

Department of Small and Local Business Development FY2023

Agency Department of Small and Local Business Development

Agency Code ENO

Fiscal Year 2023

Mission The Department of Small and Local Business Development (DSLBD) supports the development, economic growth, and retention of District-based businesses, and promotes economic development throughout the District's commercial districts.

Strategic Objectives

Objective Number	Strategic Objective
1	Develop and maintain a streamlined, efficient certification process for businesses wanting to certify with the DC Government.
2	Assist agencies in complying with legal requirements in accordance with DC Code 2-218.01 et seq.
3	Effectively manage the Small Business Capital Access Fund.
4	Leverage business development through coordinated technical and financial assistance, strategic partnerships and stakeholder engagement.
5	Extend economic development to District neighborhoods through commercial revitalization initiatives and programs.
6	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY 2023 Target
1 - Develop and maintain a streamlined, efficient certification process for businesses wanting to certify with the DC Government. (2 Measures)					
Percent of applications processed in under 30 business days	Up is Better	76.1%	69.8%	80%	80%
Percent of assigned applications reviewed within 10 business days	Up is Better	84.8%	92%	80%	80%
2 - Assist agencies in complying with legal requirements in accordance with DC Code 2-218.01 et seq. (6 Measures)					
Percent of monitored agencies participating in mandatory Expendable Budget training	Up is Better	80.7%	100%	100%	100%
Percent of monitored agencies who achieved their Small Business Enterprise (SBE) spend goal	Up is Better	Not Available	Not Available	85%	85%
Percent of monitored agencies reporting on subcontracting dollars with SBEs	Up is Better	Not Available	Not Available	100%	100%
Percent of monitored contracts that have a performance period ending within the fiscal year that met its SBE subcontracting requirement	Up is Better	Not Available	Not Available	80%	80%
Percent of payment complaints resolved	Up is Better	Not Available	0%	80%	80%
Percent of waiver requests processed within 20 days or less that were required to be responded to within the quarter	Up is Better	37%	44.5%	50%	50%
3 - Effectively manage the Small Business Capital Access Fund. (1 Measure)					
Total dollar amount of loans dispersed to small businesses	Up is Better	\$402,350	\$692,995	\$750,000	\$750,000

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY 2023 Target
4 - Leverage business development through coordinated technical and financial assistance, strategic partnerships and stakeholder engagement. (2 Measures)					
Total dollar amount in opportunities for small businesses as a result of business development coaching and matchmaking activities	Up is Better	\$399,600	\$4,328,484	\$5,000,000	\$5,000,000
Total contract dollar amount awarded to PTAC clients	Up is Better	\$34,723,301	\$57,989,917	\$30,000,000	\$30,000,000
5 - Extend economic development to District neighborhoods through commercial revitalization initiatives and programs. (2 Measures)					
Percent of disbursements paid within 30 days	Up is Better	99.5%	99.1%	95%	95%
Percent of invoices processed within 5 business days	Up is Better	99.6%	97.5%	95%	95%

Operations

Operations Title	Operations Description	Type of Operations
1 - Develop and maintain a streamlined, efficient certification process for businesses wanting to certify with the DC Government. (1 Activity)		
Process Certified Business Enterprise (CBE) applications in an average of 30 business days	DSLBD is committed to simplifying the bureaucratic process. By simplifying the regulatory environment, we anticipate more entrepreneurs will register as CBEs and others will no longer be afraid of doing business in the city. We will also continue to make improvements to our certifications and compliance staff to maximize efficiency and ensure customer service. This is a rolling initiative.	Daily Service
2 - Assist agencies in complying with legal requirements in accordance with DC Code 2-218.01 et seq. (2 Activities)		
Provide Compliance training and outreach to monitored agencies	To ensure agencies are fully compliant with requirements according to 2-218.01 et seq., the Compliance division will conduct ongoing training sessions and targeted outreach to key staff across monitored agencies.	Daily Service
Compliance Monitoring and Enforcement	Compliance staff will monitor agency spend, investigate complaints, track and assess agency reporting and enforce 2-218.01 in order to ensure full compliance with the law.	Daily Service
3 - Effectively manage the Small Business Capital Access Fund. (1 Activity)		
Implement District Capitalized	District capitalized is a comprehensive program that will leverage the Small Business Capital Access Fund in order to provide firm with the necessary capital to sustain and operate a business in the District.	Key Project
4 - Leverage business development through coordinated technical and financial assistance, strategic partnerships and stakeholder engagement. (3 Activities)		
Workforce and service integration support	Support the alignment of small business development, entrepreneurship, education and workforce development.	Daily Service
Develop strategic partnerships to assist small business development	The business development programs of DLSBD will aid small businesses by identifying and entering into strategic partnerships so as to leverage financial, technical and operational assistance from private, regional, state and federal partners.	Daily Service
Target resources to attract, retain and prepare businesses for procurement and other opportunities	The business development programs of DLSBD will support small businesses in obtaining contracts and other opportunities by providing training, counseling, educational outreach and matchmaking services.	Daily Service

