















#### MAINE SBDC 2023 ANNUAL REPORT

## Nurturing Dreams, Building Futures





The entrepreneurial spirit remains strong in Maine. Almost 2,300 entrepreneurs and small business owners turned to the Maine SBDC in 2023, up almost 50% from pre-pandemic times. Despite the challenges of the last few years, business owners remain optimistic. This optimism is reflected in the more than 140 new businesses started with the help of the Maine SBDC, higher than in any of the last 10 years. This is also seen in the funding that business owners accessed – over \$36M – to help start and grow their businesses.

These small businesses play a crucial role in building Maine's future, contributing to the creation of welcoming, vibrant communities and high-quality employment opportunities. The Maine SBDC supports these resilient entrepreneurs and plays a vital role in fostering the creation, growth, and success of these small businesses. With business advisors located across Maine, small businesses can more confidently navigate the challenges and rewards of business ownership.

Maine SBDC is helping build Maine's future, one business at a time.

### The MAINE SBDC TEAM

Serving over 2,200 small businesses in 2023



Mark Delisle State Director



Jennifer Boutin Associate State Director of Operations



Peter Harriman Center Director & Business Advisor



Raynor Large Center Director & Business Advisor



Alison Lane
Associate Center
Director & Business Advisor



Christine Cole Business Advisor Portland



Christina Dodge Business Advisor Waterville



Anne Lancaster Business Advisor Biddeford



Ann McAlhany Business Advisor Bangor



Chase Nelson Business Advisor Eastport



Christina Oddleifson Business Advisor Portland



Peter Piconi Business Advisor Rockland



Eric Treworgy
Business Advisor
Ellsworth



Dan Umphrey Business Advisor Caribou



Stephanie Case Admin & Data Manager



Elise Devon
Director of Finance
& Grant Management





# **Making an Impact**

**Verified impact in communities across Maine:** In 2023, Maine SBDC business advisors provided guidance to thousands of individuals. The economic impact of this work can be attributed to the assistance received from Maine SBDC business advisors — our clients have verified each job created or saved, business started, and dollar of capital reported.

2,289
Clients Advised H

**8,698**Hours of Advising

**145**New Businesses Started

**542** Jobs Created & Saved

\$36.4 Million
Capital Accessed



## **Serving & Supporting**

**Serving all of Maine's entrepreneurs and small businesses,** including those in underserved markets. Business advisors work with each entrepreneur to provide the unique assistance needed in order for them to achieve their goals.

In 2023, Maine SBDC clients consisted of...

**53% Women Entrepreneurs** 

34% Young Entrepreneurs (35 years or younger)

29% Rural Entrepreneurs

14% Non-White & Hispanic Entrepreneurs

10% Entrepreneurs with Low-to-Moderate Income

8% Entrepreneurs with Disabilities

**7% Veteran & Military-Connected Entrepreneurs** 



Pictured: Stephanie Smith of Sacred Paws, Porter; Abdinur Mohamed & Abdirahman Saeed of Black Diamond Detailing, Lewiston; Jodie Curtis of Yarrow, Kittery; James Watson of Linx Construction & Contracting, Auburn (with Business Advisor Christina Ramsdell); Michael Odokara of EMS Global Consulting, Portland; Jessica Alexander of Smile4ME Dental Hygiene, Richmond; Ellen Finn of Cadillac Mtn. Summit Shuttle, Bar Harbor (with Business Advisor Ann McAlhany); Chelsie Crane of Crosswind Investments, Bangor



# **Inspiring Confidence**

Business advising inspires clarity and confidence to build sustainable businesses: More than 97% of clients said they would recommend their business advisor. After meeting with a business advisor, business owners feel supported, encouraged, and inspired to run their businesses more confidently.

The Maine SBDC team genuinely cares about the success of their clients. Each advisor brings a diverse and impressive background that enables them to guide clients through the ins and outs of business ownership.





