

Part 1 – 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 - Coeur d'Alene
- 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.

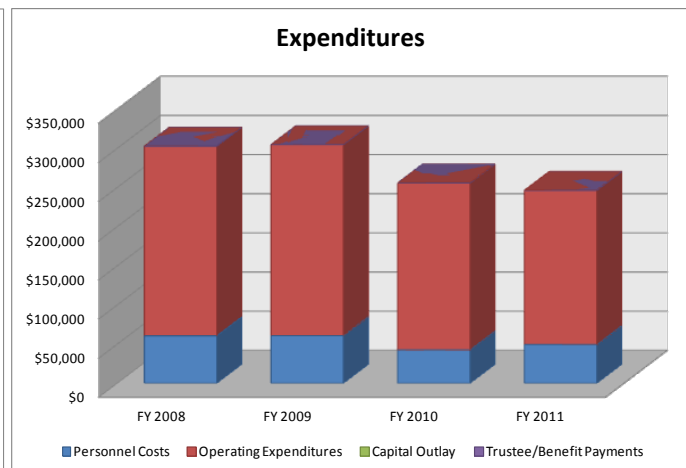
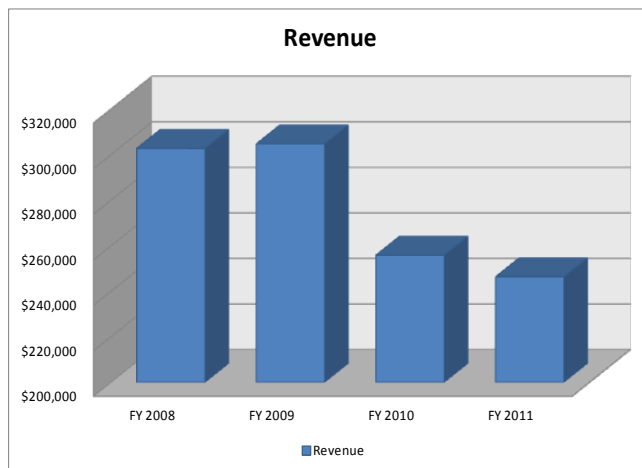
First, the Idaho SBDC provides direct one-on-one confidential business consulting to small business owners and entrepreneurs. Primary consulting is accomplished with a small core staff of professionals. Most of the professional staff has advanced degrees and five years or more of small business ownership/management 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 to provide direct assistance in appropriate cases. Senior undergraduate and graduate students complete work for Idaho SBDC business consultants. 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. Significant private sector contributions are made in support of Idaho SBDC workshops including registration fees, and donations for marketing, instructor fees and travel. A standard training format allows the Idaho SBDC to provide consistent, cost-effective training throughout the state.

Revenue and Expenditures:

| Revenue | FY 2008 | FY 2009 | FY 2010 | FY 2011 |
|--------------------------|------------------|------------------|------------------|------------------|
| Revenue | \$302,700 | \$304,700 | \$255,800 | \$246,300 |
| Total | \$302,700 | \$304,700 | \$255,800 | \$246,300 |
| Expenditure | FY 2008 | FY 2009 | FY 2010 | FY 2011 |
| Personnel Costs | \$60,630 | \$60,845 | \$42,633 | \$49,451 |
| Operating Expenditures | \$242,070* | \$243,855* | \$213,167* | \$196,849* |
| Capital Outlay | 0 | 0 | 0 | 0 |
| Trustee/Benefit Payments | 0 | 0 | 0 | 0 |
| Total | \$302,700 | \$304,700 | \$255,800 | \$246,300 |

* 96% of this is subcontracts which are 100% personnel.

**Profile of Cases Managed and/or Key Services Provided**

| Cases Managed and/or Key Services Provided | FY 2008 | FY 2009 | FY 2010 | FY 2011 |
|---|---------|---------|---------|---------|
| Number of Small Businesses Receiving Consulting | 1,648 | 1,754 | 1,858 | 1,721 |
| Average Hours of Consulting Per Client | 10.9 | 9.3 | 9.4 | 9.3 |
| Number of Small Businesses Trained | 2,648 | 3,850 | 2,624 | 3,834 |
| Number of Consulting Hours (annual) | 18,033 | 16,356 | 17,400 | 16,013 |

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 2008), 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.
3. Dr. Jim Chrisman, Mississippi State University, conducts an independent impact survey of all SBDCs in the country. According to Dr. Chrisman, the Idaho SBDC is and has been one of the top five performing SBDCs over the past 10 years.

Part II – Performance Measures

| Performance Measure | FY 2008 | FY 2009 | FY 2010 | FY 2011 | Benchmark |
|---|---------------|---------------|--------------|--------------|--------------|
| Average Sales Growth of SBDC Clients as a Percent of Sales Growth of All Idaho Small Business Sales Growth ¹ | 373% | 745% | 800% | 470% | 300% |
| Capital raised by clients | \$38,902,209 | \$41,686,819 | \$6,500,863 | \$13,701,212 | \$25,000,000 |
| Total SBDC Client Employment Growth/Jobs Saved ² | 1,538 | 1,175 | 927 | 1,105 | 750 |
| ROI (Return on Investment) - Additional Taxes Paid/Total Cost of the Idaho SBDC Program ⁴ | 7.87 | 5.13 | 1.77 | 3.0 | 3.0 |
| Sales Increase of SBDC Clients over An Average Idaho Business | \$112,768,320 | \$107,429,279 | \$11,543,008 | \$50,073,210 | \$25,000,000 |
| New Business Started ³ | 100 | 59 | 89 | 70 | 72 |
| Customer Satisfaction Rate (1-5) | 4.27 | 4.27 | 4.28 | 4.33 | 3.75 |

Performance Measure Explanatory Notes:

The last year was a tough year for all businesses in Idaho. The impacts for SBDC clients showed significant improvement over last year. SBDC clients continued to outperform the average business in Idaho. The following are some highlights:

1. Sales—SBDC client sales were up 18.3% versus a drop of 3.9% for the average business.
2. Employment—SBDC clients grew employment by 11% versus a loss of 1.1% for the average business in Idaho.
3. Many entrepreneurs saw opportunity in the slowdown and started a new business.
4. Taxes paid due to growth by SBDC clients were 3 times the overall cost of the Idaho SBDC.

For More Information Contact

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