



Empowering Business Growth

5-Year Impact Report
2014-2018

Helping Businesses Grow & Succeed

2014 - 2018

As the Florida SBDC at FIU wrapped up 2018, it also marked the completion of the center's first five years. Since launching in January of 2014, Florida SBDC at FIU - the small business development center at FIU's College of Business – has **assisted more than 2,800 local entrepreneurs and business owners** in all stages of business growth and development.

Our mission is clear: to help local businesses grow and succeed. To do this, we empower a team of highly experienced business experts who provide confidential, one-on-one consulting to entrepreneurs and business owners to help them overcome challenges and obstacles. The team includes experts on access to capital, financial management, marketing, human resources, competitive analysis, international trade and more.

Our team provides this service at no cost to business owners thanks to funding support from the U.S. Small Business Administration, FIU College of Business (FIU Business), the State of Florida and other partners acknowledged in this report. Also serving as a Procurement Technical Assistance Center (PTAC), the center receives funding from the Defense Logistics Agency to assist small business owners with government contracting.

In addition to providing business advisory, Florida SBDC at FIU - working alongside the FIU Eugenio Pino & Family Global Entrepreneurship Center – since 2014 has organized more than 90 workshops and trainings to help local entrepreneurs and business owners enhance their skills. More educational events are planned for 2019 and beyond.

It is our pleasure to present to you this report of Florida SBDC at FIU's activities and achievements - just as it has been our pleasure these past five years to be a part of helping South Florida businesses grow and succeed.

Sincerely,

Jackie

Jacqueline Bueno Sousa
Regional Director, Florida SBDC at FIU





**Satisfied
Clients**

Pg 4

Impact

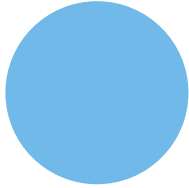
Pg 6

Partners

Pg 12

**Special
Programs**

Pg 10



Satisfied Clients

The Florida SBDC at FIU team of highly experienced business experts works with business owners and entrepreneurs to help grow local businesses and launch new ventures. From developing a competitive growth strategy to accessing capital, the center's services focus on achieving client satisfaction and economic impact.

The following data are based on annual client surveys conducted by the Florida SBDC Network Headquarters at University of West Florida (UWF) and from data in the networks' customer relations management system.

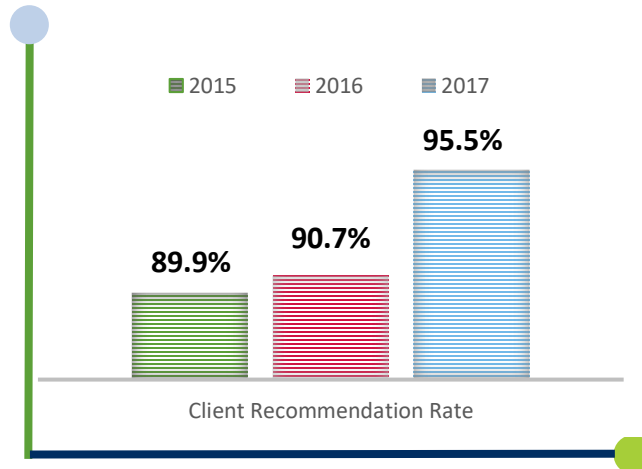


Pictured, clockwise from top left: SBDC at FIU clients Tailleen Arias of Kids Village; Willie Pinillos and Paul Van Hamond of Drinks LLC; Chris McKenney of Mango Media; and Ed Haynes of Haynes Security Services.

Learn More: Hear from our many satisfied clients by visiting SBDC.FIU.EDU

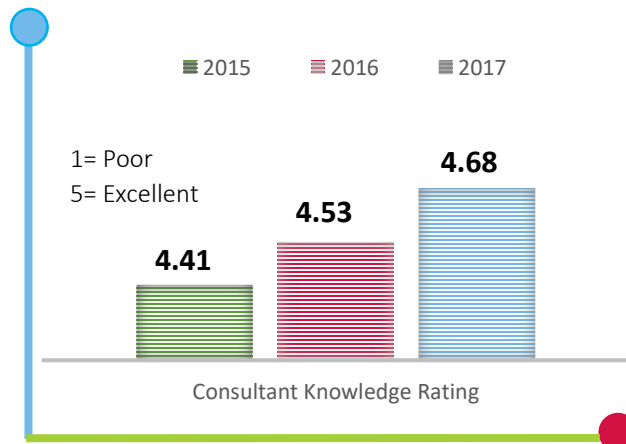
Recommendation Rate

Annual percentage of Florida SBDC at FIU clients who would recommend the center's services. Data for 2014 is not available. Data for calendar year 2018 is pending the completion of the client survey during first quarter of 2019.



