

## Small Business Assistance Providers Matrix of Services

Assistance Provider	Mission of Organization	Programs and Services	Contact
<p><b>Beaver Street Enterprise Center</b>                      1225 W. Beaver Street                      Jacksonville, FL 32209                      Phone: 904-265-4700      Fax: 904-265-4770  <b>www.bsecenter.com</b></p>	<p>To contribute to the economic development of Jacksonville's core city neighborhoods by creating and operating quality facilities providing intensive business assistance and technical support for early stage enterprises with the potential to create high wage jobs for community residents.</p>	<p>Intensive management and technical support, business-planning assistance with marketing, financing, and networking.</p>	<p>Jackie Perry (Manager)                      perryj@BSEcenter.com</p>
<p><b>Better Business Bureau of Northeast Florida</b>                      4417 Beach Blvd. #202                      Jacksonville, FL 32207                      Phone: 904-721-7373 Ext. 313      Fax: 904-721-7373  <b>www.bbbnefla.org</b></p>	<p>To promote and foster business practices that lead to fair and ethical marketplaces in the communities we serve.</p>	<p>BBB provides reliability reports on local and national companies that businesses &amp; consumers can use in making an informed decision on whom to do business with. BBB also provides dispute resolution services to help solve difficulties between a business and its customer. We are a not-for-profit 501 c(6) organization funded by business memberships.</p>	<p>Tom Stephens (President)                      tstephens@bbbnefla.org</p>
<p><b>City of Jacksonville Equal Business Opportunity</b>                      214 N. Hogan Street                      Jacksonville, FL 32202                      Phone: 904-630-0969      <b>www.coj.net</b></p>	<p>The Equal Business Opportunity Office (EBO) was designed to promote fair and equitable opportunities to all vendors participating in the Jacksonville Small and Emerging Business (JSEB) program, therefore allowing qualifying businesses to compete in the City's procurement process by addressing many of the challenges small businesses face.</p>	<p>The EBO office is responsible for identifying and certifying small businesses that meet the minimum requirement for certification. Additionally, EBO provides certified JSEBs with assistance that results in building capacity and strength. These areas include bonding, access to capital, continuing education, grant scholarship program, fiscal physical, mentoring opportunities, and complaint investigation through the office of the Ombudsman.</p>	<p>Ivy Johnson (Chief)                      ijohnson@coj.net</p>
<p><b>First Coast African American Chamber of Commerce, Inc.</b>                      1725 Oakhurst Avenue                      Jacksonville, FL 32208                      Phone: 904-652-1500                      Fax: 904-652-1501  <b>www.fcaacc.org</b></p>	<p>The Chamber relates and interprets government regulations, laws, policies, procedures, guidelines, principles and practices to the minority commercial and business community. It acts as a marketing and resource liaison for its members by encouraging and assisting the grassroots section of the community to participate and become involved. It also develops and implements programs, partnerships and strategic alliances.</p>	<p>Minority Outreach Program is funded by the City of Jacksonville's Human Service Council for interviewing, assessment, analysis counseling, training and referral of small businesses in highly under-utilized neighborhoods who are minority and women owned. They include for profit and non-profit business entities.</p>	<p>Dr. Carlton Robinson (President)                      carlton.robinson@gmail.com</p>

