



# DEVELOPING ENTREPRENEURIAL SUCCESS



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# *Growing Our Economy*

*A supportive environment where entrepreneurs and businesses thrive*

Two Delivery Streams:

Services – available to everyone, no eligibility requirements

- monthly seminars, consultation by appointment, information resources

Structured Programs – targeted, by application

- Comprehensive training, mentoring, financial assistance  
e.g. Food and Beverage, Construction and Trades, Retail

# TRAINING & SKILLS DEVELOPMENT

Providing entrepreneurs with the knowledge and skills they need to be successful

- 163 Training Sessions/Workshops
- 1875 Participants
- 5 Targeted Programs



*\*most recent fiscal year*

# COACHING & MENTORSHIP

- 1,353 Consultations
- 53 Volunteer mentors, subject matter experts and presenters
- 176 Referrals

\* As featured in RISE Annual Report



"I was fresh out of rehab and channeled all my energy to find my purpose – cleaning calms me, and owning my business gives me a sense of personal control, Rise was an invaluable asset to getting me started. I received a loan to get equipment and that was an incredible leg up. The personal support, mentorship, and constant personal emails to check-in helped to keep me sane and focused, and drove me harder towards success. My story is just starting really. I have further to go."

– Belinda Earle is the owner of Be Clean in London, Ontario. She started her business because of the satisfaction she gets from a clean property.



# ECONOMIC IMPACT

- 256 New businesses launched and expanded
- 375 New jobs reported among new and existing active clients

*\*Most recent fiscal year*

# *Covid-19 Rapid Response*

- March 18<sup>th</sup> launched Covid-19 Resource Portal – later partnered with LEDC/Chamber
- March 20<sup>th</sup> - first Impact Survey - helped shape our response
- Week one - technology upgrades to accommodate real time and immediate response to small business inquiries
- First 4 Weeks - Served more than 600 individuals: 500+ inquiries and 125 virtual consultations.

# *Covid-19 Rapid Response*

- April 6<sup>th</sup> - First of 14 Covid related webinars hosted/cohosted
- April 25<sup>th</sup> - [www.smallbusinesssupportsqad.com](http://www.smallbusinesssupportsqad.com) facilitates free consultations with financial, legal, ecommerce, digital marketing, HR and other experts. Offered through a pool of recruited volunteers
- April 27<sup>th</sup> - began publishing the “weekly webinar roster”. A curated list of 15-20 free seminars offered in London and abroad

# *Covid-19 Response – continues!*

- Sept 8<sup>th</sup> - resumed in-person consultations by appointment
- Sept 16<sup>th</sup> - Retail Mainstreet Growth Program  
Partnership with London's BIAs – 14 businesses  
Matched to “Starter Company Plus” \$4,000 grants
- Jan 2021 - Covid-19 Small Business Recovery Network  
Collaboration of 47 Small Business Enterprise Centres
  - *Enhanced virtual business advisor tools*
  - *Expanded e-learning initiatives*
  - *Improved marketing and access to supports*



# *Impact of Covid -19 on Organization*

- 25%-30% increase in demand across all services: inquiries, workshop attendance and consultation requests.
- 30% drop in revenue. Inclusive of fee-based services and training contracts.
- Program casualty: RISE – has ended local partnerships. Move to online has allowed them to centralize in T.O.
- The “Reluctant Entrepreneur”: 34% of inquiries are from people receiving government assistance.(E.I, CERB, OW)

# Behind Every Business is a Person

People-focused, we provide information for people to make informed decisions about their future and their businesses

98% of people who engage in training rate it as “good to excellent”



**Mohamed Khairy**

Local Guide · 5 reviews · 341 photos

★★★★★ 2 weeks ago

**Positive:** Professionalism, Quality, Responsiveness

Great staff, very knowledgeable, supportive, and responsive.

If you are planning to startup a new small business or looking for professional advice and resources to help you to take informative decisions about your business. this is the right place to start.



**Mouhab Sakr**

1 review

★★★★★ 5 months ago

**Positive:** Responsiveness, Value

They are very helpful and friendly people. They are very sincere and honest in their advice.



**Adriana Espinosa**

1 review

★★★★★ a month ago

**Positive:** Quality

Good Experience, Excellent Information!

# Thank You!

For monthly SBC Client Showcases visit [www.sbcentre.ca](http://www.sbcentre.ca)