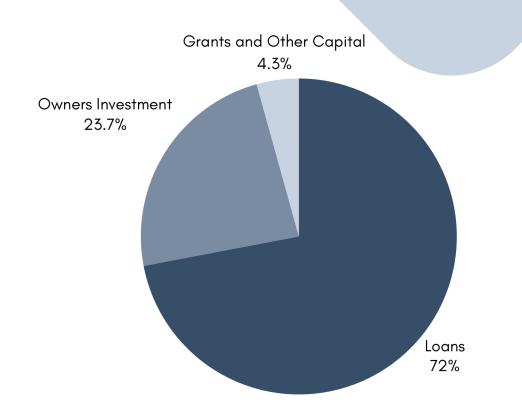
## **Accessing Capital**

Helping entrepreneurs access the money they need to start, operate, and grow their small businesses: In 2023, Maine SBDC helped 220 clients access nearly \$36.4 million in capital. On average, Maine SBDC clients accessed approximately \$165,000 each in loans, grants, and private and equity investments. Almost 60% of these 220 clients belong to groups that have historically faced significant barriers when accessing capital for their businesses. These include non-White, Hispanic, Disabled, Veteran, and/or Women.

**220**Clients Accessed Funding

**60%** in Underserved Markets

\$36.4 Million
Capital Accessed





# **Business Sustainability**

**Securing the future of Maine's small businesses:** Maine SBDC guides and supports entrepreneurs who seek to buy or sell an existing small business. This work ensures a future for these businesses and allows them to continue to contribute to their local economies.

Over the last five years, Maine SBDC assisted over **60 businesses to transition to new ownership**, including those transitioning to employee ownership. In addition, guidance on the process of buying and selling a business was provided to over 800 entrepreneurs.

"I would like to take a moment to thank you for your help in this difficult process to help me purchase the business of my dreams and become an entrepreneur."

Dan Daigle, Business Owner
 Mountain Side Powersports, Wilton
 Maine SBDC 2020 Client



## **Learning & Empowering**

Providing access to free educational opportunities on subjects that matter to business owners: Maine SBDC is dedicated to empowering and educating business owners to start and operate sustainable businesses. In addition to on-demand eCourses, Maine SBDC offered live webinars and an expansive YouTube library to provide accessible information to business owners across Maine.

12 On-demand eCourses (Four available in French & Somali)

Live Webinars and Seminars

**1,066** Attendees to Webinars, Seminars, & eCourses

**18,000** YouTube Video Views





**Return On Investment** 

Return on investment for the Maine SBDC is evaluated, analyzed, and reviewed annually through an independent study conducted by Dr. James Chrisman at Mississippi State University. His findings are based on information provided by a survey of clients meeting with a Maine SBDC business advisor for at least five hours. Dr. Chrisman's most recent report indicates that for every dollar invested in the Maine SBDC, \$3.29 was returned in incremental tax revenue.

\$3.29
Incremental Tax
Revenue

\$1.00 Invested

For every dollar invested in the Maine SBDC, \$3.29 was returned in incremental tax revenue.

- Maine SBDC Economic Impact Study: 2021-2022

### **Financial Overview**

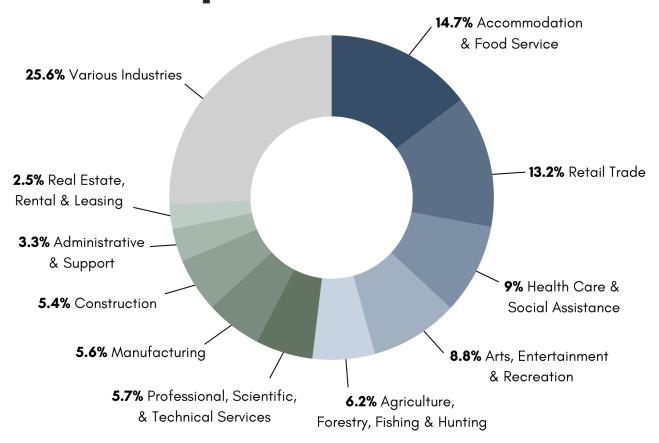
FUNDING					
Source Description	Amount	% of Total			
U.S. Small Business Administration	\$777,777	30%			
Maine Dept. of Economic & Community Dev.	\$683,684	27%			
Host Organizations	\$489,499	19%			
U.S. Department of Treasury	\$247,835	10%			
Community Development Block Grant	\$150,000	6%			
Maine Technology Institute	\$100,000	4%			
University of Southern Maine	\$80,200	3%			
Contracts: State Other	\$35,000	1%			
Program Income, Sponsorships, Misc.	\$9,034	<1%			
Total	\$2,573,029	100%			