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<b>First Coast Asian- American Chamber of Commerce</b> 9951 Atlantic Blvd. Suite 467, Jacksonville FL 32225 Phone: 904-207-4084/904-725-0210 <b>www.asianamericanchamber.com</b>	To promote positive growth of business climate that will enhance the standard of living and quality of life for all Asian-Americans in the city of Jacksonville and on the First Coast	Facilitate training programs to its members on how to increase revenues and learn modern ways to be diversified in their business, to be able to participate in the mutually beneficial economic development of Jacksonville and most of all have a "voice" on socio-economic growth of the region.	Mary Grace Assadoghli (Co-Founder) asianamchamber@aol.com mga9951@aol.com
<b>First Coast Hispanic Chamber of Commerce</b> P.O. Box 16751 Jacksonville, Florida 32245 Phone: 904-591-6589 <b>www.fchcc.com</b>	To encourage and promote sound, ethical, and successful business practice in the Hispanic community: to maintain our Hispanic heritage through educational endeavors, and to promote business opportunities, through social interaction among our community.	Scholarships, Job opportunities, monthly networking opportunities, special programs and business seminars	Giselle Carson, Esq. (President) gcarson@marksgray.com
<b>Florida Community College at Jacksonville</b> North Campus-4501 Capper Road Jacksonville, FL 32218 Phone: 904-766-6569 Fax: 904-766-6650 <b>www.fccj.edu/campuses/north/smallbusiness/index/html</b>	To deliver the educational component of the City of Jacksonville's Small and Emerging Business program. Increase number of JSEBs certified, increase number of JSEBs that successfully compete for City procurement contracts or subcontracts, increase viability and survival of JSEBs adding to the entrepreneurial base of the City, and prepare JSEBs to transition from small business status	Provide core training modules in communications, legal business structure & contracts, doing business with the government, finance & accounting, marketing, and customer service. Workshops on cost estimation, business software and small business tax clinics. All completed training eligible for JSEB certification points.	Marcia Knowles Matthews (Program Coordinator) mmatthew@fccj.edu
<b>INDOUS Chamber of Commerce of Northeast Florida</b> <b>Phone: 904-327-3329</b> <b>www.indousnefl.info</b>		Job opportunities, internships, networking events, workshops, Trade Fair etc.	Sankar Mahalingam (President) 904-327-3329

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<p><b>Internal Revenue Service</b>  400 W. Bay Street  Jacksonville, FL 32202  Phone: 904-665-0776  www.irs.gov</p>	<p>Provide Small Business/Self-Employed Division customers top-quality service by educating and informing them of their tax obligations, developing educational products and services, and helping them understand and comply with applicable laws, and to protect the public interest by applying the tax law with integrity and fairness to all.</p>	<p>Offer an award-winning web site dedicated to small businesses and the self employed. Provide free online learning and educational products, real-time application and delivery of an Employer I.D. Number, and an abundance of information and topics for small business owners. Sponsor free national phone forums and webinars pertinent to business. Conduct outreach activities and make speakers available for business associations and tax professional organizations.</p>	<p>Samuel Froio (Senior Stakeholder Liaison)  sam.froio@irs.gov</p>
<p><b>Jacksonville Asian American Alliance</b>  jaxaaa.org</p>			<p>Vida Vongsay (President)  vidavongsay1@yahoo.com</p>
<p><b>Jacksonville Economic Development Commission (JEDC)</b>  1 West Adams Street, Suite 200  Jacksonville, FL 32202  Phone: 904-630-1624  www.coj.net</p>	<p>To provide the process, programs and leadership to facilitate economic growth in Jacksonville. The foster job growth and enhance the quality of life for the citizens of Duval County. www.coj.net</p>	<p>Provide assistance with Enterprise Zone and Empowerment Zone tax credit programs applications. Assist small businesses with obtaining loans and / or grants through various programs including: DDA, Historic Preservation, Brownfields, Northwest and other economic development programs. Assist small businesses with obtaining assistance through various state and federal programs. Assist businesses in using innovative financing alternatives.</p>	<p>Joe Whitaker (Business Recruitment/Retention Coordinator)  josephw@coj.net</p>
<p><b>Jacksonville Regional Chamber of Commerce Small Business Center</b>  3 Independent Drive  Jacksonville, FL 32202  Phone: 904-366-6600  www.myjaxchamber.com</p>	<p>Assist in the growth and development of small businesses by constantly assessing their needs. Collaborating with service providers to offer technical assistance, and access to capital for new and existing businesses.</p>	<p>The Small Business Center provides assistance in the following areas: Business workshops, business location and expansion in the Empowerment and Enterprise zone, research for starting your business, access to capital, and counseling,</p>	<p>Sandy Bartow (Executive Director)  sandy.bartow@myjaxchamber.com</p>

