America’s SBDC Arizona Network Celebrating over 30 Years of Helping Small Businesses 1988 – 2019
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Mission Statement

We provide high quality, high-impact one-on-one counseling, resource assistance and training to preserve and create small business jobs and revenue, and to facilitate capital formation throughout Arizona.
It's been another incredible year for the Arizona Small Business Development Center Network. The accomplishments of the 2019 Success Awards highlight the positive and lasting impact that AZSBDC has made on Arizona's small businesses and our state's economy.

The Arizona County Community Colleges are collectively the largest training providers in Arizona and a critical partner in workforce and economic development. We are growing talent and enhancing skills and abilities that bolster the economic output of our state. AZSBDC maximized that talent, providing invaluable services to start-ups and small businesses, leading to job creation throughout Arizona.

The achievements recognized by the 2019 Success Awards are the result of the extraordinary commitment to understanding and serving the complex and ever-changing needs of today’s workforce. AZSBDC’s commitment to collaborating with small-business owners and providing opportunities for our community directly contributes to the economic prosperity for Arizona’s families.

We are proud to support the Arizona Small Business Development Center Network. Please accept my warmest congratulations to all of the 2019 Success Award Winners.

“AZSBDC’s commitment to collaborating with small-business owners and providing opportunities for our community directly contributes to the economic prosperity for Arizona’s families.”
The Arizona Small Business Development Center Success Awards shines a well-deserved spotlight on Arizona’s job creators and innovators. This event provides a valuable venue to share MCCCD’s commitment to engage with entrepreneurs and support our small business community through AZSBDC. When we work together, our collective success contributes to the vitality of our economy and provides individual and collective opportunities throughout Maricopa and across the state. At MCCCD, we are proud to be the host institution for the AZSBDC and most heartily congratulate our 2019 Success Award Winners!

The America’s SBDC Arizona Network shares the strategic objectives of the U.S. Small Business Administration and we appreciate our partnership. By providing high quality, high-impact, one-on-one counseling, resource assistance, and training to preserve and create small business jobs and revenue, the America’s SBDC Arizona Network helps the Arizona economy to continue to flourish. I congratulate the small business owners being recognized this year for their hard work and great success.
“In every success story, you will find someone who has made a courageous decision.”
— Peter Drucker

America’s SBDC Arizona Network

On behalf of the America’s SBDC Arizona Network (AZSBDC), the state’s most extensive, comprehensive, and assessable provider of small business assistance, welcome to the 2019 Success Awards celebration!

Each year, the Success Awards celebrates the determination, hard work and perseverance of small business owners throughout Arizona who have risen to embrace the challenges of today’s fast-paced and innovation-fueled economy. This year is no different. Our 13 honorees have each demonstrated that seeking technical assistance and working to expand their skillsets are key to creating sustainable business success and economic impact. We congratulate them all!

The AZSBDC Network is a leader in creating small business success across Arizona. Our Network is a powerhouse of expertise and assistance contributing to job creation and economic impact. With the help of AZSBDC professionals, small businesses are transforming innovation into sales, creating jobs and identifying new market opportunities.

Our Network stands apart by building lasting relationships with rural, urban and suburban communities and investing in their growth. Our investment in long-term initiatives sustains healthy business practices that help strengthen Arizona’s small business economy.

America’s SBDC Arizona network exists to help small business owners identify opportunities, meet challenges, manage growth and plan for a bright and sustainable future. Please join us in celebrating the passion and dedication that allows Arizona’s small businesses to succeed in such a dynamic economic landscape.

Congratulations to our 2019 Success Award Winners, and to each of you who are involved in fostering small business success!

Janice C. Washington, MBA, CPA (RET)
State Director, America’s SBDC Arizona Network
169,000 clients counseled and trained
27,000 jobs created/retained
4,200 business starts
over $1.2 billion in sales increases
$956.8 million in capital formation
Facts at a Glance in 2018

Arizona Network

5,604 clients counseled and/or trained

1,350 jobs created/retained

business starts 333

over $58 million in sales increases

over $50 million in capital formation

ONE BUSINESS AT A TIME
About America’s SBDC Arizona Network

We are Arizona's largest, most comprehensive and accessible statewide source of assistance for small businesses in every stage of development.

