

November 2024



# BUSINESS GROWTH ADVANTAGE PROGRAM (BGAP)

## ECONOMIC IMPACT REPORT



**Charles County Government  
Economic Development Department**

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# ACKNOWLEDGEMENTS

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## PROGRAM OVERVIEW

The **Business Growth Advantage Program (BGAP)**, launched in response to the unprecedented challenges posed by the COVID-19 pandemic, is an ongoing initiative designed to bolster the resilience and growth of micro, small, minority, women, and veteran-owned businesses in **Charles County**. With the pandemic profoundly impacting businesses worldwide—leading to revenue losses, temporary closures, and in some cases, permanent shutdowns—the need for targeted support became increasingly evident. The Charles County Economic Development Department (EDD) recognized this urgent necessity and committed to fostering an environment where local businesses could not only survive but thrive amid adversity.

BGAP was crafted as part of the EDD's comprehensive COVID-19 recovery strategy, aiming to enhance the capacity of local businesses by providing essential training and resources. The program's primary goal is to assist entrepreneurs in building sustainable practices, maximizing opportunities, creating jobs, and ultimately contributing to the economic vitality of Charles County. By focusing on practical, actionable skills, BGAP empowers business owners with the knowledge needed to develop customized growth plans tailored to their unique operational needs.

The curriculum of BGAP emphasizes core competencies that are critical for immediate application within businesses. Participants gain valuable insights into operations management, financial literacy—including understanding financial statements and record-keeping—capital readiness, traditional and digital marketing strategies, customer relationship management, human resources, and capacity building. These skills are essential for small business owners looking to adapt and expand their operations in a post-pandemic landscape.

To ensure the program's effectiveness, BGAP implemented a selective application process aimed at identifying businesses with growth potential. Eligible businesses were required to have been operational for at least two years, generate annual revenues between \$50,000 and \$2,500,000, and employ at least one individual, including the owner. Each applicant underwent a rigorous interview process to ensure a good fit for the program, highlighting the commitment to fostering a cohort of motivated and capable business leaders.

The Charles County Government sought expertise to facilitate the program, ultimately selecting **Will Holmes Consulting LLC** for this role. Over the course of BGAP, which ran from **May 2022 through July 2024**, 151 small business owners graduated from the program across 11 cohorts, with an impressive **130 of those businesses** being minority and women-owned. Each participant received a **\$10,000 grant** to support their operational needs, resulting in a total of **\$1,465,000** disbursed in grant funding.

As part of our efforts to evaluate the program's impact, a survey was conducted to gather feedback from participants regarding their experiences and the effects of BGAP on their businesses. Out of the 151 businesses that graduated from the program, **112 completed the survey**.



## SURVEY RESULTS OVERVIEW

The BGAP survey results offer a comprehensive view of the impact of the program on local businesses, highlighting several key areas of growth, job creation, and financial progress. Overall, the data reflect significant strides in business development, although challenges remain for some participants.

One of the most notable findings pertains to job creation. A majority of businesses, 48.65%, reported creating at least one full-time job, with 30.63% adding 1-2 full-time positions, indicating that the program has effectively supported business expansion. However, just over half (51.35%) of respondents have not yet created full-time jobs, pointing to the need for continued focus on fostering employment opportunities as businesses grow. The trend in part-time job creation is more positive, with 75.45% of respondents creating part-time roles, and over half (56.36%) adding 1-2 part-time positions. This suggests that businesses are carefully managing resources while expanding their workforce.

Revenue growth is another encouraging outcome, with 73.15% of respondents reporting an increase in revenue since participating in the BGAP program. While nearly half of respondents (44.44%) saw modest revenue gains of 0-10%, a notable portion of businesses reported stronger financial growth, with 23.33% experiencing an 11-20% increase, and 20% reporting a 21-30% revenue rise. These figures highlight the program's effectiveness in driving business success, though 26.85% of respondents did not experience a revenue increase, which may indicate a need for additional support or time for these businesses to see measurable growth.

A substantial majority of businesses, 66.04%, acquired new business opportunities, underscoring the program's role in expanding market access and creating new avenues for growth. However, 33.96% of respondents did not secure new opportunities, suggesting that while the program has succeeded for many, more can be done to help all participants leverage available resources and networks.

Overall, the survey results reflect a positive trajectory for many of the businesses that participated in BGAP, with notable successes in job creation, revenue growth, and the acquisition of new business opportunities. These outcomes affirm the value of the program in supporting local business development and strengthening the economic fabric of Charles County. At the same time, the results point to areas where additional support may be needed to ensure that all participants can fully benefit from the program's offerings. Continued focus on fostering job creation, facilitating revenue growth, and expanding market opportunities will be crucial for driving sustained business success in the region.

This report presents the findings from that survey, which seeks to measure the tangible impacts of BGAP over the two-year period. The insights garnered will be crucial in understanding the program's effectiveness, identifying areas for improvement, and highlighting the success stories that emerge from this vital initiative.





## SURVEY RESULTS

The following section presents the results and analysis of a comprehensive survey conducted to assess the impact of the **Business Growth Advantage Program (BGAP)** on participating businesses. This survey, completed by **112 of the 151 businesses** that graduated from the program, offers valuable insights into the effectiveness of the training and the lasting benefits it has provided to micro, small, minority, women, and veteran-owned businesses in **Charles County**.

Through this feedback, we aim to measure the direct outcomes of the program on business growth, job creation, access to capital, and overall capacity-building efforts. The survey results not only showcase the progress and success of these businesses but also provide critical data that will inform future enhancements to BGAP and the development of other small business programs. By capturing the experiences and achievements of program participants, this report highlights the significant role BGAP has played in fostering resilient, thriving businesses in the wake of the COVID-19 pandemic.

The data below will serve as a key indicator of the program's impact, helping the **Charles County Economic Development Department** refine its approach to supporting the local business community.

### Survey Questions:

#### 1. Full-Time Jobs Created:

##### Summary Results

- **51.35% (57 respondents)** created **0 full-time jobs**.
- **30.63% (34 respondents)** created **1-2 full-time jobs**.
- **13.51% (15 respondents)** created **3-5 full-time jobs**.
- **3.60% (4 respondents)** created **6-10 full-time jobs**.
- **0.90% (1 respondent)** created **11+ full-time jobs**.

##### Analysis

- A significant portion of respondents (48.65%) were able to create full-time jobs, with 30.63% creating 1-2 positions and a smaller percentage creating 3 or more jobs. This indicates that many participants are expanding their workforce, although just over half (51.35%) have yet to create full-time positions, suggesting potential for future growth as businesses scale.

##### Evaluation:

- A significant portion (51.35%) of businesses did not create full-time jobs after completing BGAP, which might indicate either that businesses were focused on consolidation or other factors like economic uncertainty. However, around 48.65% did create jobs, with nearly a third adding 1-2 jobs, showing positive growth among a substantial number of participants.



## 2. Part-Time Jobs Created:

### Summary Results

- **24.55% (27 respondents)** created **0 part-time jobs**.
- **56.36% (62 respondents)** created **1-2 part-time jobs**.
- **13.64% (15 respondents)** created **3-5 part-time jobs**.
- **4.55% (5 respondents)** created **6-10 part-time jobs**.
- **0.90% (1 respondent)** created **11+ part-time jobs**.

### Analysis

- Most businesses (75.45%) created part-time jobs, with 56.36% adding 1-2 positions. The creation of part-time roles may indicate a cautious yet optimistic approach to hiring, as businesses assess their needs before transitioning to full-time employment. Only a quarter of respondents (24.55%) did not create part-time roles, showing that the program has positively impacted job creation for the majority.

### Evaluation:

- The majority (75.45%) of respondents created at least one part-time job, with 56.36% creating 1-2 part-time roles. This is a strong indicator of the program's success in supporting businesses' operational expansion, even in smaller part-time capacities.

## 3. Business Revenue Increase Since Completing BGAP

### Summary Results

- **73.15% (79 respondents)** reported a **revenue increase**.
- **26.85% (29 respondents)** reported **no revenue increase**.

### Analysis

- Nearly three-quarters of participants (73.15%) experienced an increase in revenue, which suggests that the BGAP program effectively provided tools and strategies for business growth. A smaller percentage (26.85%) did not report an increase, which may highlight challenges faced by some businesses or indicate that growth is still forthcoming for those respondents.

### Evaluation:

- A majority (73.15%) of businesses experienced a revenue increase, suggesting that the BGAP program had a positive impact on business growth. However, the 26.85% reporting no increase could point to external challenges or the need for further support in converting knowledge from the program into financial gains.

## 4. Percentage Of Revenue Increase:

### Summary Results

- **44.44% (40 respondents)** reported a **0-10% increase**.
- **23.33% (21 respondents)** reported an **11-20% increase**.
- **20.00% (18 respondents)** reported a **21-30% increase**.
- **6.67% (6 respondents)** reported a **31-50% increase**.
- **5.56% (5 respondents)** reported a **51%+ increase**.



### Analysis

- While most businesses (44.44%) reported modest revenue growth (0-10%), a notable percentage (23.33%) experienced increases in the 11-20% range, and 20.00% saw even larger gains of 21-30%. This diverse range of revenue growth reflects the varying stages of development among participating businesses, with some seeing significant financial benefits as a result of the program.

### Evaluation:

- Most businesses (44.44%) saw modest revenue growth of 0-10%, but almost half experienced more substantial increases, with 25.56% reporting growth above 20%. This variation highlights the range of program impacts across different business sectors and sizes.

## 5. New Business Opportunities Acquired Since Completing BGAP

### Summary Results

- **66.04% (70 respondents)** acquired **new business opportunities**.
- **33.96% (36 respondents)** did not acquire new opportunities.

### Analysis

- A substantial 66.04% of participants secured new business opportunities, underscoring the program's success in fostering growth and expansion for most businesses. However, around one-third (33.96%) did not, indicating room for further support in helping all participants capitalize on emerging opportunities.

### Evaluation:

- Two-thirds of the respondents gained new business opportunities, which is a clear indicator of the BGAP program's success in helping businesses expand their networks and market reach. Descriptions of new opportunities included securing contracts, expanding services, and forming partnerships, which reflect positive business developments post-program.

### *If yes, please described the nature of the new business opportunities:*

The descriptions of new business opportunities from the BGAP graduates highlight a diverse range of ventures and partnerships. Here's a summary of the types of opportunities they reported:

- **New Partnerships and Collaborations:** Many participants established new partnerships, including joint ventures, collaborations with local businesses, and teaming up with other BGAP members to offer complementary services or products. These partnerships often involved expanding service offerings or entering new markets.
- **Contracts and Clients:** Several businesses secured new contracts, particularly in government (federal, state, and local) and commercial sectors. Participants won contracts related to areas like software development, medical services, consulting, and janitorial services. Many also gained corporate and institutional clients, including colleges and health departments.





- **Expansion and New Services:** Numerous respondents expanded their service offerings, entering new industries or enhancing their current operations. Some opened new physical locations, acquired other companies, or introduced innovative services like medical wigs consulting, education programs, and prenatal wellness.
- **Increased Revenue Streams:** Many participants reported new sources of income, including creating new products, offering educational courses, or developing consulting services. Several respondents mentioned that the new ventures led to substantial revenue growth.
- **New Ventures and Business Shifts:** A few participants launched entirely new businesses or significantly shifted their business models, pivoting from their original offerings to areas such as wellness, professional development consulting, and exporting products internationally.

The new business opportunities highlight growth in terms of geographic expansion, revenue generation, strategic partnerships, and diversification of services. Many respondents attributed these advancements to the training and resources provided by the BGAP program.

#### **Overall Evaluation:**

The responses to questions 1 through 5 suggest that BGAP has had a positive impact on the majority of participants, leading to job creation (both full-time and part-time), revenue increases, and new business opportunities. While there remains a portion of businesses that did not experience these outcomes, the program's success is evident, particularly in fostering business expansion and providing valuable growth tools to small and minority-owned businesses in Charles County.

## **6. Formed Joint Ventures or Partnership with Other Business Owner In BGAP**

#### **Summary of Results:**

- **28.3% (30 respondents)** formed joint ventures or partnerships with BGAP cohort members.
- **71.7% (76 respondents)** did not form such partnerships.

#### **Analysis:**

- The **28.3%** of respondents who formed partnerships shows a promising collaboration rate within the cohort, leading to mutually beneficial business opportunities. Partnerships ranged from strategic joint ventures (e.g., collaborations in contracting and service provision) to informal business relationships (e.g., referrals and resource-sharing).
- A few respondents mentioned barriers to joint ventures, such as lack of trust, resources, and contracting skills, which could indicate potential areas for improvement in future BGAP cohorts.



