

Chapter 1. Growing Your Business

Your business may be able to benefit from a number of public sector resources aimed at helping businesses grow. This section details the key public sector resources available. You also should consider the private sector sources of help named in the previous section.

First Stops for Help

One-Stop Centers (Oregon Career Network)

One-stop centers located throughout Oregon serve as links among local labor markets, job services and training resources and businesses in their areas. The one-stop centers offer recruitment and training services that often dramatically decrease start-up and expansion costs for Oregon businesses. See the Oregon Career Network web-link at <http://www.workforce.state.or.us/workforce/ocnonestop/ocnonestop.htm> for a description of the one-stop system in Oregon and the location of a one-stop center near you.

- identifying technology tools to help your business
- tips on financial management
- tips on risk management
- business communication and marketing ideas, and
- how to better manage employees

For more general information, contact:

*Oregon Small Business Development Center
Network Office*

44 W Broadway, Suite 501

Eugene, OR 97401-3021

Phone: 541-726-2250

Fax: 541-345-6006

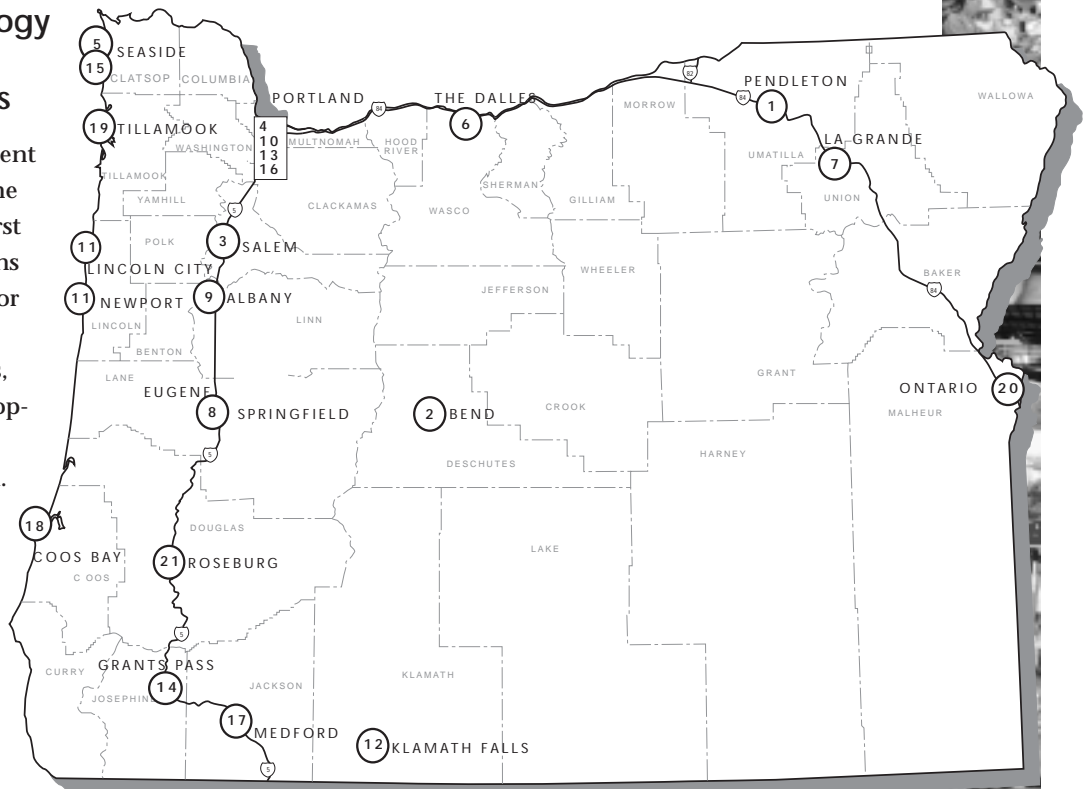
<http://www.bizcenter.org>

Business Advice, Technology Assistance, Training Information and Referrals

Oregon Small Business Development Centers are located throughout the state and provide businesses a “first stop shop” for answering questions and providing help in setting up or expanding operations. Besides offering information and referrals, the Oregon Small Business Development Centers offer programs to help businesses grow and succeed.

