

Washington SBDC PORT ANGELES CENTER 2019 ECONOMIC IMPACT



SBDC ADVISORS MAKE A DIFFERENCE

	2019	2010-2019
Served by the SBDC CLIENTS	79	632
Start New BUSINESSES	5	63
Created & Saved JOBS	88	263
Generated SALES	\$29,884,210	\$30,639,144
Access Investment CAPITAL	\$139,800	\$9,022,895

Economic Impacts are self-reported and client-verified

STATEWIDE IMPACT

Compared to average Washington businesses, Washington SBDC clients increased revenue & created jobs at significantly greater rates than other Washington businesses.

+ JOB GROWTH +
5.4% Washington average
7.5% average SBDC client

↑ SALES GROWTH ↑
4.9% Washington average
14.1% average SBDC client



For every **\$1** invested in the Washington SBDC, our clients generate **\$3.32** in incremental tax revenue.



96% of our clients say they would recommend SBDC services to others.

10-year average (2010-2019) of Independent Annual Survey by Dr. James Chrisman, Mississippi State University

SUCCESS STORY: Call Luke!, Port Angeles, WA

Carpenter ants in the garage? Rats under the house? Noxious weeds in the yard? For a plethora of problems caused by both flora and fauna, plenty of people on the Olympic Peninsula now Call Luke for pest control assistance.

Luke Groves and his wife, Rebecca Beshere, are longtime residents of the Olympic Peninsula, but first-time business owners. Luke had been a pest control technician in the region for 15 years when he lost his job due to a management change in late 2018.

At that point Luke thought he'd have to relocate to Thurston or Kitsap County to find work, a prospect neither he nor Rebecca liked. Then, while meeting with a business advisor with the Washington Small Business Development Center (SBDC) on another matter, the advisor asked him, "Have you ever thought about opening your own business?"

Turns out he had thought about it, but decided it was not practical or feasible. After talking with Kevin Hoult, the SBDC advisor in Port Angeles at that time, Luke and Rebecca decided to think again.

As a resident of Port Angeles, Hoult has a particular passion for supporting service sector businesses. Not only is small business ownership a potential pathway to financial security for residents of rural communities, locally-owned small businesses improve the quality of life for everyone.

While Hoult's suggestion was exciting to think about, Luke still worried.

He and Rebecca lived in a small apartment and they did not have significant assets to fund a business startup. Insurance alone might be a game stopper. If they got over that hurdle, how would they find customers?

Their concerns were legitimate, Hoult said, but he shared an old bromide with them: "Even a fool can solve problems with money, but the smarter you are, the less money you need."

Together they worked through L&I compliance issues and talked through insurance options, including bonds and how they worked. Rebecca's father gave them a van. Other cost-saving strategies included not having a storefront and buying chemicals and supplies as needed so they didn't have to store anything for more than a week.

That first winter, in an effort to raise startup capital, Hoult suggested they announce the launch of their business with a promotion, which they did. Rebecca created a simple flyer offering a year of pest control (or four treatments) for one price. They figured if they could get 2% of Clallam

County homeowners as regular customers, they'd have a sustainable business. At first, people who knew Luke from past work started calling and then others began calling as well.

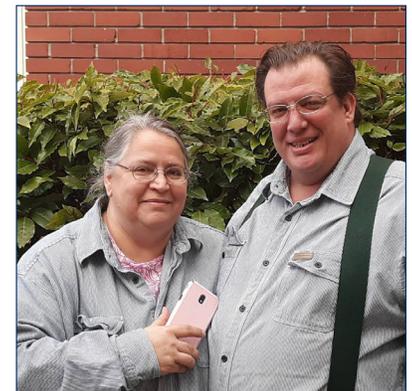
Along with getting business advising assistance from the SBDC, Luke and Rebecca have also used the services of WSU Extension to learn more about sustainable pest control practices and newer, safer, more efficient chemicals.

"The other services that WSU has have just been tremendous," Rebecca said. "These are well-trained people."

Call Luke! has been in business for just over a year and Luke and Rebecca are thrilled they took the leap into small business ownership with the help of the Washington SBDC.

"Kevin was not just helpful, he was CRUCIAL," Rebecca said. "We would not have been able to do nearly so well so soon without him."

Note: Kevin Hoult began working on special projects in 2019 and Mike Rieckhoff is now the SBDC advisor meeting with clients in Port Angeles.



Rebecca and Luke Groves, owners of Call Luke!

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