



Welcome to the 2020 Annual Meeting



**To strengthen local businesses, grow the economy,
and foster community support networks that create
jobs and build wealth within Grafton County.**

COVID-19 RESPONSE

Website Assistance Program

- 0% interest, 6-Month Deferred Repayments

Citizen's Bank Grant

- Individual grants to small businesses up to \$2K

Business Navigator Program

- Guidance on Covid Relief Fund applications, PPE procurement, unemployment programs and reopening
- Funded by Dartmouth Hitchcock, collaboration with Upper Valley Business Alliance
- Municipalities Served: Lebanon, Hanover, Plainfield, Enfield, Claremont



"I'm so grateful for this grant! With it, I covered my expenses for one month, moved to an amazing new location, and beautified my shop, helping to contribute to Littleton's thriving downtown."

*-Jessica, Interiors Green
Citizens Bank Grant Recipient*

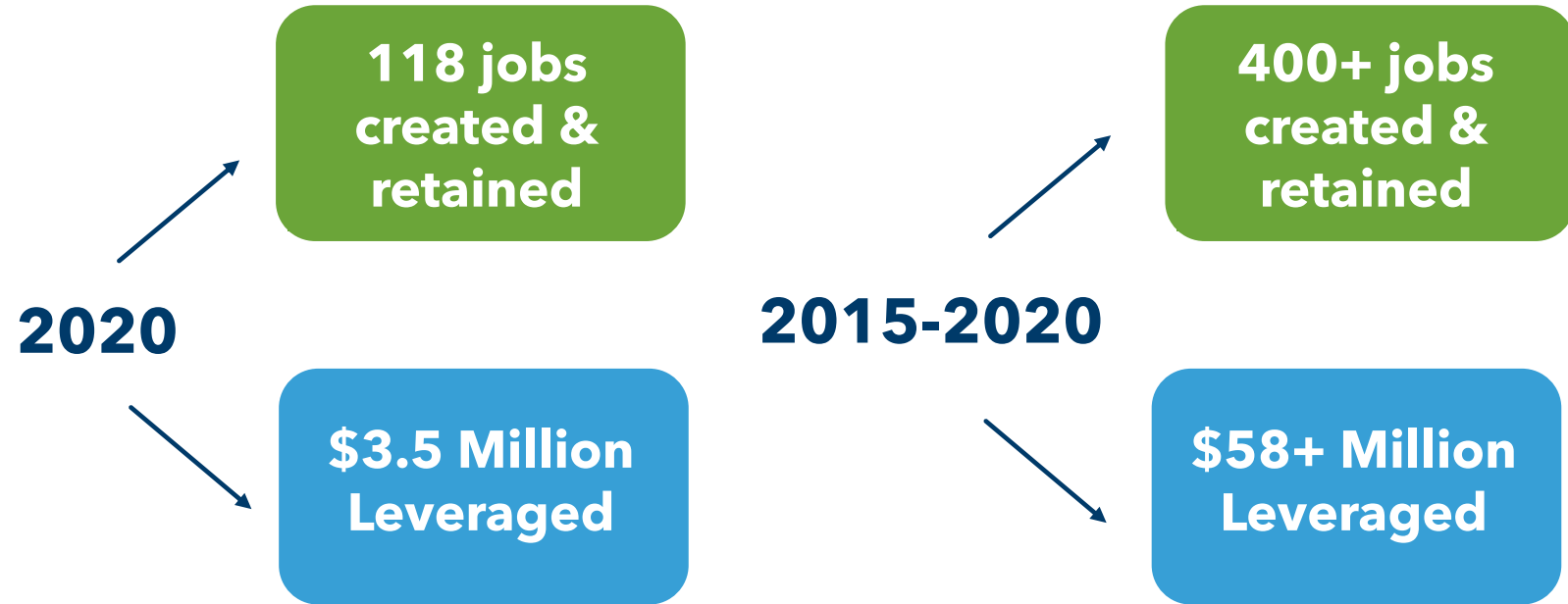
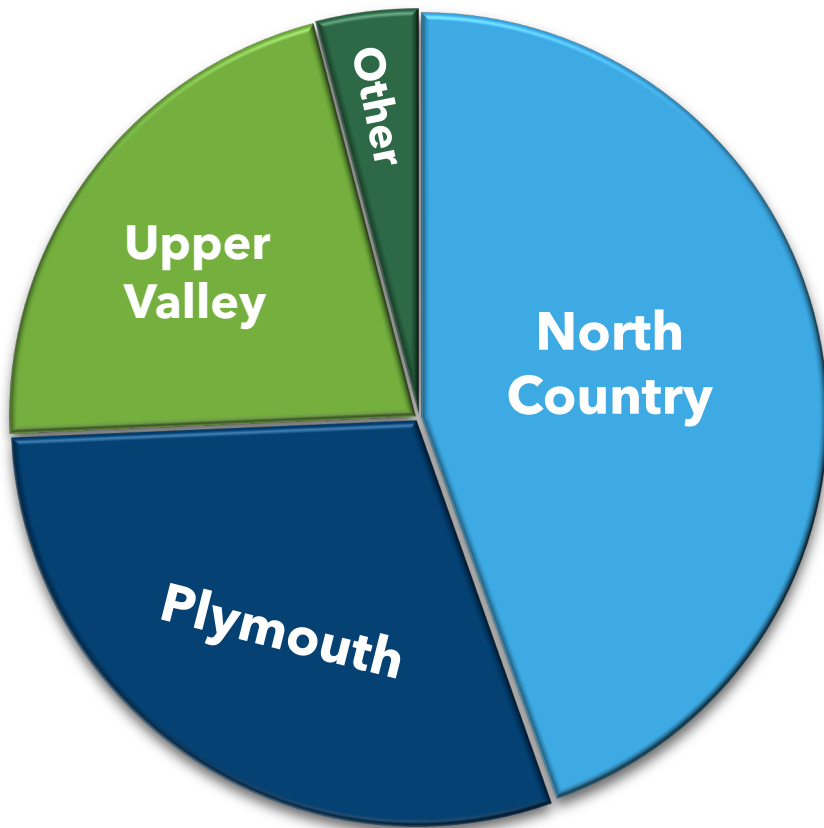
COVID-19 COMMUNICATIONS

