

## Contact Us:

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Big Sky Economic Development  
406.254.6014

### Bozeman Regional Center

Montana State University  
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### Butte Regional Center

Headwaters RC&D Area  
406.533.6780

### Great Falls Regional Center

Great Falls Development Authority  
406.771.9022

### Havre Regional Center

Bear Paw Development Corp.  
406.399.1557

### Helena Regional Center

Helena College  
406.841.2716

### Miles City Regional Center

Miles Community College  
406.874.6168

### Kalispell Regional Center

Flathead Valley Community College  
406.756.3836

### Missoula Regional Center

University of Montana  
406.243.4770

### Wolf Point Regional Center

Great Northern Development Corp.  
406.653.2590



## Montana Small Business Development Center Network

*Check out [sbdc.mt.gov](http://sbdc.mt.gov) to learn more  
about our program, trainings, events and  
success stories.*



 @MontanaSBDC     @mtsbdc



*Guiding Montana Business to Success*

2017 Annual Report

Funded in-part through a Cooperative Agreement with the  
U.S. Small Business Administration.

Small businesses are a critical component of, and major contributor to, Montana's economy. They bring growth and innovation to our communities. They spread good ideas and create new jobs. They respond and adapt quickly to changing economic climates. They are building blocks for larger companies.

The Montana SBDC is a network of ten centers strategically placed throughout the state to ensure that all Montanans have access to free, confidential consulting and low-cost training. Our Regional Directors and Business Advisors assist clients every day with business plan development, financial management, operations assistance, loan applications, marketing initiatives, and so much more.

Through the support of our host organizations, we are able to maintain the highest level of quality in the services we provide. Our collaborative efforts help aspiring and existing small business owners start, own, and operate successful small businesses, an enormous economic engine in our state.

We are proud to publish this summary of our productivity and economic impact for 2017.

Chad Moore  
SBDC State Director



March 22, 2017

Montana Small Business Development Centers (SBDC)  
301 S. Park Avenue  
Helena, MT 59601

Dear Montana SBDC:

I am pleased to recognize March 22, 2017 as "SBDC Day" in the state of Montana.

I commend the SBDC program for having an exceptional impact on Montana's economic development by coaching, training, starting and expanding nearly 1,000 businesses every year.

Montana SBDC is a member of the accredited organization, America's SBDC, along with every other U.S. state and territory. As members, they recognized the need for a national campaign to bring awareness to the impact SBDCs have on the small business community at large, and created the inaugural SBDC Day campaign on March 22. SBDC Day unites nearly 1,000 SBDC centers across the country and the hundreds of thousands of clients they serve, by sharing the success stories and notable impacts SBDCs have on the small business community at large.

Montana SBDC has assisted more than 29,000 Montana entrepreneurs and nearly 6,500 businesses since they began in 1989, and have helped launched 73 new businesses and created or retained 616 jobs in just the last year alone. True leaders in economic development, I commend SBDC staff, advisors, hosts, board, partners and clients as they continue their work raising awareness for the program.

As Governor, I encourage all Montanans to recognize March 22, 2017 as "SBDC Day" and help Montana SBDC support businesses, further entrepreneurship, and spread awareness about their tremendous impact.

Sincerely,  
STEVE BULLOCK  
Governor

# Governor's Conference on Tourism & Recreation May 12 - 14, 2017 Helena, MT

The Montana SBDC Network teamed up with the Governor's Office to provide business training presentations at the annual Governor's Conference on Tourism and Recreation. The SBDC offered small business owners and aspiring entrepreneurs the opportunity to enhance financial, managerial and technical skills. The SBDC also hosted a "Shark Tank" live pitch competition event to close the conference with three entrepreneurs taking home prize money to help launch their businesses.

## Conference Highlights

### Business Tracks Presented by Montana SBDC

- High-Impact Marketing on a Shoestring Budget
- Strength in Numbers, Creating Financial Value
- Employee Retention: The Real Cost to Your Business' Bottom

### "Shark Tank" \$5,000 Grand Prize Winner

TOMIS (Tour Operator Marketing Intelligence Software) a Montana-based software company that aggregates and analyzes marketing and sales data to predict optimal marketing placement across dozens of platforms.