America’s SBDC Arizona Network (AZSBDC) is an innovative partnership between 10 community college districts, the U.S. Small Business Administration (SBA) and the U.S. Department of Defense (DOD). Our Network has 10 SBDC Service Centers, additional satellite locations and four Arizona Procurement Technical Assistance Centers (AZPTAC) statewide.

The Arizona Procurement Technical Assistance Center (AZPTAC) program helps businesses explore government contracting opportunities at the federal, state and local levels. AZPTAC provides counseling, training, certification information and other services that connect business owners to potential government contracting opportunities.

AZPTAC is linked to the national APTAC organization which connects more than 300 offices across the country. The PTAC program was authorized by Congress in 1985 to help small business compete in the government marketplace and is administered by the Defense Logistics Agency.

The AZSBDC Network has been assisting small businesses in Arizona for more than 30 years (1988 – 2019). Our Network is an accredited member of America’s SBDC, a national system which connects 63 SBDC networks and more than 1,000 SBDCs across the country.

AZSBDC Strategic Initiatives

The America’s SBDC Arizona Network focuses on high impact strategic initiatives to provide local businesses and entrepreneurs with the core, as well as advanced level, financial education services/tools/resources they need to thrive, compete and succeed.

Supporting small business formation and growth moves our economy forward and makes local communities healthier.

Strategic Initiatives:

• Agriculture
• Incubators
• International Trade

• Manufacturing
• Procurement
• Veterans

• Technology and Innovation
• Underserved Populations
Superstition Meadery, founded in 2012, is owned by Jeff and Jennifer Herbert. Their mission was to reintroduce the world’s oldest fermented beverage to mankind. Since 2012, Superstition has introduced over 170 unique meads and hard ciders. They are proud to be a meadery in Arizona and an urban winery in Prescott. Their products range from dry to sweet, still to sparkling, and easy drinking to the most flavorful beverage imagined.

In a need to expand, Superstition Meadery obtained help from Yavapai College SBDC. They connected Superstition with the Arizona Commerce Authority and lenders to assist in securing their first SBA loan in March of 2016. A second loan was secured in May 2017 and a third is in progress for $1.6 million. Yavapai SBDC continues to provide strategic planning and HR management expertise.

“The SBDC staff helped our company realize several remarkable goals, and we are grateful for their continued support of Superstition as we follow our mission, create new opportunities for our employees, and make a difference in our community.”

Assisted by:
Yavapai College SBDC
www.yc.edu/sbdc
Director: Jeri Denniston
Owner: Jeff and Jennifer Herbert
Address: 120 W. Gurley Street
Prescott, AZ 86301
Phone: (480) 296-4211

Host: Yavapai College
Dr. Lisa B. Rhine, President

Employees at Start-up: 3
Employees in 2018: 25
Business Began: 2012
Capital Formation: N/A
First Year Revenue: $12,000
2018 Revenue: $2.6 Million
Pinnacle Medical Group, owned by Marlena Lopez, provides primary care, urgent care, employee health services, worker’s compensation injury care, orthopedics services, and physiatry services. They are dedicated to improving the health of every life they touch by delivering the best medical care to all they serve.

Marlena had an opportunity to take over an existing medical practice and approached Arizona Western College SBDC to help with the transition. After attending workshops focused on finance and Profit Mastery, Marlena was able to establish two LLC’s. The knowledge she gained, helped her transition from a medical provider to a medical entrepreneur who runs her own business.

"Working hand in hand with Randy at Arizona Western SBDC, made transitioning from health provider to entrepreneur feasible. I look forward to many years of providing healthcare in my community."

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Whiskey Waters, is owned by Mike and Kendra Holcomb. Located in Page, Arizona. They provide a wide selection of soft drinks, snacks, beer, wine and an assortment of liquor. In addition, they provide guidance for boating, fishing, camping and area information for Lake Powell and the surrounding area.

