

## Frequently Asked Questions

### General Information

How long should I wait to hear from someone after completing my Rapid Business Assessment?

- > Once your assessment is complete, we will send you a Business Report with next steps and recommendations for your business to your email within 2 business days.
- > A representative from the organization matched to your business will follow up with you for a one-on-one consultation within 2-3 business days after you receive and are able to review your business report.

Do businesses in all industries qualify?

- > Gambling and liquor establishments, adult entertainment establishments, or other similar businesses do not qualify for this program.
- > If you are considering entering and are unsure whether your business would qualify, please submit an inquiry here: [513Assist@nextstreet.com](mailto:513Assist@nextstreet.com).

Can business owners with a felony record participate?

- > Yes.

Are sole proprietors eligible?

- > Yes.

Can nonprofits apply?

- > No, our programs are exclusively intended to support for-profit businesses.

Can for-profit businesses owned by a non-profit organization apply?

- > For-profit businesses owned by non-profits organizations are eligible, as long as they meet all other requirements. The submission must be made through the for-profit business, and not the non-profit parent company.

What if I am ineligible to complete the Rapid Business Assessment, but my business still needs help- what do I do?

- > The community of organizations brought together by the 513 Small Business Assist has a number of services that could be helpful for you. Please see the Partners section on the program's main page to explore your options for accessing other business services.

What if I have already completed the Rapid Business Assessment?

- > No problem! Your matched Business Support Organization will continue working with you and keep you updated on new opportunities that come with 513 Small Business Assist
- > If you have withdrawn or completed your services and would like to return, please contact us at [513Assist@nextstreet.com](mailto:513Assist@nextstreet.com)

## *513 Small Business Assist Services*

How will one-on-one business advising work and when will I receive the support?

- > Once you complete our intake process and receive the assessment, a Business Support Organization will reach out to you within five days of your entry to make sure your form is complete and that you have access to key resources, such as webinars and handouts. Following the three-week intake period, a Business Support Organization will reach out to set up time with you for a one-on-one meeting to begin providing you with consulting services.

How will one-on-one business advising work and when will I receive the support?

- > After completion of the assessment, a partnering Business Support Organization will reach out to you directly within five business days to schedule a consultation. Your assigned Business Support Organization will work with you directly, providing guidance, offering helpful business solutions to address the unique needs of your business, and ultimately, connecting you to potential relief funding options.

How do I get involved in mentorship?

- > Referrals to the mentorship program are made by the Business Support Organization matched to you. Feel free to discuss your need and interest for mentorship during your consultation.

## *Funding Questions*

Is there a credit score requirements for the participants?

- > There's no minimum credit score to participate in the program, but we will want to identify businesses that will require services around credit building – and leverage that information to find a best fit for the applicant's needs

Will all eligible applicants receive funding through the Assist's loan program?

- > Additional criteria will be evaluated to determine qualifying businesses.

If a business does not qualify for a loan, are there any other resources or referrals that will be made to help that business?

- > Our intention is to help businesses find the best opportunities for their goals. The Business Support Organization you are connected with will provide guidance on the various funding sources available to you whether it be a loan or grant opportunity.

### *Client Support/Technical Questions*

Who is the primary point of contact for questions regarding the program?

- > This webpage is the central point of contact for all questions related to the program. If you have questions about the program, you may send an email to [513Assist@nextstreet.com](mailto:513Assist@nextstreet.com)

I am having technical issues with creating an account to access your program. Who should I contact for support?

- > If you have any questions and/or are encountering technical difficulties, please review information to troubleshoot your situation at the following link: Submittable Help Center.
- > For more specific technical questions please reach out to Submittable's Customer Support team at [support@submittable.com](mailto:support@submittable.com). For questions specific to your submission, you can reply to your Business Support Organization.

I forgot my password for my assessment, how do I reset it?

- > Resetting your password is very easy, you can click the link below the sign-in form that says "Forgot?" If you need further assistance, please reach out to the support team at [513Assist@nextstreet.com](mailto:513Assist@nextstreet.com).

Can I save the progress of my Rapid Business Assessment without completing it?

- > Yes, your progress through the assessment will save and you can pick up where you left off on your schedule.

I am having issues with my account on Submittable, what do I do?

- > Submittable offers a Help Library and live support. If you cannot find your answer there or with the live support team, we also have a team of support staff that are available to connect you to answers. You can reach them at [513Assist@nextstreet.com](mailto:513Assist@nextstreet.com).