Excludes USM cost share and in-kind contributions of \$117,297

EXPENDITURES				
Expense Description	Amount	% of Total		
Personnel	\$1,852,216	72%		
Indirect Costs	\$310,731	12%		
Deferred Expenses	\$167,077	6%		
Operating Expenses	\$156,922	6%		
Travel	\$66,355	3%		
Equipment & Software	\$16,917	1%		
Contracted Program Services	\$2,811	<1%		
Total	\$2,573,029	100%		

<sup>\*</sup>Various project years normalized to calendar year format

### **Client Composition**



#### **Client Status**

**62%** Starting a Business

**38%** Existing Business

### **Client Groups**

53% Women

**14%** Non-white & Hispanic

**7%** Military-Connected



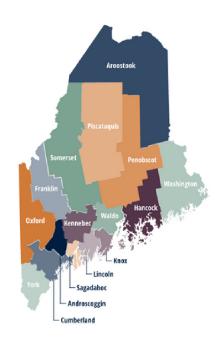
"You can get as little or as much help as you need. They are an invaluable resource for any business needing assistance, with no agenda other than to help you succeed."

> - Edward & Meredith Bolton, Business Owners Bolton Electric, Windham

# **Results by County**



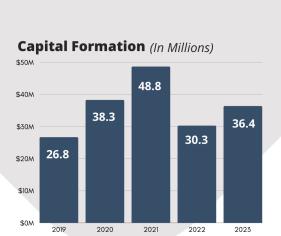
On average, Maine SBDC Helps Start a New Business in Maine Every 2.5 days



Maine Counties	Clients Advised	Business Starts	Jobs Saved & Created	Capital Formation (\$)
Androscoggin	205	20	88	4,925,761
Aroostook	80	8	52	2,063,618
Cumberland	658	32	133	8,386,438
Franklin	35	2	9	380,000
Hancock	117	7	42	3,982,660
Kennebec	169	12	22	1,018,658
Knox	91	5	19	1,528,000
Lincoln	61	5	8	82,000
Oxford	51	1	4	1,373,203
Penobscot	213	26	74	8,636,869
Piscataquis	28	4	7	257,017
Sagadahoc	57	6	17	427,656
Somerset	61	4	9	90,806
Waldo	85	3	11	725,000
Washington	40	0	0	20,000
York	331	10	47	2,492,575
Other	7	0	0	0
Total	2,289	145	542	36,390,261

### **5-Year Trends**

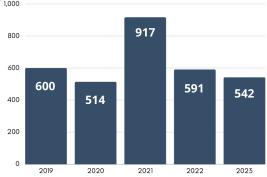
Over 2,200 entrepreneurs turned to the Maine SBDC in 2023 to help navigate the process of starting, managing, or growing their businesses. With the guidance and expertise of business advisors, these entrepreneurs develop the skills necessary to meet their goals, create successful businesses, and improve the local economies in which they reside.











"Being a business owner, you must wear many hats, and SBDC has helped me figure out a lot of the "how do I do that" piece of things. I am so thankful for Alison and SBDC. I wouldn't be here today without her help."

- Chelsea Crane, Business Owner Crosswind Investments, Bangor

### **Peace, Love, Waffles**

Client: Michael Begley

Business: Peace, Love, Waffles

Location: Dover-Foxcroft

County: Piscataquis

Client Since: April 2022

Business Advisor: Ann McAlhany



In the Fall of 2019, Michael Begley moved to Maine to help his mother start a waffle-themed restaurant in rural Dover-Foxcroft. Soon after opening, the COVID pandemic had them quickly shifting their plans, and they relocated to a renovated barn on their property, what they now lovingly call "The Waffle Barn." In February 2021, they re-opened their doors as Peace, Love, Waffles, the cutest little breakfast joint in New England. There they offer a robust, unique menu of sweet and savory gourmet waffles, featuring local, fresh Maine ingredients.