Kendra approached the Coconino Community College SBDC for assistance with financials and evaluating the opportunity to purchase an existing business. The SBDC assisted with interpreting financials, cash flow analysis, choosing between two opportunities, and loan packaging for banks. Whiskey Waters was successful in obtaining $650,000 in start-up capital.

“We couldn’t have made it happen without the SBDC! Even though it was a huge undertaking, the SBDC gave us the encouragement and the tools necessary to begin our business adventures and we are forever grateful!”

Assisted by:
Coconino College SBDC
www.coconinosbdc.com
Director: Diana White
Business Analyst: Jim Hunter
Owner: Mike and Kendra Holcomb
Address: 902 N. Navajo Dr.
Page, AZ 86040
Phone: (928) 645-3575

Host: Coconino Community College
Dr. Colleen A. Smith, President

Employees at Start-up: 4
Capital Formation: $650,000
Employees in 2018: 7
First Year Revenue: $851,000
Business Began: 2016
2018 Revenue: $1.46 Million
“Cochise College SBDC was instrumental in making our dream come true. Without their assistance we would not be here today”.

White Raven Trading Co is a museum and retail shop that offers a unique selection of ancient artifacts, magical supplies, jewelry, and everything else that sparks a person’s curiosity. White Raven was started in 2018 by Carolyn and Graham Criglow and is located in Tombstone, AZ. They approached the Cochise College SBDC for assistance in opening their roadside attraction business based on a referral.

The SBDC provided assistance with the initial business plan and valuable connections to other resources in the area to make White Raven Trading Co a reality. White Raven Trading Co raised $200,000 for initial capital, employs two people, and had revenue of $35,000 in 2018.
Frances Martinez and Jeff Taisto came to the Eastern Arizona College SBDC in 2014 with the opportunity to purchase a local historic building. They wanted to renovate the building into a bed and breakfast inn with 14 unique rooms for rent along with a 2-bedroom adjoining guest house. The SBDC helped locate potential lenders, assisted in developing financial projections and walked them through every step of preparing their business plan.

In 2017, the couple purchased an Elks Lodge building and renovated it into a restaurant and bar. After a successful renovation, “The Plank” opened in July 2017 with the assistance of the SBDC. In late 2018, Frances and The Plank were the winners of Shark Tank – Graham County, winning $12,500 to help finance the expansion of a new outdoor dining patio.

“Jeff and I would not be where we are today without the continued help and support of Eastern SBDC. Our adventure started out with a for sale sign stapled to a tree. Five years later we are proud owners of two small businesses.”

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Escape Rooms Mesa was established in the summer of 2016 by Danielle Tomerlin. The escape room experience consists of being locked in an intricate room with a team of players; with the goal of finding the key to get out of that room. After experiencing three escape rooms with her husband Jason, Danielle leased a space to begin her own Escape Room business.

After continued growth, Danielle placed an offer to purchase the building they were leasing. The Maricopa SBDC Service Center advised Danielle on different SBA loan options.

The valuable strategy in leveraging assets, staff, and capital that Maricopa SBDC provided, helped Danielle to go from a three room facility to the largest Escape Room complex in the United States and two franchises.

“I would not be as successful as I am without the help of the SBDC. I look forward to our monthly meetings and am always happy to have homework to implement, it makes my business better every time.”

Assisted by:
Maricopa SBDC
www.maricopa-SBDC.com
Director: Nancy Sanders
Business Analyst: Katie Boddy
Owners: Danielle Tomerlin
Address: 86 W. University Dr.
Mesa, AZ 85201
Phone: (602) 632-1542

Host: Maricopa Community Colleges
Dr. Maria Harper-Marinick, Chancellor

Employees at Start-up: 5
Employees in 2018: 20
Business Began: 2016
Capital Formation: N/A
First Year Revenue: $86,000
2018 Revenue: $700,000
“The SBDC was instrumental in providing guidance and vital resources that assisted me in launching my business. My success is due in part to the expertise provided by this organization.”