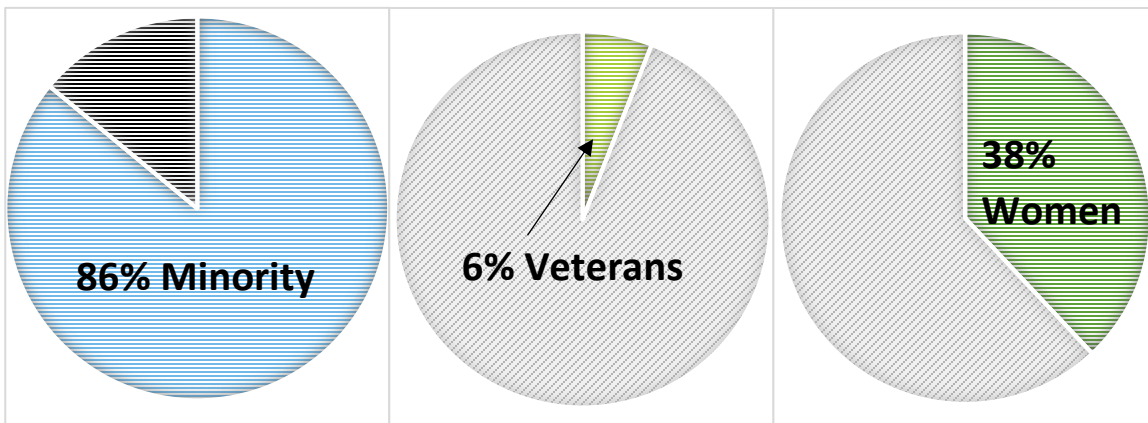
Consultant Knowledge

How clients rated the knowledge of their Florida SBDC at FIU consultant(s), whereby 1 = poor and 5 = excellent. Data for 2014 is not available. Data for calendar year 2018 is pending the completion of the client survey during first quarter of 2019.