Examples of the kind of help you’ll find at Oregon Small Business Development Centers:

- exploring international trade opportunities
- writing a business plan



CHAPTER 1





Small Business Development Centers

The following list is also available on the Internet: <http://www.econ.state.or.us/lstsbdc.htm>

The Small Business Development Center network site will link to any individual center as well as to other resources. The online address: <http://www.BizCenter.org>

1. Blue Mountain Community College Small Business Development Center

37 SE Dorion
Pendleton, OR 97801
Phone: 541-276-6233
Fax: 541-276-6819
[http://www.bmcc.cc.or.us/bmcc_web/
INFO/sbdc.shtml](http://www.bmcc.cc.or.us/bmcc_web/INFO/sbdc.shtml)

2. Central Oregon Community College Small Business Development Center

63085 N. Hwy 97
Bend, OR 97701
Phone: 541-383-7290
Fax: 541-317-3445
Online: [http://www.cocc.edu/classes/cp/
bizdevcenter.htm](http://www.cocc.edu/classes/cp/bizdevcenter.htm)

3. Chemeketa Community College Small Business Development Center

365 Ferry Street SE
Salem, OR 97301
Phone: 503-399-5088
Fax: 503-581-6017
Online: [http://www.chemek.cc.or.us/
programs/tedcenter/sbdc.html](http://www.chemek.cc.or.us/programs/tedcenter/sbdc.html)

4. Clackamas Community College Small Business Development Center

OIT Metro Campus Bldg.
7736 SE Harmony Rd.
Milwaukie, OR 97222
Phone: 503-656-4447
Fax: 503-652-0389
Online: <http://www.cccsbdc.org/>

5. Clatsop Community College Small Business Development Center

1761 North Holladay Drive
Seaside, OR 97138
Phone: 503-738-3347
Fax: 503-738-7843

6. Columbia Gorge Community College Small Business Development Center

400 East Scenic Drive, #257
The Dalles, OR 97058
Phone: 541-298-3118
Fax: 541-298-3119
Online: <http://www.cgcc.or.us/SBDC.htm>

7. Eastern Oregon University Small Business Development Center

Regional Services Institute
One University Blvd.
La Grande, OR 97850-2899
Phone: 541-962-3103
Fax: 541-962-3368
Online: [http://www.eou/rsi/rsi/
small_bus.htm](http://www.eou/rsi/rsi/small_bus.htm)

8. Lane Community College Small Business Development Center

1445 Willamette Street, Suite 1
Eugene, OR 97401-4087
Phone: 541-687-0611 or 541-726-2255
Fax: 541-686-0096
Online: [http://www.lanecc.edu/cce_gen/bdc/
busdc.htm](http://www.lanecc.edu/cce_gen/bdc/busdc.htm)

8. Oregon SBDC

44 West Broadway, Ste. 501
Eugene, OR 97401-3021
541-726-2250
Fax: 541-345-6006
Online: <http://www.bizcenter.org/>

9. Linn-Benton Community College Small Business Development Center

LRC Bldg.
6500 SW Pacific Boulevard
Albany, OR 97321
Phone: 541-917-4923
Fax: 541-917-4831
Online: <http://www/lbcc.cc.or.us/bdc/>

10. Mt. Hood Community College Small Business Development Center

323 NE Roberts Street
Gresham, OR 97030
Phone: 503-667-7658
Fax: 503-666-1140
Online: [http://www.bizcenter.org/gresham/
index.html](http://www.bizcenter.org/gresham/index.html)





These general counseling services are free of charge. For more information, or to receive other general business advice, contact:

U.S. Small Business Administration
 1515 SW Fifth, Suite 1050
 Portland, OR 97201-5494
 503-326-2682
 Fax: 503-326-2808
 Online: <http://www.sba.gov>

General Business Advice

Business Plans—including marketing, financial and goal setting

These volunteer organizations provide general business advice and peer counseling to businesses:

- **The Service Corps of Retired Executives, (SCORE)** is comprised of women and men who have been business owners or those who have held management positions. They provide free confidential counseling to small businesses and conduct workshops on starting and operating a business and business planning.

SCORE Chapters are located in Eugene, Bend, Medford, Portland, Salem
 See Online: <http://www.score.org/>

Improving Operations and Quality

Business Retention

Oregon Business Retention Service helps businesses of all sizes in many different industries. It offers the services of some of the best and most experienced private sector consultants in the state. The Service provides multi-industry expertise to help businesses get through tight financial times, restructure to meet changing business environments or take advantage of opportunities. Consultants spend one to five days with a company analyzing management, operations, marketing and finances before making

recommendations. Then it is up to the company to implement the suggested changes. Payment of up to \$4,000 in fees (for 40 hours of consulting) can be deferred for up to two years.

The service may be able to help your company if your business:

- produces or distributes a product or service that competes in national or international markets.
- may face closure or workforce reductions that would have a significant impact on the community.

