



# SMALL BUSINESS WEEK

# 2009

## Meeting Challenges... Achieving Success



Small Business Persons of the Year  
Joyce and George Korn  
Safeway Training & Transportation Services, Inc.



Jeffrey H. Butland Family-Owned Business of the Year  
Deborah Frawley Drake  
Lakes Region Linen, Inc.



Financial Services Champion of the Year  
Richard D. Holden



Financial Services Champion of the Year  
John H. Martin



Small Business Journalist of the Year  
Jeremiah D. Turner



Young Entrepreneur of the Year  
Melissa Page  
Melissa Page Skin-care and Cosmetics, Inc.



Woman Business Owner of the Year  
Glenda Godshall  
Nashua Nutrition



SCORE Counselor of the Year  
Theodore Papoutsy



SBDC Service Excellence and Innovation Center of the Year  
Heidi Edwards Dunn



Women in Business Champion of the Year  
Leslie A. Sturgeon



Special District Champion of the Year  
Karen G. Pollard



Northeast Region I Small Business Prime Contractor of the Year  
Ross Miller  
Safety Net Solutions, Inc.



NH and New England Home Based Business Champion  
Mary Ann Kristiansen  
Hannah Grimes Center



Veteran Small Business Champion of the Year  
James E. Goss



# *Meeting Challenges... Achieving Success*

## **U.S. Small Business Administration Announces 2009 New Hampshire Award Winners**

**CONCORD, NH** – The U.S. Small Business Administration (SBA) today announced its 2009 New Hampshire Small Business Award winners recognizing outstanding small business owners and their champions in the business community.

**Dr. George Korn and Joyce Korn**, founders and owners of **Safeway Training and Transportation Services, Inc.**, Newton Junction, have been named **New Hampshire's Small Business Persons of the Year for 2009**. The Korns will join the nation's top small businesses in Washington to compete for the honor of National Small Business Person of the Year during the U.S. Small Business Administration's National Small Business Week celebration, May 17-23, 2009. The National Small Business Person of the Year and runners-up will be selected from among the 53 state small business winners, including the District of Columbia, Puerto Rico and Guam. More than 100 outstanding small business owners will be honored, reflecting a broad range of business products, services and innovations offered by our nation's entrepreneurs.

**Safeway Training and Transportation Services, Inc.**, founded in 1989, is owned and operated by **Dr. George Korn and Joyce Korn**. Safeway provides three primary services: transportation, school bus driver training and consultation to transporters and school districts.

The company publishes a school bus driver manual for transportation of disabled students which is being used in 41 states and has led the preparation of the NH State Manual on School Bus Driving as well as the Massachusetts State Manual on School Bus Driving.

In 1990, the Korns were awarded a contract from the NH Department of Motor Vehicles. These funds were used to provide a training program available to all New Hampshire school bus drivers of buses transporting youth with disabilities students. Over 300 school bus drivers participated in the training courses and the project was considered a success by not only the NH Department of Motor Vehicles, but also by the Federal Highway Administration for the northeast. In 1991, Safeway received a second contract to develop an instructor's curriculum guide for drivers of all non-special education school buses in New Hampshire. This project produced a comprehensive education document that was again deemed to be highly successful.

Today, Safeway operates 180 vehicles and over 700 children are transported by Safeway each school day; services are provided throughout New Hampshire and include Massachusetts, Connecticut and Maine.

Safeway is also a signatory to the disaster agreement with the NH Office of Emergency Management and responds to state and local communities to assist in emergency evacuation of all citizens, but specializes in emergency evacuation of mobility impaired individuals.

"The Korns are a classic New Hampshire small business success story," said SBA's New Hampshire District Director Witmer Jones. "You can't help but be impressed with what they've accomplished through hard work, ingenuity and commitment."

George and Joyce Korn started and grew their business with the help of SBA-guaranteed financing. Their first office building was financed with an SBA loan, and is a part of their operations today. In 2003, they purchased a service facility in Kingston, N.H. comprised of a 3600 square foot, 2 story steel building and 6 acres of land. Centrix Bank and SBA joined forces to finance this facility utilizing the SBA's 504 loan program.

Wayland Elwood, Vice President, Centrix Bank, nominated the Korns for the SBA award and remarked: "George and Joyce exemplify the entrepreneurial spirit at its best. They have created a successful business that is a benefit to the community at large."

"We are honored to receive this recognition and appreciate SBA's help in achieving our goals," the Kornes said in a joint statement. "Without SBA, many of our successes would not have been possible and our business would have been held to a much slower pace of development. SBA is an essential ingredient for the small businesses of this country."