### Evaluation:

- Although less than a third of respondents formed formal partnerships, this percentage indicates a moderate level of collaboration, which could increase over time as cohort members continue to network. The **barriers to partnership formation** (e.g., lack of trust or resources) suggest that future BGAP programs could include more team-building exercises or resource-sharing initiatives to help mitigate these challenges.

### *If yes, please describe the joint ventures or partnerships:*

The businesses provided insights into how they have formed new partnerships or joint ventures as a result of their involvement in the program. Below is an analysis of the responses, focusing on the nature and outcomes of these collaborations:

The majority of respondents who answered "yes" described how their participation in BGAP led to productive partnerships and joint ventures. These collaborations were typically formed either with other businesses they met through the program or with outside organizations that they connected with because of the knowledge and confidence gained from the BGAP training. Many of these ventures have resulted in expanded business opportunities, increased resources, and shared expertise.

### Key Themes from Responses:

- **Business-to-Business Collaborations:** A significant number of respondents mentioned partnerships with other small businesses, particularly those they met through the BGAP network. These collaborations often involved working together to bid on larger contracts, pooling resources to offer more comprehensive services, or cross promoting each other's products. By combining strengths, these businesses were able to scale more quickly and serve clients they might not have been able to on their own.
- **Industry-Specific Partnerships:** Some respondents noted that they formed partnerships within their specific industry or niche. These partnerships often involved businesses with complementary services, allowing both parties to offer a more complete package to their customers. For example, a business providing IT services might partner with a company offering cybersecurity solutions to provide a full tech suite to their clients.
- **Non-Profit and Community Organizations:** A few respondents described partnerships with non-profits or community organizations. These partnerships were often mission-driven, with the goal of creating social impact in addition to financial growth. By partnering with local community groups, businesses were able to expand their outreach and access new funding opportunities, such as grants or community investment programs.
- **Joint Ventures for New Products or Services:** Several businesses entered into joint ventures to develop new products or services. These joint ventures typically involved businesses with different areas of expertise coming together to innovate and launch something new to the market. For instance, a marketing company might team up with a



software development firm to create a new digital product that serves a specific client need.

- **Government and Corporate Partnerships:** A number of respondents also secured partnerships with larger corporations or government entities. These partnerships often involved subcontracting or serving as a minority or small business partner on larger projects. Participation in these partnerships allowed smaller businesses to gain valuable experience, access to new markets, and credibility by working with established organizations.
- **Mentorship and Supportive Networks:** Some respondents mentioned informal partnerships or alliances where they provide mentorship or receive guidance from more experienced businesses or professionals. These relationships, though not formal joint ventures, are critical for growth and knowledge exchange. They help businesses refine their strategies, improve operational efficiencies, and identify new opportunities.

The partnerships and joint ventures formed through the BGAP have had a profound impact on the growth and development of the participating businesses. These collaborations enabled businesses to expand their service offerings, tap into new markets, and work on larger projects that would have been out of reach otherwise. The program has played a key role in fostering a culture of collaboration, where businesses support each other's growth and success. By leveraging these partnerships, participants have been able to enhance their competitiveness and strengthen their market position.

## 7. Actively Networking with Other BGAP Cohort Members

### Summary of Results:

- **65.71% (69 respondents)** actively network with cohort members.
- **34.29% (36 respondents)** do not.

### Analysis:

- A significant portion of respondents (almost two-thirds) are actively networking, which is a positive indicator of the long-term value BGAP provides through peer connections.
- Networking is crucial for small business owners to find growth opportunities, share knowledge, and access resources.

### Evaluation:

- The **65.71%** networking rate suggests that the majority of BGAP participants see value in maintaining relationships with their cohort members, a positive outcome for the program. However, encouraging more consistent networking activities for those not currently participating could increase collaboration rates and overall program effectiveness.



## 8. If Yes, How Often Do You Engage in Networking Activities with Your Cohort

### Summary of Results:

- **Weekly:** 11.43% (8 respondents).
- **Monthly:** 42.86% (30 respondents).
- **Quarterly:** 30% (21 respondents).
- **Annually:** 15.71% (11 respondents).

### Analysis:

- Most respondents network **monthly (42.86%)** or **quarterly (30%)**, which indicates regular interaction but not as frequent as a weekly basis.
- **11.43%** engage in weekly networking, showing a small but dedicated group of regular networkers.

### Evaluation:

- The fact that **nearly 43%** network monthly suggests that BGAP cohort members value these interactions but may not have the time or need for more frequent networking.
- Encouraging more frequent networking (e.g., creating structured, easy-to-access monthly or bi-weekly events) could increase collaboration opportunities and enhance peer support among participants.

## 9. Additional Business Capital Accessed Since Completing BGAP

### Summary of Results:

- **20.19% (21 respondents)** have accessed additional capital.
- **79.81% (83 respondents)** have not.

### Analysis:

- Only **20.19%** of respondents were able to secure additional capital after the BGAP program, suggesting that capital access remains a challenge for most small businesses in the cohort.
- Those who accessed capital mentioned a variety of sources: loans (SBA, bank loans, lines of credit), private investments, and grants.

### Evaluation:

- The **low capital access rate (20.19%)** is an area of concern, highlighting the difficulty small businesses face in obtaining funding even after completing a growth-oriented program like BGAP.
- BGAP could further enhance its focus on capital acquisition by providing more in-depth support in grant writing, loan applications, and financial management to help participants successfully secure the capital they need to grow.

### *If yes, please specify the type and amount of capital accessed:*

The businesses provided valuable insights into the financial capital they were able to secure as a result of their involvement in the program. The responses reveal the types of capital accessed, the variety of funding sources, and the overall financial impact on the businesses. Below is an analysis of these responses along with the total dollar amount of capital accessed.



### Key Themes from the Responses:

1. **Types of Capital Accessed:** The capital accessed by BGAP participants can be broadly categorized into:
  - **Bank Loans:** Many respondents mentioned accessing traditional bank loans, ranging from small loans for working capital to larger loans for expansion purposes. Several businesses specifically noted that they were able to secure financing after improving their financial readiness through the program, such as strengthening their business plans and financial statements.
  - **Grants:** A significant number of businesses were successful in accessing grants, often targeted at small, minority-owned, or women-owned businesses. These grants were crucial in providing non-repayable capital, which was often used for growth initiatives, purchasing equipment, or covering operational costs.
  - **Lines of Credit:** Some businesses obtained lines of credit to manage cash flow and provide a financial cushion. This form of capital was typically used to cover short-term expenses or for working capital during periods of growth.
  - **Private Investors and Angel Funding:** A few respondents mentioned securing investments from private investors or angel funds. This type of capital was often used for product development, scaling operations, or expanding into new markets.
  - **Microloans and Alternative Financing:** A smaller number of respondents accessed microloans or alternative forms of financing, often through community development financial institutions (CDFIs) or local government programs. These loans were generally smaller in size but provided critical capital to businesses that may not have qualified for traditional bank loans.
2. **Amounts of Capital Accessed:** The amount of capital accessed by respondents varied significantly, ranging from smaller amounts such as \$5,000 to larger sums exceeding \$100,000. The capital accessed was often tied to the size and scale of the business, as well as the specific funding needs at the time of application. Many businesses noted that the BGAP training helped them improve their financial literacy and access capital that they previously struggled to secure.
3. **Uses of Capital:** The capital accessed was used for a wide variety of purposes, including:
  1. **Business Expansion:** Many businesses used the capital to expand operations, hire staff, or move into new markets.
  2. **Equipment Purchases:** Some businesses used the funding to purchase new equipment or technology that improved operational efficiency or allowed them to offer new products or services.
  3. **Working Capital:** Several businesses secured capital specifically to maintain cash flow and manage short-term expenses.
  4. **Debt Refinancing:** A few respondents mentioned using the capital to refinance existing debt, which allowed them to lower interest rates or consolidate loans into more manageable payments.

The BGAP program has had a significant impact on helping businesses access a variety of financial resources, from bank loans and lines of credit to grants and private investments. The total capital accessed exceeded \$1.5 million, highlighting the program's effectiveness in



preparing small businesses to secure the funding they need for growth and sustainability. This access to capital has allowed participants to expand their operations, manage cash flow, and invest in new opportunities, ultimately contributing to their long-term success.

## 10. Business Is Planning to Secure a Property for Lease or Purchase

### Summary of Results:

- **35.29% (36 respondents)** plan to secure a property within 1 to 12 months.
- **14.71% (15 respondents)** plan to secure a property after 12 months.
- **50% (51 respondents)** are not currently looking to secure a property.

### Analysis:

- A **significant proportion (50%)** are not actively looking to secure a property, suggesting many businesses are still in growth phases where acquiring or leasing space may not be a priority.
- **35.29%** plan to secure a property within the next 12 months, indicating some businesses are scaling and looking for more permanent operational locations.

### Evaluation:

- The **35.29%** planning to secure property within a year indicates that several businesses are preparing to grow their physical presence, a positive sign for the program's impact on business expansion.
- The **50%** not looking to secure a property could benefit from support in determining the right time to invest in property or alternatives (e.g., co-working spaces, virtual business models) to manage costs and flexibility as they scale.

### Overall Evaluation:

The responses to questions 6 through 10 suggest that the BGAP program is having a positive but gradual impact on collaboration, networking, capital access, and business expansion. While many participants are actively networking and forming partnerships, the majority are still struggling with capital access and scaling their operations. Enhanced support in areas like resource-sharing, trust-building, and funding acquisition would likely increase the program's effectiveness in helping businesses grow and thrive.

## 11. Implemented Customized Business Growth Plan Developed During BGAP

### Summary of Results:

- **Yes:** 75.96% (79 responses)
- **No:** 24.04% (25 responses)
- **Total Responses:** 104

### Evaluation:

- **High Rate of Implementation (76%):** The majority of respondents (76%) have implemented the customized business growth plan developed during the BGAP. This is a strong indicator that participants found the plans actionable and aligned with their business goals. The high implementation rate reflects the effectiveness of the program's deliverables in addressing the needs of business owners.





***If yes, what impact has the growth plan had on your business?***

**Significant Impacts of the Growth Plan:** Participants who implemented the plan report various positive outcomes, suggesting the plans have had a meaningful impact on business operations, profitability, and strategic direction. Key themes from the qualitative feedback include:

1. **Operational Efficiency & Time Management:** Several respondents noted improvements in time management, organizational habits, and better use of resources. These changes allowed for focusing on more profitable projects and strategic decision-making.
  2. **Revenue Growth & Expansion:** A significant number of businesses reported growth in revenue, expansion to new markets, or plans for opening additional locations. Some cited scaling their businesses by adding services or hiring employees, while others emphasized more strategic financial management leading to increased profitability.
  3. **Enhanced Financial Management:** Many respondents mentioned improved cash flow management, better tracking of expenditures, and more detailed financial forecasting. The ability to conduct cash flow analysis and provide clear projections to potential investors was a key benefit highlighted by several participants.
  4. **Team Building & Leadership:** Several businesses have used the growth plan to shift focus from hands-on operations to leadership roles, delegating tasks, hiring additional staff, or appointing senior roles such as a Chief Operating Officer (COO).
  5. **Strategic Marketing & Customer Growth:** Some respondents indicated that their marketing efforts had improved as a direct result of the growth plan, leading to increased brand visibility, more customer appointments, and stronger referrals from other businesses and clients.
- **Barriers to Implementation (24% Non-Implementation):** While a small percentage of respondents (24%) have not yet implemented the plan, the reasons provided are not related to the efficacy of the growth plan itself. Some respondents mentioned external factors, such as ownership issues or waiting for the right business conditions (e.g., seasonal fluctuations or down markets). This suggests that the BGAP growth plans are well-constructed, but external factors can delay their full implementation.
  - **Diverse Impact Reflections:**
    - **Business Expansion:** Some respondents highlighted major milestones such as moving into office spaces, hiring staff, or even opening a second location. One respondent noted the opening of their first business location in January 2024 and a second location planned for August 2024—demonstrating how the growth plan facilitated rapid expansion.
    - **Financial Improvement & Stability:** Multiple respondents emphasized the importance of the program in improving cash flow management and cutting expenses, showing how financial acumen gained through BGAP has been crucial in stabilizing and growing their businesses.



- **Focus on Long-Term Planning:** Businesses also benefited from the long-term planning aspect of the growth plans, such as cash flow projections for the next fiscal year and setting strategic goals for scaling operations.
- **Notable Growth and Revenue Impact:** Several respondents mentioned significant revenue growth and tangible outcomes such as business scaling, increased profitability, and diversification of revenue streams. One business reported a 30% increase in revenue, while others noted expansion into new markets, leading to diversified income and reduced dependency on a single source of revenue.

### Overall Evaluation

The results of Question 11 strongly indicate that the BGAP program has had a positive and measurable impact on participating businesses, with 76% implementing the growth plans. The qualitative feedback points to a wide array of benefits, from improved time and financial management to business expansion and revenue growth. Even among the 24% who have not yet implemented the plans, the barriers are largely external or situational rather than related to the program's quality.

