

SBDC 2020 KITSAP ANNUAL REPORT



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

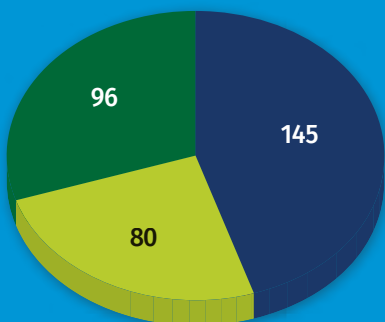


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“The SBDC has been our go to resource for accurate information and connection to the regional small business machinery. From navigating the initial rollout of the PPP to pivoting to a new business model, the SBDC has been central to our ability to successfully navigate the complex realities of running a business during a pandemic.”

–Sherly Pantouw-Jones

321 Clients Served



- Business Counseling Received
- Training Participants
- Information or Resources Provided



OUTPUTS

	2019	2020	2019-2020
Businesses receiving one-on-one counseling	60	145	205
Number of counseling and support hours	272	586	858

IMPACTS

New business starts	4	3	7
Jobs created	15	13	28
New Investments/COVID Relief	\$6,000	\$2,000,000	\$2,006,000

29% increase in webinar attendees

Underserved communities hit hard - little access to relief

\$11 million dollars in pandemic federal aid to our clients

380% increase in answering calls requesting information

Webinars and counseling: Navigating federal relief options

Focus on pivoting and endurance through advising and training

141% increase in business counseling received

Understanding PPP Forgiveness

Commerce Grant





CJ Seitz, Director

SBDC aids Commerce with WW3 Grant applicants

11 newsletters sent in 2020 to 240 contacts per newsletter

2020 website traffic – 1,782 total pageviews

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

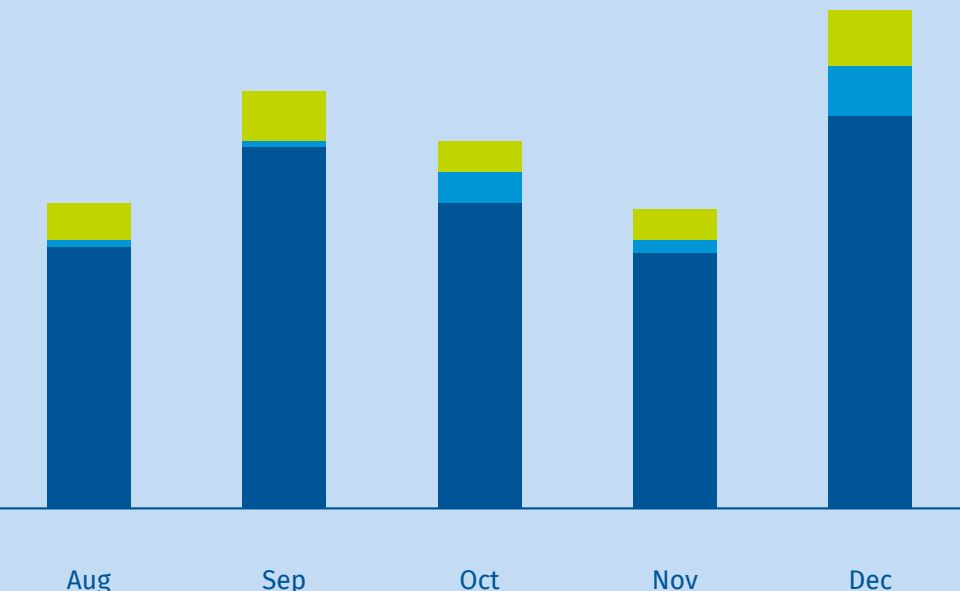
A Year Like No Other

All of us this year were challenged like never before. Fortunately, our university and the communities we serve 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.



Kitsap clients



Vibe Coworks “Like so many of our local businesses, COVID hit Vibe Coworks like a rock. The WWU Small Business Development Center was quick to respond, checking in with us as well as our nearly 200 members. SBDC advisors made themselves available for questions and guidance at all hours

of the day -- far beyond the usual 9 to 5. Knowing that we had additional minds to lean on at any given moment has been of tremendous support during an exceptionally challenging time.” –Alanna Imbach



Digital Helpmates “The SBDC and Jaime have been instrumental in keeping me afloat financially during the COVID pandemic. Their classes taught me what I needed to know right when I needed to know it, and Jaime went out of her way to let me know when certain funds were available, urging me to apply before the deadlines were up. I wish every struggling entrepreneur took advantage of the free services they have to offer. They are truly amazing!” –Laura Moynihan

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 helped and supported small businesses in Poulsbo and throughout Kitsap County. The SBDC provides concise and necessary information to our small business owners to enable their businesses grow.” –Rebecca (Becky) Erickson, Mayor, City of Poulsbo



“Here in Kitsap, KEDA and the SBDC are in touch near-constantly. We’re collaborating on how to help our community’s businesses solve specific challenges, identify resources and procure technical assistance. Also, during the pandemic, the SBDC has been more important than ever: They’ve been the community’s #1 resource when it comes to getting accurate, up-to-date information about PPP loans and other SBA programs.” –Joe Morrison, Executive Director, Kitsap Economic Development Alliance

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

Small Business Development Center

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