



















MAINE SMALL BUSINESS DEVELOPMENT CENTERS

2024 ANNUAL REPORT





MAINE SBDC 2024 ANNUAL REPORT

Inspiring Confidence, Transforming Futures





The Maine SBDC proudly reflects on a year marked by resilience, adaptation, and innovation, where challenges became opportunities for reinvention and progress.

A notable change was the conclusion of our long-standing partnership with Coastal Enterprises, Inc. (CEI), as they shifted their strategic focus to specific populations and sectors. As a result, CEI is no longer providing business advising services on behalf of the Maine SBDC.

Maine SBDC embraced this transition as an opportunity to enhance and strengthen the program. With a focus on the needs of Maine's entrepreneurial community, we restructured our operations, expanded and refined our statewide presence, and worked to ensure that we had the expertise and talent to continue delivering exceptional services.

Amid these changes, our commitment to serving Maine's diverse small business communities never wavered. Our dedicated team worked tirelessly to assist business owners in launching new ventures, expanding operations, and overcoming obstacles. Through personalized advising and impactful workshops, we empowered thousands of entrepreneurs to make informed decisions, fostering meaningful growth across the state.

As we move into 2025, Maine SBDC remains deeply committed to the success of our clients, stakeholders, and partners. Together, we are building a stronger, sustainable future for Maine's small businesses.

The MAINE SBDC TEAM

Serving over 2,200 clients in 2024



Mark Delisle State Director



Jennifer Boutin
Associate State Director
of Operations



Peter Harriman Center Director & Business Advisor Southern Maine



Alison Lane Center Director & Business Advisor Central & Northern Maine



Christine Cole Business Advisor Portland Region



Jenn Dobransky Business Advisor Midcoast Maine



Christina Dodge Business Advisor Central Maine



Jon Janson Business Advisor Western Maine



Anne Lancaster Business Advisor Southern Maine



Christina Oddleifson Business Advisor Portland Region



Dion Olmstead Business Advisor Western Maine



Dan Umphrey Business Advisor Northern Maine



Stephanie Case Admin & Data Manager



Aaron Cohen Project Coordinator



Elise Devon
Director of Finance
& Grant Management

2024 Highlights



ECONOMIC IMPACT



HIGH STANDARDS



QUALITY SERVICES



ENHANCED EFFICIENCIES



SERVING & SUPPORTING



LEARNING & EMPOWERING



Fueling Maine's Economy

Driving Economic Growth in Maine: In 2024, Maine SBDC business advisors empowered thousands of individuals, directly contributing to business startups, job creation, and capital investment across the state. Our clients have verified the following outcomes:

2,227Clients Advised

8,778Hours of Advising

132New Businesses Started

526Jobs Created & Saved

\$34 MillionCapital Accessed



Setting the Standard

Maine SBDC successfully achieved national accreditation in 2024, a testament to its commitment to excellence. This rigorous process, based on the Baldrige Performance Excellence Criteria, ensures the highest standards of program delivery and operational efficiency. SBDC accreditation ensures the effective and efficient use of public funds and confirms the strength of the SBDC's program management, financial accountability, and economic impact. This achievement demonstrates the Maine SBDC's dedication to providing top-tier small business assistance and economic development support in Maine.





Congratulations on this significant milestone.
Considerable planning and effort have gone into attaining the goal of full accreditation and the SBDC Network is commended for its success. We are confident that your program will continue to pursue excellence and we wish you well in this endeavor.

- Accreditation Committee



Putting Clients First

Dedicated to helping Maine entrepreneurs succeed. Over 97% of clients recommend the Maine SBDC, praising the clarity and confidence they gain from working with our expert business advisors. Clients consistently share how supported, encouraged, and inspired they feel to build strong, sustainable businesses.

"The support I received from [my advisor] was detailed and more helpful than I imagined.

Everything a small business owner needs to learn is available for free, by a knowledgeable mentor."

"I was **so happy** with the business advisor. She **really helped me and gave me the confidence** I needed." "[My advisor] was

approachable, practical,
and kind. He kept us
focused on moving
forward and setting
actionable goals to
growing our business..."