As the business grew, the family discussed the future and concluded that Michael should buy Peace, Love, Waffles from his mother. Michael connected with Maine SBDC at CEI Business Advisor Ann McAlhany. Together they worked to develop a business plan and the accompanying financial projections. Ann was able to destress the process and help clarify the areas Michael needed to focus on.

Michael successfully purchased the business. Despite the traditionally slow winter season in Piscataquis County, the business brought in hungry customers and saw some of their busiest months on record.

Michael commented: Working with Maine SBDC is like being friends with the student teacher, you're going to be more prepared for the test."

Photo Credit: Sienna Renee Photography







# **EMS Global Consulting**

Client: Michael Odokara

Business: EMS Global Consulting

Location: Portland
County: Cumberland
Client Since: June 2021

Business Advisor: Peter Harriman



Michael Odokara founded ESM Global Consulting, an IT consulting and security firm, in 2017 and has grown the business over the years. When he decided to learn his native language of Igbo during the pandemic and was unable to find a suitable African language learning platform, he built his own – called NKENNE. He connected with Maine SBDC primarily because he was looking for mentorship and recognized the old adage, "You don't know what you don't know"!

Michael was connected with Center Director and Business Advisor Peter Harriman for guidance and support. Peter was able to answer Michael's questions and provide suggestions around market identification and navigating funding sources. Peter also recommended that Michael apply for Gorham Savings Bank's Launchpad Competition. Ultimately, NKENNE won the Emerging Business Award.

Michael did not stop there and has tirelessly worked to secure a future for his budding business by utilizing the Maine Technology Institute's grant funding, the Maine Center for Entrepreneur's Top Gun Program, the Maine Venture Fund, and many other resources.

NKENNE is now the most downloaded African language-learning app in the

market. The app focuses on community building and helps connect people with their homeland.

Michael commented, "[The Maine] SBDC has helped me think of ways to elevate our company that we would not have thought of. Always great to have someone that believes in you when things are great, as well as when things are difficult. You can find that with an SBDC advisor."

#### PREMIERE AFRICAN LANGUAGE LEARNING APP







# **Kelly's Place Learning Center**

Client: Shyla Pinette

Business: Kelly's Place Learning Center

Location: Presque Isle County: Aroostook

Client Since: May 2023

Business Advisor: Dan Umphrey



Shyla Pinette recognized a need in her community. Childcare in Aroostook County was incredibly hard to come by. After years in the medical field, she decided to purchase a struggling childcare business and make it a safe and welcoming place for local families.

For assistance in making this happen, Shyla turned to Dan Umphrey, business advisor at the Maine SBDC at NMDC. Shyla needed funding to purchase the business and the real estate. She also needed guidance on starting and running her own childcare business. Accessing the funding required patience and perseverance. Over several months, Dan and Shyla worked to find lenders, create a business plan, and build out financial projections.

After several discouraging setbacks and curveballs that threatened to jeopardize the deal, Shyla and Dan were able to create a loan proposal that secured NMDC financing from the SSBCI program, as well as seller financing. In the end, teamwork and a commitment to enhancing access to childcare in Aroostook County led to the successful purchase of the business.

Shyla comments, "They [the SBDC at NMDC] have been with me every step of the way. If they do not know the answers, they will figure it out for me!"





### **Main Street Provisions**

Client: Zachary Brann

Business: Main Street Provisions

Location: Waterville County: Kennebec

Client Since: May 2023

Business Advisor: Chris Dodge



Zachary Brann's entrepreneurial journey is a testament to his passion for locally sourced food and beverages, coupled with a love for the Waterville area where he grew up and plans to raise his family. Now, he proudly contributes to Waterville's revitalization through his new business, Main Street Provisions.

To get his new business off the ground, Zach reached out Chris Dodge, business advisor at the Maine SBDC at CEI. Together, they crafted a business plan, fine-tuned financial projections, and developed a strategic timeline. Chris's guidance not only streamlined the planning process but also ensured Zach stayed on track to meet crucial milestones.