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<p><b>Jacksonville Urban League Entrepreneurship Center</b>            903 W. Union Street            Jacksonville, FL 32204            Phone: 904-356-5092  <b>www.eecjacksonville.com</b></p>	<p>The Entrepreneurship Center assesses the needs and capabilities of minority business owners in the Jacksonville area. Then those aspiring or current business owners are linked with resources, classes, training and counseling that will help them grow to the next level of success.</p>	<p>Business mentorship includes: business review, strategic planning, financial projections and analysis, plan execution, identification of funding opportunities, and more provided by an individual consultant assigned to the business owner.</p>	<p>Charles Reynolds (Director)            c.reynolds@jaxul.org</p>
<p><b>Jacksonville Women's Business Center</b>            3 Independent Drive            Jacksonville, FL 32202            Phone: 904-366-6640  <b>www.jaxwbc.com</b></p>	<p>"The mission is to advance the success of women entrepreneurs at every stage of business development from aspiring to emerge to growing to accomplished. We do that by providing services including mentoring, training, consulting (available on a one-on-one basis), and networking events.</p>	<p>Mentoring programs are for those already in business. Each enrollee receives two mentors (i.e., accountant &amp; banker for Financial Matters; marketing &amp; PR expert for Marketing Matters) who stay with that participant for six months. ATHENA program is for those who meet strict criteria and is for one year. Monthly peer-to-peer mentoring exists through four Business Advisory Councils.</p>	<p>Pat Blanchard (Manager)            pat.blanchard@myjaxchamber.com</p>
<p><b>Procurement Technical Assistance Center (PTAC)</b>            3 Independent Drive            Jacksonville, FL 32202            Phone: 904-366-6650  <b>www.myjaxchamber.com</b></p>	<p>The Florida Procurement Technical Assistance Centers help Florida businesses interested in obtaining contracts with the Department of Defense, other federal agencies, state and local governments and participating prime contractors.</p>	<p>Funded through the Dept. of Defense and the Jacksonville Regional Chamber of Commerce, PTAC, a specialized program of the Florida SBDC Network, provides counseling free of charge to any Florida firm. A minimal fee may be charged for special services and/or workshops. Counseling services include assistance in getting registered and certified, in marketing, and in contract administration on the federal, state, and local levels.</p>	<p>Barbara English (Manager)            barbara.english@myjaxchamber.com</p>
<p><b>Puerto Rican Chamber of Commerce of Northeast Florida (904) 207-7714</b>  <b>www.prccnf.com</b></p>	<p>Our Mission is to develop, promote and establish a relationship between Jacksonville, Puerto Rico, national and international businesses, to achieve a higher degree of economic growth for the greater Jacksonville area. "</p>	<p>We facilitate business relationships and opportunities. We encourage our members to become involved in a committee or attend an event. It enhances and provides new prospects for business growth. Our Chamber Member has access to unique business services, educational programs and special events where they have the opportunity to expose their business on front of thousands of persons.</p>	<p>Nilda Alejandro (President)            prccnef@gmail.com</p>