"Very helpful organization. They walk you through each step and want you to succeed."

"So grateful for this service! **This is exactly** how government should help small biz owners!"

"I really love this
program and [my
advisor]. Her energy is
very motivating and
inspiring..."



Repositioning for Success

New Talent, New Locations, New Structure...Same Great Program. In 2024, Maine SBDC welcomed several talented business advisors and staff to the team. Each brings a unique and impressive background that strengthens the program and its services. This, paired with a new team structure, ensures connected, effective, and efficient service delivery.

This year also brought improved service accessibility. Using market data, the program reassessed and re-positioned its physical presence and is actively setting up new locations to ensure seamless access to its exceptional services.



Not Pictured: Christina Dodge & Dan Umphrey



Empowering All Entrepreneurs

Supporting Maine's small business community, including women, minority, and rural entrepreneurs. Our advisors provide customized support to help each person tackle their unique barriers to success.

In 2024, Maine SBDC clients consisted of...

53% Women Entrepreneurs

32% Young Entrepreneurs (35 years or younger)

28% Rural Entrepreneurs

15% Non-White & Hispanic Entrepreneurs

14% Entrepreneurs with Low-to-Moderate Income

8% Entrepreneurs with Disabilities

7% Veteran & Military-Connected Entrepreneurs



Pictured: Amy Brown of MainelyNP, South Portland; Ailish Kress of Ground Well Counseling, Bowdoinham; Ismael Thadal & Molly Hodgkins of Maine Coast Creamery, Winslow; Stefani Sellers of Ease Massage, Saco; Rochelle Albert of Eido Bar Company, Winslow; Sasha Salzberg, Ian Daly & Evan Carroll of Jerome's, Portland; Melinda Hurt of Hurt & Co, Scarborough; Karen Bachelder of Countryside Kids Childcare, Hiram



Learning for Growth

Committed to empowering and educating business owners to start and operate sustainable businesses. Maine SBDC offers a variety of free, accessible educational resources to entrepreneurs and business owners across the state. These valuable learning opportunities include on-demand eCourses, live webinars, and an ever-growing YouTube library.

In 2024, Maine SBDC's educational offerings consisted of...

34Live Webinars & Seminars

On-Demand eCourses

787Attendees to Webinars,
Seminars & eCourses

17,457YouTube Video Views



Return On Investment

Return on investment for the Maine SBDC is evaluated, analyzed, and reviewed annually through an independent study conducted by Dr. James Chrisman at Mississippi State University. His findings are based on information provided by a survey of clients meeting with a Maine SBDC business advisor for at least five hours. Dr. Chrisman's most recent report indicates that for every dollar invested in the Maine SBDC, \$1.28 was returned in incremental tax revenue.

\$1.28
Incremental Tax
Revenue

\$1.00 Invested

For every dollar invested in the Maine SBDC, \$1.28 was returned in incremental tax revenue.

- Maine SBDC Economic Impact Study: 2022-2023

Financial Overview

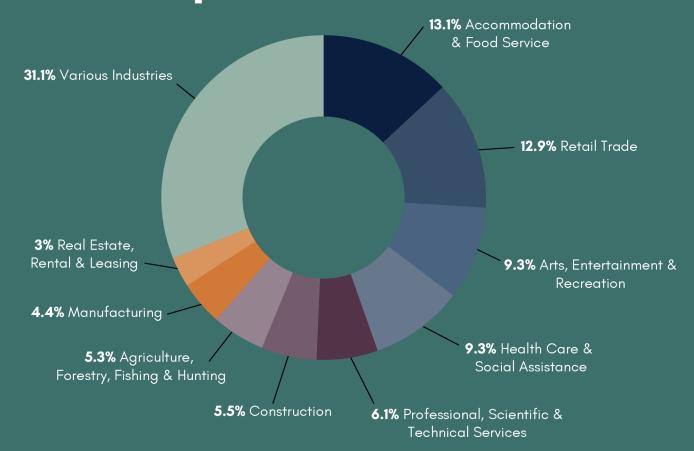
FUNDING					
Source Description	Amount	% of Total			
U.S. Small Business Administration	\$777,777	32%			
Maine Dept. of Economic & Community Dev.	\$683,684	28%			
Host Organizations	\$459,864	19%			
Community Development Block Grant	\$250,000	10%			
Maine Technology Institute	\$100,000	4%			
U.S. Department of Treasury	\$99,011	4%			
University of Southern Maine	\$50,000	2%			
Contracts: State Other	\$29,750	1%			
Total	\$2,450,086	100%			