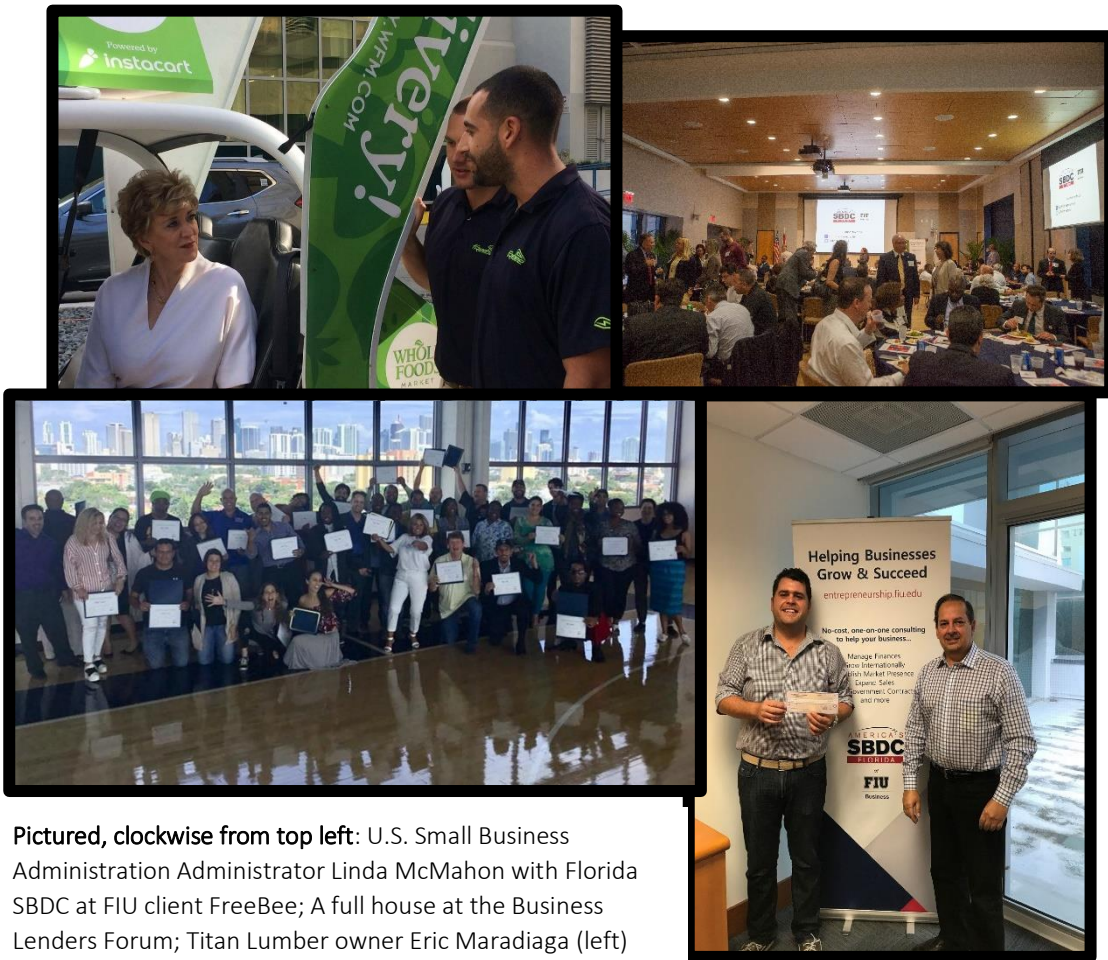
Client Demographics

The majority of Florida SBDC at FIU clients represent a minority group – with Hispanic clients accounting for the greatest share at more than 60% annually. Data shown reflect average annual percentages for the five-year period from January 2014 through December 2018.



Achieving Impact

As an economic-development organization, the Florida SBDC at FIU strives to achieve results that help grow the local economy. The center closely monitors the progress of the businesses assisted by the Florida SBDC at FIU team and encourages business owners to be pro-active in pursuing growth.



Pictured, clockwise from top left: U.S. Small Business Administration Administrator Linda McMahon with Florida SBDC at FIU client FreeBee; A full house at the Business Lenders Forum; Titan Lumber owner Eric Maradiaga (left) receives Hurricane Irma recovery funds with assistance from Florida SBDC at FIU consultant Julio Villiers; and local business owners after completing the center’s Flow Into Profits financial training program

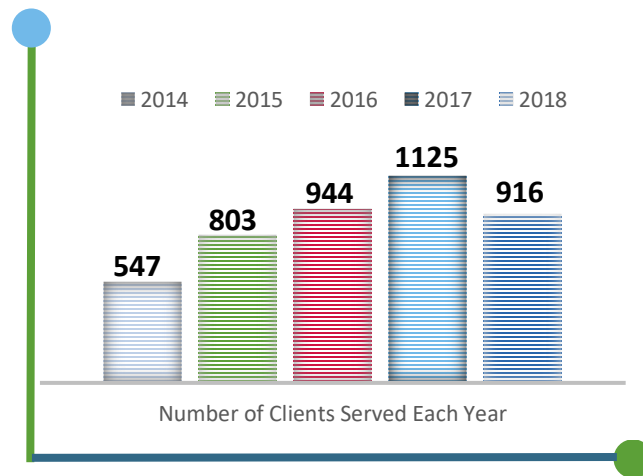
Florida SBDC at FIU

"opened my eyes to different marketing methods and thoughts"

- Craig Waltzer, Founder, GovComm,
maker of weatherproof cameras and microwave sensors