Dr. George Korn earned his Doctorate in Special Education from Boston University, his undergraduate degree from Keene State College and was awarded a Master of Education Degree from the University of Illinois in the area of Learning Disabilities. Dr. Korn has produced a book titled *The Effective Driver of Handicapped Children*.

Joyce Korn has worked in the field of transporting disabled children for over fifteen years. She is recognized as an accomplished trainer, having made many presentations in New England. Joyce Korn manages the day to day operations of Safeway's transportation services which serves thirty-five school districts.

For more information visit: [www.safewaytrans.com](http://www.safewaytrans.com)

## Melissa Page Honored as the NH SBA's 2009 Young Entrepreneur of the Year

Melissa Page, owner of Melissa Page Cosmetics has been named the **NH SBA's 2009 Young Entrepreneur of the Year**.

Page was an entrepreneur before she even graduated from college. As a marketing major at Southern New Hampshire University, she was given an assignment to create a business marketing plan. Since she was always interested in beauty and color, she wrote a plan for a cosmetics business. In true entrepreneurial fashion, Page identified opportunities and pursued them, becoming certified in esthetics and cosmetics, studying with master make-up artists in Boston and diving into co-ownership of a spa in Manchester.

Page joined the MicroCredit-NH program nearly three years ago, at which time she was designing her own line of natural cosmetic and skin care products, which she sold online. In early 2008, Page began work on complementing her online cosmetics business with a storefront retail location in Manchester that offers her cosmetics and includes a studio for make-up applications and lessons.

Page also worked as a freelance make-up artist, and before long, was tapped to work at the 2004 Democratic National Convention. Her portfolio includes working with CNN during the convention where she applied make-up to every news anchor, candidate and celebrity during the week long event including Anderson Cooper, Larry King, Sean "P. Diddy" Combs and U2's Bono. Page has worked with Fox News, ABC and NBC as well as local TV commercial producers, magazines, corporate/training video producers, presidential debates, and the Manchester Wolves dance team.

"Melissa is an involved entrepreneur in New Hampshire's small business community, and is one of its rising stars. Her ultimate goal is to work a red carpet event in Los Angeles, and with her determination, skill and opportunistic outlook, she will most likely achieve it," said Tara Bishop, Communications Manager with the Community Loan Fund, who nominated Page for the award.

Page has been featured in the *Manchester Express*, *NH Union Leader* and *NH Business Review*, and also writes for the *NH Mirror* and *Applaud Magazine*.

"I am honored to be recognized by the SBA for this award. My thanks to Tara Bishop, for her gracious letter of nomination," Page said.

Page resides in Goffstown with her husband Luke.

For more information visit: [www.melissapagecosmetics.com](http://www.melissapagecosmetics.com)

## Lakes Region Linen Honored as NH SBA's 2009 Jeffrey Butland Family-Owned Business of the Year

Lakes Region Linen has been selected as the **2009 Jeffrey Butland Family-Owned Business of the Year**. This award recognizes suc-

successful family-owned and operated businesses that have passed from one generation to another. Nominees were evaluated based on their financial success, increased employment opportunities, and their community voluntary efforts.

Lakes Region Linen, a third generation business, managed by Debbie Frawley Drake, has been providing textile rental and laundry services for commercial and industrial markets. The family owned business was started as Holiday Linen Service in Dracut Massachusetts in the 1950s by Francis D. Frawley, Jr., with great assistance from his wife Patricia. Holiday Linen eventually moved to North Billerica and at the time of Lakes Region Linen's beginnings, relocated to a depot in Tewksbury, Massachusetts.

In 1970 the current plant, located in Laconia, was purchased. At the time Lakes Region Laundry and Cleaners, also a family business, occupied the space as a family/commercial/camp laundry. Mr. Frawley began by processing all the Holiday Linen goods at the NH plant and eventually added more rental business throughout NH and southern Maine.

"Growing up in a family business required everyone to help out in some way. On Saturdays or school vacations, I always was asked if I would like to help Mom with the chores or go to work with Dad. I always chose the Dad option. Dad taught us by example, not by words. His strong faith, passion for his work and immense love for his family were a constant reminder of what was important," said Frawley Drake.

Frawley Drake has given generously of her time and energy by working closely with Lutheran Social Services to provide employment to refugees. She continues to serve on the Board of Directors of the Belknap County Economic Development Council, is President of the Laconia Historical Museum Society and an active member of the Lakes Region Chamber of Commerce and Women Inspiring Women. Linens that adorn many charitable events were donated by her and Lakes Region Linen. Recognitions include the 2008 NH Lodging and Restaurant Association's Allied Member of the Year; 2008 Zonta Rose Award for work with refugees and immigrants and improving the status of women locally and the Doris Bolduc Award for scholarship help to the Lakes Region Community College.