Excludes USM cost share and in-kind contributions of \$159,656

EXPENDITURES				
Expense Description	Amount	% of Total		
Personnel	\$1,826,288	75%		
Indirect Costs	\$344,173	14%		
Operating Expenses	\$118,223	5%		
Contracted Program Services	\$73,894	3%		
Travel	\$50,095	2%		
Equipment & Software	\$32,058	1%		
Deferred Expenses	\$5,355	<1%		
Total	\$2,450,086	100%		

^{*}Various project years normalized to calendar year format

Client Composition



Client Status 63% Starting a Business 53% Women 15% Non-White & Hispanic 7% Military-Connected

"[My advisor] has been a great sounding board and provided me with a lot of business ideas and resources, as well as information about the best order to take certain steps (e.g., getting an EIN) for ease of paperwork."

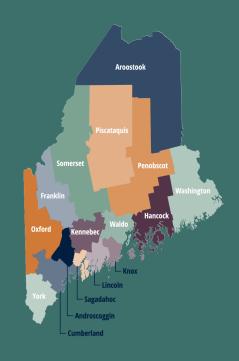
– Ailish Kress, Business Owner

- Ailish Kress, Business Owner Ground Well Counseling, Bowdoinham

Results by County



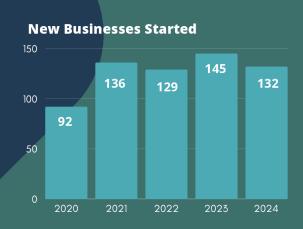
in Maine Every 2.8 Days

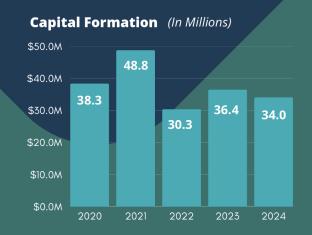


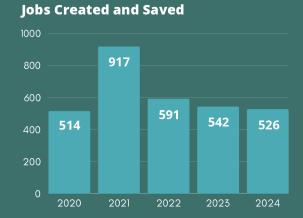
Maine Counties	Clients Advised	Business Starts	Jobs Saved & Created	Capital Formation (\$)
Androscoggin	201	4	18	779,000
Aroostook	66	3	19	2,286,430
Cumberland	671	40	161	10,939,369
Franklin	32	2	5	756,500
Hancock	110	12	47	3,252,198
Kennebec	159	12	60	3,362,773
Knox	78	8	22	3,216,600
Lincoln	53	2	4	35,800
Oxford	62	1	13	135,000
Penobscot	200	12	45	2,604,218
Piscataquis	28	3	9	874,000
Sagadahoc	72	8	8	1,394,400
Somerset	54	3	10	615,000
Waldo	62	4	17	485,797
Washington	46	0	19	814,950
York	311	18	69	2,433,947
Other	22	0	0	0
Total	2,227	132	526	33,985,982

5-Year Trends

Over 2,200 clients turned to the Maine SBDC in 2024 to help navigate the process of starting, managing, or growing their businesses. With the guidance and expertise of business advisors, these entrepreneurs develop the skills necessary to meet their goals, create successful businesses, and improve the local economies in which they reside.







"SBDC and [my advisor] were invaluable resources. They helped me see and prepare for things that were not on my radar, set realistic expectations, and gave me advice when it was time to shift."

