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2020, despite its incredible challenges, was a true testament to the strength and resilience of the City of New Orleans, and the New Orleans Business Alliance was critical to supporting our people when they needed it most. The impact of COVID-19 will be felt here for months and possibly even years to come, especially those who work in our hospitality and the gig economy industries.

As the first local entity in the state to launch a dedicated relief effort at the onset of the pandemic with the Gig Economy Workers’ Relief Fund, NOLABA executed in the manner that we anticipated – nimbly delivering impactful responses to the needs of New Orleans residents and businesses. This immediate support was instrumental in helping these workers, many of whom were utterly devastated by the loss of the 2020 Festival Season, in staying afloat and feeding their families until longer-term federal relief became available.

At every step of the way, NOLABA worked with my office on the Reopening Advisory Panel and Working Groups that advised the Administration as the City worked with businesses to operate safely as New Orleans became a national leader in flattening multiple curves as we battled the ongoing COVID-19 crisis.

As time went on and the City continued to grapple with the impacts of the coronavirus, especially on local bars and restaurants struggling to maintain operations amidst safety guidelines, NOLABA was also incredibly responsive in working alongside our Office of Economic Development to find meaningful ways to assist these small businesses through the launch of the Outdoor Dining Grant program. In just a few short weeks, the team mobilized to develop and launch an application website for the initiative and has since supported the intake and distribution of these critical support grants.

I want to take a moment to thank and acknowledge the entire NOLABA team for their countless hours and sacrifices for the people of New Orleans leading up to and throughout the entire duration of the pandemic, and for the incredible role they will play in the road to recovery. Now more than ever, we need to stand with and lift up our people any way we can, and I’m confident that NOLABA will continue to do just that in 2021 and beyond.

The Honorable Latoya Cantrell
Mayor, City of New Orleans
Over the past several years, the New Orleans Business Alliance (NOLABA) has been an outstanding steward of both the private and public investments in the organization, leveraging a relatively small amount of resources into incredible impact for the residents and businesses of our city. They have been an indispensable asset to the Administration during this pandemic, supporting the creation of several large-scale, transformative economic development projects across priority industries.

At the very beginning of COVID-19, NOLABA set the tone for what would be its presence throughout the entire duration of this crisis with the launch of its Gig Economy Relief Fund, which doubled its initial fundraising goal in less than six months. To-date, the organization has raised over $1.5 million in direct relief for New Orleanians with a special focus on those hit hardest by the pandemic, including opportunity youth, gig and hospitality workers, and small business owners.

Another example of our close collaboration with NOLABA in 2020 was seen when they worked closely alongside the City of New Orleans to announce and launch the Office of Business and External Services (OBES).

Like all of us, NOLABA was challenged to do more with less and more than matched the moment as the accredited economic development partnership for the City of New Orleans. The dedicated staff at NOLABA have served as strategic allies, thought partners, and informational resources for this Administration to create more efficacious systems and identify opportunities to address economic inequities and generate real impact for all people in every corner of New Orleans.

Their core tenants of “Culture. Equity. Prosperity.” have truly been demonstrated in all facets of their work, especially during one of the direst financial crises in our history caused by COVID-19. I look forward to our continued partnership in 2021 and beyond as we move closer to our shared goal of creating generational wealth and prosperity for all those who live, work or play within the city of New Orleans through proactive growth strategies and solutions.

Gilbert Montaño
Chief Administrative Officer, City of New Orleans
Board Chair, New Orleans Business Alliance
Thank You and Facing Forward

There are a number of adjectives that could be used to describe 2020. Tragic, exhausting, painful, lonely, and unprecedented are among a few. Additional verbs defined the contours of much of our actions.

We Zoomed.

Individuals and businesses Pivoted.

The collective, we, in New Orleans still pushed forward in the face of seemingly insurmountable challenges.

The New Orleans Business Alliance (NOLABA) Board of Directors and my colleagues did much of the same. We mourned the loss of loved ones and friends. We sought to maintain some sense of connectivity to each other. And still, we strode forward.

Some days were better than others. A lot of days were just plain sad; overwhelming even. COVID-19 attacked socialization; it attacked being together and “loving on each other” as only New Orleanians can do. New Orleans is a globally-recognized city not only because jazz and creole food were invented here and we have world-class cultural and educational institutions but also because no city in the world knows how to socialize in that tactile, fully-expressive way that we do. While diversifying steadily, our economy is one that is built on intense person-to-person socialization. The COVID-19 pandemic ended socialization as we had traditionally understood it for much of 2020. Our psyches suffered immeasurably as did our economy.

If COVID-19 was not enough, the tragic apparent murders of George Floyd and Breonna Taylor highlighted and brought to the surface, for many, the reality that too many within the Black, Indigenous, and People of Color (BIPOC) communities in New Orleans know from their lived experiences. The skin that they are in, too often, is not viewed as a wonderful contribution to the rich palate of our city’s mosaic, but as an imprisoning tomb buried under simultaneously low expectations of group performance yet dauntingly high demands for exceptionalism. Imagine if every Saints football player was required to be Drew Brees. Along with COVID-19, that’s the weight bearing on the chests of many BIPOC New Orleanians.

Yet amid all of these challenges, like the city in which we are blessed to serve as the accredited economic development organization, the year of 2020 for the New Orleans Business Alliance also
LETTER FROM THE PRESIDENT & CHIEF EXECUTIVE OFFICER

could be summarized in four words: innovative, impactful, responsive, and enduring.

INNOVATIVE: As you will read, NOLABA raised and distributed nearly $1.5M in direct assistance to support local gig workers, independent contractors, and displaced hospitality industry workers who depend on the “Festival Season” to generate as much as 80% of their annual earnings. NOLABA distributed this assistance before the CARES Act money was available, and for many, it was the first assistance some received from anyone beyond family and friends.

IMPACTFUL: As we battled COVID-19 and dealt with the local impact of the nation’s racial reckoning, NOLABA realized that this pandemic and the greater attention paid to racial disparities provided further confirmation that NOLABA’s focus on bioinnovation and digital health was not only warranted but also could potentially save future lives. In this report, you will read how our continued New Orleans Health Innovators and MedCity News programming attracted national and international entrepreneurs and attention to our city and our assets in bioinnovation and digital health.

RESPONSIVE: I am so grateful and honored to work with my colleagues. These individuals worked themselves to the point of exhaustion to get over 1,200 checks into the hands of gig workers. They worked with our partners at the City of New Orleans to stand up and support an Outdoor Dining Grant Program to provide some help to our battered restaurant industry. These are but a few examples. They didn’t stop there. My colleagues developed virtual site tours to bring the best of New Orleans real estate opportunities to business decision-makers who could not travel and see these opportunities in-person. Addressing the economic disparities that underpinned much of Summer 2020’s racial reckoning, colleagues continued to deliver InvestNOLA, the award-winning programming focused on BIPOC entrepreneurs, supported financially by JPMorgan Chase and executed by business faculties at Tulane and Xavier Universities among others.

ENDURING. 2020 ended with a significant number of unknowns. However, what is not open to question is the imperative now more than ever for New Orleans to have a professionally-staffed public-private partnership dedicated to economic development that is inclusive, promotes generational mobility and expands who receives and defines economic opportunity. NOLABA has earned the right to exist and this past year underscores the wisdom of its creation, its inherent resiliency and resourcefulness, and the clear need for its continuation.

Amid one of the most challenging economic crises in global history, NOLABA stands ready to make economic development matter more in the lives of all New Orleanians since economic inclusion and mobility fuel the civic hope that draws population and capital growth to our city. I am energized by the challenges that face us.

With gratitude for what we have accomplished and great expectation for what lies ahead, qlm, jr.

Quentin L. Messer, Jr.
President & Chief Executive Officer
As one of fewer than 90 accredited economic development organizations across the United States, Canada and Mexico, the New Orleans Business Alliance (NOLABA) was formed in 2010 through a coalition of business and civic leaders to employ the best practices in economic development to position New Orleans as the ideal intersection of commerce and culture. In January 2018, the City of New Orleans’ former Network for Economic Opportunity integrated into NOLABA, leading to the development of a new people-centered and place-based business model with a focus on equity and support for traditionally disenfranchised populations that increased its capacity to serve Orleans Parish businesses and residents. At the inaugural Annual Meeting in June 2019, NOLABA took this core commitment a step further, unveiling its new tagline “Culture. Equity. Prosperity.”

In order to ensure generational wealth and prosperity for all New Orleanians, small businesses must be able to compete; the workforce must have access to training to meet individuals’ and employers’ needs; and neighborhoods must have a say in establishing more vibrant and affordable communities. To achieve this goal, NOLABA identified four key focus areas or workstreams:
INTRODUCTION

BUSINESS MODEL OVERVIEW

BUSINESS ATTRACTION & RETENTION
The cornerstone of economic development, developing and diversifying key industries while fostering a business-friendly climate is central to fueling and protecting our economy. While NOLABA continues its focus on attracting high-growth industries such as software development, bioinnovation, light manufacturing, and retail, it also implemented strategies to grow culture-based industries in food and music production. These two industries, in particular, are essential in preserving and enhancing New Orleans’ unique identity. Each provides an avenue to improve opportunities and generate prosperity for this city’s culture bearers.