A company seeking assistance **must agree to provide full financial disclosure to the management consultant** prior to signing contract documents with the Oregon Economic and Community Development Department. Contract documents include a “hold harmless” agreement.

For more information, contact:

Oregon Economic and Community Development Department
 Business and Industry Team
 775 Summer Street NE, Ste. 200
 Salem, OR 97301-1280
 503-986-0200; Toll-free in Oregon:
 1-800-233-3306
 Fax: 503-581-5115
 Online: <http://www.econ.state.or.us>

Downtown Development

The organization known as the **Oregon Downtown Development Association** works to revitalize and maintain the heritage and economic health of Oregon’s downtowns and older business districts. The association promotes comprehensive downtown management through local partners, professional services and specific expertise. The association provides training and technical assistance in:

- business district organization
- building rehabilitation
- public improvements
- retail market analysis



- retail expansion and recruitment
- special events
- image promotions
- retail standards, and
- growth management assistance to communities

For more information, contact:

ODDA (Oregon Downtown Development Association)
 PO Box 2912
 Salem, OR 97308
 Phone: 503-587-0574
 Fax: 503-587-0580
 e-mail: info@odda.org
 Online: <http://www.odda.org/>
 For links: <http://www.org/content/links.html>

Sustainable Business

The Oregon Economic and Community Development Department's Sustainable Business Liaison provides information and networking support to businesses interested in learning more about the "triple bottom line" of sustainability.

For more information, contact:

Oregon Economic and Community Development Department
 Sustainable Business Liaison
 775 Summer St. N.E., Suite 200
 Salem, OR 97301-1280
 503--986-0158
 Online: <http://www.econ.state.or.us>

The Performance Center

The Performance Center is a university-based action research center in partnership with the Oregon University System, Portland State University and Oregon State University. TPC is dedicated to providing transformation technology to significantly improve performance within organizations. The Center's goal in Oregon is to enable Oregon

businesses to acquire tools to consistently achieve world quality, productivity, service and customer satisfaction. Services include customized intervention, applied research and public offerings on topics imperative to holistic transformation.

For more information, contact:

18640 NW Walker Road, Suite 1066
 Beaverton, OR 97006
 503-725-2800
 Fax: 503-725-2801
 e-mail info@performancecenter.org
 Online: <http://www.performancecenter.org>

Keeping Up With Technology

Technical training, seminars, workshops, one-on-one technical assistance and various course offerings are available through the Oregon Advanced Technology Consortium, which is made up of various community colleges throughout the state. The consortium's primary goal is to help Oregon businesses acquire and implement new technologies and provide workforce training.

For more information, contact:

Oregon Advanced Technology Consortium
 29353 Town Center Loop East
 Wilsonville, OR 97070
 503-657-6958 ext 4609
 Fax: 503-682-4494
 Online: <http://www.orweb.com>

Telecommunication Assistance

The telecommunications team of the Oregon Economic & Community Development Department provides technical and training assistance, consulting, planning and financial assistance to rural and distressed communities to improve access to advanced services, route diversity and increased bandwidth. Examples of assistance include \$68 million in the Telecommunications Infrastructure Account, new legislation for special public works and a tax credit for qualified network improvements.





For more information, contact:

Telecommunications Assistance
Oregon Economic & Community
Development Department
775 Summer St. NE, Ste. 200
Salem, OR 97301-1280
503-986-0050
503-581-5115
Online: [http://www.econ.state.or.us/
telecom](http://www.econ.state.or.us/telecom)

**Northwest Innovative Business and
Technology Center, Inc.**

The Northwest Innovative Business and Technol-
ogy Center (NIBTEC) is a not-for-profit corpora-
tion that serves small technology-based start-up
companies and technology innovators in all
aspects of technology development, technology
transfer and commercialization. Specific service
functions include:

- Assistance in finding appropriate federal R&D funding opportunities with emphasis on the Small Business Innovative Research (SBIR) Program, the Advanced Technology Program (ATP) and other federal cost-share R&D programs.
- Planning and implementation of joint research and development projects in collaboration with federal laboratories and universities.
- Assistance in commercialization evaluation, intellectual property protection, prototype development and technology assessment.
- Promotes educational and outreach programs such as workshops, technology forums and conferences.



For more information, contact:

Northwest Innovative Business and
Technology Center (NIBTEC, Inc.)
408 SW Second Avenue, Suite 406
Portland, OR 97204
503-227-6109
Fax: 503-227-6128
Online: <http://www.nibtec.com>