- Amy Brown, Business Owner MainelyNP Primary Care, South Portland

Maine Coast Creamery

Client: Ismael Thadal & Molly Hodgkins

Business: Maine Coast Creamery

Location: Winslow County: Kennebec

Client Since: October 2023

Business Advisor: Christina Dodge



After immigrating to Maine from Haiti, Ismael Thadal met Molly Hodgkins. Together they began making ice cream at home, perfecting their recipes with the help of friends, family, and community members as taste testers. Confident they had created something special, they explored the idea of starting their own business.

After connecting with Maine SBDC Business Advisor Christina Dodge, they worked to develop a business plan and financial projections, acquire licensing for their dairy processing facility, and find a business loan banker. They also applied for a grant with the Central Maine Growth Council.

Maine Coast Creamery now produces high-quality, custard-based ice cream in small batches using pure, scratch-made ingredients and no pre-made dairy mixes. The future looks bright as they continue expressing their creativity through their artisan flavors and scaling their business sustainably.

Ismael comments, "Our work with Christina has not just 'helped' our business – it made it possible for us to bring our business to fruition. Christina has tirelessly offered her best advice, guidance, and listening ear to us for months as we navigated the ups and downs of starting our business. She has celebrated our wins with us and provided us with reassurance and motivation when we faced challenges. Her advice is always wise, selfless, and trustworthy."







Countryside Kids Childcare

Client: Karen Bachelder

Business: Countryside Kids Childcare

Location: Hiram County: Oxford

Client Since: August 2020

Business Advisor: Christina Oddleifson



In 2020, Karen Bachelder started Countryside Kids Childcare, a home-based daycare in rural Maine. After two years in operation and with several families on her waitlist, she envisioned relocating to a larger facility to increase her capacity, allowing her to better support local families.

Karen was connected with Maine SBDC Business Advisor Christina (Tina) Oddleifson. They worked closely to prepare a business plan and financial projections for her expansion. Under Tina's guidance, Karen applied for and received funding through the State of Maine's Childcare Expansion Grant Program and secured a loan from Bangor Savings Bank.

Karen's new, larger facility allows Countryside Kids Childcare to offer a high-quality, safe, and engaging environment to more children. Karen is excited and optimistic about the future. Her expanded business not only benefits families but also strengthens the local community.

Karen comments, "Tina has been so helpful with organizing my business plan and getting me bank-ready. She was so supportive and helpful, and listened to my concerns."





Ease Massage

Client: Stefani Sellers

Business: Ease Manual Therapy

Location: Saco County: York

Client Since: November 2022 Business Advisor: Anne Lancaster



Stefani Sellers has always been passionate about healing and helping others. This is why she launched her business, Ease Manual Therapy, in 2022. Ease is Maine's only nationally board-certified medical massage therapy practice certified in manual lymphatic drainage. Stefani provides her clients with effective healing solutions tailored to their individual needs.

Stefani met Maine SBDC Business Advisor Anne Lancaster at an event, and they began working together to develop a comprehensive plan encompassing operations, marketing, a sales strategy, and possibilities for business expansion.

Stefani secured a Regional Hub Financial Grant and a Technical Assistance Grant for bookkeeping services from the Southern Maine Planning & Development Commission (SMPDC). These resources provided the foundation to grow, and she was able to expand her business to a new location. Located in Saco, Ease is a safe and welcoming place dedicated to easing pain, easing minds, and easing souls.

Stefani comments, "I have told many business owners to start with the SBDC to help them get started, work on a business plan, explore funding options, and general advice."





Handful Studios

Client: Julian Erickson-Watson

Business: Handful Studios

Location: Portland

County: Cumberland

Client Since: February 2023

Business Advisor: Peter Harriman



Julian Erickson-Watson's love for pottery began during his senior year of college when he decided to enroll in a pottery class. Not knowing where it would lead, he chose to follow this passion. Eventually, Julian relocated to Maine, where he discovered the rich pottery community in Portland. Julian set out to put down roots by opening a pottery teaching studio.

