

UNIVERSITY OF HAWAI‘I SYSTEM

LEGISLATIVE TESTIMONY



UOH 220

Testimony Presented Before the

Senate Committee on

Economic Development & Taxation

January 29, 2008

by

Maile Lu'uwai

Interim State Director

Hawai'i Small Business Development Network

University of Hawaii System

UOH 220 HAWAI'I SMALL BUSINESS DEVELOPMENT CENTER

I. Introduction

A. Summary of program objectives.

Summary of Program Objectives: SBDC's primary objective is to support a viable state economy by providing entrepreneurs and small businesses the support, information and skills needed to ensure that each business is able to achieve sustainable success.

Federal-State Program. The Hawai'i Small Business Development Center Network (SBDC) is sponsored by and receives funding from the U.S. Small Business Administration (SBA). By federal mandate, SBDC is required to be affiliated with a university or community college. University of Hawai'i at Hilo (UHH) has been designated as SBDC's host institution.

Matching Federal-State Funds. In order to obtain SBA funds, SBDC is required to receive a dollar-for-dollar match for its federal funds from the State of Hawai'i.

Program Objective. SBDC's program objective is to provide high quality substantive counseling, training and research services in the areas of startup, retention, and expansion to entrepreneurs and small businesses. The SBDC builds the foundation of a sustainable economy by assisting entrepreneurs and small businesses to access capital, develop management capabilities and build financial skills to make their businesses thrive. SBDC's one-on-one consulting emphasizes education and guidance in finding practical solutions to business problems.

The Statewide Network. SBDC operates four Service Centers on each of the respective islands: Hawai'i, Kaua'i, Maui, and O'ahu. SBDC also operates a Business Research Library which is located in Kihei on Maui, but is accessible electronically statewide. The State Office is in Hilo where its host institution, UHH, is located.

SBDC Service Centers & Business Research Library. The four service centers provide consulting and training to entrepreneurs and small businesses. The Business Research Library provides research customized for each client.

B. Description of Small Business Development Center (SBDC) Program Objective. The SBDC program objective, when placed within the context of the laws, regulations, and provisions for accreditation, is as follows:

Program Objective. SBDC's primary objective is to support a viable state economy by providing entrepreneurs and small businesses the support, information and skills needed to ensure that each business is able to achieve sustainable success

Summary of the Objectives and Activities as Discussed in the Multi-Year

Program and Financial Plan: SBDC will provide consulting to approximately 1,000 small businesses; conduct 60-80 training workshops; and respond to 1,500 requests for business research. SBDC, with the additional requested funding support, establish a West Hawai'i Service Center; increase consulting services in its high demand centers; establish an E Business Division; and fill the vacant research librarian position at the Business Research Library.

C. How the SBDC Intends To Meet Its Objectives within the Current Fiscal Biennium.

Program Objective. The program objective is based upon an assessment of the role that small businesses play in the economy of Hawai'i and upon the needs of small business owners and those who wish to start new business ventures. Its execution is dependent upon promoting the conditions under which small businesses thrive through:

Develop Entrepreneurship Knowledge and Skills. Continue to increase entrepreneurship knowledge and skills within the small business community and the wider community through one-on-one substantive consulting, training workshops and customized business research.

Increase Access to Capital. Continue to increase, on behalf of small businesses, access to capital at reasonable costs and awareness of what capital is available.

Increase Access to Information and Technology. Continue to promote access for small businesses to the information and technology they need in order to compete in today's increasingly competitive and global marketplace through our Business Research Library and other businesses resources.

Promote Sustainability. Continue to promote the sustainability of small businesses by increasing their awareness of the need for continuous quality improvement through the use of the Malcolm Baldrige criteria and similar criteria for achieving world-class quality in operations.

Program Development Objectives: Continuing to promote the achievement of the above *program objective* through the achievement of the *program development objectives* of (a) completing the development of a statewide delivery system for the Hawai'i SBDC Network and (b) matching available federal dollars on no less than a 2:1 ratio.

Strategy: The strategy for achieving each of these program development objectives is for the SBDC to engage in the following tactics:

Statewide Delivery System. To re-establish a West Hawai'i Center in Kailua-Kona in 2008 and to expand services elsewhere in the state in order to achieve parity in service statewide, but especially on O'ahu which is underserved. To increase consulting capacity to meet client demands by adding a full time permanent consultant to the O'ahu Service Center and one part time permanent consultant to the Kaua'i Service Center and another to the Hilo Service Center.

Matching Federal Dollars. To continue to achieve a ratio of no less than 2 federal dollars for every 1 dollar of state funds. In order to achieve a ratio greater than 1:1, funding by the State Legislature must be adequate to match federal dollars other than those proffered by the SBA.

Continuous Quality Improvement. To pursue a continuous quality improvement program using the Malcolm Baldrige criteria developed by the National Institute of Standards and Technology (NIST) of the U.S. Department of Commerce.

Client Needs Assessment. To conduct annually a statewide, professional assessment of the needs of small business owners and managers. The results of this survey are used to set strategic direction, goals, and tactics.

Program Assessment Objectives: Measure the achievements of the Hawai'i SBDC Network (a) by setting goals (i) for activity measures and (ii) for program effectiveness measures, (b) by measuring the achievement of those goals, and (c) by conducting independent economic impact studies.

Strategic Tactics: The strategy for achieving each of these program assessment objectives is for the Hawai'i SBDC Network to engage in the following tactics:

Goal Setting. Goals have been set in each of the areas indicated.

Goal Measurement. The Hawai'i SBDC Network uses a computerized and internet-based Client Data Information System (CDIS) for tracking on a statewide basis all of its activities and reporting them for management purposes. Additionally, all clients of the Hawai'i SBDC Network are annually surveyed confidentially for feedback regarding the quality of services received.

