

**15th Anniversary**

U.S. Small Business Administration

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# NEWSLINE EIGHT

Volume 15 January 2009

SBA's Monthly  
News Update  
-SERVING-

COLORADO

MONTANA

NORTH DAKOTA

SOUTH DAKOTA

UTAH

WYOMING

Newsline Eight is circulated to our resource and lending partners by SBA's Region Eight Office

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Helping small businesses **start, grow and succeed.**



Your Small Business Resource

## Thank You for Eight Incredible Years! President Bush Helped Transform the SBA into a 21st Century Organization

When President Bush came to office in 2001, he wanted to bring the U.S. Small Business Administration's policies, processes, and products into the 21st century. Under Administrators Hector Barreto and Steve Preston and Acting Administrator Sandy Baruah, the agency embarked on a wide-ranging reform agenda. Across the last eight years, nearly every facet of the agency has been modernized, streamlined and improved. All of these efforts were aimed at making the SBA's support for America's small businesses more effective and efficient. In our loan guarantee programs, we improved processing time, by up to 90%, which is a huge help to our lending partners and will be for decades to come. In addition, the agency launched two new loan programs. Patriot Express was designed for our military community, often veterans returning from Iraq or Afghanistan and the program has been a great success so far, with more than 2,000 loans worth \$200 million approved to date. The other new program is particularly relevant to this region – Rural Lender Advantage. Through the very hard work of my predecessor, Mick Ringsak, the agency sought to find a way to support rural-based and attract more community lenders to our programs, policies also matter a great deal. The Bush Administration eliminated the 7(a) program's \$120 million annual taxpayer subsidy and funded the program through a user fee similar to existing fees that had been in place for 20 years. This bipartisan idea – it was first proposed for 7(a) under President Clinton, who also implemented it for the 504 program – is far more efficient for taxpayers, lenders and small businesses. Without a taxpayer limit on the number of loans that could be made each year, lenders began to aggressively market the loans without worrying that the program would reach its limit and be shut down late in the year. It allows SBA to respond to small business demand for loans whatever that demand level reaches, and it has performed exceptionally well. For all of these reasons, in every year from 2002 to 2007, the agency set loan volume goals. Moreover, even with the current credit crunch, FY 2008 was SBA's fifth largest year ever for number of loans and fourth largest for dollar volume.



Similarly dramatic reforms took hold in our disaster assistance and government contracting divisions. And, the agency took a number of important steps to increase the effectiveness of our educational assistance, ensuring it has broad coverage, while also having job-creating impact. In 2008, the agency launched the Emerging-200 program. Small business executives in the Emerging 200 initiative participate in an intensive and comprehensive program, draw from each other's experiences and expertise, develop connections with local capital providers, and complete a growth plan by the end of the program. Last year, 200 companies in 10 cities participated. In 2009, the program will expand to five more cities, including Denver. I'm very excited to have this program come to the region and I look forward to seeing it's impact here. Today's

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**Russell Smith continued from page one...**

economic environment is particularly inhospitable to small businesses. The region responded to this situation aggressively, seeking opportunities to connect our educational resources to struggling small businesses, partnering with lenders to aid businesses seeking capital, and working with local and state officials to build a comprehensive platform of support for small business. These efforts have included articles to get survival tips out to small businesses and health fairs for owners to get in-person counsel for their tough business challenges. You'll be seeing more of these, and other efforts to support small businesses, in the coming months. I am keenly aware that our support would not be possible without the tireless work of our education partners – including SCORE, the SBDCs, and Women's Business Centers – and our lenders. In addition, I want to thank the region's staff members – their passion for serving and championing small businesses every day is both humbling and the reason we have been able to achieve so much in the last eight years.

### Colorado District Office Has Seen Many Successes Since 2000

By Greg Lopez, SBA's Colorado District Director



Since becoming Colorado District Director in April 2008, I have seen my small staff accomplish great things in the small business community. In the last 12 months, the office saw the retirement of long-time district director Patricia Barela Rivera, and Regional Administrator Elton Ringsak. Both individuals played a critical role in the transformation of the SBA in Colorado. Just in the past 6 months our office has reorganized to make it even more effective and mission driven. Over the last eight years the SBA has become a major economic development player in this state. Our office has developed many effective relationships including our work with KUSA—9NEWS in Denver. On the last Tuesday morning of each month, the Colorado District Office participates in a “Small Business Line 9” call-in show. Over 1.4 million Coloradans view this morning news show each day. Since 2000, our office has coordinated and planned its Annual Small Business Resource Fair at the Denver Public Library which attracts hundreds of small business owners and entrepreneurs. These very useful resource fairs expose small business owners to lenders and other technical assistance providers that may assist them in growing their companies. In 2002 and 2003, the Colorado District Office initiated the two multi-state Rocky Mountain Lenders Conferences in Region VIII

