



**The Massachusetts Small Business Development Center (MSBDC) Network provides high-quality, in-depth counseling, training and capital access which contributes to the entrepreneurial growth of small businesses throughout Massachusetts.**

Services are delivered through a network of skilled professional staff supported by a federal, state, and higher education consortium, as well as several partnerships.

Services include, but are not limited to, business and financial plan development, cash flow management, minority business assistance, international and domestic market assessment, government procurement, and export compliance. Over 150 training seminars and workshops are conducted annually addressing a wide variety of topics.

The MSBDC Network is a partnership of the U.S. Small Business Administration, the Massachusetts Department of Business and Technology and a consortium of higher educational institutions led by the University of Massachusetts Amherst, and including Boston College, Clark University, Salem State College, the University of Massachusetts Boston and the University of Massachusetts Dartmouth.

A partnership program with the U.S. Small Business Administration and the Massachusetts Department of Business and Technology under cooperative agreement 7-603001-Z-0022-27. SBDCs are a program supported by SBA and extended to the public on a nondiscriminatory basis. SBA cannot endorse any products, opinions or services of any external parties or activities. Reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance by calling (413) 545-6301.

[www.msbdc.org](http://www.msbdc.org)



Massachusetts Small Business Development Center Network  
227 Isenberg School of Management  
University of Massachusetts  
121 Presidents Drive  
Amherst, MA 01003-9310

2006

## Massachusetts Small Business Development Center Network

*Contributing to economic and entrepreneurial growth in Massachusetts since 1980*

# IMPACT .....survey



**Studies consistently show that Massachusetts citizens receive a strong return on their investment by utilizing the Massachusetts Small Business Development Center (MSBDC) Network.** The program's success is directly related to the quality of our professional staff and partnerships between the U.S. Small Business Administration, the Massachusetts Department of Business and Technology, college and university sponsors, and a wide range of supporters in the business community. In the federal fiscal year of 2004, the MSBDC provided counseling services to 4,365 clients.

### Economic Impact Study . . . . .

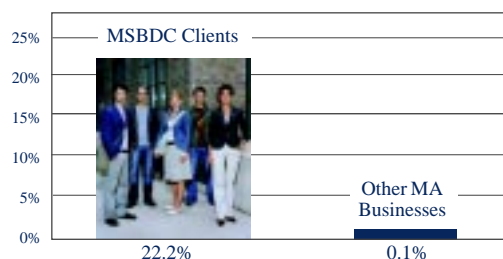
An impact study\* of MSBDC clients who received five or more hours of counseling assistance in 2004 yielded the following findings:

- A majority of clients (95%) would recommend MSBDC services to others; 94% of clients felt services were beneficial.
- Counseling services generated \$4.36 in tax revenue for each dollar expended on the program from state, federal and local funding sources.
- Following MSBDC counseling services, \$130.45 million in capital was secured.
- Each dollar spent by the MSBDC program leveraged \$36.73 in debt and equity capital.

### MSBDC Clients . . . . .

- Outperformed average sales growth for all Massachusetts companies: 27.1% versus 5.1%.
- Created higher job growth: 22.2% versus Massachusetts average of 0.1% for established firms.
- Generated \$230.8 million in total new sales revenue and \$15.49 million in total tax revenue (\$5.45 million federal tax revenue; \$10.04 million state tax revenue).
- Produced 1,569 new jobs with the average cost of generating a new job at \$2,264 and preserved 2,789 jobs.

**Higher Job Growth**  
MSBDC clients increased jobs at a higher rate than other Massachusetts businesses



**Capital Access**  
Each dollar spent by the MSBDC program leveraged \$36.73 in debt and equity capital



**Return on Investment**  
Return of \$11.33 in state tax revenue for every state dollar expended on the MSBDC program

### State Office

227 Isenberg School of Management  
University of Massachusetts  
121 Presidents Drive  
Amherst, MA 01003-9310  
(413) 545-6301

### Counseling Centers

**Boston College SBDC** ..... (617) 552-4091  
142 Beacon Street  
Chestnut Hill, MA 02467

**Clark University SBDC** ..... (508) 793-7615  
950 Main Street  
Worcester, MA 01610

**Massachusetts Export Center** ..... (617) 973-8664  
State Transportation Building  
10 Park Plaza, Suite 4510  
Boston, MA 02116

**Procurement Technical Assistance Center** ..... (413) 545-6303  
227 Isenberg School of Management  
University of Massachusetts  
121 Presidents Drive  
Amherst, MA 01003-9310

**Salem State College SBDC** ..... (978) 542-6343  
SSC Enterprise Center  
121 Loring Avenue, Suite 310  
Salem, MA 01970

**Southeastern Massachusetts Regional SBDC** ..... (508) 673-9783  
200 Pocasset Street  
Fall River, MA 02721

**UMass Boston SBDC & Minority Business Center** ..... (617) 287-7750  
College of Management  
100 Morrissey Boulevard, M-5-403  
Boston, MA 02125-3393

**Western Massachusetts Regional SBDC** ..... (413) 737-6712  
Scibelli Enterprise Center  
1 Federal Street  
Springfield, MA 01105

\* Findings are from a report by Dr. James Chrisman, Mississippi State University, who sampled 1,052 clients receiving five or more hours of counseling from the MSBDC Network in calendar year 2004. The study had a 20.1% response rate.