

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 – Post Falls
- 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 2016	FY 2017	FY 2018	FY 2019
General Fund	\$567,700	\$609,100	613,100	673,000
Total	\$567,700	\$609,100	613,100	673,000
Expenditures	FY 2016	FY 2017	FY 2018	FY 2019
Personnel Costs	\$559,700	\$601,100	610,893	\$661,300
Operating Expenditures*	\$8,000	\$8,000	0	\$8,000
Capital Outlay	0	0	0	\$3,700
Trustee/Benefit Payments	0	0	0	0
Total	\$567,700	\$609,100	610,893	673,000

*Contracts with other universities for personnel costs were changed from Operating to Personnel for FY16

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2016	FY 2017	FY 2018	FY 2019
Number of Small Businesses Receiving Consulting	1,597	1,636	1,763	1,791
Average Hours of Consulting Per Client	10.9	13.2	11.2	10.2
Number of Small Businesses Trained	3,042	3,224	2,882	3,066
Number of Consulting Hours (annual)	13,903	21,547	19,729	20,923

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, 2019
Number of Chapters	N/A
Number of Words	N/A
Number of Restrictions	N/A

Part II – Performance Measures

Performance Measure		FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
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	n/a	25%	38%	-----
	target	n/a	n/a	Target not set	40%	45%
2. Capital raised by clients ² in millions	actual	\$25.5 ¹	\$17.7 ² (new source for data)	\$47.3 ²	\$49.5 ²	-----
	target	\$26.0	\$27.8	\$30	\$33	\$36
3. Client sales increase in millions	actual	n/a	\$30.6 ²	\$65.6 ²	\$60.0 ²	-----
	target	n/a	\$30.2	\$31.6	\$33	\$36
4. Jobs created by clients ¹ (also applies to <i>Increased Resources</i> goal)	actual	803 ¹	411 ²	1,404 ²	1,021 ²	-----
	target	546	590 (jobs created)	602	675	742
5. Percent of cross-network consulting hours	actual	n/a	n/a	.5%	.3%	-----
	target	n/a	n/a	Target not set	1%	2%

Performance Measure		FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Goal 2 – Strong Brand Recognition						
<i>Increase brand awareness with stakeholders and the target market.</i>						
6. # training hours (attendees x # of hours of training)	actual	N/A	14,698 ²	12,223 ²	13,142 ²	-----
	target	n/a	5,976	10,000	11,000	12,000
7. Baseline awareness established	actual	n/a	n/a	47% ⁴ (rural Idaho)	n/a ⁴	-----
	target	n/a	n/a	55%	55%	55%
Goal 3 – Increased Resources						
8. Amount of additional funding received	actual	n/a	n/a	\$50,000	\$74,000	-----
	target	n/a	n/a	Target not set	\$50,000	\$150,000
Goal 4 – Organizational Excellence						
9. ROI (Return on Investment) - Additional Taxes Paid/Total Cost of the Idaho SBDC Program ¹	actual	6.99:1	4.86:1 ¹	7.05:1 ¹	6.87:1	-----
	target	3:1	4.1:1	5:1	5:1	6:1
10. Customer Satisfaction Rate (% of ratings of very good and excellent) ³ – new survey	actual	N/A	98%	99.5%	96.3%	-----
	target	N/A	90% (using a new survey)	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

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 2019

³ Initial client satisfaction survey for last calendar year

⁴ Measured every 5 years, new metric measured in 2018, baseline target set at 55%

For More Information Contact

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