She was nominated for this award by Leslie Sturgeon, President, Women Inspiring Women. "Debbie has carried on the family's tradition of superior customer service, commitment to their staff and extremely high ethical standards," remarked Sturgeon. Despite her busy schedule, she always makes time to give back to the community. I truly admire her positive attitude and manner in which she conducts her business operations. She is a role model to so many of us small business owners."

Frawley Drake resides in Laconia, NH.

## Glenda Godshall Named SBA's NH 2009 Woman Business Owner of the Year

Glenda Godshall, founder and president of Nashua Nutrition, a company specializing in medical grade nutritional products used by physicians and weight loss centers, has been named the **NH SBA's 2009 Woman Business Owner of the Year**.

After graduating from high school, Glenda Godshall enlisted in the US Navy as a vocalist for the Navy Band doing most of her tour of duty in Europe. Always interested in health and fitness, Godshall became a part-time aerobics instructor and later was employed as a diet technician. Knowing that the health field was her calling, Godshall received her nutrition certification and also pursued business administration at college. Her ultimate goal was to merge these two fields by opening up a small business.

Nashua Nutrition was started in 2003 as a small nutrition store inside a local gym. The core customers were gym members who appreciated the convenience of purchasing their nutritional products at the gym for a reasonable price. Godshall ran the store part-time while providing nutritional counseling and doing the books for the gym. At this time, she was further pursuing her education in the fields of health and exercise. She worked hand-in-hand with a nutritionist at the gym to help people improve their eating habits and lose weight. As part of the nutritional regime, a line of medical grade food products were used. These products allowed their clients to reduce their caloric intake enabling them to lose weight and still eat consistently to speed their metabolism while never feeling hungry. As Godshall continued to counsel people, she realized that more and more individuals were uneducated in how to lose weight safely.

Godshall, along with her husband Eric, decided to build a company website and advertise these reasonably priced high protein medical grade products. Before long, the website was generating a large amount of traffic and people were purchasing the products online from all over the country. Gradually, Godshall brought in more lines of medical grade nutritional products as well as bariatric specific vitamins to allow Nashua Nutrition to be a "one stop shop" for all weight loss and bariatric needs. With an increase in business, the store was no longer large enough to hold the inventory or process the orders; eventually the company moved and more than doubled the space they had at the gym. As demand grew, this new space quickly became cramped and once the lease was up, Nashua Nutrition moved again and more than tripled the space.

Godshall was nominated for the award by Lise Howson, Vice President, Business Banking Officer with Citizens Bank. Said Howson, "Glenda understands the needs of her customers and provides a valuable service to them by specializing in weight loss products used by

physicians and weight loss centers. Since Nashua Nutrition became a Citizens Bank client in 2005, the company has experienced significant growth as a result of Glenda's strategic marketing efforts. It is a pleasure to work with Glenda and all of the staff at Nashua Nutrition."

Nashua Nutrition employees take an active role in the local community. Area hospitals that have bariatric programs often request the company's participation in support groups to provide information and "tasting parties" before selecting their purchase. Nashua Nutrition is also active with online weight loss and bariatric communities by offering advice and support to those with questions or concerns.

"I'm truly honored and proud to be nominated and selected as the SBA's 2009 NH Woman Owned Small Business Award recipient," said Godshall. "Being able to help others achieve their health goals and making a difference in so many lives has been a blessing. Both the SBA and Citizens Bank have been very instrumental in helping me achieve these goals."

Nashua Nutrition's vision is to provide superior products at a better price and to advocate a healthy lifestyle to all their customers.

Glenda and her husband Eric live in Brookline, NH.

For more information visit: [www.nashuanutrition.com](http://www.nashuanutrition.com)

## James E. Goss Honored as NH SBA's 2009 Veteran Small Business Champion

James E. Goss, Executive Director of the New Hampshire Committee of Employer Support of the Guard and Reserve (ESGR) has been named the **NH SBA's 2009 Veteran Small Business Champion**.

As Executive Director of NH ESGR, James Goss assists active Reserve service members and their employers by promoting cooperation and understanding between service members and their civilian employers and assists in the resolution of conflicts arising from an employee's military commitment. Goss supports military members and veterans with employment services which include promotion of available career positions and job training opportunities. He has been a champion for veterans returning from deployment in support of the Global War on Terrorism whose privately owned businesses have been impacted by deployment, as well as those now considering starting small business ownership upon return from deployment.

