

# 2020-2022 INLAND EMPIRE SMALL BUSINESS DEVELOPMENT CENTER SERVICES AGREEMENT

Community & Economic Development

City Council  
August 18, 2020

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## BACKGROUND

1. Riverside 2.1 Strategic Goals:  
grow local partnerships, support entrepreneurship and stimulate local investment
2. Over 20 years of Partnership with the Inland Empire Small Business Development Center



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## SCOPE OF SERVICES

1. Citywide workshops to ensure inclusivity and access with an expanded, flexible selection of topics;
2. One-on-one consultations accessible virtually to accommodate needs during COVID-19 crisis;
3. Quarterly partnership meetings and reporting; and
4. Collaboration on cross-marketing opportunities and business outreach as relevant.



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*The mission of the SBDC is to provide the small business community with expert counseling, useful training and important resources needed to achieve their dreams.*



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# PROGRAMS AND SERVICES

## Training



**WEBINAR:  
RESTAURANT  
REOPENING  
AFTER  
COVID-19**

ASSESSING  
BUSINESS  
OPERATIONS  
BRINGING  
EMPLOYEES BACK  
TO WORK  
ENSURING SAFE  
OPERATIONS  
FOR CUSTOMERS  
AND EMPLOYEES

**JUNE  
17  
10 AM**

**REGISTER**  
<https://bit.ly/3eUHnZb>



**AMERICA'S SBDC INLAND EMPIRE**  
Small Business Development Center

**Riverside County COVID-19 Business Grant Program Webinar**

IF YOU ARE A RIVERSIDE COUNTY BUSINESS THAT HAS BEEN NEGATIVELY IMPACTED BY THE COVID-19 PANDEMIC AND HAVE BEEN TURNED DOWN/HAVE NOT APPLIED FOR SBA DISASTER RELIEF FUNDING, YOU CAN NOW QUALIFY FOR A GRANT UP TO \$10,000 FROM THE COUNTY OF RIVERSIDE!

**6 • 12 • 2020**  
10:00 AM-11:00 AM

**REGISTER:**  
[HTTPS://BIT.LY/2Mzkvzc](https://bit.ly/2Mzkvzc)

NO COST TO PARTICIPATE  
CONTACT US (909) 983-5005  
INLANDEMPIRESBDC.ORG

**TOPICS:**

- ELIGIBILITY
- APPLICATION PROCESS
- REVIEW OF APPLICATION



**RESTAURANT RAPID RECOVERY SERIES**

A 4-week series to guide you through the reopening of your business

**Tuesday, May 26 | 10 AM**



**AMERICA'S SBDC CALIFORNIA**  
ORANGE COUNTY INLAND EMPIRE NETWORK

**ASK SBDC  
DAILY CALLS 3:00 PM**

ECONOMIC INJURY DISASTER LOAN, PAYROLL PROTECTION PROGRAM, DISASTER BRIDGE LOAN, 7A FORGIVENESS PROGRAM, AND OTHER FUNDING OPPORTUNITIES FOR YOUR BUSINESS.

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# PROGRAMS AND SERVICES

## Consulting

Paul Nolta-Interim Director  
Wendy Main CPA- Business Consultant  
Karla Gonzales MBA- Business Consultant  
Annie Zheng- Financial Specialist  
Mary Takavorian- Micro-loan Specialist  
Michael Alpert-Business Consultant  
Nathaniel Quinn-Business Consultant

## Expertise

One-on-one no cost consulting with  
expertise in:

QuickBooks ~ Social Media ~ Marketing  
Finance ~ Government Contracting  
Human Resources ~ Restaurant Mgmt.  
General Start Up~ Loans

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# PROGRAMS AND SERVICES

Link To Resources

Fund Options

License & Permits

Programs

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# CONTRACT ACTIVITY REPORT

## CASES


- 436 Clients:  
confidential, one-to-one counseling sessions in the fiscal year

## TRAINING

- 48 Workshops
- 565 Attendees

## BUSINESS TYPES (CASES)

- 68 Retail
- 132 Service-based
- 5 Wholesalers
- 26 Manufacturers
- 37 Construction
- 164 Other including:  
nutrition, logistics, realtors, tutoring, etc.

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## Contract ACTIVITY REPORT

### AREAS OF CONSULTING

- 152 COVID-19 related (April-June 9, 2020)
- 153 financing assistance
- 39 start-up assistance
- 8 business management help
- 21 government contracting certifications
- 18 marketing/sales help

### CLIENT DEMOGRAPHICS

- 37% Hispanic
- 21% African American
- 6% Asian
- 1% Native American
- 35% Caucasian or decline

### GENDER DEMOGRAPHICS

- 29% Woman-owned
- 40% Male
- 11% Both



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## FIREHOUSE SUBS

1. Mr. & Mrs. Moss were trying to secure financing in order to open a Firehouse Subs;
2. IESBDC assisted with financial projections, consolidating loan data, assessing feasibility, securing funding;
3. Open date June 2020.




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**INLAND EMPIRE SBDC**  
3780 Market Street  
Riverside, CA 92507  
**951-781-2345**  
[www.iesmallbusiness.com](http://www.iesmallbusiness.com)  
Services Monday through  
Friday




**Accurate Information**



**Answers to Your Questions**



**Step-by-Step Guidance**



**Contact Us!**

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## Recommendations

That the City Council:

1. Approve a new two-year professional consultant services agreement for Fiscal Year 2020-2021 and 2021-2022 in the total amount of \$100,000 to be paid in annual installments of \$50,000; and
2. Authorize the City Manager or his designee to execute the professional consultant services agreement and make minor non-substantive changes.



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