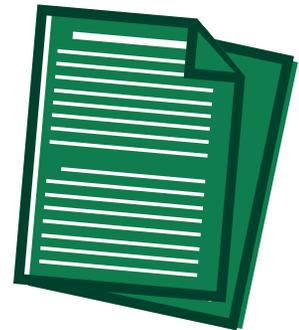
**For all contracts and subcontracts up to \$6.5 million, the SBA guarantees bid, payment, performance, and ancillary bonds issued by surety companies. For federal contracts up to \$10 million, the SBA makes a guarantee if it's in the best interest of the government.**

The SBA reimburses surety companies in case of default 90% of losses sustained for veteran & service-disabled veteran, minority, 8(a), and HUBZone-certified small businesses, and all projects up to \$100,000. The SBA reimburses 80% for all other small businesses.

## Need a surety bond guarantee fast?

For contracts under \$400,000, the process is streamlined using the SBA QuickApp program.

- » easy application
- » no need to submit financials to the SBA
- » online applications submitted to SBA authorized agents approved within hours



## Ready to start?

The SBA partners with 40 surety companies and hundreds of bonding agents. Find authorized agents at [sba.gov/osg](https://sba.gov/osg). Do you want to discuss the advantages of the SBA Surety Bond Guarantee program? Contact a bonding specialist:

**Tamara E. Murray**  
Denver, CO  
(303) 927-3479

**Kevin Valdes**  
Seattle, WA  
(206) 553-7277

**Jennifer C. Bledsoe**  
Washington, DC  
(202) 205-6153

**Office of Surety  
Guarantees**  
(202) 205-6540

# CONTRACTING

Doing Business with the Government



How I Did It

COURTESY OF THE SBA

## Taking the Helm

Jennifer Rahn steers Admiral Engineering and Manufacturing to success as a government subcontractor.

WRITTEN BY MICAELA MORRISSETTE



**J**ennifer Rahn was first hired as an office assistant at Phoenix, Arizona-based Admiral Engineering and Manufacturing Co. Rising to the top in a sector dominated by men, Rahn's career sounds a lot like the classic American success story. She got there with the help of a mentor and business growth earned as a federal government subcontractor.

For 16 years, Rahn worked side-by-side with then-owner David Schlosser, who became her mentor. Rahn says she learned "everything it takes to run a machine shop. I naturally just picked it up and wanted it."

The learning curve was steep—Admiral specializes in complex machined parts for industries including aerospace and communications—and Schlosser expected as much as he gave. "When I did something wrong, he told me, and I didn't do that again," Rahn

said, laughing.

One of their largest clients, aerospace and defense company L3 Technologies, nominated Admiral for the SBA Subcontractor of the Year award. As a subcontractor for L3 Technologies, Rahn said she gets great satisfaction from knowing soldiers are able to communicate with their leaders because of parts her company has made.

When Schlosser decided to retire, he asked Rahn to purchase Admiral.

"He did not want to sell to a corporation that would bring in their own people or end up foreclosing," Rahn says. "Then all your hard work is gone. I agreed because it was everything I had spent my life working on, too."

In September 2017, she took over as owner and president. Ownership transition poses a unique set of challenges. Rahn wanted to maintain relationships with her existing clients, which include

## 5 Tips for Success

### Find a mentor.

I had a great mentor in my company, and I reached for opportunity when it was in front of me.

### Always move forward.

The SBA has educational resources to improve your business know-how. To learn more about government contracting and SBA certification programs, call your local SBA district office or procurement center representative.

### Compete smart.

See if your company can use the SBA Subcontracting Network database, [https://eweb1.sba.gov/subnet/client/dsp\\_Landing.cfm](https://eweb1.sba.gov/subnet/client/dsp_Landing.cfm). SubNet connects businesses with subcontractors & small businesses with contract opportunities.

### Know your industry.

I see everything; I have my hands in everything. I don't want to expand to where I can't do that anymore.

### Build a team.

Everybody feels like this is our work family. My employees are as big a part of my company as I am, so I make sure they know that.

major government contractors. She's grateful prime contractors have incentive to subcontract with small business, and that helps businesses like Admiral.