SMALL BUSINESS GROWTH
Even as New Orleans remains attractive for national tech and corporate growth, it is still a small-business city. So often, these small businesses and the risk-taking entrepreneurs that launch them face barriers and lack access to resources or the necessary capital to grow their enterprises, especially those businesses owned by women and people of color. In 2019, the Small Business team launched a series of transformative digital tools to help small business owners across the city identify and access critical resources, obtain financial and management training, develop business plans, and maximize opportunities. These tools are some of the most powerful aspects of our business model.

TALENT & WORKFORCE DEVELOPMENT
Providing employers with access to top talent keeps New Orleans a desirable place to do business while offering individuals more opportunities to find a meaningful career. With the adoption of the STRIVE model across the city’s largest workforce agencies, NOLABA created pipelines for homegrown talent in Orleans Parish. Residents facing barriers to good employment accessed world-class career and skills training and became more economically secure in the process. 504ward, the robust talent retention initiative for young professionals, also became fully housed within NOLABA. Working to both train and retain the city’s best asset—its people—helps New Orleans better compete today and prepare for tomorrow.

STRATEGIC NEIGHBORHOOD DEVELOPMENT
Reimagined economic development cannot be implemented solely through strategies focused only on the Central Business District and French Quarter. Community input is critical to the revitalization process of the neighborhoods that gave birth to jazz, supplied labor to the city’s industries and port, and provided homes for the educators who teach future generations.
Acknowledging and accepting that racial barriers and disparities exist were critical first steps in unlocking our entire populace’s economic strengths. This model provides a framework of accountability for driving business and economic success for all those who live, work or play within the city of New Orleans. At NOLABA, our core values are the foundation upon which we were built, the guiding pillars of all that we do, and the standards we evaluate ourselves against day in and day out.
2019: GROWTH & TRANSFORMATION

2019 was a pivotal year for both the City of New Orleans and NOLABA. Most notably, the Business Alliance held its first-ever Annual Meeting, representing much more than a singular fundraising or networking event, but a transformational turning point for the organization. Held on June 27 at the Hyatt Regency, the full-day event included the launch of the InvestNOLA small business program during a morning press conference and panel discussion, the unveiling of a new logo and tagline “Culture. Equity. Prosperity.” and a new, state-of-the-art website and revolutionary online support tools for local business owners.

Shortly after the press conference, NOLABA members gathered inside the Hyatt’s Celestine Ballroom for the inaugural annual meeting luncheon, which featured a keynote address from native New Orleanian, Arnold Donald, President and CEO, Carnival Corporation.
The sold-out event generated close to $70,000 total in revenue, becoming the largest and most impactful single fundraising event in NOLABA’s history. Additionally, the Annual Meeting received overwhelmingly positive feedback and praise from the event’s attendees, which included City Councilmembers, members of the Mayor’s Office, and prominent business leaders. The successful execution of the event was critical in developing the foundation that allowed NOLABA to achieve the level of impact, support and results for New Orleanians during the COVID-19 crisis the following year.

2019 IMPACT METRICS

758 Jobs created, 85% provided salaries of $50K or above
$8.5M Awarded in contracts to entrepreneurs of color
262 STRIVE Graduates

704 Businesses directly supported
127 Job seekers connected to employment
4,151 Stakeholders engaged
2020: INNOVATIVE. RESPONSIVE. IMPACTFUL.

COVID-19 RELIEF EFFORTS

2020 IMPACT METRICS

$1.5 MILLION

Total amount of direct relief raised by NOLABA since the onset of COVID-19

<table>
<thead>
<tr>
<th>Amount</th>
<th>Initiative</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1M</td>
<td>Gig Economy Workers’ Relief Fund</td>
</tr>
<tr>
<td>$350K</td>
<td>Get Shift Done for NOLA</td>
</tr>
<tr>
<td>$100K</td>
<td>Project HVAC</td>
</tr>
<tr>
<td>$50K</td>
<td>Masks for Small Businesses</td>
</tr>
</tbody>
</table>

GIG ECONOMY WORKERS’ RELIEF FUND

On March 16, NOLABA became the first local entity to set up a direct relief effort to counteract the impact of the COVID-19 pandemic with the launch of its Gig Economy Relief Fund. NOLABA committed $100,000 to establish the fund, with the goal of reaching $500K in total donations from the local business community. By April 14, the fund had already surpassed its fundraising goal, reaching $640,000, with nearly $60,000 from individual New Orleanians. By June 12, direct relief funds surpassed $890,000—nearly doubling the initial fundraising goal—which allowed NOLABA to issue over 1,200 grants to local gig workers. By the conclusion of the year, NOLABA had more than doubled its initial fundraising goal for the Gig Economy Relief Fund, generating over $1M in financial support for unemployed gig economy workers.

“Thank you so very much. As a lifelong resident of New Orleans I am both proud and warmed that an organization such as yours exists.”

— Gig Fund Grant Recipient
WHO ARE GIG ECONOMY WORKERS AND WHY ARE THEY SO IMPORTANT?

MOST SUSCEPTIBLE TO CHANGES WITHIN THE ECONOMY

- Dependent on the city’s cultural calendar (events, festivals, etc.) for income
- Includes rideshare drivers, musicians, arena workers, culture bearers, production staff, freelancers, subcontractors, and more
- Lack access to minimum wage, paid sick leave, overtime pay, and standard employee benefits

DEMOGRAPHICS

20,000
Estimated New Orleanians depend on the gig economy as primary income source

10%
Of TOTAL New Orleans workforce is comprised of gig workers

“When you had a fruitful career and suddenly you’re out of commission with no end in sight, and the mortgage is due and you have a new baby and expensive health insurance, which we’ve been paying independently. For the first time in my life I don’t know where anything is going to come from. My family is so grateful to NOLABA for helping us through with this grant.”

— Robin Barnes, Local Musician
RAPID MOBILIZATION AND SETTING UP THE GIG FUND

MAR 16
NOLABA invested $100,000 to seed the fund
Investment immediately matched by Gayle Benson Community Fund

MAR 24
Fund surpassed $335,000

APR 4
NOLABA, FQF and WWL-TV host “Live from the Porch” virtual concert event generating $8,500 in donations

APR 14
Fund surpasses initial fundraising goal reaching $640,000

DEC 1
Fund more than doubles initial goal, reaching over $1 million ($60,000 in donations from individual New Orleanians)

2020: INNOVATIVE. RESPONSIVE. IMPACTFUL.
FINAL COUNT

1,700
Total applications received

1,221
Total applications approved

$500
Amount provided to each gig worker

NOLABA thanks the people of New Orleans and the following major funders for their remarkable generosity and support:

- BCM
- CapitalOne
- Entergy
- Gayle Marie Benson
- GRUBHUB
- Gulf Coast Bank & Trust Company
- The Kresge Foundation
- Louisiana
- Surdna Foundation
- W.K. Kellogg Foundation
- Verizon
- WWLO
WHAT THIS GIG FUND MEANT TO THE PEOPLE OF NEW ORLEANS

“I’m overwhelmed. I want to thank you guys for coming through with support for New Orleans artists. I’m truly grateful.”

“Thank you all so much! Every step of the way, there has been someone there to help walk me through this process. Thank you from the bottom of my heart to each and every one of you.”

“Thank you so, so much for all your help and support during these trying times! You have just saved my life!!!”

“This solves so many problems I am up against. This is the best day I’ve had in so long. Thank you for your hard work during this process.”

“Thank each of you for taking time to offer support to our creative community in a time when you too have loved ones to be concerned about.”
“Thank you so much for your generosity! This grant will help me so much in weathering this financial storm. I appreciate it more than words can express.”

“This pandemic is hard enough, but it is particularly hard with a brand new baby, and no opportunity to work. This grant will help us make it through to a time when my wife can return to work. With all the bad in the world, y’all are a reminder that there is so much good as well. Thank you, thank you, thank you.”
MEDIA HIGHLIGHTS

2020: INNOVATIVE. RESPONSIVE. IMPACTFUL.

Relief Fund For Local Gig Economy Workers Established

New Orleans Business Alliance Surpasses $500K Fundraising Goal for Gig Economy Workers COVID-19 Relief Fund

'Live From the Porch' to Benefit Local Gig Workers

New Orleans musicians to perform 'Live from the Porch' online show Saturday, raising funds for gig workers

Antoine’s Restaurant prepares for closing because of the coronavirus

The coronavirus outbreak in Louisiana and the efforts to stop its spread — including Monday’s shutdown by Gov. John Bel Edwards of bars, casinos, movies, gyms, shopping malls and most restaurant operations — are going to take a massive toll on the local economy, experts warned.

DAILY NEWS

NEW ORLEANS GROUP SAYS $640,000 RECEIVED FOR GIG ECONOMY WORKER RELIEF FUND

The New Orleans Business Alliance said in a statement that it has so far received nearly $640,000 from gig workers who were affected by the economic impact of COVID-19 and are applying to draw up to $2,500.
2020: INNOVATIVE. RESPONSIVE. IMPACTFUL.

MEDIA HIGHLIGHTS

Resources For Music Creators & Professionals Affected By COVID-19: South Region

Atlanta, Georgia

Photoby: Managing Director of Aegis News

Forbes

STORY: April 20, 2020, 0:15pm EDT
Where Gig Economy Workers And Freelancers Can Look For Some Relief Today

Morgan Simon Senior Contributor
Investing
I write about money and social justice.