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<p><b>SCORE</b> 7825 Baymeadows Way, Suite 100B Jacksonville, FL 32256 Phone: 904-443-1900 Fax: 904-443-1980 <a href="http://www.scorejax.org">www.scorejax.org</a></p>	<p>All volunteer organization of mainly retired business owners and managers dedicated to helping the formation and growth of small business in NE Florida</p>	<p><b>Counseling</b> -- both start-ups and existing businesses in one-one-one or group sessions or e-mail online sessions. <b>Training</b> -- provide workshops for completing a business plan and other relevant information for clients.</p>	<p>Bob Adasiak (Chapter Chair) radasiak@sprynet.com</p>
<p><b>Small Business Administration</b> 7825 Baymeadows Way, Suite 100-B Jacksonville, FL 32256 Phone: 904-443-1900 Fax: 904-443-1980 <a href="http://www.sba.gov/FL/north">www.sba.gov/FL/north</a></p>	<p>The SBA is a federal agency established to aid, counsel, assist, and protect, the interest of small business concerns and to maintain and strengthen the overall economy of the nation. The SBA may assist in providing: access to capital utilizing one of the many SBA loan programs, assistance with government contracting, small business counseling, disaster assistance, and advocacy on behalf of small business.</p>	<p>Provides new and established small business owners with financial, management, technical and procurement assistance. SBA also serves as advocate for small business interests.</p>	<p>Lola Naylor (Business Development Specialist) lola.naylor@sba.gov</p>
<p><b>Small Business Development Center at the University of North Florida</b> 12000 Alumni Dr. Jacksonville, FL 32224 Phone: 904-620-2476 Fax: 904-620-2567 <a href="http://www.sbdc.unf.edu">www.sbdc.unf.edu</a></p>	<p>THE principal source of business assistance for small businesses as designated by the Florida Legislature. With management advice and training provided by the SBDC at UNF, potential and existing business owners can become more successful and contribute positively to the area's economic growth and stability. Small businesses PROFIT from our experience.</p>	<p><b>Training</b> -- affordable workshops on business start-up basics; topical roundtables on small business issues; JSEB educational partner. <b>Counseling</b> - HELP desk for quick answers; access to the latest business information onsite and online; confidential, free assistance provided by Certified Business Analysts including financial analysis, market analysis, business plan assistance, and access to capital.</p>	<p>Janice Williams Donaldson (Director) smallbiz@unf.edu</p>
<p><b>Small Business Resource Network SBDC at UNF</b> 12000 Alumni Dr. Jacksonville, FL 32224 Phone: 904-620-2489 Fax: 904-620-2567 <a href="http://www.sbrn.org">www.sbrn.org</a></p>	<p>"To help small businesses achieve greater success by expanding their awareness of available business and professional resources and by referring them to qualified, experienced service providers."</p>	<p>The SBRN is a statewide network of accountants, attorneys, lenders, insurance professionals, business consultants and government or non-profit agencies who have the expertise and desire to assist small business owners. The SBRN is a free information and referral resource provider.</p>	<p>Nancy Boyle (Director) nboyle@unf.edu</p>

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<p><b>Women Business Owners of North Florida</b>  P. O. Box 551434  Jacksonville FL 32255-1434  Phone: 904-278-9270  Fax: 904-992-9191  <b>www.jaxwbo.com</b></p>	<p>The general mission of Women Business Owners of North Florida, Inc. (WBO) is to create and recognize opportunities to lift up the successes of women in the business world, both individually and collectively. We have five focus areas:  W-Winning visibility for WBO and its members  O-Opening up increased access to capital  M - Mobilizing economic clout  E- Encouraging mentoring connections  N - Nurturing leadership capabilities</p>	<p>All-volunteer organization. Provide support to women in all stages of business ownership. 5-6 monthly meetings for networking and business education. Seminars, retreat, scholarship programs for business education/training, support for various business issues and community programs. Do not directly provide any loans, grants, economic incentives or capital investment. Sponsor of Woman Business Owner of the Year awards program for North Florida, recognizing achievement of outstanding women-owned businesses.</p>	<p>Hope Ferguson (Administrator)  admin@jaxwbo.com</p>
<p><b>WorkSource (First Coast Workforce Development, Inc.)</b>  215 N. Market Street, Ste. 340  Jacksonville, FL 32202  Phone 904-356-JOBS (5627)  <b>www.worksourcefl.com</b></p>	<p>To provide a qualified workforce to the business community on the First Coast.  To provide support for economic development in the growth and retention of business.</p>		<p>Angela Richmond  arichmond@worksourcefl.com</p>