JAG Construction, LLC (JAG) is a diverse grading and excavating contractor founded by Noel Guevara in 2016 and located in Peoria, AZ. With decades of industry experience, JAG offers services to projects that span the entire grading and excavating industry. Some of those services include: Site Development, Mass Excavation, Ponds/Retention Basins, Canals, Dams, Custom Pads, Material Import/Export, Dewatering, Roadway Corridor, and Embankment Protection.

Noel came to the Maricopa SBDC Service Center in 2016 with the idea of opening his own business. The SBDC assisted with business planning, reviewed the pro forma prior to the lender package submission, and referred Noel to financial institutions where he was able to obtain $80,000 in financing.

JAG Construction is a certified Minority Owned (MBE) business.

Employees at Start-up: 5
Employees in 2018: 23
Business Began: 2016
Capital Formation: $80,000
First Year Revenue: $325,000
2018 Revenue: $1.6 Million
“We were introduced to the SBDC through the SBA when we first began the journey to open our business. The SBDC’s insight and guidance in helping us to complete our business plan was instrumental in us getting our loan. We feel the SBDC is a partner in our success, and we are very grateful to them.”

Swingin’ Safari Mini Golf, LLC (Safari) offers a single indoor 18-hole glow in the dark mini golf course. The company was started by Debbie and David Lake in Chandler, AZ and opened for business in May 2018. Since that time they saw great success, were recognized and highlighted by several local TV and newspaper media outlets, and listed as one of the top 10 things to do in the summer.

SBDC assisted in the areas of hiring, policies and procedures, accounting, bookkeeping, and intellectual property. Safari successfully obtained an SBA loan for $227,500 to launch the business, and are on a path to profitability.
Advance Tire & Auto Repair Inc. (ATAR) is owned by Mark Arbuckle and Ralph Cody and located in Mohave, AZ. The company sells tires and provides auto repair services.

ATAR started the process to acquire an existing business in the summer of 2018. Ralph and Mark went to the SBA website and found their local SBDC. Within 3 months the Mohave Community College SBDC helped secure funding for ATAR. The SBDC assisted with their business plan, financial projections, loan package, and guidance on SBA preferred lenders. ATAR created 6 new jobs from their acquisition and had first year revenues of $122,715.

"Working with the SBDC was one of the greatest decisions we made leading to the success of launching our business. With the SBDC's hard work we were able to be off and running within a 3-month period. We highly recommend using the SBDC to assist anyone interested in starting their own small business."

Assisted by:
Mohave Community College SBDC
www.movave.edu/sbdc
Director: Lisa Card
Owners: Mark Arbuckle and Ralph Cody
Address: 4380 Hwy 95
FT. Mohave, AZ 86426
Phone: (928) 788-3897
Host: Mohave Community College
Diana Stithem, Interim President
KSI Metals, Inc. is a metal fabrication and wholesale supply company founded in 2012 by Terril Kay. KSI opened its first wholesale location in Phoenix, Arizona and in 2016 opened another wholesale distribution location in Albuquerque, New Mexico. Three years later, Terril received financing to expand his operations into manufacturing of custom metal roofing materials and siding supplies. The manufacturing plant expansion located in Snowflake, AZ is expected to be operational in the fall of 2019.

The Northland Pioneer College SBDC assisted KSI with their first commercial refinance loan, helping them obtain favorable rate and terms. In addition, the SBDC trained KSI with programs like Growth Wheel, 4 Disciplines of Execution and Profit Mastery.

“*The SBDC assisted me in all areas of our business and was a tremendous help with the approved loan package to expand my business into manufacturing in Snowflake.*”

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Doulos Concrete, a versatile concrete infrastructure contractor was started in 2015 by Gwen and David Howell. Doulos focuses mostly on curbing and sidewalks that go into subdivisions, box culverts, scuppers and light poles. They approached the Pima Community College SBDC to learn how to start a business, understand legal requirements, and how to acquire a loan. With the help of the SBDC, Doulos was able to obtain a loan for $275,000.