## 2017 Economic Impact

**78**  
New Businesses Successfully Launched

**80**  
Training Seminars Hosted

**964**  
Training Attendees

**123**  
Client Loans Approved

**841**  
Jobs Created and/or Retained

**6,170**  
Hours of Client Counseling Provided

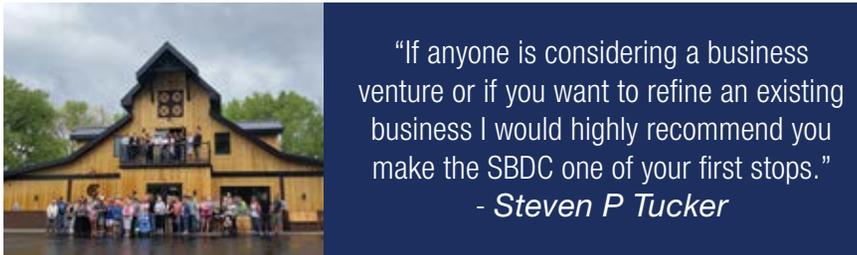
**\$39,175,647**  
Financing Obtained by Clients

Dena Johnson  
MBA, SBDC Regional Director

Lorene Hintz  
SBDC Business Advisor

Anya Petersen-Frey  
SBDC Regional Director

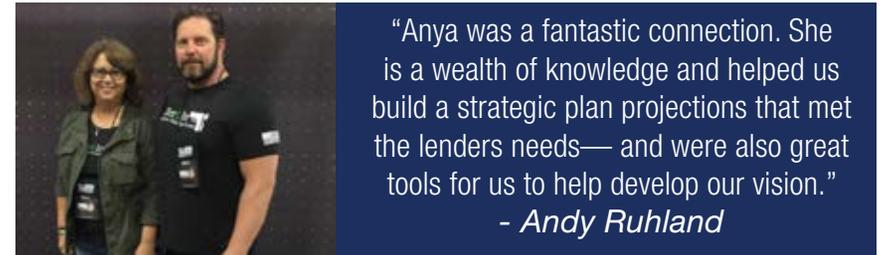
## Success Story: Camelot Ranch



Steve and Lynn Tucker sought SBDC services in developing a bank-ready business plan to obtain financing for constructing a new building and starting their own business. They needed assistance with business planning, financial projections, market data and loan packaging to present to lenders. The scale of financing necessary for the scope and quality of the project was a challenge, but through hard work, they persevered. Dena, the SBDC Regional Director advised Lynn and Steve on drafting and completing a bank-ready business plan complete with projections.

Camelot Ranch opened their doors in June of 2017. In total, the SBDC has assisted the Tuckers with a plan that has led to a successful multimillion dollar project. They have created 3 full-time jobs and the Tuckers have built their dream of owning their own event venue. We look forward to watching this incredible new business grow and thrive.

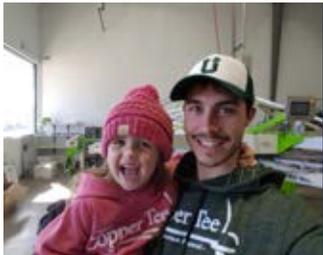
## Success Story: Zero In Shooting Center



As native Montanans, Andy and his wife Anita, saw a gap in the indoor shooting range options in the state and felt there was an opportunity to create a state-of-the-art indoor shooting facility in Bozeman. This was a large project and despite investing heavily in their own project, which included purchasing property in four corners, they realized they needed more financing for the project they wanted to complete.

Andy and Anita turned to Anya at their regional SBDC for help. Anya worked with the couple to develop a strategic plan and financial projections to submit to their local lender and Big Sky Economic Development's 504 loan program to assist in the construction of the new building. Thanks to Anya's assistance, they were able to obtain \$1.4 million in financing. The financing helped construct a building that includes ten lanes at 25 yards, five lanes at 50 yards and five lanes at 100 yards. There is also a pro-shop and two simulation rooms as well as a variety of training courses available. They have created 8 full-time jobs, 17 part-time jobs and continue to see increased traffic to their new indoor shooting range.