Slate

New Orleans Faces Another Disaster

The coronavirus is exploding in New Orleans, forcing residents to adapt yet again.

By: Jason Berry
March 26, 2020 - 5:31PM

Forbes

Innovation And Creative Disruption In The Corporate Health & Wellbeing Industry Despite COVID-19

 headlines: industry disruption, creative solutions, employee engagement, wellness programs, organizational change.

Slate

Coronavirus Devastates Black New Orleans: ‘This Is Bigger Than Katrina’

The outbreak is disproportionately affecting Black communities, highlighting existing inequalities.

By: Jessica Pels
March 17, 2020 - 5:15PM

Forbes

Smaller shops bracing for massive coronavirus hit

"We don't have the ability to sell things to..."
GET SHIFT DONE FOR NOLA

On May 12, New Orleans became one of the first cities in the nation to launch “Get Shift Done For NOLA” to coordinate and pay unemployed hospitality workers for hourly shifts during COVID-19. NOLABA leveraged an initial $250,000 from the Conrad N. Hilton Foundation into $350,000 to support the creation of Get Shift Done for NOLA and help bridge growing unemployment gaps by connecting these displaced workers to previously unpaid positions with local food banks and hunger relief organizations.

<table>
<thead>
<tr>
<th>COVID-19 RELIEF EFFORTS</th>
<th>PROGRAM IMPACT</th>
</tr>
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<tbody>
<tr>
<td>$12–13</td>
<td>647 Local workers registered (including 18% opportunity youth ages 16–24)</td>
</tr>
<tr>
<td>Paid per hour to workers left jobless due to COVID-19</td>
<td>$300K total wages paid</td>
</tr>
</tbody>
</table>

Filled critical roles (previously volunteer) to provide much-needed meals for the ill, homeless, and families financially impacted by the pandemic.

“As we continue to reopen our city and the local economy, it’s imperative that we ensure that our workers and those they are serving are protected. Our health officials are constantly reminding us of the importance of wearing face coverings to prevent the spread of COVID-19. Wearing a face covering is one of the simplest, most effective ways to successfully and safely adapt to our new everyday way of life. This donation will go a long way towards protecting all of our people.”

Mayor LaToya Cantrell
SECURED 52,000 MASKS FOR LOCAL BUSINESSES

In June, NOLABA secured and donated 52,000 masks to partners at the New Orleans City Council and City of New Orleans to assist local businesses with Phase 2 reopening. As more employees began heading back to work, and customers to restaurants, bars and casinos, NOLABA felt it was imperative that local business owners (many of whom were struggling already) had everything they needed to be able to keep their employees and their clientele safe.

PROJECT HVAC

With a private donation of $100,000, NOLABA established a dedicated bridge loan program to provide between $5,000 - $10,000 to eligible small businesses to help them pay critical expenses while awaiting an EIDL loan from the SBA or PPP loan from their 7(a) lenders. The loan fund is evergreen, meaning as loans are repaid, additional loans are issued, ensuring NOLABA was able to support as many local business owners as possible.

9 Small businesses received loans

$70K Total financial relief issued

$30K Total loans issued and been repaid

OUTDOOR DINING NOLA

At the City of New Orleans’ request, working closely with the City’s Office of Economic Development, NOLABA rapidly launched a new website for the City’s Outdoor Dining Grant Program, which provides support to local restaurants to utilize portions of their public right of way as safe outdoor dining areas in conjunction with reopening guidelines. Restaurants and bars are the backbones of the New Orleans community and culture and national trends suggested that half would not survive the pandemic. The projections were even worse for small minority-owned businesses, which is why 35% of all grant funds in the first four weeks of the program were earmarked for establishments owned by people of color or women.

The pilot program, which was launched in August and administered by NOLABA, supported these key businesses through the creation of sidewalk cafés, courtyards, and off-street parking dining, helping to ensure they remained operational throughout the pandemic. In Phase II, the $2,000 grants became available to both restaurants and bars.

IMPACT

49 Bar & restaurant owners approved as of Dec 31
Please accept our sincerest appreciation for the support you and the NOLABA team has provided to our company during this most critical time for small businesses. This bridge loan will go far in assisting us in maintaining our operations as we deal with the struggles of this Pandemic on our economy. You and your other staff members have been extremely helpful to us.”

Restaurant Owner – In Response to the Outdoor Dining NOLA Grant Received

TRACKING THE IMPACTS OF THE PANDEMIC

To shed light on the severity of the impact from COVID-19 on the local economy, NOLABA piloted a new dashboard, updated monthly, identifying critical data in the top 6 industries:

- Accommodation & Food Services
- Mining, Quarrying & Oil and Gas Extraction
- Retail Trade
- Professional, Scientific & Technical Services
- Real Estate, Rental & Leasing
- Wholesale Trade

Navigating out of the recession was a key focus, and this analysis was used to acquire potential strategic gains as the global economy shifted and reordered itself in light of COVID-19. Then Chief Strategy Officer Victoria Adams Phipps and Assistant Vice President of Data Analytics & Performance Management Omar Stanton were asked to attend the annual International Economic Development Council (IEDC) Conference to present the pilot for this innovative data tool - the Gig Fund Dashboard - which earned NOLABA a highly-coveted IEDC “Gold” Award of Excellence.
Demographics: The map below provides key demographic, economic, social, and housing descriptors of New Orleans' census tracts and zip code.
OVERVIEW

Small businesses are the driving force of the New Orleans economy. When local small businesses suffer, the entire ecosystem suffers along with them. Over the last several years, NOLABA has dramatically increased its support of the small business community (with a special focus on growing businesses owned by entrepreneurs of color and women), beginning with the launch of its flagship program, InvestNOLA, and its new website with cutting-edge small business tools at the inaugural annual meeting in June 2019. In addition to successfully implementing a series of growth-oriented initiatives and tools, the Small Business Growth team continued to engage anchor institutions along with larger corporate entities and public agencies to create meaningful opportunities for New Orleans small business owners to ensure that all businesses start-up, scale-up and succeed here.

POST-PANDEMIC SUPPORT

When the COVID-19 pandemic made its way to New Orleans, local small businesses and especially those Black and people of color-owned ventures, were faced with devastating challenges like never before. NOLABA immediately pivoted to identify and meet the needs of these businesses, many of whom were already struggling before the pandemic, to ensure their financial stability during this unprecedented and rapidly evolving crisis.

As local businesses and organizations continue to reopen their doors, it’s critical to provide them with the supplies that they need to ensure the safety of their employees and customers. The community has done a tremendous job since the onset of the COVID-19 crisis, but the more we reopen, the higher the risk becomes. We’re grateful to NOLABA for their continued generosity and commitment to the small business community, which will help us in our ongoing efforts to get our families, friends, and neighbors across New Orleans back on their feet.”

New Orleans City Council response to NOLABA’s donation of 50,000 masks to support local businesses in Phase 2 of reopening

In New Orleans, 40% of small businesses are owned by entrepreneurs of color, yet they receive only 2% of the total annual receipts.

Source: SHOPPE BLACK
LAUNCHED NEW BUSINESS TOOLS TO SUPPORT SMALL BUSINESS OWNERS

At the inaugural Annual Meeting held in June 2019, NOLABA unveiled a suite of leading-edge online business tools as part of the launch of its fully redeveloped website:

**Business Insight Tool:** A powerful, comprehensive tool to provide local businesses with the necessary information to make smarter, faster decisions.

**Crescent City Biz Connector:** A state-of-the-art “mapping” tool that categorizes resources based on services provided and helps businesses identify a suitable technical assistance provider.

**Opportunities Portal:** Connects entrepreneurs of color to upcoming business and government contracting opportunities in both public and private sectors.
INVESTNOLA 2019

Before the Annual Meeting, NOLABA held a press conference and panel discussion launching InvestNOLA, a robust business growth accelerator targeting high-growth potential entrepreneurs of color to help them grow into $10 million enterprises. The InvestNOLA initiative is the local implementation of Ascend, a national small business accelerator sponsored by JPMorgan Chase, which addresses critical gaps in necessary resources for people of color in urban areas.

Designed to accelerate expansion in high-growth potential businesses through an initial $500,000 investment from JPMorgan Chase, the program connects owners to public- and private-sector opportunities, innovative capital products, advanced business-management education developed by Tulane and Xavier Universities, and offers flexible credit and equity investments through financial partners such as New Corp Inc., TruFund Financial Services, and LiftFund.
KEY PROJECTS & INITIATIVES

COHORT 1

The first InvestNOLA cohort included 13 local entrepreneurs primed to create significant organic business growth in the city.

