



U.S. Small Business  
Administration

MASSACHUSETTS EDITION 2020

# Small Business

RESOURCE GUIDE

A photograph of a smiling couple in a kitchen. The woman, on the left, is wearing a dark green top and large gold earrings. The man, on the right, is wearing a light pink shirt. They are both looking at the camera. In front of them is a large bowl of sliced avocados and a mortar and pestle containing a salsa. The background is a yellow wall decorated with colorful Mexican folk art, including a string of dolls and a sign that says 'EL QUIPIL'.

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Massachusetts Edition 2020



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**ON THE COVER** Alonso and Alma Moreno, courtesy of the SBA



# A MESSAGE FROM THE ADMINISTRATOR



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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**Engineering, Inc.**  
*Engineers & Environmental Scientists*

110 Pulpit Hill Road  
Amherst, MA 01002  
413-835-0780  
P.O. Box 579  
Chester, VT 05143  
802-885-1909



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10 Causeway St., room 265  
Boston, MA 02222  
(617) 565-5590  
[sba.gov/ma](https://sba.gov/ma)  
@SBA\_MA

## Springfield Office

1 Federal St., building 101-R  
Springfield, MA 01109  
(413) 785-0484

## District Director Letter

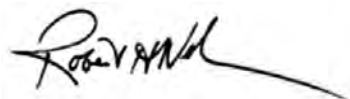
**W**elcome to the 2020 edition of the U.S. Small Business Administration Small Business Resource Guide covering Massachusetts. Home of world-class higher-ed institutions, cutting-edge technology, biotech, and healthcare, the Bay State is one of the best locations for doing business. The SBA helps make 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.

To get started, visit an SBA office or one of our SBA Resource Partners. Starting on pg. 9 you will find listings for free or low-cost business advisers, which includes Small Business Development Centers, SCORE mentors, Women's Business Centers, and the Veterans Business Outreach Center. Interested in small business financing? Find out if SBA-backed financing is right for you by consulting with an SBA specialist at one of our partner lending institutions, listed in the green Funding Programs section. This guide also details SBA disaster assistance loans and SBA-backed loans exclusively for small business exporting. If you are interested in getting started in government contracting, read about SBA certifications and our business development programs. SBA programs and services help you better compete in the public marketplace.

We work with our state and local counterparts, in addition to economic development organizations to increase opportunities in gateway cities, rural communities, and Opportunity Zones, often expanding from Historically Underutilized Business Zones. Opportunity Zones provide a tax break in which investors can use capital gains to support long-term economic development.

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

Sincerely,



Robert H. Nelson  
District Director



### District Director

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# LOCAL BUSINESS ASSISTANCE



How We Did It

## Alonso and Alma Moreno

Owners, El Huipil & Azucar Tapas Bar  
Maynard & Acton, MA



**W**ith an SBA-backed loan and business guidance, Alonso and Alma Moreno opened their second Latin American restaurant. The restaurants have grown into local destinations for authentic cuisine and music. The Morenos also make handmade dolls wearing huipils, a Mexican indigenous dress. Alonso and Alma continue to consult with their local Small Business Development Center adviser, staying nimble and strategically growing in the challenging food service industry. Their Latin concept has grown to three locations employing over 30.

### Challenge

It's really hard for small businesses, especially those of us in the restaurant industry, to secure capital to expand. We weren't able to qualify for traditional financing even though we're creditworthy and our revenue had doubled over three years. We had good reason to open a second location, but we couldn't find a lender to back us. We needed a substantial amount of capital up front to renovate the kitchen, purchase restaurant equipment/supplies, and hire the employees we needed for the new location. We also needed the help of a business adviser to get us ready to apply for a loan.

### Solution

The SBA funds and supports local resource partners, like the Massachusetts Small Business Development Center. SBA Resource Partners across the state offer mentoring, counseling, and training for free or low cost to help entrepreneurs like us. Awilda Irizarry, our SBDC business adviser, helped us understand how to put together our business plan for expansion. She prepared us to take on a bank loan; she answered our questions and shared stories about others who faced similar issues.

The SBA also guarantees loans made by lending institutions to small businesses that would not otherwise be able to obtain financing. We qualified for an SBA-backed 7(a) loan from Eastern Bank to open our second location. We were able to pay off that small business loan in about two years.

### Benefit

SBA support has allowed us to continue expanding. We have been able to create more jobs, employing over 30. We've qualified for a third SBA-backed loan to launch a new Spanish tapas bar. We have grown beyond our imagination and now operate two locations in Maynard and one in Acton.

### Secret ingredient for business success

Choose a great location to start your business. We are part of a great community that embraced us from the beginning. When we were applying for our licenses at the Maynard Town Hall, we met a town selectman and he welcomed us with open arms, making us feel confident about our business venture.



El Huipil owner Alma Moreno, left, and General Manager Adriana Martinez.

**“Awilda Irizarry, our SBDC business adviser, helped us understand how to put together our business plan for expansion.”**

**Alonso and Alma Moreno**  
Owners, El Huipil & Azucar Tapas Bar

# 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.

## Veterans Business Outreach Center of New England

Veteran entrepreneurs or small business owners can receive business training, counseling and mentoring, and referrals to other SBA Resource Partners at a Veterans Business Outreach Center, [sba.gov/vboc](http://sba.gov/vboc). This is also the place to receive procurement guidance, which can help your business better compete for government contracts.

### Center for Women & Enterprise

132 George M. Cohan Blvd.  
Providence, RI  
(844) 404-2171  
[info.vboc@cweonline.org](mailto:info.vboc@cweonline.org)  
[cweonline.org/vboc](http://cweonline.org/vboc)

## Women's Business Centers

### Eastern Massachusetts

Center for Women & Enterprise  
44 School St., suite 200, Boston  
(617) 536-0700  
[info.easternma@cweonline.org](mailto:info.easternma@cweonline.org)

### Central Massachusetts

Center for Women & Enterprise  
69 Milk St., suite 217, Westborough  
(508) 363-2300  
[info.centralma@cweonline.org](mailto:info.centralma@cweonline.org)

## Small Business Development Centers

### Berkshire Regional Office

33 Dunham Mall, suite 103  
Pittsfield  
(413) 499-0933  
[msbdc.org/berkshire](http://msbdc.org/berkshire)

### Central Regional Office

Clark University  
The Carriage House  
125 Woodland St.  
Worcester  
(508) 793-7615  
[clarku.edu/offices/sbdc](http://clarku.edu/offices/sbdc)

### Northeast Regional Office

Salem State University  
Enterprise Center  
121 Loring Ave., suite 310  
Salem  
(978) 542-6343  
[sbdc.salemstate.edu](http://sbdc.salemstate.edu)

### Southeast Regional Office

200 Pocasset St.  
Fall River  
(508) 673-9783  
[msbdc.org/semass](http://msbdc.org/semass)

### Western Regional Office

Scibelli Enterprise Center  
1 Federal St., building 101  
Springfield  
(413) 577-1768  
[msbdc.org/wmass](http://msbdc.org/wmass)

### Massachusetts Export Center

2 Center Plaza, suite 200.  
Boston  
(617) 973-6610  
[mass.gov/export](http://mass.gov/export)

## SCORE

Contact your closest SCORE office first for an appointment.