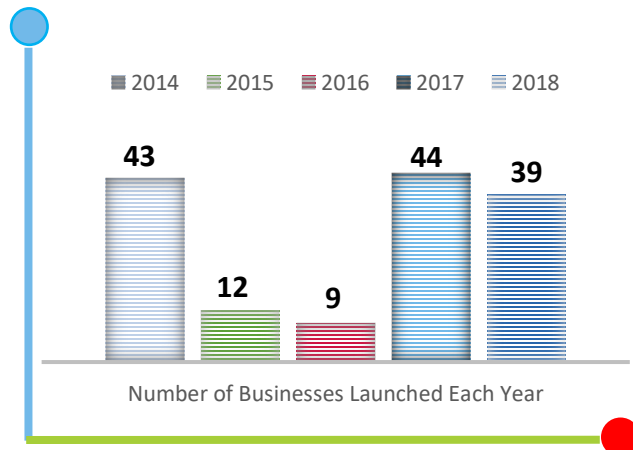
Businesses Assisted

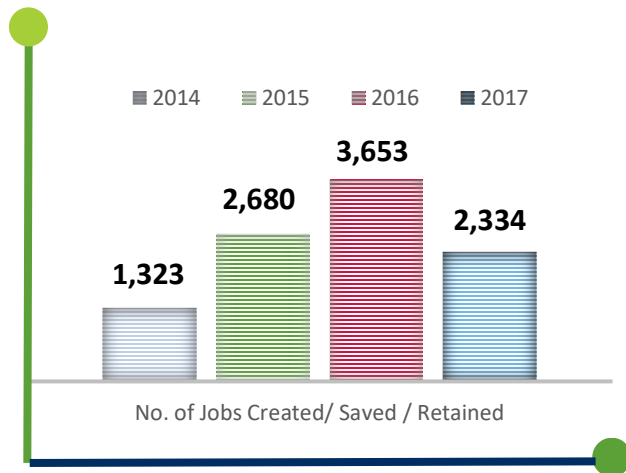
Florida SBDC at FIU provides individualized, confidential, no-cost advisory services to local entrepreneurs and business owners seeking to grow a business. Since 2014, the center has served more than 2,800 distinct clients.



Businesses Launched

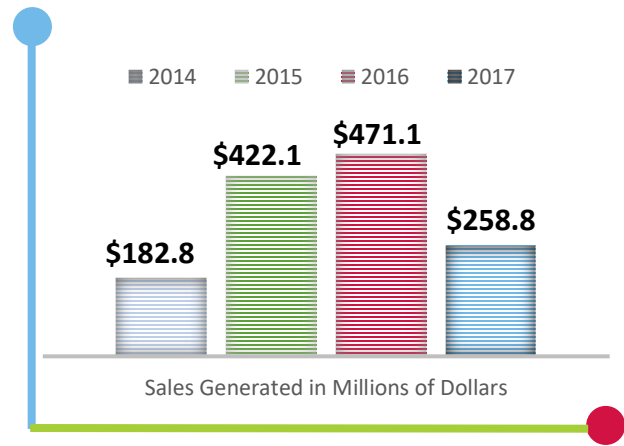
Although Florida SBDC at FIU focuses on working with existing businesses, the center also assists aspiring entrepreneurs and has helped launch more than 147 local companies since 2014.





Jobs Created, Saved or Retained

Jobs created, saved or retained by client businesses with Florida SBDC at FIU assistance, as reported by clients in annual survey. Based on economic modeling conducted by the HAAS Center at UWF (2011 to 2016) and Florida State University (2017 & 2018)

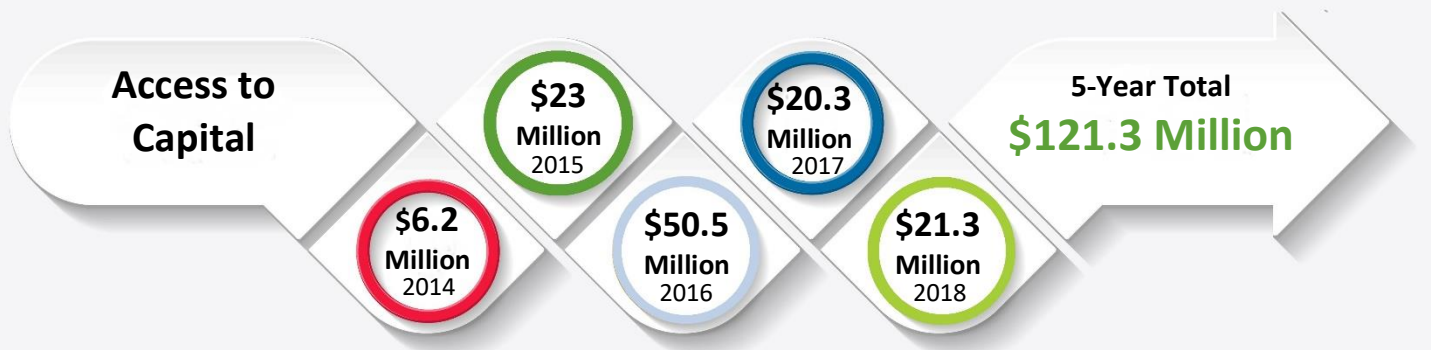


Millions of Sales Generated

Sales generated by client businesses with Florida SBDC at FIU assistance, as reported by clients in annual survey. Based on economic modeling conducted by the HAAS Center at UWF (2011 to 2016) and Florida State University (2017 & 2018)

Data for calendar year 2018 is pending the completion of the client survey during first quarter of 2019.