Economic Impact Study. Each year, the Hawai'i SBDC Network contracts an independent professional economist to determine different aspects of the economic impact of the Hawai'i SBDC Network's activities.

C. Program Performance Results:

Performance Results Achieved in FY 2007 and Estimated for FY 2008

	FY 2006-2007		FY 2007-2008	
	<u>Planned</u>	<u>Achieved</u>	<u>Planned</u>	<u>Estimated</u>
Total Counseling Cases	1247	1135	1250	1247
Total Counseling Hours Long Term Cases	5803	3494	5803	3700
Total Training Events	69	68	75	60
Total Training Hours	*6000	606	*6000	750

**The number identified in the State Of Hawai'i Data Collection form was incorrect. The number 6000 should have been 600. Thus the discrepancies between the planned/actual/achieved/estimated numbers are significant.*

Program Effectiveness Measures

	FY 2006-2007	FY 2007-2008	FY 2008-2009
	Actual	Planned	Planned
Annual Economic Impact (\$Millions)	20.1	21	24
Ratio of State Dollars Invested into the Program to New State Taxes Generated From the Program in the First Year	1: .42	1: .57	1: .88
Ratio of State Investment to Total of Counseling and Training Hours	\$58	\$60	\$63
Clients' Perceived Quality of Consulting and Training	85%	90%	90%

How These Results Relate to the SBDC's Objectives: The results of the activities of the SBDC in the foregoing table demonstrate that SBDC is effective in meeting activity goals for counseling hours, training events, and training hours. Moreover, SBDC is efficient in the use of the state's resources to create a viable annual economic impact and to provide substantial return on the state's investment in the form of new taxes. The efficiency of SBDC's results is directly attributable to its effectiveness in delivering its program to its clients despite SBDC's limited capacity and client demand for services.

How the Effectiveness of the SBDC Program Is Measured:

Types of Measurements. The performance results shown above are aggregated from the entire range of results collected by the SBDC through its quarterly and annual reporting from its management information system, its annual client survey, and its economic impact study conducted annually. The Hawai'i SBDC Network measures both results of activities and outcomes from activities. These activity and outcome results, then, are ranked against goals, tracked as historical Hawai'i SBDC Network trends, and compared against benchmarks from other state SBDC Programs (where available). This process is reviewed annually. As sufficient historical data becomes available, goals are being set or revised for future years.

Actions Taken To Improve Performance. SBDC has taken three primary steps to improve its performance: (1) It has conducted an intensive strategic planning process with all statewide employees and has incorporated the strategic results of this process into its organizational systems, (2) it has obtained a fourth generation management information system for collecting data and managing the organization to goals and performance criteria, and (3) it is conducting an independent economic impact study on an annual basis.

Modifications to Program's Performance Measures. There have been no modifications made to performance measures.

Problems and Issues:

- a. Two primary issues have created challenges for SBDC:
 - i. State Director Vacancy. The vacancy created by the retirement of the former State Director has posed significant challenges for SBDC. UHH was notified in mid-February 2007 that the former State Director planned to retire effective June, 30, 2007. Because of the delay in establishing a recruitment process, the interview process for the new State Director has just been completed. It is anticipated that, due to this delay, a State Director will assume the director position in February or March 2008. As a result, SBDC will have been under interim leadership for over eight months. During this period, significant change has been instituted; however, some measures that required implementation did not proceed. Two measures that were not implemented were the hire of an Associate State Director and the West Hawaii Director. The Interim State Director felt that the hire of both positions should be under the purview of the permanent State Director. As a result, SBDC's ability to elevate its presence; enhance operational efficiency; and meet the client demands has been stagnated.
 - ii. Limited Capacity in Meeting Client Demands. One primary challenge for SBDC is its ability to meet client demands. Each Service Center has only one full time consultant. With the demand for services, the approximate client wait period for each center is five-six weeks.
- b. Program change recommendations to remedy problems. SBDC is developing a client classification system and modifying its electronic services capability to address the issue of limited capacity. However, these measures will only reduce the approximate client wait period minimally. The only direct program change that will

address this issue is to increase capacity; hire additional permanent consultants. SBDC's request for an increase in funding targets this program change.

D. Expenditures for FY08:

Provide the appropriation data, transfers, restrictions, available resources, and the estimated expenditures for FY08. For new Program I.D.'s, please present the data as best as can be determined.

- a. Program ID Transfers: The only transfers that have occurred within the Program I.D. have been between the Personnel and Other Expenditures categories. This transfer was due to the vacancy of the State Director position which is a UH position. The Interim State Director is an RCUH employee and her position is funded via the Other Expenditures category. The impact on the program has been negligible.

E. Supplemental Budget Requests for FY09: \$ 567,910 increase in the Other Expenditures category.

- a. Workload or program request/description:
 - i. \$113,260 to re-establish a consulting and training program in Kailua-Kona to service the West Hawai'i entrepreneurs and small businesses; and
 - ii. \$187,400 to add one full time business consultant in the SBDC O'ahu Center and two half time consultants, one assigned to the Kaua'i SBDC and another assigned to the East Hawai'i SBDC, to address the demand for consulting services and reduce the five to six week waiting period in each respective office; and
 - iii. \$172,400 to create two Businesses Development Associate positions and establish SBDC's E Division to support entrepreneurial initiatives premised on the generation of revenues and enhancing SBDC's capacity to serve Hawaii's small business community; and
 - iv. \$69,850 to fill the vacant research librarian position at the SBDC Business Research Library to offset the client demand for research services and provide a research support arm for the E Division.