Hugh Blackwell  
Blackstar Diversified Enterprises  
Gretchen Chase  
Chase Hospitality Group  
Alfonso Gonzalez II  
Corporate Business Supplies  
Nathanael Scales  
Garden Doctors  
Bernard H. Robertson III  
Hackett Robertson Tobe Group  
Marseyas Fernandez, Sr.  
MSF Global  
Iam Christian Tucker  
ILSI Engineering  
Michelle Gobert  
Image360  
Krista Pouncy-Dyson  
Performance First Digital  
Jasmine Navarre  
Rhodes Family of Businesses  
Charles West  
Square Button Consulting  
Otis Tucker  
Trucking Innovation  
Vern Keeler, Jr.  
Vern Keeler & Associates

These local businesses:

• Employ a total of 161 staff members
• $483K combined average monthly payroll
• Received nearly $4M in federal Paycheck Protection Program and Economic Injury loans

The first iteration of the program resulted in the successful implementation of several innovative and high-impact business models and growth strategies:

- Launched a digital recruiting platform assisting mainstream companies to recruit diverse candidates
- Developing mobility & transportation software innovations connecting regional public transit
- Selected among Inc. Magazine's 2020 5,000 Fastest Growing Companies in America with an annual growth rate of 820%. T.I. Contracting ranked #572 / 5000
- Implemented a caregiver insurance benefit innovation, underwritten by Nationwide Insurance.

Making meaningful progress on an issue as critical as improving economic opportunity and mobility requires a thoughtful and intentional approach. That’s why it is so important to bring together this class of African-American business owners to participate in Executive Education led by Xavier and Tulane universities. I am confident the growth of these 13 firms will make a lasting impact on our community and will fundamentally change the way we support African-American businesses in New Orleans.

Greg Rattler, JPMorgan Chase banking division
INVESTNOLA 2020 FALL TRAINING SERIES

As COVID-19 continued to devastate small business owners, NOLABA re-launched InvestNOLA in September 2020 as a virtual Fall Training Series designed to meet the growing needs of all local small businesses during the pandemic. The five-part series, which kicked-off September 10, provided participants with valuable insights and tools to not only maintain but also scale their businesses during these difficult months of economic downturn.

Session #1: Applying a Crisis Framework
Session #2: Pivoting to New Market Opportunities
Session #3: Cash Runway & Planning
Session #4: Looking at Exit Optionality
Session #5: Marketing & Sales in Post-COVID Economy
PARTNERSHIP WITH CITY OF NEW ORLEANS TO PROVIDE TECHNICAL ASSISTANCE FOR PPP LOANS

To ensure access for underrepresented business owners, NOLABA’s small business team in partnership with the City of New Orleans and HOPE Federal Credit Union engaged local entrepreneurial support organizations (ESO) to assist business owners to submit federal Paycheck Protection Program (PPP) loans. The ESOs were paid a stipend for each business owner served.

PROGRAM YIELD

<table>
<thead>
<tr>
<th>ESOs Submitting</th>
<th>Business Owners Receiving TA</th>
<th>PPP Applications Submitted</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>209</td>
<td>110</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Amount of PPP Loans Submitted</th>
<th>Average Loan Size</th>
<th>Total Amount Paid to ESOs*</th>
</tr>
</thead>
<tbody>
<tr>
<td>$2.58M</td>
<td>$23.5K</td>
<td>$20.7K</td>
</tr>
</tbody>
</table>

WORKED WITH THE INTERNATIONAL ECONOMIC DEVELOPMENT COUNCIL (IEDC) TO CREATE BEST STANDARDS FOR SUPPORTING ENTREPRENEURS OF COLOR

The COVID-19 pandemic and the racial reckoning within the United States exposed the need for increased investment and support for businesses and entrepreneurs of color in communities across the country. In response, IEDC’s Economic Development Research Partners (EDRP) program released a new report, *Investing in Entrepreneurs of Color*, detailing the effects of the pandemic on small businesses owned by people of color, including multiple examples of how different EDOs around the country are successfully supporting local entrepreneurs of color.

As part of this initiative, IEDC launched a corresponding webinar series and invited NOLABA’s Vice President of Small Business Growth Lynnette White-Colin and Chief Executive Officer of Communities Unlimited, Inc. Ines Polonius as guest speakers for the virtual event held on Feb. 25, 2021.
In May 2020, JPMorgan Chase & Co. committed $500,000 for immediate relief to small businesses in New Orleans hit the hardest by the economic fallout from the COVID-19 global pandemic. The COVID-19 crisis and the collapse of oil prices posed a dire threat to local small businesses, especially minority-owned enterprises that too often have less capital and fewer resources to carry them through lean times. JPMorgan’s investment helped fund NOLABA’s ongoing relief efforts in partnership with the CDFI Growth Capital Consortium, including:

**KEY PROJECTS & INITIATIVES**

The economic impact of the coronavirus will be unparalleled for all small businesses, but for disadvantaged minority and/or women-owned businesses the adverse impact will be disproportionate. This initiative will give these small business owners a fighting chance to maintain operations during this uncertain time.”

James H. Bason
President & CEO TruFund Financial Services, Inc.
TALENT AND WORKFORCE DEVELOPMENT
OVERVIEW

WHAT DOES TALENT DEVELOPMENT HAVE TO DO WITH ECONOMIC DEVELOPMENT?

Talent is increasingly recognized as a driver of economic development because of its contribution to business recruiting, innovation and entrepreneurship. Our goal at NOLABA is to develop a holistic approach to prepare and attract highly skilled workers, retain talent across industries and connect candidates to economic opportunities through powerful partnerships.

We seek to create talent pipelines for businesses of all sizes. Throughout 2019 and 2020, the Talent Team developed a suite of talent solutions to meet the unique needs of local leaders, employers, service providers and job candidates. Our talent solutions focus on:

- Opportunity Youth
- Adult Job Candidates
- Financial & Asset Building Strategies
- Professional Development Opportunities
- Employer Engagement

NOLABA WORKS WITH A COHORT OF STRATEGIC PARTNERS TO DRIVE IMPACT AND OUTCOMES FOR THE PEOPLE OF NEW ORLEANS

Our major priorities relative to Talent & Workforce Development include:

- Helping New Orleanians build wealth for themselves and their families
- Engaging employer partners to build pathways to good jobs with local companies
- Preparing Opportunity Youth to become qualified job candidates
- Increasing the capacity of direct service providers and systems-focused professionals
- Developing industry advisory councils to create talent solutions for the future
### KEY PROJECTS & INITIATIVES

#### YOUTH DEMONSTRATION PROJECT

<table>
<thead>
<tr>
<th>Enrollments</th>
<th>Job Placements</th>
</tr>
</thead>
<tbody>
<tr>
<td>115</td>
<td>54</td>
</tr>
</tbody>
</table>

#### STRIVE

<table>
<thead>
<tr>
<th>Intakes</th>
<th>Program Enrollments</th>
<th>Workshop Enrollments</th>
<th>Workshop Graduations</th>
<th>Job Placements</th>
</tr>
</thead>
<tbody>
<tr>
<td>997</td>
<td>882</td>
<td>776</td>
<td>574</td>
<td>155</td>
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</table>

Transition to Virtual Service Delivery

#### FRESH START

<table>
<thead>
<tr>
<th>Enrollments</th>
<th>CORE Completions</th>
<th>Legal Services</th>
<th>Job Placements</th>
<th>Occupational Skills Training</th>
<th>Work Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>71</td>
<td>64</td>
<td>23</td>
<td>44</td>
<td>4</td>
<td>10</td>
</tr>
</tbody>
</table>
### Professional Development Opportunities

- Delivered recurring training series to opportunity youth providers on workforce best practices.

### Family-Centered Coaching Community of Practice (COP) Launch

<table>
<thead>
<tr>
<th>Item</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family-Centered Coaching COP sessions</td>
<td>4</td>
</tr>
<tr>
<td>Organizations represented</td>
<td>2</td>
</tr>
<tr>
<td>Front line staff participating in each meeting</td>
<td>3</td>
</tr>
</tbody>
</table>

### Virtual Chat & Chews

<table>
<thead>
<tr>
<th>Item</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly case consultation meetings w/youth development partners</td>
<td>12</td>
</tr>
<tr>
<td>Front line staff attended each session</td>
<td>13</td>
</tr>
</tbody>
</table>

### Data Community of Practice (COP) Discussions

<table>
<thead>
<tr>
<th>Item</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meetings</td>
<td>3</td>
</tr>
<tr>
<td>Front line staff participating in each meeting</td>
<td>17</td>
</tr>
<tr>
<td>Organizations engaged</td>
<td>6</td>
</tr>
<tr>
<td>Individual users</td>
<td>60</td>
</tr>
</tbody>
</table>

### Case Management & Career Coaching

<table>
<thead>
<tr>
<th>Item</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organizations represented</td>
<td>9</td>
</tr>
<tr>
<td>Front line staff participated</td>
<td>15</td>
</tr>
</tbody>
</table>

- Organizations using web-based career exploration tool: LA Career Explorer Users
- Organizations using a shared database system—Economic, Technical or Organizational (ETO)
EMPLOYER ENGAGEMENT

EMPLOYER MEET & GREET SESSIONS WITH THE FOLLOWING EMPLOYERS

<table>
<thead>
<tr>
<th>TESTRONIC</th>
<th>BIG EASY BUCHA</th>
</tr>
</thead>
<tbody>
<tr>
<td>45 Candidates</td>
<td>7 Candidates</td>
</tr>
<tr>
<td>17 Interviewed</td>
<td>5 Hires</td>
</tr>
</tbody>
</table>

PARTNER TESTIMONIALS

“I realized I didn’t get a quiet moment to truly say how appreciative I, (and I believe) many others are. All too often I go to these professional development events and I don’t feel as if I leave with practical tools that will influence my work and ultimately support me in changing people’s lives.”