The growth plans have clearly been an effective tool for many business owners, enabling them to transition from operational tasks to strategic leadership, hire additional staff, improve cash flow, and expand into new markets. The BGAP program has successfully equipped businesses with the tools they need for sustainable growth and enhanced profitability.

## 12. Satisfaction With the Outcomes of BGAP

### Summary Results:

- **Very Satisfied:** 71.84% (74 responses)
- **Satisfied:** 22.33% (23 responses)
- **Neutral:** 4.85% (5 responses)
- **Dissatisfied:** 0.97% (1 response)
- **Very Dissatisfied:** 0% (0 responses)
- **Total Responses:** 103 (9 skipped)

### Evaluation:

- **High Overall Satisfaction (94% Satisfied or Very Satisfied):** The results show that an overwhelming majority of respondents—**94.17%**—are either **"Very Satisfied"** or **"Satisfied"** with the outcomes of the BGAP for their business. This indicates a strong level of approval and suggests that the program is highly effective in meeting the needs of participants. The high satisfaction rates highlight the value participants perceive in the program's design, execution, and impact.
- **Very Satisfied (72%):** The fact that **72%** of respondents are **"Very Satisfied"** indicates that the program is exceeding expectations for the majority of businesses. This high percentage reflects the significant positive impact BGAP is having on participants' businesses, reinforcing that the program is providing tangible benefits such as growth, improved management practices, or financial gains, as indicated in previous questions.



- **Low Neutral and Dissatisfied Ratings (6%):** Only **4.85%** of respondents are "**Neutral**" and **0.97%** are "**Dissatisfied**." These low percentages suggest that nearly all participants saw clear value from the program. The neutral responses may indicate that, for a few participants, the impact of the BGAP was moderate or they have yet to see the full benefits. The single dissatisfied response may reflect isolated cases of unmet expectations or particular challenges faced by that business, rather than a broader issue with the program.
- **No Very Dissatisfied Responses:** The absence of any "**Very Dissatisfied**" responses further demonstrates the program's success in delivering on its objectives. This suggests that even participants who may not have seen substantial growth or changes were still able to derive some benefit from the program.
- **Implications for Program Improvement:** Although satisfaction levels are extremely high, the small percentage of **neutral** and **dissatisfied** responses points to potential areas for improvement. Gathering additional qualitative feedback from these participants could help identify specific challenges or unmet needs, which may involve aspects like the scalability of advice, industry-specific guidance, or external factors hindering implementation.

The results of Question 12 provide a clear endorsement of the BGAP program, with **94%** of respondents expressing satisfaction with the outcomes for their business, and **72%** being **very satisfied**. The low percentage of neutral and dissatisfied responses indicates that the program is widely perceived as valuable and effective. These high satisfaction rates affirm the program's ability to deliver meaningful, positive outcomes, and suggest that BGAP is strongly aligned with the goals and needs of small business participants. Further attention to the small minority of neutral and dissatisfied responses may help ensure that future cohorts maintain or even improve these already impressive satisfaction rates.

### 13. Recommending The BGAP To Other Business Owners.

#### Summary Results:

- **Yes:** 98.04% (100 respondents)
- **No:** 1.96% (2 respondents)
- **Total Responses:** 102 (10 skipped)

#### Evaluation:

- The overwhelming majority (98.04%) of respondents would recommend the BGAP program to other business owners. This highlights an exceptionally high level of satisfaction and perceived value in the program.
- Only 2 respondents (1.96%) would not recommend the program, which suggests that the program's benefits were nearly universally acknowledged.



*If yes, please share why:*

*Key Themes in Positive Feedback:*

**1. Comprehensive Business Knowledge:**

- Many respondents found the program highly informative, offering business insights that were invaluable, especially for those with little prior knowledge.
- Specific mentions include critical business areas like financial management, strategic planning, and operational structure.

**2. Practical Application and Business Tools:**

- The program provided actionable tools and strategies, enabling businesses to reassess their structure and implement new processes to enhance growth and stability.
- Cash flow management was frequently mentioned as a particularly helpful topic.

**3. Mentorship and Accountability:**

- Respondents appreciated the mentorship and guidance received during the program, noting that it helped them stay focused and accountable to their business goals.
- Networking opportunities were also highlighted as a significant benefit, facilitating valuable connections with other entrepreneurs and mentors.

**4. Confidence Building:**

- Many respondents noted that BGAP increased their confidence as business owners, especially in navigating complex aspects of running a business.

**5. Networking and Community Support:**

- The program fostered a sense of community, allowing participants to connect with fellow business owners, share experiences, and learn from each other.

**6. Growth and Improvement:**

- Numerous respondents mentioned tangible improvements in their business operations after participating in the program, including increased financial clarity, better organizational practices, and hiring of new employees.

**7. Grant and Financial Support:**

- For several respondents, the \$10,000 grant provided as part of the program was instrumental in implementing changes, such as building a website, addressing HR needs, and managing cash flow.

*Areas for Improvement:*

- A few respondents noted the need for **refresher courses** to help them fully apply the knowledge they gained, as the program covered a lot of information.
- **Cohort Continuation:** Some respondents wished the program would continue to offer new cohorts to maintain momentum and allow other businesses to benefit from the same level of support.

*Recommendations:*

- **Continued Support:** Since respondents highly valued the mentorship and accountability aspects, ongoing support such as follow-up sessions, alumni networking, and refresher courses could help maintain the positive momentum.



- **Expanding Reach:** Given the high recommendation rate, expanding the program to more business owners or different regions could broaden its impact.
- **Detailed Focus Areas:** Consider offering additional in-depth workshops on specific topics like cash flow management, operations, or HR, based on the feedback from participants who wanted to dive deeper into certain areas.

The results from Question 13 reflect an overwhelmingly positive perception of the BGAP program. Participants found it transformative in terms of both practical business knowledge and personal confidence. The strong recommendation rate (98.04%) demonstrates the program's success and potential for expansion to benefit even more business owners.

## CONCLUSION

The Business Growth Advantage Program (BGAP) has proven to be a vital resource for local businesses, fostering growth, innovation, and resilience within the Charles County business community. The survey results reveal the substantial impact of the program, with a significant number of participants reporting improvements in their operations, financial management, and overall business strategy. The \$10,000 grant provided through the program has empowered businesses to invest in critical areas such as expansion, technology, staffing, and marketing, contributing directly to job creation and increased revenue.

In addition to these financial benefits, the program has cultivated an environment of collaboration and knowledge-sharing among entrepreneurs. Participants highlighted the value of the mentorship, workshops, and networking opportunities, which have enabled them to forge meaningful connections and gain actionable insights to overcome challenges. The comprehensive curriculum covered key business functions, ensuring that owners were equipped with the tools necessary to navigate the complexities of growing a business in today's economic climate.

Throughout the survey, 98% of respondents expressed a willingness to recommend the BGAP to fellow entrepreneurs, a testament to the quality of education, mentorship, and networking opportunities provided. Many have shared stories of transformation, where their businesses have experienced tangible growth—whether through improved cash flow management, refined strategic planning, or by fostering new partnerships within the community. The variety of topics covered, from marketing and operations to finance and HR, proved instrumental in helping businesses of all sizes and stages take meaningful steps toward growth.

The positive outcomes reported in the survey reflect the broader goal of BGAP: to create a sustainable framework for business success and economic growth in the region. As the local economy continues to evolve, BGAP remains committed to supporting small, minority, women, and veteran-owned businesses with resources that empower them to scale their operations and thrive.

These insights from the survey will be instrumental in shaping future program offerings, ensuring that BGAP continues to address the needs of the community and drives lasting economic impact.



The momentum generated by the program not only strengthens individual businesses but contributes to the overall vitality and competitiveness of Charles County's economy.

#### Charles County Board of Commissioners:

The Charles County Board of Commissioners has played a crucial role in the success of the Business Growth Advantage Program (BGAP) by providing essential support and funding. This investment in local businesses has empowered entrepreneurs to grow, innovate, and thrive, directly contributing to the economic vitality of Charles County. The Board's commitment to fostering small, minority, women, and veteran-owned businesses ensures that these enterprises have the resources and tools needed for long-term success. As local businesses succeed, so does the entire county, reinforcing the importance of this valuable partnership in driving sustainable growth and prosperity within the community.

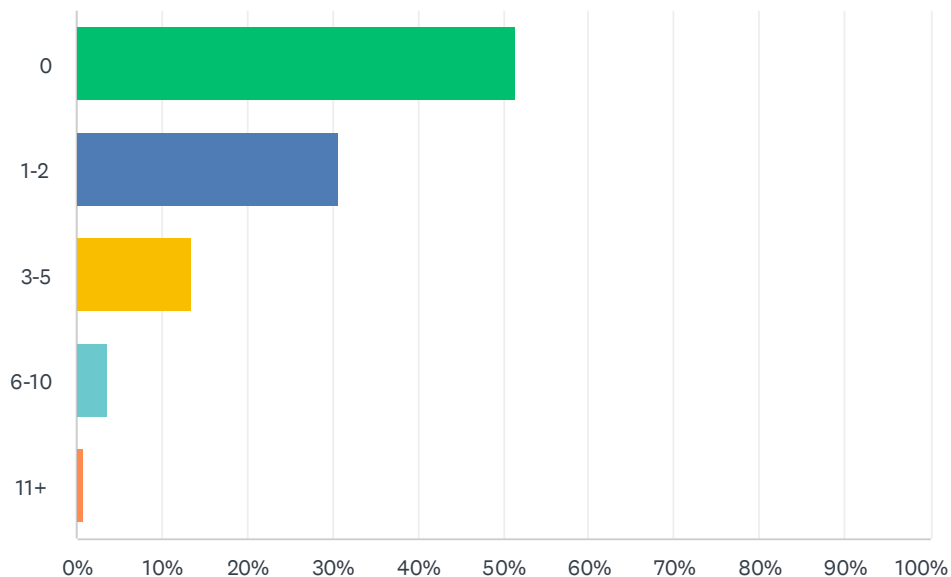
## SURVEY DATA

The survey was conducted using Survey Monkey. Below are the raw data responses collected from the survey.



## Q1 How many full-time jobs have you created since completing the BGAP?

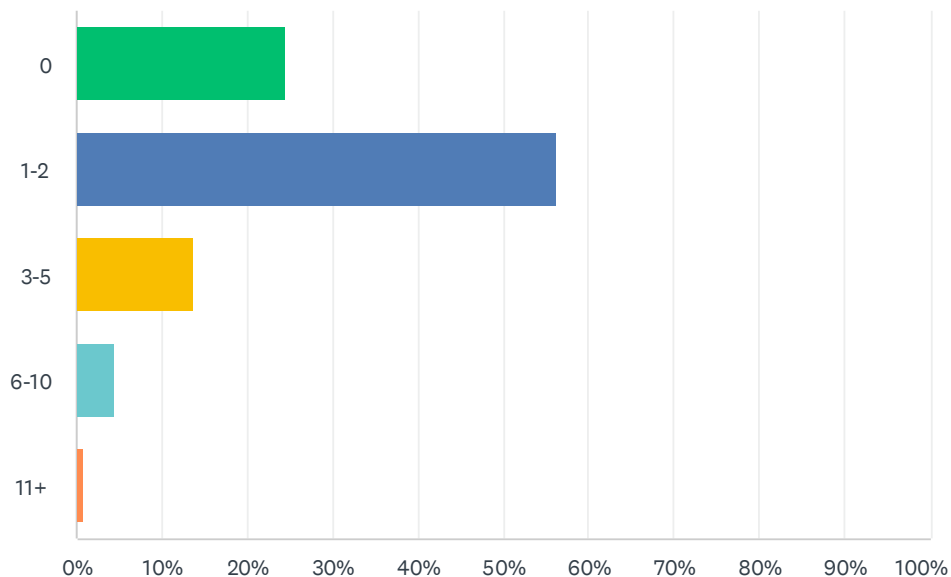
Answered: 111 Skipped: 1



ANSWER CHOICES	RESPONSES	
0	51.35%	57
1-2	30.63%	34
3-5	13.51%	15
6-10	3.60%	4
11+	0.90%	1
TOTAL		111

## Q2 How many part-time jobs have you created since completing the BGAP?

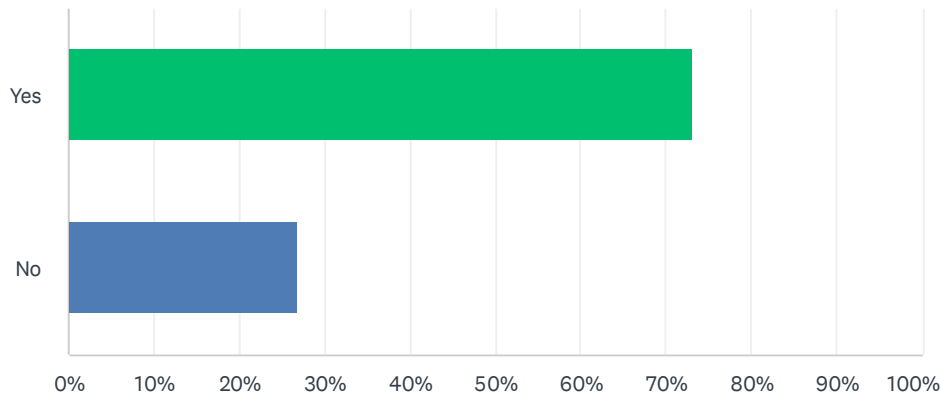
Answered: 110 Skipped: 2



ANSWER CHOICES	RESPONSES	
0	24.55%	27
1-2	56.36%	62
3-5	13.64%	15
6-10	4.55%	5
11+	0.91%	1
TOTAL		110

Q3 Has your business revenue increased since completing the BGAP?