Client Name
Client Business Name
Mailing Address

FEB 6 2008

February 1 , 2008

Senator **Mrs. Carol Fukunaga**
Hawaii'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

Dear Senator **Mrs. Fukunaga:**

This is a request for your support for Bill No. SB 2158 for an appropriation to the Small Business Development Center (SBDC).

The staff of SBDC has provided me with outstanding business assistance and service to support the success of my business . SBDC believes in every client that comes through their doors and works diligently to ensure that we obtain the information and skills needed for success. If small business is the backbone of Hawaii's economy, then SBDC is a critical key in making that backbone resilient and strong.

Your support of SBDC's request for funding is crucial to not only SBDC; but to the businesses they serve. Please vote to support SBDC's legislative request.

Sincerely,



Kipe Ebana



Kānoelehewa Industrial Area Assn., Inc.
820 Piilani Street, Suite 201
Hilo, Hawaii 96720
Phone (808) 961-5422 • Fax (808) 935-9740

FEB 12 2008

January 31, 2008

Senator Carol Fukunaga
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

Dear Senator Fukunaga:

This is a request for your support for Bill No. SB 2158 for an appropriation to the Small Business Development Center (SBDC).

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Your support of SBDC's request for funding is crucial to not only SBDC; but to the businesses they serve. Please vote to support SBDC's legislative request.

Sincerely,

A handwritten signature in black ink that reads 'Allan Onishi'.

Allan Onishi, President 07-08

William Simons
GoodGuys Garage LLC
120 Desha Avenue
Hilo, HI 96720
Phone: 345-9197

2/1/08

Senator Carol Fukunaga, Chair
Senate Economic Development & Taxation
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

RE: SUPPORT SB 2158

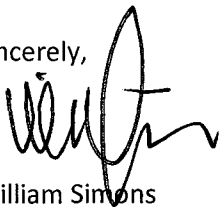
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Your support of SBDC's request for funding is crucial to not only SBDC; but to the businesses they serve. Please vote to support SBDC's legislative request.

Sincerely,

A handwritten signature in black ink, appearing to read 'William Simons', written over a white background.

William Simons

Douglas M. Brown
Planet Technologies, LLC
1414 Mailani St.
Hilo, HI 96720

1/28/08

Senator Carol Fukunaga, Chair
Senate Economic Development & Taxation Committee
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

Dear Senator Fukunaga, Chair

This letter is in support Bill No. SB 2158 for an appropriation to the Small Business Development Center (SBDC).

Without SBDC's valuable specialized consulting services, my business would not be the success it is today. SBDC's consultant services are free. This is important to small business owners like me who need to stay simultaneously focused on meeting our bottom line and on business results.

I know you support small business owners. Since you support people like me, it is vital that you also support an organization that serves as the foundation of our success: The Small Business Development Center.

Your vote to support SBDC's request for funding, is a vote for small business in Hawai'i. Support SBDC.

Sincerely,


Douglas M. Brown

Davira Shain
DOMMEDPRIME
PO Box 81
Ookala, HI, 96774
Phone: 808-292-6771

1/30/08

Senator Carol Fukunaga, Chair
Senate Economic Development & Taxation
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

RE: SUPPORT SB 2158

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Your support of SBDC's request for funding is crucial to not only SBDC; but to the businesses they serve. Please vote to support SBDC's legislative request.

Sincerely,



Davira Shain



"think different..inbed different"

319 Kalanikoa Street, Bay C
P.O. Box 6747 Hilo, HI 96720
808-961-2000/ 808-961-2100 (fax)

January 30, 2008

Senator Carol Fukunaga
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

Dear Senator Fukunaga

This is a request for your support for Bill No. SB 2158 for an appropriation to the Small Business Development Center (SBDC).

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Sincerely,

Sonny & Rhonda Paleka
Small Business Owners

**Stefan Carl Harmeling, MD
Aloha Nui Family Practice
PO Box 1397, Hilo, HI 96721
808.961.1400**

January 27, 2008

**Senator R. Baker, S. Tsutsui, C. Fukunaga, W. Espero, N. Sakamoto,
J. Tokuda, L. Inouye, P. Whalen**
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

Dear Senators:

I am writing in support of Bill No. SB 2158 for an appropriation to the Small Business Development Center (SBDC).

The Small Business Development Center has made a significant difference in the success of my business. The consultant services are exemplary. SBDC is an invaluable asset to the small business community in Hawai'i. Your investment in SBDC is an investment in small business owners like me.

Invest in small business. Invest in the SBDC! Please support SBDC's request for additional funding.

Sincerely,



Stefan Carl Harmeling, MD

Thresa K. Niimi, R.Ph.
Pride Healthcare Center. Inc.
HCR 3 Box 14016
Keaau. HI 96749
January 27, 2008

Senator Carol Fukunaga, Chair
Senate Economic Development & Taxation
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu. HI 96813

Dear Senator Fukunaga:

I am writing in support of Bill No. SB 2158 for an appropriation to the Small Business Development Center (SBDC).

The Small Business Development Center has made a significant difference with the guidance in the start up of my business. The consultant services are exemplary. SBDC is an invaluable asset to the small business community in Hawai'i. Your investment in SBDC is an investment in small business owners like me

Invest in small business. Invest in the SBDC! Please support SBDC's request for additional funding.

Sincerely,

A handwritten signature in black ink that reads "Thresa K. Niimi, R.Ph." The signature is written in a cursive style with a large initial 'T'.

Thresa K. Niimi, R.Ph.

Heidi Waiamau
P.O. Box 6997
Hilo, HI 96720
Phone: 936-9059

1/29/08

Senator Carol Fukunaga, Chair
Senate Economic Development & Taxation
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

Dear Senator Fukunaga:


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Without SBDC's valuable specialized consulting services at no cost to the client and important to small business owners like me.