  — Melissa Sawyer, Youth Empowerment Project (YEP)

“Adjusting to Stay at Home was very difficult for many businesses, including ours, but with the support and assistance from NOLABA, we have been able to achieve our goals during these stressful times. NOLABA has a unique and rare ability to achieve both massive goals and cover every small need thrown their way. The details matter to them – every question gets an answer, every concern gets attention, and they always respond faster than you would expect.”

  — Kate Heffernan, Testronic

“Quentin Messer, Victoria Adams Phipps, Louis David and Monique Robinson – among others on this terrific and highly qualified team with whom we’ve worked at NOLABA - they are the conductors, composers, arrangers, and instrument makers who are orchestrating economic opportunity for people in New Orleans. They most assuredly have my vote for Economic Development Organization of the Year.”

  — John Fraboni, Operation Spark
At NOLABA, our team works with local businesses and business owners each and every day, so we know first-hand the critical importance of talent and workforce development. Gallo Mechanical was one of those businesses, who, like us, wanted to put their people first, so together, we found a real and meaningful way to do that.

The NOLABA talent solutions team worked alongside Gallo’s leadership every step of the way to develop and launch the pilot BOOST program with a unique and immensely-beneficial curriculum as a way for Gallo to thank their rising star employees and let them know how much the company cared about their growth and advancement. **Most of these employees, like so many New Orleanians, had never received any real leadership training, which represents a hugely untapped resource for economic growth in our city.**

The BOOST program can be customized to provide all industries, backgrounds, and skill levels with critical, specific job training and skills needed to not only help participants further their careers, but also grow and develop in their personal lives as well.

---

**Maria Pote, Director of Special Projects Gallo Mechanical**

Every company, every group, every business could and should be benefiting from this. It’s a no-brainer really. This is such a small investment in people, that will pay countless dividends in the long-run. If every CEO and business owner in New Orleans felt the same way, just imagine what our city could look like 10 years from now.”
With the start of a new year in January 2021, 504ward, a nonprofit collaborative initiative housed at NOLABA, debuted a new logo and brand identity as well as a fully-redeveloped website to support its mission of attracting and retaining talented young professionals. The new and improved 504ward.com will serve as a powerful tool to connect people, events and opportunities to ensure New Orleans continues to build on recent trends as a top destination for young professionals to grow and thrive.

Marking the organization’s first rebrand in nearly 10 years, the new look more accurately reflects the work of 504ward - from staying on top of the latest industry trends to hosting networking events and presenting quality job opportunities - making it a key resource for this rapidly increasing demographic. Similarly, the newly-launched 504ward.com replaces the previous website built in 2007 with several significant enhancements, including detailed information on New Orleans neighborhoods, partnership opportunities, top job markets, cultural activities, and spotlights on successful young people making their mark in the Crescent City. The site also provides a comprehensive list of resources and local organizations specializing in job connections, professional development, networking, mentorship, and more.

Visit 504ward.com to learn more, get involved, or subscribe to the mailing list.
OVERVIEW

WHERE WE FOCUS

NOLABA continues its support of programming that creates pathways to prosperity for residents of communities whose economic indicators are disproportionately low, relative to the rest of the city. The Strategic Neighborhood Development team is continuing to work alongside residents in the following neighborhoods: Algiers, Gentilly, Gert Town, Hollygrove, Lower Ninth Ward, New Orleans East and Tremé on the implementation of community-led economic development projects. Last year, the team began hosting a series of convenings within impact neighborhoods (shifted to virtual due to COVID-19) with stakeholders to assist neighborhoods in clarifying their shared objectives, developing and prioritizing pipelines of projects and investment opportunities to achieve common goals. Through the convenings, the team is working across the impact neighborhoods to address the following priorities:

1. Transportation, Waymaking and Connectivity
2. Business Attraction for Economic Development and Improved Quality of Life
3. Narrative Correction and Improving How the Community is Perceived
4. Creative Placemaking that Revitalizes Historic Commercial Corridors

While there is a direct reference to public art, NOLABA clearly sees multiple intersections at which the arts can play a critical role in economic development strategies employed across our impact neighborhoods. The team continues to approach place-based economic development with an equitable lens and has developed community-based partnerships and regularly convenes stakeholders to accomplish identified goals and the following community-led projects that address their neighborhood priorities.
KEY PROJECTS & INITIATIVES

COMMUNITY BUILDING & ENGAGEMENT

UNO Community Development Finance Course

Establishment of Business and Merchant Association along historic commercial corridors

Launched Exploratory Convenings for Impact Neighborhoods

Distributed over $100,000 to community-based organizations to support the revitalization of historic commercial corridors

CREATIVE PLACEMAKING

Commissioned Sculptures on Lake Forest Blvd

Activating Vacancy via Art

CORRIDOR REVITALIZATION

Launched New Orleans East Growth Strategy & Billboard Campaign

Resilient Corridors Initiative

AdvancingCities Initiative

Established Lower Ninth Ward Economic Development District

CMBA’s Mardi Gras Marketplace Pilot Yields over $300,000 for businesses within the Tremé neighborhood

New Orleans Business Alliance Announces New Orleans East Economic Growth Strategy

CMBA's Mardi Gras Marketplace Pilot Yields over $300,000 for businesses within the Tremé neighborhood
METRICS

<table>
<thead>
<tr>
<th>Stakeholders/Residents engaged</th>
<th>Partners</th>
<th>Businesses supported</th>
</tr>
</thead>
<tbody>
<tr>
<td>717</td>
<td>63</td>
<td>37</td>
</tr>
</tbody>
</table>

$400K
Linked to community projects to support community-driven economic development and commercial revitalization

$100K+
Leveraged to support Creative Placemaking initiatives within impact neighborhoods

TESTIMONIALS

"Thanks to you and your colleagues for today’s meeting in New Orleans East. I must admit, many residents were a bit skeptical going into today’s meeting. However, I think just about everyone left excited about next steps and the future of our beloved community. You all did something today that doesn’t happen often—you all took time to authentically LISTEN and didn’t attempt to talk over residents or dismiss their ideas, concerns, and even frustrations. You all also laid out a clear timeline and path forward which is commendable. Most importantly, you all committed to developing a plan that will largely be driven by residents. For all of the aforementioned, I simply say THANK YOU!"

— State Representative Jason Hughes

"The Arts Council is delighted to partner with NOLABA to bring to fruition the New Orleans East community’s vision for iconic and large-scale works of public art. Through our partnership with their SND team, we have connected with community leaders and arts advocates, local businesses, funders, and community organizations such as the public library, hospital, and NORDC to lay the groundwork for commissioning public art that speaks to the unique identity and rich culture of the East."

— Joyce Reynolds, Interim Director, Arts Council New Orleans

"The New Orleans Business Alliance has been a major ally and partner to the Algiers Economic Development Foundation. Their Strategic Neighborhood Development program has centered Algiers as a diverse, vibrant New Orleans community with strong existing business communities and potential for sustainable, equitable growth. We look forward to a continued partnership with NOLABA and the SND program to bring investment and prosperity to the Algiers community."

— Kelsey Foster, Executive Director, Algiers Economic Development Foundation
New Orleans’ rich history of transportation and logistics has taken on a new importance in 2020. As consumer demands shift to delivery, NOLABA has focused on marketing industrial sites to companies that need to get to Orleans Parish consumers quickly. NOLABA has pitched New Orleans sites for more than 30 distribution and logistics projects.

NOLABA spent much of the past year closely working with our partners at the City of New Orleans as redevelopment plans are solicited for one of the most strategic sites in Orleans Parish. The opportunities and potential uses of the former Jazzland / Six Flags site are numerous. NOLABA hosted webinars, produced marketing materials and leveraged our network of more than 100 national site selectors and real estate professors to ensure widespread knowledge of the opportunity.

NOLABA also grew our partnerships with a host of local and statewide organizations, while collectively working through the process of attaining Louisiana Economic Development Certified Site status. Visibility is key to ensuring the success of commercial development in New Orleans and NOLABA undertook a number of important initiatives to ensure our sites are gaining as much exposure as possible. In late 2019, NOLABA launched our Industrial Site Tour with an in-person tour highlighting development opportunities in New Orleans East. This effort shifted to a virtual format in 2020, allowing us to broaden our reach to a national audience of businesses, investors and site selectors. The revamped Virtual Site Tour series attracted more than 200 total participants and spurred inquiries in sites focused on industrial, food manufacturing, bio and international foreign direct investment. Our sites received global exposure when more than 80 people from around the world attended the SelectUSA Site Tour, in partnership with the U.S. Department of Commerce and SelectUSA.

