It is MEDA’s privilege to submit this report for the current contract to the Governor's Office of Economic Development, Montana Department of Commerce, Montana Department of Labor and Industry and Montana BEAR Team participants regarding Business Expansion and Retention (BEAR) Program activity in the state. The following is a summary of MEDA BEAR activities as provided for in the Scope of Work under Amended Contract MT-MEDA-ED-12-01 for the month of April 2012.

ACTIVITY REPORT FOR APRIL 2012

WEBPAGE UPDATE – NEED YOUR INFO
An update is needed on the state BEAR page that lists first-contact points for your BEAR Team. Please review the list and send a team contact update this week. If a team is not on the list – we need to add it! Thanks for your help.  http://businessresources.mt.gov/BEAR/default.mcxp

REMEMBER: BEAR TRAINING AT RCC CONFERENCE
Dave Morey and Mike Jackson will present at the 2012 Rural Community Conference, The Future of Rural, to be held May 15-16 at the Montana State University campus in Bozeman, MT. The conference will feature breakout sessions – including BEAR Training scheduled for May 16th from 10:00am to Noon. BEAR Basics will start the session, followed by an IWT overview and conclude with success stories from the field by Mike Jackson. http://www.ruralcommunityconference.org/

STATEWIDE BEAR UPDATE

Activity by Geography
These figures demonstrate the number of businesses contacted per region in April 2012

TOTAL INTERVIEWS: 22

<table>
<thead>
<tr>
<th>Flathead County – 6</th>
<th>Yellowstone County -4</th>
<th>Lake County - 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fergus County - 2</td>
<td>Gallatin County - 3</td>
<td>Missoula County - 4</td>
</tr>
<tr>
<td>Ravalli County - 1</td>
<td></td>
<td>Silver Bow County – 1</td>
</tr>
</tbody>
</table>

Activity By Outreach Specialists and Volunteers
APRIL 2012

The count of interviews will not equal the number of outreach specialists due to the inclusion of other outreach specialists in the data collection.

<table>
<thead>
<tr>
<th>Outreach Specialist</th>
<th>Records</th>
<th>Outreach Specialist</th>
<th>Records</th>
<th>Outreach Specialist</th>
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<tbody>
<tr>
<td>Cahill, Robert</td>
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<td>Eisenman, Amy</td>
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<td>Long, Sandra</td>
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<td>Pennell, Diane</td>
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<td>Erickson, Todd</td>
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<td>Mahugh, Dale</td>
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<td>Rhodes, Laura</td>
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<td>Funderburg, Sabrina</td>
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<td>Mantooth, Carrie</td>
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<td>Steele, Vickie</td>
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<tr>
<td>Gardner, DeLynn</td>
<td>1</td>
<td>McCarthy, Mora</td>
<td>2</td>
<td>Strauss, Cassie</td>
<td>1</td>
</tr>
</tbody>
</table>
Referral Reports for April 2012
Generated referrals: 20
Successfully closed: 24

Referral Type
Information only  8
Project Driven  16

Type of Need for Closed Referrals
Domestic/global marketing and sales  3
Entrepreneurship/management  8
Environment/government regulations  1
Financing/capital  1
Location assistance  2
Operations/production  2
Workforce/training  7

HEARD AROUND THE STATE
Business owners and Outreach Specialists had the following to share in April regarding:

Training
- Technical people need assistance with soft skills, management training
- Need training in QuickBooks.
- Building a business plan.
- Learning how to “close a deal”.
- Customer service, conflict resolution (for dealing with customers).

Best Practices:
- If they are adept, employer will increase an employee's work hours and intensity.

Challenges:
- Business owner learned from an accountant that with self-employment taxes it is costing her more to run the business than it would be working for someone else.