### Greater Boston

Massachusetts SBA Office  
10 Causeway St., room 265  
Boston  
(617) 565-5591  
[boston.score.org](http://boston.score.org)

### Northeast Massachusetts

Lynn Area Chamber of Commerce  
583 Chestnut St., unit 8  
Lynn  
(978) 922-9441  
[info@scorenemass.org](mailto:info@scorenemass.org)  
[nemassachusetts.score.org](http://nemassachusetts.score.org)

### Cape Cod and the Islands

270 Communications Way, suite 5A  
Hyannis  
(508) 775-4884  
[capecodscore@verizon.net](mailto:capecodscore@verizon.net)  
[capecod.score.org](http://capecod.score.org)

### Southeastern Massachusetts

Metro South Chamber of Commerce  
60 School St.  
Brockton  
(508) 587-2673  
[sema.score.org](http://sema.score.org)

### Western Massachusetts

1 Federal St., building 101  
Springfield  
(413) 785-0314  
[contact.0228@scorevolunteer.org](mailto:contact.0228@scorevolunteer.org)  
[westernmassachusetts.score.org](http://westernmassachusetts.score.org)

### Worcester Region

Worcester Regional Chamber of Commerce  
311 Main St., suite 200  
Worcester  
(508) 753-2929  
[info@scoreworchester.org](mailto:info@scoreworchester.org)  
[worchester.score.org](http://worchester.score.org)

### Rhode Island

*Serving Fall River & New Bedford*  
SBA Providence District Office  
380 Westminster St., suite 511  
(401) 226-0077  
[ri.score.org](http://ri.score.org)

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# 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, SBA advocates are here to assist. They analyze the effects of proposed regulations and consider alternatives that minimize the economic burden on small businesses, governmental jurisdictions, and nonprofits.

The office, **advocacy.sba.gov**, helps with these small business issues:

- » if your business could be negatively affected by regulations proposed by the government
- » when you need economic and small business statistics

The SBA Office of Advocacy also independently represents small business and advances its concerns before Congress, the White House, and federal agencies.

## Ombudsman

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

The ombudsman's office helps 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
- Make your voice heard by participating in a Regional Regulatory Enforcement Fairness Roundtable or a public hearing hosted by the SBA national ombudsman. These events are posted periodically on the ombudsman website, **sba.gov/ombudsman**.

To report how a proposed federal regulation could unfairly affect you, contact **advocacy.sba.gov**.

To submit a comment about how your business has been hurt by an existing regulation, visit **sba.gov/ombudsman/comments**.

To submit a comment or complaint through the online form, visit **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.



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

COURTESY OF THE SBA

# How to Start a Business in Massachusetts

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.

- » **Mass BizWorks**  
[mass.gov/mass-bizworks](https://mass.gov/mass-bizworks)

## 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.

The Commonwealth of Massachusetts website has a comprehensive Business Resources section to help guide you to starting a business, visit [www.mass.gov](http://www.mass.gov).

- » **Kirstein Business Library**  
Boston Public Library  
(617) 859-2142  
[bpl.org/kbl](http://bpl.org/kbl)

## 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.

## 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.

- » **Secretary of the Commonwealth Corporations Division**  
McCormack Building  
1 Ashburton Place, 17th floor, Boston  
(617) 727-9640  
[sec.state.ma.us](http://sec.state.ma.us)

## Taxes

As a business owner, you should know your federal tax responsibilities and make business decisions to comply with certain tax requirements. The IRS Small Business and Self-Employed Tax Center, [irs.gov/businesses/small-businesses-self-employed](http://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).

#### » **IRS Tax Assistance Centers**

##### **Boston**

JFK Federal Building  
15 New Sudbury St.  
(617) 316-2850

##### **Brockton**

120 Liberty St.  
(508) 586-4671

##### **Fitchburg**

881 Main St.  
(978) 342-0016

##### **Hyannis**

75 Perseverance Way  
(508) 775-0029

##### **Springfield**

1550 Main St.  
(413) 788-0284

##### **Stoneham**

1 Montvale Ave.  
(781) 835-4350

##### **Worcester**

120 Front St.  
(508) 793-8227

#### » **State Taxes**

Massachusetts Department of Revenue  
Monday-Friday 8:30 a.m.–4:30 p.m.  
(800) 392-6089 or (617) 887-6367

## **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 [employer.gov](https://employer.gov) and [dol.gov](https://dol.gov). The Occupational Safety and Health Administration provides information on the specific health and safety standards used by the U.S. Department of Labor. Call (800) 321-6742 or visit [osha.gov](https://osha.gov).

#### » **U.S. Department of Labor**

(617) 565-2327  
[bls.gov/regions/new-england](https://bls.gov/regions/new-england)

#### **Commonwealth of Massachusetts Department of Labor Standards**

19 Staniford St., second floor, Boston  
(617) 626-6975  
[dlsfeedback@state.ma.us](mailto:dlsfeedback@state.ma.us)

An online account with the Department of Industrial Accidents lets all parties to your workers' compensation case view and file documents electronically, visit [mass.gov](https://mass.gov) or call (617) 727-4900 x7302.

## **Employee Insurance**

Check 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://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://dol.gov/general/topic/association-health-plans).

#### » **Massachusetts Health Connector**

(877) 623-6765  
[mahealthconnector.org](https://mahealthconnector.org)

## **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)

#### » **MA Department of Energy and Environmental Affairs**

(617) 626-1081  
[james.cain@state.ma.us](mailto:james.cain@state.ma.us)  
[mass.gov/eea/ota](https://mass.gov/eea/ota)

#### » **Massachusetts Clean Energy Center**

(617) 315-9355  
[masscec.com](https://masscec.com)

#### » **U.S. Department of Agriculture**

(413) 253-4300  
[rd.usda.gov](https://rd.usda.gov)  
[farmers.gov](https://farmers.gov)

#### » **U.S. Fish and Wildlife Service**

Northeast Regional Office  
(413) 253-8200  
[fws.gov](https://fws.gov)

## **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://access-board.gov).

## **Child Support**

Employers are essential to the success of the child support program and collect 75% of support nationwide

After working in corporate America as a registered dietitian, Swati Elavia decided to embark on her own small business journey. She qualified for \$125,000 in SBA-backed financing from Leader Bank to grow Monsoon Kitchens in Shrewsbury, MA. Her prepared foods are sold at universities, corporate cafeterias, cruise lines, and retail grocery stores.



PHOTO COURTESY OF MONSOON KITCHENS

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](http://acf.hhs.gov).

[gov/programs/css/employers](http://gov/programs/css/employers). Send questions to [employerservices@acf.hhs.gov](mailto:employerservices@acf.hhs.gov).