Zach was able to secure a grant from the Central Maine Growth Council, along with private financing, laying a solid foundation for the new business. Main Street Provisions (MSP) officially opened its doors in October 2023. Located in downtown Waterville, MSP features locally and regionally sourced craft beer, fine wines, and a curated selection of specialty foods and gifts.

Zach comments, "There are so many little things you need to know and doespecially in the right order. Having an advocate that can prioritize those things for you makes it easy for you to focus on the important things at the right time."





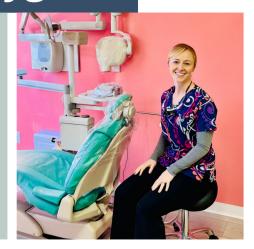
## **Smile4ME Dental Hygiene**

Client: Jessica Alexander

Business: Smile4ME Dental Hygiene

Location: Richmond County: Sagadahoc

Client Since: November 2021 Business Advisor: Raynor Large



Before starting her independent practice Smile4ME Dental Hygiene, Jessica Alexander was a passionate dental hygienist with 16 years of experience in the industry. However, in 2021 she was looking for a change and felt ready to bring her skills to her hometown.

Jessica connected with Maine SBDC at CEI Center Director and Business Advisor Raynor Large. Raynor helped her find a location, determine her costs, and develop a marketing strategy. They worked on her business plan and put together simple financial projections. This work helped to determine her break-even points and identify best practices to promote her services.

Jessica commented, "Raynor Large is very patient, knowledgeable, and committed to helping. He helped me make a thorough plan and made me feel more confident in starting my business."

Through hard work and dedication, Jessica was able to successfully open the doors to Smile4ME in 2023 and has quickly become an essential part of the community. Located in Richmond, Smile4ME provides screenings, cleanings, x-rays, fluoride treatments, and referrals to dentists for restorative care. Smile4ME operates in a relaxed environment without the pressures and expense of a larger practice.





### **Maine Sol Botanicals**

Client: Katie DeLorme

Business: Maine Sol Botanicals

Location: Scarborough County: Cumberland

Client Since: March 2022 Business Advisor: Chris Cole



Katie DeLorme combined her background in Integrative Physical Therapy and Health Coaching with her knowledge of gardening, permaculture, herbalism, and beekeeping to start her business Maine Sol Botanicals. She offers a variety of soaps, salves, and other skin care products that are hand-crafted with ethically sourced ingredients.

Katie had already been making salves and teas as gifts for years. She thought about opening her own business and she reached out to the Maine SBDC. Connecting with Maine SBDC at USM Business Advisor Susan Desgrosseilliers, they developed a strategy that fit Katie's vision. They discussed marketing, financials, trademarks, and regulations. Katie continued working with SBDC business advisor Chris Cole to build her wholesale catalog and work towards meeting the financial goals of the business.

Katie commented: "There is a wealth of experience in SBDC with assistance for a wide range of business needs...They are easily accessible and provide ideas and resources at no cost. SBDC can help you. You don't have to do it alone."

Since launching in 2022, Katie has been growing her business, and sharing her products while educating about holistic self-care remedies through her website and hosting classes.



### **Fundamental Foot Care**

Client: Heather Fogg

Business: Fundamental Foot Care

Location: Hampden County: Penobscot

Client Since: October 2019 Business Advisor: Alison Lane



In 2019, Heather Fogg, RN, worked with Alison Lane, Maine SBDC at CEI Associate Center Director & Business Advisor, to launch Fundamental Foot Care's mobile services in the Bangor region. Fundamental Foot Care provides medicinal foot care to private homes, nursing homes, assisted living facilities, elder communities, and hospitals. They offer routine preventative care as well as treatment for illnesses.

Over the course of 4+ years, Heather has expanded to other regions of Maine and trained and hired additional nurses to provide services. She turns to Alison for guidance on scaling up and regular meetings to cover topics such as workforce development, financial projections, bookkeeping, time management, and marketing.