Another way we’re shining the spotlight on commercial sites in New Orleans is by partnering with key organizations to begin the process of acquiring Louisiana Economic Development Certified Site designation for a number of strategic properties. This rigorous process prequalifies sites for development through title work, soil analysis, environmental studies, surveys and restriction reviews. With amenities including excellent interstate access, six Class-1 rail lines and multiple water transportation options, many of the future Certified Sites offer New Orleans a distinct advantage for logistics and transportation-related economic development. NOLABA is directly engaged with Entergy New Orleans, the Port of New Orleans, private landowners and our economic development organization partners to facilitate site certification.
KEY PROJECTS & INITIATIVES

MATCHMAKING (INVESTORS – PROJECTS)

Key Projects
- FANO – NOLABA Investment Webinar
- SelectUSA Webinar (see video below)
- Hospitality Fund

SPECIALIZED REPORTS & COMMERCIAL INTELLIGENCE

Key Projects
Equity Analysis - Buxton provided a study for New Orleans East identifying specific services that would be needed to provide more equitable opportunities for the neighborhood alongside 5 prospects for those services.

REAL ESTATE AND CAPITAL INVESTMENT PORTFOLIO

Placemaking Key Project: New Orleans East Lake Forest Plaza Master Plan

NETWORKING OPPORTUNITIES

Key Projects
- ULI + NOLABA Quarterly Real Estate Breakfast and CoStar
- ULI + NOLABA Quarterly Industry Updates
EVENTS

TECH TASTES BETTER IN NEW ORLEANS: HOUSTON & IRVING, TEXAS MEET-UPS

Opportunities in technology have never been greater in New Orleans and with so many of the city’s employers hiring, the NOLABA team identified Houston and Irving as targets for attracting talent. In partnership with LED and GNO, Inc., these events connected potential job seekers to openings with top tech firms in New Orleans, including DXC, Accruent, iSeatz, Levelset and others.

REAL ESTATE BREAKFAST SERIES

The Real Estate Breakfast series was launched in partnership with NOLABA and the Urban Land Institute (ULI) to encourage professional connections and spark thoughtful commentary on the local real estate market. The first Real Estate Breakfast of 2020 was held right before the COVID-19 pandemic on Thursday, February 18 and NOLABA and ULI hosted over 80 people in the NOLABA Community Room. The discussion was real estate analytical data from the company Buxton.

Because of COVID-19, the Real Estate Breakfast shifted to a virtual format for the remainder of the year, but still provided relevant content for our attendees. On Thursday, May 28, NOLABA hosted our first virtual Real Estate Breakfast that was attended by over 40 people. Industry expert, Bo Kemp, led a very engaged discussion on Tools & Incentives to Reactivate the Real Estate Industry in Today’s Environment.

The last virtual Real Estate Breakfast in 2020 featured our partners from CoStar as they led a very timely discussion on The State of the Real Estate Industry Amid COVID-19. As a result of this session with CoStar, in 2021 we now have an industry focused, data-driven quarterly series, led by CoStar, to give attendees more data and discussions to help them stay abreast of how the real estate market is moving during and beyond COVID-19.
EVENTS

O-ZONE READY WORKSHOPS

In November 2019, the New Orleans Business Alliance held its first O-Zone Ready event, a comprehensive workshop and expert analysis of the Federal Opportunity Zone program. The event served as a way for diverse stakeholders to come together to learn about the impact of this legislation. Entrepreneurs, real estate developers, and investors participated in the full-day workshop at the Jung Hotel & Residences to leverage expert insights and network with community leaders. These disparate groups came together to better understand how this single legislation impacts them all.

VIRTUAL FOOD SITE TOURS

In September 2020, NOLABA launched a new Virtual Food Site Tour series to provide more information to interested manufacturers and developers relative to food production in the city of New Orleans. The first online event featured valuable advice from the following industry experts:

- **Louis David**, Vice President of Industry Attraction & Retention at New Orleans Business Alliance
- **Patrick Beard**, Real Estate Manager at Port of New Orleans
- **Greg Tillery**, President & CEO of WeDat’s Chicken & Shrimp

SELECTUSA

The SelectUSA virtual visit to New Orleans featured a select group of technology and biotech companies demonstrating first-hand how the Big Easy, more traditionally known for its tourism and hospitality industries, is luring technology and biotech companies with its affordability and vibrant culture.
TESTIMONIALS

“Watching our first-rate program take to the airwaves was a great way to kick-off October. After our many months of brainstorming, positioning, strategizing and polishing, I felt proud to see and hear the great New Orleans success story as told by our honored guest speakers and local tech leaders. This excellent outcome reflects the pride and zeal you bring to work every day. Hats off as you wrap up this phase and reap the rewards of a full New Orleans FDI pipeline!”

— Tom Hanson, U.S. Department of Commerce - International Trade Administration

“In all our dealings the NOLABA team, we were met with the highest level of professionalism. Alejandra spearheaded efforts to leverage our CoStar Market Analytics and STR teams to deliver market presentations – covering economic and commercial real estate themes – to the New Orleans business community. She nurtured a mutually beneficial partnership between the NOLABA, the Urban Land Institute – Louisiana chapter, and CoStar – and organized a quarterly series of co-sponsored events. NOLABA’s partnership has led to increased sales for our company and will allow CoStar to reach a wider New Orleans and Louisiana audience.”

— Justin Boyar, CoStar Group

“Just a quick note to congratulate the NOLABA team on a tremendously successful SelectUSA Virtual Tour. Yesterday’s event was, in the words of one participant, ‘amazingly smooth and a great display of local success.’ As always, it was a pleasure to work with the NOLABA team on the planning process, despite the challenges of first pivoting from an in-person to a virtual event, and then rescheduling due to this year’s active hurricane season. Val did an outstanding job keeping everything on track, Alejandra was instrumental in the conception and launch of the effort, and Louis and Jeanette were the perfect on-screen hosts.”

— Erin Butler, U.S. Commercial Service New Orleans
SITE SELECTION & REAL ESTATE

TESTIMONIALS

“New Orleans Business Alliance has proven itself to be one of the foremost economic development organizations in the country and an indispensable institution to the community of New Orleans by providing innovative solutions to timely concerns such as the COVID Gig Fund and by turning long term growth concepts into actions such as the Lake Forest Opportunity Zone plan.”

— Bo Kemp, Faebre Baker Daniels

“The partnership that has been created with New Orleans Business Alliance has been critical to CoStar! It is a forum at which we have the opportunity to connect with the business community and uncover ways in which the business climate in New Orleans can continue to encourage growth.”

— Drew McDaniel, CoStar Group

“Over the past few years, Buxton has had the honor to work with the NOLABA team as a retail and analytics partner for economic development. Through this partnership, the NOLABA team has shown its dedication to innovation. By leveraging data and analytics to promote strategic and inclusive growth, the NOLABA team continues to revolutionize the way for equity and prosperity. While 2020 presented many unprecedented challenges and struggles, NOLABA proved their dedication and willingness to advocate for their community by pushing the envelope to apply analytic resources in new ways. As a result, our partnership has evolved, and NOLABA has inspired communities across the country to take unique approaches to create connectivity with the business community.”

— Cheyenne Robinson, Buxton
OVERVIEW

The vision for the bio industry attraction, retention, and expansion team is to work alongside our industry partners, including our premier research and academic institutions, biotech incubators, healthcare systems, private companies, and more. In partnership with numerous external organizations, NOLABA’s bio business development team creates programming aimed at attracting new investment and talent to New Orleans, and also supports our homegrown and existing bio businesses to help ensure that they have what they need to thrive in New Orleans for decades to come.

NOLABA coordinates a number of networking and investment-oriented events with biotech companies and investors from around the globe to support the continued growth and inclusion of New Orleans within the global biotech Industry. As the city of New Orleans is learning to manage and live more wisely with water and competing to be first to market with sustainable and eco-friendly bio solutions, we intentionally court biotech startups that produce a positive impact for humanity and the global environment.

Our major goals and priorities for the Bioinnovation industry include:

1. Creation and maintenance of an ongoing and flexible strategic plan that has measurable goals and strategies and timelines to achieve these goals.

2. Development of an economically sustainable Bio District through leveraging an array of incentive and financing pathways, including but not limited to bonding authority and tax increment financing (TIFs), that attract viable STEM businesses to the Bio District.

3. Facilitation of a world class bioinnovation district with outstanding infrastructure including walkable, bikeable internal connections, external connections with the CBD and proportions of mixed-use, affordable residential and commercial real estate and urban parks.
EVENTS & INITIATIVES

MAJOR BIO EXPANSION ANNOUNCEMENT

In November 2019, NOLABA joined Louisiana Governor John Bel Edwards and Mayor LaToya Cantrell for a press conference to announce a major expansion of three biotech companies - AxoSim, Cadex Genomics, and Obatala Sciences - all expanding and creating local jobs at both the University of New Orleans and the New Orleans BioInnovation Center.

Collectively, the companies will create 135 new direct jobs over the next five years with a combined $9.1 million in annual payroll.

All three biotech companies launched local operations out of the New Orleans BioInnovation Center, a business incubator that supports entrepreneurship and is dedicated to the development of bioscience innovation throughout Louisiana.

NOLAHI

The New Orleans Health Innovators Challenge (NOLAHI) is an annual digital health competition, produced by NOLABA and our partners since 2018, that brings together startups from around the country to collaborate with local healthcare leaders to find solutions to pressing healthcare challenges. NOLAHI creates strategic partnerships between top emerging companies and our Louisiana health system and payor leaders based on articulated Challenge Statement topics.