- Realtime updates on State and Local programs via social media and newsletter
- Increased media exposure
- Enterprise Center and Dartmouth Regional Technology Center remained open through lockdown with increased safety measures, restricted access, and tenant cooperation
- Updated online program content focus on various relief programs and Covid-related needs
- Dedicated posts and newsletter segments to celebrating community support throughout the region



LENDING

**Distribution of
Lending Dollars in Grafton County:**



- Rek-Lis
- Clever Critters
- Brau Inc.
- Last Stop Bike Shop
- Lisbon Riverside Market
- The Moon
- Campton Corners Convenience Store



INCUBATORS



Enterprise Center at Plymouth

- 95% occupancy rate
- 75% of tenants are women-owned businesses
- Tenant businesses employ a total of 29 people

"Having a clean, safe and comfortable place to work has grown my business substantially in just one year!"

-Stacey Lucas, Veggie Art Girl

Dartmouth Regional Technology Center

- 91% occupancy rate
- Top Earning Tenant: Pete & Gerry's Organic Eggs
 - \$260 million in revenue
 - 116 Grafton County jobs created

PROGRAMMING



Featured Events:

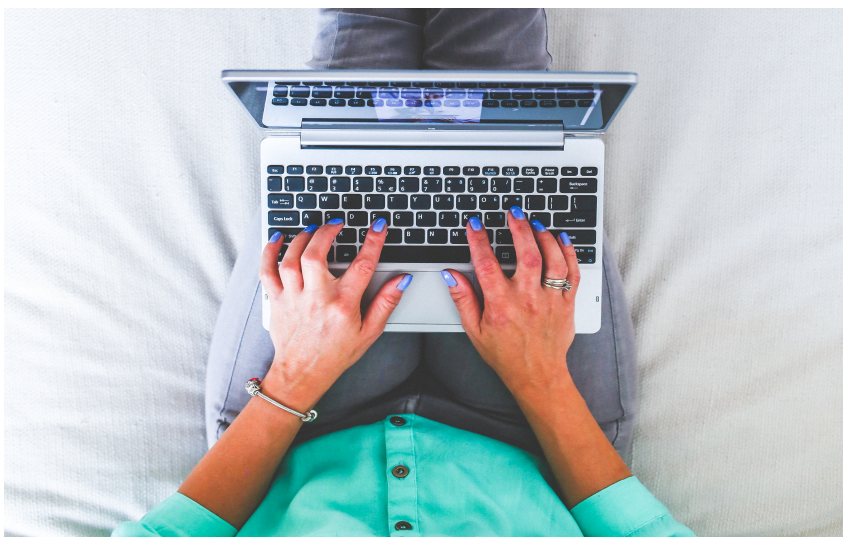
- Legal Series
- Municipality Webinar: Covid-19 Planning for Retailers & Restaurants
- Covid-19 Small Business Resources Webinar
- Young Professionals Happy Hour
- Brown Bag Lunch Series
- Mind, Body & Zoom

Programming Partnerships:

- NH Small Business Development Center (SBDC)
- Center for Women & Enterprise – NH (CWE)
- UNH Cooperative Extension
- Local Chambers of Commerce
- Wentworth Economic Development Corporation, Belknap Economic Development Council, Coos Economic Development Corporation
- Plymouth State University



MARKETING



Connecting with our Community

A look into our posts:

- Weekly "Feel Good" post highlighting local businesses' efforts to give back to the community
- Small Business Spotlight
- Weekly "Workshops & Webinars"
- Federal, State and local Covid Relief Funds
- Report on State updates from Governor Sununu
- Promoted the "Mask Up" initiative

INSTAGRAM

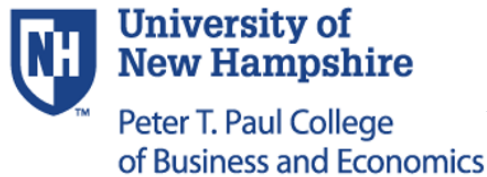
31% increase
over 12 months

FACEBOOK

83% increase
over 12 months

LINKEDIN

26% increase
over 12 months



U.S. Small Business
Administration



New Hampshire Department of
**BUSINESS AND
ECONOMIC AFFAIRS**

WHAT IS THE SMALL BUSINESS DEVELOPMENT CENTER?

- SBDC provides **individualized FREE advising** and educational programs to companies with less than 500 employees in any industry and at any stage
- A resource partner of the U.S. Small Business Administration, NH Center for Women & Enterprise and SCORE
- A partner for local Chambers and GRDC



ADVISOR: RITA TOTH

GRDC AND SBDC'S PARTNERSHIP

- Presented and participated in various educational, skills trainings, and networking opportunities for small businesses and entrepreneurs in Grafton County
- Provided GRDC with client recommendations for dispensing small grants (up to \$2500/recipient) provided by Citizen's Bank
- Assisted GRDC with loan client development and client relation, preparing qualifying clients for potential loan applications
- Fostered meaningful connections and collaborated with local organizations, Chambers, RDCs, and leaders that furthered SBDC's mission in the region which led to regular client referrals and individualized counseling

HOW SBDC BENEFITS THE COMMUNITY

Significant contribution to economic growth in Belknap and Grafton County by advising:

2020

**200+
businesses**

**~25% increase
year over year**

2020

- Loans
- Owner Investment
- Sales Growth

**~3.2 million
capital infusion**

2019-2020

**Over 32%
In growth**

**~\$1 million
more**

A Look to What's Ahead:

- Business Strategy Course
- QuickBooks intensive course
- Professional Business Photoshoot at River Valley Community College
- White Mountain Gateway Fund
- Enterprise Center at Plymouth third floor renovation
- Collaboration with River Valley Community College
- SBDC Upper Valley office hours

THANK YOU!

Contact Us:

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