» **MA Child Support Enforcement Division**  
(800) 332-2733 or (617) 660-1234

### 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](http://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](http://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 can 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](http://uspto.gov/trademarks).

» **State registration of a trademark**  
McCormack Building  
1 Ashburton Place, 17th floor, Boston  
(617) 727-9640  
[corpinfo@sec.state.ma.us](mailto:corpinfo@sec.state.ma.us)

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](http://copyright.gov)



## Economic Development

If you wish to expand your current operations or are relocating to Massachusetts, contact your regional office of the Massachusetts Office of Business Development.

### Western MA

Debra Boronski  
(413) 733-5357  
debra.boronski@mass.gov

### Northeast MA

Maria DiStefano  
(978) 745-2387  
maria.g.distefano@mass.gov

### Southeast MA

John G. Flores  
(508) 730-1438  
john.g.flores@mass.gov

### MetroWest & Merrimack Valley

Peter Milano  
(978) 970-1193  
peter.milano@mass.gov

### Central MA

Kevin Kuros  
(508) 792-7506 x128  
kevin.j.kuros@mass.gov

### Greater Boston

Margaret Laforest  
(617) 973-8537  
margaret.laforest@mass.gov

Susan Whitaker  
(617) 973-8537  
susan.whitaker@mass.gov

### 1Berkshire

(413) 499-1600  
1berkshire.com

### Ace Next Gen

info@acenextgen.org  
acenextgen.org

### American Marketing Association

(781) 647-7555  
amaboston.org

### Associated Industries of Massachusetts

(617) 262-1180  
aimnet.org

### Associated Subcontractors of Massachusetts Inc.

(617) 742-3412  
associatedsubs.com

### Berkshire Enterprises

(413) 236-2126  
berkshireenterprises.com

### Boston Planning & Development Agency

(617) 722-4300  
bostonplans.org

### Capital Network

(781) 591-0291  
thecapitalnetwork.org

### Cooperative Fund of New England

(800) 818-7833  
cooperativefund.org

### Fairmount Innovation Lab

(617) 456-1131  
fil594.org

### Family Business Association

(617) 896-5373  
fbaedu.com

### Greater New England Minority Supplier Development Council

(617) 578-8900  
gnemsdc.org

### Interise

(617) 350-6300  
interise.org

### Massachusetts Bar Association

(617) 338-0500  
massbar.org

### Massachusetts Office of Business Development

(617) 973-8600  
mass.gov/mobd

### Massachusetts Society of CPAs

CPA Referral Service  
(800) 392-6145  
mscpaonline.org

### Massachusetts Manufacturing Extension Partnership

(508) 831-7020  
massmep.org

### Massachusetts Restaurant Association

(508) 303-9905  
themassrest.org

### Massachusetts Technology Collaborative

(508) 870-0312  
masstech.org

### Mass Development

(800) 445-8030  
massdevelopment.com

### Mass Ventures

(617) 723-4920  
mass-ventures.com

### MIT Enterprise Forum

(617) 475-8100  
mitef.org

### New England Business Association

(781) 890-9070  
newenglandbusiness.org

### Roxbury Innovation Center

(617) 858-6462  
roxburyinnovationcenter.org

### StartHub

starthub.org

### Venture Forum

theventureforum.org

### Venture Cafe Foundation

(617) 475-0711  
vencaf.org

### Venture Development Center University of Massachusetts Boston

(617) 287-6070  
umb.edu/vdc

### Worcester Business Resource Alliance

(508) 799-1400 x3  
wbra.wordpress.com

## Chambers of Commerce

### Amherst area

(413) 253-0700  
amherstarea.com

### Arlington

(781) 643-4600  
arlcc.org

### Assabet Valley

(978) 568-0360  
assabetvalleychamber.org

### Bedford

(781) 275-8503  
bedfordchamber.org

### Southern Berkshire

(413) 528-4284  
southernberkshirechamber.com

### Blackstone Valley

(508) 234-9090  
blackstonevalley.org

### Bristol County

(508) 676-8226  
bristolcountychamber.org

### Brookline

(617) 739-1330  
brooklinechamber.com

### East Boston

(617) 557-7310  
bostonchamber.com

### East Boston

(617) 569-5000  
eastbostonchamber.com

### Greater Boston

(617) 557-7310  
bostonchamber.com

### Cambridge

(617) 876-4100  
cambridgechamber.org

### Cape Ann

(978) 283-1601  
capeannechamber.org

### Cape Cod Canal region

(508) 759-6000  
capcodcanalchamber.org

### Cape Cod

(508) 362-3225  
capecodchamber.org

### Central Mass South

(508) 347-2761  
cmschamber.org

### Chatham

(508) 945-5199  
chathamcapecod.org

### Chelsea

(617) 884-4877  
chelseachamber.org

### Chicopee

(413) 594-2101  
chicopeechamber.org

### Corridor Nine area

(508) 836-4444  
corridornine.org

### Cranberry Country

(508) 947-1499  
cranberrycountry.org

### Eastham

(508) 240-7211  
easthamchamber.com

### East of the River 5

(413) 575-7230  
erc5.com

### Easton

(508) 238-2225  
easton-chamber.com

### Greater Easthampton

(413) 527-9414  
easthamptonchamber.org

### Franklin County

(413) 773-5463  
franklincc.org

### Greater Gardner

(978) 632-1780  
gardnerma.com

### Greater Shelburne Falls area

(413) 625-2526  
gsfaba.org

### Harwich

(508) 432-1600  
harwichcc.com

### Greater Haverhill

(978) 373-5663  
haverhillchamber.com

### Holden area

(508) 829-9220  
holdenareachamber.org

### Greater Holyoke

(413) 534-3376  
www.holycham.com

### Hyannis area

(508) 362-5230  
hyannis.com

### Lexington

(781) 862-2480  
lexingtonchamber.org

### Greater Lowell

(978) 459-8154  
greaterlowellchamber.org

### Lynn

(781) 592-2900  
lynnareachamber.com

### Marlborough region

(508) 485-7746  
marlboroughchamber.org

### Martha's Vineyard

(508) 693-0085  
mvy.com

### Mashpee

(508) 477-0792  
mashpeechamber.com

### Massachusetts Chamber

(617) 512-9667  
masscbi.com

### Melrose

(781) 665-1522  
melrosechamber.org

### Merrimack Valley

(978) 686-0900  
merrimackvalleychamber.com

### Metro South

(508) 586-0500  
metrosouthchamber.com

### Metro West

(508) 879-5600  
metrowest.org

### Middlesex West

(978) 263-0010  
mwccoc.com

### Milford area

(508) 473-6700  
milfordchamber.org

### Nantucket Island

(508) 228-1700  
nantucketchamber.org