Rahn has plans to grow, but not in the typical ways. She's investing in replacing equipment, enhancing efficiency and productivity while leading Admiral into new arenas like 3D printing. Because of the stability provided by being a government subcontractor, she's able to do all of this.

# How to do business with the government

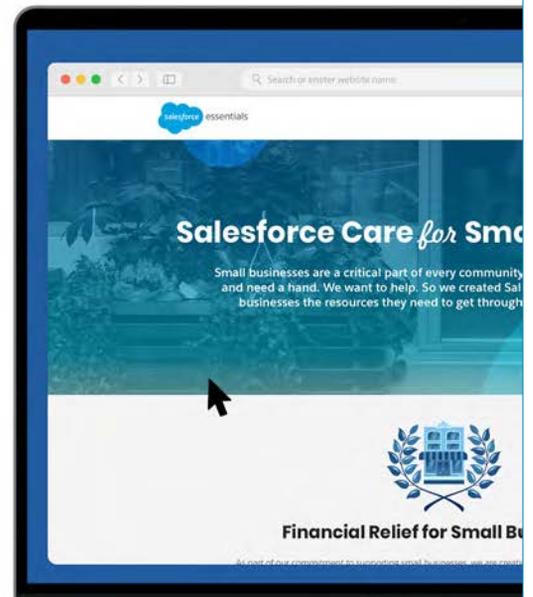
- 1** Consult your local Small Business Development Center (see page 10) or Procurement Technical Assistance Program adviser. Find your closest center at [aptac-us.org](http://aptac-us.org).
- 2** Search <https://beta.sam.gov> to see if any federal agencies are looking for your product or service. Search the SBA SubNet database for subcontracting opportunities.
- 3** Attend an SBA district office contracting workshop. Visit [sba.gov/localassistance](http://sba.gov/localassistance) to find your local office.
- 4** Identify your product or service number at [naics.com](http://naics.com).
- 5** Obtain a free DUNS number at [fedgov.dnb.com/webform](http://fedgov.dnb.com/webform). A Unique Entity ID managed by Ernst & Young will replace DUNS in late 2020.
- 6** Register with the System for Award Management ([sam.gov](http://sam.gov)).
- 7** Research SBA certification programs like the 8(a), woman-owned small business, and HUBZone programs. If eligible, upload all required documents to [certify.sba.gov](http://certify.sba.gov) before you submit an offer on a contract.

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# SBA Certification Programs

Your business could earn profit and gain valuable work experience by providing goods or services to the government.



COURTESY OF THE SUNDANCE CONSULTING

## ◀ HOW THE SBA HELPED ME SUCCEED

September Myres knew that becoming a government contractor would empower herself and other native peoples, while also growing her small business to the next level. She sought business development assistance from the SBA, qualifying for the SBA 8(a) Business Development Program, which helps small disadvantaged businesses compete in the federal marketplace. This program helped September strategically grow her company to become a competitive force in the environmental services industry. Sundance Consulting of Pocatello, ID has won contracts from the Army Corps of Engineers and the U.S. Forest Service. She has continually secured Department of Defense contracts to improve Native American lands adversely affected by past department activities. September often assists Native American tribes and Alaska Native villages with developing projects and community plans.

American Indians, Alaska Natives, and native Hawaiians seeking entrepreneurial development training can start, grow, and expand their business with the help of the SBA, [sba.gov/naa](https://www.sba.gov/naa). The Office of Native American Affairs also consults with tribal governments prior to finalizing SBA policies affecting tribes.

**Socially disadvantaged:** those subjected to racial or ethnic prejudice or cultural bias without regard to their individual qualities because of their identity as members of certain groups. The following groups often fit this status: Black Americans, Native Americans, Alaska Natives, Native Hawaiians, Hispanic Americans, Asian Pacific Americans, and Subcontinent Asian Americans. A person who is not a member of one of these groups must establish that it is more likely than not that he or she has suffered social disadvantage.

**Economically disadvantaged:** those whose ability to compete in the marketplace has been impaired because they have not had as much capital and credit opportunities compared to others in the same or similar line of business.