Goss was judged on a number of criteria, including evidence of increased business opportunities for veterans; efforts to improve awareness among veterans' groups of small business opportunities; and advocating for veteran-owned businesses.

"It certainly is a tremendous honor to have been selected for such a prestigious award," Goss said. But it's even more of an honor and privilege to be able to work with our military Reservists, assisting them and their employers in maintaining harmonious relationships in the workplace," he said.

Goss has made a special effort to keep abreast of SBA programs that can assist his clients, and to help sponsor workshops and other forums to inform and educate veterans about starting and running small businesses. Goss partnered with the NH U.S. Small Business Administration to help organize the state's unveiling of the SBA's Patriot Express Loan Initiative. Today he continues to promote SBA's programs that support the establishment and expansion of veteran owned small businesses.

In 1969, while an English teacher at Pinkerton Academy in Derry, Goss enlisted in the New Hampshire Army National Guard and was assigned to 1<sup>st</sup> Battalion, 172d Field Artillery, from 1969 to 1981. Later that year, he was selected for an instructional staff position with the newly formed New Hampshire Military Academy's Non-commissioned (NCO) Officers School. For the next three years, he performed a variety of duties to include instructor, senior instructor, and operations sergeant. For fourteen years, he served his community, his state and his country in this dual role.

After a fourteen year Guard career, Goss applied for and was selected to fill the fulltime active duty position of State Retention and Attrition Management Sergeant Major with the NH Army National Guard. In that capacity, he was responsible for the career development and counseling of the nearly 2000 Army Guard Soldiers. For the next twenty-one years of active duty, he also served on numerous state, regional and national-level committees. The Sergeant Major retired from Active Federal Service in September 2004, with over thirty-five years of total service.

Immediately following his military retirement, Goss was selected to fill the newly authorized position of Executive Director of New Hampshire's Employer Support of the Guard and Reserve, the job that he currently holds today.

"Mr. Goss' passion for educating and assisting fellow veterans and those who continue to serve has had a profound impact on the quality of life of service members and their families," said Major General Kenneth Clark, Adjutant General of the New Hampshire National

Guard who nominated Goss for the SBA award. "It is only with the tireless efforts of James Goss that our heroes in uniform are able to answer our nation's call while ensuring employment and financial stability for themselves and the families they provide for," he said.

James and his wife Patricia reside in Derry, NH.

For more information visit: [www.esgr.mil](http://www.esgr.mil)

## Leslie Sturgeon Named NH SBA's 2009 Women in Business Champion of the Year

Leslie Sturgeon, founder and president of Women Inspiring Women, has been named the **NH SBA's 2009 Women in Business Champion of the Year**.

Leslie Sturgeon has spent her entire career as a "champion for women" by the assistance she has provided through her business, Office Options, on a larger scale through Women Inspiring Women and through her civic and professional affiliations.

Twenty years ago, Sturgeon started an office support service and executive suite rental business in Meredith, NH. Armed with a loan from a local bank and much determination, Leslie expanded the business after several years to include management of homeowners associations and professional organizations. Many of her clients were start-up businesses as well that went on to succeed and grow due to her assistance.

Though Sturgeon enjoyed being a part of local networking organizations, she wanted to create an opportunity for women to come together for empowerment, education and networking. In May of 2007, that idea became a reality with the launch of Women Inspiring Women (WIW).

The organization brings together women to support and nurture one another both personally and professionally while providing them with self-improvement and business training. She spends considerable time mentoring members and has shown an overwhelming commitment to women starting and expanding their small businesses. Through the association newsletter and resource packets distributed at each meeting, members and attendees are inundated with tools for success. WIW has quickly become highly regarded within New Hampshire as an organization that specializes in helping women start and grow their businesses.

Due to the overwhelming interest from women throughout the State of New Hampshire, a second chapter was created. In October of 2008, Women Inspiring Women launched their Concord-area meetings and will be expanding again shortly to the Manchester, Bedford and Nashua areas as a result of acquiring the New England Women's Network.

"This award is such an honor for me," Sturgeon said. "I've always worked hard to help women achieve their best in their businesses and personal lives. While I may have helped many women, I feel I've received much more in return."

Sturgeon has been a dedicated community service volunteer, earning her recognition as a Paul Harris Fellow from the Meredith Rotary Club for her service to others. As the longest serving president of the Meredith Altrusa Club, an international service organization, she served on a district level mentoring women in developing leadership skills. She also served on the Meredith Chamber of Commerce Board of Directors. She is the immediate past president of Kidworks Learning Center, and is an Incorporator of the Belknap County Economic Development Council.