I know you support small business owners and it is vital that you also support an organization that serves as the foundation of our success.

Your vote to support SBDC's request for funding, is a vote for small business in Hawai'i. Support SBDC.

Sincerely,

A handwritten signature in black ink, appearing to read 'Heidi Waiamau', written in a cursive style.

Heidi Waiamau

Kalau Iwaoka
Pacific Paradise Billing
227 Ainako Avenue
Hilo, HI 96720
Phone: 895-1908

1/29/08

Senator Carol Fukunaga, Chair
Senate Economic Development & Taxation
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

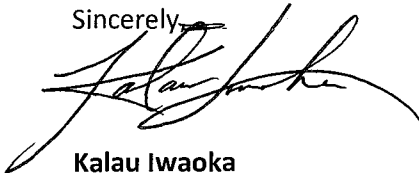
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Your support of SBDC's request for funding is crucial to not only SBDC; but to the businesses they serve. Please vote to support SBDC's legislative request.

Sincerely,



Kalau Iwaoka

Marlene Kufrovich
47 Panaewa St.
Hilo, HI 96720
Phone: 938-8764

1/29/08

Senator Carol Fukunaga, Chair
Senate Economic Development & Taxation
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

RE: SUPPORT SB 2158

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Sincerely,



Marlene Kufrovich



Brian Tanimoto
Tanimoto Gallery & Framing LLC
288 Kilauea Avenue.
Hilo, HI 96720
Phone: 961-0042

1/29/08

Senator Carol Fukunaga, Chair
Senate Economic Development & Taxation
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

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Sincerely,

A handwritten signature in black ink that reads "Brian Tanimoto". The signature is written in a cursive, flowing style with a long horizontal stroke at the end.

Brian Tanimoto

Glenford Hetteema
Pono Ink Tatoo
HC1 Box 5726
Keaau, HI 96749

1/28/08

Senator Carol Fukunaga, Chair
Senate Economic Development & Taxation
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

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Your vote to support SBDC's request for funding, is a vote for small business in Hawai'i. Support SBDC.

Sincerely,

A handwritten signature in black ink, appearing to read 'Glenford Hetteema', written over a printed name. The signature is stylized and cursive.

Glenford Hetteema



FEB 12 2008

Island News Technologies, LLC
P.O. Box 500
Kihei, Hawai'i 96753
808-891-NEWS
www.mauitvnews.com

February 4, 2008

Senator Carol Fukunaga
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

Dear Senator Fukunaga,

This is a request for your support for Bill No. SB 2158 for an appropriation to the Small Business Development Center (SBDC).

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Sincerely,

A handwritten signature in black ink, appearing to read "Jeff King".

Jeff King
News Director, **Maui TV News**
Manager, **Island News Technologies, LLC**

**Edward A Surman
Yoga Awareness
PO Box 102, Makawao, HI 96768**

2/6/08

**Senate Economic Development & Taxation
Senator Carol Fukunaga
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813**

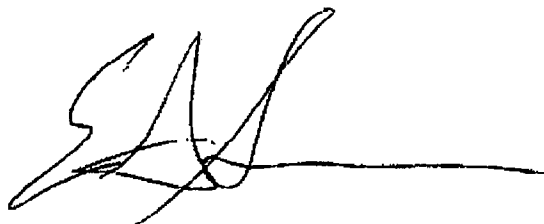
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Invest in small business. Invest in the SBDC! Please support SBDC's request for additional funding.

Sincerely,

A handwritten signature in black ink, appearing to be 'EAS', written over a horizontal line.

Edward A Surman

**Meridian Business Brokers
Chevy Tharp, VP
2439 S Kihei RD
Suite 204-A
Kihei, HI 96753**

2/04/08

Senator *Carol Fukunaga*
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

Dear Senator *Fukunaga*

I am writing in support of Bill No. SB 2158 for an appropriation to the Small Business Development Center (SBDC).

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Sincerely,



**Chevy Tharp
VP, Hawaii**

Les Vogel III
P.O. Box 598
Kihei, HI 96753
lesv@angeltech.com
(808) 870-0418

February 5, 2008

Senator Senator Carol Fukunaga
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

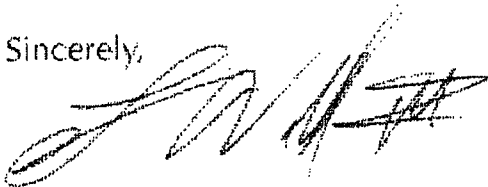
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Sincerely,

A handwritten signature in black ink, appearing to read 'Les Vogel III', written in a cursive style.

Les Vogel

Dan Tracy
Kite For Sail LLC.
www.kiteforsail.com
P.O. Box 791266
Pala, HI 96779

2\4\08

Senator Carol Fukunaga
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

Dear Senator Fukunaga

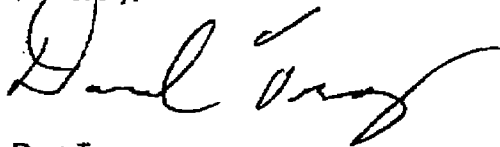
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Without SBDC's valuable specialized consulting services, my business would not be the success it is today. SBDC's consultant services are free. This is important to small business owners like me who need to stay simultaneously focused on meeting our bottom line and on business results.

I know you support small business owners. Since you support people like me, it is vital that you also support an organization that serves as the foundation of our success: The Small Business Development Center.

Your vote to support SBDC's request for funding, is a vote for small business in Hawai'i. Support SBDC.

Sincerely,



Dan Tracy

February 6, 2008

Senator Carol Fukunaga
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

Dear Senator Fukunaga:

This is request for your support for Bill No. HB2020 for an appropriation to the Small Business Development (SBDC).