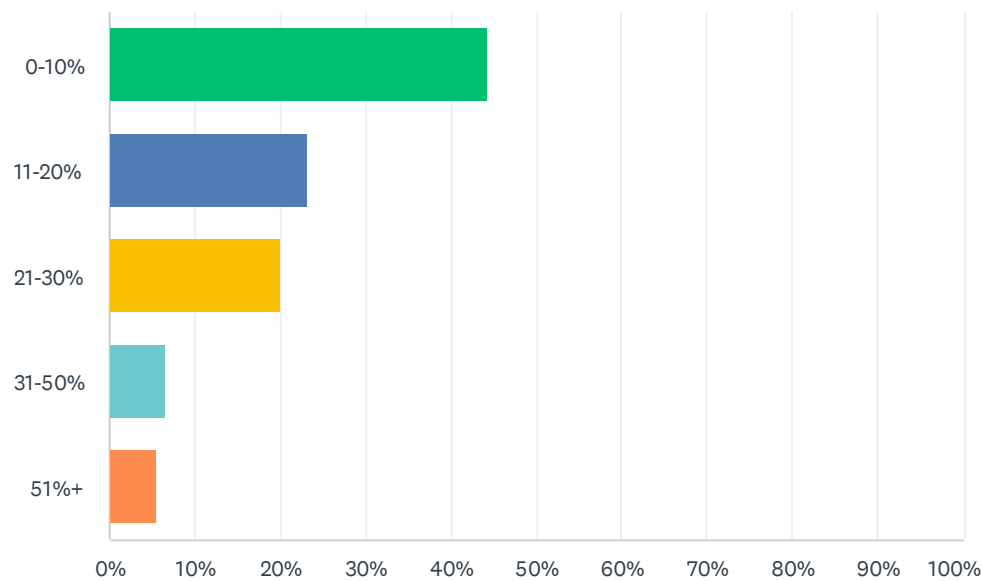
Answered: 108    Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	73.15%	79
No	26.85%	29
TOTAL		108

Q4 If yes, by what percentage has your revenue increased?

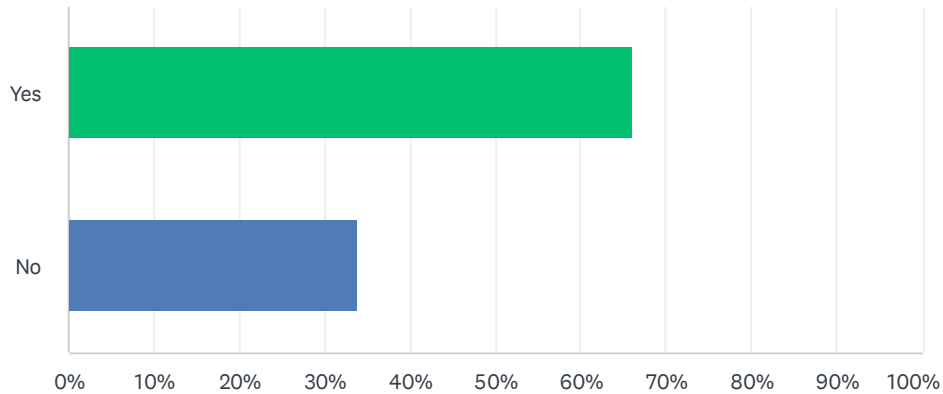
Answered: 90    Skipped: 22



ANSWER CHOICES	RESPONSES	
0-10%	44.44%	40
11-20%	23.33%	21
21-30%	20.00%	18
31-50%	6.67%	6
51%+	5.56%	5
TOTAL		90

## Q5 Have you acquired any new business opportunities since completing the BGAP?

Answered: 106 Skipped: 6



ANSWER CHOICES	RESPONSES
Yes	66.04% 70
No	33.96% 36
TOTAL	106

#	IF YES, PLEASE DESCRIBE THE NATURE OF THE NEW BUSINESS OPPORTUNITIES:	DATE
1	And investment loan	9/27/2024 12:29 PM
2	not yet!	9/20/2024 3:11 PM
3	after taking the BGAP program I started go overseas to buy and sales it here in the USA	9/19/2024 7:40 AM
4	Medical Wigs	9/18/2024 6:58 PM
5	Purchased 2 companies	9/18/2024 5:19 PM
6	Additional Health and Fitness Speaking Opportunities	9/18/2024 5:05 PM
7	I'm working on networking and implementing some of the suggestions made during the BGAP program	9/18/2024 5:03 PM
8	Since completion I have joined Chamber of Commerce for Charles	9/18/2024 4:35 PM
9	New commercial cleaning contracts.	9/13/2024 3:56 PM
10	Yvette Turner from TCCSMD.	9/13/2024 3:40 PM
11	Connecting with other local businesses to participate in collaborations	9/12/2024 12:17 PM
12	I hired my attorneys from this program	9/12/2024 9:38 AM
13	I signed on to teach hair loss education courses at College of Southern Maryland in the continuing education & personal development program.	9/11/2024 10:57 AM
14	I am in contract negotiations.	9/10/2024 4:23 PM
15	I have entered 2 new very lucrative partnerships and gained extra exposure leading to increased sales.	9/10/2024 4:05 PM

## Business Growth Advantage Program (BGAP) Economic Impact Survey

16	Working on my PCS application. Barber School	9/10/2024 1:54 PM
17	Planning a new business venture, possible Hair Extension Service	9/10/2024 11:04 AM
18	Nonprofit I See My Baby Inc	9/10/2024 10:47 AM
19	More requests for partnership on BID opportunities for large contracts.	9/10/2024 10:43 AM
20	3 contracts pending.	9/10/2024 10:38 AM
21	The owner of the manufacturing company we used offered us full time positions to teach epoxy at our depot.	9/10/2024 10:37 AM
22	Two additional centers	9/10/2024 10:30 AM
23	I am thrilled to share some exciting updates with you since my graduation from BGAP cohort 9. Inspired by the skills and confidence I gained during the program, I have recently added Medical Wigs Consulting Services and mentorship as a new source of income. Stepping beyond the familiar grounds of my hair salon and wig construction & styling services, I ventured into the consulting and mentorship domain. This expansion has been driven by my long-standing passion for serving and uplifting others. I am delighted to report that, thanks to the extra skills and knowledge imparted by BGAP, I recently secured a significant win in my consulting and mentorship services. I generated \$15,000 from a single client—a milestone I had never achieved before. Equally gratifying is the response from my client, who is elated, motivated, and appreciative of the value added to his business. This success story wouldn't have been possible without the robust support and comprehensive training provided by BGAP. Thank you for equipping me with the tools and confidence needed to achieve such remarkable outcomes.	9/5/2024 11:14 PM
24	Developed two new products and have picked up some new business accounts especially with colleges and universities.	9/2/2024 7:02 PM
25	New Monthly client - small business in Charles County New Event Client	8/30/2024 1:34 PM
26	Since completing BGAP, we at BioTrendz won 4 competitive contracts throughout the state.	8/29/2024 2:48 PM
27	US Federal Government Contracts, and several opportunities overseas.	8/28/2024 11:29 PM
28	I expanded my in home business to a commercial location	8/28/2024 3:27 PM
29	RMG has won 2 federal contracts.	8/28/2024 12:18 PM
30	New potential partnerships and possibly (hopefully) grow my current contract.	8/28/2024 12:01 PM
31	I am a certified 200-HR and Prenatal Yoga instructor. I started my business called Belly Mama, which focuses on prenatal and postnatal wellness. I am in the beginning phase and looking for a space to work with groups of women or one-on-one sessions.	8/28/2024 11:23 AM
32	We've acquired more corporate events as a result of BGAP.	8/28/2024 10:20 AM
33	Joint Venture with a title company	8/28/2024 10:20 AM
34	I gained HOA's to facilitate.	8/28/2024 9:21 AM
35	adjunct professorship at 2 local universities, public speaking opportunities, inclusion on projects by accrediting bodies	8/28/2024 9:16 AM
36	2 government contracts	8/27/2024 11:02 AM
37	I have acquired 3 additional residential projects and 2 commercial projects.	8/27/2024 12:19 AM
38	Move Management opportunities	8/26/2024 5:48 PM
39	We upsold additional services to existing clients and onboarded a new state client doing software development, mobile app, and user experience design.	8/26/2024 1:11 PM
40	Expansion of services in medical weight loss	8/26/2024 10:36 AM
41	Since completing the BGAP program, Southern Maryland Dietitian has partnered with several local health department grant funded programs, a Medicare value based payment / grant funded program, a group home organization, an adult day care program, and a bariatric surgery program. These partnerships increase recurring revenue to the business.	8/23/2024 8:24 PM



## Business Growth Advantage Program (BGAP) Economic Impact Survey

42	I am currently pursuing additional contracting opportunities. Through the support of the BGAP program, I am now able to hire a business consultant, marketing strategist and virtual assistant. Hiring additional team members will allow me to grow the business.	8/23/2024 10:03 AM
43	My business model completely shifted out of necessity. Rebuilding in process.	8/22/2024 10:58 PM
44	I have had more foodtruck events and recommendations	8/21/2024 4:26 PM
45	We have expanded our business contracts with new insurance companies.	8/20/2024 9:13 PM
46	I have added 3 new clients	8/20/2024 3:52 PM
47	I started a partnership with a fellow BGAP member Protagein, llc to sell their product in my studio. The partnership has proven to benefit both businesses. The product is selling well and has created an additional revenue stream for both businesses.	8/19/2024 9:10 AM
48	I've opened a new location in Prince Georges County but have since closed due to poor sales. We shared space with another restaurant which had other issues related to poor sales. We have gained a new wholesale account that orders ice cream once a month during the season. We are looking to expand new accounts.	8/18/2024 5:41 PM
49	N/A	8/18/2024 3:04 PM
50	I have acquired a new to customer to haul cars for.	8/17/2024 12:23 PM
51	Federal opportunities have become available. These opportunities are on military bases.	8/16/2024 9:32 PM
52	MDBE certification	8/16/2024 8:49 PM
53	I started in my Home daycare with just 8 children as a childcare provider. After completing the BGAP program , I have opened my first Daycare Center for Infants and Toddlers. I have enrolled twenty children as of today. In the next month I will be opening up twenty four more slots which will give me a capacity of 44 children. After getting to my max capacity I will be looking to open up a second Daycare Center for Before and Aftercare in Charles County.	8/16/2024 6:50 PM
54	Contracting we school system to provide conseling services to students	8/16/2024 2:51 PM
55	Security Director for Gallup	8/16/2024 2:43 PM
56	In our business, word-of-mouth is crucial. The connections made during the course led to new clients, who in turn, have led us to even more. It's a wonderful circle that keeps on giving.	8/16/2024 2:31 PM
57	SOME GOVERNMENT WORK. LOT MORE WORK WITH LOCAL UTILITIES COMPANIES.	8/16/2024 2:26 PM
58	We have started bidding for State and local government contracts	8/16/2024 12:54 PM
59	I have created more networking with fellow stylist to lease more salon suites	8/16/2024 12:36 PM
60	<a href="https://www.aliveshoes.com/ceecee-s-creations-1">https://www.aliveshoes.com/ceecee-s-creations-1</a>	8/16/2024 12:13 PM
61	TECBOMO LLC is actively responding to Federal, State and Local government solicitations and waiting for responses from government agencies. In which these verticals are our primary business focus. We know this market is saturated with different tech companies as well as being competitive. As revenues increase, our objective is to begin with creating employment. During a Market Research and Analysis, B2C and B2B customers are not purchasing technologies, due to budget constraints or uneducated about the different technologies and how to use those emerging technologies within their businesses.	8/16/2024 12:04 PM
62	We have obtained several catering contracts.	8/16/2024 11:40 AM
63	Inside to export my products, now a can travel myself to my products supplier to invest more	8/16/2024 11:38 AM
64	While selling and distribution markets	8/16/2024 11:33 AM
65	My suite is open and I have a tenant. I also now have a stylist that does locs and kids hair. I'm working on a braider	8/16/2024 11:28 AM
66	Starting a new business	8/16/2024 11:23 AM
67	Started new services within the business	8/16/2024 11:11 AM
68	We are transitioning from a small Tax Preparation business to a Professional Development	8/16/2024 11:10 AM

