

# SBDC 2020 ANNUAL REPORT



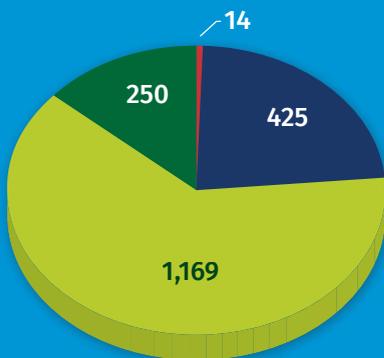
Making a difference in the lives of our clients and their business is what we strive for.



## Special-T Signs

"The SBDC and Western Washington University was a vital part of our business succession plan last year. With their continued support I'm confident that this 42 year old family owned company will grow and be profitable for many more years to come. Thank you to the staff and programs that support the SBDC."  
-Dave Donnelly

1,858 Clients Served



- Business Counseling Received
- Training Participants
- Information or Resources Provided
- Research or Student Projects

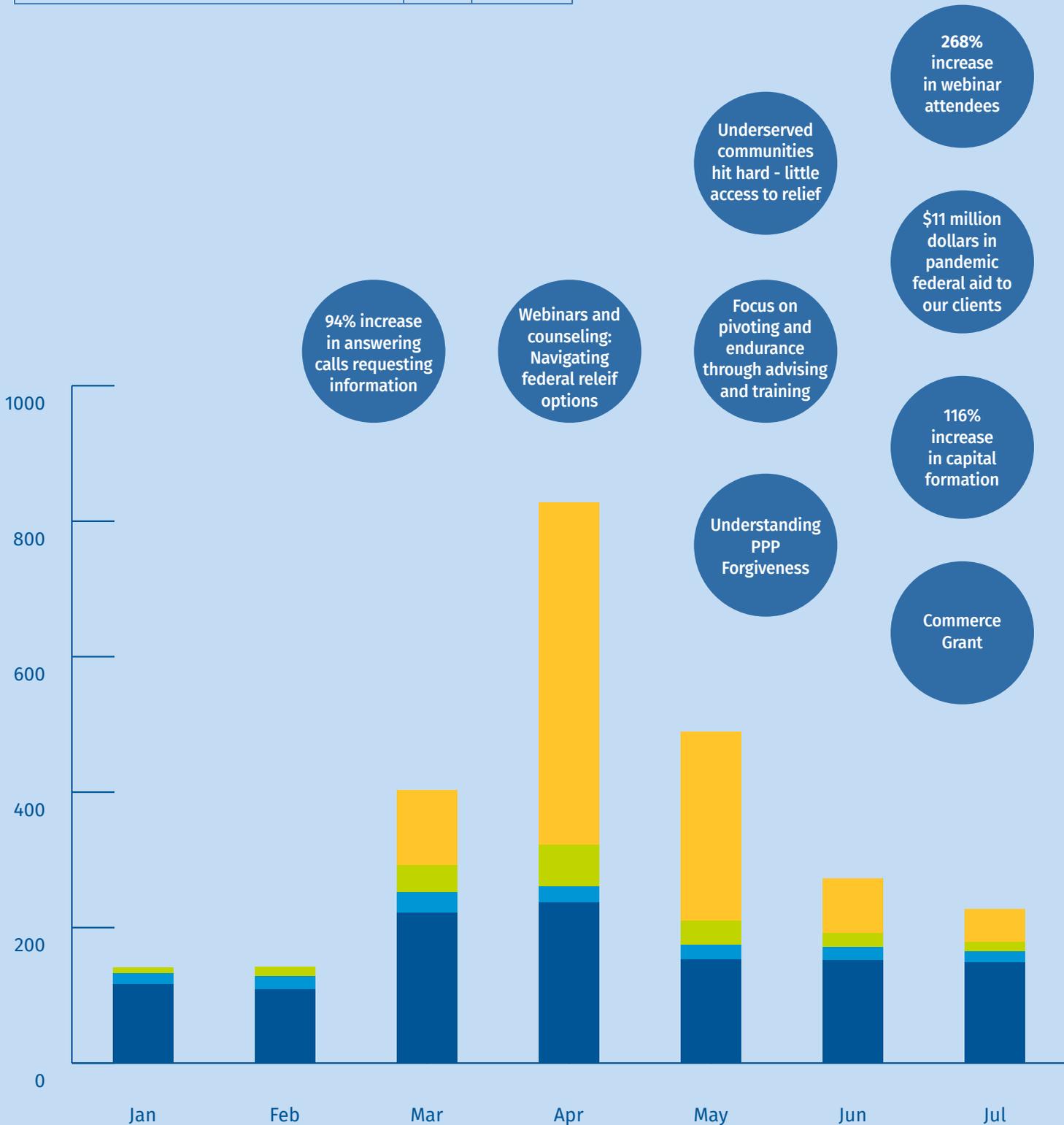


## OUTPUTS

	2020	2016-2020
Businesses receiving one-on-one counseling	425	1,137
Number of counseling and support hours	2,773	15,135