Sturgeon was evaluated for the award based on her commitment to the advancement of women's business ownership, efforts to increase business and financial opportunities for women, her volunteer efforts to strengthen the role of women in the business community and her advocacy to improve the environment for the creation and expansion of business owned by women.

Sturgeon resides in Bristol, NH.

For more information visit: [www.wiwnh.com](http://www.wiwnh.com)

## John Martin and Richard Holden of Laconia Savings Bank Named NH SBA's 2009 Financial Services Champions of the Year

John Martin, Vice President Business Development, Laconia Savings Bank and Richard Holden, Vice President Business Development, Laconia Savings Bank were named the **NH SBA's 2009 Financial Services Champions of the Year**.

They were selected for the award based on their advocacy efforts to advance small business interests by increasing the availability, amount and quality of technical assistance and financial services to small business and promote changes in the financial services industry to better assist small companies.

John Martin has been in community banking since 1973 and has worked in a variety of banking positions including retail, business and CFO. He joined Laconia Savings Bank three years ago to help start a small business banking division. Martin embraced this new position wholeheartedly with the focus of meeting the needs of New Hampshire's small business communities. Martin is Treasurer of the Gilford Rotary Club and a member of the newly formed Belknap Independent Business Alliance.

Richard Holden has been in community banking since 1974 and has worked with the retail and business customers throughout his career. He joined Laconia Savings Bank in 1998, and helped establish a small business lending department that utilizes the SBA programs. Holden is a member of the Rotary Club of Concord and is also the current chairman of the Concord Regional Visiting Nurses Association.

"We honor financial service champions because of the integral role they play in the small business community," said Witmer Jones, NH SBA District Director. "John Martin and Richard Holden have been outstanding advocates for entrepreneurs in the Granite State."

Together, Martin and Holden have actively participated in establishing a state-wide small business program. They have assisted with the training and development of the local office managers so that they can better understand, recognize and address the needs of the small businesses in each of their communities. Since Martin and Holden have focused on the needs of small business, the bank has more than doubled its small business loans. In 2008, Laconia Savings Bank was recognized as one of the top five SBA lenders in the State of New Hampshire.

"As members of Laconia Savings Bank's business development team we look forward to strengthening our partnership with the U. S. Small Business Administration so we can continue to assist local businesses with their financial needs," said Martin and Holden.

"It is an honor to nominate John Martin and Dick Holden for the Small Business Financial Champions Award," said Mary Jane Ricker, Laconia Savings Bank Senior Vice President, Commercial Services. "Their success is evident by the significant increase in small business and SBA financing that Laconia Savings Bank has provided," she said.

Martin resides in Meredith with his wife Lu-Ann.

Holden resides in Penacook with his wife Dorina.

For more information go to: [www.laconiasavings.com](http://www.laconiasavings.com)

## Jeremiah "Jerry" Turner Honored as SBA's 2009 NH Small Business Journalist of the Year

Jeremiah "Jerry" Turner, Business Editor for the Foster's Daily Democrat, has been named the NH SBA's **2009 Small Business Journalist of the Year**.

As Business Editor of Foster's Daily Democrat and Sunday Citizen, Turner focuses on the small business climate, writing feature stories and a bi-weekly column about small businesses located in the Seacoast region and southern Maine. In addition to his business duties, he also is the Assistant Sunday Editor at Foster's Daily Democrat.

Turner was selected for the SBA award based on his efforts to increase public understanding of the importance of small business contributions to the economy; contributions of news and feature stories, columns and commentary that highlight and analyze small business issues and other achievements that exemplify his media efforts to improve the understanding of the role of small business in the U.S. economy.

“Jerry is a very committed, experienced journalist and it shows in his insightful reporting. He performs an invaluable service in reporting and interpreting entrepreneurial issues, concerns and trends,” said Witmer Jones, SBA’s NH District Director.

“I am honored by this recognition,” said Turner. “My perspective is that no business is too small and no person’s work too minor to receive consideration for our business report. The guiding principle for me is that a healthy business climate is one where entrepreneurs have the resources and encouragement to take risks. I try to publicize any benefits and services that will foster and help firms succeed.”

A native of New York, Turner holds a degree in journalism from the University of Florida. Prior to joining the Foster’s Daily Democrat in 2001, Turner also served as Editor with the York County Coast Star in Kennebunk and later as the State Editor with the Portland (Maine) Press Herald.