The staff of the SBDC has provided me with outstanding business assistance and service to support the success of my business. SBDC believes in every client that comes through their doors and works diligently to ensure that we obtain the information and skills needed for success. If small business is the backbone of Hawaii's economy, the SBDC is a critical key making that backbone resilient and strong.

Your support of SBDC's request for funding is crucial to not only SBDC; but to the businesses they serve. Please vote to support SBDC's legislative Request.

Sincerely,



Fred Ruge
Korean Veteran's Advocate
45 Kamehameha Avenue
Kahului, HI 96732
Phone (808) 242-8230]
Fax (808) 871-4048

**Prem Terri Dawson, LCSW
Creative Counseling
135 So. Wakea Suite 203
Kahului, HI 96732**

February 6, 2008

**Senator Carol Fukunaga
Senate Economic Development
& Taxation**

Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

Dear Senator Fukunaga:

I am writing in support of Bill No. SB 2158 for an appropriation to the Small Business Development Center (SBDC).

The Small Business Development Center has made a significant difference in the success of my business. The consultant services are exemplary. SBDC is an invaluable asset to the small business community in Hawai'i. Your investment in SBDC is an investment in small business owners like me.

Invest in small business. Invest in the SBDC! Please support SBDC's request for additional funding.

Sincerely,

Prem Terri Dawson, LCSW

Prem Terri Dawson, LCSW

Charlene Sagapolutele

From: sarai Stricklin [saraiart@yahoo.com]
Sent: Monday, February 04, 2008 10:36 PM
To: Charlene.sagapolutele@hawaii-sbdc.org
Subject: please forward to appropriate legislators, hope it's not too late

Aloha

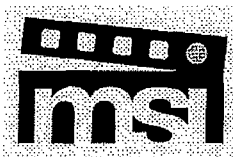
This letter of support for the "make it or break it" services that David Fisher and the entire staff of the Maui office of SBDC have so diligently extended, comes whole heartedly and with gratitude from Hawaii Loa Records. We have benefited greatly from David's vision and guidance. His ability to embrace our artistic voice and mission has helped us organize and prepare to launch productions that have great meaning to the state of Hawaii. Maui, like no other island in the state, has a unique supportive nest for the arts. David Fisher is the true caretaker by helping to mold what Maui has to offer the world simply because he respects our efforts to heal our culture.

Hawaii Loa Records is dedicated to sharing the story and voice of the people of this beautiful land we all call home, Hawaii. We are depending on guidance from David's office this year, please know your part by keeping the Maui SBDC alive and well as a lifeline for us "up and coming" production companies. Thank you for your time and thoughtfulness for Maui Nei.

Aloha,
Sarai Lokahia Stricklin
Hawaii Loa Records
808-269-3464

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2/7/2008



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February 4, 2008

Senator Carol Fukunaga
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

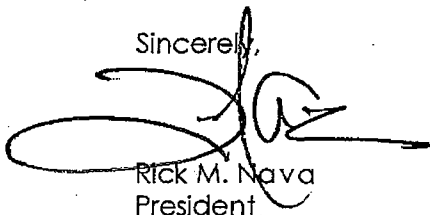
Dear Senator Fukunaga

I am writing in support of Bill No. HB 2020 for an appropriation to the Small Business Development Center (SBDC).

The Small Business Development Center has made a significant difference in the success of my business. The consultant services are exemplary. SBDC is an invaluable asset to the small business community in Hawai'i. Your investment in SBDC is an investment in small business owners like me.

Invest in small business. Invest in the SBDC! Please support SBDC's request for additional funding.

Sincerely,



Rick M. Nava
President



7 February 2008

For: Senator Carol Fukunaga
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

Re: Bill No. SB 2158

Dear Senator Fukunaga,

I would like to take the time to comment on the invaluable resource that is David Fisher and the SBDC on Maui to the small business community here. His programs, classes, personal expertise and support are an incredible resource of knowledge, experience and connectivity for Maui's entrepreneurs.

So often, as a business owner, one seeks guidance about developing, improving, or changing an enterprise, only to be referred to someone else because this or that person can't or won't help. I use the Financial Planner / Tax Man / Accountant model: The Accountant says: "I'm not a Financial Planner." The Tax man says: "I'm not a Financial Planner or an Accountant." And the Financial Planner says: "I'm not a Tax Man." When you walk into David Fisher's office, you feel immediately like you have an advocate, a partner, someone you can trust who will steer you in the right direction. If he doesn't know something (this would be rare), he finds it out or finds an expert on the subject. Imagine, with better funding, how many more small business professionals could benefit.

Maui's SBDC Office should be prioritized when it comes time to consider allocation of funds for this program. It is critical to the improved diversification of our tourism/ag-based economy. With so many examples of ill-allocated spending in our state government, Hawaii's state congressional representatives have the opportunity here to show that they do have their finger on the pulse of the needs of 'outer islands'. Kihei Ice requests that Maui SBDC get funded to the MAX. It's the right thing to do.

Mahalo,

A handwritten signature in black ink, appearing to read "CML Wildberger", written over a horizontal line.

CML Wildberger
President

Administration: 808 870 1739

Fax: 808 879 4658

email: Tina@kiheiice.com

Operations: 808 874 6785

Plant Location & Remittance Address

300 Ohukai Rd. C3-313

Kihei, HI 96753



**United States Department of Agriculture
Rural Development
Maui - Molokai - Lanai**

January 31, 2008

**The Honorable Carol Fukunaga
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813**

Dear Senator Fukunaga:

This letter is in support Bill No. SB2158 for an appropriation to the Small Business Development Center (SBDC).