### Nashoba Valley

(978) 772-6976  
nvcoc.com

### Neponset Valley

(781) 769-1126  
nrrchamber.com

### Greater Newburyport

(978) 462-6680  
newburyportchamber.org

### Newton-Needham

(617) 244-5300  
nnchamber.com

### North Adams

(413) 398-4084  
explorenorthadams.com

### North Central Massachusetts

(978) 353-7600  
northcentralmass.com

### North Quabbin

(781) 249-3849  
northquabbinchamber.com

### North Shore

(978) 774-8565  
northshorechamber.org

### North Suburban

(781) 933-3499  
northsuburbanchamber.com

### Greater Northampton

(413) 584-1900  
explorenorthampton.com

### Orleans

(508) 255-1386  
capecod-orleans.com

### Peabody

(978) 531-0384  
peabodychamber.com

### Plymouth area

(508) 830-1620  
plymouthchamber.com

### Provincetown

(508) 487-3424  
ptownchamber.com

### Quaboag Hills

(413) 283-2418  
qhma.com

### Randolph

(781) 963-6862  
randolphchamber  
ofcommerce.com

### Salem

(978) 744-0004  
salem-chamber.org

### Sandwich

(508) 873-9755  
sandwichchamber.com

### Saugus

(781) 233-8407  
sauguschamber.com

### Somerville

(617) 776-4100  
somervillechamber.org

### Springfield region

(413) 787-1555  
myonlinechamber.com

### South Coast

(508) 999-5231  
onesouthcoast.com

### South Shore

(617) 479-1111  
southshorechamber.org

### Stoneham

(781) 438-0001  
stonehamchamber.org

### Stoughton

(781) 297-7450  
stoughtonma.com

### Taunton area

(508) 824-4068  
tauntonareachamber.org

### Tri-Town

(508) 339-5655  
tri-townchamber.org

### United region

(508) 316-0861  
unitedregionalchamber.org

### U.S.-Eastern region

(401) 831-8885  
uschamber.com

### Wachusett

(978) 368-7687  
wachusettchamber.com

### Waltham west suburban

(781) 894-4700  
walthamchamber.com

### Wellesley

(781) 235-2446  
wellesleychamber.org

### Greater Westfield

(413) 568-1618  
westfieldbiz.org

### West of the River

(413) 426-3880  
ourwrc.com

### Williamstown

(413) 458-9077  
williamstownchamber.com

### Winthrop

(617) 846-9898  
winthropchamber.com

### Worcester region

(508) 753-2924  
worcesterchamber.org

### Yarmouth area

(508) 778-1008  
yarmouthcapecod.com

## Export Assistance

### Massachusetts Export Center

2 Center Plaza, suite 200  
Boston  
(617) 973-6610  
mass.gov/export

### Massachusetts Office of International Trade & Investment

(617) 973-8543  
mass.gov/moiti

### Massachusetts U.S. Export Assistance Center

(617) 565-4301  
2016.export.gov/  
massachusetts





Workshops for Warriors welding student Nikolas Williams trains in the San Diego makerspace, which receives SBA funding for its welding and machining programs. Workshops for Warriors places program graduates into advanced manufacturing careers nationwide.

COURTESY OF WORKSHOPS FOR WARRIORS

Vocademy in Riverside, [vocadoemy.com](http://vocadoemy.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).

# 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.

# 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 for growth and expansion. 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 SBA's free 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, SBA contractors, 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).





# 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 48.

## 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).



AVMAC President/CEO Bert Ortiz, left, and fellow U.S. Navy veteran and electrician Ken Morey manufacturing a power panel bracket.

## ▲ 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

- |   |  |
|---|--|
| <input type="checkbox"/> Key partnerships       | <input type="checkbox"/> Customer segments |
| <input type="checkbox"/> Key activities         | <input type="checkbox"/> Channels          |
| <input type="checkbox"/> Key resources          | <input type="checkbox"/> Cost structure    |
| <input type="checkbox"/> Value proposition      | <input type="checkbox"/> Revenue streams   |
| <input type="checkbox"/> Customer relationships |  |

# 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.

## 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.

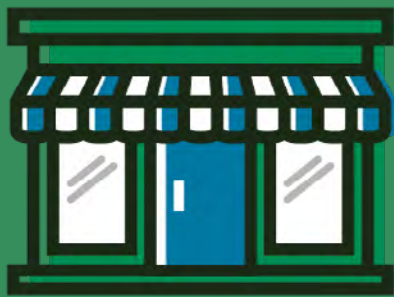
Consult with your lender to see if you're eligible for SBA financing programs, determined by your industry & experience; collateral; credit score; and the relationship & transparency you develop with the lending agent.

### 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.

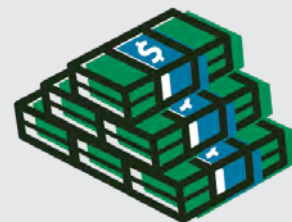
# Lender Match

Find a lender interested in working with you at **[sba.gov/lendermatch](https://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.



## Small Business Lending

### Let our SBA Preferred Lender status work for you

At Leader Bank, we maintain a diverse suite of SBA loan products that are designed to help businesses grow. Our local decision making, along with a streamlined process, enables a fast turnaround time. That way, you can focus on your business and leave the banking to us!

- Business Acquisition
- Working Capital
- Equipment Financing
- Debt Refinancing
- Commercial Real Estate

**CHELMSFORD, MA**  
Dental Office

**\$500,000**  
PREFERRED  
LENDERS  
7(A) TERM LOAN

**BROCKTON, MA**  
Government  
Contracting

**\$350,000**  
CONTRACT LOAN  
CAPLINE

**LEXINGTON, MA**  
Restaurant

**\$306,000**  
PREFERRED  
LENDERS  
7(A) TERM LOAN

**CHESTNUT HILL, MA**  
Child Care  
Center

**\$270,000**  
PREFERRED  
LENDERS  
7(A) TERM LOAN

**CAMBRIDGE, MA**  
Convenience  
Store

**\$125,000**  
PREFERRED  
LENDERS  
7(A) TERM LOAN

**HANSON, MA**  
Cleaning  
Services

**\$50,000**  
PREFERRED  
LENDERS  
7(A) TERM LOAN

**781-646-3900**

**[www.leaderbizloans.com](http://www.leaderbizloans.com)**



Lender NMLS# 449250 Neither the lender, nor any of its borrowers, will enjoy preferential treatment from the SBA.





# SBA Lenders

Our participating lenders serve all Massachusetts unless otherwise noted. Contact the lender to find more locations.