While he has worked as a journalist for most of his career, Turner also began and operated a small food manufacturing business for nine years and helped to manage his family’s grain farm. These experiences have provided him with an understanding of the challenges faced by small business owners, and have shaped his beliefs in their impact on both the local economy and the community-at-large.

“I have been continually impressed with Jerry’s dedication to the small and micro-business communities, and consider him a partner in educating the public about business development resources and increasing awareness of the micro-business segment,” said Tara Bishop, Communications Manager with the Community Loan Fund, who nominated Turner for the award.

Turner resides in Sanford, Maine

For more information go to [www.fosters.com](http://www.fosters.com)

## **Mary Ann Kristiansen Honored as SBA’s 2009 NH Home Based Business Champion - Also Wins New England Regional Award -**

Mary Ann Kristiansen, Executive Director of Hannah Grimes Center has been named the U.S. Small Business Administration’s **2009 NH Home Based Business Champion of the Year**.

Kristiansen was selected for this award based on her demonstrated interest in home based-businesses, measurable accomplishments in advancing home-based businesses and volunteered time and energy to improve conditions for these businesses.

“Each year the SBA recognizes outstanding small business champions for their work on behalf of small businessmen and women,” said Witmer Jones, SBA’s NH District Director. “We are pleased to have Mary Ann join the ranks of our special champion winners because she has shown a great deal of commitment to serving the small business community.”

Kristiansen moved to New Hampshire in 1991 and bought Buckminster Farm in Roxbury. She started a home-based soap making business in 1991 and also gardens and raises sheep and chickens at her farm. Through her soap making, gardening, and farming contacts, she began to realize that there was a shortage of markets for locally-made products from small-scale businesses, while at the same time, there was a shortage of skills on the part of local producers to enter and succeed in those markets.

Kristiansen opened Hannah Grimes Marketplace in 1997 to create a thriving marketplace for local products *and* to help the people who make those products build sustainable and successful businesses. Kristiansen and her staff have nurtured these businesses, many of whom have graduated to full productive retail outlets.

In 2006, through her leadership, the non-profit arm of Hannah Grimes took over operations of a business incubator that is now The Hannah Grimes Center for Entrepreneurship. The Center has provided many budding business owners with access to cost effective business space and cost effective services while their businesses were developing. As part of the Center and as a result of strong partnerships with other resource partners, Kristiansen has developed training workshops, and a year long entrepreneurial course that help aspiring home based businesses develop the skills they need to grow and succeed. She launched the Localvore Project which promoted the eating locally grown foods from many of the home based startup food manufacturing businesses in the region.

“We nurture families, friends and gardens at our homes, so it is no surprise that a home is also an ideal place to nurture a business,” said Kristiansen.

Kristiansen, a native of Minnesota, received a Bachelor’s Degree in Communications from Gustavus Adolphus College in Minnesota. She earned her Master’s Degree in Public Administration from New York University. She is the recipient of the Service Excellence

Award for “helping New Hampshire citizens to build successful and sustainable businesses” from the Commissioner of the Department of Resources and Economic Development. She was one of the early members of the Pinnacle Broadband Initiative, which aspired to bring high speed internet access to small underserved towns around Keene in order to enable home businesses to have high speed telecommunication access. She was a co-founder with the NH Small Business Development Center of the Monadnock Angel Investors Group.

Gary Oden, Regional Manager of the SBDC in Keene nominated Kristiansen for the SBA award and stated: “Mary Ann has inspired many of the Keene and Monadnock region home based businesses into becoming sustainable and viable small businesses supplying goods and services as well as jobs to the region. Beyond her numerous achievements, Mary Ann has been a constant voice for the local economy of not only the Keene region but also the State of New Hampshire.”

The Hannah Grimes philosophy comes directly from its namesake. Born in 1776, Hannah Grimes was not famous, but she did create and surround herself with simple, well-made, tasty and functional everyday items. What she and her family could not make or grow themselves, they bought from friends and neighbors. They were part of a dynamic, local, bustling marketplace that was an integral contributor to a vibrant economy and community woven together by commerce and culture.

Kristiansen resides in Roxbury, NH with her daughter Annika.

For more information visit: [www.hannahgrimes.com](http://www.hannahgrimes.com)

## Safety Net Solutions, Inc. Honored as SBA's 2009 Small Business Prime Contractor of the Year for the Northeast Region.

Safety Net Solutions, Inc. (SNS), Salem, NH has been named the **SBA's 2009 Prime Contractor of the Year for the Northeast Region**. SNS was nominated by the U.S. Department of Transportation based on their technical and management expertise. The award honors small businesses that have provided the government with outstanding goods and services as prime contractors.