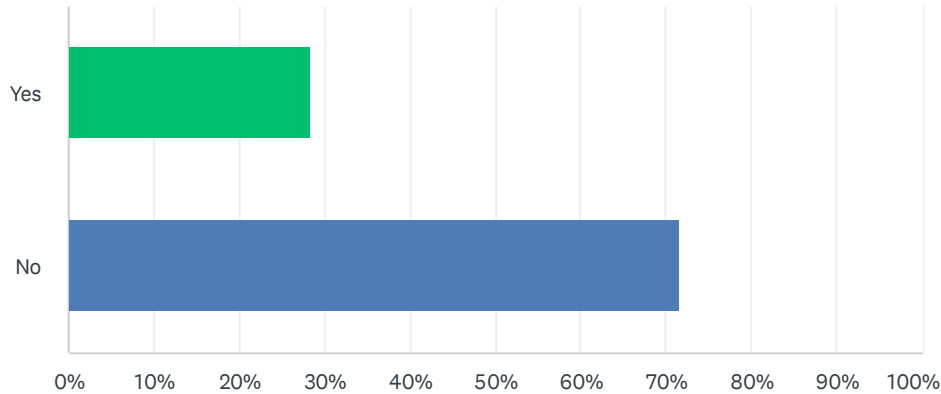
## Business Growth Advantage Program (BGAP) Economic Impact Survey

Consulting Agency that cater to entrepreneurs & second class citizens. Needless to say that it will time, patience, networking and lots of prayer to create the space that's needed in this area, but I am confident that the BGAP is just what's needed for us to accomplish these goals. I will be in contact with the BGAP team to further assist us with accomplishing this goal.

69	We're on EMMA now, we are registered as a SLBE, and we are part of the SBR. While we haven't won any contracts, we can bid and we couldn't before BGAP.	8/16/2024 10:59 AM
70	Closed the brick and mortar business and pivoted to a non local/geographic dependent business model.	8/16/2024 10:55 AM
71	I was able to procure a new space to expand my operations.	8/16/2024 10:52 AM
72	At Revive Wellness we now provide psychoeducation to enhance one's wellness and avoid addiction. We have designed a module-based program with 12 core treatment sessions that address a wide range of biophysical, mental and spiritual issues related to addiction and substance abuse. Participants will increase their knowledge and gain personal insight through the cognitive process to evaluate high risk behaviors that perpetuate continued problematic use of substances	8/16/2024 10:45 AM

## Q6 Have you formed any joint ventures or partnerships with other business owners in your BGAP cohort?

Answered: 106 Skipped: 6



ANSWER CHOICES	RESPONSES
Yes	28.30% 30
No	71.70% 76
TOTAL	106

#	IF YES, PLEASE DESCRIBE THE JOINT VENTURES OR PARTNERSHIPS:	DATE
1	We are working with eMACulate cleaners.	9/20/2024 2:53 PM
2	Did events with Copper Compass and The Cut Bar and Grill.	9/19/2024 3:17 PM
3	Tracy and I are part of a group in Southern Referral network that meets every Tuesday morning	9/18/2024 4:38 PM
4	One of the business owners is actually now my landlord, and another is now my electrician	9/18/2024 2:55 PM
5	Now purchasing cakes from Katie from Grille 13.	9/13/2024 3:40 PM
6	We have held an event with another BGAP business owner to showcase both of our businesses	9/12/2024 12:18 PM
7	My product is being sold in 9Round Kickboxing Gym and consumed by several BGAP participants.	9/10/2024 4:06 PM
8	Daycare Amazing Grace Learning Center	9/10/2024 10:47 AM
9	Our epoxy manufacturer	9/10/2024 10:38 AM
10	Collaboration of center development for staff	9/10/2024 10:31 AM
11	Yes, I have done business with Grille 13. Currently, we order cakes from them on a weekly basis.	9/9/2024 3:53 PM
12	Myself and Regina Blade work together on several projects.	9/9/2024 3:43 PM
13	Not yet.	9/5/2024 11:15 PM
14	I partnered with PXL Photobooth rental to use during women's wellness event I host. This was in exchange for promotion and brand awareness among our shared target market.	8/30/2024 1:52 PM
15	Considering working more closely with Irving Best from my Cohort.	8/28/2024 12:01 PM

## Business Growth Advantage Program (BGAP) Economic Impact Survey

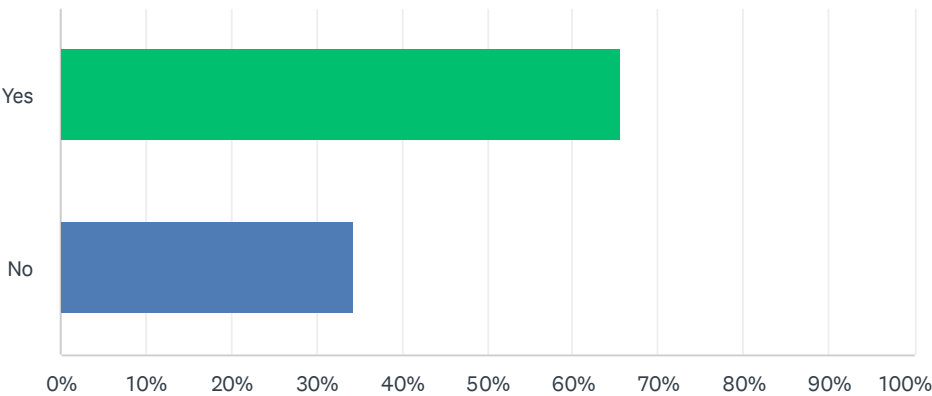
16	I have formed joint ventures with other business owners in other BGAP cohorts.	8/28/2024 11:24 AM
17	Tentatively	8/28/2024 10:38 AM
18	Joint Venture on a title company	8/28/2024 10:20 AM
19	casual business relationships, but yes	8/28/2024 9:16 AM
20	We have formed a GovCon team to go after government contracts as a team. Doing so has increased sales and operational goals.	8/26/2024 1:13 PM
21	No, but I'm working on one currently.	8/23/2024 8:24 PM
22	I've had the opportunity to work with several business owners prior to BGAP and I am excited to continue partnering. In addition, I have gained new clients from the referrals from fellow BGAP business owners.	8/23/2024 10:05 AM
23	Other food trucks and printing companies	8/21/2024 4:39 PM
24	Have established a NPI for We Wear Hair and in the process of credentialing them with Medicare	8/20/2024 3:53 PM
25	I started a partnership with a fellow BGAP member Protagein, llc to sell their product in my studio. The partnership has proven to benefit both businesses. The product is selling well and has created an additional revenue stream for both businesses.	8/19/2024 9:10 AM
26	I tried but I am not sure with our cohort why everyone was so standoffish.	8/18/2024 3:04 PM
27	Coner Stone staff will be sending clients for evaluations	8/16/2024 2:52 PM
28	We have created a few websites for other BGAP cohorts. For a time, we even became a client (for two years) for office space, of a BGAP cohort. Many connections were made, and we are still in business with many of them.	8/16/2024 2:33 PM
29	REFERRAL BETWEEN 1 OTHER CONTRACTOR.	8/16/2024 2:27 PM
30	no partnerships but BGAP has built lasting relationships and my business network has grown tremendously.	8/16/2024 12:55 PM
31	We have actively responded to the MD DGS Statewide Agile Resources team, which is a 10-year (2024-2034) contract offering, along with partnership potential. We have located a great tech company and we have been in contact with each other (with his firm being awarded a 1.7 billion federal government contract) and this company asserted that they would like to mentor me. The company understands how hard the government contracting space is and for our company's to collaborate when we see mutual benefit. We will be on calls every Friday after 3PM. Below is not a complaint. I am actually enjoying the process. Things I am learning through this process is that there are several mechanisms holding Small Businesses at bay when attempting to participate in joint ventures or partnerships. These include: 1. Lack of Trust, 2. Lack of resources (financially & human capital), 3. Lack of contracting skills, 4. Lack of Ethical principles On August 4, 2024, I forwarded a Growth Plan to Economic Development Department and the same plan on August 7, 2024 to the County Commissioners. This was to say thank you and what we have learned and how we will grow after BGAP Cohort 11. During the BGAP Program, TECBOMO has secured 100+ technology partnerships and collaborations with other leading tech companies and distributors that significantly allocated their resources for us to not only procure software and hardware, but human capital to ensure extra support and services. After the BGAP Program we are making an essential pivot to create a pathway for us to thrive through investment accounts, marketing and advertising, and trade shows. Several of our partners have expressed wanting to have a forum to have government. commercial and stakeholder forums and seminars to ensure that the business community learn about these emerging technologies. Additionally, we are moving our business location to create more visibility within Charles County.	8/16/2024 12:43 PM
32	A fellow business owner referred a lash tech to rent salon suites in our facility.	8/16/2024 12:37 PM
33	We've connected with a business that supplies technology supplies to upgrade our daycare with for STEM.	8/16/2024 12:33 PM
34	Voyagebaltimore.com....	8/16/2024 12:13 PM
35	Wellness with gym business	8/16/2024 11:24 AM

Business Growth Advantage Program (BGAP) Economic Impact Survey

36	I did meet other business owners but none in the field that am persueing.	8/16/2024 11:21 AM
37	While we have no long term partnerships, we have reffered business to members of our Cohort.	8/16/2024 11:00 AM

Q7 Are you actively networking with other BGAP cohort members?

Answered: 105    Skipped: 7

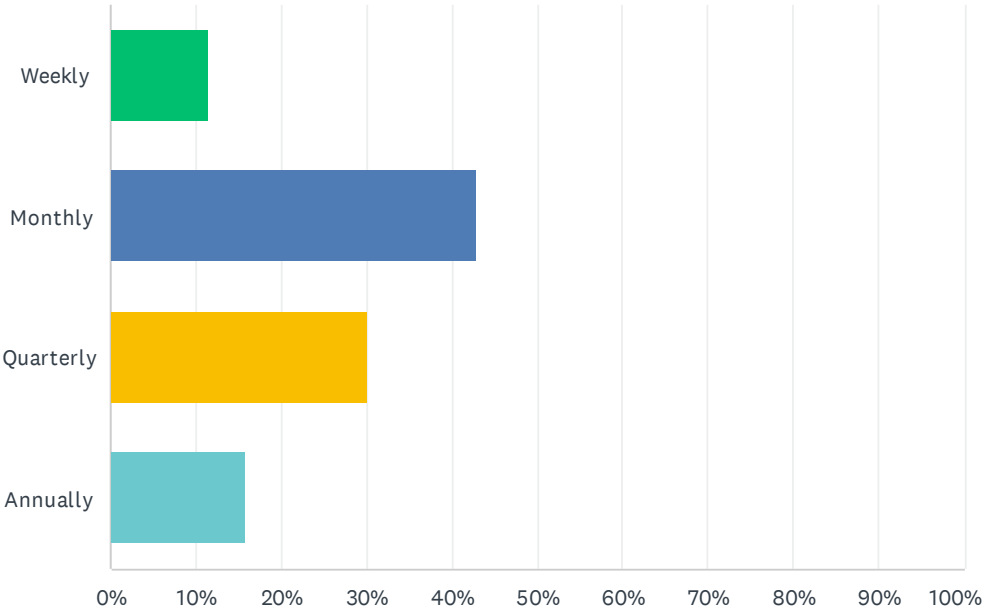


ANSWER CHOICES		RESPONSES	
Yes		65.71%	69
No		34.29%	36
TOTAL			105



Q8 If yes, how often do you engage in networking activities with your cohort members?