Now in its third year, the 2019-2020 event also featured a prominent keynote speaker, Kornelius Bankston of TechPLUG and panel discussions with challenge-winning CEOs from Dina, Predict Health, Pack Health, and EDP Biotech – all of which seek to answer various issues facing the healthcare industry today. The event took place during a week of biotech-oriented events, including MedCity INVEST Population Health. NOLAHI is produced by the New Orleans Business Alliance and local healthcare partners.

EVENTS PARTNERS

2019/2020 WINNERS

As a result of this installment of NOLAHI, there have been ongoing negotiations with the winner of the pitch competition, Happy, and the NOLAHI sponsoring partners. Additionally, the keynote speaker for the 2020 event, Kornelius Bankston, has engaged in conversations with partners for an innovative project that will make a huge
NOLABA and MedCity News partnered once again to host MedCity INVEST! Pop Health, the premier national healthcare investing conference based in the South. The event unites the New Orleans bio community with active investors and corporate business development executives to facilitate investment opportunities with the most promising healthcare startups.

In 2020, the event was virtual and had over 100 venture capitalists, angel investors, prominent industry executives, and innovative thought leaders. MedCityNews is the leading online news source for the business of innovation in healthcare. Through daily news updates to annual events, MedCityNews brings insight into what’s next and what matters with a mix of breaking news and analysis on startups and established industry leaders, personalities, policies and the most important deals.

Not only did Pop Health discuss relevant topics in biohealth but also it connected local health leaders with the national audience bringing the New Orleans BioInnovation Center to the forefront and making them known for their relevance in today’s Bio Health world.

"BIO FROM THE BAYOU" CONFERENCE IN PHILADELPHIA

Special thanks to our partners who financially supported this effort led by NOLABA, LED, Tulane University, LSU Health, New Orleans & Co., GNO, Inc. and Louisiana BIO. Representatives from multiple perspectives within the New Orleans bio ecosystem helped deliver a strong message to the world that our New Orleans partners are working collaboratively to make a significant impact on the growth of our local and regional bio industries. Local biotech companies such as AxoSim and Cadex Genomics, as well as the New Orleans BioInnovation Center also attended and began fruitful relationships for future growth.

NOLABA’s invaluable bio business development and tech transfer colleagues – James Zanewicz (TU), Nicole Honoree (LSUHSC), Clay Christian (TU), and Patrick Reed (LSUHSC) -- worked tirelessly with NOLABA’s Jeanette Weiland, who continues to be the only economic developer in Louisiana dedicated to bioinnovation, to conduct a total of 125 one-on-one partnering meetings over the course of four days, working primarily in pairs representing multiple institutions at the same time. This type of ongoing collaboration is key to success and sets a fantastic example of the path to victory for New Orleans in this space.
OVERVIEW

NOLABA has worked for years to encourage the growth of food manufacturing in New Orleans, merging hundreds of years of experience in creating food and food products with the demands of modern consumers. As people spent more time at home in 2020, demand for products made in New Orleans from kombucha and bitters to seasonings and sauces has boomed.

Through our work with a number of local food initiatives, including New Orleans Food Policy Advisory Committee, New Orleans Food and Beverage Group, and others, NOLABA connected with more than a dozen local food companies to ensure they can emerge as the next generation of iconic New Orleans brands.

NOLABA helped the El Guapo team navigate through the city permitting process, allowing them to secure the necessary permit for the new Tchoupitoulas Street facility, in addition to promoting talent and marketing connections in advance of opening.

In late 2019 and early 2020, NOLABA worked with more than 15 local companies and organizations to lay the groundwork for a nonprofit Commercial Kitchen Operator. Identifying a physical place to produce food products was a barrier for startups, so NOLABA worked to research potential operators and analyze the strengths of local and national providers. Through 2021 and beyond, NOLABA will put this knowledge to work, helping to fill this gap in our ecosystem.

By working to connect food manufacturers with production spaces, resources, talent and potential investors and customers, NOLABA is ensuring the future is fertile for New Orleans food brands to thrive.
OVERVIEW

NOLABA continued to focus, streamline, and increase our efforts to strengthen the New Orleans technology ecosystem throughout 2020 to ensure the resilience of this key industry through times of economic evolution. Homegrown technology companies showed they can compete with global industry leaders for sales and talent. Companies from outside of the market have realized that our unique combination of talent, quality of life and positive business climate drive investment decisions that will encourage innovation and efficiency.

As some industries contracted as a result of COVID-19 safety precautions, New Orleans tech companies announced 300+ new jobs. This growth comes in both new senior-level positions with high wage growth potential along with entry-level positions that serve as on-ramps to future industry advancement.

To ensure New Orleans’ technology talent pipeline continues growing to meet industry demand, NOLABA expanded our leadership efforts convening industry and education. Through meetings led by NOLABA, multiple new initiatives are now underway to provide technology skill advancement to hundreds of New Orleanians. One new partnership is with the University of New Orleans’ Innovation Academy – a direct result of NOLABA’s actions to increase ties between businesses and students. UNO’s Innovation Academy is set to launch in Fall of 2021, allowing students to meet employers’ requirements by gaining client-facing experience in valuable real-world projects.

NOLABA also worked hard to make Microsoft’s Xbox Game Camp a reality in 2020. Game Camp attendees from across the New Orleans area received hands-on training on the basics of...
creating video games directly from Microsoft Xbox professionals. This program was born from NOLABA’s long-standing close relationship with Oak Street-based video game studio inXile, which Microsoft purchased in 2018.

Over 170 participants worked together to create 11 beautiful video games. Check out this video to learn more about their journey.

Rounding out our recent technology industry ecosystem advances are two major exits for homegrown companies. In early 2021, Shutterstock acquired TurboSquid and School Mint purchased Whetstone. These successful exits are instrumental in establishing a New Orleans presence for global brands, injecting capital into the local market and potentially seeing new ventures sprout from current talent. Our team worked closely alongside 35 technology companies on business attraction and retention projects in 2020 alone.
AWARDS & ACCOMPLISHMENTS
ECONOMIC DEVELOPMENT AWARDS

INTERNATIONAL ECONOMIC DEVELOPMENT COUNCIL

IEDC’s Excellence in Economic Development Awards recognize the world’s best economic development programs and partnerships, marketing materials, and the year’s most influential leaders. 34 award categories honor organizations and individuals for their efforts in creating positive change in urban, suburban, and rural communities. Awards are judged by a diverse panel of economic and community developers from around the world, following a nomination process held earlier this year. IEDC received over 400 submissions from 12 countries in 2019.

- Bronze Excellence in Economic Development Award – InvestNOLA

STAFF AWARDS

- Biz New Orleans 2019 Top Executives of the Year – Quentin Messer, Jr.

- Millennial Award (Economic Development category) – Ashleigh Gardere
2019

MARKETING AWARDS

PUBLIC RELATIONS SOCIETY OF AMERICA

The New Orleans Chapter of the Public Relations Society of America (PRSA) hosts its annual Fleurish Awards, which honors the achievements of top PR firms in the Greater New Orleans Metropolitan Area. Attracting over 100 PR and marketing professionals every year, the Fleurish Awards is considered to be the marquee event in the public relations industry.

- **Award of Excellence** - New Orleans Business Alliance Annual Meeting
- **Award of Excellence** - New Orleans Business Alliance Annual Report
- **Award of Excellence** - Quentin Messer, Biz New Orleans Cover Story

AVA DIGITAL AWARDS

The AVA Digital Awards is an international competition that recognizes excellence by creative professionals responsible for the planning, concept, direction, design and production of digital communication. Work ranges from digital campaigns – to audio and video production – to website development – to social media engagement – to mobile marketing.

- **PLATINUM Award** - New Orleans Business Alliance Website Home Page
- **PLATINUM Award** - New Orleans Business Alliance Website

MARCOM

The MarCom Awards is one of the largest and most prestigious international creative competitions recognizing outstanding achievement by marketing professionals. Platinum MarCom awards are the highest industry honor, awarded to just 15% of the nearly 10,000 entries submitted each year.

NOLABA received **eight highly-coveted awards** from IEDC during its 2020 Virtual Annual Conference held in Dallas. Over 500 submissions from four countries were judged by a diverse panel of economic and community developers worldwide, following a nomination process held earlier this year. The organization took home eight total awards, its highest number to-date, including:

- **Silver Award** – Economic Development Organization of the Year
- **Best in Show** – New Orleans Business Alliance
- **Young Economic Developer of the Year** – Victoria Adams Phipps
- **Gold Award** – NOLABA.org
- **Gold Award** – Gig Economy Relief Fund Dashboard
- **Silver Award** – Youth Demonstration Project
- **Silver Award** – 2019 Annual Impact Report
- **Silver Award** – Economic Development Reimagined Video

**CLICK HERE** TO READ MORE.

**STAFF AWARDS**
Since 1944, the Silver Anvil Awards — which symbolize the forging of public opinion — have been awarded each year to organizations that have successfully addressed challenging issues with exemplary professional skill, creativity and resourcefulness. Silver Anvils honor outstanding strategic public relations programs. Entries are accepted in 19 categories as well as a number of subcategories. Judges evaluate strategic programs that incorporate sound insights and analysis, planning, execution and evaluation.