## Cape & Islands

### EDGARTOWN

#### Martha's Vineyard Savings Bank

78 Main Street  
(508) 627-4697  
Philip Mercier

### HYANNIS

#### Cape Cod Five Cents Savings Bank

25 Benjamin Franklin Way  
(508) 247-2221  
Andrew M. Foss

#### Cooperative Bank of Cape Cod

695 Attucks Lane  
(508) 568-1205  
Robert Carey

### PROVINCETOWN

#### Seamen's Bank

221 Commercial St.  
(508) 487-0035  
Thomas Johnson

## Central Massachusetts

### CLINTON

#### Clinton Savings Bank

200 Church St.  
(978) 365-3475  
Leonard T. Ancitil

### FITCHBURG

#### Rollstone Bank & Trust

780 Main St.  
(978) 343-2168  
Nicole Kalloch

#### Workers' Credit Union

815 Main St.  
(978) 353-7178  
Denise Kemmitt

### FRAMINGHAM

#### MutualOne Bank

160 Cochituate Road  
(508) 532-8364  
Andrew E. Zelman

### FRANKLIN

#### Dean Bank

21 Main St.  
(508) 528-0088  
Judith Alfred

### GARDNER

#### GFA Federal Credit Union

(978) 632-2542  
John Downs

### LEOMINSTER

#### Leominster Credit Union

20 Adams St.  
(978) 466-7215  
Ana Hoyler

### LOWELL

#### Align CU

40 Market St.  
(978) 275-2760  
Andrew Patton

#### Jeanne D'Arc Credit Union

581 Merrimack St.  
(978) 323-4714  
Janine Velazquez

#### Lowell Five Cent Savings Bank

34 John St.  
(978) 441-6434  
Antonio Mendieta

### MARLBOROUGH

#### Digital Federal Credit Union

220 Donald Lynch Blvd.  
(508) 804-9689  
Courtney McGloin

#### Main Street Bank

81 Granger Blvd.  
(508) 487-1471  
Ruth Cavanagh

#### St. Mary's Credit Union

46 Lizotte Drive  
(508) 490-6779  
Armand Fernandez

### MEDWAY

#### Charles River Bank

70 Main St.  
(508) 533-8661  
Derek Plourde

### MILFORD

#### Milford Federal Bank

232 Main St.  
(508) 381-5269  
Shane Elder

### MILLBURY

#### Hometown Bank

109 Elm St.  
(508) 499-1886  
Deanna Mills

#### Millbury Federal Credit Union

50 Main St.  
(508) 865-7614  
Joe Ledoux

#### Millbury National Bank

18 Main St.  
(508) 865-9521  
John Latino

### NATICK

#### Middlesex Savings Bank

6 Main St.  
(508) 315-5424  
David Bennett

### NORTH GRAFTON

#### Homefield Credit Union

86 Worcester St.  
(774) 293-9233  
Jennifer Marble

### SHREWSBURY

#### Central One Federal Credit Union

714 Main St.  
(508) 841-0698  
Mike Murphy

### SOUTHBRIDGE

#### Savers Bank

(508) 765-7389  
John Fearing

#### Southbridge Credit Union

155 Main St.  
(508) 909-7194  
Jordan Hoy

### SPENCER

#### Cornerstone Bank

176 Main St.  
(508) 885-5313  
Steve Quink

### WARE

#### Country Bank for Savings

75 Main St.  
(413) 277-2073  
Bryan Moore

### WESTBOROUGH

#### Avidia Bank

100 E. Main St.  
(978) 567-3669  
Joseph Sova

### WESTFORD

#### Enterprise Bank

237 Littleton Road  
(978) 656-5630  
David Brown

### WINCHENDON

#### Athol Savings Bank

196 Timpany Blvd.  
(978) 321-5018  
Lori Provencal

### WORCESTER

#### Bay State Savings Bank

28 Franklin St.  
(508) 890-9043  
Cheryl Begin

#### UniBank for Savings

24 Gold Star Blvd.  
(508) 849-4346  
Sean O'Connell

#### Webster First Federal Credit Union

271 Greenwood  
(508) 671-5120  
Bryan Regele

#### Webster Five Cents Savings Bank

100 Front St., suite 1900  
(508) 438-4711  
Robert Totaro

## Greater Boston

### AUBURNDALE

#### Village Bank

319 Auburn St.  
(617) 340-1209  
John Tarpinian

**CAMBRIDGE****Cambridge Trust Co.**

1336 Massachusetts Ave.  
(617) 441-1451  
Stephen Sall

**East Cambridge Savings Bank**

344 Cambridge St.  
(617) 551-2420  
Timothy E. Bombard

**CHELSEA****Metro Credit Union**

200 Revere Beach Parkway  
(617) 889-7736  
David Egan

**EAST BOSTON****First Priority Credit Union**

100 Swift St.  
(800) 949-7628 x1228  
J. Eric Rich

**EVERETT****Eagle Bank**

350 Broadway  
(617) 394-3631  
Derek Delaney

**Everett Co-Operative Bank**

419 Broadway  
(617) 387-1110  
Joe Keohane

**MEDFORD****Brookline Bank**

201 Salem St.  
(781) 393-2851  
Gretchen Annese

**ROSINDALE****Cooperative Bank**

40 Belgrade Ave.  
(617) 325-2900  
Kervin Jean

**SALEM****East Boston Savings Bank**

10 Elm St.  
(978) 977-6008  
Josefina Silva

**SOMERVILLE****Winter Hill Bank**

342 Broadway  
(617) 629-3333  
Peter Majane

**WALTHAM****RTN Federal Credit Union**

600 Main St.  
(781) 736-9984  
Timothy Brown

## North Shore

**AMESBURY****Provident Bank**

5 Market St.  
(978) 834-8561  
Kendra Finch

**ANDOVER****Northmark Bank**

69 Park St.  