USDA Rural Development is a federal agency offering over 50 loan and grant programs to Hawaii as well as the Western Pacific, Guam, and American Samoa, for housing, business and economic development, utility infrastructure, and community development.

We refer clients to the Small Business Development Center for technical assistance to help them qualify for our programs and other programs that may be available to them. The Small Business Research Library has also given us invaluable assistance in researching data and various issues that ultimately enable our agency to bring more federal benefits to the areas we serve. We have found the staff to be professional, knowledgeable, and resourceful. Their services are not duplicated elsewhere.

We urge you to support SBDC's request for funding.

Sincerely,

**Irene Lam
Area Specialist**

**Kahua Ctr., Unit 4 • Kaunakakai Place
Mail to: P. O. Box 527 • Kaunakakai, Hawaii 96748-0527
Tel: (808) 553-5321 • Fax: (808) 553-3738
<http://www.rurdev.usda.gov>**

Committed to the future of rural communities

Rural Development is an Equal Opportunity Lender, Provider, and Employer. Complaints of discrimination should be sent to USDA, Director, Office of Civil Rights, Washington, D. C. 20250-9410



January 31, 2008

Senator Carol Fukunaga
 Hawai'i State Legislature
 State Capitol
 415 South Beretania Street
 Honolulu, HI 96813

Dear Senator Fukunaga:

I am writing in support of Bill No. HB 2020 for an appropriation to the Small Business Development Center (SBDC).

The Small Business Development Center has made a significant difference in the success of my business. We all know that Hawaii is a difficult place to start a business and the help and support that we found with the SBDC made that challenge a little easier for us. The consultant services are exemplary. SBDC is an invaluable asset to the small business community in Hawai'i. Your investment in SBDC is an investment in small business owners like me.

Invest in small business. Invest in the SBDC! Please support SBDC's request for additional funding.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Coronese".

Mark Coronese



Mailing Address: P.O. Box 1267, Kihei, Hawaii 96753 • Design Studio 685 Kumulani Drive, Kihei, Hawaii 96753
 Office: : (808) 879-9600 • Toll Free (Neighbor Islands): (808) 777-7124 • Fax: (808) 891-1943
 E-mail: Info@SkyShadeshawaii.com • Website: www.SkyShadesHawaii.com



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February 01, 2008

Senator Carol Fukunaga
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

Dear Senator Fukunaga:

This letter is in support Bill No. SB-2158 for an appropriation to the Small Business Development Center (SBDC).

Without SBDC's valuable specialized consulting services, my business would not be the success it is today. SBDC's consultant services are free. This is important to small business owners like me who need to stay simultaneously focused on meeting our bottom line and on business results.

I know you support small business owners. Since you support people like me, it is vital that you also support an organization that serves as the foundation of our success: The Small Business Development Center.

Your vote to support SBDC's request for funding, is a vote for small business in Hawai'i. Support SBDC.

Mahalo,

Len C. Sundita
Owner



*"Unfolded by the water are the faces of the flowers." From *Ololo No'cau* by Mary Fukui*

Thursday, January 31, 2008

Senator Carol Fukunaga
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

Dear Senator Fukunaga:

This is a request for your support for Bill No. SB 2158 for an appropriation to the Small Business Development Center (SBDC).

The staff of SBDC has provided Leadership Kaua'i with outstanding business assistance and service to support the success of our business. SBDC believes in every client that comes through their doors and works diligently to ensure that we obtain the information and skills needed for success. If small business is the backbone of Hawai'i's economy, then SBDC is a critical key in making that backbone resilient and strong.

Your support of SBDC's request for funding is crucial to not only SBDC; but to the businesses they serve. Please vote to support SBDC's legislative request.

Sincerely,

A handwritten signature in black ink, appearing to read "Mason Chock".

Mason Chock
Executive Director



Noni Biotech International LLC.

Pacific Biotech LL

810 Haiku Rd. #317, Haiku, HI. 96708

Mauli, 2/5/2008

Senator Carol Fukunaga
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

Dear Senator Fukunaga

This is a request for your support for Bill No. SB 2158 for an appropriation to the Small Business Development Center (SBDC).

The staff of SBDC has provided me with outstanding business assistance and service to support the success of my business . SBDC believes in every client that comes through their doors and works diligently to ensure that we obtain the information and skills needed for success. If small business is the backbone of Hawaii's economy, then SBDC is a critical key in making that backbone resilient and strong.

Your support of SBDC's request for funding is crucial to not only SBDC; but to the businesses they serve. Please vote to support SBDC's legislative request.

Sincerely,

David Backstrom, ND
President, CEO

Noni Biotech International LLC / Pacific Biotech LLC

810 Haiku rd, Unit 317 - Haiku, HI - 96708-4801 - Tel : 1 (808) 575 9100 Fax : 1 (808) 575 9108
Email : health@nonimaui.com Web site : www.nonimaui.com

**Laurie Medina
Major, US Army
91-1011 Kalpalaa Street #405**

February 1, 2008

**Senator Carol Fukunaga
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813**

Dear Senator Fukunaga:

This is a request for your support for Bill No. HB2020 for an appropriation to the Small Business Development Center (SBDC).

The staff of SBDC has provided me with outstanding business assistance and service to support the success of my business. SBDC believes in every client that comes through their doors and works diligently to ensure that we obtain the information and skills needed for success. If small business is the backbone of Hawaii's economy, then SBDC is a critical key in making that backbone resilient and strong.

I was personally assisted by Tony Lin, whose customer service and attention was more than excellent. He provided me with a business plan, financials, and answered all my questions in an expedient, intelligent and caring manner that gave encouragement and confidence to move forward in creating a successful business plan that will result in a great future.

