

Part I – Agency Profile

Agency Overview

In 1993, the Idaho Department of Commerce convened 45 representatives of economic development groups who supported the manufacturing extension center concept. In 1994, the Governor and ten key economic development entities pledged support for manufacturing extension by signing Idaho’s Technology Partnership Agreement. Approval to establish “TechHelp” within the National Institute of Standards and Technology (NIST) Manufacturing Extension Partnership (MEP) was granted in late 1995. In 1996, TechHelp was established at Boise State University and the first director and field engineer were appointed.

Today, TechHelp is a partnership of Idaho’s three state universities and an affiliate of the NIST MEP (Manufacturing Extension Partnership) system. It is also Idaho’s Economic Development Administration University Center, targeting economically distressed areas of Idaho. TechHelp specialists have access to cutting-edge knowledge through links to local universities and to a national network of over 1300 manufacturing specialists through 51 centers in the MEP system.

TechHelp’s manufacturing specialists operate out of offices in Boise, Twin Falls (vacant), Post Falls, and Pocatello. TechHelp’s primary mission is to provide technical assistance, training, and information to strengthen the competitiveness of Idaho manufacturers through product and process innovation. TechHelp provides internships to students at the College of Engineering’s New Product Development (NPD) Lab at Boise State University (BSU), to BSU College of Business and Economics students, to Idaho State University College of Business students and to University of Idaho College of Engineering students. Internships give university students the opportunity to gain real world experience with innovative Idaho companies and expose Idaho companies to talented young professionals looking to enter the state’s workforce.

TechHelp Advisory Board

TechHelp’s Executive Director and its Advisory Board report to the Dean of the BSU College of Business & Economics. The TechHelp Advisory Board is made up of representatives from private industry, education, and government. TechHelp Board bylaws state that a full board consists of 9 - 11 members; at least seven of whom represent manufacturing and two from the public sector. The TechHelp Executive Director appoints non-voting members with approval of the Board.

TechHelp Partners

TechHelp works with state and federal partners, listed below, to meet its mission of assisting Idaho manufacturers. The Center also works with local groups such as chambers of commerce and economic development organizations to stay abreast of community development issues and meet the needs of Idaho companies.

| Partnership | Center Role | Required/Desired of Center |
|---|---|---|
| U.S. National Institute of Standards & Technology Manufacturing Extension Partnership, NIST MEP | MEP Center | Assist manufacturers in Idaho to focus on growth and innovation strategies to be more competitive. |
| U.S. Economic Development Administration, EDA | EDA University Center | Leverage university capabilities to provide best-practice assistance to manufacturers in remote and distressed areas of Idaho. |
| State of Idaho | Manufacturing Economic Development | Support <i>Accelerate Idaho</i> mission and goals by serving manufacturers in Idaho with on the job training and technical assistance methodologies to drive revenue growth, investment, cost savings and jobs. |
| Idaho State Universities (Boise State University, University of Idaho, Idaho State University) | Contracted Partners (statewide outreach program for economic development) | Build universities’ reputation for expert, capable outreach through professional development activity, training and internships. |

| Partnership | Center Role | Required/Desired of Center |
|---|--|---|
| Idaho SBDC | Informal Partnership | Cross-referrals and delivery of services |
| Idaho Department of Commerce | Idaho District Export Council | Collaborate with Idaho District Export Council on Export Excellence, Idaho’s ExporTech program. Cross-referrals of small manufacturers needing product and process assistance |
| Idaho Department of Labor | Workforce Development Training, ApprenticeshipIdaho | Provide Idaho workers with on-the-job training in advanced manufacturing skills, act as intermediary to advance manufacturing companies as part of ApprenticeshipIdaho statewide team |
| Idaho Department of Agriculture | Export Excellence Program, Lean Manufacturing, Food Safety Program | Cross-referrals and delivery of services for statewide export, lean, and food safety programs with individual companies in rural regions across Idaho |
| Idaho Department of Environmental Quality | Informal Partnership, Operational Excellence program | Operational Excellence (Economy-Energy-Environment) programs, cross-referrals and delivery of services; collaborate on manufacturing company projects |

Core Functions/Idaho Code

TechHelp helps Idaho manufacturers primarily through one-on-one training and technical assistance services inside the companies. This company interaction ranges from major collaborative projects, which usually address fundamental challenges facing the companies, to smaller "value-added" projects, which typically bring a specific improvement to some aspect of company operations. TechHelp also hosts workshops and seminars statewide focusing on topics that positively impact Idaho manufacturers.

TechHelp’s team of experts provides personalized solutions in the following areas of manufacturing.