(978) 475-5000  
Dan Griffin

**CAMBRIDGE****Cambridge Savings Bank**

1374 Massachusetts Ave.  
(617) 575-8563  
Jeff Hansel

**DANVERS****NorthEast Community Bank**

66 Elm St.  
(978) 716-3225  
Leonel Espinal

**DRACUT****Washington Savings Bank**

100 Broadway  
(978) 569-1505  
Gerard Freschette

**GLOUCESTER****BankGloucester**

160 Main St.  
(978) 675-9954  
Kim Spaner

**Cape Ann Savings Bank**

109 Main St.  
(978) 282-5732  
Andrew Marques

**HAVERHILL****Haverhill Bank**

(978) 556-4273  
James Henebry

**Pentucket Bank**

2 Merrimack St.  
(978) 556-5447  
Jonnathan Dowst

**LAWRENCE****Merrimack Valley Federal Credit Union**

500 Merrimack St.  
(978) 398-0725  
Bradford Egan

**LYNN****River Works CU**

947 Western Ave.  
(339) 883-9218  
Jerry Dorr

**MARBLEHEAD****Marblehead Bank**

21 Atlantic Ave.  
(781) 631-5500  
Mark Llewellyn

**National Grand Bank of Marblehead**

91 Pleasant St.  
(781) 631-6000  
Cynthia Latham

**MEDFORD****Century Bank**

400 Mystic Ave.  
(781) 393-6058  
Nancy Marsh

**NEWBURYPORT****Newburyport Five Cents Savings Bank**

63 State St.  
(978) 225-8740  
Scott Eaton

**PEABODY****North Shore Bank**

248 Andover St.  
(978) 573-1480  
Cathryn Kent

**READING****Reading Cooperative Bank**

180 Haven St.  
(781) 670-1805  
Joseph Scurio

**ROWLEY****Institution for Savings**

312 Haverhill Road  
(978) 312-6810  
Karl Wilson

**SALEM****Salem Five Cents Savings Bank**

210 Essex St.  
(978) 720-5260  
Harold Hollingworth

**St. Jean's Credit Union**

370 Highland Ave.  
(978) 219-1031  
Jim Metcalf

**STONEHAM****Stoneham Bank**

80 Montvale Ave.  
(781) 481-5926  
Mark Drew

**WAKEFIELD****Savings Bank**

357 Main St.  
(781) 486-5309  
Peter Johnston

**WINCHESTER****Winchester Savings Bank**

661 Main St.  
(781) 729-2130  
Betsy Sands

**WOBURN****Patriot Community Bank**

237 Lexington St.  
(781) 404-1207  
Richard Archambault

## South Shore

**ABINGTON****Abington Bank**

6 Harrison Ave.  
(781) 792-9030  
Marlena Wall

**BRAINTREE****Liberty Bay CU**

350 Granite St.  
(617) 439-6575  
Paul Gravellese

**BROCKTON****Crescent Credit Union**

(508) 408-6322  
Cheryl McCormick

**HarborOne Bank**

770 Oak St.  
(508) 895-1291  
Joan Richards

**CANTON****Bank of Canton**

490 Turnpike St.  
(781) 830-6220  
John Sharry

**DEDHAM****Dedham Institution for Savings**

888 Washington St.  
(781) 329-6700  
James Horrigan

**FAIRHAVEN****First Citizens Federal Credit Union**

200 Mill Road, suite 100  
(774) 628-7817  
Wayne Carvalho

**FALL RIVER****BankFive**

79 N. Main St.  
(774) 888-6315  
Alicia Ambrose



**Bristol County Savings Bank**

215 Pleasant St.  
(508) 324-3685  
Joan Medeiros

**St. Anne's Credit Union  
of Fall River**

286 Oliver St.  
(508) 324-7362  
Carlos DaCunha

**MANSFIELD****Mansfield Bank**

80 N. Main St.  
(508) 851-3678  
Mary Johnson

**NEEDHAM****Needham Bank**

1063 Great Plain Ave.  
(781) 474-5435  
Michael Semizoglou

**NORWOOD****Norwood Bank**

11 Central St.  
(781) 440-4272  
John Galvani

**RAYNHAM****Bridgewater Savings**

756 Orchard St.  
(508) 884-5769  
John Moran

**ROCKLAND****Rockland Federal Credit Union**

241 Union St.  
(800) 562-7328  
Mark Skalla

**SHARON****Sharon Credit Union**

30 Pond St.  
(781) 793-2778  
Linda Fountain

**SOUTH EASTON****North Easton Savings Bank**

20 Eastman St.  
(781) 524-5044  
Daniel Trout

**SOUTH WEYMOUTH****South Shore Bank**

1530 Main St.  
(781) 682-3283  
John Mannion

**STOUGHTON****Envision Bank**

10 Cabot Place  
(617) 925-1865  
Nancy Curry

**SWANSEA****BayCoast Bank**

330 Swansea Mall Drive  
(508) 235-9541  
Timothy Cole

**TAUNTON****Mechanics Co-Operative Bank**

308 Bay St.  
(508) 884-2167  
Curtis McKinney

**Taunton FCU**

14 Church Green  
(508) 802-6493  
Gary Hays

**WALPOLE****Walpole Co-Operative Bank**

982 Main St.  
(508) 660-6549  
Tracy Murphy

**WEYMOUTH****Coastal Heritage Bank**

195 Washington St.  
(781) 796-6029  
Mark A. D'Onofrio

**Statewide****ARLINGTON****Leader Bank**

180 Massachusetts Ave.  
(781) 641-7546  
Patrick Daaboul

**BOSTON****Berkshire Bank**

121 Congress St.  
(781) 223-6141  
Paul Kelly

**Boston Private Bank  
& Trust Co.**

10 Post Office Square  
(617) 912-4252  
Anna Bautista

**Customers Bank**

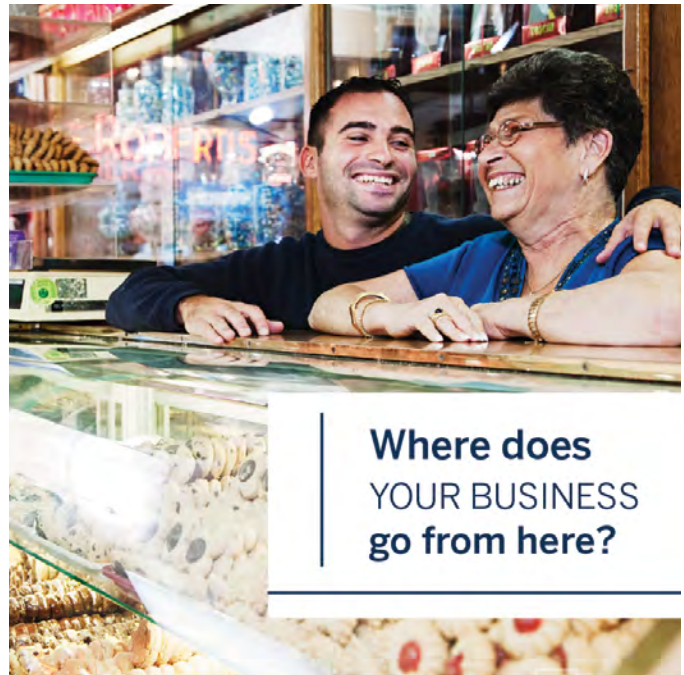
1 International Place  
(781) 771-3919  
Jennifer Mason