Heather comments, "Small business ownership can be lonely...Having a consultant from the SBDC gives you someone to bounce ideas and plans off and provides help in areas where you may be weak."

Fundamental Foot Care has experienced exponential growth, with revenue doubling each year. The business now boasts a team of 7 employees serving various regions of Maine. In August 2023, Heather opened her physical location in Hampden to offer inoffice services and host gatherings. Heather also initiated a hands-on training program for Registered Nurses (RN) and Advance Practice Registered Nurses (APRN), recognized by organizations like the American Foot Care Nurses Association.







### **Linx Construction & Contracting**

Client: James Watson

Business: Linx Construction &

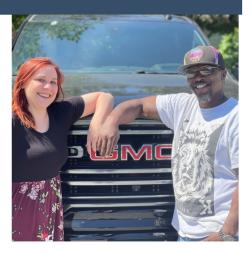
Contracting

Location: Auburn

County: Androscoggin

Client Since: October 2022

Business Advisor: Christina Ramdsell



James Watson, of Linx Construction & Contracting, knows personally the dangers involved with lead poisoning and how it can affect people's lives. He wanted to create a lead abatement company that could also offer construction, carpentry, siding, and trash removal. Since Maine has a goal of being lead-free by 2035, and every construction company will need to be certified for lead abatement in the future, his services will soon be in high demand.

James quickly realized he would need a support network to get his business started. The Department of Labor's Vocational Rehabilitation program referred him to Maine SBDC at AVCOG Business Advisor Christina Ramsdell for assistance in making sure everything was set up correctly. He also felt having a business advisor would increase his chances of longevity.

James and Christina worked together weekly for over 6 months to go through each element of his business plan. This helped James better understand each of the components involved in maintaining this new business. As they put together each page of the business plan, they also completed his LLC formation, discussed contracts, labor, and tax requirements, and began working on a marketing plan.

Ultimately, the work they did putting together financial projects also helped him obtain a Community Development Block Grant (CDBG) to get things off the ground!

This helped him acquire a few pieces of necessary equipment as well as cover some of his initial overhead. He was also recently approved for an additional loan which has allowed him to purchase a new truck. With access to all of these tools and resources, he can now start his work of keeping Mainers safe.



### **Great Wave Sushi**

Client: Alex & Megan Herzog Business: Great Wave Sushi

Location: Portland
County: Cumberland
Client Since: April 2021

Business Advisor: Tina Oddleifson



Alex Herzog started Great Wave Sushi as a sushi cart after spending time in California perfecting his craft. He quickly differentiated himself in the marketplace by offering a creative twist on traditional sushi. Alex's partner Megan connected with Maine SBDC at USM Business Advisor Christina (Tina) Oddleifson because she knew there was much to learn about operating a business and wanted to do it right.

Megan had questions about financial tracking, pricing, legal entities, and funding. Tina was able to help Megan and Alex successfully apply for the Community Development Block Grant. The funds they were awarded were used to help them build a food truck to expand their business.

Megan commented, "The SBDC has been an integral part of the launching and success of our small business. We are beyond grateful for all of the guidance and support we have received from Christina. She has patiently explained the intricacies of owning and operating a small business, walked us through possible avenues of which to expand and improve, all while being compassionate towards the weight of such a learning curve accompanied by starting a new business."

Alex has developed new revenue streams including highly popular sushi classes and catering special events. By diversifying their revenue streams, Alex and Megan are creating a more stable business.





### **1 Earth Composting**

Client: Mathieu & Katie Saunders

Business: 1 Earth Composting

Location: Hampden County: Penobscot

Client Since: August 2022 Business Advisor: Alison Lane



Katie and Matt Saunders are passionate about environmental sustainability. Katie, a family nurse practitioner, and her husband Matt, a professional chef for over 20 years and stay-at-home dad to their three children, saw a need for a residential and commercial composting service in the greater Bangor, Maine area.

As first-time business owners, Katie and Matt needed guidance to understand how to start and operate their new endeavor and were connected with Alison Lane, Maine SBDC at CEI Associate Center Director and Business Advisor. Alison helped them polish their business plan, prepare financial projections, and time their phased approach. They also dug into finding funding, conducting market research, and creating a website. When it came time to launch, Alison suggested they put out a press release, which greatly increased their visibility right from the get-go.