The company is involved in information technology for the government. As an example, SNS was one of the principal developers of the air traffic monitoring system for the Department of Transportation and is also known for producing the best fraud-resistant identification cards in the world.

Daniel Leone from Department of Transportation stated, “Safety Net Solutions puts the government first. They have displayed tremendous attention to detail and are very customer focused. It was a pleasure to nominate them for this award.”

SNS has been in business for the past 16 years and has 20 employees. Led by its president and founder, Ross Miller, this service disabled veteran-owned small business has been developing cutting edge information technology solution for critical enterprise systems. The SNS team is known for their technical expertise and collectively the SNS staff possess over 20 information technology patents.

Ross Miller, president of Safety Net Solutions, Inc. commented on this award, “We are very grateful for the opportunity to serve our fellow citizens over the last 18 years and are fortunate to have a team of the some of the finest technologists and engineers available. This has enabled us to bring new technologies and systems to the world that never existed.”

Miller is a resident of Salem, NH

For more information visit: [www.safetynetsolutions.com](http://www.safetynetsolutions.com)

## 2009 Small Business Development Center Service Excellence and Innovation Center Award

The New Hampshire Small Business Development Center, Office of Statewide Educational programs led by **Heidi Edwards Dunn, Coordinator**, is the recipient of the **NH SBA's 2009 Small Business Development Center Service Excellence and Innovation Center Award**. The award honors a SBDC service center for their excellence assisting entrepreneurs and advancing program delivery and management through innovation.

Led by Dunn's efforts, the center played a pivotal role in creating *e-Learning for Entrepreneurs*. E-Learning allows entrepreneurs access to valuable online educational programs and tools, 24/7, without leaving their place of business. The cornerstone of e-Learning is *How To's for Business Owners*, twenty one three-hour courses in business management, marketing and finance. Additional components include *Business Plan OnLine*, which is an online software tool for writing a business plan, and online counseling with SBDC-certified business advisors.

*E-Learning for Entrepreneurs* formally launched in October of 2008 with a ceremony at the Governor's office. As of March of 2009, 612 individuals have taken over 850 e-courses. Additional courses are currently in development covering topics such as starting a business in NH and obtaining business financing in NH. Another key piece of e-Learning will be the re-engineering of the NH SBDC's website. Dunn is responsible for developing and implementing all components of e-Learning.

"Thank you to the SBA recognizing the New Hampshire Small Business Development Center's Educational Programs, especially *e-Learning for Entrepreneurs*", said Dunn. "I am grateful for this honor and hope that it helps bring awareness to the opportunities that NH SBDC and its e-Learning tools offer to New Hampshire business owners".

Additionally, the Office of Statewide Educational Programs coordinates all NH SBDC participant events including Small Business Day at the State House, Speed Venture Summit and the SBA Awards Luncheon.

Prior to joining the NH SBDC, Dunn was the Executive Director of First Night New Hampshire, Education and Standards Manager at the League of New Hampshire Craftsmen and Events Manager for the New Hampshire Furniture Masters Association. As a current board member, she has been instrumental in obtaining grants for the Furniture Masters and greatly assisted in the creation and implementation of the Furniture Masters' Studio Based Learning Program.

Dunn resides in Henniker.

The NH Small Business Development Center is an important resource partner of the NH SBA and it is the only agency with full time, certified business consultants providing one-on-one consultation to New Hampshire's Small Businesses.

For more information visit: [www.nhsbdc.org](http://www.nhsbdc.org).

## Theodore "Ted" Papoutsy Named SBA's NH 2009 SCORE Counselor of the Year

Theodore (Ted) Papoutsy of Rye, NH was named the New Hampshire Small Business Administration's **2009 SCORE Counselor of the Year**. Papoutsy joined SCORE in 1984 and immediately became a very active and involved member of the organization. Papoutsy currently serves as the Chapter Chair of the Portsmouth, NH Chapter #185.

Papoutsy grew up around the shoe manufacturing business as his family and relatives owned shoe factories and factories allied to the leather and shoe industry in the Haverhill, MA area. He spent many summers as a boy and young man working in these factories. Papoutsy has been an entrepreneur all his adult life, and after being discharged from the army in 1953 he decided to start a company manufacturing products related to the shoe and leather industry.