## IMPACTS

New business starts	5	40
New Investments/COVID-19 Relief (\$M)	15.8	49.7





CJ Seitz, Director

### A Year Like No Other

All of us this year were challenged like never before. Fortunately, our university and the communities we serve have all faced challenges in the past. We've learned how to respond to a crisis - we work together.

I'm proud to share that my enduring memory of 2020 will be how quickly we all came together, under the leadership of the Port, to coordinate our response to COVID-19.

From this crisis came accomplishment. We have all gained an even greater level of interconnectedness, making us all more efficient stewards of the public trust we humbly serve.

I'm deeply grateful for all of you, and even more grateful that we all have each other.

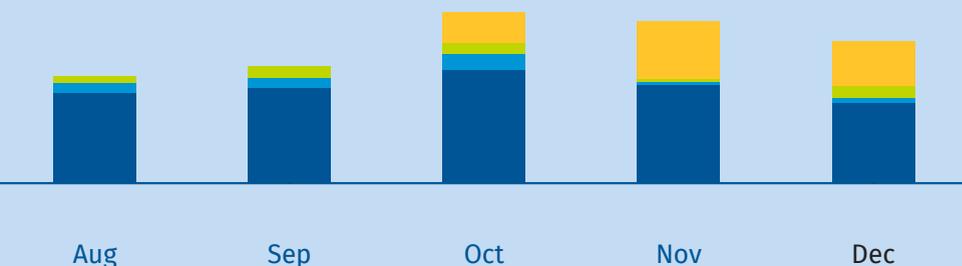
SBDC aids Commerce with WW3 Grant applicants

61 newsletters sent in 2020 to 3,500 contacts per newsletter

2020 website traffic - 25,701 total pageviews

One of the few pandemic relief offices available to answer the phone

- Counseling sessions
- New Clients
- Resources Provided
- Training Attendees



## Bellingham Clients



**Ethos West Construction, Inc.**  
Having the SBDC's support with navigating the EIDL advance grant and the PPP Loan were pivotal in Ethos'

success in obtaining these funds to help us survive during the Covid shutdown. –Elke K Stevens



**Arrow Lock Service LLC**  
The SBDC has been invaluable to planning for our future in business. We got help with projections which helped us get a

new building location and grow exponentially this last year. Without this help we would be thousands of dollars into an idea that might not work out anyways. Very grateful for Sherri Daymon at the SBDC and her expertise.

–Heather Martin



**Blue Abode Bar**  
Helping us evaluate our business from an outside, impartial perspective.  
–Katy Hartmaier

## Stakeholder Testimonials



“Even though 2020 was a year unlike any in our lifetimes, our communities rose to the challenge. From the beginning of the coronavirus pandemic, the Whatcom County SBDC was on the job helping our small businesses and the

communities they serve adapt and survive. We are proud to host and support the efforts of the Whatcom County SBDC as they work to enhance the resiliency of our small businesses, support the growth of enterprises owned by minorities, women, veterans, young entrepreneurs and promote our region's exports and rural development.”

–Sabah Randhawa, President, WWU



“The Small Business Development Center has always been an incredible asset to our business community, but during the pandemic, the SBDC was an invaluable resource. CJ and her team were able to help businesses navigate the

early stages of the crisis by offering an immediate response to businesses that needed support and encouragement.” –Alice Clark, Executive Director, Downtown Bellingham Partnership



“With the REP-SBDC partnership, our organizations were able to support hundreds of businesses in Whatcom County in accessing much needed relief dollars during the pandemic. The SBDC will continue to be a vital

resource for businesses seeking assistance.” –Don Goldberg, Director of Economic Development, Port of Bellingham

A heartfelt thank you to our funding partners who make our work possible.



## Small Business Development Center

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