

## 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 the Idaho Manufacturing Alliance (IMA). The center is an affiliate of the NIST MEP national network. 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 1,300 manufacturing specialists through 51 centers in the MEP system.

TechHelp’s manufacturing specialists operate out of offices in Boise, Twin Falls, Post Falls, and Pocatello. The center’s primary mission is to provide technical assistance, training, and information to strengthen the competitiveness of Idaho manufacturers and processors through product and process innovation. TechHelp provides experiential learning opportunities to Boise State students at the College of Engineering’s studio\Blu, (New Product Development (NPD) and Engineering Innovation Studio), and to College of Business and Economics students at the Funding Accelerator and TechHelp, as well as to Idaho State University College of Business students and to University of Idaho College of Engineering students. Employment with TechHelp gives university students the opportunity to gain real world experience with innovative Idaho companies and expose these companies to talented young professionals who will soon enter the state’s workforce.

### TechHelp Advisory Board

TechHelp’s Executive Director and its Advisory Board report to the Dean of the College of Business & Economics at Boise State. 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 50% of whom represent manufacturing and two from the public sector. The TechHelp Executive Director appoints board 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 manufacturing associations 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 for Idaho	Assist manufacturers in Idaho to focus on growth and innovation strategies to be more competitive; connect Idaho manufacturers to other U.S. manufacturers via a supplier scouting program.
U.S. Economic Development Administration, EDA	EDA University Center	Leverage university assets, resources and capabilities to provide best-practice assistance to manufacturers in remote and distressed areas of Idaho.
State of Idaho	Manufacturing Economic Development	Support the state priority to “Enhance Economic Opportunity” by helping to create career-paths to manufacturing jobs by enhancing manufacturing company competitiveness and providing a bridge for students to employment in manufacturers across the state.

Partnership	Center Role	Required/Desired of Center
Idaho State Universities – Host: Boise State, – Sub Recipients: University of Idaho, and Idaho State University	Contracted Partners (statewide outreach program for economic development)	Build universities' reputation for expert, capable outreach through expert consulting, technical assistance and training, and student engagement.
IMA – Sub Recipient	Manufacturing association, education, networking	Assist association to expand its reach and membership statewide to offer educational and business networking programs to all Idaho manufacturers.
Idaho SBDC	Informal Partnership	Cross-referrals, marketing and delivery services support
Idaho Department of Commerce	Idaho District Export Council, Export Excellence	Collaborate with Idaho District Export Council on Export Excellence. Cross-referrals of small manufacturers needing product and process assistance.
Idaho Department of Labor	Workforce Development Training, apprenticeships	Provide Idaho workers with on-the-job training in advanced manufacturing skills, act as intermediary to advance manufacturing companies in support of growing advanced manufacturing apprenticeships statewide.
Idaho Department of Agriculture	Export Excellence Program, Lean Manufacturing, Food Safety Programs	Cross-referrals and delivery of services for statewide programs related to export, lean manufacturing and operational excellence, and food safety.
Idaho Department of Environmental Quality	Informal Partnership, Operational Excellence program	Operational Excellence (Lean Six Sigma Greenbelt) programs, cross-referrals and delivery of services; collaborate on manufacturing company projects.

**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 Idaho businesses.

TechHelp helps Idaho manufacturers inside of their companies, primarily through one-on-one training and technical assistance services. Manufacturer interaction ranges from major collaborative projects, which usually address fundamental challenges facing the companies, to smaller "value-added" projects, which bring a specific improvement to some aspect of company operations. TechHelp also hosts public 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 & Market Development**
  - Export Excellence
  - Studio\Blu New Product Development
    - Product Design, Prototyping & Testing
    - Design for Manufacturability
  - Funding Accelerator with VentureCapital.org
  - Engineering student experiential learning
- **Operational Excellence**
  - Lean Manufacturing and Six Sigma
    - Lean Six Sigma Green Belt
    - Lean Enterprise Certificate Program
    - Lean Manufacturing for the Food Industry
    - Lean Office, Lean Enterprise
    - Lean Leadership
  - Quality Systems, ISO, Six Sigma
  - Business student work experience
- **Food & Dairy Processing**
  - Food Safety Programs and Assistance
    - Training and technical assistance
    - Food Safety Prerequisite Programs
    - HACCP Systems and Training
  - Product & Process Development
    - Commissioning equipment and processing lines
    - Scale-up assistance, benchtop – pilot plant – factory
    - Sensory, shelf life, setting and extending
    - Ingredient sourcing
    - Market research, sensory and consumer science
    - New product development
    - Setting specifications
    - Quality Improvements
  - Engineering student experiential learning