- **Growth, New Product Development**
 - Design Thinking, Business Model Canvas, Export Excellence
 - New Product Development
 - Product Design, Prototyping & Testing
 - Design for Manufacturability
- **Operational Excellence**
 - Lean Manufacturing
 - Lean Six Sigma Green Belt
 - Lean Enterprise Certificate Program
 - Lean Manufacturing for the Food Industry
- **Food & Dairy Processing**
 - Lean Office, Lean Enterprise
 - Quality Systems, ISO, Six Sigma
 - Food Safety
 - Food Safety and Hazard Analysis & Critical Control Points (HACCP)
 - Global Food Safety Initiative (GFSI)
 - Food Safety Modernization Act (FSMA) Audit Preparation

Revenue and Expenditures

| Revenue | FY 2014 | FY 2015 | FY 2016 | FY 2017 |
|--------------------------|------------------|------------------|------------------|------------------|
| General Fund | \$144,900 | \$150,400 | \$155,100 | \$166,400 |
| Total | \$144,900 | \$150,400 | \$155,100 | \$166,400 |
| Expenditures | FY 2014 | FY 2015 | FY 2016 | FY 2017 |
| Personnel Costs | \$0 | \$0 | \$0 | \$0 |
| Operating Expenditures | \$0 | \$0 | \$0 | \$0 |
| Capital Outlay | \$0 | \$0 | \$0 | \$0 |
| Trustee/Benefit Payments | \$144,900 | \$150,400 | \$155,100 | \$166,400 |
| Total | \$144,900 | \$150,400 | \$155,100 | \$166,400 |

Profile of Cases Managed and/or Key Services Provided

| Cases Managed and/or Key Services Provided | FY 2014 | FY 2015 | FY 2016 | FY 2017 |
|--|--------------|----------|-----------|-----------|
| State dollars expended per project/event | \$867 | \$1,769 | 1139 | \$774 |
| Manufacturers Served | 145 | 127 | 239 | 221 |
| Geography of Idaho Served (Mfg Co.) | | | | |
| North Idaho | Not Reported | 20 (16%) | 48 (20%) | 20 (9%) |
| Southwest Idaho | | 79 (62%) | 134 (56%) | 168 (76%) |
| Southeast Idaho | | 28 (22%) | 57 (24%) | 33 (15%) |
| Size of Companies | | | | |
| 1-19 employees | Not Reported | 48 (38%) | 100 (42%) | 86 (39%) |
| 20-49 employees | | 34 (27%) | 60 (25%) | 42 (19%) |
| 50-249 employees | | 29 (23%) | 60 (25%) | 69 (31%) |
| >249 employees | | 15 (12%) | 15 (8%) | 24 (11%) |

The above data is associated with Goal 1, Objective B and Goal 2, Objective A of TechHelp’s Strategic Plan.

Part II – Performance Measures

| Performance Measure | | FY 2014 | FY 2015 | FY 2016 | FY 2017 | FY 2018 |
|--|---------------------|---|---|--|--|----------|
| Goal 1: Economic Impact on Manufacturing in Idaho – Deliver a quantifiable positive return on both private business investments and public investments in TechHelp by adding value to the manufacturing client and the community. | | | | | | |
| 1. Number of New Jobs <i>Objective A</i> | actual | 277 | 154 | 340 | 100 | ----- |
| | target ¹ | 126 <i>Exceed prior year benchmark by 5%</i> | 132 <i>Exceed prior year benchmark by 5%</i> | 139 <i>Exceed prior year benchmark by 5%</i> | 147 <i>Exceed prior year benchmark by 5%</i> | 180 |
| 2. Client reported sales, cost savings, and investments <i>Objective A</i> | actual | \$163.4M | \$34.1M | \$182.3M | \$33.0M | ----- |
| | target ¹ | \$62.9M <i>Exceed prior year benchmark by 5%</i> | \$66.0M <i>Exceed prior year by benchmark 5%</i> | \$63.3M <i>Exceed prior year benchmark by 5%</i> | \$72.8M <i>Exceed prior year by benchmark 5%</i> | \$100M |
| Goal 2: Operational Efficiency – Make efficient and effective use of TechHelp staff, systems, partners and third parties, and Advisory Board members. | | | | | | |
| 3. Services to Idaho manufacturers: Clients Surveyed <i>Objective B</i> | actual | 48 | 45 | 56 | 69 | ----- |
| | target ¹ | 56 <i>Exceed prior year benchmark by 5%</i> | 59 <i>Exceed prior year by benchmark 5%</i> | 61 <i>Exceed prior year benchmark by 5%</i> | 65 <i>Exceed prior year benchmark by 5%</i> | 80 |
| Goal 3: Financial Health – Increase the amount of program revenue and the level of external funding to assure the fiscal health of TechHelp. | | | | | | |
| 4. Net Revenue from Client Projects <i>Objective A</i> | actual | \$335K | \$355K | \$455K | \$409K | ----- |
| | target ² | \$489K <i>Exceed prior year benchmark by 5%</i> | \$515K <i>Exceed prior year benchmark by 5%</i> | \$542K <i>Exceed prior year benchmark by 5%</i> | \$570K <i>Exceed prior year benchmark by 5%</i> | \$700K |
| 5. External funding (e.g., grants) for operations client services. <i>Objective B</i> | actual | \$785K | \$825K | 910K | \$885K | ----- |
| | target ² | \$908K <i>Exceed prior year benchmark by 5%</i> | \$956K <i>Exceed prior year benchmark by 5%</i> | \$1,006K <i>Exceed prior year benchmark by 5%</i> | \$1,060K <i>Exceed prior year benchmark by 5%</i> | \$1,300K |

Performance Measure Explanatory Notes

1 - Jobs and economic impact benchmarks established based on requirements of NIST MEP sCOREcard, incrementing annual goals to achieve FY21 goals.

2 – Net Revenue and External funding benchmarks established based on projected center FY21 funding needs.

For More Information Contact

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