attracting small business lenders from throughout a six state area. In January 2005, my staff developed an innovative “SBA Financing Options for Your Business” training series that informed the Colorado small business community about SBA's loan and business development programs. In February 2005, and again in 2007, the Colorado District Office conducted two women's conferences entitled “In Good Company-Strategies and Tactics for Entrepreneurial Women” in cooperation with the National Association of Women Business Owners and the Colorado Women's Chamber of Commerce. These very successful conferences offered women owned businesses extensive management training to help them start or grow their businesses. At the 2007 tri-regional America West Lender's Conference, the Colorado District Office was awarded the “Bridge Builder” best practice award for its development and implementation of a Colorado Springs Lender Training pilot project initiated and conducted during 2006 and 2007. On October 1, 2008, the Colorado District launched SBA's first-ever Small Business Economic Hotline in response to the concerns raised by the state's small business community during these uncertain economic times. The purpose of this hotline is to give small business owners a single phone number they can call with business related questions. On December 11 and 16, 2008, the Colorado District Office partnered with the Colorado Governor's Office to conduct a series of “Surviving Tough Times” Small Business Forums to help those businesses impacted by the current economic downturn. The Colorado District Office also produced a Small Business First Aid kit providing sage advice to business owners on improving their ailing companies. All along the way we worked with our tremendous resource partners including SCORE, the Colorado Small Business Development Center network, and the Mi Casa Resource Center for Women. So, as you can see the SBA team in Denver has been very busy over the last eight years. Our office has seen people come and go over the years. Many have retired, others have moved on to other opportunities. I believe that our best years are still to come. The next several months will present new opportunities and create new challenges. My goal is to position the SBA as the key economic development leader in Colorado.

## Thank You Newsline Eight Readers!!

This is our 15th year of providing critical small business news to our readers.

168 editions, 1,344 different columns, 7 Regional Administrators, 403,000 words

Newsline Eight is the SBA's Longest Continuously published Newsletter

— Chris Chavez, Regional Communications Director

## MONTANA DISTRICT OFFICE CELEBRATES EIGHT YEARS OF SUCCESS BY MICHELLE JOHNSTON, MONTANA DISTRICT DIRECTOR

Over the last eight years the Montana District Office has consistently ranked in the top tier of SBA offices in the nation. In 2003, the office was ranked first out of 68 SBA offices nationwide in meeting and exceeding each of their goals by at least 125%. That same year we approved 495 guaranteed loans worth \$78.4 million. I was extremely proud of Kim Wild, owner of Belgrade, Mt based TowHaul who was named both the regional exporter of the year but also was selected as the national winner in this category. In 2006, the our office again ended the year number one in the nation (for very small markets—with a total staff of six) in accomplishing its goals. We lion. 2006 was a huge year for us when we November in Billings, with John Klamann serving as ally saw a decrease in loan approvals, the Mon-guaranties increase over the previous year. The other parts of the nation. We have held three very as well as several statewide lender conferences. I profiled for “Leadership in Women in Business” accomplishments last year include the promotion of specialist position. Kelly Dixon, one of our other Business Development Specialists, was blessed with her first grandchild, a boy named Zander. I truly believe that the best is yet to come for the State of Montana. I have an incredibly dedicated team of professionals ready to serve our small business community. We are all excited by what the next eight years will bring!



approved 463 guaranteed loans worth \$76.4 million. We opened our first Alternate Work Station (AWS) during the AWS Manager. Although in 2008 the SBA national Montana District Office saw its dollar volume of SBA loan economic slowdown has not hit Montana as hard as successful women’s conferences over the last 8 years was honored to be one of eight women chosen to be with the Helena Independent Record Other accom-

Robert Much to our Lead Business Development Specialist position.

## NORTH DAKOTA DISTRICT OFFICE STANDS STRONGER, AS A TEAM! BY JIM STAI, DISTRICT DIRECTOR



Over the last eight years, SBA’s North Dakota District Office approved an amazing 2,532 guaranteed loans worth more than \$500 million. These loans helped employ more than 14,000 North Dakotans in over 180 different communities across the state. In addition, our 504 Program pumped more than \$125 million in long term financing to small firms in our state. I can not tell you how proud I am of the people that work in my office here in Fargo. Each and every individual brings a special talent to this office, and fully understands the critical role the SBA plays in economic development issues in North Dakota. Our office was a key player in the development and roll-out of the Rural/Small Lenders Advantage program increasing financing opportunities for the nation’s rural small businesses. Working closely with the Impact Foundation, my office increased government contracting opportunities targeting Native American, veterans and other underserved populations in the state. Sadly, in April 2005 tragedy hit our office when our district counsel and dear friend Jack Duis suddenly passed away. Jack was a friend to us all and is still missed today. We were hit by a second death in July 2008 when our co-worker Patricia Dahlin passed away at the age of 70. Though we are a small office, with a small staff size, I believe that the SBA has become a major economic development player in this state. This did not happen by mistake. I want to personally thank each and every member of my team for their hard work and continued support. Thank YOU!