**Eastern Bank**

265 Franklin St.  
(617) 897-1091  
Charles Smith

**JPMorgan Chase Bank**

50 Rows Wharf  
(617) 428-2192  
Claire Jin



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## OneUnited Bank

100 Franklin St.  
(617) 457-4400  
Teri Williams

## People's United Bank

1 Post Office Square  
(617) 699-5438  
Ed Skou

## Radius Bank

1 Harbor St., suite 201  
(215) 375-6434  
Phil Winn

## Santander Bank

28 State St.  
(401) 276-1630  
George Guarte

## TD Bank

200 State St.  
(508) 368-6940  
Jennifer McKay

## Wells Fargo & Co.

125 High St.  
(857) 504-2403  
Bob Beveridge

## BRIDGEWATER

### Bank of America

10 Mall Road  
(617) 434-1005  
Andreas Hirsemann

## HANOVER

### Rockland Trust

2036 Washington St.  
(781) 982-6768  
George Couto

## LITTLETON

### Hanscom Federal Credit Union

25 Porter Road, suite 100  
(781) 698-2186  
Phil Purcell

## MIDDLEBORO

### Farm Credit East

(508) 946-4455  
Cynthia Stiglitz

## NEWTON

### East West Bank

2223 Washington St.  
(617) 340 8313  
Ricky Lam

## NORTH ADAMS

### MountainOne Bank

93 Main St.  
(413) 663-2189  
Steve Munger

## QUINCY

### Webster Bank

475 Hancock St.  
(617) 416-6567  
Kathleen Kelly

## WAKEFIELD

### MA Business Development

500 Edgewater Drive, suite 555  
(781) 928-1133  
Paul Flynn Jr.

## WEST SPRINGFIELD

### Key Bank

225 Park Ave.  
(781) 255-6547  
John Figmic

## WOBURN

### Northern Bank & Trust Co.

275 Mishawum Road  
(781) 404-1935  
Justin Thomas

## WORCESTER

### Fidelity Bank

153 Front St.  
(508) 762-3605  
John Peculis

# Western Massachusetts

## ADAMS

### Adams Community Bank

2 Center St.  
(413) 749-1135  
Pamela Duval

## EASTHAMPTON

### Easthampton Savings Bank

241 Northampton St.  
(413) 779-2283  
Maureen Mahar

## FLORENCE

### Florence Bank

85 Main St.  
(413) 587-1724  
Michael Davey

## GREAT BARRINGTON

### Salisbury Bank & Trust

210 Main St.  
(860) 596-2470  
Joseph (Jody) Law

## GREENFIELD

### Greenfield Cooperative Bank

62 Federal St.  
(413) 772-6140  
Barb Campbell

## Greenfield Savings Bank

400 Main St.  
(413) 775-8153  
A.J. Bresciano

## HADLEY

### UmassFive College FCU

200 Westgate Center Drive  
(413) 256-5560  
Jeffrey Simpson

## HOLYOKE

### Holyoke Credit Union

490 Westfield Road  
(413) 532-7007 x1125  
Dan O'Neill

## PeoplesBank

330 Whitney Ave.  
(413) 493-8697  
Meghan Parnell-Gregoire

## LEE

### Lee Bank

75 Park St.  
(413) 243-9295  
Christopher Kinne

## LUDLOW

### LUSO FCU

599 East St  
(413) 589-9966  
Hayley Jorge

## MONSON

### Monson Savings Bank

197 Main St.  
(413) 267-1205  
Michael Rouette

## NORTH BROOKFIELD

### North Brookfield Savings Bank

35 Summer St.  
(508) 867-0732  
Rick Eagan

## PITTSFIELD

### Greylock Federal Credit Union

150 West St.  
(413) 236-4810  
Tracy McConnell

## NBT Bank

54 North St.  
(413) 448-6162 x101  
Kevin Bisaccio

## Pittsfield Cooperative Bank

70 South St.  
(413) 629-1603  
Timothy Collins

## SPRINGFIELD

### Arrha Credit Union

145 Industry Ave.  
(413) 732-9812  
Alison Harland

## Freedom Credit Union

1976 Main St.  
(413) 355-5188  
David Chase

## New Valley Bank & Trust

1 Monarch Place, suite 910  
(413) 707-1634  
Ryan Hess

## WESTFIELD

### Westfield Bank

141 Elm St.  
(413) 564-2611  
Thomas Cebula

# Participating Certified Development Companies

## Bay Colony Development Corp.

230 Third Ave., first floor  
Waltham  
(781) 891-3594  
[baycolony.org](http://baycolony.org)

## Coastal Community Capital

5 Shoot Flying Hill Road  
Centerville  
(508) 362-3755  
[coastalcommunitycapital.org](http://coastalcommunitycapital.org)

## Community Investment Corp.

*Serving Franklin, Hampden, and Hampshire counties*  
(203) 776-6172  
[ciclending.com](http://ciclending.com)

## Granite State

### Development Corp.

(603) 436-0009  
[granitestatedev.com](http://granitestatedev.com)

## New England Certified Development Corp.

500 Edgewater Drive, suite 555  
Wakefield  
(781) 928-1100  
[cdnewengland.com](http://cdnewengland.com)

## Ocean State Business Development Authority

*Serving Bristol, Norfolk, and Worcester counties*  
(401) 453-0118  
[osbda.com](http://osbda.com)



**South Eastern Economic Development Corp.**

80 Dean St.  
Taunton  
(508) 822-1020  
seedcorp.com

**Worcester Business Development Corp.**

89 Shrewsbury St., suite 300  
Worcester  
(508) 755-5734  
thewbdc.com

**Community Advantage Lenders****Accion USA**

10 Fawcett St., suite 204  
Cambridge  
(617) 625-7080  
us.accion.org

**Cape & Islands Community Development Inc.**

5 Shoot Flying Hill Road  
Centerville  
(508) 362-3755  
coastalcommunitycapital.org

**Common Capital Inc.**

4 Open Square Way, suite 407  
Holyoke  
(413) 420-0183  
common-capital.org

**New Bedford Economic Development Council Inc.**

1213 Purchase St., second floor  
New Bedford  
(508) 991-3122  
nbedc.org

**North Central Massachusetts Development Corp.**

860 South St.  
Fitchburg  
(978) 353-7600  
northcentralmass.com

**South Eastern Economic Development Corp.**

80 Dean St.  
Taunton  
(508) 822-1020  
seedcorp.com

**Participating Microlenders****Accion USA**

10 Fawcett St., suite 204  
Cambridge  
(617) 625-7080  
us.accion.org

**Bristol County Economic Development Consultants**

*Serving Bristol county*  
139 S. Main St., suite 400  
Fall River  
(774) 357-0027  
bristolcountyedc.com

**Common Capital Inc.**

*Serving Berkshire, Franklin, Hampshire, Hampden counties, and parts of Worcester*  
4 Open Square Way, suite 407  
Holyoke  
(413) 233-1680  
common-capital.org

**Community Teamwork Inc.**

*Serving Essex and Middlesex counties*  
Merrimack Valley Small Business Center  
165 Merrimack St., Lowell  
(978) 654-5673  
commteam.org

**Dorchester Bay Economic Development Corp.**

594 Columbia Road, suite 302  
Dorchester  
(617) 825-4200  
dbedc.org

**Economic Development Industrial Corporation of Lynn**

*Serving Lynn*  
3 City Hall Square, room 405  
Lynn  
(781) 581-9399  
ediclynn.org

**Massachusetts Growth Capital Corp.**

Schrafft's City Center  
529 Main St., suite 201  
Charlestown  
massgcc.com  
(617) 523-6262



**Helping small businesses in Worcester County with 90% financing**

**Contact us for more information on SBA 504 Loans and how we can help grow your business!**

**Bridget Carney-Jagne**

Executive Director of SBA & Finance  
(508) 755-5734 ext. 136  
carneyjagne@worcesterbdc.com

Visit our website for more information: [www.thewbdc.com/sba-loans](http://www.thewbdc.com/sba-loans)