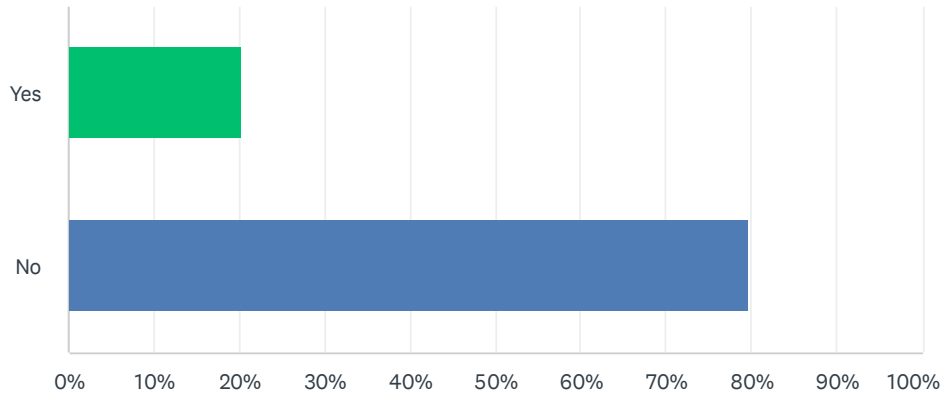
Answered: 70    Skipped: 42



ANSWER CHOICES	RESPONSES	
Weekly	11.43%	8
Monthly	42.86%	30
Quarterly	30.00%	21
Annually	15.71%	11
TOTAL		70

## Q9 Since completing the BGAP, have you successfully accessed additional capital for your business?

Answered: 104 Skipped: 8



ANSWER CHOICES	RESPONSES
Yes	20.19% 21
No	79.81% 83
TOTAL	104

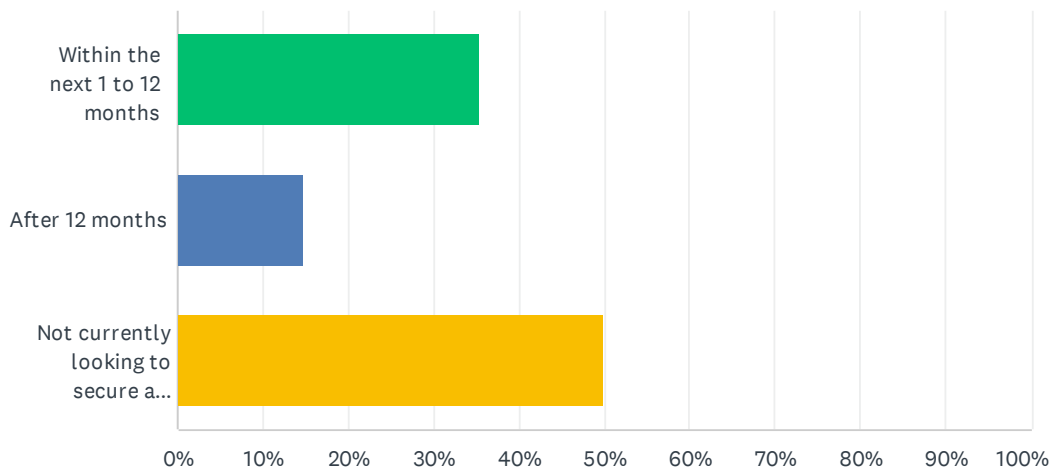
#	IF YES, PLEASE SPECIFY THE TYPE AND AMOUNT OF CAPITAL ACCESSED:	DATE
1	Private investment	9/27/2024 12:30 PM
2	Yes I received the part of \$5000	9/19/2024 7:42 AM
3	30000	9/10/2024 10:44 AM
4	Loan and grant	9/10/2024 10:31 AM
5	Acquired a new client via my new business services of Consulting and Mentorship in the amount of \$15,000.	9/5/2024 11:17 PM
6	line of credit \$100k+	8/28/2024 9:16 AM
7	Small Business Loan via M&T Bank	8/26/2024 5:49 PM
8	Added a \$25,000 line of credit (PNC Business Credit Card), \$30,000 line of credit (PNC).	8/23/2024 8:27 PM
9	Not as of yet, however I have completed a business loan application through a recommendation from Will Holmes. I have also established relationships with community banks and will begin researching my options for acquiring additional funding. Lastly, I have written and submitted for 2 grants through the Charles County Department of Health.	8/23/2024 10:07 AM
10	SBA loan	8/22/2024 10:58 PM
11	Yes I operate more efficiently	8/21/2024 4:40 PM
12	My capital when from \$2000 a month to 5000 a month by adding new contracts.	8/20/2024 9:19 PM
13	I successfully accessed capital during and after BGAP. 25,000 SBA loan and BGAP Grant Funds.	8/19/2024 10:34 AM
14	Shopify loan Square loan	8/16/2024 8:50 PM

## Business Growth Advantage Program (BGAP) Economic Impact Survey

15	50k	8/16/2024 2:44 PM
16	After graduating from the BGAP Program we received a portion of grant money. Currently, the funds were allocated as such: I placed a quarter of it in a business investment account, two quarters paid bills and another quarter was left in our regular business account. We are in communication with M&T Bank - Mr. Richard Ojuri/VP to gain access to capital and setting me up with a wealth advisor. Also, I would like to add, we are performing on several multi-year state government contract awards that is providing sustainability until we receive additional funding.	8/16/2024 12:43 PM
17	SBA \$18,500	8/16/2024 12:14 PM
18	The strategy I'm using now are bringing me more clients	8/16/2024 11:41 AM
19	We obtained a construction loan and a line of credit.	8/16/2024 11:40 AM
20	Lines of credit, business credit cards,	8/16/2024 11:25 AM
21	No but I have exhausted all funds and I am looking to start a non profit agency to fund this missy	8/16/2024 11:23 AM
22	We raised our rates leading to additional income	8/16/2024 11:12 AM
23	I was able to get a grant through the MDHCD	8/16/2024 10:53 AM
24	Currently seeking additional capital	8/16/2024 10:46 AM

## Q10 When is your business planning to secure a property for lease or purchase for its operations?

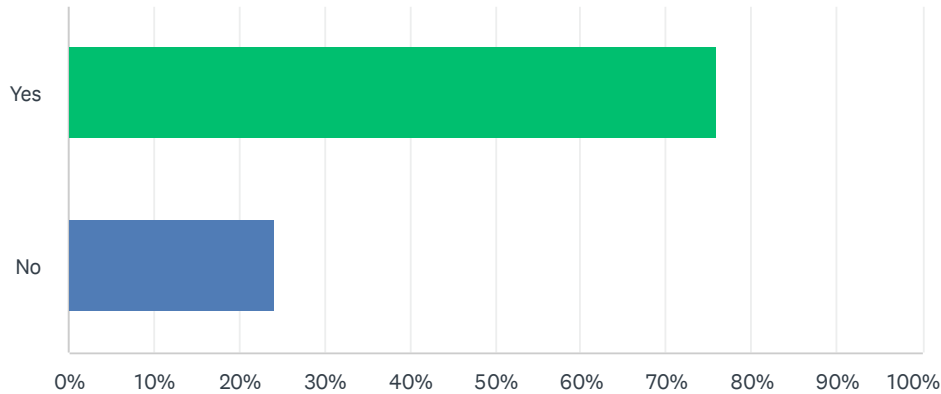
Answered: 102 Skipped: 10



ANSWER CHOICES	RESPONSES	
Within the next 1 to 12 months	35.29%	36
After 12 months	14.71%	15
Not currently looking to secure a property	50.00%	51
TOTAL		102

## Q11 Have you implemented the customized business growth plan developed during the BGAP?

Answered: 104 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	75.96%	79
No	24.04%	25
TOTAL		104

#	IF YES, WHAT IMPACT HAS THE GROWTH PLAN HAD ON YOUR BUSINESS?	DATE
1	The impact has been in time management and organizational habits, making space for better projects and profits.	9/20/2024 3:15 PM
2	We are moving into our 1st office space next month, and I am hoping to hire one more part time employee	9/20/2024 2:55 PM
3	It has allowed me to really take a good look at my spending and pay attention to my revenue.	9/19/2024 5:56 PM
4	Helped me prepare to provide a clear cashflow analysis and clear projections to prospect investors.	9/19/2024 11:00 AM
5	Know I'm planning to open another location	9/19/2024 7:45 AM
6	Increased growth through increased marketing effort.	9/18/2024 10:11 PM
7	I have grown 3 times larger in the last 2 years.	9/18/2024 5:21 PM
8	Better assessment of operational expenditures and services.	9/18/2024 5:07 PM
9	By planning our cash-flow projections during the 4th quarter for the next fiscal year and actively tracking actuals against our forecasts, we have been more effective in identifying sales trends and being more agile in accommodating increased demand for some services and applying less resources for services with less demand.	9/16/2024 11:35 AM
10	Working on social media to increase awareness.	9/13/2024 3:52 PM
11	Not yet due to ownership issues	9/12/2024 9:40 AM
12	It has refocused what is important and attainable, opposed to lofty ideas and dreams that do not make good business sense.	9/10/2024 4:24 PM
13	I have to continually crunch my numbers to ensure that I am pricing my product correctly	9/10/2024 4:07 PM

## Business Growth Advantage Program (BGAP) Economic Impact Survey

14	Need more barbers to fill chairs	9/10/2024 1:58 PM
15	I definitely feel more confident in my business and knowing my numbers.	9/10/2024 11:13 AM
16	Cost increase	9/10/2024 10:48 AM
17	By hiring additional help, this has helped to increase productivity and increase our profits.	9/10/2024 10:45 AM
18	It has allowed me to focus, be more disciplined and separate business capital from personal capital.	9/10/2024 10:40 AM
19	It had been very helpful	9/10/2024 10:39 AM
20	None as of yet, I am confident it will once tax season come back around.	9/9/2024 3:44 PM
21	Actually I'm still working towards my goals.	9/5/2024 11:20 PM
22	Helps me keep focused on my goals. I took a 18 week boot camp on Digital Marketing at George Washington University and that has really helped improve my web presence and streamline my advertising and increase profitability.	9/2/2024 7:05 PM
23	We are in the early stages of this since we are recent graduates.	8/30/2024 1:36 PM
24	e successfully entered new markets, which has diversified our revenue streams and reduced our dependency on a single market. This expansion has also increased our customer base, leading to a broader reach and higher brand recognition.	8/29/2024 2:51 PM
25	Significant increase in revenue as well as a better and more detailed understanding of Cash Flow.	8/28/2024 11:30 PM
26	It had allowed me to open my new location and begin hiring	8/28/2024 3:29 PM
27	It has improved our cashflow and business model.	8/28/2024 12:19 PM
28	Prioritizing revenue generating activities and learning and focusing on Cash Flow.	8/28/2024 12:12 PM
29	My business is still maintaining but has not grown significantly.	8/28/2024 11:26 AM
30	It's allowed me to scale	8/28/2024 9:57 AM
31	It has increased revenue	8/28/2024 9:23 AM
32	The growth plan has shown me how to scale my business by adding more services. It has also learned to be creative with what I offer and how to price that particular service.	8/28/2024 9:21 AM
33	By now using Quickbooks for billing and payroll, I have been able to track my growth more efficiently.	8/27/2024 12:23 AM
34	Allowed me to bring on a COO for the company	8/26/2024 5:49 PM
35	specifically with operations and lead generation. Focusing on these two areas has increased sales and long-term growth.	8/26/2024 1:17 PM
36	The only impact has been scaling employees for the business. Planning and zoning regulations and access to property has created road blocks for my business.	8/26/2024 9:00 AM
37	I have grown a bigger team, increased revenue, and am in a position to enter in to larger partnerships.	8/23/2024 8:28 PM
38	BGAP program has help me unlocked the information I needed to better manage and control my expenses.	8/23/2024 3:29 PM
39	I have been working with Bill Hitte as my SBA business coach. He has provided me with feedback that my business plan has gotten much better since completing the BGAP program.	8/23/2024 10:09 AM
40	It has dramatically improved my organization and overall approach to managing my business.	8/21/2024 3:47 PM
41	Advertise has helped my business grow.	8/20/2024 9:23 PM
42	My business income has increased by 30%	8/20/2024 3:54 PM
43	So far the growth plan has helped me establish funding for marketing, inventory and payroll and rent expenses, hire a new part-time employee, expand opportunities for free visibility	8/19/2024 11:26 AM

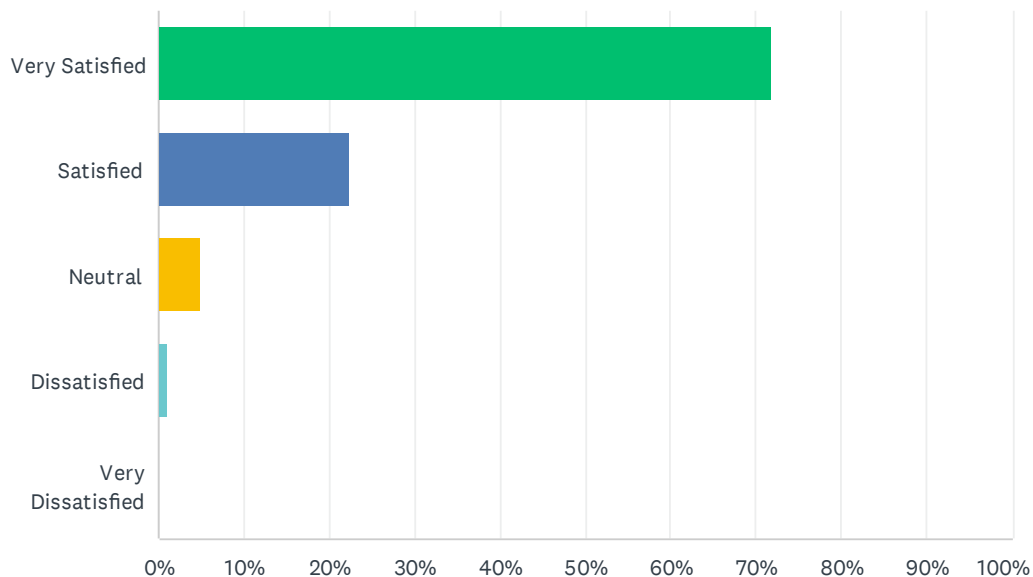
## Business Growth Advantage Program (BGAP) Economic Impact Survey

through FOX5 ZIP TRIP news to increase exposure and Explore Charles County website.