Your support of SBDC's request for funding is crucial to not only SBDC; but to the businesses they serve. Please vote to support SBDC's legislative request.

Sincerely,



**Laurie Medina
Major, US Army**



HAWAII ORGANIC FARMERS ASSOCIATION

(808)969-7789 FAX: (808)969-7759

P.O. Box 6863 Hilo, HI 96720

hofa@hawaiiorganicfarmers.org www.hawaiiorganicfarmers.org

January 29, 2008

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Tim O'Connor

Jonathan Price

Senator Carol Fukunaga
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

Dear Senator Fukunaga,

This is a request for your support for SB 2158 for an appropriation to the Small Business Development Center (SBDC).

The staff of SBDC has provided The Hawaii Organic Farmers Association with business assistance and service to support the success of our local no-profit certification agency.

SBDC works diligently to ensure that we obtain the information and skills needed for success. If small business is the backbone of Hawaii's economy, then SBDC is a critical key in making that backbone resilient and strong.

Your support of SBDC's request for funding is crucial to not only SBDC; but to the businesses they serve. Please vote to support SBDC's legislative request.

Sincerely,

Deborah Ward
Certification Coordinator

Certification Committee

Alfred Wylie- chair

Sarah Townsend

Terri Langley

Louisa Wooton

Board of Trustees:

Lily Boerner

David Bourgoin

Diana Dahl

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Bob Shaffer

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Kelly Lange
Quality Control Officer

"Maire" Sanford
Office Administrator
Education Program
Coordinator

Deborah J. Ward
Certification Coordinator

Hawaii Organic Farmers Association

Our mission is to protect the life of the land and the health of our communities through education about organic land care practices. We believe that developing and strengthening certified organic farms would enhance Hawaii's many fragile ecosystems and be a base for a local sustainable economy

Eric Abdullateef
60 North Nimitz Hwy. No. 2502
Honolulu Hawaii 96817
808 536 7818
eabdulla@hawaii.rr.com

January 29, 200

Senator Senator Carol Fukunaga
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

Dear Senator Fukunaga:

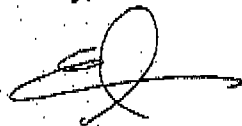
I am offering this testimony in support of Bill No. HB 2020, which is seeking continued and augmented appropriation for the Hawaii's Small Business Development Center (SBDC) Network.

In these increasingly competitive and globalizing times, the value added by the SBDC has never made a greater impact on Hawaii's business attraction, creation and retention. As a frequent user and long-time stakeholder I am happy to report that the service level is consistently professional, attentive and timely. However I have noticed that over time (and based on my own comparisons with other business resource centers around the country) that the SBDC and particularly the Hawaii Business Library on Maui has fallen a bit behind the curve. You see the model today is more one of a cybrary than a library. Therefore it is paramount to upgrade investments in both people, training, and access to online subscriptions and business intelligence databases. In addition to tax revenue, the upstream ripple affects will be in the form of new investments and smarter higher paying jobs. These benefits would more than offset your public expenditures.

In the multitude of amenities that compete for public resources, my appeal to you is to redouble your focus on making Hawaii a more livable and sustainable place. The SBDC Network is unique in its focus on small and medium sized firm growth and development. Their work contributes immeasurable to both current and future generations of entrepreneurs, residents and visitors.

Thank you for the opportunity to weigh in on this appeal to keep our business and industry sectors competitive and well informed.

Sincerely,



Eric Abdullateef

**HAWAII NATIONAL BANK**

FEB 12 2008

AIRPORT BRANCH

February 4, 2008

Senator Carol Fukunaga, Chair of Economic Development and Taxation
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

Dear Senator Fukunaga:

I am writing in support of Bill No. SB 2158 for an appropriation to the Small Business Development Center (SBDC).

The Small Business Development Center has made a significant difference in the success of my business. The consultant services are exemplary. SBDC is an invaluable asset to the small business community in Hawai'i. Your investment in SBDC is an investment in small business owners like me, a constituent in your district.

Invest in small business. Invest in the SBDC! Please support SBDC's request for additional funding.

Sincerely,

Dennis Wong
Vice President & Regional Manager

FROM : FAULK

FAX NO. : 8470193

Feb. 06 2008 06:36PM P1

**Dillard Faulk
A Taste of The Bayou
1732 Skyline Drive
Honolulu, Hawaii 96817**

February 5, 2008

**Senator Carol Fukunaga, Chair of Economic Development and Taxation
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813**

Dear Senator Fukunaga:

I am writing in support of Bill No. SB 2158 for an appropriation to the Small Business Development Center (SBDC).

The Small Business Development Center has made a significant difference in the success of my business. The consultant services are exemplary. SBDC is an invaluable asset to the small business community in Hawai'i. Your investment in SBDC is an investment in small business owners like me.

Invest in small business. Invest in the SBDC! Please support SBDC's request for additional funding.

Sincerely,



Dillard Faulk

**Victoria L. Almosara
Springs of Living Water
94-133 Pahu St. Waipahu, HI 96797**

Feb. 5, 2008

**Senator Carol Fukunaga, Chair of Economic Development and Taxation
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813**

Dear Senator Fukunaga:

I am writing in support of Bill No. SB 2158 for an appropriation to the Small Business Development Center (SBDC).

The Small Business Development Center has made a significant difference in the success of my business. The consultant services are exemplary. SBDC is an invaluable asset to the small business community in Hawai'i. Your investment in SBDC is an investment in small business owners like me, a constituent in your district.

Invest in small business. Invest in the SBDC! Please support SBDC's request for additional funding.