As Papoutsy's business grew and expanded, so did his opportunities. Papoutsy became involved in several joint ventures with Fortune 500 companies (inside and outside the shoe industry) over the years. As the companies grew and the opportunities presented themselves, Papoutsy sold off his many successful businesses and decided to retire at an early age. At this point, he took time off to do some things he was unable to do while running his multiple businesses.

It didn't take long for him to realize that he was running out of things to do and decided to get involved in some sort of community service. He was meeting with a friend who suggested he talk to Bill Phillips, New Hampshire District Director of the SBA, to see how he could use his business experiences to help other entrepreneurs and start up companies. Phillips told Papoutsy that he should contact SCORE and become a counselor – and that's exactly what he did. Fast forward 25 years and here we are today.

"I would rather wear out than rust out and SCORE has given me that opportunity," said Papoutsy. "SCORE is here to nurture people, develop their hopes and dreams and give them a reality check," Ted explains in his view of what SCORE is all about.

"Ted's dedication to helping small business clients and the success of the NH SCORE organization is a true inspiration to all who know him," said Ron Weiss, NH SCORE District Director.

Papoutsy has been involved in many charitable and civic organizations over the years at different levels bringing his experience,

compassion and work ethic into play.

For more information visit: [www.scorehelp.org](http://www.scorehelp.org)

## Karen Pollard Honored as the 2009 NH SBA Special District Champion of the Year

Karen Pollard, Economic Development Manager for the City of Rochester, New Hampshire has been named the **2009 NH SBA's Special District Champion of the Year**.

Karen Pollard moved to Rochester, NH in 2003, from southwest Minnesota where she worked with many economically challenged communities and served as Executive Director for the Alliance for Minnesota Micro-Enterprise. This unique experience enabled her to understand the challenges faced by small businesses, to establish new small business programs, revitalize existing programs and offer technical assistance at the local level.

Pollard's father, a small business owner in upstate New York had a profound impact on her education and career choices. He inspired her to attend college for business and she initially chose a career in retail management particularly because of the advancement opportunities for women. As she made her way from Junior Assistant Manager to Regional Director, she continued to advance her skills in the areas of marketing, site selection, recruiting and training. In these professions, she covered nearly all of the territory east of the Mississippi.

In the late 90's, an opportunity presented itself that meant a big change for Pollard. After volunteering on a rails-to-rails project, she was recruited to work for the Warren County Economic Development Corporation and gave up travel and salary in her retail career for the ability to make an impact on the economic opportunities available to her friends and neighbors. Pollard discovered a passion for using her business skills and experience in new ways, and found that assisting small businesses was tremendously rewarding. Shortly after, the family moved to Minnesota and Pollard was chosen to lead a start-up economic development organization for Pipestone County. The extreme economic challenges in the rural heartland encouraged creativity in supporting small business and an intense focus on entrepreneurial support, now called "economic gardening".

It is especially meaningful to be named NH SBA's Special District Champion of the Year because I really understand what small business owners and their families struggle with from my own history", Pollard said. "The people I work with inspire me to keep that perspective and bring to the table programs, projects and people that truly add value and address the needs of our small businesses community - manufacturing, retail and service."

Pollard became motivated to learn all she could about business development and enrolled in the Economic Development Institute at the University of Oklahoma, programs recognized internationally. She was awarded the Ruffin Scholarship in Economic Development given to one student annually. Pollard was recognized as a skilled Economic Development Practitioner by the Northeast Economic Developers Association in 2006. Pollard continues to mentor new economic developers and participates as an educator and speaker on a variety of economic development topics.

Nominated by Brian Kunkel and Jim Destefano of Grubb & Ellis-Coldstream Real Estate Advisors, Inc. they praised Pollard for her significant contributions to the small business community in Rochester. "Through her role as Economic Development Manager with the City of Rochester, for 5 very successful years, Karen has been instrumental in the vitality of the area's business community. She is maximizing her creativity and efforts to assist businesses through today's economic challenges," commented Kunkel and Destefano.

"We believe her advocacy efforts on behalf of small business have been outstanding and deserve special recognition," said Witmer Jones, NH SBA District Director.

Karen and her husband Les reside in Rochester, NH with Spaulding High students Elaine and James.

For more information visit: [www.thinkrochesternh.biz](http://www.thinkrochesternh.biz)

All of the award winners will be recognized at the 2009 SBA Small Business Awards Luncheon hosted by the New Hampshire Small Business Development Center (SBDC) on Wednesday, June 3 from 11:30 a.m. to 2:30 p.m. at C.R. Sparks, located at 18 Kilton Road in Bedford, NH. For further information on the luncheon, please contact the NH Small Business Development Center at (603) 227-0417.