44	Completing short term goals	8/16/2024 8:51 PM
45	The growth plan has had a significant on my business. I was able to market my business and draw new customers. I opened my first location in January of 2024. It is now August 2024 and I am look at a second location.	8/16/2024 6:55 PM
46	I have a clear plan regarding which staff members are needed, which areas generates more money and where/who to network with to secure more business	8/16/2024 2:54 PM
47	We have begun to start getting more customers setting appointments and showing up for their appointments. We are also getting referrals from other businesses and customers.	8/16/2024 2:35 PM
48	Right now I am not sure of the impact because business has been on a steep down turn and talking to other people in my network, it is all over the community and not just my business. SO I will have to kind of ride out this down season.	8/16/2024 12:57 PM
49	On August 4, 2024, I forwarded a Growth Plan to Economic Development Department and the same plan on August 7, 2024 to the County Commissioners. This was to say thank you and what we have learned and how we will grow after BGAP Cohort 11. We are waiting for a response from both.	8/16/2024 12:44 PM
50	I have plan to strategically better plan and execute method to improve daily operation of business	8/16/2024 12:38 PM
51	We were able to track and forecast income and expenses. With this information were able to determine when and how much more income we need to produce our desired profit.	8/16/2024 12:35 PM
52	Not doing everything move myself. I've hired my oldest to work with me .	8/16/2024 12:15 PM
53	Is helping me more and more to plan my business	8/16/2024 11:43 AM
54	It assisted our business in obtaining capital.	8/16/2024 11:41 AM
55	I have hired 3 people and working on a virtual assistant. Also looking for a book keeper	8/16/2024 11:29 AM
56	The cash flow chart is outstanding!! However business has dropped tremendously since ending of the BGAP.	8/16/2024 11:29 AM
57	Decided to transition to a new business	8/16/2024 11:25 AM
58	We have improved our cashflow by cutting expenses. BGAP made us more much more diligent in clamping down on expenses. The cashflow spreadsheet works!	8/16/2024 11:02 AM
59	I was able to hire a manager and give myself more time to work on the business and not in the business.	8/16/2024 10:59 AM
60	The business growth plan has aided in business expansion	8/16/2024 10:47 AM

## Q12 How satisfied are you with the outcomes of the BGAP for your business?

Answered: 103 Skipped: 9

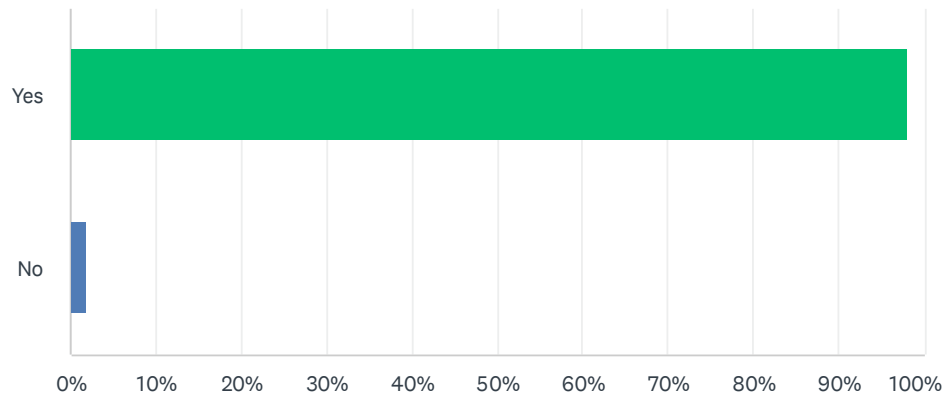


ANSWER CHOICES	RESPONSES	
Very Satisfied	71.84%	74
Satisfied	22.33%	23
Neutral	4.85%	5
Dissatisfied	0.97%	1
Very Dissatisfied	0.00%	0
TOTAL		103



## Q13 Would you recommend the BGAP to other business owners?

Answered: 102   Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes	98.04%	100
No	1.96%	2
TOTAL		102

#	IF YES, PLEASE SHARE WHY:	DATE
1	Gives a lot of needed information	9/30/2024 7:08 AM
2	Very informative. Definitely need a refresher. Too much info to remember and apply	9/27/2024 12:31 PM
3	It was a vital commitment to focusing on the foundation of business and hearing outside recommendations on a regular basis. The accountability was a great motivator to accomplish weekly tasks and goals.	9/20/2024 3:20 PM
4	Because it can be a career/life changing opportunity, if you apply yourself. It has made me more confident and capable as a business owner	9/20/2024 2:57 PM
5	Absolutely, I imagine a great deal of business owners like myself have never run a business before and have no business knowledge. I know next to nothing. Any business knowledge shared with me is like gold.	9/19/2024 8:43 PM
6	Information was very informative.	9/19/2024 3:18 PM
7	The program helps you take a deeper look into your business structure. It also helps you put systems in place to become a better business, and not just a business thrown together. You become business minded after the program.	9/19/2024 11:02 AM
8	Because I have learned a lot with BGAP program it really changes my Mindset about business how to operate and how to organize my staff	9/19/2024 7:51 AM
9	Great training and resources for business owners.	9/18/2024 10:13 PM
10	The learning experience and the support.	9/18/2024 7:00 PM
11	Because the knowledge the class provides, the mentoring, and the networking opportunities.	9/18/2024 5:22 PM
12	Helps businesses better assess areas for improvements, strengths, weaknesses and opportunities to continue to grow.	9/18/2024 5:08 PM
13	Great opportunity	9/18/2024 5:05 PM

## Business Growth Advantage Program (BGAP) Economic Impact Survey

14	Learning about cash flow was tremendously helpful and getting the information	9/18/2024 4:58 PM
15	To gain business knowledge	9/18/2024 4:57 PM
16	Lots of new things I learned and met some amazing new people	9/18/2024 3:01 PM
17	Great information provided for all aspects of running your business.	9/18/2024 2:15 PM
18	Very informative And provided valuable information. Also the ability to interact with other business owners	9/18/2024 12:41 PM
19	We have been recommending BGAP to all of our clients who are eligible. The program is great for new and established businesses that have never had a "cohort" type training that includes key areas such as strategic planning, financials and bookkeeping, hr, etc.	9/16/2024 11:40 AM
20	It was very helpful in understanding the basics of a running a business.	9/13/2024 3:58 PM
21	Absolutely would recommend to other business owners. The fellowship among business owners, "nuggets" of information and insight from experts was appreciated.	9/13/2024 3:58 PM
22	The mentorship, relationships and education a invaluable. Truly an amazing program and asset to local businesses in the County!	9/12/2024 9:41 AM
23	I'd recommend BGAP because of its range of topics covered in great detail. I think businesses of all sizes and age can benefit from the drilled down in depth knowledge that was shared from operations, legal, marketing, finance and more.	9/11/2024 10:59 AM
24	I have recommended it to other businesses, but the program does not have any future cohorts.	9/10/2024 4:25 PM
25	The program made me halt to complete a much needed overview of my companies finances and operations. It also made me look at business from another perspective.	9/10/2024 4:10 PM
26	BGAP gives you the blueprint to run a successful business.	9/10/2024 1:59 PM
27	BGAP definitely provided the tools & resources I needed to structure & grow my business. Due to personal reasons, I have yet to implement all of the knowledge & strategies that I gained from BGAP. However, I will always highly recommend BGAP. Going through BGAP will provide any business with the understanding & tools necessary for growth. My business now has one new full time employee, me. Before BGAP I couldn't get A clear understanding from anywhere or anyone about so many integral aspects of my business. Nothing has ever been so clear or approachable. 10 out of 10.	9/10/2024 12:48 PM
28	BGAP taught me so many things, and introduced me to many other business leaders in the county.	9/10/2024 11:16 AM
29	There was solid strategies and businesses tools learned.	9/10/2024 10:48 AM
30	This programs does a great job of placing and/or keeping small business in the right direction for growth. They also help to connect small businesses with other small businesses/potential partners or customers.	9/10/2024 10:46 AM
31	This was an excellent program. I have truly grown and learned how money in business really works. I also discovered im an entrepreneur. This is the best cohort I've been in! The level of education and expertise from the Panelist was above and beyond my expectations.	9/10/2024 10:45 AM
32	I have recommended the BGAP program to other business owners because I feel the program has taught me tools that are extremely vital to the growth and sustainability of my business the BGAP program would add value to other business owners and their business as it has for me and my mine.	9/5/2024 11:42 PM
33	Teaches you the basics and makes you think about things that most new business owners do not.	9/2/2024 7:07 PM
34	Gives you the tools needed to strengthen your business and apply business models to be successful and grow. Every business could benefit from.	8/30/2024 1:38 PM
35	Yes, I would highly recommend the BGAP to other business owners. The program offers invaluable resources, mentorship, and networking opportunities that can significantly accelerate a company's growth. The insights and strategies provided are practical and tailored to the unique challenges faced by businesses at various stages of development. BGAP has been instrumental in helping us refine our business model, explore new markets, and achieve	8/29/2024 2:51 PM

## Business Growth Advantage Program (BGAP) Economic Impact Survey

our growth objectives. It's an excellent platform for any business owner looking to scale their operations and enhance their market presence.

36	For me as an established business, it provided me with an opportunity to really assess my overall strategic plan for my business growth. It helped me to focus on the "CEO" aspects of my business (i.e., Cash Flow awareness, Expense Monitoring, and Forecast Planning), while delegating tasks that should be completed by others.	8/28/2024 11:41 PM
37	I have shared the BGAP with several business owners and at least of of them has since attended and graduated.	8/28/2024 12:29 PM
38	Very supportive facilitators and environment. There was a lot of information shared but done so in a was that was not overwhelming.	8/28/2024 12:27 PM
39	Being part of the course enabled me to gain a lot of knowledge to continue to grow my business. I less than a year into my business expansion and Growth process since the program and I have the tools I need to help my business to grow	8/28/2024 12:24 PM
40	The coaching helps increase business acumen which is needed if one wants to be a successful business owner.	8/28/2024 12:20 PM
41	It was great to hear about other Charles County businesses. I had not heard of them until BGAP. Having the \$10,000 grant was very beneficially to my business. I was able to create a website, get my HR policies under control, among other things.	8/28/2024 11:27 AM
42	It offers practical strategies.	8/28/2024 10:40 AM
43	Helps to put things in perspective	8/28/2024 10:21 AM
44	The program allowed me to use compartmentalization of budget tasks and keep up with cashflow	8/28/2024 9:59 AM
45	It gave me a better understanding of cash flow and an exit plan.	8/28/2024 9:28 AM
46	The education, networking and grant	8/28/2024 9:25 AM
47	My experience in the BGAP class has been phenomenal. I strongly believe that any and all entrepreneurs should have the opportunity to participate. Life changing information.	8/28/2024 9:24 AM
48	The mentorship provided to my business by the BGAP would supercharge any business to grow.	8/27/2024 12:28 AM
49	Professionalism of the team, speakers and presentations	8/26/2024 5:50 PM
50	Most people start a business from an idea, passion or skill they have. Often, the tools and knowledge to scale beyond a hobbyare far in between. BGAP brings everything into perspective and helps one focus on what matters most to achieve greatness in your business and life.	8/26/2024 1:25 PM
51	I do feel the program is a gateway to network with other business owners and resources for business development.	8/26/2024 9:03 AM
52	This program was different than many other mentoring or coaching programs that seem to promote an agenda or a specific style. Many are too niche or skills based. This program provided some fundamentals, goals, and benchmarks. This helped me make sound business decisions and take decisive action.	8/23/2024 8:30 PM
53	What I have learned from the class has been a tremendous help to all of of my business endeavors.	8/23/2024 3:31 PM
54	Nothing opened my eyes to what it meant to be a small business owner like BGAP.	8/21/2024 3:49 PM
55	I think BGAP its a great opportunity for small businesses to grow and build their businesses.	8/20/2024 9:28 PM
56	The program provided great insight into the workings of running a business and networking opportunities. The mentorships were invaluable and the instruction from WHC was applicable and you came away with not just knowledge but tools to use in your business. The grant funding was an added bonus.	8/19/2024 11:33 AM
57	I've recommended two business from the county. These businesses needed the consulting help and cash flow and marketing help.	8/18/2024 5:47 PM