Growth Costs Money. We know this fact well, so we place considerable effort on helping local business owners access the capital they need to grow. The Florida SBDC at FIU team includes former bankers, as well as former equity investors. Offering consultants who are experts in traditional business loans as well as other forms of capital, **the center has helped more than 620 local businesses obtain capital** - and works closely with those and other businesses to advise on financial management.



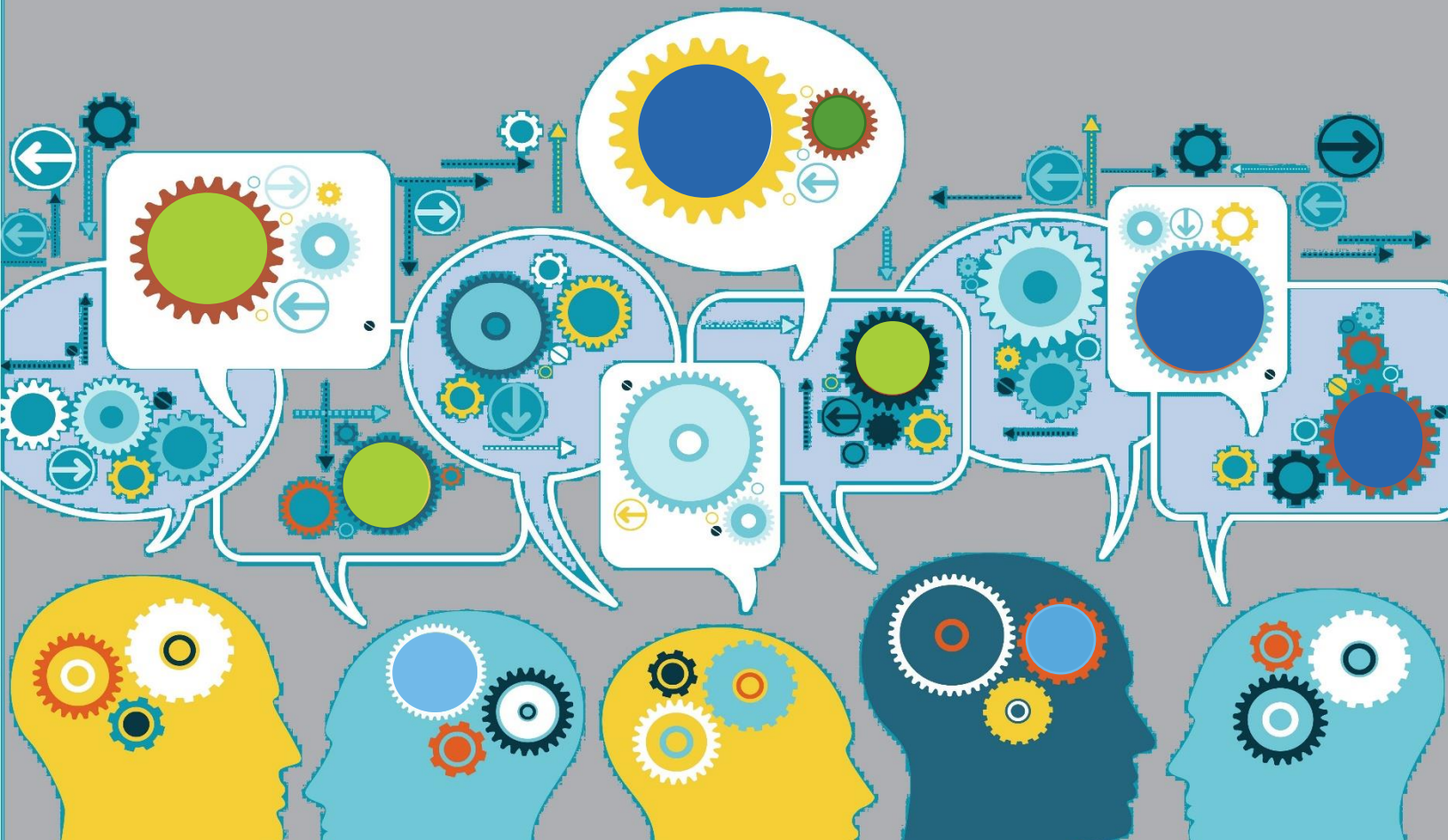
Sharing Knowledge

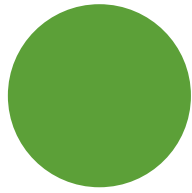
Working in collaboration with FIU Business's Eugenio Pino and Family Global Entrepreneurship Center, Florida SBDC at FIU provides workshops, trainings and learning opportunities for entrepreneurs and businesses located in Miami-Dade and Monroe Counties. Since 2014, the centers have **organized more than 93 learning events attended by more than 2,697 participants.**

Number of ...	2014	2015	2016	2017	2018
Events	0	33	14	20	26
Attendees	0	285	473	888	1051

GrowBiz.FIU.EDU As part of the effort to share business knowledge, in 2018 the center launched GrowBiz, an online blog providing tips, advice and case studies on growing a business. Visit [GrowBiz](#).

Small Business. Big Impact. To further the community's understanding of the region's small-business economy, the center in 2017 commissioned an in-depth study on the status and impact of small businesses on the local economy. Download a copy of [Small Business. Big Impact](#).





Special Programs

The Florida SBDC at FIU has created or assisted with many special programs and projects to benefit the local business community, including developing a special online financial training program, helping organize the inaugural eMerge Americas conference, and collaborating annually on the Miami Herald Business Plan Challenge.



● Business Plan Challenge

As a major sponsor of the annual Miami Herald Business Plan Challenge, the FIU Pino Entrepreneurship Center and Florida SBDC at FIU collaborate to organize the FIU track of this esteemed competition, which puts a spotlight on many of the region's emerging entrepreneurs and new ventures.