Julian knew there was a market for his dream, but needed help with the legal, financial, and tax aspects of starting a business. With guidance from Maine SBDC Center Director & Business Advisor Peter Harriman, they developed financial projections to ensure feasibility, prompting Julian to seek funding from a private investor.

They continued working together over the next six months to bring his business plans together. In February 2024, Julian opened Handful Studios in Portland. He hopes to continue growing and add memberships, workshops, and masterclasses.

Julian comments, "You don't know what you don't know, and SBDC's advisors can not only answer your questions, but can help you with things you didn't even know you needed to think about."





Dreamer Food

Client: Anik Derphilibossian Business: Dreamer Food

Location: Bangor County: Penobscot

Client Since: January 2024 Business Advisor: Alison Lane



Anik Derphilibossian, an Armenian-born immigrant from Lebanon, missed the flavors of her homeland after moving to the US in 2021. She began sharing her Armenian and Lebanese culinary creations, which quickly gained in popularity. Starting as a pop-up, Dreamer Food soon captured public interest, inspiring Anik to open a food truck. That's when she sought support from the Maine SBDC.

After connecting with Maine SBDC Center Director & Business Advisor Alison Lane, they worked together to develop a business plan and financial projections, helping secure funding to purchase, build out, and market her food truck.

In May 2024, the Dreamer Food truck made its debut on the Bangor Waterfront. Anik's culinary vision continues to flourish, bringing delightful experiences to food enthusiasts across the community. Looking ahead, Anik plans to expand her business with catering services and market-ready products.

Anik comments, "I cannot thank Alison enough for the work she did for my business. When I arrived at her office, I had no idea what I was doing, and she guided me in every step of the way. I am forever grateful."





SimKit

Client: Jason Hine Business: SimKit

Location: Scarborough
County: Cumberland

Client Since: March 2021

Business Advisor: Christina Oddleifson



Emergency physicians must be prepared to perform a wide array of procedures, including rare, life-saving interventions. To address the challenge of maintaining these critical skills, Dr. Jason Hine founded SimKit, a platform providing procedural videos, point-of-care infographics, instructional pages, and monthly hands-on practice kits.

Dr. Hine teamed up with Sue Rose, an expert in medical education who now acts as Chief Operating Officer. They sought guidance from the Maine SBDC, the Maine Center for Entrepreneurs, and multiple industry experts. They also received funding from the Maine Technology Institute (MTI).

Since 2021, Dr. Hine has received guidance from Maine SBDC Business Advisor Christina (Tina) Oddleifson, who has provided advice on market research, business planning, financial projections, funding, marketing, and bookkeeping.

With the help of the SBDC, SimKit has steadily grown its client base with doctors and is establishing contracts with regional hospitals and medical practices in the US and beyond.



Jason comments, "Tina has been an invaluable resource for us. Her knowledge, guidance, and patience have greatly impacted our business planning and acumen. We wouldn't be where we are without her and the Maine SBDC!"

Mandy's Paw-sitive Strides

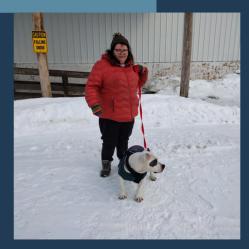
Client: Mandy Lyman

Business: Mandy's Paw-sitive Strides

Location: Patten
County: Penobscot

Client Since: April 2023

Business Advisor: Dan Umphrey



Mandy's Paw-sitive Strides is a dog-walking business owned by Mandy Lyman, a dedicated animal lover in Patten, Maine. She provides walks for dogs, ensuring they receive exercise and care while their owners are busy. Fully licensed and insured, Mandy has also participated in dog obedience classes.

Mandy connected with Maine SBDC Business Advisor Dan Umphrey. She wanted to contribute to her community and build a business to earn her own income. Mandy worked with Dan and her Maine Department of Labor Vocational Rehabilitation (VR) counselor to develop a business plan, secure business insurance, and optimize client contracting practices.



In addition, Dan helped Mandy apply for the Community Development Block Grant (CDBG) program to purchase equipment for operating year-round, especially during Maine winters.