## Business Growth Advantage Program (BGAP) Economic Impact Survey

58	If they need that kind of help.	8/18/2024 3:09 PM
59	BGAP helps you understand how business work.	8/17/2024 12:25 PM
60	I would recommend BGAP to other business owners because as it has taught me, it will give them the tools to view their businesses from an objective perspective.	8/16/2024 9:43 PM
61	The information was valuable.	8/16/2024 8:51 PM
62	I would strongly recommend the BGAP program to all small businesses. They went over every aspect needed to be successful. The classes were amazing, and I really learned a lot. Having someone to explain the flow chart and working with Will Homes and his staff was great. The Economic Development Team were wonderful. They had us connect with someone from Accounting, Law, HR, and so on. Everything that we needed to know about growing our businesses was right in those classes. I was glad to e apart of the first graduating class.	8/16/2024 7:04 PM
63	I learned so much and the information has really helped my company implement a good sound plan	8/16/2024 2:56 PM
64	BGAP is the best resource that Charles county has for small business owners. They share some valuable insight and information that helped me grow my business	8/16/2024 2:47 PM
65	Great opportunity to network and learn more about your business	8/16/2024 2:43 PM
66	I continually recommend all of the resources Charles County has to offer for small businesses. Especially BGAP. BGAP was a blessing for our business at the time. Since we had been in business for a few years prior, I had little faith that I could learn from the course. But I was incredibly wrong. Just goes to show...no one knows everything.	8/16/2024 2:36 PM
67	IT WAS A REMINDER ON THINGS THAT YOU STOP DOING BECAUSE DAY TO DAY THINGS THAT EATS UP YOUR TIME.	8/16/2024 2:32 PM
68	I feel like BGAP should not wait until a business is 2 years old or above 50K in revenue. This course has so much valuable information that would be great for the startup.	8/16/2024 12:58 PM
69	I, Gregory M. Johnson would wholeheartedly recommend the Charles County Business Growth Advantage Program to fellow business owners. This invaluable program offers a comprehensive toolkit to navigate the complexities of business growth. By providing expert guidance, networking opportunities, and practical strategies, the program empowers entrepreneurs to overcome challenges and achieve their goals. TECBOMO has personally benefited from the program's resources, and we are confident that it can be a catalyst for success for businesses of all sizes.	8/16/2024 12:52 PM
70	Great team and knowledge to better your business and growth	8/16/2024 12:39 PM
71	Yes, because offers the knowledge and tools entrepreneurs need to be successful. Business owners are able to gain valuable feedback from industry experts. All in all BGAP has provided me the compass to guide my business to success.	8/16/2024 12:39 PM
72	This program helped me place issues in a more meaningful structure.	8/16/2024 12:15 PM
73	Because it has changed my business mindset and helping my business to grow	8/16/2024 11:47 AM
74	I have referred a quarter of my clientele and will continue to do so on a weekly basis. This program definitely changes the mindset and teaches you to grow your business and finances.	8/16/2024 11:40 AM
75	BGAP educates the business owners on how and to effectively run a business	8/16/2024 11:36 AM
76	Yes a thousand times over. I see business totally different. On the first day Mr Holmes ask how are we gonna make 3 million and I'm chasing that.	8/16/2024 11:31 AM
77	Wonderful curriculum, educational direction, support, guidance	8/16/2024 11:26 AM
78	I think it allows you to look at your business from a different perspective	8/16/2024 11:13 AM
79	We told everyone about BGAP! It helped us grow as a small business, we hired our first 1099 Employee, and we feel more connected to the local business community and Charles County.	8/16/2024 11:05 AM
80	I've recommended to many of my colleagues. It helped me see the big picture and plan with the end in mind.	8/16/2024 11:01 AM
81	I have referred other business owners to BGAP for business planning and growth D. Allen &	8/16/2024 10:48 AM

Associates

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## Q14 Please provide any additional comments or feedback regarding the BGAP and its impact on your business.

Answered: 49   Skipped: 63

#	RESPONSES	DATE
1	I find myself referring to the materials created during BGAP as I set realistic goals make plans for my business.	9/20/2024 3:20 PM
2	The BGAP program is extremely informative for anyone who is an entrepreneur. Most of us learn as we go through trial and error. I have learned the importance of keeping track of your financials to improve your businesses' growth.	9/19/2024 8:43 PM
3	The 12 month cash flow helping me plan and I so grateful	9/19/2024 7:51 AM
4	I'm very happy to have participated in the BGAP program. The things I learned, the mentors and fellow BGAP participants that I can network with will benefit my business long term.	9/18/2024 10:13 PM
5	It was no follow-up or extended help on growing your business after the class	9/18/2024 5:39 PM
6	I would make the program scalable for start-ups to established businesses. Some of the information would be great for those in their first two years. This would prevent those business owners from making the common mistakes that many of us who are already established have made.	9/16/2024 11:40 AM
7	Great program with great instructors.	9/13/2024 3:58 PM
8	Would like to see a follow-up/check-in to make sure owners are on track and held accountable.	9/13/2024 3:58 PM
9	Thank you!	9/12/2024 9:41 AM
10	I am honored to have been able to participate and if the opportunity presents again, I think the county should reinstate the program.	9/11/2024 10:59 AM
11	Awesome content and networking opportunities.	9/10/2024 4:25 PM
12	I would like to see a program maybe called business buddies. Where 2-3 businesses have to become accountable partners for each other. Reviewing documents, sharing ideas to possible propel the other persons business into another direction or just collaborating sharing strategies and strengths with one another.	9/10/2024 4:10 PM
13	looking for more grant opportunities	9/10/2024 1:59 PM
14	I think I said it all above. Thank you BGAP!	9/10/2024 12:48 PM
15	I was truly impressed with the wealth of knowledge I received from the panel on a weekly basis.	9/10/2024 11:16 AM
16	Dr. Freeman-Buster and Mr. Will Holmes were very knowledgeable and helpful to my business. They helped me with my shortcomings and never made me feel uncomfortable about my disability. Their compassion and willingness to help me succeed was absolutely genuine and much appreciated.	9/10/2024 10:45 AM
17	I really enjoyed learning the new skills that ive applied to my business, because of the positive impact BGAP has had on my business we made an extra \$15,000 from one client. That's impactful!	9/5/2024 11:42 PM
18	The program was very well planned and implemented. I am proud to have gone through it.	9/2/2024 7:07 PM
19	The program is an excellent opportunity for established businesses to review their operations and processes (from a leadership's position) and the program allows new businesses to establish some excellent strategies and systems to build growth. If there is one thing that could be improved in the program, I would recommend that program management, commercial partners, and government officials, place more emphasis and RESOURCES (this is key), into	8/28/2024 11:41 PM

## Business Growth Advantage Program (BGAP) Economic Impact Survey

establishing an effective B2B and B2G Networking Platform that connects graduates with resources that could lead to new opportunities.

20	The ability to check-in with the facilitators at regular intervals in the first year post training would be helpful to keep us on track.	8/28/2024 12:27 PM
21	The program has been impactful. I will recommend some sort of similar program to new businesses without the 50K cap. This is because if I had a lot of the information I had when I started, I would not have made a lot of the mistakes I did when I first started out and I believe I would have grown much more and been able to employ more people and be more profitable	8/28/2024 12:24 PM
22	The program was fantastic!	8/28/2024 12:20 PM
23	1. I recommend ongoing bi-monthly workshops with all BGAP graduates to stay connected. Once we graduated no one kept in touch with one another. 2. Our loss doesn't mean that we did not gain valuable information to help our business.	8/28/2024 11:21 AM
24	BGAP has helped me create a better plan of action moving forward.	8/28/2024 9:28 AM
25	I expect my business to continue to grow and thrive as a result of things I learned from BGAP	8/28/2024 9:25 AM
26	N/A	8/28/2024 9:24 AM
27	The BGAP has forever changed the way I do business and look at how to achieve my ultimate goals. I will continue to be grateful.	8/27/2024 12:28 AM
28	BGAP is just the start of an amazing journey. Once an individual goes through the training, I know they will want to know more about all other business strategies available to help sustain their business in the community they operate in.	8/26/2024 1:25 PM
29	The practical implementation of what I learned in BGAP is what led to my continued success in business.	8/26/2024 10:38 AM
30	The program could offer more insight and information on the specifics on becoming certified for SLBE & MWBE Programs. I've just recently learned of and was provided this information and attended the BGAP program 2 years ago.	8/26/2024 9:03 AM
31	Thank you so much for this opportunity!	8/23/2024 8:30 PM
32	I would recommend it BGAP to anyone that is an entrepreneur. The information and support has truly been a game changer.	8/23/2024 3:31 PM
33	I am looking forward to additional small business opportunities for Charles County.	8/23/2024 10:09 AM
34	The program could not be the program without the support of the brilliant speakers and mentors that gave their time to make us better.	8/21/2024 3:49 PM
35	The BGAP program is designed specifically for small businesses to make their business easier to hire more employees. This is a great program for small business.	8/20/2024 9:28 PM
36	This is a program that should definitely continue. There are so many small business owners that could benefit. The resources provided are not always known to a new business and BGAP opened those avenues.	8/19/2024 11:33 AM
37	I would have liked more information on the impact of insurance in my business from Workers Compensation to business catastrophic insurance.	8/18/2024 5:47 PM
38	I am a well educated person and I do lots of research and spend hours doing research prior to implementation. I felt like several people just jumped into a business without having any idea on how to be a business owner. If that is the case this program works perfect for them. I was wanting to connect with like-minded business owners and wanted to plan events together or use each other to help. That did not happen. During the ceremony I was handing out my business cards and others were very standoffish or did not even show for our ending ceremony.	8/18/2024 3:09 PM
39	The BGAP had a tremendous impact on my business. I would not be where I am today if it had not been for Lucretia Buster Freeman and her team with the Economic Development Department.	8/16/2024 7:04 PM
40	Excellent opportunity	8/16/2024 2:56 PM



## Business Growth Advantage Program (BGAP) Economic Impact Survey

41	I want to thank BGAP staff for their patience,time and dedication	8/16/2024 2:47 PM
42	BGAP provided me with an opportunity to connect with professionals that I would not have met on my own. BGAP also helped me to learn more about what I didn't know about being an entrepreneur. This was a great program for me as I am now able to properly project our future cashflow.	8/16/2024 2:43 PM
43	I am eager to participate in the Business Growth Advantage Program 360, an extension of BGAP Cohort 11. I view this program as an invaluable catalyst for TECBOMO's business expansion. The comprehensive training and resources that will be provided will align perfectly with our strategic goals of enhancing operational efficiency, expanding our market reach, and solidifying our position as a key contributor to Charles County's economic landscape. By immersing TECBOMO in this program, I anticipate gaining the necessary tools and knowledge to refine our business model, optimize our processes, and unlock new growth opportunities. Through the Business Growth Advantage Program 360, TECBOMO aims to leverage the acquired expertise to create a sustainable employment ecosystem within our organization and the community. By scaling our operations, we envision generating a substantial increase in job opportunities, thereby contributing to Charles County's workforce development initiatives. Moreover, our business expansion will lead to heightened tax revenues, further strengthening the local economy. I am confident that my participation in this program will not only propel TECBOMO to new heights but also serve as a positive force for economic growth and development in Charles County.	8/16/2024 12:52 PM
44	Taking time for me helped me alot .	8/16/2024 12:15 PM
45	Right now I'm able to travel overseas to buy and make my wholesaler before I could because I did not know how to organize my stuff then I can do it. Thank you 🙏🏻	8/16/2024 11:47 AM
46	Just the feeling of being apart of a community is a win for me. I know I can count on Mrs Feeema-Buster, Mr Holms, and the entire BGAP team to assist in making my dream of opening a Consulting Agency here in Charles County a reality. Thank you all for this opportunity.	8/16/2024 11:40 AM
47	Please continue it. It's amazing	8/16/2024 11:31 AM
48	Thank you for everything you did in bringing BGAP to Charles County. We are more active and more connected thanks to your efforts :) )	8/16/2024 11:05 AM
49	I wish there was a follow up program. I would really like to work with BGAP to continue growth plans. I feel like that would enable me to the next steps in growth and potentially afford using Will Holmes services on a regular basis to advise my business decisions.	8/16/2024 11:01 AM