● Hacia Ganancia

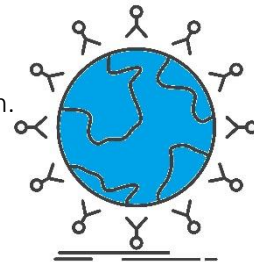
An innovative financial training program, made possible by the support of JPMorgan Chase & Co., Hacia Ganancia is designed to help Spanish-speaking business owners understand how money moves through a company. The training program includes both an online course and live sessions. Read more at BizNews.FIU.EDU and see a video at HaciaGanancia.com

Pictured: Neo Broadband executive team with Hacia Ganancia trainer Alfredo Lacayo (center).



● Conferences & Special Events

The Florida SBDC at FIU has helped develop many special events and programs designed to promote entrepreneurship and business growth. From helping organize the inaugural eMerge Americas conference to partnering with Village Capital and Citi Community Development in hosting the Miami FinTech Forum in 2016, the center creates frameworks that highlight entrepreneurship and business ownership.



Protecting Business

The Florida SBDC at FIU works with business owners to help them minimize damage from hurricanes and storms, as well as other business interruptions. Over the years, the center has worked with hundreds of businesses impacted by Hurricane Irma, road closures, the Zika virus and the red tide outbreak - ensuring that existing businesses continue to be successful and helping the local economy recover quickly.



● Hurricane Irma

In 2017, Florida SBDC at FIU helped minimize the damage Hurricane Irma caused by helping 180 storm-impacted businesses. In addition, the center helped affected companies obtain more than \$2.6 million in disaster loans. Read more at BizNews.FIU.EDU.

Pictured: Recovery efforts by Miami Seaplane Tours, one of the many businesses assisted by the center



● Flagler Construction

Teaming up with the Miami Downtown Development Authority, the Florida SBDC at FIU team visited 173 businesses along the Flagler corridor affected by road closures due to construction. Hearing first-hand about the challenges those businesses were facing allowed the center to work one-on-one with many of the businesses to overcome the impact of the roads refurbishment.