The benefits of the 8(a) program:

- » You are assigned an SBA professional to help coordinate business development assistance.
- » You could be awarded an 8(a) sole-source contract up to \$4 million for goods and services, \$7 million for manufacturing, exceptions apply.

8(a) small business that can provide the needed services. This is an accelerated process saving time for both you and the government agency or office.

## All Small Mentor-Protege Program

Looking for an opportunity to partner with a more experienced firm for mentorship? That effort can be rewarded in the All Small Mentor-Protege Program, [sba.gov/allsmallmpp](https://www.sba.gov/allsmallmpp). At the same time you're gaining invaluable direction and experience, you and your mentor can compete for government contracts, further growing your business. To qualify for this program:

- » Proteges must have a mentor prior to applying for the program. Visit your local SBA office for guidance. Ask about the SBA's Resource Partners and the Procurement Technical Assistance Program for help in connecting you with a mentor business.

Contracting certification programs are designed to help you better compete for and win federal contracts set aside for small businesses. Visit [sba.gov/contracting](https://www.sba.gov/contracting) to learn more about set-asides and whether one or more of these government certification programs is right for your business. To see if you are eligible and then certify as a woman-owned, HUBZone, 8(a), or All Small business, visit [certify.sba.gov](https://www.certify.sba.gov).

## 8(a) Business Development Program

If you're an entrepreneur who is socially or economically disadvantaged, you may be eligible to receive business training and government contracting assistance through the 8(a) Business Development Program, [sba.gov/8a](https://www.sba.gov/8a). It includes free business development

education, training workshops, and match-making opportunities with federal buyers. Firms owned by Alaska Native Corporations, Indian tribes, Native Hawaiian organizations, and Community Development Corporations are also eligible for 8(a) business development assistance.

To be eligible for the 8(a) program, your small business must:

- » be owned and controlled by U.S. citizens who are socially and/or economically disadvantaged
- » demonstrate at least a two-year track record and have potential for continued success
- » have a net worth and adjusted gross income of less than \$250,000 and assets under \$4 million

- » You must be certified as a small business within your NAICS industry classification ([naics.com](http://naics.com)).
- » Mentors and proteges must be organized for profit or as an agricultural cooperative.
- » Mentors cannot own more than 40% equity in the protege's business.
- » An SBA determination of affiliation must not exist between the mentor and the protege. All Small-approved partnerships receive an exclusion of affiliation for contracting purposes.

## HUBZone

Businesses located in Historically Underutilized Business Zones, [sba.gov/hubzone](http://sba.gov/hubzone), can gain special access to federal contracts. To qualify for the certification, your small business must:

- » be owned and controlled by U.S. citizens, a Community Development Corporation, an agricultural cooperative, Indian tribal government, Alaska Native Corporation, or a Native Hawaiian organization
- » have a principal office located in a HUBZone, which includes Indian reservations and military facilities closed by the Base Realignment and Closure Act. Enter your address in our interactive map, [maps.certify.sba.gov/hubzone/map](http://maps.certify.sba.gov/hubzone/map), to see if you qualify.
- » have at least 35% of your employees living in a HUBZone



## Service-Disabled Veterans

If you're a service-disabled veteran looking to enter the federal marketplace, you may be eligible for this small business certification. To determine your eligibility, contact a veterans business development officer at your local SBA office, or the SBA's Office of Veterans Business Development, [sba.gov/ovbd](http://sba.gov/ovbd). After you have set up to do business with the government in [sam.gov](http://sam.gov), update your status as a service-disabled veteran business. Keep in mind, the SBA does not officially certify this designation, so when a contract awarded based on this eligibility is protested, the SBA will determine if your business meets the eligibility status, ownership, and control requirements.

# Women-Owned Small Business Certification

If you're a woman proprietor looking to sell to the federal government, you may be eligible for the Women-Owned Small Business certification, [sba.gov/wosb](http://sba.gov/wosb).

Here's how to get certified:

## 1. Make sure you're eligible

- Your business must be at least 51 percent owned and controlled by one or more women who are U.S. citizens. The ownership must be direct and unconditional.
- A woman must hold the highest officer position and have managerial experience required to run the business.
- One or more women must manage the daily business operations on a full-time basis and conduct long-term decision making and planning.

