

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 Idaho's 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 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 – Coeur d'Alene
Lewis-Clark State College - Lewiston
Boise State University – Boise and Nampa
College of Southern Idaho - Twin Falls
Idaho State University - Pocatello
Idaho State University - Idaho Falls

The Idaho SBDC also manages two business accelerators – one in Nampa and one in downtown Boise. The accelerators are physical locations that provide space and programs to help early-stage companies accelerate their growth.

Core Functions/Idaho Code

Pursuant to Title **15 U.S.C. § 648** authorizes the State Board of Education to outline requirements in order to provide assistance towards small business development.

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, innovation, government contracting and overall business planning.

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 2 – 4 hours in length and attended by 10 – 25 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 2017	FY 2018	FY 2019	FY 2020
Revenue	\$609,100	\$613,100	\$673,000	\$686,700
Total	\$609,100	\$613,100	673,000	\$686,700
Expenditures	FY 2017	FY 2018	FY 2019	FY 2020
Personnel Costs*	\$601,100	\$610,893	\$661,300	\$678,700
Operating Expenditures	\$8,000	\$0	\$8,000	\$8,000
Capital Outlay	\$0	\$0	\$3,700	\$0
Trustee/Benefit Payments	\$0	\$0	\$0	\$0
Total	\$609,100	\$610,893	\$673,000	\$686,700

*Includes personnel costs under subcontracts with other host universities and colleges

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2017	FY 2018	FY 2019	FY 2020
Number of Small Businesses Receiving Consulting	1,636	1,763	1,791	2,057
Average Hours of Consulting Per Client	13.2	11.2	10.2	11.8
Number of Small Businesses Trained	3,224	2,882	3,066	3,400
Number of Consulting Hours (annual)	21,547	19,729	20,923	24,294

Red Tape Reduction Act

Each agency shall incorporate into its strategic plan a summary of how it will implement the Red Tape Reduction Act, including any associated goals, objectives, tasks, or performance targets. This information may be included as an addendum.

	As of July 1, 2020
Number of Chapters	n/a
Number of Words	n/a
Number of Restrictions	n/a

FY 2020 Performance Highlights (Optional)

Part II – Performance Measures

Performance Measure		FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Goal 1 – Maximum Client Impact						
<i>Meet established critical measures each year.</i>						
1. Percent of hours with clients with recorded impact	actual	n/a	25%	38%	58.8%	n/a
	target	n/a	Target not set	40%	45%	n/a
2. Capital raised by clients ² in millions	actual	\$17.7 ² (new source for data)	\$47.3 ²	\$49.5 ²	\$79.9	-----
	target	\$27.8	\$30	\$33	\$36	\$40
3. Client sales growth in millions	actual	\$30.6 ²	\$65.6 ²	\$60.0 ²	\$47.3	-----
	target	\$30.2	\$31.6	\$33	\$36	\$32
4. Jobs created by clients	actual	411 ²	1,404 ²	1,021 ²	649	-----
	target	590 (jobs created)	602	675	742	300
	actual	n/a	0.5%	0.3%	0.56%	-----

Performance Measure		FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
5. Percent of cross-network consulting hours	target	n/a	Target not set	1%	2%	3%
Goal 2 – Strong Brand Recognition <i>Increase brand awareness with stakeholders and the target market.</i>						
6. # training hours	actual	14,698 ²	12,223 ²	13,142 ²	10,781	-----
	target	5,976	10,000	11,000	12,000	13,000
7. Baseline awareness established	actual	n/a	47% ⁴ (rural Idaho)	n/a ⁴	n/a ⁴	-----
	target	n/a	55%	55%	55%	55%
Goal 3 – Increased Resources						
8. Amount of funding	actual	n/a	\$50,000	\$74,000	\$1,366,504 ⁵	-----
	target	n/a	Target not set	\$50,000	\$150,000	\$400,000
Goal 4 – Organizational Excellence						
9. ROI (Return on Investment) - Additional Taxes Paid/Total Cost of the Idaho SBDC Program ¹	actual	4.86:1 ¹	7.05:1 ¹	6.87:1	6:1	-----
	target	4.1:1	5:1	5:1	6:1	7:1
10. Customer Satisfaction Rate (% of ratings of very good and excellent) ³ – new survey	actual	98%	99.5%	96.3%	95.7%	-----
	target	90% (using a new survey)	90%	90%	90%	90%

The Idaho SBDC continues to align the strategic plan and metrics with other funder requirements. Previously, metrics were taken from a statistical report (see footnote ¹ below). Going forward, we will be using client verified data from the MIS system (denoted as ² below) as consistent with SBA. A few metrics will still come from the Chrisman report and will be noted with ¹.

Performance Measure Explanatory Notes (Optional)

- ¹ *Economic Impact of Small Business Development Center Counseling Activities in Idaho: 2016-2017*, James J. Chrisman, Ph.D.
- ² Client reported and verified data from Center IC Management Information System for calendar year 2020.
- ³ Initial client satisfaction survey for last calendar year.
- ⁴ Measured every 5 years, new metric measured in 2018, baseline target set at 55%.
- ⁵ This includes a one-time funding of \$1,280,000 from the CARES Act to support pandemic response.

For More Information Contact

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