## Success Story: Copper Tee



“Julie was amazing to work with and helped me to gain the confidence I needed to grow my business.”  
- Mark Huntington

Mark Huntington is the owner of Copper Tee and produces a large amount of apparel for UPTOP Clothing which is a company that continues to see substantial growth and a demand for their products.

With the growing demand, Mark realized he needed to expand his operation, purchase new equipment, and find a suitable space that would allow him to increase capacity and production time to fulfill the order demands from UPTOP. Mark connected with Julie Jaksha, Headwaters Regional SBDC Director, for assistance in understanding how he could make this expansion possible.

They worked together to understand what he could afford and how it would impact his bottom line. They analyzed financials, operations, customer satisfaction, and the equipment needed which lead Mark to make the decision to lease a larger space and purchase the new equipment. Mark gained confidence and has grown his business by more than 20 percent.

## Success Story: Play ‘N’ Learn Preschool and Daycare



“I was in very unfamiliar waters knowing what the bank needed to put the deal together. If Jason wasn’t there I wouldn’t have been able to do any of that.”  
- Raegen Breeden

Play ‘N’ Learn Preschool and Daycare, owned by Raegen Breeden, started out of necessity more than 20 years ago. After expanding from her home on Malstrom Air Force Base to three off-base homes, her operation continued to grow into a center. But in 2014, with a growing waiting list, she realized she was out of space.

Raegen was referred to Jason at her regional SBDC to explore her options. Jason worked with Raegen to understand her opportunity and began working on a strategic growth plan. Together, they dove into her financials to help project future revenue and expenses needed to support expansion. After identifying a potential building, Jason worked with Raegen to address environmental issues as well as construction costs.

The plan has received bank commitment, assessment funds from the EPA’s Brownfields program, and an SBA 504 loan as part of permanent financing. The total financial commitment is over \$1.8 million. The project will triple the number of children her center can care for, from 43 to 120. It will also expand her STAR Level 4 facility’s quality of care and add 11 new staff positions.

## Success Story: The Infinity Bake Shoppe



“It was a pleasure working with Joe. He answered all my questions I needed and assisted with the financial projections.”  
- *Dottie Wilson*

Dottie Wilson's baking career began when she owned a daycare and provided baked goods to the children under her care. It was through this experience that she realized there was a demand for homemade baked goods in her community. Dottie was approached by a business owner who offered her a baking position at a bakery. After several years of baking and eventually managing the bakery, she decided it was time to venture out on her own.

Dottie visited Joe at her local SBDC for assistance in developing a business plan and financial projections. She wanted to understand how feasible her plan was to start a business before investing her own capital. The process of working with Joe to forecast financials and develop a business plan reaffirmed her belief that it was possible.

When Dottie decided to move forward, Joe assisted in providing information on the process of starting a business and filing the paperwork needed for creating her entity. He also assisted by providing one-on-one guidance on QuickBooks software. Dottie was able to obtain a small equity loan and created 2 full-time jobs and 4 part-time jobs. In her first day of business, she sold out of her products in just over an hour.

## Success Story: Dr. Liz Cavin Naturopathic Doctor



“Brandon helped me sift through the huge amount of information out there on how to start a business.”  
- *Dr. Liz Cavin*

Dr. Cavin was working with another naturopathic doctor when she realized she was ready to branch out on her own. Having done little to no marketing or business planning to promote herself before, she approached Brandon at her regional SBDC to help her get started.

Brandon worked with Dr. Cavin to identify existing revenue streams that presented the best opportunity moving forward. He assisted with developing a digital marketing strategy to promote these opportunities and worked with Dr. Cavin on website and signage design. Dr. Cavin also attended the 5 Disciplines of Marketing class recommended by Brandon to better understand how to market her business.