To qualify as an economically disadvantaged woman-owned small business, your company must meet these criteria and the business owner and/or manager must meet certain income and asset requirements.

## 2. Register

- Register with the System for Award Management ([sam.gov](http://sam.gov)) to start doing business with the government.

## 3. Certify

Self-certify as a woman-owned small business or an economically disadvantaged woman-owned small business for free, or obtain certification from one of the SBA's approved third-party certifiers (which costs a fee):

- El Paso Hispanic Chamber of Commerce
- National Women Business Owners Corporation
- U.S. Women's Chamber of Commerce
- Women's Business Enterprise National Council

All required documents must be uploaded to [certify.sba.gov](http://certify.sba.gov) prior to submitting an offer on a contract set aside for the program.

## 4. Update your status

- Update your status as a woman-owned small business in [sam.gov](http://sam.gov).

## 5. Search the database

- Search the FedBizOpps database ([fbo.gov](http://fbo.gov)) for your new business opportunity.

## Get Expert Contracting & Certification Help

Federal contracting can be complex, but you don't have to do it alone. A Procurement Technical Assistance Center adviser can help you determine if your business is ready for government contracting. An adviser can also help you register in the System for Award Management ([sam.gov](http://sam.gov)) and see if you're eligible for any small business certifications and/or programs. Visit [sba.gov/localassistance](http://sba.gov/localassistance) to find one-on-one counseling that is free or low cost. (see page 8).

### Procurement Technical Assistance Centers

#### New York City PTAC

New York City Department of Small Business Services  
110 William St., second floor  
Manhattan  
(212) 513-6444  
[bizhelp@sbs.nyc.gov](mailto:bizhelp@sbs.nyc.gov)  
Executive Director Rogina Coar-Smith  
[nyc.gov/getcertified](http://nyc.gov/getcertified)

#### LaGuardia Community College/ CUNY PTAC

31-10 Thomson Ave., suite B309  
Long Island City  
(718) 482-5306  
Director Edgard Hernandez  
[ehernandez@lagcc.cuny.edu](mailto:ehernandez@lagcc.cuny.edu)  
[laguardiaptac.org](http://laguardiaptac.org)

#### South Bronx Overall Economic Development Corp. PTAC

555 Bergen Ave.  
The Bronx  
(718) 732-7540  
Vice President Evangeline Gelladola  
[egelladola@sobro.org](mailto:egelladola@sobro.org)  
[sobro.org](http://sobro.org)

#### Rockland Economic Development Corp. PTAC

1 Blue Hill Plaza  
Pearl River  
(845) 735-7040  
[ptac@redc.org](mailto:ptac@redc.org)  
Program Manager Lin Simeti  
[redc.org/ptac](http://redc.org/ptac)

An O'Fallon Casting Inc. employee at work in O'Fallon, MO. Owner Vince Gimeno grew his business thanks to expert SBA business counseling.



# We're Flushing Bank, your SBA Loan specialist.



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## SBA 7(a) Loan Program

- Business Acquisition
- Working Capital
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- Partner Buyout
- Loans up to \$5MM
- Adjustable and Fixed Rates Available
- Owner Occupied Commercial Real Estate
- 10% Injection
- Construction or Renovations
- Acquisition and Refinance
- Projections Considered
- Referral Fees Available

## SBA 504 Loan Program

- Owner Occupied Commercial Real Estate
- Purchase Money Only
- 10% Injection
- Equipment
- Long Term Fixed Rates
- Loans up to \$10MM

For more information call **212.477.9424** extension **0650**, or go to [www.FlushingBank.com](http://www.FlushingBank.com).

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\*All business loans, lines of credit and mortgages are subject to credit approval and Bank review. Certain fees and restrictions may apply. Flushing Bank is a portfolio lender with wide range of loan programs offering various rates and terms. Additionally, Flushing Bank reserves the right to refuse loan applications based on business type or activity. Applicant must meet all credit criteria with no credit exceptions. All loan rates and offers are subject to change and termination without any prior notice. Other fees and restrictions may apply.

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