Operations Title	Operations Description	Type of Operations
5 - Extend economic development to District neighborhoods through commercial revitalization initiatives and programs. (1 Activity)		
Continue to provide support and grant management to DC Main Streets and Clean Teams.	DSLBD will continue to provide essential assistance, grant management and oversight and technical support to Main Streets and Clean Team grantees.	Daily Service

Workload Measures (WMs)

Measure	FY 2020 Actual	FY 2021 Actual
1 - Process Certified Business Enterprise (CBE) applications in an average of 30 business days (2 Measures)		
Number of CBE applications received	582	668
Number of Certified Business Enterprises (CBEs)	1899	1957
2 - Compliance Monitoring and Enforcement (7 Measures)		
Dollar value of PPD developer payments to SBEs	Not Available	Not Available
Dollar value of verified PPD subcontractor payments	Not Available	Not Available
Number of monitored agencies	Not Available	Not Available
Number of monitored agencies reporting subcontracting dollars	Not Available	Not Available
Number of waivers received in the fiscal year	270	304
Number of spot checks conducted	Not Available	1342
Number of active public private development projects	106.8	109.5
2 - Provide Compliance training and outreach to monitored agencies (1 Measure)		
Number of mandatory training sessions held	10	15
3 - Implement District Capitalized (2 Measures)		
Number of jobs created/retained as a result of loans	185	128
Number of loans disbursed	157	105
4 - Develop strategic partnerships to assist small business development (3 Measures)		
Number of grantees supported	423	285
Number of strategic partnerships maintained	80	160
Dollar amount of opportunities as a result of strategic partnerships	\$1,197,432	\$12,095,000
4 - Target resources to attract, retain and prepare businesses for procurement and other opportunities (9 Measures)		
Number of Federal and DC government agencies participating in matchmaking from the Agency Bid Opportunity Rally	7	8
Number of small business promotion events/posts	Not Available	500

Measure	FY 2020 Actual	FY 2021 Actual
Number of business development coaching/counseling hours	5135	4099.2
Number of business development coaching/counseling/training/matchmaking events	296	403
Number of returning citizen businesses and entrepreneurs supported through technical assistance and training	Not Available	209
Number of small business participants in coaching/counseling training/matchmaking events	13,263	14,469
Number of training sessions for CBE small businesses that are looking to do business with DC Government and/or the Federal Government	102	121
Percent increase of qualified CBE DC PTAC clients	21.1%	100%
Influential capital and revenue for DC-Based Businesses	Not Available	\$19,276,238
4 - Workforce and service integration support (1 Measure)		
Number of returning citizen businesses and entrepreneurs supported with access to capital and financing	Not Available	41
5 - Continue to provide support and grant management to DC Main Streets and Clean Teams. (8 Measures)		
Number of business development counseling hours with Main Streets Programs	478	938
Pounds of litter and recyclables collected in commercial corridors by Clean Teams	9,271,887	9,785,208
Commercial occupancy rate in DC Main Streets	89.8%	87.9%
Number of jobs created for Clean Team Crew Members	279	462
Number of training sessions held	57	45
Number of DC Main Street Organizations	24	26
Number graffiti removed in commercial corridors by Clean Teams	19,816	16,277
Amount of Neighborhood Revitalization Grants Allocated	9,241,971	10,343,202