Sincerely,


Victoria L. Almosara

**Karl Sadanaga
Bank of Hawaii
94-712 Farrington Hwy
Walpahu HI 96797**

February 5, 2008

**Senator Carol Fukunaga, Chair of Economic Development and Taxation
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813**

Dear Senator Fukunaga:

I am writing in support of Bill No. SB 2158 for an appropriation to the Small Business Development Center (SBDC).

The Small Business Development Center has made a significant difference in the success of many small businesses. The consultant services are exemplary. SBDC is an invaluable asset to the small business community in Hawai'i.

Invest in small business. Invest in the SBDC! Please support SBDC's request for additional funding.

Sincerely,



**Karl Sadanaga
Bank of Hawaii
Business Banking Officer**

Jeff S. Pelletier
KICK SHOT & HAWAIIAN2GO ACTION PHOTOGRAPHY
575 Cooke St.
Ste. A-1612
Honolulu, HI 96813

2/06/08

Senator Carol Fukunaga, Chair of Economic Development and Taxation
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

Dear Senator Fukunaga:

I am writing in support of Bill No. SB 2158 for an appropriation to the Small Business Development Center (SBDC).

The Small Business Development Center has made a significant difference in the success of my business. The consultant services are exemplary. SBDC is an invaluable asset to the small business community in Hawai'i. Your investment in SBDC is an investment in small business owners like me, a constituent in your district.

Invest in small business. Invest in the SBDC! Please support SBDC's request for additional funding.

Sincerely,



Jeff S. Pelletier

HARK, Inc.	A Diversified Management Company
-------------------	---

February 4, 2008

Senator Carol Fukunaga, Chair of Economic Development and Taxation
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

Dear Senator Fukunaga:

This letter is in support Bill No. SB 2158 for an appropriation to the Small Business Development Center (SBDC).

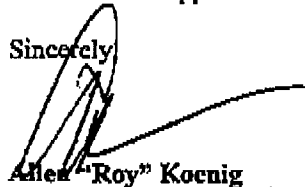
Without SBDC's valuable specialized consulting services, my business would not be the success it is today. They were instrumental in the securing of two Community Express Loans for our company that secured our patent protected technology developed here in Hawaii. My alternative was to move my company to the mainland and develop the technology in a more cost effective location.

SBDC's consultant services are free. This is important to small business owners like me who need to stay simultaneously focused on meeting our bottom line and on business results.

I know you support small business owners. As a concerned businessman, it is vital that you also support an organization that serves as the foundation of our success: The Small Business Development Center.

Your vote to support SBDC's request for funding, is a vote for small business in Hawai'i. Support SBDC.

Sincerely



Allen "Roy" Koenig
President & CEO
HARK, Inc. DBA Claim Check

We Will Change the World With Integrity and Honor - Not Because We Can, But Because We Will.

Mailing: PO BOX 417 ✓ Honolulu, Hawaii ✓ 96809-0417 ✓ 808-533-1776 (Phone) ✓ 808-533-1775 (Fax)
Copyright HARK, Inc. 2001-2007

**James Morgan
Tripod Studios
1670 Wilikina Drive
Wahiawa, HI 96786**

February 04, 2008

**Senator Carol Fukunaga, Chair of Economic Development and Taxation
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813**

Dear Senator Fukunaga:

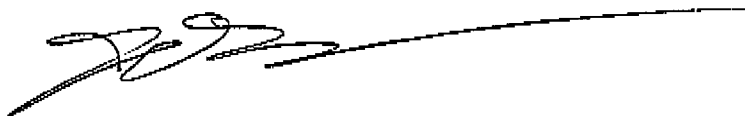
This letter is in support Bill No. SB 2158 for an appropriation to the Small Business Development Center (SBDC).

Without SBDC's valuable specialized consulting services, my business would not be the success it is today. SBDC's consultant services are free. This is important to small business owners like me who need to stay simultaneously focused on meeting our bottom line and on business results.

I know you support small business owners. Since you support people like me as a constituent in your district, it is vital that you also support an organization that serves as the foundation of our success: The Small Business Development Center.

Your vote to support SBDC's request for funding, is a vote for small business in Hawai'i. Support SBDC.

Sincerely,



James Morgan

DAWN GOMES
WINE BY NUMBERS LLC
94-1235 HB KAUKA BEYD
WAILAHU, HI 96797

FEBRUARY 4, 2008

Senator Carol Fukunaga, Chair, Economic development and Taxation Committee
Hawai'i State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

Dear Senator Fukunaga,

This letter is in support Bill No. SB 2158 for an appropriation to the Small Business Development Center (SBDC).

Without SBDC's valuable specialized consulting services, my business would not be the success it is today. SBDC's consultant services are free. This is important to small business owners like me who need to stay simultaneously focused on meeting our bottom line and on business results.

I know you support small business owners. Since you support people like me, it is vital that you also support an organization that serves as the foundation of our success: The Small Business Development Center.

Your vote to support SBDC's request for funding, is a vote for small business in Hawai'i. Support SBDC.

Sincerely,



DAWN GOMES

**SUSTAINABLE RESOURCES GROUP INTN'L, INC.**

4 February 2008

Senator Carol Fukunaga
Chair of Economic Development and Taxation
Hawaii State Legislature
State Capitol
415 South Beretania Street
Honolulu, HI 96813

Dear Senator Fukunaga:

I am writing in support of Bill No. SB 2158 for an appropriation to the Small Business Development Center (SBDC).

The SBDC provides essential functions to support Hawaii's small businesses. As a small, woman-owned, Hawaii-based firm we have directly benefited from the consulting, reference, and workshop resources made available by the SBDC. Your support of SBDC is an investment in small business owners like me, a constituent in your district.

Please support SBDC's request for additional funding.

Sincerely,

Kristin Dunn
President