“The SBDC was instrumental in getting Doulos Concrete off the ground. Their events, workshops, classes, and dedicated one-on-one counseling made our dream of business ownership a reality.”
Turner Laboratories, Inc.
Tucson, AZ

Assisted by:
Pima Community College SBDC
http://pccsbdc.azsbdc.net
Director: Ellen Kirton
Business Analyst: Karen L. Burns
Owner: Michael and Debra McGovern
Address: 2445 N. Coyote Drive, #104
Tucson, AZ 85745
Phone: (520) 850-9122

Host: Pima Community College
Dr. Lee Lambert, Chancellor

“The SBDC made it possible for me to expand my business by connecting me with Small Business Administration (SBA) financing. I will forever be grateful for the expertise, knowledge and guidance they provided.”

Turner Laboratories, Inc. (TLI) is a full-service environmental testing laboratory that was founded in 1984. TLI was purchased by Michael and Debra McGovern in 2013. They are the largest, locally-owned testing laboratory in Southern Arizona. Michael approached the Pima Community College SBDC for assistance with capital to upgrade existing equipment and to provide a working capital line of credit to carry short term accounts receivable during growth periods.

The SBDC assisted TLI in moving its banking relationship to a new institution that provided long-term SBA equipment financing and short-term SBA financing. After attending the Profit Mastery cash flow and trend analysis class offered by the SBDC, Michael implemented many of the concepts for the benefit of the business.

Employees at Start-up: 5
Employees in 2018: 13
Business Began: 1984

Capital Formation: $250,000
First Year Revenue: $80,000
2018 Revenue: $1.58 Million
Cetechs is a strategic staffing and workforce solutions firm headquartered in Mesa, Arizona and founded by U.S. Army veteran, Wilbert Johnson. Cetechs offers business insight, candidate placement, and execution for your Healthcare, Engineering or Administration projects. The company is a Service-Disabled Veteran-Owned Small Business and 8(a) certified small business.

Wilbert approached the Arizona Procurement Technical Assistance Center (AZPTAC) in 2012 to assist in their understanding with government contracting. The AZPTAC taught Wilbert how to search and read solicitations, develop proposals and capability statements, gain an understanding on how to price service work, and how the contracting process works as a whole. Cetechs became an Inc. 500 honoree in 2018 and ranked #266 of the fastest-growing private companies in America.

“Cetechs is extremely grateful for the AZPTAC. We think they are very valuable to small businesses by providing their expertise while assisting and helping them prepare to compete at a high level for government contracting.”
America’s SBDC Arizona Network
Hosted by: Maricopa County Community Colleges District

AZSBDC Network Lead Center
Maricopa SBDC
Arizona Procurement Technical Assistance Center
Maricopa County Community College District, Tempe

Arizona Western College SBDC
Yuma, Arizona

Coconino Community College SBDC
Flagstaff, Arizona

Cochise College SBDC
Sierra Vista, Arizona

Central Arizona College SBDC
Casa Grande, Arizona

Eastern Arizona College SBDC
Thatcher, Arizona

Pima Community College SBDC
Tucson, Arizona

Mohave Community College SBDC
Kingman, Arizona

Northland Pioneer College SBDC
Show Low, Arizona

Yavapai College SBDC
Prescott, Arizona
Thank You to Our Sponsors!

The Arizona Small Business Development Center Network is proud to have made a big difference for Small Businesses in Arizona for over 30 years!

We are stronger together and appreciate our sponsors

in Partnership with:

Hosted by:

Accredited by:

SBA LENDING in Partnership with:

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

Sponsors:

The Maricopa County Community College District (MCCCD) is an EEO/AA institution and an equal opportunity employer of protected veterans and individuals with disabilities. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, age, or national origin. A lack of English language skills will not be a barrier to admission and participation in the career and technical education programs of the District.

The Maricopa County Community College District does not discriminate on the basis of race, color, national origin, sex, disability or age in its programs or activities. For Title IX/504 concerns, call the following number to reach the appointed coordinator: (480) 731-8499. For additional information, as well as a listing of all coordinators within the Maricopa College system, visit www.maricopa.edu/non-discrimination.
The AZSBDC is partially funded by a cooperative agreement with the U.S. Small Business Administration (SBA). SBA funding is not an endorsement of any products opinions or services. All SBA-funded programs are extended to the public on a non-discriminatory basis.