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LETTHER FROM THE EXECUTIVE DIRECTOR

THERE IS NO BETTER TIME TO BE A BUDDING ENTREPRENEUR OR SMALL BUSINESS OWNER IN UTAH. THE ECONOMY IS STRONG, DEMAND FOR PRODUCTS AND SERVICES IS HIGH AND THE STATE CONTINUES TO SEE AN UPTICK IN NEW BUSINESS STARTS AND NET IN-MIGRATION.

The Miller Business Resource Center (MBRC) is at the forefront of training and mentoring small business owners across Salt Lake County and surrounding counties to help entrepreneurs realize their dream of self-employment and business ownership.

The MBRC, its affiliate departments and partners at Salt Lake Community College had another record-breaking year in programs delivered, clients served and businesses started. Some highlights include:

- The Business Incubator is full of budding entrepreneurs with more than 90 clients.
- The Salt Lake Region Small Business Development Center (SBDC) conducted a record number of workshops and increased the number of clients served by 7% over the last year.
- The MBRC created a new program called the Everyday Entrepreneur Pathway Program to accelerate education and launch for early-stage entrepreneurs, with the opportunity to receive start-up grant funding.
- Goldman Sachs 10,000 Small Businesses renewed its grant with Goldman Sachs Foundation for a sixth year, enabling an additional 88 small business owners to complete the growth acceleration program.
- The Conference Center increased bookings by 20% and continues to draw community events and seminars ranging from real estate training to midwife conferences to collector coin shows.

The MBRC is an important and transformational collective of partners and resources that come together to serve individuals who have aspirations for elevating their places in the entrepreneurial ecosystem. Our goal is to assist all who want to pursue small business ownership and provide access to resources.

We strive to ensure that our clients get the help they seek through our vast array of programs and partners. With the expansion of the Everyday Entrepreneur Pathway Program in 2019, we look forward to elevating the number of aspirational business owners who are or will be contributors to the booming Utah economy.

Sincerely,

Beth Colosimo
Executive Director of the Miller Business Resource Center
Salt Lake Community College
Bagels & Business has a new design and mission for the new year. We will have more diverse topics and include online streaming of the events.

**HIGHLIGHTS**

- 94 Tenants
- 128 Clients Served
- 14 Incubator Graduates
- 95% Occupancy
- 67 Events
- 1,250 Attendees

The Utah Podcast Summit on June 2, 2018 brought together nearly 200 podcasters from across Utah for a day of community building and learning. From podcasters to hobbyists to small business and local media, a diverse set of attendees had a chance to learn how to start a podcast, how to monetize, advanced storytelling basics and how to quit their day job.
10,000 Small Businesses graduates outperform small business peers in growing revenue and creating jobs.

### Revenue Growth

<table>
<thead>
<tr>
<th>AVERAGE REVENUE GROWTH POST PROGRAM COMPLETION</th>
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<tbody>
<tr>
<td>6 Months</td>
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<tr>
<td>34.5%</td>
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### Job Creation

<table>
<thead>
<tr>
<th>AVERAGE JOB CREATION POST PROGRAM COMPLETION</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Months</td>
</tr>
<tr>
<td>29.4%</td>
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</tbody>
</table>

### % of 10,000 Small Businesses Alumni

- **Who Increased Revenues Post Program Completion**
  - 6 Months: 67.2%
  - 18 Months: 73.7%
  - 30 Months: 77.8%
  
- **Who Created Jobs Post Program Completion**
  - 6 Months: 47.1%
  - 18 Months: 54.6%
  - 30 Months: 56.5%

### More than 110 Utah small business owners attended the Goldman Sachs 10,000 Small Businesses Alumni Summit in Washington D.C. Business leaders heard from the “who's who” of entrepreneurship and government leadership such as Tyler Perry, Warren Buffet and former New York City Mayor Michael Bloomberg.

Kaddas Enterprises held a ribbon cutting ceremony to open a new manufacturing facility. Salt Lake City Mayor Jackie Biskupski, Natalie Kaddas, CEO, Lloyd Blankfein, CEO of Goldman Sachs, and the Salt Lake County Mayor Ben McAdams attended.