• Silver Anvil Award - New Orleans Business Alliance Gig Economy Workers’ Relief Fund Campaign

• Silver Anvil Award - New Orleans Business Alliance “Live from the Porch” Campaign

The American Advertising Awards, home of the ADDY® Award, is one of the industry’s largest creative competitions, attracting nearly 35,000 professional and student entries each year through competitions offered through local AAF clubs. The mission of the American Advertising Awards is to recognize and reward the creative spirit of excellence in advertising.

• Silver Addy Award - New Orleans Business Alliance Annual Meeting
2020

STAFF AWARDS

VICTORIA ADAMS PHIPPS

CityBusiness 2020 Women of the Year
IEDC Young Economic Development Professional of the Year
Biz New Orleans Women to Watch

QUENTIN L. MESSER, JR.

Biz New Orleans 2020 CEO of the Year

ALEJANDRA GUZMAN

Consultant Connect North America’s Top 50 Economic Developers 2020
Insights Success Top 10 Self-Made Women in Business
CIO Look Top 10 Most Successful Businesswoman to Watch
Successful economic development is rooted firmly in historical context, cherished diversity, economic equity, and intentional inclusion, with a guiding eye towards the potential of the future.

Victoria Adams Phipps
Former Chief Strategy Officer
The Honorable LaToya Cantrell  
Mayor  
City of New Orleans

The Honorable Cyndi Nguyen  
Councilmember  
Chair, Economic Development Committee (ex officio)

Gilbert Montaño  
Board Chair  
Chief Administrative Officer  
City of New Orleans

Andrea Chen  
Vice Chair  
Executive Director, Propellor: A Force for Social Innovation

Thomas (Tom) Mabon  
Treasurer  
Senior Vice President and Business Banking Group Manager, IBERIABANK

Kim Boyle, Esq.  
Secretary  
Partner, Phelps Dunbar LLP

Henry L. Coaxum, Jr.  
Immediate Past Chair  
President, Coaxum Enterprises, Inc.

Sheila Burns  
Vice President  
BMG Enterprises

R. Erich Caulfield, PhD  
President  
The Caulfield Consulting Group

JC Celestin  
Principal  
Une Belle Maison LLC  
Chair, Economic Development Advisory Committee (ex officio)

Gregory Curtis  
Human Resources Director  
The Windsor Court Hotel  
Chair, New Orleans Workforce Development Board (ex officio)

Takeisha C. Davis, MD, MPH  
President and CEO  
New Orleans East Hospital  
LCMC Health

Brian Keller  
Sr. VP and Chief Marketing Officer  
Blue Cross and Blue Shield of Louisiana

Steven Kennedy  
President  
REO, LLC

Noah Kressler, Esq.  
Shareholder  
Baker Donelson

Amy Landry  
Owner and CEO  
Landry Corporate Training, LLC

Larissa Littleton-Steib, PhD  
Chancellor  
Delgado Community College  
Representative, University President Advisory Council (ex officio)

Quentin L. Messer, Jr. CECd  
President and CEO  
New Orleans Business Alliance (ex officio)

Charles Rice, Esq.  
Assistant General Counsel  
Entergy Corporation

Christy Slater  
Program Officer  
W.K. Kellogg Foundation

Richard Tallant  
Vice President, Gulf of Mexico  
Shell Exploration & Production Co.

Susan Talley, Esq.  
Member  
Stone Pigman

Guy Williams  
President and CEO  
Gulf Coast Bank and Trust Company
<table>
<thead>
<tr>
<th>Amount Range</th>
<th>Examples</th>
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<tbody>
<tr>
<td>$2M+</td>
<td>The City of New Orleans</td>
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<tr>
<td>$1,000,000 - $1,999,999</td>
<td>JPMorgan Chase Foundation, W.K. Kellogg Foundation</td>
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<td>$100,000 - $999,999</td>
<td>Anonymous, The Aspen Institute, Baptist Community Ministries,</td>
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<td></td>
<td>Communities Foundation of Texas, Conrad N. Hilton Foundation,</td>
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<td></td>
<td>The Ford Foundation, The Gayle Benson Community Assistance Fund,</td>
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<td>The Kresge Foundation, Surdna Foundation</td>
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<td>$20,000 - $99,999</td>
<td>Anonymous, AT&amp;T, Baker Donelson, Blue Cross and Blue Shield of Louisiana,</td>
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<td></td>
<td>Entergy New Orleans, Grubhub, Hyatt Regency New Orleans, Ochsner Health,</td>
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<td>Shell Oil Company, Verizon</td>
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<td>$10,000 - $19,999</td>
<td>Anonymous, Capital One, The Greater New Orleans Foundation,</td>
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<td>Gulf Coast Bank &amp; Trust, Hancock Whitney Bank,</td>
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<td></td>
<td>IBERIABANK, Jones Walker, Laitram, LLC, Merck &amp; Co., Inc,</td>
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<tr>
<td></td>
<td>New Orleans Saints &amp; New Orleans Pelicans</td>
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<tr>
<td>$5,000 - $9,999</td>
<td>Aetna, Anonymous, Canal Barge, Capital One,</td>
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<td></td>
<td>Canal Barge, Capital One, Downtown Development District,</td>
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<td></td>
<td>Enwave USA, HCA MidAmerica Division - Tulane,</td>
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<td></td>
<td>Home Bank, Jones Walker, KMPG, LLP, LSU Health Foundation,</td>
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<td></td>
<td>Louisiana Economic Development (LED), Phelps Dunbar, Port of New Orleans,</td>
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<td></td>
<td>Regions Bank, Stirling Properties, Tulane University</td>
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<tr>
<td>$1,000 - $4,999</td>
<td>2911 Group/Coldwater Algiers Development District, Allyson Pellissier,</td>
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<td></td>
<td>Anonymous, Biz New Orleans, Dan Seah &amp; Stephanie Stokes, Danah Fisher,</td>
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<tr>
<td></td>
<td>Edward Graham, Ernst &amp; Young, LLP, Finance Authority of New Orleans,</td>
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<td></td>
<td>Gallo Mechanical, Goldman Sachs 10,000, Small Business</td>
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<td></td>
<td>HCA MidAmerica Division - Tulane, LCMC Health, Linda Hill, Lockheed Martin,</td>
</tr>
<tr>
<td></td>
<td>Lyn Rouchell, Michael Cereso, Mr. &amp; Mrs. Quentin L., Messer, Jr.,</td>
</tr>
<tr>
<td></td>
<td>Port of New Orleans, Susan Barnett, Susan Bryant, Tax Credit Capital,</td>
</tr>
<tr>
<td></td>
<td>The Boeing Company, The Prosperity Agenda</td>
</tr>
</tbody>
</table>
Norman Barnum IV  
Chief Financial Officer

Angela Cryer  
Director, Talent Partnerships

Louis David  
Vice President, Industry Attraction and Retention

Lisa Hellrich  
Special Assistant to the President & CEO

Naomi Herr  
Senior Operations Manager

Valerie Huntley  
Director, Stakeholder Experience

Greg Lawson  
Assistant Vice President, Strategic Neighborhood Development

Quentin L. Messer, Jr., CECd  
President & CEO

Victoria Miles  
Controller of Finance Department

Kat Milligan  
Assistant Vice President, Grants Administration

Monique Robinson  
Senior Director, Talent Solutions

Omar Stanton  
Assistant Vice President, Data Analytics & Performance Management

Chandra Teddleton  
Manager, New Business Development & Strategy

Ken Weatherup  
Vice President, Human Capital and Culture

Jeanette Weiland  
Vice President of Bio, Innovation, & Special Projects

Lynnette White-Colin  
Vice President, Small Business Ecosystem Development
## 2020 REVENUE & EXPENSES

### OPERATIONAL REVENUE

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>National and Local Foundations</td>
<td>$4,522,008</td>
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<tr>
<td>City of New Orleans</td>
<td>$2,500,000</td>
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<tr>
<td>Corporate Investors</td>
<td>$445,222</td>
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<tr>
<td>Individual Investors</td>
<td>$94,212</td>
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<tr>
<td>Other Revenue</td>
<td>$61,020</td>
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</tbody>
</table>

*Includes: Interest, fee for service, and miscellaneous revenue*

**TOTAL REVENUE** $7,622,462

### OPERATIONAL EXPENSES

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support Services</td>
<td>$3,146,103</td>
</tr>
<tr>
<td><strong>Includes investor relations, marketing, financial management, administrative services, and operations</strong></td>
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<tr>
<td>Talent &amp; Workforce Development</td>
<td>$3,542,585</td>
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<tr>
<td><strong>Includes STRIVE pass-through grants, Gig Fund, and Get Shift Done</strong></td>
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<tr>
<td>Business Attraction &amp; Retention</td>
<td>$762,962</td>
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<tr>
<td><strong>Includes Sidewalk Dining Grants</strong></td>
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<tr>
<td>Small Business Growth</td>
<td>$760,629</td>
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<tr>
<td><strong>Includes Small Business Bridge Loans</strong></td>
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<tr>
<td>Strategic Neighborhood Development</td>
<td>$429,811</td>
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<tr>
<td><strong>Includes Resilient Corridor Initiative</strong></td>
<td></td>
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</table>

**TOTAL EXPENSE** $8,642,090

**Unaudited**

**NOLABA received a clean unqualified audit for FY2018 and FY2019**

*Operating loss detected excludes PPP Loan of $623,200 received in April 2020