## THE SOUTH DAKOTA DISTRICT OFFICE HAS UNDERGONE SIGNIFICANT CHANGE BY JOHN BROWN, DISTRICT DIRECTOR

The South Dakota District Office has undergone significant changes over the past eight years and, in the process, has provided more products and services to our clients and helped more small businesses than ever before. In 2000, the office relocated from a downtown bank to a high-tech incubator, co-locating with other economic development organizations to provide a one-stop service center for clients. By providing more direct assistance to lenders and small businesses, and working more closely with our partners, our office is more effective in delivering its services. When we adding an Alternate Work Site in Rapid City in 2008 the District is now able to provide direct and continuous service to underserved areas in western SD. New records were set in the numerous categories, including small businesses counseled and trained, number and dollar value of total loans to small businesses (both number and dollar), and in the number of participating lenders. 504 loan production reached record numbers in loans approved in 2007, and a dollars approved in 2008. International trade lending set a record in 2008 as well. More women and minorities were assisted than ever before and our government contracting programs have been expanded. For the first time, our statewide economic impact exceeded \$112 million. In 2006 our office was named the National District Office of the Year by the SBA Administrator, a Top Performing Office in 2007, and one of only four districts in the country to make all their goals in 2008. None of this would have been possible without the dedication of a great staff and the support and cooperation of our economic development partners statewide, whom working with is an incredible honor and privilege.





## THANK YOU UTAH FOR EIGHT GREAT YEARS! BY STAN NAKANO, SBA'S UTAH DISTRICT DIRECTOR

Over the last eight years, the Utah District Office has grown in the number and value of loan guarantees each year. In 2000, our office approved an incredible 810 loan guarantees worth \$167 million and created or retained over 8,200 Utah jobs! Here is an amazing fact. Our 504 volume ranked 4<sup>th</sup> in the country. We beat out much bigger offices including Los Angeles, Houston, and Miami! In 2001, despite the 9/11 terrorist attacks, our dollar loan value actually exceeded our 2000 numbers by \$4 million. If you include our 8(a) contracts the Utah District Office helped create over 8,453 jobs in 2001. When the 2002 Winter Olympics were held in Salt Lake City, we once again exceeded the previous year's loan totals. We have not stopped exceeding our goals since. development went to assist small businesses to participate in the 2002 Winter Olympic Games proved \$194 million in loan guarantees creating 139 contracts for \$52 million. The records continued 1820 loans, and 2005 approved 2012 than most larger offices in the nation. 2006 was businesses which ranked us 21<sup>st</sup> in the country volume ranked 9<sup>th</sup> in the country, our Express loan approvals to minorities this year. 556 of our loan 39% of all the financing made by credit unions in our Utah office guaranteed 2990 loans in 2007. highest increase for all SBA district offices. The mortgage portion of 504 loans the amount grows to the country. Last year our office approved a RE-experiencing declines of 20% to 30%. The Utah district office accounted for more SBA loan approvals in the country except for the much larger markets of Los Angeles, New York, and Chicago. In 2008 we were able to bring back the Women's Business Center with the Salt Lake Area Chamber of Commerce. Our 8(a) contracts have soared to record highs of \$235 million, which when added to our other programs; the total impact to Utah's economy for the year was over \$900 million. One of our lowest points happened just last month when our dear friend and co-worker Blaine Andrus passed away suddenly. Blaine was a Lead Business Development Specialist in our office. He will be dearly missed by all who knew him. Over the last 8 years this office has seen unprecedented growth in all our programs—in fact during the last quarter of 2008 our office actually lead the nation in SBA loan production. The team that we have assembled in this office is second to none, period. Each person is extremely dedicated to the mission of the agency, and as a team we have made the SBA one of the premier economic development agencies in Utah.



which were held in Salt Lake City. In 2002 our office approved 11,000 jobs and our 8(a) program produced a record when in 2003 we approved 1174 loans, 2004 we approved 1174 loans worth \$314 million. These loan amounts are greater another banner year. We approved 2,153 loans to small even though we have only the 45<sup>th</sup> largest market. Our 504 volume ranked 16<sup>th</sup> in country. We had a record 171 loan volume were made by credit unions which accounted for the country. With the great support of our lenders and CDC's This represented a 39% increase from the previous year, the dollar amount was \$408 million and if we add in the first \$655 million. Our total number of loans ranked us 11<sup>th</sup> in CORD 3075 loans. This was at a time that many offices were