65.4% of alumni mentor others 30 months after completing the program.
SUCCESS STORY: CHILDREN’S ACADEMY PRE-SCHOOL
Built and relocated to a larger facility.

SUCCESS STORY: MOTHER EARTH AIR FRESHENER FRAGRANCE
Landed account with a major supermarket chain.

SUCCESS STORY: LUCKY ONES COFFEE
Employs disabled adults.

WASATCH ALLERGY AND ASTHMA CLINIC
Received the SBA Utah Family Business of the Year Award.

2017 SALT LAKE SBDC CLIENT OF THE YEAR
Nate Coombs, owner of AEI Decon, was selected as Salt Lake SBDC 2017 Client of the Year.
PARK CITY BUSINESS RESOURCE CENTER

HIGHLIGHTS

132
Unique Companies Served

15
SCHOLARS
Everyday Entrepreneurs

7
LOANS
Mountainland Association

11
New Company Starts

3
SBA Loans

2
RECIPIENTS
SLCC Seed Fund

GLOBAL BUSINESS CENTER

HIGHLIGHTS

27
Graduates in 2017 - 2018

30
Hours of Classroom Instruction

The Global Business Management course is offered to business professionals and entrepreneurs who wish to increase their knowledge and improve their strategies in global business practices.
VETERAN BUSINESS RESOURCE CENTER

HIGHLIGHTS

185 COMPANIES MENTORED
In Nine Utah Counties

$1,069,000 Capital Infusion

11 New Business Starts

29 Employees Hired/Retained

13 Events Held

254 Attendees

• One-on-one Advising
• Business Events
• Veteran Community
• Veteran Resources
CONFERENCE CENTER

HIGHLIGHTS

$513,000 IN REVENUE
Fiscal Year 2017-2018

$43,000 Average Monthly Revenue

23% Increase in Revenue

1,700+ Events Held

140,000 Estimated Attendees

40% UTILIZATION
Up From 32%

MILLER CATERING & CAFÉ

HIGHLIGHTS

463 Events Catered

85,000 Meals Served

16% Increase in Revenue

New redesign of branding, webpage and digital marketing campaigns.
REFUGEE LEADERSHIP PROGRAMS

HIGHLIGHTS

27
Youth Refugee Graduates

8
COUNTRIES REPRESENTED
Afghanistan, Bhutan, Central African Republic, Congo, Liberia, Somalia, South Sudan and Sudan

YOUTH REFUGEE LEADERSHIP PROGRAM
The Miller Business Resource Center, Utah Department of Workforce Services and American Express held a graduation ceremony for the Inaugural Youth Refugee Leadership Program. Many youth refugees struggle with integrating into society, staying in school and finding a support system. The new Youth Refugee Leadership Program helps young refugees connect with their communities, teaching them to be the leaders of tomorrow.

HIGHLIGHTS

23
Adult Refugee Graduates

8
COUNTRIES REPRESENTED
From Africa, Middle East and Asia

ADULT REFUGEE LEADERSHIP PROGRAM
The adult refugee students visited the Utah State Capitol where they learned about policy and lawmaking. The program teaches valuable concepts that help refugees navigate the complexities of living in the United States and connects them with resources to assist their cultural communities.
NEW INITIATIVES

GOLDMAN SACHS
10,000 SMALL BUSINESSES
Goldman Sachs 10,000 Small Businesses is recruiting business owners for three additional cohorts in 2019 and 2020.

EVERYDAY ENTREPRENEURSHIP PATHWAY PROGRAM
The Everyday Entrepreneur Pathway Program (EEPP) started two Park City and one Miller Campus cohort, with expansion plans throughout Salt Lake and other SLCC campuses. The EEPP is a 3-month training program designed to launch everyday-type companies quickly.

NEW BRANDING
The Miller Business Resource Center is launching a new messaging and branding campaign which aligns with Salt Lake Community College’s mission, vision and values.

PARTNER ACTIVITY

259 workshops
3,799 workshop attendees
679 new client mentoring sessions
328 follow-on sessions
38.3% of clients in business

8 companies won over $5,997,000 last year
20 seminars
60 businesses assisted
10 years of operation
Over $29 million to Utah companies

2,038 contracts awarded
$421 million awarded
610 clients counseled
2,400 hours of counseling
60 events