Mandy successfully launched Mandy's Paw-sitive Strides and was honored in November 2024 at the Maine Association of People Supporting Employment for All (APSE) Conference in Bangor.

Mandy continues to operate her business with great success. With her vibrant personality, positive attitude, and unwavering determination, she is a shining example of how individuals can achieve their entrepreneurial dreams with the right support.

Mandy comments, "If you have a dream, chase it. If you stick to it and you're persistent, your dreams can become a reality."

Fore & Wharf

Client: Dylan John

Business: Fore & Wharf

Location: Portland
County: Cumberland

Client Since: March 2023

Business Advisor: Christine Cole



Dylan John and his fiancé Ellen turned their passion for style and community into Fore & Wharf, a men's and women's clothing boutique embodying the charm of New England. Dylan saw Portland as the ideal place,

FORE & WHARF

but he needed to balance seasonal inventory, customer preferences, and trends.

Dylan reached out to the Maine SBDC and connected with Business Advisor Christine (Chris) Cole. He received guidance on crafting a business plan, managing financial projections, and planning inventory for the seasonal market. These foundational steps gave him the tools and confidence to move forward.

Fore & Wharf officially launched its business and features coastal styles, wardrobe essentials, and skincare and fragrance products. Dylan and Ellen have also collaborated with local brands, embedding Fore & Wharf into the local community.



Dylan plans to expand through community events, collaborations, and an enhanced online store. He is committed to maintaining the boutique's authenticity, ensuring it remains a space where customers feel welcomed and inspired.

Dylan comments, "What I appreciated most was how Chris took the time to truly understand my vision for Fore & Wharf and helped me bring it to life in a way that felt authentic to both me and the Portland community."

Acadia Insulation

Client: Wesley Grover

Business: Acadia Insulation

Location: Lewiston

County: Androscoggin

Client Since: December 2023

Business Advisor: Christina Dodge



After years of working for a large insulation contractor, Wesley (Wes) Grover decided to start his own business. Dissatisfied with the profit-driven approach of his previous employer, Wes, a US Army veteran, wanted to prioritize employee well-being and customer service. "If you put your employees first, they will, in turn, look out for your customers," Wes explains.

To bring his vision to life, Wes turned to Maine SBDC Business Advisor Christina (Chris) Dodge for guidance. Chris helped him set up his LLC, draft a business plan, and develop financial projections to secure funding.

In February 2024, Wes launched Acadia Insulation, a veteran-owned and operated company in Lewiston. Specializing in batt, blown-in, and spray foam insulation, the company serves builders and contractors in the new construction market. Acadia Insulation exceeded its first-year projections, closing with nearly double initial estimates.

Wes has plans for further growth by expanding services, building a sales team, and launching advertising to reach new markets and strengthen the business's industry position. With a focus on teamwork and innovation, Acadia Insulation is positioned for success.

Wes comments, "Chris is very knowledgeable, engaging, and offers excellent direction and advice. I would not have been able to build this business as quickly as I did without her knowledge and input."



New England Iron Pollo

Client: Alberto Mateo

Business: New England Iron Pollo

Location: Bangor County: Penobscot

Client Since: August 2022

Business Advisor: Christine Cole



Alberto Mateo moved to Maine in 2022 and brought extensive food industry experience. He wanted to start a business that celebrated Maine's rich history as the former chicken capital of the world (a commonly forgotten fact) and incorporated his heritage with Caribbean Latino flavors.

Alberto sought guidance from Maine SBDC Business Advisor Christine (Chris) Cole. Alberto initially envisioned opening a brick-and-mortar restaurant featuring American Latino cuisine. However, after meticulous planning sessions with Chris, Alberto pivoted toward a food truck. Alberto and Chris worked together to create a business plan and financial projections, secure grant funds, and tackle licensing requirements.

Their dedication and resourcefulness culminated in the grand opening of New England Iron Pollo, bringing a burst of Latino flavors to the Bangor area. The future looks promising for Alberto, and he is excited to make New England Iron Pollo a household name in Maine (and beyond!).