**New Bedford Economic Development Council**

*Serving Bedford*

1213 Purchase St., second floor  
New Bedford  
(508) 991-3122

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

**North Central Massachusetts Development Corp.**

*Serving Franklin, Worcester, and Middlesex counties*

860 South St.  
Fitchburg  
(978) 353-7600

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

**South Eastern Economic Development Corp.**

*Serving Barnstable, Norfolk, Bristol, Plymouth, Dukes, and Nantucket counties*

80 Dean St.  
Taunton  
(508) 822-1020

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

# Small Business Investment Companies

**Crescent Direct Lending SBIC Fund**

100 Federal St., 31st floor  
Boston  
Michael Rogers  
(617) 854-1501  
[michael.rogers@crescentcap.com](mailto:michael.rogers@crescentcap.com)  
[crescentcap.com](http://crescentcap.com)

**Crystal Financial SBIC**

2 International Place, 17th floor  
Boston  
Josh Franklin  
(617) 428-8708  
[jfranklin@crystalfinco.com](mailto:jfranklin@crystalfinco.com)

**Gemini Investors VI**

20 William St., suite 250  
Wellesley  
Matthew Keis  
(781) 237-7001  
[mkeis@gemini-investors.com](mailto:mkeis@gemini-investors.com)

**Lineage Capital II**

399 Boylston St., suite 450  
Boston  
T. Brook Parker  
(617) 778-0672  
[brook@lineagecap.com](mailto:brook@lineagecap.com)

**Long River Ventures III**

33 Arch St., suite 1700  
Boston  
Tripp Peake  
(413) 587-2155  
[tpeake@longriverventures.com](mailto:tpeake@longriverventures.com)

**PVP Fund I**

1 Bank St., second floor  
Williamstown  
Russell Howard  
(518) 720-3090  
[russ@primary.vc](mailto:russ@primary.vc)

**Seacoast Capital Partners IV**

55 Ferncroft Road, suite 110  
Danvers  
Thomas Gorman  
(978) 750-1300  
[tgorman@seacoastcapital.com](mailto:tgorman@seacoastcapital.com)



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[cornerstonebank.com](http://cornerstonebank.com)  
800-939-9103

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**MEMBER DIF** 



# 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 dependent on any one market by exporting.



## 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://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://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 10) 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:

- » 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 program. Dr. Mandë 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.

COURTESY OF THE SBA



- » 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** 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** 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** 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 outreach programs in your community.

For more information,  
visit **sba.gov** and  
click on Funding  
Programs and then  
Investment Capital.



## 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 Small

**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, the SBA 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





Business Development Center, which provided assistance with financing options and marketing. She continues to meet with SBDC advisers every month 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," Vitori 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.

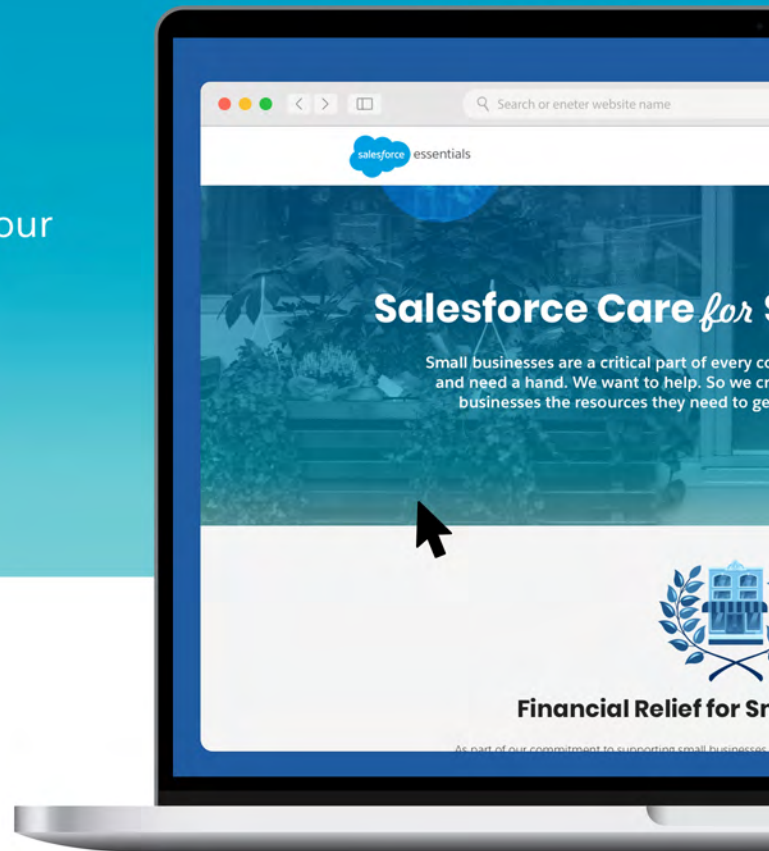
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- Turn data insights into confident decision-making with analytics tool Tableau – free for 90 days.\*
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[salesforce.com/careforsmallbusiness](https://salesforce.com/careforsmallbusiness)



\*New customers only. Restrictions apply.

# 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



COURTESY OF AZTEC CONTRACTORS

## ▲ 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



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# CONTRACTING

Doing Business with the Government



How I Did It

COURTESY OF THE SEA

## Taking the Helm

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

WRITTEN BY MICAELA MORRISSETTE





# 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.

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.

**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 major government contractors. She's



# 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.



"Coastal was easy to work with from start to finish, with strong customer service and great communication."  
- Stanley Steemer, Bourne

Lynn, MA Grocery Store \$760,000 Real Estate Acquisition	Brewster, MA Commercial Fisherman \$275,000 Vessel Construction	Abington, MA Medical Office \$1.2 million 7A Packaging \$2.67 million RE / Debt Refi	Hudson, MA Manufacturer \$1.32 million RE / Business Acquisition	Mashpee MA Value-added Retailer \$3 million Ground-up construction	Cape Cod, MA Non-profit \$5.4 million USDA Guarantee
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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.



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## ◀ 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](https://sam.gov)) and see if you're eligible for any small business certifications and/or programs. Visit [sba.gov/localassistance](https://sba.gov/localassistance) to find one-on-one counseling that is free or low cost. (see page 10).

## Procurement Technical Assistance Center

### University of Massachusetts

Tillson House  
23 Tillson Farm Road, Amherst  
Contact (413) 545-6303 for more locations  
[ptachelp@msbdc.umass.edu](mailto:ptachelp@msbdc.umass.edu)  
[msbdc.org/ptac](https://msbdc.org/ptac)

### COMMBUYS

(888) 627-8283  
[commbuys@state.ma.us](mailto:commbuys@state.ma.us)  
[commbuys.com](https://commbuys.com)

### DOD Northeast Regional Council

Eva Marie D'Antuono  
(978) 318-8427  
[evamarie.dantuono@usace.army.mil](mailto:evamarie.dantuono@usace.army.mil)  
[dodneregional.org](https://dodneregional.org)

### MA Office of Supplier Diversity

1 Ashburton Place, 13th floor, suite 1313  
Boston  
(617) 502-8831  
[mass.gov/sdo](https://mass.gov/sdo)

### U.S. General Services Administration Regional Service Center

(617) 565-8100  
[gsa.gov](https://gsa.gov)

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