Pictured: Miami DDA and Florida SBDC at FIU teams canvassing businesses along Flagler Street



● Bizaster App

Business owners gained a new tool to help them prepare for disasters thanks to a mobile disaster preparedness application created by Florida SBDC at FIU and the FIU Extreme Events Institute. With more than 1,740 users, Bizaster is available in both English and Spanish. The app helps businesses better prepare for and respond to a disaster, and jump-start operations post-disaster. *For more information about Bizaster, visit BizNews.FIU.EDU*

Valued Partnerships

The Florida SBDC at FIU has received financial support from many partners and stakeholders, making it possible for the center to expand delivery of programming and services. In addition to the ongoing funding support from FIU Business, the U.S. Small Business Administration, the State of Florida and the Defense Logistics Agency via the Florida SBDC Network, the center thanks the many community organizations that have enhanced the mission of helping local businesses grow, including those within the FIU family. Over the years, such partners have included:

America's SBDC

AXA Advisors

Citi Community Development

Continental National Bank

Miami Downtown Development Authority

First American Bank

JPMorgan Chase & Co.

Miami Bayside Foundation

Miami-Dade County Government

Office Depot

Unique Surety & Insurance Services

Village Capital

Wells Fargo

FIU Partnerships:

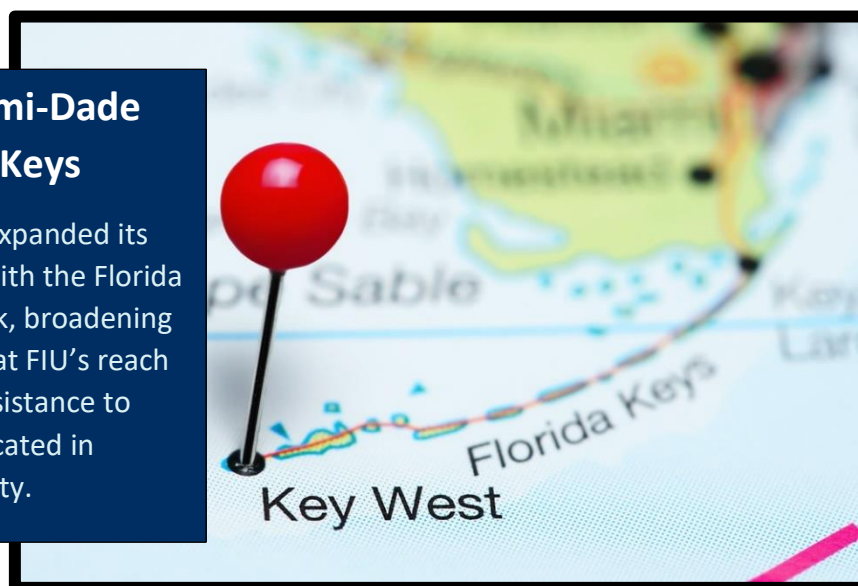
FIU Eugenio Pino & Family Global Entrepreneurship Center

StartUp FIU

FIU Extreme Events Institute

From Miami-Dade to Florida Keys

In 2018, FIU expanded its partnership with the Florida SBDC Network, broadening Florida SBDC at FIU's reach to include assistance to businesses located in Monroe County.



Thank you for
5 Fabulous Years.
It is only the beginning!



● **The Florida SBDC at FIU Team**

Back row, standing, from left: Ricardo Newark, Ray Juncosa, Tak Takasu, Alejandro Enriquez, Ricardo Weisz, Frederic Bonneau, Brian Van Hook, Roberto Castellon, Alfredo Lacayo, Jesus Padilla, Luis Batista, Julio Villiers, Isaac Chocron, and Raju Mohandas

Front row, sitting, from left: Briana Williams, Shelly Bernal, Lorena Lozada, Jackie Sousa, Nile Kirec, Margie Smith, and Alina Matas

Not pictured: George Ray III and Kiomara Hidalgo



**Empowering
Business Growth
5-Year Impact Report
2014-2018**

SBDC.FIU.EDU

State Designated as Florida's Principal Provider of Business Assistance [§ 288.001, Fla. Stat.]

The Florida SBDC at FIU is a member of the Florida SBDC Network, a statewide partnership program nationally accredited by the Association of America's SBDCs and funded in part by the U.S. Small Business Administration, Defense Logistics Agency, State of Florida, and other private and public partners, with the University of West Florida serving as the network's lead host institution. Florida SBDC services are extended to the public on a nondiscriminatory basis. Language assistance services are available for limited English proficient individuals. Reasonable accommodations for persons with disabilities and/or limited English proficiency will be made if requested at least two weeks in advance. To request accommodation or language assistance, please contact Jesus Padilla, jpadilla@fiu.edu / 305.779.9232.