

## ***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, the State of Idaho, and institutions of higher education. The Idaho SBDC provides no-cost business consulting and affordable training to help entrepreneurs and small business owners start and grow successful businesses. Nationally, as in Idaho, over 70% of net new jobs are being created by the small business sector.

The Idaho SBDC is a network of business consultants and trainers that operates under the umbrella of 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.

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

The Idaho SBDC also manages two business incubators, the Technology and Entrepreneurial Center (TECenter) in Nampa and the Greenhouse in downtown Boise. These are locations that provide space and programs to help early-stage companies accelerate their growth.

### **Core Functions/Idaho Code**

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

**Coaching/Consulting** - The Idaho SBDC provides confidential, no-cost, individualized business consulting and coaching to help small business owners and entrepreneurs increase their knowledge, skills, and abilities for running a successful business. Primary consulting is accomplished with a small core staff of professionals, most with advanced degrees and five years or more of small business ownership/management experience. Business coaching/consulting 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, social media, etc. A variety of faculty, staff

and private sector experts are used to ensure timely, useful material is 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 2011	FY 2012	FY 2013	FY 2014
Revenue	\$246,300	\$236,100	\$247,500	248,800
<b>Total</b>	<b>\$246,300</b>	<b>\$236,100</b>	<b>\$247,500</b>	<b>248,800</b>
Expenditure	FY 2011	FY 2012	FY 2013	FY 2014
Personnel Costs	\$49,451	\$43,108	\$42,210	\$41,500
Operating Expenditures*	\$196,849*	\$192,992	\$205,290	\$207,300
Capital Outlay	0	0	0	0
Trustee/Benefit Payments	0	0	0	0
<b>Total</b>	<b>\$246,300</b>	<b>\$236,100</b>	<b>\$247,500</b>	<b>\$248,800</b>

\*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 2011	FY 2012	FY 2013	FY 2014
Number of Small Businesses Receiving Consulting	1,721	1,508	1,746	1,666
Average Hours of Consulting Per Client	9.3	11.1	10.8	9.9
Number of Small Businesses Trained	3,834	3,570	2,584	2,510
Number of Consulting Hours (annual)	16,013	16,687	18,809	16,653

### Performance Highlights:

- The Idaho SBDC spent FY14 strengthening services offered to technology companies. These companies are a focus because they create higher paying jobs. Our activities included:
  - Creating a "Tech Team" of consultants with the skills and knowledge to help technology companies who serve clients throughout the state
  - Attaining 85% occupancy at the TECenter incubator in Nampa.
  - Achieving a technology credential recommendation during our accreditation review
  - Producing a report detailing the role that other technology partners believe is appropriate for the Idaho SBDC
  - Serving 113 technology companies with 4,804 hours of assistance
  - Receiving an Small Business Administration (SBA) grant to assist small businesses and entrepreneurs with obtaining grants from the government through the Small Business Innovation Research (SBIR) and Small Business Technology Transfer (STTR) programs
  - Training consultants in the use of the Business Model Canvas, a dramatically different approach to business planning
- Students are an integral part of Idaho SBDC services. By pairing student teams and interns with small businesses and entrepreneurs, the businesses receive additional assistance and the students participate in real-world learning. In FY2014, the Idaho SBDC facilitated 107 student projects with 81 companies for a total of 9,390 hours.
- The Idaho SBDC continues to collaborate with partners to serve small businesses throughout Idaho in the most efficient and effective way. This includes:

- The host colleges and universities – Boise State University, Idaho State University, Lewis-Clark State College, North Idaho College and the College of Southern Idaho
- The Small Business Legal Clinic operated by the University of Idaho Law School.
- State agencies including the Departments of Commerce, Labor, Environmental Quality, Administration, the Tax Commission and the Industrial Commission.
- Economic development professionals and Chambers of Commerce throughout Idaho
- Business professionals including attorneys, accountants, bankers, former clients, and executives.

## Part II – Performance Measures

Performance Measure	FY 2011	FY 2012	FY 2013	FY 2014	Benchmark
Average Sales Growth of SBDC Clients as a Percent of Sales Growth of All Idaho Small Business Sales Growth <sup>1</sup>	470%	290%	650%	462%	300%
Capital raised by clients <sup>1</sup>	\$13,701,212	\$7,471,238	\$3,619,009	\$2,994,900	\$25,000,000
Total SBDC Client Employment Growth and Jobs Saved <sup>1</sup>	1,105	1,018	1,025	841	750
ROI (Return on Investment) - Additional Taxes Paid/Total Cost of the Idaho SBDC Program <sup>1</sup>	3.0	2.2	3.2	2.12	3.0
Sales Increase of SBDC Clients over an Average Idaho Business <sup>1</sup>	\$50,073,210	\$33,845,250	\$46,118,400	\$35,548,600 <sup>2</sup>	\$25,000,000
New Business Started <sup>2</sup>	70	53	89	83	72
Customer Satisfaction Rate (1-5) <sup>1</sup>	4.33	4.57	4.41	4.72	3.75

<sup>1</sup> *Economic Impact of Small Business Development Center Counseling Activities in Idaho: 2012- 2013*, James J. Chrisman, Ph.D.

<sup>2</sup> Client reported and verified data from Center IC Management Information System for FY14

### For More Information Contact

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