Katie and Matt Saunders successfully launched 1 Earth Composting, a composting business that offers subscriptions for curbside pickups of compostable materials. Long term, the Saunders are working on purchasing property to expand services.

Matt commented, "It's very satisfying to know we are working to help our own community tackle climate change/waste. [The Maine SBDC] is a great resource that can help your small business succeed and get off the ground!"







# **DealPoint Corporation**

Client: Paul Dube

Business: DealPoint Corporation

Location: South Berwick

County: York

Client Since: April 2022

Business Advisor: Anne Lancaster



In 2022, Paul Dube founded DealPoint Corporation, an application development company with a mission to develop automated and cost-effective solutions for small businesses. His new app, DealPoint.app, will connect small businesses with customers on a real-time information-sharing platform. The system develops geographically targeted marketing campaigns allowing businesses to stay connected to their customers.

Paul was seeking advice on funding opportunities and building a business in Maine. He connected with Maine SBDC at USM Business Advisor Anne Lancaster. Anne helped Paul understand the resources available in Maine and suggested that funding from the Maine Technology Institute (MTI) would be a good fit. Together they walked through the MTI grant application process. Anne reviewed and suggested edits for each document to ensure a strong proposal.

Their hard work paid off when he was awarded funding which will allow DealPoint to continue the development of their app. This funding enabled Paul to do market research and beta testing that will allow the company to access future funding.

Paul commented, "Anne was instrumental in providing me with the knowledge and confidence to meet my MTI grant funding goal."



### **Partners**

# The SBDC is a cooperative effort that leverages federal, state, and higher education resources to help entrepreneurs and small businesses to start, grow and succeed.



The U.S. Small Business Administration (SBA) funds and administers the nationwide SBDC program to assist current and prospective business owners. Working with local SBA district offices, SBDC offers services tailored to local communities and individual clients to help promote entrepreneurship and small business growth.



The State of Maine provides funding through the Department of Economic & Community Development (DECD) to support the Maine SBDC program. Maine SBDC and DECD work together to promote business development and economic growth by ensuring entrepreneurs and small business owners can confidently navigate the process of starting and growing their businesses.



Over 45 years ago, the University of Southern Maine (USM) piloted the Maine SBDC to provide essential assistance and education to Maine's small businesses and entrepreneurs. Since those initial days, USM has continued to provide critical support and guidance on the operation of the SBDC program across the State.



The Maine Technology Institute (MTI) provides funding to the Maine SBDC program. Maine SBDC and MTI share common goals, including the development of individual entrepreneurs within the State of Maine towards sustainable economic growth.

### Partners

Critical to the Maine SBDC's success are the partner organizations that staff our business advisors across Maine.

#### These long-term partners include:



Coastal Enterprises, Inc. (CEI) has six SBDC business advisors located throughout Central Maine. CEI is a community development corporation that helps grow good jobs, environmentally sustainable enterprises, and shared prosperity in Maine.



Androscoggin Valley Council of Governments (AVCOG) has two SBDC business advisors. AVCOG is a regional planning agency serving Western Maine communities including Androscoggin, Franklin, and Oxford Counties.



Northern Maine Development Commission staff has one SBDC business advisor. NMDC is a regional planning and economic development organization serving Aroostook and Washington Counties.



# Maine Small Business Development Centers

207-780-4420 800-679-7232

www.mainesbdc.org

**FEATURED ON FRONT COVER:** Michael Begley of Peace, Love Waffles, Dover-Foxcroft; Abdinur Mohamed & Abdirahman Saeed of Black Diamond Detailing, Lewiston; Mathieu & Katie Saunders of 1 Earth Composting, Hampden; Jamie Alexander of The Frappe Shoppe, Brunswick; Lisa Laflin of Wears & Wares, Farmington; Jessica Alexander of Smile4ME Dental Hygiene, Richmond; Chelsie Crane of Crosswind Investments, Bangor; Shyla Pinette of Kelly's Place Learning Center, Presque Isle