Alberto comments, "Without the SBDC and without Chris, it would have taken me years to do what I have done in such a short time. Once again, information is KEY, and the SBDC is offering great information at no cost."





Ferda Farms

Client: Maxwell & Chris Burtis

Business: Ferda Farms Location: Brunswick County: Cumberland

Client Since: March 2021

Business Advisor: Peter Piconi



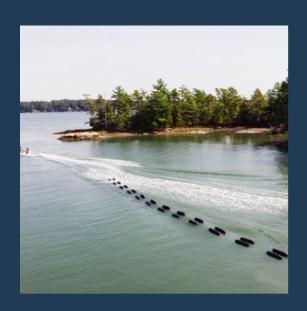


Ferda Farms is an oyster farm on the New Meadows River in Brunswick. Committed to sustainable farming practices, it specializes in cultivating fresh, high-quality Bombazine Oysters that capture the essence of the pristine Maine waters. Business owners Maxwell Burtis and his father Chris are experienced mariners with a deep-rooted connection to Maine's working waterfront and coastal environment.

Seeking to expand and enhance their operations, Max and his father began working with former Maine SBDC Business Advisor Peter Piconi to refine their strategy and secure financing, positioning Ferda Farms to approach lenders and access grant programs. They secured a loan and a grant from the Island Institute to implement solar and battery power solutions, furthering their commitment to sustainable and responsible farming practices.

Max plans to double output in the next five years. He notes the biggest challenge of running a business is how stressful making financial decisions can be, but he feels confident in their future with resources like the SBDC by his side.

He comments, "You may be surprised by how familiar the [SBDC] advisors are to your industry and how many resources they have to help you plan the growth of your business."



Partners

The SBDC is a cooperative effort that leverages federal, state, and higher education resources to help entrepreneurs and small businesses to start, grow, and succeed.



U.S. Small Business Administration The U.S. Small Business Administration (SBA) funds and administers the nationwide SBDC program to assist current and prospective business owners. Working with local SBA district offices, SBDC offers services tailored to local communities and individual clients to help promote entrepreneurship and small business growth.



The State of Maine provides funding through the Department of Economic & Community Development (DECD) to support the Maine SBDC program. Maine SBDC and DECD work together to promote business development and economic growth by ensuring entrepreneurs and small business owners can confidently navigate the process of starting and growing their businesses.



Nearly 50 years ago, the University of Southern Maine (USM) piloted the Maine SBDC to provide essential assistance and education to Maine's small businesses and entrepreneurs. Since those initial days, USM has continued to provide critical support and guidance on the operation of the SBDC program across the State.



The Maine Technology Institute (MTI) provides funding to the Maine SBDC program. Maine SBDC and MTI share common goals, including the development of individual entrepreneurs within the State of Maine towards sustainable economic growth.

Partners

Critical to the Maine SBDC's success are the partner organizations that staff our business advisors across Maine.

These long-term partners include:



Androscoggin Valley Council of Governments (AVCOG) has one SBDC business advisor.

AVCOG is a regional planning agency serving Western Maine communities including Androscoggin, Franklin, and Oxford Counties.



Northern Maine Development Commission (NMDC) has two SBDC business advisors. NMDC is a regional planning and economic development organization serving Aroostook, Washington, Northern Penobscot, and Piscataquis Counties.



Maine Small Business Development Centers

207-780-4420 800-679-7232

www.mainesbdc.org

FEATURED ON FRONT COVER: Sasha Salzberg, Ian Daly & Evan Carroll of Jerome's, Portland; Maxwell Burtis of Ferda Farms, Brunswick; Rochelle Albert of Eido Bar Company, Winslow; Julian Erickson-Watson of Handful Studios, Portland; Stefani Sellers of Ease Massage, Saco; Amy Smith of Arranged by Amy, Portland; Wesley Grover & Family of Acadia Insulation, Lewiston; Ismael Thadal & Molly Hodgkins of Maine Coast Creamery, Winslow