**Revenue and Expenditures**

Revenue	FY 2018	FY 2019	FY 2020	FY 2021
General Fund	\$166,500	\$356,500	\$357,800	\$344,690
<b>Total</b>	<b>\$166,500</b>	<b>\$356,500</b>	<b>\$357,800</b>	<b>\$344,690</b>
Expenditures	FY 2018	FY 2019	FY 2020	FY 2021
Personnel Costs	\$99,000	\$221,653	\$254,066	\$263,121
Operating Expenditures	\$41,500	\$62,201	\$21,972	\$0
Capital Outlay	\$0	\$0	\$0	\$0
Trustee/Benefit Payments	\$26,000	\$72,646	\$81,762	\$81,569
<b>Total</b>	<b>\$166,500</b>	<b>\$356,500</b>	<b>\$357,800</b>	<b>\$344,690</b>

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

Cases Managed and/or Key Services Provided	FY 2018	FY 2019	FY 2020	FY 2021
State dollars expended per project/event	\$920	\$1,992	\$837	\$1788
Manufacturers Served	181	179	426 <sup>1</sup>	295
Geography of Idaho Served (Mfg Co.)				
North Idaho	17 (9%)	23 (13%)	32 (8%)	21 (9%)
Southwest Idaho	118 (65%)	121 (67%)	343 (80%)	241 (80%) <sup>1</sup>
Southeast Idaho	46 (26%)	35 (20%)	51 (12%)	33 (11%)
Size of Companies				
1-19 employees	74 (41%)	81 (45%)	281 (66%) <sup>1</sup>	150 (51%) <sup>1</sup>
20-49 employees	21 (11%)	54 (30%)	88 (21%) <sup>1</sup>	100(34%) <sup>1</sup>
50-249 employees	45 (25%)	29 (16%)	39 (9%)	32 (11%)
>249 employees	41 (23%)	15 (9%)	18 (4%)	13 (4%)

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

**Explanatory Note**

<sup>1</sup> Manufacturers Served was significantly higher especially smaller companies in SW Idaho due to establishment of sub recipient agreement and partnership with the Idaho Manufacturers’ Alliance, for which we captured manufacturers served for this period.

**Part II – Performance Measures**

Performance Measure		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
<b>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.</b>						
1. Number of <b>New Jobs</b> <i>Objective A</i>	actual	731	785	885	1144 <sup>3</sup>	-----
	target <sup>1</sup>	180	180	190	200	210
2. Client reported <b>sales, cost savings, and investments</b> <i>Objective A</i>	actual	\$97.7M	\$166.7M	\$182.9M	\$114.4M	-----
	target <sup>1</sup>	\$100M	\$100M	\$105M	\$120M	\$120M
<b>Goal 2: Operational Efficiency – Make efficient and effective use of TechHelp staff, systems, partners and third parties, and Advisory Board members.</b>						
3. Services to Idaho manufacturers: <b>Clients Surveyed</b> <i>Objective B</i>	actual	59	93	60	94	-----
	target <sup>1</sup>	80	80	85	100	100

Performance Measure		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
<b>Goal 3: Financial Health – Increase the amount of program revenue and the level of external funding to assure the fiscal health of TechHelp.</b>						
4. <b>Net Revenue</b> from Client Projects <i>Objective A</i>	actual	\$337K	\$253K	\$322K	\$416K	
	target <sup>2</sup>	\$700K	\$375K	\$425K	\$400K	\$425K
5. <b>Non-client funding</b> (e.g., grants) for operations client services. <i>Objective B</i>	actual	\$869K	\$885K	\$1,104K	\$1,676K	
	target <sup>2</sup>	\$1,300K	\$1,300K	\$1,300K	\$1,300K	\$1,300K

**Performance Measure Explanatory Notes**

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

<sup>2</sup> Net Revenue and External funding benchmarks established based on projected center annual funding needs.

<sup>3</sup> New Jobs data captures all new jobs reported by clients between January and December 2020.

**For More Information Contact**

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