## WYOMING DISTRICT OFFICE HAS MADE GREAT STRIDES BY STEVE DESPAIN, SBA'S WYOMING DISTRICT DIRECTOR

The Wyoming District Office has had many achievements over the past eight years, but there are three of which we are especially proud. First, we saw a need for procurement training for Wyoming small businesses. Most small businesses in Wyoming had no idea how to bid on and perform on federal and state contracts. They were missing out on major opportunities. The Wyoming District Office got together with a number of other resources, including the Wyoming SBDC, the Wyoming Business Council, and GRO-Biz to put together an annual procurement conference sponsored by U.S. Senator Mike Enzi. This conference has been an outstanding success. Since the first conference in 2002 we have had between 15 and 30 vendors participate each year. Each conference has between 150 and 250 attendees each year, and we have averaged a minimum of 50 contracting officers participate in each matchmaking event. The level of contracting knowledge and bidding success of Wyoming Small Businesses has increased tremendously. Second, we recognized that Wyoming lacked resources to support women-owned businesses. The idea of the women's roundtables was born in 1999 with Women's Roundtables are a monthly meeting of women have an opportunity to hear a speaker that provides information on how to make their businesses succeed. Roundtable program dramatically. We have expanded Women's Roundtables in Casper, Jackson, Cody, roundtables have helped to level the playing field recognized there was a lack of resources and a (specifically in the Native American community) in partnered to put on workshops on the Wind River into the first annual Native American Business American Business Expo in April. Sponsorship has the Tribal Employment Rights Office, local banks, the Wyoming SBDC, the Wyoming Business Council, Wyoming Women's Business Center, SCORE, the Wind River Development Fund, and New'e (the economic development arm of the tribes.) The Expo continues to expand, to include; how to conduct business on the reservation, what rules and laws are apply on the reservation, what the cultural considerations are in working on the reservation, and more emphasis was put on educating off reservation businesses and developing successful partnerships with on and off reservation businesses. Attendance at the conferences has increased from 85 to 250 individuals at each Expo. In late 2008 our office created a Small Business Economic Hotline that has helped address the issues facing our business community during the our slowing economy. We have seen a marked increase in business knowledge and expertise on the Reservation and have developed a sound base to increase businesses on the reservation in the future. I am very proud of the seasoned staff of professionals that work in my office. On average our staff has a minimum of 15 years of experience on the job. I believe the next few years will create new opportunities for the SBA in the Wyoming small business community. We all look forward to the challenge ahead.



**SBA OFFICE OF ADVOCACY  
BY JIM HENDERSON, REGIONAL ADVOCATE**

**Small Business Owners and Investors from Region VIII Well Represented in the Freshman Class of the 111th Congress**

Small business owners throughout Region VIII are bearing the brunt of the nation's economic malaise. Soaring energy prices, a housing market in decline, rising healthcare costs, and a tightening credit market have all converged to threaten the survival of many small businesses.

Figuring out how to put first order of business for the administration. Representing 99.7 percent of all employer firms, small businesses will no doubt play a vital role in steering the nation's economic recovery.



the economy back on track will be the 111th Congress and the incoming Administration. Representing 99.7 percent of all employer firms, small businesses will no doubt play a vital role in steering the nation's economic recovery.

The freshman class of Congress with small business investors. In fact, more than one-third of the new members have small business backgrounds. Their presence in Washington, D.C. may provide some comfort to small business owners who, according to a recent poll by the National Association for the Self-Employed, overwhelmingly believe their needs are not being represented or protected in Congress.

Well-versed in small business issues themselves, these new members will bring a hands-on perspective to such critical issues as healthcare reform, access to capital, tax equity, and energy reform.

These new members bring a variety of experiences, from family-run businesses to high-tech startups; farmers and restaurants; landscape architects and real estate agents; veterinarians and craft-store owners. See below for a list of this year's new senators and representatives from Region VIII with small business backgrounds.

**Entrepreneurs Come to Capitol Hill**

*Among the incoming members of the 111th Congress are several small business entrepreneurs and investors from Region VIII.*

**House of Representatives**

Jason Chaffetz (R-Utah, 3rd District), public relations firm owner.

Mike Coffman (R-Colorado, 6th District), founded two property management companies and a leasing firm.

Cynthia Lummis (R-Wyoming, At Large), manages family ranch operation.

Betsy Markey (D-Colorado, 4th District), ice cream and coffee shop owner; web services company owner.

Jared Polis (D-Colorado, 2nd District), Internet entrepreneur and venture capitalist; at-risk charter schools founder.

*Figuring out how to put the economy back on track will be the first order of business for the 111th Congress and the incoming Administration*