

Part I – Agency Profile

Agency Overview

The Idaho Small Business Development Center (Idaho SBDC) was established in 1986 as a partnership between the U.S. Small Business Administration and Boise State University. The Idaho SBDC provides business consulting and training to Idaho's small businesses and entrepreneurs under a federal grant matched by state funds. The purpose of the Idaho SBDC is to encourage and assist the development and growth of small businesses in the state by leveraging higher education resources. Nationally, as in Idaho, over 90% of new jobs are being created by the small business sector.

The Idaho SBDC is a network of business consultants and trainers that operates from the state's colleges and universities. Boise State University's College of Business and Economics serves as the State Office with administrative responsibility for directing the type and quality of services across the state. Regional offices in the following locations are funded under sub-contracts with the host institutions from Boise State University:

- North Idaho College – Post Falls
- Lewis-Clark State College - Lewiston
- Boise State University - Boise
- College of Southern Idaho - Twin Falls
- Idaho State University - Pocatello
- Idaho State University - Idaho Falls

Core Functions/Idaho Code

The Idaho Small Business Development Center has two basic functions—consulting and training.

First, the Idaho SBDC provides direct one-on-one confidential business consulting to small business owners and entrepreneurs. Primary consulting is accomplished with a small core staff of professionals. Most of the professional staff has advanced degrees and five years or more of small business ownership/management experience. Business counseling is designed to provide in-depth business assistance in areas such as marketing, finance, management, production and overall business planning. The Idaho SBDC allocates sufficient resources to positively impact the individual small business' operation, a goal currently defined as 8.5 hours per consulting case. Faculty and students at each institution expand the Center's knowledge and resource base and provide direct assistance in appropriate cases working directly with business owners and entrepreneurs on specific projects. The students are provided the opportunity, under the direction of professional staff and faculty, to apply classroom learning in real-world situations. 'Real-world' laboratory experience for our college and university faculty and students provides long-term benefits to the business community and helps the academic institutions remain current on needs, problems, and opportunities of Idaho's business sector.

The Idaho SBDC also provides low-cost, non-credit training to improve business skills. Workshops, primarily directed at business owners, are typically 3 – 4 hours in length and attended by 15 – 20 participants. Training covers topics such as marketing, accounting, management, finance, etc. A variety of faculty, staff and private sector experts are used to ensure timely, useful material are presented by a subject-matter expert. A standard training format allows the Idaho SBDC to provide consistent, cost-effective training throughout the state.

Revenue and Expenditures:

Revenue	FY 2010	FY 2011	FY 2012	FY 2013
Revenue	\$255,800	\$246,300	\$236,100	\$247,500
Total	\$255,800	\$246,300	\$236,100	\$247,500
Expenditure	FY 2010	FY 2011	FY 2012	FY 2013
Personnel Costs	\$42,633	\$49,451	\$43,108	\$42,210
Operating Expenditures*	\$213,167*	\$196,849*	\$192,992	\$205,290
Capital Outlay	0	0	0	0
Trustee/Benefit Payments	0	0	0	0
Total	\$255,800	\$246,300	\$236,100	\$247,500

*Contracts with other universities for personnel costs for SBDC staff

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2010	FY 2011	FY 2012	FY 2013
Number of Small Businesses Receiving Consulting	1,858	1,721	1,508	1,746
Average Hours of Consulting Per Client	9.4	9.3	11.1	10.8
Number of Small Businesses Trained	2,624	3,834	3,570	2,584
Number of Consulting Hours (annual)	17,400	16,013	16,687	18,809

Performance Highlights:

1. The average hours per client are one of the highest in the nation. This is one of the major factors that contribute to economic impact and growth by small businesses.
2. In the most recent SBA report on SBDC effectiveness and efficiency (June 2012), the Idaho SBDC was in the top 10% of SBDCs nationwide in all effectiveness and efficiency measures. The Center provides services at a low cost and helps businesses create significant economic growth at a return on investment of \$4 return to the economy for every \$1 spent on services.
3. The Idaho SBDC expanded services in exporting and technology. Two consultants received the Certified Global Business Professional certification and a technology/innovation team was created to serve clients anywhere in the state with specialized services.

Part II – Performance Measures

Performance Measure	FY 2010	FY 2011	FY 2012	FY 2013	Benchmark
Average Sales Growth of SBDC Clients as a Percent of Sales Growth of All Idaho Small Business Sales Growth ¹	800%	470%	290%	650%	300%
Capital raised by clients	\$6,500,863	\$13,701,212	\$7,471,238	\$3,619,009	\$25,000,000
Total SBDC Client Employment Growth/Jobs Saved ²	927	1,105	1,018	1,025	750
ROI (Return on Investment) - Additional Taxes Paid/Total Cost of the Idaho SBDC Program ³	1.77	3.0	2.2	3.2	3.0
Sales Increase of SBDC Clients over An Average Idaho Business	\$11,543,008	\$50,073,210	\$33,845,250	\$46,118,400	\$25,000,000
New Business Started ⁴	89	70	53	89	72
Customer Satisfaction Rate (1-5)	4.28	4.33	4.57	4.41	3.75

¹ *Economic Impact of Small Business Development Center Counseling Activities in Idaho: 2011- 2012*, James J. Chrisman, Ph.D.

² *Economic Impact of Small Business Development Center Counseling Activities in Idaho: 2011- 2012*, James J. Chrisman, Ph.D.

³ *Economic Impact of Small Business Development Center Counseling Activities in Idaho: 2011- 2012*, James J. Chrisman, Ph.D.

⁴ Client reported data from Center IC Management Information System

For More Information Contact

Katie Sewell, State Director
 Special Programs, Idaho Small Business Development Center
 1910 University Dr
 Boise, ID 83725-1655
 Phone: 208.426.3838
 E-mail: ksewell@boisestate.edu