

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 Manufacturers’ 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 connections to local universities and to a national network of over 1,450 manufacturing specialists through 51 centers in the MEP National Network.

TechHelp’s manufacturing specialists operate out of offices in Boise, Twin Falls, Post Falls, and Pocatello. TechHelp’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 partners with Boise State’s Colleges of Engineering and Business and Economics to provide customer-focused learning opportunities to transdisciplinary students at studio\Blu. Employment at and participation in studio\Blu gives university students the opportunity to gain real world experience with innovative Idaho researchers and companies and simultaneously exposes 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 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 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 with supply chain, technology and workforce to focus on growth and innovation strategies to be more competitive.
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 manufacturing 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 networking, education and supply chain 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 training and assistance programs. Cross-referrals of small manufacturers needing export 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 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 small and medium-sized manufacturers and engineering firms with projects at of their companies, primarily through one-on-one training and technical assistance services. This customer 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 manufacturing in Idaho.

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

- **studio\Blu, student arm of TechHelp**
 - New Product Development
 - Product Design, Prototyping & Testing
 - Design for Manufacturability
 - New Market Development
 - Manufacturing Scale-up
 - Export Excellence
- **Operational Excellence**
 - Lean Manufacturing and Six Sigma
 - Lean Six Sigma Green Belt
 - Lean Manufacturing for the Food Industry
 - Lean Office, Lean Enterprise
 - Lean Leadership
 - Quality Systems, ISO, Six Sigma
 - Bus. & Engr. 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
 - Shelf life, setting and extending
 - Ingredient sourcing
 - Market research, sensory and consumer science
 - New product development
 - Setting specifications
 - Quality Improvements

Revenue and Expenditures

Revenue	FY 2020	FY 2021	FY 2022	FY 2023
General Fund	\$357,800	\$362,800	\$371,501	\$387,900
Total	\$357,800	\$362,800	\$371,501	\$387,900
Expenditures	FY 2020	FY 2021	FY 2022	FY 2023
Personnel Costs	\$254,066	\$284,772	\$292,520	\$293,864
Operating Expenditures	\$21,972	\$0	\$0	\$0
Capital Outlay	\$0	\$0	\$0	\$0
Trustee/Benefit Payments	\$81,762	\$78,028	\$78,981	\$94,036
Total	\$357,800	\$362,800	371,501	\$387,900

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2020	FY 2021	FY 2022	FY 2023
State dollars expended per project/event	\$1420*	\$1703*	\$1333*	\$1581
Manufacturers Served	426	295	288	253
Geography of Idaho Served (Mfg. Co.)				
North Idaho	32 (8%)	21 (9%)	28 (10%)	34 (14%)
Southwest Idaho	343 (80%)	241 (80%)	197 (68%)	137 (54%)
Southeast Idaho	51 (12%)	33 (11%)	63 (22%)	82 (32%)
Size of Companies				
1-19 employees	281 (66%)	150 (51%)	155 (54%)	160 (63%)
20-49 employees	88 (21%)	100(34%)	97 (34%)	58 (23%)
50-249 employees	39 (9%)	32 (11%)	28 (10%)	28 (11%)
>249 employees	18 (4%)	13 (4%)	8 (3%)	7 (3%)

The above data is closely associated with Goal 1, Objective B and Goal 2, Objective A of TechHelp’s Strategic Plan. These numbers are not reported again in Part II – Performance Measures.

* FY20, FY21, FY22 revised to match Strategic Plan

Part II – Performance Measures

Performance Measure		FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
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.						
Objective A: I. New and Retained Jobs	actual	885	1144	497	348	
	target ¹	190	200	500	500	500
Objective A: I. Sales, Cost Savings, and Investments	actual	\$182.9M	\$114.4M	\$207.4M	\$206.3M	
	target ¹	\$105M	\$120M	\$120M	\$120M	\$120M
Goal 2: Operational Efficiency – Make efficient and effective use of TechHelp staff, systems, partners and third parties, and Advisory Board members.						
Objective B: I. Impacted Clients (Clients Surveyed)	actual	60	94	106	105	
	target ¹	85	100	100	100	100
Goal 3: Financial Health – Increase the amount of program revenue and the level of external funding to assure the fiscal health of TechHelp.						
Objective A: I. Gross Revenue from Client Projects	actual	\$430K*	\$262K*	\$366K*	\$296	
	target ²	\$425K	\$400K	\$425K	\$600K	\$600K
Objective B: II. Total dollars of non- client funding (e.g., grants)	actual	\$1,440K*	\$1,630K*	\$1,695K*	\$2,224M	
	target ²	\$1,300K	\$1,300K	\$1,300K	\$1,300K	\$1,300K
Performance Measure		FY 2020	FY 2021	FY 2022	FY 2023	FY 2024

* FY20, FY21, FY22 revised to reflect actual outcomes for the respective reporting year.

Performance Measure Explanatory Notes

¹Jobs and economic impact benchmarks established based on requirements of NIST MEP sCOREcard, incrementing annual goals to achieve FY24 goals.

²Net Revenue and External funding benchmarks established based on projected center FY24 funding needs.

<p>For More Information Contact</p> <p>Steven Hatten, Executive Director Special Programs, TechHelp 1910 University Drive Boise, ID 83725-1656 Phone: 208-863-4258 E-mail: shatten@boisestate.edu</p>

Director Attestation for Performance Report

In accordance with *Idaho Code 67-1904*, I certify the data provided in the Performance Report has been internally assessed for accuracy, and, to the best of my knowledge, is deemed to be accurate.

Department: TechHelp

Steven A. Hatter
Director's Signature

08/15/2023
Date

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