Through working with Brandon at the SBDC, Dr. Cavin was successful in opening offices in Helena and Great Falls. She continues to see growth and is looking to the SBDC for assistance in creating a plan for continued client acquisition and retention.

## Success Story: Bear Creek Guest Ranch



“Thanks again and again for all your help.  
It’s been a Godsend!”  
- *Bill Beck*

The Bear Creek Guest Ranch is a highly-recognized and well-known guest ranch located next to Montana’s Glacier National Park. Bill Beck and his family have operated the ranch since 1980 and were presented with the opportunity to purchase the business.

Bill came to the SBDC to discuss the possibility of purchasing the ranch and needed assistance in building a solid plan to obtain the financing needed. Stephanie assisted Bill and his family by reviewing historical financials, projecting future financials and developing a business plan supported by solid industry research.

After working for months on tweaking the business plan, negotiating purchase price and exploring new opportunities for the ranch to generate revenue, it all came together. Bill presented the loan package to a local bank which agreed to provide a \$474,000 loan to purchase the property and make improvements. Bill and his family are happy to say they now own the ranch that they have helped make successful since 1980.

## Regional SBDC Grand Opening at Miles Community College



“Southeastern Montana is a great place to do business, and the partnership between the Small Business Development Center and Miles Community College ensures the region will continue to support our state’s entrepreneurs as they start and grow businesses that create more jobs.”  
- *Lt. Governor Mike Cooney*

In 2017, Lieutenant Governor Mike Cooney and Montana Department of Commerce Director Pam Haxby-Cote joined the Small Business Administration (SBA), southeastern Montana economic development organizations, and higher education communities to celebrate the grand opening of the Small Business Development Center (SBDC) at Miles Community College (MCC).

The new Miles City Regional SBDC will serve Carter, Custer, Dawson, Fallon, Powder River, Prairie, Rosebud, Treasure, and Wibaux counties, creating a centralized hub to support entrepreneurs.

Entrepreneurs in southeastern Montana will have new resources available to continue developing the region’s economy thanks to Miles Community College. Hosting the SBDC aligns with the college’s strategic plan to grow workforce development partnerships.

Jennifer Stephens  
SBDC Regional Director

Shandy Hanks  
SBDC Regional Director

## Success Story: Conflux Brewing



“Our experience was fantastic, helping give us confidence, industry reports for our business plan, and insight into lender presentations.” - Hugh Yates

The Yates family decided it was time to take on their first business from an ownership role, but soon realized the size of the project was growing larger than they anticipated. They had developed an initial business plan but needed feedback and insight into finding other local resources for funding as well as industry research that supported their plan.

They visited Jennifer at their local SBDC for help. Jennifer assisted with fine-tuning their business plan and provided solid industry reports to incorporate with actual trending data in sales, year-over-year growth and anticipated future growth. Jennifer’s assistance helped them move forward with their plans in transforming a vacant lot into a brand-new 10,000 sq. ft. brewing facility. The project brings tax revenue and additional traffic to a resurging and flourishing downtown community in Missoula, Mont.

## Success Story: Lund Chiropractic & The Body Building



“This is a dream we have always had for this community and without the help of the SBDC we would not have been able to obtain a financing package.”

- Patrick Lund

Patrick & Marta Lund have operated a successful chiropractic business in Scobey, Mont. since 2011, but in 2017 they pursued their dream of combining the practice with a gym. With the unique method of Advanced Muscle Integration Technique (AMIT) and a sustainable gym would allow them the opportunity to curate a healthful healing space for the community. The dream became a reality and they developed the business concept The Body Building. However, when the Lunds approached a bank about financing, the bank was unable to provide the full loan amount they were requesting so they reached out to their regional SBDC for guidance.

Shandy Hanks, SBDC Regional Director equipped them with loan packaging assistance that included a gap financing option through Great Northern Development Corporation. The financing provided the Lunds with the opportunity to expand their business and bring their dream of The Body Building to life. They can now provide Scobey and the surrounding area with the knowledge to live and obtain a healthy lifestyle.